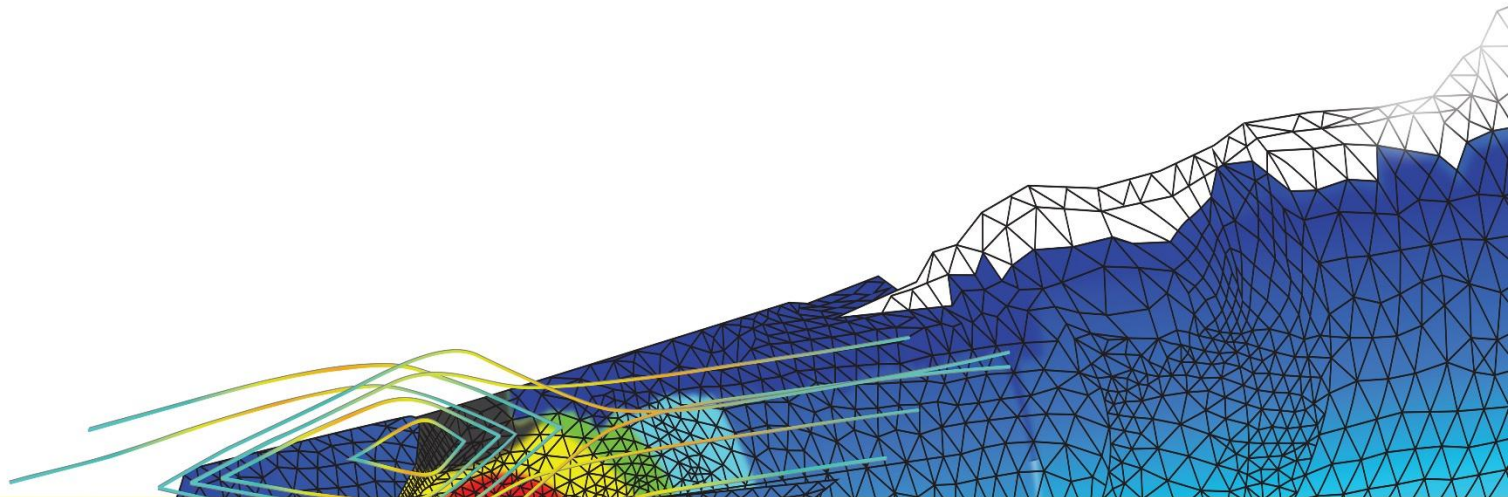




# How to enter a Support Request on the ANSYS Customer Portal



# Access to Customer Portal

- <https://support.ansys.com>

**Log In**

**Important Notice for Our Students**  
[Click here](#) to read an important notice regarding the ANSYS Student Portal and the ANSYS Student product.

User Name:

Password:

[Having login problems?](#) | [Forgot your password?](#)

[Log In >](#)

---

Not yet a member? [Customer Registration](#) | [Students Go Here](#)  
[日本のお客様はこちら](#)

Need Help? [Login Support and Portal Help](#)

Other Support Sites: [日本語版カスタマーポータル \(USCJ\)](#)  
[Apache Design's Customer Support Portal](#)

# Login

- Enter your **Email Address** and **Password**
- If you are experiencing difficulties click on **Login Support**
- If you do not have a login and password click on **Customer Registration**

**Log In**

**Important Notice for Our Students**  
[Click here](#) to read an important notice regarding the ANSYS Student Portal and the ANSYS Student product.

User Name:

Password:

[Having login problems? | Forgot your password?](#)

[Log In >](#)

---

Not yet a member? [Customer Registration](#) [Students Go Here](#)  
日本語版カスタマーポータル

Need Help? [Login Support and Portal Help](#)

Other Support Sites: [日本語版カスタマーポータル \(USCJ\)](#)  
[Apache Design's Customer Support Portal](#)

# When you click on **Customer Registration**

Account number is the same as your Company ID

Click on *“Not sure how to retrieve your ANSYS account number?”* if you don't know your Account number.

**Customer Registration**

**User Information**

\* indicates fields are mandatory

\* Email Address:

\* First Name:

\* Last Name:

\* Phone Number:  (include your country code)

\* Job Title:

**Company Information**

\* Company Name:

\* Address Line 1:

Address Line 2:

\* City:

\* State/Region:

\* Postal Code:

\* Country:

\*Account Number (Customer Number):

If you are unable to retrieve your account number from the instructions above, please fill out the required data in the form and click the 'Contact Me' button to be contacted by an ANSYS representative.

# When you click on **Login Support and Portal Help**

Enter information in the following fields indicated by the Asterisk (\*)

**Website Support**  
**Customer Portal Help Request**

**Important Notice for Our Students**  
[Click here](#) to read an important notice regarding the ANSYS Student Portal and the ANSYS Student product.

---

**Customer Portal Help Request**  
Please note that this form is NOT for submitting product service requests.  
(\* indicates required fields)

\*Which area of the portal are you having trouble with?

\*Please provide a description of the problem: (Maximum 100 characters allowed.)

If you are having trouble with a download, please let us know the product(s) and operating system(s) you were attempting to retrieve:

Have you received any error messages? Please cut and paste the exact error message:

\*First Name:

\*Last Name:

\*Enter/verify your email address:

Phone number:

Customer number:

If you have attachments to send, please email them directly to [portalhelp@ansys.com](mailto:portalhelp@ansys.com)

**Then click on Submit. The request is then sent to the ANSYS Customer Portal Help Team**

# Customer Portal Home Page

In order to create a Support Request  
click on:

**Support** and **Submit/Check Service  
Request**

or

**Submit/Check Service Request**

Then click on **continue**

The screenshot shows the ANSYS Customer Portal Home Page. The ANSYS logo is in the top left, and the text "Customer Portal" is in the top center. A search bar is in the top right. The main navigation menu includes "Products", "Training & Support", "Consultancy Services", "Downloads", "Knowledge Resources", and "License Management". A dropdown menu for "Training & Support" is open, showing options like "Training Center", "Upcoming Webinars", "Tutorials & Training Materials", "Full training course videos", "Advanced Training Courses", "Support Contacts", and "Submit & Check Service Request". The "Submit & Check Service Request" option is highlighted with a red box. A red arrow points from the text "Support and Submit/Check Service Request" to this option. Another red arrow points from the text "Submit/Check Service Request" to a button labeled "Submit / Check Service Requests" in a yellow box at the bottom of the page. The page content includes a banner for "PERFORMANCE. INSIGHT. PRODUCTIVITY.", a "New Items" section with a table of training materials, and three promotional boxes for "Submit / Check Service Requests", "ANSYS 17.0 Now Available", and "What's New in ANSYS 17.0". The footer contains a grid of links for "Products", "Training & Support", "Consultancy Services", "Downloads", "Knowledge Resources", and "License Management".

customer@mcm.com - Site Preferences | Sign Out

Search

About Search

Products Training & Support Consultancy Services Downloads Knowledge Resources License Management

Training Center  
Upcoming Webinars  
Tutorials & Training Materials  
Full training course videos  
Advanced Training Courses  
Support Contacts  
Submit & Check Service Request

PERFORMANCE.  
INSIGHT.  
PRODUCTIVITY.

Learn More >

Join the Simulation Conversation

ANSYS Advantage Magazine  
Subscribe to ANSYS eNews

BLOG in Twitter Facebook Google+ YouTube RSS

ANSYS Training Center  
ANSYS Events

New Items View All

My Saved Searches

ANSYS AIM: Fluid-Solid Heat Transfer	Training Material
ANSYS AIM - Generating Contacts	Training Material
ANSYS AIM: Viewing Results	Training Material
Shared Topology in Design Modeler	Training Material
ANSYS Mechanical Fracture Analysis of a 2D Cracked Specimen using P...	Training Material
ANSYS Mechanical Tutorial for Nonlinear Static Structural Analysis ...	Training Material
CFX Tutorial 5: Flow in a Process Injection Mixing Pipe R17.0	Training Material
Icepak Tutorial 23: ANSYS Icepak - ANSYS Workbench Integration Tut...	Training Material
Fluent Tutorial 2: Parametric Analysis in ANSYS Workbench Using ANS...	Training Material
Fluent Tutorial 1: Introduction to Using ANSYS Fluent in ANSYS Work...	Training Material

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

ANSYS 17.0 Now Available  
Get access to the latest version of ANSYS via the Customer Portal's download center.  
Download

What's New in ANSYS 17.0  
Find out what's new in the latest version of ANSYS software.  
More Info

Products All Products

Training & Support  
Training Center  
Upcoming Webinars  
Tutorials & Training Materials  
Full training course videos  
Advanced Training Courses  
Support Contacts

Consultancy Services  
Engineering Analysis  
Technology & Knowledge Transfer  
Customization & Automation  
SDPD Assessment

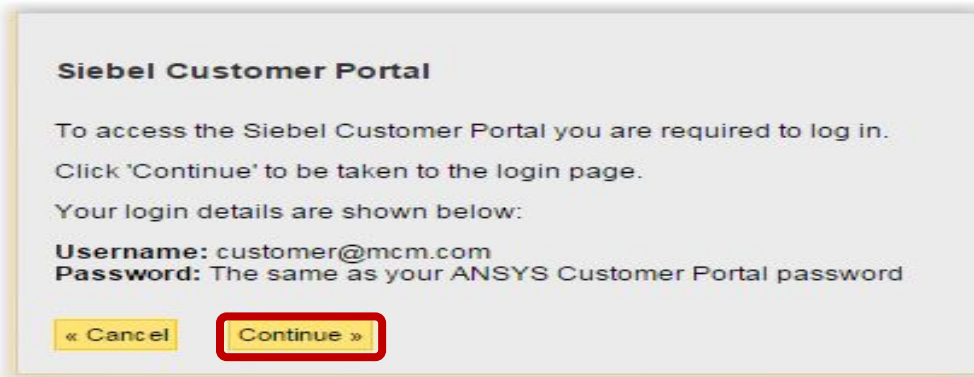
Downloads  
Current Release  
Apache Products  
Previous Releases  
Installation and Licensing  
Help and Tutorials  
ANSYS ACT Application Store

Knowledge Resources  
Class3 Error Reports  
Conference Proceedings  
Online Documentation  
Solutions  
Tutorials & Training Materials  
About Knowledge

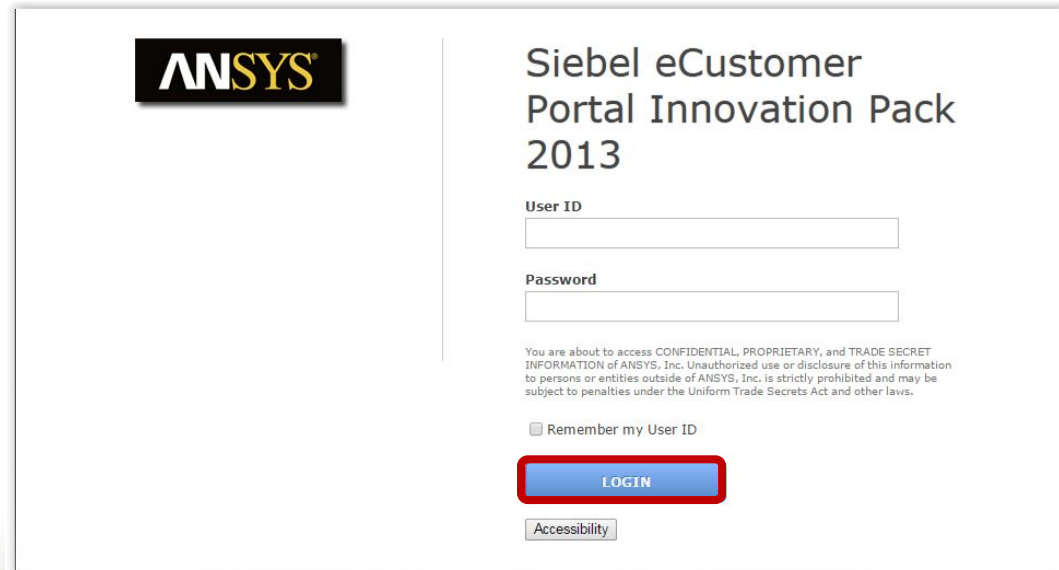
License Management  
License Server Change  
My Products  
Frequently Asked Questions  
ユーザーマニュアル  
Website Support  
Portal Help Request  
About Search

# Siebel Customer Portal

**\*\*Please note, when clicking on service requests, you will need to login in again**

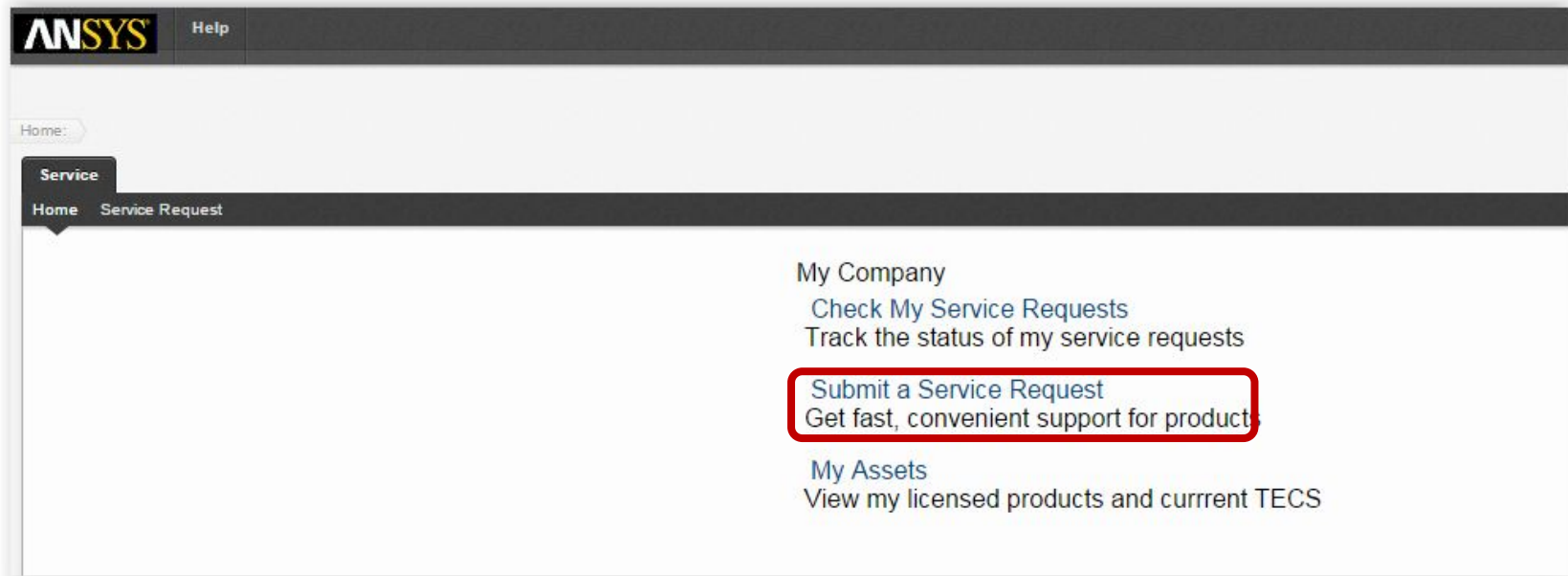


Then click on **continue** and enter the information as mentioned to log in Siebel Portal and click **LOGIN**



# Submit a Service Request

To create a new support ticket, click on  
**Submit a Service Request**





# New Service Request

- Complete all required fields (marked by **\***) and click on **Submit**

The screenshot shows the ANSYS Service Request form. At the top left, there is the ANSYS logo and a 'Help' link. Below the logo, there is a 'My Service Requests:' section with a 'Service' tab highlighted in blue. A breadcrumb trail shows 'Home' and 'Service Request'. 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.' Below this, there is a paragraph: '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: Attachment can be added once the Service Request is Submitted.' The form contains several required fields marked with a red asterisk: 'Family', 'Application', 'Area', 'Subarea', 'Product Version', 'Platform', and 'OS', all of which are dropdown menus. There are also two text input fields: 'Summary' and 'Description'. The 'Description' field has a note: 'Limit 100 characters. Cannot type or paste more than 100 characters.' At the bottom of the form, there are two buttons: 'Submit' (highlighted in green) and 'Cancel'. A disclaimer at the bottom of the form reads: '\* 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.'

**\* If once you submit a Service Request and want to see your existing requests, you can click on **Service** tab.**

# New Service Request

- You will receive an email when the Service Request (SR) has been created

## Service Request (1136255781) has been created

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](http://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

# Service Request details

- You can view the details of a Service Request by clicking on the **SR number**

The screenshot shows the ANSYS Service Request interface. At the top, there is a navigation bar with the ANSYS logo and a 'Help' link. Below this, a breadcrumb trail shows 'Home' and 'Service Request'. A message instructs users to use Knowledge Resources to solve service problems. Below the message are 'New' and 'Query' buttons, and a status indicator '1 - 10 of 10+'. A table lists service requests with columns for SR #, Status, Opened, Assigned To, and Summary. The first row is highlighted in yellow, and its SR number '1561968693' is enclosed in a blue box. The table data is as follows:

SR #	Status	Opened	Assigned To	Summary
1561968693	Closed	1/21/2016 03:1...	Chrissy Salvini	Test SR for Demo Purpose
1560101001	Closed	1/14/2016 05:0...	Chrissy Salvini	Test to see the environment and upload of files
1553736815	Closed	12/17/2015 08:...	Diane Clarke	Test
1552852000	Closed	12/15/2015 09:...	Paul Hutcheson	
1551214814	Closed	12/9/2015 10:3...	Jonas Norlin	
1551200156	Closed	12/9/2015 10:1...	Jonas Norlin	
1551185000	Closed	12/9/2015 10:1...	Jonas Norlin	
1551163839	Closed	12/9/2015 09:5...	Torbjorn Virdung	test
1551128410	Closed	12/9/2015 09:4...	Jonas Norlin	
1551086236	Closed	12/9/2015 09:0...	Tomas Jarneholt	

# Service Request details

Support engineer

Attachments

SR Updates

ANSYS Help Log Out

Service Request Detail

Service

Home Service Request

### Service Request

SR#:	1561968693	Family:	Fluid Dynamics
Status:	Closed	Application:	FLUENT
Account:	MCM Technologies	Area:	Compressible Flow
Contact:	Joe Customer	SubArea:	Convergence Probl...
Assigned To:	Chrissy Salvini	Product Version:	17.0
Summary:	Test SR for Demo Purp...		
Opened:	1/21/2016 03:18:20 PM	Platform:	AMD/Intel 64-bit
Closed:	1/22/2016 08:43:34...	OS:	Redhat Enterprise ...

Description: Test, please ignore.

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
-----------------	-----------	------	---------------	----------

No Records

Please create an Update item when attachments are added.

**SR Updates** Add

Updated	Description	Details
1/21/2016 04:27:45 PM	Update on the problem.	Details are entered here.

1 - 1 of 1

# Adding an Attachment

1. Select the 'Add' button next to 'Attachments' and a new attachment line will appear below.
2. Click on the magnifying glass in the 'Attachment Name' column to browse files on your computer to upload.
3. This window will appear, select Choose file to upload a document or image from your computer, then choose add. The engineer will then be notified.

The screenshot displays the ANSYS Service Request portal. The main content area shows a 'Service Request' form with fields for SR#, Status, Account, Contact, Assigned To, Summary, Opened, Closed, and Description. The 'Attachments' section is highlighted with a red box, and the 'Add' button is also highlighted. A magnifying glass icon in the 'Attachment Name' column is highlighted with a blue box. An 'Add Attachment' dialog box is open, showing a 'File Name' field with a 'Choose File' button and a 'URL' field. The dialog box contains a warning message: '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.' The dialog box has 'Add' and 'Cancel' buttons.

Service Request

SR#: 1563158453 Family: Structural Mechanics  
Status: New Application: Engineering Data  
Account: MCM Technologies  
Contact: Joe Customer  
Assigned To: Lucien Rimbon  
Summary: Test  
Opened: 1/27/2016 05:57:11 A  
Closed:   
Description: Test

For attachments greater than 20 MB, the s

Attachments

Attachment Name	File Type	Size	Date and Time	Comments
RemoteSolveMan...	pdf	1,938,969	1/27/2016 06:0...	

# Adding a Service Request Update

Select the **'Add' button next to 'SR Updates'** and a new update line will appear below.

You can then update the description and details column with additional information or questions about this SR  
To save the update, simply click your mouse anywhere else on the screen and the engineer will be notified.

The screenshot shows the ANSYS Service Request Detail page. The top navigation bar includes the ANSYS logo, a 'Help' link, and a 'Log' button. Below the navigation bar, there are breadcrumb links: 'My Service Requests' and 'Service Request Detail'. A 'Service' tab is active.

The main content area is titled 'Service Request' and contains a form with the following fields:

- SR #: 1563158453
- Status: New (dropdown)
- Account: MCM Technologies
- Contact: Joe Customer
- Assigned To: Lucien Rimbon
- Summary: Test
- Opened: 1/27/2016 05:57:11 AM
- Closed: (empty)
- Family: Structural Mechanics
- Application: Engineering Data
- Area: (dropdown)
- SubArea: (dropdown)
- Product Version: 17.0 (dropdown)
- Platform: (dropdown)
- OS: (dropdown)

The Description field contains the text 'Test'.

Below the form, there is a note: '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.'

The 'Attachments' section has an 'Add' button and a table with the following data:

Attachment Name	File Type	Size	Date and Time	Comments
RemoteSolveMan...	pdf	1,938,969	1/27/2016 06:0...	

Below the attachments table, there is a note: 'Please create an Update item when attachments are added.'

The 'SR Updates' section has an 'Add' button (highlighted with a red box) and a table with the following data:

Updated	Description	Details
1/28/2016 08:50:53 AM		

# Service Request update notification

- For every modification to the Service Request an email is sent to the customer and to the support engineer

Received by the  
Customer

## Service Request (#1135487231) has been updated

donotreply@ansys.com à moi

Dear Joe Customer:

This email is to inform you that the Service Request (# 1135487231 ) you logged on 08/03/2011 09:44:25 EST has been updated.

Please login to the ANSYS Customer Portal at <http://www.ansys.com/customerportal/>, to look at the details of the Service Request. After logging in to the ANSYS Customer Portal, either select "Submit Support Request Online" icon, or click on Submit Support Request under Support and Training from the left navigation menu, then Submit/Update technical support requests.

Your Contact #: 312682(Also known as Individual Customer Number)  
SR #:1135487231  
SR Updated On: 08/03/2011 10:07:41 EST  
SR Summary: WCP test  
SR Description: test

Technical Details:

Activity Description:

Activity Detail: test test

Thank you,  
ANSYS Technical Support

Received by the  
Support Team

## SR# 1563158453; an attachment has been added to this SR

Boîte de réception x

donotreply@ansys.com

À moi ▾

This email is to let you know that a new Attachment has been added to your Service Request by [CUSTOMER@MCM.COM](mailto:CUSTOMER@MCM.COM).

SR#: 1563158453  
Account: MCM Technologies  
Customer: Joe Customer  
SR Created on: 2016-01-27 10:57:11  
SR Updated on : 2016-01-27 11:01:27  
SR Summary: Test  
SR Description: Test

Thank you.