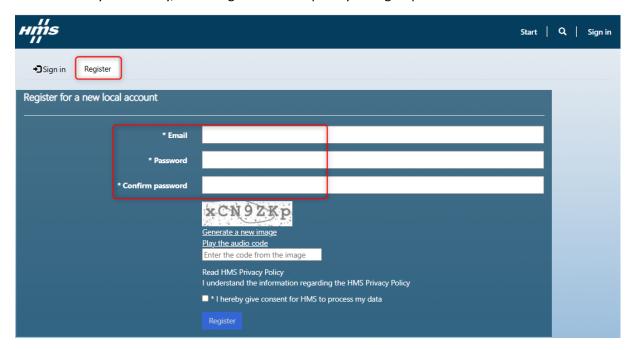


# **Portal User Guide**

#### **Create a New Account**

Welcome to the HMS Portal! If this is your first time using the portal, you'll need to create a new account.

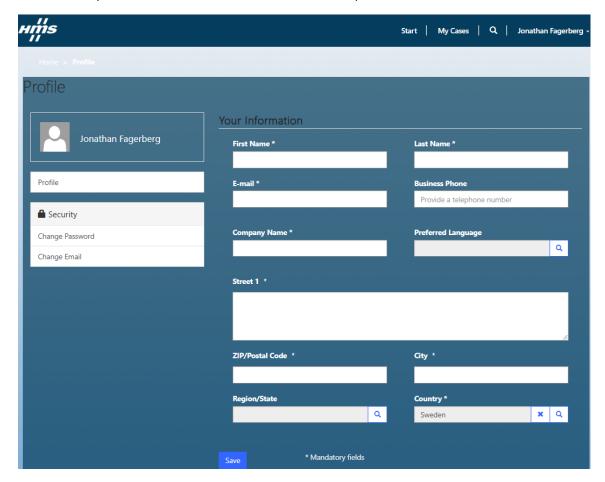
- 1. Choose an email address and set a password for your account.
  - Password Requirements: Your password should be at least 8 characters long and include characters from at least three of the following categories: uppercase letters, lowercase letters, numbers, and special characters.
- 2. Please check the box confirming that you give consent for HMS to process your data.
- 3. Once you're ready, click "Register" to complete your sign-up.



You will receive an email with a confirmation link to verify your account and complete the registration process.



Please enter your contact information and click 'Save' to proceed.



The RMA registration process consists of two steps.

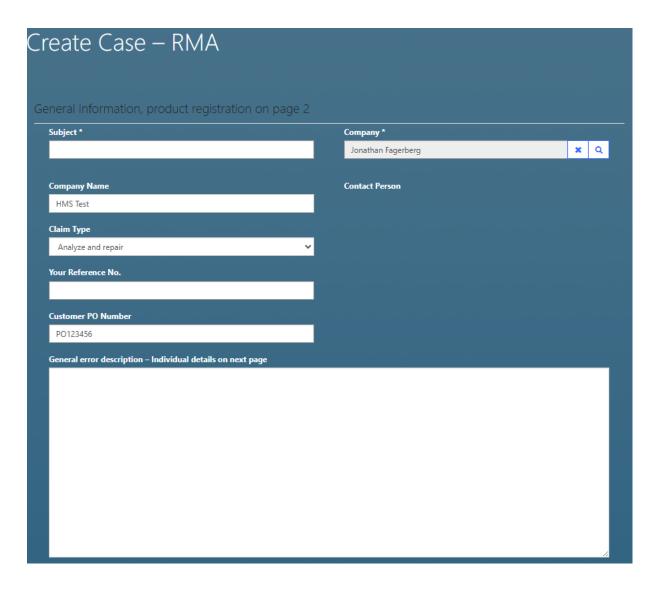
## **Step 1 – Overview Information**

Provide the case overview details, the requested service ,including your internal reference number, your purchase order number and whether an Advance Replacement is needed. Additionally, select Yes or No for the following options:

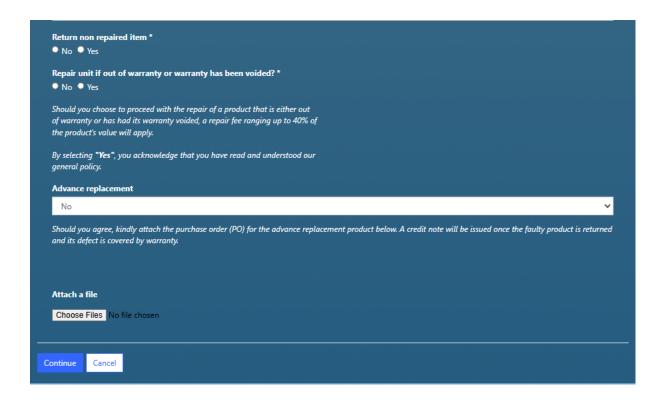
- Return non-repaired item
- Repair unit if out of warranty or warranty has been voided

Once completed, proceed to the next step by selecting "Continue."



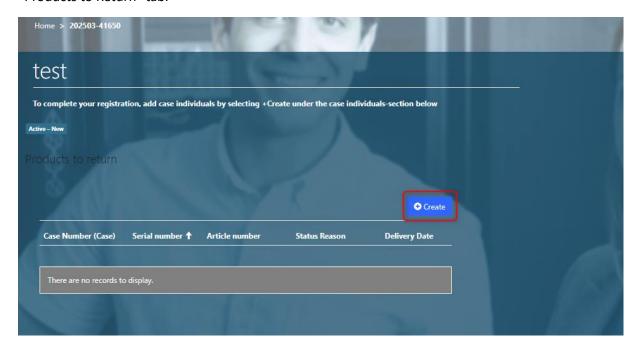






### Step 2 - Add Case Individuals

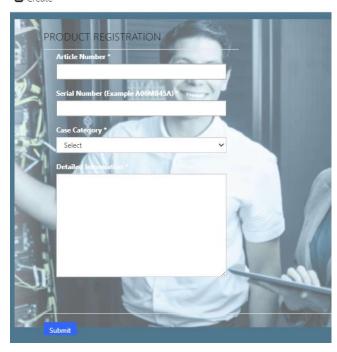
To provide detailed information about the product you're returning, click **+Create** under the "Products to Return" tab.





Enter the required information and click **Submit**. Your registration is now complete.

**ⓒ** Create



# **Approval from HMS**

Once your case is submitted, please wait for HMS approval before returning your product. The HMS product returns department will review the information and send you a confirmation email once your case is approved.

Upon approval, you will also receive an email with a document containing the return address for your product, based on your geographical location. Please print this document and attach it to your shipment.



RMA No. 202503-41650

17 March 2025

Put this left part of the paper inside the box, and the right packaging slip visible on the package

HMS Product Returns Department Stationsgatan 37 30250 Halmstad

Contact information: Product Returns Halmstad +46 35 17 29 99 returns@hms.se





202503-41650

#### **Communicating with HMS**

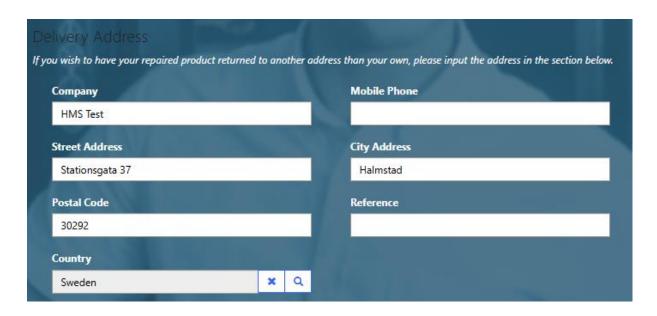
If you need to communicate with HMS about your ongoing case, you can reply directly to an HMS email related to your case from your email client. Please ensure that you do not change the subject line of the email, as changing it may prevent the message from being properly tracked in our system.

## **Add Delivery Address**

If you would like HMS to return the repaired or replacement product to a different address, such as an end user's address, you can enter it under the "Delivery Address" tab for each case.

If no address is provided, the default return address will be your company address.





#### **Reset Password**

To reset your password, go to the "Sign In" tab and click on Forgot your password?

