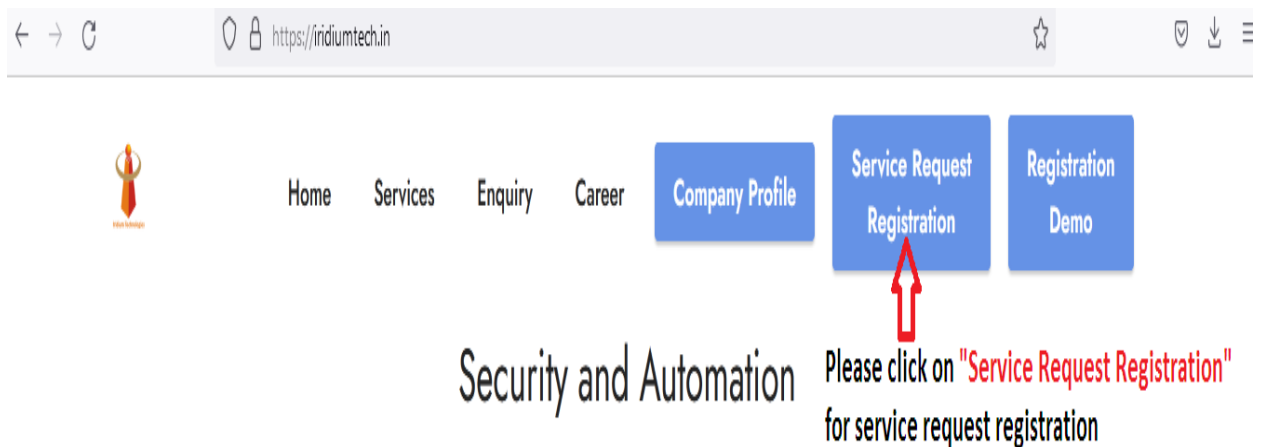


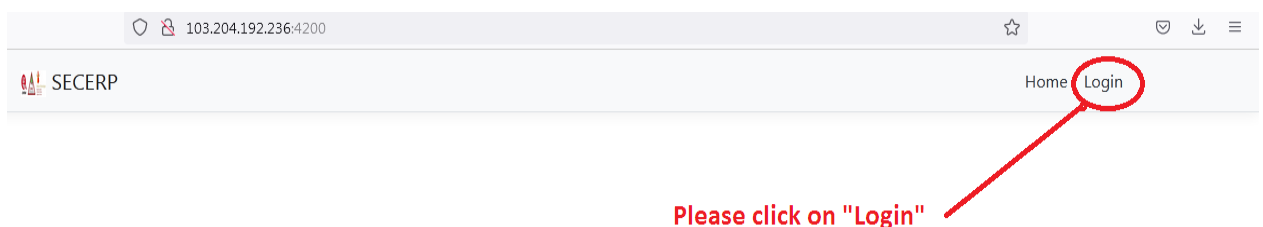
Service Request Registration Process

Step-1 Please follow the Iridium Website link
<https://iridiumtech.in/> for registration.

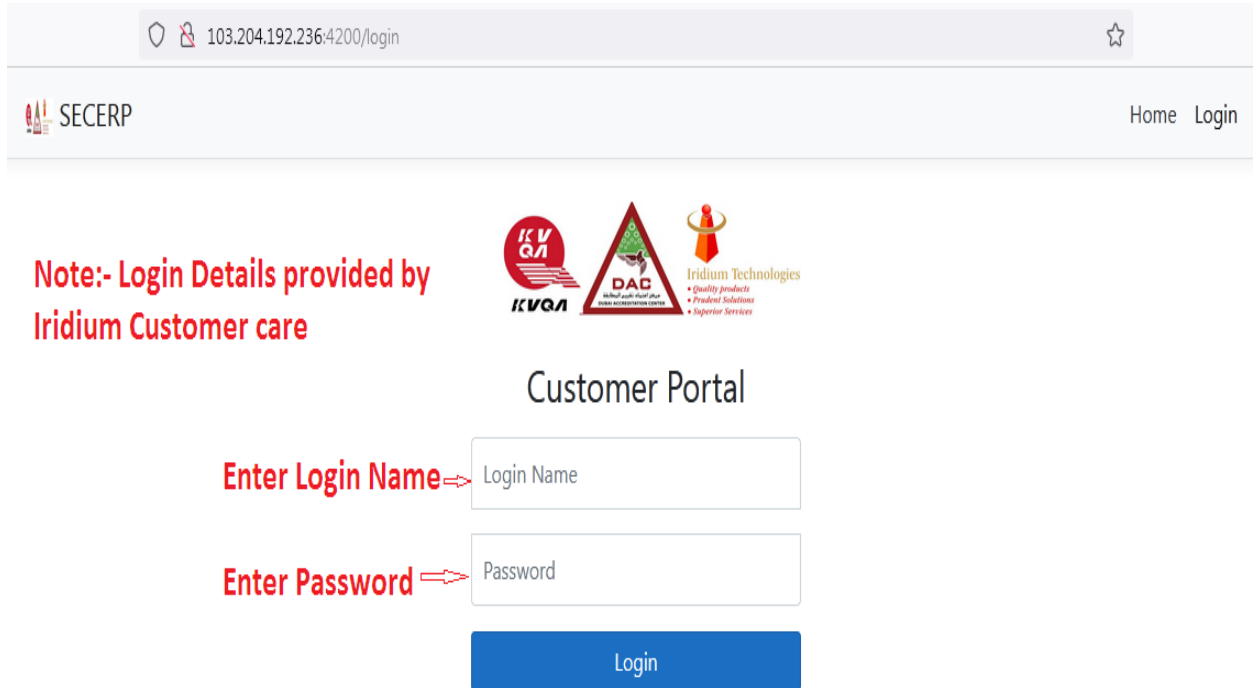
Step-2 After website open please click on “**Service request Registration**” as show in below image for your reference.



Step-3 After that click on “**Login**” button as show in below image.



Step-4. After that, Enter the **login details User Name and Password** and click on Login Button.



Note:- Login Details provided by Iridium Customer care

Customer Portal

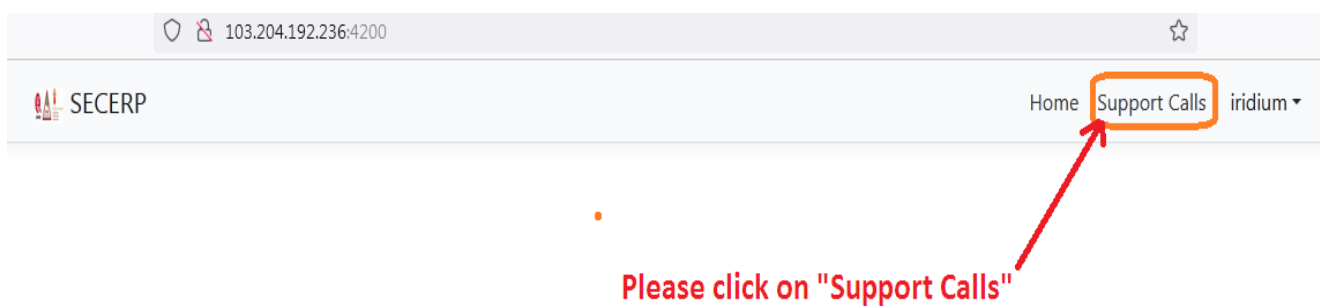
Enter Login Name ⇒ Login Name

Enter Password ⇒ Password

Login

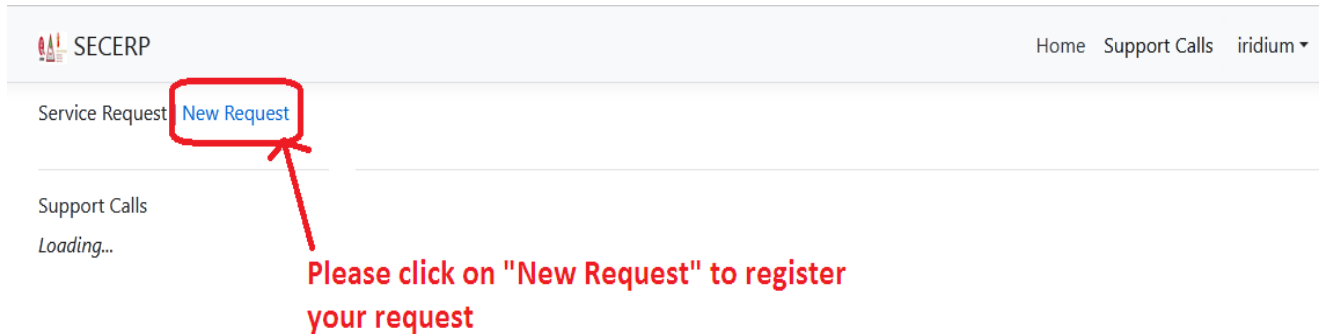
Note:- Login User Name and Password will be provided by Iridium Customer Care

Step-5. After login, Click on “Support Calls” as show in below image.



Please click on "Support Calls"

Step-6. Click on “**New Request**” for registration.



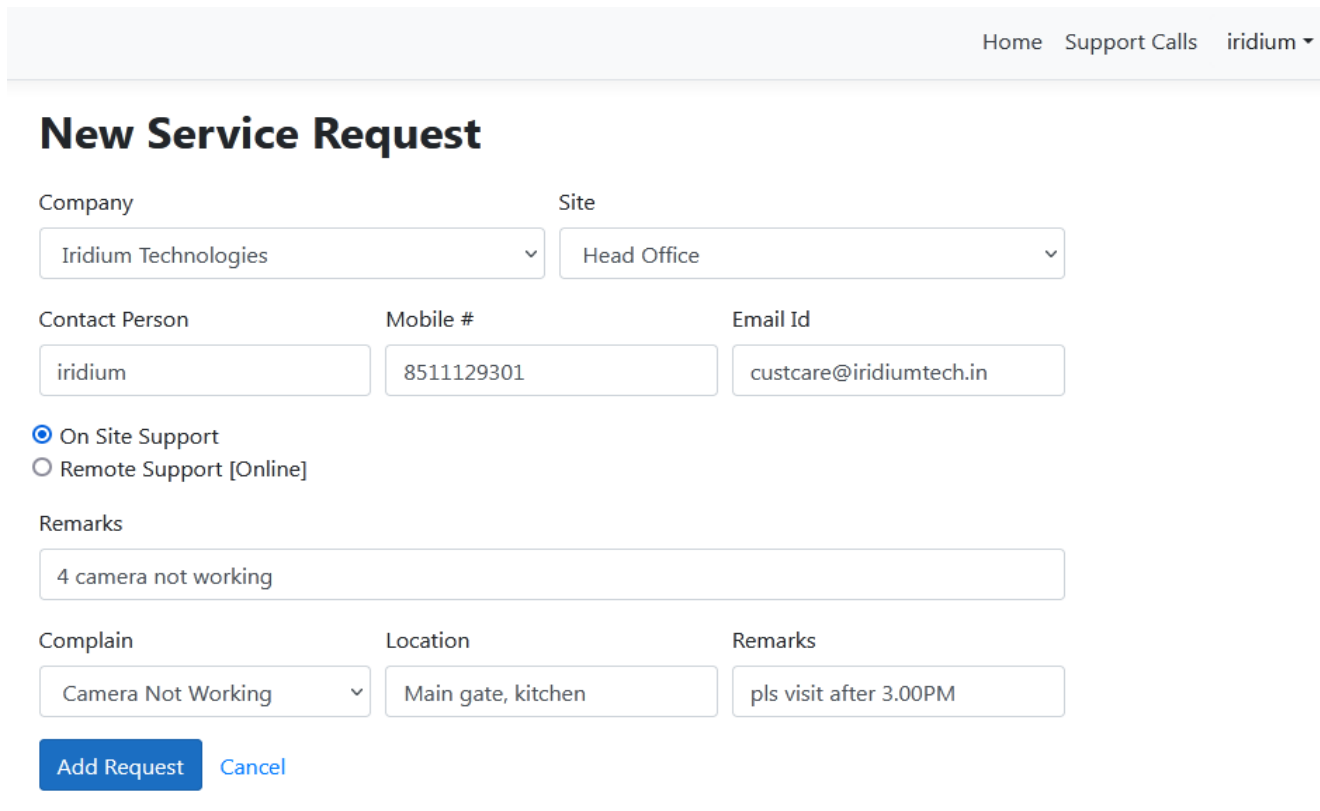
SECERP Home Support Calls iridium ▾

Service Request **New Request**

Support Calls
Loading...

Please click on "New Request" to register your request

Step-7. After clicked on New Request, you will find registration form. **Please fill all details** like type of support, on site or remote support, fill Remarks with complaint details, select complain, Location Name, and general Remarks as show in below image.



Home Support Calls iridium ▾

New Service Request

Company Site

Iridium Technologies ▾ Head Office ▾

Contact Person Mobile # Email Id

iridium 8511129301 custcare@iridiumtech.in

On Site Support
 Remote Support [Online]

Remarks

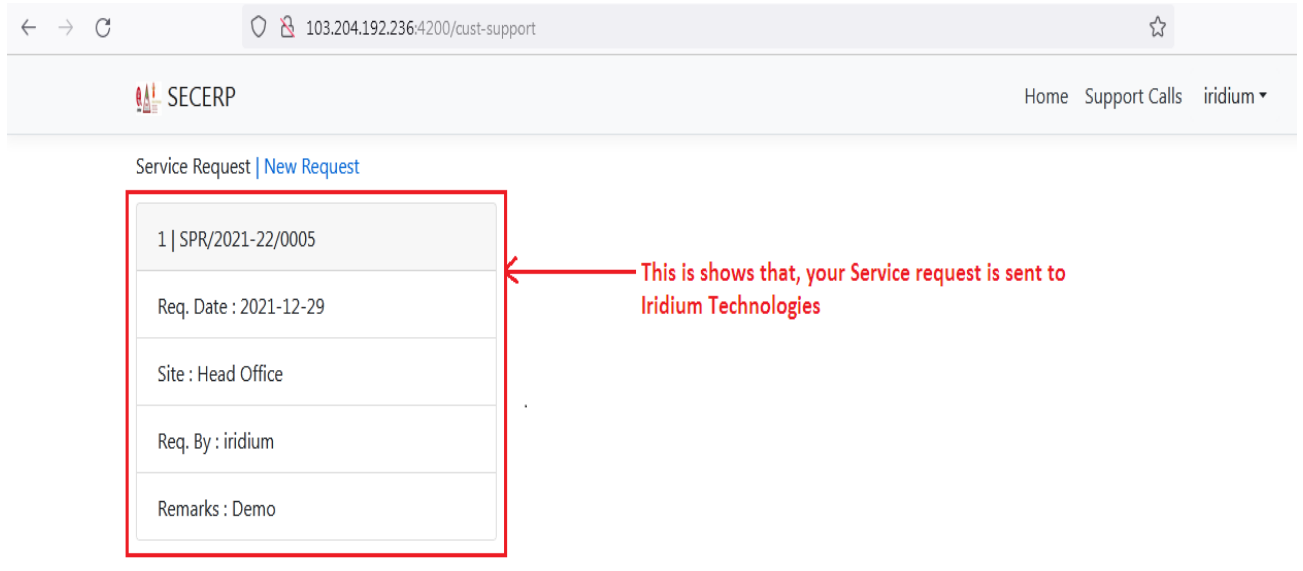
4 camera not working

Complain Location Remarks

Camera Not Working ▾ Main gate, kitchen pls visit after 3.00PM

Add Request Cancel

Step-8. After details filled your registered call will be show as per below image. That means your service request has been sent to Iridium ERP Software.

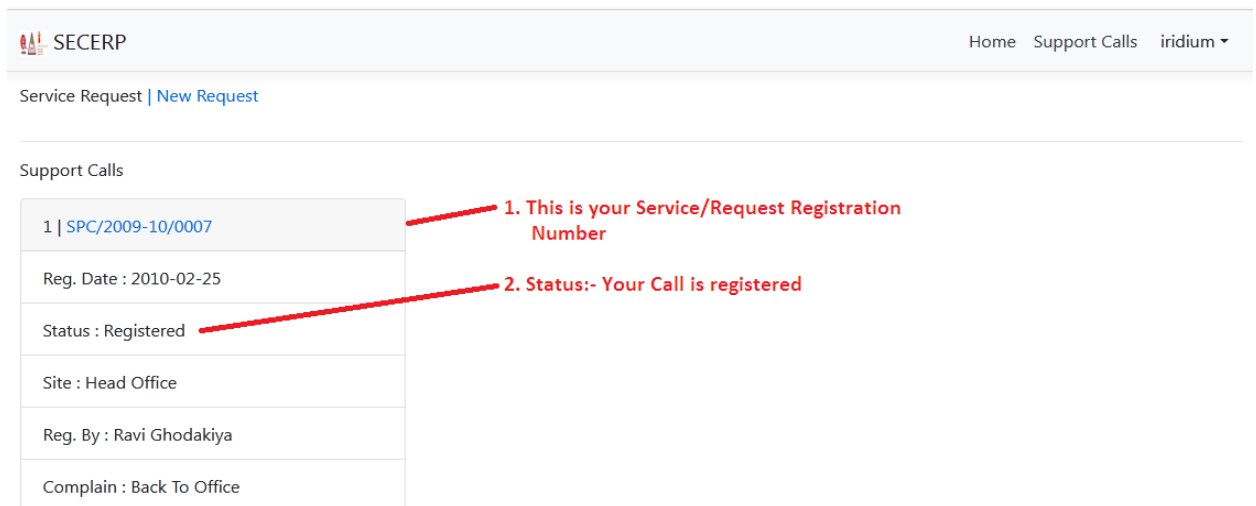


Service Request | [New Request](#)

1 SPR/2021-22/0005
Req. Date : 2021-12-29
Site : Head Office
Req. By : iridium
Remarks : Demo

← This is shows that, your Service request is sent to Iridium Technologies

Step-9. When your service call registered into Iridium ERP Software, You will get SPC number (call registration number) and your call status show Registered, which is shown into below image.



Support Calls

1 SPC/2009-10/0007
Reg. Date : 2010-02-25
Status : Registered
Site : Head Office
Reg. By : Ravi Ghodakiya
Complain : Back To Office

1. This is your Service/Request Registration Number

2. Status:- Your Call is registered



Iridium Technologies

- Quality products
- Prudent Solutions
- Superior Services

Step-10. When **Status Shows Alloted** that means your call is alloted to Iridium Technical Team and will attend the call by OnSite/Remotely.

SECERP Home Support Calls iridium ▾

244 SPC/2021-22/11835
Reg. Date : 2021-12-29
Status : Alloted → Your Call is Alloted to iridium Technical Team
Site : Head Office
Reg. By : iridium
Complain : Camera Not Working

Step-11. After service request resolved, your request will be disappear from your portal.

Thanking You,

Iridium Technologies
Ahmedabad

Further Any Query Regarding Call Registration process, Please Contact Us:-

Customer Care

Diptiben Parmar: +918511129301

GM(Operations)

Naresh Solanki:- +917203029322