## <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 <b>O</b> : Enterpr	o - Ruckus BDC	Users: S Ruckus Customer I Access Level <b>@</b> : G:		
Account Administrators	s (1)			
Account Type Compa	rison			
	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.			

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

Adding A Ne	ew User		Instructions				
Users will be sen invitations and r	Idd additional users to your sup t email invitations to join. User egister to gain full access to you rred way to allow users from yoo ount.	rs must respond to ur support account.	<ol> <li>Enter the email address of the user you wish to add below.</li> <li>Click "Add User" button</li> </ol>				
					Always Hide Instructions		
	🕗 New User Email	ruckustesting123@gmail.com		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>ruckustestir</u>	<u>ig123@gmail.com</u>
	You are invited to join.	
		skus BDC with the email of <u>bdc.cloud@gmail.com</u> has red support user at <u>support.ruckuswireless.com</u> you will have access to:
	Download product de	ocuments
	Complete Registration http: DT9XFBYXwwXgytBG_i-5	s://support.ruckuswireless.com/invitation/ tA
	Connect with Us:	Contact Info:
	FT 💟 🚺	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.	<ol> <li>Pill out the form below.</li> <li>Be sure to accept the Terms Of Use and Privacy Policy.</li> <li>Click "Complete Registration" button</li> <li>Always Hide Instructions</li> </ol>
First Name	() Last Name
Ruckus	Testing
Password	O Confirm Password
	••••••
Accept By clicking accept, you hereby acknowledge and agree that the software License Agreement including, but not limited to, the export control provisi Complete Registration	

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

	DOCUMENTS	DOWNLOADS	KNOWLEDGE	FORUM	PRODUCTS	CASES	ASSETS	1
		Wh	at do you need help w	rith?		٩	Suppor	t Chat
egistration Success								
Ruckus Support Acquisition-Ir			je 🔍	Act	ivate Purcha	se		<b></b>
Ruckus Support Acquisition-Ir			je »	Act	ivate Purcha	se		<b>©</b>
			je »	Act	ivate Purcha	se		ø
VDAOV - Distus Wisslass Cor			je >	Act	ivate Purcha	se		
			je >	Act	ivate Purcha	se	C Edit	
VDAOV - Distus Wisslass Cor			je »	Act	ivate Purcha	se	C Edit	
KDAOK - Distance Winstoor Our		0t	je <sub>&gt;</sub>			se	C Edit	
Ay Profile		Co	· 22	Lab - Ruckus		se	C Edit	