My Cases
Customer Portal
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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
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
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
Login

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

* 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 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 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 you search query
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“. 
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“.

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<th>Can close</th>
<th>Can reopen</th>
<th>Contact</th>
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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
Collaboration

› To see all cases where you are a collaborator, click on „Collaboration cases“ on the main page.
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
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.
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
Part of your life. Part of tomorrow.