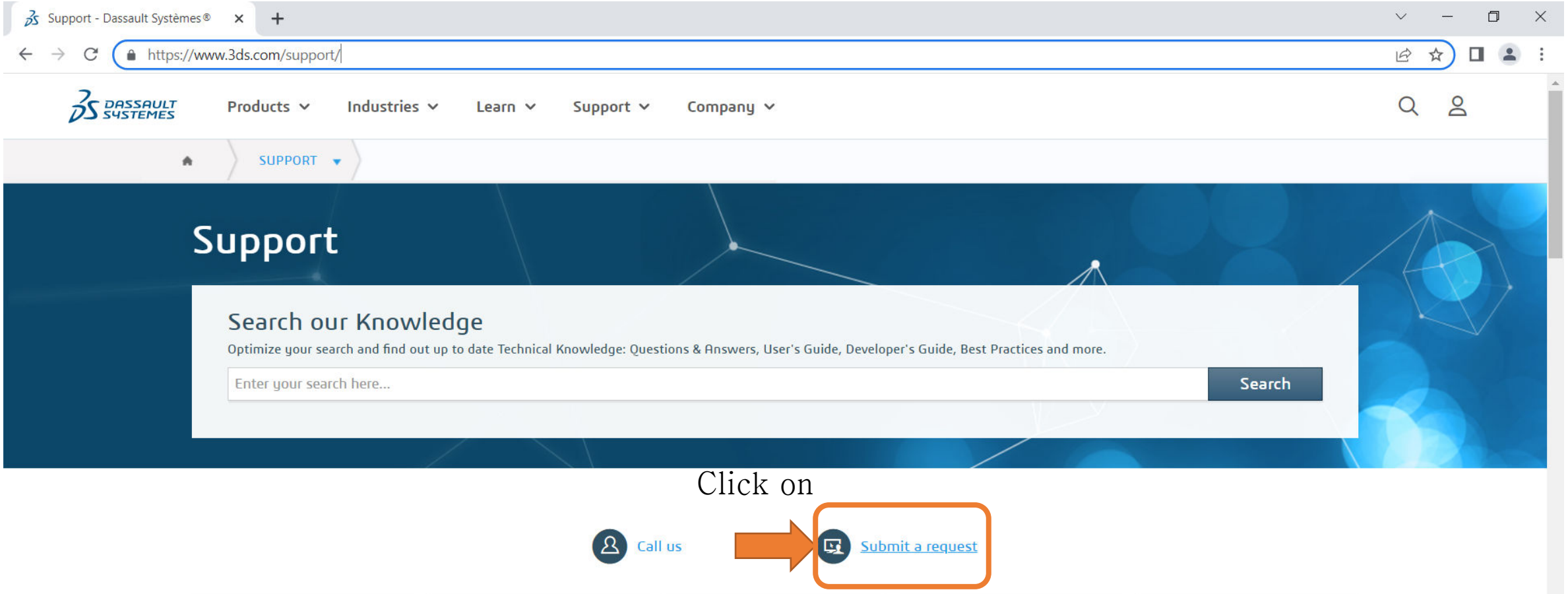
Service Request Creation

3DSupport PORTAL

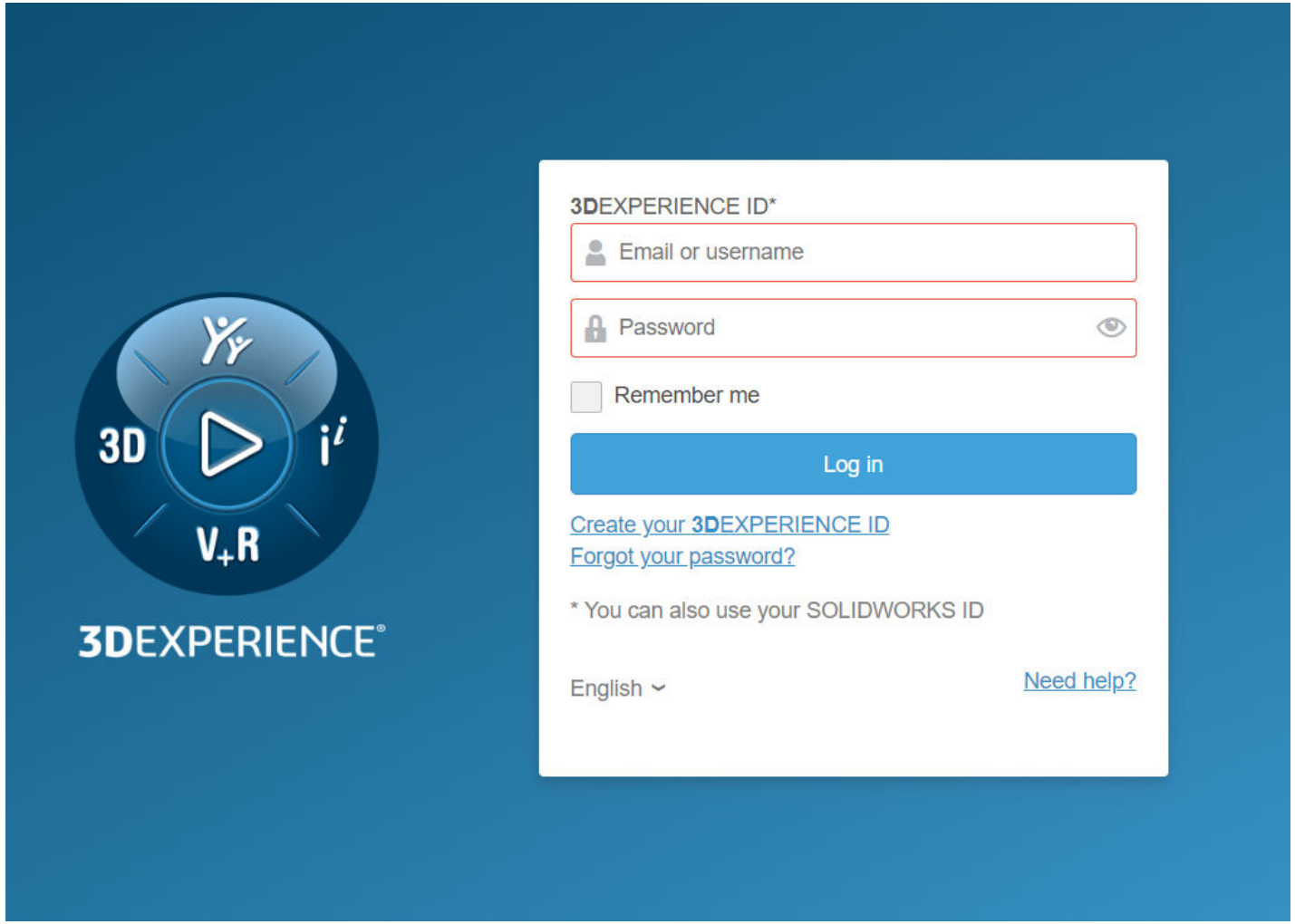
Go to https://www.3ds.com/support



Click on

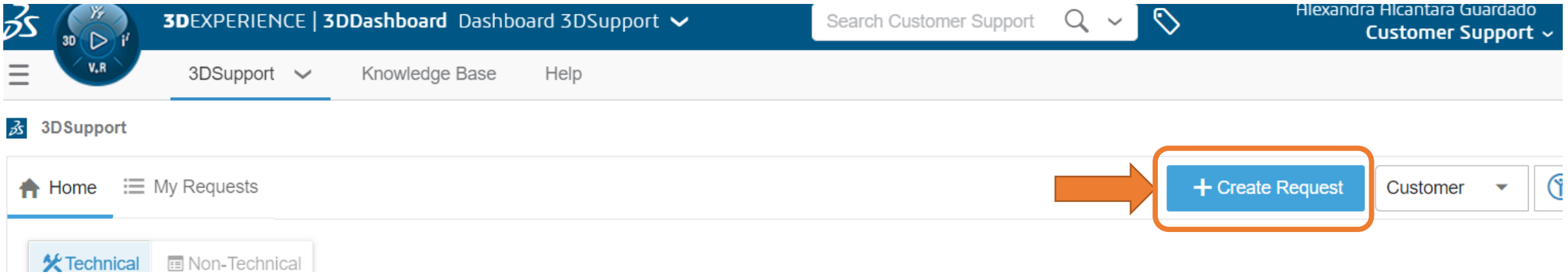
LOGIN

Sign in to your 3DExperience



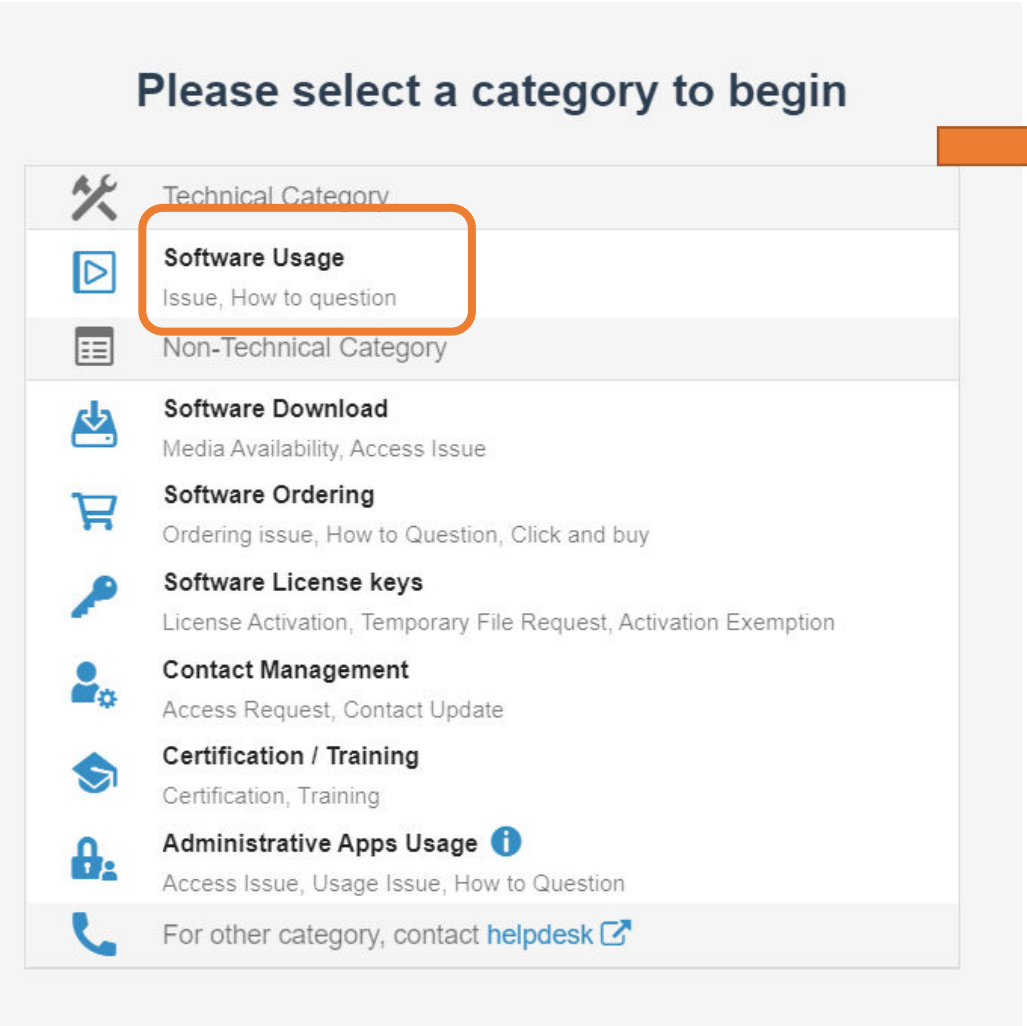
SR CREATION

Click on **Create Request**

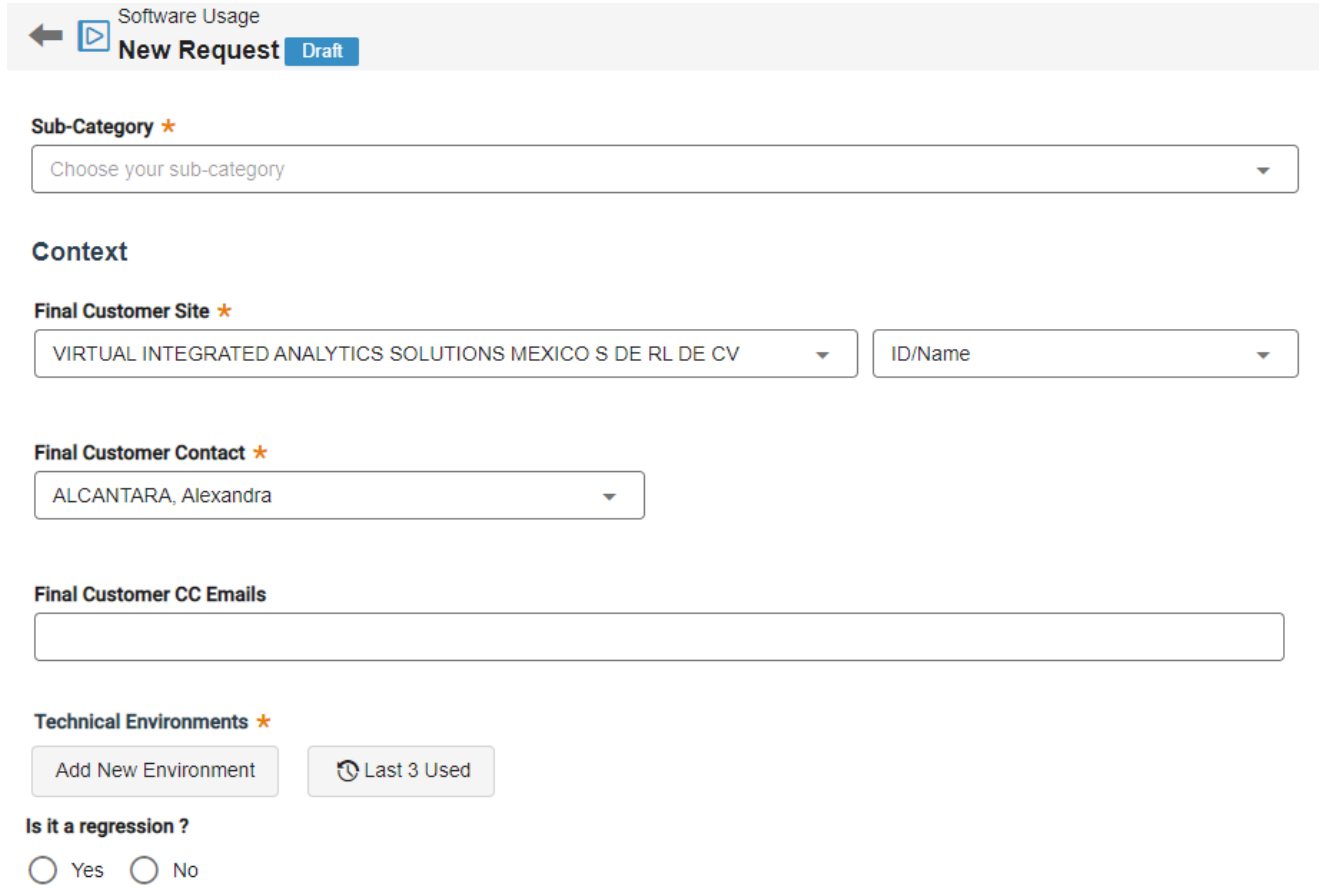


CATEGORY SELECTION

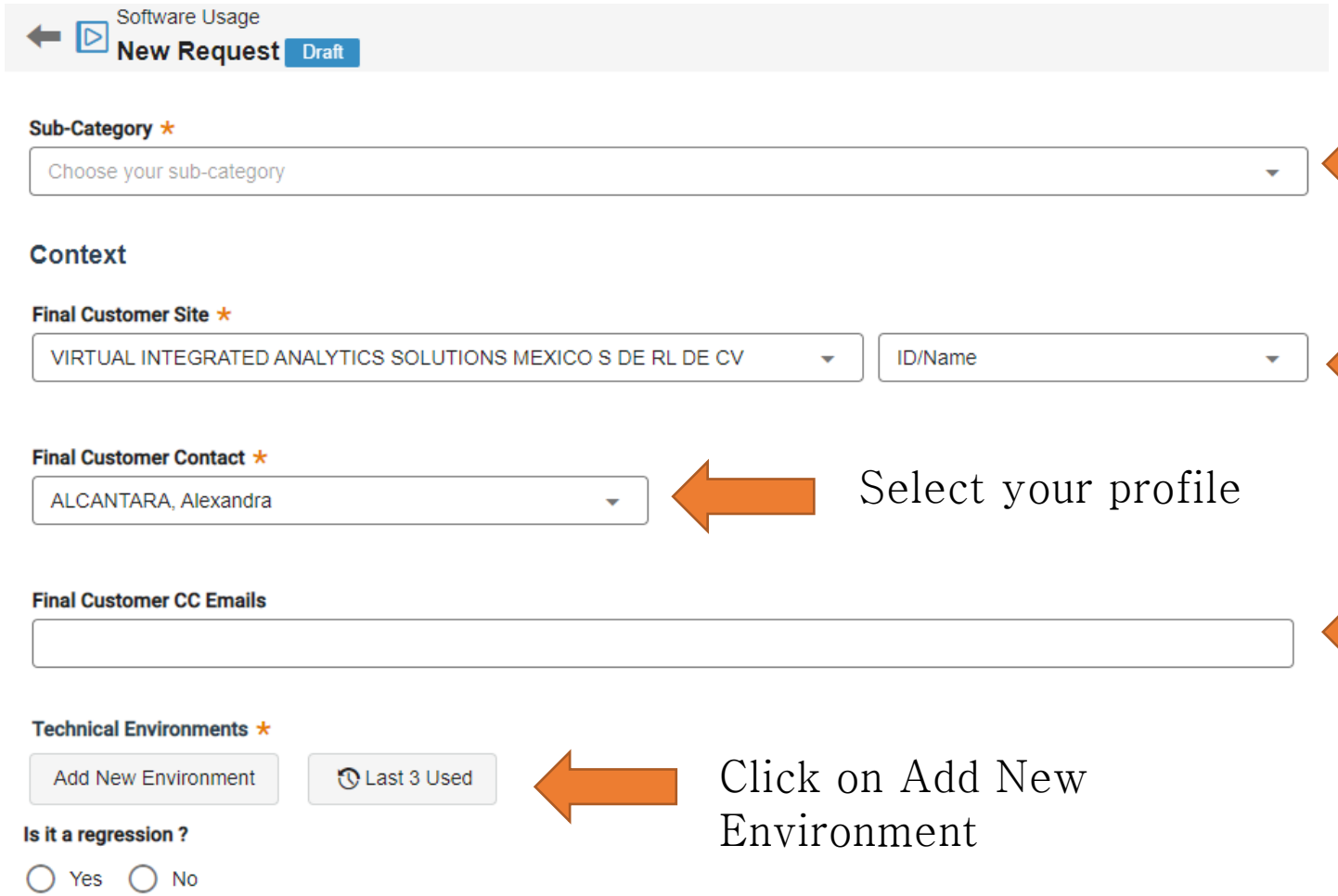
Select a category



For example, if selecting **Software Usage** the following window appears



CLIENT DETAILS



Choose between an **Issue** and a **How to question**

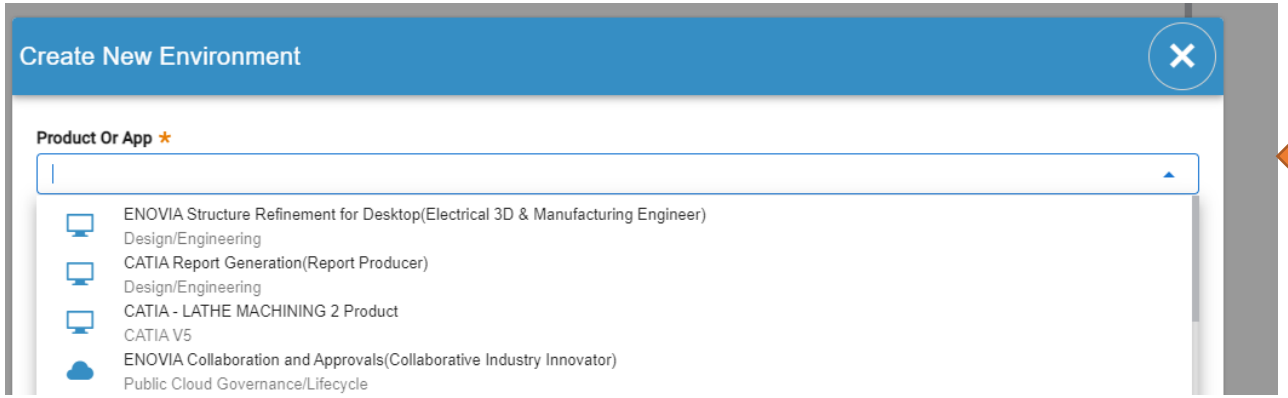
Select your company

Select your profile

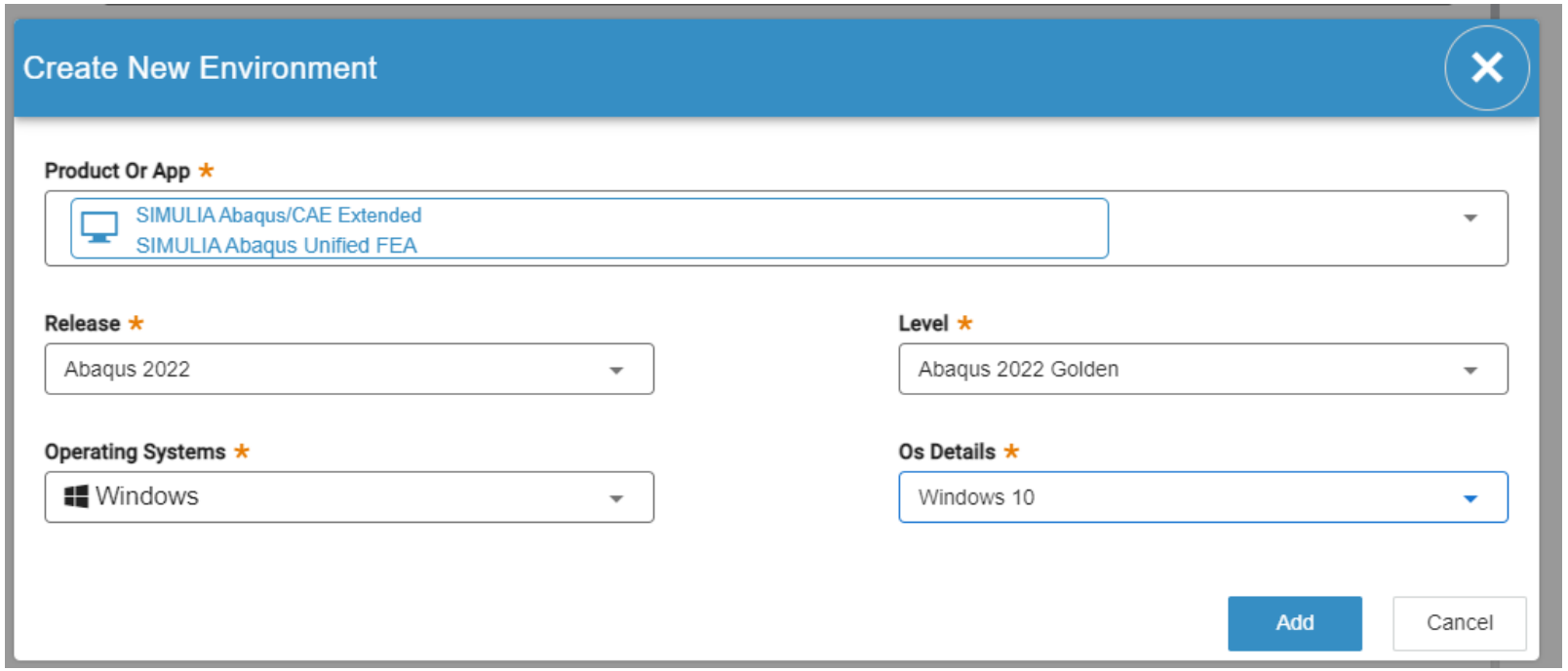
Optional: Add other contacts that will receive email updates

Click on Add New Environment

SOFTWARE AND ENVIRONMENT

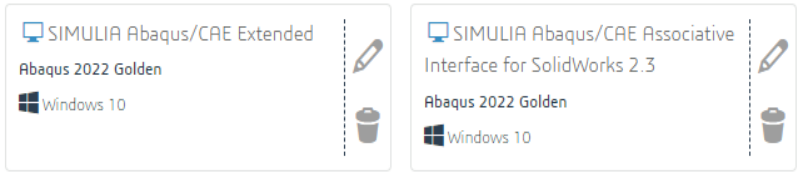


Select the software



Select the release, level, OS, and OS version

Multiple environments may be added of necessary



PROBLEM DESCRIPTION

Description

Abstract *

Abstract

0 / 254

Title or brief description of issue

Description *

Problem Description/Question:

Required information to reproduce or answer:

Specific setup to reproduce the scenario (i.e. Environment Variables, Software Levels, Client Server Architecture, Data, Customization etc)
:

Scenario: (steps to reproduce) mentioning the required Product(s) or App(s) in addition of the one set during SR creation :
1)
2)
3)
...

Actual Result :

Expected Result :

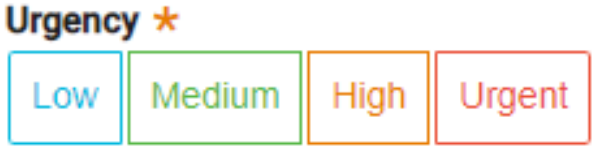
Important specific information related to reproducibility of the scenario :

Workaround (if you know of any):

Please include as much detail as possible.

vias3D

URGENCY LEVEL



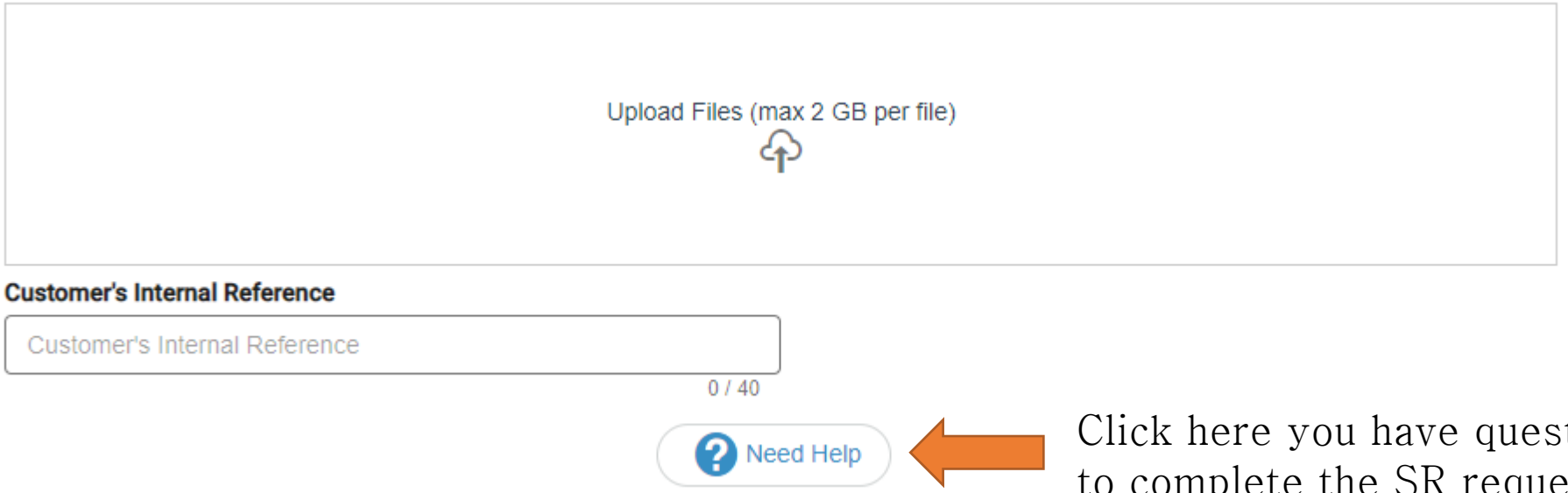
Select the urgency level. Please refer to DS Support Policies (3ds.com) for Licensed products , Online services and for SIMULIA Academic Licenses

- **Urgent: Unable to use product. No workaround is possible and there are critical impacts on operations**
- **High:** Operations are severely restricted by the problem, but a workaround exists.
- **Medium:** Service available with some non-critical functional restrictions
- **Low:** Minimal or no impact to operations, or a way to circumvent the problem has been found.

Urgency level	Initial Response Time
Urgent	2 Business Hours
High	4 Business Hours
Medium	8 Business Hours
Low	2 business days

FILES

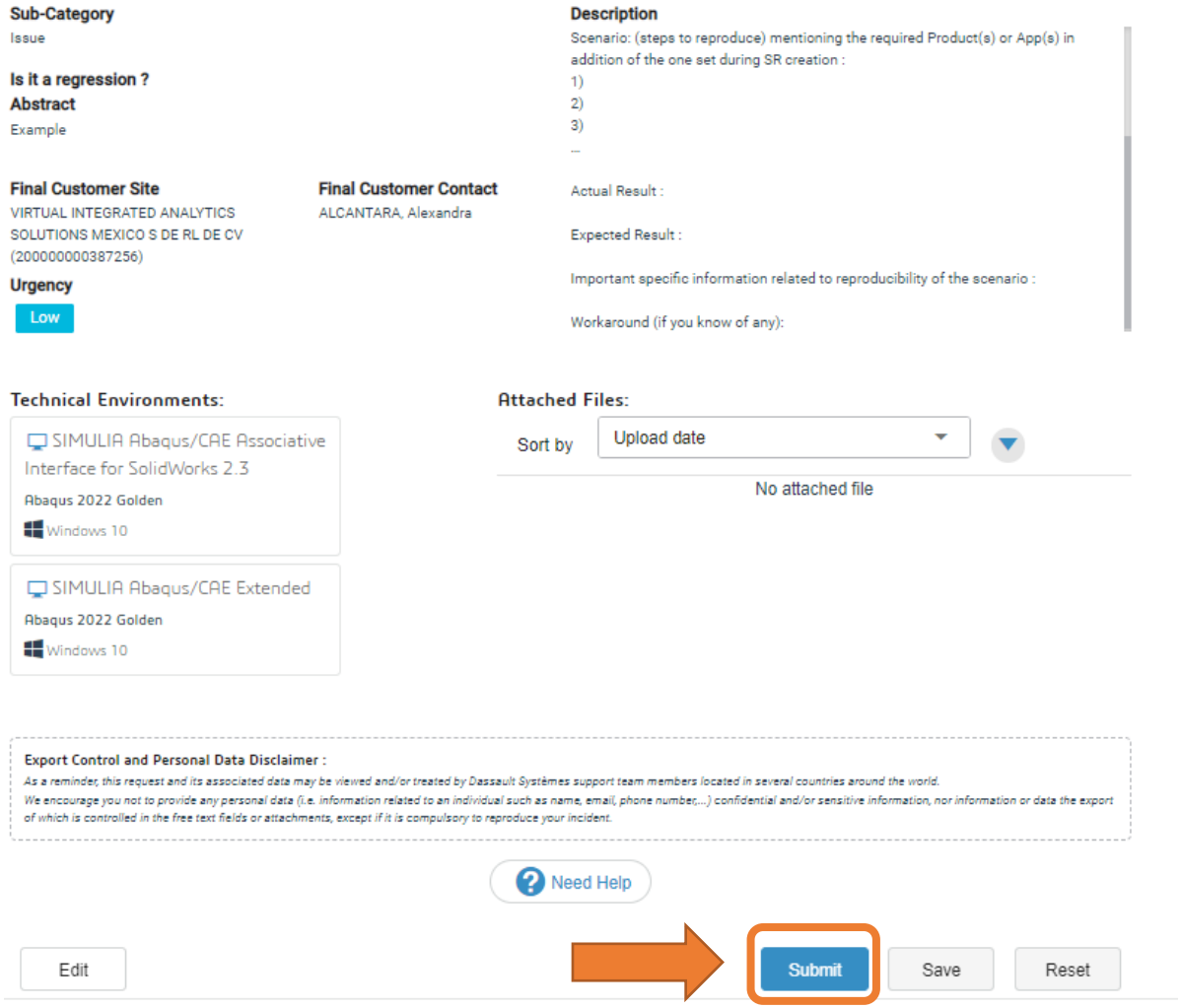
Please upload any file you think are necessary. For example, .log files, .inp files, .msg files, etc. Screenshots of the error(s) displayed are also helpful.



Click here you have questions on how to complete the SR request

Click **Next** when everything is completed or **Save** and complete later.

SUBMISSION



A summary of will appear before submission, please verify all details are correct.

If you need to make a correction, click on **Edit**

If everything is correct, click on **Submit.**

ISSUES WITH DS AUTOMATED

Once you submit an SR, you will receive an automated email with your SR reference number. VIAS3D Technical staff also automatically receives an email for every SR created through the 3DSupport portal.

We have noticed some clients do not get the automated email updates from the 3DSupport portal. Please check the status of your SR frequently to ensure you view the updates/clarifications/questions by the Technical staff.

If you see a status change and did not receive the automated email, please send **Support Manager Matt Olivero** MOlivero@vias3d.com an email after checking your SPAM/Junk folder.