

# Tip Sheet

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## Logging In

To log in to the Support Center:

1. Open the Support Center in your browser. The URL is:  
**<https://mysciemetric.force.com/support>**
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 Sciometric 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.