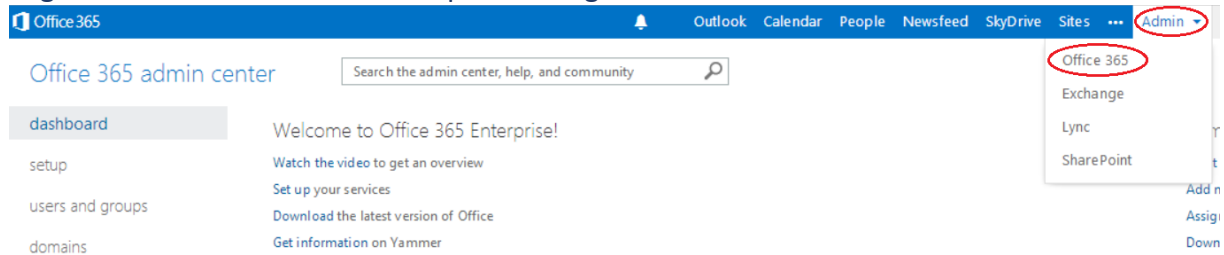


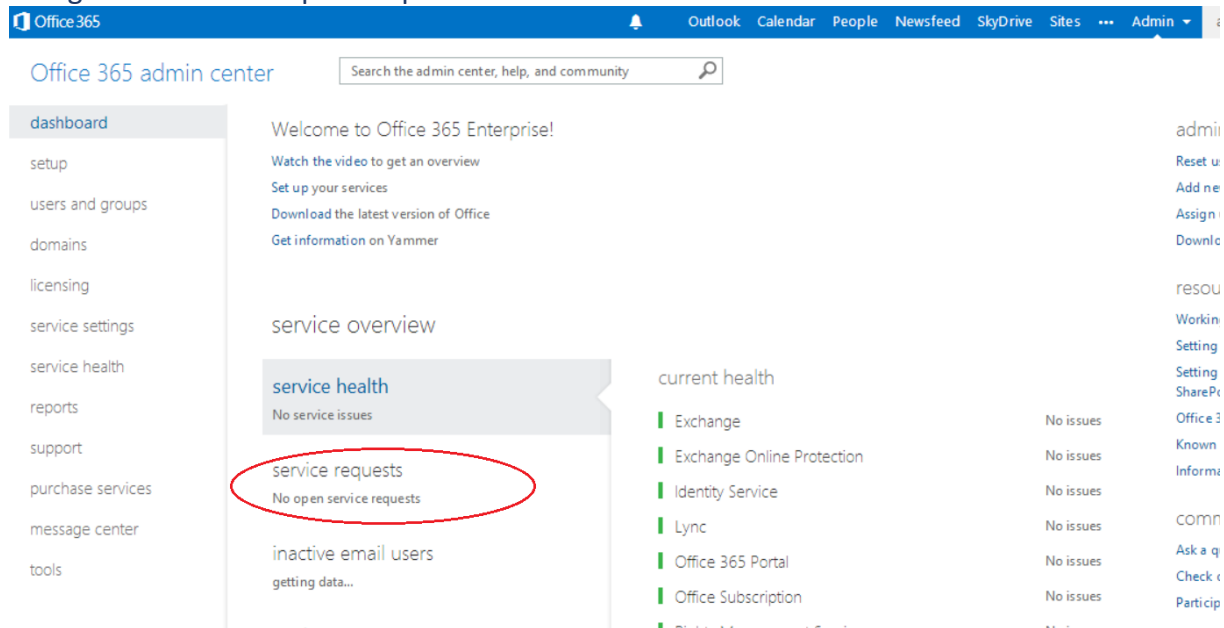
## Step 1

Login to Office 365 administrator panel as a global administrator

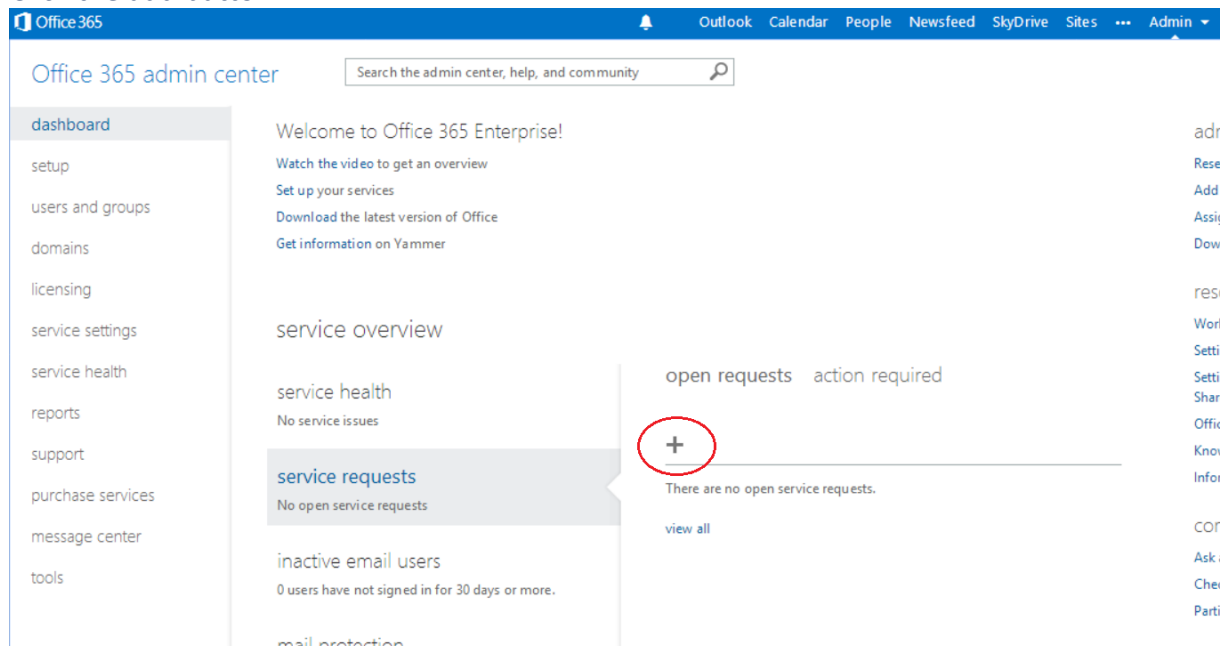


## Step 2

Navigate to service requests option



Click the add button



### Step 3

Choose category and click next button

Office 365

new service request

1. **identify the issue**

2. add details

3. add context

4. attach file

5. confirm request

## identify the issue

\* Issue type:

\* Service:

\* Service area:

\* Problem area:

Search help and community

If you'd rather spend this time on the phone, you can call or chat with technical support without opening a service request.

call technical support

**next** cancel

### Step 4

Describe your issue (please to write the contact data) and click the next button

Office 365

new service request

1. identify the issue

2. **add details**

3. add context

4. attach file

5. confirm request

## add a detailed description

\* Title:

\* Description:

Error message:

Contact name:

Contact phone number:

Search help and community

If you'd rather spend this time on the phone, you can call or chat with technical support without opening a service request.

call technical support

back **next** cancel

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## Step 5

Fill all fields which will help Microsoft consultant to provide a solution for your problem.

The screenshot shows the 'add supporting information' step of a 'new service request' in Office 365. On the left, a progress list shows five steps: 1. identify the issue, 2. add details, 3. add context (highlighted in blue), 4. attach file, and 5. confirm request. The main content area contains four dropdown menus: 'Operating system:', 'Microsoft Office version:', 'Browser:', and 'Have you reproduced this problem on more than one computer?'. At the bottom, there are three buttons: 'back', 'next' (circled in red), and 'cancel'. On the right side, there is a search bar labeled 'Search help and community' and a text block that says 'If you'd rather spend th the phone, you can call opening a service reque' with a 'call technical support' button below it. The footer includes the Microsoft logo, copyright notice '©2014 Microsoft Corporation', and links for 'Legal' and 'Privacy'.

## Step 6

If you have any files (eg. screen shots) which can help the support please attach them and submit the form

The screenshot shows the 'attach file' step of a 'new service request' in Office 365. On the left, a progress list shows five steps: 1. identify the issue, 2. add details, 3. add context, 4. attach file (highlighted in blue), and 5. confirm request. The main content area features a text block: 'To help the support representative resolve problems better, you can attach up to five screen shots or other documents to this request. Each file must be smaller than 5 MB in size.' Below this is a section titled 'Attach a file' with a file upload area. At the bottom, there are three buttons: 'back', 'Submit' (circled in red), and 'cancel'. On the right side, there is a search bar labeled 'Search help and community' and a text block that says 'If you'd rather spend th the phone, you can call opening a service reque' with a 'call technical support' button below it. The footer includes the Microsoft logo, copyright notice '©2014 Microsoft Corporation', and links for 'Legal' and 'Privacy'.

## Step 7

Follow the instructions until form saved.

After sending request Microsoft consultant will contact you on phone or e-mail.

Let me know if you succeed this.