OpenText Connect is the user authentication gateway through which you can gain access to OpenText online applications and resources, including the OpenText My Support Portal.

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1. How do I activate my OpenText Connect account?

If you have not accessed the My Support Portal since September 2022, or if you used to access OpenText customer support resources from a different website, you will need to activate your OpenText Connect account with our new system. Your OpenText Connect account will give you access to a number of OpenText web properties, including the My Support Portal.

If you are new to OpenText Support, you will need to register for an account. For more information, please refer to FAQ 2 below.

1.1 Verify your account details

Follow the steps below to activate your OpenText Connect account:

2. In the User ID field, enter the user ID that you used to sign in to our previous support website. Note: Your user ID may be an email address.
3. Click Continue →.
4. Enter the email address associated with your user ID.

5. Accept the reCAPTCHA and click Submit →.

6. You will be taken back to the OpenText Connect sign in page, and a message will display to inform you that an email will be sent to the email address you provided.

Check your inbox for an email from noreply@cloud.opentext.com with the subject “Action required: Create your password”.

Note: If you cannot find the email in your Inbox, check your spam/junk email folder. If you still cannot find the activation email, perform the following actions:

- Add the noreply@cloud.opentext.com and info@cloud.opentext.com email addresses to your allowed/safe senders list.
  - For instructions on how to add emails to your Safe Senders List in Microsoft® 365, read the article published on the Microsoft 365 support website.
  - For companies that use an email security application such as Proofpoint, please contact your IT department for assistance.
- Once these email addresses have been added to your allowed/safe senders list, retry steps in section 2.1 above.
- If you do not receive your email reset password after a second attempt, contact your local OpenText Customer Support office for assistance.
1.2 Set your new password

1. From the “Action required: Create your password” email (see example below), click the please set your password link.

```
Action required: Create your password
noreply@cloud.opentext.com> 
Thursday, July 14, 2022 9:57:25 AM

Hello OpenText Customer,

We have received a request to set a password for OPENTEXTCUSTOMER.

If you initiated this request, please set your password.

If you did not initiate this request, please contact your local OpenText Support office immediately to notify us.

Thank You,
OpenText Support
```
2. You will be directed back to the Activate your Account page, where you can Enter your new password. Re-enter your new password to confirm, then click Activate →.

![Activate your Account form](image)

- The following requirements must be met when choosing a password:
  - Length must be between 10 and 90 characters
  - Must contain the following character types:
    - Number
    - Lower case letter
    - Upper case letter
    - Special character (!, @, $, %, etc.)
  - Must not have 3 or more consecutively repeating characters
  - Cannot be the same any of the previous 5 passwords
  - Cannot contain your user ID

3. You will receive a confirmation message that the user account has been successfully activated. You may proceed to sign in to the My Support Portal.

![Confirmation message](image)
4. When you sign in to OpenText Connect for the first time, you will need to accept the Privacy Policy. Click to select the “I Accept” check box, and click Continue →.

5. Once you have signed in, click Open → within the My Support Portal tile to launch the portal.
2. How do customers and partners request a new OpenText Connect account to access My Support?

Customers and partners can request an OpenText Connect account by following the steps below.

2.1 Provide your name and contact information

Follow the steps below to register for an OpenText Connect account:

1. Go to https://ui.otiam.opentext.com/#/walkup
2. On the Create your account screen, enter your first name, last name, email address, and all other required fields. Select your country, language preference, and time zone from the dropdown fields.
3. If you have active OpenText software maintenance, select your primary product in the Supported Product field to help OpenText Customer Support connect you to your account and give you access to product resources. You may search for your product within the Supported Product field to locate it more quickly within the list.

   **Note:** If you do not select a product when creating your My Support Portal account, you will be given limited Visitor access. If you are a customer with active software maintenance, be sure to select your primary product when creating your account so our Customer Support team can verify your information and connect you with the product resources to which you are entitled.

4. Click **Continue →**.

5. On the next screen, you will be able to choose your new OpenText Connect account credentials.
6. Enter your desired user ID.

   **Note:** User IDs must be a minimum of 4 characters to a maximum of 100 characters and cannot contain square brackets. When creating a new OpenText Connect account, your user ID does not need to be an email address.

7. Enter and confirm your password.

8. Verify the reCAPTCHA.

9. Read the Privacy Policy. After doing so, click to select the “I have read the Privacy Policy” check box.

10. Click **Continue →**.

11. On the next screen, you will be able to review all the information you entered.
12. If the information you have entered is correct, click **Submit →**.
   If you need to make changes to the information you entered, click ← **Previous**.

13. You will see a confirmation message that thanks you for registering with OpenText and tells you that a link to complete the registration process has been sent to the email address you provided.

Thank you.

Your registration was processed successfully. Check your email for an activation link and instructions on how to complete registration.

**Note:** If you do not see an email from OpenText in your inbox, please check your spam/junk mail folder.
2.2 Confirm registration

1. From the "Action required: Activate your account" email (see example below), click **Activate your account**.

![Example email](image)

**Note:** If you cannot find the email in your Inbox, check your spam/junk email folder. If you are still not receiving your activation email, perform the following actions:

- Add the [noreply@cloud.opentext.com](mailto:noreply@cloud.opentext.com) and [info@cloud.opentext.com](mailto:info@cloud.opentext.com) email addresses to your allowed/safe senders list.
- For instructions on how to add emails to your Safe Senders List in Microsoft® 365, [read the article published on the Microsoft 365 support website.](https://support.microsoft.com/en-us/article/add-safe-sender-list-office-365-emails-d00c3802-7f31-4980-b84d-f1af3596882a)
- For companies that use an email security application such as Proofpoint, please contact your IT department for assistance.

Once these email addresses have been added to your allowed/safe senders list, retry steps in **section 2.1** above.

If you do not receive your email reset password after a second attempt, contact your local [OpenText Support office](mailto:OpenText Support) by phone for assistance.
2. You will receive a confirmation message that the account has successfully activated.

3. Click Return to sign in →.

4. Once you have signed in, click Open → within the My Support Portal tile to launch the portal.

Note: Users who are not associated with an existing organizational account will be granted Visitor access to OpenText My Support. As a Visitor, you will have access to publicly available support resources only.

To associate your user account with an existing organizational account and gain access to product entitlements associated with that account, contact your local OpenText Support office.
3. I am having trouble signing in to OpenText Connect / the My Support Portal. What can I do?

3.1 Confirm registration

If you experience issues signing in to your OpenText Connect account, try resetting your password. To reset your password:

2. Click Forgot password. You will be directed to the Activate your Account page.
3. Enter your user ID. Note that your user ID may be an email address.
4. On the next screen, enter your email address and last name.
5. Complete the reCAPTCHA verification.
6. Click Submit →.

You will receive an email with instructions on how to reset your password. Once you complete the password recovery process, attempt to sign in again.

If the problem persists, contact your local OpenText Support office.
3.2 Not authorized

If the following page appears, contact OpenText Support by phone or open a general inquiry ticket through the My Support Portal.

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/TSX: OTEX), visit opentext.com.

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