

## Support portal registration – Inviting user

- Login to the support portal with the registered email address
- Hover the mouse over the human icon
- Click on “Add Users” which is under “Account type Comparison”

<https://support.ruckuswireless.com/account>

The screenshot shows the Ruckus support portal account page. The top navigation bar includes links for DOCUMENTS, DOWNLOADS, KNOWLEDGE, FORUM, PRODUCTS, CASES, and ASSETS. The user is logged in as 'My Profile (Ruckus)'. The main content area is titled 'My Support Account' and displays account details: Your Email: bdc.cloud@gmail.com, Account Name: Cloud Lab - Ruckus BDC, Account Type: Enterprise, Users: 3, Ruckus Customer ID: 1208234, and Access Level: Guest. Below this, there is a section for 'Account Administrators (1)' listing 'Ruckus Wireless'. The 'Account Type Comparison' table is shown below, with the 'Add Users' link highlighted in red.

	Guest	Enterprise	Partner
Link Up	Yes	No	No
Add Users	No	Yes	Yes
Merge Account	No	Yes*	Yes*
Delegate Account	No	Yes**	No

\*Only accounts of the same type may be consolidated.  
\*\* Remote accounts may not be delegate to a partner account.

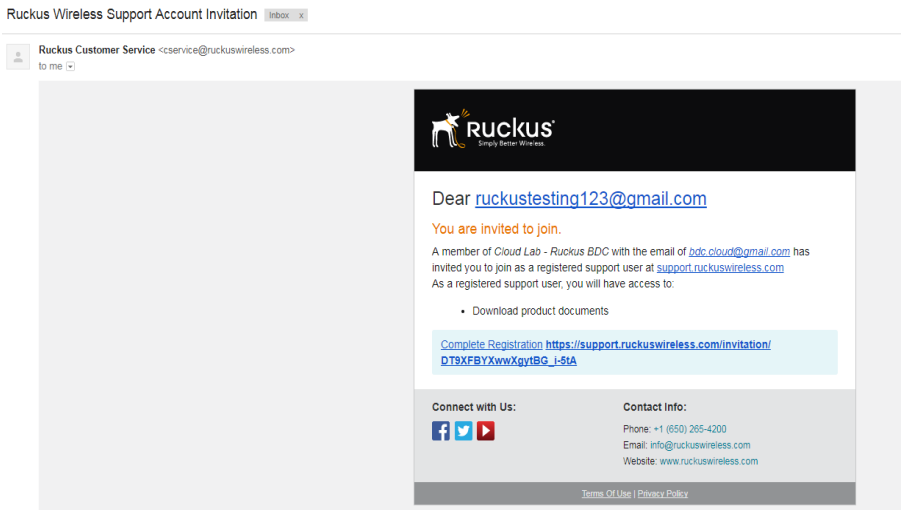
- Enter the email address of the user who would like to get an access to the portal

The screenshot shows the 'Adding A New User' form. It includes instructions: 'Use this tool to add additional users to your support account. Users will be sent email invitations to join. Users must respond to invitations and register to gain full access to your support account. This is the preferred way to allow users from your organizations access to your support account.' Below the instructions is a text input field for 'New User Email' with the value 'ruckustesting123@gmail.com' and an 'Add User' button.

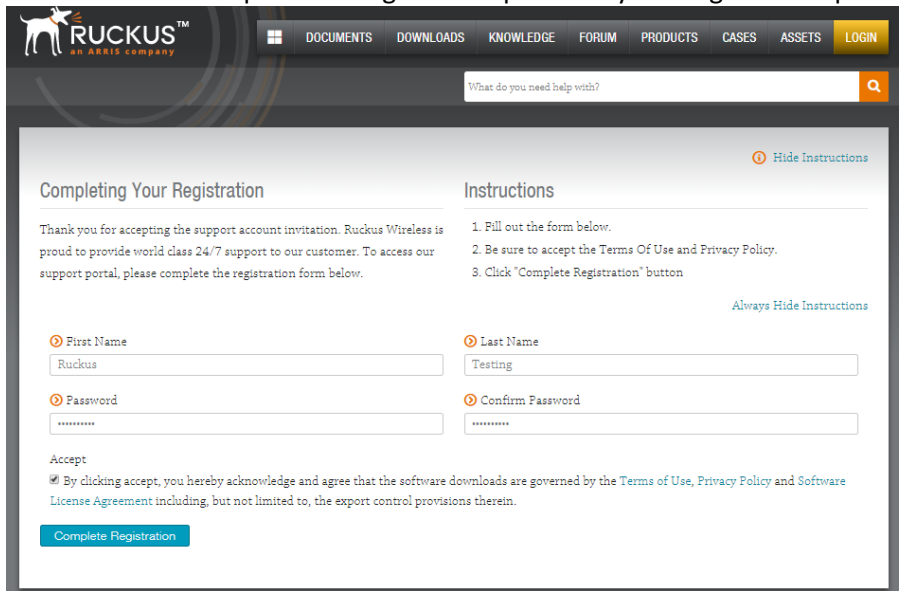
- Registered user will see the below screen if the invitation is successfully sent to the next user

The screenshot shows a green notification banner at the top of the page with the text 'Invitation sent to user. Please invite another user.' The background shows the navigation bar and a search bar.

- An invitation email from Ruckus will be sent to the next user to complete the registration process



- Next user needs to click on the link received via email, fill in the details, accept Terms & Conditions and complete the registration process by clicking on “Complete Registration” tab



- Once the registration is complete, user will automatically be logged into the portal and would be associated to the right account

