

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

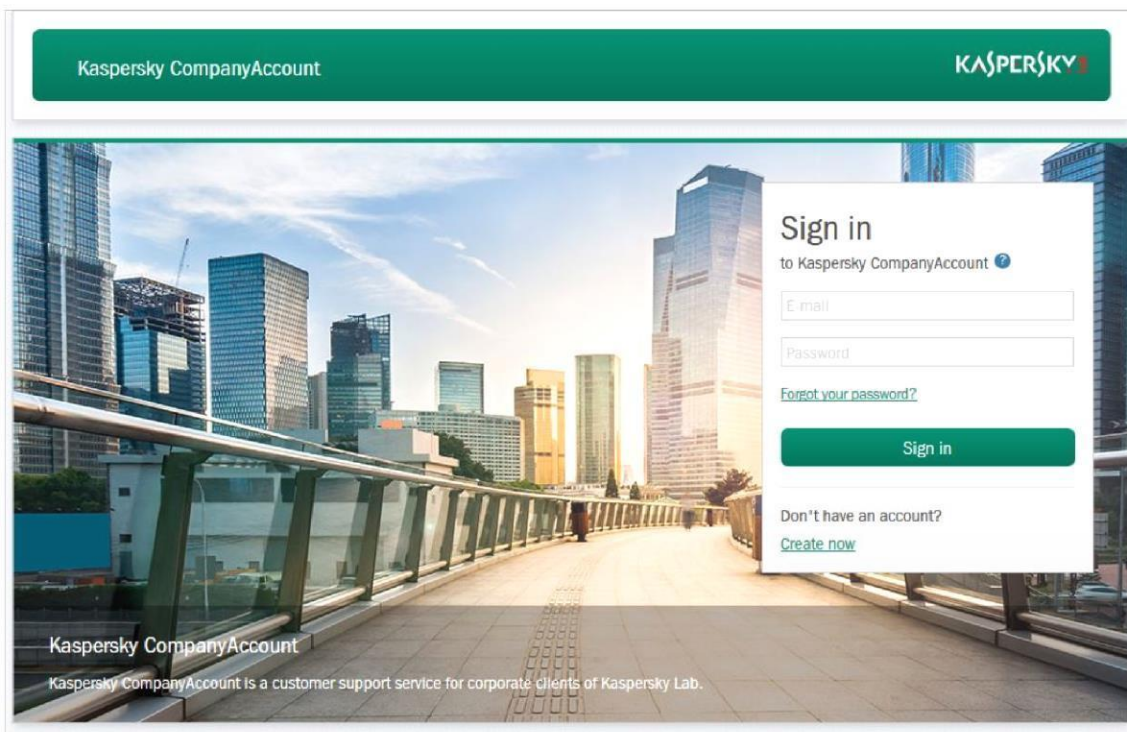
Note: - Ensure that one email (account) is registered with only one Customer's licenses;
Do not add licenses of different customers into single account.

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.

Create an account

Create your Kaspersky CompanyAccount

First name

Last name


Company

E-mail

India

Upload key file: .key [1.59 KB] [Delete](#)

or enter the activation code:

Enter the code from the image:


I accept the terms of [Privacy Statement](#).

I want to receive Kaspersky Lab invitations to annual customer satisfaction surveys.

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

E-mail Sample:

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:

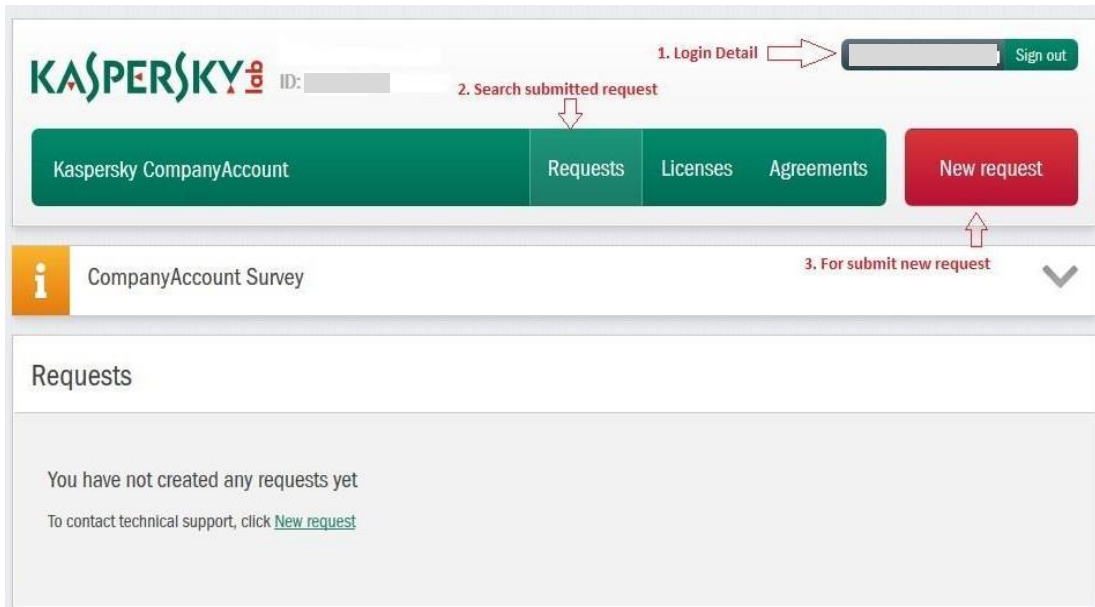
- * activate your user account and set a password. Click [this link](#) to proceed. Be advised that the link is available for 7 days since the receipt of this email.
- * add another valid license. If you are certain that your license is valid, submit a ""Licensing/Activation"" request. The request should 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.

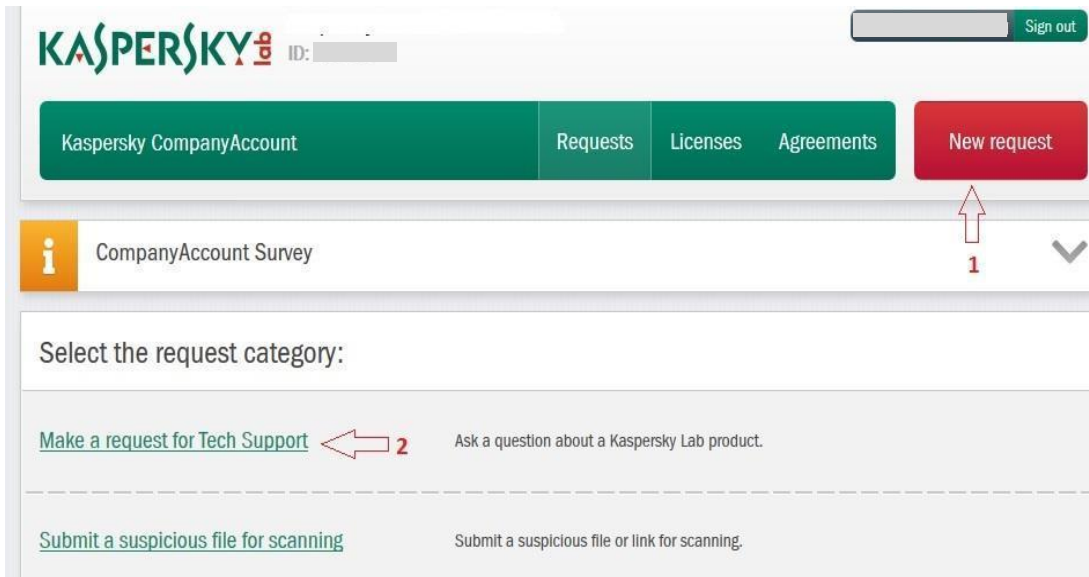
Best regards,
Kaspersky Lab Customer Service.
Support website: <http://support.kaspersky.com/corporate>

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

Request to Technical Support

* Protection scope: For Workstations and Mobile Devices

* Product: Kaspersky Endpoint Security 10 for Windows (Workstation protecti

* Product version: 10.2.5.3201

Operating system version: Microsoft Windows 7 Enterprise/Professional/Ultimate x64

* Request type: Installation

* Request subtype: Installation Error

* Subject: Testing

* Description: Add the issue description

Attached files: Test File for Logs.txt [18.00 B] File uploaded [Delete](#)

+ [Upload file](#) You can upload up to 3 files no more than 4 GB each

[Send request](#) [Cancel](#)

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



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

The screenshot shows the Kaspersky Lab CompanyAccount portal. At the top left is the Kaspersky Lab logo and a user ID field. At the top right is a 'Sign out' button. Below this is a navigation bar with four tabs: 'Kaspersky CompanyAccount', 'Requests' (highlighted with a red box), 'Licenses', and 'Agreements'. To the right of these tabs is a red 'New request' button. Below the navigation bar is a 'CompanyAccount Survey' section with an information icon and a paragraph of text. Below the survey is a 'Requests' section with a dropdown menu for 'Request status' set to 'All'. Below the dropdown is a table with one row of request data, which is highlighted with a red border.

For Testing Please Ignore Make a request for Tech Support	ID: INC00000 Status: In Progress Created: 10/17/16, 11:11 AM Created by:
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After creating an incident you will receive an email notification on your register email id:

New incident registered: INC00000 Incident For Testing Inbox x

Kaspersky Lab Support <customerservicesolution@kaspersky.com> Feb 15 (8 days ago)
to me

Dear Customer,

Thank you for contacting **Kaspersky Lab Technical Support**.
This message has been automatically generated in response to the creation of your **support** request:

Incident For Testing
Incident Created for Internal Testing Pls ignore
Operating System:
Microsoft Windows 7 x64

Your **support** request is assigned the following incident number INC00000
There is no need to reply to this message, a response will be sent once a **support** engineer has analysed your request.

Kind regards,
Kaspersky Lab Technical Support

3) How to submit suspicious file for analysis

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

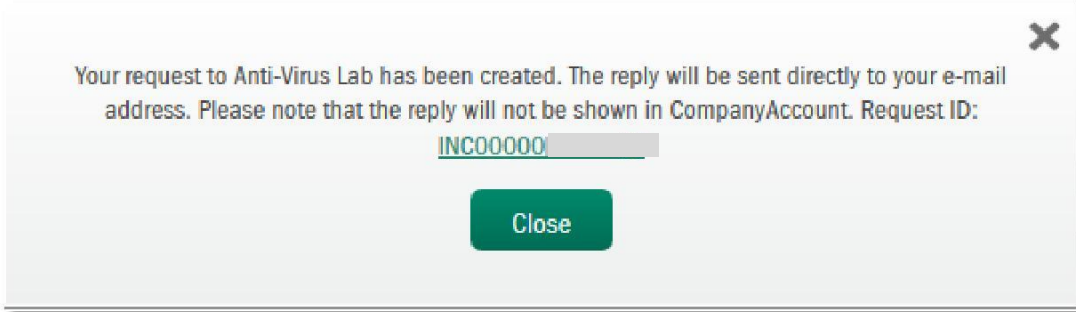
The screenshot shows the top navigation bar of the Kaspersky CompanyAccount portal. It includes tabs for 'Kaspersky CompanyAccount', 'Requests', 'Licenses', 'Agreements', and 'New request'. The 'New request' tab is highlighted in red and has a red arrow pointing to it with the number '1'. Below the navigation bar is a 'CompanyAccount Survey' notification with an information icon and a 'Do not show this again' link. The main content area is titled 'Select the request category:' and lists two options: 'Make a request for Tech Support' (with a description 'Ask a question about a Kaspersky Lab product.') and 'Submit a suspicious file for scanning' (with a description 'Submit a suspicious file or link for scanning.'). A red arrow with the number '2' points to the 'Submit a suspicious file for scanning' option.

Enter the required information:

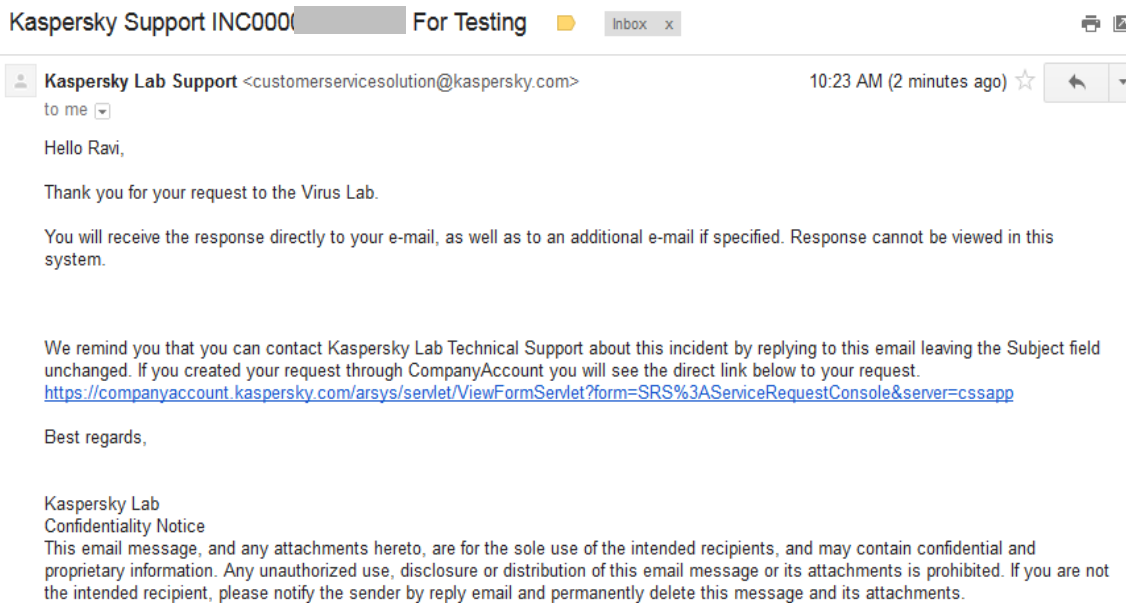
The screenshot shows the 'Send a suspicious file or URL for analysis' form. It contains the following fields and elements: a 'Request type' dropdown menu set to 'Check a suspicious file'; a 'Description' text area containing 'Please ignore it is for testing'; an 'e-mail' input field with the placeholder 'name@domain.com ; name@domain.com'; an 'Attached files' section showing 'Test File for Logs.txt [18.00 B] File uploaded Delete'; an '+ Upload file' button with the note 'Maximum file size is 10 MB'; and two buttons at the bottom: 'Send request' and 'Cancel'.



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



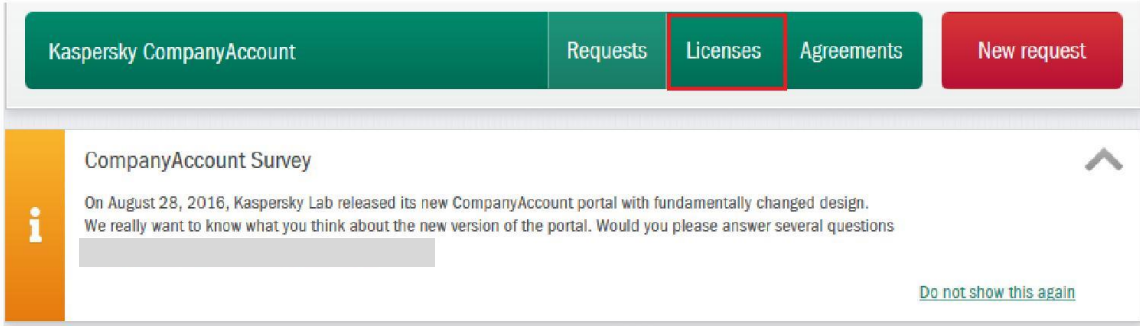
Your will also receive an email notification on your register email id:



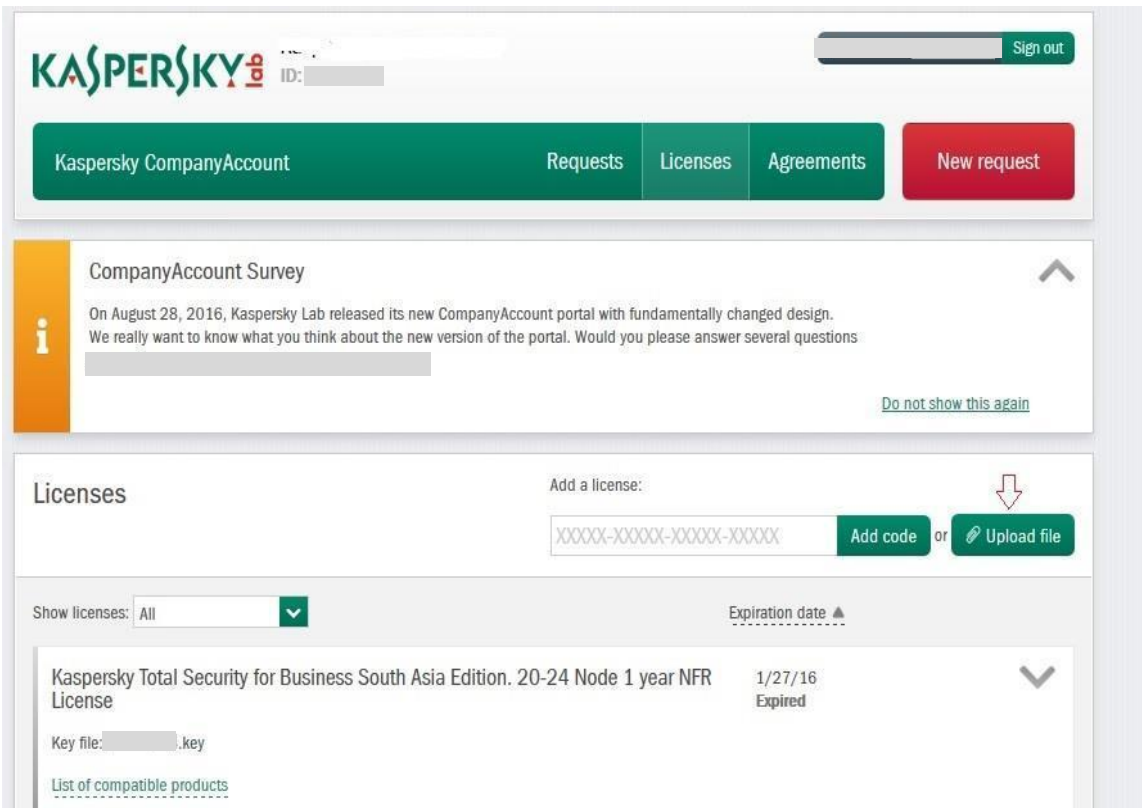
Once your sample gets submitted in virus lab you will be notified by email.

4) How to add new license in CompanyAccount

Click on 'Licenses' Tab



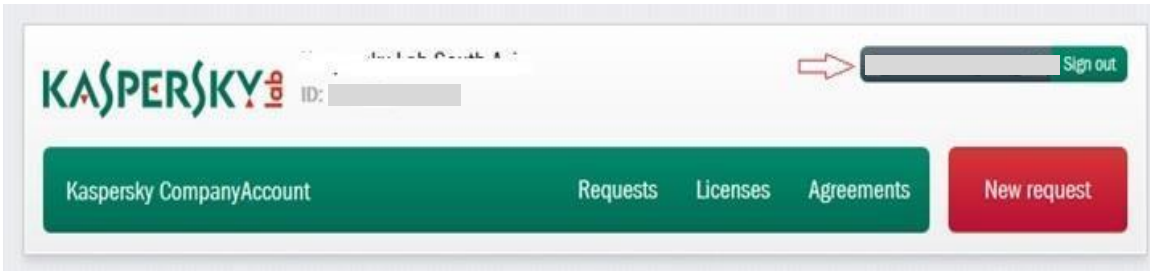
Click on 'Upload file' and browse your License Key file to add



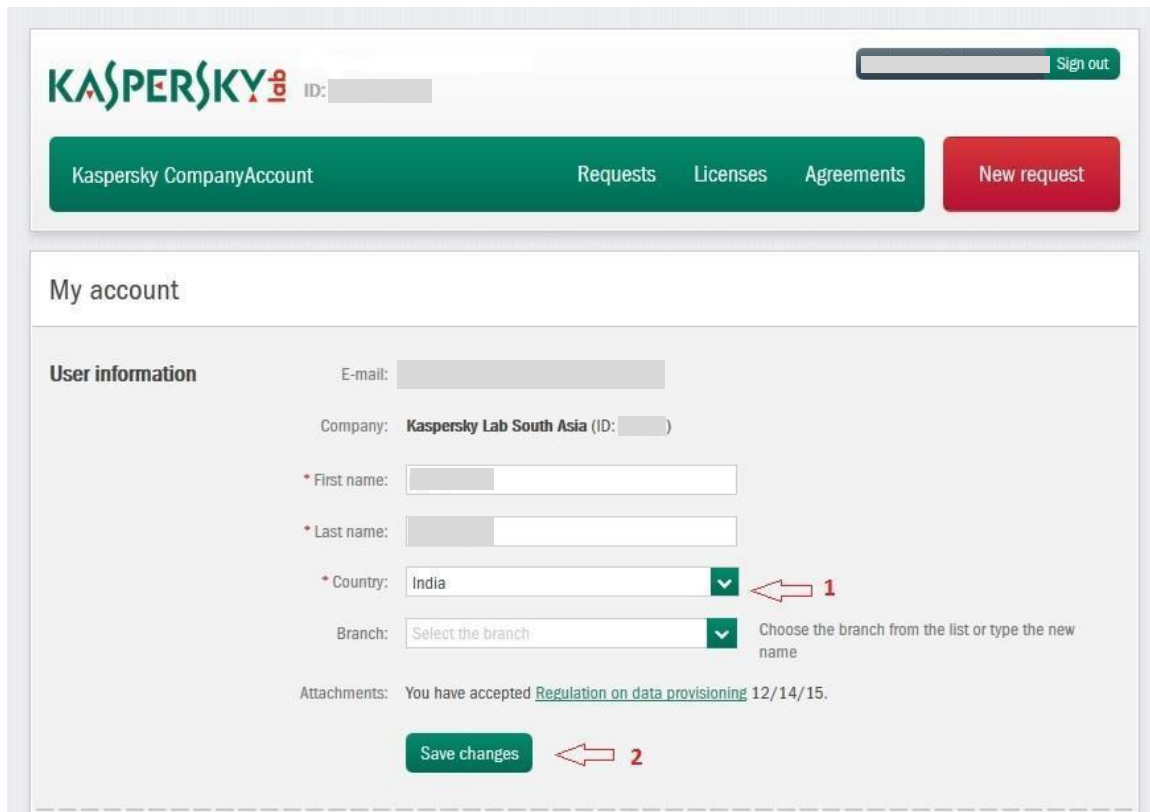
Note: At any later stage, whenever you purchase newer licenses for Kaspersky products, you are requested to follow the same procedure to add the newer licenses in your account. While creating incidents, ensure that valid licenses (not expired ones) are reflected in your account.

5) How to check correct region

Click on 'Login detail'



Select your country under the 'Country' drop down menu and click 'Save changes'



6) How to close an incident

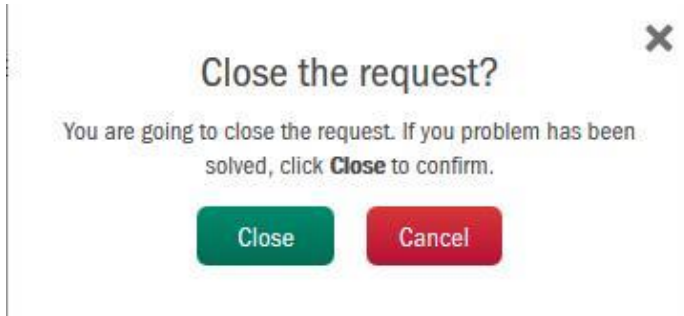
Select the 'Requests' tab

The screenshot shows the top navigation bar of the Kaspersky CompanyAccount portal. The 'Requests' tab is highlighted with a red box. Below the navigation bar, there is a 'CompanyAccount Survey' section with an information icon and a 'Do not show this again' link. Below the survey, the 'Requests' section is visible, with a 'Request status: All' dropdown menu.

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

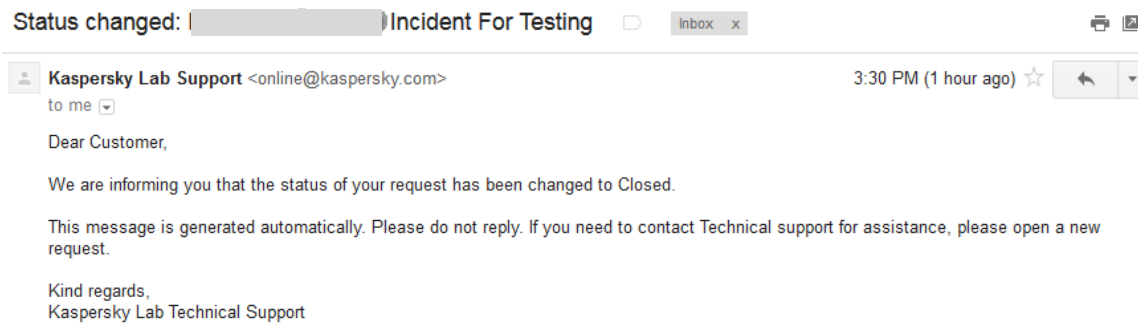
The screenshot shows a specific request in the Kaspersky CompanyAccount portal. The request ID is 'INC00000' and its status is 'In Progress'. The request title is 'For Testing Please Ignore'. The description is 'For testing please do not attend this ticket'. The product is 'Kaspersky Endpoint Security 10 for Windows (Workstation protection)', the version is '10.2.5.3201', and the operating system is 'Microsoft Windows 7 Enterprise/Professional/Ultimate x64'. The request was created on 'Oct 17, 2016, 11:11:04 AM'. The request has files attached, including 'Test File for Logs.txt [18.00 B]'. A support engineer has responded with the message 'The request is being processed by the support engineer'. At the bottom, there are two buttons: 'Reply' and 'Close the request', with the 'Close the request' button highlighted with a red box.

Confirm to close the request

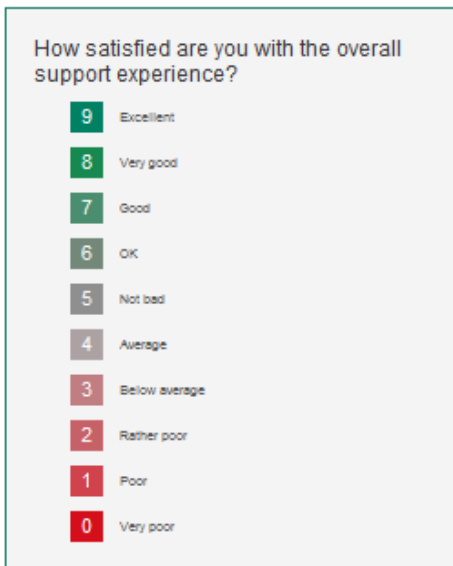


After closing the incident, you will receive two notification mail, as below:

- 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:



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/ |