Accounts and Access FAQ

The Information Company

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1.2 Provide your name and contact information

Step two of the registration process requires your name and contact information for your OpenText Connect account. All the form fields are required.

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2. Click **Login** to access your OpenText Connect account.

   By default, you will not have immediate access to My Support.

Note: All requests are normally handled within 24 to 48 hours.

3 My Support

A second email will be sent from OpenText Customer Support once your My Support account is created.

The email you receive will look similar to the one below:

> I have created a My Support account for you.
>
> Your username is your email address: **email@email.com**
>
> Please sign into opentext Connect: https://login.opentext.com and click on My Support under Your opentext Resouces --> You should be taken to our End User License Agreement --> Once you have read/accepted the EULA you will have access to My Support
>
> Please let me know if there is anything else I can assist with.
>
> Kind Regards,
> Rebecca Wheeler
> OpenText Support Team
>
> Access your support requests and more, 24 hours a day, using:
> My Support: https://support.opentext.com
>
> ---
>
> Thanks!
> Rebecca

3.1 Accepting the EULA

Follow the steps below to complete your My Support registration.

1. Log on to My Support.
2. Click **My Support** under **Your OpenText Resources**.

After clicking My

About OpenText

OpenText enables the digital world, creating a better way for organizations to work with information, on-premises or in the cloud. For more information about OpenText (NASDAQ/TSX: OTEX), visit opentext.com.

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