

How to Register for a Powerlink Account

Step-by-Step Guide to the Complete Registration Process for Customers

1. Go to the Powerlink login page at <http://powerlink.emc.com>

The screenshot shows the EMC Powerlink website's New Member Registration page. The page has a blue header with the EMC logo and 'Powerlink' text. Below the header, there's a 'Login' link and a 'New Member Registration' link, which is circled in red. To the left of the registration form, there's a login section with fields for 'User ID' and 'Password', a 'Save my User ID' checkbox, and a 'Forgot Your User Name or Password?' link. The registration form itself has a 'Country' dropdown menu, a 'Language' dropdown menu, and a 'REGISTER' button. Four numbered instructions in blue boxes with arrows point to these elements: 1. Go to the box labeled "New Member Registration" (points to the red circle), 2. Select your country (points to the Country dropdown), 3. Select your language (points to the Language dropdown), and 4. Click Register (points to the REGISTER button). The footer of the page reads '© Copyright 2006 EMC Corporation All rights reserved.'

1. Go to the box labeled "New Member Registration"

2. Select your country

3. Select your language

4. Click Register

How to Register for a Powerlink Account

Step-by-Step Guide to the Complete Registration Process for Customers

2. Enter user information

EMC²
where information lives[®]

Powerlink

Registration

☒ **Registration**

Welcome to Powerlink.

You will be directed through a set of screens to complete the registration.

Please enter all the information requested.

User Information

Please enter the information requested below: * Indicates required field

User Identity *

Customer

☐ Customer - Direct

☐ Customer - Indirect

☐ Other

Partner

☐ Partner - Developer

☐ Partner - Professional Services

☐ Partner - Customer Service

☐ Partner - Sales

Supplier

☐ Supplier - General

Title/Salutation:

First Name: *

Middle Name:

Last Name: *

Business E-mail: *

If you do not have a **business e-mail address**, you may substitute a **personal e-mail address**. However, if you use a personal e-mail, you will receive an account that has limited access to Powerlink resources.

Please enter the code shown below (case sensitive): *

This helps Powerlink prevent unauthorized automated registrations.

4. Click "Next"

1. Are you a Customer?
If you are a Customer that purchases directly from EMC, select Customer – Direct.
If you are a Customer that purchases from an EMC reseller or distributor, select Customer – Indirect

2. Who are you? Enter your name and business e-mail address. If you do not have a business e-mail address, you may substitute a personal e-mail address. However, if you use a personal e-mail, you will receive an account that has limited access to Powerlink resources.

3. Enter the numbers and letters you see in the blue area.

How to Register for a Powerlink Account

Step-by-Step Guide to the Complete Registration Process for Customers

3. Enter your company information

To ensure the accuracy of the company search, it is important to spell the name of your company correctly, for example, “**EMC Corporation**.” For a faster search, it is recommended to choose your country (i.e. **United States**). If your company has several sites in the same area, you may want to add the city (i.e. **Milford**) to the search criteria. Some EMC Partners prefer to use the corporate headquarters as the primary address and location for their relationship with EMC. If you cannot find your local office, it is best to use your corporate headquarters location.

The screenshot shows the 'Registration' section of the EMC2 Powerlink website. On the left, a sidebar contains a 'Registration' link and a description: 'Search for your company. If it is not found, create and register a new Company Profile.' The main content area is titled 'Company Search & Select' and includes a red instruction: 'Please search by exact company name or use a wild card (i.e., EMC Corporation or EMC%)'. Below this are input fields for 'Company Name *', 'City', 'Country' (a dropdown menu), and 'State/Province' (a dropdown menu). At the bottom of the form are 'Search' and 'Cancel' buttons. Three numbered callout boxes with arrows point to specific elements: Box 1 points to the 'Company Name' field; Box 2 points to the 'Country' dropdown; Box 3 points to the 'Search' button.

1. Enter your exact company name or use % for a wild card (i.e., 'EMC Corporation' and 'EMC%' will both return all matching EMC Corporation results)

2 Select your country and/or city. (Country may return too large a set of results)

3. Click “Search”

If your company with the correct address is returned in the Search Results, go to **Step 4** (next page)

If your company with the correct address is NOT returned in the Search Results go to **Step 5** (page 7)

How to Register for a Powerlink Account

Step-by-Step Guide to the Complete Registration Process for Customers

4. YES, my company is already in the EMC system with the correct address

EMC² Powerlink where information lives[®]**Registration**

☒ **Registration**
Search for your company. If it is not found, create and register a new Company Profile.

Company Search & Select
Please search by exact company name or use a wild card (i.e., EMC Corporation or EMC%)
Company Name * Country
City State/Province

Company Search Results
A maximum of 100 records can be returned.

Select	Company Name	Address
☐	Company Not Found: - Create New	
☒	EMC	12 DUNHAM RD ASSONET MA 02702 US

1. If your company is listed in the Search Results with the correct address, select the company from the list

2. Click "Select"

How to Register for a Powerlink Account

Step-by-Step Guide to the Complete Registration Process for Customers

EMC² **Powerlink** **Registration**
where information lives[®]

☒ **Registration**
Enter your preferred address.

» Preferred Address Information
Please enter the information requested below:
(English)
Title/Salutation:
First Name:
Middle Name:
Last Name:
Company Name: EMC
Address 1: 12 DUNHAM RD
Address 2:
Address 3:
City: ASSONET
Country: United States
State/Province: MASSACHUSETTS
Zip/Postal Code: 02702
Next

3. On the Preferred Address Information page, confirm your company's location information. If using your corporate headquarters, confirm the address is correct
4. Click "Next"

How to Register for a Powerlink Account

Step-by-Step Guide to the Complete Registration Process for Customers

EMC²
where information lives

Powerlink

Registration

☒ Registration
Please provide the remaining information.

Additional Information

Please enter the information requested below: * Indicates required field

PERSONAL CONTACT INFORMATION

Alternative E-mail (Used for subscriptions only):

Business Phone Number: *

Mobile Number:

Fax Number:

EMC CONTACT INFORMATION

EMC Contact Name:

EMC Contact E-mail:

EMC Contract Number:

EMC Site ID:

If relationship with EMC is indirect, what company did you purchase from?

Company Name:

Partner Contact Name:

Partner Contact E-mail:

WEBSUPPORT ACCESS

Submit, track, and resolve your hardware, software, or performance issues quickly and easily with EMC WebSupport. WebSupport puts you in control, enabling you to manage the whole service request process online from creation to resolution.

EMC WebSupport brings you a faster, easier way to work. And it's just one of many powerful EMC eServices online services that help you get the most out of your EMC storage investment. You can also choose from the portfolio of tools under eServices Support Tools. Included in that portfolio is EMC's new Discussion Forum, an interactive message board, for sharing knowledge with other EMC users from around the globe.

* Please select one

☐ Yes, I'd like to request WebSupport Access.

☐ No, I do not wish to request WebSupport Access at this time.

Submit

5. Complete your personal information: business e-mail, phone, mobile numbers

6. Who is your contact at EMC? Enter his/her name, number, and email address

7. Do you purchase through a distributor? Tell EMC who you purchase through, your contact at the distributor, and his/her email address

8. Select Yes, I'd like to request WebSupport Access

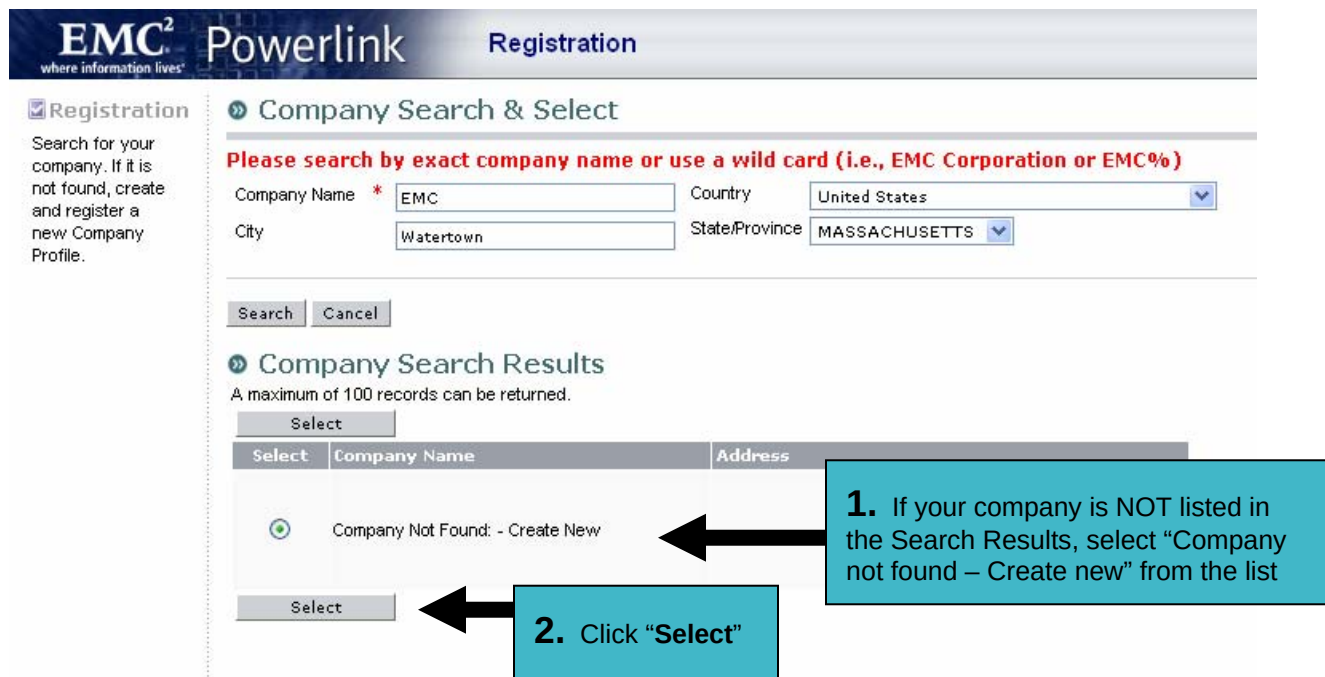
9. Click "Submit" to finalize your Powerlink registration

Skip to Step 6

How to Register for a Powerlink Account

Step-by-Step Guide to the Complete Registration Process for Customers

5. NO, my company is not in the EMC system



EMC² Powerlink Registration

Registration

Search for your company. If it is not found, create and register a new Company Profile.

Company Search & Select

Please search by exact company name or use a wild card (i.e., EMC Corporation or EMC%)

Company Name * Country

City State/Province

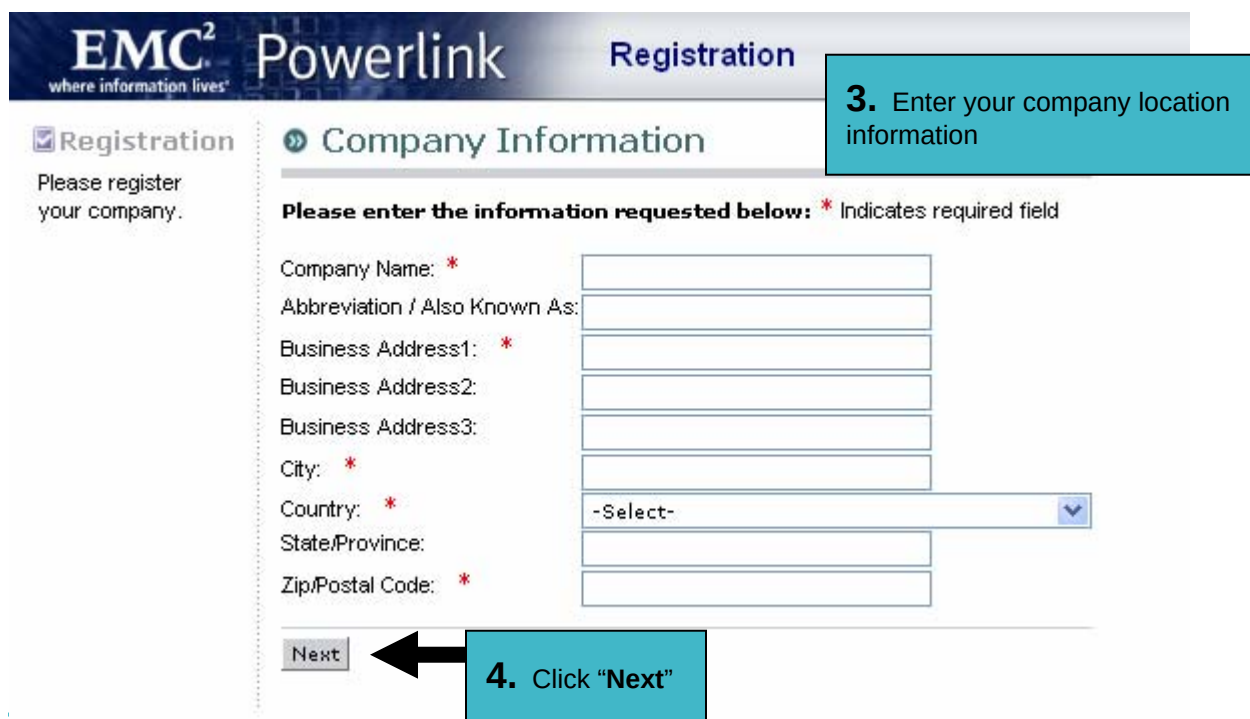
Company Search Results

A maximum of 100 records can be returned.

Select	Company Name	Address
☒	Company Not Found: - Create New	

1. If your company is NOT listed in the Search Results, select "Company not found - Create new" from the list

2. Click "Select"



EMC² Powerlink Registration

Registration

Please register your company.

Company Information

Please enter the information requested below: * Indicates required field

Company Name: *

Abbreviation / Also Known As:

Business Address1: *

Business Address2:

Business Address3:

City: *

Country: *

State/Province:

Zip/Postal Code: *

3. Enter your company location information

4. Click "Next"

How to Register for a Powerlink Account

Step-by-Step Guide to the Complete Registration Process for Customers

EMC²
where information lives[®]

Powerlink

Registration

Registration

Please provide the remaining information.

Additional Information

Please enter the information requested below: * Indicates required field

PERSONAL CONTACT INFORMATION

Alternative E-mail (Used for subscriptions only):

Business Phone Number: *

Mobile Number:

Fax Number:

EMC CONTACT INFORMATION

EMC Contact Name:

EMC Contact E-mail:

EMC Contract Number:

EMC Site ID:

If relationship with EMC is indirect, what company did you purchase from?

Company Name:

Partner Contact Name:

Partner Contact E-mail:

WEBSUPPORT ACCESS

Submit, track, and resolve your hardware, software, or performance issues quickly and easily with EMC WebSupport system. WebSupport puts you in control, enabling you to manage the whole service request process online from creation to resolution.

EMC WebSupport brings you a faster, easier way to work. And it's just one of many powerful EMC eServices online services available to you. You can also choose from the portfolio of tools under eServices Support Tools. Included in that portfolio is EMC's new Discussion Forum, an interactive message board, for sharing knowledge with other EMC users from around the globe.

* Please select one

☐ Yes, I'd like to request WebSupport Access.

☐ No, I do not wish to request WebSupport Access at this time.

Submit

5. Complete your personal information: business e-mail, phone, mobile numbers

6. Who is your contact at EMC? Enter his/her name, number, and email address

7. Do you purchase through a distributor? Tell EMC who you purchase through, your contact at the distributor, and his/her email address

8. Select Yes, I'd like to request WebSupport Access

9. Click "Submit" to finalize your Powerlink registration

Continue to Step 6

How to Register for a Powerlink Account

Step-by-Step Guide to the Complete Registration Process for Customers

6. You will receive a confirmation e-mail from EMC Powerlink with instructions to set-up your password

After submitting your registration to Powerlink, you will immediately receive an e-mail that requests you choose a new password for your EMC Powerlink account. Access the Powerlink password set-up process by clicking the link in the e-mail. If the link does not work, copy and paste the link into your browser.

Questions or Issues?

If you have any questions or comments, please contact your EMC Account Manager, or call Customer Support at:

US: 1-800-782-4362

Canada: 1-800-543-4782

Other: ++1-508-497-7901