REFINITIV™

MyRefinitiv – Raise a Query

How to Raise A Case On MyRefinitiv

Document Version 1.0
Date of issue: October 2018

About this document

INTENDED READERSHIP

Customers of Refinitiv
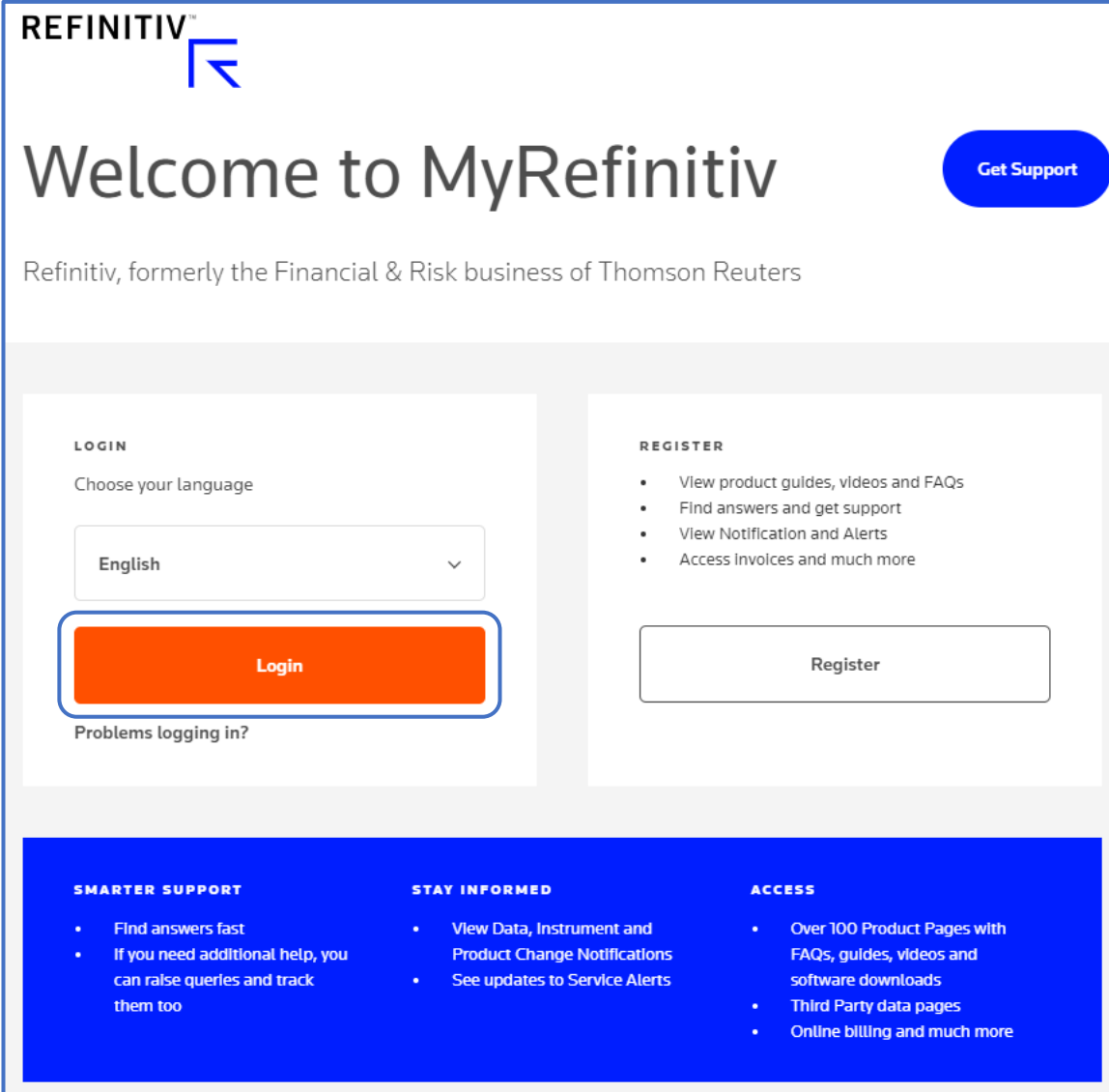
IN THIS GUIDE

Instructions for customers of Refinitiv to raise a query using MyRefinitiv

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REFINITIV™

Introduction

This document provides step by step instructions for users of Refinitiv on how to raise a query using MyRefinitiv

1. Access MyRefinitiv using the link - http://myrefinitiv.com

REFINITIV™

Welcome to MyRefinitiv

Refinitiv, formerly the Financial & Risk business of Thomson Reuters

Get Support

LOGIN

Choose your language

English ⌄

Login

Problems logging in?

REGISTER

- View product guides, videos and FAQs
- Find answers and get support
- View Notification and Alerts
- Access invoices and much more

Register

SMARTER SUPPORT

- Find answers fast
- If you need additional help, you can raise queries and track them too
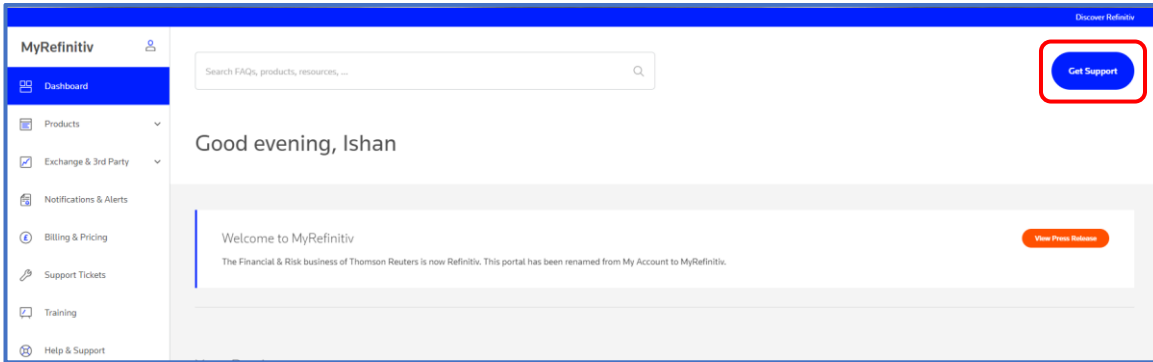
STAY INFORMED

- View Data, Instrument and Product Change Notifications
- See updates to Service Alerts

ACCESS

- Over 100 Product Pages with FAQs, guides, videos and software downloads
- Third Party data pages
- Online billing and much more

2. Click on *'Log In'* and enter login credentials and proceed if you have already registered.

3. Click on *'Get Support'* to raise a case

4. In the Get Support page, click on 'Get Product and Content Support' link and fill in the form.
   For example:
   (i) If you have a data validation query, under the section **Content**, choose *'I believe content is incorrect or incomplete'*
   (ii) If you are having an issue with connectivity issue, under the section **Product**, choose '*I have connectivity issue'*
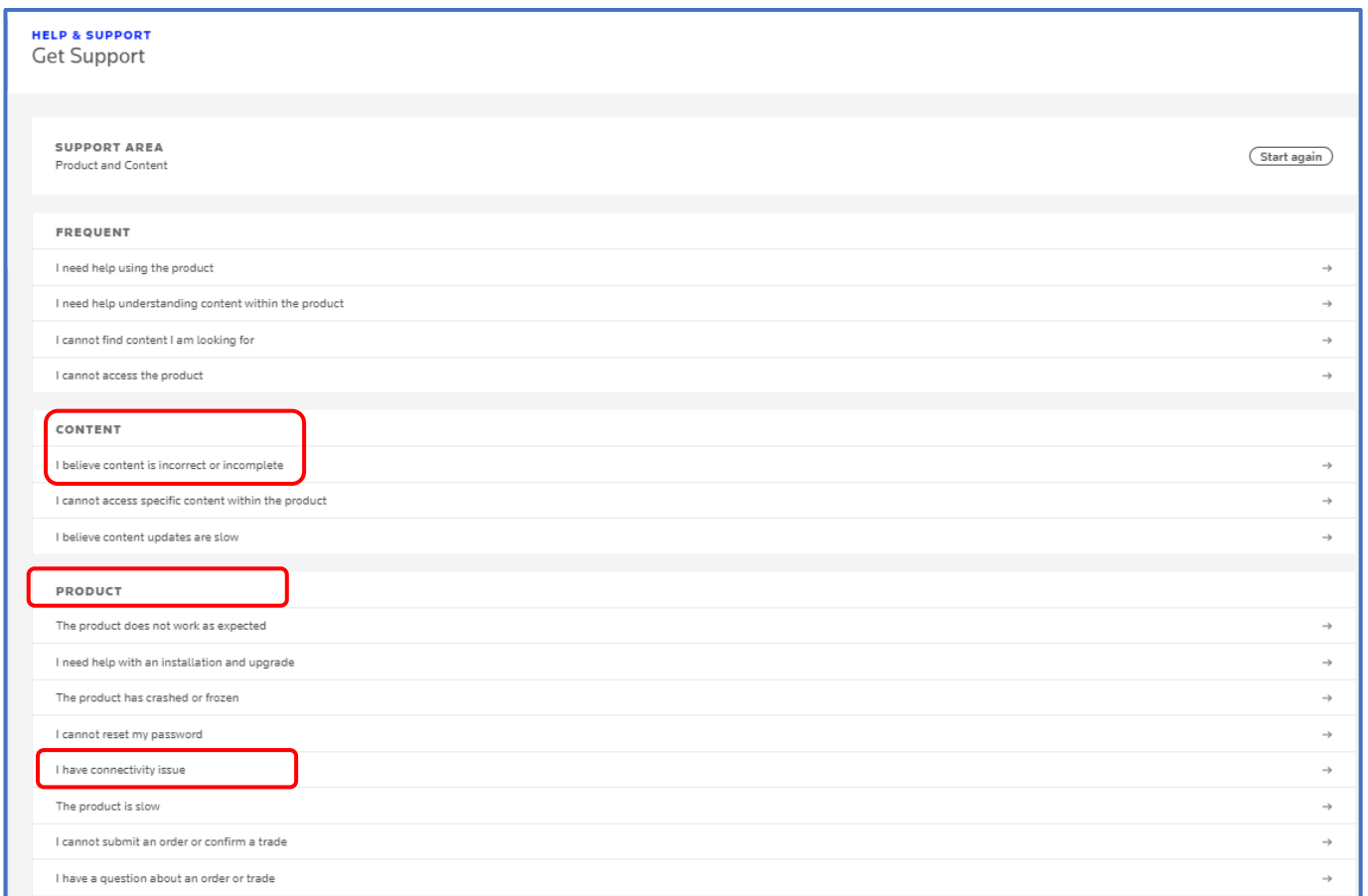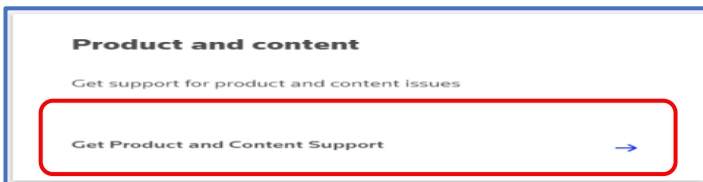
5. Once you select the type of query, fill in the rest of the details:
   (i) Select the Product Name from the drop down for example we used 'Thomson Reuters Eikon'
   (ii) Enter the description of the query or issue in the text box titled **'How can we help you?'**
   (iii) You can add any attachments for reference by clicking on **Attach file.** Note that file size limit is 10MB
   (iv) Choose if the query or issue impacts Single User or Multiple Users or Whole Site
   (v) Choose the medium by which you prefer to be contacted under '**How should we update you?**'
   (vi) All the cases raised via MyRefinitiv, can be tracked under Support Tickets. This will also assist the user to track their cases and status.

6. Click on **Submit** button to proceed with raising a query to Refinitiv support

7. Once submitted, a pop-up window will appear with the case number for your reference. You can use this case number to track queries or issues raised by you under the "Help and Support" page under the 'Support Tickets' section.

Refinitiv Support will acknowledge receipt of the case within 15 minutes from the time the case is raised and will coordinate further.