<u>Support portal registration – Inviting user</u>

- > 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

	DOCUMEN	ts downloads knowledge	FORUM PRODUCTS	CASES ASSET
Settings » My Support Account		What do you need help	with?	> My Profile (My Support
My Support Acco	ount	_	_	> Log Out
Your Email: bdc.cloudøgr Account Name: Cloud Lai Account Type 💽 Enterpr	nail.com 9 - Ruckus BDC ise	Users: S Ruckus Customer I Access Level 💽: G	D: 1208234 Lest	
Account Administrators	s (1)			
Account Type Compa	rison			
	Guest	Enterprise	Partner	ł
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.			

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

Adding A Ne	ew User		Instructions				
Use this tool to a Users will be sen invitations and r This is the prefer your support acc	add additional users to your su it email invitations to join. Us egister to gain full access to yo rred way to allow users from yo count.	apport account. ers must respond to our support account. our organizations access to	 Enter the email address of the user you wish to add below. Click "Add User" button 				
				Alt	ways Hide Instructions		
	📀 New User Email 🛛	ruckustesting123@gmail.com	1	Add User			

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

Settings » My Support Account » Account Users	What do you need help with?	٩	Support Chat
Invitation sent to user. Please invite another user.			

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

Ruckus Customer Service <cservice@ruckuswireless.com> to me 💌</cservice@ruckuswireless.com>		
	Dear <u>ruckustestin</u>	g123@gmail.com
	You are invited to join.	
	A member of Cloud Lab - Ruc invited you to join as a register As a registered support user, y	kus BDC with the email of <u>bdc.cloud@gmail.com</u> has red support user at <u>support.ruckuswireless.com</u> rou will have access to:
	Download product do	cuments
	Complete Registration https DT9XFBYXwwXgytBG_i-5t	://support.ruckuswireless.com/invitation/ A
	Connect with Us:	Contact Info:
		Phone: +1 (650) 265-4200 Email: info@ruckuswireless.com Website: www.ruckuswireless.com
		Terms Of Use Privacy Policy

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

	DS KNOWLEDGE FORUM PRODUCTS CASES ASSETS LOGIN
	What do you need help with?
	3 Hide Instructions
Completing Your Registration	Instructions
Thank you for accepting the support account invitation. Ruckus Wireless is proud to provide world class 24/7 support to our customer. To access our support portal, please complete the registration form below.	 Fill out the form below. Be sure to accept the Terms Of Use and Privacy Policy. Click "Complete Registration" button Always Hide Instructions
First Name	() Last Name
Ruckus	Testing
Password	O Confirm Password
	••••••
Accept Ø By dicking accept, you hereby acknowledge and agree that the software of License Agreement including, but not limited to, the export control provisi Complete Registration	downloads are governed by the Terms of Use, Privacy Policy and Software ons therein.

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

	DOCUMENTS	DOWNLOAD	S KNOWLEDGE	FORUM	PRODUCTS	CASES	ASSETS	1
		W	'hat do you need help	with?		٩	Suppor	t Chat
egistration Success								
Ruckus Support Acquisition-Inte	egration Infor	mation Pa	ige	Ac	tivate Purcha	se		<i></i>
Ruckus Support Acquisition-Inte	egration Infor	mation Pa	ige >	Ac	tivate Purcha	se		v
Ruckus Support Acquisition-Int	egration Infor	mation Pa	ige >	Ac	tivate Purcha	se		0
Ruckus Support Acquisition-Int	egration Infor	mation Pa	ige >	Ac	tivate Purcha	se		0
Ruckus Support Acquisition-Int	egration Infor	mation Pa	ige >	Act	tivate Purcha	se	C Edit	✓
Ruckus Support Acquisition-Int KRACK - Busine Winsters Super Ay Profile	egration Infor	mation Pa	ige s	Ac	tivate Purcha	se	C Edit	♥
Ruckus Support Acquisition-Int RUACK Busine Ministers Com Ay Profile First name: Ruckus	egration Infor	mation Pa	ige	Ac	tivate Purcha	se	C Edit	✓
Ruckus Support Acquisition-Int KDACK Busine Winsters Com Ay Profile First name: Ruckus Last name: Testing	egration Infor	mation Pa	ompany: Cloud	Lab - Rucku nd User	s BDC	se	Z Edit	♥ Profile