

A healthcare professional, likely a nurse, is shown from the chest up, looking down at a tablet computer. She is wearing blue scrubs and a black lanyard. The background is a blurred hospital room with white railings and a window with sheer curtains. The lighting is soft and warm, coming from the window.

PHILIPS

Customer Service

Philips Customer Services Portal

User guide for mobile

February 2022

Getting started

Getting started is easy. Scan the QR code with your smartphone to go to the portal login page, or type in the browser of your smartphone:

www.customerservices.philips.com

Use your username and password to login.

You can scan the QR code by opening the camera app on your smartphone, pointing your phone at the QR code, and tapping the pop-up link.

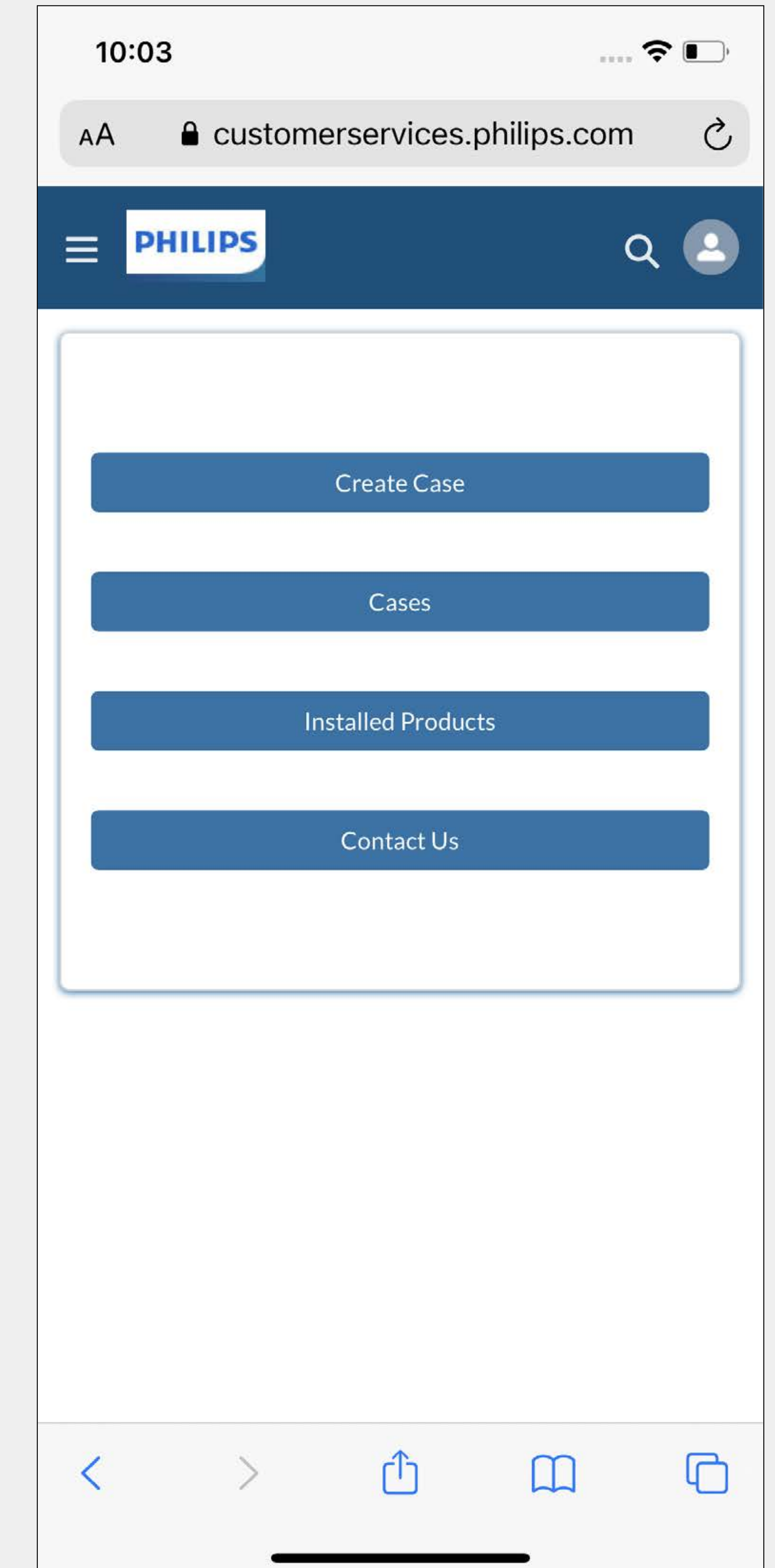
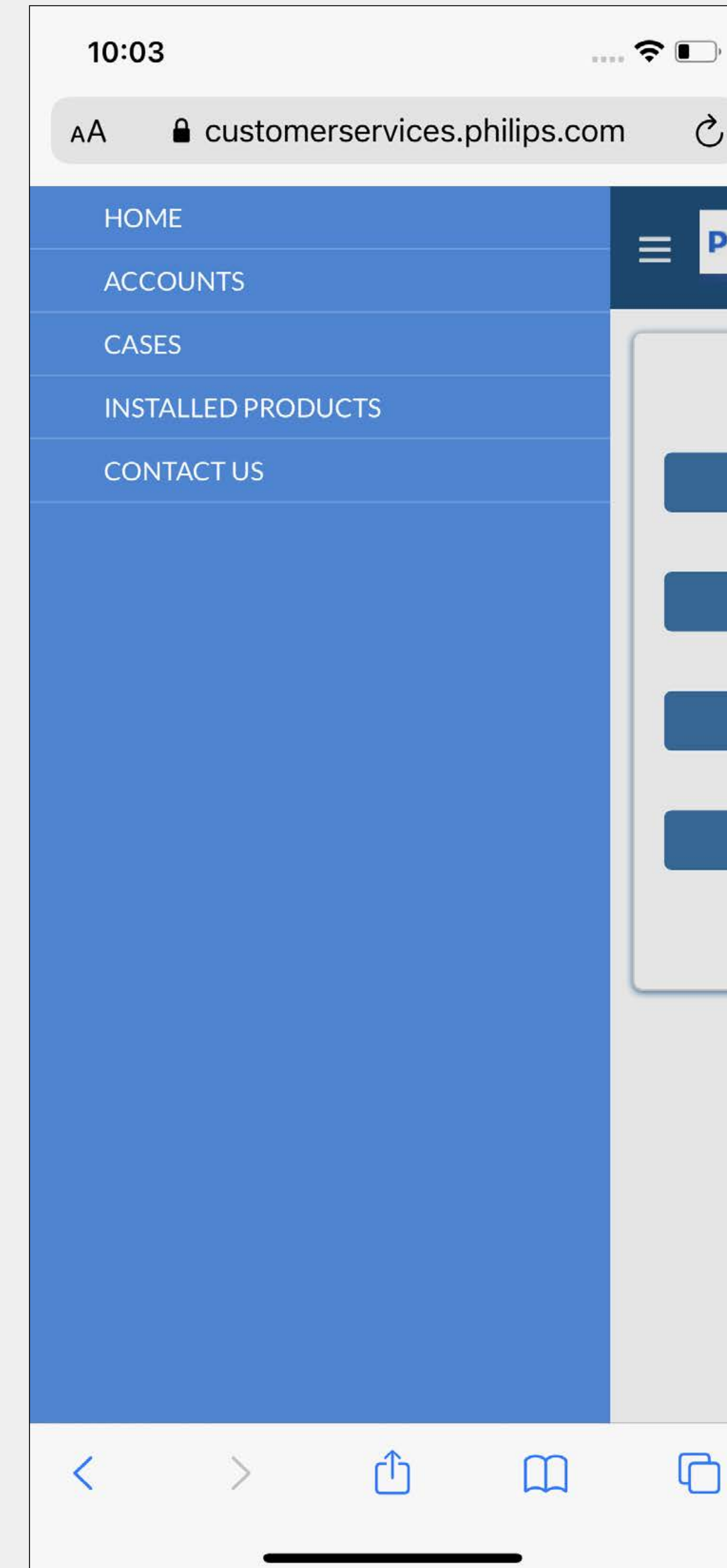


Which features are available for smartphones

You can use your smartphone to:

- Create service cases and track activities from Philips
- Add and view case comments and updates
- Upload attachments to a case (e.g. pictures from your smartphone)
- View cases and installed product details
- Request other support/services

Please note that we do not offer all portal features on smartphones. If you like to e.g. download reports or view the maintenance calendar, [visit the portal](#) on your desktop/laptop.

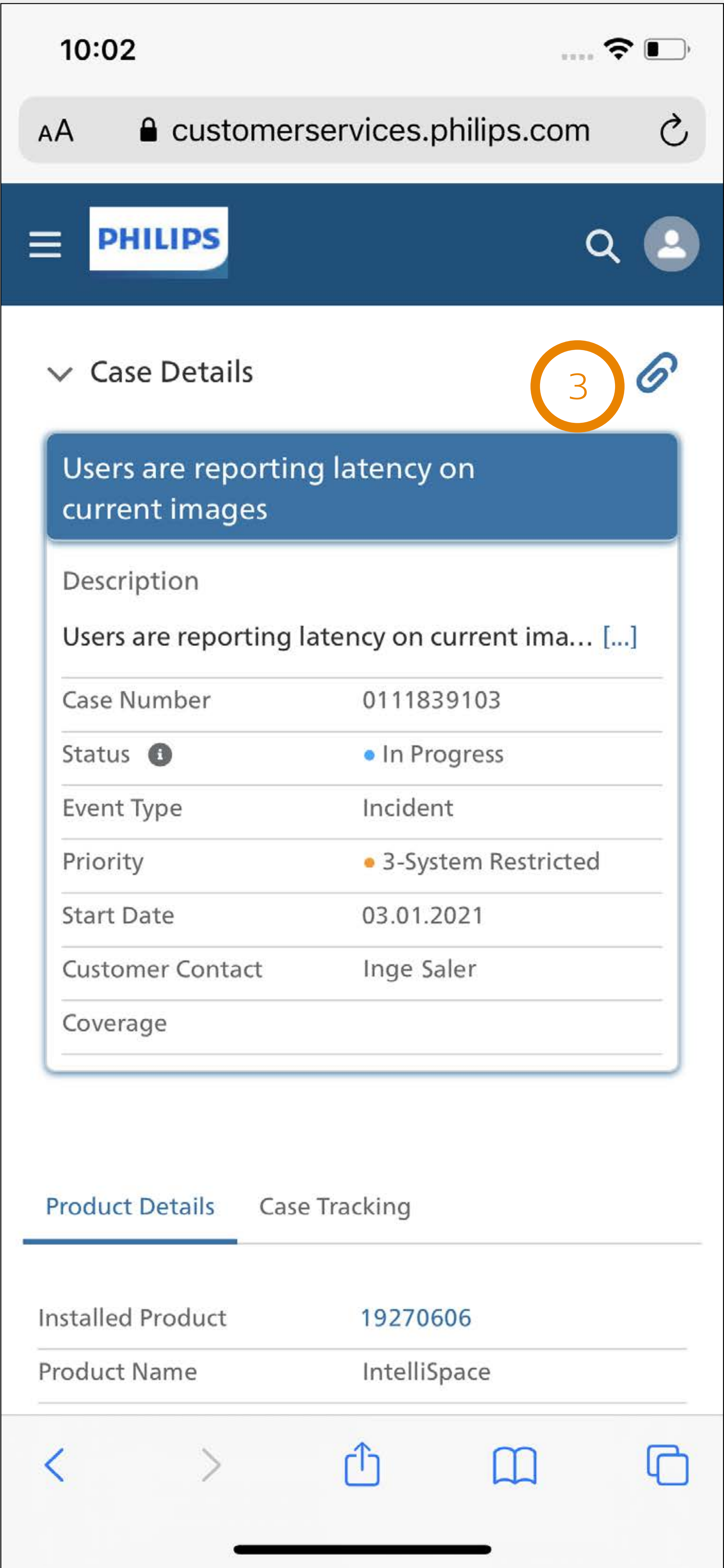
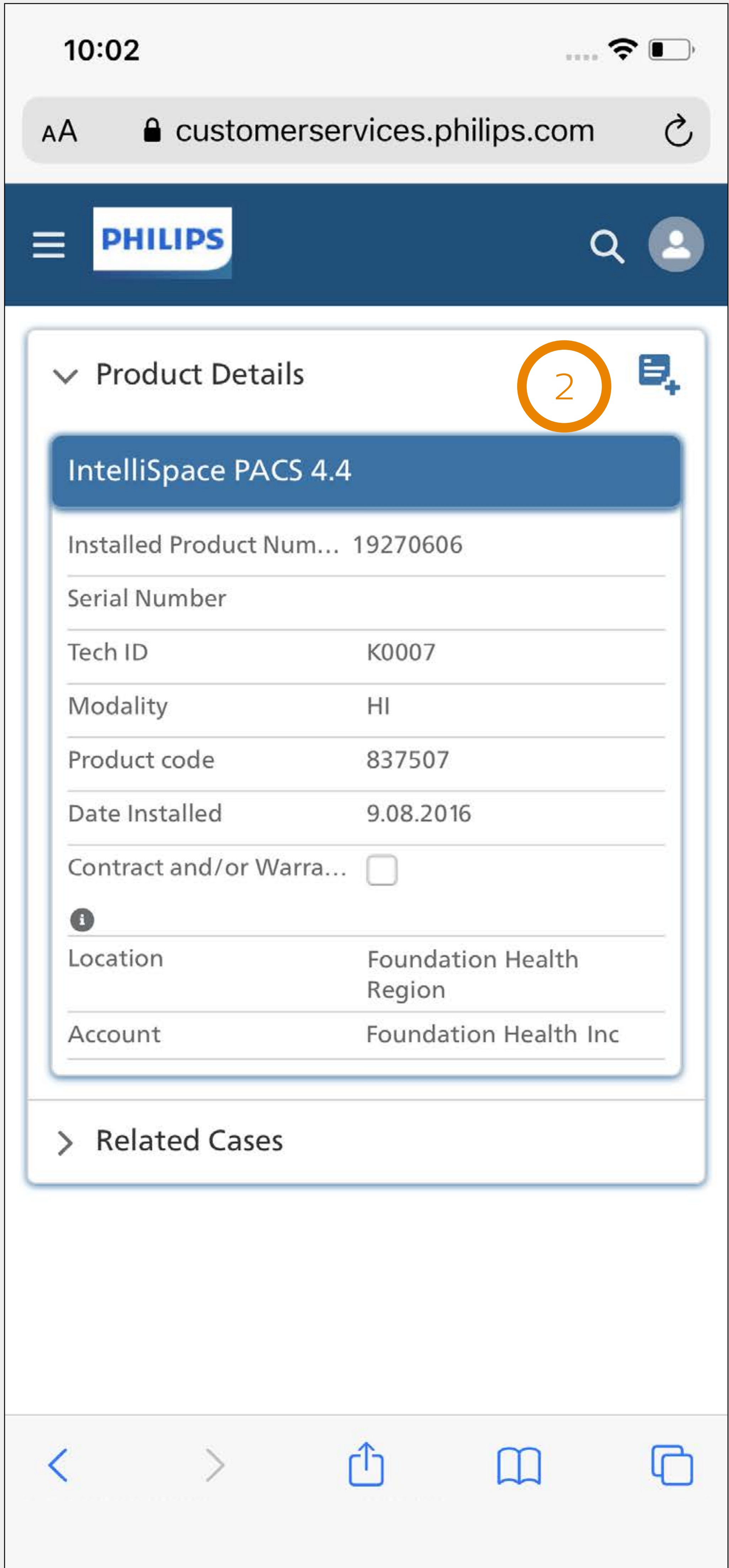
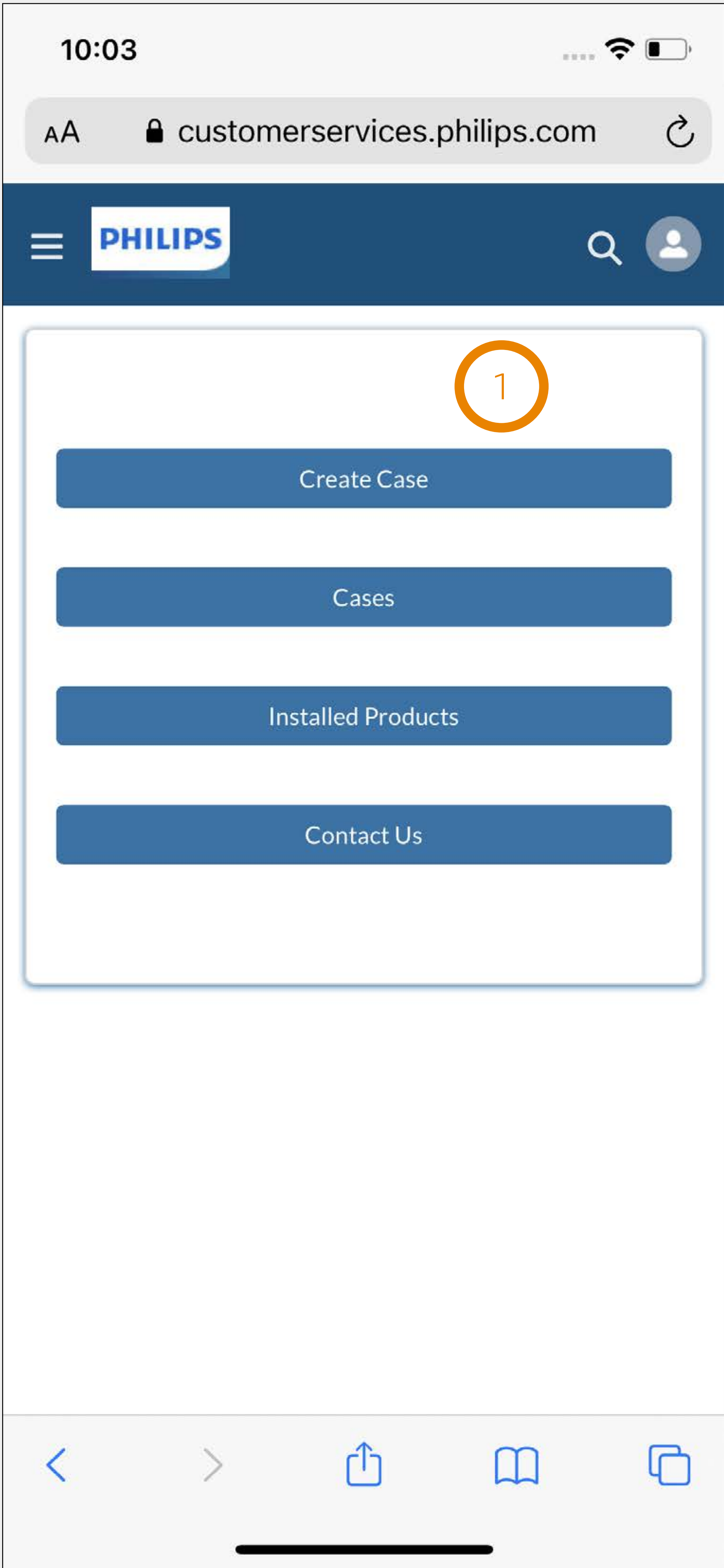


How to create a case

You can start creating a case from the homepage. Click on the button Create Case. ① You can also create a case on the Installed Product details page. ② Click on this icon to create a case on the Installed Product details page. ③

Add case activity

Use the case details page for adding case activities, like adding comments or uploading files/pictures to a case. ③ To add a case activity or to add an attachment, click on this icon. ③



List views, search and navigation tips

The homepage is always the first screen you see after you login. There are 4 menu items:

- Create case
- Cases
- Installed Products
- Contact us

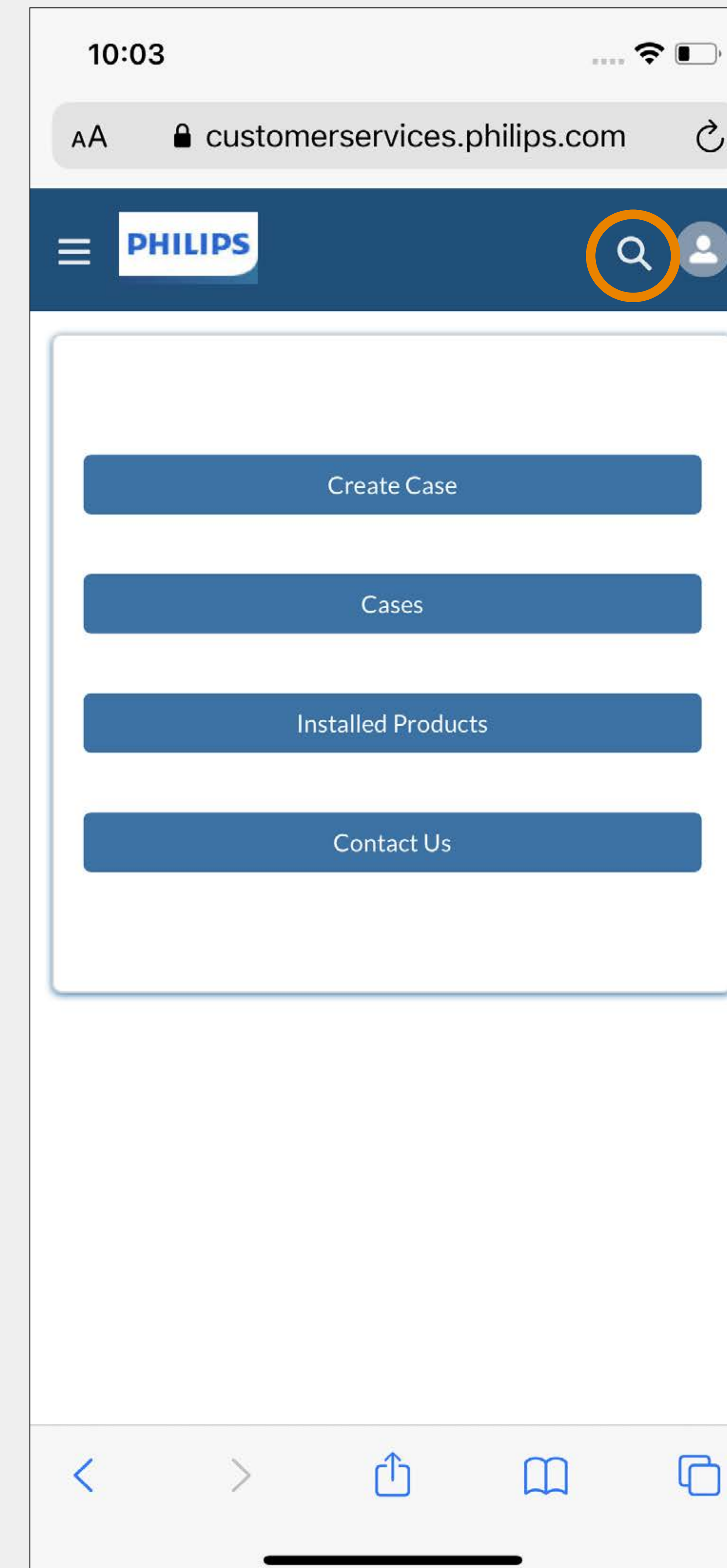
For two menu items there is a list view available:

- Cases
- Installed Products

List views are a great way to quickly find information by using:

- Free text filter
- Drop down filters, some allow selection of multiple values
- Buttons

If certain information is not available in the list view, you can go to the “global search” field, that enables search across all objects. Click on this icon in the top bar and type in what you are looking for.




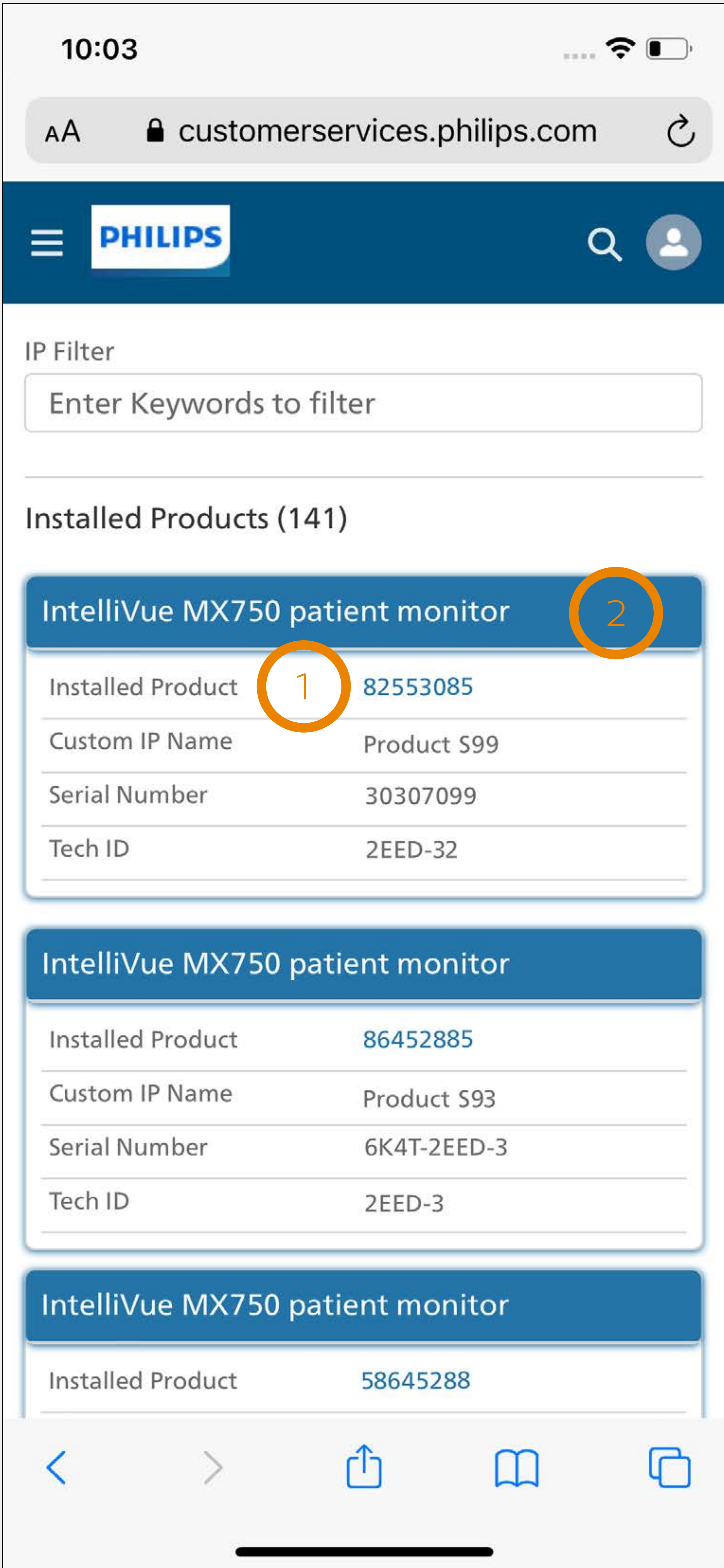
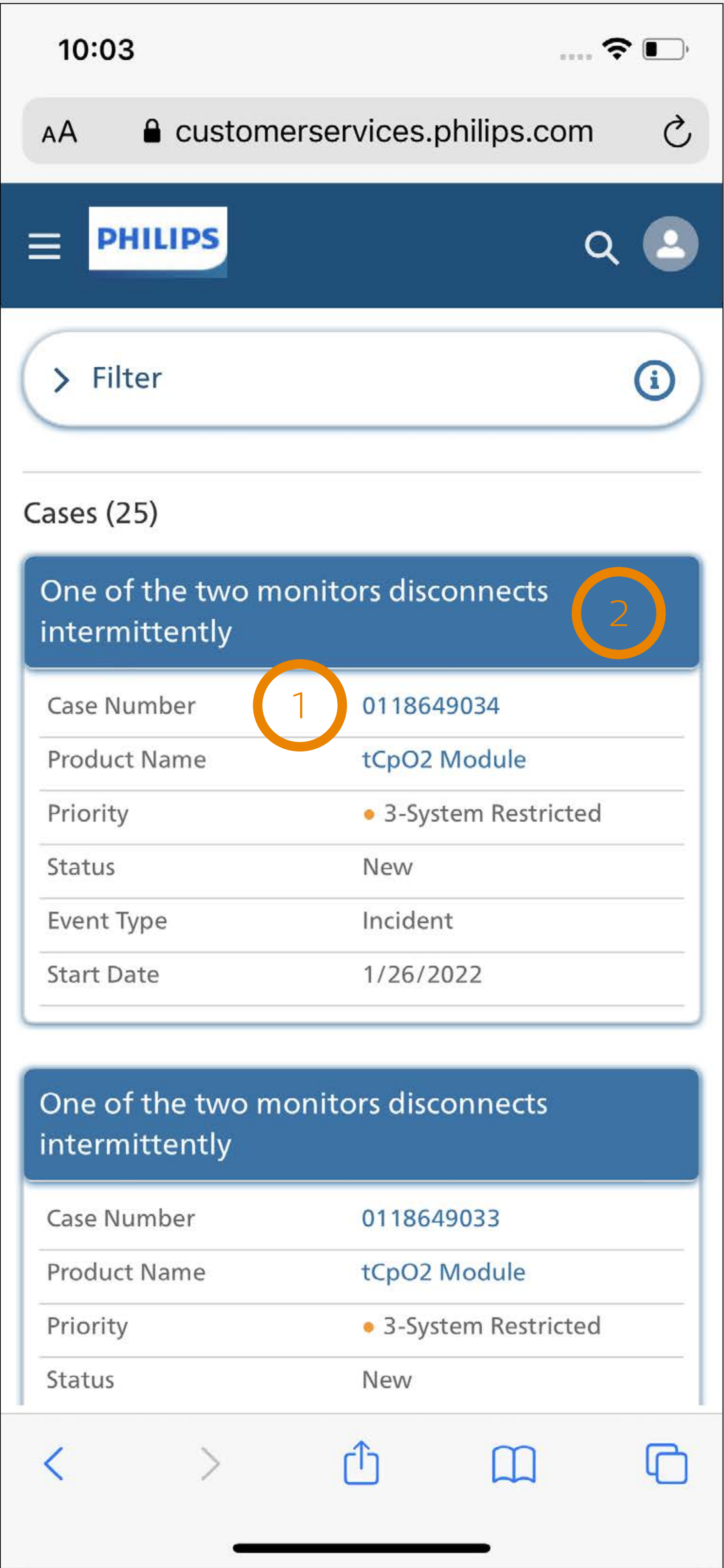
List views, search and navigation tips

Navigation

To easily navigate to the details page, tap the:

- ① Hyperlinks in blue text, or
- ② Case subject or Installed Product name

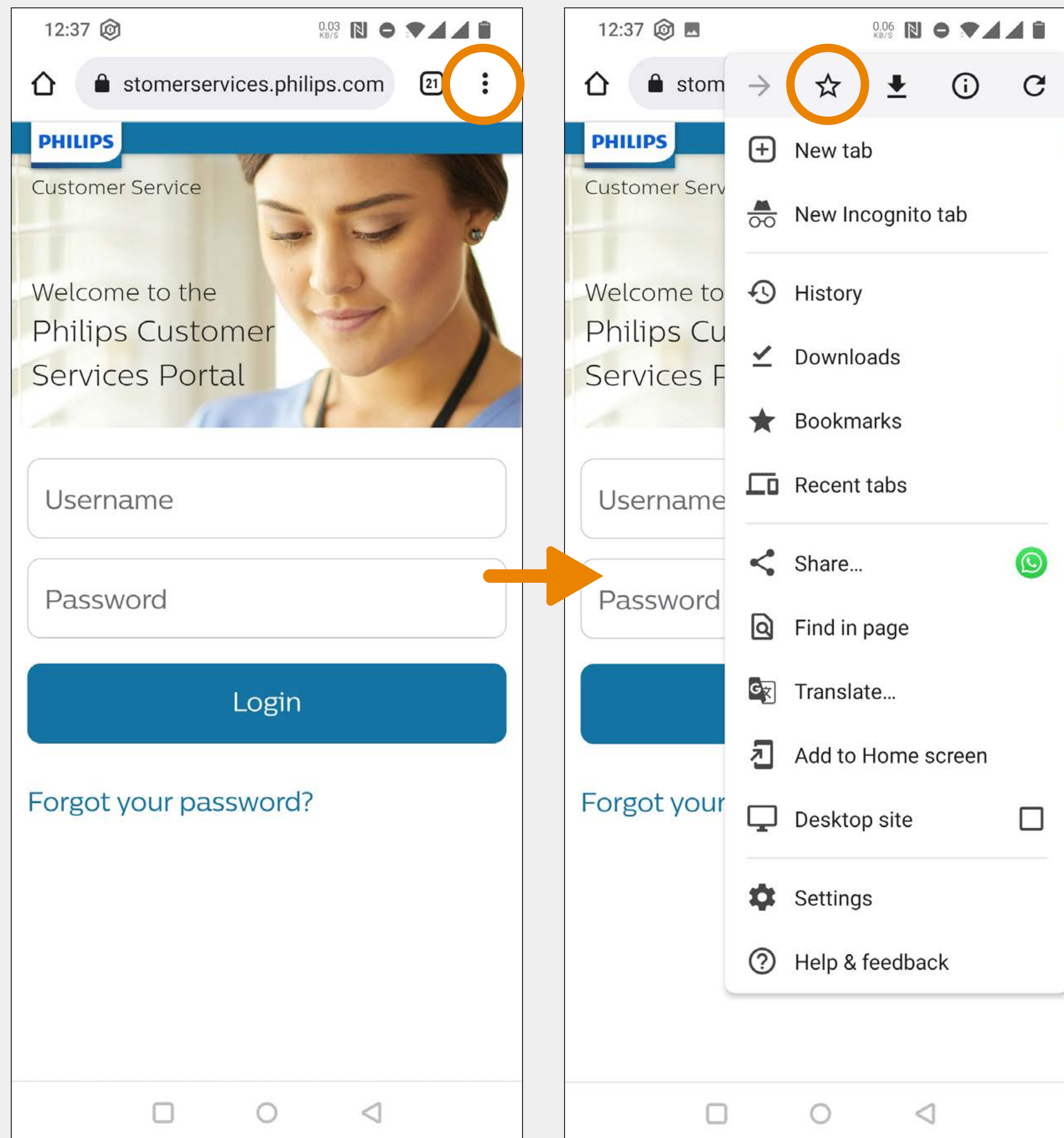
You can always go back to the homepage, cases, Installed Products and “Contact us” from anywhere in the app by tapping this icon , select the appropriate option.



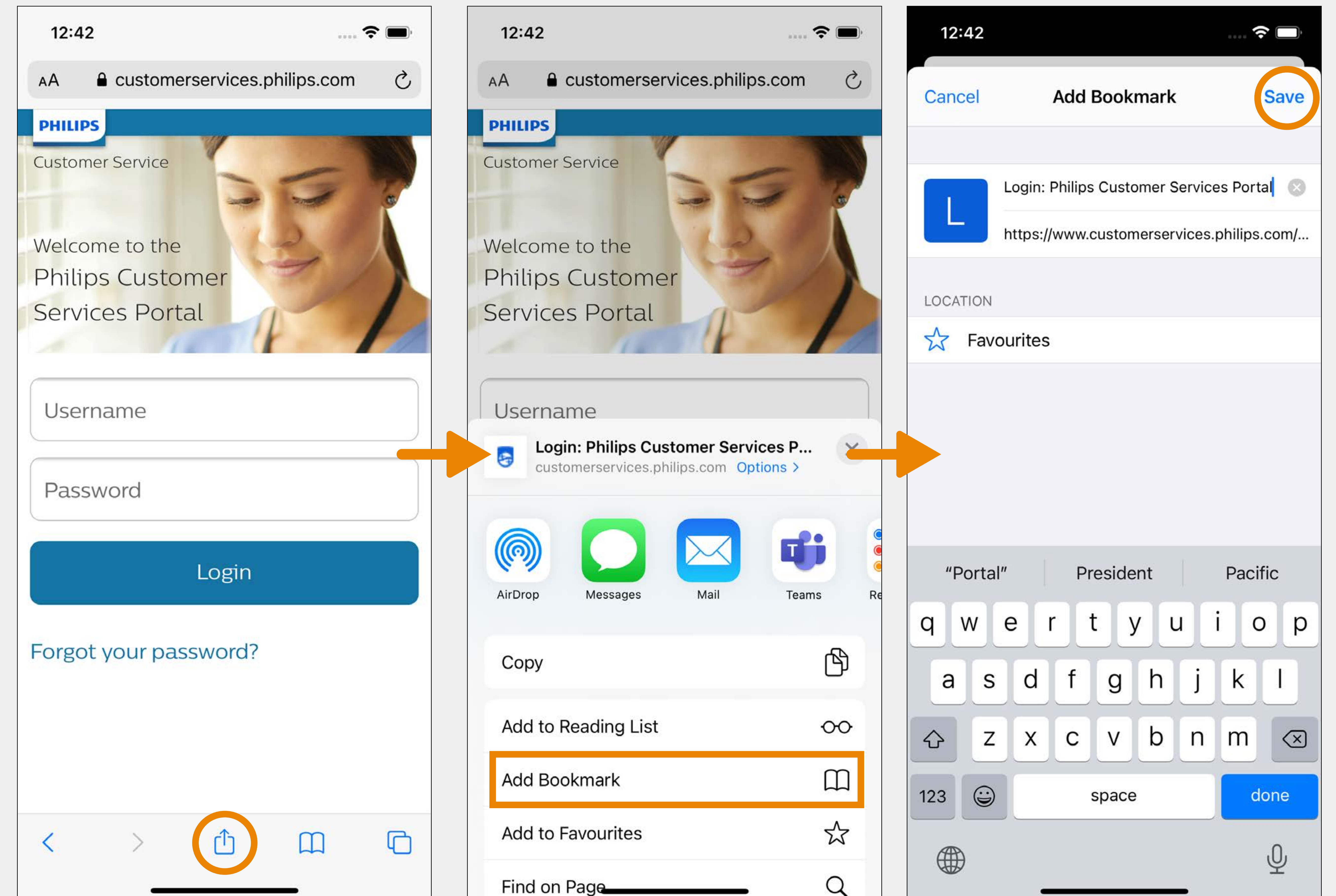
Bookmark

Bookmark the portal login page in the web browser of your smartphone

Android (chrome)



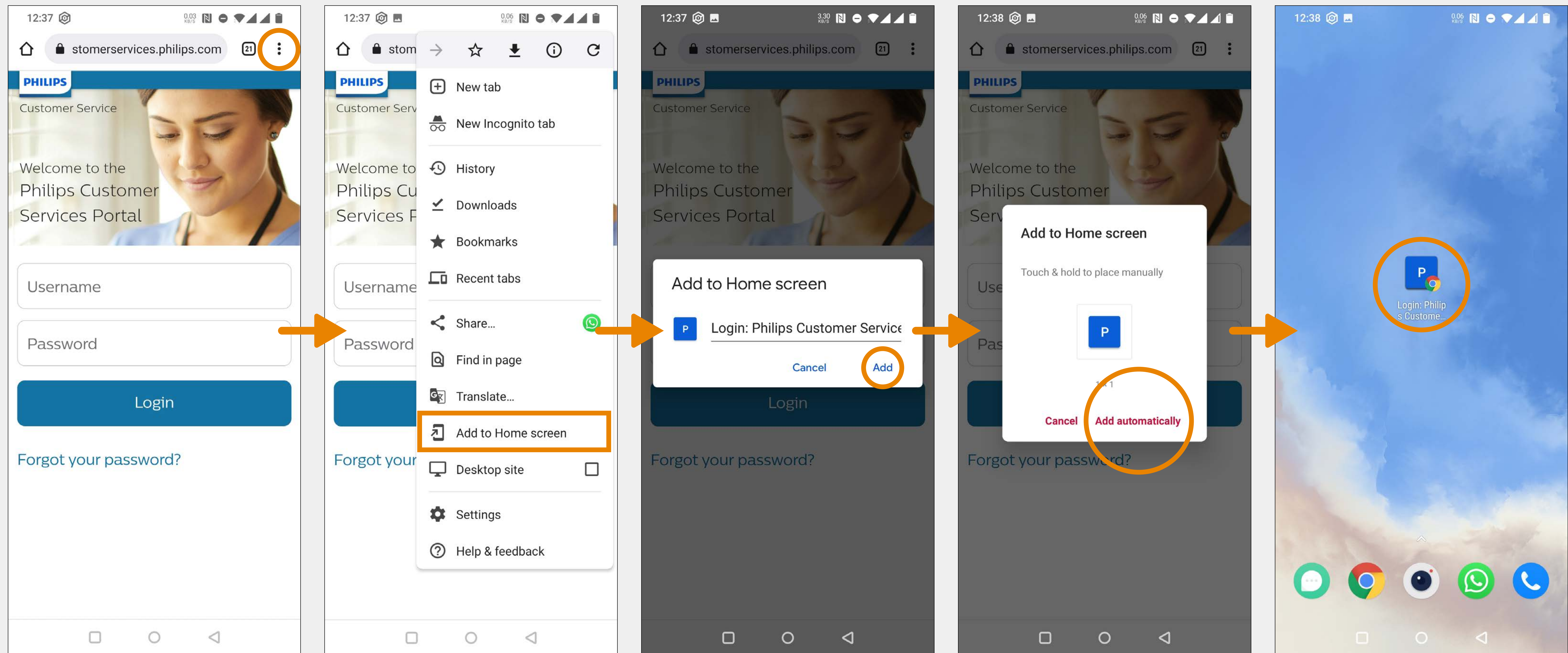
iOS (Safari)



Shortcut for Android (Chrome)

Add a shortcut to the portal login page

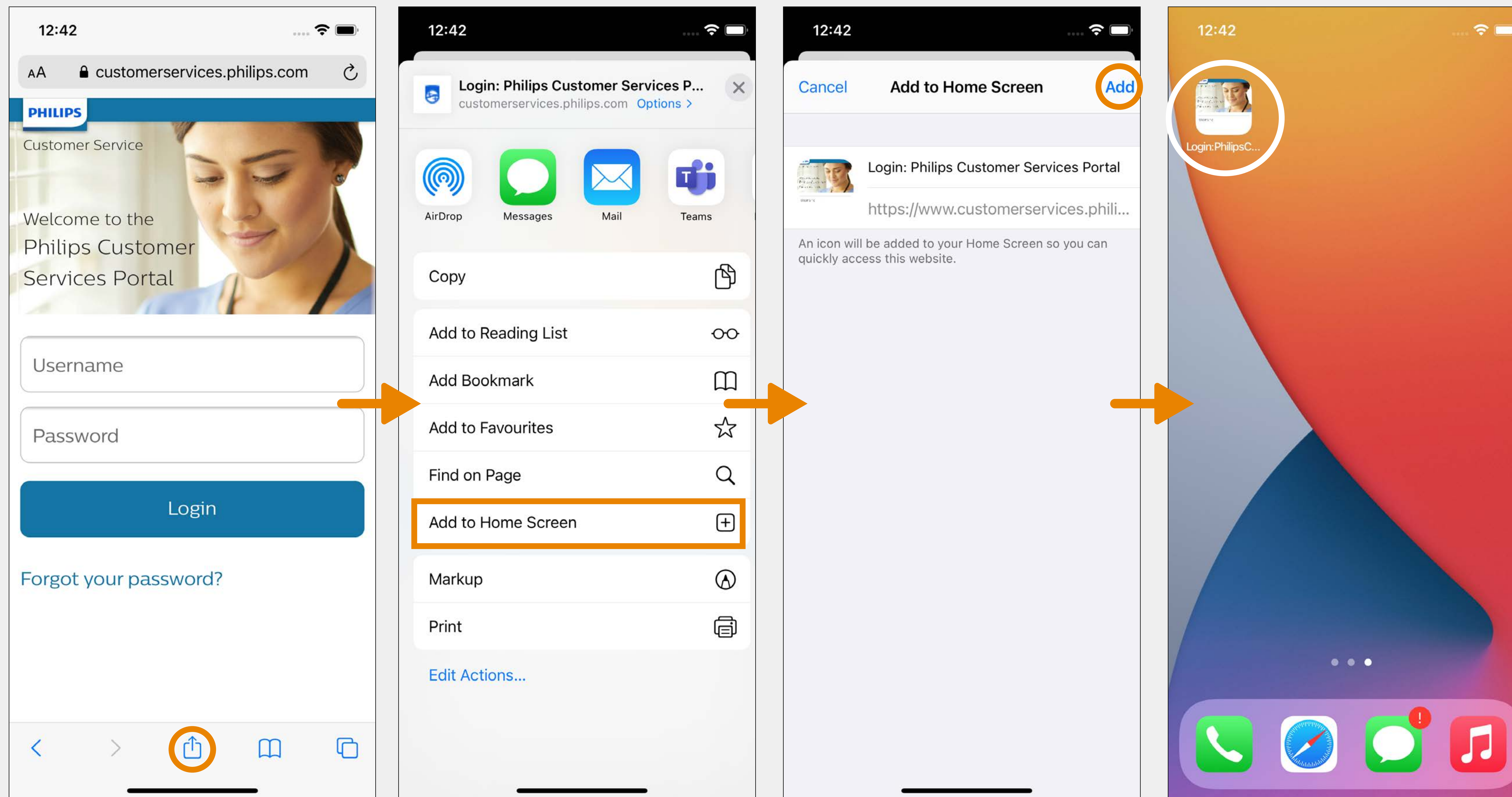
Android (chrome)



Shortcut for iOS (Safari)

Add a shortcut to the portal login page

iOS (Safari)



Installed products

The mobile version has the same installed products and cases as the desktop version.

Synchronization

Actions in the mobile version are reflected in the desktop version real-time and vice versa.

