Introducing the My Support Portal

Your new OpenText Customer Support experience has arrived

The **OpenText™ My Support Portal** is the new home for everything you need to be successful with OpenText products and services, including OpenText™ Tableau Forensic device(s). The My Support Portal features technical knowledge resources, firmware, our hardware request form, community forums and easy access to OpenText Customer Support.

Create your account and get started

To begin using the OpenText My Support Portal, you will need to create an account. Complete the account creation form at the link below:

IMPORTANT!

Be sure to select "Tableau" in the account creation form's Product drop-down box. Knowing you are a Tableau Forensic customer will help our agents identify you when you submit a case.

Create your My Support Portal account

After completing the account creation form, an email from **noreply@cloud.opentext.com** will be sent to the email address you provided. Click on the link within that email to confirm your email address and activate your account. Check your spam/junk folder if you do not receive this email right away.

The activation link will direct you to a login page where you can input your new credentials and **access the My Support Portal**.

Contact OpenText Customer Support in the My Support Portal

In the My Support Portal, support request tickets are now known as "cases." For Tableau Forensic customers, there are two case request forms that will be useful bookmarks:

1. **Technical Support case request**
   Use this form if you have a question about your device and require technical support.

2. **Hardware request**
   Use this form if you need to return or replace hardware.

Both forms can be accessed from the **Get Support** link in the main portal menu.

Once a case has been opened, you will receive a confirmation email from **support@opentext.com**. You can either reply to case emails or work within the portal.