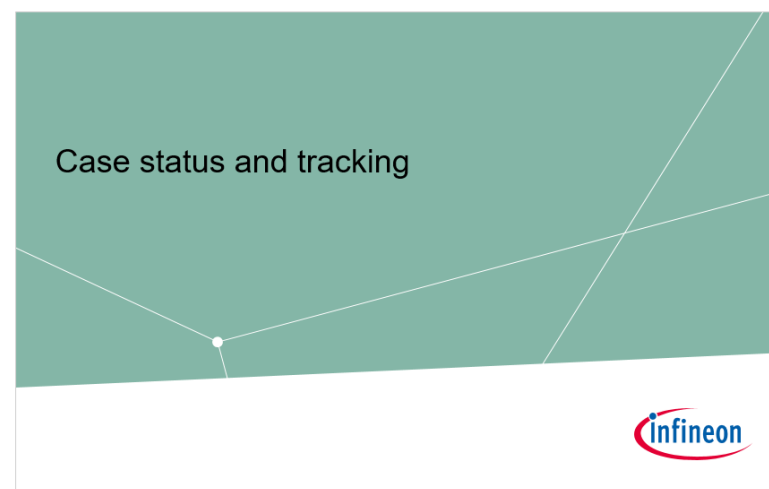
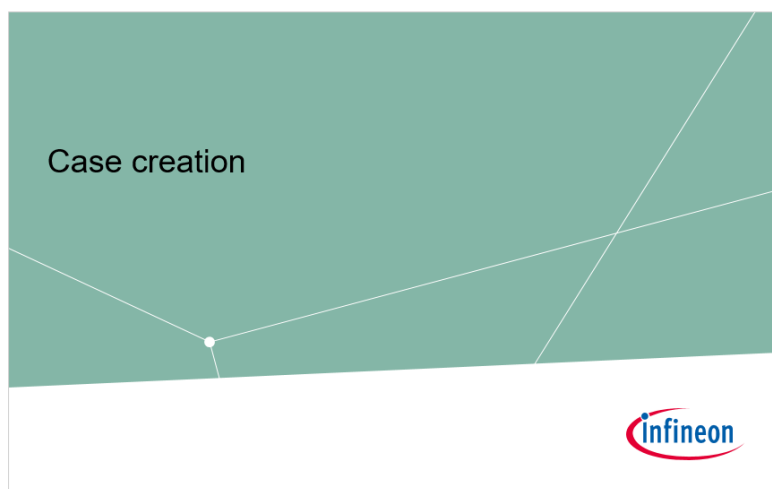
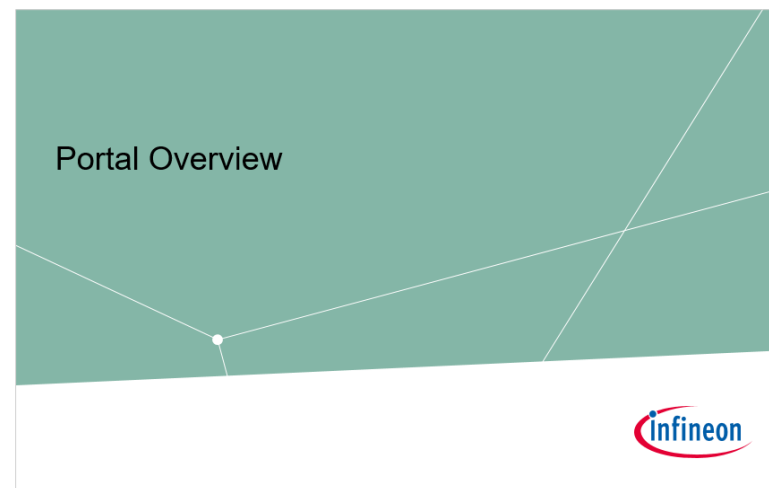


# My Cases Customer Portal



# Table of content

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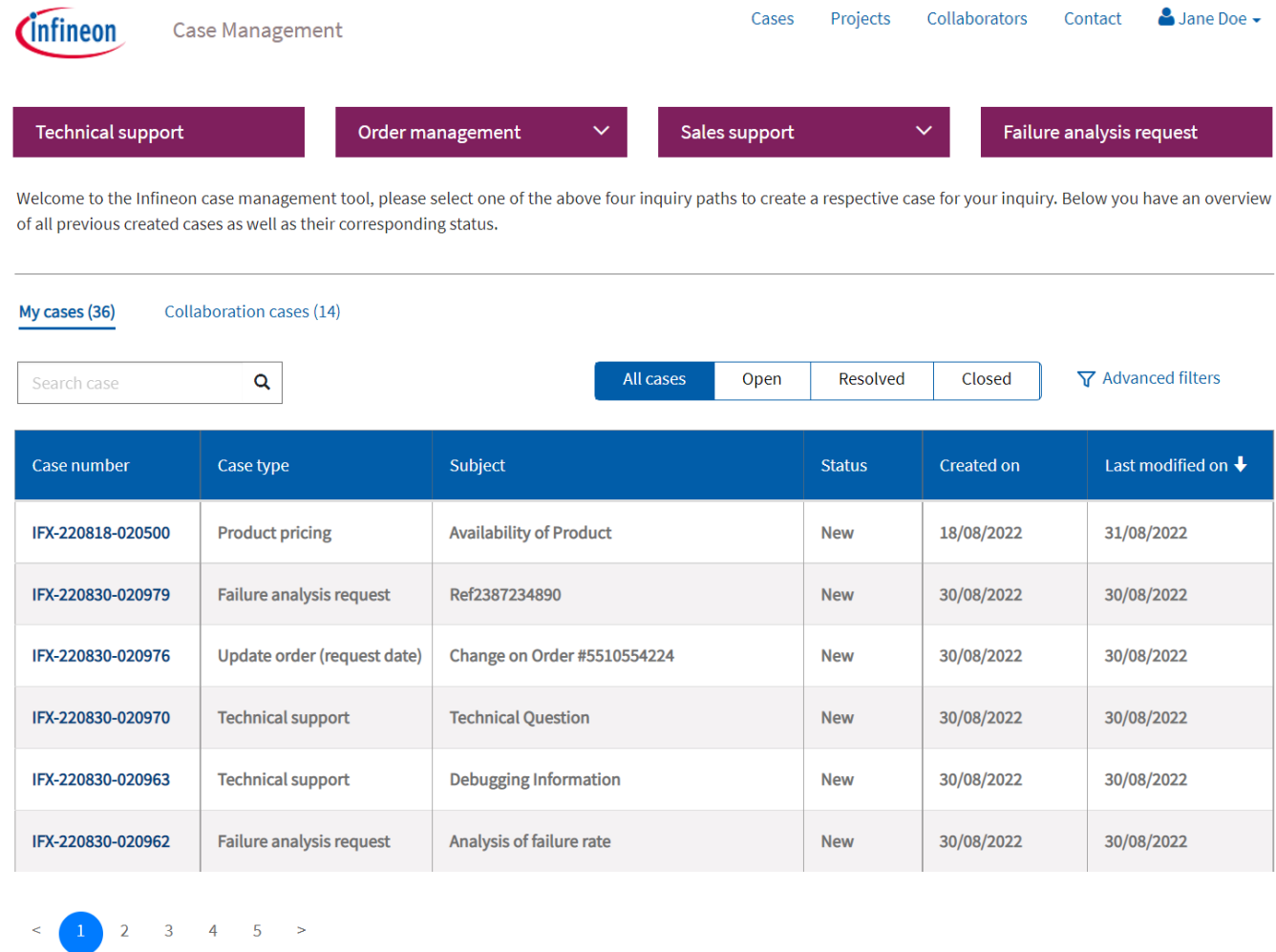


# Introduction and log-in



## Introduction

- › Infineon My Cases is your direct channel to get fast and easy support for your needs
- › Within the system you can create and track all your inquiries and share the details with your colleagues
- › With My Cases you gain more transparency about your interaction with Infineon and have all information at hand when needed
- › All information is securely transferred and stored



The screenshot displays the Infineon Case Management portal. At the top, the Infineon logo is on the left, and navigation links for 'Cases', 'Projects', 'Collaborators', 'Contact', and a user profile 'Jane Doe' are on the right. Below the navigation bar, there are four main inquiry paths: 'Technical support', 'Order management', 'Sales support', and 'Failure analysis request'. A welcome message states: 'Welcome to the Infineon case management tool, please select one of the above four inquiry paths to create a respective case for your inquiry. Below you have an overview of all previous created cases as well as their corresponding status.'

Below the message, there are two tabs: 'My cases (36)' and 'Collaboration cases (14)'. A search bar labeled 'Search case' with a magnifying glass icon is present. To the right of the search bar are filters for 'All cases', 'Open', 'Resolved', and 'Closed', along with a link to 'Advanced filters'.

Case number	Case type	Subject	Status	Created on	Last modified on ↓
IFX-220818-020500	Product pricing	Availability of Product	New	18/08/2022	31/08/2022
IFX-220830-020979	Failure analysis request	Ref2387234890	New	30/08/2022	30/08/2022
IFX-220830-020976	Update order (request date)	Change on Order #5510554224	New	30/08/2022	30/08/2022
IFX-220830-020970	Technical support	Technical Question	New	30/08/2022	30/08/2022
IFX-220830-020963	Technical support	Debugging Information	New	30/08/2022	30/08/2022
IFX-220830-020962	Failure analysis request	Analysis of failure rate	New	30/08/2022	30/08/2022

At the bottom, there is a pagination bar showing '< 1 2 3 4 5 >', with '1' highlighted in a blue circle.

## Registration

- › In case you don't have a myInfineon account yet, you can set it up yourself
- › Click on „Register for myInfineon“ and follow the instructions

› Click here to register

[Newsletter](#) [Contact](#) [Where to Buy](#) [E](#)  **myInfineon** ▼  [Cart](#)

› [Login to myInfineon](#)

› [Benefits](#)

› [Dashboard](#)

› [Document Library](#)

› [Notifications](#)

› [Product Registration](#)

› [Interests](#)

› [Profile](#)

› [My Cases](#)

› [Register for myInfineon](#)

## Login

- › The Infineon Customer Portal „My Cases“ is open to every Infineon Customer
- › To log-in, open the Infineon homepage and click on “Login to myInfineon”
- › Please enter your E-Mail Address and Password for your myInfineon account

› Click here to log-in

[Newsletter](#) [Contact](#) [Where to Buy](#) [E](#)

 [myInfineon](#) ▼

 [Cart](#)

› [Login to myInfineon](#)

› [Benefits](#)

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› [Notifications](#)

› [Product Registration](#)

› [Interests](#)

› [Profile](#)

› [My Cases](#)

› [Register for myInfineon](#)

# Login

- › By clicking on the My Cases link, you will be guided to the My Cases Customer Portal

[Newsletter](#) [Contact](#) [Where to Buy](#)

 [Jane Doe](#) ▼

 [Cart](#)

- › [Dashboard](#)
- › [Document Library](#)
- › [Notifications](#)
- › [Distribution Training](#)
- › [Cross-Selling Assistant](#)
- › [Product Registration](#)
- › [Interests](#)
- › [Collaboration Platform](#)
- › [Profile](#)
- › [My Cases](#)
- › [Log out](#)



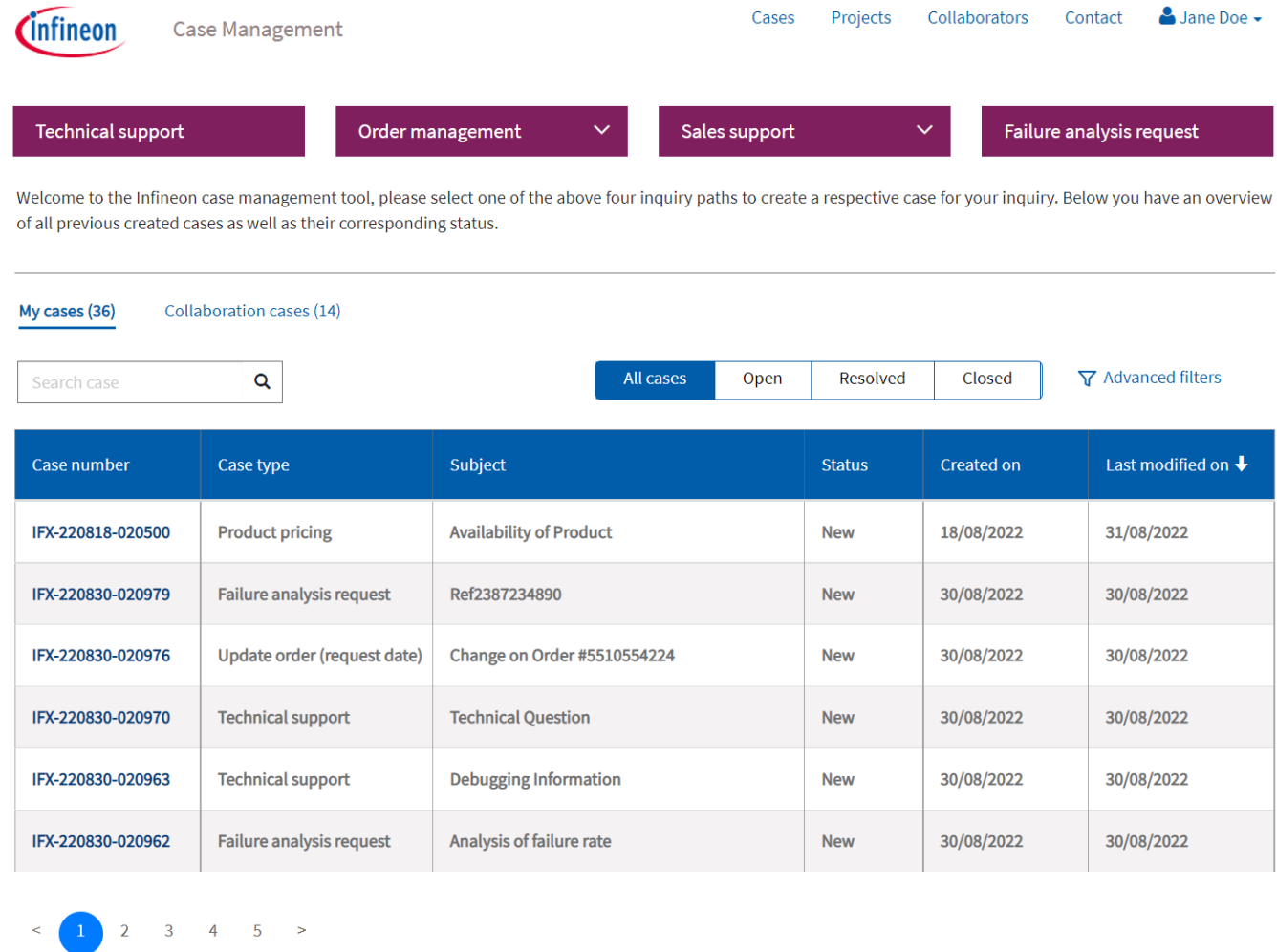
# Portal Overview





# Overview

- › The My Cases starting page consists of two main parts
- › You can open a new Case by clicking on one of the Case Types on top of the page
- › Below you can find all your open and resolved inquiries



The screenshot shows the Infineon Case Management portal. At the top, there is a navigation bar with the Infineon logo, the text "Case Management", and links for "Cases", "Projects", "Collaborators", "Contact", and a user profile "Jane Doe". Below the navigation bar, there are four buttons for case types: "Technical support", "Order management", "Sales support", and "Failure analysis request". A welcome message states: "Welcome to the Infineon case management tool, please select one of the above four inquiry paths to create a respective case for your inquiry. Below you have an overview of all previous created cases as well as their corresponding status." Below the message, there are two tabs: "My cases (36)" and "Collaboration cases (14)". A search bar labeled "Search case" with a magnifying glass icon is on the left. On the right, there are filters: "All cases", "Open", "Resolved", "Closed", and "Advanced filters". Below the filters is a table with the following data:

Case number	Case type	Subject	Status	Created on	Last modified on ↓
IFX-220818-020500	Product pricing	Availability of Product	New	18/08/2022	31/08/2022
IFX-220830-020979	Failure analysis request	Ref2387234890	New	30/08/2022	30/08/2022
IFX-220830-020976	Update order (request date)	Change on Order #5510554224	New	30/08/2022	30/08/2022
IFX-220830-020970	Technical support	Technical Question	New	30/08/2022	30/08/2022
IFX-220830-020963	Technical support	Debugging Information	New	30/08/2022	30/08/2022
IFX-220830-020962	Failure analysis request	Analysis of failure rate	New	30/08/2022	30/08/2022

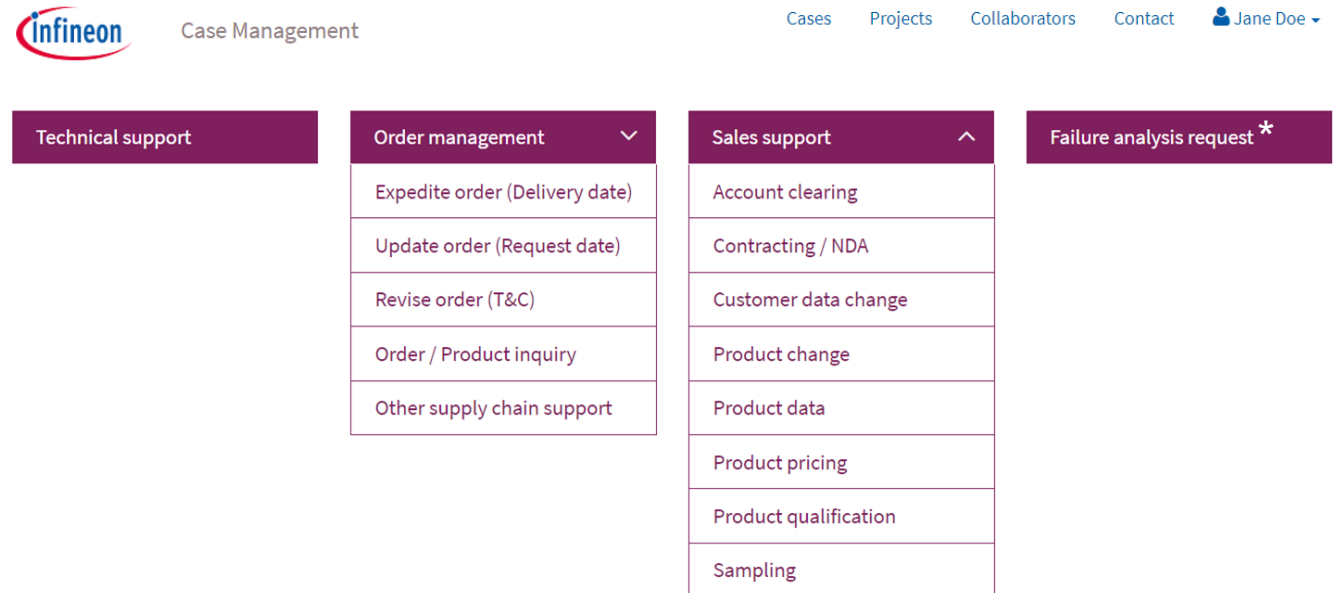
At the bottom, there is a pagination bar with the text "< 1 2 3 4 5 >". The number "1" is highlighted in a blue circle.

# Case creation



## Case creation

- › All customers can open Technical Support cases
- › As a Direct Customer or Distribution Partner you can create additionally Cases for
  - Technical Support
  - Order Management
  - Sales Support
  - Failure Analysis Request
- › To open up a new case click on the respective Case type



The screenshot shows the Infineon Case Management portal. At the top, there is a navigation bar with the Infineon logo, the text "Case Management", and links for "Cases", "Projects", "Collaborators", "Contact", and a user profile "Jane Doe". Below the navigation bar, there are four main case type categories, each with a list of specific case types:

Technical support	Order management	Sales support	Failure analysis request *
	Expedite order (Delivery date)	Account clearing	
	Update order (Request date)	Contracting / NDA	
	Revise order (T&C)	Customer data change	
	Order / Product inquiry	Product change	
	Other supply chain support	Product data	
		Product pricing	
		Product qualification	
		Sampling	

\* Volume Return Material Authorization requests and Supply Chain Complaint requests are not handled via Failure analysis request. Please submit it as Other supply chain support request under Order Management (Standard- and Consignment deliveries) or get in contact with an Internal Sales Agent (Sample deliveries) to address your request.

## Case creation

- › Please specify your inquiry and provide all necessary information in the form
- › All fields marked with an asterisk (\*) are mandatory fields
- › By clicking on „Submit“ your Case will be opened



Case Management

[Cases](#)
[Projects](#)
[Collaborators](#)
[Contact](#)
[Jane Doe](#)

Create a new 'Technical support' case

### Technical support

Request related to technical questions/problems on product functionality/characteristics, applications feasibility, system/hardware/software debugging and other general applications support

Subject \*

Inquiry type \*

Priority

Due date

Product ID \*

Other product name

Application

Final customer/OEM

Project

Description \*



**Disclaimer** Attachments can only be added once the case has been submitted. Re-direction to a case summary page with attachment & comment functionality will occur automatically after case submission


Submit

Cancel



## Case summary

- › After submitting the form, a Case summary will be shown
- › Attachments up to 50MB can be added to the case by clicking on „Add files“


Case Management

[Cases](#)
[Projects](#)
[Collaborators](#)
[Contact](#)
[Jane Doe](#)

Your subject

Back to cases
Cancel case

Case number	Case type	Status
IFX-221010-173904	Tech Support	New
Inquiry type	Priority	Due date
Other	Normal	—
Product ID	Product name	Other product name
SP000010141	BA 592 E6327	—
Application	Final customer/OEM	Project
—	—	—
Description		
Elaborate description		

Collaborators

Please select collaborators from your list below. If you want to add a new collaborator, please navigate to Collaborators and add. To change permissions of existing collaborators, please remove them first and add them again with updated privileges.


Add collaborator

Contact ↑	Email	Added date	Can escalate	Can close	Can reopen
There are no records to display.					

Attachments

**Disclaimer:** Please note that once you have uploaded a document to the system you will not be able to delete/remove it!

Add files



# Case status and tracking



## Case filter

- › To find a specific case you have the possibility to filter the case list
- › The search box can be used to search for a keyword
- › A quick filter can be applied by clicking on „open“, „resolved“ or „closed“
- › Advanced filters are available to specify your search query

[My cases \(36\)](#) [Collaboration cases \(14\)](#)

[All cases](#)
[Open](#)
[Resolved](#)
[Closed](#)


[Advanced filters](#)


Case number	Case type	Subject	Status	Created on	Last modified on ↓
<a href="#">IFX-220818-020500</a>	Product pricing	Availability of Product	New	18/08/2022	31/08/2022
<a href="#">IFX-220830-020979</a>	Failure analysis request	Ref2387234890	New	30/08/2022	30/08/2022
<a href="#">IFX-220830-020976</a>	Update order (request date)	Change on Order #5510554224	New	30/08/2022	30/08/2022
<a href="#">IFX-220830-020970</a>	Technical support	Technical Question	New	30/08/2022	30/08/2022
<a href="#">IFX-220830-020963</a>	Technical support	Debugging Information	New	30/08/2022	30/08/2022
<a href="#">IFX-220830-020962</a>	Failure analysis request	Analysis of failure rate	New	30/08/2022	30/08/2022

< **1** 2 3 4 5 >

# Collaboration

- › It is possible to add your colleagues to collaborate on a case
- › Collaborators can view all information or edit a case. This can help you to keep your colleagues up to date on a case
- › To add collaborators click on „Add collaborator“.


Case Management

[Cases](#)
[Projects](#)
[Collaborators](#)
[Contact](#)


Your subject



Back to cases
Cancel case

Case number	Case type	Status
IFX-221010-173904	Tech Support	New
Inquiry type	Priority	Due date
Other	Normal	—
Product ID	Product name	Other product name
SP000010141	BA 592 E6327	—
Application	Final customer/OEM	Project
—	—	—
Description		
Elaborate description		

### Collaborators

Please select collaborators from your list below. If you want to add a new collaborator, please navigate to Collaborators and add. To change permissions of existing collaborators, please remove them first and add them again with updated privileges.

Add collaborator

Contact ↑	Email	Added date	Can escalate	Can close	Can reopen	
Wang Wu	Wu.Wang@qq.com	28/10/2022	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Max Mustermann	Max.Mustermann@gmail.com	28/10/2022	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

### Attachments

**Disclaimer:** Please note that once you have uploaded a document to the system you will not be able to delete/remove it!

Add files



## Collaboration

- › For each case you can specify the rights of your collaborators. If a person is missing you need to add the collaborator to your list first (see next page)
- › To save your choice click on „Add to case“



Case Management

[Cases](#)
[Projects](#)
[Collaborators](#)
[Contact](#)
[Jane Doe](#)

Add collaborators to IFX-221010-173904

[Back to my case](#)

<input type="checkbox"/> Can view	<input type="checkbox"/> Can escalate	<input type="checkbox"/> Can close	<input type="checkbox"/> Can reopen	Contact	Email address
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Wang Wu	Wu.Wang@qq.com
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Max Mustermann	Max.Mustermann@gmail.com
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Jane Doe	Jane.Doe@outlook.com

[Add to case](#)

## Collaboration

- › You can add collaborators by clicking on „Collaborators“, enter the Email address and click on „Add new collaborator“
- › You can only add contacts that already have a myInfineon account



Case Management

Cases

Projects

Collaborators

Contact

Jane Doe ▾

Welcome to your collaborators area.

Below you have an overview of all previously created collaborators. You can maintain up to 50 collaborators.

Email:

Please enter email

×

Add new collaborator

Collaborator ↑

Email address

Wang Wu

Wu.Wang@qq.com




# Collaboration


› To see all cases where you are a collaborator, click on „Collaboration cases“ on the main page

[My cases \(36\)](#)

[Collaboration cases \(14\)](#)



All casesOpenResolvedClosed

 Advanced filters


Case number	Case type	Subject	Status	Created on	Last modified on ↓
IFX-220818-020500	Product pricing	Availability of Product	New	18/08/2022	31/08/2022
IFX-220830-020979	Failure analysis request	Ref2387234890	New	30/08/2022	30/08/2022
IFX-220830-020976	Update order (request date)	Change on Order #5510554224	New	30/08/2022	30/08/2022
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IFX-220830-020962	Failure analysis request	Analysis of failure rate	New	30/08/2022	30/08/2022

<12345>

# Escalation

- › After 24 hours you have the possibility to escalate a case
- › To escalate a case open the case and click on „Escalate“ on top of the page
- › Your Infineon representative will be notified about the escalation

This functionality is not available for Failure Analysis Requests


Case Management

[Cases](#)
[Projects](#)
[Collaborators](#)
[Contact](#)
[Jane Doe](#)

Your subject



[Back to cases](#)
[Cancel case](#)
[Escalate](#)

Case number	Case type	Status
IFX-221010-173904	Tech Support	New
Inquiry type	Priority	Due date
Other	Normal	—
Product ID	Product name	Other product name
SP000010141	BA 592 E6327	—
Application	Final customer/OEM	Project
—	—	—
Description		
Elaborate description		

Collaborators

Please select collaborators from your list below. If you want to add a new collaborator, please navigate to Collaborators and add. To change permissions of existing collaborators, please remove them first and add them again with updated privileges.

[Add collaborator](#)

Contact ↑	Email	Added date	Can escalate	Can close	Can reopen	
Wang Wu	Wu.Wang@qq.com	28/10/2022	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Max Mustermann	Max.Mustermann@gmail.com	28/10/2022	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	


Attachments

**Disclaimer:** Please note that once you have uploaded a document to the system you will not be able to delete/remove it!

[Add files](#)

# Cancellation

- › When an inquiry is no longer relevant, you can cancel the request on the Case page by clicking on „Cancel Case“
- › A cancelled Case cannot be reopened


Case Management

[Cases](#)
[Projects](#)
[Collaborators](#)
[Contact](#)
[Jane Doe](#)

Your subject



[Back to cases](#)
[Cancel case](#)
[Escalate](#)

Case number	Case type	Status
IFX-221010-173904	Tech Support	New
Inquiry type	Priority	Due date
Other	Normal	—
Product ID	Product name	Other product name
SP000010141	BA 592 E6327	—
Application	Final customer/OEM	Project
—	—	—
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Elaborate description		

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Attachments

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Add files


## Support

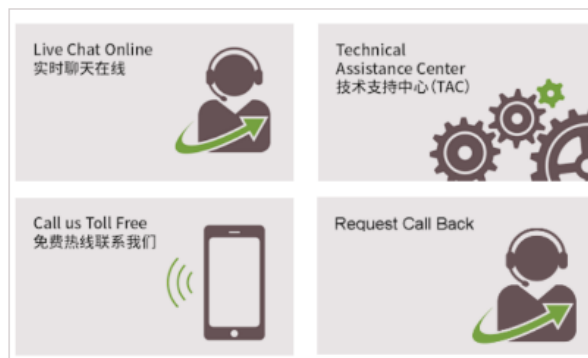
- › Do you have any additional questions regarding My Cases? Get in contact with your Infineon representative to learn more
- › For technical assistance please use our Infineon Service Center

## Contacts

Infineon Technologies welcomes your comments and questions:

Please use the various contact channels, which are accessible through our different service modules attached to the pages.

Infineon Service Center (call us: +49 89 234 65555 )



Our support is available in English, German and Mandarin. You can chat with us or call us toll-free 24/7.

If you have any questions about our products you can contact our technical experts here.

› [Support Page](#)

› Infineon Service Center



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