



TEST CELL AUTOMATION | LABORATORY MANAGEMENT | COMBUSTION ANALYSIS | SIMULATION SYSTEMS  
EMISSIONS | ENGINE | TRANSMISSION | ELECTRIC MOTOR | BATTERY/EV/HEV SYSTEMS | VEHICLE DYNAMICS

# Customer Portal – Help Desk Quick Start Guide



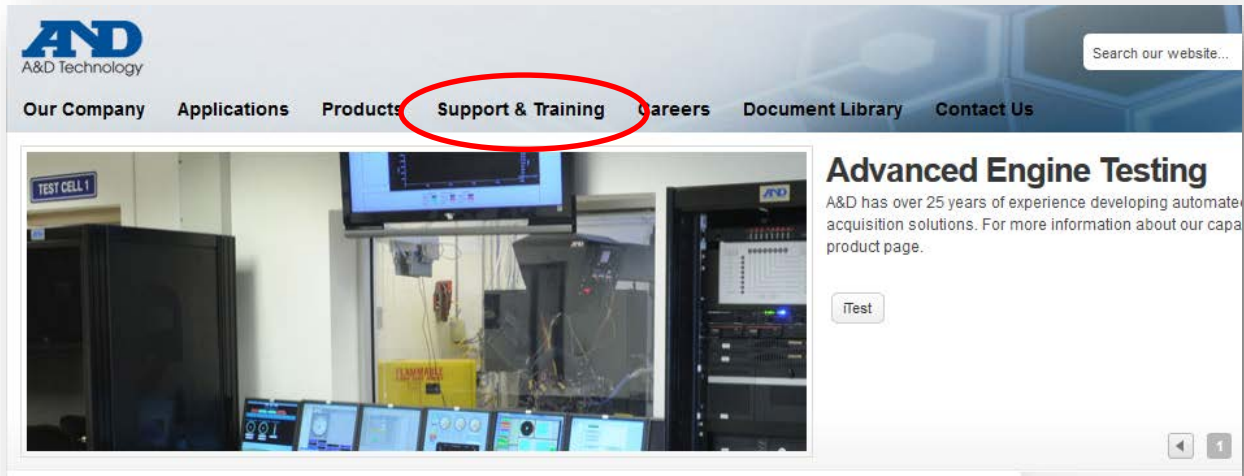
## Table of Contents

Create a Login.....	3
Help Desk – Submit a Request for Assistance.....	6
View Your Requests – My Requests.....	10

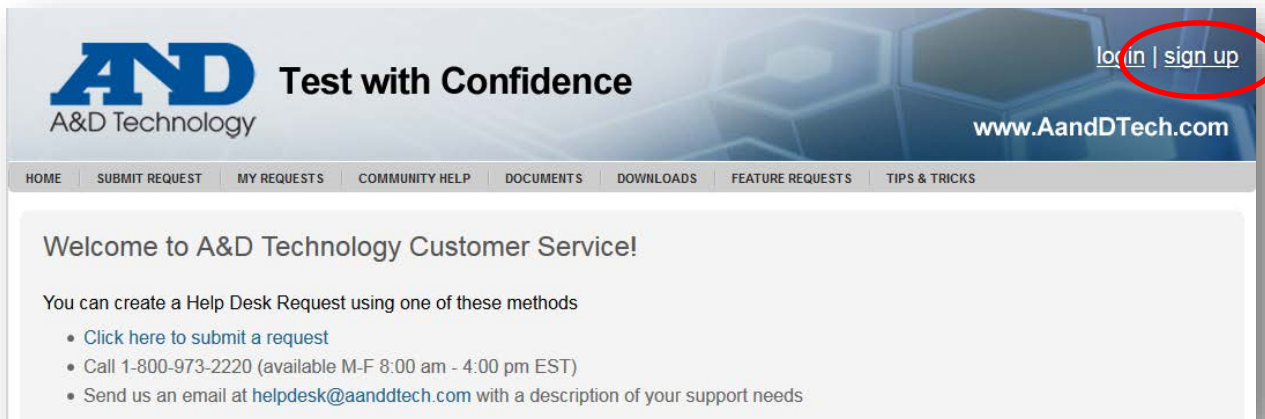
## Create a Login

**NOTE:** You can submit a Help Desk request (see Page 4) before creating a login, but you will be asked to provide a password once your request has been submitted.

1. Go to the Customer Portal home page at <https://Support.AandDTech.com> or click **Support & Training/Support** on the main menu of the A&D website.



2. Click on **sign up** in the upper right hand corner



3. Enter your name, email address, and the text or number that appears in the verification window.

**Sign-up to A&D Technology**

Please fill out this form, and we'll send you a welcome email to verify your email address and log you in.

Your full name

Your email address

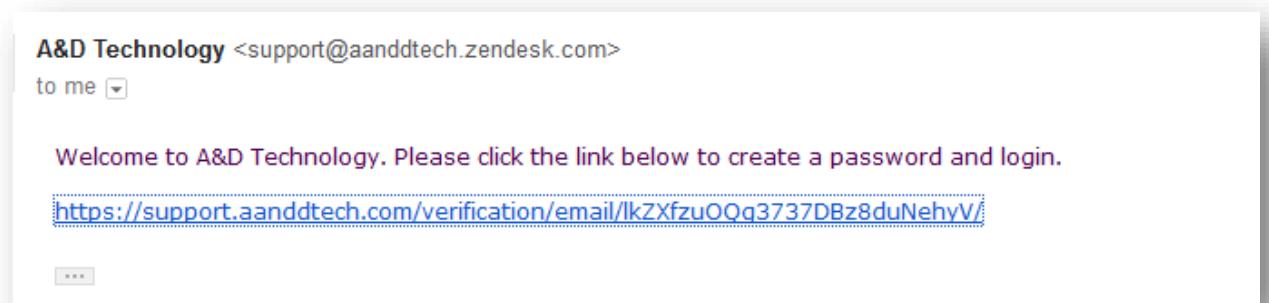
Please verify that you are human \*

*efeGOve* **mearcian**

- Different text please
- I want audio instead

Type the above text in the box below

4. Once you click on **Sign me up!** you will receive a confirmation email with a verification link. Click on this link to go to the Select Password screen



5. Enter the password of your choice (minimum 5 characters) and click on **Verify my email address**.

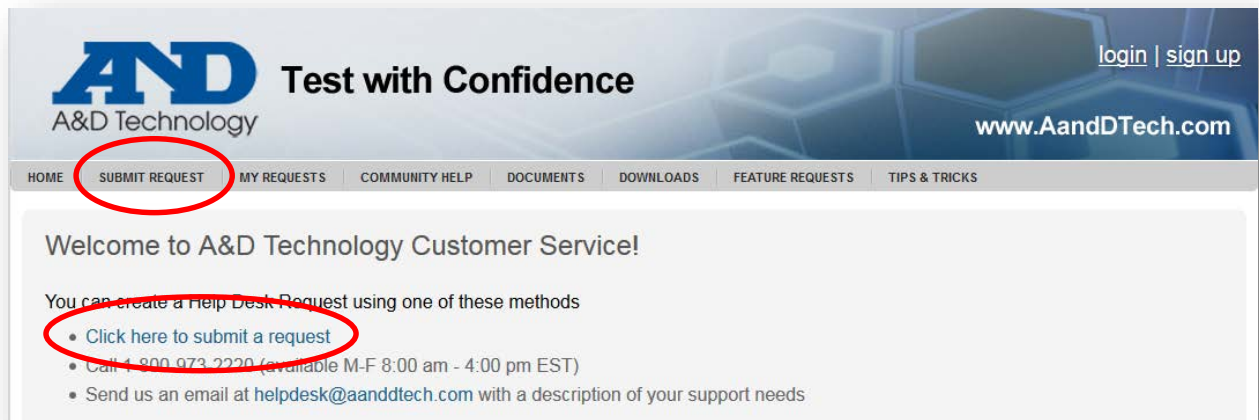
The screenshot shows a form titled "Select password". Below the title, it says "You'll use this password to sign in to A&D Technology (https://support.aanddtech.com)". There are two input fields: "Your name" and "Enter a password". Below the password field, there are "Password requirements:" listed as "must be at least 5 characters". At the bottom of the form is a button labeled "Verify my email address".

6. You will be returned to the Customer Portal home page, and your name should appear in the upper right-hand corner, confirming that you are logged in.

The screenshot shows the A&D Technology Customer Portal home page. The header features the A&D logo and the slogan "Test with Confidence". In the top right corner, the text "Your Name | Logout" is circled in red, indicating the user is logged in. Below the header is a navigation menu with links for HOME, SUBMIT REQUEST, MY REQUESTS, COMMUNITY HELP, DOCUMENTS, DOWNLOADS, FEATURE REQUESTS, and TIPS & TRICKS. A green checkmark icon and the message "Your account has been verified." are displayed. The main content area says "Welcome to A&D Technology Customer Service!" and provides instructions on how to create a Help Desk Request, including links to submit a request, call 1-800-973-2220, or email helpdesk@aanddtech.com.

## Help Desk - Submit a Request for Assistance

1. Click on either **Submit a Request** in the main menu or **Click here to submit a request** in the main body.



2. The Submit a Request screen will appear.
  - a. Enter your email address
  - b. Under Subject, include a brief description of your question or problem.
  - c. Click on the drop down arrow under Products, and select the appropriate A&D product, if applicable.
  - d. Under Description, type or question or a detailed description of the problem you are having.
  - e. Enter the verification text or number you see in the image window
  - f. Attach any file you may have that will help describe the problem
  - g. Click **Submit**.

## Submit a request

**Your email address \***



**Subject \***

**Products**

**Description \***

Please enter the details of your request. A member of our support staff will respond as soon as possible.

**Please verify that you are human \***




[Privacy & Terms](#)

**Attachment(s)**

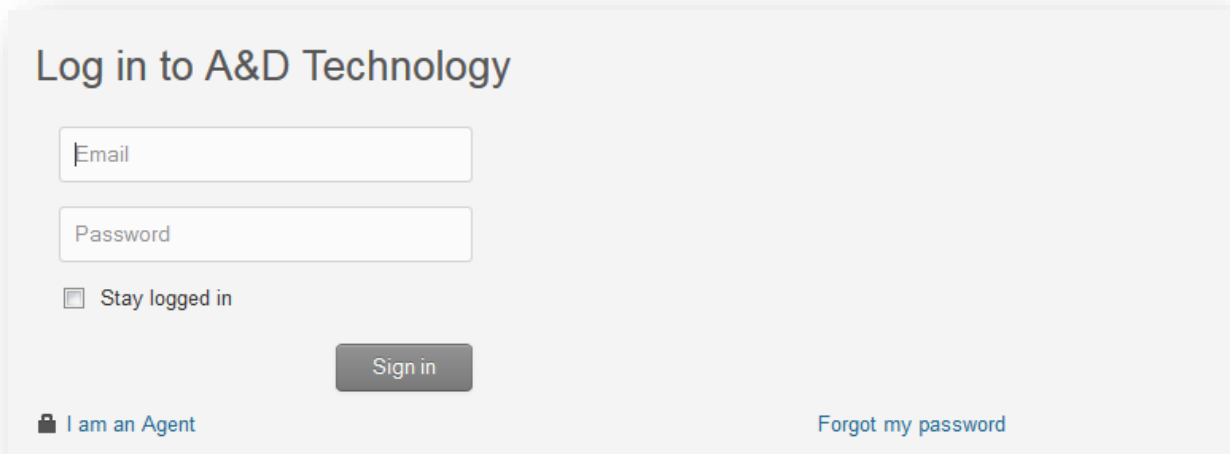
[Attach file »](#)

3. If you are not logged in, you will see a message asking for verification. Click on **log in now to verify your request**.

 You're almost done creating your request.

We sent you an email to verify your request because you are not logged in. You can also [log in now to verify your request](#).

4. Enter your email and password and click on **Sign In**.




Log in to A&D Technology

Email

Password

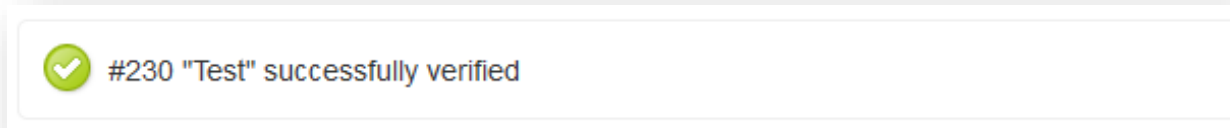
Stay logged in

Sign in

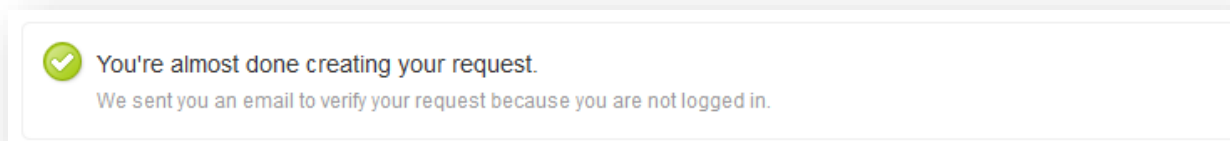
 I am an Agent

[Forgot my password](#)

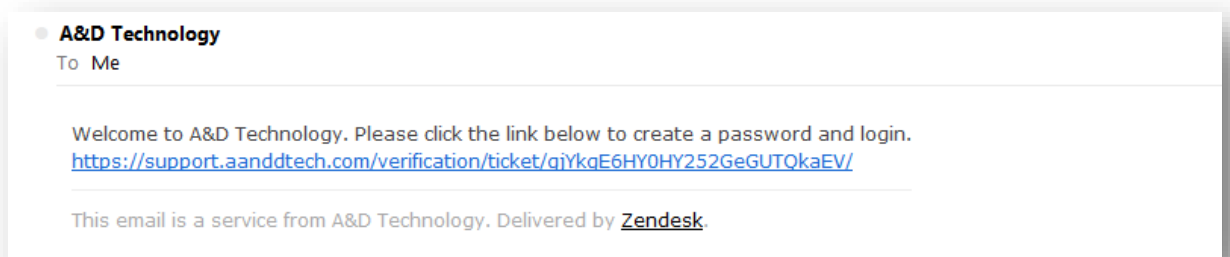
5. You will then receive a message that your request was received successfully, with a ticket number for future reference.



6. **NOTE: If you did not already create a login,** you will see a message that an email has been sent asking you to verify your request.

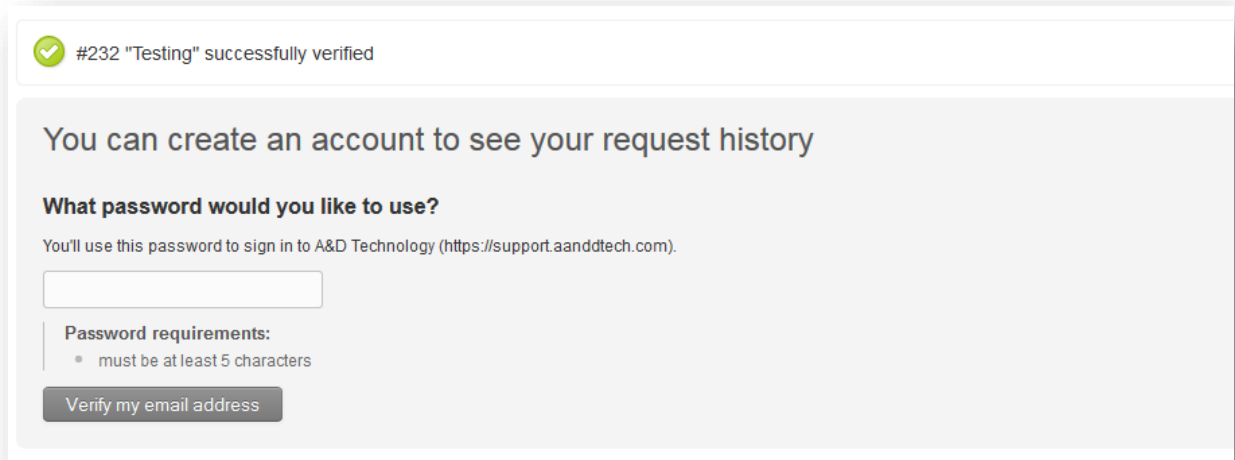



7. Open the email and click on the link to create an account.





8. Your request has now been assigned a ticket number for reference. Enter a password (minimum 5 characters) and click on **Verify my email address** to create your account.



 #232 "Testing" successfully verified

You can create an account to see your request history

**What password would you like to use?**

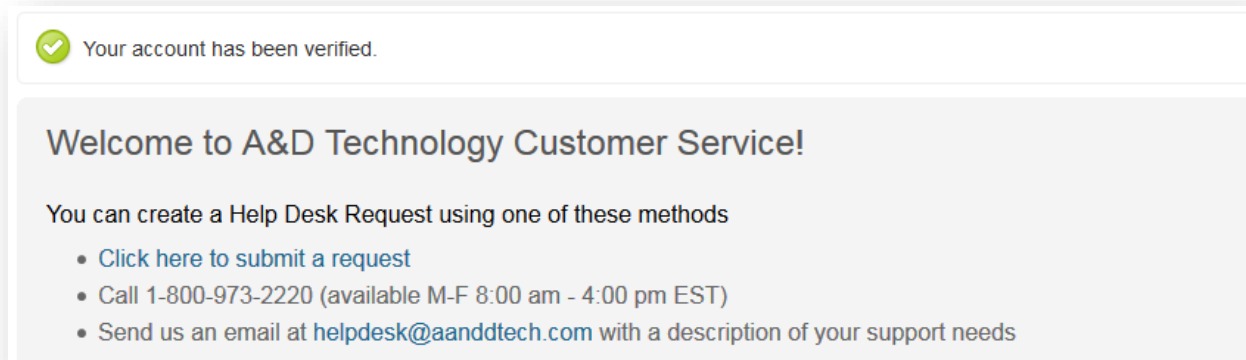
You'll use this password to sign in to A&D Technology (<https://support.aanddtech.com>).


**Password requirements:**

- must be at least 5 characters

[Verify my email address](#)

9. You will be returned to the Customer Portal home page, with a message that your account has been verified.



 Your account has been verified.

Welcome to A&D Technology Customer Service!

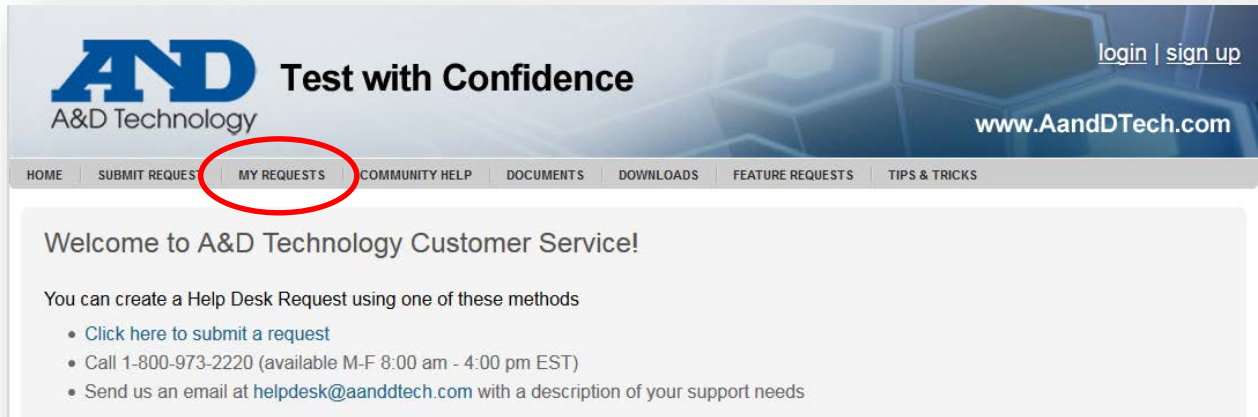
You can create a Help Desk Request using one of these methods

- [Click here to submit a request](#)
- Call 1-800-973-2220 (available M-F 8:00 am - 4:00 pm EST)
- Send us an email at [helpdesk@aanddtech.com](mailto:helpdesk@aanddtech.com) with a description of your support needs

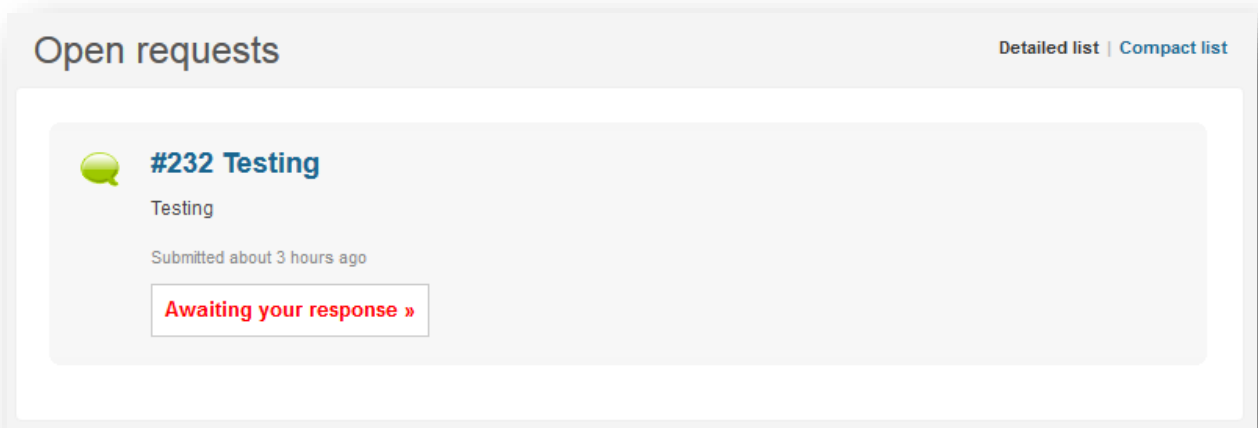
Once your request has been submitted, an A&D specialist will respond within 4 hours if received during standard Help Desk hours (M-F 8:00am – 4:00 pm ET). Requests submitted in the evening or on weekends will receive a response the next business day. You may also call or email the Help Desk, but we recommend using the portal so that we can better track issues and their resolutions.

## View Your Requests - My Requests

1. To check the status of your open requests, click on My Requests on the Customer Portal home page.




2. A list of your open and closed items will appear. Click on the desired item to see the latest update.



3. The most recent comments from the A&D specialist appear, with an **Awaiting your response** window for you to enter your own comments. When your request has been handled and you are satisfied with the outcome, you may check the **Please consider this request resolved** box to close the case.

Request #232


Testing

 Pjsimion  
Sep 26 10:17

Testing


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Comments

 Help Desk  
A&D Technology  
Inc.

When you cross the Modbus transmission cable to address 4, does it still blink the status light?  
September 26, 2014 11:43

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 Pjsimion

Awaiting your response

[Attach file »](#)

Please consider this request resolved.

Submit