MyCrystal - System Help

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Overview

MyCrystal is Crystal Group's external facing customer portal available to select customers.

MyCrystal currently provides the following features to registered users:

- Basic warranty lookup information.
- Access to customer RMA information, including the ability to request support calls and submit or complete repair requests.
- Crystal Support Contact Information.
- Standard User Profile functionality.

Below are the basic features of this system.

Signup and Registration

Customers can create a MyCrystal account by first contacting Crystal Technical Services at 800-378-1636 option 4 or +1 319.378.1636 option 4.

Technical services will email you an invitation, with which you can complete registration and login to the system.

Once you are registered, you can login with your email address and password at https://my.crystalrugged.com.

Site Navigation

The main navigation of the site can change based on the section.

Click on 'My RMAs' to access the RMAs section. From there you can view your current RMAs, start a new RMA, or check warranty status.

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Account Management

Users can manage basic account information in the manage account section, including your name, email, password, phone number, and two-factor security settings.

Saved addresses may also be managed in this section. Saved addresses can be used in RMA submissions.

MANAGE ACCOUNT	
Change your account setting Name: Email: Password: Two-Factor Authentication: Phone Number: Manage Addresses	John Doe [Change] [Change] Enabled [Change] [Remove]

Warranty Lookup

To check if a unit is under warranty, navigate to warranty lookup and enter the serial number on the unit.

WARRANTY LOOKUP	
Please enter a serial number:	
Warranty Status: In Warranty	

My Cases / RMAs

Your current cases can be accessed from the My RMAs home page.

MyCrystal RMAs Create &	ly RMAs Warranty Confact	Log of
MY CASES		
RMA Search		
Clair thirs Filtering Filter search results by status Capen	My RMA's Search your RMA's by RMA number, PO or Senail number, Plett 80, or by any lest you can nee Description Index Senator Senator Senators	New Case member from the Summary or Problem Search:
Filter search results by date range	RMA Type Status Opened Status Opened Summary PENDING RMA Open Feb 14, 2022	Actions Open Case View Line Details
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Here you can access various functions:

Action	Description			
Open Case	Open Case allows you review, update, or complete a case depending on its status.			
	RMA Open Back			
	Summary Customer Summar			
	Case Info Company Name Dots Opened Uigney Uigney Uigney Uigney Uigney Uigney Lines Lines			
	Serial Part D Ory Problem Cressrption			
View Line Details	View Line Details shows a quick snapshot of the case line items. To view more details on the case, click 'Open Case'.			
Search:	You can search and filter your RMAs from the My RMAs home page as well. Filters: You can broaden or narrow your RMAs by changing the filters to view open and/or closed RMAs, or by filtering by the RMA's open date by specifying a date range. Search: You can also search your filtered RMA's by RMA number, PO or Serial number, Part ID, or by any text from the Summary or Problem Description fields.			

Reviewing or Updating Existing Case

Open an existing case by clicking the 'Open Case' button as described above.

There are various scenarios where existing cases can or need to be updated:

Scenario	Notes
Crystal Technical Services creates a case requiring customer entry.	 Crystal Technical Services may need customers to enter information for an RMA. In these scenarios, you will receive an email notification informing you of a new case that requires customer entry of some additional information. Follow the link in the email, or login and open the case in question. Complete the case entry form and submit.
Files need to be attached to a case.	Files needed for a case are added after the case is initially submitted. To add files, click the 'Add File' button and browse for a file. Image: Comparison of the
Notes / Comments need to be added to a case.	Notes can be added to submitted cases by in the 'RMA Notes' section of the RMA review screen for an RMA. Crystal Technical Services will be notified of notes added to a case. RMA Notes

Creating a New Case

To enter a new case click the 'Create' link in the header, or by clicking the 'New Case' button on the My RMAs home page.



You can either request a call or submit a more detailed RMA to the Crystal Technical Services team:

NEW RMA	
Enter a new Case Please select the type of case you wish to subm Request a Call from Technical Support	it Submit an RMA to our Tech Services team

Answer the questions on the new case form and click submit.

NEW RM	NEW RMA			
Submit a RMA Return Reques	, Repair, or st vices team	Back		
Company Name Division	Injuny south company.			
Summary Please summarize B	e issue(s) you are experiencing 250 characters remaining			
Government Priority Rating	Defense Property Accountability System (DPAS) Pronty Rating (If applicable) Not Applicable			
Will a Purchase Order (PO) be	used/provided to track this RMA? A purchase order can be provided as part of the RMA. Select			
Return Address	Choose Address			
Add a Line Item Contact Tech	Services if you need assistance in locating the Serial Number Part1D Add Senal	Add Part		
Added Line Items Line Items affected				
Certificate of Conformance re	quired?			

Once submitted, the Crystal Technical Services team will be notified of your new RMA.

A member of the Crystal Technical Services team will contact you to provide you with further instructions, and shipping instructions if applicable, as soon as possible.