SiePortal – Your digital gateway to Technical Support

SiePortal is an integrated platform that includes product information, a marketplace, and a channel for Technical Support.

- Your support request is routed directly to the Technical Support team without intermediaries.
- The support request form asks for the technical details based on your product selection.
- The system automatically offers related manuals, FAQ articles, downloads etc. while you are filling out the form.
- You can attach project files, screenshots and other diagnostics to your support request to expedite the investigation.
- All your support requests can be viewed in one place on the mySiePortal page.
- You can make a support request in advance, for example, before an important commissioning, ensuring you get help quickly at a critical moment.

You can log in to SiePortal at **siemens.fi/sieportal**

You can go directly to the support request form at **siemens.fi/supportrequest**

We recommend that you register as a user well in advance of the critical phases of your project. We have compiled instructions on the next page to help you get started.

For additional inquiries, including Field Service, please contact our Customer Care Center: customercare.fi@siemens.com

SiePortal

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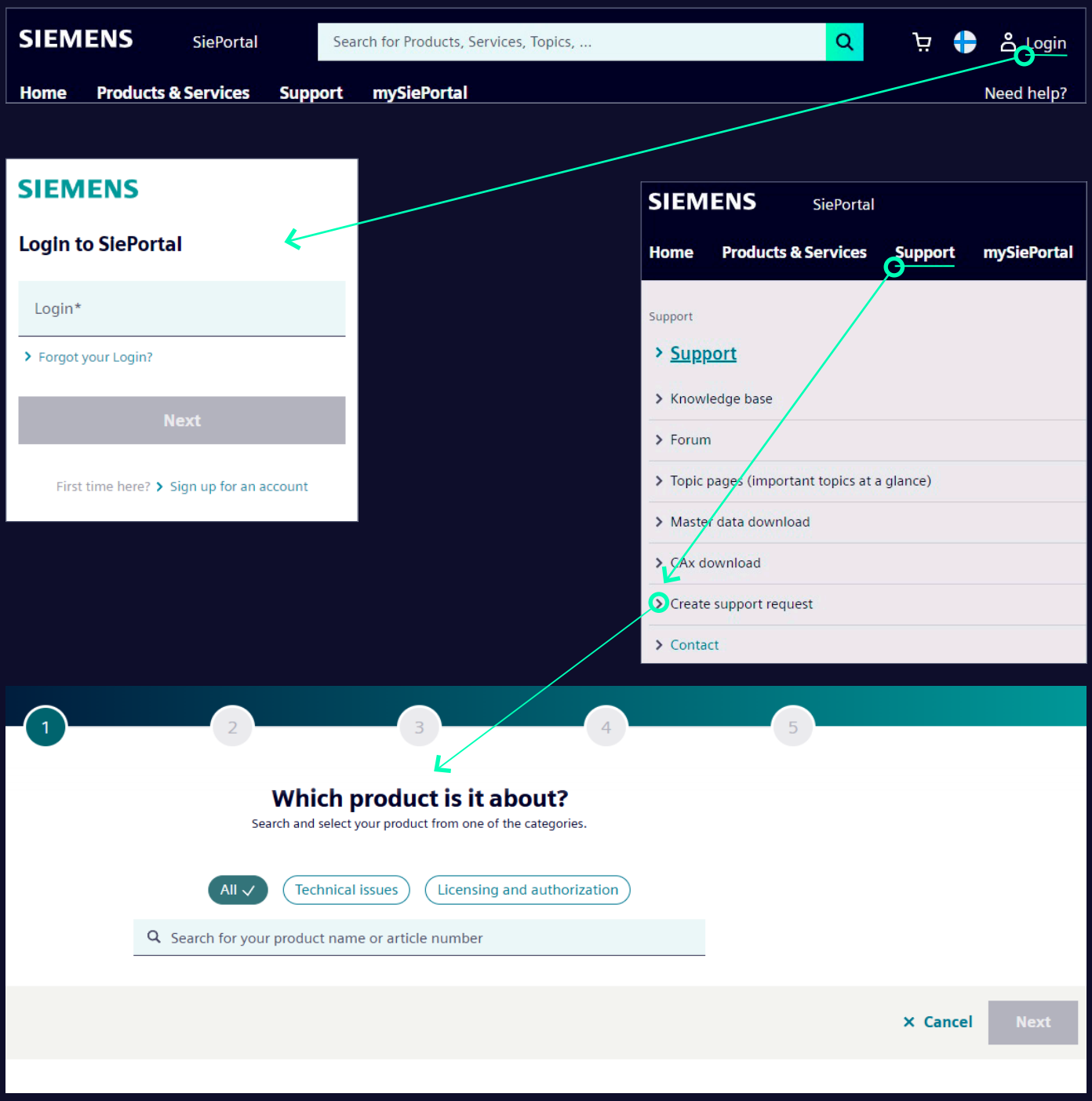
Getting started with SiePortal Support Request



Contract customers

If you have a service contract with Siemens, then please remember to use **“Select contract”** menu on the last page.

If you have a service contract but you can’t see your contract in the menu, please contact: **customercare.fi@siemens.com**

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