Customer Support Portal Quick Reference Guide

Logging In

Go to https://support.infinera.com and enter your log-in credentials.
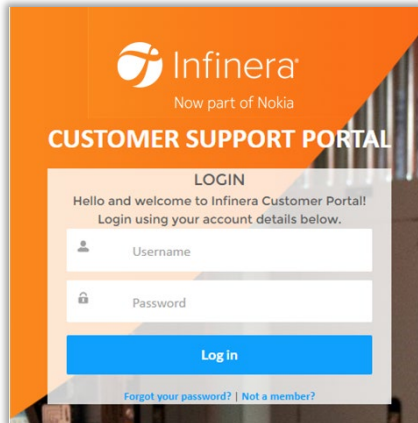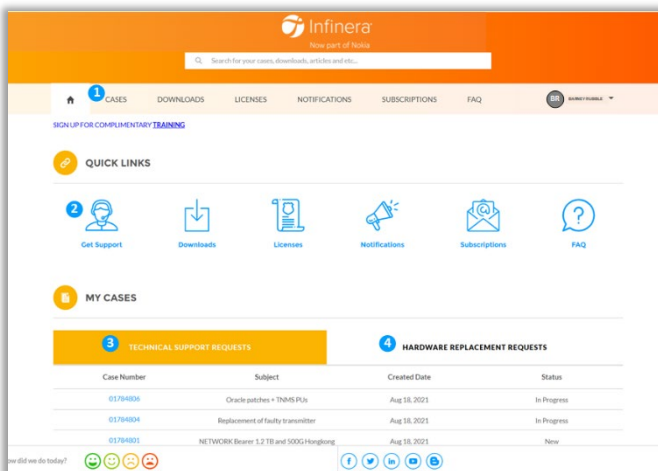
Your log-in credentials were sent to you in an email from techsupport@infinera.com.

If you don't have a Customer Portal account, then **click Not a member?** and complete the **REGISTER NOW** form.
We will email your log-in credentials to you.

Welcome Page
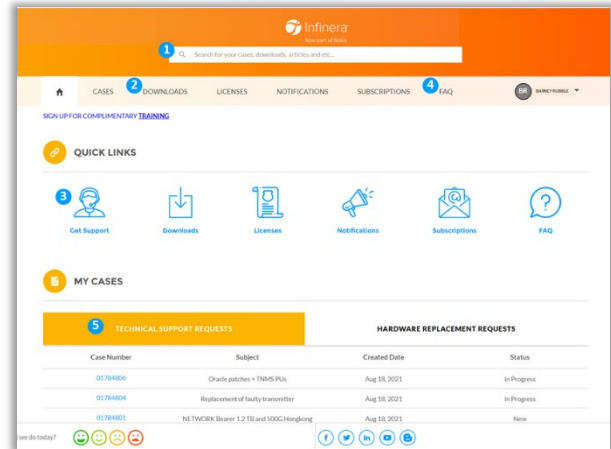
The first page you see upon logging in. This page is the access point to all parts of the portal.

❶ Look up the status of a case using the Search bar.
❷ Access product software and documentation.
❸ Request technical support.
❹ Watch training videos to learn how to use the portal.
❺ View your Technical Support Requests or Hardware Replacement Requests.

Cases

Come here when you need to raise a new case or track an existing case with Technical Support.

❶ View all your cases.
❷ Open a new technical support or hardware replacement request.
❸ View your five most recent Technical Support Requests.
❹ View your five most recent Hardware Replacement Requests.

Downloads

Convenient access to Infinera product software and documents.
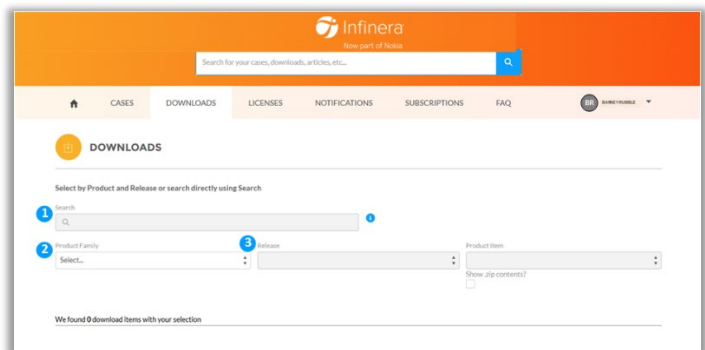
❶ Search for records that contain your specified keywords.
❷ Use the Product Family picklist to display and select Infinera products, listed in ascending order.
❸ Filter your Product Family selection using the Releases picklist.

Where to Get Training

Short training videos are available in the Customer Portal to help you learn how to use Portal features. To see the entire collection of training videos, click on the **FAQ** section.

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