CUSTOMER SUPPORT PORTAL:
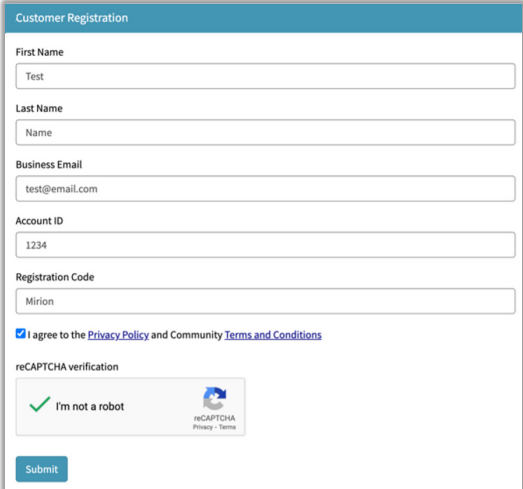
CHEAT SHEET

User Registration Guide

The Customer Support Portal allows customers to access articles, chat with customer support, and request resolution assistance.
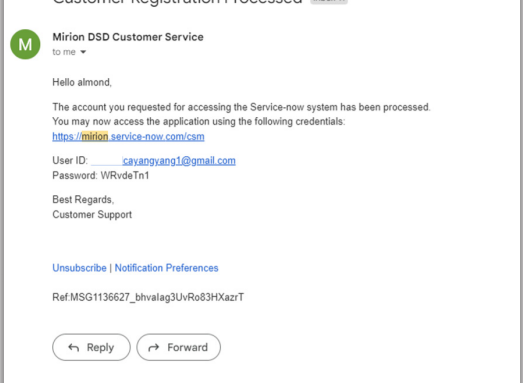
FOR USER REGISTRATION:

1 Go to **https://mirion.service-now.com/csm** and click **Register** in the upper right panel of the screen.

2 Fill out the form with all the required informaiton:
- First Name
- Last Name
- Business Email (Company Email)
- Account ID (Account Number)
- Registration Code - Mirion

Do not forget to **tick the check boxes** for **reCAPTCHA Verification** and **Privacy Policy Agreement.**

3 Once all information has been entered, click **Submit** to proceed.

4 After submitting the registration request, check your inbox for an email with the subject **Customer Registration Processed.**

5 Go back to the **Customer Support Portal** website: **https://mirion.service-now.com/csm** and login using the username and password credentials provided in the confirmation email.

6 Next, you will be asked to create a new password with the following requirements:
- Minimum 8 Characters
- Maximum 40 Characters
- At least 1 lowercase letter(s)
- At least 1 uppercase letter(s)
- At least 1 digit(s)

7 Click **Submit** to complete your user registration. You can now sign in with your username and the new password you just created.

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