ZEBRA Repair Order Portal



For Customers: Learn How to Register for Access to Zebra's Repair Order Portal



Updated Feb 2023

Registering for Access to the Repair Order Portal

The Repair Order Portal is available in the following regions: Asia Pacific (**APAC**), Europe, the Middle East, and Africa (**EMEA**), and North America (**NA**) and Latin America(**LA**).

To take advantage of the repair order portal features, including round-the-clock access to repair status and immediate submission of repair requests, users <u>must register</u> and be approved for access

The registration process varies based on customer classification:

Customers: The 4 steps registration process can be initiated from the repair order portal <u>registration page</u>. Users requesting access must have a valid email address

NOTE: The registration review and approval process can take up to <u>24 hours</u> to complete. A member of Zebra's Repair Help Desk may contact you for additional information

Partners: Partner Administrators can utilize <u>PartnerConnect</u>, Zebra's partner gateway, to manage access to the Repair Order Portal. Refer to the *For Partners*: Learn How to Register for Access to the Repair Order Portal training guide, for additional information

The following information outlines the process *customers* take to register for access to the repair order portal

Initiating the Registration Process

The following steps outline the process to register for access to the repair order portal

Step 1: Access the registration page



Providing Your Email Address

Step 2: Type your preferred email address in the Email Address field

NOTE: The email address identified will be the <u>User ID</u> utilized when signing into the repair order portal. For a seamless Single Sign-On (SSO) experience across all Zebra web portals, it's strongly recommended that you use the same email address <u>that was established for other Zebra web portals</u>.

	Zebra Blog Careers Login	Register 🌐 USA - ENGLISH
Step 3: Click on NEXT	Solutions Products Services Support and Downloads Partners	Search Q
	Repair Portal Account Registration	
	1 2 3	4
	Enter User Email Address * Verify User Email Address * Enter User Information *	Enter Application Information *
	Register with email:	
	Email *	
	2 mraprak@gmail.com	
	Your email address will be your User ID	
	3 NEXT CANCEL	Privacy - Terms

Accessing the Registration Confirmation Email

Once the user clicks on the **Email Address** field

the *Email Verification* screen displays. A registration email is sent to the email address provided in



Verifying Your Email Address

Step 4: Access the registration email and copy the verification code



Step 5: Click on

Continuing the Registration Process

Use the verification code to verify the email address

SUBMIT

洮.ZEBRA Q Solutions Support and Downloads Partners Search Products Services Repair Portal Email Verification 2 Verify User Email Address * Enter User Information * Enter Application Information * Enter User Email Address * Your request has been received. We have sent a verification code through your email to verify your account. Please enter your verification code below to finish registration. Can't find your email? Please check your junk mail or click this link. Resend Verification Code. Enter Verification Code * PLCIU2 5 SUBMIT CANCEL Res . Privacy - Terma

Providing User Information

The *User Information and Account Security* screen displays. <u>Required fields</u> are identified with a **red asterisk** (*) Step 6: Populate all the required information

Repai	r Portal User Informatio	n and Account Sec	urity
Enter User Email Address *	Verify User Email Address *	Enter User Information *	Enter Application Informatio
	First Name *		
	First Name		
	Last Name *		
	Last Name		
	Password *		
	Password		
	Confirm Password *		
	Confirm Password		
	Select Country *		
	Select	*	
	*Mandatory fields	alls	

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Confirming User Information

Step 8: Click on DUBMIT AND CONTINUE	Step 7: Click on	I have read and agree to the	Terms and Con	ditions *			
Selders Podurts Services Septer and Downleads Pertents Detection Enter User Email Address* Verify User Email Address* Enter User Information Enter Application Info Enter User Email Address* Verify User Email Address* Enter User Information Enter Application Info Enter User Email Address* Verify User Email Address* Enter User Information Enter Application Info Enter User Email Address* Verify User Email Address* Enter User Information Enter Application Info Selder Pirst Name* Click to review the Zebra Technologiese Information Confirm Password* Information Undadoty fields Information Total Confirm Password* Information Information	Step 8: Click on	SUBMIT AND CONTINUE					
Repair Portal User Information and Account Security Image: Security Se			Solution Solution Solution	tions Products	Services Support and Down	nloads Partners	Search
There User Email Address* Verify User Email Address* Enter User Information* Enter Application information* Enter User Email Address* Verify User Email Address* Enter User Information* Enter Application information* First Name* Prakaan Last Name* Enter Second at the secon				Ronair P	ortal User Inform	ation and Account Sec	urity
Inter User Email Address* Inter Verify User Email Address* Inter Verify User Information* Inter Application Information* First Name * Prakash Last Name * Nathan Password * Information Confirm Password * Information Select Country * India *Mandatory fields I'd like to receive marketing emails I'd like to receive marketing emails				Repair r	ontal Oser month	ation and Account Sec	unty
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Prakash Last Name * Nathan Password * Click to review the Zebra Technologies Terms and Condition information Confirm Password * Select Country * India * Mandatory fields I take to receive marketing emails I take to receive marketing emails					First Name *		
Last Name * Nathan Click to review the Zebra Technologies Terms and Condition information Contirm Password * Select Country * India *Mandatory fields I'd like to receive marketing emails I'd like to receive marketing emails I'd have read and agree to the Terms and Conditions *					Prakash		
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Password * Confirm Password * Select Country * India * Mandatory fields I'd like to receive marketing emails I'd like to receive marketing emails I'd like to receive marketing emails					Nathan	Click to	o review the
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Confirm Password * Confirm Password * Select Country * India * Mandatory fields I'd like to receive marketing emails I 'd like to receive marketing emails I have read and agree to the Terms and Conditions *						info	ormation
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I have read and agree to the Terms and Conditions *				7-	Lind like to receive market	ng emails	
					I have read and agree to	the Terms and Conditions *	
8 SUBMIT AND CONTINUE CLEAR				8	SUBMIT AND CONTINUE	CLEAR	
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Providing General User Information

The *Access Information* screen displays. It contains two (2) sections requiring information from the user: *General User Information and Company Information*. <u>Required fields</u> are identified with a **red asterisk** (*)

Step 9: Populate or select required information in the General User Information section

Enter User Email Address * Verity User * Verity User * Picer * Pic	Last Name*
Enter User Email Address * Verify User Email Addr Please enter the following fields to support your access request GENERAL USER INFORMATION Title* First Name* Mr. Plakash User Type* Phone Number Souther States Sta	Last Name*
Please enter the following fields to support your access request GENERAL USER INFORMATION Title* First Name* Mr. Y User Type* Phone Number* Customer 9500029703	Last Name* Nathan
Please enter the following fields to support your access request GENERAL USER INFORMATION Title* Mr. User Type* Customer State	Last Name* Nathan
GENERAL USER INFORMATION Title* First Name* Mr. Prakash User Type* Phone Number* Customer 9500029703	Last Name*
Title* First Name* Mr. Prakash User Type* Phone Number' Customer 9500029703	Last Name*
Title* First Name* Mr. Prakash User Type* Phone Number' Souther 9500029703	Last Name* Nathan
Mr. Prakash User Type* Phone Number' Customer 9500029703	Nathan
User Type* Phone Number* Customer • 9500029703	
Customer ~ 9500029703	
COMPANY INFORMATION	
	014
Company/Customer Name Country	City-
Zebra Technologies India Pvt. Ltd. X India	 Mumbai
Address Line 1* Address Line 2	Zip/Postal Code*
Jogeshwari - Vikhroli Link Road IIT Area, Powai	i, Mumbai Suburban, Konkan E 400076

Providing Company Information

Once the *General User Information* section is complete, continue to the *Company Information* section. <u>Required fields</u> are identified with a **red asterisk** (*)

Step 10: Populate or select required information in the *Company Information* section

	Repair Portal - Access Information				
Ø	0	O	4		
Enter User Email Address *	Verify User Email Address *	Enter User Information *	Enter Application Information		
Please enter the following fields to supp	ort your access request				
GENERAL USER INFOR	MATION				
Title*	First Name*	Last Name			
Mr.	✓ Prakash	Nathan			
User Type*	Phone Number*				
Customer					
	ON				
Company/Customer Name*	Country*	City*			
Zebra Technologies India Pvt. Ltd.	× India	∽ Mumbai			
Address Line 1*	Address Line 2	Zip/Postal	Code*		
Jogeshwari - Vikhroll Link Road	IIT Area, Powai, Mumbai Su	burban, Konkan E 400076			

Completing the Registration Process

The registration confirmation screen displays,. Click on or to proceed to Zebra.com

The registration review and approval process takes up to 24 hours. A confirmation email is sent once the access request is approved



NOTE: If the access request is not accepted, you will receive an email notification. Contact Zebra's Repair Help Desk for additional information

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ZEBRA Repair Order Portal

Need help?

Access *Zebra.com* > *Support* & *Downloads* for additional information and support



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prof. and Description > Request a Repair

REQUEST A REPAIR (ONLINE REPAIR SERVICES)

Zebra is currently unable to provide support in Russia and Belarus. We apologize for any inconvenience caused.

Click Here For More Information.

Important Update: Automatic Repair Status Email Notifications

Effective February 2023, when you submit devices for repair, you will automatically receive repair status small notifications if you had not made a selection in your preferences to receive these notifications previously. More information is available bare.

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REPAIR STATUS

NOTIFICATIONS

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.

When your devices need to be repaired, Zobra makes it easy to submit repair requests, receive required authorization, and track the status of all of your repairs. See the considerations below to determine which tool is right for your. Then click the blue button for the tool you choose.

is to be used for evaluation purposes only, and is

