



**Document Title:** Honeywell User Guide: Account Setup and Technical Support Request Process

**Date:** 2025-05-05

**Document Revision:** 001

## Outline

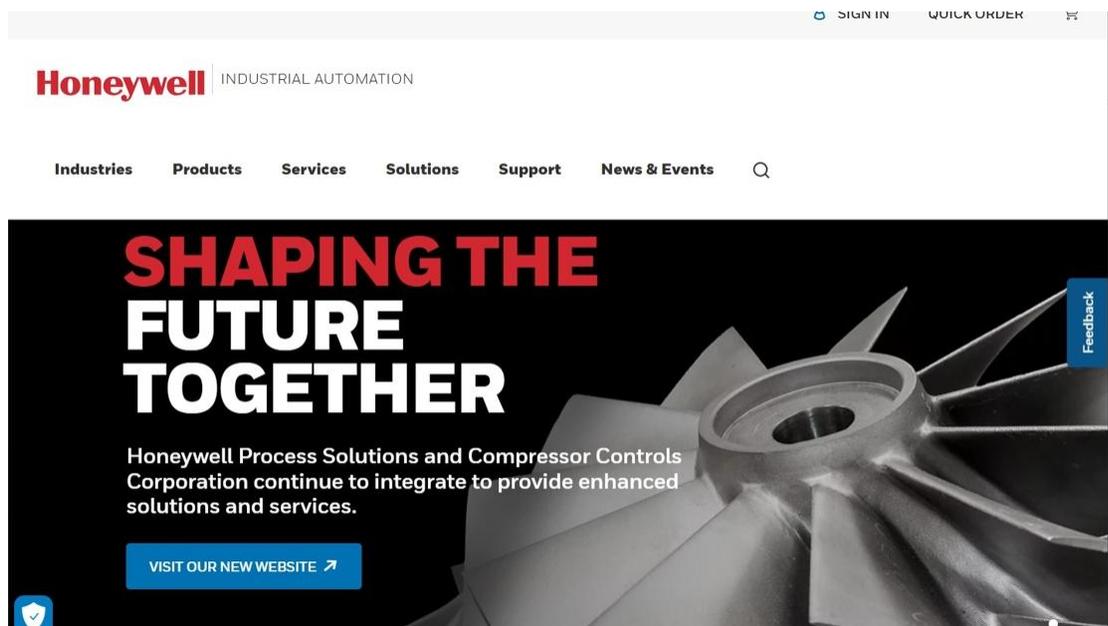
1. Introduction
2. How to Create a Honeywell Account Online (Pages 1-4)
3. How to Submit a Technical Support Request (Pages 5-11)
4. Revision Notes

## Introduction

This document is designed to assist users in creating a Honeywell account and submitting technical support requests efficiently. Whether you are a new user or need a refresher, this guide provides step-by-step instructions to help you navigate the process smoothly.

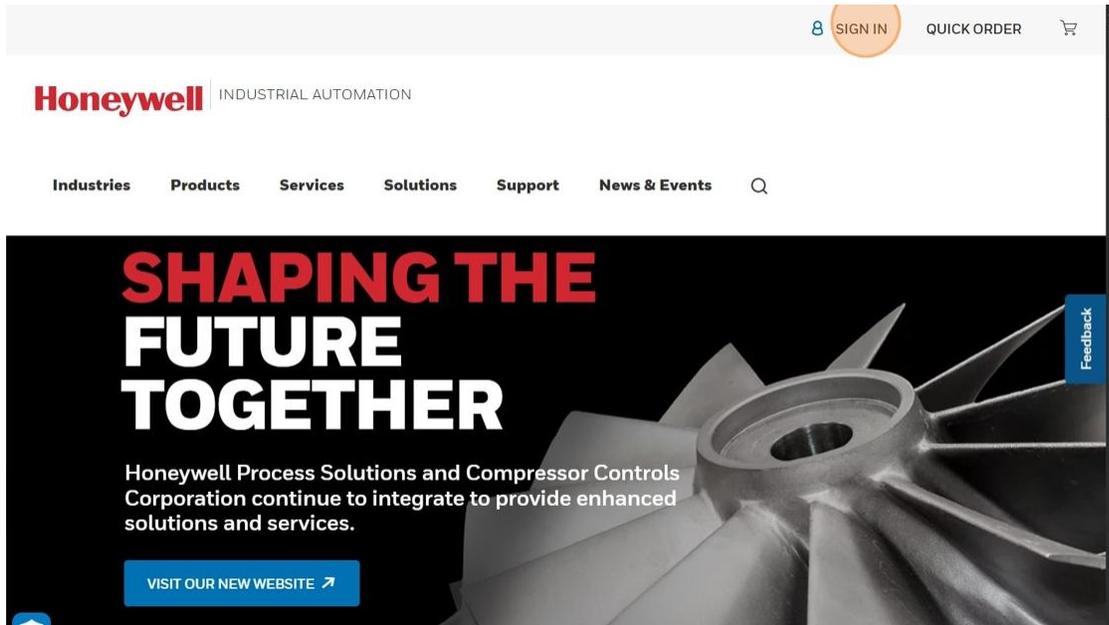
## How to Create a Honeywell Account Online

1. **Navigate to the Website:** Open your browser and go to Honeywell Process.  
<https://process.honeywell.com/#>.

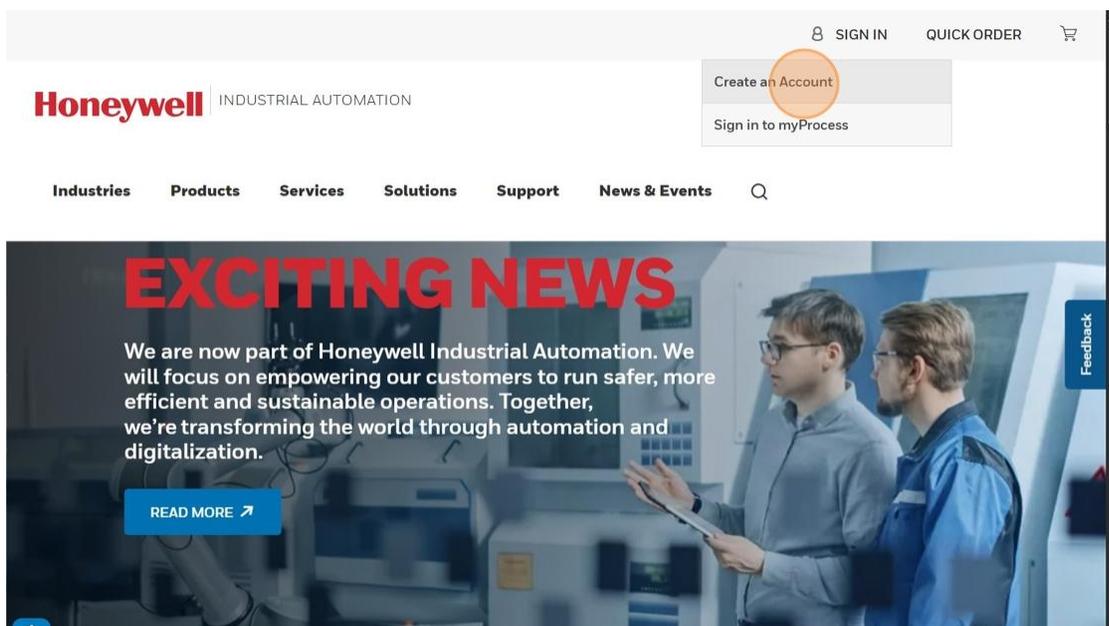




2. **Sign In:** Click on the "Sign In" button located in the upper left corner of the homepage.



3. **Create an Account:** On the sign-in page, click on the "Create an Account" link.





4. **Fill in Personal Information:** Complete the required fields.

**Honeywell** INDUSTRIAL AUTOMATION

Industries Products Services Solutions Support News & Events

## Create An Account

Honeywell Process Solutions offers a variety of digital tools to help keep your operation running smoothly.

Create an account today and utilize your digital service subscriptions, track orders online and access information such as technical documents and more.

01 PERSONAL INFO / 02 ACTIVATE ACCOUNT

### Personal Information

\* First Name

\* Last Name

\* Company Email Address

Feedback

Privacy - Terms

5. **Acknowledge Terms and Conditions:** Check the box to acknowledge that you have read and agree to the terms and conditions.

united states

\* State / Province \* Zip/Postal

Florida 32907

\* Phone Number Country (If different from Address.)

united states (+1)

\* Phone Number Extensions

3212345758 Enter Extension

Agree and consent to the Honeywell Privacy Policies and Terms & Conditions.

CREATE ACCOUNT

CANCEL REGISTRATION

Feedback

Privacy - Terms



6. **Submit Your Information:** Click the "Create Account" button to submit your information.

Country: united states

\* State / Province: Florida

\* Zip/Postal: 32907

\* Phone Number Country (If different from Address.): united states (+1)

\* Phone Number: 3212345758

Extensions: Enter Extension

I Agree and consent to the Honeywell Privacy Policies and Terms & Conditions.

**CREATE ACCOUNT**

CANCEL REGISTRATION

Feedback

Privacy - Terms

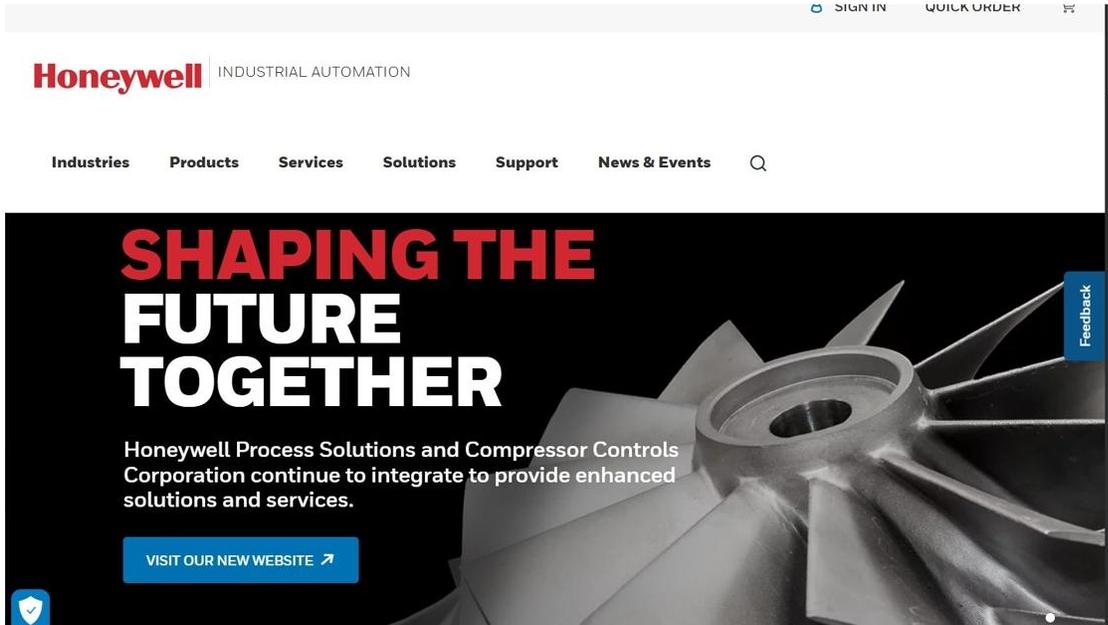
7. **Activate Your Account:** Check your email for an activation link from Honeywell. Click the link to activate your account. Note: There might be a delay before you can sign into your account as it needs to be verified.

8. **Set Up a Strong Password:** Follow the instructions to set up a strong password for your account.

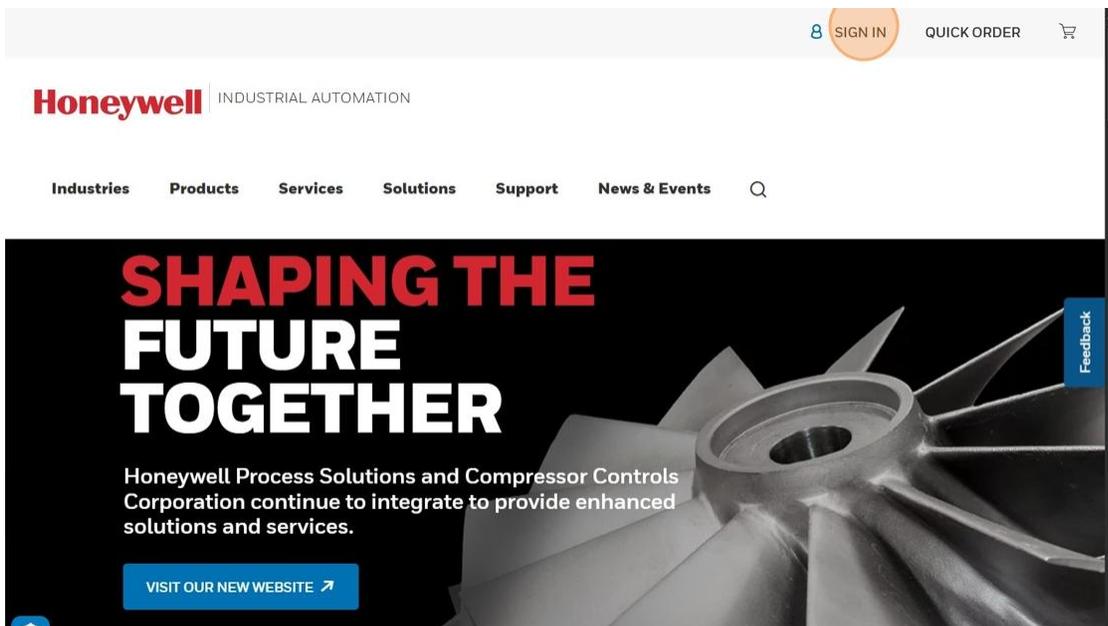


## How to Submit a Technical Support Request

1. Navigate to the Website: Open your browser and go to Honeywell Process.  
<https://process.honeywell.com/#>

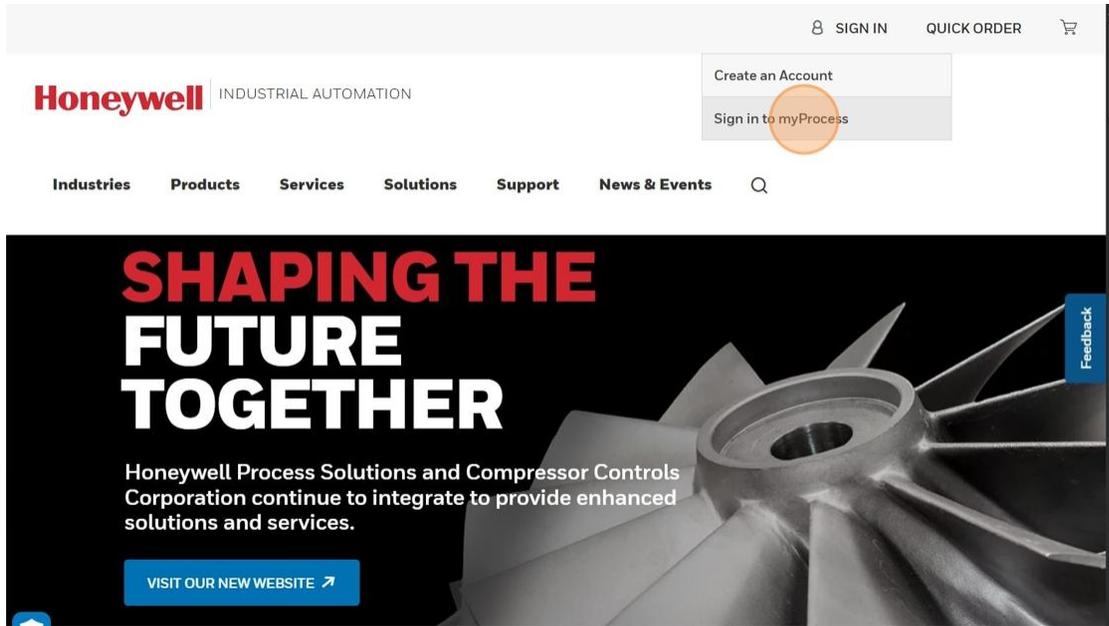


2. **Sign In:** Click on the "Sign In" button located in the upper left corner of the homepage.





3. Click "Sign in to myProcess".



4. Enter Username/Email: Enter your username or email, then Click "Next".



## Sign On

Username / Email



5. **Enter Login Information:** Enter your login information and click "Sign On".

Sign On

Username / Email

Password

This is my device

Your personal information will be processed accordance with Honeywell's Privacy Statement

**SIGN ON**

[SIGN ON WITH PASSKEY](#)

[SIGN ON AS A DIFFERENT USER](#)

[FORGOT PASSWORD](#)

[CANCEL](#)

Honeywell Process Solutions

6. **Access Support:** Click "Support".

ALYSSA QUICK ORDER

**Honeywell** INDUSTRIAL AUTOMATION

Industries Products Services Solutions **Support** News & Events

myProcess Home

Hi, Alyssa

Quicklinks

Case History Knowledge Articles Customer Service Request Live Remote Assistance

Latest Matrix Updates Service Contracts Technical Support Request Order Status

Training Catalog Technical Publications

Manage Quicklinks

Feedback



### 7. Request Technical Support: Click "Technical Support Request".

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**Case History**  
Search and review the status of Technical Support and Customer Care cases you have created.

**Channel Partner Program**  
Access to Honeywell Process Solutions' Channel Partner Program.

**Find a Channel Partner**  
Locate an authorized Honeywell Process Solution Partner for your Sales and Service needs.

**Knowledge Articles**  
Search our Knowledge Base for support material, notifications, solutions and knowledge sharing.

**Latest Matrix Updates**  
All our compatibility matrices for Honeywell Process Solutions products.

**Live Remote Assistance**  
Use our Live Remote Assistance Tool to receive fast and efficient support to solve your issues.

**Support Newsletters**  
Subscribe and download Honeywell Process Control's newsletters and Product Notifications.

**Technical Support Request**  
If you need technical assistance with a Honeywell product, we'll get right on it.

Training Catalog Technical Publications

Feedback

### 8. Option 1: Click to Search the Knowledge Base with Keywords.

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Home > Technical Support Request

## Creating A Technical Support Request

Before you create a new support request, please search our knowledge base first, as your question may be a known issue with a documented solution.

"Please provide some keywords summarizing your request:

Filter By

PRODUCT FAMILY	PRODUCTS
----------------	----------

REQUEST TECHNICAL SUPPORT

Feedback



### 9. Option 2: Search the Knowledge Base by "Product Family" or "Products".

Before you create a new support request, please search our knowledge base first, as your question may be a known issue with a documented solution.

"Please provide some keywords summarizing your request" 

Filter By

<b>PRODUCT FAMILY</b>	<b>PRODUCTS</b>
-----------------------	-----------------

**SELECT PRODUCT FAMILY:**

AAM Alarm Management	Elster Repairs	Lifecycle Services Solutions	QCS ConceptOne
APC Advanced Process Control	Elster Sales	Loop Scout Services	QCS DaVinci
Adv Apps	Elster Software	MODSYS	QCS Experion MX
Advanced Planning Scheduling	Elster System	MODULAR AUTOMATION SYSTEM	QCS Legacy
Advanced solutions	Elster Trainings	MatrikonOPC Products	QCS MXOpen
Alcont Total Plant	Elster Ultrasonic Flow Meters	N A AS	QCS MXProLine
Alcont TPA	Elster Volume converters	N A LSS	QCS Non Honeywell
			QCS SE



### 10. Click "Request Technical Support".

[Home](#) > [Technical Support Request](#)

## Creating A Technical Support Request

Before you create a new support request, please search our knowledge base first, as your question may be a known issue with a documented solution.

**sign in** 

Filter By

<b>PRODUCT FAMILY</b>	<b>PRODUCTS</b>
-----------------------	-----------------

**REQUEST TECHNICAL SUPPORT**





11. **Fill in Required Information:** Complete required fields and Click "Next".

## Submit Technical Support Request

For critical cases, you must call 1-800-822-7673

01 CUSTOMER & SUPPORT INFO / 02 PRODUCT INFO & SYSTEMS

Before you create a new support request, please search our [Knowledge Base](#) first, as your question may be a known issue with documented solution.

\* Account Name ⓘ

Account Name

System Asset ⓘ      Customer Email Address

System Asset       alyssa@spacecoasthelpdesk.com

\* Are you experiencing a disruption to normal service/operations due to this issue? ⓘ      \* Is this issue a reoccurring problem? ⓘ

Select       Select

12. **Optional:** Upload Files if necessary.

Drag and drop here or

Total upload size cannot exceed 5 files or 10MB.  
EXE and ZIP files are not permitted.

Target Response and Resolutions Times

Start Data Collection now using our Guidelines

Access Remote Support



13. Lastly, Click "Submit".

The screenshot displays a web interface for file upload and navigation. At the top, there is a dashed box containing a file icon, the text "Drag and drop here or", a "BROWSE FILES" button, and a note: "Total upload size cannot exceed 5 files or 10MB. EXE and ZIP files are not permitted." Below this are three buttons: "PREVIOUS", "CANCEL", and "SUBMIT". The "SUBMIT" button is highlighted with an orange circle. Underneath the buttons are three links with icons: a clock for "Target Response and Resolutions Times", a database icon for "Start Data Collection now using our Guidelines", and a chain link icon for "Access Remote Support". On the right side, there is a vertical "Feedback" button. A small shield icon is visible in the bottom left corner of the interface.



**Release Notes**

SCHD is continually developing their software and services as both technology and customer needs change. SCHD asks that any questions or concerns pertaining to their solutions be directed to them at the email below. Any suggestions for improvements in solution delivery, or any aspect of SCHD operations, are welcome and encouraged.

Contact Us: [support@spacecoasthelpdesk.com](mailto:support@spacecoasthelpdesk.com)

**Version History:**

Number	Date	Release Notes
v001	2025-05-05	The first released copy.