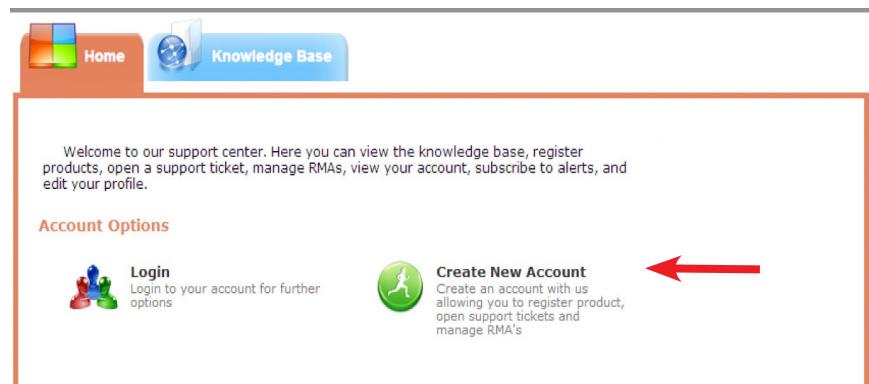


Welcome to our classic support system for resellers, distributors, existing accounts and general inquiries. Follow the steps below to get started.

(For single scanner replacement requests you can download the Companion App for iOS or Android at [socketmobile.com/companion](http://socketmobile.com/companion), or see our replacement portal at [rma.socketmobile.com](http://rma.socketmobile.com). Otherwise, follow the steps below to make a support inquiry.)

**Step 1:** Go to  
[techsupport.socketmobile.com](http://techsupport.socketmobile.com)  
 and click on “Create New Account”.

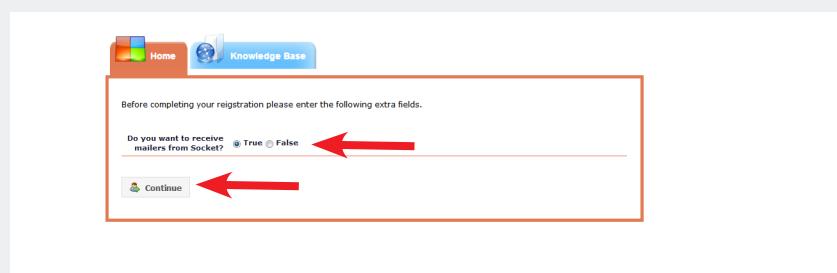


**Step 2:** Fill out your information and click “Continue”.

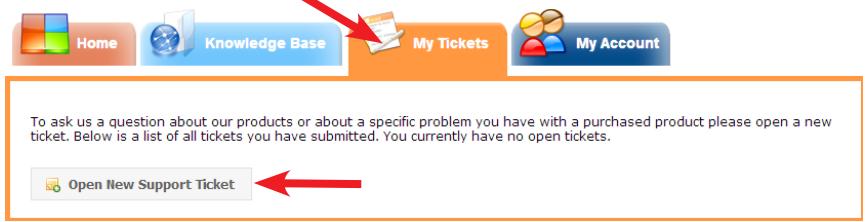
You are registering an Individual account. Please enter the information below to complete your registration

First Name *	<input type="text"/>
Last Name *	<input type="text"/>
Email Address *	<input type="text"/>
User Name *	<input type="text"/>
User Password *	<input type="text"/>
Verify User Password *	<input type="text"/>
Service Center Location*	<input type="text"/> All Countries except Europe
<small>The Service Center Location will represent either where your bought your product or where you plan on returning it to. This can be changed later.</small>	
<input type="button" value="Continue"/>	

**Step 3:** Choose to receive future emails from Socket Mobile and click "Continue".



**Step 4:** Your Account has been created. You now have access to "My Tickets" and "Open New Support Ticket".



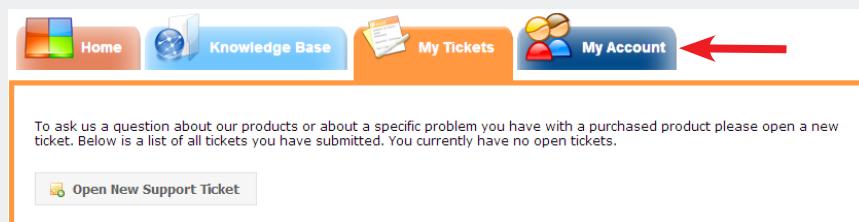
To ask us a question about our products or about a specific problem you have with a purchased product please open a new ticket. Below is a list of all tickets you have submitted. You currently have no open tickets.

[Open New Support Ticket](#)

**Step 5:** Click on "Register New Product" and follow the steps to finish registering your device and submit your ticket to Tech Support. Upon receiving the ticket, we will respond within 24 hours.

Note: In order to send in your device, please update your shipping address:

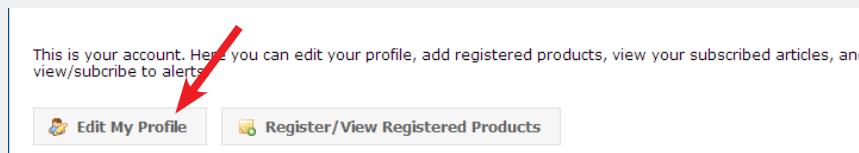
- Click on "My Account".



To ask us a question about our products or about a specific problem you have with a purchased product please open a new ticket. Below is a list of all tickets you have submitted. You currently have no open tickets.

[Open New Support Ticket](#)

- Click on "Edit My Profile".



This is your account. Here you can edit your profile, add registered products, view your subscribed articles, and view/subscribe to alerts.

[Edit My Profile](#) [Register/View Registered Products](#)

- Upon updating your information, no other action is necessary. You should hear from us within 24 hours.