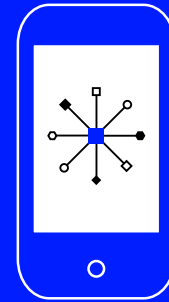


MyRefinitiv

A single login that brings all your products and services together in one place



Contents

Introduction.....	1	How to raise a query	1
How to access the portal	1	How to raise your Product or Content queries faster.....	3
How to search for answers.....	1	How to track your queries	4

Introduction

The MyRefinitiv support portal provides a consolidated access point to support, product information, alerts, notifications and billing.

How to access the portal

Please register or log on to myrefinitiv.com. If you do not wish to register, you can raise a query from the [login page](#) by clicking **Get Support**. Some additional fields will be displayed, as we will need to know how to contact you. A CAPTCHA field needs to be filled in too.

How to search for answers

MyRefinitiv contains answers to frequently asked product, content, technical and administration queries. To search for answers, type a keyword or words in the **Search** field at the top of the page. The results are grouped by category to help you find what you're looking for faster.

How to raise a query

If you don't find the answer to your query, please click the **Get Support** button on the top right-hand corner of the page and follow the steps below.

1. Click the Support category relevant to you on the **Get Support** page.

HELP & SUPPORT

Get Support

What do you need support with?

- Refinitiv products and content**
Get support for Refinitiv products and content issues: Elkon, World-Check, Datastream, DataScope, etc.
Get Product and Content Support →
- Administration and billing**
Get support for all invoice related queries including payments & account changes.
Get Administration and Billing Support →
- Using our service portals**
Get support for any issues with this portal or SEA portal (North America only) or e-billing portal.
Get MyRefinitiv Support →
- Let us know your feedback**
If you want to share your thoughts or your ideas with us...
Provide Feedback →
- Download center**
Get support for all software download related queries.
Get Download Center Support →

2. Select a query type, e.g., **I need help using the product** from the list (you may need to scroll to see all the options available). Based on the selected Support category, you will see the list of query types to choose from.

3. Select a product from the drop-down list (or type the product name in the **Search Product** field). You need to select the Product option only if the query is related to product or content.

The screenshot shows the 'Get Support' form. At the top, it says 'HELP & SUPPORT' and 'Get Support'. Below that, there are sections for 'Product and Content' and 'I need help using the product'. The 'Product' section has a dropdown menu labeled 'Select Product' with a search input field containing 'el'. The dropdown list is open, showing 'My Products' with options: 'Metastock Pro for Refinitiv Eikon', 'Refinitiv Eikon', and 'Refinitiv Eikon for Commodities'. Below that is 'All Products' with the option 'Metastock Pro for Refinitiv Eikon'.

4. Enter comments. You can attach a file up to 10MB in size to your query (including files in .sql format).

The screenshot shows the 'How can we help you?' form. It has a text input field labeled 'Type a comment'. Below the input field, there is a section for 'Attachments (10 MB limit)' with an 'Attach file' button and a paperclip icon. Below that, there is a section for 'Who does this affect?' with a dropdown menu showing 'Please Select'.

5. Select a value from the **Who does this affect?** drop-down list. You need to provide this information only if the query is related to product or content.

The screenshot shows the 'Who does this affect?' dropdown menu. The dropdown is open, showing the following options: 'Please Select', 'Single user', 'Multiple Users', and 'Whole site'.

6. Choose how you would like to be contacted. If selecting **Email**, your email address will display. When raising a **Product and Content** query you can copy up to five colleagues. Click the **Add Emails** button. When you have added the first email address, click the **envelope** icon to add up to four more email addresses.

The screenshot shows the 'CC emails (Optional - Max of 5 emails)' section. It features an 'Add Emails' button with a blue border and a rounded rectangle.

Your copied colleagues will receive emails when the product/content helpdesk agent responds to your ticket. If they reply to these emails, their responses will be recorded in our system.

Your colleagues will not be able to view the ticket within MyRefinitiv.

How should we update you?

You will always be able to track your tickets within MyRefinitiv

Email

Primary email

myemail@email.com

CC emails (Optional - Max of 5 emails)

john.smith@email.com

✉

Phone

7. Click **Submit**.*



*If the Submit button doesn't work, please try again after clearing browser cookies and cache, or if possible, try an alternate browser. This issue can also be caused by local network settings. If you still encounter an issue, please ask your IT department to investigate.

8. You can post messages to communicate updates about your query by clicking your ticket via your dashboard or by clicking **Support Tickets** from the **Help & Support** page link on the left-hand menu.

9. Enter details and click **Post Message**.

How to raise your Product or Content queries faster

Set 'Product and Content Support' page your default home screen

From your **Profile** section, you can set the **Product & Content Support** page as your default home screen within MyRefinitiv. You can then directly raise a Product or Content query from this page once logged in.

Set my default page when I sign in

Dashboard ^

Dashboard

Product & Content Support

Save your Support form preferences

You can also tick the **Save form preferences** option when submitting a Product or Content query.

This saves your preferences regarding Product, Symptom, Impact and Preferred Contact Method.

The next time you raise a Product or Content query, simply click **Raise a ticket** under your saved 'Get Support' preferences. This will pre-populate your current preferences and save you time.

You can change them and save the new preferences at any time in the same way.

Who does this affect?

Multiple users

How should we update you?

You will always be able to track your tickets within MyRefinitiv

Email

Phone

Please enter a full phone number in international format

Save form preferences

Submit

HELP & SUPPORT

Get Support

Your saved "Get Support" preferences

SAVED PRODUCT & CONTENT

I need help using the product
Refinitiv Workspace

Raise a ticket →

How to track your queries

MyRefinitiv provides visibility of queries you have raised via the portal or any other channels. You can track your recent queries from the dashboard and see previously raised queries via the **Help & Support** link accessible from the menu on the left.

The custom filters enable you to search for a query by product or status and you can save the filter for future use.

You can also export your queries by clicking **Export as CSV**.

Search FAQs, products, resources, ...

Get Support

HELP & SUPPORT

Support Tickets

Custom filters

Export as CSV

UPDATED	TICKET	SUBJECT	PRODUCT	STATUS	CREATED
19/09/2018 16:09	06323194	test	Thomson Reuters Eikon	New	19/09/2018 16:09
19/09/2018 08:09	06323158	test	Thomson Reuters Eikon for Wealth Management	New	19/09/2018 08:09