

The Scheer PAS Support Center

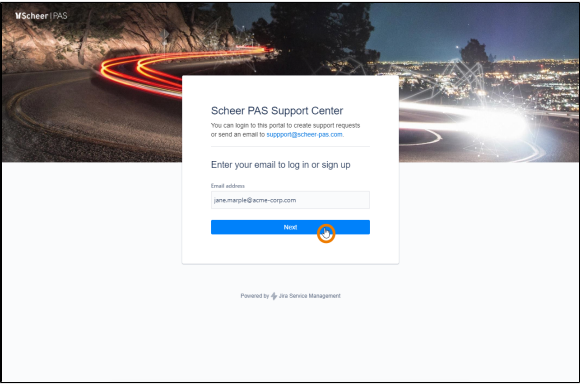
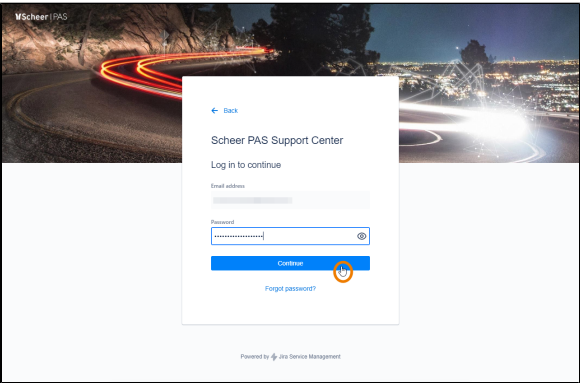
The **Scheer PAS Support Center** enables our customers to create new support requests (so-called **tickets**) and manage existing ones.

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.

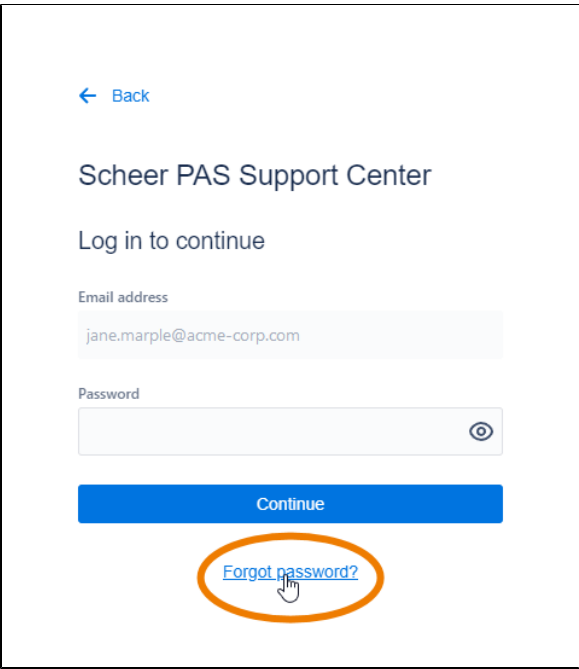
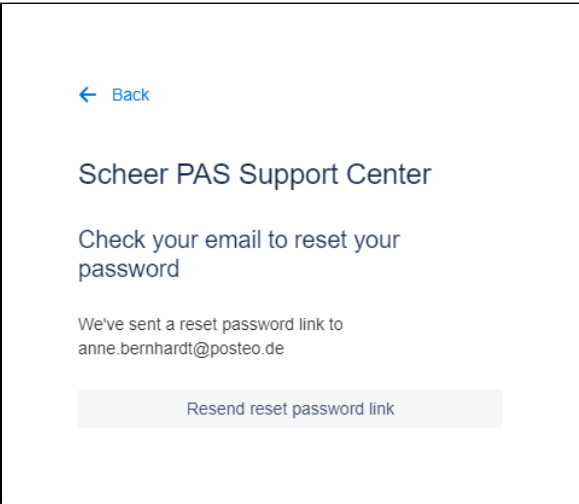


The data required for support depends on the PAS component. Please visit the appropriate page in our documentation to learn more about the required information:

- [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.

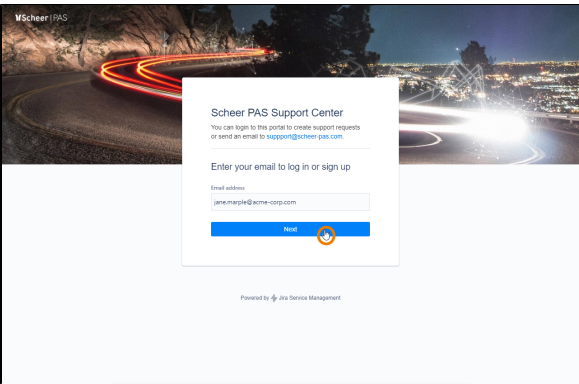
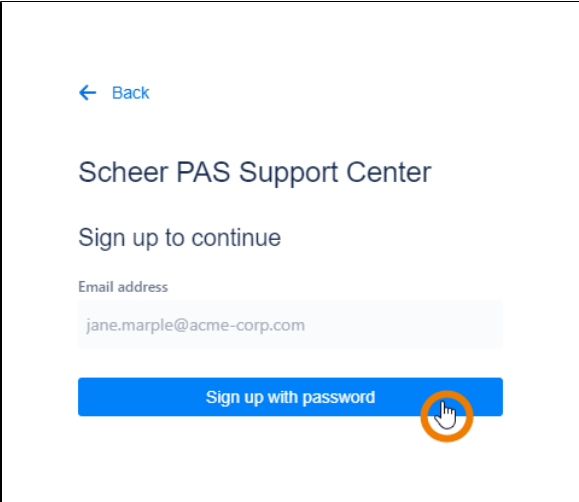
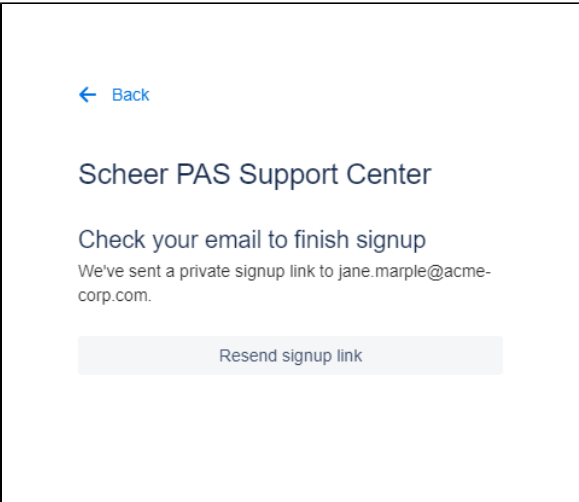
		<p>Use the link Forg ot your passwor d? if you need to reset your password.</p>
		<p>A reset password link will be sent to your email address.</p> <p>Follow the link to select a new password.</p>

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:

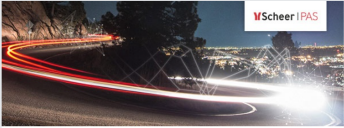


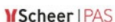
1. [Signing up for an account on the Scheer PAS Support Center page.](#)
2. [Send an email to **support@scheer-pas.com**.](#)

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

<div><div><div>CSP-3578 Designer app does not compile</div><div>VonScheer PAS Support</div><div>DatumHeute 08:57</div></div><div>Nur-Text</div><div>Antworten Sie bitte oberhalb dieser Linie.</div><div><div></div><div><p>We received your request and filed it as CSP-3578 - Designer app does not compile. You can manage your tickets via our customer portal.</p><div>Ticket anschauenKeine Benachrichtigungen mehr erhalten</div><p><small>Diese Nachricht wurde Ihnen gesendet vom Scheer PAS Support</small></p></div></div></div>	<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>
<div><div><div></div><div><p>We received your request and filed it as CSP-3578 - Designer app does not compile. You can manage your tickets via our customer portal.</p></div></div></div>	<p>The email contains a link to the customer portal. If you want to create a user account, click the link customer portal.</p>
<div><div><div><div>← Back</div><div>Scheer PAS Support Center</div><div>Sign up to continue</div><div>Email address<div>jane.marple@acme-corp.com</div></div><div>Sign up with password</div></div></div></div>	<p>You will be redirected to the portal.</p> <p>Follow the signup process to create a customer account.</p>

<div><div>← Back</div><div><h2>Scheer PAS Support Center</h2><h3>Check your email to finish signup</h3><p>We've sent a private signup link to jane.marple@acme-corp.com.</p><div>Resend signup link</div></div></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><div><h2>Scheer PAS Support Center</h2><h3>Sign up to continue</h3><div>Email address<div>jane.marple@acme-corp.com</div></div><div>Full name<div>Jane Marple</div></div><div>Choose a password<div><div>.....</div><div>Very strong</div></div></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></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><div>WScheer PAS</div><div>Requests</div></div><div><div>Welcome to our Support Center</div><div>Search for help resources</div></div><div><div>Need help with Scheer PAS? You can raise a support request or browse our online documentation for help.</div><div><div>Contact us about</div><div><div>General</div><div>Report a problem</div></div><div><div>Licenses</div><div>Request a MagicDraw license transfer. Request a new PRODE license. Request a new MagicDraw 10 license</div></div></div></div></div>		<p>You will be directly logged in to your user account.</p>