



# eSupport Portal – Usage Guide

March 2026



## eSupport Portal – Usage Guide

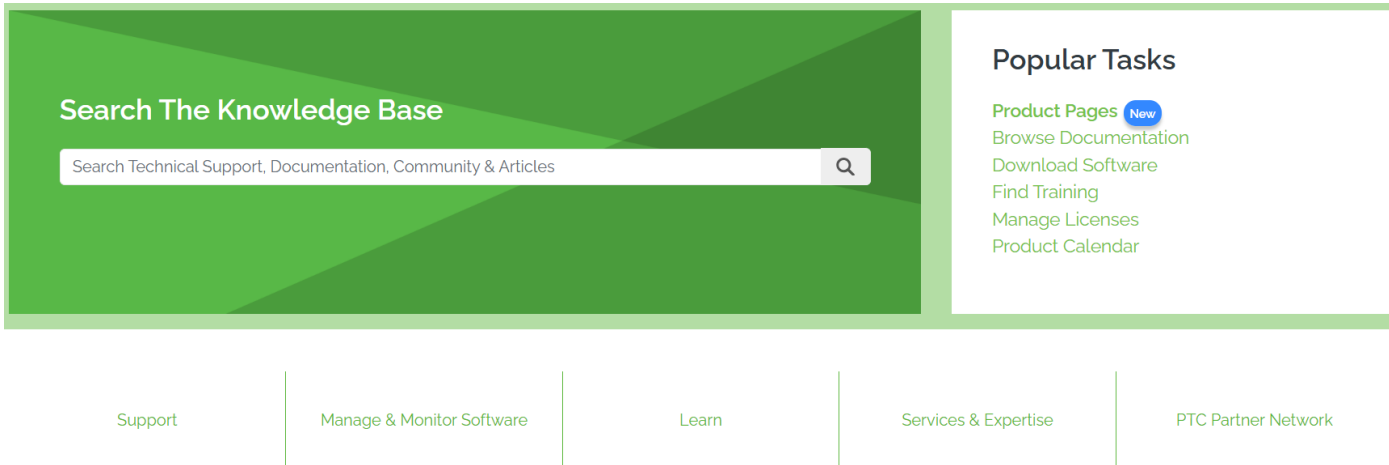
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# What's the eSupport Portal?

## What's the eSupport Portal?

The "eSupport Portal" is a highly user-friendly support website, customized to match customers' products and their interactions with them. It provides 24/7 access to various self-support tools, including the "Knowledge Base" and license tools.

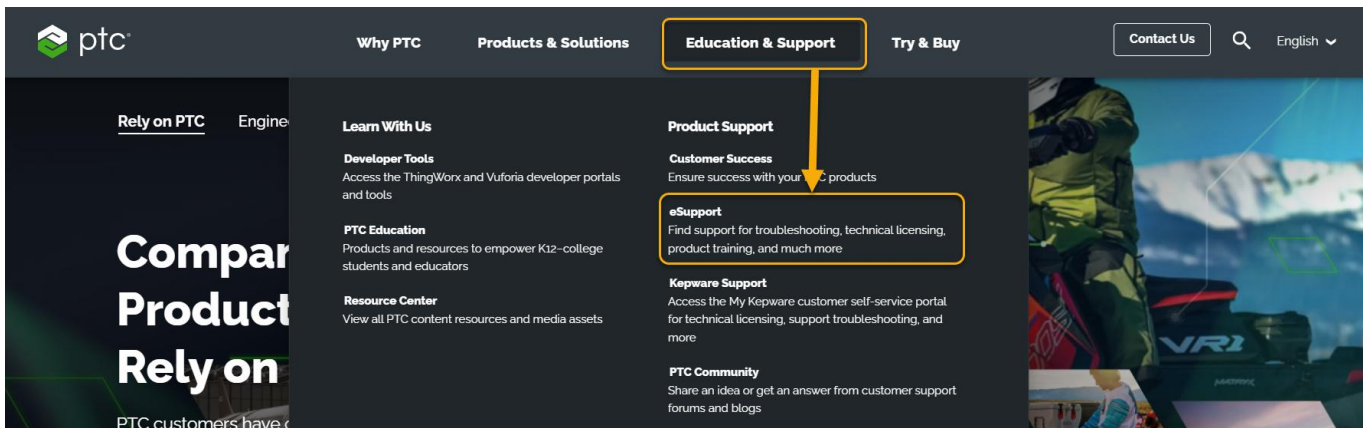
This guide explains how to access the eSupport Portal, obtain the necessary PTC Online Account, and use the main support tools available.



## How to Access the eSupport Portal

The eSupport Portal can be easily accessed from the PTC website.

1. Access the website: <http://www.ptc.com/>
2. Expand the "Education & Support" section at the top of the page, click on "eSupport," and log in to the eSupport Portal. <http://www.ptc.com/support/>
3. If you do not have a login account, please create a PTC Online Account.



# How to Create a PTC Online Account 1/3

## How to Create a PTC Online Account

To access the PTC eSupport Portal, a PTC Online Account needs to be registered.

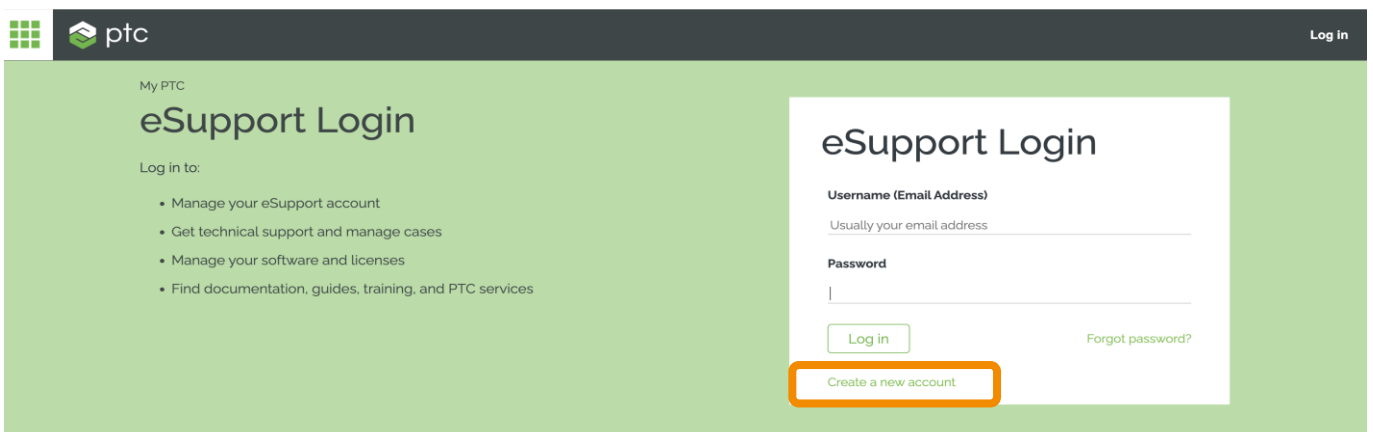
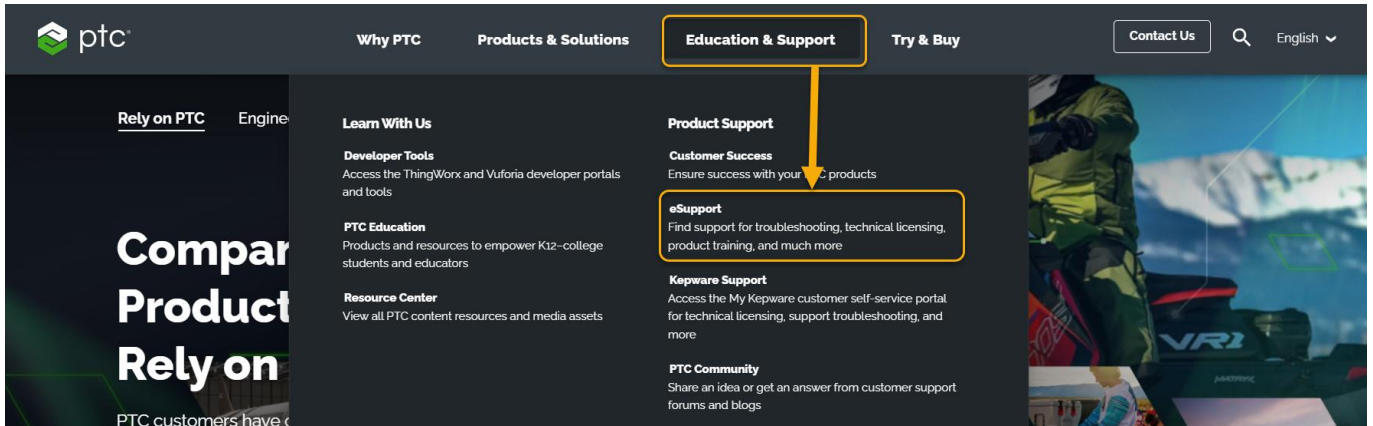
**If you have already registered, no further action is required.**

Before registering, please prepare the following information:

- Your PTC Customer Number
- Either your Sales Order Number or Service Contract Number

The PTC Customer Number and Sales Order Number can be found on your delivery note.

1. Access the website: <http://www.ptc.com/>.
  1. Expand the "Education & Support" section at the top of the page.
  2. Click on "eSupport".
  3. On the displayed page, click "Create a New Account".



# How to Create a PTC Online Account 2/3

2. Go to the "New Customer" tab and enter the required information into the form. After completing the form, click "Create Account".

- Fields marked with "\*" are mandatory
- The password must be **at least 8 characters long and consist of alphanumeric character**.
- Enter either your **Customer Number and Sales Order Number or Site Number** in the designated red-framed field.

## Create a new PTC User Account

**New Customer** Partner Basic Education

All fields marked with a \* are required.

**Customer Account:** If you, or your company, have purchased a [Global Support](#) agreement with PTC, you are entitled to this account level.

Your registered email address will serve as your new PTC.com username.

account. Instead, go to [Manage Company Settings](#), log in, and add the new customer number to your existing account.

Please refer to your PTC Software Order Fulfillment Letter for information necessary to setup your PTC.com customer account, such as your Sales Order Number (SON) or Site Number.

Please click [here](#) if you need help with registration.

This information is included in the "Software Order Confirmation" email sent by PTC.

**PTC Security Challenge**

Please enter the underlined numbers only, in order:

Reset **Create Account**

PTC collects, transfers and uses your data in accordance with our [Privacy Policy](#).  
By continuing you agree that you have read and agree with our [Privacy Policy](#).

You must complete this section to create a Customer Account to gain access to all Support included areas of PTC.com.

Customer Number:

Please supply one of the following pieces of information for verification. ⓘ

Sales Order Number (SON):

or

Site Number:

3. You will receive an email from the PTC Customer Account Management Team (do\_not\_reply@ptc.com) with the subject "Your PTC.com Account Has Been Created". Please click on the link provided in the email to proceed with the **upgrade process**. If you do not receive the email, please check your spam/junk mail folder just in case.

**If the email verification is not completed with the upgrade process, you will not be able to download software or open support cases. Please make sure to complete the verification process.**

# How to Create a PTC Online Account 3/3

4. After completing the email verification in step "3", you may need to add license management permissions to access the License Management menu. Go to the "My Account" page in step "1", select "Manage Existing Account," and click the "eSupport Settings" tab. If the "License Management" section under "Account Permissions" is displayed as "N," please contact your company's supervisor (PTC online account administrator).

Manage My Web Account  
Upgrade My Web Account  
Manage Notifications  
Reinitialize Product Preferences  
Change Language

My TSAM  
Learn about menu updates

Support Page: Gold, Gold+

When you log in, your name will be displayed in the upper right corner. Click on it to open the menu, then select "Manage Web Account."

Search My Profile **eSupport Settings** PTC University History

For questions or assistance with Customer Support Access, contact [PTC Account Support](#).

Customer Information	Account Privileges
Customer Name: Customer Number:	<b>Administrative</b> Online Supervisor: N
<b>Customer Support Information</b> Siebel User ID:	<b>License Management</b> License Management Licensing: Y License Management Reporting: Y
<b>Tools</b> Create Account User Grouping Customer Preferences Customer Name Sync	<b>Software Update</b> Software Update Address: Y Software Update Access: Y <b>Business Asset Summary Web Tool</b> BSWT Basic Privilege: Y

# Knowledge Base Search 1/3

## Knowledge Base Search

It is a highly convenient tool that allows you to easily and smoothly search various types of technical documents using natural language.

※ **Multiple language contents are available (Japanese, Simplified Chinese, Korean, German, French, Spanish, Italian)**

### Improvement of Search Query Suggestions

As you type, alternative search term suggestions and automatically suggested search terms are now displayed.

In the search box, you can search for content such as knowledge base articles, product documentation, help center resources, and community posts.

### Search The Knowledge Base

Search Technical Support, Documentation, Community & Articles



### Popular Tasks

- Product Pages New
- Browse Documentation
- Download Software
- Find Training
- Manage Licenses
- Product Calendar

### [Search Tips]

#### Searching by Document ID

Knowledge Articles and SPR can be found by searching their ID (File but CS123455, SPR #).

#### More search terms can provide more relevant results

- Short queries (less than 5 terms) will only match content that contains all the terms.
- Longer queries (more than 5 terms) will match content that contains most of the terms.
- More terms can produce more relevant results (e.g. delete vault files automatically will produce more relevant results than just delete files.)
- If you have an error message related to your problem, copy and pasting the exact error into Search should product the best results.

#### Searching in double quotes may not produce better results

If a query is wrapped in double quotes, it forces the Search to only return matches that contain those exact terms in that exact order.

e.g. "export LDIF file" will NOT match content with How to Export Windchill DS to an LDIF File but will match How to export LDIF file.

Do not wrap error messages in double quotes, especially if the error message might contain variable terms (like filenames, table names, non-a etc.)

#### Removing special characters may produce better results.

- In general, most non a-z ,0-9 characters are ignored (e.g. special-section will match special section and vice versa)
- However, the presence of a special character between two terms is the equivalent of wrapping in double quotes.
  - e.g. special-section will match add a special section but not the section is special

# Knowledge Base Search 2/3

## Wildcards and other special query parameters

- Wildcards are not supported.
- However, the following characters will change search behavior:
  - Plus (+).
    - If a keyword is preceded by a '+' then the keyword is searched for 'as-is'. For example, +fail will only match content with the word fail and not fails, failure, failed etc.
    - Note: this does not act as a 'content must have' modifier when the search is performing partial matches.
  - Minus (-).
    - If a keyword is preceded by a "-" then the search results will NOT include content that has this keyword in it.

## Case Is ignored

PTC Search is not case sensitive. A search for *Creo parametric direct and layout* will return the same results as *Creo Parametric Direct and Layout*.

## Words are stemmed

Terms are automatically stemmed, so failure will automatically match fail, fails, failing, failed etc. and vice versa.

## Languages

- Whilst customer are free to search in any language, not all content is available in all languages:
- Support Articles: Available in English, Japanese and Chinese.
- Community Posts: Predominantly English.
- Product Documentation and Help Centers: Available in multiple languages.
- Other content may vary

## Advanced Queries.

The use of advanced Query Language operators such as AND, OR, NEAR, WORDS etc. or field searches are not currently supported.

# Knowledge Base Search 3/3

## Refining Your Search]

### [Knowledge Base Search](#)

In the advanced search screen of the knowledge base, you can refine your search criteria by specifying product groups, releases, document types, and more in addition to keywords. Select your desired conditions and click "Apply."

The screenshot shows the search interface with a search bar at the top right containing a magnifying glass icon and a 'Search Tips' link. Below the search bar, the results are displayed as 'Results 1-10 of 371,841'. The first result is 'Windchill Visualization Services Publishing Troubleshooter' (Dec 02, 2024), followed by 'CS196783 - Software Matrices of Windchill PLM' (Jan 10, 2025), and 'Windchill Workgroup Manager Software Compatibility Matrix' (Jan 10, 2025). On the left side, there are two filter sections: 'Category' and 'Product Family'. The 'Category' section includes options like Support (175,881), Community (98,010), Documentation (94,225), Training and Events (3,053), and Product and Services (664). The 'Product Family' section includes ThingWorx (45,895) and Arbortext (26,391). A red box highlights the filter sections, and a red arrow points to the 'Search Filters' label.

Filter	Options	Details
Category	Documentation	User Guide, Release Advisor etc
	Support	Article
	Community	Community Forum / Topic
	Training and Events	Training and Tutorials
	Tools	License Management Tool, Product Calendar etc
	Product and Services	Others
Product Family	Ex. Creo, Windchill, ThingWorx etc	Categorized by PTC Product brand/family
Product	Ex. Creo Parametric, Creo View, Windchill PDMLink, ThingWorx Navigate etc	Group of each PTC Product Software names
Release	Ex. 12.0, 12.0.1 etc	Group of a product release version
Language	English, Japanese, Simplified Chinese, Germany, French,, Spanish, Italian	Available languages

# Open a Support Case (Support Assistant) 1/3

## Open a Case (Support Assistant)

**You will need a Service Contract Number (SCN). Please have it ready in advance.**

If you encounter any issues, you can contact Technical Support via the web tool "Support Assistant " or phone. Using Support Assistant allows you to reach Technical Support 24/7. Once you open a case through Support Assistant, you will receive a case number in return. (\***Customers using reseller support are not eligible for this service.**)

1. Click "Open a Support Case" at the bottom right of the homepage.

### My Active Requests

FILTER BY:

STATUS

STATUS	DATE	DESCRIPTION
0 REPLY	Jan 27, 2025	
1 REPLY	Nov 17, 2024	
1 REPLY	Nov 17, 2024	
ASSIGNED	Feb 4, 2014	

Enter tracking number to track an existing case



[VIEW REQUEST HISTORY](#)

[OPEN A SUPPORT CASE](#)

[ACCESS THE PTC COMMUNITY](#)

2. After entering the product name, select the product from the displayed list.
3. Enter the product release, issue type and subtype, inquiry details, and error messages if applicable, then click the "Next" button.

## Support Assistant



Almost there

Product

Creo Parametric

Tell us which product release \*

Please Select Release

Issue Type \*

Please Select Issue Type

Issue Sub-Type \*

Please Select Issue Sub-Type

Description \*

Tell us about the issue you are having, and what you are trying to achieve

Keywords

Give us relevant words which summarize your problem and its product area, separated by spaces.

If you don't have any, leave the field blank. (maximum of 7 words)

# Open a Support Case (Support Assistant) 2/3

4. Based on the information you entered, as well as frequently used articles, possible solutions related to your inquiry will be displayed. If you do not find a solution to your issue, click "Click here to receive support" at the bottom of the page.

Based on the information provided, we've found the following resources that may help solve your problem.

## Tools

### Creo Installation Central Resource Page

This page centralizes all necessary information to successfully install Creo based on your intent: Install Creo for the first time, Move Creo to New machine, Import new License, Update Creo Release, Download Software / License Server / License and get additional info on advanced configuration. Examples: Access to Creo Download Page, Hardware requirements, Install/Update License server, License Management (Borrow, Flush, License Usage) and Creo Set Up.

### Guided Licensing & Installation Troubleshooter for PTC Products based on FlexLM

This troubleshooter will help you navigate the most common solutions to errors and issues encountered during the installation of PTC products based on FlexLM or launch of Flexnet License Management. You will find also information

Load More

Still not resolved? [Click here to continue](#)

5. Select the impact on the user, business urgency, and manufacturing code, then click "Next." From the support method options, select "Open a Support Case."

## Support Assistant

**Product**  
Creo Parametric

**Release**  
11.0

**Issue Type**  
Installation & Flexlm/Flexnet

**Description**  
This is a test

### Additional Information

\* Indicates required field

**User Impact \***

**Business Urgency \***

**Datecode \***

I intend to submit sensitive data to PTC for this case that is subject to special regulation

Next

[< Return to Start](#)

## Support Assistant

**Product**  
Creo Parametric

**Release**  
11.0

**Issue Type**  
Installation & Flexlm/Flexnet

**Description**  
This is a test

**User Impact**  
Some Non-Production Users

**Business Urgency**  
Application is minimally  
workaround is available

### Support engagement options


#### Open a support case

Add some additional required information to open a support case

# Open a Support Case (Support Assistant) 3/3

6. Please enter the detailed information about your inquiry.

## Final information required to submit your inquiry

Please Enter SCN  

PTC

Project/Production Name

Select One


Error Messages / Warnings


Business Impact

Symptoms

Steps to Reproduce

Additional Details

 Add text, paste images here

 [Attach Files](#)

There are no attached files

I intend to submit sensitive data to PTC for this case that is subject to

[Contact Details](#) [Open a Case](#)

Please enter your current SCN (Service Contract Number). Example: 1R1234567

After entering the SCN, your contract status will be verified. Once the status changes to a green mark, you will be able to open a case.

### Frequently Asked Questions

If your support contract has expired or the product support for your inquiry has ended, you will be directed to contact the PTC Community.

The PTC Community is a platform for users to exchange information about PTC products.

7. When a case is successfully opened, you will see your case number. Please wait for further contact from a Technical Support Engineer. This case number will be used for tracking your inquiry.

Additionally, a confirmation email will be sent, and you will be able to review detailed case history on the web.