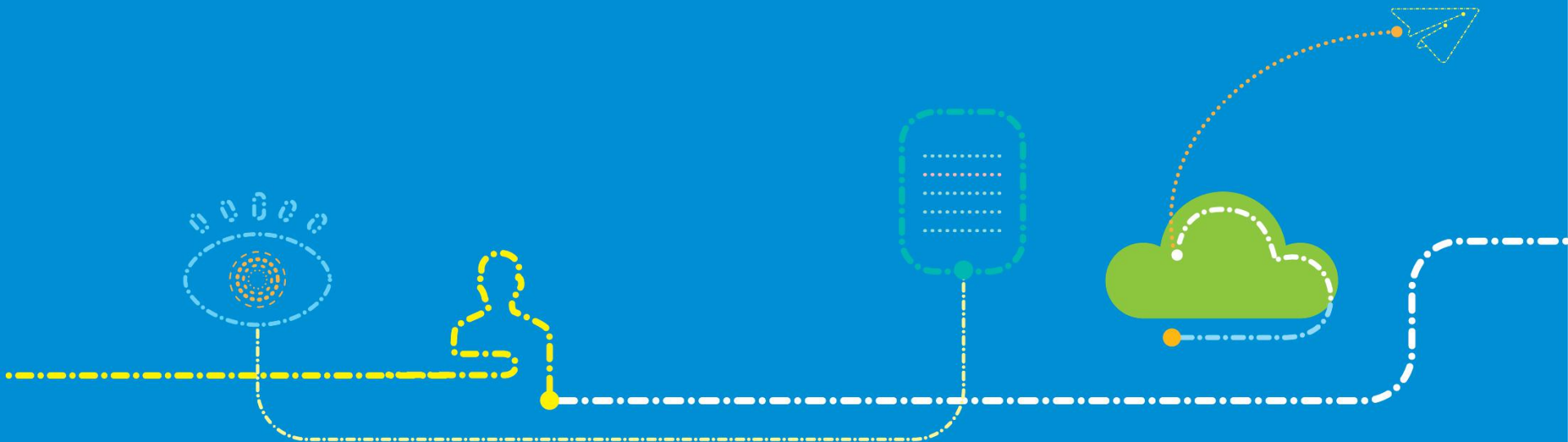


How to Register in Support Website

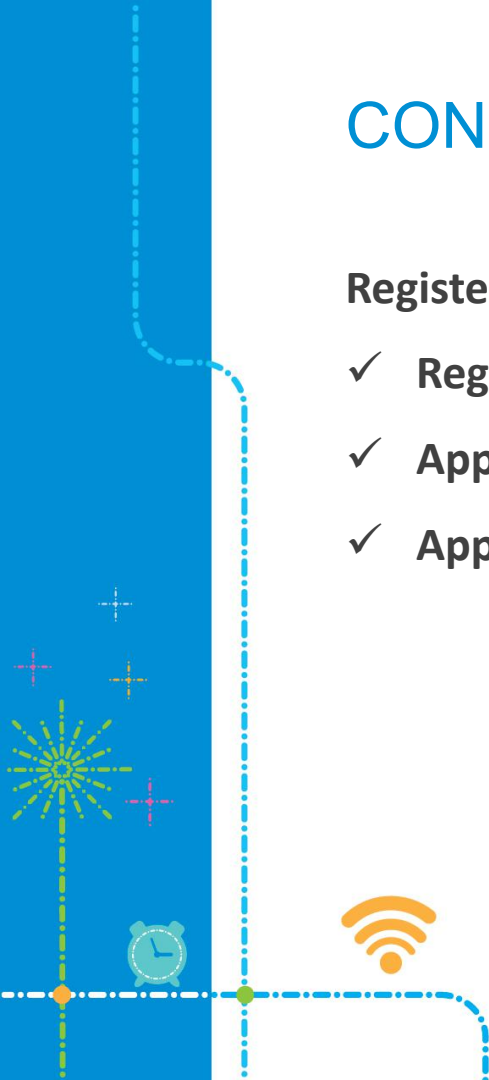
V5.0



CONTENTS

Register and apply for permissions:

- ✓ **Register to be a common user.**
- ✓ **Apply for an advanced user permission.**
- ✓ **Apply for more permissions.**



1.Register to be a Common User

Internal use only▲

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

2. Click register

3. Choose User type

System Equipment

Terminal Equipment User

Outsourcing User

Handset Maintenance User

Multi-vendor User

Introduction

The user belongs to the organization that is the contractual customer of equipment and service delivered by ZTE.

Notice: For ZTE staff, please login with your user name and password in HR Online

*Login ID:

The user account consists of 3 - 20 English letters, digits or underlines and must begin with a case-insensitive letter

*Password:

*Repeat Password:

*User Name:

Giving your detailed personal information will help improve our service quality.

*Email:

Please Enter E-mail

1.Register to be a Common User

Internal use only▲



The user account consists of 3 - 20 English letters, digits or underlines and must begin with a case-insensitive letter

The password should have 8-40 digits, and contain three kinds of the following types at least: numbers, uppercase letters, lowercase letters, and special characters. The account is not allowed to be contained in the password

Providing your detailed personal information will help improve our service quality.

Please Enter E-mail

You will only receive emails about weekly document updates on the product(s) you select here (press CTRL to select multiple product categories)

☒ I understand and agree to comply with ZTE's terms and conditions

Submit

The form contains the following fields: Login ID, Password, Repeat Password, User Name, Gender, Email, Contact Number, Mobile Number, Company Name, Company Website, Country, Post Code, Address, and Familiar Product. Fields with an asterisk (*) are mandatory.

4. Please fill in the information. Fields with "*" are mandatory.

5. Agree to comply with ZTE's item

6. Click Submit

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ZTE

1.Register to be a Common User

Internal use only▲

After registry information was submitted, it is necessary to log into email to activate your account.

The screenshot shows the ZTE website's registration confirmation page. At the top, there is a navigation bar with links for 'Cookie Policy', 'Login', 'Register', and 'Chinese'. Below this is a main navigation bar with links for 'Home', 'My Space', 'Service', 'Documentation', 'TT Case', 'Bulletin', 'Forum', and a 'My Space' button. A blue banner below the navigation bar contains the text 'Return to Home > Register'. The main content area features a light blue box with a red border containing the following text: 'Your registration will be completed soon. The link to activate your account has been sent to your email 【hu.*****@zte.com.cn】. Please log into your email to continue the activation as soon as possible.Thank you.'

Cookie Policy

Login Register Chinese ▼


ZTE Home My Space Service Documentation TT Case Bulletin Forum My Space

Return to Home > Register

Your registration will be completed soon. The link to activate your account has been sent to your email 【hu.*****@zte.com.cn】. Please log into your email to continue the activation as soon as possible.Thank you.

1.Register to be a Common User

Internal use only▲



supportdata
@zte.com.cn

☆ <ZTE-Support Notification>Your account registered on ZTE Support website hasbeen approved, please check it.
收件人: [REDACTED]

ZTE Global Support Center

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

Dear [REDACTED] :

Your account in ZTE Support website is approved. Please click the Link to activate the account.

[Activate and log into](#)

If it is failed to open the link by click,please copy the link to a browser to access.
<https://support.zte.com.cn/support/login/finish.aspx?Activate=1&Token=B66B9562B92CEBF4427E521ACB8E0579EEA5B12F7EDF1C0BE1417DDE1AB07FFF>(To ensure the security of your account, the link will be invalid after 48 hours or being clicked once.)
Please modify your password regularly to keep your account safe.
Support website Link:<http://support.zte.com.cn>

7. Click here to activate your account in 48 hours, otherwise the link will be invalid for ensuring the security of your account.

1.Register to be a Common User

Internal use only▲

MySpace > My information > My Authority

- ▶ My information
- ▶ My Forum
- ▶ My Subscription
- ▶ My Favorite
- ▶ My Knowledge

You are our "Ordinary User" The website permissions you have are shown in the table below, if you need more permissions, you can click [Apply for Advanced User](#)

Key Features	
My Space	✓
Service	
Support Request	✓
Spare Parts Request	✓
TT Case	✓
Forum	✓
Bulletin	✓
Documentation	
Product Document	✓
Project Document	✓
Common Document	✓

Both of them can access the page of Apply for Advanced User.



Notes
Please pay attention the difference in permissions between User(Common User) and VIP User(Advanced User) to decide whether to apply for permission of an advanced user .

1.Register to be a Common User

Internal use only ▲



Notes

The link to activate account will only be valid in 48 hours.
If it is invalid, please click here to send activation mail again.

Current Location Return to Support > login

Registered?

The account is not activated and requires to send the activation mail again. Please click [here](#)

User Name:

Password:

Verification Code:

[Load New Code](#)

[Forgot Password](#)

[ZTE Staff Login](#)

Current Location Return to Support > Send the activation mail

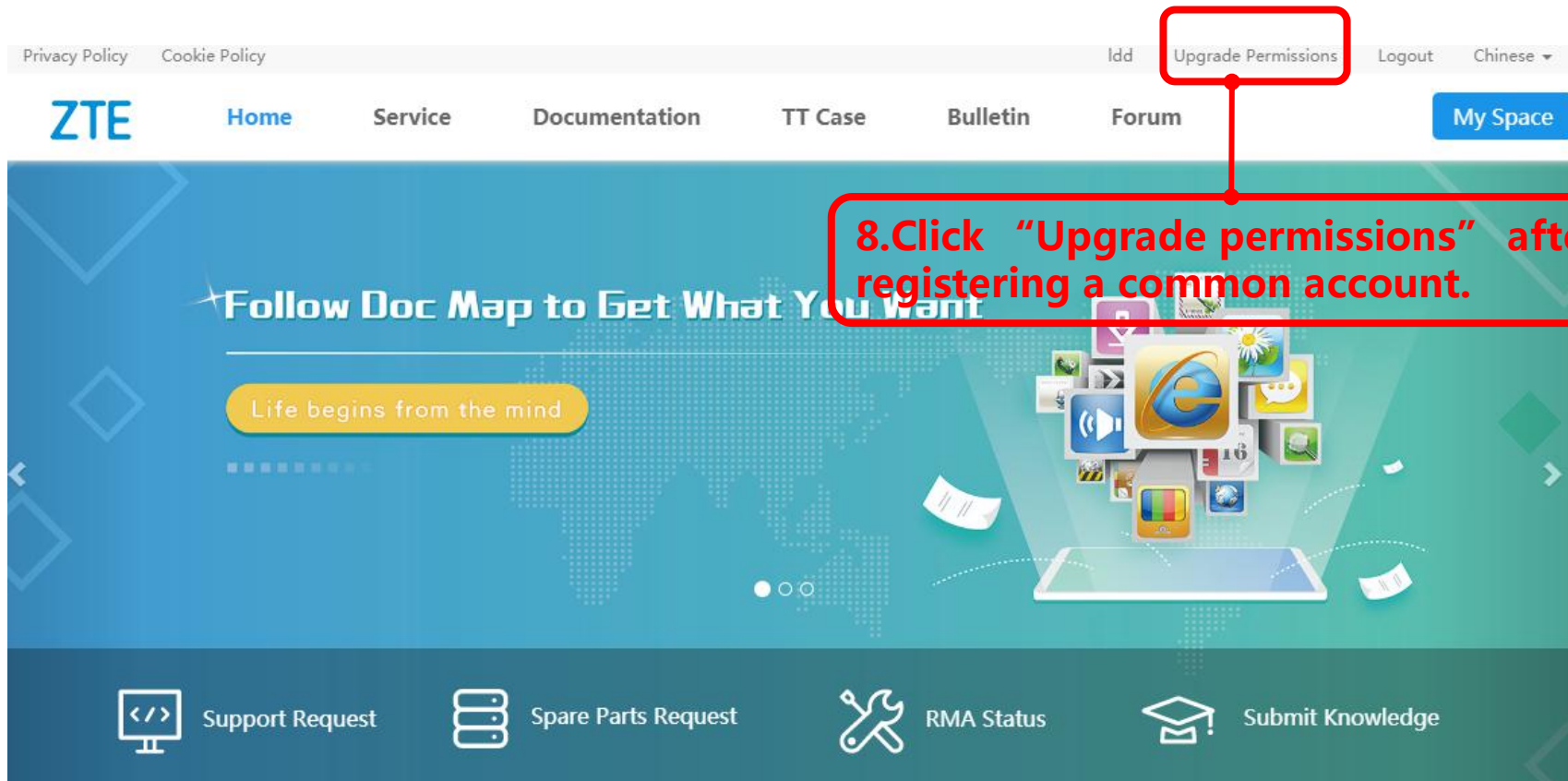
Please enter the verification code to get the activation link again.

Verification Code:

[Load New Code](#)

2. Apply for an Advanced User

Internal use only▲



2. Apply for an Advanced User

Internal use only ▲

[Privacy Policy](#)

[Cookie Policy](#)

[Idd](#)

[Upgrade Permissions](#)

[Logout](#)

[Chinese ▼](#)

ZTE

[Home](#)

[Service](#)

[Documentation](#)

[TT Case](#)

[Bulletin](#)

[Forum](#)

[My Space](#)

[Return to Home](#) > [Apply for Advanced User](#)

*Company name

Please fill in detailed company name easier to be passed!

* ☒ Maintenance Contract No. ☐ Training ID ☐

Zte maintenance engineer mailbox

Please fill in Contract NO. between your company and ZTE

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

☐ Wireless

☐ Core Network

☐

☐ Data

☐ Access

Transmission Communication

Network

☐ Cloud Computing &
IT Products

☐ Unified Network
Management System

☐

Energy&IAP

*Apply for the permission of technical support service ☐ Yes ☒ No

*Whether need the Spare Parts Service permission ☐ Yes ☒ No

Submit

Reset

8.Fill in the application information.

9.Click "Submit" to complete your application.

2. Apply for an Advanced User

Internal use only ▲

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 to participate in ZTE training	16IUWRB30101
ZTE Engineer	ZTE engineer' s ID or e-mail address you have known	zhang.san@zte.com.cn
Product Type of Documentation	The type of the product you want to know	If you want to know some information about BBU , please choose Wireless .
Spare Part Service Permission	You can apply for this item only if your company has signed a contract with ZTE on purchasing spare parts service.	/

2. Apply for an Advanced User

Internal use only▲



800

☆ ZTE Support Notification: Your account registered on ZTE Support website has been approved, please check it!

收件人: [REDACTED]

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: [REDACTED]

Valid period to: 2019-06-15 10:48:40

Support website link: <http://support.zte.com.cn>



Notes

Your account as ZTE advanced user for the next 2 years is confirmed when you receive an email notification, and you could get further permissions on support website.

3. Apply for More Permissions

Internal use only ▲



Notes

You can apply for further permissions if you want to read another product documents or extra authorizations.

The screenshot shows the ZTE website interface. At the top, there is a navigation bar with links for Privacy Policy, Cookie Policy, Idd, Upgrade Permissions (highlighted with a red box), Logout, and Chinese. Below this is a secondary navigation bar with links for Home, Service, Documentation, TT Case, Bulletin, Forum, and My Space. The main content area features a large banner with the text 'Follow Doc Map to Get What You Want' and 'Life begins from the mind'. A red callout box with the text '10. Click "Apply more Permissions" to apply for other permissions.' points to the 'Upgrade Permissions' link in the top navigation bar. At the bottom of the page, there is a footer with icons and links for Support Request, Spare Parts Request, RMA Status, and Submit Knowledge.

3. Apply for More Permissions

Internal use only▲

[Privacy Policy](#) [Cookie Policy](#)

[Idd](#) [Upgrade Permissions](#) [Logout](#) [Chinese ▼](#)

ZTE

[Home](#)

[Service](#)

[Documentation](#)

[TT Case](#)

[Bulletin](#)

[Forum](#)

[My Space](#)

Current Location [Return to Support](#) > [Apply More Permissions](#)

*Company name

Please fill in detailed company name easier to be passed!

* ☐ Contract No. ☐ Training ID ☒ ZTE Engineer

Please fill in WorkID 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

12. Click "Submit" to apply.

Submit

Reset

11. Choose other products you want to read.

Extra proofs will be favorable for reviewing passed.

3. Apply for More Permissions

Internal use only ▲



800

☆ ZTE Support Notification : Your permissions applied on ZTE Support website has been approved, please check it!

收件人: [REDACTED]

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: [REDACTED]

Valid period to: 6/15/2019 10:48:50 AM

Support website link: <http://support.zte.com.cn>



Notes

When your application for more permissions is approved, you will receive an email from ZTE.

Thank you



Leading 5G Innovations

