

Create User and Login Access on the MRV Customer Care Web Site

The following procedures will allow you to create your user login and password and gain access to your Contact Software and Documents on the MRV Customer Care Web Site.

- 1) Go to the URL link: support.mrv.com
- 2) In the Login box, click on “**web site login instructions**” link to open up the guidelines document on how to Register.

The screenshot shows the MRV Customer Care web site interface. On the left is a 'Support' menu with options like 'MRV Case Portal', 'MRV Support', and 'MRV EOL Policy'. Below it is a 'Contact Us' section with the phone number 800-435-7997. The main content area has a breadcrumb 'Home / MRV Support Mission' and a message about creating an account to download software. Below this is a 'Please Login' section with fields for 'Username *' and 'Password *', and links for 'Register for an account' and 'Forgot your password?'. A 'Log in' button is also present. At the bottom of the login section, there is a link for 'Web Site Login Instructions'.

- 3) Once the document is open, now return to the web screen and click on the option “**Register for an account**” link found on the right side under the Username and Password section as shown below:

This screenshot is similar to the previous one but highlights the 'Register for an account' link in the 'Please Login' section. The 'Support' menu and 'Contact Us' section are also visible. The central message about creating an account to download software is present. The 'Please Login' section includes fields for 'Username *' and 'Password *', and the 'Register for an account' link is highlighted in yellow. A 'Log in' button is also present. At the bottom of the login section, there is a link for 'Web Site Login Instructions'.

- 4) When that screen opens up fill in at least the minimum required information, which are marked with a “red asterisk”.

Home

Create new account Log in Forgot your password?

Account Information

Username *	E-mail address *
<input type="text"/>	<input type="text"/>
Spaces are allowed; punctuation is not allowed except for periods, hyphens, apostrophes, and underscores.	A valid e-mail address. All e-mails from the system will be sent to this address. The e-mail address is not made public and will only be used if you wish to receive a new password or wish to receive certain news or notifications by e-mail.

Profile Information

First Name *	Last Name *
<input type="text"/>	<input type="text"/>
Company *	Title *
<input type="text"/>	<input type="text"/>
Street	Additional
<input type="text"/>	<input type="text"/>
City	State/Province
<input type="text"/>	<input type="text"/>
Postal code	Country
<input type="text"/>	United States <input type="text"/>
Phone number	
<input type="text"/>	

Create new account

- 5) Click on “Create new account” button.

- 6) At this point the user will receive an email from the new site. The email will contain a link to “reset” the user’s password and return you to the login screen with the message shown below at the top:

✔ A welcome message with further instructions has been sent to your e-mail address.

Support

MRV Case Portal
Request MRV Case Portal Access
MRV Case Portal Login

MRV Support
Customer Support Summary
RMA Request
Support Inquiry
Service Contract Inquiry

MRV EOL Policy

[Home](#) / MRV Support Mission

In order to download Software for MRV products, please create an account and add your company’s support contracts to the account. Once you log in, you will be taken to your account page, where you can add support contracts to your account and view any existing products and contracts on your account.

In order to download product documentation, you need to create an account and this will provide access to manuals.

For instructions on how to set up your user account, and add contract or perform a warranty lookup, refer to the [web site login instructions](#).

Please Login

MRV Customer Care Center

Username *

Password *

[Register for an account](#)
[Forgot your password?](#)

- 7) Follow the instructions in the email to connect to that link to set your password. The email you receive will look something like this:

MRV Customer,

Thank you for registering at MRV Communications. You may now log in by clicking this link or copying and pasting it to your browser:

http://support.mrv.com/user/reset/2588/1491342007/t8dHZBUN6_tp5BR5ryANQJyDMcCIML0g51Ra0TGgZzc

This link can only be used once to log in and will lead you to a page where you can set your password.

After setting your password, you will be able to log in at <http://support.mrv.com/user> in the future using:

username: MRV
password: your password

-- MRV Communications team

[E-Banner]<<http://mrv.com/contact-mrv-communications/?interest=Subscribe%20to%20Newsletter>>

MRV Communications is a global supplier of packet and optical solutions that power the world’s largest networks. Our products combine innovative hardware with intelligent software to make networks smarter, faster and more efficient.

The contents of this message, together with any attachments, are intended only for the use of the person(s) to whom they are addressed and may contain confidential and/or privileged information. If you are not the intended recipient, immediately advise the sender, delete this message and any attachments and note that any distribution, or copying of this message, or any attachment, is prohibited.

- 8) When you click on the link in the email you will get this Reset password screen. Click on the Login button.

Support

MRV Case Portal

- Request MRV Case Portal Access
- MRV Case Portal Login

MRV Support

- Customer Support Summary
- RMA Request
- Support Inquiry
- Service Contract Inquiry

MRV EOL Policy

[Home](#) / [Reset password](#)

Reset password

This is a one-time login for *hendy56* and will expire on *Wed, 2017-04-05 17:40*.

Click on this button to log in to the site and change your password.

This login can be used only once.

Log in

- 9) Once you click on the Login button these screens will appear:

[View](#) [Edit](#)

MRV Customer Care Center

Account Information

E-mail address *

A valid e-mail address. All e-mails from the system will be sent to this address. The e-mail address is not made public and will only be used if you wish to receive a new password or wish to receive certain news or notifications by e-mail.

Password

Password strength: **Weak**

Confirm password

To make your password stronger:

- Make it at least 6 characters
- Add lowercase letters
- Add uppercase letters
- Add numbers
- Add punctuation

To change the current user password, enter the new password in both fields.

10) Fill out all the required fields and then click on the **Save** button to save your password.

Profile Information

First Name *	Last Name *
Mark	Hendy
Company *	Title *
MRV	Admin
Street	Additional
City	State/Province
Postal code	Country
	United States
Phone number	
Time zone	
America/New York: Tuesday, April 4, 2017 - 18:02 -0400	

Select the desired local time and time zone. Dates and times throughout this site will be displayed using this time zone.

Mass contact settings

Opt-out of mass email messages
Allows you to opt-out of receiving mass email messages from privileged users. Note that site administrators are able to include you in mass email messages even if you choose not to enable this feature, and the ability to opt-out may be removed by the administrator at any time.

Save

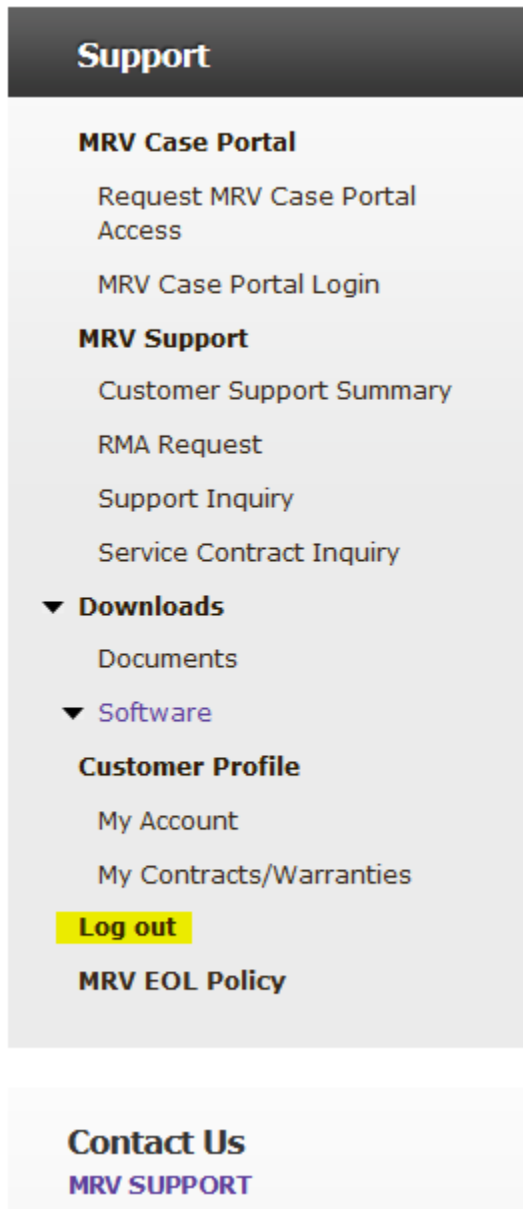
11) Once you hit the Save button this screen will appear to show your Profile Information.

View

Profile Information

First Name:	Last Name:
Mark	Hendy
Company:	Title:
MRV	Admin

12) Now click on the option “ **Log out**” in the left hand column



The image shows a vertical navigation menu with a dark grey header containing the word "Support" in white. Below the header, the menu items are organized into several sections: "MRV Case Portal" with sub-items "Request MRV Case Portal Access" and "MRV Case Portal Login"; "MRV Support" with sub-items "Customer Support Summary", "RMA Request", "Support Inquiry", and "Service Contract Inquiry"; "Downloads" with a sub-item "Documents"; "Software" (indicated by a downward arrow and blue text); "Customer Profile" with sub-items "My Account" and "My Contracts/Warranties"; "Log out" (highlighted with a yellow background); and "MRV EOL Policy". At the bottom of the menu is a light grey box with the text "Contact Us" and "MRV SUPPORT" below it.

Support

MRV Case Portal

- Request MRV Case Portal Access
- MRV Case Portal Login

MRV Support

- Customer Support Summary
- RMA Request
- Support Inquiry
- Service Contract Inquiry

▼ **Downloads**

- Documents

▼ **Software**

Customer Profile

- My Account
- My Contracts/Warranties

Log out

MRV EOL Policy

Contact Us
MRV SUPPORT

13) Now login to the site using the new username and password you just created.

[Home](#) / [MRV Support Mission](#)

In order to download Software for MRV products, please create an account and add your company's support contracts to the account. Once you log in, you will be taken to your account page, where you can add support contracts to your account and view any existing products and contracts on your account.

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For instructions on how to set up your user account, and add contract or perform a warranty lookup, refer to the [web site login instructions](#).

Please Login

MRV Customer Care Center

Username *

Password *

[Register for an account](#)
[Forgot your password?](#)

[Log in](#)

[Web Site Login Instructions](#)

14) When the user logs into site, they will be required to enter in a Contract ID and Passcode in order to download documents and software. The Contract ID and Passcode were provided to customers that have a Service Agreement with MRV.

MRV Support

At MRV Communications, our mission is to earn the highest level of customer satisfaction in our industry by providing world class service and support to ensure network integrity. Our service philosophy is simple; we believe that the success of any network operation depends upon a collaborative effort between MRV, MRV partners and our customers.

MRV Support Contracts

Products	Contracts	Add Service Contract	Warranty Lookup
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Contract Id	Part Number	Serial Number	Status	<input type="button" value="Search"/>	<input type="button" value="Reset"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	All		

Products Found: 0

Contract Id	Part Number	Serial Number	Contract Type	End Date
No products were found.				

Products Found: 0

15) Click on “**Add Service Contract**” tab and this screen will appear. Fill in your **Contract ID** and **Passcode** supplied by MRV.

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MRV Support Contracts

Products	Contracts	Add Service Contract	Warranty Lookup
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Use the form below to add a Service Contract to your account. By adding the Service Contract to your account, you will be able to access all Software and Documents associated with the Products on the Service Contract.

Contract Id *

Please enter the Contract Id provided on your support contract.

Passcode *

Please enter the Passcode for the Contract Id entered above.

Add Contract

16) Enter in your **Contract ID**

17) Enter in your **Passcode**

18) You now have completed you login and have your account set up.