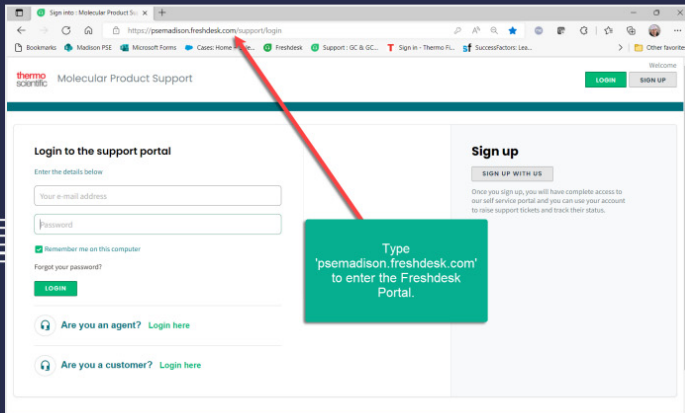
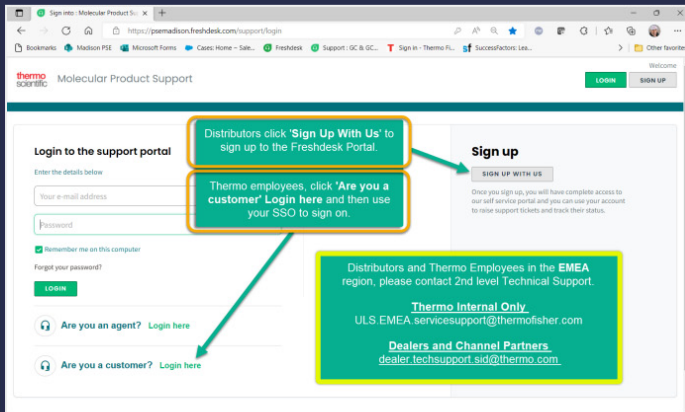


Freshdesk Portal Sign Up



Step 1: Type the URL address into to your browser. psemadison.freshdesk.com

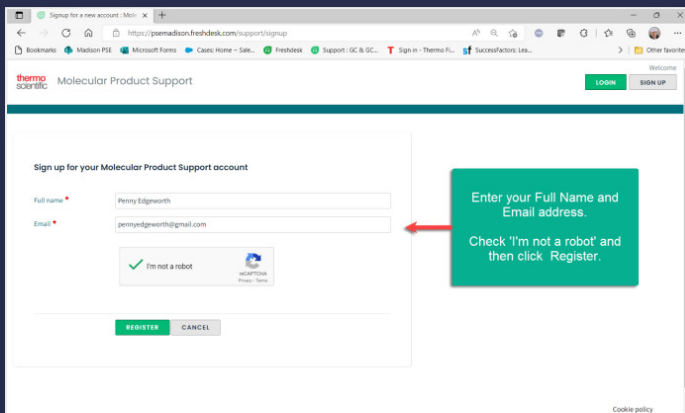


Step 2: Sign up for Freshdesk.

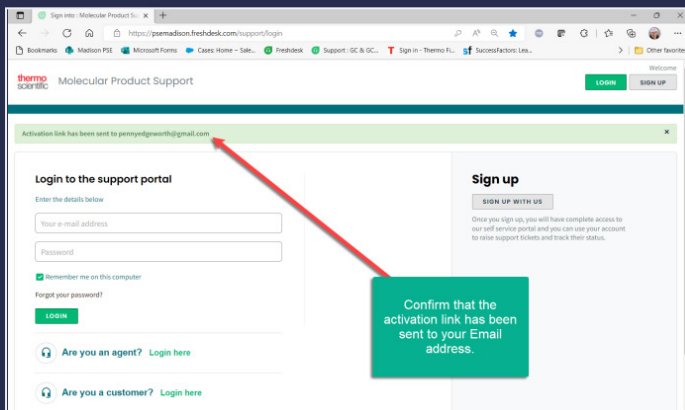
Follow the instructions on the left to sign on to the portal.

Thermo employees: Click **Login here** to sign on using single sign-on (SSO). Skip to step 7, you do not need to sign up to the portal if you're a Thermo Employee.

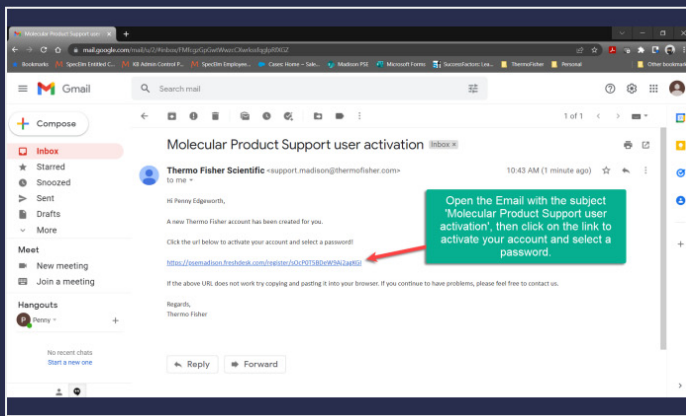
EMEA Support: Continue to use the current process to raise tickets if you are a distributor or Thermo employee in the EMEA region. The Freshdesk portal should only be used by the EMEA 2nd level support team.



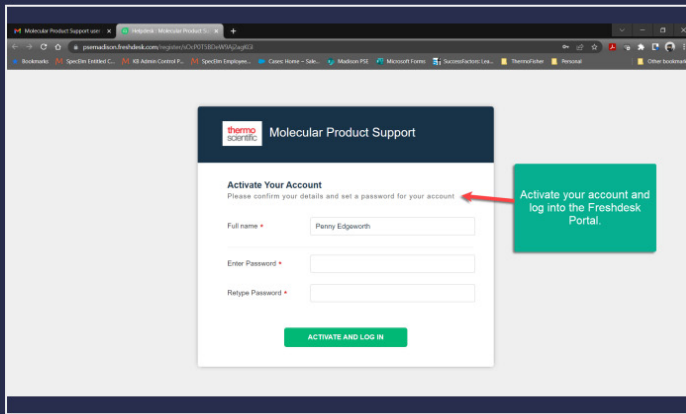
Step 3: Enter your name and company Email address. Do not use your personal Email address to register to the service portal.



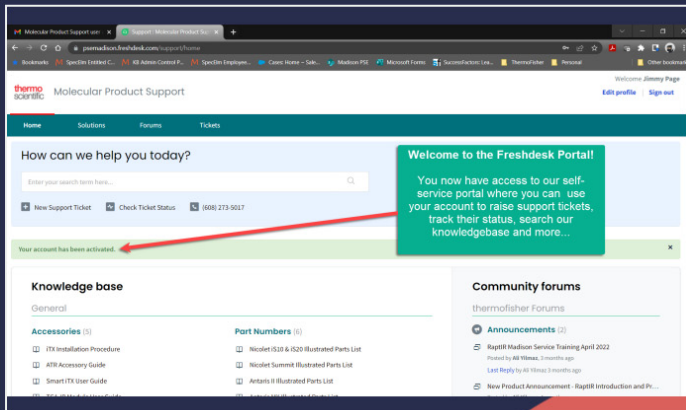
Step 4: The activation link was sent to your email. Click on the link to register to the Portal.



Step 5: Click on the link in the email to proceed to the next step.



Step 6: Create a password and then click Activate and Log In.



Step 7: Welcome to the Freshdesk Portal!

Now you have 24/7 access to the self-service support portal where you can raise tickets, track their status, search the knowledge base and more.