Login to NI support Customer Portal

Login Credentials:
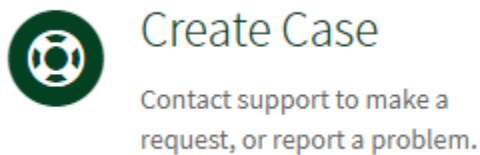URL: https://ni-analytics-support.ni.com/
Username: Your email address
Password: As you received from NI admin.

Create Case

Option 1: From Homepage -> Press Create Case.

Create Case

Contact support to make a
request, or report a problem.

Option 2: From Upper menu - > Expand "Cases" -> Click on Create Case
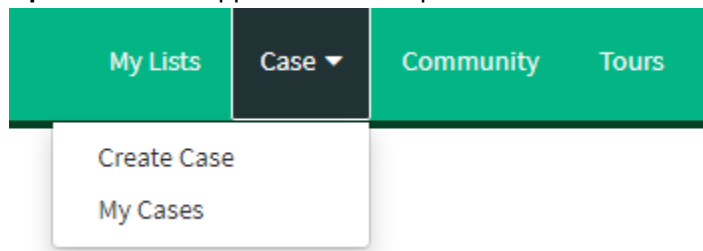
Submit Case

- Populate all necessary information.
- Upload attachment (You can also Drag and drop files directly on your browser window)
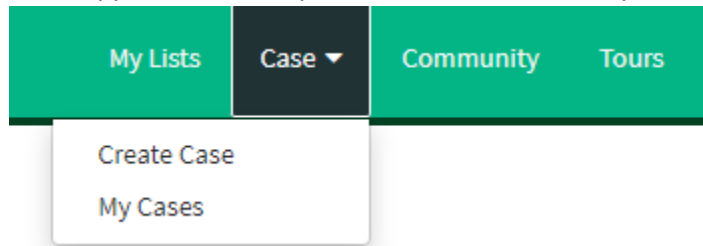- When you are done, Press the Submit button.
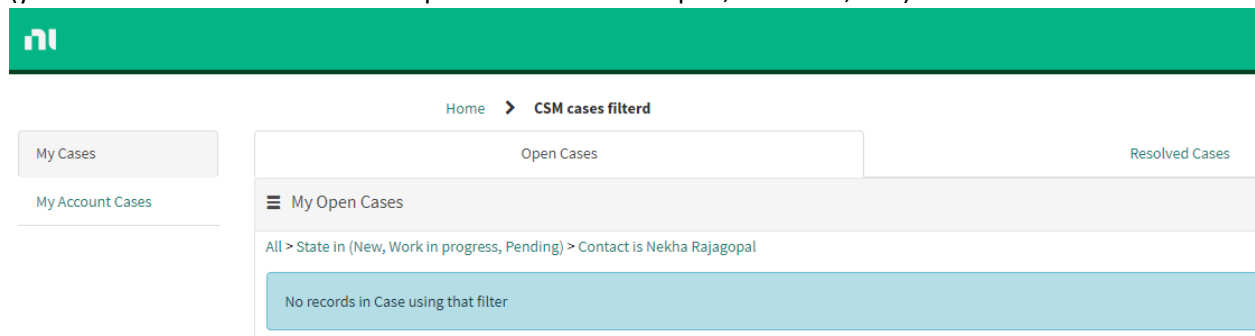
Review and comment on cases

Review your cases using views

Option 1 – My Cases:

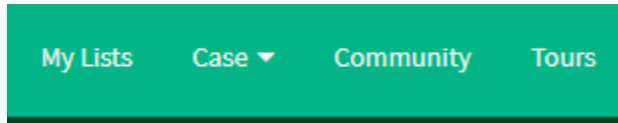From Upper menu - > Expand "Case" -> Click on "My Cases"

Choose the relevant case you want to review from the list
(you can switch between different predefined filters – Open, Resolved, Etc.)
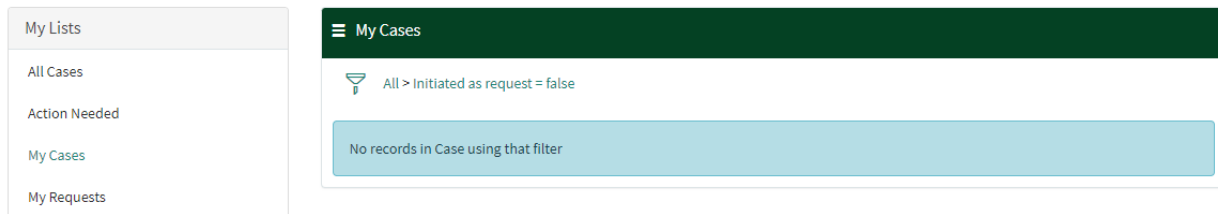
Option 2 – My lists:
From Upper menu - > Click on "My lists"

Choose the relevant list:

- All cases – all the account cases.
- Action needed – Resolved cases needs your approval / Cases pending your response.
- My cases – Cases created by you.
- My Requests – Requests created by you.

Click on the filter icon the create customized views to easily locate cases based on your criteria.

You can export the view by clicking the Hamburger icon next to Cases and export to your desired format.

Communicate with NI support using the portal

Option 1: Communicate through the customer portal.
Navigate to the relevant case, type your message and press send.
You can also add more attachments by clicking the Attachment icon or by drag and drop additional files directly on the case window.

Option 2: Reply to an email notification received by Ni support system.
When you receive an email notification regarding a specific case you can reply to it and your comment will be added directly to the case activity.

Thank you