



Registration for the USA Online User Community

The USA Online User Community is a collection of individuals across the world from many different industries with various applications. This community provides a forum for effective communication and information sharing between Siemens and these individuals; Siemens customers. Would you like to be a part of this global community? This training tour will take you through the 4 step registration process.





The screenshot shows the Siemens USA Online Community website. The top navigation bar includes the Siemens logo, the text 'USA', and the URL 'siemens.com'. Below the navigation bar, there are several sections: 'Support news', 'Self-Help', 'Support by Experts Worldwide', and 'Other Support Offerings'. A red box highlights the 'Login | Register' link in the top navigation bar.

Step 1: Register and log on to Portal

You have to register to the Service & Support portal before you can join the USA Online User Community. This is necessary for entry purposes. Click Register to register for the first time. If you have already registered for the Service & Support Portal, it is sufficient just to click on Login and proceed to Step 2.



SIEMENS → siemens.com → Siemens Industry USA

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Automation, Drive and Building Technology Service & Support

Home | Product Support | Applications & Tools | Services | Information | Forum | mySupport

Login | Register | [Advanced] Search

Registering
 → [The reason why you should be registered](#)

Please enter your data for central registration:

Access Data **myAVC**

Title Mr Mrs/Ms

Last Name *

First Name *

e-Mail *

Phone * e.g. +44 (10 1) 446 6400

Fax e.g. +44 (10 1) 446 6400

Company *

Department

Address 1 *

Zip Code *

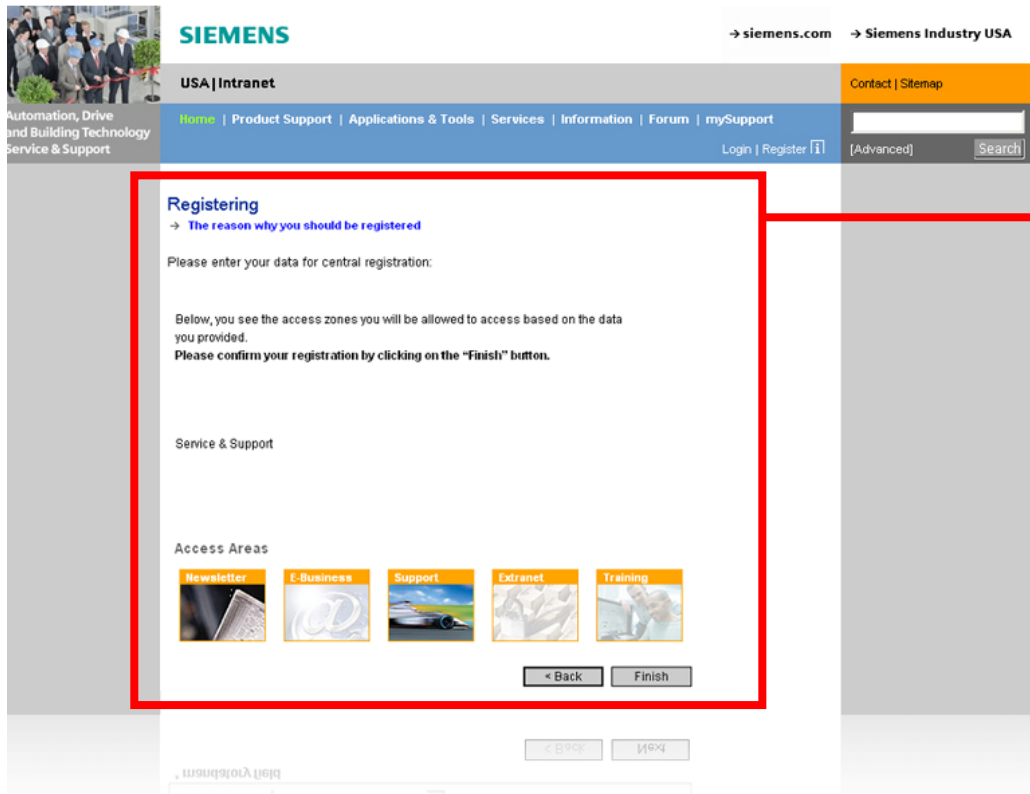
City *

Country *

* mandatory field

Complete Registration Form

Enter your personal contact information, including an email address. Click on Next when you have completed the form. Select "I agree to the Conditions of Use" and click on Next.



Confirm your registration to the Support and Newsletter areas as shown and click on Finish.

Please note that the Extranet area is not an option that can be selected. In a future release of the portal, Extranet will be an active option so that the entire registration process will be completed here.

You will receive an email with a password shortly. You **must login with this password within 48 hours**. At first login, you will be prompted to enter a new password of your choice. Proceed to Step 2 to continue with registration for the USA Online User Community.



The screenshot shows the Siemens USA Intranet homepage. The main navigation bar includes 'Home', 'Product Support', 'Applications & Tools', 'Services', 'Information', 'Forum', and 'mySupport'. The 'mySupport' sidebar contains a search bar, a 'world-wide support' dropdown, and a 'mySupport' menu with options like 'All personal data, information and functions at a glance', 'My Documentation Manager', 'Newsletter', 'CAC shopping cart', and 'Support Request'. The main content area features 'Support news', 'Self-Help' (with search and browse options), 'Support by Experts Worldwide' (with technical forum and expert questions), and 'Other Support Offerings' (with links for repairs, field service, and spare parts). A red box highlights the 'USA Online Community' link in the 'Other Support Offerings' section, and a red line connects it to the 'Support Request' link in the sidebar.

Step 2: Request access to the USA Online Community

You must be logged in to the Service & Support portal in order to register to the USA Online Community. Simply click on login and enter your username and password. Your username will be your email address.

From the USA regional portal home page, scroll down to Other **Support Offerings** and select **register**. Complete the form with your personal information. This is a one time data entry requirement. Click on Save or "Benutzerdaten" to store. Close the window.

Your request for access will be reviewed and approved by the web administrator. You will receive a confirmation email upon approval. Typically, the request is completed within 24 hours.



The screenshot shows the Siemens USA Intranet homepage. At the top, there is a navigation bar with the Siemens logo, the URL 'siemens.com', and 'Siemens Industry USA'. Below this is a secondary navigation bar with links for 'Home', 'Product Support', 'Applications & Tools', 'Services', 'Information', 'Forum', and 'mySupport'. A search bar is also present. The main content area is divided into several sections: 'Support by Experts Worldwide' with links to 'Technical Forum' and 'Ask the Siemens Expert'; 'Other Support Offerings' with links to 'Technical Support', 'Field Service', 'Repairs', 'Spare Parts', and 'USA Online Community'; and 'SIEPRO Technical Service Agreements Save You Time and Money...'. On the right side, there is a 'Contact | Site Map' menu with a search bar and a 'User View' dropdown menu. The 'User View' menu is highlighted with a red box, and a red arrow points to the 'USA_Online_Comm' option.

Step 3: Select User View

Once your request for access has been approved and you are logged in to the Service & Support portal, there will be a new User View available to you from the banner of the US regional portal home page.

Select **USA_Online_Comm** as your User View.



A screenshot of the Siemens USA Intranet website. The page has a grey header with the Siemens logo and navigation links. Below the header, there are several sections: "Support by Experts Worldwide" with a "Technical Forum" and "Ask the Siemens Expert" link; "Other Support Offerings" with links for "Repairs, Spare Parts, Consulting and more...", "Technical Support", "Field Service", "Repairs", "Spare Parts", and "USA Online Community"; and "SIEPRO Technical Service Agreements Save You Time and Money...". A red box highlights the "USA Online Community" link in the "Other Support Offerings" section. A red vertical line is drawn over the right side of the page, passing through the "USA Online Community" link.

Step 4: Go to USA Online Community

From the US regional portal home page, scroll down to Other Support Offerings and select **USA Online Community**.



The screenshot shows the website's layout. On the left is a blue navigation menu with a tree structure. The main content area has a green header with the community name and a 'Welcome' message. Below the header are three main sections: a welcome message with a photo of Dennis Inverso, a 'Technical Forums' section with a photo of hands, and a 'Resources' section with a photo of a laptop. Each section contains descriptive text and a list of links.

Welcome to the USA Online Community

There are links to our most commonly used resources and other special features.

Now you can become an active participant in the Community. Your input is essential in making it a success.