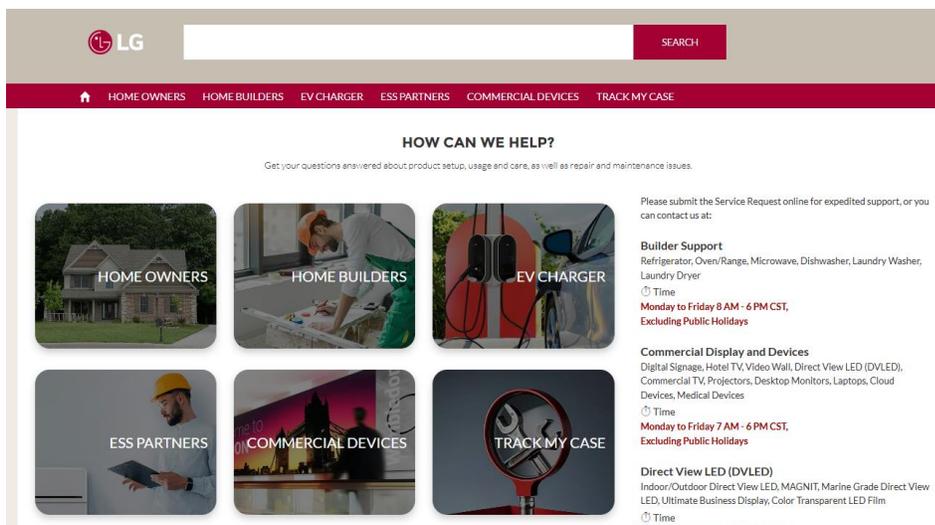


## LG B2B Service Portal Guide

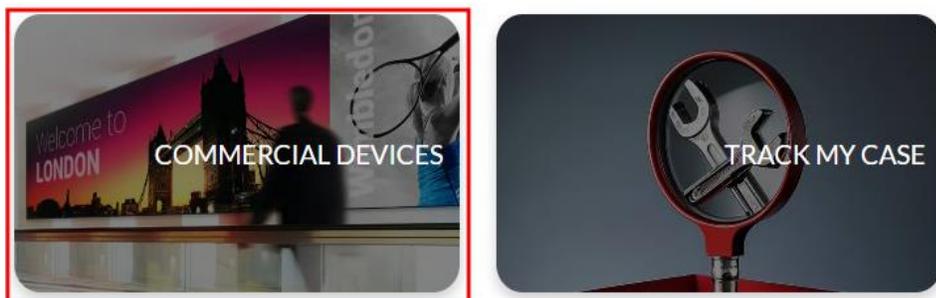
Thank you for being a valued LG Business Solutions partner! To enhance your support experience, we have launched a new Service Portal to allow more efficient request submittals and complete transparency on case tracking!

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

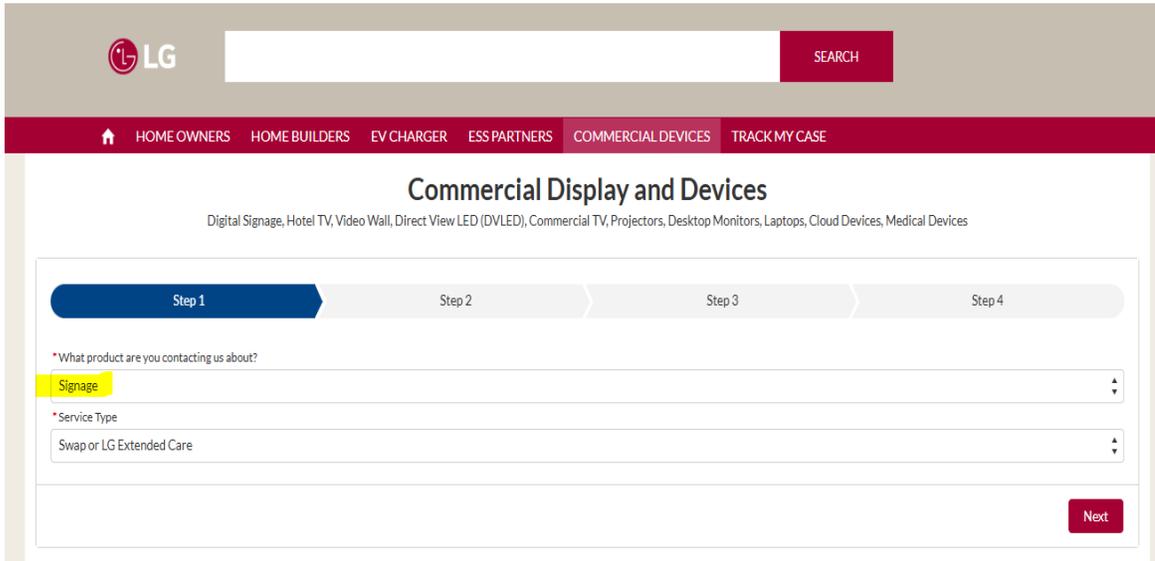
1. Please go to our new **Service Portal** page at <https://b2b.lgsupport.com/s/>



2. Once here, you will scroll down through the portal options and select "**COMMERCIAL DEVICES**"

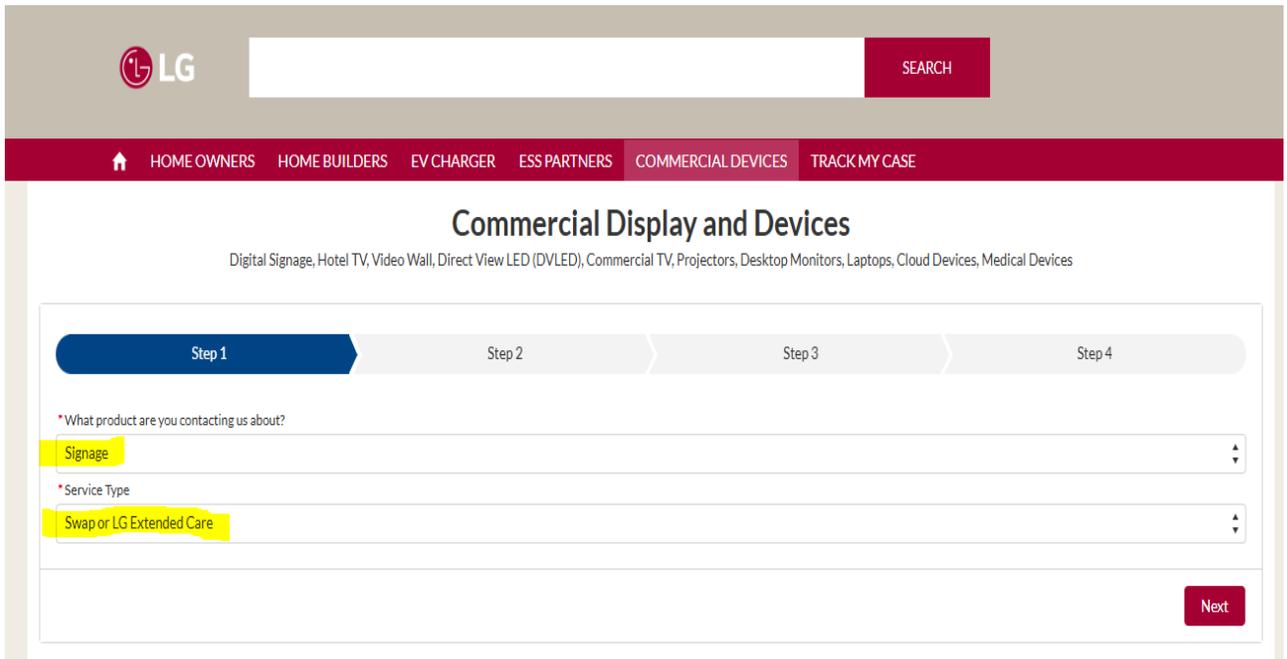


- Once here, you will click on the drop-down box and select **SIGNAGE** as product type you are submitting a request for.



The screenshot shows the LG website's 'Commercial Display and Devices' request form. At the top, there is a search bar and a navigation menu with options: HOME OWNERS, HOME BUILDERS, EV CHARGER, ESS PARTNERS, COMMERCIAL DEVICES, and TRACK MY CASE. The page title is 'Commercial Display and Devices' with a subtitle listing product types: Digital Signage, Hotel TV, Video Wall, Direct View LED (DVLED), Commercial TV, Projectors, Desktop Monitors, Laptops, Cloud Devices, Medical Devices. A progress bar indicates four steps, with Step 1 being the active step. The first question is '\*What product are you contacting us about?'. The dropdown menu is open, and 'Signage' is selected. Below this is another question: '\*Service Type' with a dropdown menu showing 'Swap or LG Extended Care'. A 'Next' button is located at the bottom right of the form.

- 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 **SWAP OR LG EXTENDED CARE** service type you are submitting a request for.



This screenshot is identical to the previous one, showing the same LG website interface. However, the dropdown menu for '\*Service Type' is now expanded, and 'Swap or LG Extended Care' is selected. The 'Next' button remains visible at the bottom right.

- 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”.

**Suggestion: Utilize Group Email Box for Requestor Email to be able to view all tickets on track my case**

## Commercial Display and Devices

Digital Signage, Hotel TV, Video Wall, Direct View LED (DVLED), Commercial TV, Projectors, Desktop Monitors, Laptops, Cloud Devices, Medical Devices

✓

Step 2

Step 3

Step 4

### Tell Us About Yourself (Requestor)

\* First Name

\* Last Name

\* Company Name

\* Phone

\* Email

**Requestor Company Address**

Search address

Country

Street

City  State/Province

Zip/Postal Code

### Tell Us Where The Unit Is Located (Site Location)

Site Location is the same as Requestor Details

\* Company/ Business Name

**\*\*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

\* Company/ Business Name

Site Location point of contact is the same as Requestor.

Point of Contact at the Site Location

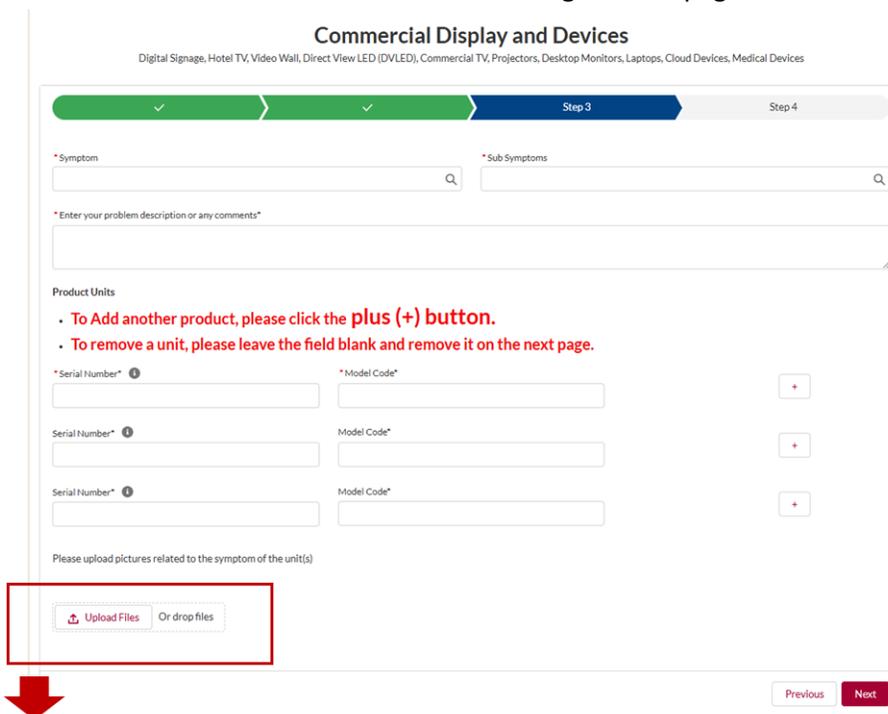
\* First Name

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 15 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.

**Required Pictures: Picture of Symptom. Picture of Model/Serial (Symptom Information Screen)**

h. Then click on “Next” at the bottom right of the page.



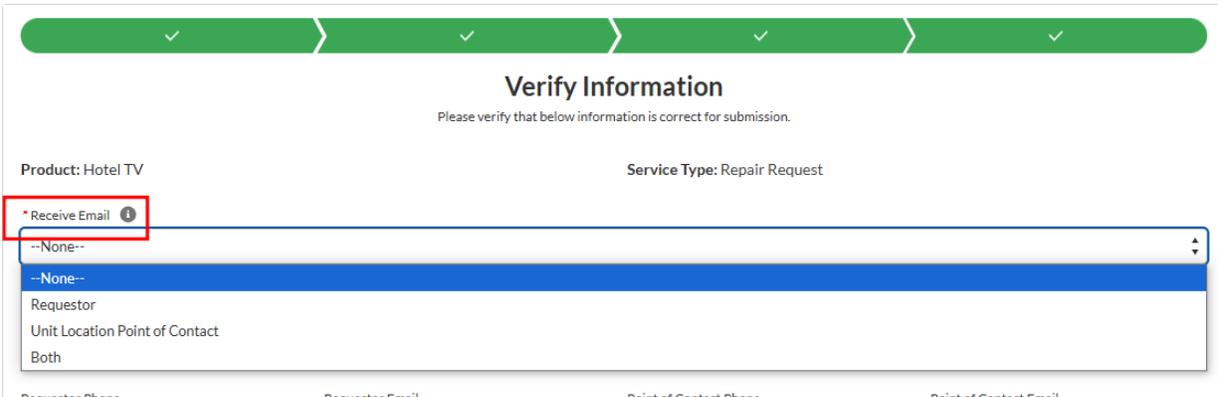
**Menu Board Required Pictures:**

- **Picture of Symptom**
- **Picture of Model/Serial (Symptom Information Screen)**

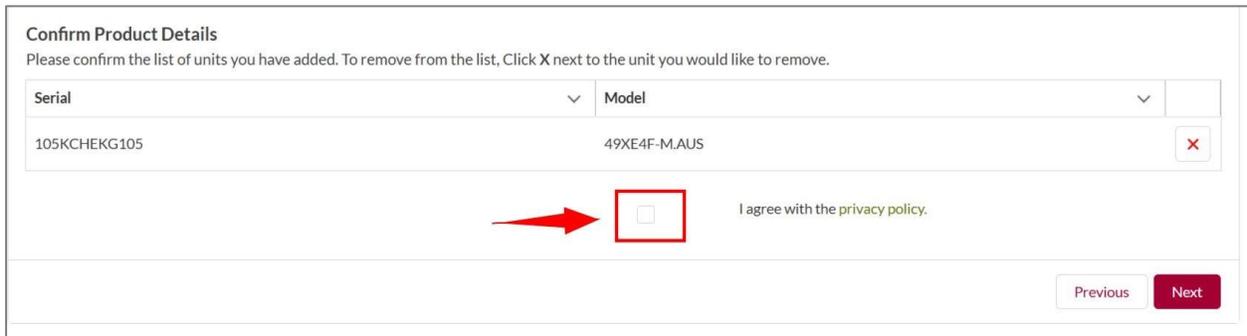
7. On this next page, please review the information you have entered to ensure that it is all correct.
  - a. On the “**Receive Email**” field near the top, you will need to click on this to select who (Requestor, Site Point of Contact, or Both) should receive a confirmation email of the request submission.

## Commercial Display and Devices

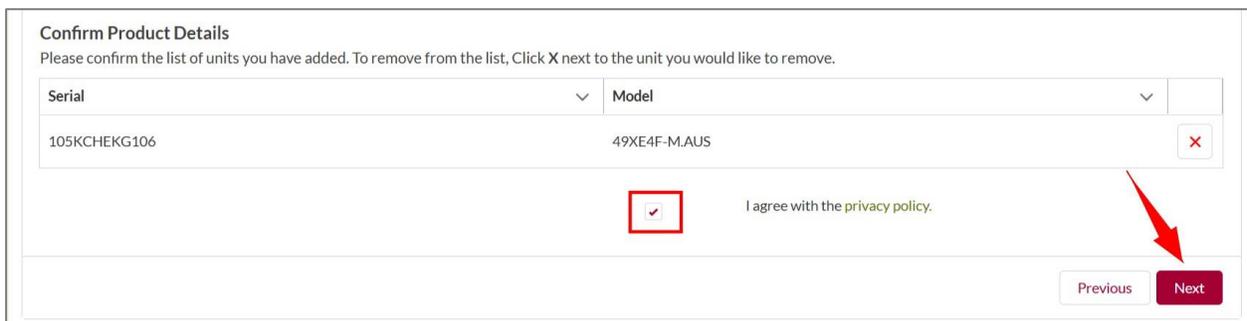
Digital Signage, Hotel TV, Video Wall, Direct View LED (DVLED), Commercial TV, Projectors, Desktop Monitors, Laptops, Cloud Devices, Medical Devices



- 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**

- 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.

- If you have any additional questions, please contact the LG B2B Business Solutions Team at [commresolutions@lgsupport.com](mailto:commresolutions@lgsupport.com) or call us at 1-888-865-3026 opt 1 > opt 2