

MIR3 Self-Service Portal Instructions

Logging In

To log in to the Self-Service portal:

1. Open the Self-Service portal in your browser. Go to www.MIR3.com and login as a user by clicking on the Support link, then the Priority Support link on the secondary menu. Or go directly to the URL: <http://www.mir3.com/priority.php>.
2. Enter your username and password as provided via email. Only Technical Contacts are given a login and password to access the Self-Service portal.
If you do not have your password available, click **Forgot your password?** Enter your user name and click **Submit**. You will receive an email with a temporary password. When you log in to the Self-Service portal, you will be asked to reset your password.
3. Click **Login**.

To log out of the Self-Service portal, simply click the Logout tab.

Finding Answers to Your Inquiries

In the Self-Service portal, you can search for and view "solutions" to your questions and issues. To find solutions in the Self-Service portal:

1. Click the Find Solution tab.
2. Enter keywords related to your inquiry into the search box.
3. Click **Find**.
A list of solutions matching your inquiry displays in order of relevancy. If no solution matches are found, no solutions are displayed.
4. Select the title of a solution in order to view it.
5. If the solution helps you answer your question, click **Yes**. If the solution did not help you answer your question, click **No** to return to the list of solutions.
 - When viewing a solution, you can click **Printable View** to see how a solution would look when printed. To print the solution from the printable view, click **Print This Page**.
 - Optionally, the Home tab displays up to five solutions addressing the most common customer inquiries. To view a top solution, click its title.

Viewing Your Cases

In the Self-Service portal, the inquiries that you submit to the MIR3 Support team are called "cases." To view your open and resolved cases:

1. Click the View Cases tab. The open cases that you have submitted are displayed.
 - Optionally, click the **View Closed Cases** button to view a list of your resolved cases.
 - If you are a Self-Service portal "super user," you will be able to view all of the open and resolved cases submitted by everyone in your company.
2. Select a case subject to view the details of the case.
 - Optionally, you can click the **Suggested Solutions** button on the case to view solutions that may help you solve your particular case.
 - Optionally, the Home tab displays all of your open cases when you log in. To view a case from the Home tab, click its subject.

Logging a Case for Customer Support

If you cannot find a solution that answers your inquiry, you can submit a case to our MIR3 Support team. To submit a case:

1. Click the Log a Case tab.
2. Select the type of case you are logging from the drop-down.
3. Enter a subject and description for your case. Enter as much information as you can to assist our Customer Support reps in responding to your inquiry.
4. Click **Submit**.
 - When you submit your cases, some suggested solutions may automatically display, which when selected for viewing, may help you solve your particular case.
 - Optionally, click **Add Comment** to add a comment related to your specific case.
 - Optionally, click **Add Attachment** to add a file to your specific case that you think would assist the support team in answering your inquiry.