Welcome to the new MySymantec support portal

Symantec is very excited to announce the launch of the new MySymantec support portal. The new portal has a dramatically improved user interface and adds new features to help you to interact directly with your Symantec support team.

What’s New?
Let us take a look at the new portal home page

1) Click the MySymantec link at anytime to get back to the home page.
2) The Licensing link lets you connect to the licensing portal to retrieve your license keys.
3) We would love to hear from you – please click Submit Feedback and provide us with your feedback on the new portal.
4) Clicking on your name allows you to update your profile, change settings such as your preferred language for the portal and also logout at anytime.
5) In the search area you can look for knowledge based articles, Symantec Connect forum posts and also your historic cases for information.
6) The request assistance button is where you can create a new case with our customer care and technical support experts.
7) Clicking the Security Submissions button allows you to send us threat samples directly to our security response teams.
1) In the My Products section you will find a list of the products you have logged cases against in the past. You can click into the product to see specific product information and your support cases for that product.

2) Click on My Cases to see a list of your open and closed support cases.

3) The My Feed section will list out any recent updates on your support cases.

Scroll down for more options:

1) Click Live Chat to connect directly with our Customer Care team online who can help you with any questions you have

2) If you need to call us urgently – click the Call Us button for a list of regional contact phone numbers

3) Click Request Assistance to create a case
Creating a new case

1) If you work with multiple accounts, you can change the account you would like this case to be opened for.
2) In this drop down let us know the type of problem you are facing.
3) In the subject you can enter a summary on what your case is about.
4) Here you can pick a different language for your support case. Symantec endeavours when ever possible to connect you with a local language engineer.

With which product do you need help?

1) Here you can pick the product for your case. The system will remember the products you open cases for.
2) If the product you need help with is not listed, click the +Add button
1) Here you can enter more details about what you need help with.
2) Here you select the urgency of the issue. This allows us to prioritise your case accordingly.
3) Choosing a symptom allows us to direct your case to the right technical expert.
Here are the contact details, if you would like us to use different information, please click Add Alternate Contact Information and fill in appropriate information.

Name
Alex Underwood

Email
au1ssyymmcc@gmail.com

Case language preference
English

Phone*
+44 123 456 7894

Alternate Contact Information

Alternate contact name
Bob Jones

Alternate phone
+44 123 456 6543

Send to additional email
Bobby.J229@gmail.com

1) On this page you can quickly confirm your contact details.
2) If you are working with a colleague or partner on this case, you can enter their contact details here. They will be copied on all correspondence on the case.

Case Submission Successful!

1) Your case is now created – the case number is displayed here and you can click the case to go to the case details.
2) Click close to go back to the portal.
Viewing your case details

1) In the header you will see the case subject that you entered when creating the case.
2) Using the Upload Data button, you can send your engineer log files, diagnostic information and screen shots.
3) Clicking Close Case will mark the case as resolved and will close it in the system.
4) When providing support your engineer might attach case notes, plans, files or knowledge management articles. You will find these all here.
5) In the discuss section you will see case updates from Symantec and you can post a message directly to your support engineer. If the engineer posts here, you will receive a notification via e-mail.

Thank you for taking a look at the new portal experience. If you have any feedback, please click the Submit Feedback button or join us on the Symantec Connect discussion forums.