NetApp Support Site アカウント取得方法について

- 1. NetApp Support Site アカウントとは
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NetApp Support Site アカウントとは

ネットアップは、ネットアップの製品やソリューションをより深くご理解いただけるよう、数多くのトレーニングをご提供しております。NetApp Support Site アカウントを取得いただくことによって、Web トレーニングの利用、 ならびに講習会形式のトレーニングの申込みが可能となります。 Support Site アカウント作成時に、ユーザー様かパートナー様かをご選択いただきます。

NetApp Customer / End User(ネットアップのユーザー)アカウント

ネットアップの製品をご検討・ご購入いただいているお客様向けアカウントになります。 ※ユーザーのお客様はこちらをご選択ください。アカウントは即日発行されます。

NetApp Reseller / Service Provider / System Integrator / Partner (パートナー)アカウント

ネットアップとパートナー契約を締結されているパートナー様向けのアカウントとなります。トレーニングの申込み 以外にも、パートナー様向け販売ガイドや技術情報などをご提供しているポータルサイトへのアクセスなどが可 能になります。

※アカウント作成後すぐにトレーニングの利用はできますが、パートナーアカウントが有効になるのに 1-2 日必要となります。パートナーアカウントが有効になりました後、パートナー向けのトレーニングが利用可能となります。

パートナーレベルのアカウントは、以下の契約のいずれかをお持ちの法人様に取得いただけます。

-リセラー契約(Star, Platinum, Gold, Registered) -ディストリビューター契約 -SP 契約 -SI 契約または GSI/RSI 契約

NetApp Support Site アカウントの取得方法

Step 1 Support Site アカウントの取得

- (1) <u>http://mysupport.netapp.com/</u> にアクセスします。
- (2) 画面右上の「Register」をクリックします。

	Sign-in Register Contact Us
I need support on	Q
	🗩 Chat

- (3)「ネットアップポリシーに同意する」を選択します。
- (4) 会社のメールアドレスを入力して、「Continue」ボタンをクリックします。

Online Support and Communities Registration
Step 1 of
Welcome to Account Registration
Not only is protecting your data is required by law, but your privacy is very important to us. Please read and agree to the NetApp Data Privacy Authorization Statement before you begin. Our Privacy Policy is also available on our website
I understand and agree to the NetApp Data Privacy Authorization Statement.
If you do not wish to provide personally identifiable information, we will be unable to register you at this time. If you require technical support, please contact our Technical Support Center.
To begin, please enter your e-mail address:
(Example: someone@domain.com)
Please enter your e-mail account at your company's domain. Do not use a free e-mail account, such as yahoo.com, hotmail.com, gmail.com, etc. Accounts created with free e-mail addresses will be inactivated.
teat free Encoloyees or badged Contractors: Please use your network username and password to log in. Continue

※会社で使用されているメールアドレス(企業ドメインのもの)を登録してください
 フリーメールでは取得できません。(入力はできてもアカウントが発行されませんのでご注意ください。)
 例; @gmail.com, @yahoo.com, @hotmail.com, etc.

(5) ネットアップより、登録したメールアドレスにメールが届いていますので、メールをご確認ください。

Online Support and	Communities Registration	
		Step 1 of 4
Thanks for providing your email address for	or validation	
An activation link has been emailed to you	r account. You need to verify your email address within 24 hours.	
What you should do next? 1) Check your	email account for a welcome email from "nss@netapp.com".	
2) Open the email and click the link provided for validate your email address within 24 hours of the receipt of the email.		
3) You will be redirected to NetApp Suppo	rt Site to complete the registration process.	

(6) メールのリンクを開き、「Continue」ボタンをクリックします。※リンクはメール到着後 24 時間、一度限り有効です。

Online Support and Communities Registration
Step 1 of 4
Welcome back!
Your email address
has been successfully verified.
Continue

(7) アクセスレベルを選択します。

■ユーザー様(パートナー契約を結んでいる企業様以外すべて)は「NetApp Customer / End User」を選択し、「Continue」ボタンをクリックします。

- ■パートナー様(以下の契約を締結している企業様)は「NetApp Reseller / Service Provider / System Integrator / Partner 」を選択し、「Reseller, Service Provider or System Integrator」にチェック(CSS パートナー様は「Service Partner」にチェック)し、「Continue」ボタン をクリックします。
 - ・ リセラー契約(Star, Platinum, Gold, Silver) ・ ディ
 - ・ディストリビューター契約
 - ・ SP 契約 ・ SI 契約または GSI/RSI 契約

O NetApp Customer / End User	
This level allows access to:	
• full access to our support Web site (Support Site)*	
 NetApp training, purchasable by credit card or a Train Purchase Order. For any related inquiries, please conta NetApp University support 	Ing "My company owns NetApp product(s) and I need access act to all of the above plus all support tools and features."
 join a community on our public Web site 	
*Requirements: Valid NetApp serial number (located o command on your NetApp product).	on the back of your NetApp product) or System ID (run a "sysconfig-a"
O NetApp Reseller / Service Provider / System Integra	tor / Partner
This level allows access to:	
Reseller and/or Partner sites*	"I need access to all of the above plus NetApp Reseller, Service
• full access to our support Web site (Support Site)	Provider, System Integrator and/or Partner sections"
 NetApp training, purchasable by credit card, Training Purchase Order or program entitlement. For any related inquiries, please contact NetApp University support 	
 join a community on our public Web site 	
*Requirements: Valid Authorized NetApp Reseller or P	Partner contract to be on file with NetApp.
NetApp Privacy Policy	
Continue	

(8) コンタクト情報を「Contact Information」欄に英文で入力します。

First Name : 名	Last Name : 姓
Business Function: 職種	Job Role :業務内容
Title: 役職	Office Phone : 会社の電話番号
User Name: アカウントのユーザ名	★印は入力必須項目です。
※パートナー様は、その下の「Company Info	ormation」もご入力ください。

Partner Registration			
	If you received this page in error (You are a 'Customer' or 'Guest'), clic	k here to go back. For any questions or clarifications	s, please Contact Us
	SUBMIT	Cancel	
	Multiple Partners exist with same domain. Selec	t Company Name from Company Information	panel
✓ Contact Information			
* First Name:		*Last Name:	
*Business Function:	SE v	*Job Role:	8E/ Post-Sales V
*Title:	EMPLOYEE	Language Preference:	None v
Email:		Mobile:	
*Office Phone:			
*User Name:			
	Please select a User Name for your new NetApp account. Name must be between 9 and 40 characters, consisting of A-Z, 0-9 and \$! !	9	

(9) [Address/Product Location]

ネットアップ製品をお持ちのお客様は設置場所ご入力ください。 ネットアップ製品をお持ちでないお客様は会社の住所をご入力ください。

(10) [Product Information]

ネットアップ製品をお持ちのお客様はシリアル番号を入力し、「Continue」ボタンをクリックします。 ネットアップ製品をお持ちでないお客様は空欄のままで、「Continue」ボタンをクリックします。

Address/Product Location:	
If you will be providing a Serial Number be	low, enter the physical location of the NetApp product in these address fields.
 If you do not own a NetApp product, ente 	your own office address here.
Address *:	
City *:	
State/Province:	US and Canada Only 🔍 (* For US & Canada)
Postal Code:	(* For US, Canada & Australia)
Country *:	- Select One - 🗸 🗸
Product Information (Optional): Please enter a Serial Number or System ID to	elp us validate your access level. Please note: Not providing a Serial Number or System ID may delay processing of your request.
Serial Number:	(Either a NetApp hardware Serial Number, often located on back of unit; or a NetApp software Serial Number.)
- OR -	
System IO:	(Run a "sysconfig -a" command on your NetApp product. The output should list the System ID.)
NetApp Privacy Policy	
the tripp fitting fitting	

NetApp Support Q I need support on... 🗩 Chat Online Support and Communities Registration Step 4 of 4 Your Support Site Login Info: Note: An asterisk (*) indicates a required field. Username: User name:メールアドレスなど、個人を特定できる情報は使用しな いでください※ネットアップ・コミュニティで使用することがあります NOTE: Your Username is the default display name in the NetApp forums and will be visible on the internet should you choose to join a NetApp forum. To protect your privacy of your personal data, please do not use your email address or any personally identifiable ation (e.g., firs your Username. Password:パスワード Password: Re-Enter Password:パスワード再入力 Password must be between 6 and 20 characters Your Password Hint: パスワードを忘れた時用のヒント (メールでお知らせします) Re-Enter Password:* , I authorize NetApp and its selected partners to use my personal data in order to get updated on NetApp products, services, promotions, news, surveys and events from the marketing and sales organizations. In submitting my application for Support Site User access, I understand and agree that the purpose of Support Site access is to facilitate the support of products purchased from or provided by NetApp, Inc. and certified resellers. Access is granted solely on this premise and may be rescinded at any time by NetApp. NetApp Privacy Policy アカウントが有効になるまで約1~2営業日程度かかります

(11)ログイン情報を入力し、「Submit」ボタンをクリックします。

※Username に特殊文字や記号を使用しないようお願いいたします 例; @, &, #

(12)以下の画面が表示されましたら Support サイトアカウントの申請手続きは終了です。



Step 2 ラーニングセンターへのログインも行ってください。

Step 2 ラーニングセンターへのログイン

(1) NetApp University Learning Center ヘログインします。

http://learningcenter.netapp.com/

(2)「Data Privacy Authorization / statement」の「I Accept」ボタンをクリックします。

	NetApp University Customer Registration Data Privacy Authorization/Statement
In order to register for training in our Learning Management Sys obtains this data through the global NOW (community) databas LMS. Global data privacy laws protect this data, and NetApp is	stem (LMS) we must maintain specific personal data about you that will be used for registration. course completion (pass/fail) and training history data. NetApp University s. At the time you registered with NOW, you were asked to provide your authonization to NetApp in order to collect. process, store and/or transfer your data to our global committed to compliance with all elevant taws. The specific data used by NetApp University, passed from KOVY and maintained in LMS consists of the following:
 Name (first, last, middle initial, preferred) 	
User name	
Incation/work address	
Employer	
Work telephone number	
Vvork tax number Mobile number	
Job title	
The following LMS data will be provided either by you or by Net/	App University:
Training record	
Course requested	
 Course completion (pass/fail) Individual training plan 	
 Skills score (whether or not course was completed) 	
 Proficiency (whether or not course was completed) 	
• Language	
Under no circumstances will NetApp University track and store	test scores in LMS. Course completion will be defined as either pass or fail.
Your data will be used for the purpose of personalizing our conthistorical data. The data will remain in our training database ind will be embraced by these individuals and partner organizations	ant delivery and services to meet your individual training needs. It will also be used for course registration, participation and completion, as well as, maintaining your trainin lefinitely, unless you request in writing that it be deleted from our records. Our customized approach of providing focused information based on the personal data you provid 5.
 NetApp University Personnel 	
 NetApp Partner Relationship Managers 	
 Third Party Partners providing a service on behalf of Net- Third Party Trainers conducting the course on behalf of N 	app University. NetApp University.
NetApp will not supply your data to any third party without your	r explicit authorization.
	I Accept (I Decline
Note: If you decline, we will be unable to provide access to	our training registration system or maintain your data in our global system. However, we would like to continue providing you service. In order to meet your needs, please

お手続きは以上です。

アカウントを作成いただき、ありがとうございました。