IRIS Support Portal Overview

Below is an overview of the IRIS Support Portal, where you can submit a service ticket and access System User Manuals, which contain valuable information regarding operation, maintenance, troubleshooting & training.

1

Scan or Click ← → **iriscs.freshdesk.com**
to Access your
IRIS Support Portal

2

Login or Sign Up Here

3

**Access System User Manuals Here**

Submit Service Tickets Here

IRIS Support Portal Overview

Below is an overview of how you will fill out a ticket
for all post-sale service related matters.

4

Here you will find the required fields to help our service team properly route your ticket according to your Operational Impact, Warranty Status & whether or not the system is covered under IRIS' Aftercare Program.
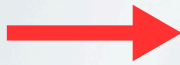
Submit a ticket

Reason for Ticket *

System Type *

Operational Impact *

Site Location *

Line Number *

Serial Number (SN) located on IRIS System Tag *

Contact Name *

Phone Number *

Email Address *

Add cc

Description *

+ Attach a file

Alternate Contact Name & Phone Number *

SUBMIT   CANCEL

Have questions or want to learn more about how IRIS can support your automation journey?

Let's Connect:

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