

适用于客户： 学习如何注册以获得 Zebra 维修订单门户 访问权限

2017 年 12 月更新



注册以获得维修订单门户访问权限

维修订单门户在以下地区可用：[亚太地区 \(APAC\)](#)、[欧洲](#)、[中东和非洲 \(EMEA\)](#)、以及[北美洲 \(NA\)](#)。拉丁美洲客户请访问[拉丁美洲 维修门户](#)。巴西客户请访问[巴西维修门户](#)。

用户必须注册并获批访问权限，才能利用维修订单门户功能，包括全天候访问维修状态，以及即时提交维修请求

注册流程因客户分类不同而异：

客户：可从维修订单门户[注册页面](#)开始 4 步注册流程。请求访问权限的用户必须有一个有效的电子邮件地址

注意：注册审批流程可能需要 24 小时 才能完成。Zebra 维修帮助台人员可能联系您以获取更多信息

合作伙伴：合作伙伴管理员可以使用 Zebra 合作伙伴网关 [PartnerConnect 管理](#) 维修订单门户访问权限。请参见“适用于合作伙伴：学习如何注册以获得维修订单门户访问权限”培训指南，了解更多信息

以下信息概述**客户**注册以获得维修订单门户访问权限的流程

开始注册流程

以下步骤概述注册以获得维修订单门户访问权限的流程

第 1 步：访问 [注册页面](#)

1 ZEBRA

USER REGISTRATION - EMAIL VERIFICATION

1. Enter User Email Address 2. Verify User Email Address 3. Enter User Information 4. Enter Application Information

Email Address * ? Your email address will be your User ID

Confirm Email Address *

If your organization is a member of PartnerConnect, please contact your Partner Administrator to request access to Zebra applications or contact the [Partner Interaction Center](#) for more information

[Submit](#) [Cancel](#)

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
提供您的电子邮件地址

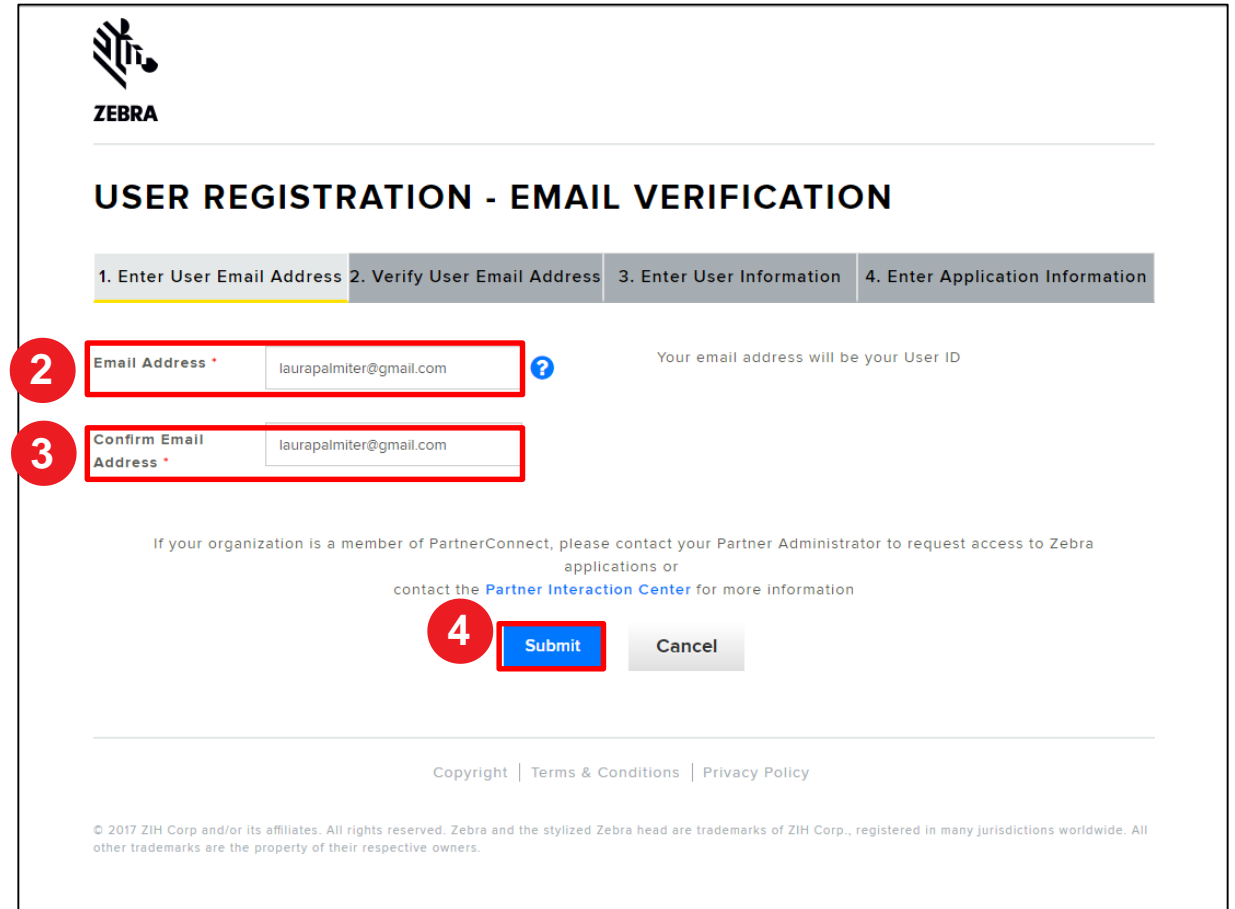
第 2 步：在 Email Address 字段输入您的电子邮件地址

注意：经确认的电子邮件地址将是用来登录维修订单门户的用户名

第 3 步：在 Confirm Email Address 字段重新输入同

一电子邮件地址

第 4 步：点击 



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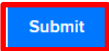

USER REGISTRATION - EMAIL VERIFICATION

1. Enter User Email Address 2. Verify User Email Address 3. Enter User Information 4. Enter Application Information

2 Email Address * laurapalmiter@gmail.com ? Your email address will be your User ID

3 Confirm Email Address * laurapalmiter@gmail.com

If your organization is a member of PartnerConnect, please contact your Partner Administrator to request access to Zebra applications or contact the [Partner Interaction Center](#) for more information

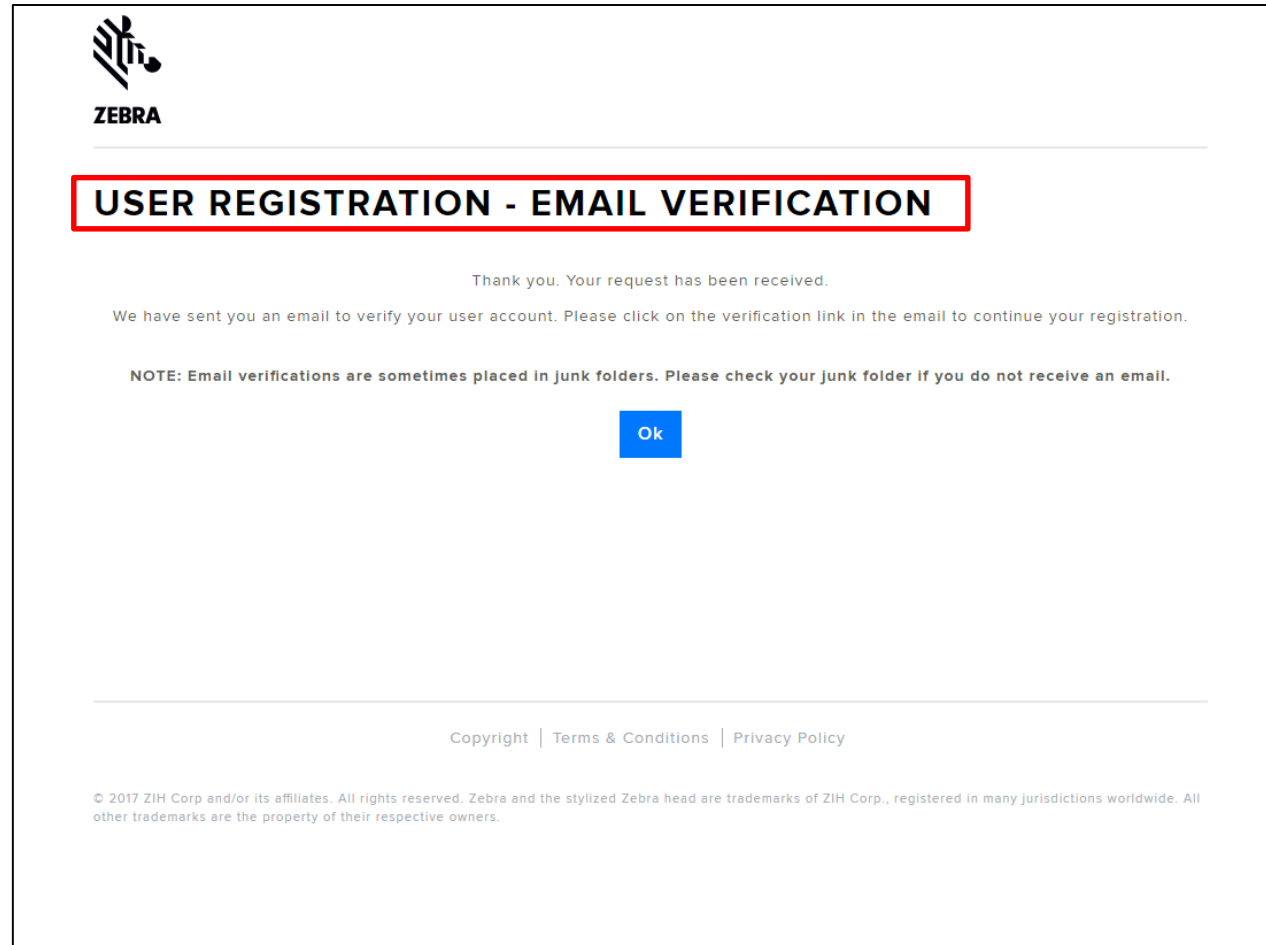
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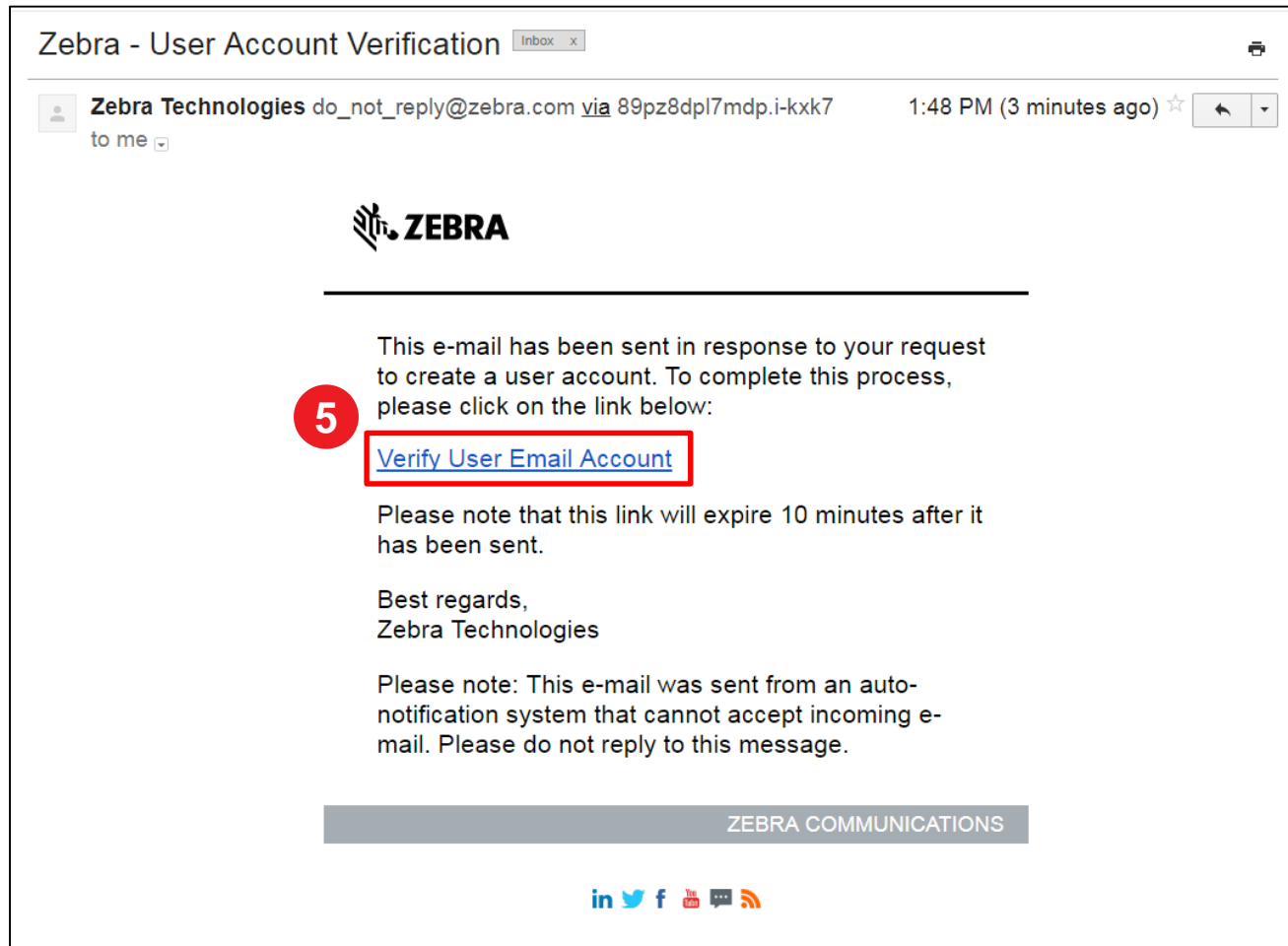
访问注册确认电子邮件

用户点击 **Submit** 后，显示 **User Registration – Email Verification** 屏幕。一封注册电子邮件将发送到 **Email Address** 字段中提供的电子邮件地址



验证您的电子邮件地址

第 5 步：访问注册电子邮件，点击 [Verify User Email Account](#)

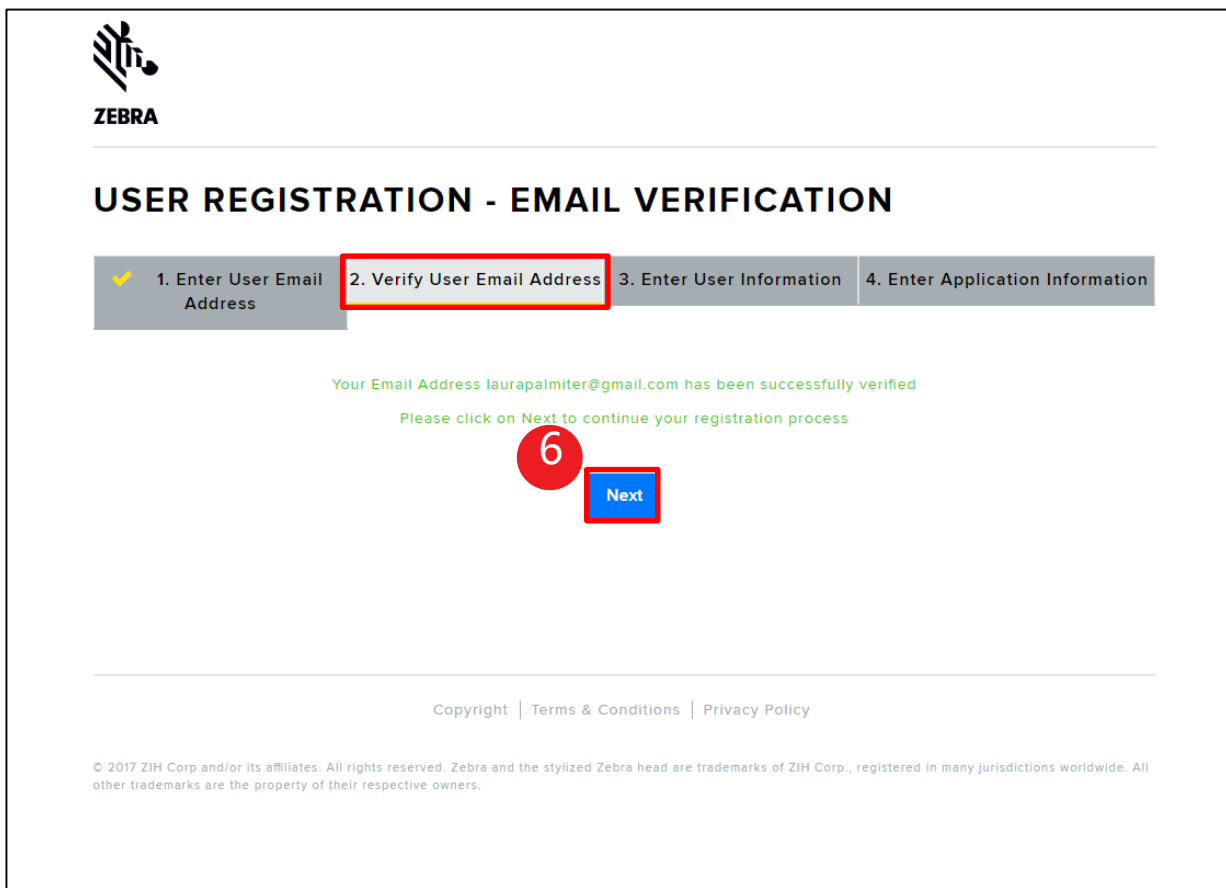


继续注册流程

点击 [Verify User Email Account Address](#) 部分

电子邮件链接后，将打开新的浏览器窗口，显示 **Email Verification** 屏幕，**Verify User Email**

第 6 步：点击 [Next](#)



提供用户信息

显示 User Information 屏幕。Enter User Information 部分需要用户提供以下两个(2) 部分的信息：General User Information 和 User Security 信息。必填字段以红色星号 (*) 标记

第 7 步：在 General User Information 部分填写或选择必需信息

USER INFORMATION

1. Enter User Email Address 2. Verify User Email Address 3. Enter User Information 4. Enter Application Information

GENERAL USER INFORMATION

Email Address: laurapalmiter@gmail.com

Salutation *: Ms. User Type *: Customer

First Name *: Laura Last Name *: Palmiter

Company *: End Customer Training Example Country *: United States of America

Street *: 3 Overlook Point State/Province *: Illinois

Zip Code *: 60069 City *: Lincolnshire

Phone Type *: Work Phone Number *: 847936893

Alternate Phone Type: -- Select -- Alternate Phone Number: Alternate Phone Number

FAX Number: FAX Number Time Zone: -- Select --

Preferred Language *: English

USER SECURITY

Password *: Confirm Password *

Security Question #1 *: Security Question #1 Response *

Security Question #2 *: Security Question #2 Response *

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Submit

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7

USER INFORMATION

1. Enter User Email Address 2. Verify User Email Address 3. Enter User Information 4. Enter Application Information

GENERAL USER INFORMATION

Email Address: laurapalmiter@gmail.com

Salutation *: Ms. User Type *: Customer

First Name *: Laura Last Name *: Palmiter

Company *: End Customer Training Example Country *: United States of America

Street *: 3 Overlook Point State/Province *: Illinois

Zip Code *: 60069 City *: Lincolnshire

Phone Type *: Work Phone Number *: 847936893

Alternate Phone Type: -- Select -- Alternate Phone Number: Alternate Phone Number

FAX Number: FAX Number Time Zone: -- Select --

Preferred Language *: English

提供用户安全信息

完成 **General User Information** 部分后，转到 **User Security** 部分。必填字段以红色星号 (*) 标记

第 8 步： 在 **User Security** 部分填写或选择必需信息

8 **USER SECURITY**

GENERAL USER INFORMATION

1. Enter User Email Address 2. Verify User Email Address 3. Enter User Information 4. Enter Application Information

GENERAL USER INFORMATION

Email Address: [Input field]

Salutation: [Dropdown menu] User Type: [Dropdown menu]

First Name: [Input field] Last Name: [Input field]

Company: [Input field] Country: [Dropdown menu]

Street: [Input field] State/Province: [Dropdown menu]

Zip Code: [Input field] City: [Input field]

Phone Type: [Dropdown menu] Phone Number: [Input field]

Alternate Phone Type: [Dropdown menu] Alternate Phone Number: [Input field]

FAX Number: [Input field] Time Zone: [Dropdown menu]

Preferred Language: [Dropdown menu]

USER SECURITY

Password * [Input field] Confirm Password * [Input field]

Security Question #1 * [Dropdown menu] Security Question #1 Response * [Input field]

Security Question #2 * [Dropdown menu] Security Question #2 Response * [Input field]

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确认用户信息

第 9 步：点击 By checking this box, I agree to the terms of [Zebra Technologies Privacy Policy](#)

第 10 步：点击

USER INFORMATION

1. Enter User Email Address 2. Verify User Email Address 3. Enter User Information 4. Enter Application Information

GENERAL USER INFORMATION

Email Address:

Salutation: User Type:

First Name: Last Name:

Company: Country:

Street: State/Province:

Zip Code: City:

Phone Type: Phone Number:

Alternate Phone Type: Alternate Phone Number:

FAX Number: Time Zone:

Preferred Language:

USER SECURITY

Password: Confirm Password:

Security Question #1: Security Question #1 Response:

Security Question #2: Security Question #2 Response:

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USER SECURITY

Password: Confirm Password:

Security Question #1: Security Question #1 Response:

Security Question #2: Security Question #2 Response:

9 By checking this box, I agree to the terms of [Zebra Technologies Privacy Policy](#)

10

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提供公司信息

显示 Access Information 屏幕。Enter Applicable Information 部分需要用户提供以下三 (3) 部分的信息：Company Information、Billing Address 和 Access Request。必填字段以红色星 (*) 标记

第 11 步：在 Company Information 部分填写或选择必需信息

RMA PORTAL - ACCESS INFORMATION

1. Enter User Email Address 2. Verify User Email Address 3. Enter User Information 4. Enter Application Information

Please enter the following fields to support your access request

COMPANY INFORMATION

Company/Customer Name * End Customer Training Example Country * United States of America

Address Line 1 * 3 Overlook Point City * Lincolnshire

Address Line 2 Address Line 2 State/County/Province * Illinois

Zip/Postal Code * 60069 Telephone Number * 8477936893

BILLING ADDRESS

Please select if the billing address is same as company address

Company/Customer Name * End Customer Training Example Country * United States of America

Address Line 1 * 3 Overlook Point City * Lincolnshire

Address Line 2 Address Line 2 State/County/Province * Illinois

Zip/Postal Code * 60069 Telephone Number * 8477936893

Currency USD Are you a non profit organization? Yes No

Are you a taxable end user or a tax exempt reseller? Yes, I'm a Taxable End User Yes, I'm a Tax Exempt Reseller Tax ID Tax ID

ACCESS REQUEST

Site ID Site ID Customer Number * Type customer number, if known

Select your access level request * Repair Order Accessory Order Additional Information No special characters allowed except hyphen and dot. For example, please set up my access level as John Jones, etc.

Submit Clear



11

RMA PORTAL - ACCESS INFORMATION

1. Enter User Email Address 2. Verify User Email Address 3. Enter User Information 4. Enter Application Information

Please enter the following fields to support your access request

COMPANY INFORMATION

Company/Customer Name * End Customer Training Example Country * United States of America

Address Line 1 * 3 Overlook Point City * Lincolnshire

Address Line 2 Address Line 2 State/County/Province * Illinois

Zip/Postal Code * 60069 Telephone Number * 8477936893

提供账单地址信息

完成 Company Information 部分后，转到 Billing Address 部分。必填字段以红色星号 (*) 标

记第 12 步：在 Billing Address 部分填写或选择必需信息

RMA PORTAL - ACCESS INFORMATION

1. Enter User Email Address 2. Verify User Email Address 3. Enter User Information 4. Enter Application Information

Please enter the following fields to support your access request

COMPANY INFORMATION

Company/Customer Name * End Customer Training Example Country * United States of America

Address Line 1 * 3 Overlook Point City * Lincolnshire

Address Line 2 Address Line 2 State/County/Province * Illinois

Zip/Postal Code * 60069 Telephone Number * 8477936893

BILLING ADDRESS

Please select if the billing address is same as company address

Company/Customer Name * End Customer Training Example Country * United States of America

Address Line 1 * 3 Overlook Point City * Lincolnshire

Address Line 2 Address Line 2 State/County/Province * Illinois

Zip/Postal Code * 60069 Telephone Number * 8477936893

Currency USD

Are you a non profit organization? * Yes No

Are you a taxable end user or a tax exempt reseller? * Yes, I'm a Taxable End User Yes, I'm a Tax Exempt Reseller

Tax ID Tax ID

ACCESS REQUEST

Site ID Site ID Customer Number * Type customer number, if known

Select your access level request * Repair Order Accessory Order

Additional Information No special characters allowed except hyphen and dot. For example, please set up my access level as John Jones, etc.

Submit Clear

12

BILLING ADDRESS

Please select if the billing address is same as company address

Company/Customer Name * End Customer Training Example Country * United States of America

Address Line 1 * 3 Overlook Point City * Lincolnshire

Address Line 2 Address Line 2 State/County/Province * Illinois

Zip/Postal Code * 60069 Telephone Number * 8477936893

Currency USD

Are you a non profit organization? * Yes No

Are you a taxable end user or a tax exempt reseller? * Yes, I'm a Taxable End User Yes, I'm a Tax Exempt Reseller

Tax ID Tax ID

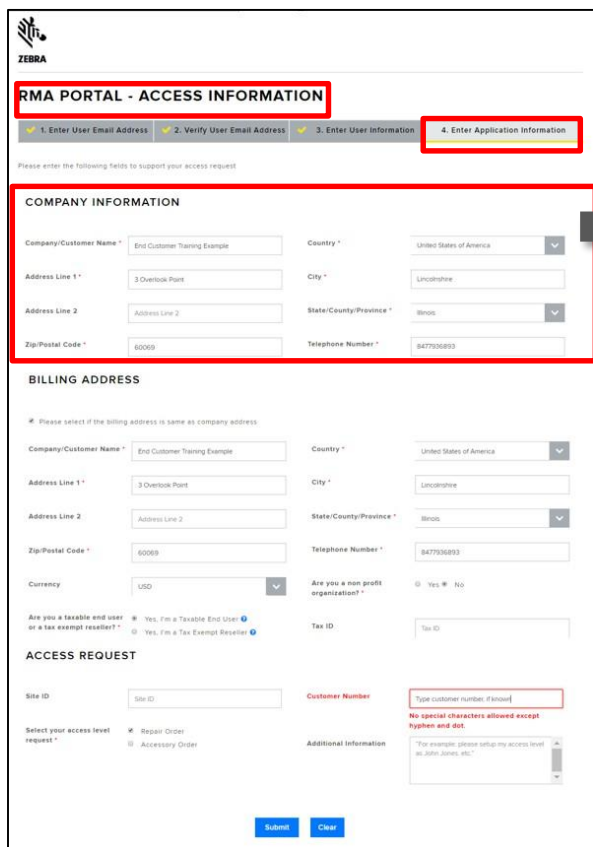
如果账单地址与公司地址相同，则单击复选框填充必需的字段

提供访问请求信息

完成 Billing Address 部分后，转到 Access Request 部分。必填字段以红色星号 (*) 标记

第 13 步：在 Access Request 部分填写或选择必需信息

第 14 步：点击 



RMA PORTAL - ACCESS INFORMATION

1. Enter User Email Address 2. Verify User Email Address 3. Enter User Information 4. Enter Application Information

Please enter the following fields to support your access request

COMPANY INFORMATION

Company/Customer Name * End Customer Training Example Country * United States of America

Address Line 1 * 3 Overlook Point City * Lincolnshire

Address Line 2 Address Line 2 State/Country/Province * Illinois

Zip/Postal Code * 60069 Telephone Number * 8477936893

BILLING ADDRESS

Please select if the billing address is same as company address

Company/Customer Name * End Customer Training Example Country * United States of America

Address Line 1 * 3 Overlook Point City * Lincolnshire

Address Line 2 Address Line 2 State/Country/Province * Illinois

Zip/Postal Code * 60069 Telephone Number * 8477936893

Currency USD Are you a non profit organization? * Yes No

Are you a taxable end user or a tax exempt reseller? * Yes, I'm a Taxable End User Yes, I'm a Tax Exempt Reseller

Tax ID Tax ID

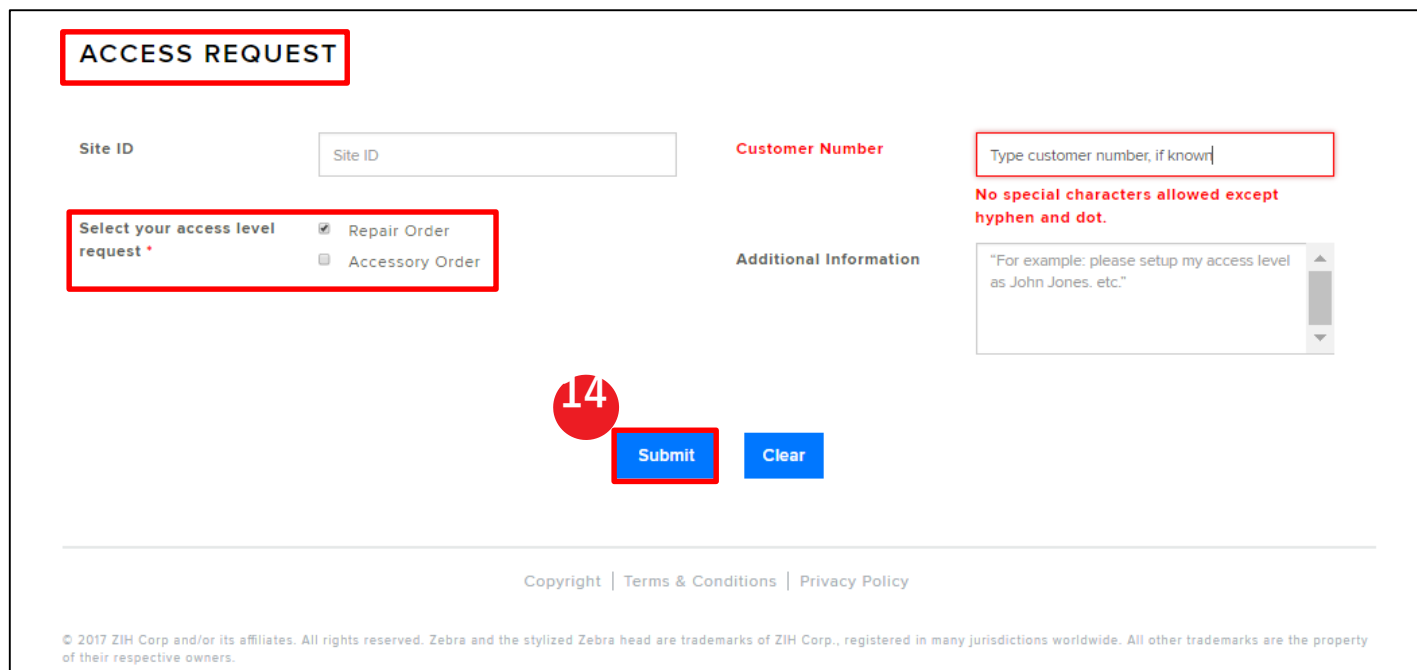
ACCESS REQUEST

Site ID Site ID Customer Number Type customer number, if known

Select your access level request * Repair Order Accessory Order

Additional Information "For example, please setup my access level as John Jones, etc."

13



ACCESS REQUEST

Site ID Site ID Customer Number Type customer number, if known

No special characters allowed except hyphen and dot.

Additional Information "For example, please setup my access level as John Jones, etc."

14

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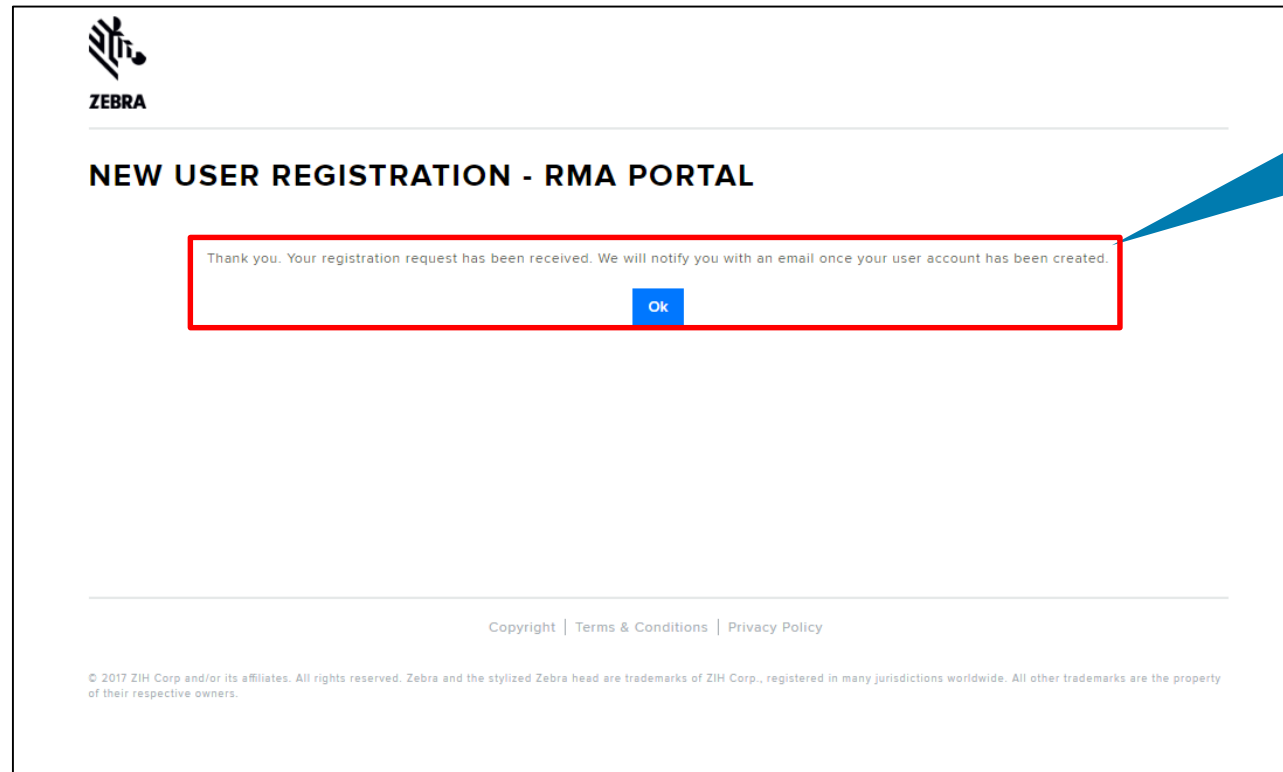
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注意：用户必须在 **Select your access level request** 字段指定访问类型。要提交维修订单，请选择 **Repair Order**。此外，如果您在您的备件库设置附件订购，请选择 **Accessory Order**

完成注册流程

显示 RMA Portal 屏幕，确认注册流程已完成。点击  转到 Zebra.com

注册审批流程需要 24 小时。访问请求批准后，会发出确认电子邮件



Zebra 维修帮助台可能联系您以获取更多有关访问请求的信息

注意：如果访问请求不获批准，您将会收到电子邮件通知。如需了解更多信息，请联系 Zebra 维修帮助台

需要帮助？

访问 Zebra.com > 支持和下载，
获取其他信息和支持

REQUEST A REPAIR (ONLINE REPAIR SERVICES)

Zebra offers repair services for products that are under warranty, covered by a service contract or through a per incident repair charge. Scroll down to submit a repair request.

[Check Warranty Status](#)

PRINTER REPAIRS
Please submit a printer repair order using the link for your region below:

[Asia and Pacific Printer Repairs](#) [Latin America Printer Repairs](#)
[Europe/Middle East/Africa Printer Repairs](#) [North America Printer Repairs](#)

MOBILE COMPUTER AND SCANNER REPAIRS

Returning user? **Need an account?**

[Login](#) [Register](#)

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 above, and a user ID and password will be emailed to you within 24 hours.

Latin America Repair Portals
Zebra has a separate portal to support repair requests from Latin America.
[Latin America](#)

Mobile Computer and Scanner Repair Order Portal Resources
The following resources are available to help you use the repair portal for your Mobile Computer and Scanner repairs.

Frequently Asked Questions
This guide addresses troubleshooting questions such as:

- How do I resolve login issues?
- How do I check the status of my Repair Order (RMA)?
- How do I check whether my device is covered by warranty or contract?

Resources and Training
Get fast and convenient answers to most questions, review our quick guides to common tasks, take online training, or access our schedule of live training and Q&A sessions to help you learn to use the Repair Order Portal.

Contact Repair Support
For more complex issues, our Zebra Customer Support Representatives are happy to assist you! Choose the best phone number for you from a list of region- and country-specific options.

ANNOUNCEMENTS

New Links and Forms for Submitting Printer Repairs in EMEA

THE SHIPPING'S ON US! SAVE TIME AND MONEY WITH ZEBRA PREPAID SHIPPING.
[Learn More >](#)

Moving and Improving: Expanded Repair Center Capabilities

Portal Now Available in 18 Languages: Plus Multi-Language Support and Training Materials

Training Your Way: Instructor-Led Training, Q&A Sessions, Recorded Demos, Job Aids

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