

Requesting NASA Service

In the event that you require service, the NASA Call Center is here for you twenty-four hours a day, seven days a week. Service requests can be placed via our toll-free number at (800) 724-9292. You may also use our web-based customer portal NASACConnect™ at www.nasasupport.com to initiate service requests.

TO PHONE IN YOUR SERVICE REQUEST

When you call us at (800) 724-9692, please have the following information available so one of our experienced call center operators can access your account right away and provide you with the technical help you need:

- Company Name
- Address where service is needed
- Contact name and phone number
- Problem description
- Make, model and serial number of the equipment requiring service

Once the call center operator inputs the information and supplies you with your case number, you will be transferred to a customer service engineer. In the rare case that a live transfer does not take place, you will receive a return call from a customer services engineer within fifteen minutes.

TO USE NASACConnect™

NASACConnect™ log in is located on our main web page at www.nasasupport.com on top right hand corner is the NC icon. In order to access this web-based portal you will need a NASA provided log in and password.

- Select Support from the menu at the left of the screen, then select New Case
- When the New Case screen is opened, you will see a prompt for products. Use the drop-down menu to choose the equipment that requires service. This menu is customized to your company and contains a complete list of your registered products covered under your NASA maintenance agreement
- Use the Problem drop-down menu to choose from a selection of general problem codes
- In the Synopsis prompt, enter a brief description of the problem you are experiencing such as “Failed hard drive”
- In the Description prompt you have an unlimited number of characters to describe the problem you are experiencing for your customer service engineer. For faster service, provide a contact name and telephone number in the description field.
- Hit Submit. Once your case is submitted, it is directly routed to the NASA Call Center. You will receive a telephone call from a customer service engineer within 15 minutes

If you have a problem logging into NASACConnect™, please call (800) 724-9692 for assistance.



National Association of
System Administrators

<http://www.nasasupport.com>
Phone: (800) 724-9692
Fax: (815) 455-5296

3305 South IL Rte. 31, Crystal Lake, IL 60012