



Getac Service Portal Guide

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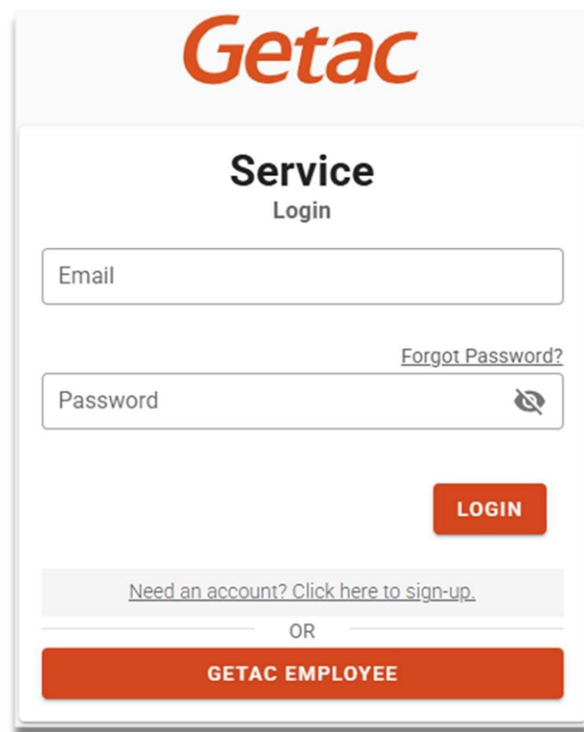
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Login & Account Verification

1. Go to <https://service.getac.us/> and click **"SIGN IN"** in the top-right corner.
 - a If you already have an account, enter your login credentials.
 - b If you don't have an account, click **"Need an account? Click here to sign up"** and follow the registration steps.
2. Enter the required information. You will receive an authentication email containing a security code. Enter this code in the Getac Service Portal to complete your login.
 - a If you do not receive the email, check with your IT team or network administrator to ensure the **"@getac.com"** domain is whitelisted.
 - b If you still do not receive the email, please contact Getac Technical Support for assistance.

Note:

Generic email domains (e.g., @gmail.com, @hotmail.com) are not allowed when creating an account. You must register using your company's custom domain (e.g., @getac.com, @yourcompany.com).



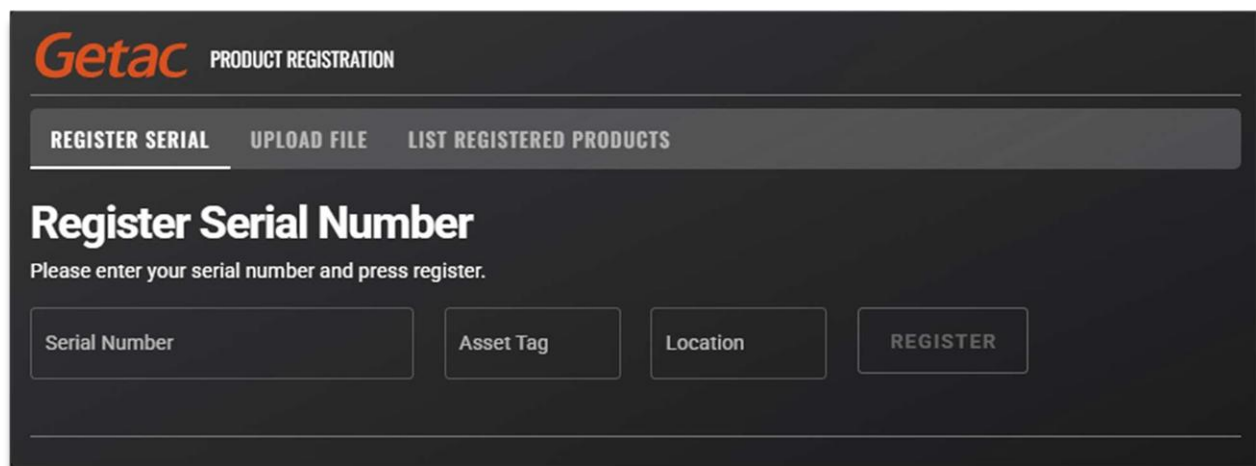
The image shows a web form for logging into the Getac Service Portal. At the top is the Getac logo in orange. Below it, the word "Service" is centered in bold black text, with "Login" underneath in a smaller font. There are two input fields: "Email" and "Password". To the right of the Password field is a link that says "Forgot Password?". Below the Password field is an orange button labeled "LOGIN". At the bottom of the form, there is a link that says "Need an account? Click here to sign-up." followed by the word "OR" and a large orange button labeled "GETAC EMPLOYEE".

Product Registration

1. Access **Product Registration** by either:
 - a. Hovering over **"INVENTORY"** and selecting **"Product Registration"**, or
 - b. Hovering over **"YOUR ACCOUNT"** and selecting **"Product Registration."**
2. To order in-warranty parts, you must first register the device's serial number. You can:
 - a. Register serial numbers individually using the **"REGISTER SERIAL"** tab, or
 - b. Upload multiple serial numbers at once by submitting an Excel file using the template provided under **"UPLOAD FILE."**
3. To view registered products, go to the **"LIST REGISTERED PRODUCTS"** tab.
4. The **Asset Tag** and **Location** fields are optional:
 - a. Use **Asset Tag** to add your own internal reference labels.
 - b. Use **Location** to assign a device's physical or organizational location.

Note:

Product registration is only required for ordering parts. You can still create RMAs without registering serial numbers.

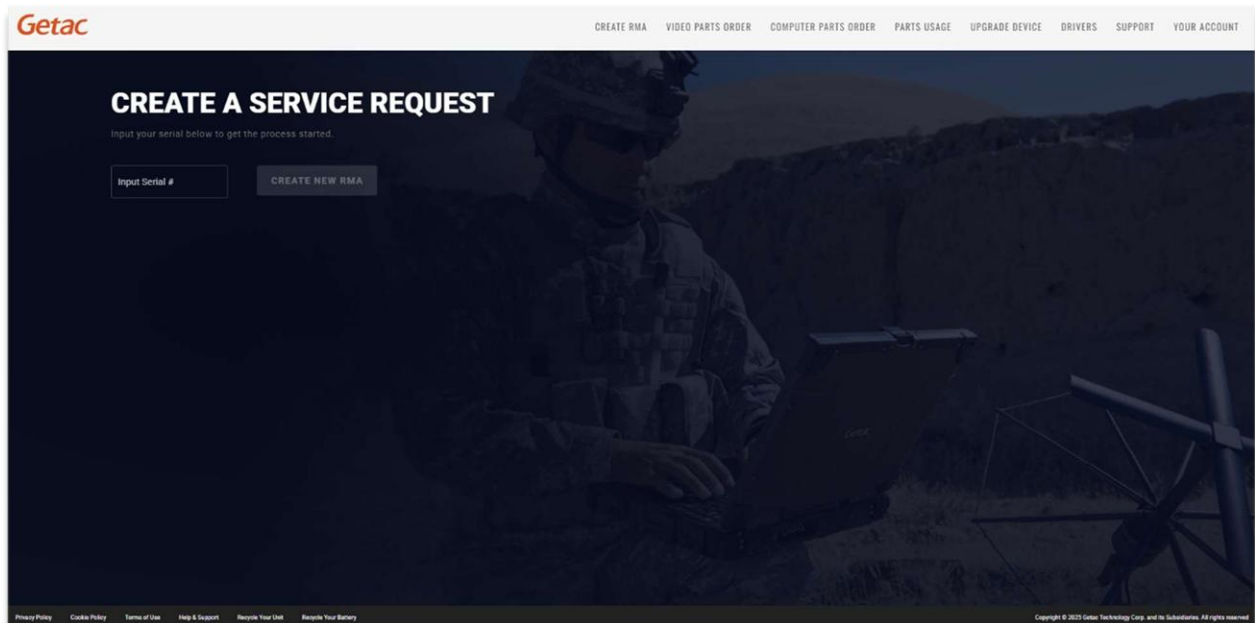


The screenshot shows the 'Getac PRODUCT REGISTRATION' interface. At the top, there are three tabs: 'REGISTER SERIAL' (which is active), 'UPLOAD FILE', and 'LIST REGISTERED PRODUCTS'. Below the tabs, the heading 'Register Serial Number' is displayed, followed by the instruction 'Please enter your serial number and press register.' There are four input fields: 'Serial Number', 'Asset Tag', 'Location', and a 'REGISTER' button.

RMA Creation – In Warranty

Note: You must be signed in to your account to create an RMA.

1. After logging in, navigate to **“Create RMA”** from the top menu, or enter your device’s serial number in the field provided on the homepage.



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e: GetacSupport_US@getac.com | p: 866-394-3822

2. Enter all prompted information.
 - a. **Primary Fault & Problem** – Select the option that best describes the issue.
 - b. **Service Request Notes** – Provide detailed information about the problem to help our team diagnose the issue more efficiently.
 - c. **System Image & BIOS** – Indicate whether you would like the device to be reimaged and/or updated to the latest BIOS version.
 - d. **Accessories Shipping with Device** – Select any items you are sending with the device (e.g., AC adapter, battery, HDD/SSD, hard case). *Note:* A hard case refers to Pelican case commonly used in military applications.
 - e. **Reference ID / Asset Tag** – (Optional) Enter any internal reference numbers or asset tags for your records.
 - f. If the issue is related to software or drivers, please provide login credentials or a test account to assist with troubleshooting.
 - g. If you are unable to provide the BIOS or supervisor password, please remove it from the device before shipping.

Note: You must accept the disclaimer before proceeding to the next step.

Getac CREATE RMA

1 Problem Description 2 Contact info 3 Packaging & Shipping 4 Confirm RMA 5 Download Label

RR403B1219
B360-63
YOUR UNIT IS COVERED UNDER WARRANTY
WARRANTY EXP: Aug 29 2028
WARRANTY TYPE: Bumper to Bumper

Input Serial #
RR403B1219

PRIMARY FAULT & SPECIFIC PROBLEM
Please select a primary fault and problem from the 2 drop downs below
LCD
LCD NO PICTURE/DIM/LINES

TECHNICIAN TIP:
Please make sure the battery door is completely closed and that the correct OS is selected in BIOS.

SERVICE REQUEST NOTES
required*
Lines across LCD screen.

SYSTEM IMAGE
Getac permitted to reimage the device with OEM image.
☐ Yes ☒ No

BIOS
Getac permitted to update BIOS & Firmware to latest revision.
☒ Yes ☐ No

ACCESSORIES SHIPPING WITH DEVICE
☒ Hard Case ☐ AC Adapter ☒ Battery ☐ HDD/SSD

3. Your saved contact and shipping information will be displayed. Review the details, make any necessary updates, and click **“Continue.”**
 - a. To make permanent changes to your contact or shipping information, go to **Your Account > Account Settings**.

Getac CREATE RMA

CONTACT INFORMATION

Who to contact for more information regarding this service request if necessary.

First Name: John

Last Name: Doe

E-Mail: john.doe@gmail.com

Company Name: Getac USA

Position: IT Admin

SHIPPING ADDRESS

Address that the device will be shipped back to once the repairs have been completed. Please note that this cannot be a PO box.

Street Address: 15495 SAND CANYON AVE

Apartment, suite, unit, building, floor, etc.: SUITE 350

United States

California

City: Irvine

Postal Code: 92618

BACK CONTINUE

4. Select your preferred shipping option:
 - a. **Yes** – A shipping label will be provided immediately after RMA creation.
 - b. **No (QR Code)** – A QR code will be sent to your email. Bring this code to an authorized FedEx retail office to have your shipping label printed.
 - c. **No (Box Request)** – A shipping box will be sent to you, typically within 2–4 business days.
 - d. **International Military RMAs** – Please contact Getac Support with your RMA number to receive your shipping label and commercial invoices.

Getac CREATE RMA

PACKAGING & SHIPPING

I have a box and packaging.

☒ Yes - Your printable shipping label will be immediately provided.

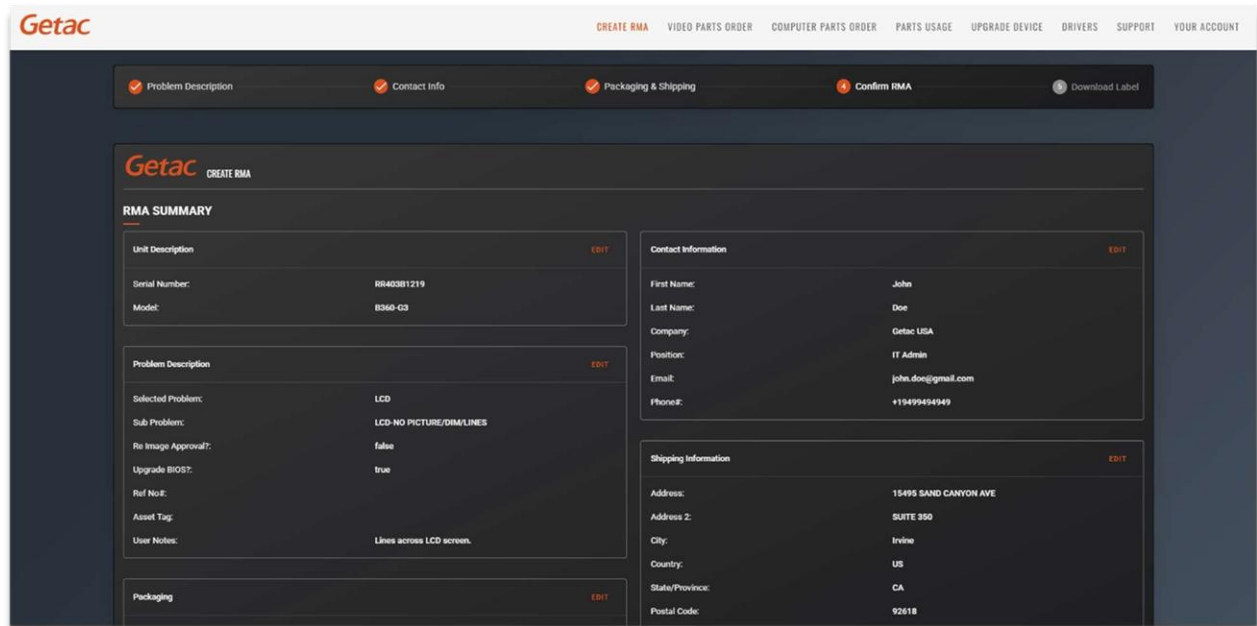
☐ No - You will be provided a QR code that you will need to take to an authorized FedEx Retail Office location.

☐ No - Request a box to be shipped (with label inside) to you for this RMA.

BACK CONTINUE

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5. Review all information to ensure it is accurate, then submit your RMA.
 - a. After submission, you can download the shipping label from the confirmation page. A copy will also be sent to your email. You can access it anytime under **Your Account**.
6. To schedule a FedEx Ground pickup, go to **Your Account**, open your RMA, and select the **FedEx Ground Pickup** option.
7. If you made a mistake or no longer wish to proceed, you can cancel the RMA from **Your Account**.



Getac CREATE RMA

CREATE RMA VIDEO PARTS ORDER COMPUTER PARTS ORDER PARTS USAGE UPGRADE DEVICE DRIVERS SUPPORT YOUR ACCOUNT

Problem Description Contact Info Packaging & Shipping **Confirm RMA** Download Label

Getac CREATE RMA

RMA SUMMARY

Unit Description [EDIT](#)

Serial Number: R840381219
Model: B360-G3

Problem Description [EDIT](#)

Selected Problem: LCD
Sub Problem: LCD-NO PICTURE/DIM/LINES
Re Image Approval?: false
Upgrade BIOS?: true
Ref No.:
Asset Tag:
User Notes: Lines across LCD screen.

Contact Information [EDIT](#)

First Name: John
Last Name: Doe
Company: Getac USA
Position: IT Admin
Email: john.doe@gmail.com
Phone#: +19499494949

Shipping Information [EDIT](#)

Address: 15495 SAND CANYON AVE
Address 2: SUITE 390
City: Irvine
Country: US
State/Province: CA
Postal Code: 92618

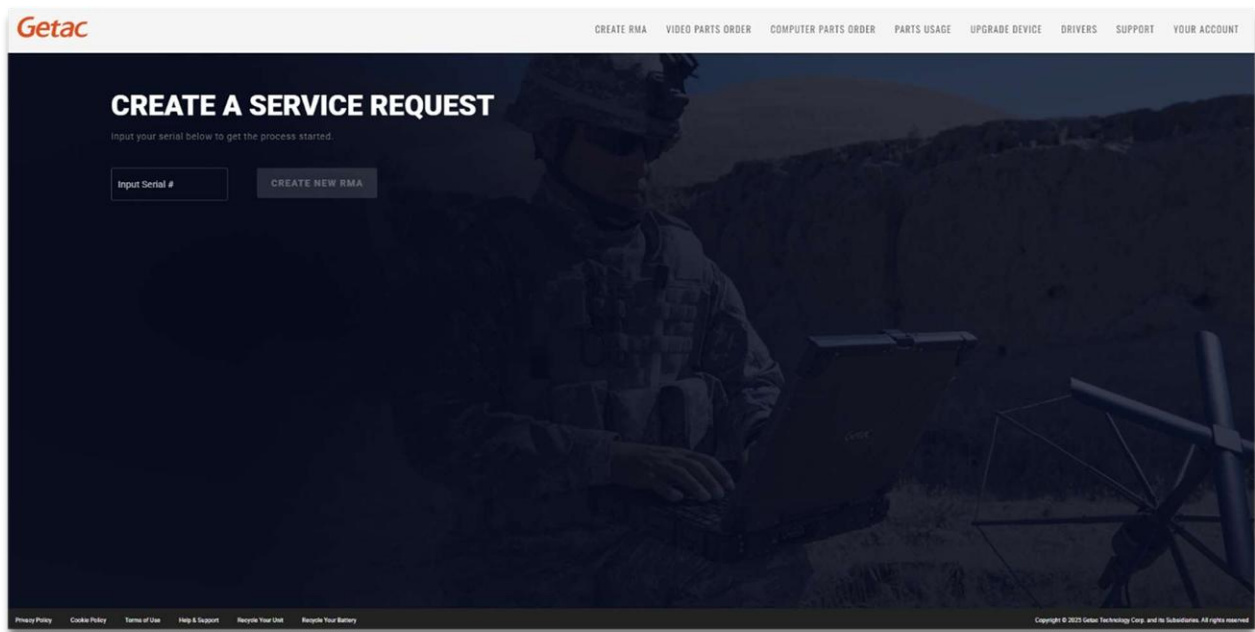
Packaging [EDIT](#)

RMA Creation – Out of Warranty

Note: Out-of-warranty RMAs are subject to a minimum inspection fee of \$479.95.

- This fee is applied toward the cost of any required repairs.
- Some issues may result in additional charges beyond the minimum fee.
- If additional repairs are needed, Getac will contact you for approval before proceeding.
- If the full inspection fee is not required, any remaining balance (after the minimum \$479.95) will be refunded.

1. After logging in, navigate to **“Create RMA”** from the top menu, or enter your device’s serial number in the field provided on the homepage.



2. Enter your device's serial number and complete all required fields:

- **Primary Fault & Problem** – Select the option that best describes the issue.
- **Service Request Notes** – Provide detailed information about the problem to assist with diagnosis.
- **System Image & BIOS** – Indicate whether you would like the device to be reimaged and/or updated to the latest BIOS version.
- **Accessories Shipping with Device** – Select any items you are sending with the device (e.g., AC adapter, battery, HDD/SSD, hard case). *Note:* A hard case refers to a Pelican case commonly used in military applications.
- **Reference ID / Asset Tag** – (Optional) Enter any internal reference numbers or asset tags.
- If the issue is related to software or drivers, please provide login credentials or a test account.
- If you are unable to provide the BIOS or supervisor password, please remove it from the device before shipping.

Note: You must accept the disclaimer before proceeding.

3. Estimated out-of-warranty pricing will be displayed based on your selected Primary Fault and Problem.

- Payment is required before sending in the device, and the amount will be applied toward the total repair cost.
- If no issues are found or repairs are not needed, the amount will be refunded minus the minimum \$479.95 inspection fee or any costs incurred during repair.

Getac CREATE RMA

Problem Description **Contact Info** **Packaging & Shipping** **Confirm RMA** **Download Label**

Getac **CREATE RMA**

RK703S1931
3480-62
YOUR UNIT IS OUT OF WARRANTY
WARRANTY EXP: Feb 7 2023
WARRANTY TYPE: Standard

Input Serial # RK703S1931

PRIMARY FAULT & SPECIFIC PROBLEM

Please select a primary fault and problem from the 2 drop downs below

SYSTEM

OPTION BAY RS232/USB/LAN DOES NOT WORK

Selection	Cost (USD)
SYSTEM - OPTION BAY RS232/USB/LAN DOES NOT WORK	\$879.95

SERVICE REQUEST NOTES

required*

USB port does not work.

SYSTEM IMAGE

Getac permitted to reimage the device with OEM image.

☐ Yes ☐ No

BIOS

Getac permitted to update BIOS & Firmware to latest revision.

☐ Yes ☒ No

ACCESSORIES SHIPPING WITH DEVICE

☐ Hard Case ☐ AC Adapter ☒ Battery ☒ HDD/SSD

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4. Your saved contact and shipping information will be displayed. Review the details, make any necessary updates, and click **“Continue.”**
- To make permanent changes to your contact or shipping information, go to **Your Account > Account Settings.**

Getac CREATE RMA

1 Problem Description 2 Contact Info 3 Packaging & Shipping 4 Confirm RMA 5 Download Label

CONTACT INFORMATION

Who to contact for more information regarding this service request if necessary.

First Name: John Last Name: Doe

E-Mail: john.doe@getac.com Phone: (949) 949-4949

Company Name: Getac USA Position: IT Admin

SHIPPING ADDRESS

Address that the device will be shipped back to once the repairs have been completed. Please note that this cannot be a PO box.

Street Address: 15495 SAND CANYON AVE

Apartment, suite, unit, building, floor, etc.: SUITE 350

Country: United States State: California

City: Irvine Postal Code: 92618

BACK CONTINUE

5. Select your preferred shipping option:
- **Yes** – A shipping label will be provided immediately after RMA creation.
 - **No (QR Code)** – A QR code will be sent to your email. Bring this code to an authorized FedEx retail location to print your shipping label.
 - **No (Box Request)** – A shipping box will be sent to you, typically within 2–4 business days.
 - **International Military RMAs** – Contact Getac Support with your RMA number to receive your shipping label and commercial invoices.

Getac CREATE RMA

1 Problem Description 2 Contact Info 3 Packaging & Shipping 4 Confirm RMA 5 Download Label

PACKAGING & SHIPPING

I have a box and packaging.

☒ Yes - Your printable shipping label will be immediately provided.

☐ No - You will be provided a QR code that you will need to take to an authorized FedEx Retail Office location.

☐ No - Request a box to be shipped (with label inside) to you for this RMA.

BACK CONTINUE

6. Review all information to ensure it is correct, then enter your payment details before submitting the RMA.
 - After submission, you can download your shipping label from the confirmation page, or anytime from **Your Account**.
7. To schedule a FedEx Ground pickup, go to **Your Account**, open your RMA, and select the **FedEx Ground Pickup** option.
8. If you made a mistake or no longer wish to proceed, you can cancel the RMA from **Your Account**.
9. Click **Checkout** to submit payment for the RMA.
 - Alternatively, you can save the RMA and all its details using the **Save Quote** option and revisit it later under **Saved Quotes** in **Your Account**.

Note: You do not need to create an account to submit payment. Payments can be made as a guest.

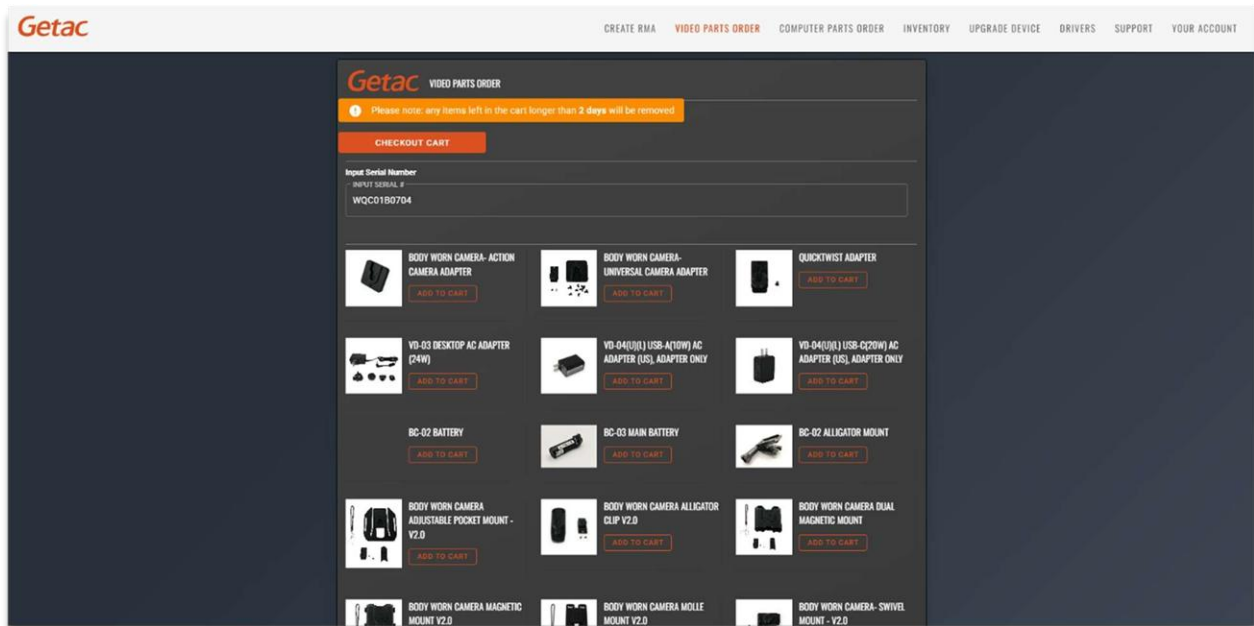
The screenshot displays the 'CREATE RMA' form on the Getac website. The form is divided into several sections:

- Selected Product:** A table with 'Sub Problem' (OPTION BAY RS232/USB/LAN DOES NOT WORK), 'Re Image Approval?' (true), 'Upgrade BIOS?' (false), 'Ref No.:', 'Asset Tag:', and 'User Notes' (USB port does not work.).
- Packaging:** A table with 'I have packaging:' (true) and 'I need a box:' (false).
- Shipping Information:** Fields for 'Address' (15495 SAND CANYON AVE), 'Address 2' (SUITE 350), 'City' (Irvine), 'Country' (US), 'State/Province' (CA), and 'Postal Code' (92618).
- Payment Information:** Fields for 'Service Request Quote Fee' (\$879.95) and 'Payment Method' (Credit Card).

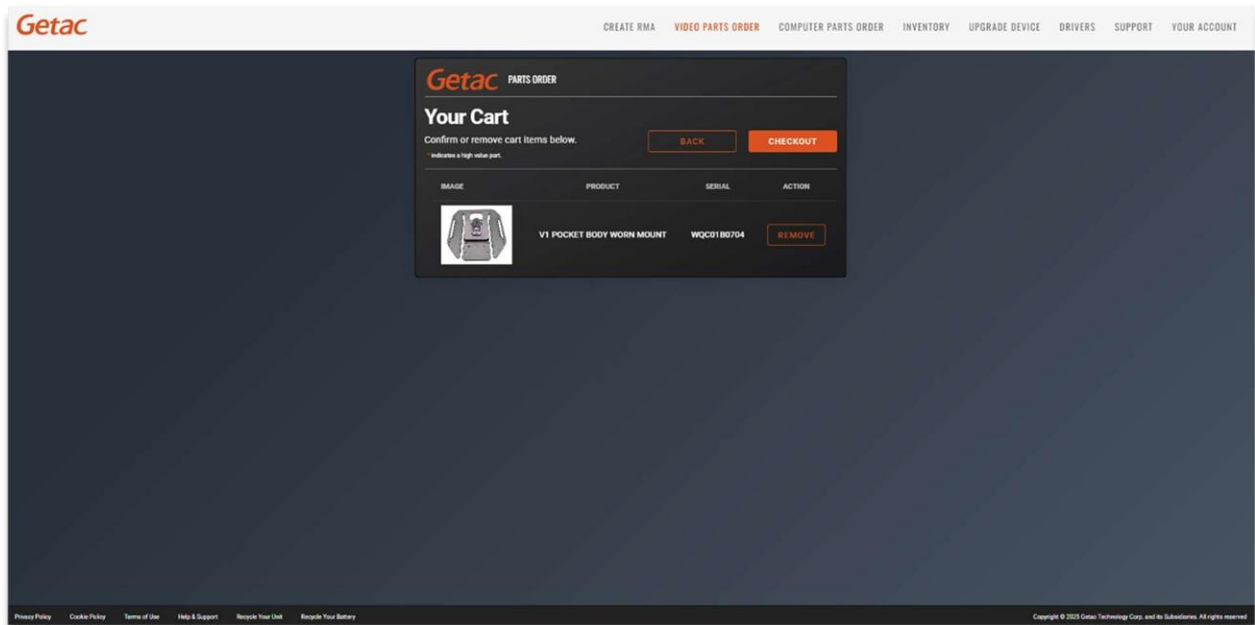
At the bottom right, there is a 'CONFIRM YOUR INFORMATION' section with a checkbox 'I confirm the above information is accurate' and two buttons: 'SAVE QUOTE' and 'PayPal Checkout'. A 'BACK' button is located at the bottom left.

Video Parts Order

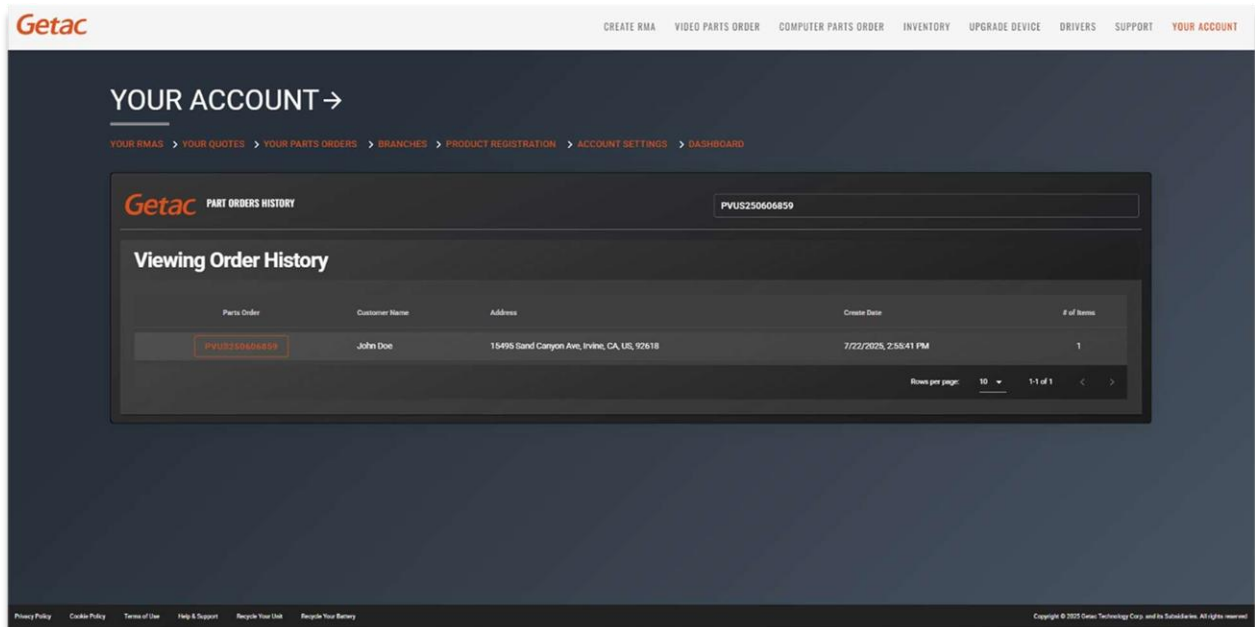
1. To order parts, your product must first be registered in **Product Registration**.
 - Access this by hovering over **Your Account** and selecting **Product Registration**.
 - For a detailed guide on Product Registration, see page #3.
2. After registering your device, navigate to **Video Parts Order**.
3. Enter a registered serial number to view all available parts.
 - You can select up to **2 components per device**.
 - If any components are missing, contact our Technical Support team.
4. Once you have selected all desired components, click **Checkout Cart** to proceed with your order.



5. Review all order details to ensure accuracy, finalize your selected components, and enter your shipping information. Then click **“Create Order”** to submit your parts request.



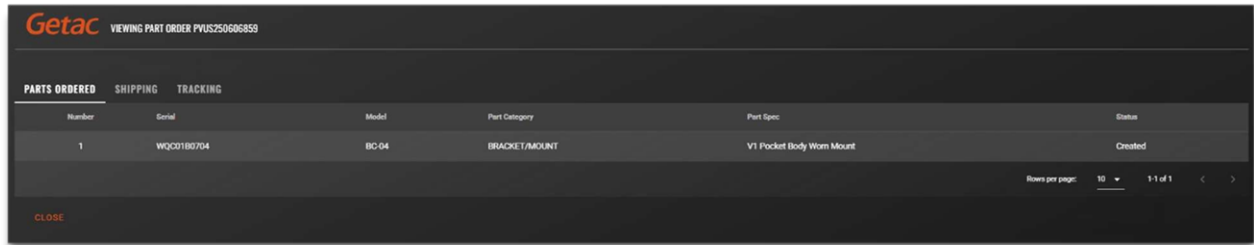
6. To check the status of your parts order, hover over **Your Account** and select **Your Parts Orders**.



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7. All parts orders placed by users within your organization will be visible here.

- You can select an order to view the components ordered, shipping details, and tracking information.
- Tracking information will be updated once the order has been shipped.



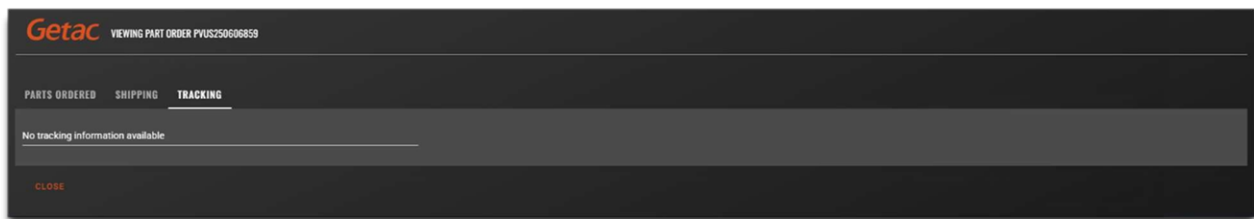
Getac VIEWING PART ORDER PVUS250606859

PARTS ORDERED SHIPPING TRACKING

Number	Serial	Model	Part Category	Part Spec	Status
1	WQ00180704	BC 04	BRACKET/MOUNT	V1 Pocket Body Worn Mount	Created

Rows per page: 10 1 of 1

CLOSE



Getac VIEWING PART ORDER PVUS250606859

PARTS ORDERED SHIPPING TRACKING

No tracking information available

CLOSE



Getac VIEWING PART ORDER PVUS250606859

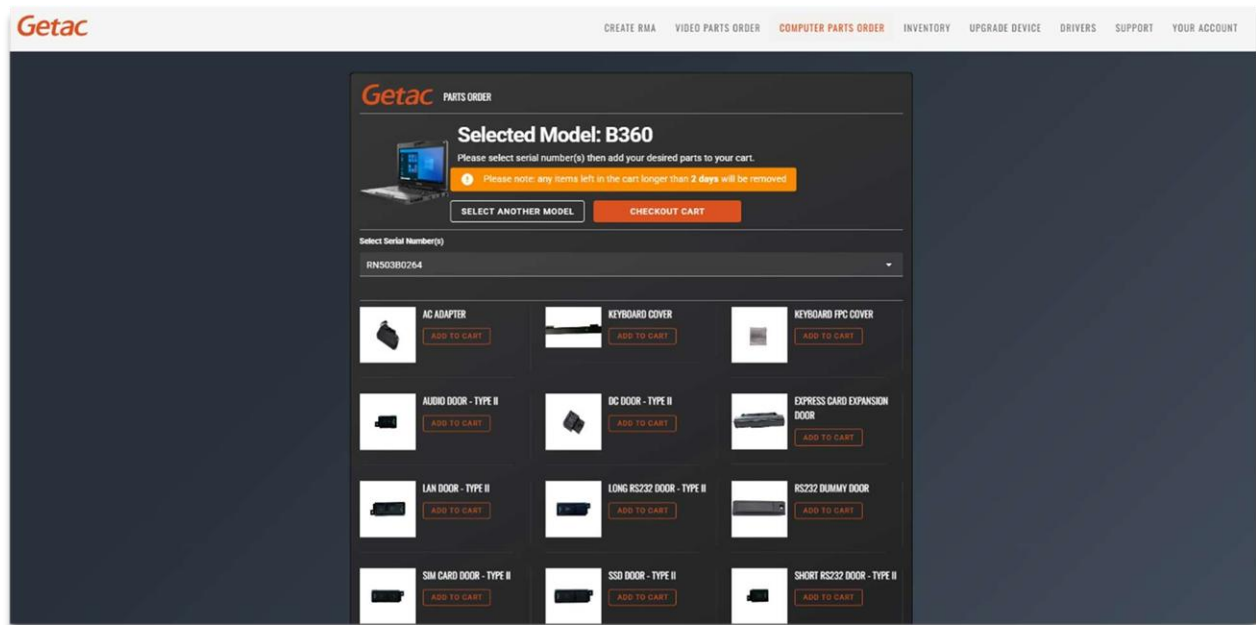
PARTS ORDERED SHIPPING TRACKING

Company Getac USA	Address Line 1 15495 Sand Canyon Ave	Country US
Full Name John Doe	Address Line 2 SUITE 350	Postal Code 92618
Email john.doe@getac.com	City Irvine	
Phone 9499494949	State CA	

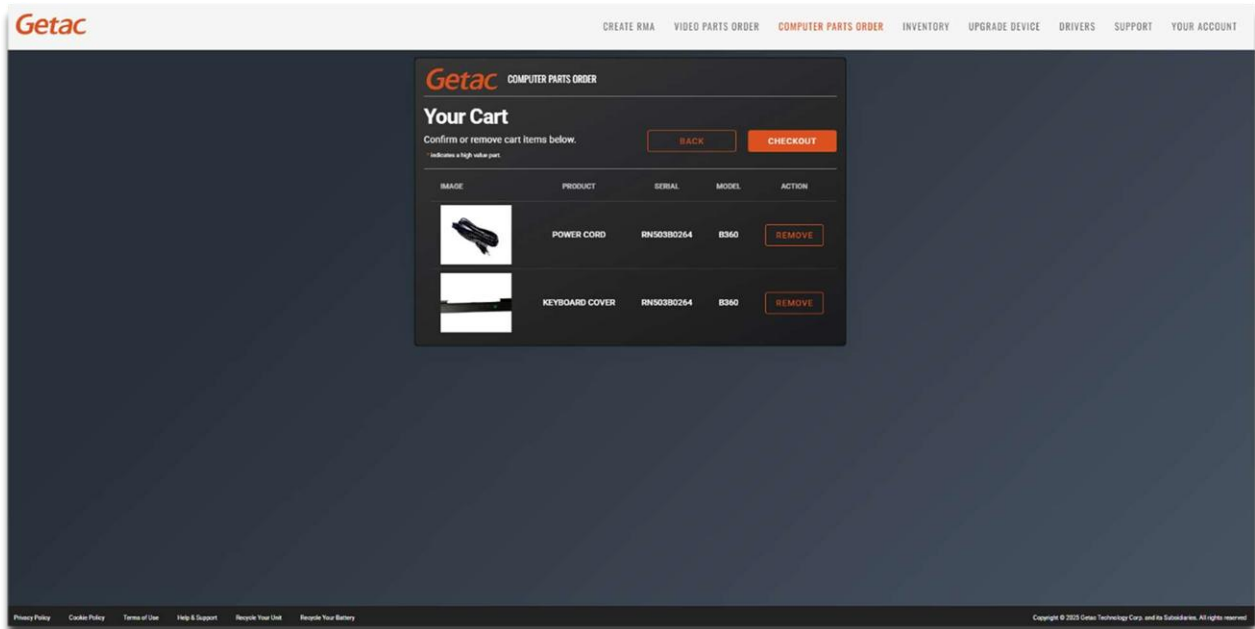
CLOSE

Computer Parts Order

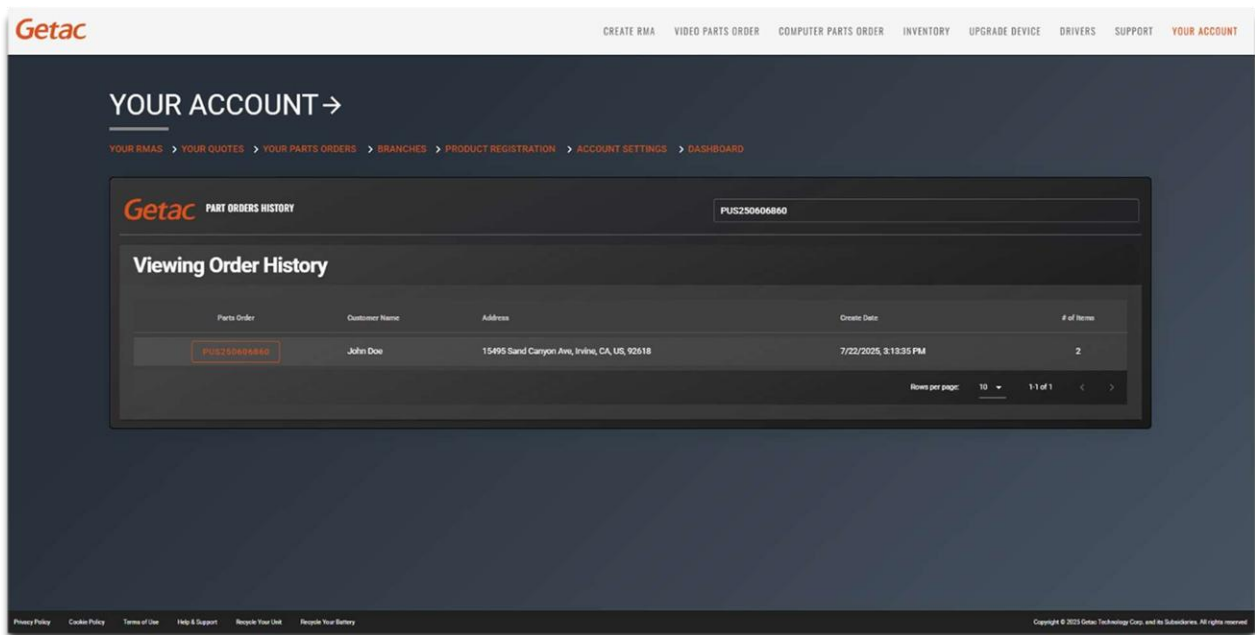
1. To order parts, your product must first be registered in **Product Registration**.
 - Access this by hovering over **Your Account** and selecting **Product Registration**.
 - For a detailed guide on Product Registration, see page #3.
2. After registering your device, navigate to **Computer Parts Order**.
3. Enter a registered serial number to view all available parts.
 - You can select up to **2 components per device**.
 - Major components can only be ordered **once per serial number** and will be marked with an asterisk (*).
 - If any components are missing, contact our Technical Support team.
4. Once you have selected all desired components, click **Checkout Cart** to proceed with your order.



5. Review all order details to ensure accuracy, finalize your selected components, and enter your shipping information. Then click **“Create Order”** to submit your parts order.



6. To check the status of your parts order, hover over **Your Account** and select **Your Parts Orders**.



24/7 Getac Support:
e: GetacSupport_US@getac.com | p: 866-394-3822

7. All parts orders placed by users within your organization will be visible here.
- You can select an order to view the components ordered, shipping details, and tracking information.
 - Tracking information will be updated once the order has been shipped.

Getac VIEWING PART ORDER PUS250606860

PARTS ORDERED SHIPPING TRACKING

Number	Serial	Model	Part Category	Part Spec	Status
1	RN50380264	ED560	POWER CORD	Power Cord	Created
2	RN50380264	ED560	COVER	Keyboard Cover	Created

Rows per page: 10 1 of 2 < >

CLOSE

Getac VIEWING PART ORDER PUS250606860

PARTS ORDERED SHIPPING TRACKING

Company	Address Line 1 15495 Sand Canyon Ave	Country US
Full Name John Doe	Address Line 2 SUITE 350	Postal Code 92618
Email john.doe@getac.com	City Irvine	
Phone +19499494949	State CA	

CLOSE

Getac VIEWING PART ORDER PUS250606860

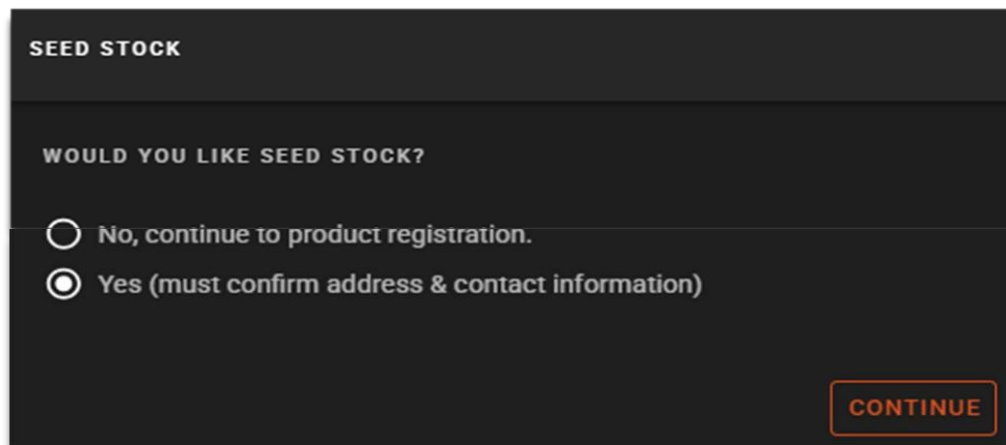
PARTS ORDERED SHIPPING TRACKING

No tracking information available

CLOSE

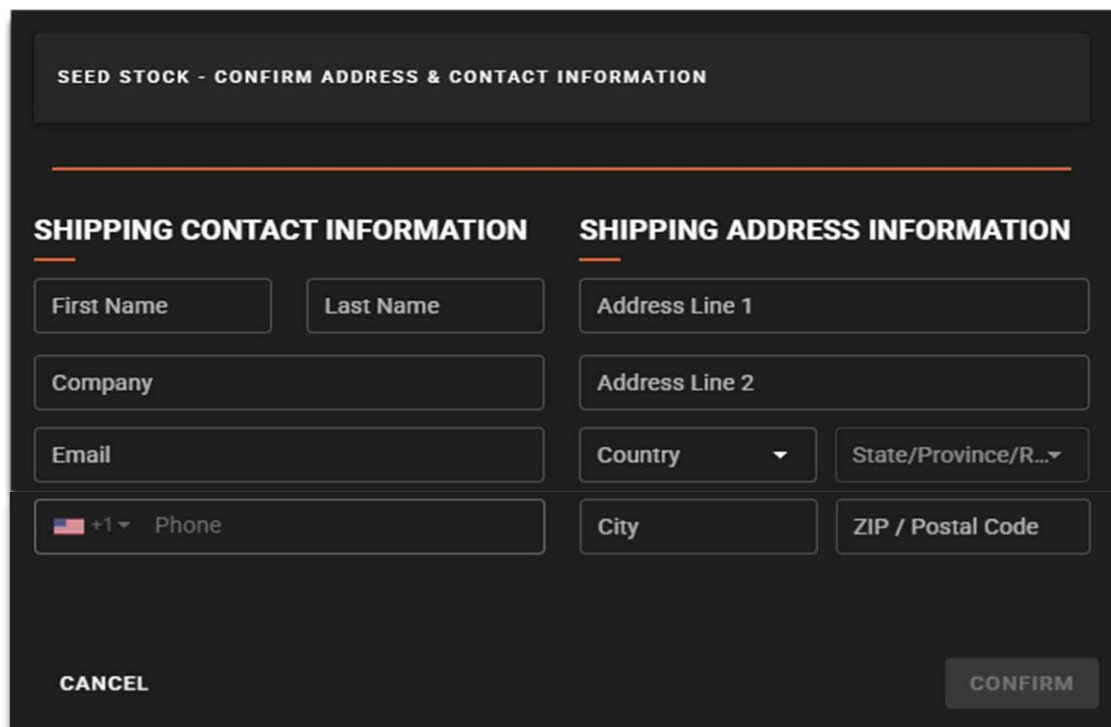
Inventory/Seed Stock

1. After registering **150 in-warranty serials** of the same model, a pop-up will appear asking if you would like to maintain **Seed Stock**.
 - Seed Stock allows you to keep a small quantity of components at your location for faster maintenance and repairs.



A dark-themed pop-up window titled "SEED STOCK". Below the title is the question "WOULD YOU LIKE SEED STOCK?". There are two radio button options: "No, continue to product registration." and "Yes (must confirm address & contact information)". The "Yes" option is selected. A "CONTINUE" button is located in the bottom right corner.

2. Enter the shipping details for the location where the Seed Stock will be delivered.



A dark-themed form titled "SEED STOCK - CONFIRM ADDRESS & CONTACT INFORMATION". The form is divided into two columns: "SHIPPING CONTACT INFORMATION" and "SHIPPING ADDRESS INFORMATION".

SHIPPING CONTACT INFORMATION		SHIPPING ADDRESS INFORMATION	
First Name	Last Name	Address Line 1	
Company		Address Line 2	
Email		Country ▼	State/Province/R... ▼
+1 ▼ Phone		City	ZIP / Postal Code

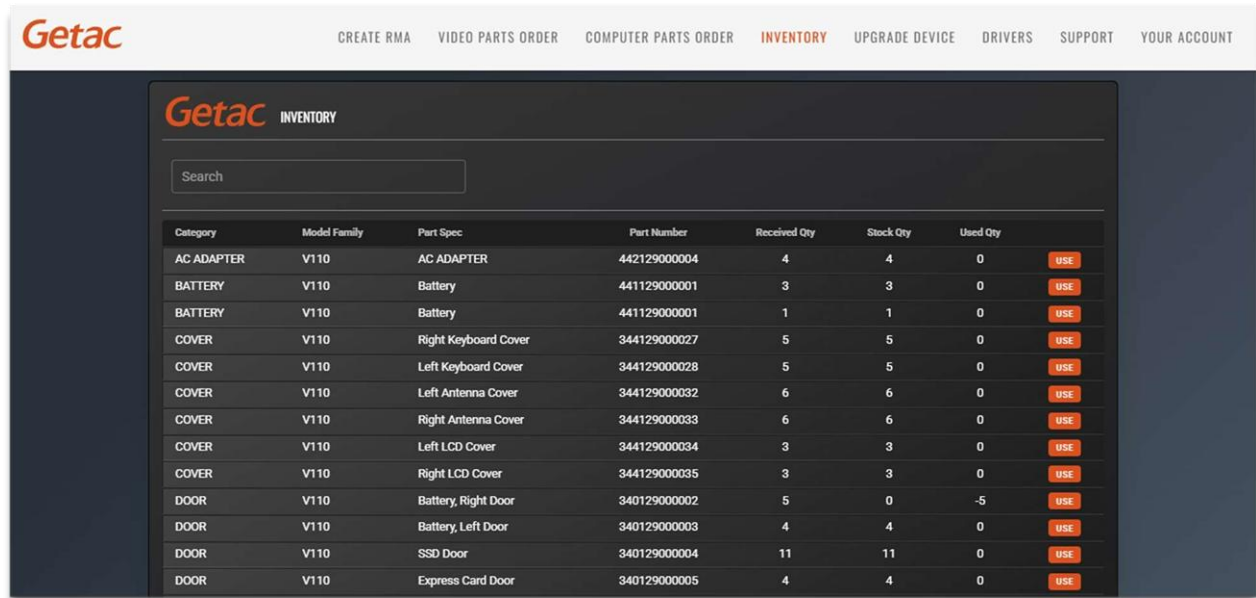
At the bottom left is a "CANCEL" button, and at the bottom right is a "CONFIRM" button.

3. Select the components you want to include in your Seed Stock, then click **Submit** when finished.

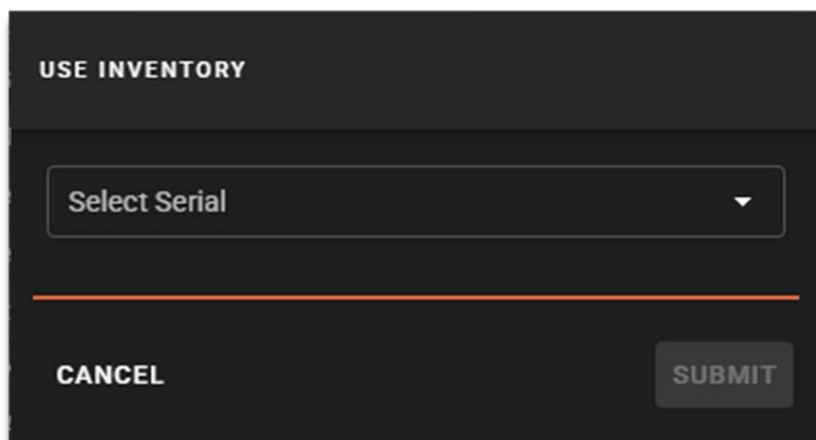
The screenshot displays a mobile application interface titled "SEED STOCK - BY CATEGORY". It features a vertical list of six components, each with a toggle switch on the left and the component name on the right. The "HDD KIT" and "DOOR" components are highlighted with a green background, indicating they are selected. The other components ("AC ADAPTER", "COVER", "HANDLE", and "POWER CORD") have a dark gray background, indicating they are not selected. A vertical scrollbar is visible on the right side of the list.

Component	Selected
AC ADAPTER	No
HDD KIT	Yes
COVER	No
DOOR	Yes
HANDLE	No
POWER CORD	No

4. To manage your inventory, hover over **INVENTORY** and select **Inventory**.
- When you use a component from your Seed Stock, locate the part and click the **orange “Use”** button.
 - Select the serial number of the device that used the component; the system will automatically record it.
 - When stock is low, the system will automatically generate a parts order to replenish your Seed Stock, ensuring you always have the necessary components on hand.



Category	Model Family	Part Spec	Part Number	Received Qty	Stock Qty	Used Qty	
AC ADAPTER	V110	AC ADAPTER	442129000004	4	4	0	USE
BATTERY	V110	Battery	441129000001	3	3	0	USE
BATTERY	V110	Battery	441129000001	1	1	0	USE
COVER	V110	Right Keyboard Cover	344129000027	5	5	0	USE
COVER	V110	Left Keyboard Cover	344129000028	5	5	0	USE
COVER	V110	Left Antenna Cover	344129000032	6	6	0	USE
COVER	V110	Right Antenna Cover	344129000033	6	6	0	USE
COVER	V110	Left LCD Cover	344129000034	3	3	0	USE
COVER	V110	Right LCD Cover	344129000035	3	3	0	USE
DOOR	V110	Battery, Right Door	340129000002	5	0	-5	USE
DOOR	V110	Battery, Left Door	340129000003	4	4	0	USE
DOOR	V110	SSD Door	340129000004	11	11	0	USE
DOOR	V110	Express Card Door	340129000005	4	4	0	USE



USE INVENTORY

Select Serial ▼

CANCEL SUBMIT

Upgrade

1. After logging in, navigate to **Upgrade Device** from the top menu, or enter your device's serial number on the homepage.
 - Select all upgrades you wish to add.
 - If the upgrade you need is not listed, contact our Technical Support team for assistance.

The screenshot shows the 'Getac DEVICE UPGRADE' interface. At the top, a navigation bar includes links: CREATE RMA, VIDEO PARTS ORDER, COMPUTER PARTS ORDER, INVENTORY, **UPGRADE DEVICE**, DRIVERS, SUPPORT, and YOUR ACCOUNT. Below this is a progress bar with six steps: 1. Enter Serial (active), 2. Problem Description, 3. Contact Info, 4. Packaging & Shipping, 5. Confirm, and 6. Print.

The main content area is divided into three sections:

- Enter Serial:** A section with the heading 'Enter Serial' and the instruction 'Please enter the product serial number to begin the upgrade process.' It contains two input fields: 'Input Serial #' with the value 'RK703S1931' and a green checkmark, and 'Model' with the value 'S410-G2'.
- Upgrade Options:** A table listing various upgrade options with their prices and 'ADD' buttons.
- Selected Options:** A section titled 'Selected Options' with the instruction 'Confirm or remove selected upgrade options.' It shows a list of selected upgrades with checkboxes and a summary of the total amount and discount.

Upgrade	Price	Action
4G MODULE	799.95	ADD
DUAL&TRI PASS THROUGH	449.95	ADD
FINGERPRINT	549.95	ADD
GPS	799.95	ADD
OS REIMAGE	199.95	ADD
RAM UPGRADE 32GB	899.95	ADD

Upgrade	Price
☐ Upgrade	
☐ 4G MODULE	\$799.95
☐ FINGERPRINT	\$549.95
Total Amount	\$1349.90
Discount Amount	\$44.00
Total after Discount	\$1305.90

2. Enter any notes or additional details for your upgrade.
 - Optionally, you can provide login credentials to save time.
 - If credentials are required during the upgrade process, our Technical Support team will contact you.

The screenshot shows the 'Getac DEVICE UPGRADE' interface at Step 2: Problem Description. The progress bar at the top shows Step 1 as completed and Step 2 as the current step.

The main content area is divided into two sections:

- Report Device Problem:** A section with the heading 'Report Device Problem' and the instruction 'Please specify the product issues below.' It contains a text area for 'Upgrade Notes...' with the text 'Add 4G and GPS'.
- Windows Login and Password:** A section with the heading 'Windows Login and Password' and a paragraph explaining the importance of providing login credentials. It includes two input fields: 'Windows Username (Optional)' and 'Windows Password (Optional)'.

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3. Your saved contact and shipping information will be displayed. Review the details, make any necessary updates, and click **Continue**.
 - To make permanent changes to your contact or shipping information, go to **Your Account > Account Settings**.

The screenshot shows the 'Getac DEVICE UPGRADE' form. At the top, a progress bar indicates the current step is '3 Contact Info', with previous steps 'Enter Serial', 'Problem Description', and 'Packaging & Shipping' completed, and 'Confirm' and 'Print' remaining. The form is divided into two main sections: 'CONTACT INFORMATION' and 'SHIPPING ADDRESS'. The 'CONTACT INFORMATION' section includes fields for First Name (John), Last Name (Doe), E-Mail (john.doe@getac.com), Company Name (Getac USA), and Position (IT Admin). The 'SHIPPING ADDRESS' section includes fields for Street Address (15495 Sand Canyon Ave), Apartment/suite/unit/building/floor/etc. (SUITE 350), Country (United States), State (California), City (Irvine), and Postal Code (92618). A note at the top of the shipping section states: 'Address that the device will be shipped back to once the upgrades have been completed. Please note that this cannot be a PO box.'

4. Choose the shipping option you would like to proceed with:
 - **YES** – A shipping label will be generated and provided to you immediately upon RMA creation.
 - **NO (QR Code)** – You will need to visit an authorized FedEx retail location with the QR code sent to your email in order to receive your shipping label.
 - **NO (Box Request)** – A shipping box will be sent to your address, typically within 2–4 business days.

The screenshot shows the 'Getac UPGRADE DEVICE' form at the 'PACKAGING & SHIPPING' step. The progress bar at the top shows '4 Packaging & Shipping' as the current step, with 'Enter Serial', 'Problem Description', and 'Contact Info' completed, and 'Confirm' and 'Print' remaining. The form asks 'I have a box and packaging.' and provides three radio button options: 'Yes - Your printable shipping label will be immediately provided.' (selected), 'No - You will be provided a QR code that you will need to take to an authorized FedEx Retail Office location.', and 'No - Request a box to be shipped (with label inside) to you for this RMA.' At the bottom of the form, there are 'BACK' and 'NEXT' buttons. The footer contains links for Privacy Policy, Cookie Policy, Terms of Use, Help & Support, Recycle Your Unit, and Recycle Your Battery, along with a copyright notice for 2025 Getac Technology Corp. and its Subsidiaries.

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5. Verify Information & Enter Payment

- Review all RMA details carefully to ensure they are correct.
- Enter your payment information to complete the RMA submission.
- You can download your shipping label immediately after confirmation, or access it later from **Your Account** under the relevant RMA.

6. Schedule FedEx Ground Pickup

- Go to **Your Account** and open the RMA you just created.
- Click on the **FedEx Ground Pickup** option.
- Follow the prompts to schedule a pickup at your preferred date and location.

7. Submit or Save Your RMA

- Click **Checkout** to submit payment and finalize your RMA.
- If you are not ready to submit, click **Save Quote** to save your RMA and all its details.
- You can revisit saved RMAs anytime under **Saved Quotes** in **Your Account**.

Note: You do not need to create an account to pay; guest checkout is available.

Getac

CREATE RMA VIDEO PARTS ORDER COMPUTER PARTS ORDER INVENTORY **UPGRADE DEVICE** DRIVERS SUPPORT YOUR ACCOUNT

Discount:
\$64.00

Device Upgrade Total Charge:
\$1535.90

Payment Method: ☒ Credit Card

CONFIRM YOUR INFORMATION

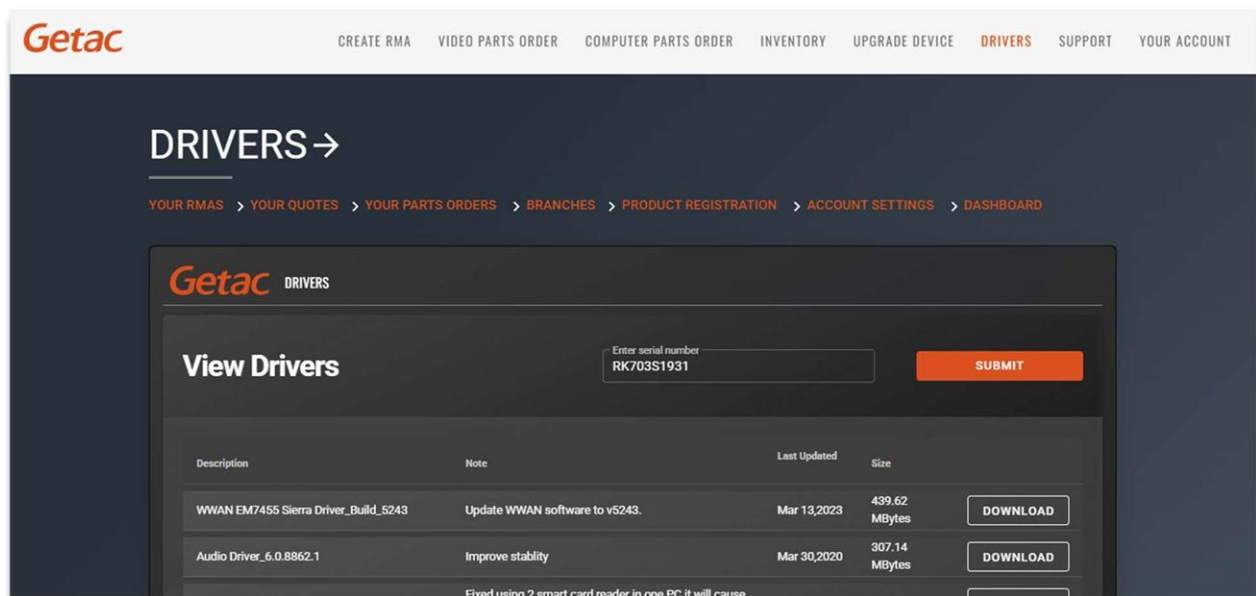
I confirm the above information is accurate ☐

BACK SAVE QUOTE PayPal Checkout

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Drivers

1. Access the Latest Drivers
 - Enter your device's serial number to access all the latest drivers available for your device.
2. Additional Tools and Resources
 - For more tools and resources, visit [Getac Support Portal](#). Available items include:
 - i. **BIOS & EC updates**
 - ii. **Getac tools and utilities**, along with their guides
 - iii. **CAB packages**
 - iv. **Device documents and test sheets**
 - v. **User manual and quick start guide**



Support

1. Enter your device serial number to access FAQs. A dropdown will display commonly asked questions covering components, tools, software, warranty, licensing, and more.

The screenshot shows the 'HELP & SUPPORT' page on the Getac website. The navigation bar at the top includes links for 'CREATE RMA', 'VIDEO PARTS ORDER', 'COMPUTER PARTS ORDER', 'INVENTORY', 'UPGRADE DEVICE', 'DRIVERS', 'SUPPORT', and 'YOUR ACCOUNT'. The main heading is 'HELP & SUPPORT →'. Below this, there are two tabs: 'TECH SUPPORT FAQ' (selected) and 'TECH SUPPORT CONTACT'. The 'TECH SUPPORT FAQ' section has a search bar with the placeholder 'Enter Serial Number' and the value 'RK703S1931'. A red 'SEARCH' button is to the right. Below the search bar, there is an 'AUDIO' section with two questions, each with a dropdown arrow: 'Q: I put my unit on the dock and now I do not have any audio. How do I get the audio on my unit to work again?' and 'Q: My speakers have low output while at 100%. Is there a way to increase the volume within Windows?'.

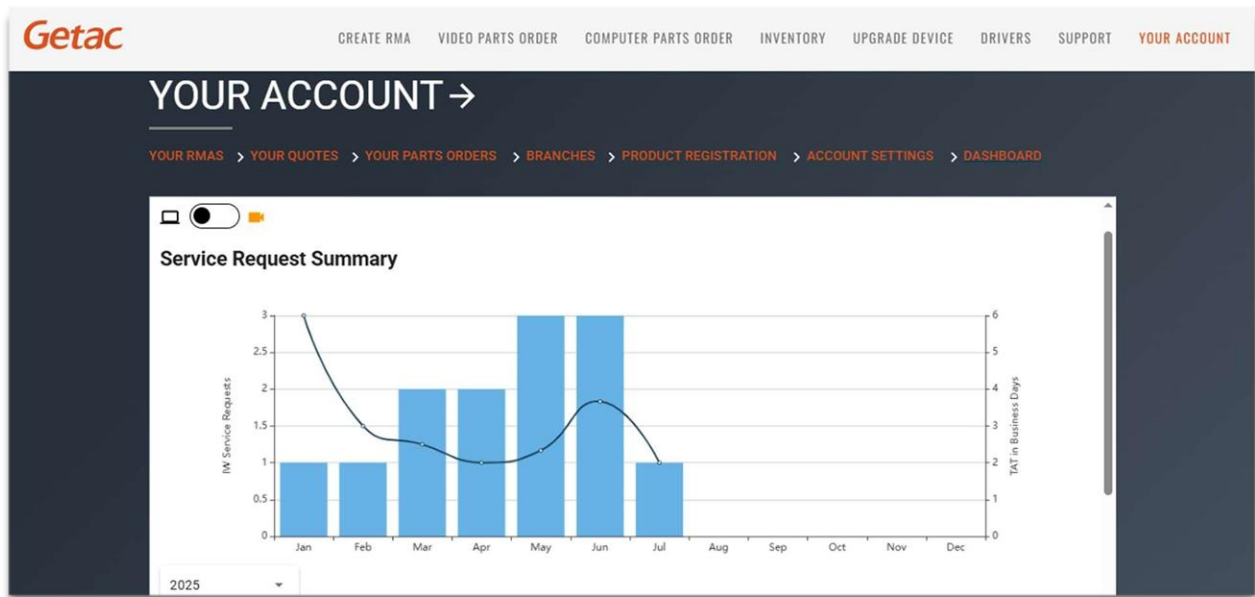
1. Submitting a Support Ticket
 - Go to the **Tech Support Contact** section.
 - Fill out the **ticket form** with the required details.
 - Your request will be **reviewed promptly** by one of our technical support specialists.

The screenshot shows the 'HELP & SUPPORT' page on the Getac website, specifically the 'TECH SUPPORT CONTACT' section. The navigation bar at the top is the same as the previous screenshot. The main heading is 'HELP & SUPPORT →'. Below this, there are two tabs: 'TECH SUPPORT FAQ' and 'TECH SUPPORT CONTACT' (selected). The 'TECH SUPPORT CONTACT' section has a heading 'TECHNICAL & SERVICE SUPPORT' and a subheading 'Get in contact with our team.' Below this, there is a form with five fields: 'First Name', 'Last Name', 'Email Address' (highlighted with a red border), 'Phone', and 'Subject'. There is also a 'Description' field at the bottom.

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YOUR ACCOUNT – Dashboard

1. Here you can view data and trends for all your RMAs, including the reasons they were submitted.



YOUR ACCOUNT – Your RMAs

1. You can view your RMA history, as well as the history of other users in your organization. RMAs are tied to a user's email address. To share RMA history within your company, your Getac Service Portal must be set up with an administrator account. Please contact technical support to configure your organization. Once set up, your admin can add or remove users as needed.

The screenshot shows the 'YOUR ACCOUNT' dashboard with the 'YOUR RMAs' section selected. It features a search bar labeled 'Filter RMA history...' and a table of RMA history. The table has columns: RMA, Advance Exchange(?), Serial #, Model, Reported Failure, Reported Problem, Status, Inbound Tracking#, and Outbound T. The table contains six rows of data.

RMA	Advance Exchange(?)	Serial #	Model	Reported Failure	Reported Problem	Status	Inbound Tracking#	Outbound T
RUS2505A00125	No	RPB03F0687	F110-G6	LCD	LINES/COLOR ABNORMAL/FLICKERING VIDEO	Reported	797408865194	
RUS2404A01129	No	RLB04B0953	B300-G7	POWER	AC ADAPTER-DOES NOT WORK	Reported		
RUS2310A00516	No	RPB03B0232	B360-G2	LCD	CRACKED/DAMAGE	cancelled	786369255740	
VUS2303A00001	Yes	WN901V0187	VR-X20	GETAC VIDEO	CAMERA IS NOT DETECTED	Preparing Replacement		
VUS2303A00000	Yes	WN901V0218	VR-X20	GETAC VIDEO	LOW BATTERY LIFE	Preparing Replacement		
RUS2303A00491	No	RNC03B1283	B360	DOCK	DOES NOT TURN ON/CHARGE	cancelled	396951109515	

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YOUR ACCOUNT – Your Parts Order

1. You can view your parts order history here. Orders are tied to your Getac Service Portal organization, so any orders placed by users will remain in the history, even if those users are later removed.

The screenshot shows the 'YOUR ACCOUNT' page with a navigation bar at the top containing links: CREATE RMA, VIDEO PARTS ORDER, COMPUTER PARTS ORDER, INVENTORY, UPGRADE DEVICE, DRIVERS, SUPPORT, and YOUR ACCOUNT. The main heading is 'YOUR ACCOUNT →'. Below it is a breadcrumb trail: YOUR RMAS > YOUR QUOTES > YOUR PARTS ORDERS > BRANCHES > PRODUCT REGISTRATION > ACCOUNT SETTINGS > DASHBOARD. The 'PART ORDERS HISTORY' section is active, featuring a 'Search Orders' input field. The 'Viewing Order History' table lists three orders for Arturo Suarez.

Parts Order	Customer Name	Address	Create Date	# of Items
PUS250406279	Arturo Suarez	15465 Castana, Paramount, CA, US, 90723	5/19/2025, 1:43:17 PM	6
PUS250305915	Arturo Suarez	11741 Clearglen Ave, Whittier, CA, US, 90604	4/8/2025, 10:25:02 PM	3
PUS250105633	Arturo Suarez	15465 Castana, Paramount, CA, US, 90723	2/27/2025, 11:32:17 AM	2

YOUR ACCOUNT - Saved Quotes

1. You can view any previously saved quotes here. Opening a saved quote will return you to the finalization section.

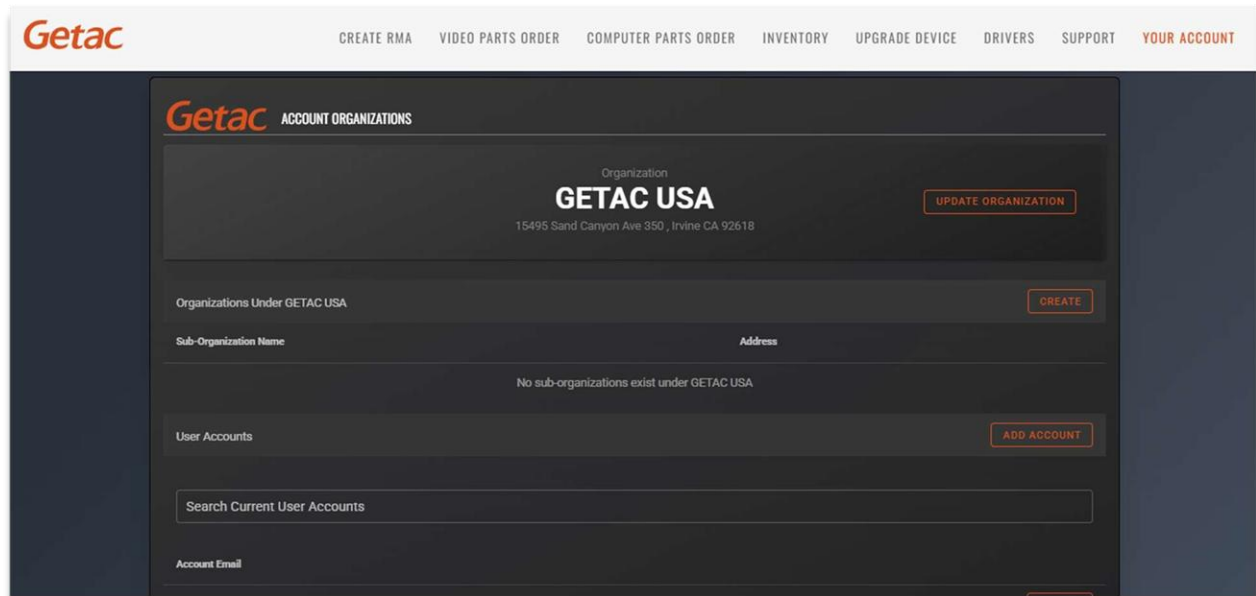
The screenshot shows the 'YOUR ACCOUNT' page with the same navigation bar as above. The 'RMA/Upgrade Quotes' section is active, displaying a table of quotes created in the last 30 days. A note states: 'Review information for any quotes created in the last 30 days. Any quotes created 30 days ago will be closed automatically.'

Quote #	Serial Number	Date Created	Problem Reported	Quote Total
☐ QRUS2309A00252a	RK703S1931	10/5/2023, 1:49:28 PM	DAMAGE	\$479.95
☐ QRUS2309A00389a	RK703S1931	10/9/2023, 3:40:16 PM	INTEGRATED BATTERY	\$479.95
☐ QRUS2310A00820a	RK703S1931	11/21/2023, 1:33:30 PM	BAR CODE READER 1D/2D-DOES NOT WORK	\$479.95
☐ QRUS2311A00018a	RK703S1931	12/1/2023, 8:03:47 AM	DISCONNECTION (LAN/USB/VGA/RS232)	\$479.95
☐ QRUS2311A00023a	RK703S1931	12/1/2023, 9:12:55 AM	KEYBOARD-DOESNT WORK/MISSING KEY	\$479.95
☐ QRUS2311A00036a	RK703S1931	12/1/2023, 10:57:52 AM	KEYBOARD-DOESNT WORK/MISSING KEY	\$479.95
☐ QRUS2311A00260a	RK703S1931	12/6/2023, 11:25:24 AM	DAMAGE	\$479.95
☐ QRUS2311A00263a	RK703S1931	12/6/2023, 11:45:09 AM	DOES NOT TURN ON/CHARGE	\$479.95
☐ QUUS2402A00003a	RK703S1931	3/14/2024, 11:47:33 AM	RFID	\$1351.90

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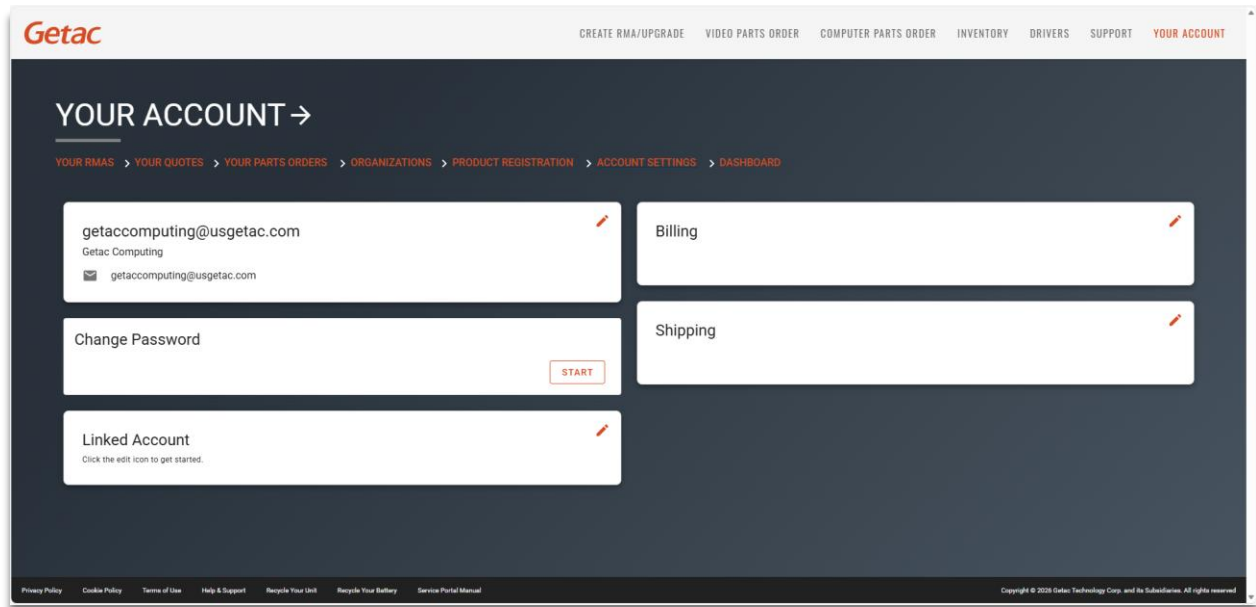
YOUR ACCOUNT - Branches

1. You can view your Getac Service Portal organization and its details here. With an admin account (set up by technical support), you can add or remove users and promote additional admins.
2. An Enterprise feature is also available, allowing a single admin organization to manage multiple locations or sub-organizations. Contact technical support for more information.



YOUR ACCOUNT – Account Settings

Manage your password, billing/shipping address, contact information, and linked account.



The screenshot shows the 'YOUR ACCOUNT' page of the Getac website. The top navigation bar includes links for 'CREATE RMA/UPGRADE', 'VIDEO PARTS ORDER', 'COMPUTER PARTS ORDER', 'INVENTORY', 'DRIVERS', 'SUPPORT', and 'YOUR ACCOUNT'. The main heading is 'YOUR ACCOUNT →'. Below it is a breadcrumb trail: 'YOUR RMAS > YOUR QUOTES > YOUR PARTS ORDERS > ORGANIZATIONS > PRODUCT REGISTRATION > ACCOUNT SETTINGS > DASHBOARD'. The page contains several editable fields, each with a pencil icon in the top right corner: 'getacomputing@usgetac.com' (with 'Getac Computing' and 'getacomputing@usgetac.com' below it), 'Change Password' (with a 'START' button), 'Billing', 'Shipping', and 'Linked Account' (with the text 'Click the edit icon to get started.'). The footer includes links for 'Privacy Policy', 'Cookie Policy', 'Terms of Use', 'Help & Support', 'Recycle Your Unit', 'Recycle Your Battery', and 'Service Portal Manual', along with a copyright notice: 'Copyright © 2018 Getac Technology Corp. and its Subsidiaries. All rights reserved.'

Linked Account:

Link your old account to transfer saved addresses, company details, and RMA/upgrade history.

Note: This is a one-time process and cannot be modified once completed. Also, ensure you have access to your old email before starting.

Steps:

First, click on the pencil icon on the top right corner of the **Linked Account** block to start the linking process.

1. Enter the email address of your old account that you want to link and transfer data from:



The screenshot shows a modal dialog box titled 'Account Link' with a close button (X) in the top right corner. It contains a text input field labeled 'Old Email'. At the bottom right, there are two buttons: 'CANCEL' and 'SEND CODE'.

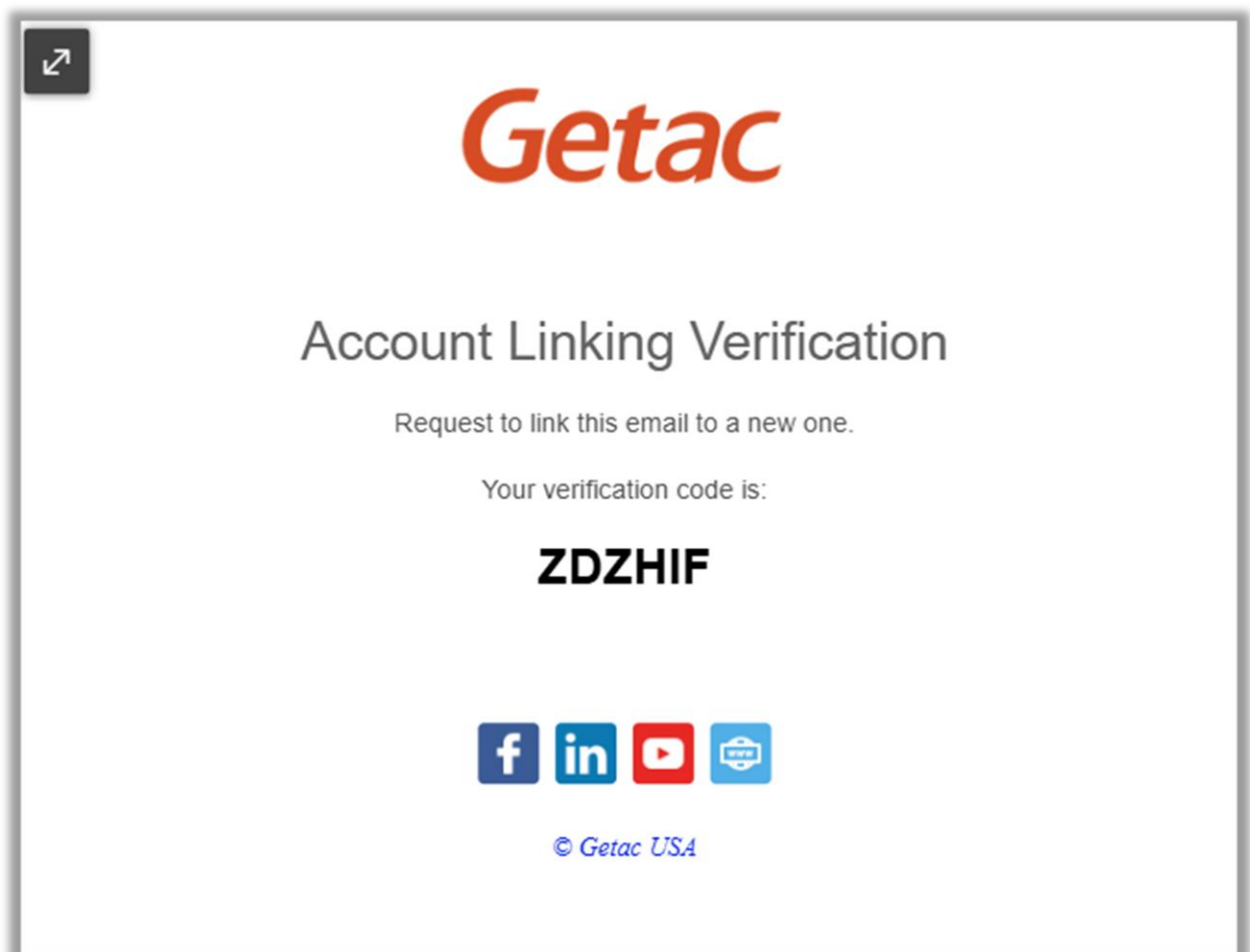
2. Click on 'SEND CODE' to receive a verification code to the email address that you entered:

Account Link ×

Old Email
getacomputing@usgetac.com

CANCEL SEND CODE

3. Here is an example of the email with the verification code sent to your old account:



4. Enter the code received at the old email address and click on 'VERIFY' to complete the linking process:

Account Link

Old Email

getacomputing@usgetac.com

Verification Code

ZDZHIF

CANCEL

VERIFY

Note: After the linking process is complete, please sign out of the account and sign back in to ensure the transferred RMAs are reflected under (Your Account -> Your RMAs).