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Support Processes for On-Premises Licenses

Admin Cases

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Admin Cases

When should I open and Admin Case?

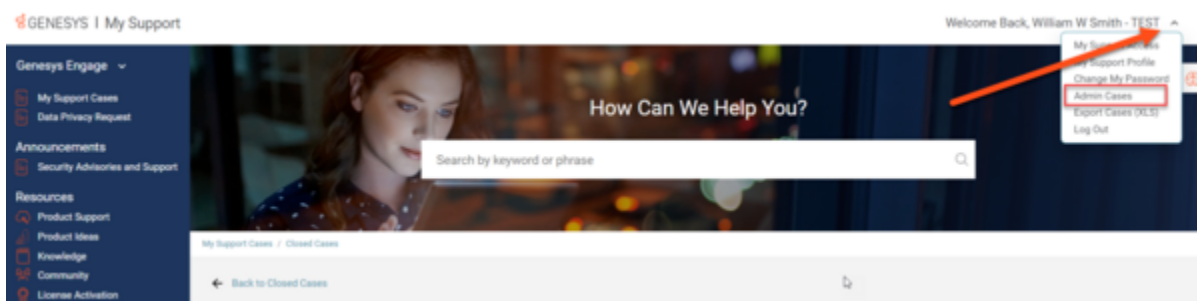
Admin Cases are used for problems or questions related to your My Support account.

Open an Admin Case for the following reasons:

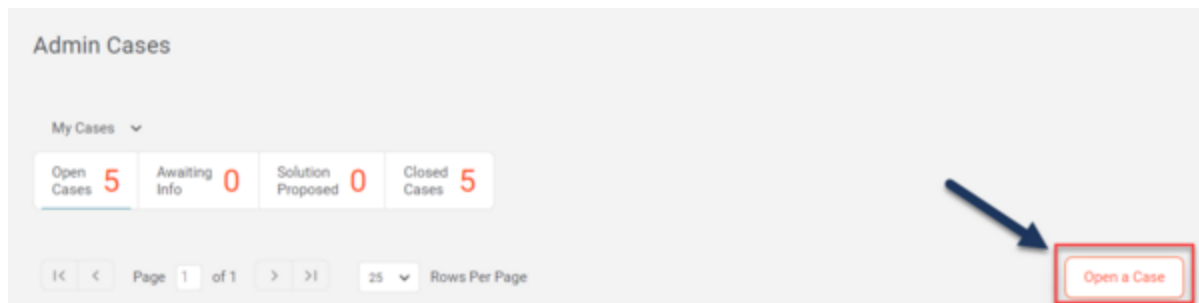
- Obtaining support access to a particular service contract or Sold To/End User account combination
- **My Support** changes such as adding or removing a contact or updating an email address
- Requesting **My Support** access level changes
- Changes with your Genesys account
- Problems with your licenses
- **My Support** functionality issues
- Product does not show in drop-down list
- File upload/download issues when using "File Transfer" function

Create an Admin Case

1. Login to the **My Support Portal**. You will automatically be directed to the My Support Cases page.
2. Click on your name in the upper right-hand corner of the page.



3. Select **Admin Cases** from the drop-down menu.
4. Click the **Open Case** button.



5. Complete the form and click **Submit**.

Manage Your Admin Cases

1. Follow the steps outlined above on how to access your Admin Cases.
2. Click on the Case you want to manage. From there, you have essentially the same features and abilities as you would with a normal Case.