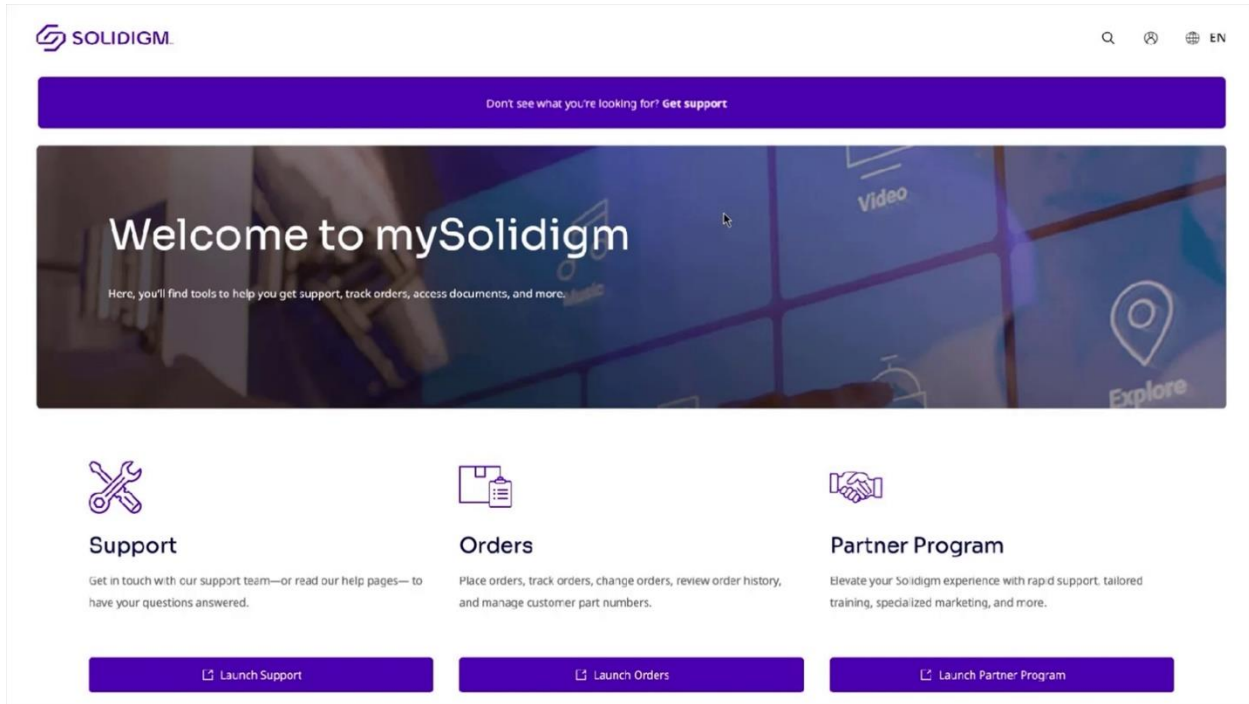


Manage Cases

The My Cases Page



Step	Action
Step 1	To access the My Cases Page , click the Support button on mySolidigm or click on the Cases dropdown in the navigation at the top of the screen and select View Cases .
Step 2	Within My Cases , you can view all the cases you have created or that have been created on your behalf.
Step 3	Filter cases by clicking on any column header. For example, clicking on the Case Title header will filter the cases alphabetically by title.
Step 4	Click the Export Cases button to download a spreadsheet of your current case list. The data in the spreadsheet will reflect any filters you currently have applied to your cases.

Create a New Case

The screenshot shows the 'My Cases' interface. On the left, there are filters for 'Status' (set to 'Active: New') and 'Created On' (set to 'Today'). On the right, there is a search bar and buttons for 'Export Cases' and 'Create Case'. Below these is a table of cases:

Case Title	Case Number	Status	Last Modified	Created On	Resolution Date
ARC P41 Thermal Throttles	CIM-02014-G1C1X	Active: New	9/20/2022 12:50 PM	9/20/2022 12:48 PM	
535 SSD Cannot Be Detected	CIM-02013-J1M8S	Active: New	9/20/2022 12:48 PM	9/20/2022 12:47 PM	
Drive does not show or mount on computer	CIM-02012-P8V3R	Active: New	9/20/2022 12:47 PM	9/20/2022 12:46 PM	
670P Thermal Issue	CIM-02011-M9W8J	Active: New	9/20/2022 12:40 PM	9/20/2022 12:36 PM	

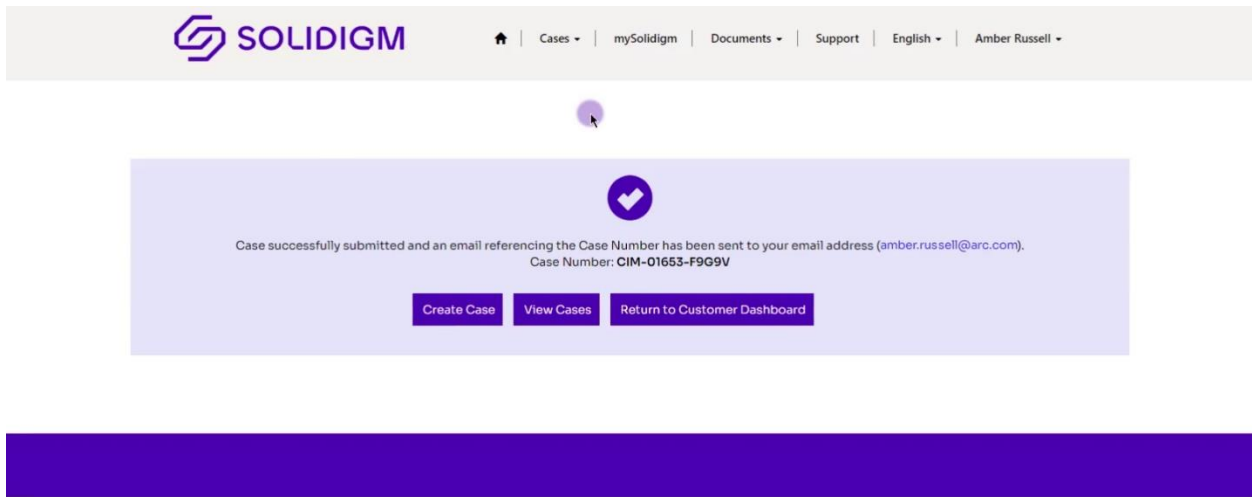
Step	Action
Step 1	Enter your Case Information into the system. Select the Case Type to define the set of mandatory and optional fields to be filled out.
Step 2	Within My Cases , you can view all the cases you have created or that have been created on your behalf.
Step 3	Filter cases by clicking on any column header. For example, clicking on the Case Title header will filter the cases alphabetically by title.
Step 4	Click the Export Cases button to download a spreadsheet of your current case list. The data in the spreadsheet will reflect any filters you currently have applied to your cases.
Step 5	If you utilize an internal case-tracking system, you can use the Customer Reference ID field to enter your own reference number for the case.

Submit Your Product Information

The screenshot shows the 'Create Case' interface. At the top, the Solidigm logo is on the left, and navigation links for 'Cases', 'mySolidigm', 'Documents', 'Support', 'English', and 'Amber Russell' are on the right. The main heading is 'Create Case'. Below it, a progress bar shows '1 Case Information' with a checkmark and '2 Product Information' as the active step. The 'Product Information' section contains a search field for 'Product' with a magnifying glass icon and an 'Add Product' button. A message box indicates 'There are no records to display.' The 'Driver Attachment Details' section is divided into two columns of input fields: Platform Details, BIOS Version, and SSD Driver Version on the left; and Driver Attachment Details, O/S Version, and Switch/Retimer/BMC/RAID on the right.

Step	Action
Step 1	Click the Add Product button.
Step 2	Click the magnifying glass on the right side of the Product field to see a dropdown list of your available products.
Step 3	Select the correct product and click the Add Product button. You must select at least one product for each case. Attach any needed attachments and click the Submit button.

Case Confirmation



Step	Action
Step 1	Upon successful submission, you will be issued a Case Number and a confirmation message will be created and sent to you via email.



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