How to Register for the Support Website

Objective

Register for an account on Support.

Environment

- Support

Procedure

Steps for Registration

Before going through the registration steps, make sure to have:

- Customer Company Name
- Your Customer Company Email Address
- Product Name (any product purchased from Hitachi)
- Serial Number (for a product that matches the above name)

See the Support Registration Flyer for additional information.

1. Go to https://support.hitachivantara.com
2. Click Register in the upper right corner
3. Follow the prompts to enter your information, make sure to agree to the terms at the bottom by checking the box. Click **Complete Registration**.

4. Check your email and click the activation link.
5. Enter a **New Password** and enter your new password again under **Confirm Password**. Click **Submit**.

6. You will be redirected to the login page.

7. Enter your **Username** and **Password**. Click **Sign In** to access your Support site account.

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**Verify a Product**

1. A popup to verify a product will appear upon initial login, enter the **Product Serial Number** and select the **Product**
2. You will now have complete Customer access where you can manage Cases, view site/product information, and subscribe to receive Technical Bulletins.

Partner Company Selection

1. For Partner Registration, click the link at the top of the popup to access the Company Selection screen
2. Select the correct Partner location and click Continue
3. Click Yes to confirm your selection.
4. You will now have complete Partner access

Additional Notes

For more information about Support, please see the following articles:

- Support Overview
- Support FAQ