

Ansys Customer Portal

Managing Service Requests



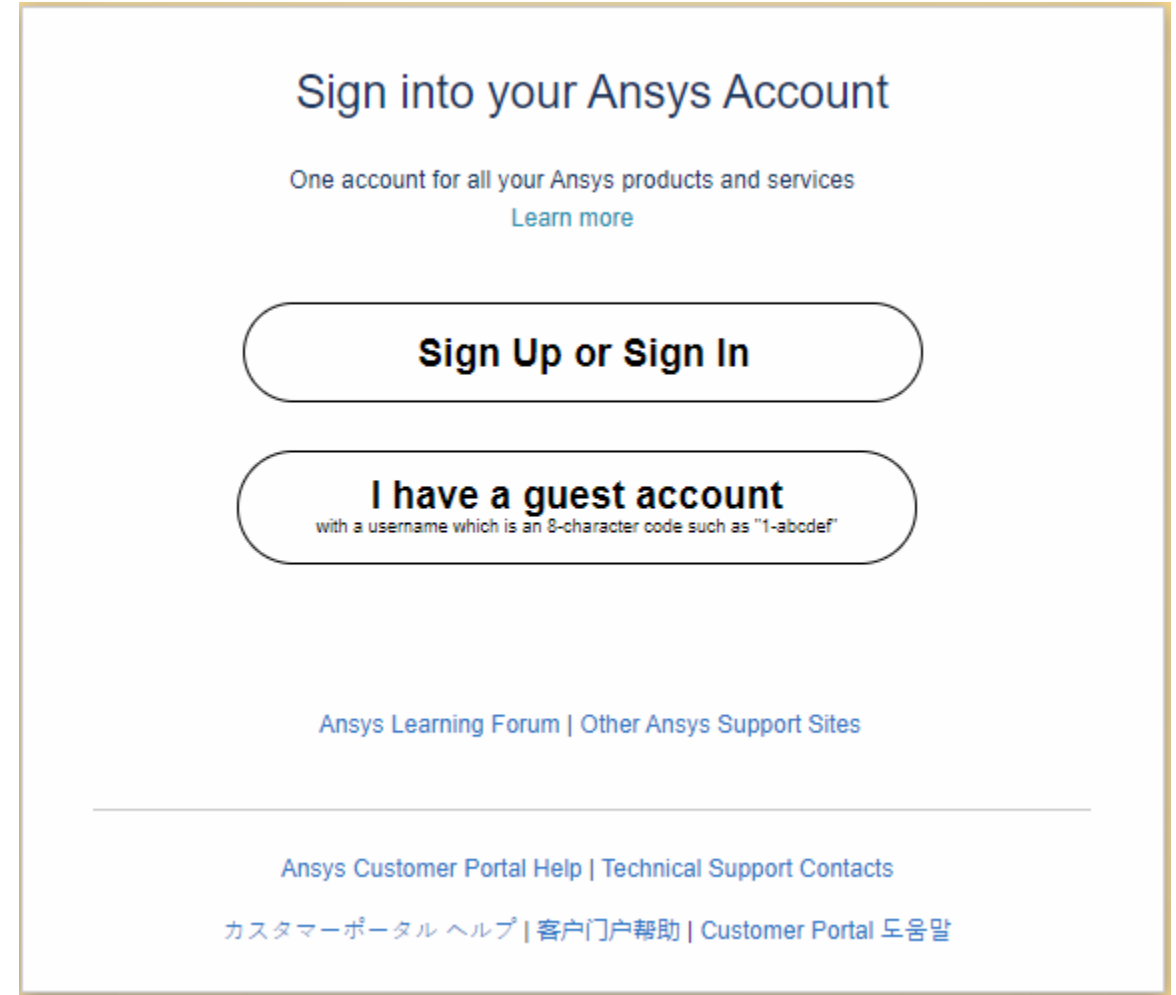


Managing Service Requests

Accessing the Customer Portal

- Go to <https://support.ansys.com>
- **Signing in as an existing customer**
- To sign in to a site that you formerly accessed with a Customer Portal account:
 1. In the sign-in dialog, enter the email address associated with your former Customer Portal account, then click **Continue**.
 2. Click **Send verification code**. An email is sent to you that contains a **verification code**. Enter the code in the Verification Code field, then click **Verify code**.
Note: If the email does not appear in your inbox within a few minutes, be sure to check your spam folder for an email from noreply@ansys.com (sent via sendgrid.net) and a subject line of "Ansys Account email verification code." You might need to ask your IT department to allow this sender.
 3. After your email address has been verified, click **Continue**.
 4. Create and confirm a password for your Ansys Account. This can be the same password that you used for your Customer Portal account, or a new one.
- Once your account has been verified, you are signed in to the site and will not need to sign in to any site requiring Ansys Account access while your session is active.

*Instructions for signing in as a new customer are on the next page. Please visit <https://webapps.ansys.com/era/ssosupport/index> for any questions regarding sign in.



Accessing the Customer Portal

Signing in as a new customer

- If you do not have an existing Customer Portal account and have not created an Ansys Account before, follow the steps below to create your Ansys Account and register as an Ansys customer. This will allow you to access customer resources such as the Ansys Customer Portal, Ansys Help site, and Ansys API Documentation site. You can perform these steps from any site that requires Ansys Account access.
1. If you are accessing the [Ansys Customer Portal](#), click **Sign Up or Sign In** on the landing page. If you are accessing another site, go to the next step.
 2. In the sign-in dialog, enter your email address, then click Continue.
Note: Using a personal email address (such as a Gmail account) is valid for accessing some resources like free trials, but may prevent access to the Customer Portal and other sites that require Ansys Account access. For full access to all resources, you should use a business or institutional email address.
 3. In the 'No account found' dialog, click **Send verification code**. A code is sent to you via email. A code valid for 20 minutes is sent to your inbox.
Note: If the email does not appear in your inbox within a few minutes, be sure to check your spam folder for an email from noreply@ansys.com (sent via sendgrid.net) and a subject line of "Ansys Account email verification code." You might need to ask your IT department to allow this sender.
 4. Enter the code in the **Verification code** field, then click **Verify code**.
 5. When your email address has been verified, click **Continue**.
 6. Specify your name, then create and confirm a password.
 7. Review and accept the Ansys Terms and Conditions and Privacy Notice.
 8. Click **Create account**.
 9. When prompted, specify additional information to complete your registration.
 10. Create a password for submitting and viewing Service Requests. This can be the same as your Ansys Account password.

Once your account has been verified, you are signed in to the site and will not need to sign in to any site requiring Ansys Account access while your session is active. Please visit <https://webapps.ansys.com/era/ssosupport/index> for any questions regarding sign in.

Home Page

- Search our Knowledge resources for technical assistance
- To submit a **Service Request**, select **Training and Support > Submit & Check Service Request** on the top menu, or the bottom of the webpage.

directcustomer@com.com - Site Preferences | Manage Ansys Account | Sign Out

Search

About Search

Products Training & Support Consultancy Services Downloads Knowledge Resources

Training Center
Upcoming Webinars
Tutorials & Training Materials
Advanced Training Courses
Support Contacts
Submit & Check Service Request

Ansys 2021 R1 Engineering What's Ahead

New Items

My Saved Searches

Are there any examples of curve fitting Ogden Foam material?	Solution
Is it possible to force the software to assign the default material...	Solution
How to perform a material sweep?	Solution
When creating Maxwell design from RMXprt, Maxwell changes the mater...	Solution
ANSYS AIM Tutorial: FSI of Reed in a Pipe	Training Material
ANSYS AIM Tutorials for R17.0	Training Material
ANSYS AIM Tutorial: Modal Wind Turbine	Training Material
ANSYS AIM Tutorial: Static Structural - Electronics Board	Training Material
ANSYS AIM Tutorial: Thermal Soldering Iron	Training Material
ANSYS AIM Tutorial: Rear Spoiler	Training Material

Submit / Check Service Requests
Submit a new service request or check an existing service request.
Submit / Check

ANSYS 2021 R1 Now Available
Get access to the latest version of ANSYS via the Customer Portal's download center.
Download

What's New in ANSYS 2021 R1
Find out what's new in the latest version of ANSYS software.
More Info

Join the Simulation Conversation
I want to receive updates & offers from ANSYS and its partners. I can unsubscribe at any time.
SIGN ME UP!

ANSYS ADVANTAGE Magazine
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Run your simulations in the cloud from within Ansys Mechanical, Ansys Fluent and Ansys Electronics Desktop
GET STARTED FREE

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We have three tracks:

- Fluids
- Structures
- Electronics

Submitting Service Requests (SR)

- When you select **'Submit & Check Service Request'**, you will need to login to **Siebel eCustomer Portal**.
 - You will have set this username and password during the SSO set up process.
 - Users are recommended to set their password to be the SAME as their Ansys Account password (for ease of remembering).
- *Please note, the Siebel interface is not Single Sign-On compliant, so it requires another login**

To be able to view and submit Service Requests, you must create a separate password for the Siebel eCustomer Portal.

For ease of use, this password can be the same as your Ansys Account password.

Password:

Confirm Password:



Siebel eCustomer Portal Innovation Pack 2013

User ID

Password

You are about to access CONFIDENTIAL, PROPRIETARY, and TRADE SECRET INFORMATION of ANSYS, Inc. Unauthorized use or disclosure of this information to persons or entities outside of ANSYS, Inc. is strictly prohibited and may be subject to penalties under the Uniform Trade Secrets Act and other laws.

Remember my User ID

Submit/Check Service Requests

The screenshot shows the ANSYS Service Request portal. At the top left is the ANSYS logo. Below it is a navigation bar with 'Home:' and a dropdown menu containing 'Service', 'Home', and 'Service Request'. The main content area is divided into two columns. The left column contains two large buttons: 'Check Existing Service Request' and 'Submit a new Service Request'. The right column is enclosed in a dashed border and contains a 'My Company' section with three links: 'Check My Service Requests' (with the subtext 'Track the status of my service requests'), 'Submit a Service Request' (with the subtext 'Get fast, convenient support for products'), and 'My Assets' (with the subtext 'View my licensed products and current TECS').

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Home:

Service

Home Service Request

Check Existing Service Request

Submit a new Service Request

My Company

[Check My Service Requests](#)
Track the status of my service requests

[Submit a Service Request](#)
Get fast, convenient support for products

[My Assets](#)
View my licensed products and current TECS

Submit a new Service Request

- Enter **Family, Application, Product, Version, Summary** and **Description** of your problem.
- Make sure to include a detailed description such as error messages, steps you have tried and reproduced.
- Click on Submit

*** You will be able to add images/screenshots after selecting submit**

The screenshot shows the ANSYS Service Request form. At the top, the ANSYS logo is visible. Below it, there's a navigation bar with 'Home' and 'Service Request' links. A message states: 'To go back to the Home Page without submitting a new Service Request, please click the 'Cancel' button at the bottom of the form instead of clicking the 'Home' link.' The form itself contains several fields: 'Family', 'Application', 'Area', 'Subarea', 'Product Version', 'Platform', and 'OS'. Below these are 'Summary' and 'Description' text areas. A note indicates 'Limit 100 characters. Cannot type or paste more than 100 characters' for the Summary field. At the bottom, there are 'Submit' and 'Cancel' buttons. A red arrow points to the 'Submit' button. A red box highlights the 'Family' and 'Application' fields. Another red box highlights the 'Product Version' field. A larger red box highlights the 'Summary' and 'Description' fields. A red box also highlights the 'Submit' button.

ANSYS

My Service Requests

Service

Home Service Request

To go back to the Home Page without submitting a new Service Request, please click the 'Cancel' button at the bottom of the form instead of clicking the 'Home' link.

Please use our self-help knowledge base to solve your service problem or issue. If you have already searched the knowledge base, you can submit a new service request by completing the following information.

NOTE: Attachments can be added once the Service Request is Submitted.

Family: *

Application: *

Area: *

Subarea: *

Product Version: *

Platform: *

OS: *

Summary: *

Limit 100 characters. Cannot type or paste more than 100 characters.

Description: *

* Please note that description longer than 2000 characters will be truncated and full description will be stored in an attachment automatically.

Please be advised that ANSYS will not accept through this portal any technical data related to defense articles, including but not limited to blueprints, drawings, photographs, plans, instructions and documentation relating to military, satellite, or space end-use. Proceeding with technical support is acceptance that the technical data that you provide does not relate to such military, satellite, or space end-use. ANSYS will provide technical support regarding the operation of the licensed software as part of your purchased TECS services, but ANSYS cannot provide web-based support involving technical data relating to defense articles. If you believe your data falls into this category, then please contact ANSYS Account Manager.

Submit Cancel

Submit a new Service Request

- Once you click Submit, the SR is created and automatically assigned to the support team. A support Engineer will then get back to you promptly!
 - An automated email is sent to you from donotreply@ansys.com to confirm your Service request. In this email, you will find the SR# and your Contact #.
- *Please note, if you call the support help desk, you will need to enter your contact # followed by option 1 for new SR or option 2 for existing SR.

Dear Joe Customer,

A Service Request (SR), see details below, has been entered in our database and assigned to an engineer who will address your question.

Your Contact #: 312682 (Also known as Individual Customer Number)
SR #: 1136255781

SR Created on : 2011-08-05 07:38:20
SR Summary: test
SR Description: test

Please keep this e-mail for your reference. The SR number will allow you to track changes and obtain updates. Please feel free to visit the ANSYS Customer Portal, www.ansys.com/customerportal, to check for updates or add more details to the SR. The Customer Portal tour available through the left hand side menu provides a short overview of the portal and how to access your Support Requests.

Thank you,
ANSYS Technical Support

Review/Update Existing SRs

My Service Requests

Service

Home Service Request

If you want to create a new SR, click on the **New Button**

To review or update your SR, click on the **SR number** to get into the details

Sort by click on the column name

SR #	Status	Opened	Assigned To	Summary
1010960331	New	11/16/2018 01:38:4...ISTT_MBU Suppor...		This is a test, please ignore
1010087011	New	11/16/2018 12:47:9..._FLTT_PROC Supp...		test
1010009534	Closed	11/15/2018 10:52:4..._Siebel Administrator		
1010091731	New	11/14/2018 05:31:2..._Mary Valkar		testing emails - please let me know if you get an email
1017121003	New	11/9/2018 02:51:42..._Mary Valkar		test
1014085375	Closed	11/1/2018 04:58:48..._NACP_FLUIDS Su...		Test
1014488123	New	10/30/2018 04:25:1..._Diane Clarke		test
1013271446	Closed	10/25/2018 08:27:3..._Catin Fiebigler		testing SR status
1013142257	Closed	10/25/2018 03:29:1..._Missy Ji		test
1013142253	Assigned	10/25/2018 03:17:2..._Joyese Shin		test

If you want to run a Query on your SR's, click on the **Query** button

SR #:

Status:

Summary:

Family:

Application:

Area:

Subarea:

Product Version:

Service Request Details

Service Request

SR #: 1814488123
Status: New
Account: MCM Technologies
Contact: Joe Customer
Assigned To: Diane Clarke
Summary: test
Opened: 10/30/2018 04:25:10 PM
Closed:

Family: Installation/Licensing/Syst...
Application: Mechanical - SYS
Area: Remote Solve
SubArea:
Product Version: 19.0
Platform:
OS:

Description: test

For attachments greater than 20 MB, the support engineer assigned to your Service Request will be able to advise you on how to transfer data.

Attachments [Add](#)

Attachment Name	File Type	Size	Date and Time	Comments
ACEBelgium	PNG	2,198	11/5/2018 02:46:38	

Please create an Update item when attachments are added.

SR Updates [Add](#)

Updated: Description: Details:

Details of the SR are shown here

If you want to add Attachment, click on Add, then click on the pick box, and choose the file you want to attach.

If you need to add more details to the SR, click Add to SR updates. Enter Description and Details and click in white space to save the update