

opentext™

My Support Website

Accounts and Access FAQ

The Information Company



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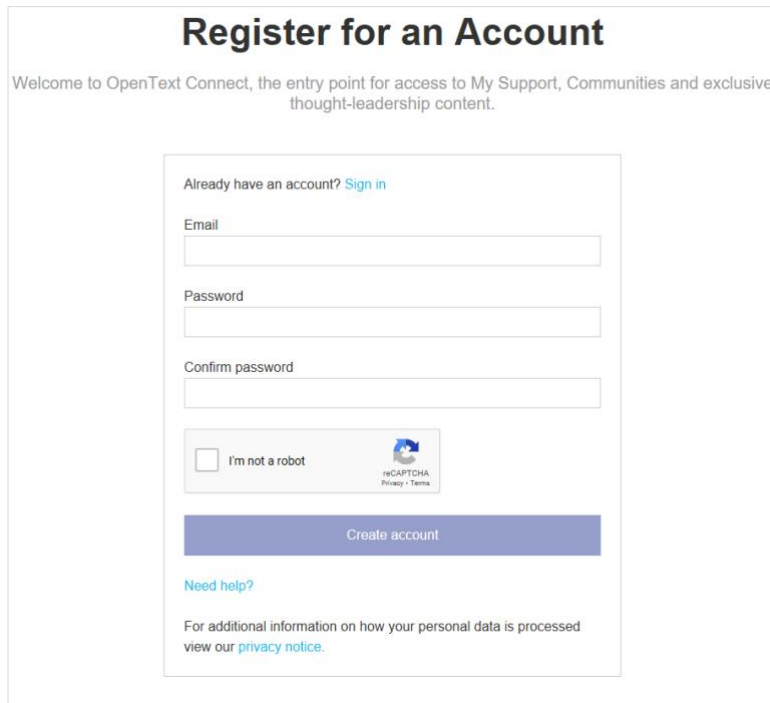
1 Requesting a My Support account

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

1.1 Register with OpenText

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

1. Go to <https://login.opentext.com/connect/>.
2. Enter your company email address as your User ID.
3. Enter and confirm your password.
4. Click **Create Account**.



The screenshot shows a registration form titled "Register for an Account". Below the title is a welcome message: "Welcome to OpenText Connect, the entry point for access to My Support, Communities and exclusive thought-leadership content." The form contains the following elements:

- A link: "Already have an account? [Sign in](#)"
- An "Email" input field.
- A "Password" input field.
- A "Confirm password" input field.
- A reCAPTCHA widget with the text "I'm not a robot" and a checkbox.
- A blue "Create account" button.
- A "Need help?" link.
- A footer note: "For additional information on how your personal data is processed view our [privacy notice](#)."

1.2 Provide your name and contact information

Step two of the registration process requires your name and contact information for your OpenText Connect account. All the form fields are required.

Registration – Step 2 of 2

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

First name

Last name

Position
-- Please select --

Department
-- Please select --

Company

Country
-- Please select --

Phone

Your industry
-- Please select --

Software maintenance customers

If your company has an active Customer Support contract, you are eligible for access to **My Support**. If your company has an active Customer Support maintenance contract, you can request access to **My Support** where you will find software, documentation, a complete Knowledge Base, and many other services included in your contract. For ticket creation, your company administrator manages the contact roles; if you would like to have this option, please contact your company administrator.

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 Email: Please use our contact form
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Request full access to My Support.

I agree to let OpenText use my personal data for creating an account, allow me access to OpenText web offerings and for OpenText to process my data in connection to these services. For additional information, refer to our [privacy notice](#).

5. Check the **Request full access to My Support** box.

“Product line” is the only required field.

6. Enter your Name of co-worker, End user number, and System ID/serial number/PIN/VPS.

Additional information helps us locate your account information in our systems and expedite your account creation request. Include this information if you have it.

Request full access to My Support.

Product line*	Name of co-worker
<input type="text"/>	<input type="text"/>
End user number	System ID/serial number/PIN/VPS
<input type="text"/>	<input type="text"/>

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

I agree to let OpenText use my personal data for creating an account, allow me access to OpenText web offerings and for OpenText to process my data in connection to these services. For additional information, refer to our [privacy notice](#).

[Create your account](#)

7. Click **Create your 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 address you provided.

opentext™ [Products & Solutions](#) [Services](#) [Support](#) [About](#)

Thank you for registering with OpenText

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.

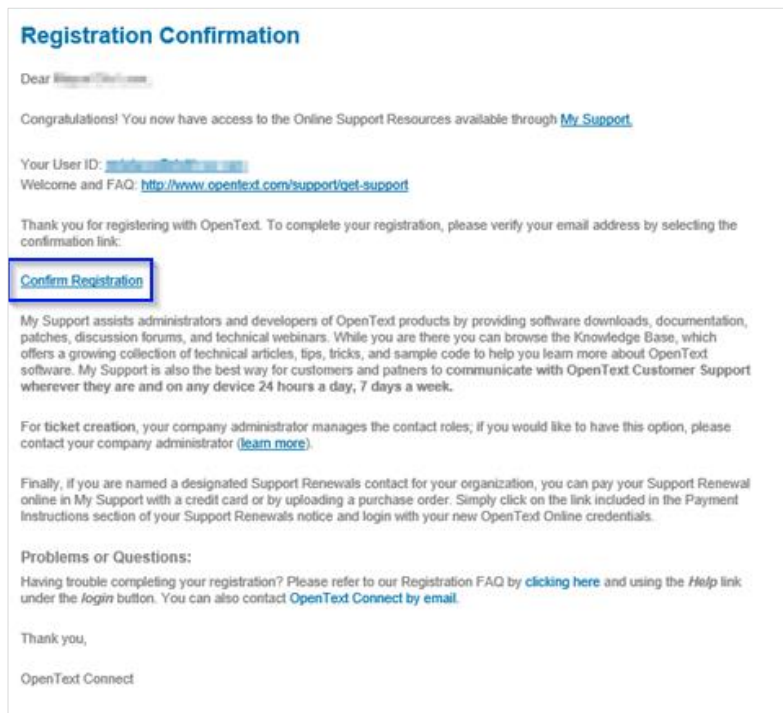
When you complete your registration, you will be able to

- 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, webinars and forums.

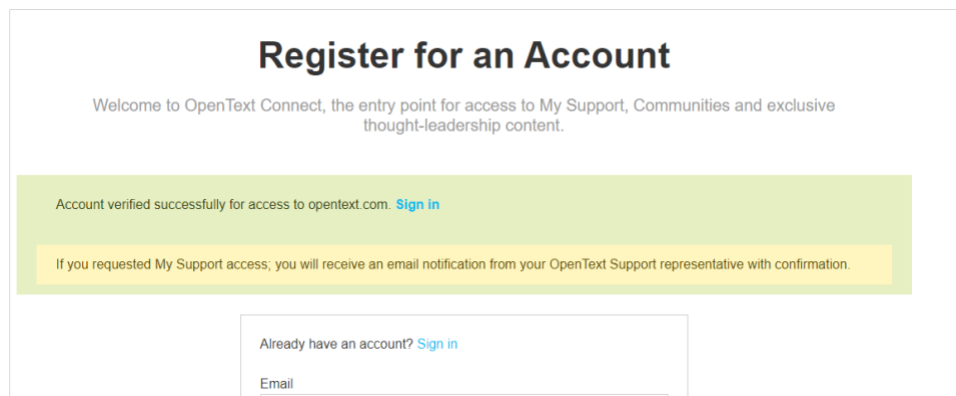
2 Confirm registration

You will receive a registration confirmation similar to the one shown below. You will need to confirm your registration to get access to OpenText Connect.

1. To confirm your registration, click the **Confirm Registration** link in the email.



Note: If you don't receive the email, check your Junk/Spam email folder. If you can't find the email, contact connect@opentext.com for assistance.



2. Click **Login** to access your OpenText Connect account.

By default, you will not have immediate access to My Support.

Note: All requests are normally handled within 24 to 48 hours.

3 My Support

A second email will be sent from OpenText Customer Support once your My Support account is created.

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:

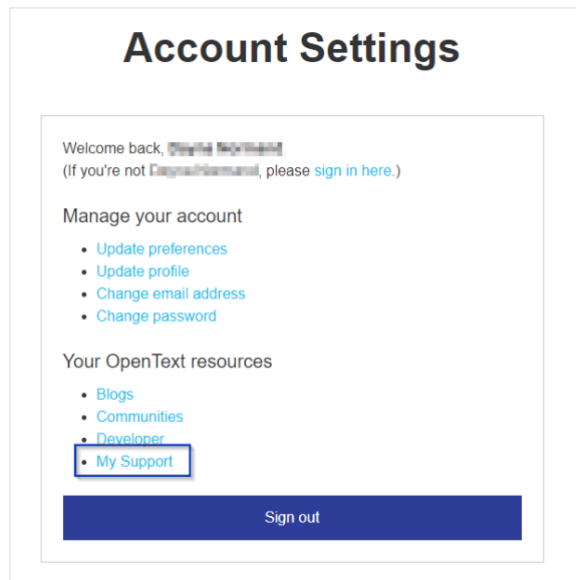
My Support: <https://support.opentext.com>

Thanks!
Rebecca

3.1 Accepting the EULA

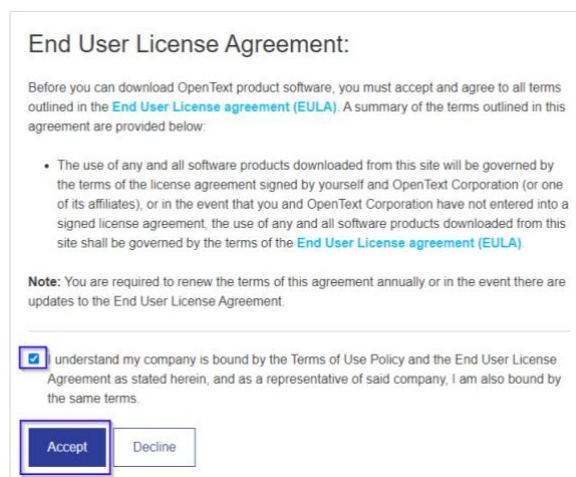
Follow the steps below to complete your My Support registration.

1. Log on to My Support.
2. Click **My Support** under **Your OpenText Resources**.



After clicking My Support, you will get directed to the OpenText End User License Agreement (EULA).

3. Review and accept the EULA to gain access to My Support.



4 Log on issues

4.1 Forgot your password

If you experience issues logging on to your My Support account, we recommend that you reset your password.

To reset your password,

1. Visit <https://login.opentext.com>.
2. Click **I forgot my password**.

You will get directed to OpenText Connect – Recover Your Password.

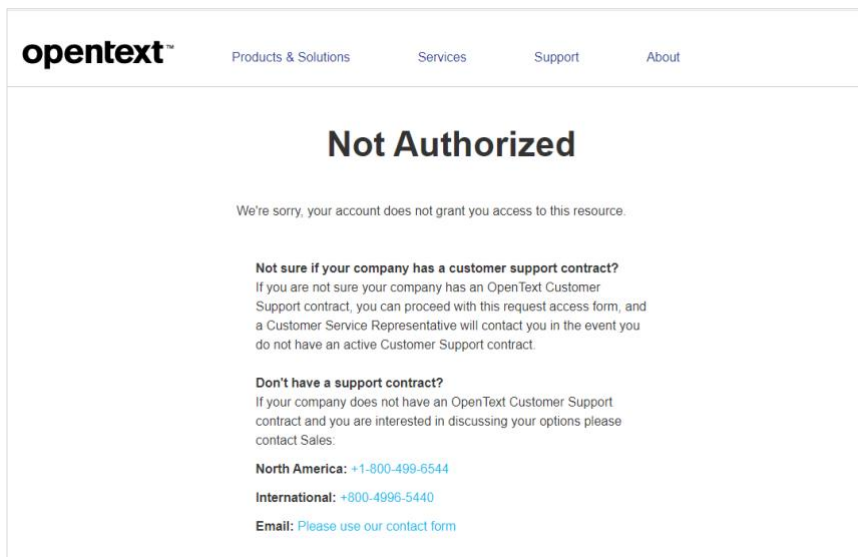
3. Enter your email address.
4. Click **Send**.

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.

4.2 Not authorized

If the following page appears, contact customer support using the phone numbers provided or the email form.



The screenshot shows the OpenText website header with navigation links: Products & Solutions, Services, Support, and About. The main content area displays a 'Not Authorized' error message. The message states: 'We're sorry, your account does not grant you access to this resource.' Below this, there are two sections: 'Not sure if your company has a customer support contract?' which suggests using a request access form if unsure, and 'Don't have a support contract?' which suggests contacting sales. Contact information is provided: North America: +1-800-499-6544, International: +800-4995-5440, and Email: Please use our contact form.

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](https://www.opentext.com).

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