

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.


MyCrystal Home

MyCrystalRugged Crystal Rugged My RMAs Contact Log off

MY CRYSTAL HOME

Welcome to My CrystalRugged
Please sign in and use the site menu to choose your application.

MyCrystal RMAs Home

MyCrystal RMAs Create My RMAs Warranty Contact Log off

MY CASES

RMA Search

Filtering Clear filters

Filter search results by status

Open
 Closed

Filter search results by date range

Start Date

End Date

My RMA's

[New Case](#)

Search your RMA's by RMA number, PO or Serial number, Part ID, or by any text you can remember from the Summary or Problem Description fields

Search:

Show **10** entries

RMA	Type	Status	Opened	Summary	Actions
PENDING	RMA	Open	Feb 14, 2022	XXXXXXXXXXXX	Open Case View Details
XXXXXX	RMA	Open	Jan 11, 2022	Customer wants ruggedized tablet that supports	Open Case View Details

Showing 1 to 2 of 2 entries (filtered from 17 total entries)

Previous Next

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 settings

Name: John Doe [Change]
Email: [Redacted] [Change]
Password: [Redacted] [Change]
Two-Factor Authentication: Enabled
Phone Number: [Redacted] [Change] | [Remove]

[Manage Addresses](#)

Warranty Lookup

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

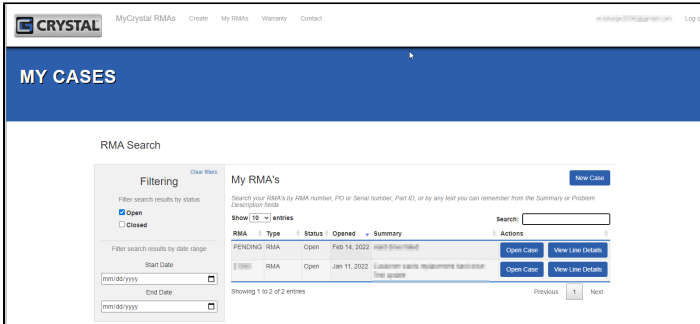
WARRANTY LOOKUP

Please enter a serial number:

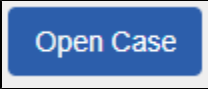
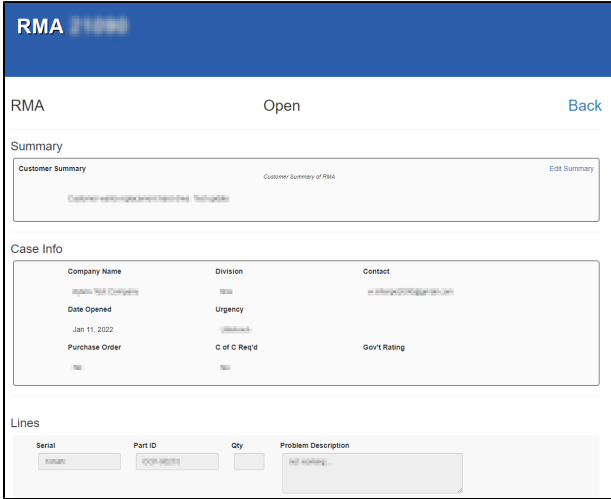
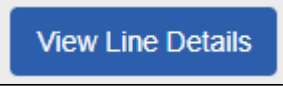
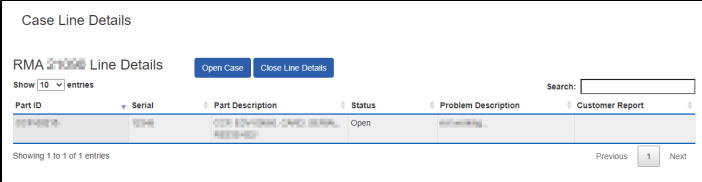
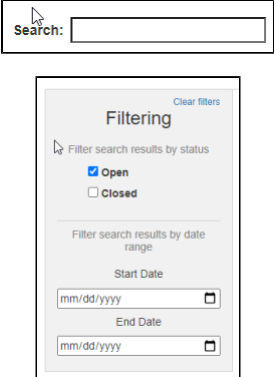
Warranty Status:
In Warranty

My Cases / RMAs

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



Here you can access various functions:

Action	Description
	<p>Open Case allows you review, update, or complete a case depending on its status.</p> 
	<p>View Line Details shows a quick snapshot of the case line items.</p> <p>To view more details on the case, click 'Open Case'.</p> 
	<p>You can search and filter your RMAs from the My RMAs home page as well.</p> <p>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.</p> <p>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.</p>

Reviewing or Updating Existing Case

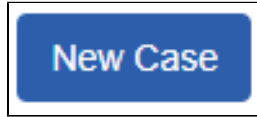
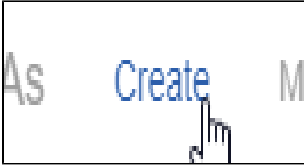
Open an existing case by clicking the 'Open Case' button as described above.

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

Scenario	Notes										
<p>Crystal Technical Services creates a case requiring customer entry.</p>	<p>Crystal Technical Services may need customers to enter information for an RMA.</p> <p>In these scenarios, you will receive an email notification informing you of a new case that requires customer entry of some additional information.</p> <p>Follow the link in the email, or login and open the case in question.</p> <p>Complete the case entry form and submit.</p>										
<p>Files need to be attached to a case.</p>	<p>Files needed for a case are added after the case is initially submitted.</p> <p>To add files, click the 'Add File' button and browse for a file.</p> <div data-bbox="451 655 1073 957" style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p style="text-align: center; font-size: 1.2em; margin: 0;">RMA Files</p> <div style="text-align: center; margin: 10px 0;"> Add a file </div> <p style="text-align: center; margin: 0;">There are no files attached to this RMA</p> </div> <p>After selecting a file then click the 'Attach File' button that will appear:</p> <div data-bbox="451 1031 1060 1297" style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p style="text-align: center; font-size: 1.2em; margin: 0;">RMA Files</p> <div style="text-align: center; margin: 10px 0;"> TestDocument.txt Attach File Cancel </div> <p style="text-align: center; margin: 0;">There are no files attached to this RMA</p> </div> <div data-bbox="451 1325 1484 1436" style="border: 1px solid #ffc000; padding: 10px; margin: 10px 0;"> <p> The 'RMA Files' section is accessible on the RMA review screen which is accessible immediately after submitting a new case, or by clicking the 'Open Case' button on the case in question from the 'My RMAs' home page.</p> </div>										
<p>Notes / Comments need to be added to a case.</p>	<p>Notes can be added to submitted cases by in the 'RMA Notes' section of the RMA review screen for an RMA.</p> <p>Crystal Technical Services will be notified of notes added to a case.</p> <div data-bbox="451 1566 1102 1730" style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p>RMA Notes</p> <p>Add note: <input style="width: 100%;" type="text"/></p> <p style="text-align: right;">Save Cancel</p> <table border="1" style="width: 100%; border-collapse: collapse; font-size: 0.8em;"> <thead> <tr> <th>Note Type</th> <th>Part/Serial</th> <th>Note</th> <th>User</th> <th>Date</th> </tr> </thead> <tbody> <tr> <td>Customer Note</td> <td></td> <td></td> <td></td> <td>Mar 8, 2022</td> </tr> </tbody> </table> </div> <div data-bbox="451 1757 1484 1869" style="border: 1px solid #ffc000; padding: 10px; margin: 10px 0;"> <p> The 'RMA Notes' section is accessible on the RMA review screen which is accessible immediately after submitting a new case, or by clicking the 'Open Case' button on the case in question from the 'My RMAs' home page.</p> </div>	Note Type	Part/Serial	Note	User	Date	Customer Note				Mar 8, 2022
Note Type	Part/Serial	Note	User	Date							
Customer Note				Mar 8, 2022							

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 submit

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

NEW RMA

Submit a RMA, Repair, or Return Request [Back](#)

Submit an RMA to our Tech Services team

Company Name

Division

Summary Please summarize the issue(s) you are experiencing

250 characters remaining

Government Priority Rating Defense Property Accountability System (DPAS) Priority Rating (if applicable)

Will a Purchase Order (PO) be used/provided to track this RMA? A purchase order can be provided as part of the RMA.

Return Address [Choose Address](#)

Add a Line Item Contact Tech Services if you need assistance in locating the Serial Number

Serial Part ID

Added Line Items Line items affected

Certificate of Conformance required?

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.