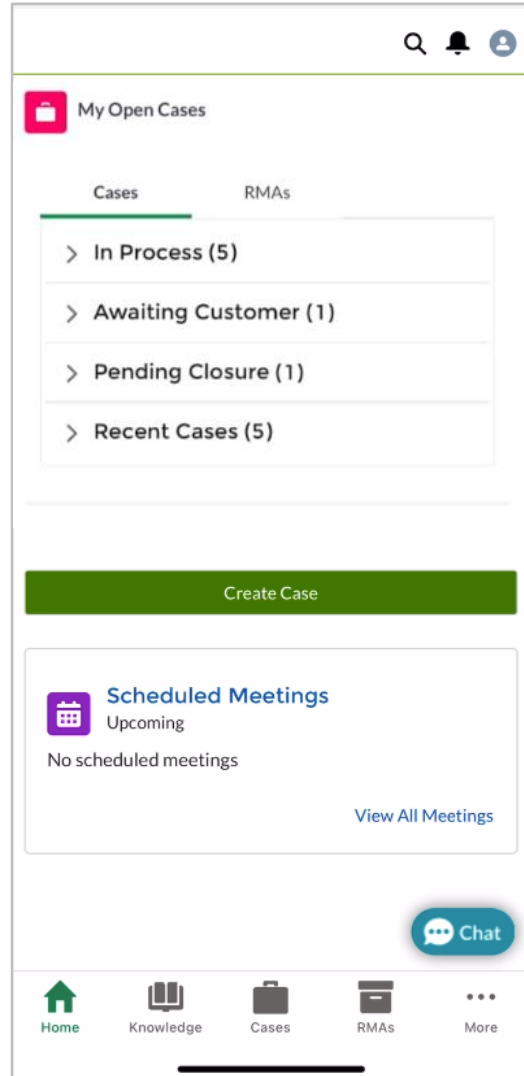


# Mobile App Overview

---

## Navigation Guide: Commercial

# Juniper Support Portal Mobile App



The Juniper Support Portal Mobile App is designed to be intuitive and easy to navigate even when you are on the go.

# Mobile App Features



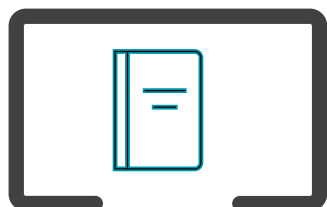
Create and view the  
*progress of your cases*



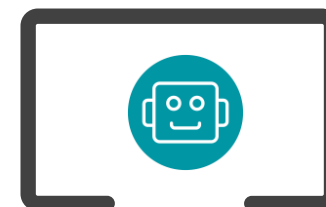
View your  
*RMAs and asset details*



Access  
*push notifications*

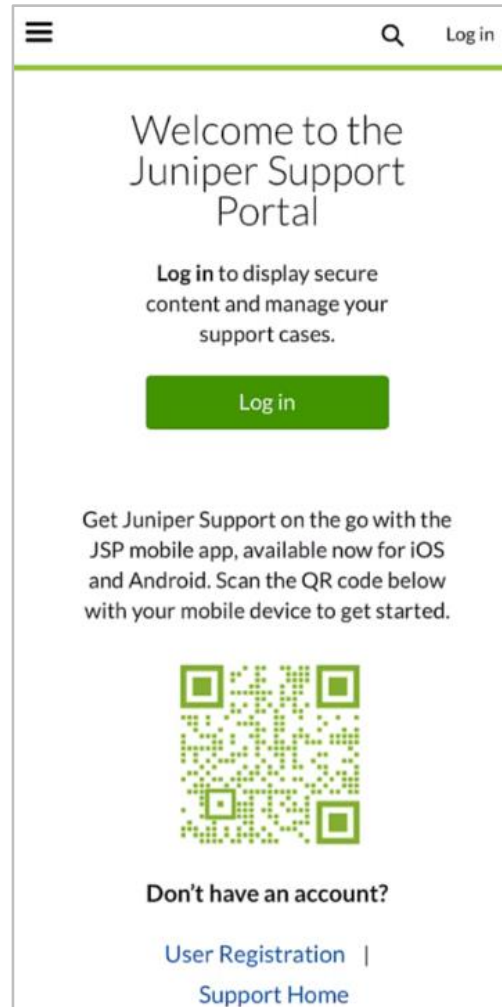


Search  
*knowledge*



Chat with  
*a Live Agent*

# Downloading the App



The Juniper Support Portal Mobile App is available for download from the App Store associated with your mobile device.

# Logging in to the Support Portal

1

## Sign In

Email ID [xyz@abc.com]  
Email ID [xyz@abc.com]

johndoe@gmail.com

☐ Keep me signed in

Next

[Get help](#)

[Create a user account](#)

[Request a partner login](#)

2

johndoe@gmail.com

## Verify with your password

Password

●●●●●●●●

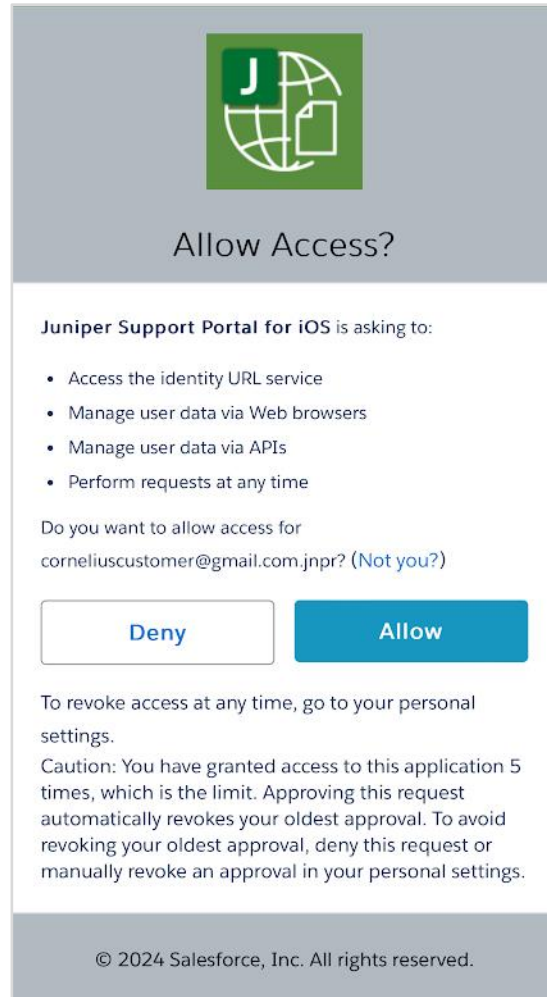
Verify

[Reset my password](#)

[Back to sign in](#)

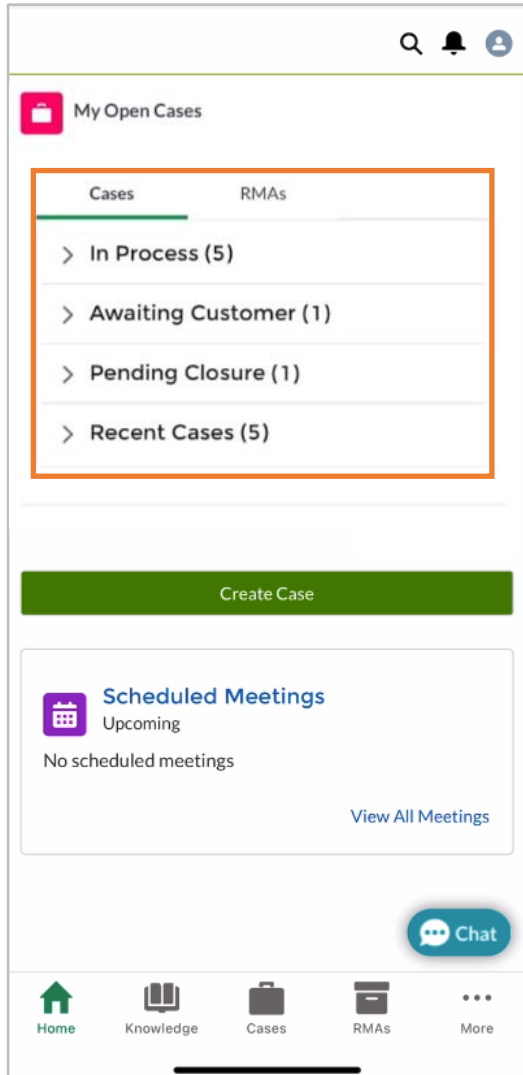
1. Type your Juniper account email ID in the Email ID field and tap **Next**.
2. Type your password and tap **Verify**.

# Mobile App Permissions



When you first log in, you will need to grant permission to the mobile app to access your user data.

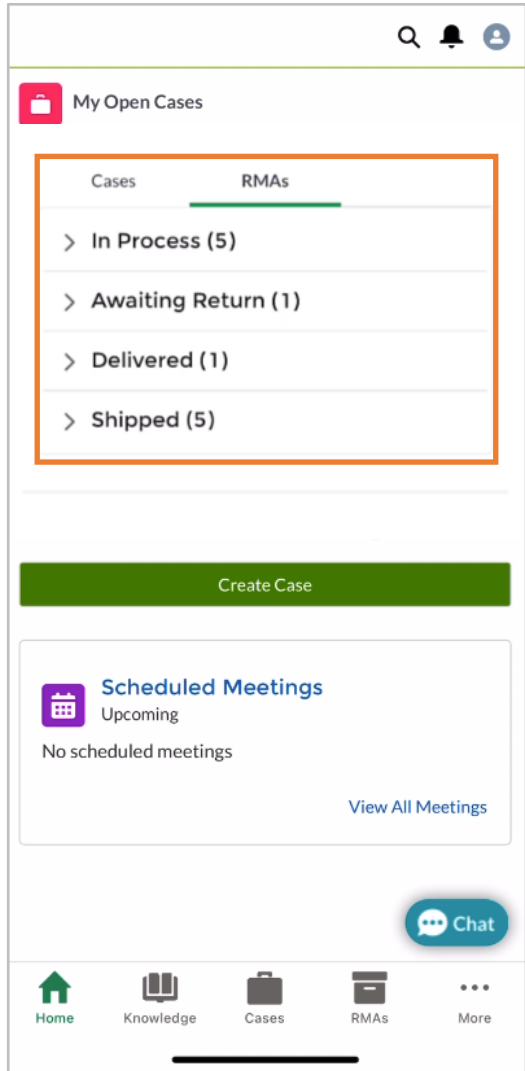
# Home Tab



From the Home tab, you can see the number of cases that are:

- In process
- Awaiting action by you
- Pending closure
- Recently viewed

# Home Tab

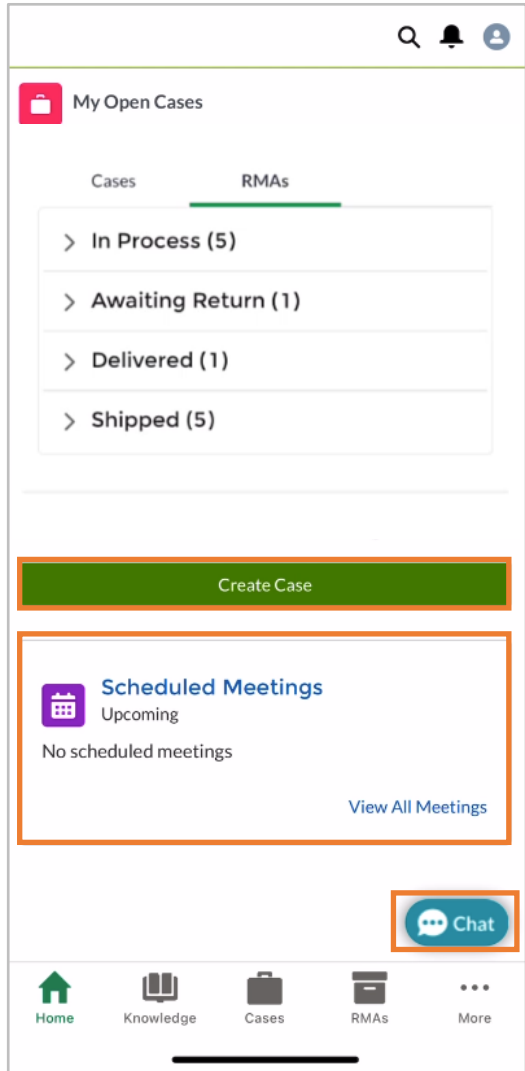


From the Home tab, you can see the number of RMAs that are:

- In process
- Awaiting return
- Delivered
- Shipped



# Home Tab

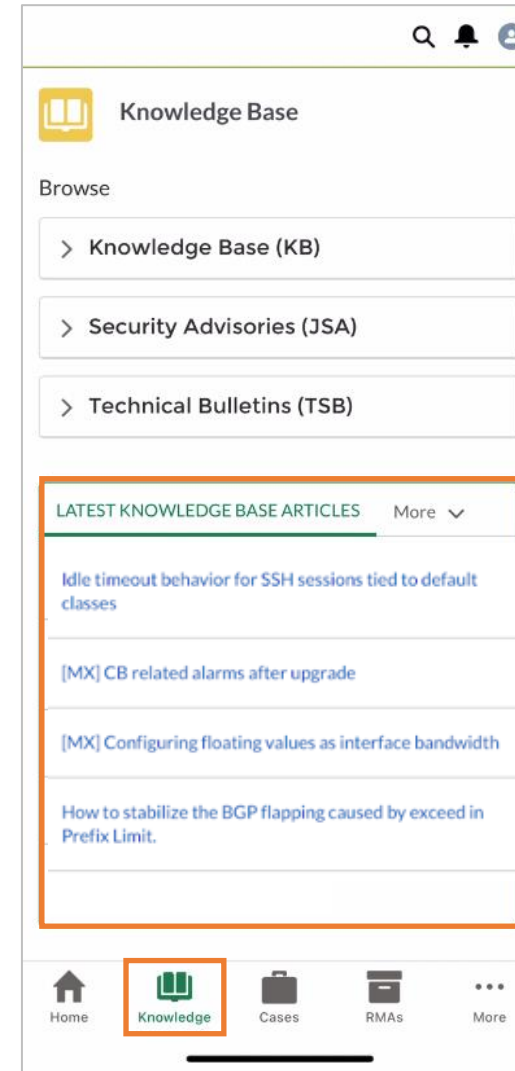


From the Home tab, you can:

- View and access all your scheduled meetings
- Create a new case
- Chat with a live agent

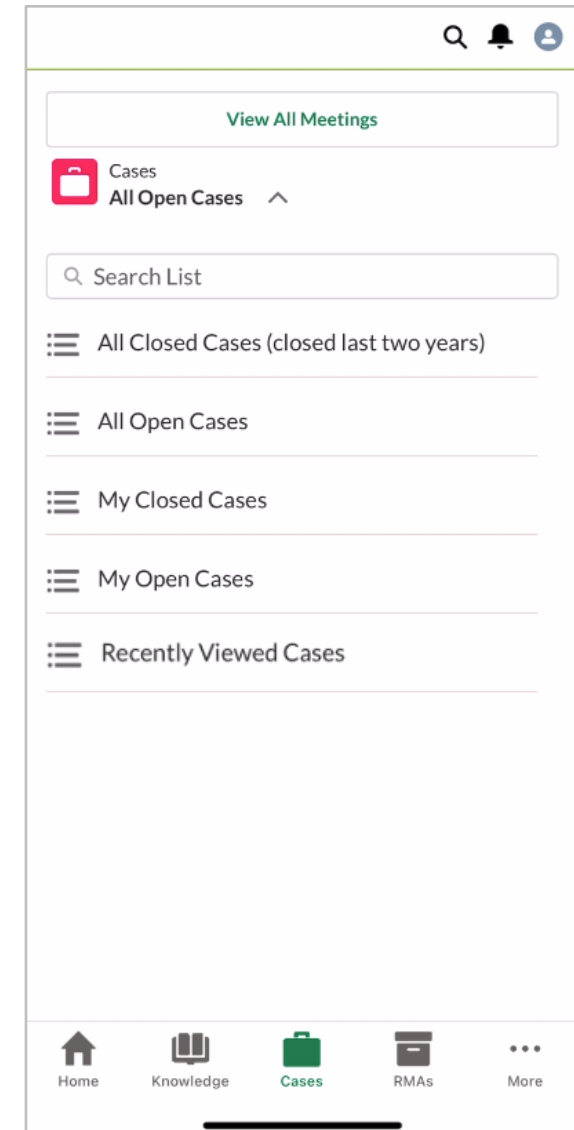
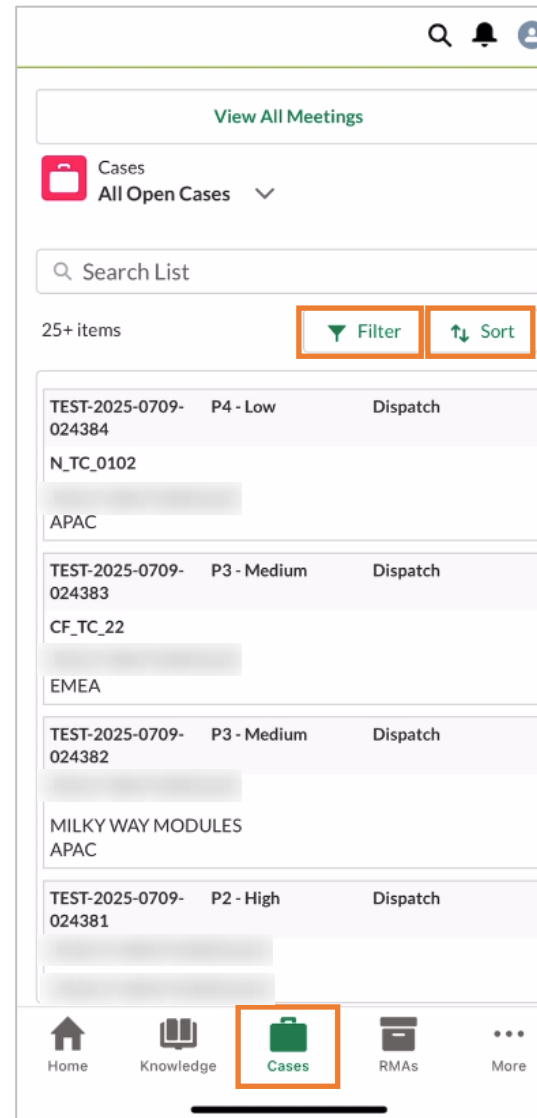
# Knowledge

- This tab displays troubleshooting and technical documents.
- The default view shows the latest knowledge base articles.
- Select a channel to view articles in that channel.



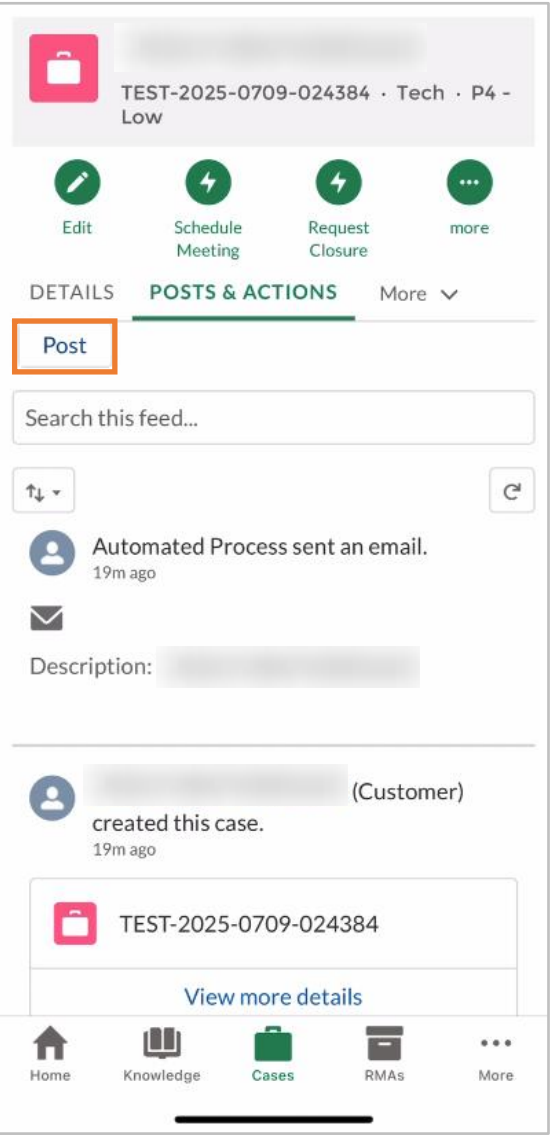
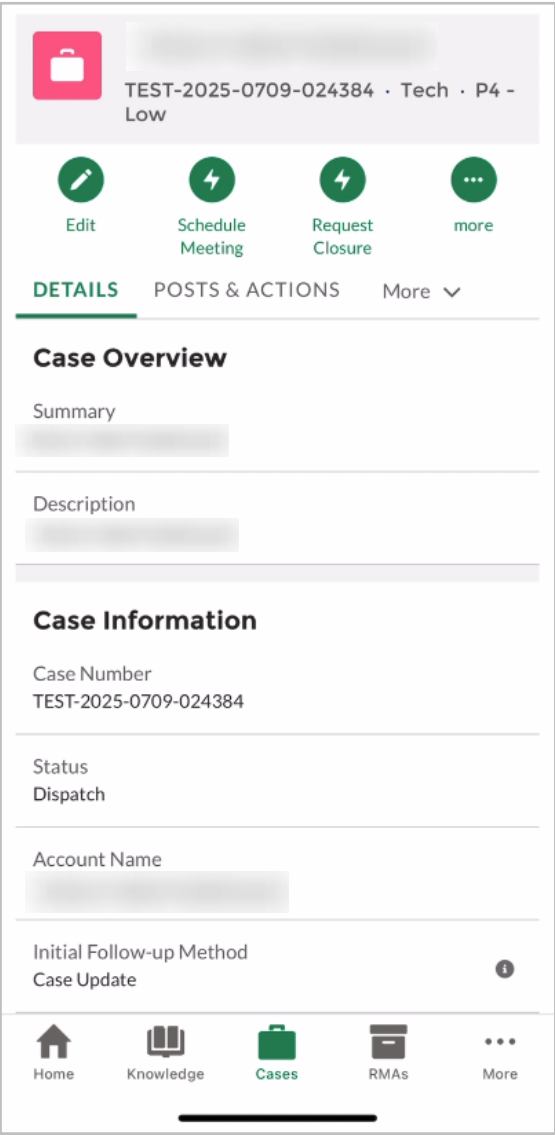
# Cases

- The Cases tab displays all cases visible to you.
- The filter drop-down is set to **All Open Cases** by default. You can filter cases based on list views that you have created in JSP on your desktop.
- You can apply additional filters and sorts.



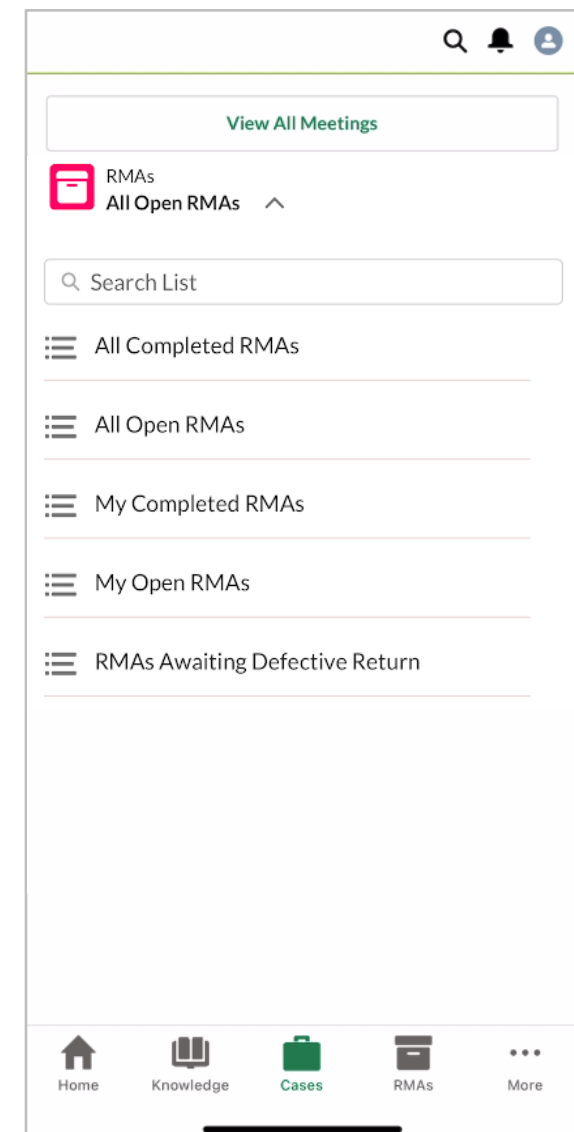
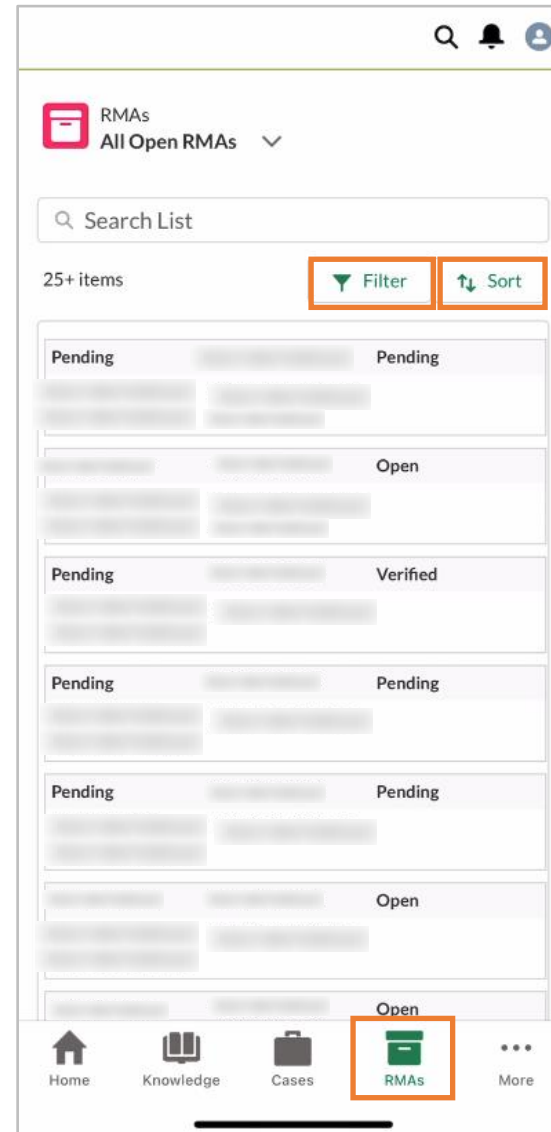
# Reviewing a Case

When you select a case, you can see the details associated with the case, including the ability to update the case details. You can also view or post comments to the case from your mobile device.



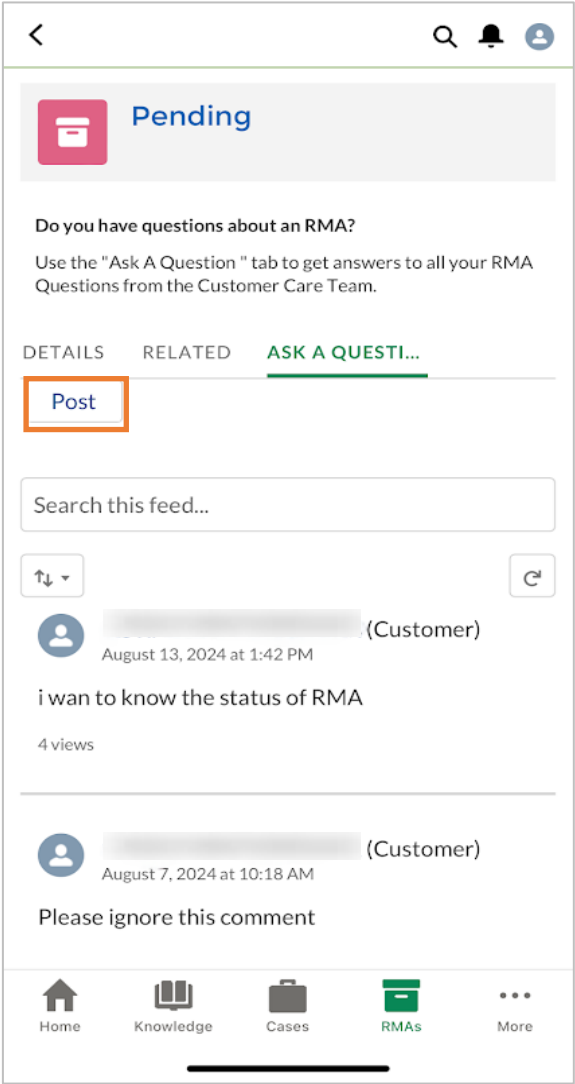
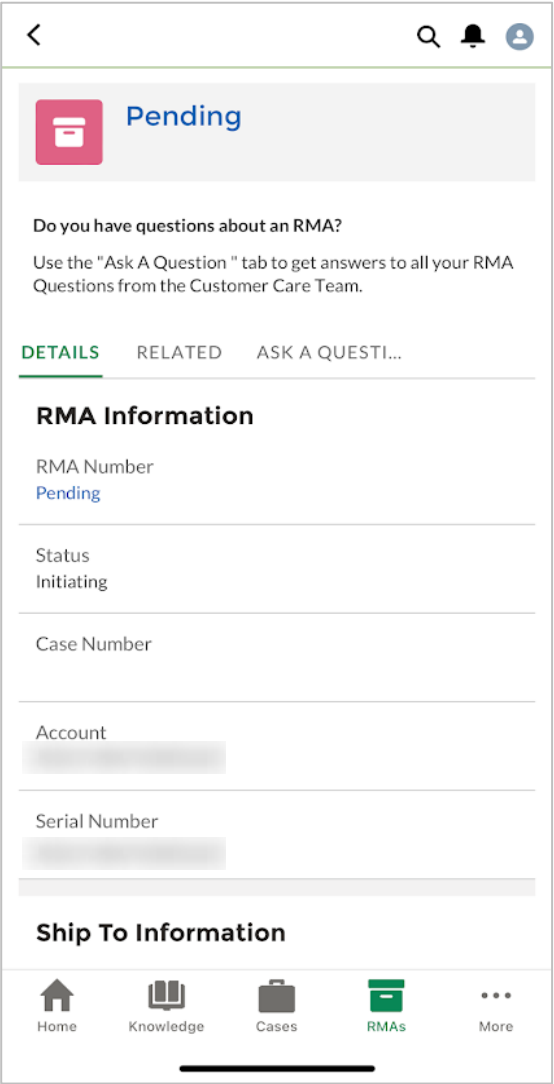
# RMA

- The RMAs tab displays all RMAs visible to you.
- The filter drop-down is set to **All Open RMAs** by default. You can filter RMAs based on list views that you have created in JSP on your desktop.
- You can also apply additional filters and sorting to refine your results.



# Reviewing an RMA

When you select an RMA, you can see its details, including the ability to ask a question, which will be posted and sent to our Customer Care team.



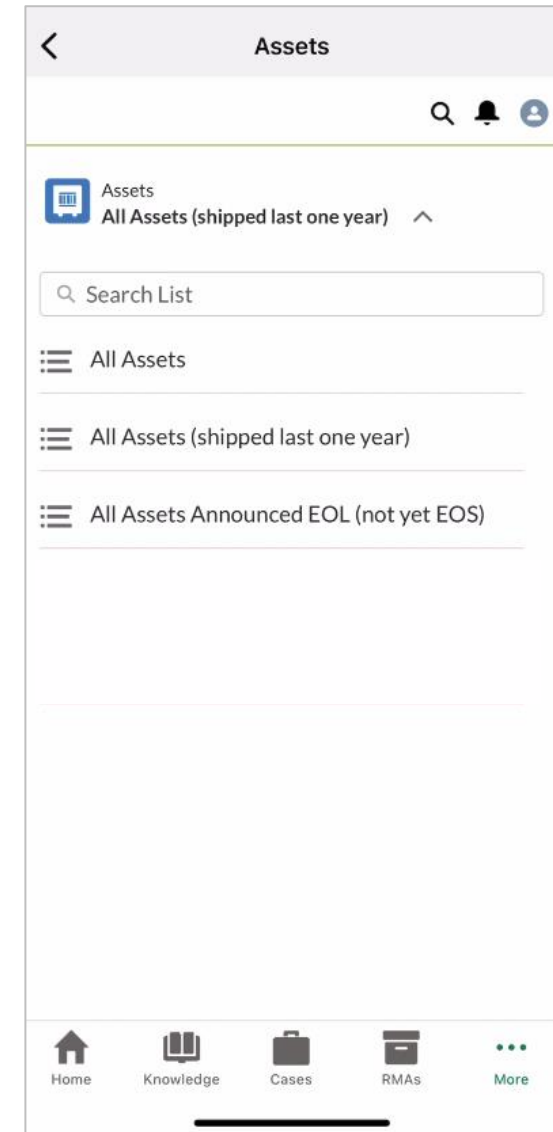
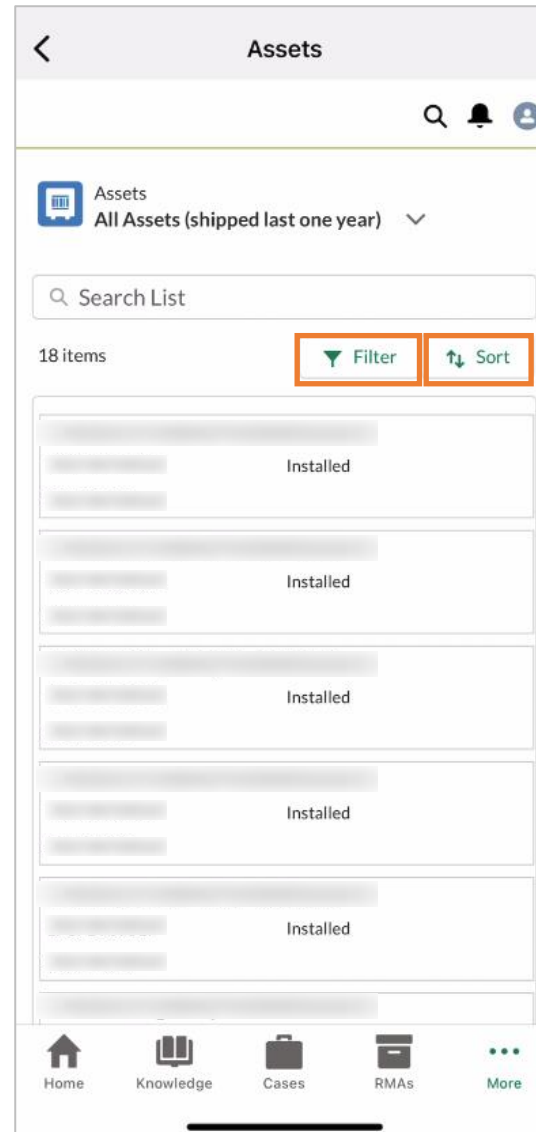
# The More Menu Option

Your Assets and Service Contracts are available under the **More** menu option.



# Assets

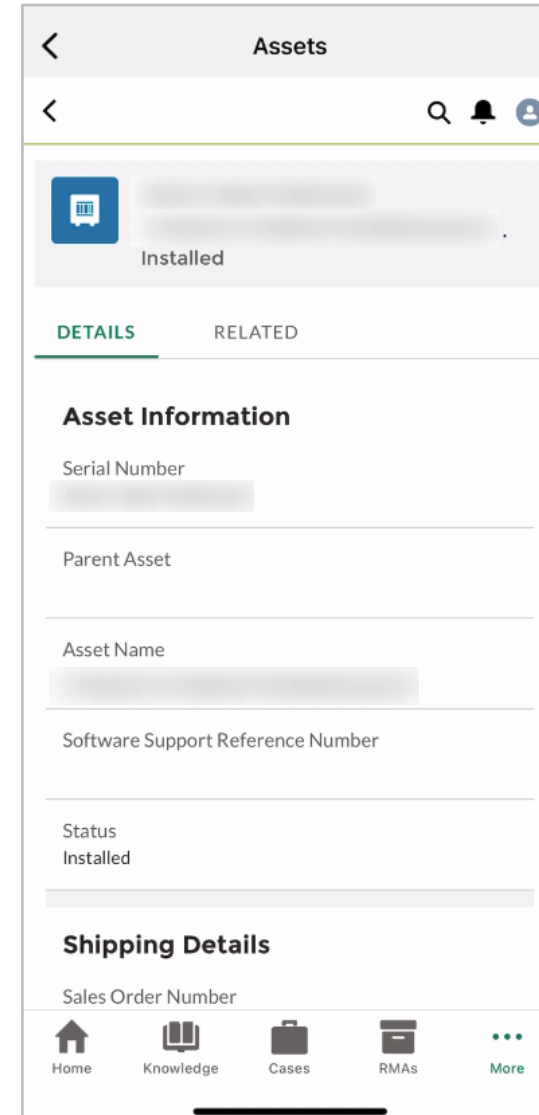
- The Assets tab displays all Assets visible to you.
- The filter drop-down is set to **All Assets (shipped last one year)** by default. You can filter Assets based on list views that you have created in JSP on your desktop.
- You can also apply additional filters and sorting to refine your results.





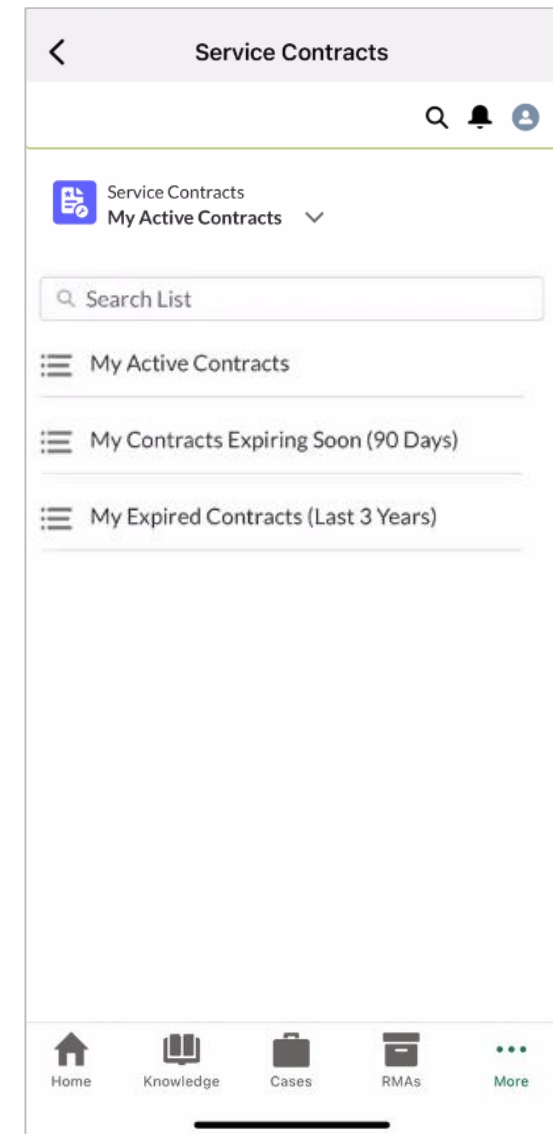
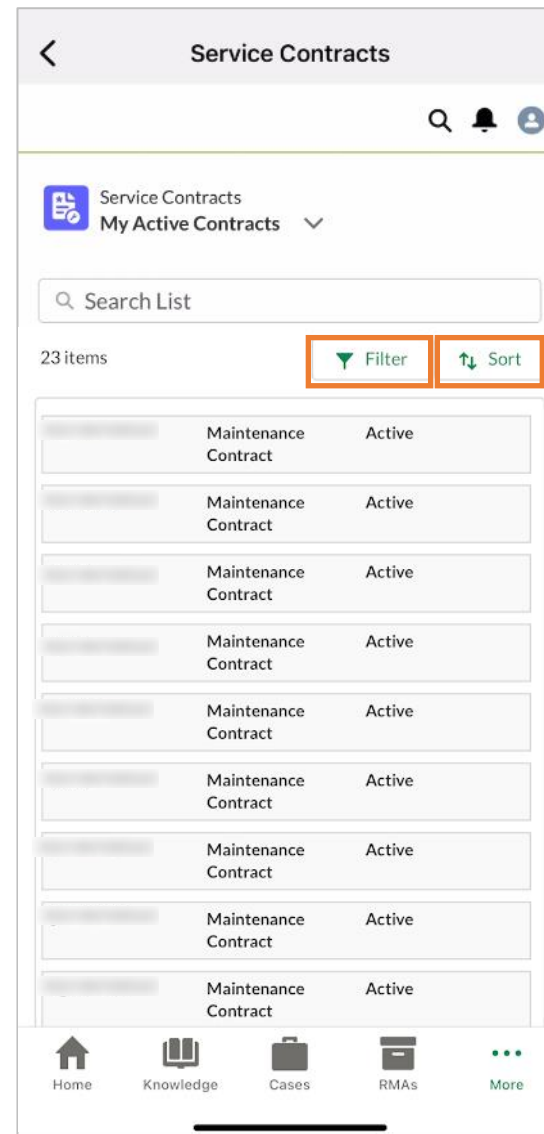
# Reviewing an Asset

When you select an Asset, you can see the details associated with that asset.



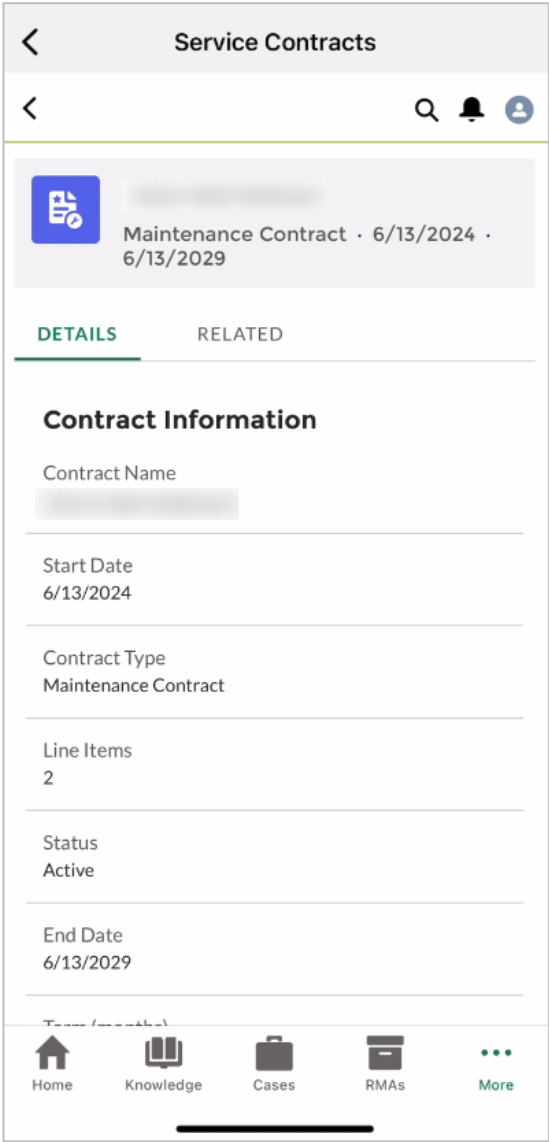
# Service Contracts

- The Service Contracts tab displays all service contracts visible to you.
- The filter drop-down is set to **My Active Contracts** by default. You can filter Service Contracts based on list views that you have created in JSP on your desktop.
- You can also apply additional filters and sorting to refine your results.

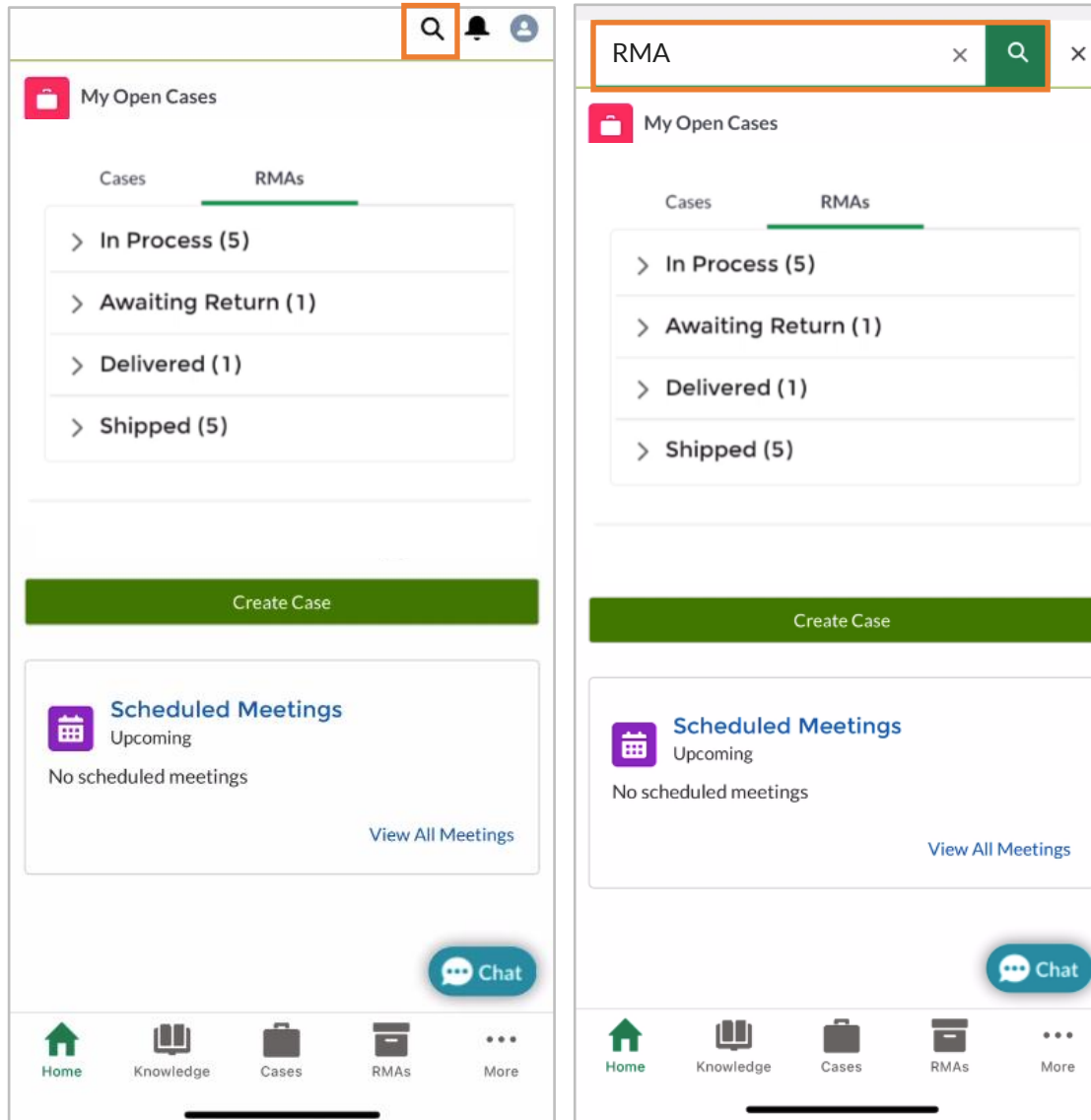


# Reviewing a Service Contract

When you select a Service Contract, you can see the details associated with the service contract.

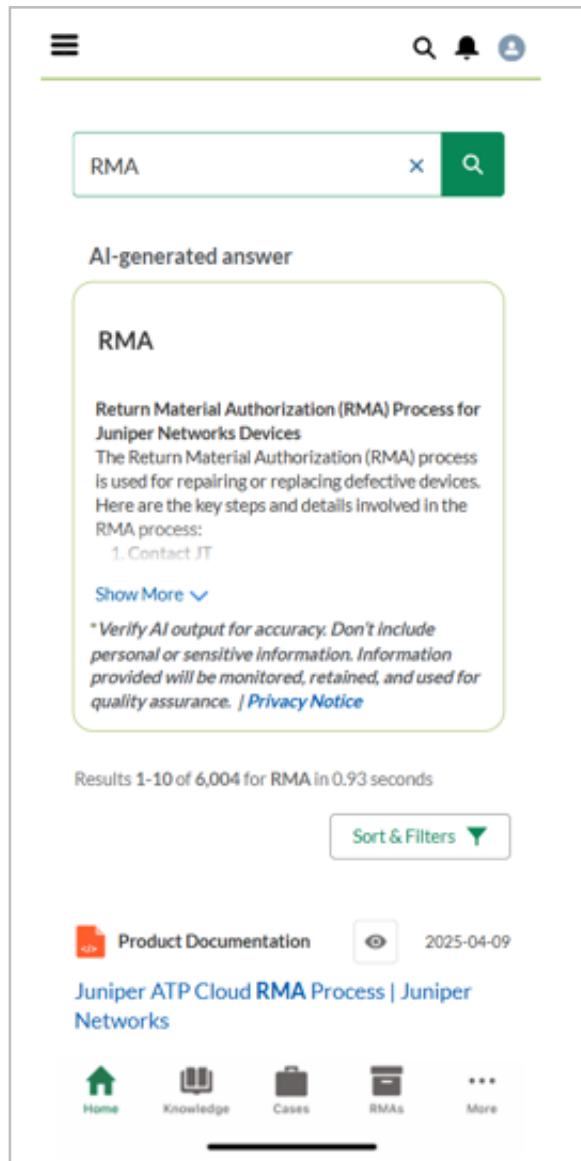


# Global Search



- Global Search is available on all tabs.
- Type your search term(s) in the search bar and tap the magnifying glass to see available results.

# Search Results



An AI-generated answer section appears above the search results.

# AI-Generated Answer

## AI-generated answer

### RMA

#### Return Material Authorization (RMA) Process for Juniper Networks Devices

The Return Material Authorization (RMA) process is used for repairing or replacing defective devices. Here are the key steps and details involved in the RMA process:

1. Contact JT

[Show More](#)

\*Verify AI output for accuracy. Don't include personal or sensitive information. Information provided will be monitored, retained, and used for quality assurance. | [Privacy Notice](#)

## RMA

### Return Material Authorization (RMA) Process for Juniper Networks Devices

The Return Material Authorization (RMA) process is used for repairing or replacing defective devices. Here are the key steps and details involved in the RMA process:

1. **Contact JTAC:** Once you identify that a device is defective, contact the Juniper Technical Assistance Center (JTAC) to determine whether the device needs to be replaced or repaired. JTAC will confirm if the device is defective and needs to be moved to the RMA state.
2. **Move Device to RMA State:** After JTAC confirms the need for replacement or repair, you can move the device to the RMA state. A device in the RMA state cannot be configured and can be removed from the network.
3. **Replacement or Repair:** The defective device can be replaced or repaired as per the standard service-level agreement (SLA) drawn at the time of purchase.
4. **Return to Factory Repair:** For hardware units that fail under warranty but not under a maintenance contract, Juniper Networks will repair or replace the unit with refurbished equipment at their discretion. Global repair centers are located in Monterrey, Mexico, Suzhou, China, and Oradea, Romania.

7. **Product Registration:** Ensure all supported Juniper products and Site IDs are registered in your Install Base records using the Juniper Support Portal. Keep all information current, accurate, and complete at all times.

8. **RMA Return Instructions:** Follow the RMA return instructions specific to your location (U.S. and Canada, Latin America, EMEA - European Union, EMEA - Non-European Union, Asia Pacific).

For more detailed information, refer to the Juniper Networks Hardware Replacement Services Guide and the complete list of Global RMA Locations.



#### Citations:

[RMA Procedures](#)

[Return Material Authorization | Contrail Networking 20 | Juniper ...](#)

[Return Material Authorization | Contrail Networking 19 | Juniper ...](#)

\*Verify AI output for accuracy. Don't include personal or sensitive information. Information provided will be monitored, retained, and used for quality assurance. | [Privacy Notice](#)


- Tap the **Show More** link in the AI-generated answer section to view the complete answer.
- You can also rate this answer.

# AI-Generated Answer: Citations

7. **Product Registration:** Ensure all supported Juniper products and Site IDs are registered in your Install Base records using the Juniper Support Portal. Keep all information current, accurate, and complete at all times.

8. **RMA Return Instructions:** Follow the RMA return instructions specific to your location (U.S. and Canada, Latin America, EMEA - European Union, EMEA - Non-European Union, Asia Pacific).

For more detailed information, refer to the Juniper Networks Hardware Replacement Services Guide and the complete list of Global RMA Locations.




Citations:

[RMA Procedures](#)

[Return Material Authorization | Contrail Networking 20 | Juniper ...](#)

[Return Material Authorization | Contrail Networking 19 | Juniper ...](#)

*\*Verify AI output for accuracy. Don't include personal or sensitive information. Information provided will be monitored, retained, and used for quality assurance. | [Privacy Notice](#)*

 Knowledge Base


[Back](#)

## RMA Procedures

Article ID KB70307

Created 2023-06-14

Last Updated 2025-06-06


 Report a Security Vulnerability

Description

### Advance Replacement

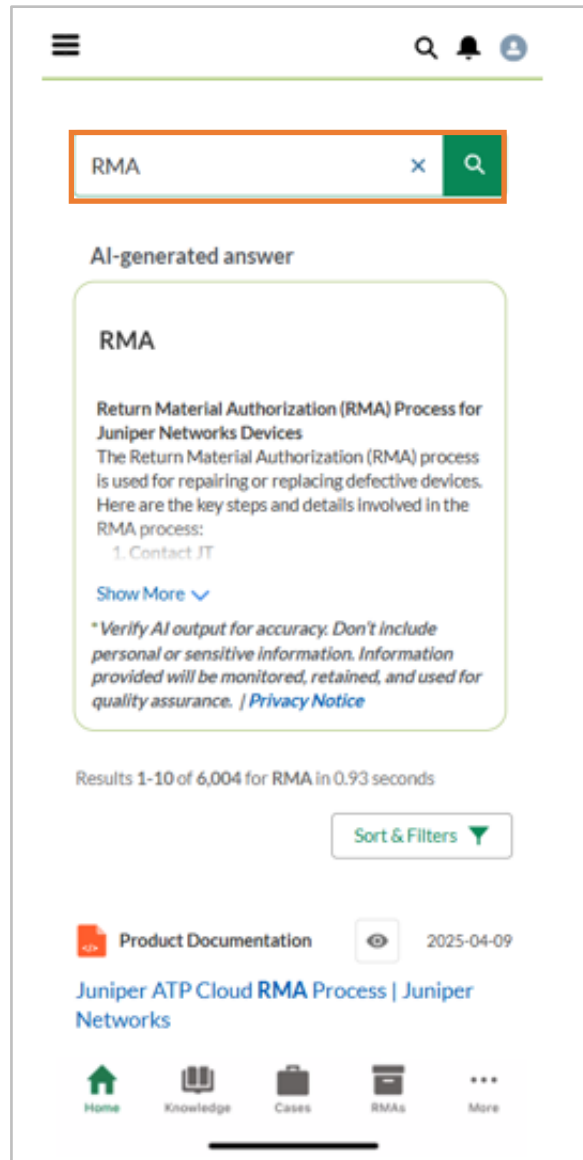
In the event of a hardware failure, contact Juniper Networks, Inc. to obtain a Return Material Authorization (RMA) number. If you have purchased a Hardware Replacement Support Plan, then Juniper Networks will provide replacement part(s) to you in accordance with the Hardware Replacement Support Plan. The replacement part may be refurbished or substituted with similar products at the option of Juniper Networks. Juniper Networks cannot guarantee new replacement units be shipped against RMAs.

All returned material must have a valid Juniper RMA

 Ask me

- The Citations section shows the sources of the AI-generated response.
- Tapping a citation opens the link in your default mobile browser.

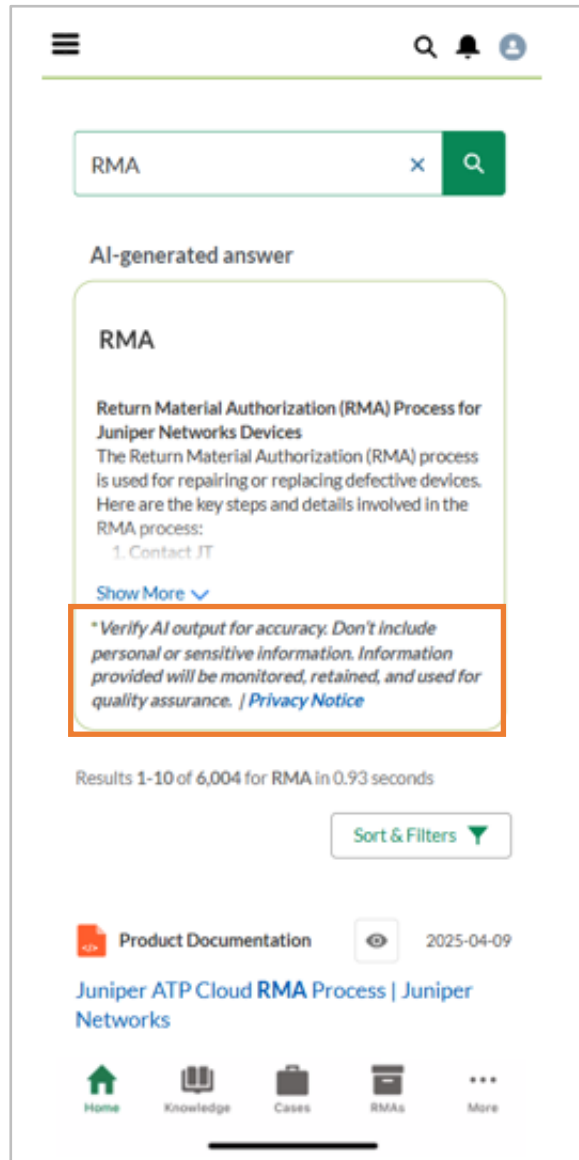
# AI-Generated Answer: Search Bar



Note that the Search Bar enables you to modify your search keyword(s) within the same tab.



# AI-Generated Answer: Privacy Notice





The Privacy Notice also opens in your mobile browser.

# AI-Generated Answer: Sort and Filters

Results 1-10 of 6,004 for RMA in 0.93 seconds



**Sort & Filters** ▼

 **Product Documentation**  2025-04-09

[Juniper ATP Cloud RMA Process | Juniper Networks](#)

... Networks, Inc. to obtain a Return Material Authorization (RMA) number and follow the RMA Procedure. ... change on the SRX Series Firewall, a new RMA serial number needs to be re-enrolled with ...

---

 **Product Documentation**  2025-04-09

[Juniper ATP Cloud RMA Process | Juniper Networks](#)

... Networks, Inc. to obtain a Return Material Authorization (RMA) number and follow the RMA Procedure. ... change on the SRX Series Firewall, a new RMA serial number needs to be re-enrolled with ...

**Sort & Filters** ×

**Sort by**  

Relevancy ▼

**Filters**  



**Primary Source** —  
Product Documentation (929)  
Cases (1,423)  
Knowledge (756)  
RMAs (2,990)  
Problem Reports (PRs) (29)

Use the Sort and Filters options to refine your search results.



For more details on how to use the Sort and Filter options, refer to the [Global Search](#) guide.



# AI-Generated Answer: Results Per Page

 **Product Documentation**  2025-03-25

[Putting a Device in \*\*RMA\*\* State and Reactivating Its Replacement | Junos Space 22.2 | Juniper Networks](#)

Putting a Device in **RMA** State and Reactivating Its Replacement ... services associated with a device before putting it in **RMA** state. Putting a Device in **RMA** State If you want to return a ...



---

 **Knowledge**  2024-10-31

[KB89392 : Customer request for BGP license for \*\*RMA\*\* switch.](#)

... .Article ID:KB89392Description:This article will explain how to obtain a license for the **RMA** switch.Symptoms: The customer replaced the box with an **RMA** device, but it is showing an error.

**Article Id:** KB89392

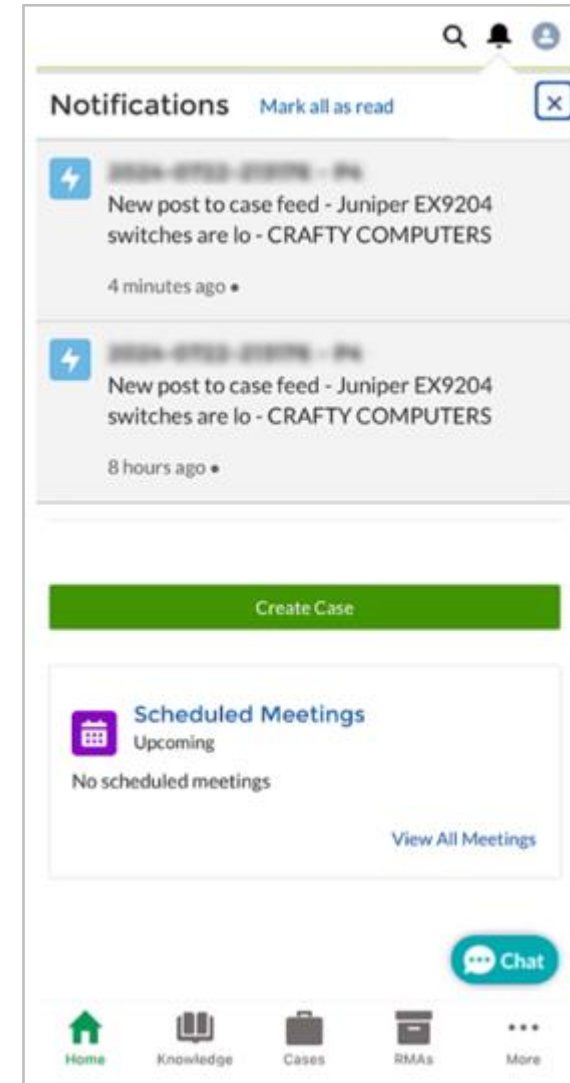
 **1** 2 3 4 5 

Results per page **10** 25 50 100

Use the Results per page option to modify the number of results to view on a single screen.

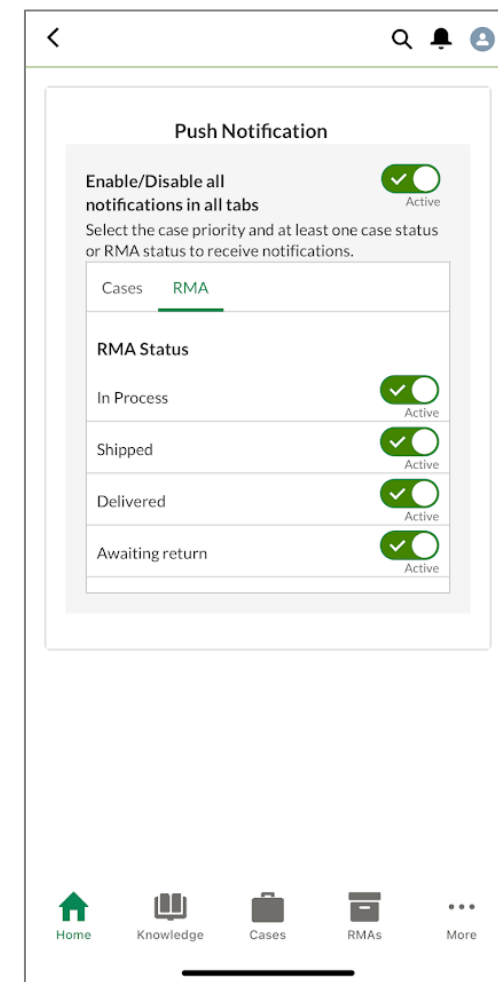
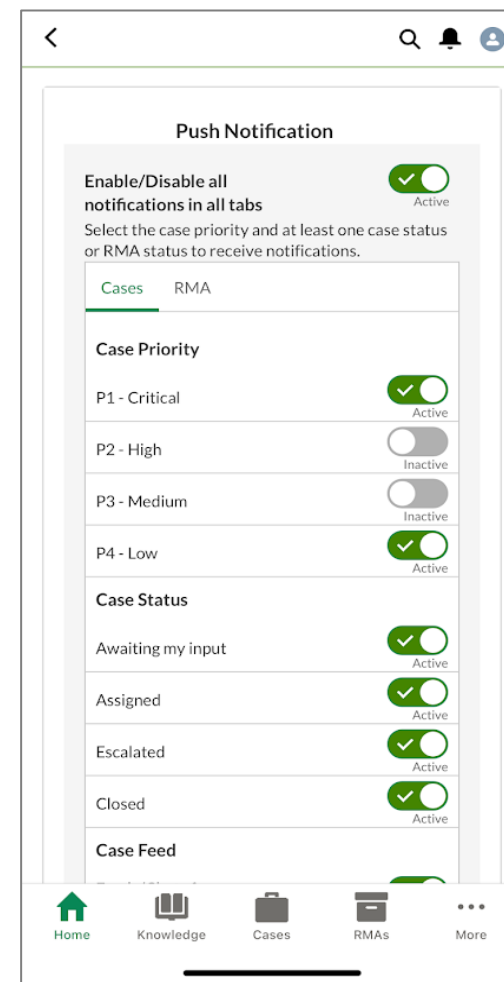
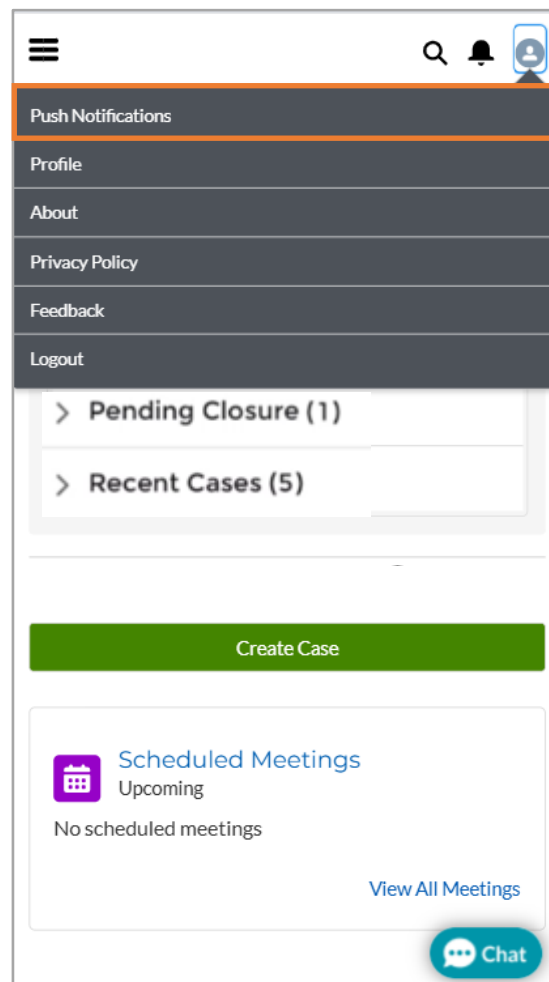
# Notifications

**Notifications** displays the push notifications that are triggered based on your push notification settings.



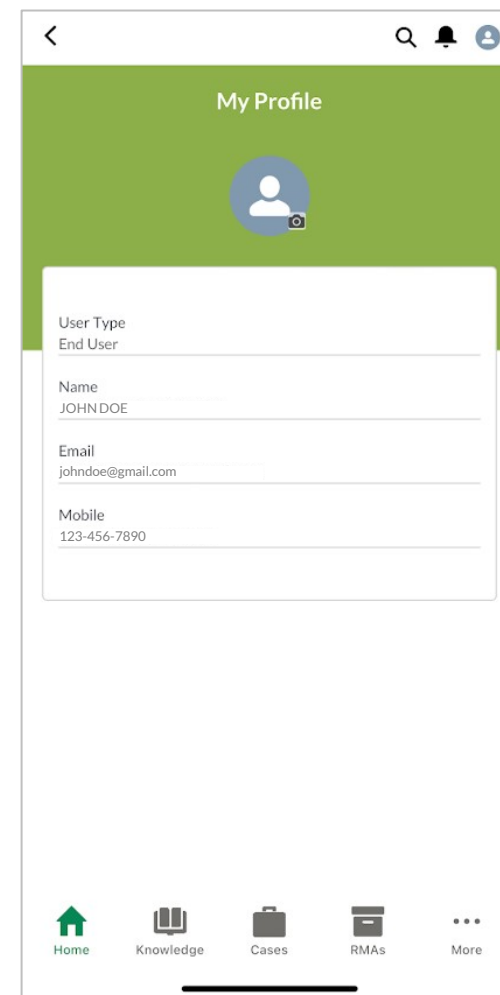
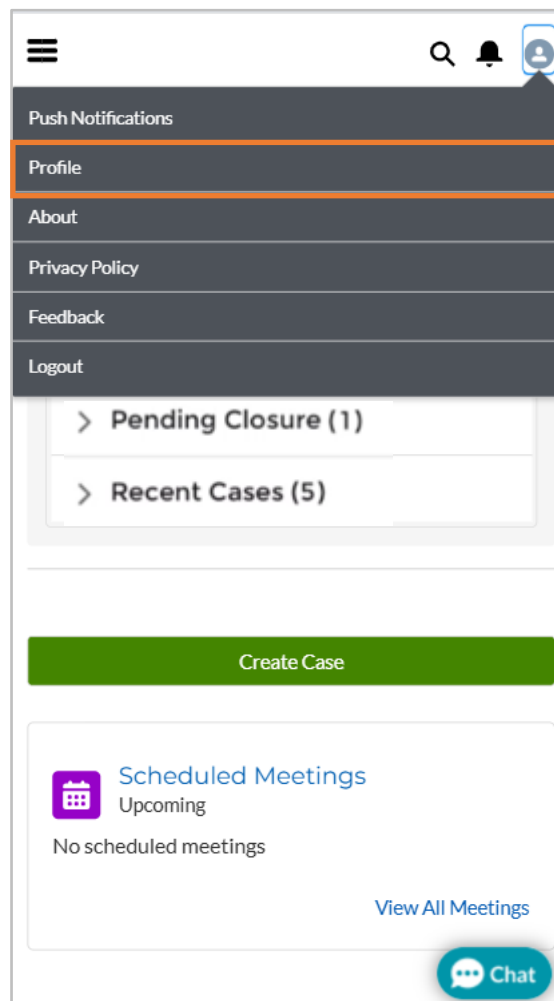
# Push Notifications

- Under the user menu, the **Push Notifications** option enables you to activate or deactivate all push notifications from the Juniper Support Portal Mobile app
- You can also enable or disable specific notifications for cases or RMAs



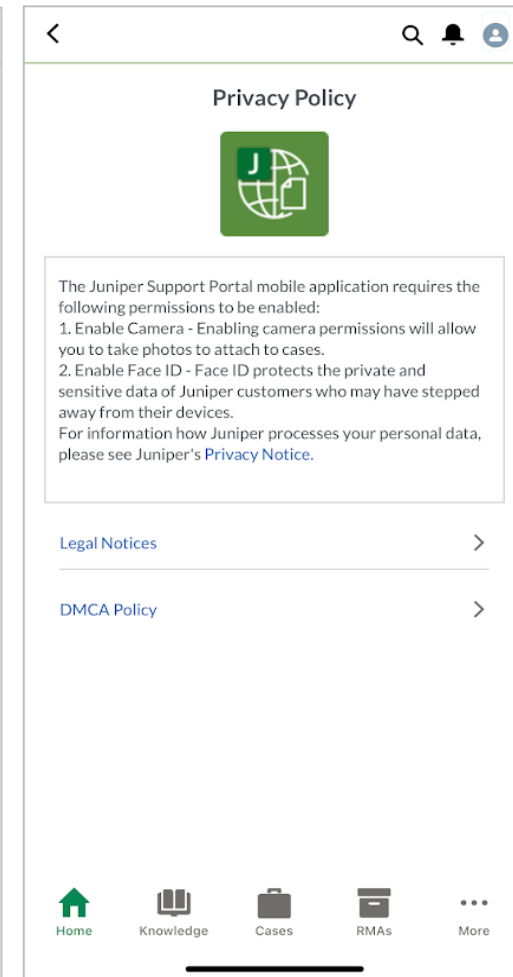
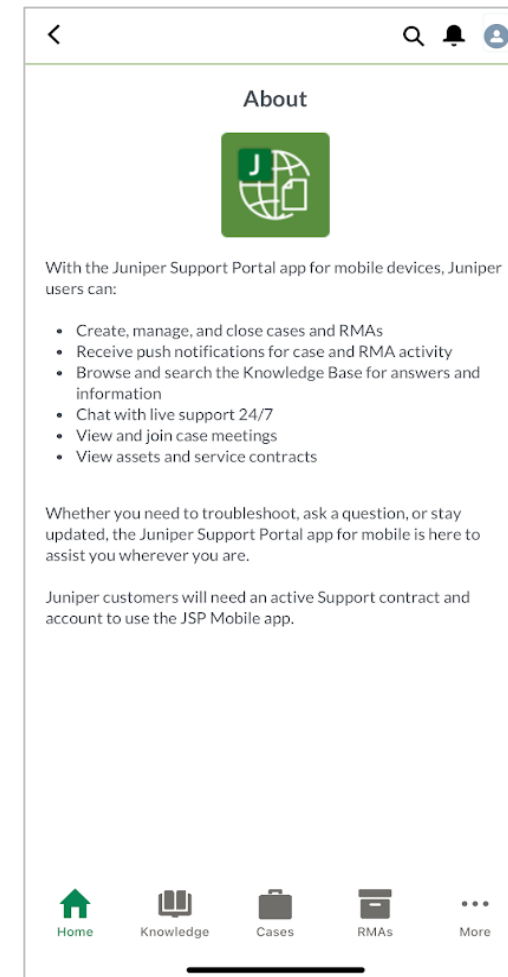
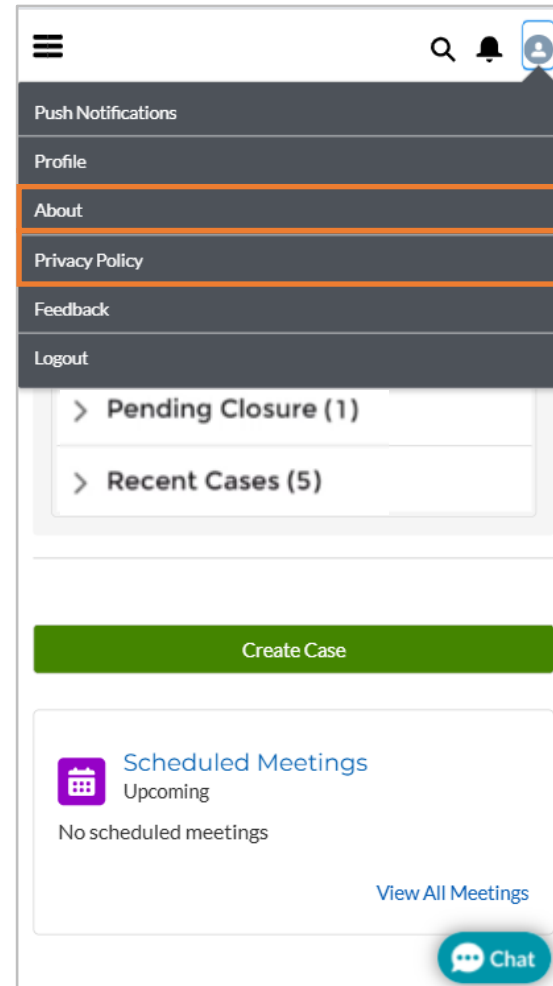
# Profile

The Profile option displays your profile details registered with Juniper, such as your email address and phone number.



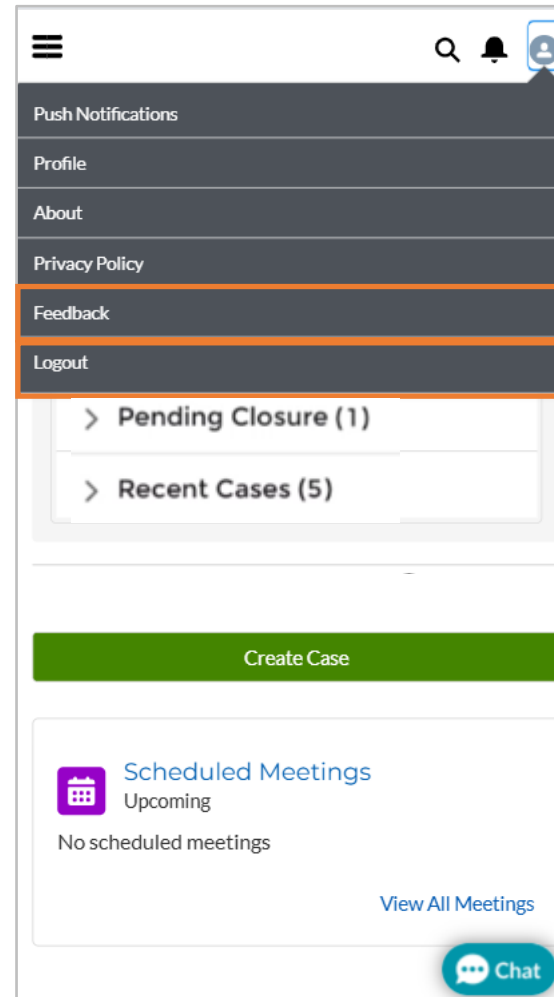
# About and Privacy Policy Options

- The About option explains the purpose of the Juniper Support Portal mobile App and, when applicable, provides information on the latest updates to the app
- The Privacy Policy option contains key information about the required App permissions and provides links to Juniper's privacy policy notice, legal notices, and the DMCA policy



# Feedback and Logout

- The Feedback option enables you to share feedback about the Juniper Support Portal application, which is sent directly to the Juniper Support Portal application team
- You can use the logout option to log out of the application



The screenshot shows the 'Feedback Form' screen. The title is 'Feedback Form'. Below the title, it says 'All fields are mandatory'. The main prompt is 'Please provide your feedback'. The form has three main sections: 'Feature' with a dropdown menu labeled 'Select Feature', 'Rating' with five stars, and 'Comments' with a text input field labeled 'Share your thoughts...'. At the bottom of the form are 'Cancel' and 'Submit' buttons. The bottom navigation bar has icons for Home, Knowledge, Cases, RMAs, and More.





We are excited about this new opportunity to collaborate better and enhance the Juniper Customer Support experience with this new extension of the Juniper Support Portal!





# THANK YOU

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**JUNIPER**  
NETWORKS | Driven by  
Experience™