Support Center

Tip Sheet

Logging In

To log in to the Support Center:

1. Open the Support Center in your browser. The URL is: http://support.sciemetric.com.

2. Enter your username and password as provided via email. If you do not have your password available, click **Forgot your password?** Enter your user name and click **Submit**. You will receive an email with a temporary password.

3. Click **Login**.

To log out of the Support Center, simply click the **Logout** button within the Home, Videos, Downloads or Contact Support tab.

Finding Answers to Your Inquiries

In the Support Center, you can search for and view "solutions" to your questions and issues. To find solutions in the Support Center:

1. Click the **Solution** tab.

2. Enter keywords related to your inquiry into the **Search For** search box.

3. Click **Find Solution**. A list of solutions matching your inquiry displays in order of relevancy.

4. Select the title of a solution in order to view its description.

5. Under Attachments, click the attached PDF file, and then **View File** to download the solution document.

6. If the solution helps to answer your question, go back and click **Yes**. Otherwise, click **No** to return to the list of solutions.

Finding Helpful Videos

In the Support Center, you can find many instructional videos for commonly-performed tasks. To access them, click the **Videos** tab.

Viewing Your Cases

In the Support Center, the inquiries that are submitted to the Customer Support team are called "cases." To submit a new case, see **Submitting a Case to Customer Support**. To view your open and resolved cases:

1. Click the **Cases** tab. The cases that you have submitted are displayed.

2. Select a case subject to view the details of the case.

   - Click the **View Suggested Solutions** button in the Solutions section of the case to view up to 10 solutions that may help you resolve your case.

   - The **Home** tab displays your most recent cases.

Viewing Your RMAs

In the Support Center, the Return Merchandise Authorizations generated by Sciemetric Support for your systems can be displayed.

To view these:

1. Click the **RMAs** tab.

2. Select the **View** option and click **Go!**

Submitting a Case to Customer Support

If you cannot find a solution that answers your inquiry, you can submit a case to our Customer Support team. To submit a case:

1. Click the **Case** tab.

2. Click the **Create New Case** button.

3. Select the priority and type of case from the drop-down list.

4. Enter a subject and description for your case. Enter as much information as you can to assist our Customer Support team in responding to your inquiry.

5. Click **Submit**.

   - When a case is submitted, up to 10 suggested solutions will automatically display.

   - Click **Add Comment** to add a comment.

   - Click **Add Attachment** to add a file that would assist our Customer Support team in answering your inquiry.

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