

Juniper Support Portal Navigation

Sign In

JUNIPER NETWORKS

Sign In

Email ID [xyz@abc.com]
corneliuscustomer@yourcompany.com

Remember me

Next

Need help signing in?

Don't have an account? [Sign up](#)

JUNIPER NETWORKS

Password

Password
.....

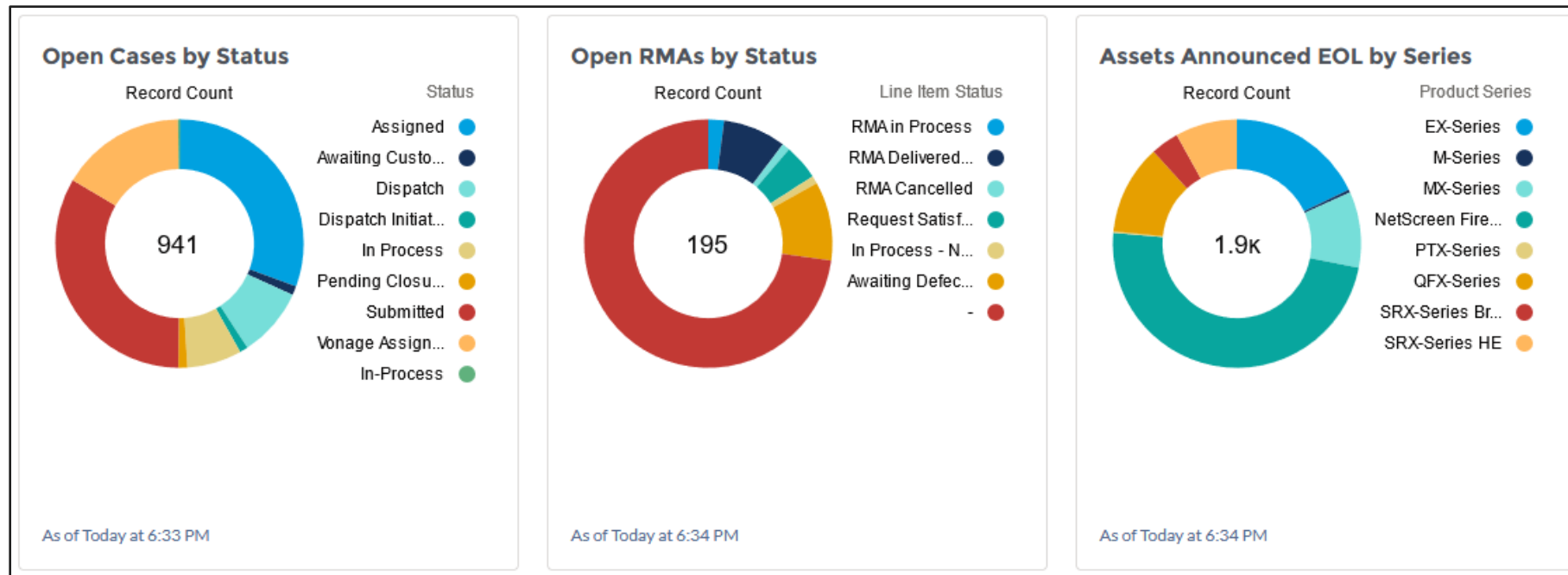
Verify

[Back to sign in](#)

- Enter your Juniper account ID to Sign In.
- To save your credentials for the next time you login, select **Remember me**. Then click **Next**.
- Enter your **Password** and click **Verify**.
- You can click **Sign up** to create a Juniper account.

Juniper Support Portal Navigation

Portal Homepage - Dashboard



- **Open Cases by Status** - A summary of the status of all your cases is visible under this report chart. Here, you can view the total cases that are in-progress, or even cases that need your response.
- **Open RMAs by Status** - Provides a view into all your open RMAs. You can also view the status of each of them.
- **Assets Announced EOL by Series** - Displays a list of all assets that have been announced as End Of Life.

Juniper Support Portal Navigation

Portal Homepage – Featured Content

FEATURED CONTENT

[Junos Software Versions - Suggested release to consider and evaluate](#)

[Data Collection Checklists - What to collect before opening a case to troubleshoot an issue](#)

[Locating a product Serial Number \(SN\) or Software Support Reference Number \(SSRN\)](#)

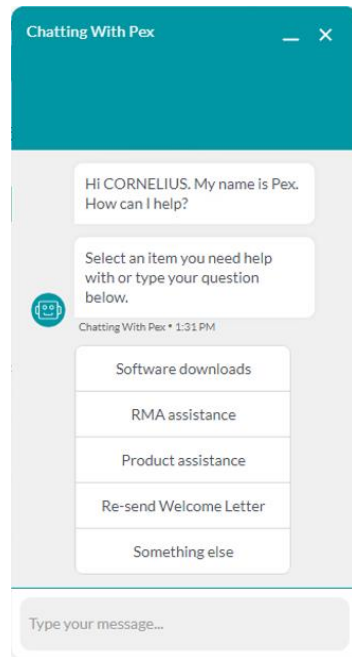
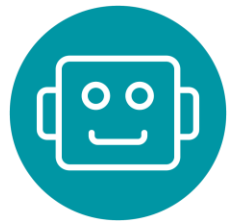
[Security Advisories and Vulnerabilities](#)

The **Featured Content** section contains links to popular articles and documents to help you along your support journey such as Junos Suggested Releases, Data Collection Checklists, and Getting Up and Running With Junos.

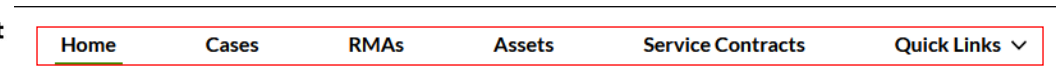
Juniper Support Portal Navigation

Getting Around

Juniper Digital Assistant



Portal Navigation



Click any of these tabs to navigate to their pages. Click **Quick Links** to navigate to resources outside the Juniper Support Portal.

If you need help, click the **Bot icon** to start a chat with the **Juniper Digital Assistant**, or to chat with a live agent regarding your queries.

Juniper Support Portal Navigation

Cases

The screenshot displays the Juniper Support Portal interface. At the top, the navigation bar includes 'Home', 'Cases' (highlighted with a red box), 'RMAs', 'Assets', 'Service Contracts', and 'Quick Links'. A search bar and a notification bell are on the right, next to the user name 'CORNELIUS CU...'. Below the navigation bar, there is a 'Create Case' button (highlighted with a red box) and a 'Cases Recently Viewed' dropdown menu (highlighted with a red box). The main content area shows a table of cases with the following columns: Case Number, Case Type, Case Contact, Account Name, Summary, Priority, Status, and Date/Time Opened. The table contains four rows of data.

Case Number	Case Type	Case Contact	Account Name	Summary	Priority	Status	Date/Time Opened
1	Admin	CORNELIUS CUSTOMER	CRAFTY COMPUTERS	RMA XX123456	P3 - Medium	In Process	6/21/2021 10:52 PM
2	Tech - PAYG ...	CORNELIUS CUSTOMER	CRAFTY COMPUTERS	Notification issue	P4 - Low	Assigned	6/22/2021 1:30 AM
3	Admin	CORNELIUS CUSTOMER	CRAFTY COMPUTERS	FG123456789	P2 - High	Submitted	6/22/2021 4:16 AM
4	Tech	CORNELIUS CUSTOMER	CRAFTY COMPUTERS	Device is down	P2 - High	Dispatch	6/23/2021 8:55 AM

- All Cases are visible in the **Cases** tab.
- The List View drop-down menu is set to **Recently Viewed** by default.
- Click the **Create Case** button to create a new case.

Juniper Support Portal Navigation

Cases – List View

The screenshot displays the Juniper Support Portal interface. At the top, the navigation bar includes 'Home', 'Cases' (underlined), 'RMAs', 'Assets', 'Service Contracts', and 'Quick Links'. A search icon, a notification bell, and the user name 'CORNELIUS CU...' are on the right. A green 'Create Case' button is in the top right corner. Below the navigation bar, the 'Cases' section is titled 'Recently Viewed' with a dropdown arrow and a pin icon. A 'LIST VIEWS' dropdown menu is open, listing several options: 'All Closed Cases', 'All Open Cases', 'My Closed Cases', 'My Open Cases', 'Recently Viewed (Pinned list)' (which is selected with a checkmark), and 'Recently Viewed Cases'. To the right of the dropdown is a search bar labeled 'Search this list...'. Below the dropdown, a table of cases is visible with columns for 'Case Name', 'Summary', 'Priority', 'Status', 'Se...', and 'Date/Time Open...'. The table contains four rows of case data.

Case Name	Summary	Priority	Status	Se...	Date/Time Open...
TY COMPUTERS	RMA XX123456	P3 - Medium	In Process		6/21/2021 10:52 PM
TY COMPUTERS	Notification issue	P4 - Low	Assigned		6/22/2021 1:30 AM
TY COMPUTERS	FG123456789	P2 - High	Submitted		6/22/2021 4:16 AM
TY COMPUTERS	Device is down	P2 - High	Dispatch		6/23/2021 8:55 AM

Click the **List View** drop-down menu to filter your cases in different ways, such as **All Closed Cases**, **All Open Cases**, **My Closed Cases** or **My Open Cases**.

Juniper Support Portal Navigation

RMA's

50+ items • Sorted by Created Date • Filtered by All rmas - Status, isContactIdMatchWithLoggedInUser • Updated 7 minutes ago

	RMA Number	Validation Number	Status	Account Name	Case Number	Serial Number	Product	Created Date
1	R200300002	V-0000045	Open	CRAFTY COMPUTERS	TEST-2021-0101-012345		MX480-PREMIUM3-AC	6/24/2021 4:53 AM
2	Pending	V-0000046	Open	CRAFTY COMPUTERS	TEST-2021-0101-023456		SRX1400BASE-XGE-AC	6/24/2021 12:15 PM
3	Pending	V-0000047	Open	CRAFTY COMPUTERS	TEST-2021-0101-034567		PTX10002-60C-AC	6/26/2021 1:28 AM
4	Pending	V-0000048	Open	CRAFTY COMPUTERS	TEST-2021-0101-045678		EX4300-24T	6/28/2021 3:15 AM

All your RMA's are displayed under the **RMA's** tab.

Juniper Support Portal Navigation

RMA's - List View

The screenshot displays the Juniper Support Portal interface for RMA's. The navigation bar includes 'Home', 'Cases', 'RMA's', 'Assets', 'Service Contracts', and 'Quick Links'. The user is logged in as 'CORNELIUS CU...'. The main content area shows 'RMA's My Open RMA's' with a dropdown menu for 'LIST VIEWS' open. The dropdown menu lists several view options: 'All Completed RMA's', 'All Open RMA's', 'My Completed RMA's', 'My Open RMA's (Pinned list)', 'Recently Viewed', and 'RMA's Awaiting Defective Return'. The 'My Open RMA's (Pinned list)' option is currently selected. Below the dropdown, a table of RMA's is visible, with columns for 'Case Number', 'Serial Number', 'Product', and 'Created Date'. The table contains four rows of data.

Case Number	Serial Number	Product	Created Date
TEST-2021-0101-012345		MX480-PREMIUM3-AC	6/24/2021 4:53 AM
TEST-2021-0101-023456		SRX1400BASE-XGE-AC	6/24/2021 12:15 PM
TEST-2021-0101-034567		PTX10002-60C-AC	6/26/2021 1:28 AM
TEST-2021-0101-045678		EX4300-24T	6/28/2021 3:15 AM

Click the **List View** drop-down menu to filter your RMA's in different ways, such as **All Completed RMA's**, **All Open RMA's**, or **RMA's Awaiting Defective Returns**.

Juniper Support Portal Navigation

Assets

Assets Recently Viewed

13 items • Sorted by End Customer • Updated a few seconds ago

Search this list...

	Asset Name	Serial Number	Software S...	Product	Status	End Customer	Installed At N...	Installe...	End of Life	End of Support	
1	VK00000001	987654321		QFX-SFP-10GE-SR	Installed	CRAFTY COMPUTERS	CRAFTY CO...	United States			
2	0203040506	123456789		QFX5100-48S-3AFI	Installed	CRAFTY COMPUTERS	CRAFTY CO...	United States			
3	LS20000005	222222222		NS-5200-CHA	Installed	CRAFTY COMPUTERS	CRAFTY CO... ..	United States	5/1/2016	12/31/2021	
4	BC12345678	333333333		QFX-SFP-10GE-SR	Installed	CRAFTY COMPUTERS	CRAFTY CO...	Switzerland			

- All Assets related to your account are visible under the **Assets** tab.
- View Assets by their **Name**, **Serial Number**, **Products**, or **Status**.

Juniper Support Portal Navigation

Service Contracts

	Contract Name	End Customer	Contract Type	Start Date	End Date	Status	Term (mont...)	Sales Order Number	Primary Reseller
1	12345678	CRAFTY COMPUTERS	Maintenance Contract	2/18/2020	2/17/2023	Active		9999999	CRAFTY COMPUTERS
2	98765432	CRAFTY COMPUTERS	Maintenance Contract	12/11/2020	12/10/2021	Active	12	8888888	CRAFTY COMPUTERS

- All your Service Contracts are visible under the **Service Contracts** tab.
- The **Contract Type** column displays the type of each contract.
- The **Start Date**, **End Date**, and **Term** columns give you a quick view into the duration and the terms of your contracts.
- Your contract **Sales Order Number** -and **Primary Reseller** can be seen in their respective columns.

Juniper Support Portal Navigation

Service Contracts

Service Contracts
My Active Contracts

LIST VIEWS

- My Active Contracts (Pinned list)
- My Contracts Expiring Soon (90 Days)
- My Expired Contracts (Last 3 Years)
- Recently Viewed

End Date	Status	Term (mont...)	Sales Order Number	Primary Reseller
2/17/2023	Active		9999999	CRAFTY COMPUTERS
12/10/2021	Active	12	8888888	CRAFTY COMPUTERS

- Click the List View drop-down menu to filter your contracts by their status.
- View **All Active Contracts**, **Contracts Expiring Soon**, or **Expired Contracts**.

Juniper Support Portal Navigation

Quick Links

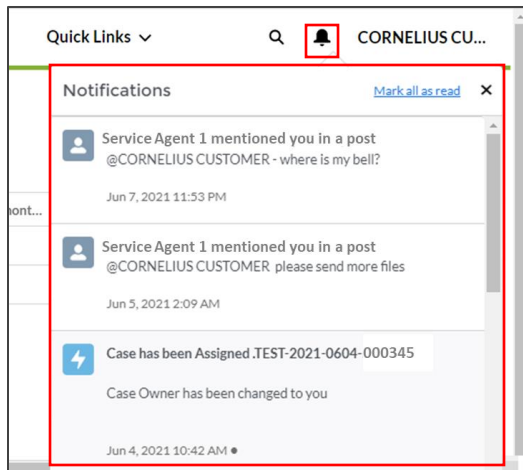
The screenshot shows the Juniper Support Portal interface. The top navigation bar includes 'Home', 'Cases', 'RMAs', 'Assets', 'Service Contracts', and 'Quick Links'. The 'Quick Links' dropdown menu is open, displaying the following options: Support Home, Software Downloads, Knowledge Base, Agile Licensing Portal, End of Life Products, Problem Report (PR) Search, Requesting Support, Feedback, and Support Portal Training. The main content area shows a 'Cases' section with a 'Recently Viewed' list of four items, each with a case number, type, contact, account name, and summary. A 'Create Case' button is visible in the top right corner.

Case Number	Le	Case Type	Case Contact	Account Name	Summary
1	TEST-2021-0123-456789	Admin	CORNELIUS CUSTOMER	CRAFTY COMPUTERS	RMA XX12
2	TEST-2021-0123-987654	Tech - PAYG...	CORNELIUS CUSTOMER	CRAFTY COMPUTERS	Notificatio
3	TEST-2021-0123-789654	Admin	CORNELIUS CUSTOMER	CRAFTY COMPUTERS	FG123456
4	TEST-2021-0123-654789	Tech	CORNELIUS CUSTOMER	CRAFTY COMPUTERS	Device is d

- To access resources that are outside of the Juniper Support Portal, such as **Software Downloads** or **Agile Licensing Portal**, use **Quick Links**.
- You can **Request Support** or provide **Feedback** using the options listed here.

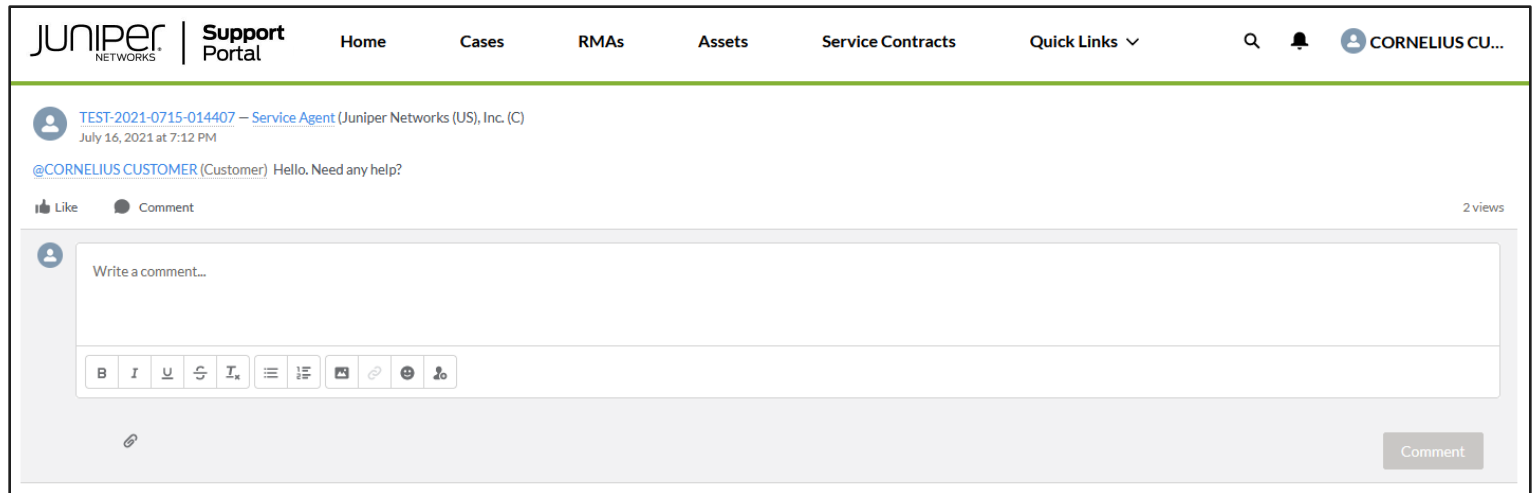
Notifications

View Notifications



- If you are @ mentioned in a post, you will see these notifications listed under the bell icon.
- Click the notifications to respond to them.

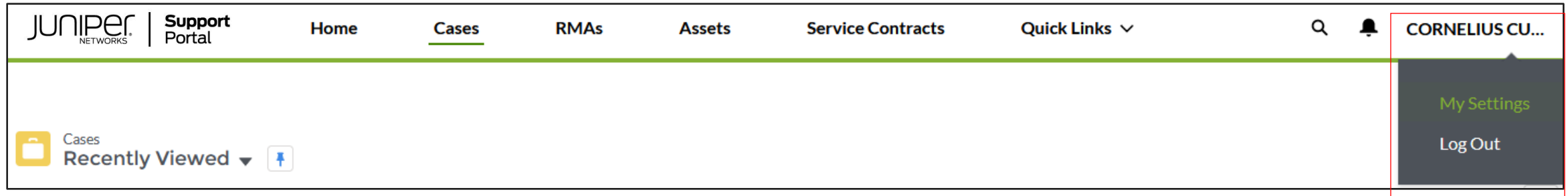
Respond to Post



- On clicking the notification, a new page appears. Enter your comments in the **Comment** box.
- You can add images, attachments, emoticons, and tag people or groups in it.
- Click **Comment** to post the response.
- Click the **Like** button to like any post or response.

Juniper Support Portal Navigation

Profile



- Click your **Profile name** and select **My Settings** to view your profile details.
- Click **Log Out** to log out from the application.

Juniper Support Portal Navigation

Profile - Settings

CORNELIUS CUSTOMER
Customer

Name
CORNELIUS CUSTOMER

Email	Phone
corneliuscustomer@yourcompany.com	13334445678

Case Email Notification Settings

Case Priority <input checked="" type="checkbox"/> P1 - Critical <input checked="" type="checkbox"/> P2 - High <input checked="" type="checkbox"/> P3 - Medium <input checked="" type="checkbox"/> P4 - Low	Case Event <input checked="" type="checkbox"/> Created <input checked="" type="checkbox"/> Updated <input checked="" type="checkbox"/> Closed	Notification Format <input checked="" type="radio"/> Full Text <input type="radio"/> Secure Web Link to Case
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Chatter Email Notification Settings

Send email notifications on select Chatter activity for cases you create.

[Edit](#) [Save](#)

- In the **Settings** page you can view your profile details such as your email ID and phone number. You can also view your settings for notifications and email updates.
- Click the **Edit** button and then use the checkboxes to add or remove the types of notifications you will receive.
- You can also select the notification format.