

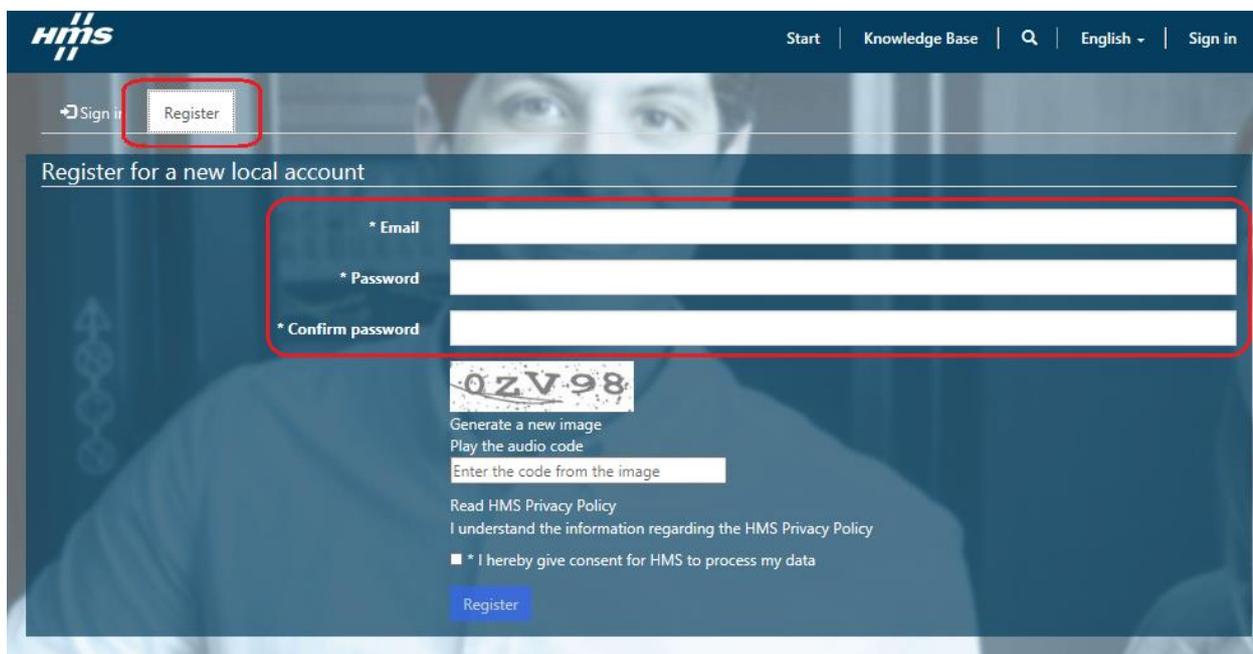
# Portal User Guide

## Register a new user

First time you use HMS portal you need to register a new user.

Select an email address and password for your account.

- Please note that passwords must be at least 8 characters and contain characters from at least three of the following four classes: uppercase, lowercase, digit, and non-alphanumeric (special).
- Please note the checkbox for “I hereby give consent for HMS to process my data”, then continue by selecting **Register**.



You will then receive an email, where you must confirm your account to complete your registration.



Enter your contact information and select **Save**.

Home > Profile

## Profile

Kajsa Jansson

Profile

Security

Change Password

Change Email

### Your Information

First Name \*

Last Name \*

E-mail \*

Business Phone

Company Name \*

Preferred Language

Street 1 \*

ZIP/Postal Code \*

City \*

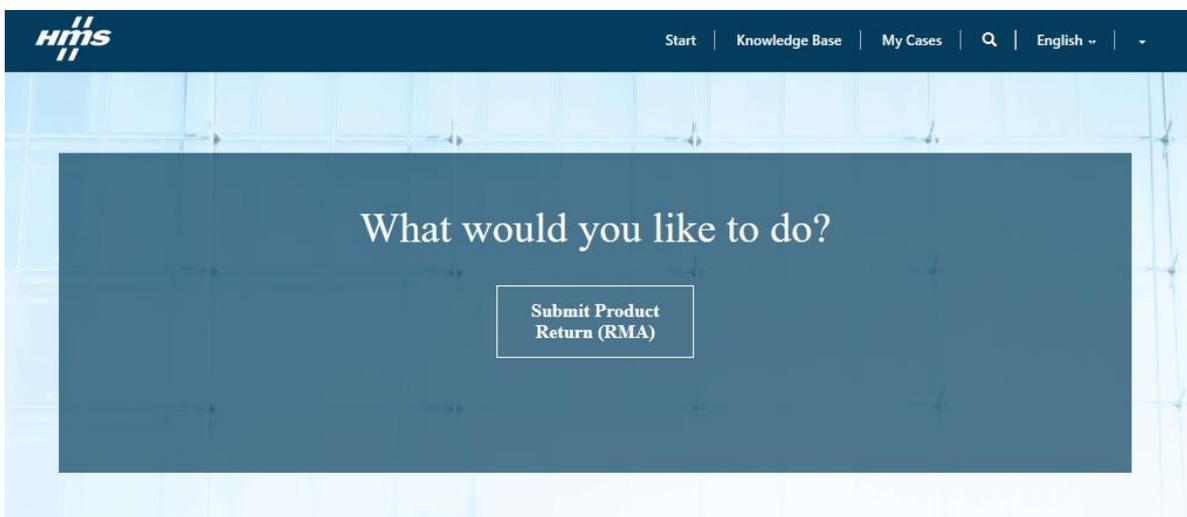
Region/State

Country \*

[Save](#) \* Mandatory fields

## Register a new case

To create a new RMA case, go to the Start-tab in the main menu and select **Submit Product Return (RMA) → Create RMA Case**





The RMA registrations contains of two steps.

### Step 1 – Overview information

Fill in the case overview information, such as your internal reference number, requested service and if an Advance Replacement is required or not. Continue to next step by selecting **Continue**.

**Create Case – RMA**

Overview

Subject \*

Company Name

Claim Type

Your Reference No.

Contact \*

Product Brand \*

Advance replacement

*If an advance replacement is required, please sign the [form](#) and attach it with your registration.*

Description  
General information regarding the case.

Attach a file  
 No file chosen

## Advance Replacement request

If you need an urgent replacement product, **please fill out the “Advance Replacement Conditions-form” and attach it with your RMA-registration.** If you forget to do this under the first step of the case registration, you can reply to an HMS email, regarding your case, and attach the file with it.

The form can be found in the registration form in the portal and under the product returns tab → RMA on our website.

## Step 2 – Add Case Individuals

To add detailed information for your returned product, select +Create under the Products to return-tab.

Case Number (Case)	Serial number ↑	Article number	Product Brand	Status Reason	Delivery Date
202105-29846	2341	4321	Anybus	6, Replacement unit sent	5/20/2021

Fill in the required information and select **Submit**. Your registration is now **complete**.

General

### PRODUCT REGISTRATION

**Product Brand \***  
Anybus

**Product Group \***  
Embedded Products

**Article Number \***

**Serial Number \***

**Case Category \***

**Detailed Information \***



## Approval from HMS

When your case is submitted, please wait for HMS approval before returning your product. HMS product returns department will review the information provided and send you a confirmation email when your case has been approved.

Upon approval, you will also receive a document, by email, with the return address for your product based on your geographical area. **Please print it and attach it with your shipment.**

<p>RMA No. 201905-2833 24 May 2018</p> <p><small>Put this left part of the paper inside the box, and the right packaging slip visible on the package!</small></p> <p>HMS Industrial Networks 505 Dongwai Diplomatic Office Building 100600 Beijing</p> <p>Contact information: Beijing CN&gt;Returns +861085321188 cn-returns@hms.se</p>	 <table border="1"><tr><td></td></tr><tr><td>24 May 2018</td></tr><tr><td>HMS Industrial Networks 505 Dongwai Diplomatic Office Building 100600 Beijing</td></tr><tr><td>Beijing CN&gt;Returns +861085321188 cn-returns@hms.se</td></tr><tr><td><table border="1"><tr><td>SHIP TO</td></tr><tr><td>HMS INDUSTRIAL NETWORKS AB</td></tr><tr><td>STATIONSGATAN 37</td></tr><tr><td>30245 HALMSTAD</td></tr><tr><td>SWEDEN</td></tr></table></td></tr><tr><td>201905-2833</td></tr></table>		24 May 2018	HMS Industrial Networks 505 Dongwai Diplomatic Office Building 100600 Beijing	Beijing CN>Returns +861085321188 cn-returns@hms.se	<table border="1"><tr><td>SHIP TO</td></tr><tr><td>HMS INDUSTRIAL NETWORKS AB</td></tr><tr><td>STATIONSGATAN 37</td></tr><tr><td>30245 HALMSTAD</td></tr><tr><td>SWEDEN</td></tr></table>	SHIP TO	HMS INDUSTRIAL NETWORKS AB	STATIONSGATAN 37	30245 HALMSTAD	SWEDEN	201905-2833
												
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## Communicate with HMS

If you wish to communicate with HMS regarding your ongoing case, you can reply on an HMS email, regarding your case, directly from your email client. While responding, please do not change the subject in the email, otherwise it will not be tracked to your case in our system.

## Add Delivery Address

If you want HMS to return the repaired/replacement product to a separate address, such as an end user, you can enter the address under the Delivery Address-tab under each case. If no address is added, default address of return is your company address.

## Delivery Address

If you wish to have your repaired product returned to another address than your own, please input the address in the section below.

Company

Test123

Mobile Phone

Street Address

Stationsgatan 37

City Address

Halmstad

Postal Code

30004

Reference

Country

Sweden



## Reset password

To reset your password, go to the Sign in-tab and select **Forgot your password?**

The screenshot shows the top navigation bar with the HMS logo, 'Start', 'Knowledge Base', a search icon, 'English', and 'Sign in'. Below the navigation bar are two buttons: 'Sign in' and 'Register'. The main heading is 'Sign in with a local account'. There are two input fields: '\* Email' containing 'fridalindgren0@gmail.com' and '\* Password' containing '\*\*\*\*\*'. A 'Remember me?' checkbox is present and unchecked. At the bottom of the form are two buttons: 'Sign in' and 'Forgot your password?'.

The screenshot shows the 'Forgot your password?' page. It has the same top navigation bar as the previous page. The main heading is 'Forgot your password?'. Below the heading is an 'Email' input field. Underneath the input field is the text 'Enter your email address to request a password reset.' At the bottom of the form is a blue 'Send' button.