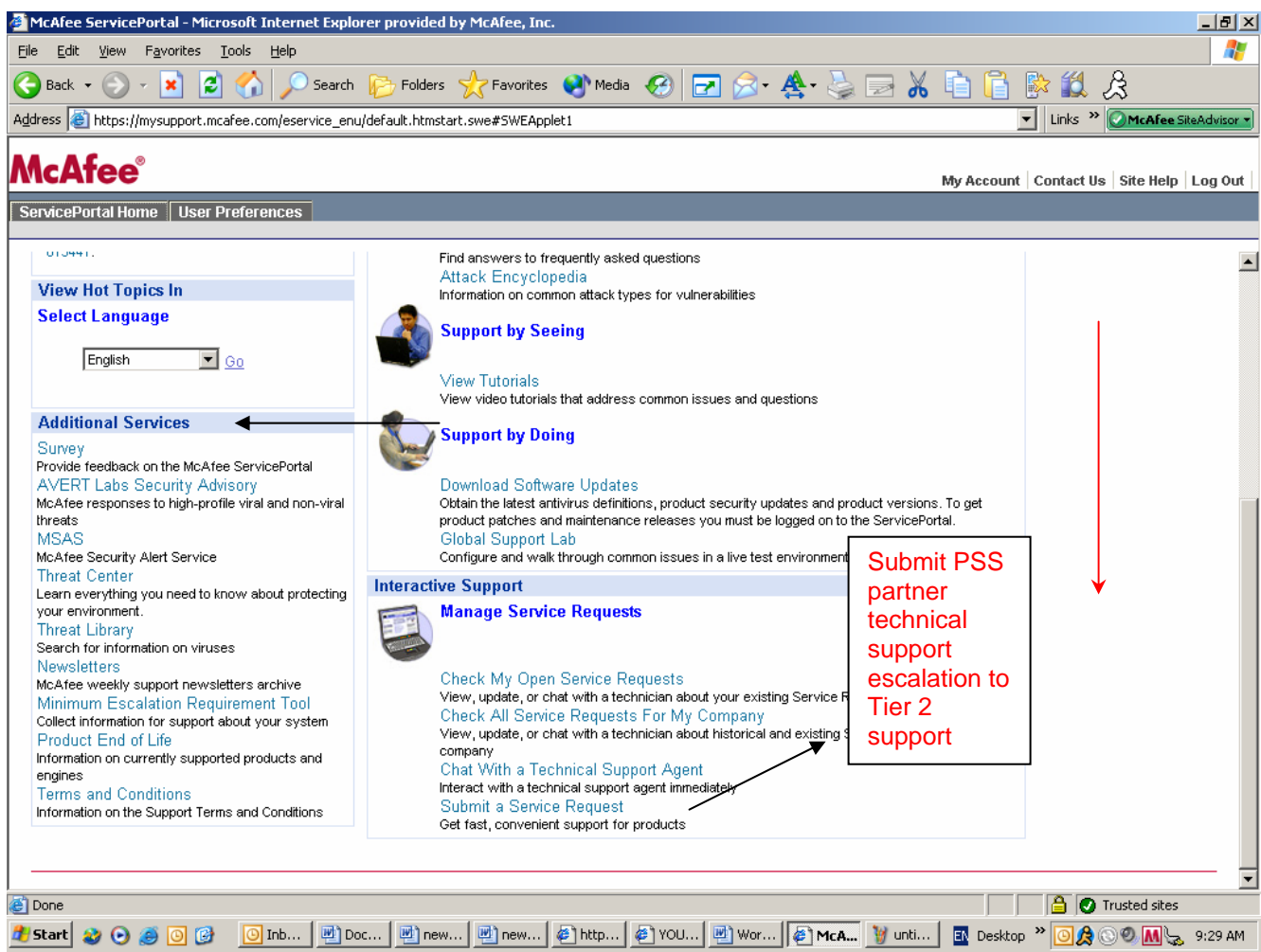






## 2. The home page of the Service Portal:

- Here you can change your profile and password
- Access additional services – Please refer to the **Easy Reference Guide for PSS Partners** (which can be found at [www.mcafeepartner.com.au/pss](http://www.mcafeepartner.com.au/pss) under the toolkits)





### 3. Submitting your technical support escalation:

- This is the last step in submitting your request
- Please be sure to follow the mandatory steps as per the – **PSS Escalation Guide**
- Mandatory fields must be filled in for a service request to be created and passed to McAfee tier 2 technical support
- As a default for point product select **TOP-SMB-AV**
- Service pack is the **.dat version**
- Please refer to the help about by clicking on the McAfee icon on the system tray for all the required product information

McAfee ServicePortal - Microsoft Internet Explorer provided by McAfee, Inc.

File Edit View Favorites Tools Help

Address [https://mysupport.mcafee.com/eservice\\_enu/default.htmstart.swe#5WEApplet1](https://mysupport.mcafee.com/eservice_enu/default.htmstart.swe#5WEApplet1) Links McAfee SiteAdvisor

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ServicePortal Home User Preferences

Cancel Continue

**If your business is severely impacted and you need immediate assistance, please call technical support directly. If not please select a severity 3, 4 or 5 to continue entering your case.**

**General Information**

Account Name: \_\_\_\_\_  
 Account Number: \_\_\_\_\_  
 Contact Name: Rajat Sharma  
 Contact Email: rsharma@mcafee.com  
 Alternate Email: \_\_\_\_\_  
 Grant Number: \_\_\_\_\_  
 Partner: \_\_\_\_\_  
 Created Date: 9/14/2007

**Product Information**

Point Product Description: \_\_\_\_\_  
 \*Point Product: \_\_\_\_\_  
 Serial Number: \_\_\_\_\_  
 \*Product Service Pack: \_\_\_\_\_  
 \*Product Version: \_\_\_\_\_  
 \*Product Language: \_\_\_\_\_  
 \*Scan Engine: \_\_\_\_\_  
 \*Operating System: \_\_\_\_\_  
 \*OS Language: \_\_\_\_\_  
 \*OS Service Pack: \_\_\_\_\_  
 \*Nodes Affected: \_\_\_\_\_  
 \*Signature Set: \_\_\_\_\_  
 Virus: \_\_\_\_\_

**Reported Issue**

\*Severity: 3-Bus. Impeded but fun  
 \*Area: \_\_\_\_\_  
 \*Subarea: \_\_\_\_\_  
 \*Brief Description (100 max. characters): \_\_\_\_\_  
 \*Description: \_\_\_\_\_

Fields marked with an asterisk \* are required. You will be able to click on 'Continue' after the required fields are filled.

Done Trusted sites

Start Inb... Doc... new... new... http... YOU... Wor... McA... unti... Desktop 9:36 AM

Once completed submit the request by clicking on continue.



You have now successfully submitted your technical support escalation to McAfee.

Notice that a Service Request number has automatically been generated which will allow you to track the progress and refer too.

Portal request are allocated to a tire 2 level support technician every 4 hours.

The allocated technician will then contact you directly to help resolve the issue.

**McAfee ServicePortal - Microsoft Internet Explorer provided by McAfee, Inc.**

Address: [https://mysupport.mcafee.com/eservice\\_enu/default.htm?start.swe#5WEApplet1](https://mysupport.mcafee.com/eservice_enu/default.htm?start.swe#5WEApplet1)

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ServicePortal Home User Preferences

### Service Request

Submit Cancel Self Resolved 1 of 1+

General Information		Product Information	
<b>SR #:</b>	1-303743251	<b>Point Product Description:</b>	Total Protection for Small Business - Antivirus/Antispy
<b>Account Name:</b>		<b>Point Product:</b>	TOP-SMB-AV
<b>Account Number:</b>		<b>Operating System:</b>	Other
<b>Contact Name:</b>	Rajat Sharma	<b>OS Language:</b>	English
<b>Contact Email:</b>	rsharma@mcafee.com	<b>OS Service Pack:</b>	2
<b>Alternate Email:</b>		<b>Nodes Affected:</b>	10
<b>Grant Number:</b>	11111-NAI	<b>Signature Set:</b>	00
<b>Created Date:</b>	9/14/2007 12:35:44 AM	<b>Product Version:</b>	4.5
<b>Group:</b>		<b>Product Language:</b>	English
<b>Partner:</b>	Leading Edge Information	<b>Scan Engine:</b>	5.2.00
<b>Version:</b>		<b>Virus:</b>	

### Reported Issue

<b>Severity:</b>	3-Bus. Impeded but functioning	<b>Brief Description (100 max. characters):</b>	PSS Escalation - "Name of Partner" - "Issue"
<b>Area:</b>	Agent	<b>Description:</b>	Product and Version : Problem Description: Troubleshooting steps before the escalation : KB Search : Current Status of the issue :
<b>Sub-Area:</b>	Task		

If you have any questions or require further assistance please contact Raj. Sharma on +612 9761 4297.