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Version: 1.2

1.1 What is the Customer Portal?

The Customer Portal is an online self-serve resource available 24/7 allowing you access to:

- Raise and track RMAs
- Raise, track and update Technical Cases
- View and track Sales Order status
- Download product documentation and software
- Access to the knowledge base.

1.2 How do I get access to the Customer Portal?

To request a Customer Portal User Account, please contact your ADVA Account Manager, Customer Service Representative or email us at customer-portal-admin@advaoptical.com.

Once you're request has been processed successfully you will received your login credentials from the Portal Administrator.

1.3 How do I reset my password?

Click onto the "Forgot Password" on the login page and enter your username. The system will then send you a new password to the email address on our system.

1.4 How do I access the portal?

Go to <http://www.advaoptical.com/en/customer-login.aspx> and enter your username and password provided by the Portal Administrator.

1.5 Will my password expire?

You will be required to change your password every 90 days per our IT policy. In addition you can change your password anytime by going to your user profile once you are in the portal.

1.6 Feedback and Questions

If you have any feedback regarding accessing or using our Customer Portal please do not hesitate to contact us at customer-portal-admin@advaoptical.com.

1.7 ADVA Optical Customer Portal User Guide

[ADVA Optical Customer Portal User Manual](#)

