

The Scheer PAS Support Center

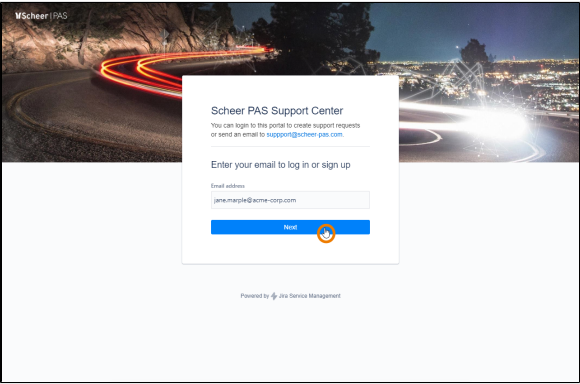
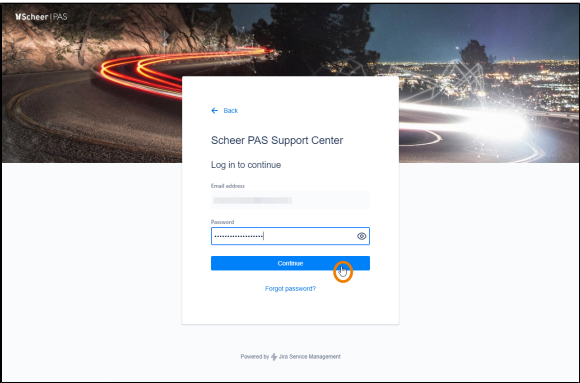
The **Scheer PAS Support Center** enables our customers to create new support requests (so-called **tickets**) and manage existing ones.

After logging in to the support center you can:

- View all your tickets.
- Track the processing status of your tickets.
- Create tickets for problems or improvements.
- Manage the notifications for your tickets.

How to get Access to the Support Center

Log in to the Support Center

	<p>If you already have credentials for the support center, open the login page and enter your username.</p> <p>Click Next.</p>
	<p>Enter your password and confirm with Continue.</p>

On this Page:

- [How to get Access to the Support Center](#)
 - [Log in to the Support Center](#)
 - [How to get a User Account for the Support Center](#)
 - [Signing up for an Account](#)
 - [Sending an Email](#)

Related Pages:

- [Creating and Managing Tickets](#)
- [Managing Your Profile](#)

Contacting Scheer PAS Support

To open a ticket in the Scheer PAS Support Center you can

- send an email to support@scheer-pas.com.
- log in to the **Support Center** and create a new ticket.

See page [Creating and Managing Tickets](#) for further information.

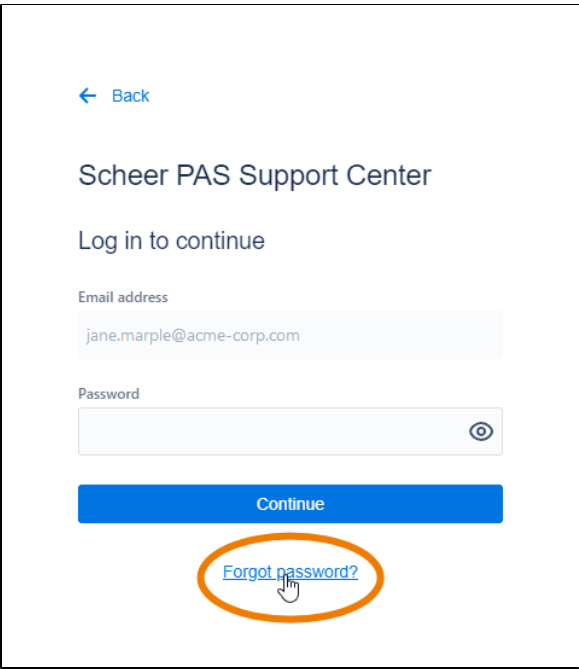
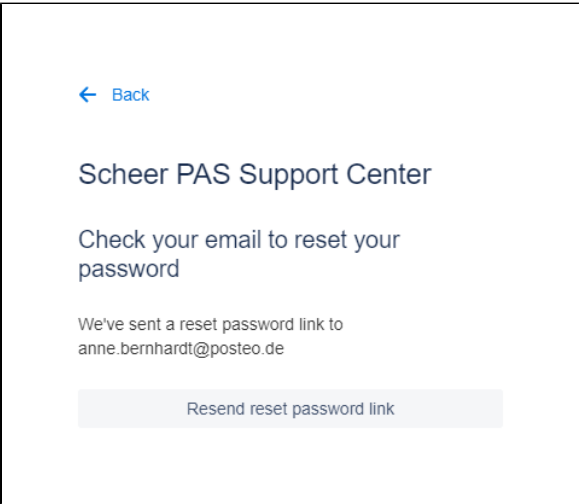


The data required for support depends on the PAS component. Please visit the appropriate page in our documentation to learn more about the required information:

- [Information to Include in a Support Request](#)
- [Support Request for Standalone Integration \(Bridge\)](#)



Support for the **Business Modeler** is handled by a different support team. In case of questions regarding the **Scheer PAS Business Modeler**, please contact servicedesk@scheer-group.com.

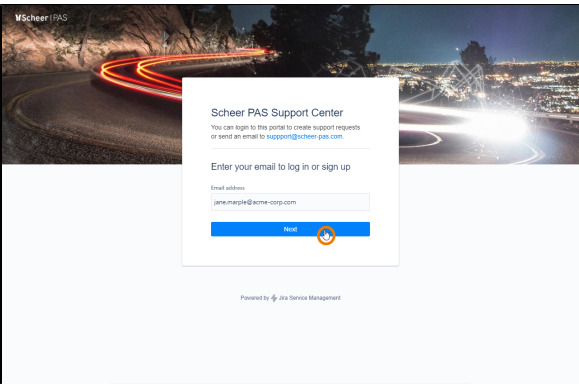
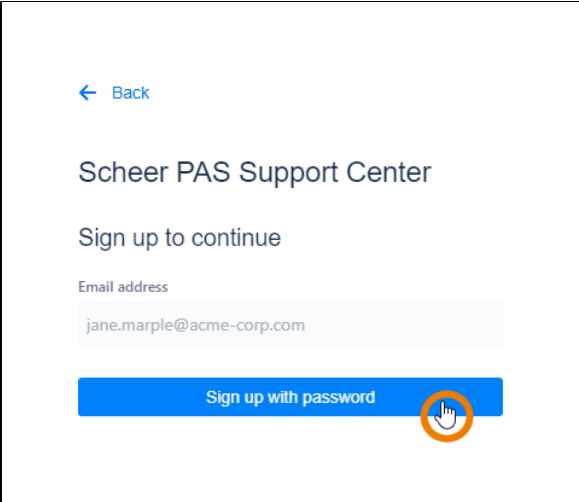
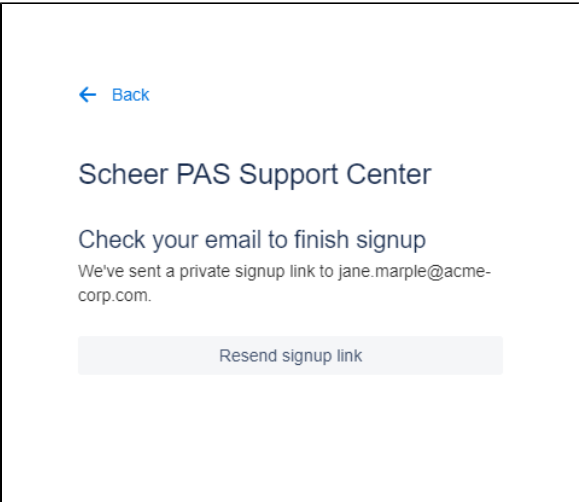
		<p>Use the link Forg ot your passwor d? if you need to reset your password.</p>
		<p>A reset password link will be sent to your email address.</p> <p>Follow the link to select a new password.</p>

How to get a User Account for the Support Center

If you do not have an account to log in to the support center, you have two options:

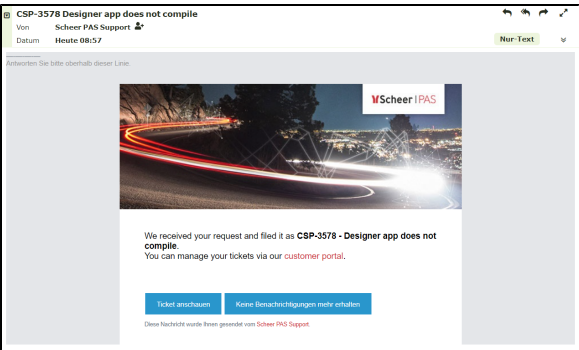
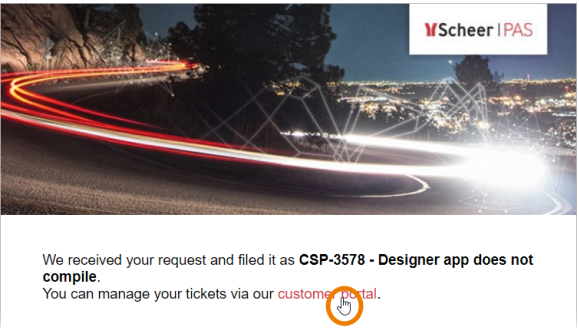
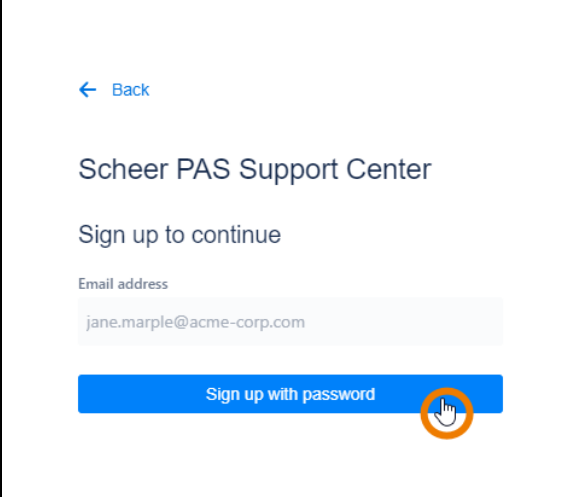
1. [Signing up for an account on the Scheer PAS Support Center page.](#)
2. [Send an email to **support@scheer-pas.com**.](#)

Signing up for an Account

	<p>To sign up for an account, go to the Scheer PAS Support Center page and enter your email address.</p> <p>Click Next.</p>
	<p>In the next window, click Sign up with password.</p>
	<p>An email with a signup link is now sent to your email address.</p> <p>Check your mailbox and click the sent link.</p>

<div><h2>Scheer PAS Support Center</h2><h3>Sign up to continue</h3><p>Email address</p><div>jane.marple@acme-corp.com</div><p>Full name</p><div>Jane Marple</div><p>Choose a password</p><div>.....</div><div>Very strong</div><p>By clicking <i>Sign up</i>, you agree to the Privacy Policy and this Notice and Disclaimer.</p><div>Sign up</div></div>	<p>The link will redirect you to our support center and start the signup process.</p> <p>Enter your full name and a strong password.</p> <p>By default, your email address is used as Username.</p> <p>Click Sign up to create your user account.</p>
<div><div>WScheer PAS</div><div>Welcome to our Support Center</div><div>Search for help resources</div><div>Need help with Scheer PAS? You can raise a support request or browse our online documentation for help.</div><div>Contact us about</div><div>General</div><div>Licenses</div><div>Powered by Jira Service Management</div></div>	<p>You will be directly logged in to your user account.</p>

Sending an Email

	<p>If you do not have a user account for our support center, sending an email to support@scheer-pas.com will create a support ticket.</p> <p>You will also receive a confirmation email in return.</p>
	<p>The email contains a link to the customer portal. If you want to create a user account, click the link customer portal.</p>
	<p>You will be redirected to the portal.</p> <p>Follow the signup process to create a customer account.</p>

<div data-bbox="233 218 306 239">← Back</div> <div data-bbox="233 294 587 325">Scheer PAS Support Center</div> <div data-bbox="233 361 583 388">Check your email to finish signup</div> <div data-bbox="233 394 646 438"><p>We've sent a private signup link to jane.marple@acme-corp.com.</p></div> <div data-bbox="375 478 519 499">Resend signup link</div>		<p>An email with a signup link is now sent to your email address.</p> <p>Check your mailbox and click the sent link.</p>
<div data-bbox="233 741 587 772">Scheer PAS Support Center</div> <div data-bbox="233 808 436 835">Sign up to continue</div> <div data-bbox="233 863 324 879"><p>Email address</p></div> <div data-bbox="233 900 461 921"><p>jane.marple@acme-corp.com</p></div> <div data-bbox="233 959 298 976"><p>Full name</p></div> <div data-bbox="233 995 334 1016"><p>Jane Marple</p></div> <div data-bbox="233 1056 360 1075"><p>Choose a password</p></div> <div data-bbox="233 1094 365 1110"><p>.....</p></div> <div data-bbox="623 1092 646 1113"></div> <div data-bbox="407 1140 483 1159"><p>Very strong</p></div> <div data-bbox="233 1182 649 1226"><p>By clicking <i>Sign up</i>, you agree to the Privacy Policy and this Notice and Disclaimer.</p></div> <div data-bbox="415 1255 475 1276"><p>Sign up</p></div> <div data-bbox="531 1253 591 1314"></div>		<p>The link will redirect you to our support center and start the signup process.</p> <p>Enter your full name and a strong password.</p> <p>By default, your email address is used as Username.</p> <p>Click Sign up to create your user account.</p>
<div data-bbox="170 1497 225 1512"><p>WScheer PAS</p></div> <div data-bbox="672 1497 727 1512"><p>Requests</p></div> <div data-bbox="279 1587 431 1602"><p>Welcome to our Support Center</p></div> <div data-bbox="279 1610 380 1623"><p>Search for help resources</p></div> <div data-bbox="596 1610 609 1623"><p>Q</p></div> <div data-bbox="279 1665 574 1675"><p>Need help with Scheer PAS? You can raise a support request or browse our online documentation for help.</p></div> <div data-bbox="279 1688 354 1701"><p>Contact us about</p></div> <div data-bbox="279 1713 315 1724"><p>General</p></div> <div data-bbox="279 1724 334 1736"><p>Report a problem</p></div> <div data-bbox="600 1717 613 1730"><p>></p></div> <div data-bbox="279 1770 315 1780"><p>Licenses</p></div> <div data-bbox="279 1780 553 1791"><p>Request a MagicDraw license transfer. Request a new PRODE license. Request a new MagicDraw 10 license</p></div> <div data-bbox="600 1772 613 1785"><p>></p></div> <div data-bbox="396 1848 496 1858"><p>Powered by Jira Service Management</p></div>		<p>You will be directly logged in to your user account.</p>