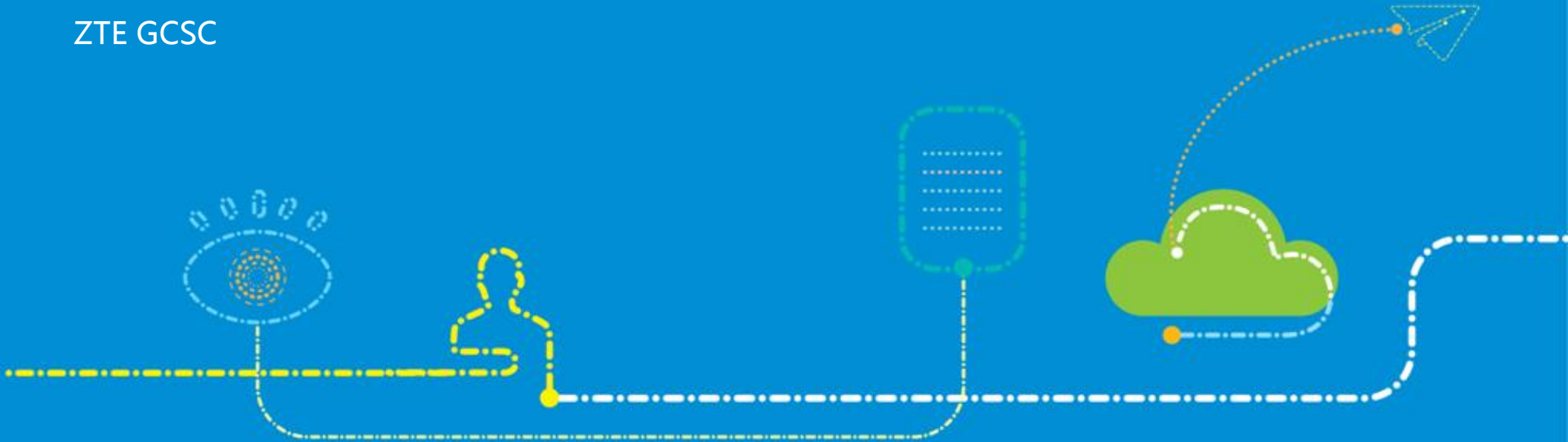


# How to Register in Support Website

V2.0

**ZTE**  
Tomorrow never waits

ZTE GCSC



## Descriptions

Two stages to permissions , the first one is to apply for advanced user, the other is applicant of more permissions.



The screenshot shows the ZTE support website registration page in Internet Explorer. The browser address bar contains `http://support.zte.com.cn`. The page features a navigation menu with links for Home, My Support, Service, TT Case, Documentation, Forum, and Bulletin. A 'Register' link is visible in the top right corner. The 'User type' section lists several options: System Equipment User (selected), Terminal User, Outsourcing User, Handset Maintenance User, and Multi-vendor User. A notice at the bottom states: 'Notice: For ZTE staff, please login with your user name and password in HR Online'.

**1. Input support.zte.com.cn in browser and enter.**

**2. Click "Register".**

**3. Choose correct user type such as "System Equipment User".**

# Register

Internal use only▲

The screenshot shows a registration form with the following fields and instructions:

- \*Login ID:** customerly. Instruction: The user account consists of 3 - 20 English letters, digits or underlines and must begin with a case-insensitive letter.
- \*Password:** [Redacted]. Instruction: The password should be 6-20 characters with allowing only the number, english alphabet and underline.
- \*Repeat Password:** [Redacted].
- \*User Name:** ly. Instruction: Giving your detailed personal information will help improve our service quality.
- Gender:** Please select [Dropdown].
- \*Email:** lin.yong@zte.com.cn. Instruction: Please Enter E-mail.
- Contact Number:** [Redacted].
- \* Mobile Number:** 13212345678.
- \* Company Name:** Telecom company.
- Company Website:** [Redacted].
- \*Country:** France [Dropdown].
- Post Code:** [Redacted].
- Address:** [Redacted].
- Familiar Product:** [Redacted]. Instruction: You will only receive emails about weekly document updates on the product(s) you select here (press CTRL to select multiple product categories).

At the bottom, there is a checkbox:  I understand and agree to comply with ZTE's terms and conditions. Below it is a **Submit** button.

**4. Fill in your personal information and the blanks with "\*" are required be filled.**

**5. Agree ZTE terms and conditions.**

**6. Click "Submit".**

Congratulations! You have registered yourself as a system equipment user(normal user). Please properly keep your account and password. Permissions as follows,if you need more permissions , please apply for an advanced user account.

Key Features	User	VIP User
<b>Support Site</b>		
My Space	✓	✓
Service	-	✓
TT Case	✓	✓
Forum	✓	✓
Bulletin	✓	✓
<b>Documentation</b>		
Product Document	-	✓
Promotional Documents	✓	✓
Maintenance Pxprience	-	✓

**6. Both of them can access to the page of applying for advanced user.**

### Notes

**Registering successes, you will be a common user firstly with basic rights.**



**ZTE Support Notification:** Your account registered on ZTE Support website has been approved, please check it.  
**support** 收件人: lin.yong

ZTE Global Support Center

**Prompt:** Please do not reply to this mail automatically sent by system.

Dear Ms./Mr.,  
Please kindly be informed that your account registered on ZTE Support website has been approved. As follows,

User Name:customerly  
Password:111111  
Support website link: <http://support.zte.com.cn>



## Notes

**Registering completed, you will receive an e-mail from ZTE Support system, please take care of your user name and password.**

# Apply for an Advanced User

Internal use only▲

The screenshot shows the ZTE website interface. At the top left is the ZTE logo. To its right is the text 'Hello: ly'. Further right is 'Global [ Country ]', followed by 'Logout | Help'. A red box highlights the 'Apply for Advanced User' link in the top right corner. Below the header is a navigation bar with links for 'Home', 'My Space', 'Service', 'TT Case', 'Documentation', 'Forum', and 'Bulletin'. The main banner area features a globe and the text 'Professional Solving Problems And Creating Value For Customers'. A large red callout box with the text '7. Click "Apply for Advanced User" after registering an common account.' has a red arrow pointing to the 'Apply for Advanced User' link. Below the banner are three columns: 'Service Bulletins' with four items, 'Product Bulletins' with four items, and 'ZTE eReader' with a promotional graphic.

**7. Click "Apply for Advanced User" after registering an common account.**

**Service Bulletins** more»

- HOT: ZTE System Upgrade Maint... [2015-04-08]
- HOT: ZTE System Upgrade Maint... [2014-10-17]
- Medion Life P4310 GingerBread(...) [2014-02-12]
- ZTE V967S Series JellyBean ker... [2014-01-29]

**Product Bulletins** more»

- Notice: End of Marketing (EOM)... [2016-02-23]
- Notice:End of Market Announcem... [2016-02-03]
- Notice:End-of-Sale Announcemen... [2016-02-01]
- Notice : End-of-Selling for ZX... [2016-01-27]

**ZTE eReader**

ZTE Reader  
Brings you fresh reading experience

# Apply for an Advanced User

Internal use only▲

\*Company name  Please fill in detailed company name easier to be passed!

\*  Contract No.  Training ID  ZTE Engineer  Please fill in Work ID or Email of the ZTE engineer you have known.

\*Apply Your Product Type (If the permission is not valid, you cannot check the documents of the corresponding product type.)

<input checked="" type="checkbox"/> Wireless	<input type="checkbox"/> Core Network	<input type="checkbox"/> Transmission	<input type="checkbox"/> Data Communication	<input type="checkbox"/> Access Network	<input type="checkbox"/> Cloud Computing & IT Products
<input type="checkbox"/> Multimedia	<input type="checkbox"/> Unified Network Management System	<input type="checkbox"/> Power&IAP			

\*Whether need the Spare Parts Service permission  Yes  No

**8. Fill in the application info. .**

**9. Click "Submit" to complete your application.**



## Filling explanations:

Items	Explanations	Examples
Company name	Your company name	/
Contract No.	Facilities purchase contract No. signed between your company and ZTE	/
Training No.	Training No. assigned in participating ZTE training	16IUWRB30101
ZTE Engineer	ZTE engineer's ID or e-mail address you have known	zhang.san@zte.com.cn
Spare Part Service Permission	Only your company have signed contract with ZTE in purchasing spare part service.	/

# Apply for an Advanced User

Internal use only▲



**ZTE Support Notification: Your account registered on ZTE Support website has been approved, please check it.**  
800 收件人: [lin.yong](mailto:lin.yong)

ZTE Global Support Center

Prompt: Please do not reply to this mail automatically sent by system.

Dear Ms./Mr.,  
Please kindly be informed that your account registered on ZTE Support website has been approved. As follows,  
User Name:customerly  
Password:111111  
Valid period to:3/29/2018 11:41:43 AM  
Support website link: <http://support.zte.com.cn>



## Notes

**It indicates that you have been ZTE advanced user in coming 2 years when you receive this notice from ZTE 800 system, you can enjoy more now in support website.**

# Apply More Permissions

Internal use only▲

## Notes

You can apply more permissions as follow if you want to read other documents or extra authorizations.



The screenshot shows the ZTE website interface. At the top left is the ZTE logo. To its right, the user is logged in as 'ly' with an expiry date of '2018-03-29'. Further right are links for 'Global [ Country ]', 'Logout | Help', and a button labeled 'Apply More Permissions' which is highlighted with a red box. Below the header is a navigation menu with links for 'Home', 'My Space', 'Service', 'TT Case', 'Documentation', 'Forum', and 'Bulletin'. The main banner area features an illustration of books and the text 'ZTE eReader brings you fresh reading experience'. A red callout box with the number '10' and the text 'Click "Apply More Permissions" to apply.' points to the 'Apply More Permissions' button. Below the banner are sections for 'Service Bulletins', 'Product Bulletins', and 'ZTE eReader'. The 'Service Bulletins' section lists two items: 'HOT: ZTE System Upgrade Maint...' from 2015-04-08 and another from 2014-10-17. The 'Product Bulletins' section lists 'Notice: End of Marketing (EOM)...' from 2016-02-23 and 'Notice:End of Market Announcem...' from 2016-02-03. At the bottom right, there is a 'ZTE eReader' logo and a vertical text 'Your use experience'.

# Apply More Permissions

Internal use only▲

ZTE

Hello: ly (date of expiry:2018-03-29)

Global [ Country ]

Logout | Help

Apply More Permissions

Home

My Space

Service

TT Case

Documentation

Forum

Bulletin

Current Location Return to Support > Apply More Permissions

\*Company name

Telecom company

Please fill in detailed company name easier to be passed!

\*  Contract No.  Training ID  ZTE Engineer

such as: zhang.san@zte.com.cn

Please fill in Work ID or Email of the ZTE engineer you have known.

\*Apply Your Product Type

(If the permission is not valid, you cannot check the documents of the corresponding product type.)

Wireless

Core Network

Transmission

Data Communication

Access Network

Cloud Computing & IT Products

Multimedia

Unified Network Management System

Power&IAP

\*Whether need the Spare Parts Service permission

Yes

No

Provide Relevant Proof

such as other zte engineers' ID or e-mail address

**12. Click "Submit" to apply.**

Submit

Reset

**11. Choose other products you want to read.**

**Extra proofs will be favorable for reviewing passed.**

# Apply More Permissions

Internal use only▲



**ZTE Support Notification: Your account register on ZTE Support website has been approved, please check it.**  
800 收件人: lin.yong

## ZTE Global Support Center

**Prompt: Please do not reply to this mail automatically sent by system.**

Dear Ms./Mr.,  
Please kindly be informed that your permissions applied on ZTE Support website has been approved. As follows,  
User Name:customerly  
Password:111111  
Valid period to:3/29/2018 11:41:45 AM  
Support website link: <http://support.zte.com.cn>

## Notes

**After reviewing, you will receive an e-mail from ZTE 800 system to inform you of the result.**

# Thank you



Tomorrow never waits

