

MYHONEYWELL OVERVIEW

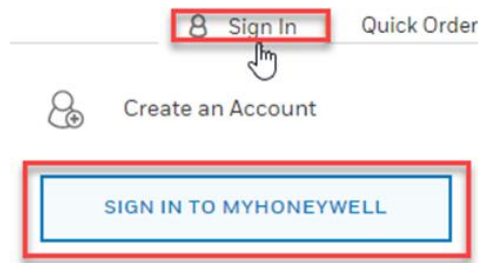
Contents

Accessing the MyHoneywell Portal	2
Accessing the MyHoneywell Portal for Honeywell HPS Employees	5
Navigate in MyHoneywell.....	6
Notification Center – Technical Publications.....	8
Service Contract Visibility	13
Managing your Account	17
Global Search.....	19
Searching Knowledge Articles	20
Searching Technical Publications.....	22
Searching Support Requests.....	23
Submit a Customer Service Request	25
Submit a Support Request.....	26
Latest Matrix Updates	28
Live Remote Assistance	29
Contact Us	30
Feedback.....	30
Using your Mobile Device.....	31
Tips to improve search results.....	31
Related documents.....	31
Revision History	32

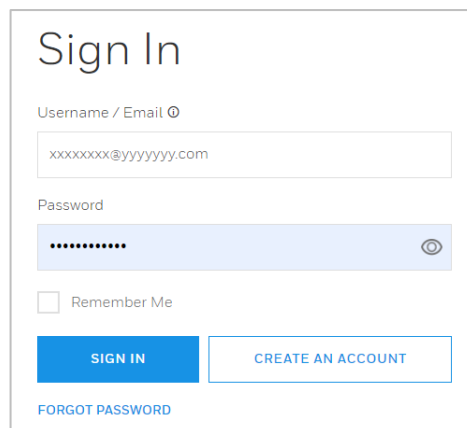
Accessing the MyHoneywell Portal

If you had an Account on the legacy website www.honeywellprocess.com, your profile should already exist on the new site. Navigate to <https://process.honeywell.com>, click on Sign In, then click on SIGN IN TO MYHONEYWELL.

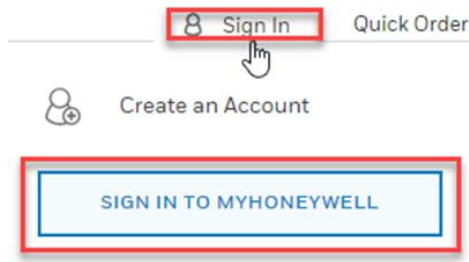
NOTE: If you did not have an account on the legacy site, please skip to the “[Creating an Account](#)” section of this document.



Enter your Username (typically an email address) and your password, checking Remember Me to remember this information for your next login, then click the SIGN IN button.

A screenshot of the 'Sign In' form. The title 'Sign In' is at the top. Below it is a 'Username / Email' field with a placeholder 'xxxxxxx@yyyyyy.com'. Below that is a 'Password' field with a masked password '.....' and a toggle icon. There is a 'Remember Me' checkbox. At the bottom, there are two buttons: 'SIGN IN' (blue) and 'CREATE AN ACCOUNT' (light blue). A link for 'FORGOT PASSWORD' is located below the buttons.

If you are not able to log in as shown above, send a message to hpsweb@honeywell.com giving your full name and login information.




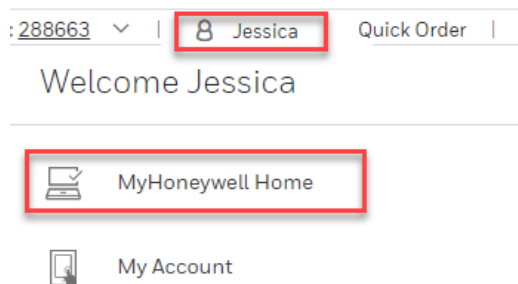
Enter your Username (typically an email address) and your password, checking Remember Me to remember this information for your next login, then click the SIGN IN button.

If you are not able to log in as shown above, send a message to hpsweb@honeywell.com giving your full name and login information.

Creating an Account

If you do not have an Account, navigate back to Sign In and click CREATE AN ACCOUNT. Fill in the form provided and click Submit. The web team will follow up with you and register you on the website.

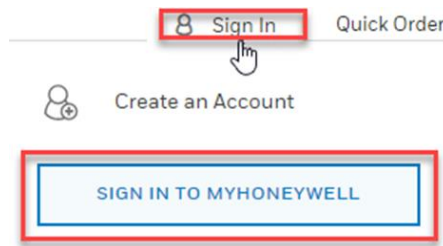
Once you are logged in, your user first name will appear next to the  icon. When you click the icon, you will see the following menu. The [MyHoneywell](#) Home page will appear when you log in, but you may return to this page anytime by clicking the sign in icon and selecting [MyHoneywell](#) Home in the menu.



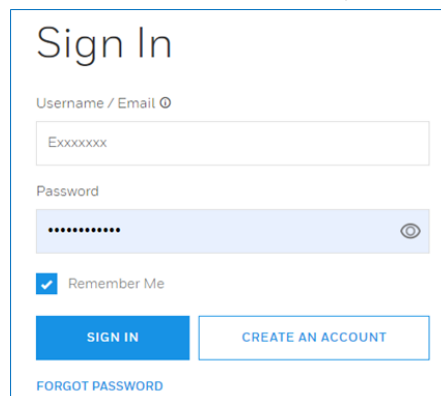
For a detailed, step-by-step instruction on how to create an account and what to expect when doing so, see this document on the Process.Honeywell.com FAQ Page: {INSERT link to document once completed!}

Accessing the MyHoneywell Portal for Honeywell HPS Employees

Most Honeywell Process Solutions employees should already have access to [MyHoneywell](#). In your web browser, navigate to <https://process.honeywell.com>, click on Sign In, then click on SIGN IN TO MYHONEYWELL.



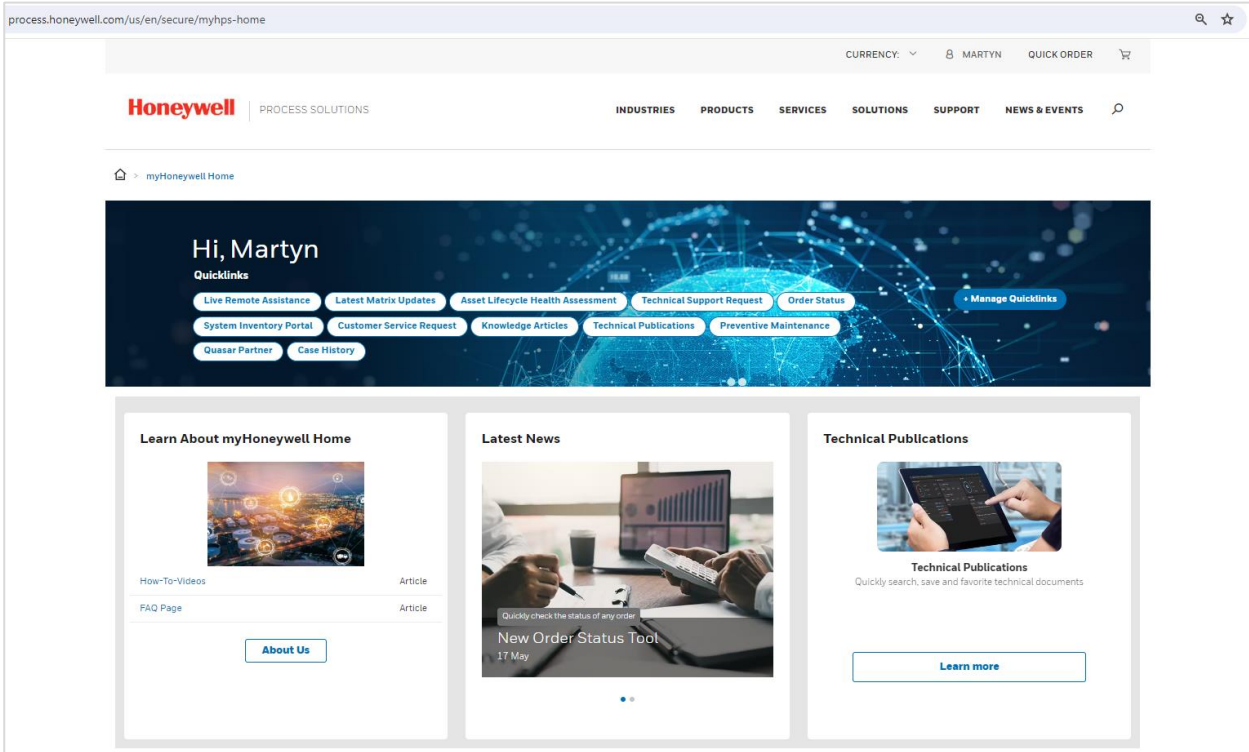
As a Honeywell employee, enter your EID or Honeywell email address and your LDAP password, checking Remember Me to remember your login and password information for your next login, then click the SIGN IN button.

A screenshot of the 'Sign In' form. The form has a title 'Sign In'. Below the title, there is a 'Username / Email' field with a placeholder 'Exxxxxxx'. Below that is a 'Password' field with a placeholder '.....' and an eye icon to toggle visibility. There is a 'Remember Me' checkbox which is checked. At the bottom, there are two buttons: 'SIGN IN' and 'CREATE AN ACCOUNT'. Below the buttons, there is a link for 'FORGOT PASSWORD'.

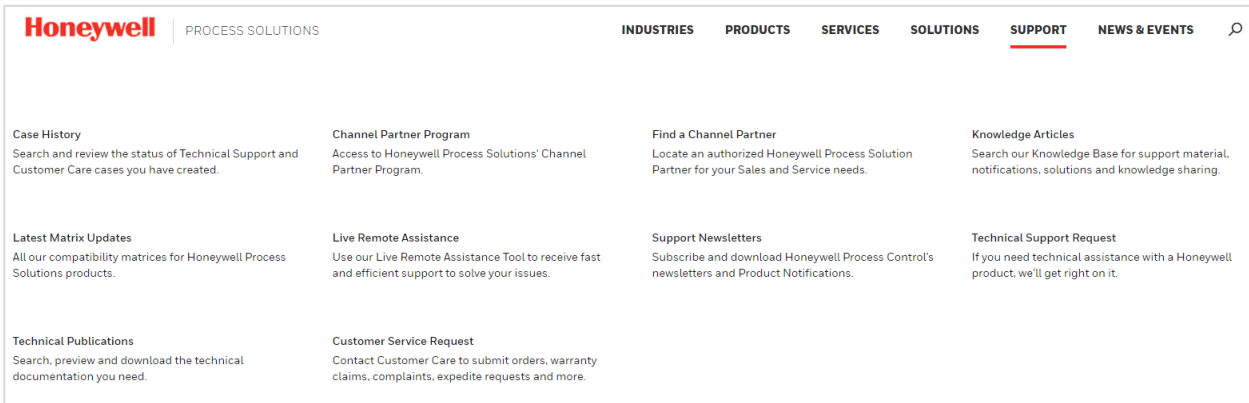
If you are not able to log in as shown above, send a message to hpsweb@honeywell.com giving your full name and EID. If the Web team is not able to fix your access, contact IT to open a support ticket.

Navigate in MyHoneywell

Following a successful login, the [MyHoneywell](#) Home page will appear, as shown below.



The top menu may be used to navigate to the different sections on the website: Industries, Products, Services and Solutions. Clicking “Support” will display a list of links to support functions.



The Quicklinks section will contain configurable sections that will make it easy to jump to favorite locations.



The most recent Support cases you have access to will be listed below the Shortcuts section.

Status	Created Date	Subject	Case Type	Case #	
New	July 06, 2021	Malibu_ref : Demo Account : Migration R200.1 to R201.P07 24/Sep/2021	Services and Support	01939715	View
New	July 06, 2021	Malibu_ref : Demo Account : Remote Migration Services : Migration R200.1 to R400.0 04/Sep/2021	Services and Support	01939702	View
New	July 06, 2021	Malibu_ref : Demo Account : Migration R400.0 to R500.1 04/Sep/2021	Services and Support	01939652	View
New	July 06, 2021	Malibu_ref : Demo Account : Safety COE : Upgrade R101P13 to R101P14 25/Aug/2021	Services and Support	01939668	View

If you want to edit your Quicklinks menu, click on Manage Quicklinks and add, delete, or rearrange the tiles according to your needs.

Quicklinks

Add links to quickly navigate the portal. Drag and drop from the right list to add them. Move links up and down the left list to set priority.

MY QUICKLINKS

- Live Remote Assistance
- Latest Matrix Updates
- Asset Lifecycle Health Assessment
- Technical Support Request
- Order Status

MORE AVAILABLE QUICKLINKS

Drag and drop here to add

[CANCEL](#) [SAVE & CONTINUE](#)

Notification Center – Technical Publications

Introduction

The notification feature of Technical Publications will help users to receive notifications when new documents have been published or when existing documents have been updated. This guide will help users to configure the type of notifications desired and which documents or product family specific notifications are required.

Concept:

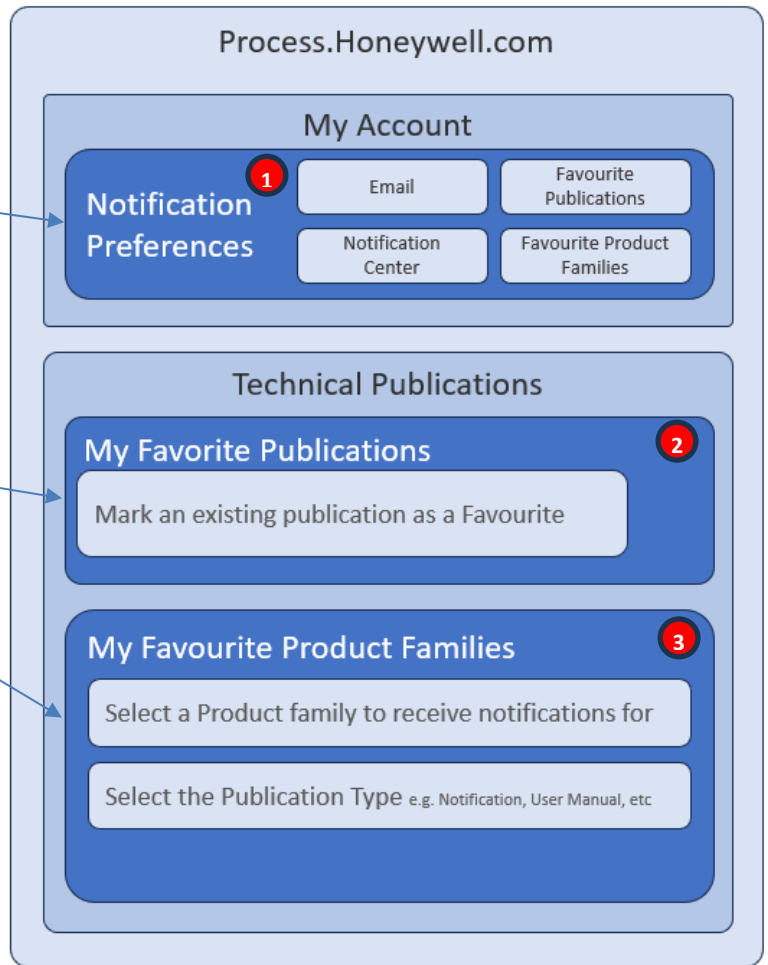
1) To get started, **Notification Preferences** must be configured in the “My Account” section. There are various options to choose from which have been designed to give the user as much control as possible and avoid unnecessary alerts.

After notification preferences have been set Technical Publications will require configuration. There are 2 options to choose from

2) Add Publications to the “**My Favorite Publications**” table.

3) Add Product families and publication types to the “**My favorite Product Families**” table.

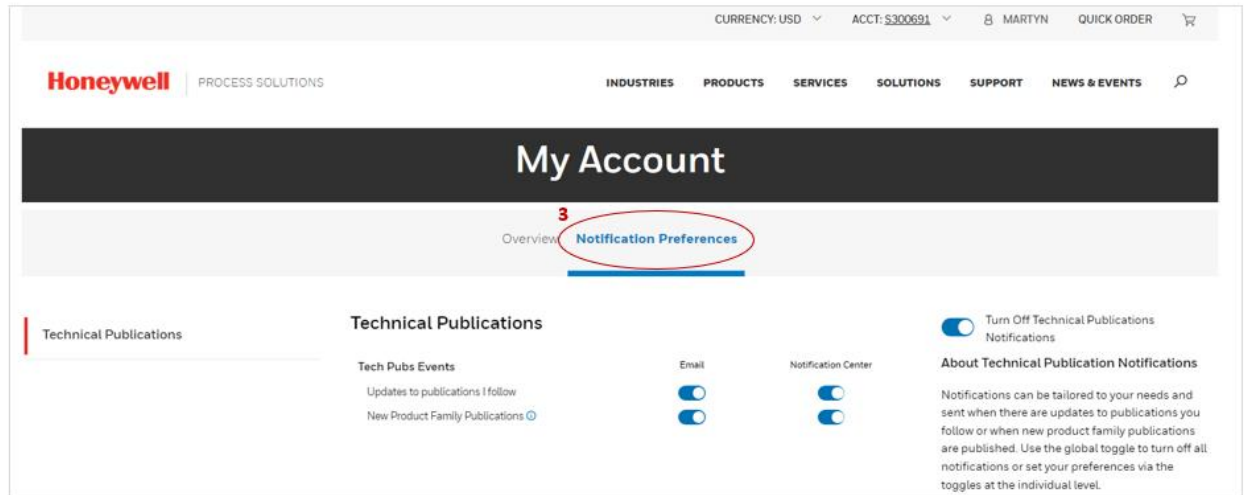
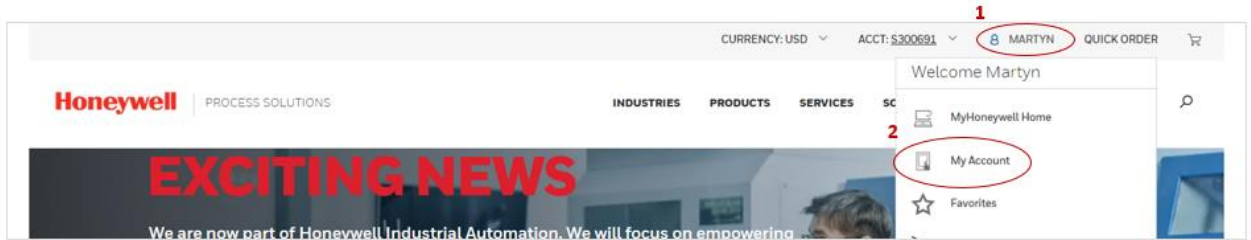
These two individually configured tables will monitor Technical Publications for changes and alert the user when they occur.



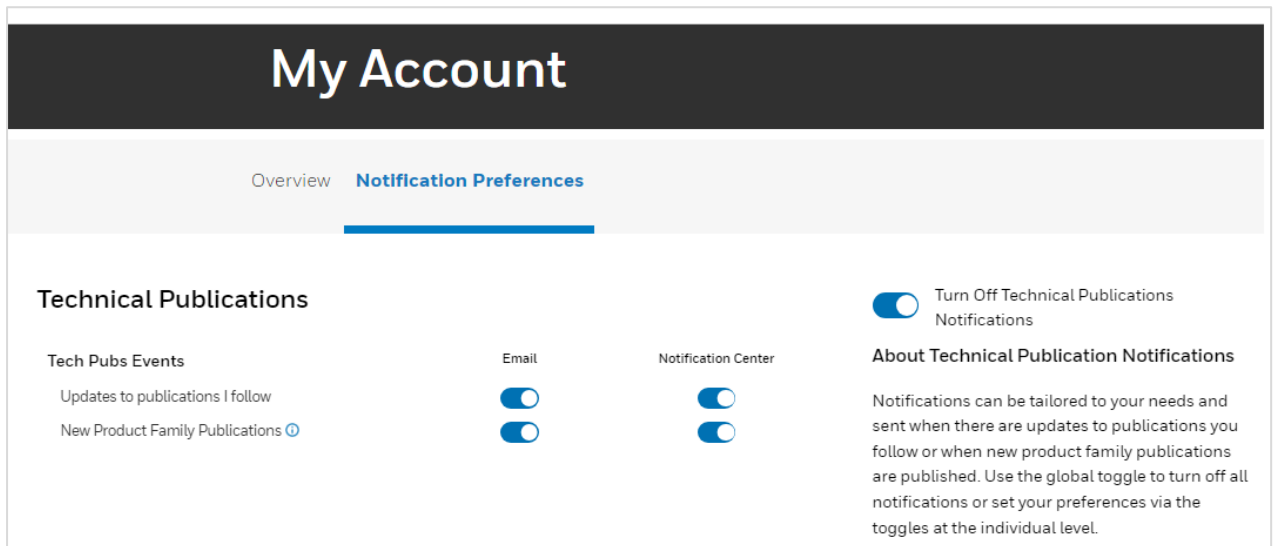
1 Setting Up notification Preferences

Step 1 Log in to Process.honeywell.com

Step 2 Navigate to Notification Preferences in My Account

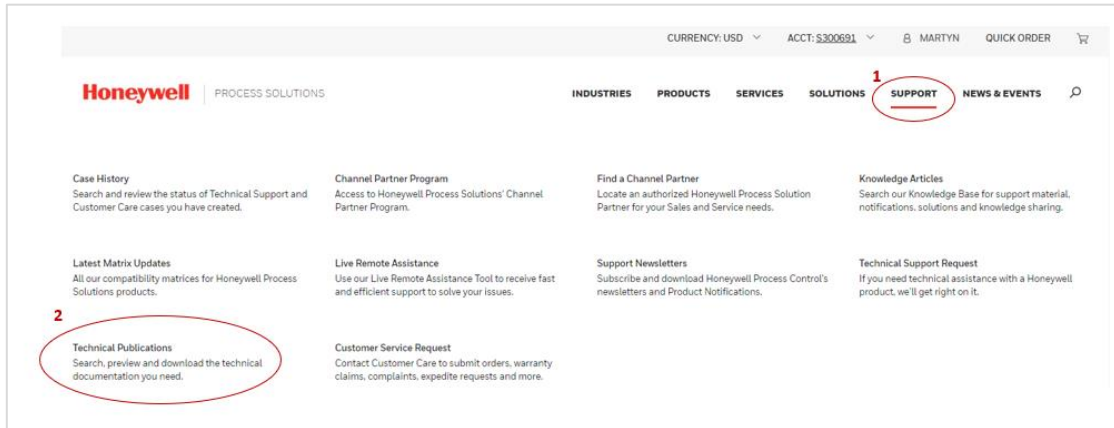


Step 3 Configure preferences using the sliders. To start with, it is recommended to switch all of them on and then turn off later if unnecessary notifications are arriving.

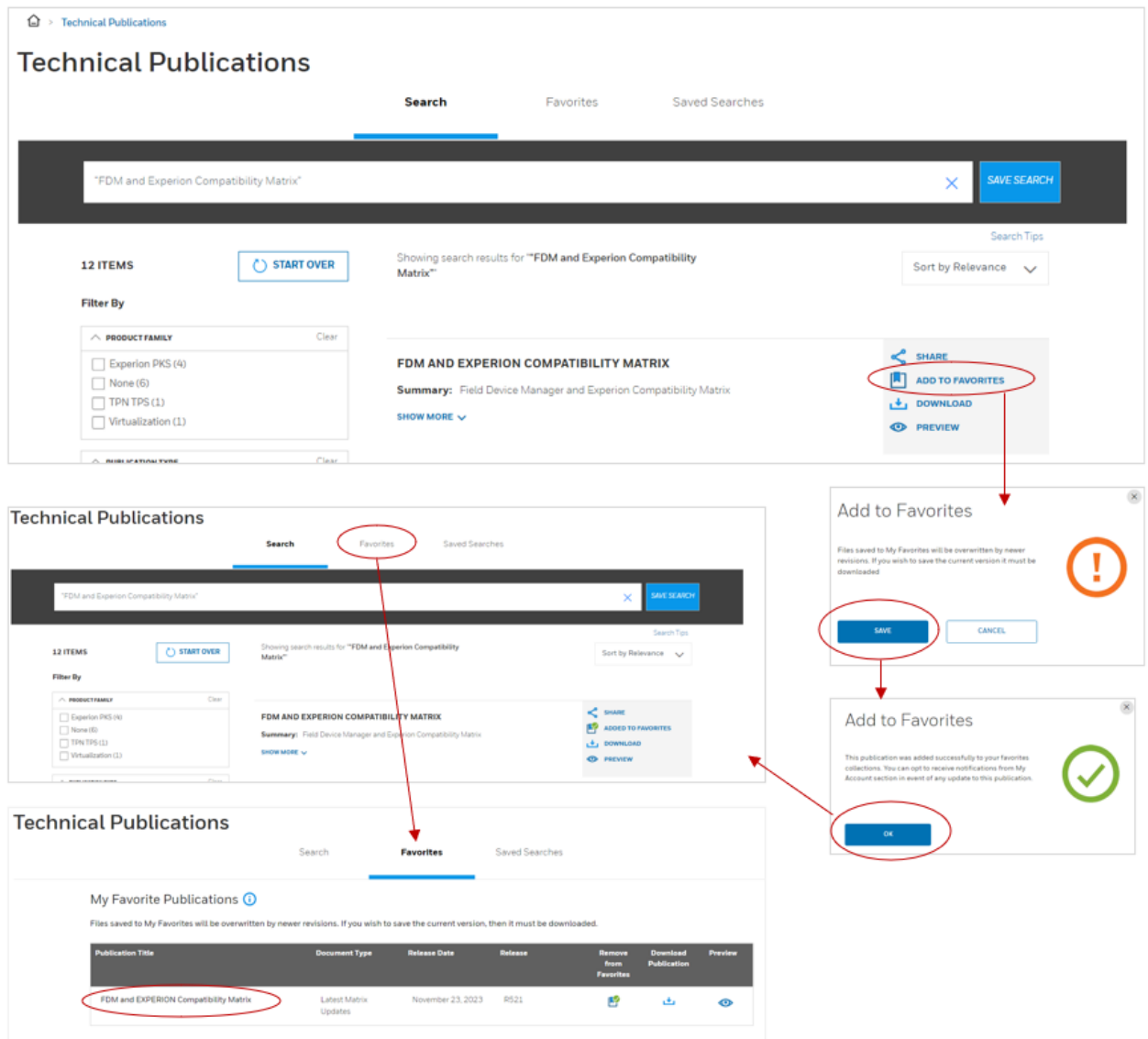


2 Adding a Publication to “My Favorite Publications”

Step 1 Navigate to Technical Publications



Step 2 Search for a document to add to your Favorite Publications list. For example, “FDM and Experion Compatibility Matrix”. When publication found, select **ADD TO FAVOURITES**, select **Save**, Select **OK**, check **ADDED TO FAVORITES** then select **Favorites** tab to view the document in the “My Favorite

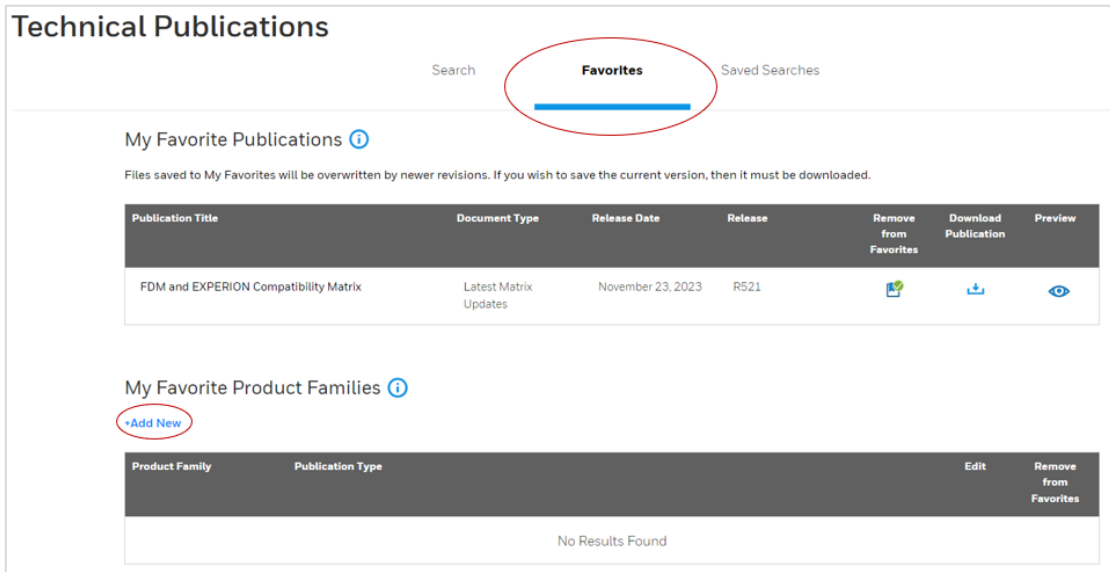


3

Adding a favorite to My Favorite Product Families

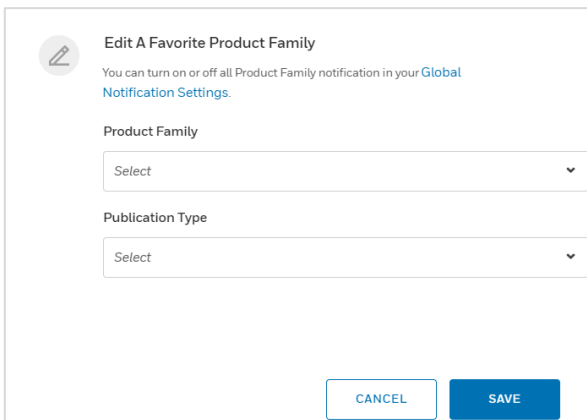
Step 1 Navigate to the Favorites Tab in Technical Publications, Scroll down to the My Favorite Product Families Table

Step 2 Select +Add New



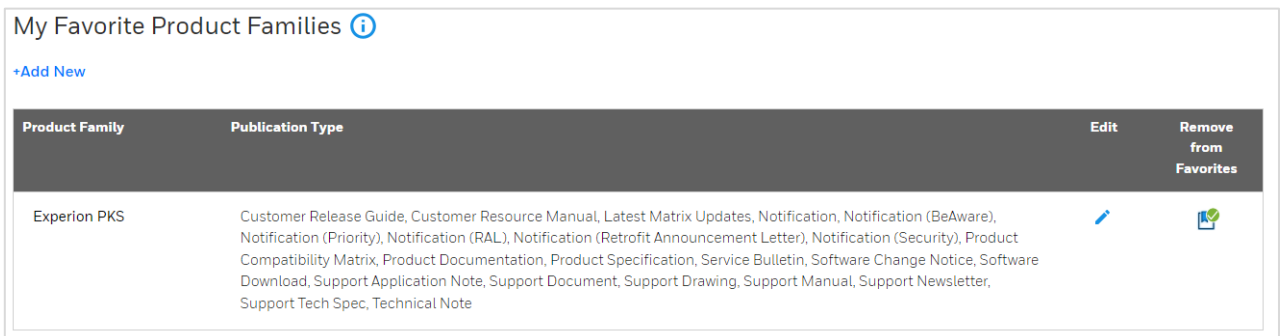
Step 3 Use the first drop down and select the Product Family to receive a notification for

Step 4 Use second drop down and select all the Publication Types required and save



Step 4 Check the favorite has been added to the table.

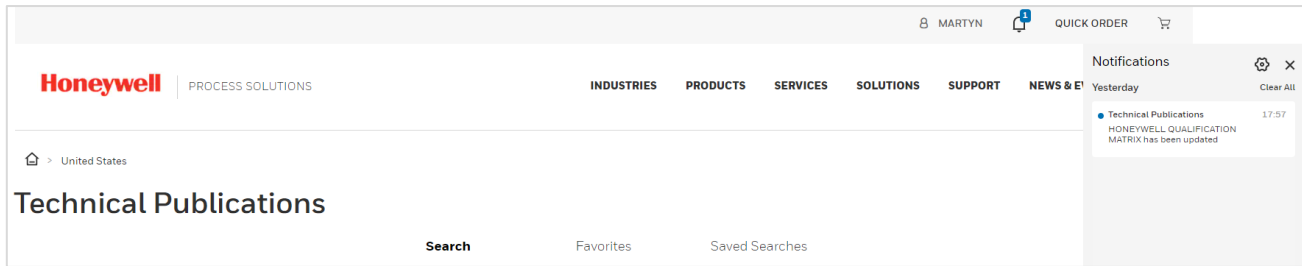
In this example the Product Family is Experion PKS and all publication types were selected:



NOTES:

If the added publication has been updated in the last 14 days a notification will appear.

Selecting the bell icon will open the Notification Tray where the details of the publication can be found.

**Email Notifications:**

Email notifications will be sent daily and include a summary of all the notifications from the last 24 hrs.

FAQ:

Q I'm receiving too many emails – what can I do to reduce the volume?

A Navigate to Notification Preferences and use the sliders to switch off emails
Delete unwanted Publications from the My Favorite Publications table
Delete unwanted Product Families from the My Favorite Product Families table

Q I'm not receiving any emails, what can I do?

A Check you have at least one notification in the notification tray
Check email preferences are switched on in the Notification preferences section of My Account

Q How many days do notifications appear in my Notifications tray?

A 14 days or when you delete them (whichever is sooner)

Q Can I get notified about other updates apart from Tech pubs?

A Currently, only technical Publications. Honeywell are developing Notifications for Case changes and Order Status with more planned.

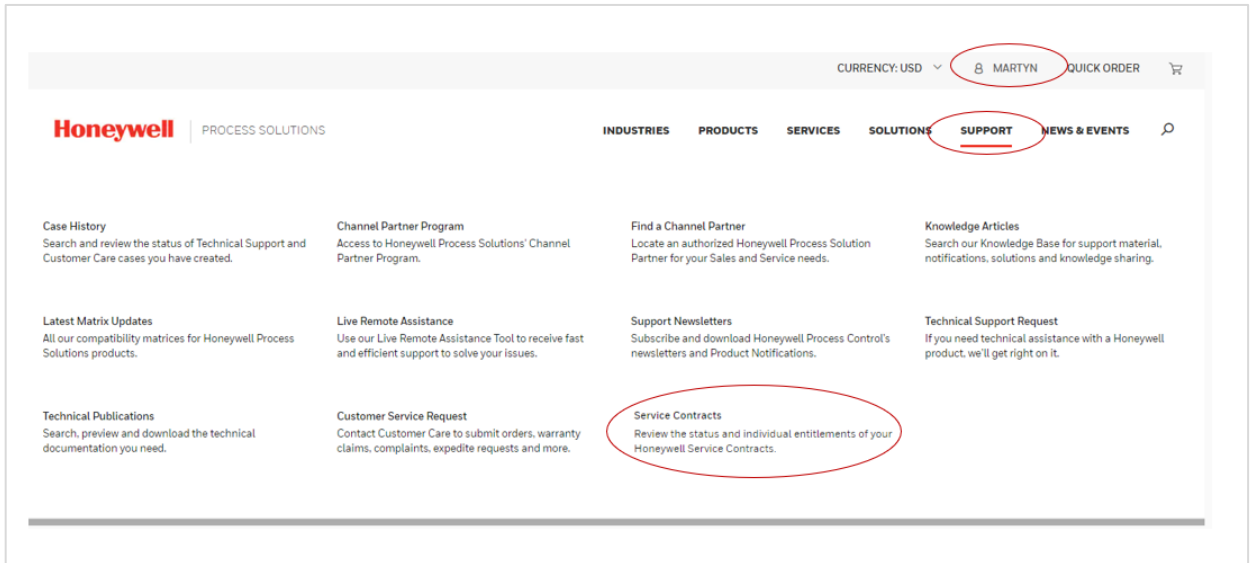
Service Contract Visibility

Introduction:

Users who have a Honeywell Process Solutions Service Contract can access their Service Contract details using the Support area of the MyHoneywell Portal. The details provided include contract start and end dates as well as the entitlement data.

Access:

- Step 1 Login to www.process.honeywell.com
- Step 2 Select the “Support” Tab
- Step 3 Select “Service Contracts”



Service Contract Page Structure:

There are up to two levels of detail for each individual service contract. See fig 1.1

Level 1 is the **Contract detail** page which comprises of a high-level overview of each active service contract line item. For example, Requested Services and Process History & Analytics. There is a minimum of one line item and there can be many lines for one contract.

Level 2 takes the user into the individual **Active entitlements** page for each of the service contract line items. For example, the Process History & Analytics can have the entitlement of Online Support Package, Software Upgrades, Remote Field Support and Remote GTAC Support.

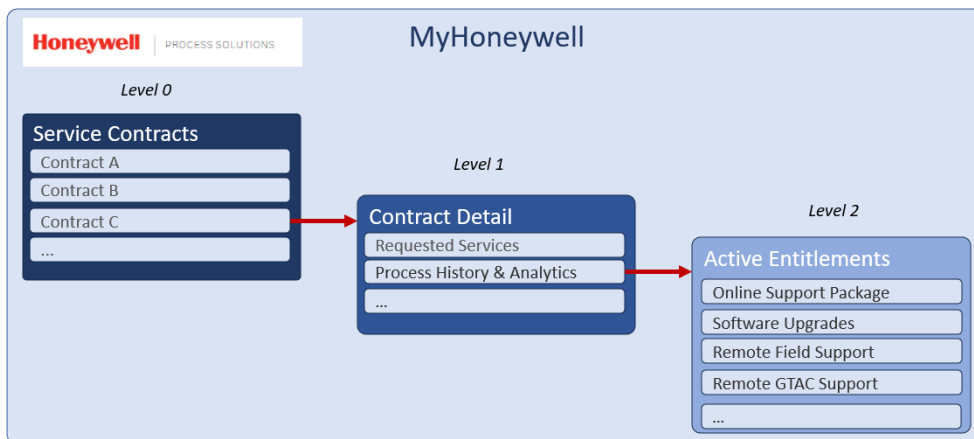


Fig 1.1

Features & Functions of each level

Level 0 - Service Contracts

The Status overview gives an easily readable overview of service contracts status. Note: only contracts that have expired in the last 6 months are shown. Should a user have multiple Service Contracts spread over several sites, a Search Bar and filter facet list have been incorporated to help user locate the required Service Contract quickly and easily.

The service Contract List view contains data about the service Contract including the Customer Purchase Order Number (PO Number). The PO number is also a hyperlink to gain access to the Contract detail page.

The screenshot shows the 'Service Contracts' page in the Honeywell MyHoneywell Portal. At the top, there is a navigation bar with the Honeywell logo, 'PROCESS SOLUTIONS', and various menu items like 'INDUSTRIES', 'PRODUCTS', 'SERVICES', 'SOLUTIONS', 'SUPPORT', and 'NEWS & EVENTS'. Below this, the page title 'Service Contracts' is displayed. A status overview section shows two cards: '5 Active' and '1 Expired', with a note 'All activity from the past 24 months'. A search bar is located below the status overview, with a dropdown menu set to 'PO Number' and a search input field. To the left of the search bar, there are filter facets for 'ACCOUNT' (showing 'Malibu_Refining (6)'), 'STATUS' (showing 'Active (5)' and 'Expired (1)'), and 'END DATE RANGE' (with radio buttons for 'Last 30 Days', 'Last 60 Days', 'Last 90 Days', and 'Last 1 Year'). The main content area is a table of service contracts with columns for 'PO Number', 'Status', 'Local Ref No.', 'Account', 'Start Date', 'End Date', and 'Total'. The table contains six rows of data. Annotations include: 'Status Overview' pointing to the status cards; 'Search Bar' pointing to the search input; 'Filter Facets' pointing to the filter sections; 'Service Contract list view' pointing to the table; and 'Link to level 1' pointing to the PO number '1231456789' in the table.

PO Number	Status	Local Ref No.	Account	Start Date	End Date	Total
Test - Scope Delete	Active	Test-Sarang	Malibu_Refining	05 Oct 2023	31 Dec 2024	2.00 USD
Test Sarang	Active	Test_Sarang	Malibu_Refining	01 Sept 2023	31 Aug 2025	4.00 USD
1213345	Active	Test_1234	Malibu_Refining	12 May 2023	31 Jul 2024	11.00 USD
1213	Active	test_1234	Malibu_Refining	01 Mar 2023	27 Feb 2026	142.50 USD
Testing - CXFS-17581	Expired	IT23-Sarang	Malibu_Refining	01 Jan 2023	31 Dec 2023	1.00 USD
1231456789	Active	U50123-O-671380-A360-test	Malibu_Refining	01 Jan 2023	31 Dec 2024	2.00 USD

Level 1 - Contract Detail

The Active Contract Line items are displayed on the Contract Detail page. To access the entitlements (level 2), use the + icon located at the end of each line item.

TEST SARANG

LOCAL REFERENCE NUMBER Test_Sarang	ACCOUNT NAME Malibu_Refining	ACCOUNT ADDRESS 122 BonaVista Dr. Malibu CA 60123 united states	CONTRACT PRICE SUMMARY TOTAL PRICE 4.00 USD
STATUS Active	TERM (MONTHS) 24	START DATE 01 Sept 2023	
END DATE 31 Aug 2025			

ACTIVE CONTRACT LINE ITEMS

Contract Items	Start Date	End Date	More
Requested Services	2023-09-01	2024-08-31	+ (Link to Level 2)
Preventive Maintenance	2023-10-01	2024-12-31	+ (Link to Level 2)

Showing 1 to 2 of 2 entries

Previous 1 Next

Active Entitlements

Each active entitlement for the contract line item is displayed.

The screenshot shows the 'Active Entitlements' page in the Honeywell MyHoneywell Portal. At the top, there is a header with the Honeywell logo and 'PROCESS SOLUTIONS'. A breadcrumb trail indicates the path: Home > Service Contracts > Contract Detail > Active Entitlements. Below this, the 'REQUESTED SERVICES' section displays contract details: START DATE (01 Sept 2023), END DATE (31 Aug 2024), STATUS (Active), and SERVICE CONTRACT (Malibu_Ref-Demo -O-12345). The 'ACTIVE ENTITLEMENTS' section features a table with three columns: Entitlements, Start Date, and End Date. The table lists three active entitlements: On-Site Support, Remote Field Support, and Remote GTAC Support, all with start dates of 2023-09-01 and end dates of 2024-08-31. A 'Showing 1 to 3 of 3 entries' message and navigation buttons (Previous, 1, Next) are located at the bottom of the table.

FAQ

- Q Some of my service contracts are not visible – what can I do?
- A Check the status of your secondary accounts

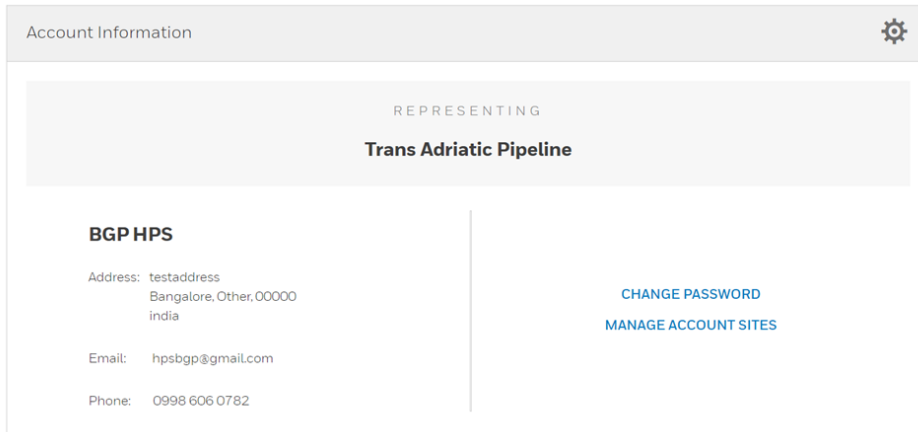
- Q I do not think I am seeing the correct entitlements for my Service Contract?
- A Contact your local Honeywell Service Operations Leader

Managing your Account

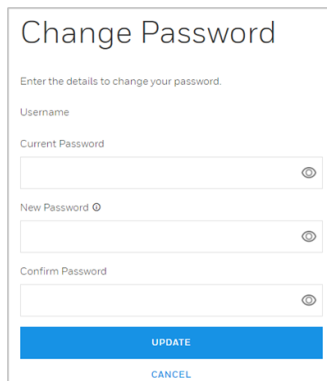
Note for Honeywell employees only:

The account will confirm your name and email address. This information cannot be changed here, as it is synchronized with your EID employee data. Contact IT if this information is incorrect.

When you select My Account under the Sign in menu you will see the following information. Your Account Name will be at the top. Your Name, Address, Email and Phone will be listed below that.

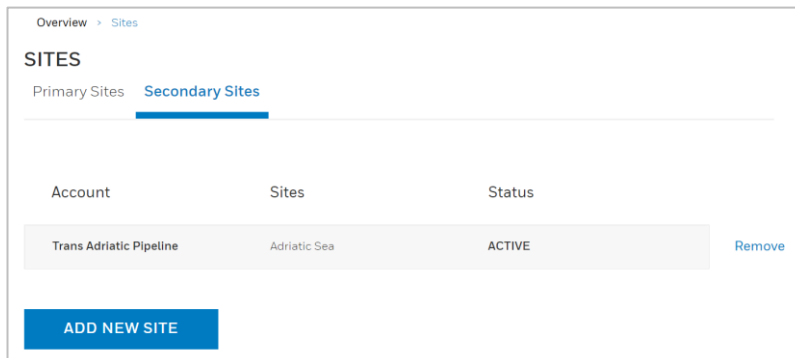



From here you may select CHANGE PASSWORD and update the password on your Account.



You may also select MANAGE ACCOUNT SITES to review your **primary** Account Site and request the addition of Secondary sites. Clicking Primary Sites will show your registered Account Site.

Clicking **Secondary** Sites will allow you to associate new Sites with your Account. Once submitted, this information will need to be verified by the Web Team before approving the changes.



Another way to make Account changes is to click the gear icon  and select from the menu below.

Update Account Information
Delete My Account
Update Email Address

If you select **Update Account Information** the following form will be displayed, giving you the opportunity to update your contact information.

Update Your Account

Honeywell Thermal Solutions offers a variety of digital tools to help keep business operation running smoothly. Create an account today and

1. Utilize your digital service subscriptions
2. Track orders online
3. Access information such as Technical Documents and more.

Personal Information

* First Name

* Last Name

* Company Email Address [Update Email Address](#)
To ensure faster setup, please use your company email.

Selecting **Delete My Account** will delete your registration on the [MyHoneywell](#) website. (Don't do that unless you really do want to delete your account!) Selecting **Update Email Address** will allow you to update just that component of your contact information. Note that some changes may need to be verified before they are finalized.

When you scroll down, you will see a list of Applications that you are entitled to access. Some of the apps – Knowledge Articles, Request Support, etc. – are available to all users. Others will be links to apps that reside outside of the [MyHoneywell](#) portal and may be accessed by clicking the LAUNCH button.

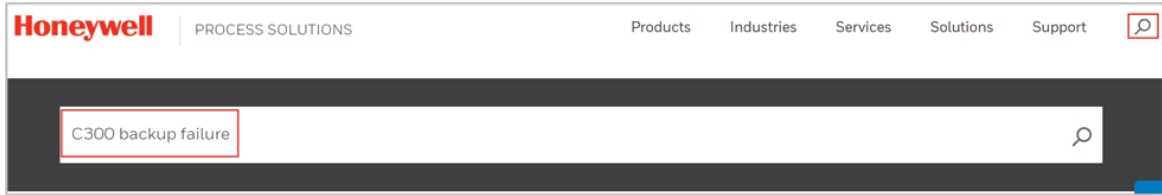
My Applications				
	Knowledge Articles		Access Granted	LAUNCH
	Request Support		Access Granted	LAUNCH
	Product Documents & Downloads		Access Granted	LAUNCH
	System Inventory Function		Access Granted	LAUNCH
	Buy Now		Access Granted	LAUNCH

If there are additional apps available that you don't currently have access to, there will be an **Available Applications** section below that displays their status and may give you the opportunity to request access. "Waiting on Approval" will appear while the Web Team validates your request. Apps that your profile does not allow access to will be noted as "Account Not Permitted", and you will be given the opportunity to request more information.

Available Applications: Additional requirements to access these apps may apply.				
	Online Ordering - Buyer Access		Waiting on Approval	PENDING
	Channel Portal		Account Not Permitted	MORE INFO
	Combustion Safety Portal (Safeview)		Account Not Permitted	MORE INFO

Global Search

Returning to [MyHoneywell](#) Home, if you're not sure where to find something, the easiest thing to do is a Global Search. Click the magnifying glass icon in the top menu, enter a search string, and press Return.



A Global Search provides the ability to search across **Knowledge Articles, Technical Publications, Product Pages, and Support Requests**. If you wish to narrow the search to fewer categories, select the facet under either "Technical Support" or "Explore Solutions" and choose one or more of the items in the list. The results will be displayed below this selection. Results can be sorted by Relevance, or by Date.

Filter By

TECHNICAL SUPPORT Clear

- Support Requests (93318)
- Knowledge Articles (14104)
- Technical Publications (1998)

EXPLORE SOLUTIONS Clear

- Product (216)
- Press Releases (13)
- Feature stories (6)
- Industry (6)
- Solution (5)
- Initiative (2)
- Service (2)

APPLIED FILTERS Clear All

- X Technical Support : Support Requests

TECHNICAL SUPPORT Clear

- Support Requests (74)

Filter By

APPLIED FILTERS Clear All

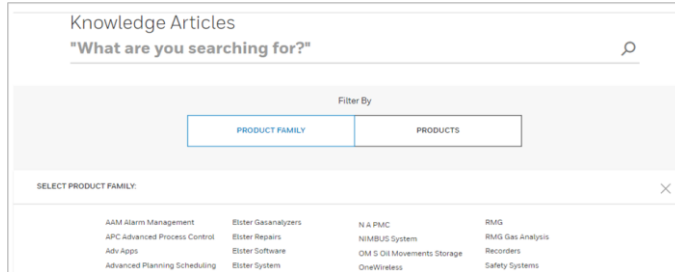
- X Explore Solutions : Product

EXPLORE SOLUTIONS Clear

- Product (216)

Searching Knowledge Articles

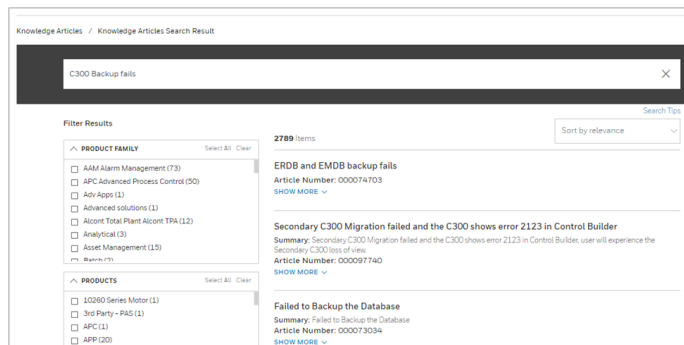
Knowledge Articles may be searched by doing a Global Search and limiting the search to [Knowledge Articles](#), or you may click the Knowledge Articles tile listed in the Shortcuts menu on your [MyHoneywell](#) Home page, which will give you additional features. When you click on the tile, you will see the display shown below. Enter what you are searching for in the search window, or filter by **Product Family** or **Products**.



After entering your search term, the results will be displayed as shown, which may be sorted by Relevance or Date, by utilizing the pull-down menu in the upper right area.

In addition, you may wish to filter the results further by selecting one or more of the “filter facets” for Product Family, Products or Article Type available on the left side of the screen.

Below and to the right of the search window is a link to a [Search Tips](#) that will provide additional tips on how to use search to find exactly what you are looking for. A common tip is to put quotes around your search term to ensure that your search will be limited to the exact character string you entered.



Knowledge Articles are categorized as **Solutions, Knowledge Sharing Mails, Notifications and Support Material**. By default, the results list will show the Title, Summary and Article Number for each Article. If you click on SHOW MORE, you will see the Published Date and Article Type as well.

Clicking on the Title of any Knowledge Article will display the Article Detail page in a separate browser tab. You will see further Article details, including a statement of the Question or Problem posed by the Article and an Answer or Solution. Some articles may preview attached PDF document which can be uploaded .

Knowledge Articles / Knowledge Articles Search Result / Knowledge Article Detail

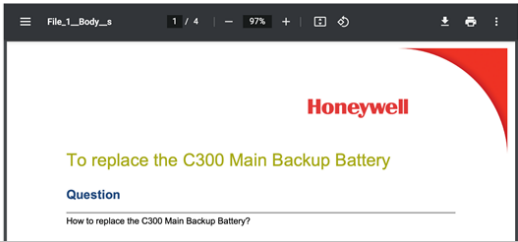
Replace C300 Main Backup Battery

ARTICLE NUMBER 000071842	ARTICLE TYPE Solutions	INITIAL DATE February 4, 2018	PUBLISHED DATE October 8, 2020
PRODUCT FAMILY Experion PKS	PRODUCT C300		

SUMMARY:
Replace C300 Main Backup Battery

QUESTION / PROBLEM:
Replace C300 Main Backup Battery

ANSWER / SOLUTION:



The screenshot shows a PDF viewer interface. At the top, it says 'File_1_Body_s', '1 / 4', and '97%'. Below that is the Honeywell logo. The main content of the PDF is the title 'To replace the C300 Main Backup Battery' followed by a 'Question' section with the text 'How to replace the C300 Main Backup Battery?'.

Scrolling down, Article contents will frequently be provided as a file attachment, available for download.

ATTACHMENTS:

[Replace C300 Main Backup battery.pdf](#) Select to download

Was this article helpful? Select to mark the article as useful / not useful

Searching Technical Publications

Searching Technical Publications may be accomplished by doing a Global Search and limiting the search to [Technical Publications](#), or you may click the Technical Publications tile in the Shortcuts menu, which will give you additional features.

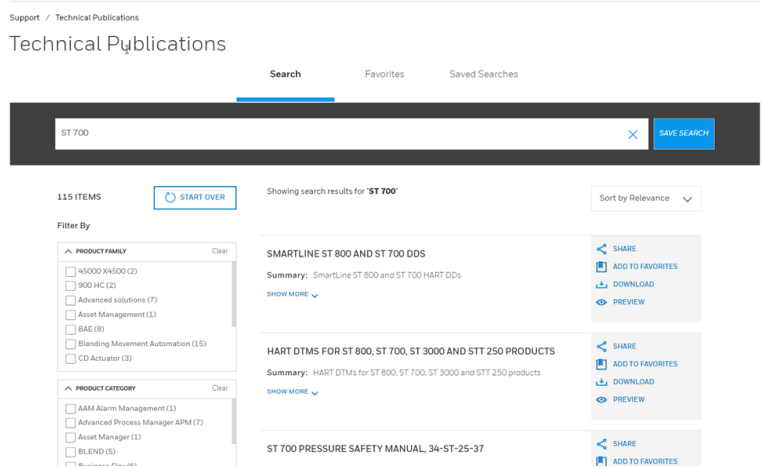
NOTE: Honeywell Thermal Solutions customers should continue to search for technical documents on the [Docuthek Site](#).

When you click on the tile, you will see the display in the image shown below.

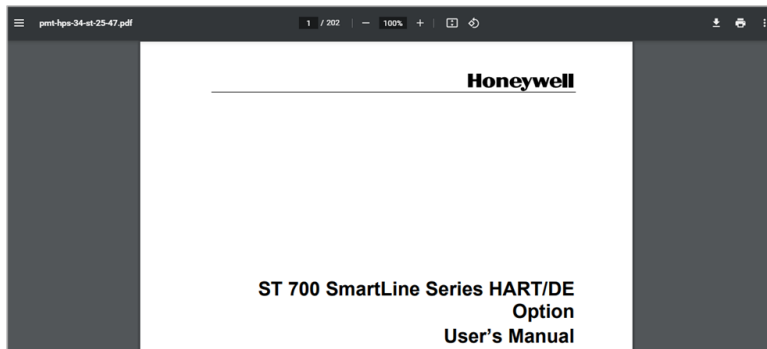
After entering your search term, the results will be displayed, which may be sorted by Relevance or Date, by utilizing the drop-down menu in the upper right area above the search results list and just below the search box.

In addition, you may wish to filter the results further by selecting one or more of the “filter facets” for Document Type, Document Category, Product or Release Date Range available on the left side of the screen. By default, the results list will show the Title, Document Type and Release Date for each Document or Download.

If you click on SHOW MORE, you may see the Product and Document Type as well. There is also a menu to the right to Share, Add to Favorites, Download, or Preview the document.



Selecting the Download button to the right of the document will download it. The example below is a user manual PDF document.



Searching Support Requests

Support Requests may be searched by doing a Global Search and limiting the search to Support Requests, or you may click the [Case History](#) tile listed in the Shortcuts, which will give you additional features.

When you click on the tile, you will see the display like the one shown below. You may search for a Case number, a Case Contact, an Account or Site Name or some key words, and you may filter the results by the “filter facets” for Case Status, Customer Sites, Case Record Types, and Created Date Ranges listed on the left side of the page.

As a customer, you will only be able to see Case information that is associated with your user profile.

The easiest way to filter Cases by that list you as the Customer Contact is to enter your full name in quotes in the keyword search, as shown below.

New Cases created on Portal will appear on Support History page after 15 minutes of case creation

Showing 1 to 20 of 38 entries

Filter Results: "Mark Converti"

Status	Created Date	Case Type	Subject	Product	Case	
Cancelled	July 15, 2021	Incident	C300 Backup failure	C300 on Experion R510	02061660	View
On Hold	July 14, 2021	Services and Support	Test	C300 on Experion R511	02049551	View
Cancelled	June 02, 2021	Request for Fulfillment	IAA tool issue - this is only a test	Integrated Automation Assessment (IAA) Tools on Experion R511	01870588	View
Closed	June 02, 2021	Services and Support	IAA tool issue	Integrated Automation Assessment (IAA) Tools on Experion R511	01870581	View
Cancelled	April 21, 2021	Request for Fulfillment	RE: Access to EMEA SSC -	Managed Security Services	01722500	View

Selecting **View** at the right of a Request in the list will call up its detail page in a new browser tab.

If you wish to follow a Case (be notified by email if there are changes to Status, Recommended Priority, Comments or Attachments), click the **Follow Request** button. You may also Unfollow Cases that are currently being followed.

Support History / Case Detail

Test Incident Case [Follow Request](#)

CASE TYPE	CASE #	STATUS	PARENT CASE NUMBER
Incident	01308368	Solution Delivered	01308358
REQUEST OWNER	IMPACT	PRIORITY	URGENCY
Mark Converti	Minor	4-Low	Low
CONTACT NAME	ACCOUNT & SITE	PRODUCT NAME	PRODUCT FAMILY
Mark Converti	Malibu_ref - Demo Account	C300 on Experion R511	Experion PKS
CREATED DATE	REQUEST ACCEPTED	FIRST CONTACTED	SOLUTION PROPOSED
December 15, 2020 07:08	December 16, 2020 08:54	January 29, 2021 09:31	June 29, 2021 08:43
SOLUTION DELIVERED	DESCRIPTION:		
June 29, 2021 08:43	Test		

Scrolling down in the Detail page you will see additional sections for Related Knowledge Articles, Related Cases or Work Orders and public Case Comments, if those items exist on this Case.

RELATED ARTICLES

Title	Article Number
CISCO SNMP Traps Troubleshooting guidelines	000092332

Case Comments

3 Comments

Portal User | March 19, 2020 06:05
No, it should be enough to just add a switch in network tree and download it. This should create the keys under TrapConfiguration. Can you try?

Portal User | March 19, 2020 04:57
do you see this on multiple machines or one?
Please export HKEY_LOCAL_MACHINESYSTEMCurrentControlSet\Services\SNMPPParameters and share with me to have a look
Looking at <https://support.microsoft.com/en-us/help/2002303/event-1500-logged-when-snmpp-is-enabled-on-windows-server-2016-windows> there is probably something wrong with this registry key

Scrolling down to the bottom of the Detail page, you will find the ability to attach new public Comments to the Case, and to upload file attachments. Up to 5 unique files may be attached, but the total file size limit is 3 MB. For larger

attachments, utilize the [GTAC Secure FTP site](#). GTAC will provide you with the login credentials when this option will be used.

Add Comments & Attachments

Comment

Leave a comment

2000 (of 2000) characters left

File Attachment

Maximum of 5 files and no more than 3MB.

Submit a Customer Service Request

To submit a non-technical request, select [Customer Service Request](#) in Shortcuts. This will display the data entry form shown below, allowing you to select the type of request and fill in the details. The request types supported include Billing Inquires, Orders, Warranty Claims, Complaints, and Quotes.

All mandatory entries (indicated by an asterisk) must be completed before the form may be submitted.

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Customer Service Request Form

Customer Service Request

Tell us what this is about

Customer Service Request Type

- Select
- Order Status
- Edit an Order
- Cancel an Order
- Price Discrepancy
- Stock Availability
- Invoice Inquiry
- Other

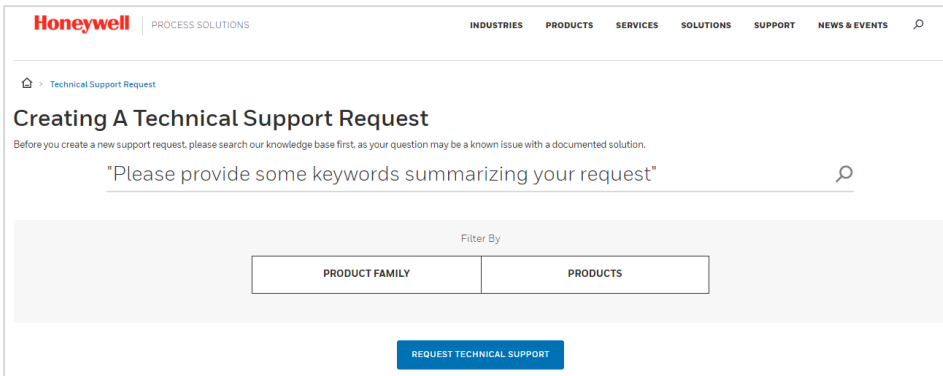
Select from the available customer service request types to add details to your enquiry.

Please remember, your user needs to be associated with at least one account from the "My Account" menu.

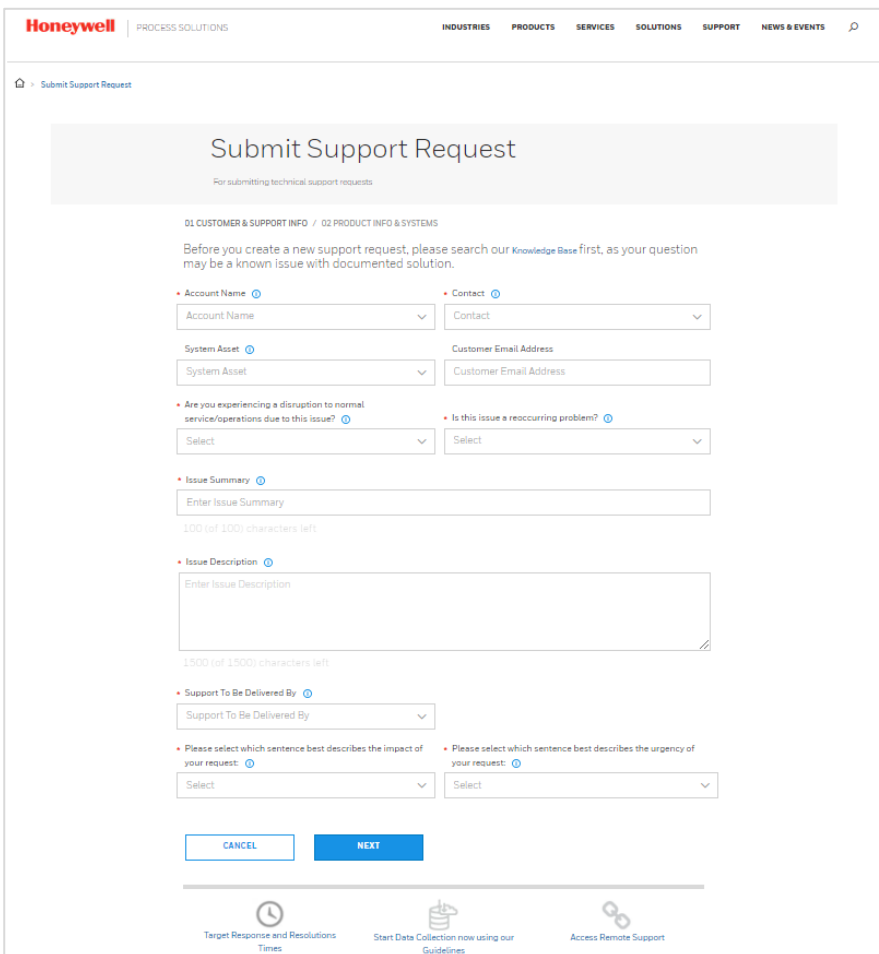
CANCEL SUBMIT

Submit a Support Request

To submit a [Technical Support Request](#), click Technical Request Support in the Shortcut menu. The following display will appear, it is designed to advise that Knowledge Articles should be searched first to find a solution before creating a Support Request.



Two options are available. First, searching the knowledge base to find a known issue. Second, select the Request Technical Support button to get straight to this form. Fill out the form, making sure to enter data in the mandatory fields (indicated by an asterisk). Hovering above the small blue Information icons give tips on what selection to make. The Account should automatically select to the Primary Account in your profile, but if you specified Secondary Accounts, they will appear in the drop-down list. The Customer Contact information should populate automatically from your profile.



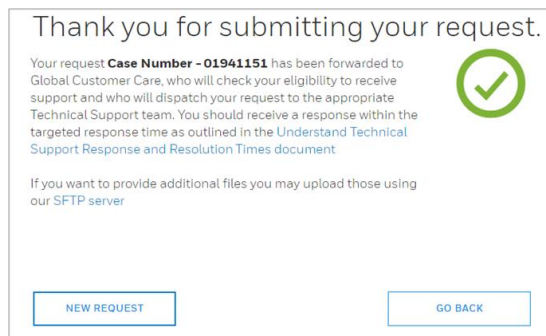
Fill out Page 2 of the form, making sure that data is entered in the mandatory fields. Both the Product Family and Product fields are required entries, but you may choose which field to enter first based upon your knowledge of the Products.

Up to 5 unique files may be attached, but the total file size limit is 3 MB, so for larger attachments, utilize the [GTAC Secure FTP site](#). If login credentials are not available, documents to be loaded after request is submitted and GTAC provided you the login credentials. Click SUBMIT when finished.

When submitted, the following dialog will appear, confirming that a GCC Services & Support Salesforce Case has been created and assigned to Global Customer Care for processing.

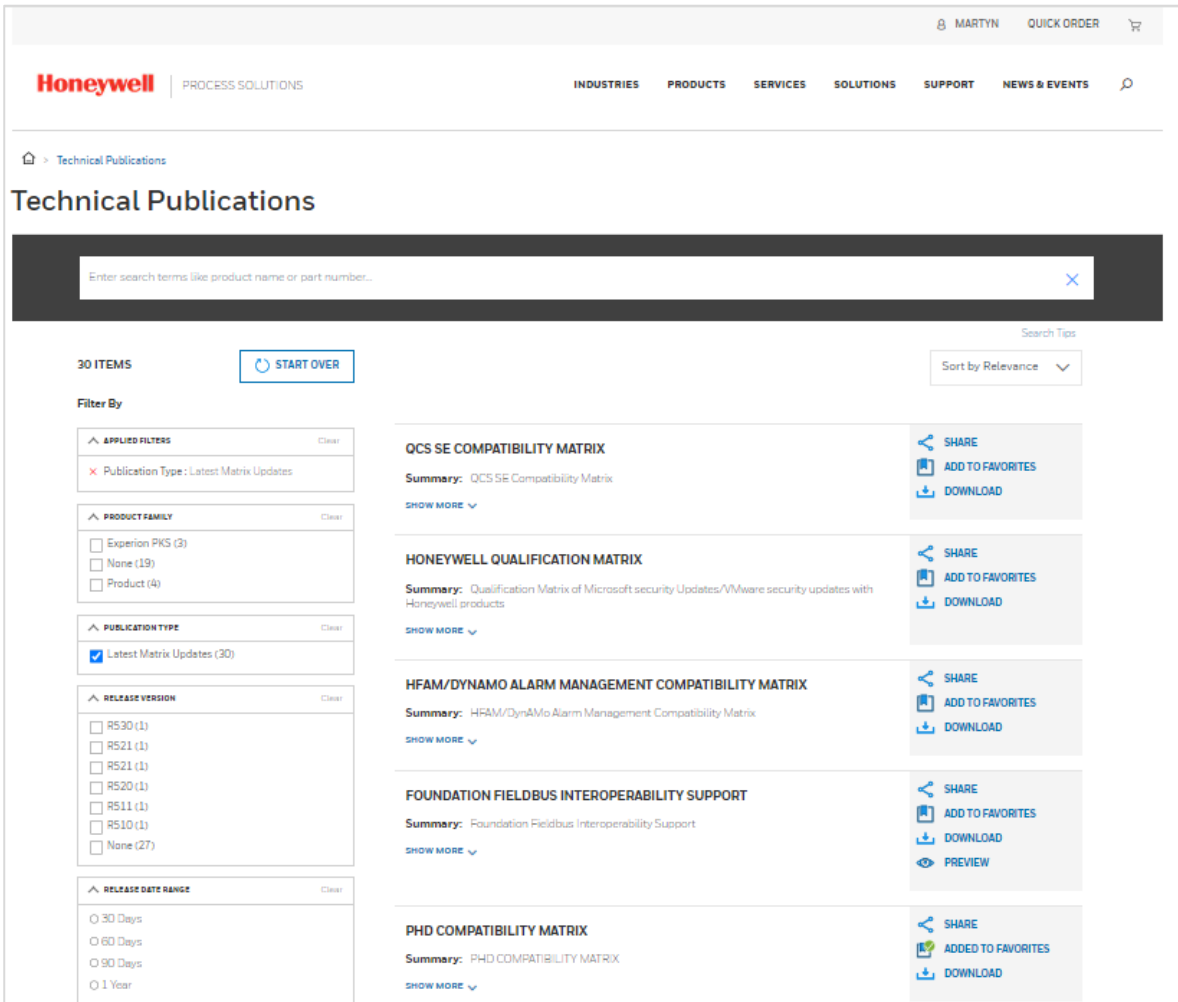
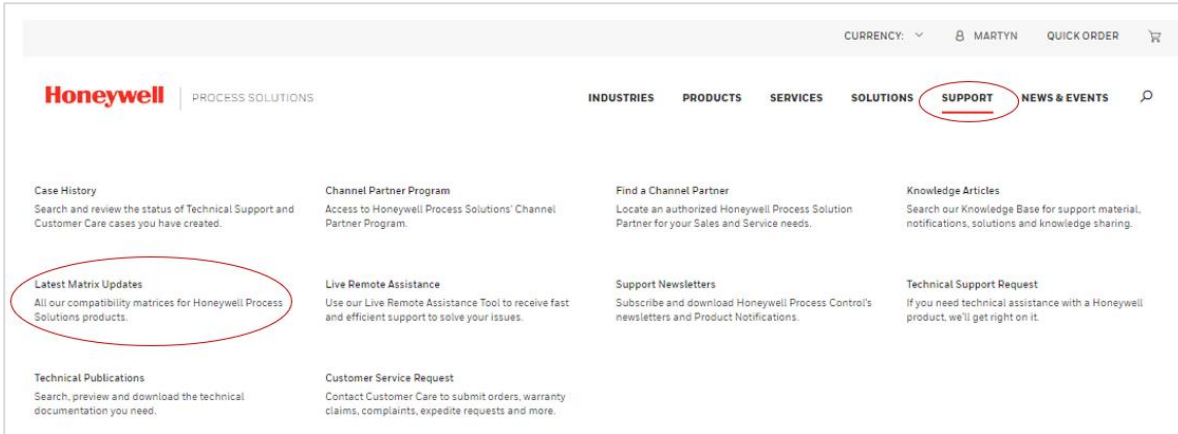
The Case Number will be visible in the Case History after about 15 minutes, and a Technical Support Case will also be created and dispatched according to the instructions given in the Request Support form.

An email will be sent to the Requestor containing the same confirmation information. Note that if this issue is dispatched to Field Service, a Work Order will be created by the GCC and the Technical Support Case will be cancelled.



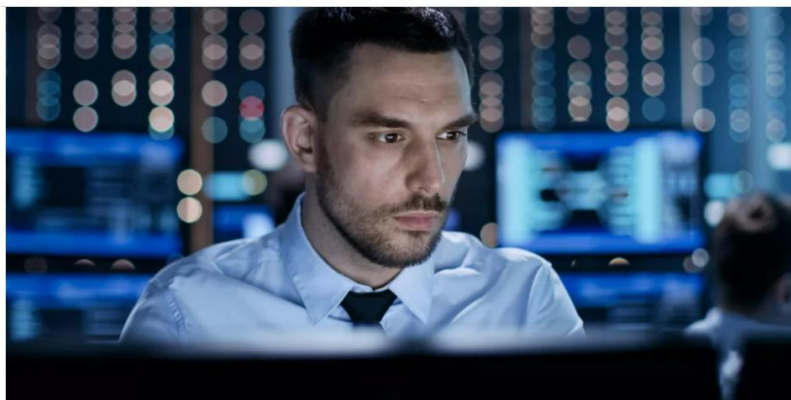
Latest Matrix Updates

Selecting [Latest Matrix Updates](#) in the Support menu calls up a list of Matrix Update documents (spreadsheets) that provide software compatibility information for specific product lines and system software releases.



Live Remote Assistance

Honeywell employees and entitled Customers may connect to a hosted GoToAssist remote desktop session if invited by Technical Assistance or other groups that provide this kind of support. After selecting the [Live Remote Assistance](#) tile in the Support menu, see the page below and follow the instructions provided.



Live Remote Assistance

Do You Need a Quick Solution to a Technical Problem?

With our live remote-assistance tool, a member of our support team can view your desktop, providing a more expedient and efficient means to get you on your way to a solution.

How to Get Support:

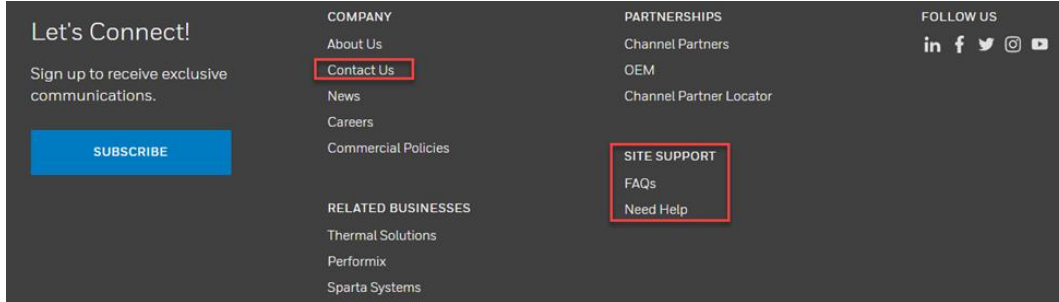
Remote support is a tool intended to be used within the course of troubleshooting an existing call

Contact Us

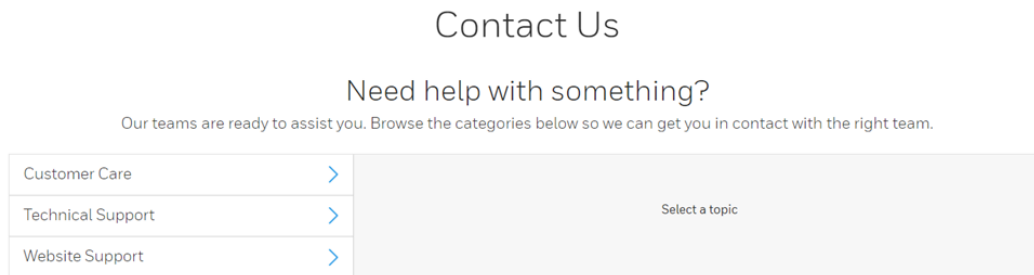
If you need to call or email a Honeywell Contact Center or get support for any other issues, use the [Contact Us](#) function, available by clicking [Contact Us](#) in the footer available at the bottom of most Support pages.

You can also see the [FAQ](#) page and the [Need Help](#) link in the Site Support section.

The Need Help link will open an email dialog screen with the <mailto:hpsweb@honeywell.com> email address pre-populated. That email is sent to the main team focused on addressing site issues.



When you click on the "[Contact Us](#)" link, the following page appears. From here you may locate a regional Customer Care Center, Technical Support or get support for website issues.



Feedback

We welcome your feedback! Please send any comments you may have to the email address above or by clicking the blue Feedback button that appears near the right margin on most portal displays.



Using your Mobile Device

The Support Portal is optimized for mobile platforms and devices, including smart phones and tablets running Apple, Android & Windows operating systems. For easy access, bookmark this address in your mobile browser: <https://process.honeywell.com>

Your mobile device is ideal for accessing the Support Portal to assist you in everyday tasks, such as:

- Navigating to Knowledge Articles and Request data from wherever you are
- Submitting new Support Requests on the job, right where you can see the Incident you are investigating
- Uploading photos and videos of your issues directly to the Request details page as file attachments
- Accessing product information and related documents

Tips to improve search results

Click [Here](#) to open the knowledge article with tips to improve search results in [MyHoneywell](#) website

Related documents

The following list identifies publications that may contain information relevant to the information in this document

Title and link	Description
Demo videos	Presenting an Overview Of MyHoneywell Website, Navigation and Different Functionalities. Additional information is included in this document.
Improve search results	Tips to improve search results in MyHoneywell

Revision History

The following list identifies publications that may contain information relevant to the information in this document

Revision	Date	Description
A	February 15, 2023	First issue
B	April 6, 2023	Added: Receiving Publication update Notifications Updated: Layout
C	March 17, 2024	Updated: Navigate in MyHoneywell Notification Center for Technical Publications Submit a Customer Care Request (Now Customer Service request) Technical Support Request Latest Matrix Updates Added: Service Contract Visibility