

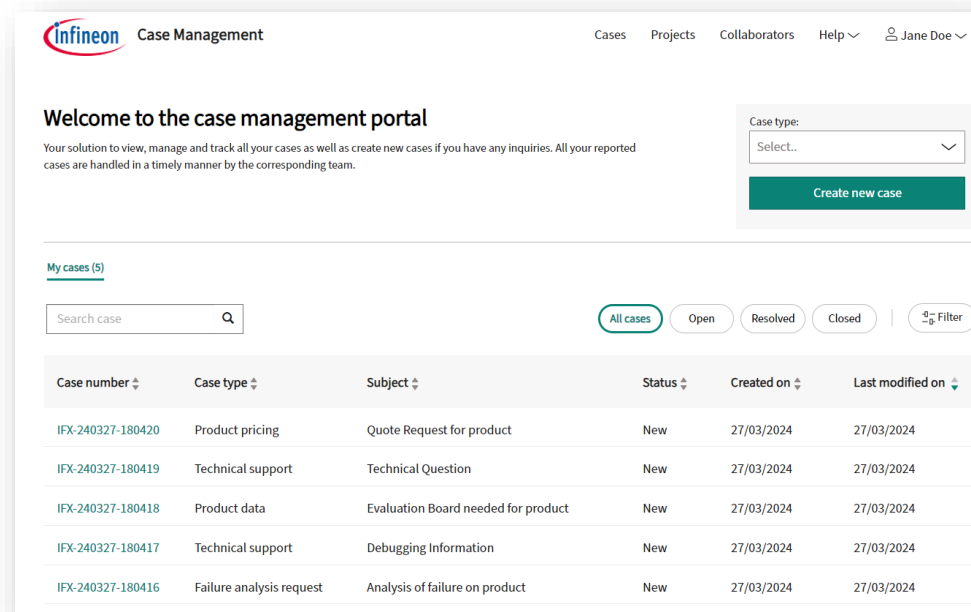
▪ Why use the My Cases Portal?

- **Easier follow-up:** Track and manage all your requests in one place.
- **Faster responses:** Your inquiry reaches the right Infineon expert.
- **Full transparency:** Stay updated on status and actions — anytime.

▪ Open Your First Case in Just a Few Steps!

- Go to: www.infineon.com
- Login: Click Login to *myInfineon* and enter your credentials
- Click on: *My Cases*
- Select the Case Type that best matches your request
- Fill in the required fields (marked with *)
- Click Submit – and you're done!
- You can now track, update, and collaborate on your case at any time!

▪ Need More Help? For the full Quick Guide, [click here](#)



The screenshot shows the Infineon Case Management portal. At the top, there's a navigation bar with the Infineon logo, "Case Management", and links for "Cases", "Projects", "Collaborators", "Help", and a user profile for "Jane Doe". Below the navigation bar, a welcome message reads: "Welcome to the case management portal. Your solution to view, manage and track all your cases as well as create new cases if you have any inquiries. All your reported cases are handled in a timely manner by the corresponding team." To the right of the welcome message is a "Case type" dropdown menu with a "Select..." option and a "Create new case" button. Below the welcome message, there's a section titled "My cases (5)" with a search bar and filters for "All cases", "Open", "Resolved", and "Closed". A table lists the cases with columns for Case number, Case type, Subject, Status, Created on, and Last modified on.

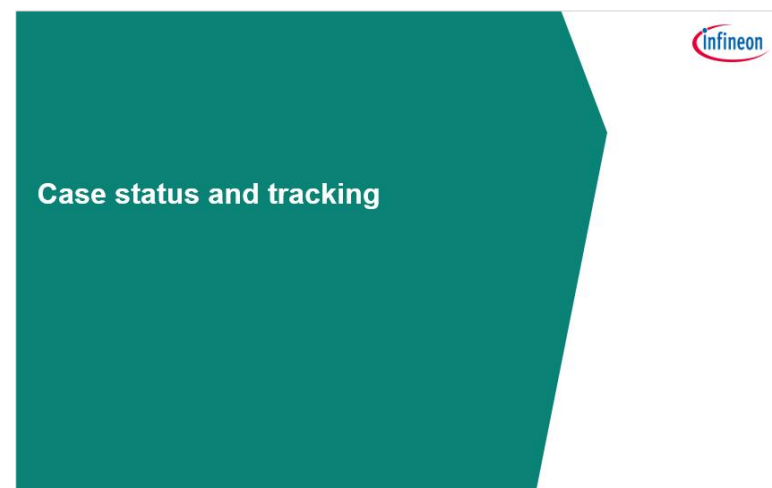
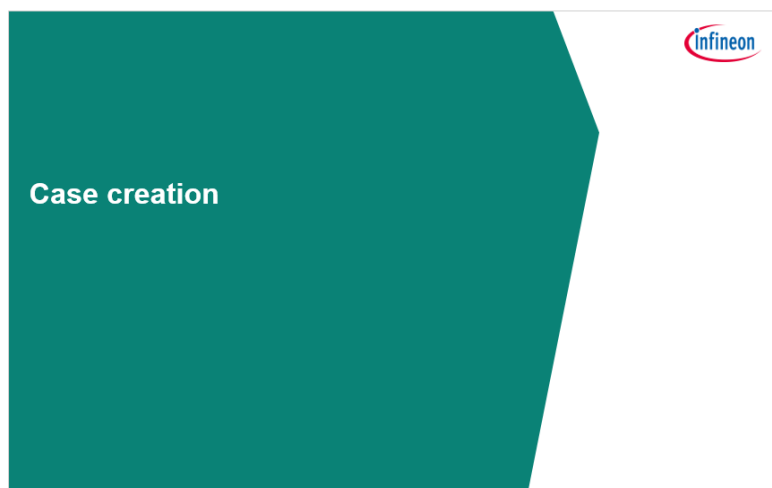
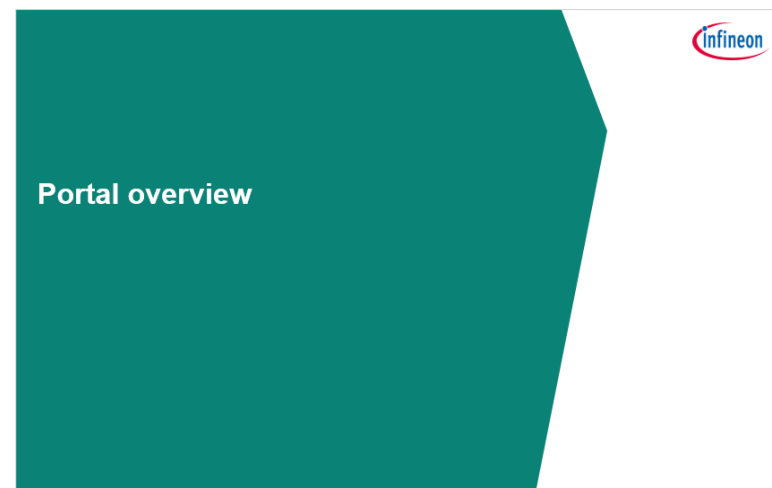
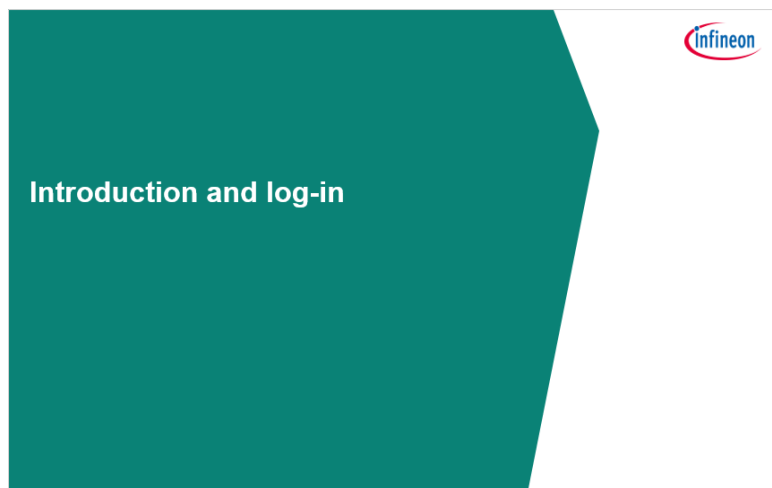
Case number	Case type	Subject	Status	Created on	Last modified on
IFX-240327-180420	Product pricing	Quote Request for product	New	27/03/2024	27/03/2024
IFX-240327-180419	Technical support	Technical Question	New	27/03/2024	27/03/2024
IFX-240327-180418	Product data	Evaluation Board needed for product	New	27/03/2024	27/03/2024
IFX-240327-180417	Technical support	Debugging Information	New	27/03/2024	27/03/2024
IFX-240327-180416	Failure analysis request	Analysis of failure on product	New	27/03/2024	27/03/2024



My Cases Customer Portal



Table of content



Introduction and log-in

Introduction

- Direct access for swift support tailored to your needs
- Effortlessly create, track, and collaborate on inquiries
- Enhance transparency of your Infineon interactions
- Secure transfer and storage of all information



Case Management

Cases

Projects

Collaborators

Help

Jane Doe

Welcome to the case management portal

Your solution to view, manage and track all your cases as well as create new cases if you have any inquiries. All your reported cases are handled in a timely manner by the corresponding team.

Case type:

Select..

Create new case

My cases (210)

Collaboration cases (19)

Search case

All cases (210)

Open (187)

Resolved (0)

Closed (23)

Filter

Case number	Case type	Subject	Status	Created on	Last modified on
IFX-240327-180420	Product pricing	Quote Request for product	New	27/03/2024	27/03/2024
IFX-240327-180419	Technical support	Technical Question	New	27/03/2024	27/03/2024
IFX-240327-180418	Product data	Evaluation Board needed for product	New	27/03/2024	27/03/2024
IFX-240327-180417	Technical support	Debugging Information	New	27/03/2024	27/03/2024
IFX-240327-180416	Failure analysis request	Analysis of failure on product	New	27/03/2024	27/03/2024
IFX-240328-180429	Revise order (T&C)	Update order# 5510291	New	28/03/2024	28/03/2024

←

1

2

→

Registration

- No myInfineon account?
Easy self-setup is available
- Simply click "Register for myInfineon" and follow the prompts

> Click here to register

[Newsletter](#) [Contact](#) [Where to Buy](#) [E](#)

 [myInfineon](#) ▼

 [Cart](#)

> [Login to myInfineon](#)

> [Benefits](#)

> [Dashboard](#)

> [Document Library](#)

> [Notifications](#)

> [Product Registration](#)

> [Interests](#)

> [Profile](#)

> [My Cases](#)

> [Register for myInfineon](#)



Login

- Open to all Infineon customers
- Visit the Infineon homepage and select "Login to myInfineon"
- Log-in using your myInfineon email address and password

> Click here to log-in

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 [myInfineon](#) ▼

 [Cart](#)

> [Login to myInfineon](#)

> [Benefits](#)

> [Dashboard](#)

> [Document Library](#)

> [Notifications](#)

> [Product Registration](#)

> [Interests](#)

> [Profile](#)

> [My Cases](#)

> [Register for myInfineon](#)

Login

- Click "My Cases" to access the Customer Portal



[Newsletter](#) [Contact](#) [Where to Buy](#)

 **Jane Doe** ▼

 **Cart**

- › [Dashboard](#)
- › [Document Library](#)
- › [Notifications](#)
- › [Distribution Training](#)
- › [Cross-Selling Assistant](#)
- › [Product Registration](#)
- › [Interests](#)
- › [Collaboration Platform](#)
- › [Profile](#)
- › **[My Cases](#)** 
- › [Log out](#)

Portal overview

Overview

- "My Cases" starting page consists of two main parts
- Create a new case by selecting the relevant "Case Type", and on "Create new case"
- View your open and resolved inquiries below



Welcome to the case management portal

Your solution to view, manage and track all your cases as well as create new cases if you have any inquiries. All your reported cases are handled in a timely manner by the corresponding team.

Case type:

Select.. ▾

[Create new case](#)[My cases \(210\)](#)[Collaboration cases \(19\)](#)

Search case

[All cases \(210\)](#)[Open \(187\)](#)[Resolved \(0\)](#)[Closed \(23\)](#)[Filter](#)

Case number ▾	Case type ▾	Subject ▾	Status ▾	Created on ▾	Last modified on ▾
IFX-240327-180420	Product pricing	Quote Request for product	New	27/03/2024	27/03/2024
IFX-240327-180419	Technical support	Technical Question	New	27/03/2024	27/03/2024
IFX-240327-180418	Product data	Evaluation Board needed for product	New	27/03/2024	27/03/2024
IFX-240327-180417	Technical support	Debugging Information	New	27/03/2024	27/03/2024
IFX-240327-180416	Failure analysis request	Analysis of failure on product	New	27/03/2024	27/03/2024
IFX-240328-180429	Revise order (T&C)	Update order# 5510291	New	28/03/2024	28/03/2024

Case creation

Case creation

- All customers can open Technical Support cases
- Direct Customers/Distribution Partners can also address:
 - Order Management
 - Sales Support
 - Quality Support
- Select the relevant "Case Type", within the categories, and on "Create new case"

 Case Management

Cases Projects Collaborators Help Jane Doe

Welcome to the case management portal

Your solution to view, manage and track all your cases as well as create new cases if you have any inquiries. All your reported cases are handled in a timely manner by the corresponding team.

Case type:
Select..
Technical support
Sales support
Order management
Quality support

My cases (210) Collaboration cases (19)

Search case

All cases (210) Open (187) Resolved (0) Closed (23) Filter

Case number	Case type	Subject	Status	Created on	Last modified on
IFX-240327-180420	Product pricing	Quote Request for product	New	27/03/2024	27/03/2024
IFX-240327-180419	Technical support	Technical Question	New	27/03/2024	27/03/2024
IFX-240328-180429	Revise order (T&C)	Update order# 5510291	New	28/03/2024	28/03/2024

1 2

Volume Return Material Authorization requests and Supply Chain Complaint requests are not handled via Failure analysis request. Please submit it as Other supply chain support request under Order Management (Standard- and Consignment deliveries) or contact a Sales Operations Agent (Sample deliveries) to address your request.

Case creation

- Provide detailed information in the provided form
- Fields with an asterisk (*) are required
- Click "Submit" to open your case


Case Management

[Cases](#)
[Projects](#)
[Collaborators](#)
[Help](#)
[Jane Doe](#)

Create a new 'Technical support' case

Requests related to technical questions/problems on product functionality/characteristics, applications feasibility, system/hardware/software debugging and other general applications support.

Subject *

Inquiry type *

Priority

Due date

Product ID *
(If you do not know the product ID, you may fill in the product name in the Other product name field)

Other product name

Application

Final customer/OEM

Project

Description *


Disclaimer Attachments can only be added once the case has been submitted. Re-direction to a case summary page with attachment & comment functionality will occur automatically after case submission

Case summary

- After submitting the form, the Case summary will be shown
- Add attachments (up to 50MB) by selecting "Add files"

 Case Management

Cases Projects Collaborators Help ▾ Jane Doe ▾

Technical Question

[View all cases](#) [Cancel case](#)

Case number	Case type	Status
IFX-240327-180419	Tech Support	New
Inquiry type	Priority	Due date
Software Development Tools	Normal	29/03/2024
Product ID	Product name	Other product name
SP000010141	BA 592 E6327	—
Application	Final customer/OEM	Project
—	—	—

Initiated by

Jane Doe

Description

Collaborators

Please select collaborators from your list below. If you want to add a new collaborator, please navigate to Collaborators and add. To change permissions of existing collaborators, please remove them first and add them again with updated privileges.

[Add collaborator](#)

No collaborators added yet.

Attachments

Disclaimer: Please note that once you have uploaded a document to the system you will not be able to delete/remove it! (File size: <50.00MB)

[Add files](#)

There are no folders or files to display.

Case status and tracking

Case filter

- Use filters to navigate the case list
- Enter keywords in the search box
- **Tip: Add * sign before a keyword for partial search results**
- Quick filter options: "open", "resolved", "closed", and "all Cases"
- Advanced filters refine your search further by "case type", "case number", "created on date", and "case subject"



Case Management

[Cases](#)[Projects](#)[Collaborators](#)[Help](#) ▾[Jane Doe](#) ▾

Welcome to the case management portal

Your solution to view, manage and track all your cases as well as create new cases if you have any inquiries. All your reported cases are handled in a timely manner by the corresponding team.

Case type:

Select.. ▾

Create new case

[My cases \(210\)](#)[Collaboration cases \(19\)](#)

Search case



All cases (210)

Open (187)

Resolved (0)

Closed (23)

Filter

Case number ▾	Case type ▾	Subject ▾	Status ▾	Created on ▾	Last modified on ▾
IFX-240327-180420	Product pricing	Quote Request for product	On Hold	27/03/2024	28/03/2024
IFX-240328-180431	Technical support	Technical question on product and system appl.	New	28/03/2024	28/03/2024
IFX-240328-180430	Order / Product inquiry	Delivery Information	New	28/03/2024	28/03/2024
IFX-240328-180429	Revise order (T&C)	Update order# 5510291	New	28/03/2024	28/03/2024
IFX-240327-180418	Product data	Evaluation Board needed for product	In Progress	27/03/2024	27/03/2024
IFX-240327-180423	Customer data change	Change in address	New	27/03/2024	27/03/2024
IFX-240327-180422	Failure analysis request	Ref23862009	New	27/03/2024	27/03/2024
IFX-240327-180421	Account clearing	VAT issue on invoice	New	27/03/2024	27/03/2024

Collaboration

- Add colleagues to collaborate on any case
- Collaborators can view or edit, keeping everyone informed
- **Tip: Use the search feature to look for existing collaborators in the case**
- Using an asterisk (*) in the search query allows for partial matches
- To add, simply **click "Add collaborator"**


Case Management

[Cases](#)
[Projects](#)
[Collaborators](#)
[Help](#)
[Jane Doe](#)

Technical Question
[View all cases](#)
[Cancel case](#)

Case number	Case type	Status
IFX-240327-180419	Tech Support	New
Inquiry type	Priority	Due date
Software Development Tools	Normal	29/03/2024
Product ID	Product name	Other product name
SP000010141	BA 592 E6327	—
Application	Final customer/OEM	Project
—	—	—
Initiated by		
Jane Doe		
Description		
Customer Comm Work		

Collaborators

Please select collaborators from your list below. If you want to add a new collaborator, please navigate to Collaborators and add. To change permissions of existing collaborators, please remove them first and add them again with updated privileges.

[Add collaborator](#)

Contact	Email (Contact)	Infineon contact	Primary Email (Infineon contact)	Collaborated on	Can escalate	Can close
PortalUser1 TEST	IFXTESTPortalUser1@outlook.com			01/04/2025	☐	☒

Collaboration

- Define access levels for each collaborator or use the "Select all" feature to provide all access levels to one collaborator or select all collaborators
- Tip: Select "Can receive email" for collaborators to receive notifications when comments are added**
- Add missing colleagues to your list (details on the following slide)
- Confirm selections with "Add to Case"



Add collaborators to QuickCase31-03-2025 22:49:40

(Maximum of 10 collaborators can be added at a time)

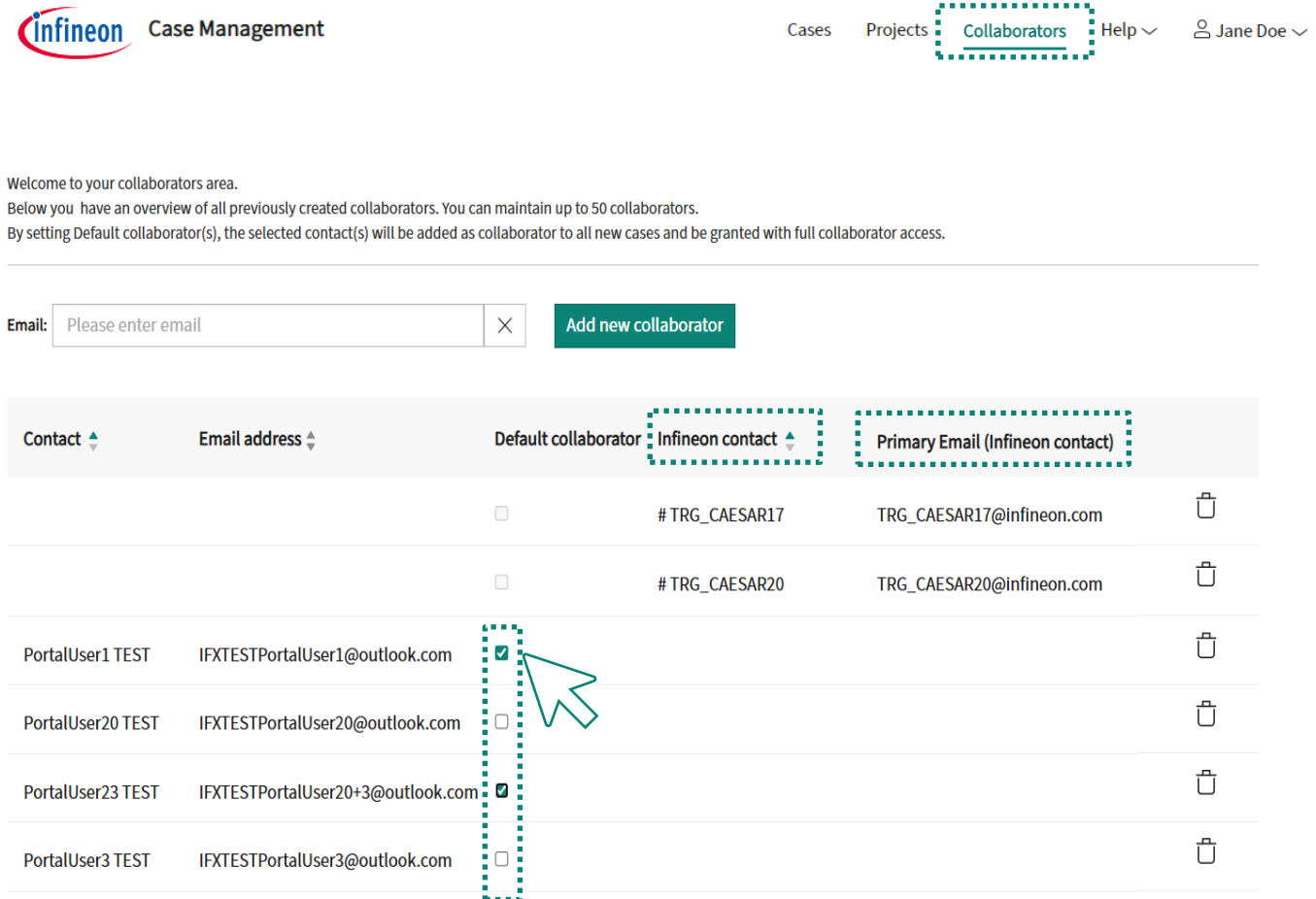
[Back](#)

☒ Select All	☒ Can view	☒ Can close	☒ Can reopen	☒ Can receive email	Contact	Email address	Infineon contact	Primary En
☒	☒	☒	☒	☒	PortalUser2 TEST	IFXTESTPortalUser2@outlook.com		
☒	☒	☒	☒	☒	PortalUser20 TEST	IFXTESTPortalUser20@outlook.com		
☒	☒	☒	☒	☒	PortalUser3 TEST	IFXTESTPortalUser3@outlook.com		
☒	☒	☒	☒	☒	PortalUser5 TEST	IFXTESTPortalUser5@outlook.com		
☒	☒	☒	☒	☒	PortalUser9 TEST	IFXTESTPortalUser9@gmail.com		

Add to case

Collaboration

- Alternatively, you can also add an **Infineon employee** as a collaborator in the same way
- Collaborators must have an active myInfineon account with at least one login
- Simplify collaboration with our **'Default Collaborator'** feature. By selecting a contact and ticking the box, they will be automatically added as a collaborator to all your new cases, saving you time and effort



The screenshot shows the 'Collaborators' section of the Infineon Case Management portal. The top navigation bar includes 'Cases', 'Projects', 'Collaborators' (highlighted with a dashed green box), 'Help', and a user profile 'Jane Doe'. Below the navigation bar, a welcome message states: 'Welcome to your collaborators area. Below you have an overview of all previously created collaborators. You can maintain up to 50 collaborators. By setting Default collaborator(s), the selected contact(s) will be added as collaborator to all new cases and be granted with full collaborator access.'

Below the message is a form to 'Add new collaborator' with an email input field and a green 'Add new collaborator' button. Below the form is a table of collaborators. The table has columns: 'Contact', 'Email address', 'Default collaborator', 'Infineon contact', and 'Primary Email (Infineon contact)'. The 'Default collaborator' column contains checkboxes. The 'Infineon contact' and 'Primary Email (Infineon contact)' columns are highlighted with dashed green boxes. A green dashed box also highlights the 'Default collaborator' checkboxes for the first four rows, with a green arrow pointing to the first checkbox, which is checked.

Contact	Email address	Default collaborator	Infineon contact	Primary Email (Infineon contact)
		☐	# TRG_CAESAR17	TRG_CAESAR17@infineon.com
		☐	# TRG_CAESAR20	TRG_CAESAR20@infineon.com
PortalUser1 TEST	IFXTESTPortalUser1@outlook.com	☒		
PortalUser20 TEST	IFXTESTPortalUser20@outlook.com	☐		
PortalUser23 TEST	IFXTESTPortalUser20+3@outlook.com	☒		
PortalUser3 TEST	IFXTESTPortalUser3@outlook.com	☐		

Collaboration

- To view cases where you're a collaborator, select "Collaboration cases" on the main page



Welcome to the case management portal

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Case type:

Select..

Create new case

My cases (210)

Collaboration cases (19)

Search case



All cases (210)

Open (187)

Resolved (0)

Closed (23)

Filter

Case number	Case type	Subject	Status	Created on	Last modified on
IFX-240327-180420	Product pricing	Quote Request for product	On Hold	27/03/2024	28/03/2024
IFX-240328-180431	Technical support	Technical question on product and system appl.	New	28/03/2024	28/03/2024
IFX-240328-180430	Order / Product inquiry	Delivery Information	New	28/03/2024	28/03/2024
IFX-240328-180429	Revise order (T&C)	Update order# 5510291	New	28/03/2024	28/03/2024
IFX-240327-180418	Product data	Evaluation Board needed for product	In Progress	27/03/2024	27/03/2024
IFX-240327-180423	Customer data change	Change in address	New	27/03/2024	27/03/2024
IFX-240327-180422	Failure analysis request	Ref23862009	New	27/03/2024	27/03/2024
IFX-240327-180421	Account clearing	VAT issue on invoice	New	27/03/2024	27/03/2024

Discussion board

- Add your comments and exchange information with the case owner and other collaborators
- Directly add pictures, links, and use other rich text format features

 **Case Management**

Cases Projects Collaborators Help ▾ Jane Doe ▾

Technical Question

[View all cases](#) [Cancel case](#)

Case number	Case type	Status
IFX-240327-180419	Tech Support	New
Inquiry type	Priority	Due date
Software Development Tools	Normal	29/03/2024
Product ID	Product name	Other product name
SP000010141	BA 592 E6327	—
Application	Final customer/OEM	Project
—	—	—
Initiated by		
Jane Doe		
Description		
Customer Comm Work		

Discussion board comment

Please refresh the page (F5) if you see the information on case is not up to date.

here you can exchange information

Segue UI 11 B I U              

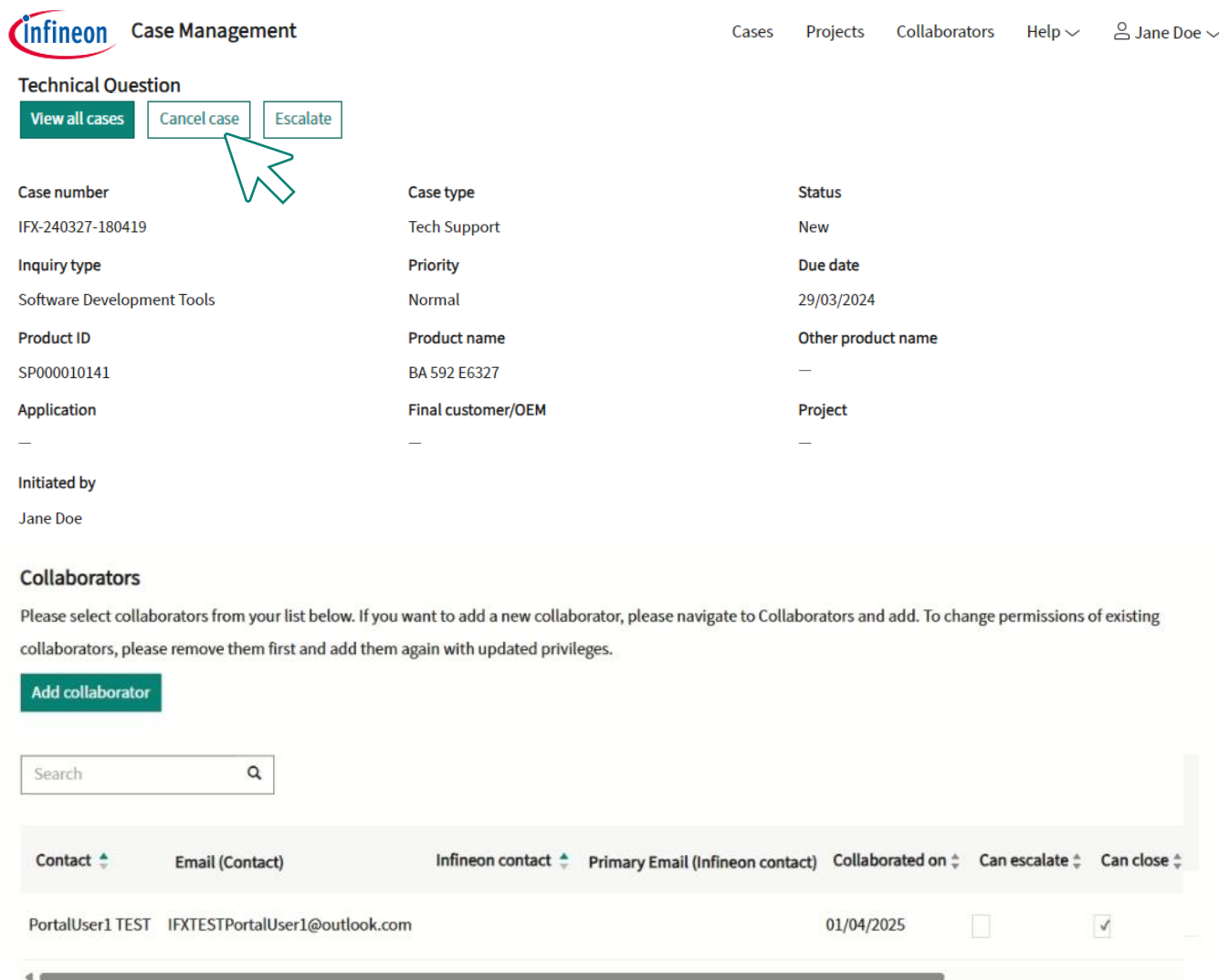
Post

Cancellation

- Cancel inquiries that are no longer relevant by selecting "Cancel Case" on the Case page
- Please note that only cases in status "new" can be cancelled

Escalation

- Get the help you need by clicking the "Escalate" button at the top of the page after a 24-hour period, ensuring timely attention to critical issues



Infineon Case Management

Cases Projects Collaborators Help ▾ Jane Doe ▾

Technical Question

[View all cases](#) [Cancel case](#) [Escalate](#)

Case number	Case type	Status
IFX-240327-180419	Tech Support	New
Inquiry type	Priority	Due date
Software Development Tools	Normal	29/03/2024
Product ID	Product name	Other product name
SP000010141	BA 592 E6327	—
Application	Final customer/OEM	Project
—	—	—
Initiated by		
Jane Doe		

Collaborators

Please select collaborators from your list below. If you want to add a new collaborator, please navigate to Collaborators and add. To change permissions of existing collaborators, please remove them first and add them again with updated privileges.

[Add collaborator](#)

Search 🔍

Contact	Email (Contact)	Infineon contact	Primary Email (Infineon contact)	Collaborated on	Can escalate	Can close
PortalUser1 TEST	IFXTESTPortalUser1@outlook.com			01/04/2025	☐	☒

Reactivation

- Once a case is resolved, please note that you have 14 days to re-open it
- Please note, a cancelled case cannot be reopened

 **Case Management**

Cases Projects Collaborators Help ▾ Jane Doe ▾

Technical Question

[View all cases](#) [Reopen case](#) [Close case](#)

Case number
IFX-240327-180419

Inquiry type
Software Development Tools

Product ID
SP000010141

Application
—

Initiated by
Jane Doe

Case type
Tech Support

Priority
Normal

Product name
BA 592 E6327

Final customer/OEM
—

Status
New

Due date
29/03/2024

Other product name
—

Project
—

Collaborators

Please select collaborators from your list below. If you want to add a new collaborator, please navigate to Collaborators and add. To change permissions of existing collaborators, please remove them first and add them again with updated privileges.

[Add collaborator](#)

Search 🔍

Contact ↕	Email (Contact)	Infineon contact ↕	Primary Email (Infineon contact)	Collaborated on ↕	Can escalate ↕	Can close ↕
PortalUser1 TEST	IFXTESTPortalUser1@outlook.com			01/04/2025	☐	☒

Support

- Questions about My Cases?
Reach out to us by email

support@infineon.com



