



Register for support

Astra

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Register for support

Astra attempts to automatically register your account for support when you set up your account. If it can't, then you can manually register for support yourself. Support registration is required to obtain help from NetApp technical support.

Verify your support registration

Astra includes a Support Status field that enables you to confirm your support registration.

Steps

1. Click **Support**.
2. Take a look at the Support Status field.

The Support Status starts off as "Not Registered" but then moves to "In-Progress" and finally to "Registered" once complete.

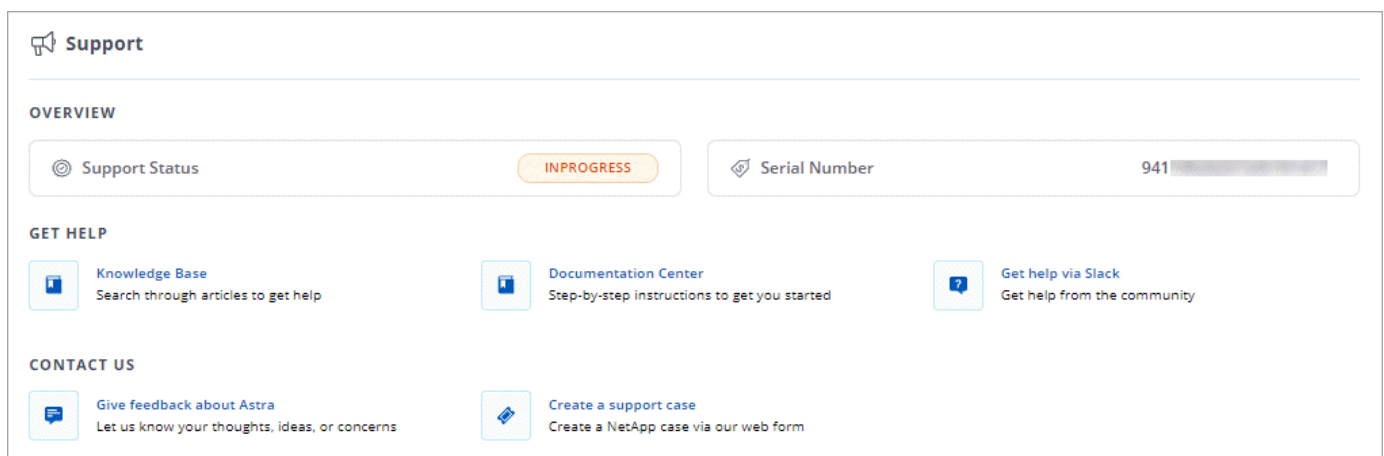
This support registration status is polled every 15 minutes. New NetApp customers could take up to next business day to complete onboarding and support registration. If the serial number doesn't show "Registered" within 48 hours, you can reach out to NetApp using astra.feedback@netapp.com or register manually from <https://register.netapp.com>.

Obtain your serial number

When you register for an account, Astra uses the information that you provided about your company to generate a 20-digit NetApp serial number that starts with "941."

The NetApp serial number represents your Astra account. You'll need to use this serial number when opening a web ticket.

You can find your serial number in the Astra interface from the **Support** page.



The screenshot shows the Astra Support page. At the top, there's a 'Support' header with a megaphone icon. Below it is an 'OVERVIEW' section with two cards: 'Support Status' (with a status of 'INPROGRESS' in an orange box) and 'Serial Number' (displaying '941' followed by a masked 17-digit number). Underneath is a 'GET HELP' section with three options: 'Knowledge Base' (search through articles), 'Documentation Center' (step-by-step instructions), and 'Get help via Slack' (get help from the community). At the bottom is a 'CONTACT US' section with two options: 'Give feedback about Astra' (let us know your thoughts) and 'Create a support case' (create a NetApp case via our web form).

Activate support entitlement

If Astra was unable to automatically register your account for support, then you must register the NetApp serial number associated with Astra to activate support entitlement. We offer 2 options for support registration:

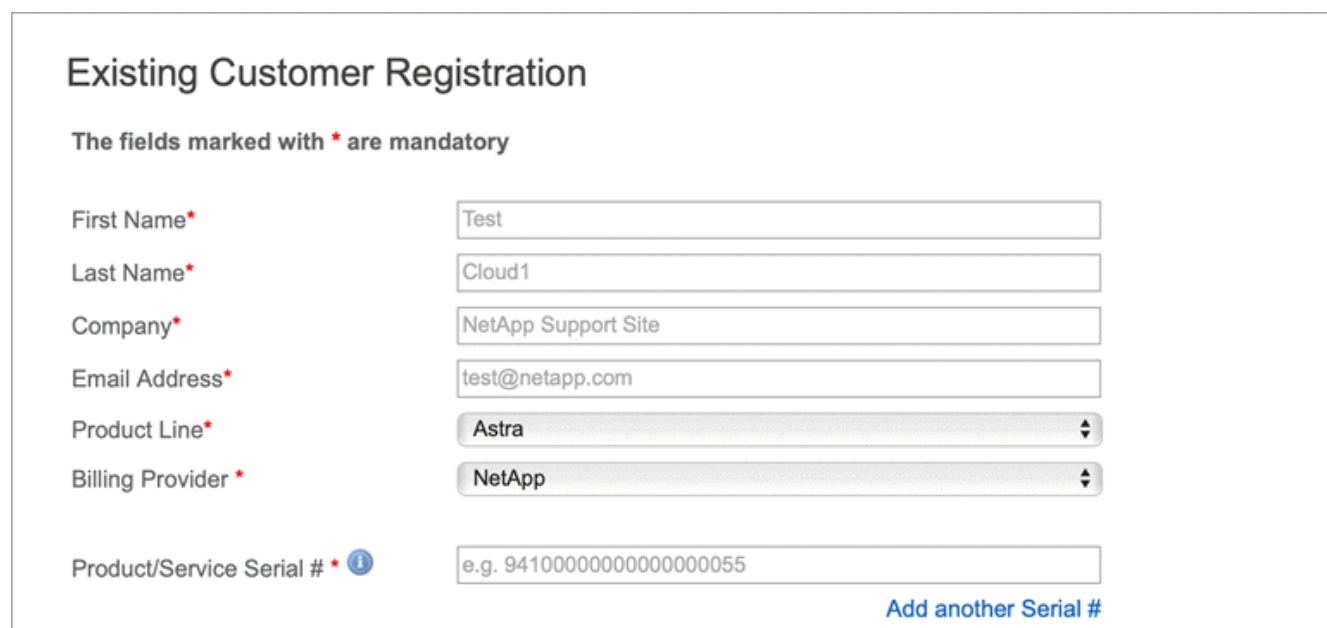
1. Current NetApp customer with existing NetApp Support Site (NSS) SSO account
2. New NetApp customer with no existing NetApp Support Site (NSS) SSO account

Option 1: Current NetApp customer with an existing NetApp Support Site (NSS) account

Steps

1. Navigate to the [Cloud Data Services Support Registration](#) page to create an NSS account.
2. Click **I am already registered as a NetApp customer.**
3. Enter your NetApp Support Site credentials to log in.

The Existing Customer Registration page displays.



The form is titled "Existing Customer Registration" and includes a note: "The fields marked with * are mandatory". It contains the following fields and controls:

- First Name***: Text input with value "Test".
- Last Name***: Text input with value "Cloud1".
- Company***: Text input with value "NetApp Support Site".
- Email Address***: Text input with value "test@netapp.com".
- Product Line***: Dropdown menu with "Astra" selected.
- Billing Provider***: Dropdown menu with "NetApp" selected.
- Product/Service Serial #**: Text input with value "e.g. 94100000000000000055". It includes an information icon (i) and a link "Add another Serial #" below it.

4. Complete the required information on the form:
 - a. Enter your name, company, and email address.
 - b. Select **Astra** as the product line.
 - c. Enter your serial number.
 - d. Click **Submit Registration**.

Result

You should be redirected to a "Registration Submitted Successfully" page. The email address associated with your registration will receive an email within a couple minutes stating that "your product is now eligible for support."

This is a one-time support registration for the applicable serial number.

Option 2: New NetApp customer with no existing NetApp Support Site (NSS) account

Steps


1. Navigate to the [Cloud Data Services Support Registration](#) page to create an NSS account.
2. Click **I am not a registered NetApp Customer**.

The New Customer Registration page displays.

New Customer Registration

IMPORTANT: After submitting, a confirmation email will be sent to the email address filled-in the form. Please click the validation link in that email to complete the registration.

The fields marked with * are mandatory

First Name*	<input type="text"/>
Last Name*	<input type="text"/>
Company*	<input type="text"/>
Email Address*	<input type="text"/>
Office Phone*	<input type="text"/>
Alternate Phone	<input type="text"/>
Address Line 1*	<input type="text"/>
Address Line 2	<input type="text"/>
Postal Code / City*	<input type="text"/>
State/Province / Country*	<input type="text"/> - Select - <input type="button" value="v"/>
NetApp Reference SN	<input type="text"/>
If you currently own any other NetApp product, please provide the Serial Number for that product here in order to help speed-up the validation process.	
Product Line*	<input type="text"/> Astra <input type="button" value="v"/>
Billing Provider *	<input type="text"/> NetApp <input type="button" value="v"/>
Product/Service Serial # * 	<input type="text"/> e.g. 9410000000000000055

[Add another Serial #](#)

3. Complete the required information on the form:
 - a. Enter your name and company information.
 - b. Select **Astra** as the Product Line.
 - c. Enter your serial number.
 - d. Click **Submit Registration**.

You will receive a confirmation email from your submitted registration. If no errors occur, you will be re-directed to a "Registration Submitted Successfully" page. You will also receive an email within an hour stating that "your product is now eligible for support".

This is a one-time support registration for the applicable serial number.

4. As a new NetApp customer, you also need to create a NetApp Support Site (NSS) user account for future support activations and for access to the support portal for technical support chat and web ticketing.

Go to the [NetApp Support Registration site](#) to perform this task. You can provide your newly registered Astra serial number to expedite the process.

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