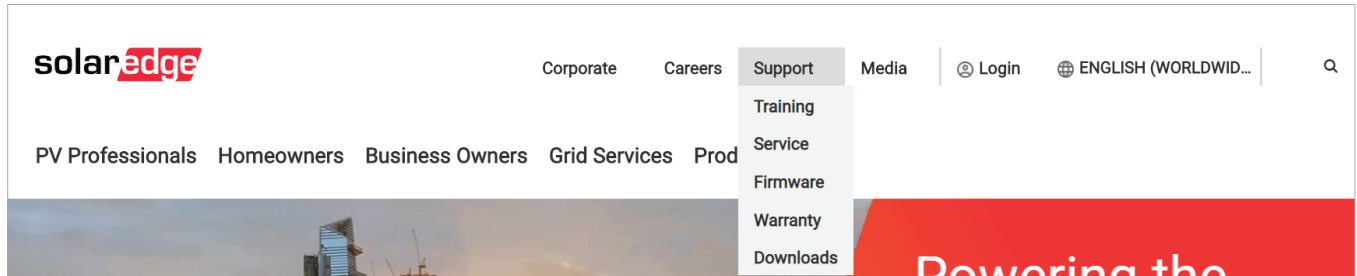# solar<span style="color:red">edge</span>

# How to Check Support Cases

# How to Check Support Cases (Status, RMA, tracking)

## Enter the Service Portal
Enter our SolarEdge website. Once there, click on **'Support'** on the topmost toolbar, and proceed to click on **'Service'** in the dropdown menu.
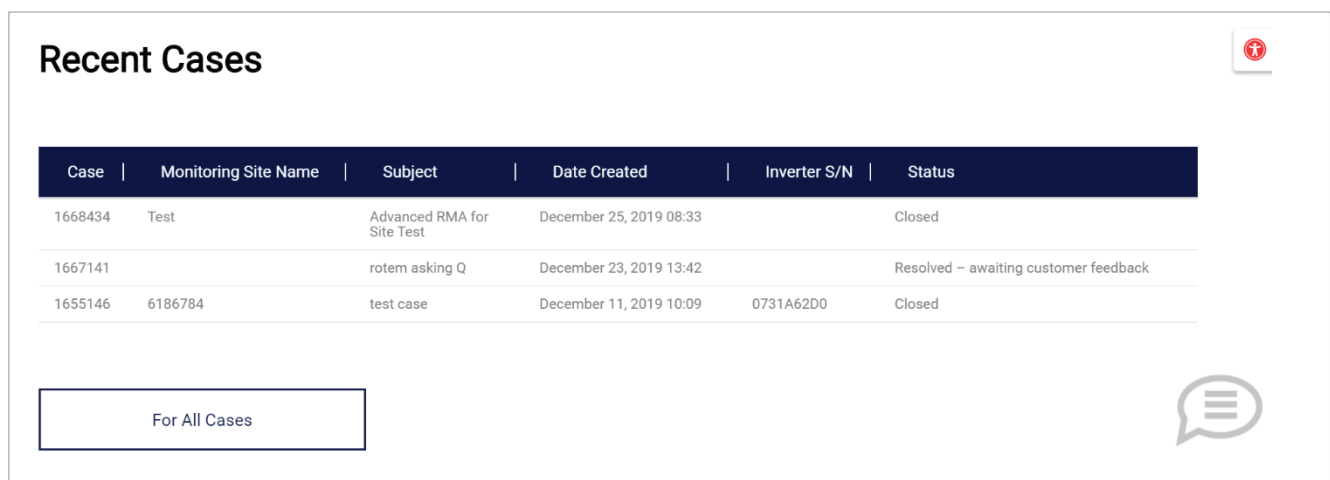


You will be directed to the support center page, where you will see two red buttons; "System Owner" and "Installer". Click on "Installer" and log in.
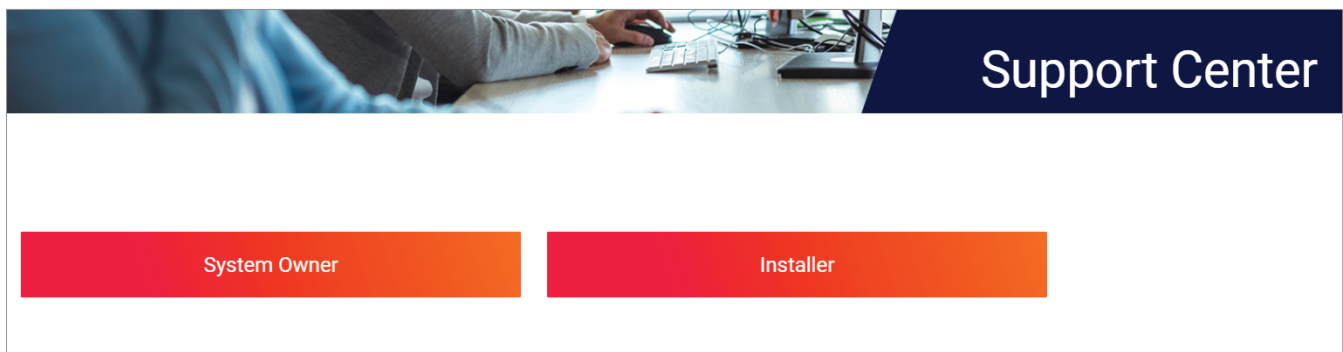


## Access Cases
Once you have logged in, you will be redirected to the SolarEdge Installer Support page.
Continue to scroll down and you will see your 'Recent Cases'. If your desired case does not appear under the recent cases, proceed to click on the bottom button "For All Cases".



**Recent Cases**

| Case | Monitoring Site Name | Subject | Date Created | Inverter S/N | Status |
|------|---------------------|---------|--------------|--------------|--------|
| 1668434 | Test | Advanced RMA for Site Test | December 25, 2019 08:33 | | Closed |
| 1667141 | | rotem asking Q | December 23, 2019 13:42 | | Resolved – awaiting customer feedback |
| 1655146 | 6186784 | test case | December 11, 2019 10:09 | 0731A62D0 | Closed |

For All Cases

solar edge

## Search for Desired Case

Once you've clicked on "For All Cases", you will be able to search for your case through any of its characteristics, such as subject or tracking number.

Near the search bar you have three red buttons. The first to open a new support case, the second to open a new RMA request, and the third to filter between open and closed cases.

In the image below, you can see all the information you may expect to find about each case:

| Case | ↓ | Subject | Description | Date Created | Monitoring Site Name | Contact Name | Inverter S/N | Tracking | RMA | ↓ | Status | |
|------|---|---------|-------------|--------------|---------------------|--------------|--------------|----------|-----|---|--------|---|
| 📎 | | | | | | | | | | | | |

Tracking – You may track your package through the delivery service using this tracking number.

RMA – This is your return merchandise authorization number

Status – Status of the case

To see extended information on a specific case, you can click on it. This will prompt a window to pop up as shown below.

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### Case #1668434

**Subject:**
Advanced RMA for Site Test

**Description:**
This is an example of a description. Here you will be able to find information such as old and new inverter serial number, as well as the error code etc.

**Case Type:**
Technical issue

**Category:**
Other

**Sub Category:**
Other

**Severity:**
3- Low

**Inverter Serial Number:**

**Error Code Number:**

**Monitoring Site Name:**
Test

📎 ADD ATTACHEMENT          💬 ADD COMMENT

**Close**

## Status signification

| Status name in support portal |
|---|
| Awaiting address confirmation |
| Closed |
| Closed – no customer response |
| Requires a customer installation site visit |
| In process |
| Resolved – awaiting customer feedback |
| RMA approved — pending shipment |
| Returned RMA product received in warehouse |
| RMA shipped – product return not required |
| RMA shipped – awaiting return of faulty product |
| Awaiting customer feedback |
| RMA pending – missing serial numbers |

When the status is **awaiting address confirmation**, please proceed to click on the case and within the popup window and confirm that the address which appears is correct. You may confirm by clicking on "ADD COMMENT" on the bottom right and writing that the address is in-fact correct.

The status is **closed** when the case is either settled, dismissed, or the customer has not responded.

When a case is **In Process**, this means it is either new or reopened and is being treated. In some cases this may signify that the RMA is submitted for approval.

If the status is **awaiting customer feedback**, please proceed to click on the case and within the popup window, read the comments and reply accordingly by clicking on "ADD COMMENT" on the bottom right.