

opentext™

My Support Website

[Accounts & Access FAQ](#)

The Information Company™

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1 Requesting a My Support Account

Access to My Support is restricted to OpenText customers, partners, and employees.

1.1 Register with OpenText

You must register with OpenText in order to create a My Support account. To register, visit <https://login.opentext.com/connect/> and enter your company email address as your User ID and then enter and confirm your password. Click **Create Account**.

OpenText Connect

Welcome to OpenText Connect, the entry point for access to My Support, Communities, and exclusive thought-leadership content.

Login

Already a member? Sign in below.

User ID (Email)*

This field is required.

(e.g. msmith@mycompany.com)

Password*

Remember me on this computer.

Login

[I forgot my password.](#) | [Help](#)

Register

Not registered with OpenText?

User ID (Email)*

Password*

Strong

Confirm Password (required)

Create Account

OpenText will not share your information with any third party. [View our Privacy Policy.](#)

1.2 Provide your Name and Contact Information

Step 2 of the registration process requires that you provide your name and contact information for the OpenText.com account. All of the form fields are required.

OpenText Connect

Registration - Step 2 of 2

Please provide your name and contact information for your OpenText.com account.

First Name (required)	<input type="text" value="Bob"/>
Last Name (required)	<input type="text" value="Bicycle"/>
Position (required)	<input type="text" value="Manager"/>
Department (required)	<input type="text" value="Customer Service"/>
Company (required)	<input type="text" value="Bob's Bicycles"/>
Country (required)	<input type="text" value="United States"/>
State or Province (required)	<input type="text" value="Maryland"/>
Phone (required)	<input type="text" value="812-999-9999"/>
Your Industry (required)	<input type="text" value="Retail"/>

Not Sure if Your Company has a Customer Support contract?

If you are not sure your company has an OpenText Customer Support contract, you can proceed with this request access form, and a Customer Service Representative will contact you in the event you do not have an active Customer Support contract.

Don't Have a Support Contract?

If your company does not have an OpenText Customer Support contract and you are interested in discussing your options please contact Sales:

North America: +1-800-499-6544

International: +800-4996-5440

E-mail: [Please use our contact form](#)

Click to select **Request full access to My Support**. Product Line is the only required field to submit your account creation request. Your End User Number, System ID/Serial Number/PIN/VPS are additional pieces of information that help us to quickly locate your account information in our systems and expedite your account creation request. Be sure to include this information if you have it.

Software Maintenance Customers

If your company has an active Customer Support contract, you are eligible for full access to My Support.

[...More](#)

Request full access to My Support.

Product Line (required)

Content Server

End User Number

Name of Co-worker

Sarah Bicycle

System ID/Serial Number/PIN/VPS

A valid corporate email address is required, generic email domains are not permitted.

I agree to the [Terms](#).

Create Account

After clicking **Create Account**, you will receive a confirmation message thanking you for registering with OpenText and letting you know that a link to complete the registration process has been sent to the email you provided.

opentext™
What we do | Who we are | Videos | Customer stories | Support | Events and webinars

OpenText Connect

Thank you for registering with OpenText

i A link to complete registration has been sent to the email address you provided.

When you receive this email from OpenText Connect, please click on the link to confirm your registration.

When you complete your registration, you will be able to:

Discover

- Access exclusive whitepapers, webinars and presentations
- Register for OpenText events and seminars online or in your area

Collaborate

- Interact and share in OpenText blogs, wikis and forums

Customize

- Manage your OpenText profile and preferences
- Personalize your OpenText online experience

Latest Blogs
Read More at blogs.opentext.com

Learn More
Company
Careers
Investors
Services
Training
Find an Office Location

My Support
EDl Basics
InfoGov Basics
B2B Managed Services

Contact OpenText
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Call us
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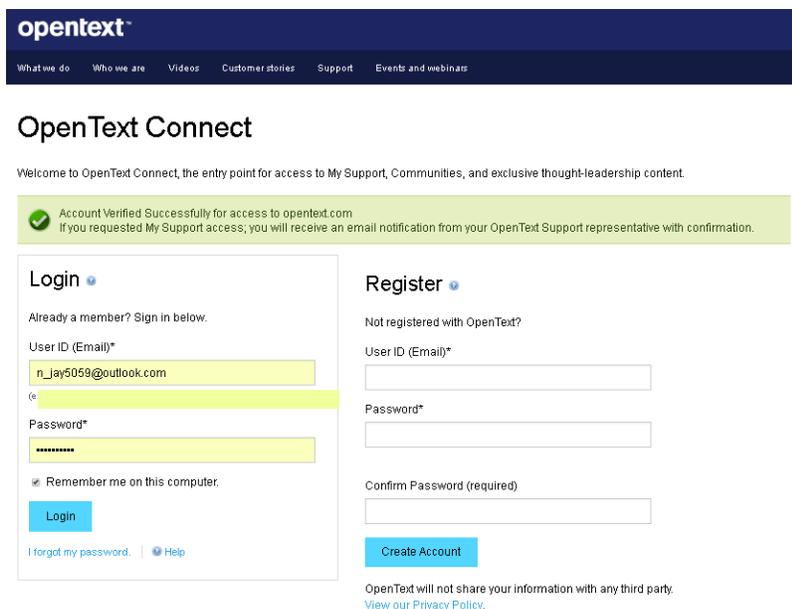
2 Confirming Registration

You will receive a registration confirmation similar to the one shown below. You will need to confirm your registration in order to get access to OpenText Connect. To confirm your registration, click the **Confirm Registration** link in the email.

Note: If you don't receive the email right away, check your Junk/Spam email folder. If it's not there, contact connect@opentext.com for assistance.



After clicking the **Confirm Registration** link, you will get directed to the OpenText Connect log on page.



Click **Login** to access your OpenText Connect account. By default, you won't have access to My Support immediately. **Please be patient while our Customer Support Representatives process your request. All requests are normally handled within 24 to 48 hours.**



OpenText Connect

Account Settings

Welcome back, **Bob Bicycle**. (If you're not Bob Bicycle, please [sign in here](#).)

Manage Your Account

- [Update Preferences](#)
- [Update Profile](#)
- [Change Email Address](#)
- [Change Password](#)

Your OpenText Resources

- [Blogs](#)
- [Request Learning Central and My Support Access](#)

[Sign Out](#)

Latest Blogs

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My Support

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Contact OpenText

[Contact form](#)

Call us
+1 (800) 499-6544

Join the conversation



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3 My Support

A second email will be sent from OpenText Customer Support once your My Support account is created. This is the final step in the process. The email you receive will look similar to the one below.

I have created a My Support account for you.

Your username is your email address: email@email.com

Please sign into opentext Connect: <https://login.opentext.com> and click on My Support under Your opentext Resources --> You should be taken to our End User License Agreement --> Once you have read/accepted the EULA you will have access to My Support

Please let me know if there is anything else I can assist with.

Kind Regards,
Rebecca Wheeler
opentext Support Team

Access your support requests and more, 24 hours a day, using:
My Support: <https://support.opentext.com>

Thanks!
Rebecca

3.1 Accepting the EULA

To complete the process, log on to My Support and click **My Support** under **Your OpenText Resources**.

The screenshot shows the OpenText Connect user interface. At the top is a dark blue navigation bar with the OpenText logo and menu items: What we do, Who we are, Videos, Customer stories, Support, and Events and webinars. Below this is the 'OpenText Connect' header. The main content area is titled 'Account Settings' and includes a welcome message: 'Welcome back, (if you're not Sean Bowers, please [sign in here.](#))'. There are two columns: 'Manage Your Account' with a link for 'Update Preferences #', and 'Your OpenText Resources' with links for 'Blogs #', 'My Support #', and 'Access Learning Central # (For internal users and partners only)'. A red arrow points to the 'My Support #' link. A 'Sign Out' button is located at the bottom left of the account settings section. Below the main content are three columns: 'Latest Blogs' with a link to 'Read More at [blogs.opentext.com](#)', 'Learn More' with links for Company, Careers, Investors, Services, Training, and Find an Office Location, and 'Contact OpenText' with a 'Contact form' button, 'Call us' at +1 (800) 499-6544, and social media icons for Facebook, Twitter, Google+, LinkedIn, YouTube, Instagram, and RSS. A footer contains the copyright notice: '© Copyright 2017 OpenText Corp. All Rights Reserved. Privacy Policy | Cookie Policy'.

After clicking **My Support**, you will get directed to the OpenText End User License Agreement (EULA). Please review and accept the EULA in order to gain access to My Support.

4 Log on Issues

If you experience issues logging on to your My Support account, we recommend that you reset your password to try and resolve the issue. You can reset your password by visiting <https://login.opentext.com> and clicking **I forgot my password**.

You will get directed to **OpenText Connect – Recover Your Password**. Enter your email address and click **Send**. You will receive an email with instructions on resetting your password. After completing the password recovery process, attempt to log on again. If the problem persists, contact connect@opentext.com.

OpenText Connect

Recover Your Password

Please enter the business email address you used to sign up for this account. We will then send your password to that address.

Email Address **(required)**

About OpenText

OpenText enables the digital world, creating a better way for organizations to work with information, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX), visit opentext.com.

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