

Factory Communication

Factory: MSD - Madison
Model: All
Instrument: All
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Product Line: All
Level: 00
ECCN #: EAR99

FC #: IR5098

Read and Understood is: Required Not Required

Notice: [Please read the safety statement before following this procedure](#)

Title: Introducing the New PSE Customer Self-Service Support Portal (Freshdesk)

Announcement: Starting **August 19, 2022**, the product support engineering team (PSE) will transition to the Freshdesk self-service portal. Freshdesk is a new customer relationship management (CRM) system to help support Molecular and Microanalysis technical support questions from customer care channels worldwide.

Technical support questions reported through customer care channels worldwide will be submitted through the new Freshdesk self-service portal. The new Freshdesk portal will replace the legacy problem report form.

What is Freshdesk self-service portal?

The self-service portal allows our service teams to find an answer to their questions. It's essentially the launch pad for any service engineer who needs support.

From the self-service portal, service teams can search for knowledge base articles, visit a self-service forum, and use the tools provided to contact the PSE support team and to follow up on previous requests.

Important Notes

- Field service engineers that support Molecular products must use the self-service portal.
- Field service engineers that support Molecular products in the EMEA region must use the current process to raise tickets:
 - EMEA 2nd level support team must use the portal.
 - EMEA Thermo Employees use: ULS.EMEA.ServiceSupport@thermofisher.com
 - EMEA Dealers use: dealer.techsupport.sid@thermo.com
- Field service engineers that support Core-UV products must continue use the existing problem report form to raise tickets:
 - [Madison Product Support \(force.com\)](#)

This technical communication has been reviewed and approved by the Unity Lab Services Global Service Product Support Group. Any technical questions or comments regarding this communication must be directed to the respective product line support group. Any questions regarding the distribution of this communication or administrative questions should be directed to IES.ServicesIntegration@thermofisher.com.

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Click the link below to access the self-service portal:

- <https://psemadison.freshdesk.com>

Follow the how-to instructions located on the Thermo knowledge:

- How to sign up to the Freshdesk self-service portal
- How to submit a ticket
- How to check the status of a ticket

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The screenshot shows the Thermo Fisher Scientific Molecular Product Support Freshdesk portal. The browser address bar displays <https://psemadison.freshdesk.com/support/home>. The page header includes the Thermo Fisher Scientific logo, the text "Molecular Product Support", and a user greeting "Welcome Penny Edgeworth" with links for "Edit profile" and "Sign out". A navigation menu contains "Home", "Solutions", "Forums", and "Tickets". Below the navigation is a search bar with the text "How can we help you today?" and a search icon. Below the search bar are three buttons: "New Support Ticket", "Check Ticket Status", and a phone icon with the number "(608) 273-5017". The main content area is divided into two columns. The left column is titled "Knowledge base" and lists categories: "General", "Accessories (5)", "Part Numbers (6)", and "FAQ (4)". Under "Accessories (5)", there are links for "ITX Installation Procedure", "ATR Accessory Guide", "Smart ITX User Guide", "TGA-IR Module User Guide", and "TGA Module Troubleshooting". Under "Part Numbers (6)", there are links for "Nicolet IS10 & IS20 Illustrated Parts List", "Nicolet Summit Illustrated Parts List", "Antaris II Illustrated Parts List", "Antaris MX Illustrated Parts List", and "RaptIR Illustrated Parts List". A link "See all 6 articles" is also present. Under "FAQ (4)", there is a link for "Service Training (1)". The right column is titled "Community forums" and lists "thermofisher Forums". Under "thermofisher Forums", there are two sections: "Announcements (2)" and "Tips and Tricks (1)". Under "Announcements (2)", there are two entries: "RaptIR Madison Service Training April 2022" and "New Product Announcement - RaptIR Introduction and Prod...". Both entries are posted by Ali Yilmaz, 4 months ago, and have a "Last Reply" link. Under "Tips and Tricks (1)", there is one entry: "New Knowledge Base".

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- **NOTES:** Notes contain helpful supplementary information.
- **IMPORTANT:** Follow instructions with this label to avoid damaging the system hardware or losing data.
- **CAUTIONS:** Indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.
- **WARNINGS:** Indicates a hazardous situation which, if not avoided, could result in death or serious injury

Field service engineers must be thoroughly familiar with and understand the safety procedures, know how to recognize hazardous or potentially hazardous conditions, and know how to take adequate precautions to protect themselves and others from possible injury while installing or servicing Thermo Fisher Scientific

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