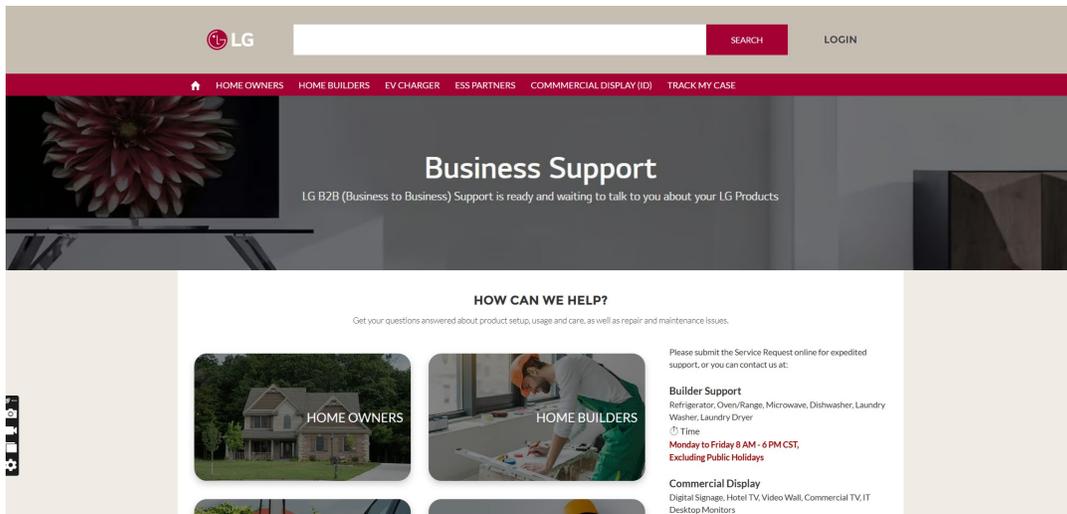


LG B2B Service Portal Guide

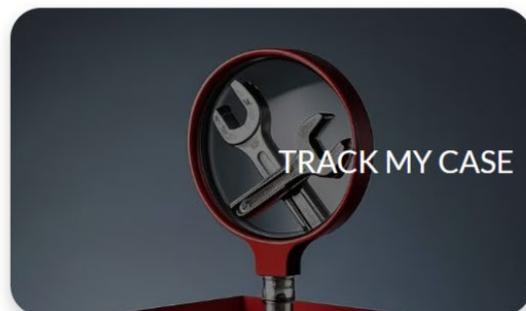
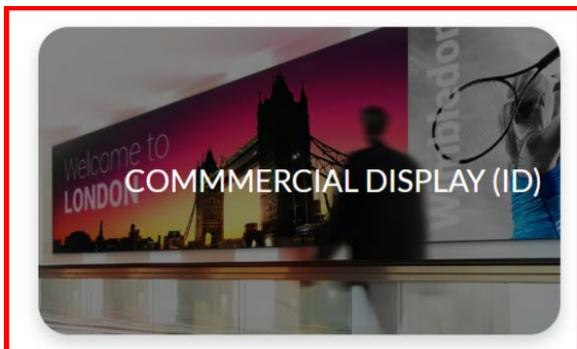
Thank you for being a valued LG Business Solutions partner! To enhance your support experience, we have launched a new Service Portal to allow more efficient request submittals and complete transparency on case tracking!

Please review the steps below on how to utilize this new tool!

1. Please go to our new **Service Portal** page at <https://b2b.lgsupport.com/s/>



2. Once here, you will scroll down through the portal options and select “**COMMERCIAL DISPLAY (ID)**”

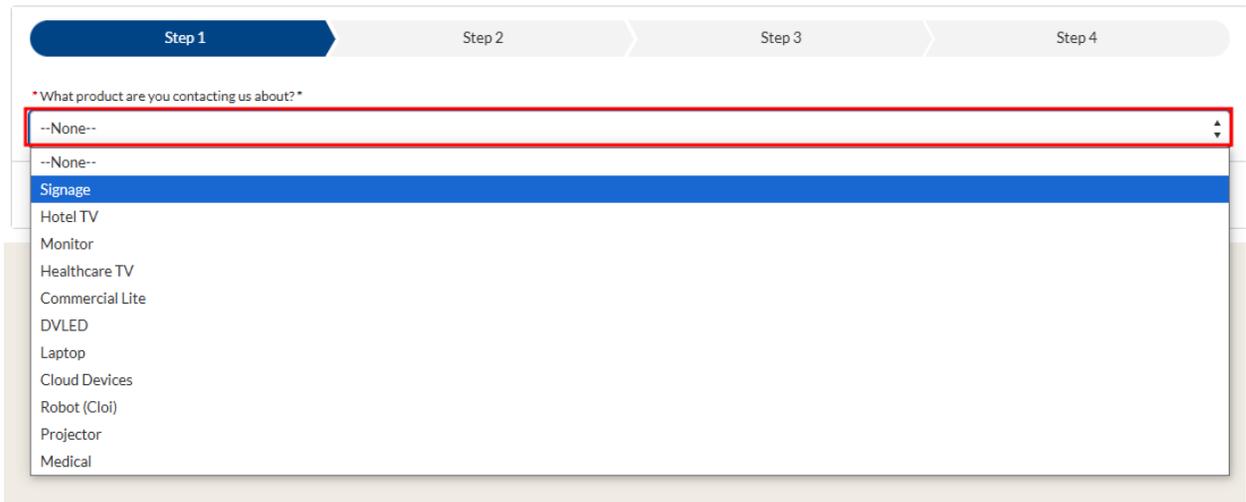


- Once here, you will click on the drop-down box to select your product type you are submitting a request for.

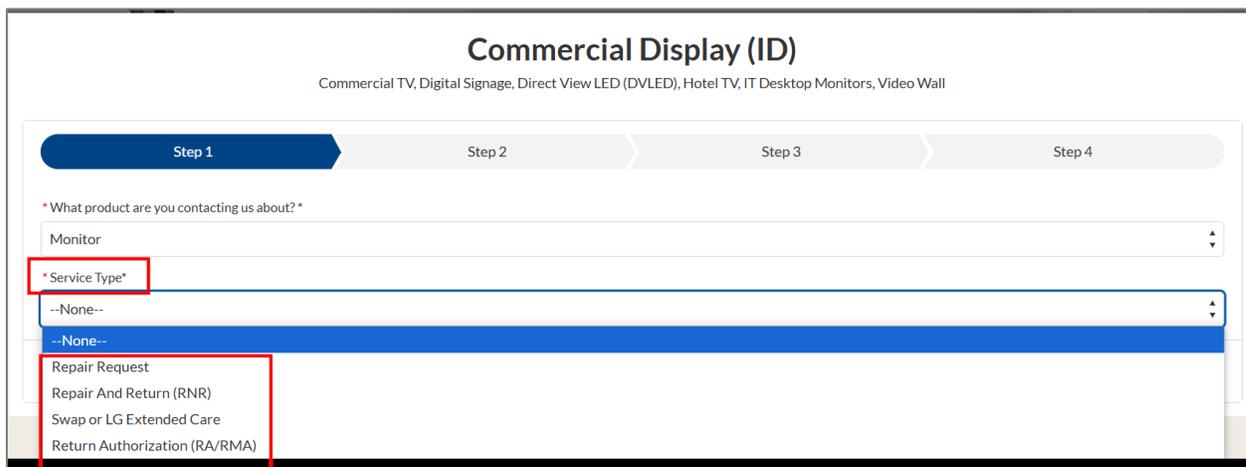


Commercial Display (ID)

Commercial TV, Digital Signage, Direct View LED (DVLED), Hotel TV, IT Desktop Monitors, Video Wall



- After making that selection, you will then be prompted to select your **“Service Type.”** Please click in the box to expand the options and select the service type you are submitting a request for.



- On the next page, fill in the required (fields with red asterisk designation) information for the **“Requestor”** (who is submitting the request) the **“Site Location”** (where the unit is located), and the **“Point of Contact at the Site Location”**.

Commercial Display (ID)

Commercial TV, Digital Signage, Direct View LED (DVLED), Hotel TV, IT Desktop Monitors, Video Wall

✓
Step 2
Step 3
Step 4

Tell Us About Yourself (Requestor)

* First Name

* Last Name

* Company Name

Requestor Company Address

Search address

Street

City State/Province

Zip/Postal Code Country

* Phone

* Email

Tell Us Where The Unit Is Located (Site Location)

Site Location is the same as Requestor Details i

* Company/ Business Name

* Site Location Address

Search address

****Note**** There is an option to check a checkbox to indicate either the Site Location is the same as the Requestor Details (same address) AND/OR check the box that indicates the Site Location point of contact is the same individual as the Requestor (same name/contact information)

Tell Us Where The Unit Is Located (Site Location)

Site Location is the same as Requestor Details i

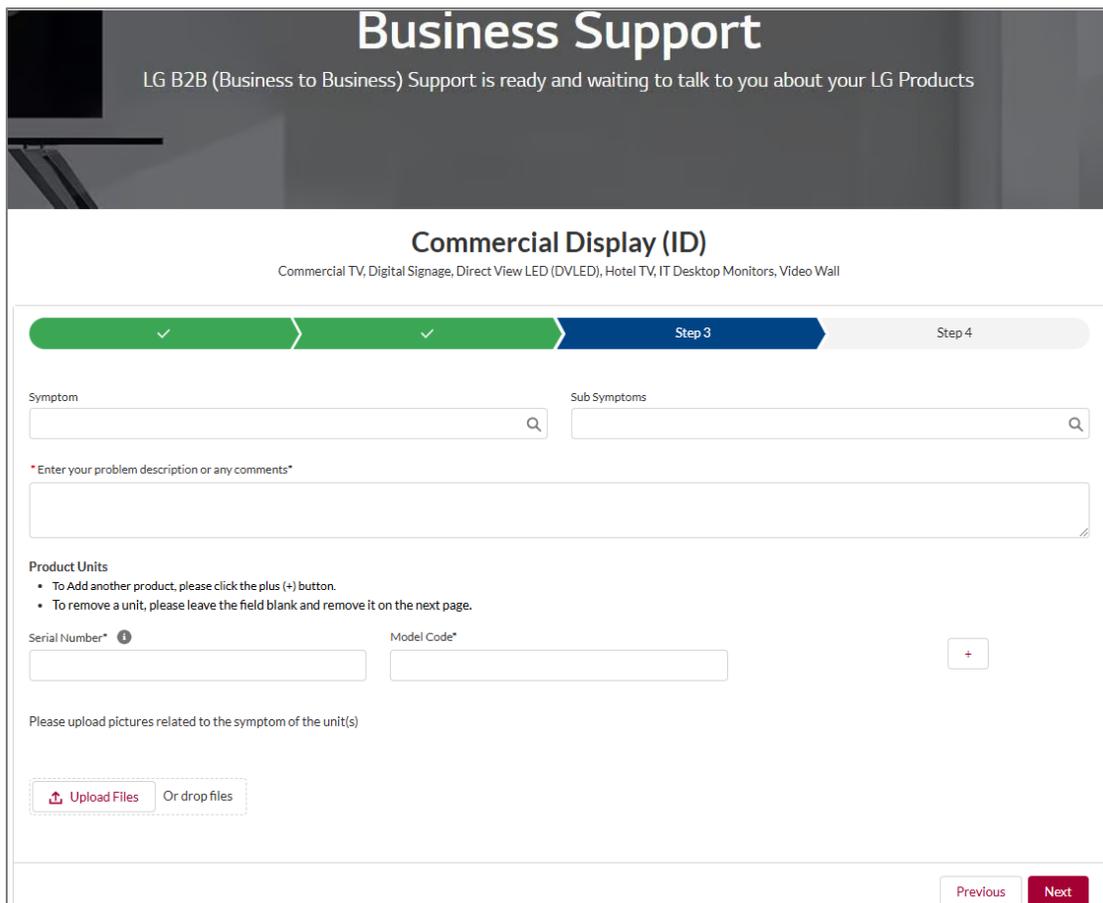
* Company/ Business Name

Site Location point of contact is the same as Requestor. i

Point of Contact at the Site Location

* First Name

6. Once on the next page:
 - a. Please click in the “**Symptom**” field and select your associated symptom you are experiencing.
 - b. Then click in the “**Sub Symptom**” field and select the specific sub symptom you are experiencing.
 - c. Then in the next field, enter a brief description of what you are experiencing along with any additional comments.
 - d. Next, enter the Serial Number of the product in question
 - e. Next, enter the Model Number of the product in question
 - f. If you need to add multiple products, click on the “+” button to the right of the Model Code field (this will create a new row of fields to enter serial and model – repeat additional)
 - i. ****Note**** - there is a limit of 20 products that can be added a single request
 - g. If you wish to upload any associated files or images regarding this request (images of the damage, etc.), click on the “Upload Files” button on the bottom left. Then select the file from your computer to upload. Repeat for additional files.
 - h. Then click on “Next” at the bottom right of the page.



Business Support
LG B2B (Business to Business) Support is ready and waiting to talk to you about your LG Products

Commercial Display (ID)
Commercial TV, Digital Signage, Direct View LED (DVLED), Hotel TV, IT Desktop Monitors, Video Wall

Progress: Step 3 (Active), Step 4

Symptom Sub Symptoms

Enter your problem description or any comments

Product Units

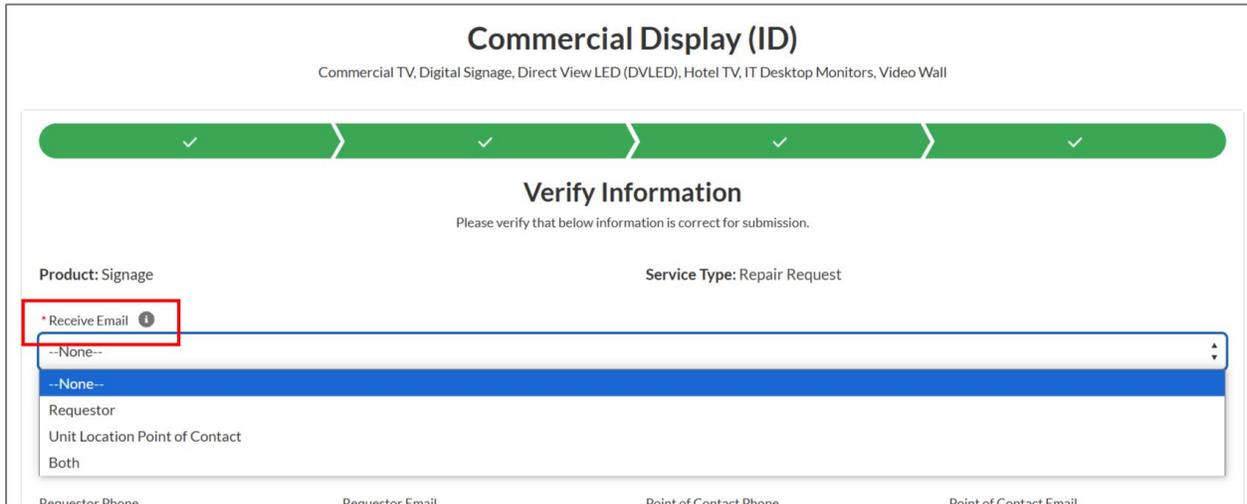
- To Add another product, please click the plus (+) button.
- To remove a unit, please leave the field blank and remove it on the next page.

Serial Number* Model Code*

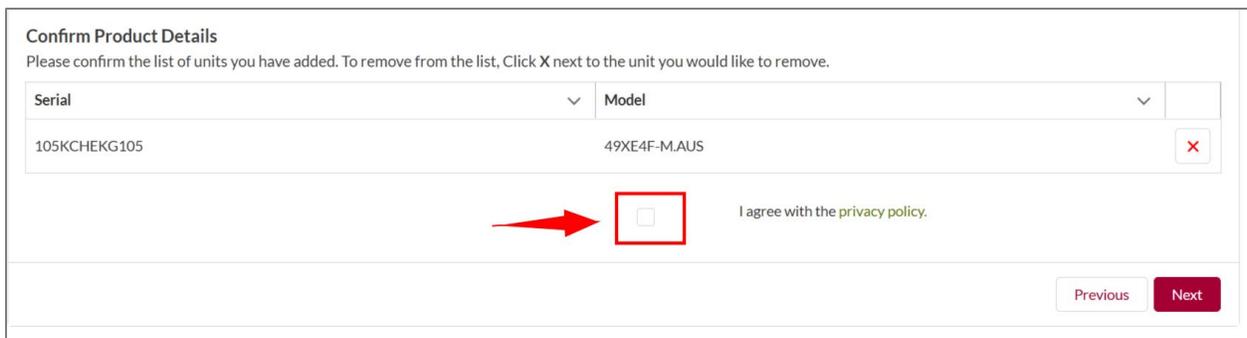
Please upload pictures related to the symptom of the unit(s)

Or drop files

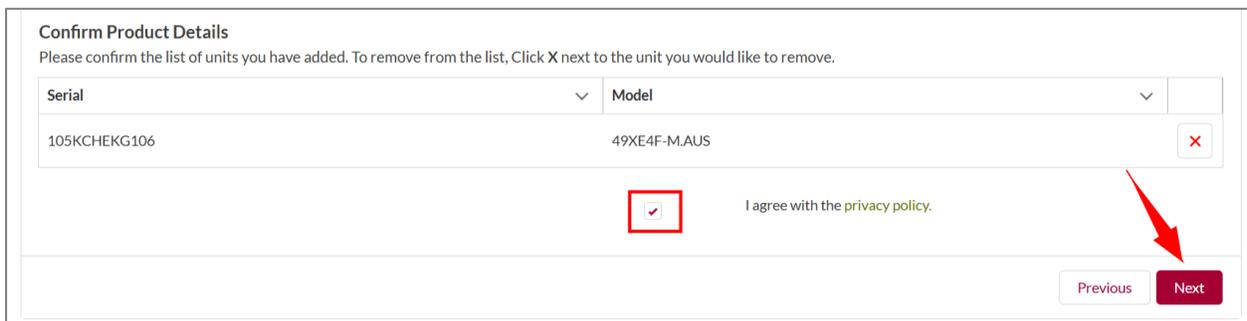
7. On this next page, please review the information you have entered to ensure that it is all correct.
 - a. On the “**Receive Email**” field near the top, you will need to click on this to select who (Requestor, Site Point of Contact, or Both) should receive a confirmation email of the request submission.



- b. When ready, scroll down to the bottom of the page and click on the checkbox to indicate that you agree to **LG’s privacy policy** (below product details section).



- c. After checking the privacy policy checkbox, you can click “**Next**” on the bottom right of the screen



- The next page is your confirmation page. Here you will see all the information you submitted. Please note your case number at the top of the page. This is your unique identifier to track your case and anything relating to your case.

Commercial Display (ID)

Digital Signage, Hotel TV, Video Wall, Commercial TV, DVLED, IT Desktop Monitors

Thank you for your submission. We will contact you shortly !

Case #: 00487457 

Case Status: Under review

Product: Monitor Service Type: Repair Request

Receive Email : I would like all Email correspondence directed to

Requestor

Requestor **Site Location**

First Name	Last Name	Point of Contact First Name	Point of Contact Last Name
TEST	TEST 25		

- Whoever you elected to receive the confirmation email (from step 7.a.) will receive an email summarizing your case as well. See below for an example:

Your request 00367985 has been submitted Trash x

COMM Display via tyoxdmkip73h.ho-1cignmae.usa384.bnc.salesforce.com Fri, N
 to me, sukun.ko@lgcns.com

This message has been deleted. [Restore message](#)



Dear Ryan

Your request for Repair Request has been recieved and your time is valuable to us!
 We will review your request as quickly as possible and send you an email update once our review is complete.
 To track your Repair Request . please [click here](#).

Request Information

Receipt Number	00367985	Status	Request
Service Type	Repair Request	Receipt Date	2024-11-15 20:18:57

Product Information

10. Your case has now been submitted to our service queue. Our technical service agents will be reviewing your case and reaching out for any additional information and with updates.

11. If you have any additional questions regarding your case, please contact the LG B2B Business Solutions Help Desk at commdisplay@lgsupport.com or call us at 1-888-865-3026