

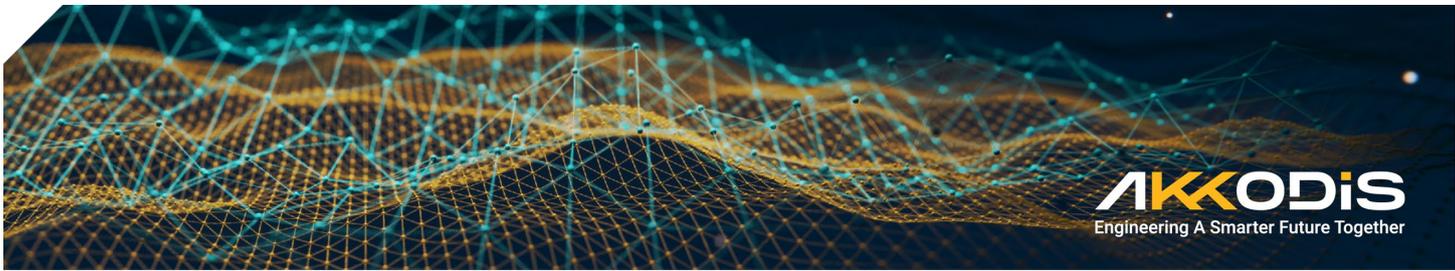


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# RMA Web Interface

User Manual

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# Contents

<b>Introduction .....</b>	<b>3</b>
<b>How to Enter the RMA Web Interface .....</b>	<b>3</b>
<b>Forgotten Password .....</b>	<b>4</b>
<b>Register new account.....</b>	<b>5</b>
<b>Logging In.....</b>	<b>7</b>
<b>Create an RMA .....</b>	<b>8</b>
<b>View Open RMA Cases.....</b>	<b>10</b>
<b>View Closed RMA Cases .....</b>	<b>12</b>
<b>Logging Out.....</b>	<b>12</b>



## Introduction

This User Manual explains how to access and use the menus in this interface when you need to register return of products for repair or upgrade.

It is recommended that you use the newest versions of Chrome, Firefox or Safari for browsing the RMA Web Interface. Internet Explorer 10 has a known bug that may disable important features of the RMA Web Interface and is not recommended. You can download the recommended browsers here:

Chrome: <https://www.google.com/intl/en/chrome/>

Firefox: <https://www.mozilla.org/firefox/>

Safari: <https://support.apple.com/downloads/safari>

## How to enter the RMA Web Interface

The Akkodis website can be reached directly at <https://rma.akkodis.no/>

**AKKODIS**

Not logged in.  
Register new account ->

RMA WEB INTERFACE LOGIN

Username

Password

**LOGIN**

Akkodis recommends using the newest versions of Chrome, Firefox, or Safari for browsing the RMA web interface. Internet Explorer 10, however, has a known bug that may disable important features of the RMA web interface, and is not recommended.

[I've forgotten my password ->](#)

If you are a registered user in the RMA system, enter your username and password and click “Login”. Then go to ch. 5 in this manual.

If you were a registered user in the old version of the RMA system from before October 2013, you will have to establish a new account (see section 4). The old account is not valid in the new version of the RMA system from October 2013.



## Forgotten Password

If you are a registered user, but have forgotten your password, click “I’ve forgotten my password” in the lower left corner. (shown in the previous image) Then you will enter the Forgotten Password window, as shown below.

**AKKODIS**

Not logged in.  
[Register new account ->](#)

**FORGOTTEN PASSWORD**

Email address

**SUBMIT**

[Login ->](#)

Enter your email address and click **Submit**.

A new password will be sent to your email. If your email could not be found in our RMA system, please consider registering a new account by clicking in the upper right corner.





More information shown on the next page.

**Company name:** The name of your company

**Name:** Your name

**Email address:** Your email address or your company's common email address for RMAs. This email address will be used to inform you when your account is validated, when you request a new password and to confirm a registered an RMA.

**Direct phone:** Your phone number

**User name:** The user name you select for your user

**Password:** The password you select

**Repeat password:** Insert the same password to confirm the password

**Address:** The street or postal address of your company

**Postal code and city:** The postal code and city for your company

**Country:** the country where your company is located

**Contact person in Akkodis:** If you have a specific contact person in Akkodis, you can insert the name (not mandatory)

**Invoice address:** The street or postal address of your company where invoices for the RMAs can be sent

**Invoice postal code and city:** The postal code and city of the invoice address

**Invoice country:** The country for the invoice address

**Comments:** If you have any comments to your RMA user account or information given above, insert it here.

**"Scrambled text":** Security check: Insert the letters that you see in the frame above.



When all fields are filled in, click **Register** at the bottom of the window.

You will receive the following confirmation

**AKKODIS**

Not logged in.  
Register new account ->

**REGISTER NEW ACCOUNT**

Your account was registered successfully. An email is sent to your registered email address.

Login ->

You will receive an email with information that your account will be validated, and you will be notified as soon as it is ready for use. This is a manual task by our operator and may take up to one working day.

## Logging In

Log in by entering your username and password in the Login window. If you have forgotten your password, click “I’ve forgotten my password”, and a new password will be sent to you on email (see section 3). When you are logged in, the following window will appear:

**AKKODIS**

Welcome,  
fredrik.  
Log out ->

**AKKODIS RMA**

- Create RMA
- Open RMA cases
- Closed RMA cases

**HOME**

You are logged in.

**YOUR ACCOUNT**

- Change password

When you are logged in, this window will appear in the menu on the left, you can choose to:

- Create an RMA
- View open RMA cases



- View closed RMA cases

## Create RMA service request

When you click the **Create RMA** from the menu on the left, the Create RMA window will appear:



Welcome,  
fredrik.  
Log out ->

- AKKODIS RMA
- Create RMA
- Open RMA cases
- Closed RMA cases

**CREATE RMA**

SHIPPING ADDRESS	INVOICE ADDRESS
Akkodis Edge Sweden AB	Akkodis Edge Sweden AB
testing	Gullfossgatan 7
16440	164 40 Kista
sweden	Sweden
fredrik	fredrik
fnb@akkodis.se	fnb@akkodis.se
+4666666666666	+4666666666666

**CHANGE**

---

\*PO/reference number  ⓘ

\*Product description

\*Quantity  ⓘ

Serial number  ⓘ

\*Return information

No file chosen ⓘ

I have read and accepted the Akkodis RMA & invoicing terms and conditions.

**CREATE RMA**

[Feedback](#)

**YOUR ACCOUNT**

Change password

More information shown on the next page.

The information that is registered on shipping and invoice addresses are displayed in the upper half of the window. You can change the information by clicking **Change**.



In the lower half of the window, you must enter the information on your RMA case. Fields marked with a star (\*) are mandatory. Enter your reference number, a short product description and the number of units returned for RMA (quantity).

If only one unit is returned, you can enter the serial number. If more than one unit are returned, the serial numbers can be specified in an attachment in a separate file.

Enter return information describing the problem as detailed as possible. Some keywords of useful information can be found by clicking the information icon to the right. You should at least describe the situation when the problem occurred, runtime before it occurred, repeatability and installation environment.

If you want to attach documents (serial number list, test results, logs, pictures) click the **Browse** button and select the file. The allowed file types are indicated to the left. If you have more than one file with information, generate a .zip file.

When all information is inserted, click **Create RMA**.

The RMA case will then appear on the right side of the window.

You can continue to register more RMA cases in the same window. They will be listed on the right.

## View Open RMA Cases

When you select **Open RMA** cases from the left side menu, all open RMA cases for your company / site are listed, with a separate line for each item. If you click **Print Shipping Label** to the right in the



list, a label with RMA number and shipping address, is displayed. You can print this and attach it to the shipment of your RMA items.

Click the + to the left of the RMA number in the list, to expand the information you provided for the RMA case.

**AKKODIS**

Welcome, fredrik.  
Log out ->

**AKKODIS RMA**

- Create RMA
- Open RMA cases
- Closed RMA cases

**OPEN RMA CASES**

RMA no.	Item no.	Description	Status
+ SE3284	1	PPC Descripti...	Registered by customer

[PRINT SHIPPING LABEL](#)

**YOUR ACCOUNT**

- Change password

**AKKODIS**

Welcome, fredrik.  
Log out ->

**AKKODIS RMA**

- Create RMA
- Open RMA cases
- Closed RMA cases

**OPEN RMA CASES**

RMA no.	Item no.	Description	Status
-			

**RMA number:** SE3284

**Status:** Registered by customer

**Item number:** 1

**Your reference no.:** Rma ref

**Product description:** PPC Description

**Serial number:** test

**Return information:** The PC does not boot, no power leds

**RMA registered date:** 02.04.2025

**Repair info:**

**Estimated finished date:** Not specified

**YOUR ACCOUNT**

- Change password



## View Closed RMA Cases

When you select **Closed RMA cases** from the menu at the left, all closed RMA cases for the last 6 months for your company/site are listed with a separate line for each item.

## Logging Out

When you have finished your tasks, log out by clicking **Log out** in the upper right corner.