

Schedule of Training and Q&A Sessions for Zebra's Repair Order Portal New Interface

REVISED: OCTOBER 23, 2019

REPAIR ORDER (RMA) PORTAL USERS:

Zebra is pleased to offer several live opportunities to learn more about using our new Repair Order Portal interface to submit and track your device repair requests. See below for the current schedule of sessions, as well as information on how to join each Skype webinar session.

- **Training Sessions** provide newer users end-to-end instruction on portal new features. Time will be allocated for questions during the training sessions.
- **Question & Answer (Q&A) Sessions** give you access to one of our subject matter experts to get quick answers to specific questions or to request a demo of a particular task or feature.

Need training now? We also offer a variety of online training and information resources (recorded sessions, quick guides, frequently asked questions). Visit the Zebra [Repair Order Portal Resources and Training](#) page for the following documents, or click the links below to go directly to a specific resource:

- Review the [Course Materials](#)
- Access to a quick [Introduction to Zebra's Repair Order Portal](#)
- Review our [Frequently Asked Questions](#) for a specific query or issue
- See the latest improvements in our [What's New in the Portal \(Release Notes\)](#)

For training sessions in the schedule below, find the session that best fits your needs. Please note, some sessions will be offered in Mandarin. Refer to the Language column prior to selecting your desired session, to ensure that you'll join the session being conducted in your preferred language. Our training sessions are conducted using Skype Webinar. The following detailed information will help you select and register, if necessary for your desired session.

Sessions with an .ics calendar file link will be conducted using Skype webinar. Simply click on the .ics calendar file link for the session you wish to attend, then open / download the file. Accept the invitation to add the meeting to your own calendar. Or if you would prefer to create your own calendar entry, use the information below.

Please note:

- The **Calendar File** (in standard .ics format) will have full meeting information to attend the Skype meeting, including a link to the meeting's full audio and visual capabilities.
- If you prefer not to download the file, you may use the **Skype Meeting Link** to join the conference directly at the scheduled time of the session
- If you prefer to join by phone for the voice portion of the call, [find your local Skype number](#), and then use the **Skype Conference ID** for the particular session

Session	Regional Focus	Date	NA (Chicago)	EMEA	APAC	LATIN AMERICA		Language	Calendar File	Skype	Skype Conference ID	Facilitator
				(Brno)	(Singapore)	Mexico	Brazil (Sao Paulo)		(.ics format)	Meeting Link		
December												
Training Session	Latin America (excluding Brazil)	3-Dec	10 - 11 AM	5 - 6 PM	12 - 1 AM	10 - 11 AM	1 - 2 PM	Spanish		https://meet.lync.com/zebra-com/sk6438/FLGH250R?sl=1	471036156	Hector Gonzalez Alfaro
Training Session	Brazil	5-Dec	7 - 8 AM	2 - 3 PM	9 - 10 PM	7 - 8 AM	10 - 11 AM	Portuguese		https://meet.lync.com/zebra-com/sk6438/P5TTSPNH?sl=1	961349973	Gabriela Clemente
Training Session	Latin America (excluding Brazil)	5-Dec	2 - 3 PM	9 - 10 PM	4 - 5 AM	2 - 3 PM	5 - 6 PM	Spanish		https://meet.lync.com/zebra-com/sk6438/GWMC78V4?sl=1	962614387	Hector Gonzalez Alfaro
Training Session	Brazil	6-Dec	7 - 8 AM	2 - 3 PM	9 - 10 PM	7 - 8 AM	10 - 11 AM	Portuguese		https://meet.lync.com/zebra-com/sk6438/OCD9BZ3W?sl=1	220672746	Gabriela Clemente
Training Session	NALA	10-Dec	9 - 10 AM	4 - 5 PM	11 PM - 12 AM	9 - 10 AM	12 - 1 PM	English		https://meet.lync.com/zebra-com/tmvx63/2PKCHN3J?sl=1	521068708	Tony Ambler
Training Session	Brazil	11-Dec	7 - 8 AM	2 - 3 PM	9 - 10 PM	7 - 8 AM	10 - 11 AM	Portuguese		https://meet.lync.com/zebra-com/sk6438/GQS5SMFL?sl=1	521885779	Gabriela Clemente
Training Session	NALA	17-Dec	9 - 10 AM	4 - 5 PM	11 PM - 12 AM	9 - 10 AM	12 - 1 PM	English		https://meet.lync.com/zebra-com/tmvx63/OZXB70IV?sl=1	952413858	Tony Ambler

Should you have questions about the sessions, the Repair Order Portal, or a particular repair order, please contact the [Repair Portal Help Desk](#) or your Zebra representative. We look forward to having you join us in a learning session soon!

Sincerely,
Zebra Technologies

NOTE: See below for helpful information about some of the most common matters new users encounter:

Remember that a saved cart isn't a submitted order. If you received an order number listed on the Order Confirmation screen, your repair order was successfully submitted. If you clicked the Save & Exit button, your repair order has been saved, but not been submitted. Return to complete the order as appropriate.

Why am I being asked for a credit card or PO number? If you are asked for payment by purchase order or credit card for a device you believe is covered by warranty or contract, use the Dispute Entitlement option in the portal. Click [here](#) for instructions.

I'm receiving the 'Forbidden Error' message. This message may appear when accessing the portal from a bookmarked URL. Type the Repair Order Portal address directly into your browser. For example, for the English language portal, type <https://repair.zebra.com/enu>. Or access the portal from the [Request a Repair](#) page on Zebra.com. If you try these steps and get an error message (“We didn't recognize the username or password you entered.”), you will need to register specifically for Portal access (see the following topic).

User ID, password, login, other error messages and system performance issues. You can obtain or change your password from links on the sign-in page. If that's not the solution, contact Zebra. Follow this [link](#) to find the right phone number. NOTE: One-time registration is required to use the Repair Order Portal, even for users who are set up for other Zebra sites and tools. Please use the 'Register' option on the [Request a Repair](#) page on Zebra.com, and a user ID and password will be emailed to you within 24 hours.

I can't seem to edit existing or create new contact or address information. In these situations, it's best to contact Zebra. Follow this [link](#) to find the right phone number.

I need help from a live person at Zebra. Call your regional Zebra support team. Follow this [link](#) to find the right phone number.