KASPERSKY⅋

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Kaspersky CompanyAccount Guide

Kaspersky CompanyAccount is a customer support service portal for corporate clients of Kaspersky Lab. For more details you can review http://support.kaspersky.com/faq/companyaccount_help

Note: - Ensure that one email (account) is registered with only one Customer's licenses;
Do not add licenses of different customers into single account.

1) How to create your Kaspersky CompanyAccount?

Please follow below steps and register your email id to login into Kaspersky CompanyAccount portal:

Access this URL: https://companyaccount.kaspersky.com

Click on 'Create now'
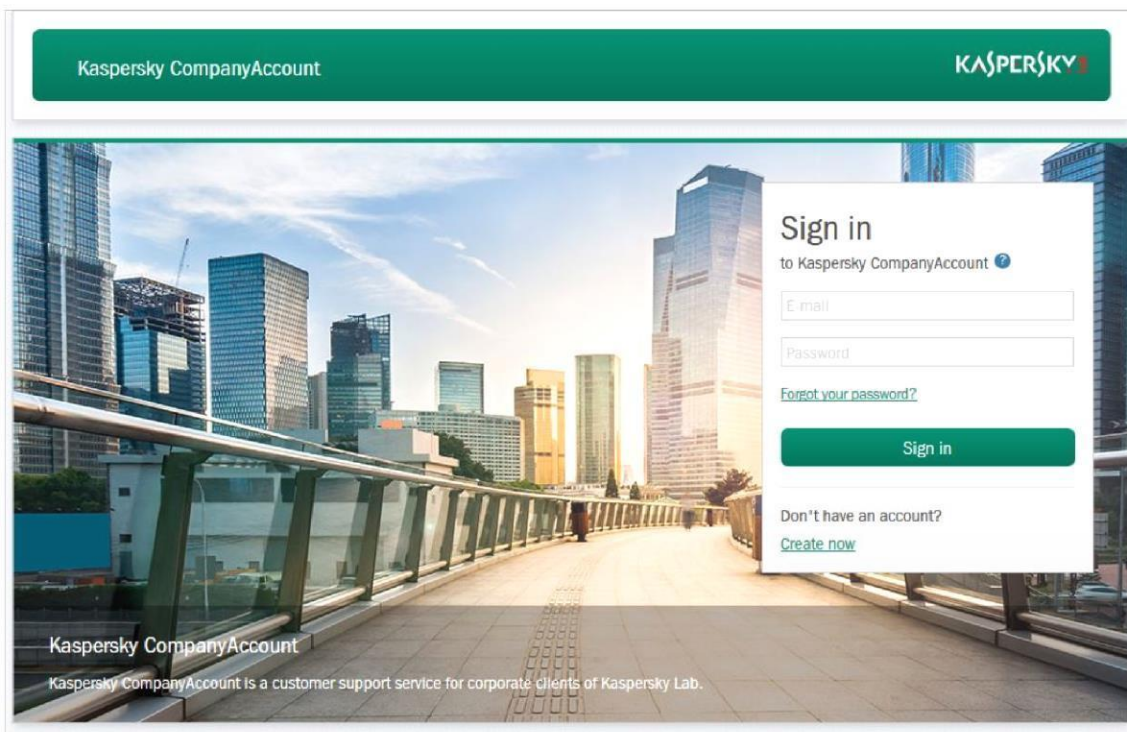
Please fill-up the following form to register. Add required user information e.g. email ID and License key file for complete registration.

After you submit the form you will receive an email on your registered mail id to activate your user account and set a password

<u>E-mail Sample:</u>

Your User account in Kaspersky Lab CompanyAccount has been created successfully. However the license is not found and cannot be added.

Please do the following to continue:
* activate your user account and set a password. Click this link to proceed.
Be advised that the link is available for 7 days since the receipt of this email.

* add another valid license. If you are certain that your license is valid, submit a ""Licensing/Activation"" request. The request should contain the following data:
* purchase date and location;
* buyer (full name or company);
* key file / activation code.

FAQ for CompanyAccount - http://support.kaspersky.com/companyaccount_help .

If you experience any problems with accessing the system, please report them to companyaccount@kaspersky.com . In your email please describe the situation with screenshots and indicate your browser version.
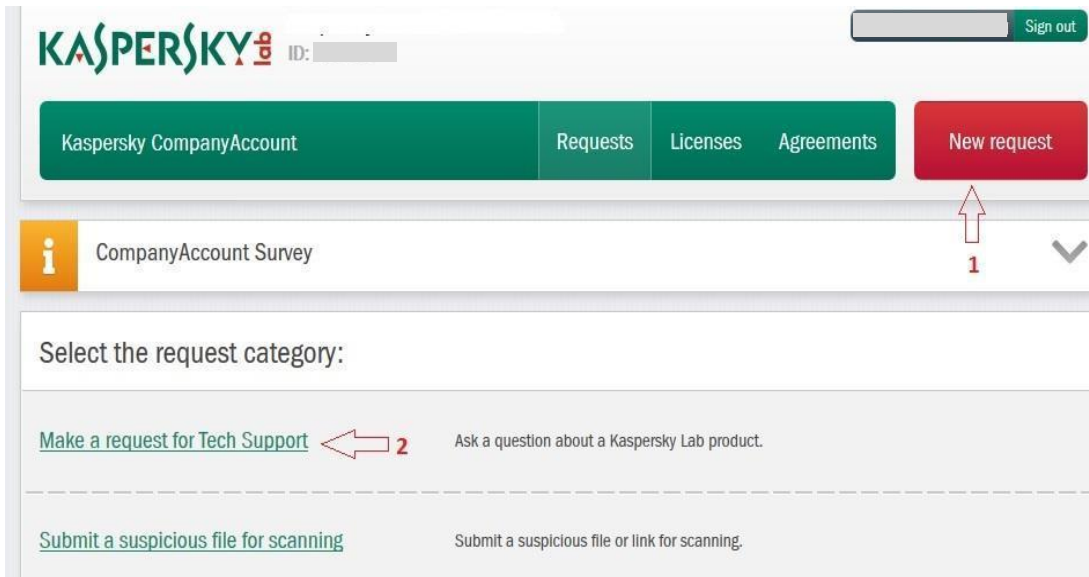
Best regards,
Kaspersky Lab Customer Service.
Support website: http://support.kaspersky.com/corporate

After you login into your CompanyAccount you will see a console panel, below are the panel details:
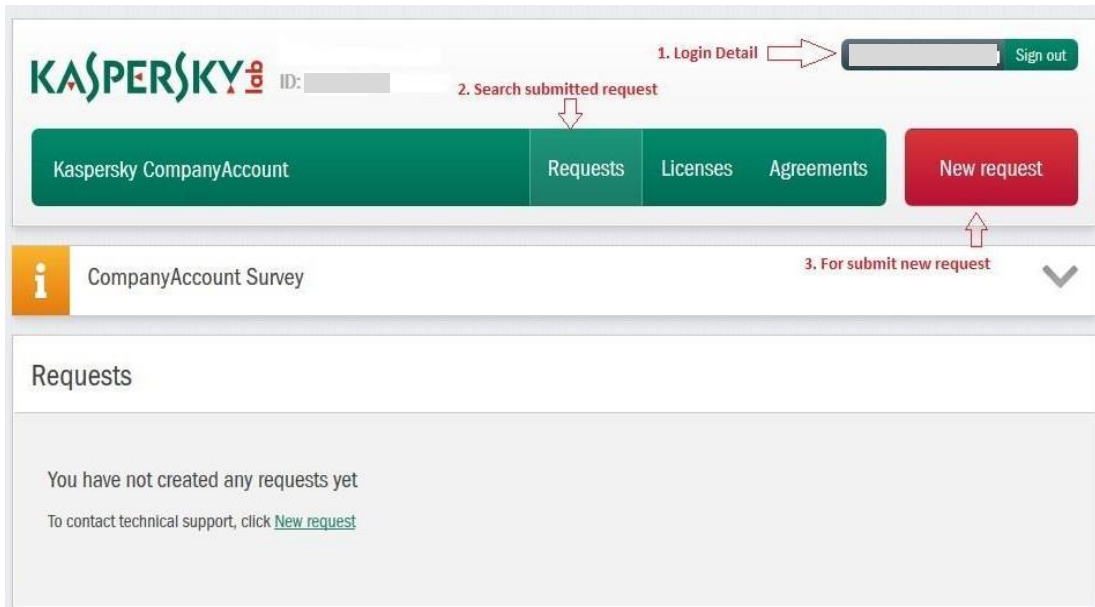
2) How to create new incident (B2B)

Click on 'New request' and select 'Make a request for Tech support'

Fill in the requested information

Click 'Send request' and you will receive the Request ID/ incident no.

You can see all your requests under the 'Requests' tab

After creating an incident you will receive an email notification on your register email id:

![KASPERSKY LAB logo]

3) How to submit suspicious file for analysis

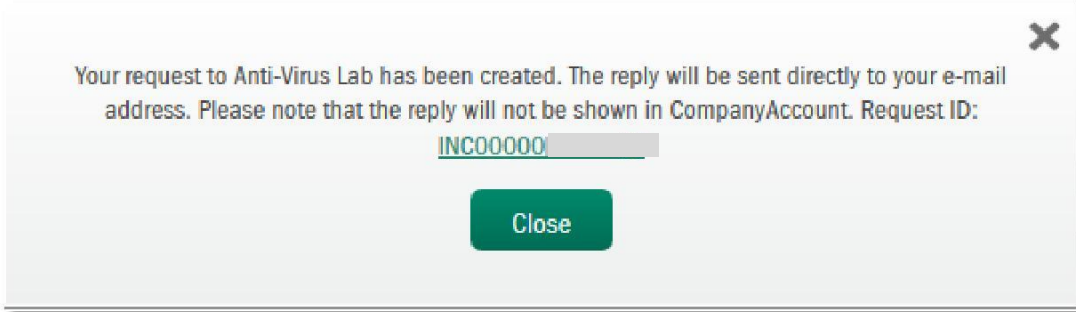Click on 'New request' and select 'Submit a suspicious file for scanning'

Enter the required information:

Once you submit the request you will receive a Request ID/ incident no:
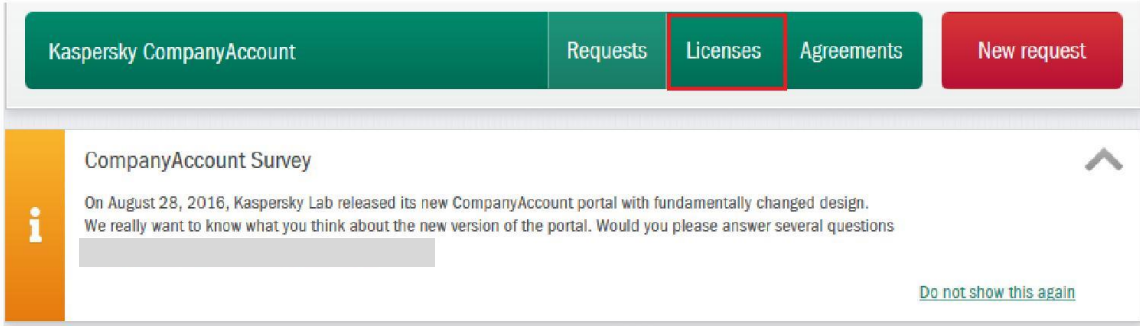

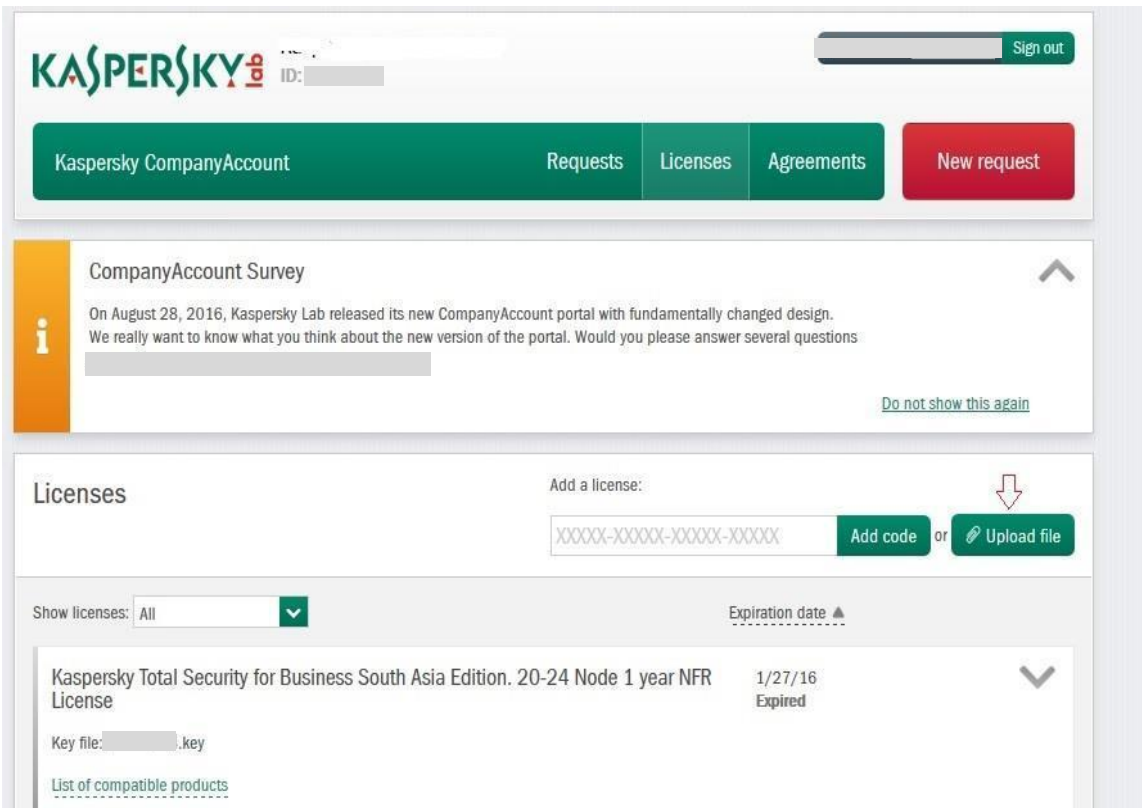Your will also receive an email notification on your register email id:
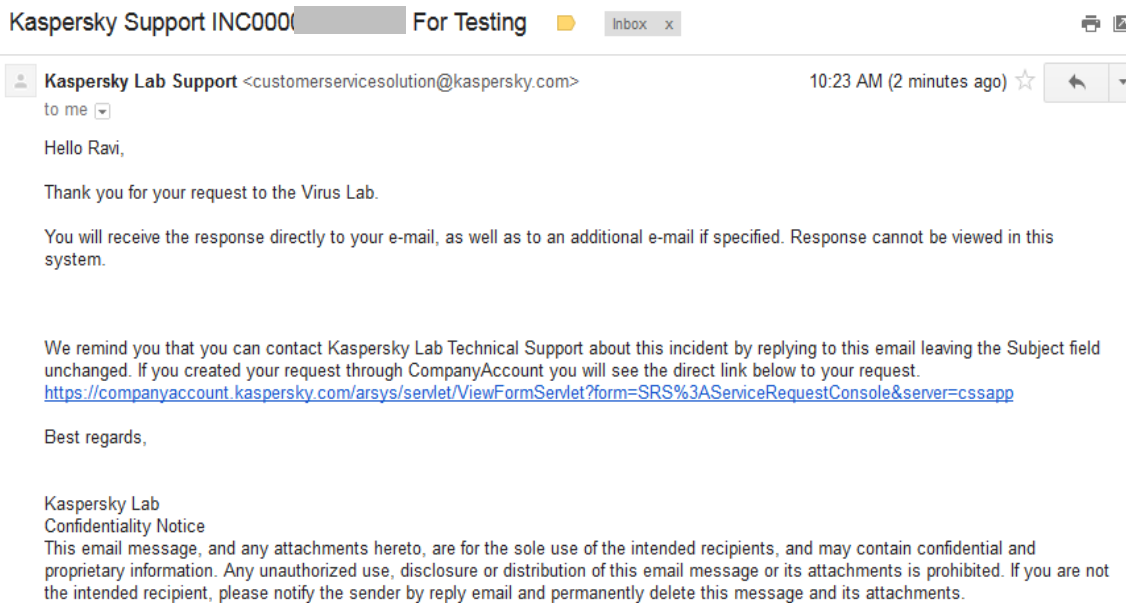
Once your sample gets submitted in virus lab you will be notified by email.

## 4) How to add new license in CompanyAccount

Click on 'Licenses' Tab

Click on 'Upload file' and browse your License Key file to add


Note: At any later stage, whenever you purchase newer licenses for Kaspersky products, you are requested to follow the same procedure to add the newer licenses in your account. While creating incidents, ensure that valid licenses (not expired ones) are reflected in your account.

5) How to check correct region

Click on 'Login detail'
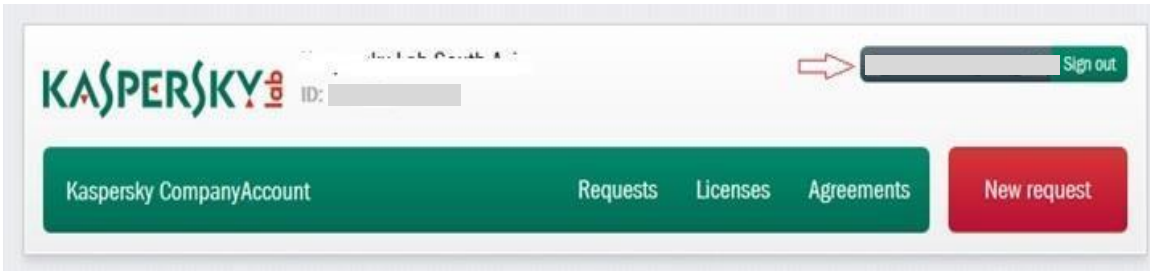
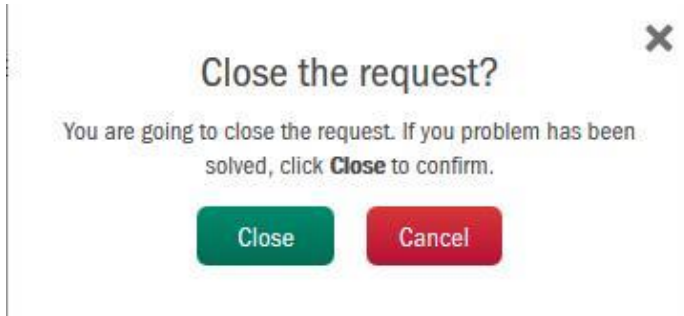Select your country under the 'Country' drop down menu and click 'Save changes'
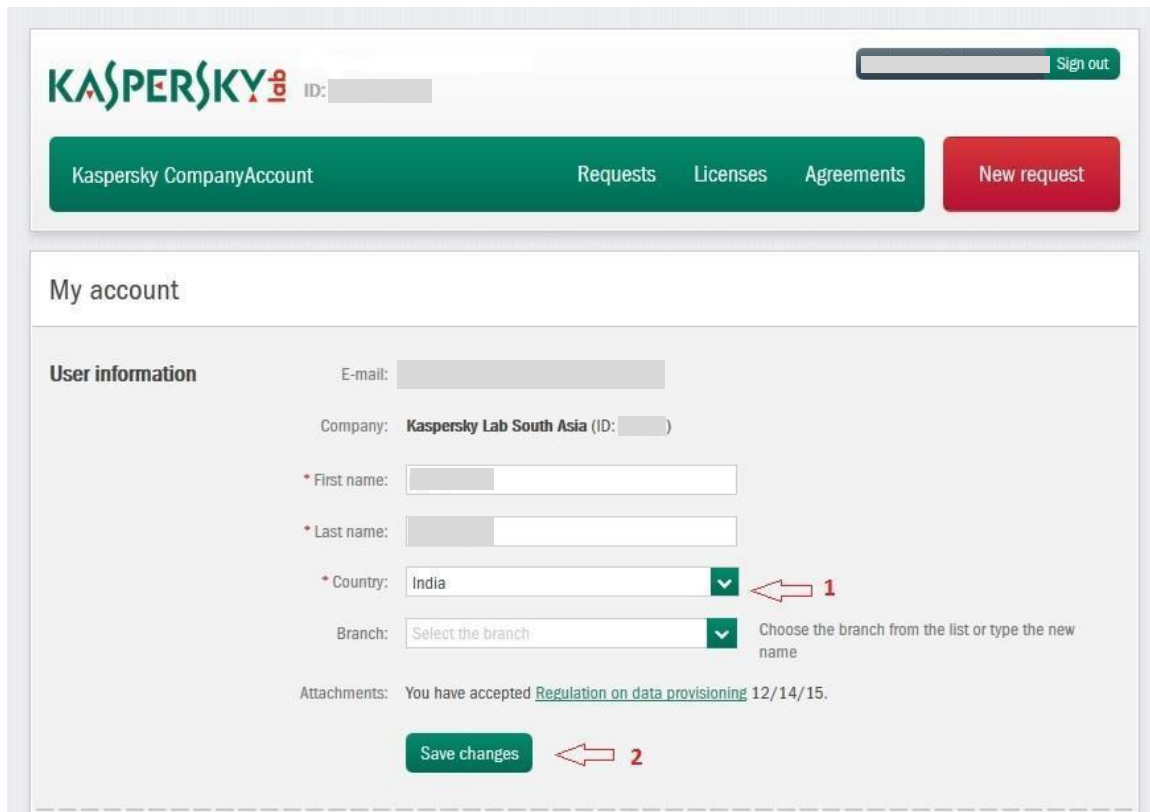
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6) How to close an incident

Select the 'Requests' tab

Select the request which you want to close and click 'Close the request'

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Confirm to close the request
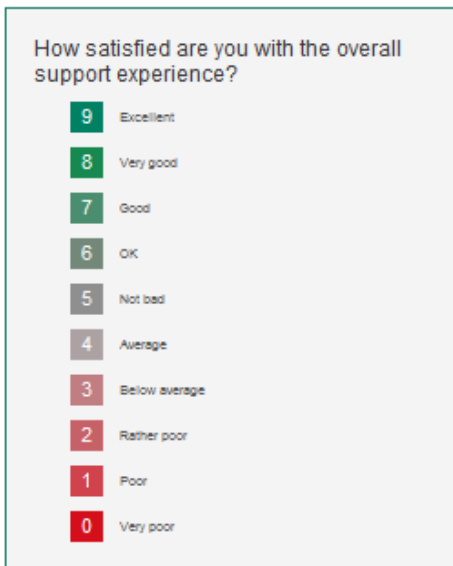

After closing the incident, you will receive two notification mail, as below:

- • First email will be for Status changed Notification Email:
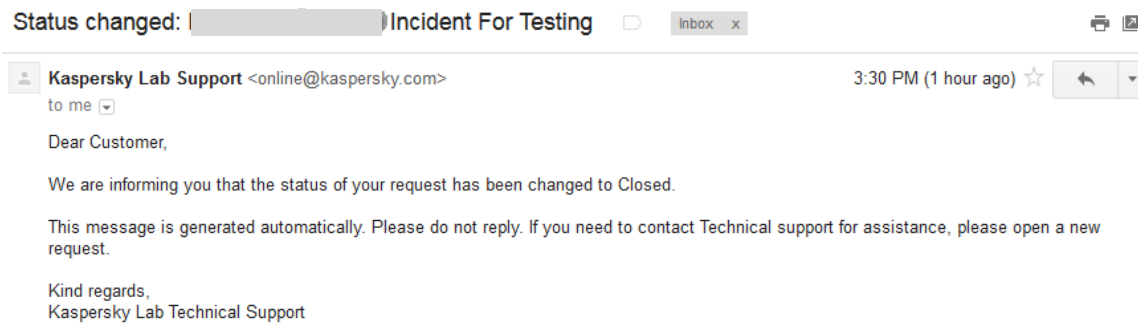
- • Second email will be for Rate the work for Technical Support Rate the overall Support experience:

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Once you click on any of point Customer satisfaction survey page will appear:

We request you to kindly fill the above survey and submit.

Additional Information

Support Website	support.kaspersky.com/
Kaspersky Product Lifecycle	support.kaspersky.com/support/lifecycle
Blog	blog.kaspersky.co.in/
Securelist	https://securelist.com/
Threatpost	https://threatpost.com/