

MuleSoft PS

(Configured for CeG)

Product Support Reference



Version : V0.2

**Document Control**

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**Table of Contents**

[**Introduction**](#_gjdgxs) **6**

[**Overview**](#_jcojc49d98wz) **6**

[Support Operational Process](#_ugs1g6k165bs) 6

[Steps to Login to Support Center](#_3ws6mnt) 7

[**Reference**](#_tza1qzbv1qfd) **15**

[External Links](#_jra1pvcj19ok) 15

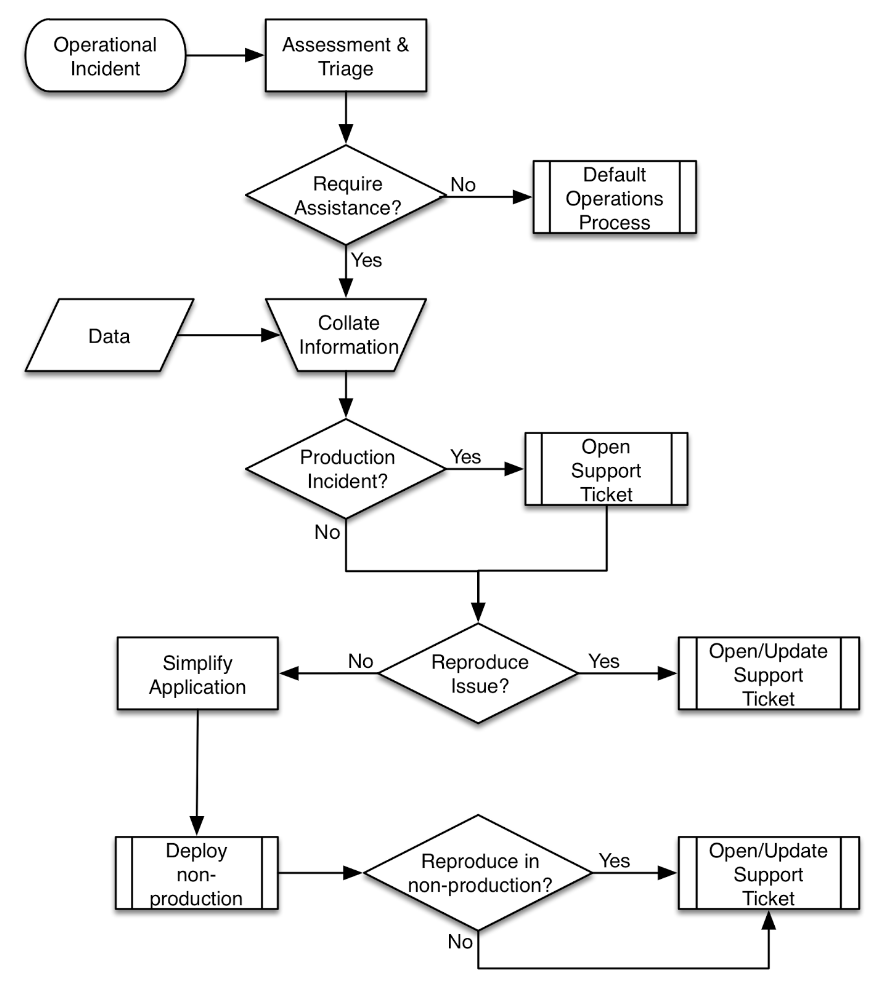
# Introduction

## Overview

This document will provide you to explore steps to login to Anypoint portal and create MuleSoft Product Support Tickets. The links are provided in the reference sections and the reader is advised to refer then for more detailed information.

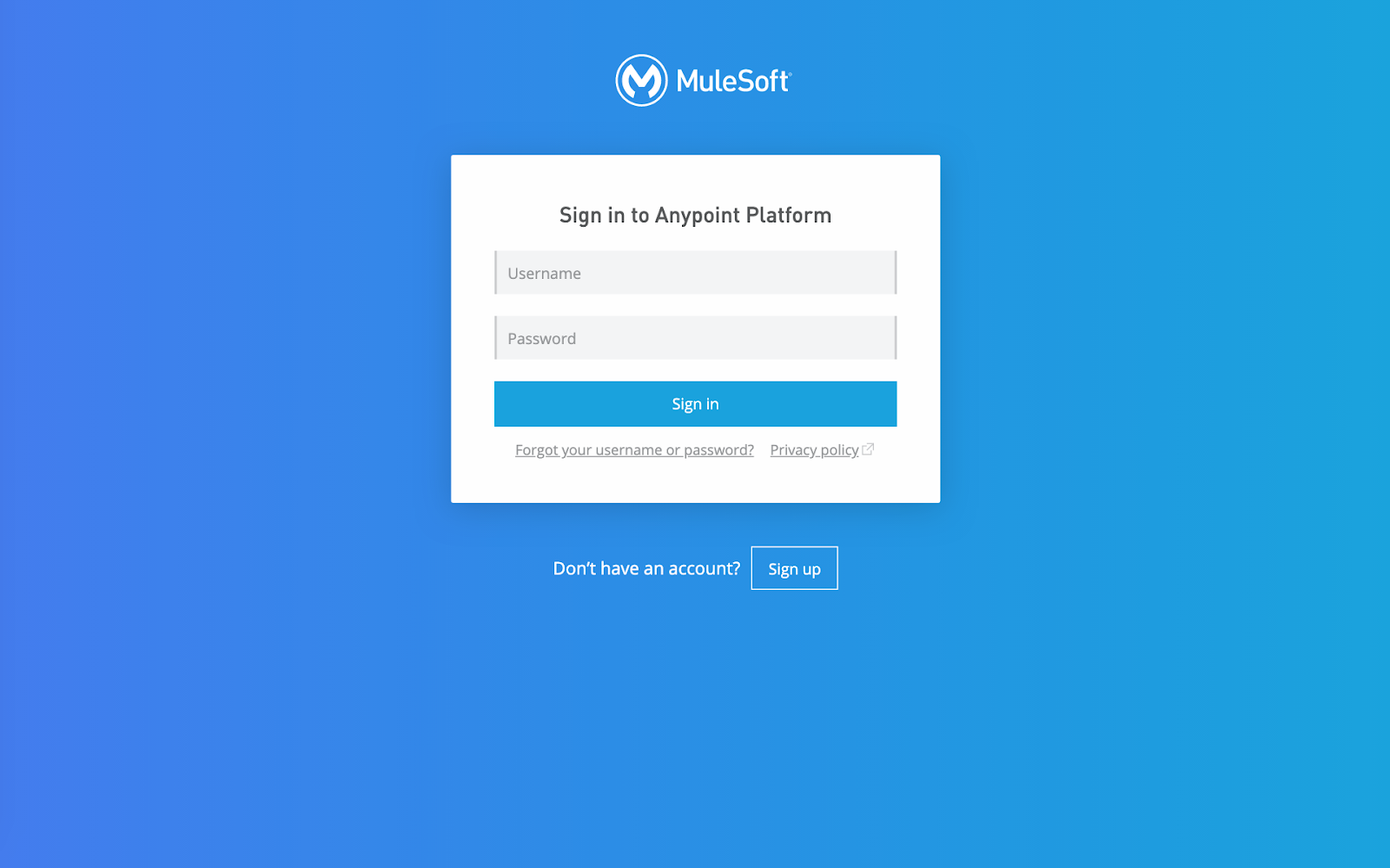
## *Support Operational Proces*s

This article outlines a basic operational practice that MuleSoft recommends customers follow when troubleshooting an operational incident. It is expected that customers supplement this process with their own organizational continuous improvement processes.



## Steps to Login to Support Center

Login to AnyPoint Portal

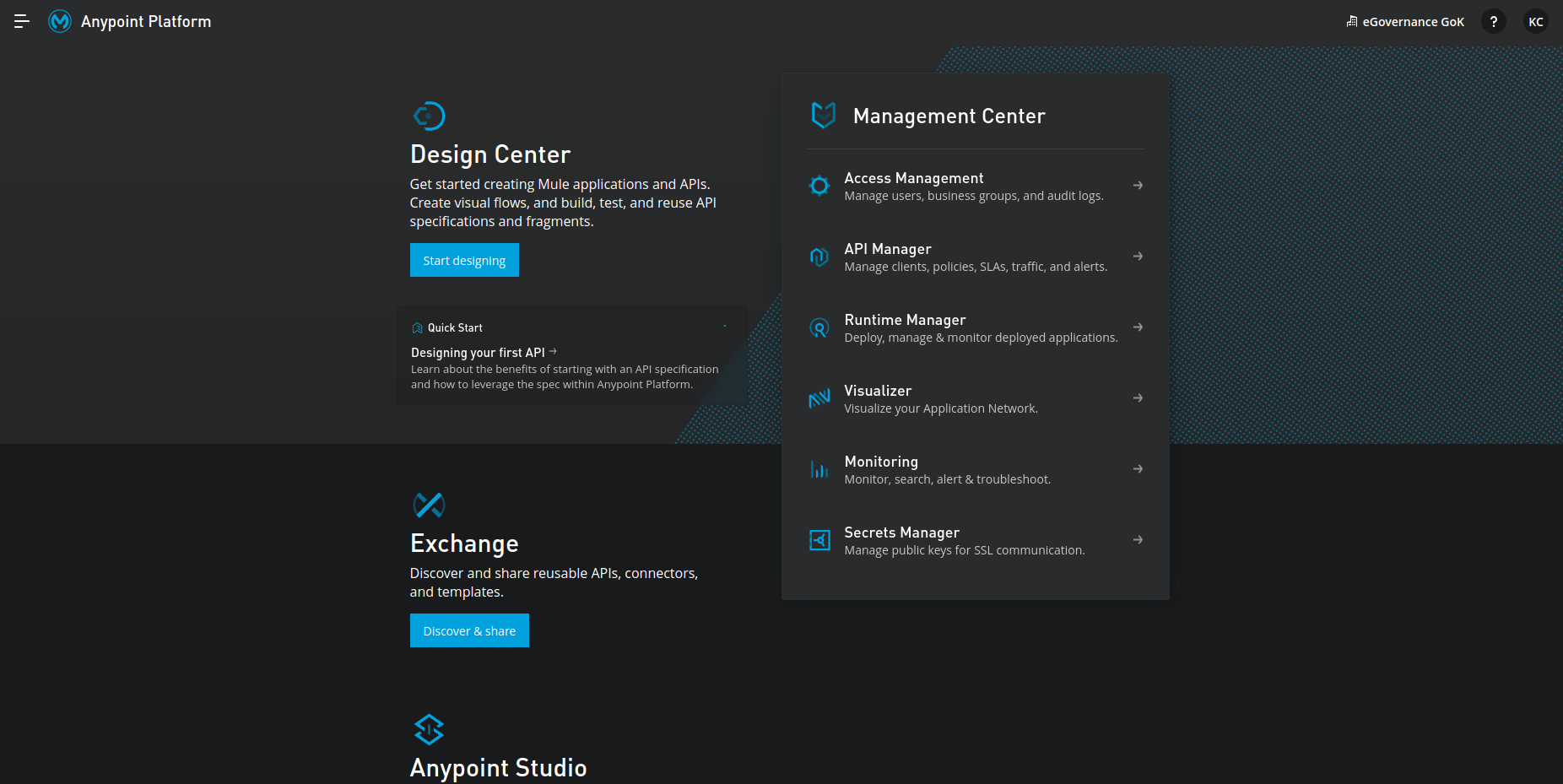


**Link** : <https://anypoint.mulesoft.com/login/>

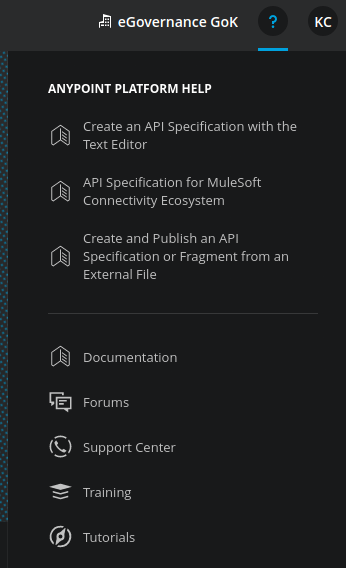
**Username** : gok-esb-admin

**Password** : Ce\*\*\*\*\*\*\*\*\*\*

Landing Page

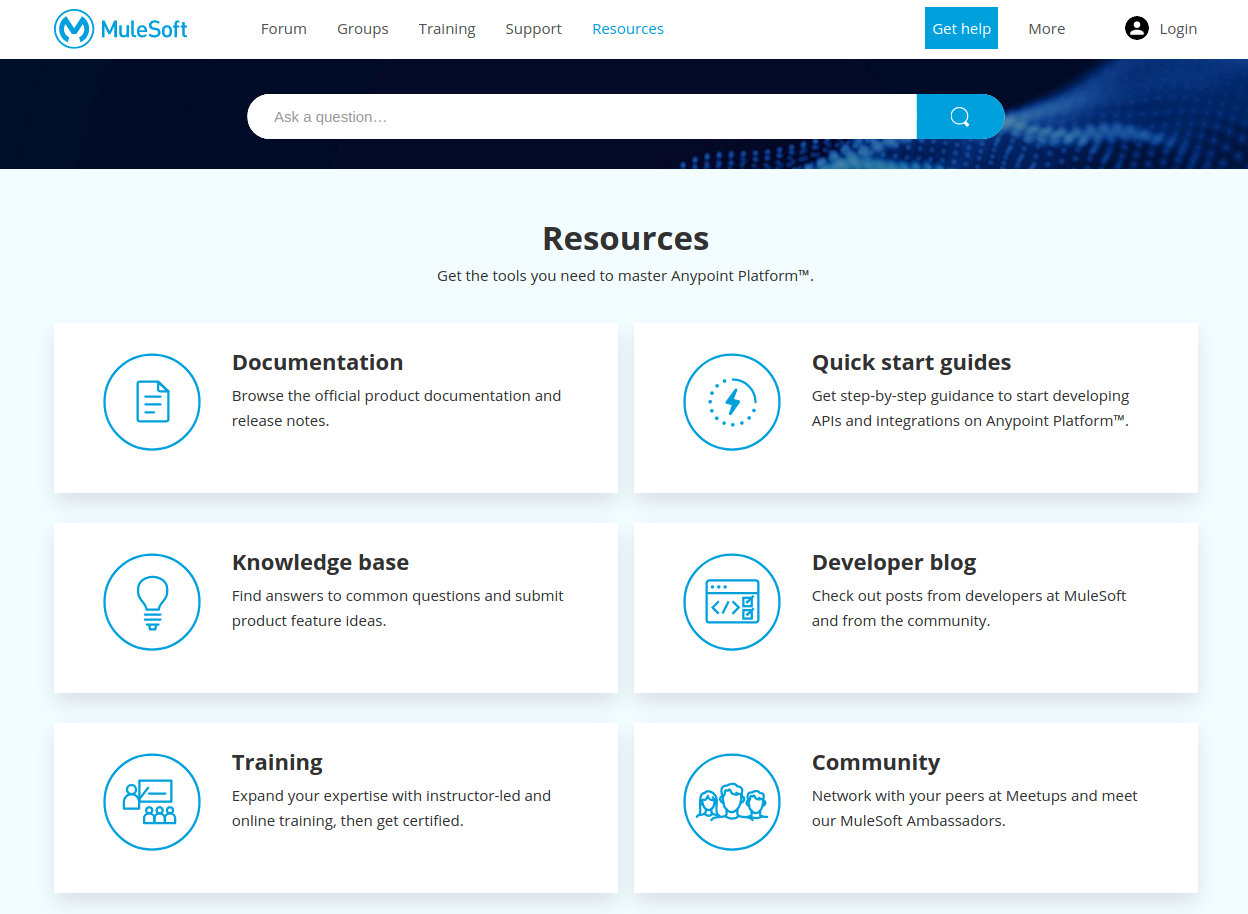


Navigate to DropDown Menu

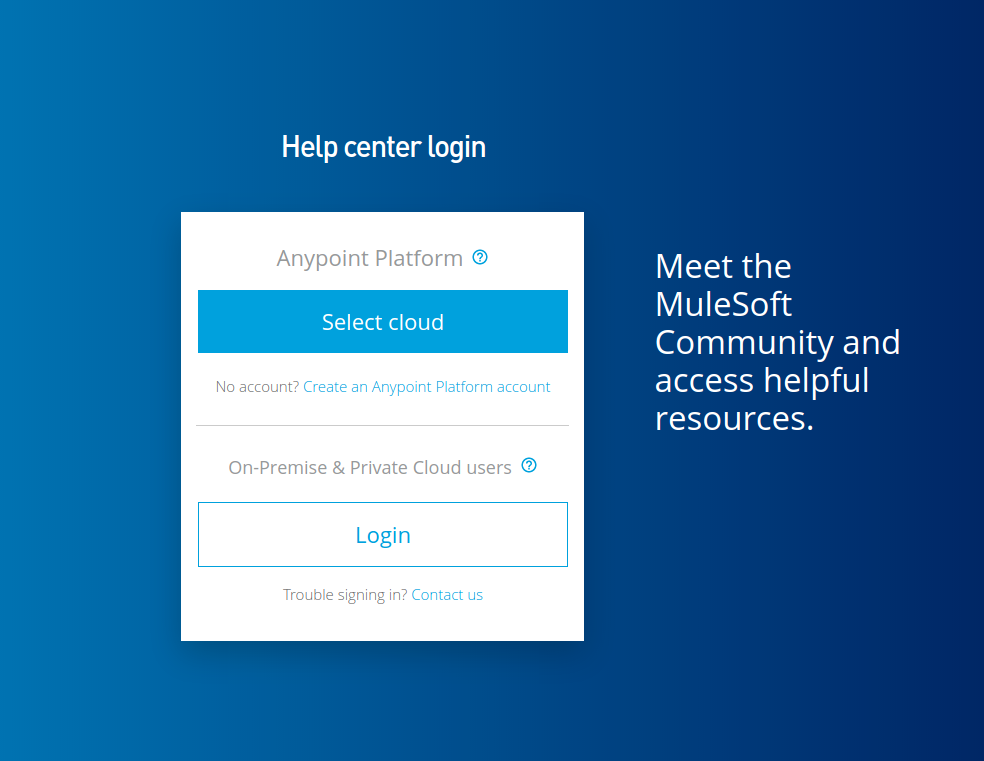


SSO to Support Portal

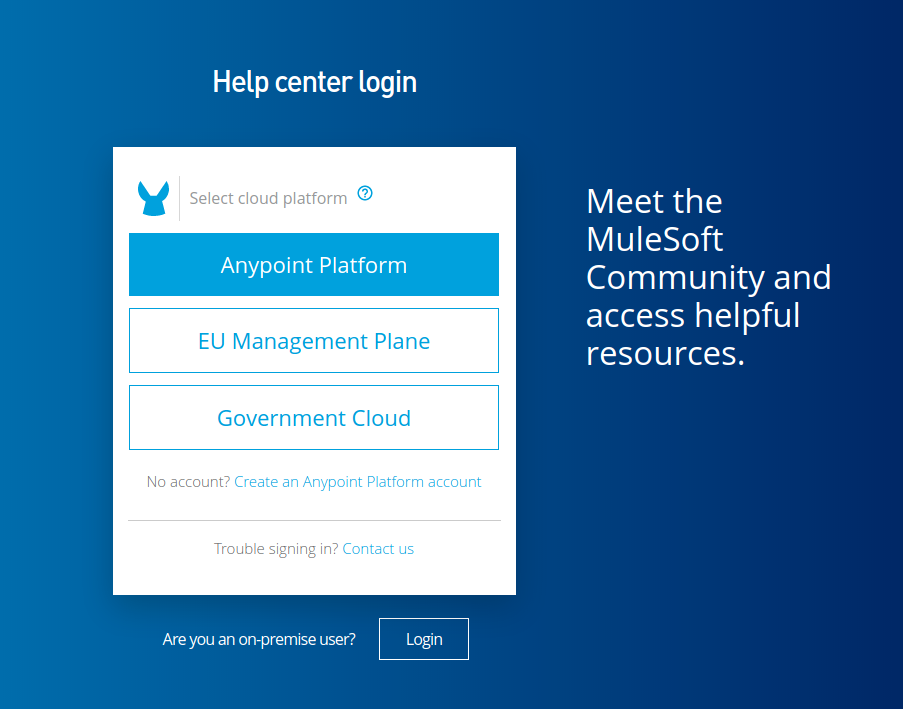
1. Click on Support Portal
2. Click on Login



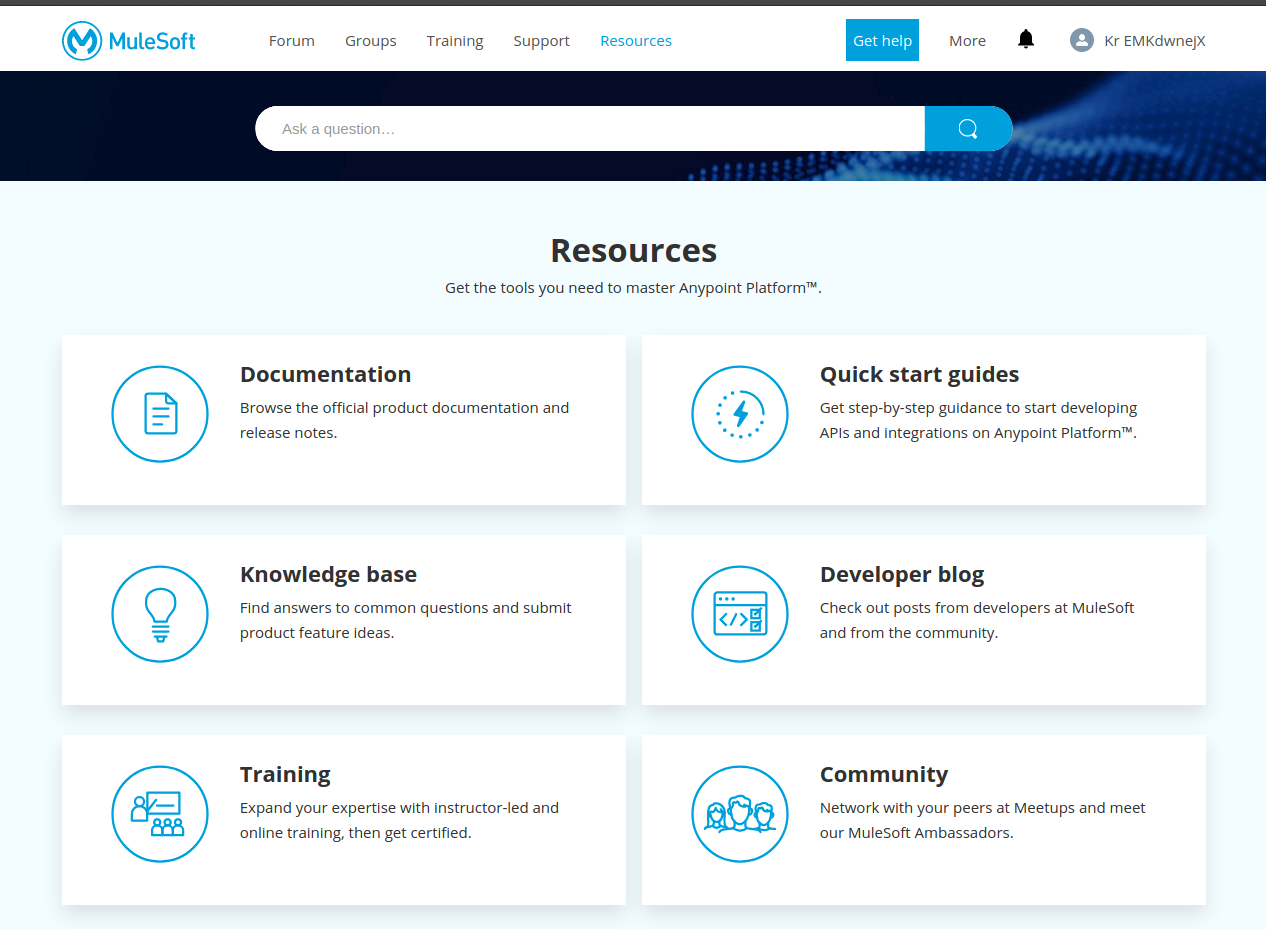
Select Cloud



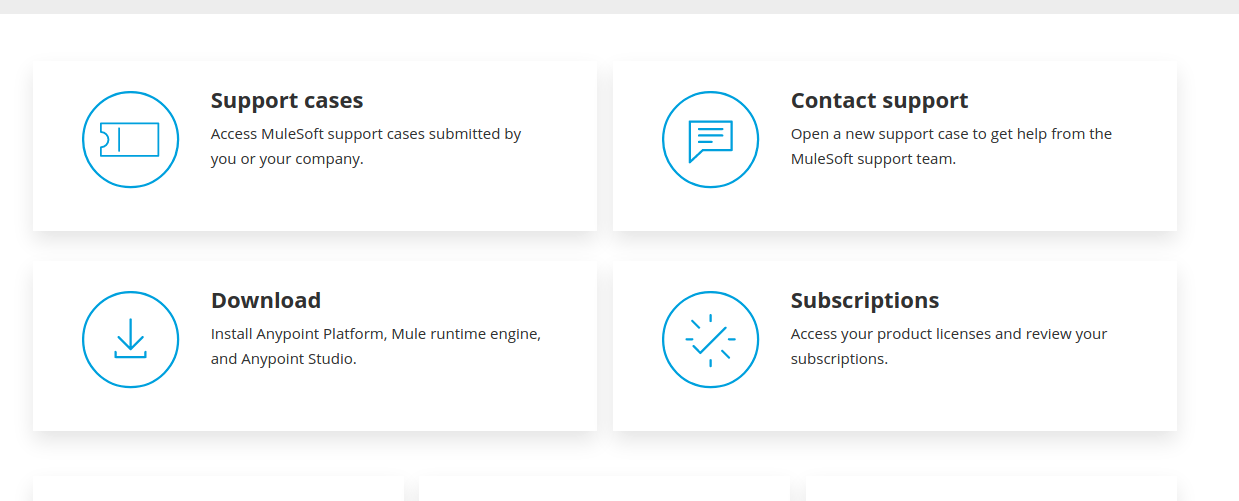
Choose Anypoint Platform



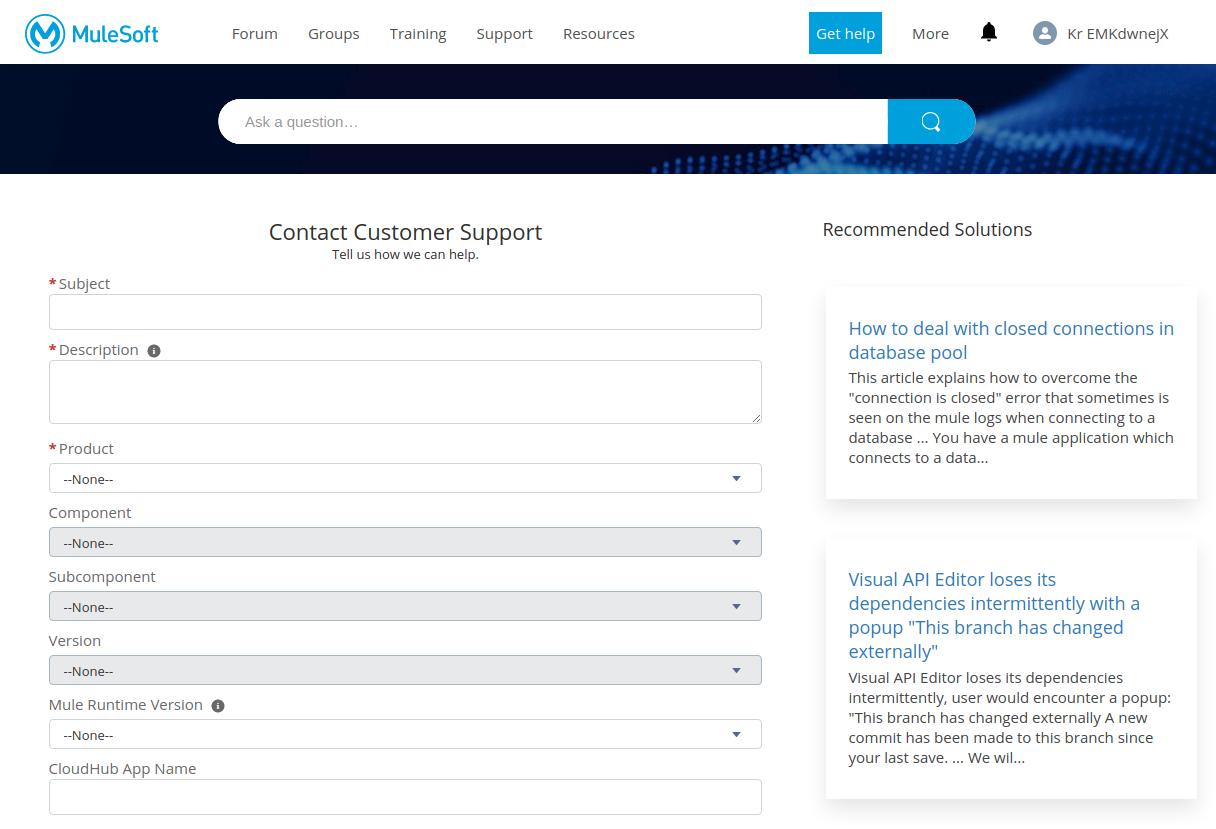
You should see unique id of yours



Choose Support from the header menu



Click on Contact Support



# Reference

## External Links

* <https://help.mulesoft.com/s/article/MuleSoft-Recommended-Support-Process>
* <https://help.mulesoft.com/s/article/How-to-log-a-new-support-case>
* <https://www.mulesoft.com/legal/support-maintenance-terms>
* <https://training.mulesoft.com/course-catalog?results=true&courseFormat=Self-paced>