



Customer Services Programs

User Registration

NetApp Support Site

June 2015

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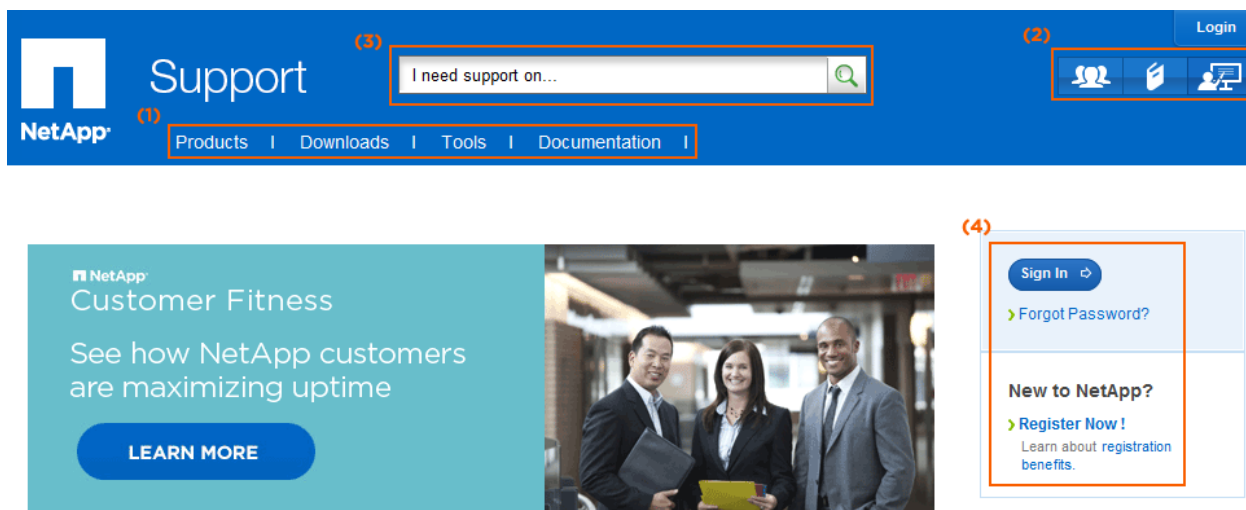
Welcome

The NetApp Support Site is a tool that allows partners and customers to manage their profile, view customized support information and documentation, and much more.

This guide provides you with detailed instructions to help you get the most valuable use from the site.

Navigating the Support Site

The support site is organized in an intuitive and user friendly manner to help you quickly find the information you need. See the screen shot and table below to orient yourself to the main features of the support site.



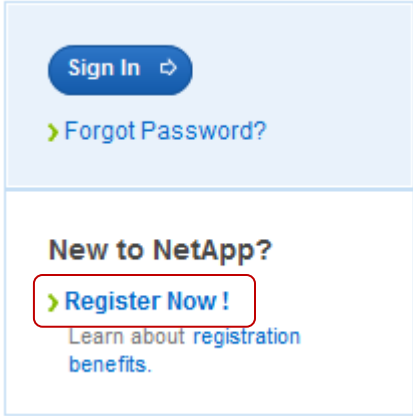
Feature	Description
(1) Main Navigation	These menu options divide the site into its main sections based on the type of functions that you are looking to accomplish.
(2) Utility Bar	This is the new Utility Bar. We moved some of the most commonly used activities to this location to make them more convenient
(3) Search	The search bar appears at the top of every page on the support site to help you find what you need. Many pages also have a contextual search bar in the body of the page that lets you search for content related to that page.

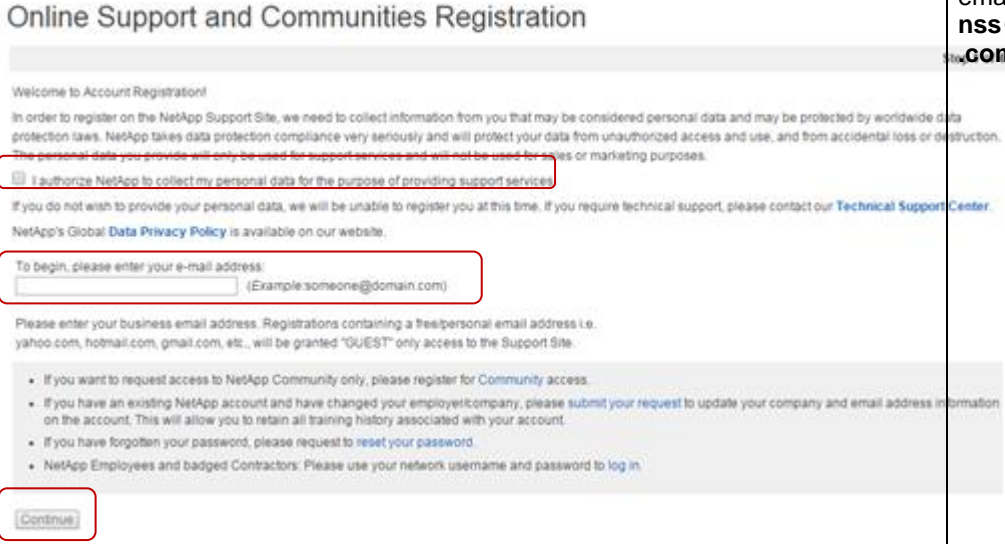
Feature	Description
(4) Log in/Registration	Enter your user name and password, retrieve a lost password, or register as a new user here.

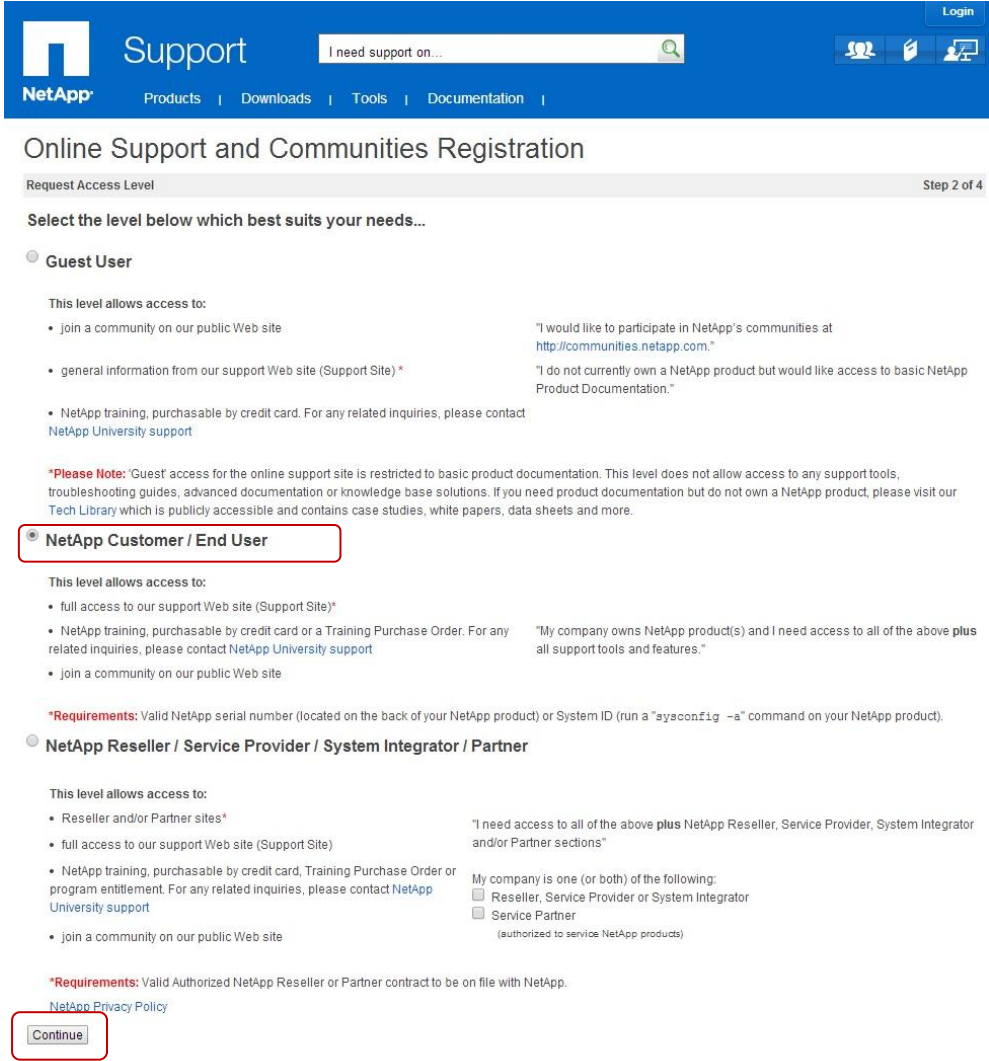
User Registration

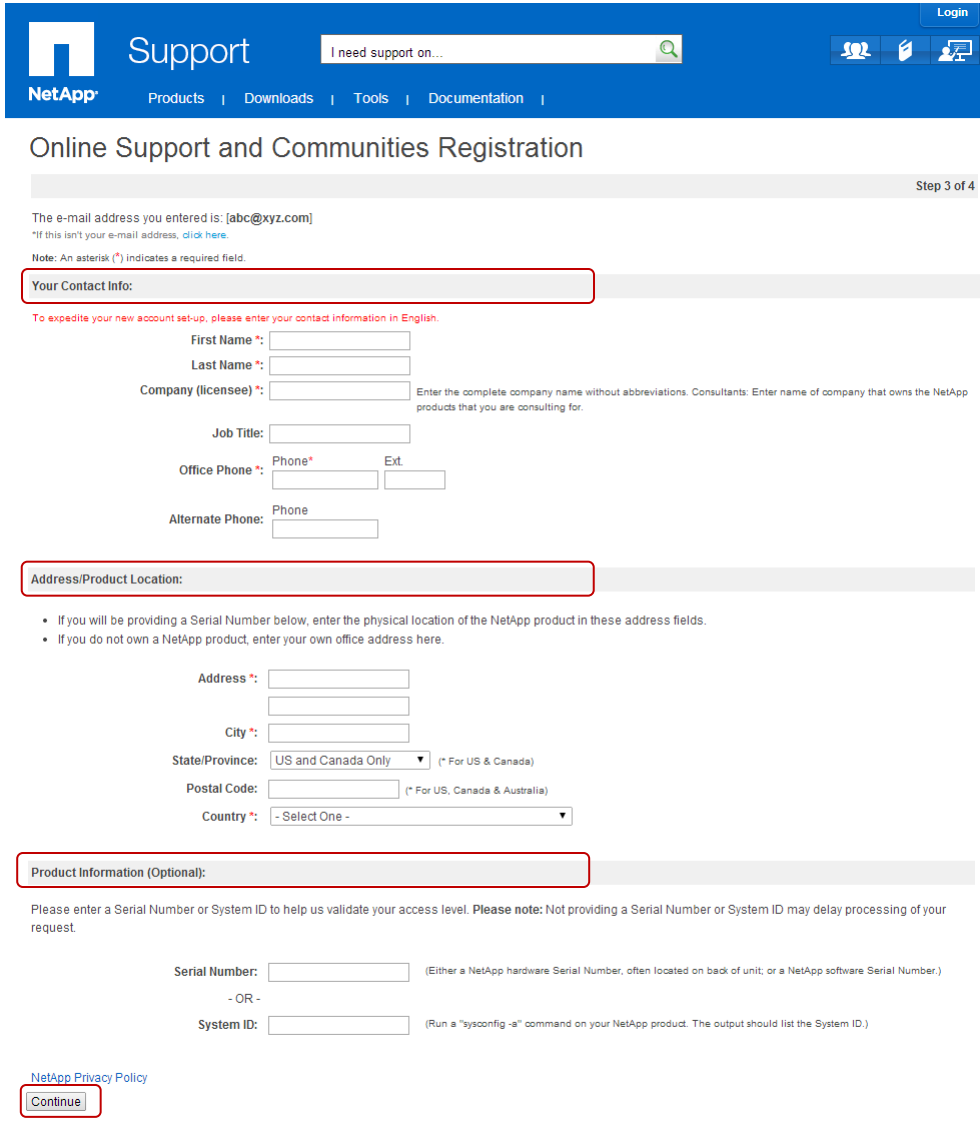
Register As a Customer

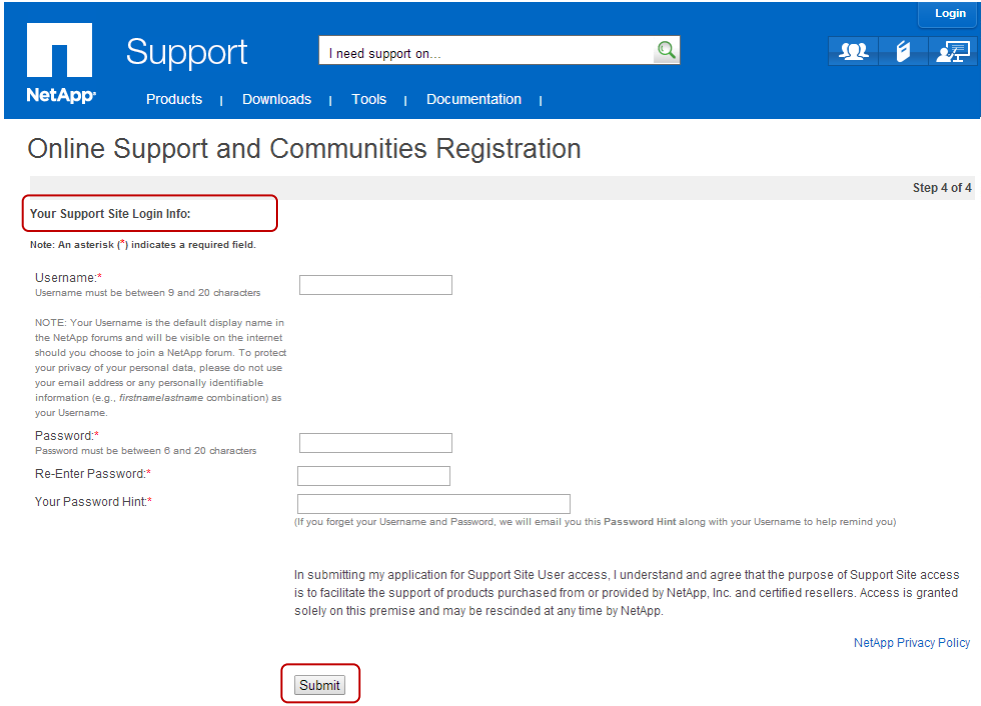
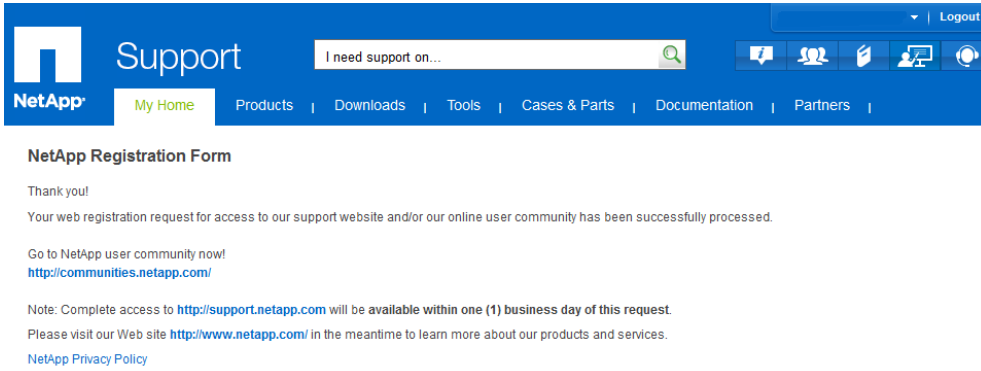
To begin using the NetApp Support Site, you must register as a new user. The Log In / Registration section is on the top right corner. The table below contains the steps to register.

Step	Action	Result
1	<p>On the Log in/Registration section of the Support home page, click Register Now.</p> 	The registration page opens.

Step	Action	Result
2	<p>Read the Data Privacy Authorization Statement*, and check the box. Enter your email address associated with your business and click Continue.</p>  <p>*Note: You can click on the links in the page for more information before you continue.</p>	<p>You will receive an activation email from nss@netapp.com</p>
3	<p>Click on the URL supplied by the Email</p> <p>NetApp Support Account Registration: Email address verification</p> <p>NetApp Support Site Admin Sent: Fri 6/19/2015 1:19 PM To:</p> <p>Please DO NOT REPLY to this email.</p> <p>Welcome to the NetApp Support Site. To continue with the registration process, please click on the link below before 20 Jun 2015 20:18 GMT to verify your email:</p> <p>http://mysupport.netapp.com/eservice/public/regConfirm.do?key=NTc3YWEwYTE1OTU5NDQ4NWJhZmJkMmUgYjRhZWQwZDg=&id=1</p> <p>If you do not click on the verification link before it expires, you will need to restart your registration for the NetApp Support Site.</p> <p>Please contact us with any concerns you may have.</p> <p>Thank You,</p> <p>The NetApp Support Site Admin Team</p> <p>NetApp Privacy Policy</p>	<p>Your email will be successfully verified</p>

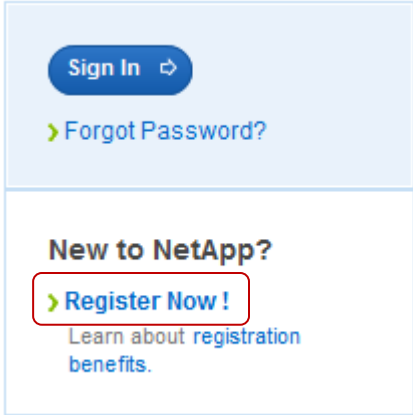
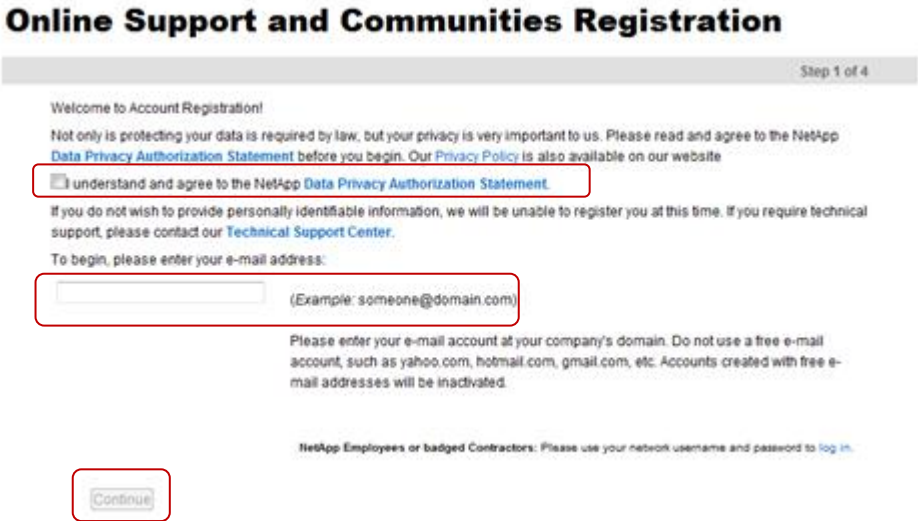
Step	Action	Result
4	<p>Read the descriptions and select NetApp Customer/ End User, then click Continue.</p>  <p>The screenshot shows the NetApp Support registration page. The header includes the NetApp logo, 'Support' text, a search bar, and navigation links for Products, Downloads, Tools, and Documentation. The main heading is 'Online Support and Communities Registration' with a sub-header 'Request Access Level' and 'Step 2 of 4'. The instruction 'Select the level below which best suits your needs...' is followed by three radio button options. The 'NetApp Customer / End User' option is selected and highlighted with a red box. Below this option, there are bullet points describing access to support sites, training, and communities. A 'Continue' button is at the bottom, also highlighted with a red box.</p>	A form to enter your personal information opens.


Step	Action	Result
5	<p>Enter your contact information, address/product location, and product information* into the form and click Continue. Fields with an asterisk are required information.</p>  <p>*Note: Product information is optional.</p>	The login information page opens.

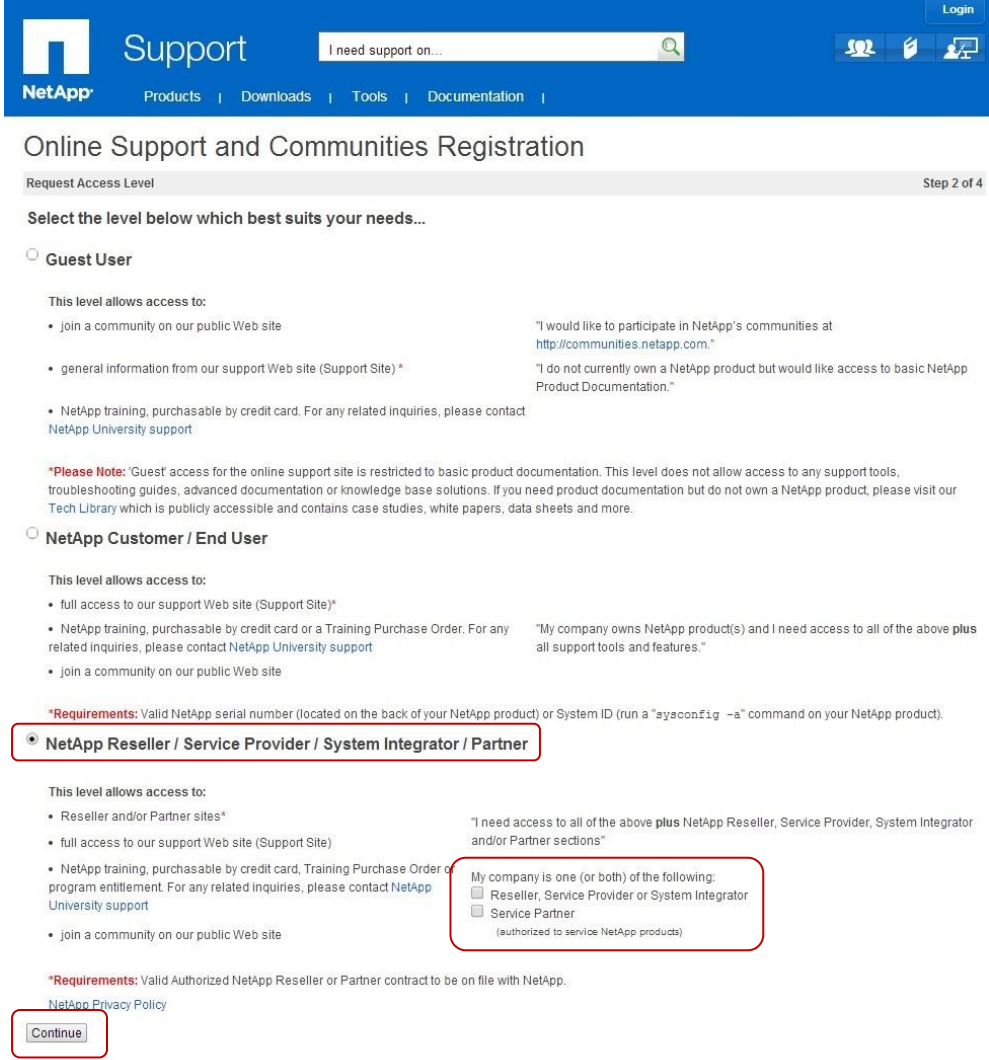
Step	Action	Result
6	<p>Enter your log in information and click Submit.</p> 	<p>Your registration will be sent to NetApp for review. You will have limited access to the support site until it is approved, usually within one business day.</p>
7	<p>Your registration is complete. NetApp will notify you by email when you have full access to the support site.</p> 	

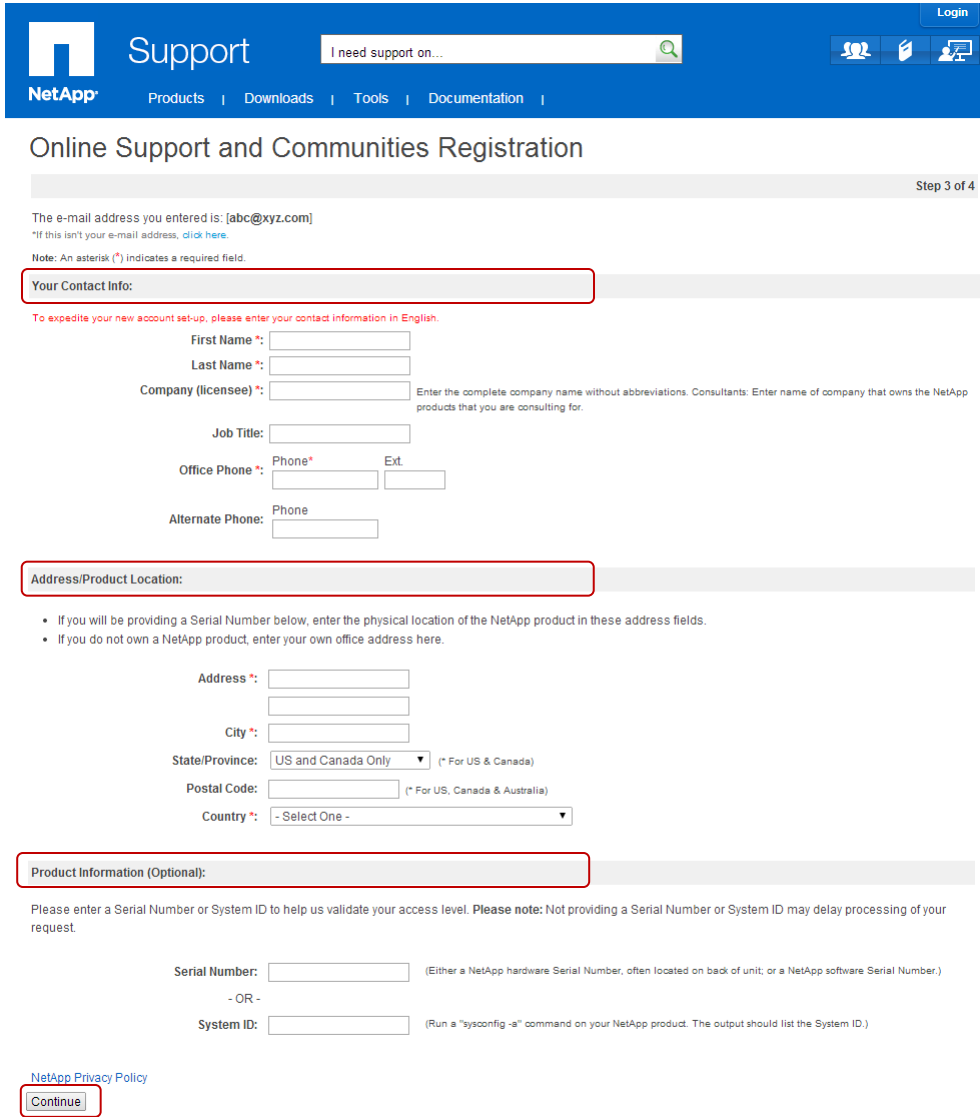
Register As A Partner

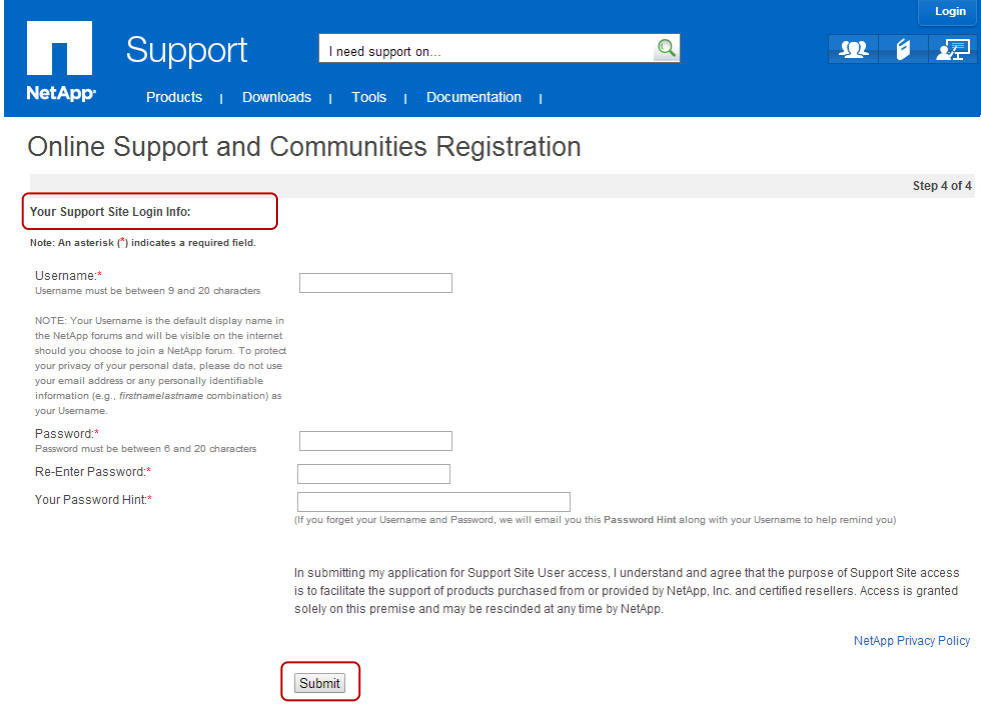
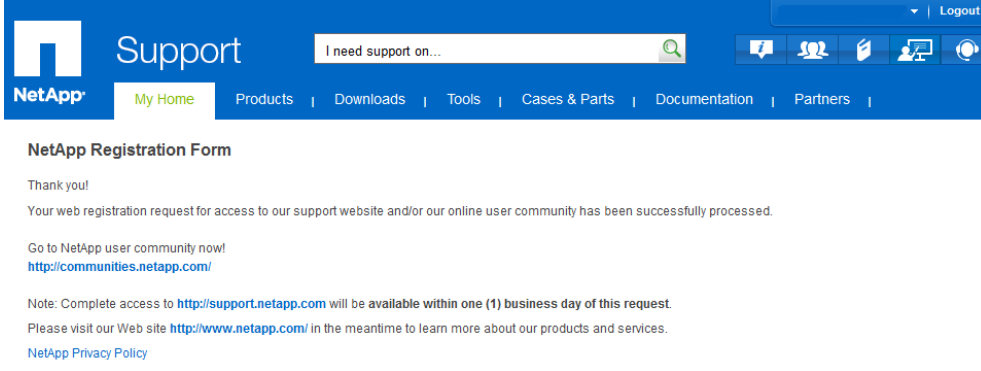
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3	<p>Click on the URL supplied by the Email</p> <p>NetApp Support Account Registration: Email address verification</p> <p> NetApp Support Site Admin</p> <p>Sent: Fri 6/19/2015 1:19 PM</p> <p>To:</p> <hr/> <p>Please DO NOT REPLY to this email.</p> <p>Welcome to the NetApp Support Site. To continue with the registration process, please click on the link below before 20 Jun 2015 20:18 GMT to verify your email:</p> <p>http://mvsupport.netapp.com/eservice/public/regConfirm.do?key=NTc3YWwYTE1OTU5NDQ4NWJhZmJkMmUyYjRhZWQwZDg=&id=1</p> <p>If you do not click on the verification link before it expires, you will need to restart your registration for the NetApp Support Site.</p> <p>Please contact us with any concerns you may have.</p> <p>Thank You,</p> <p>The NetApp Support Site Admin Team</p> <p>NetApp Privacy Policy</p>	<p>Your email will be successfully verified</p>

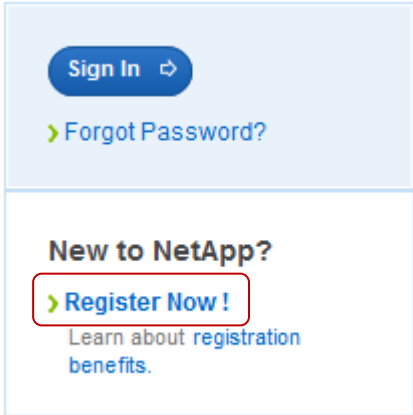
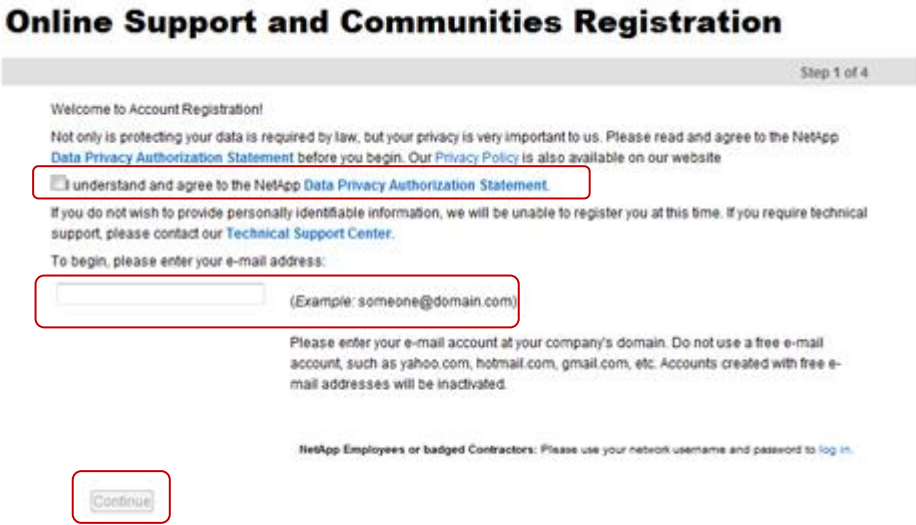
Step	Action	Result
4	<p>Read the descriptions and select NetApp Reseller/ Service Provider/ System Integrator/ Partner. Select the check box for either Reseller, Service Provider or System Integrator, or Service Partner, then click Continue.</p> 	A form to enter your personal information opens.


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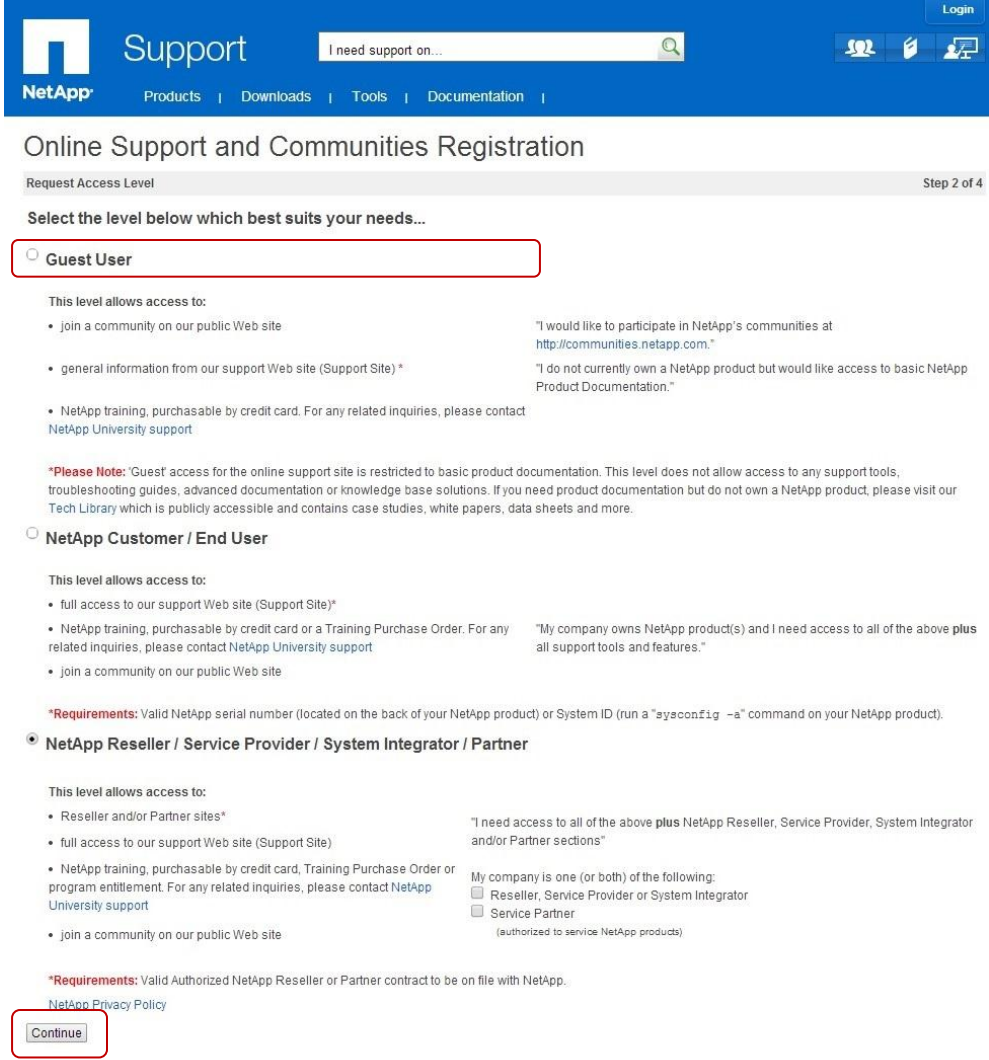
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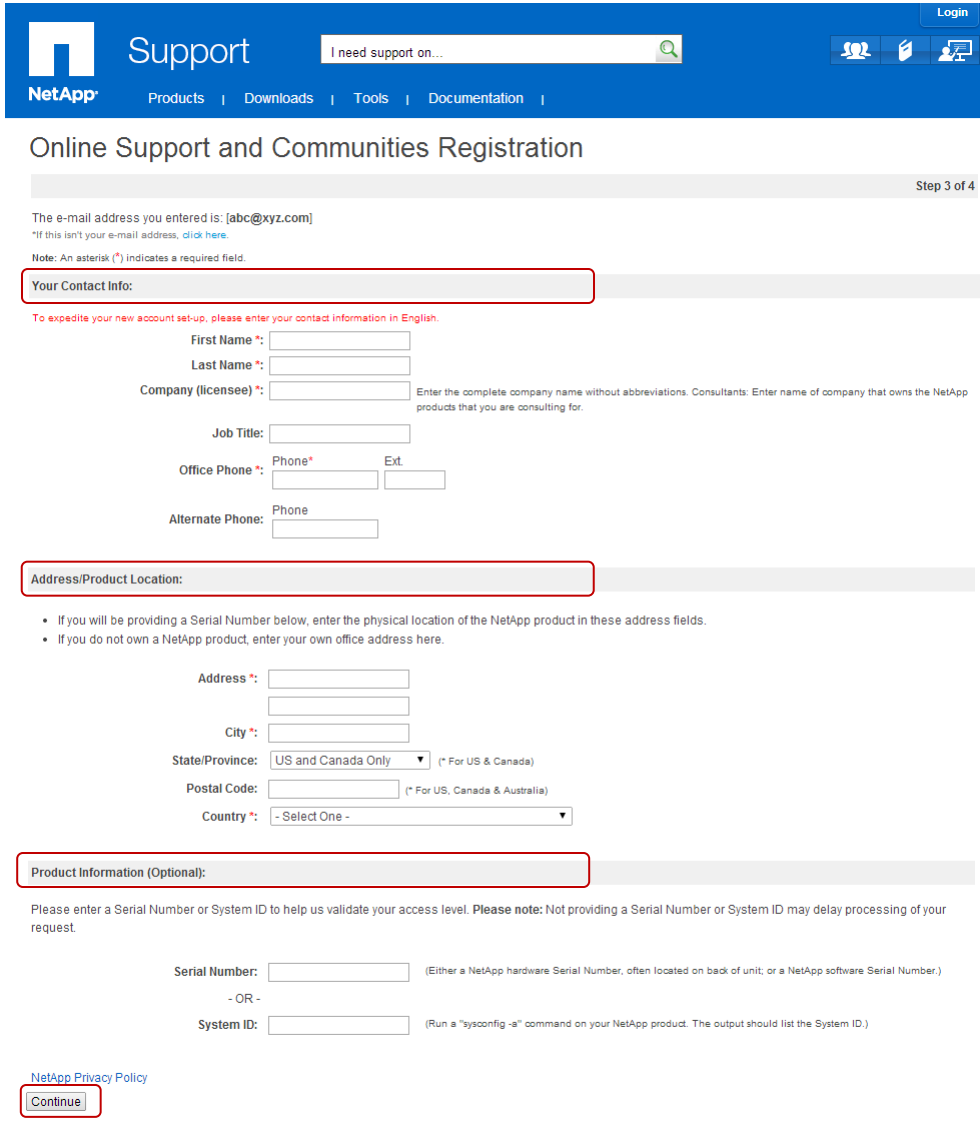
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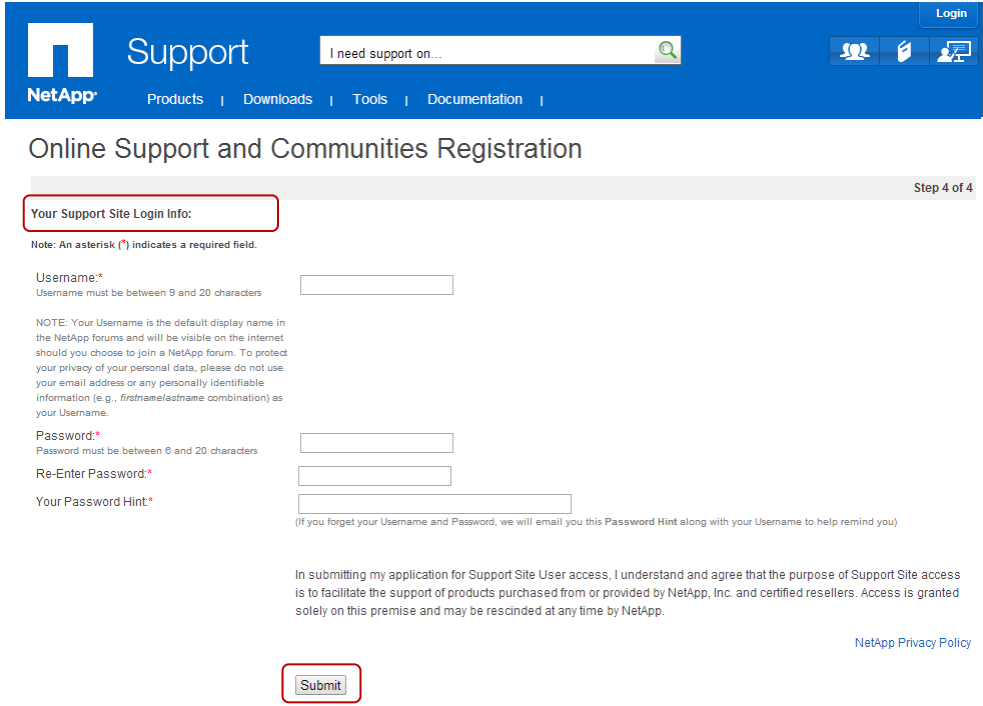
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