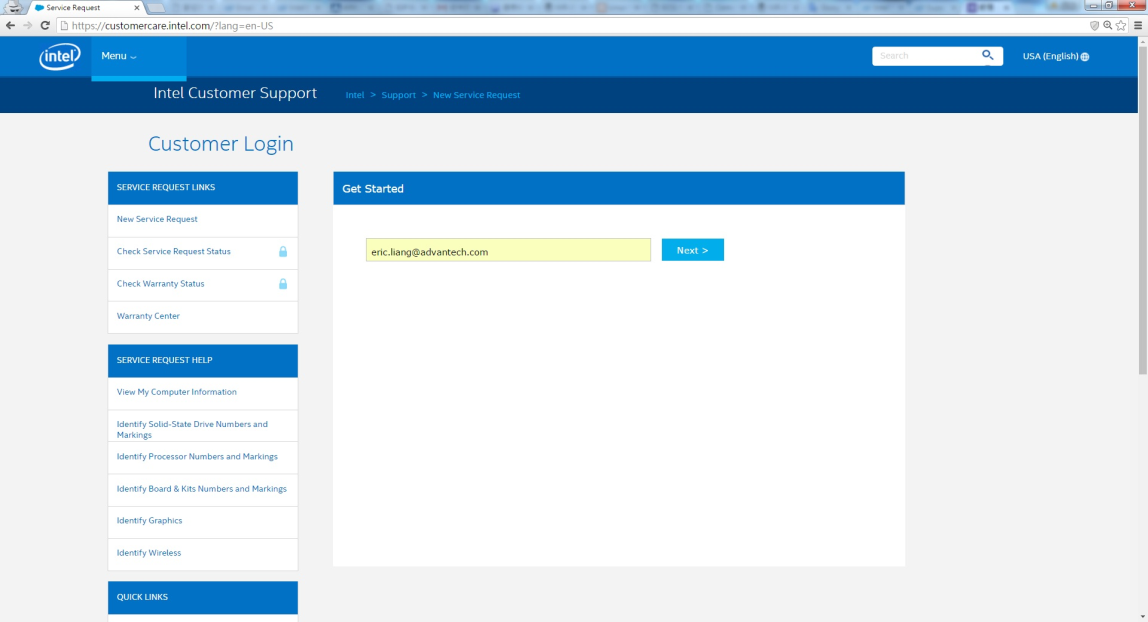
**SOP of submit issue on Intel Customer Support web site**

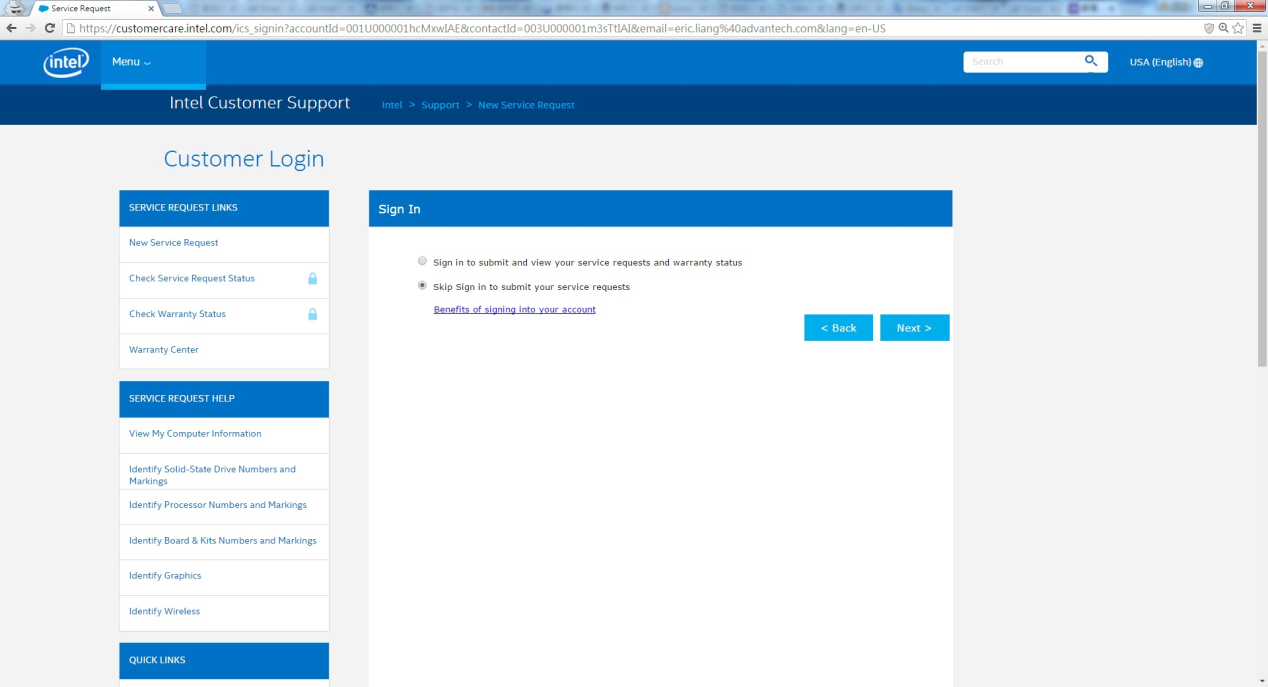
Web site:

<https://customercare.intel.com/?lang=en-US>

1. Enter your E-Mail Address ( System would send mail info by E-Mail)

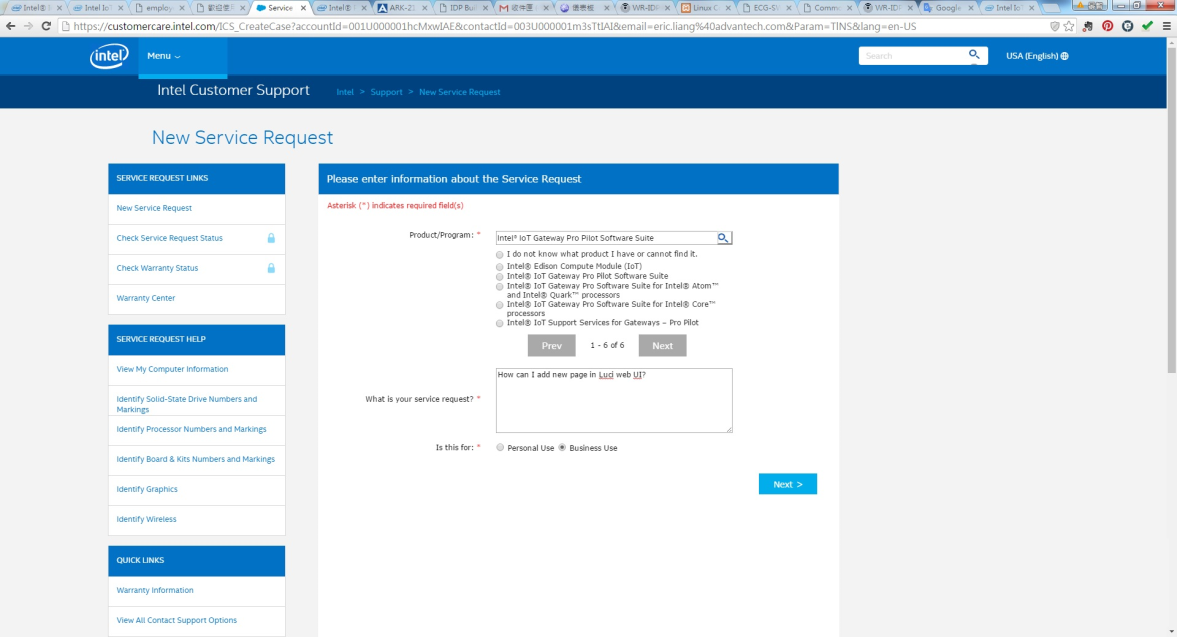


1. Skip Sign in to submit your service requests



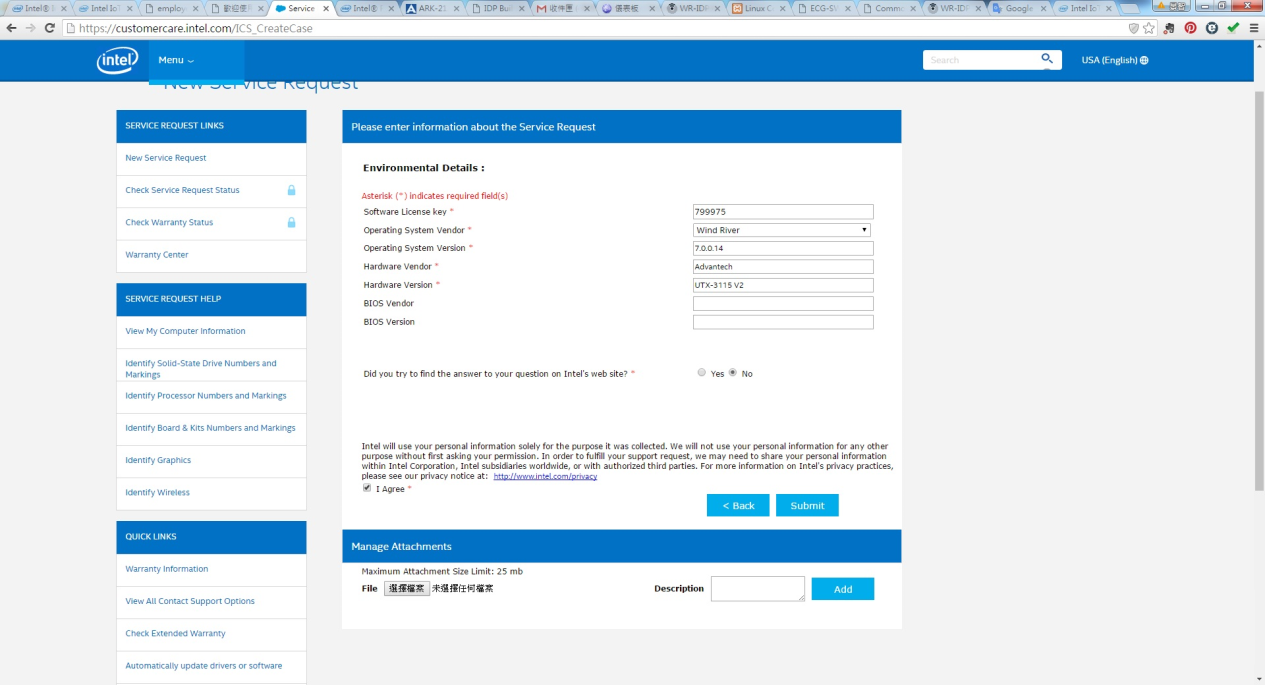
1. Choice your product & write your request

Intel IoT Gatweway Pro Pilot Software Suite

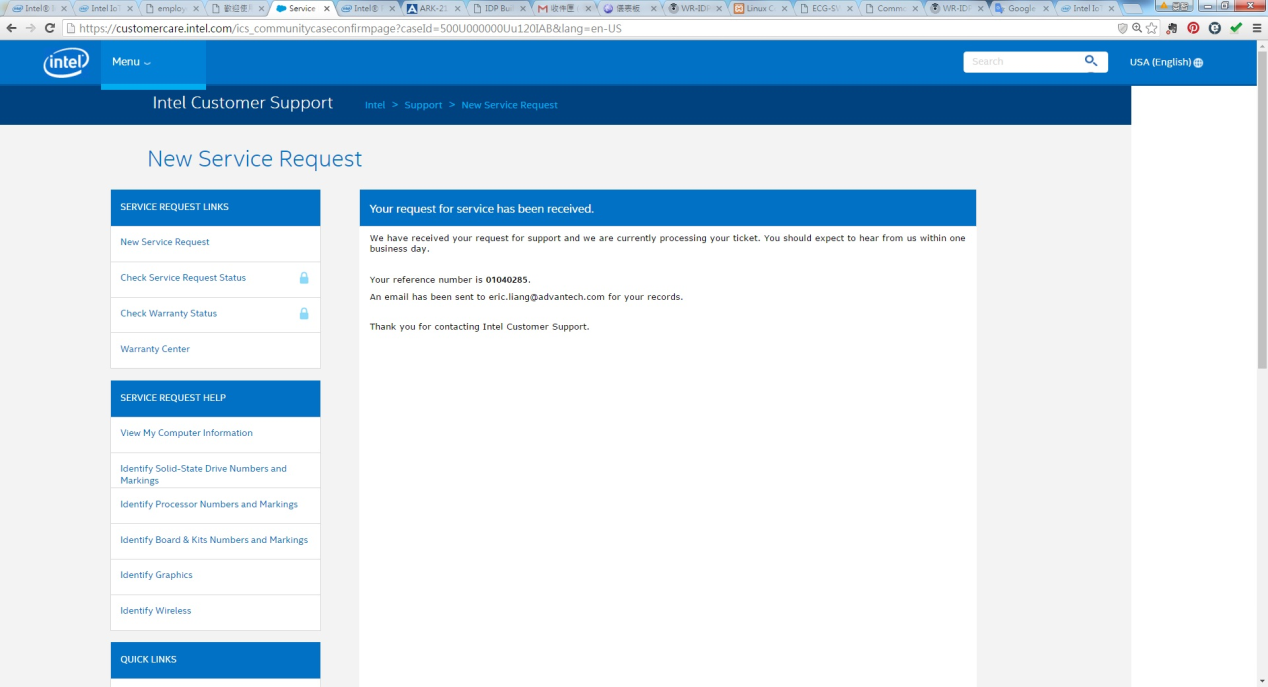


1. Enter entitlement# : 799975

Detail Information & Attachment



1. Complete & Wait Intel’s reply



Note: If you want to check your request status. You need login the web site by your account. System will auto create a new account for your e-mail. Default account is the string before “@” of e-mail. (ex: [eric.liang@advantech.com](mailto:eric.liang@advantech.com) -> account is “eric.liang” ). To click forget password to reset then system will send a mail for resetting your password.

