ThermoFisher
S C I E N T I F I C

Service and support

Services Central how-to guide

Spend less time getting support and more time focusing on your important work. Services Central has everything you need for service in one place. It allows you to start, track, and share service requests and access relevant service history and manuals, so you can efficiently manage your instruments and equipment.*

Contents

* Supported instruments and equipment vary by region. Visit **thermofisher.com/servicescentral** to view the instruments and/or equipment that are supported in your location.

Set up your free Services Central login

You'll need to have a Thermo Fisher Scientific account to set up Services Central.

- If you already have a Thermo Fisher account, then go to **this page** and log in as usual

- If you don't already have a Thermo Fisher account, you can set one up for free by going to **this page**:

  – Select **Create Account**

  – On the next page:

    - Enter your first and last name

    - Enter your business email address

    - Create a password

    - Select **Yes** to receive email updates about Services Central

    - Select **Create Account**

Adding instruments

- To add instruments to your account, select **Add instruments** in the left navigation menu

- If this is your first time adding instruments, you can also choose the **Add instruments** button on your Services Central dashboard

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- On the **Add instruments** page, you can add your instruments using **Manual entry** or **Bulk upload** (recommended if you wish to add more than 20 instruments)

 - **Manual entry**—to manually add your instruments, you will need to:

    - Enter serial numbers one at a time

    - Add a nickname for each instrument (optional)

    - Select **Continue**
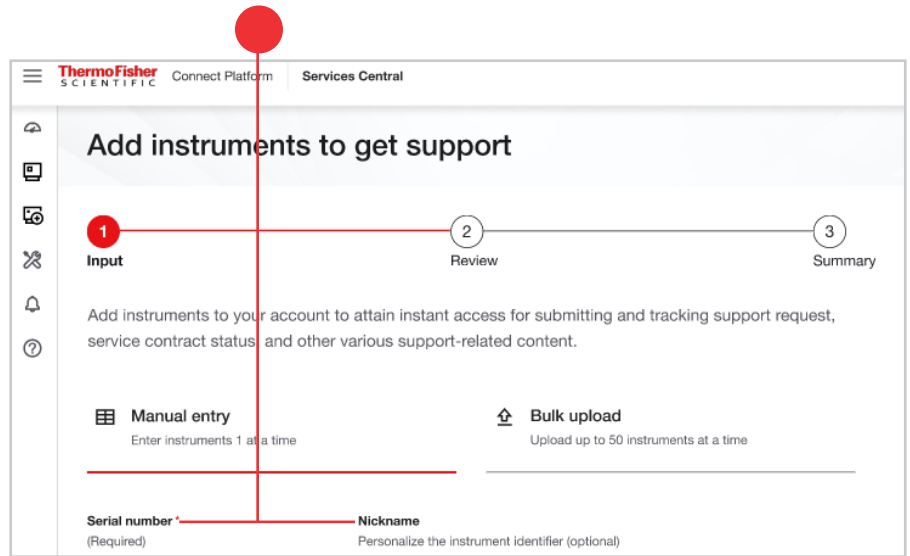
- Review which serial numbers were recognized

- Manually correct any serial numbers that were not found or uncheck the box to exclude

- Then select **Add selected to My Instruments**
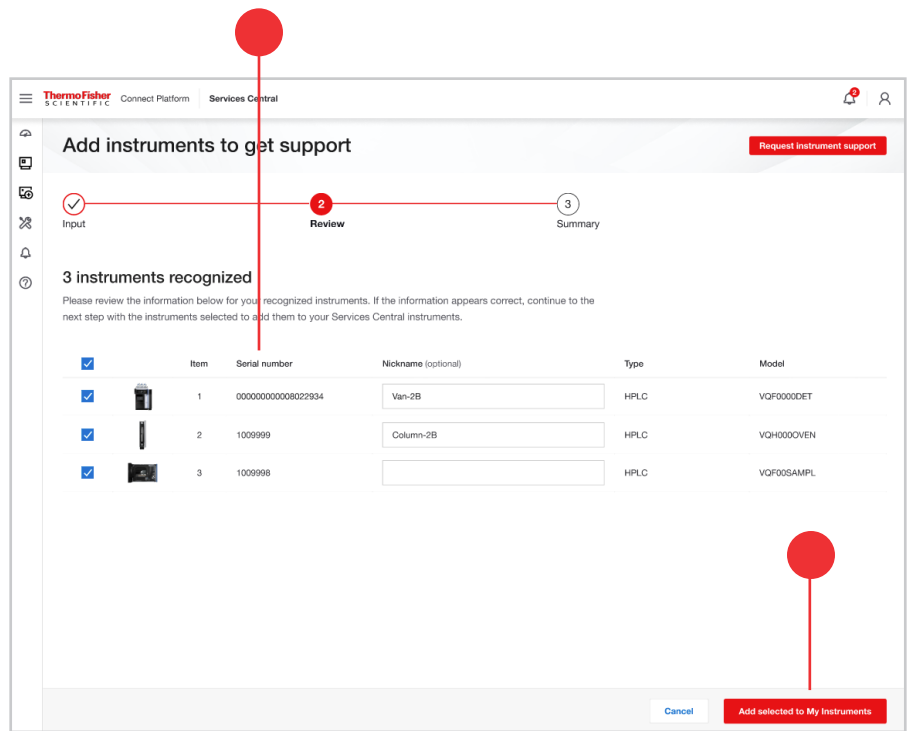
- A summary page will show how many instruments were added successfully
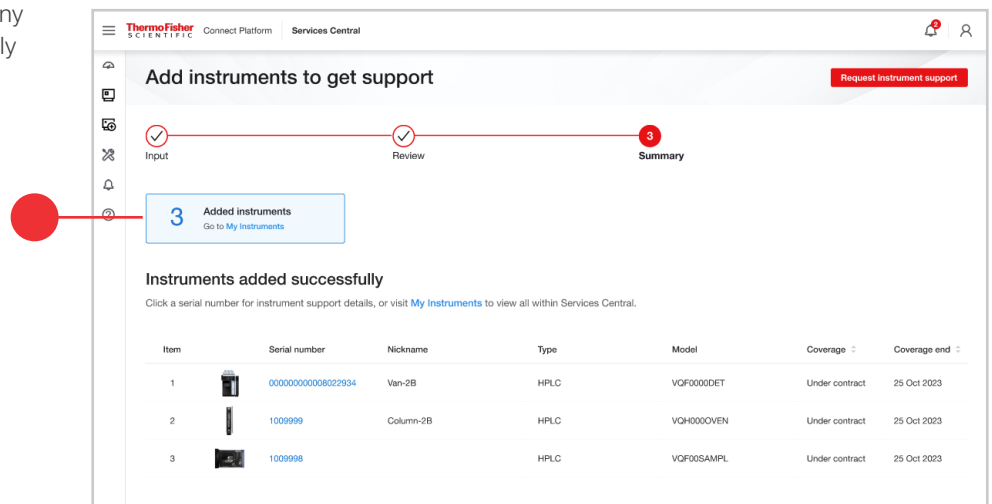
- Bulk upload—if you prefer to upload your instruments all at once, select **Bulk upload**
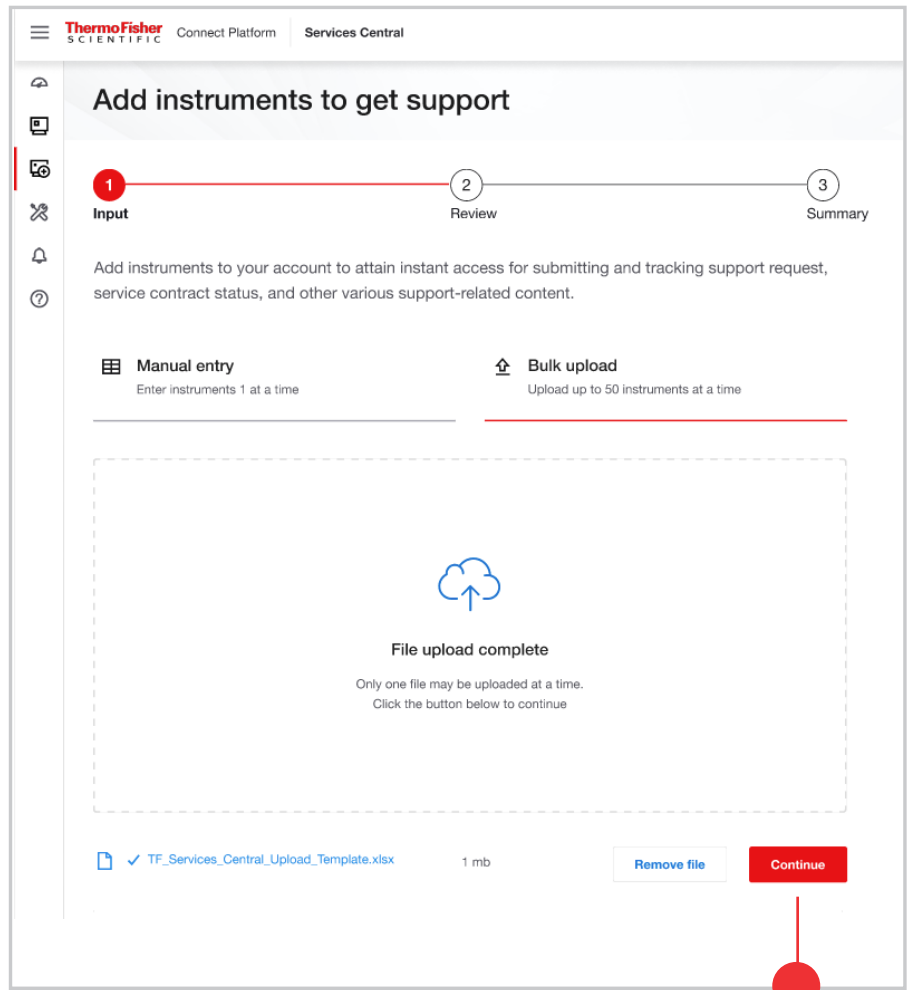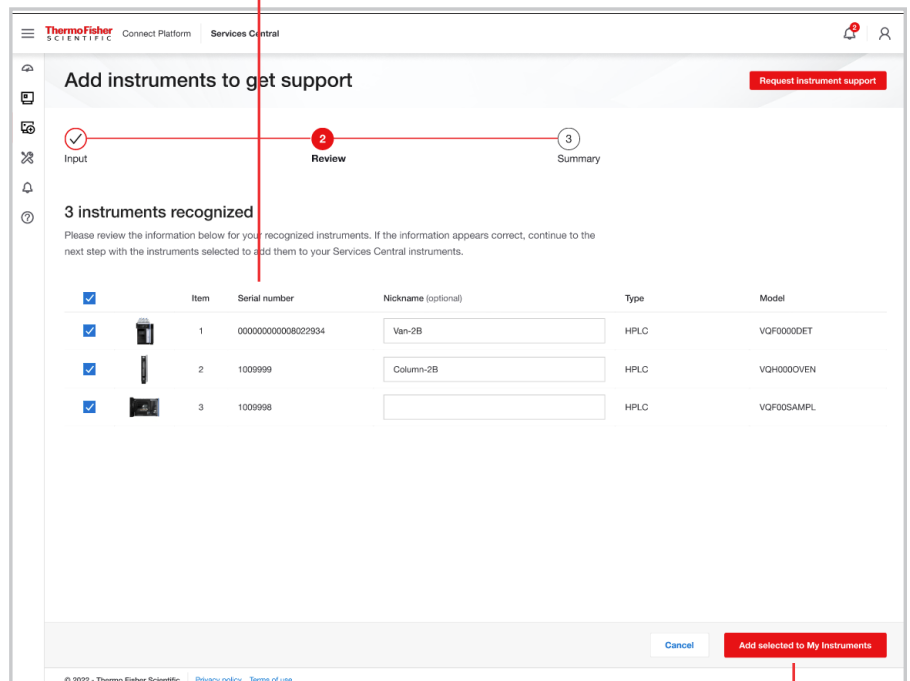
  • Download the .xlsx template

- Copy and paste your serial numbers into the template; you can upload up to 50 instruments at a time

- Add nicknames into the .xlsx file (optional)

- Drag and drop or upload the .xlsx file into the upload box

- Once the file has been uploaded, select **Continue**

Add instruments to get support

1 — Input
2 — Review
3 — Summary

Add instruments to your account to attain instant access for submitting and tracking support request, service contract status, and other various support-related content.

▦ Manual entry	⇧ Bulk upload
Enter instruments 1 at a time	Upload up to 50 instruments at a time

File upload complete

Only one file may be uploaded at a time.
Click the button below to continue

✓ TF_Services_Central_Upload_Template.xlsx   1 mb   Remove file   **Continue**

- Review which serial numbers were recognized
- Manually correct any serial numbers that were not found or uncheck the box to exclude
- Then select **Add selected to My Instruments**

Add instruments to get support

Request instrument support

✓ Input
2 Review
3 Summary

3 instruments recognized

Please review the information below for your recognized instruments. If the information appears correct, continue to the next step with the instruments selected to add them to your Services Central instruments.

		Item	Serial number	Nickname (optional)	Type	Model
☑		1	000000000008022934	Van-2B	HPLC	VQF0000DET
☑		2	1009999	Column-2B	HPLC	VQH000OVEN
☑		3	1009998		HPLC	VQF00SAMPL

Cancel   **Add selected to My Instruments**

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- You will see a summary page showing you how many instruments were added successfully

- If you have trouble adding instruments to the Services Central platform, contact us for assistance at **ServicesCentralSupport@thermofisher.com**

Inviting other users and sharing instruments

- To share an instrument with colleagues, go to your **My Instruments** list

  - You can navigate to **My Instruments** by using the left navigation menu and selecting **Instruments**

- Select the **Share** button in the right corner

- You will see a **Share instruments** pop-up box appear

- In the **Share instruments** box, add the business email addresses of those with whom you'd like to share

- Add your message (optional)

- Check if you want to share the nicknames

- Select the instruments you want to share

- Then select **Share**
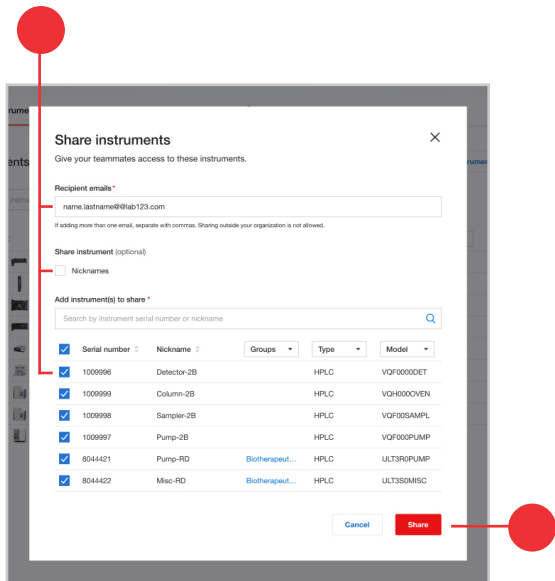
Creating a system

Create a system for your instruments that have several components and view them as one unit in the **My Instruments** tab.

- To create a system, navigate to your instruments page

- Select the instruments you would like to group as a system

- Choose **Create**
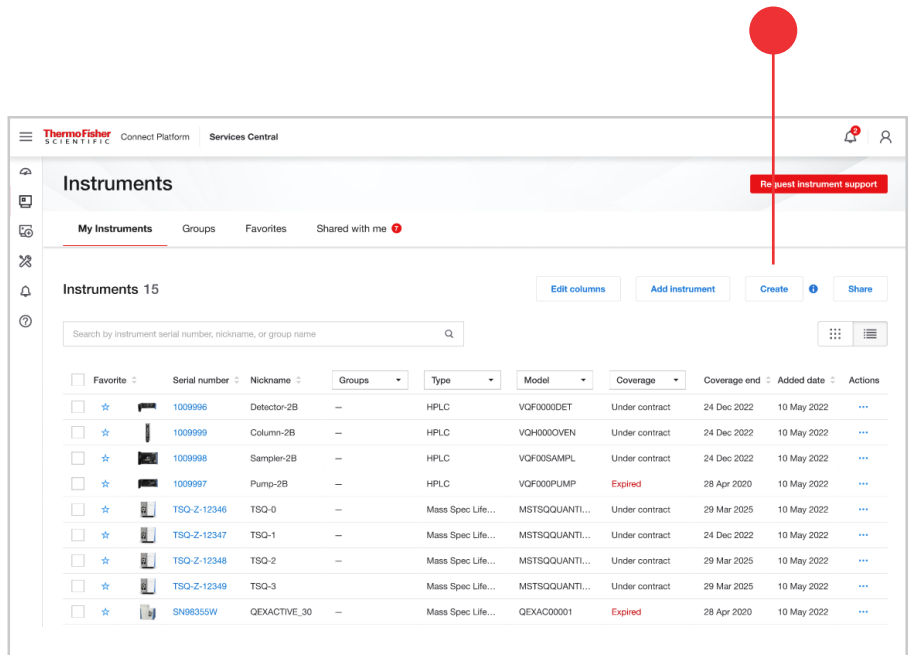
- You will see a **Create** pop-up box appear

- Under **System**, select **Create a system**
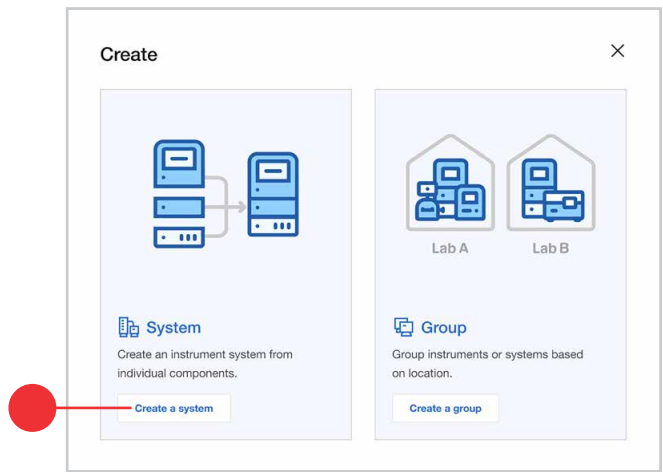
- You will see a **Create a system** pop-up box appear

- Fill in the **System nickname**

- You may also add in **Notes** (optional)

- Fill in the **System type**

- Your instrument components should be selected already, but if they aren't, you can select them under **Add instrument components to your system** or add additional instrument components

- Select **Create system**

- You will now see a new system created in the **My Instruments** tab under **Serial number**

Creating a group

Create groups containing any of your instruments and view them as a reflection of your lab(s) in the **Groups** tab. Some ideas to form a group are: by user or by lab location.

- To create a group, navigate to your instruments page

- Select the instruments you would like to group

- Choose **Create**

- You will see a **Create** pop-up box appear

- Under **Group**, select **Create a group**
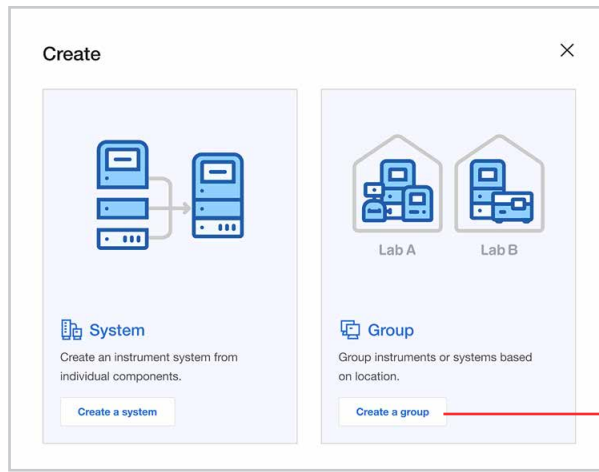
- You will see a **Create a group** pop-up box appear

- Fill in the **Group name**

- You may also add a **Description** (optional)

- Your instruments should be selected already, but if they aren't, you can select them under **Add instrument(s) to your group**

- Select **Create group**
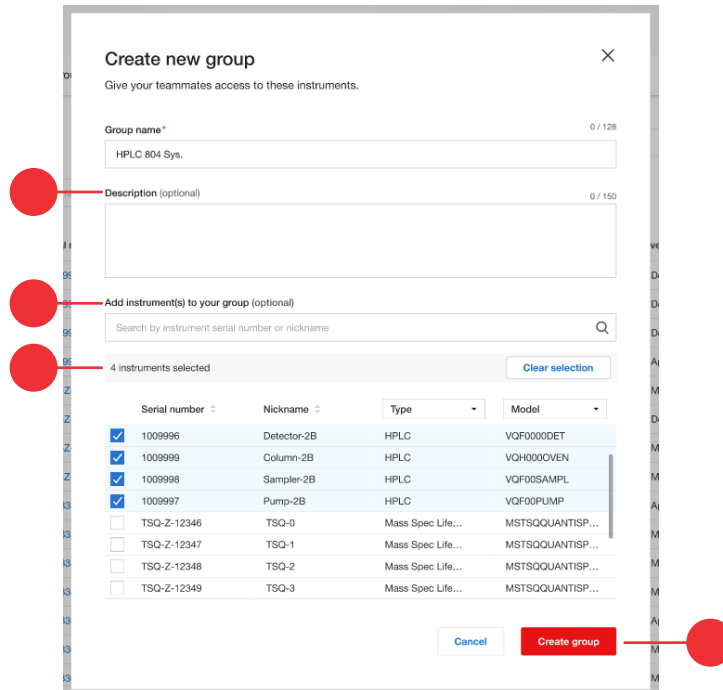
- You will now see your newly created group or groups under the **Groups** tab in your instruments page
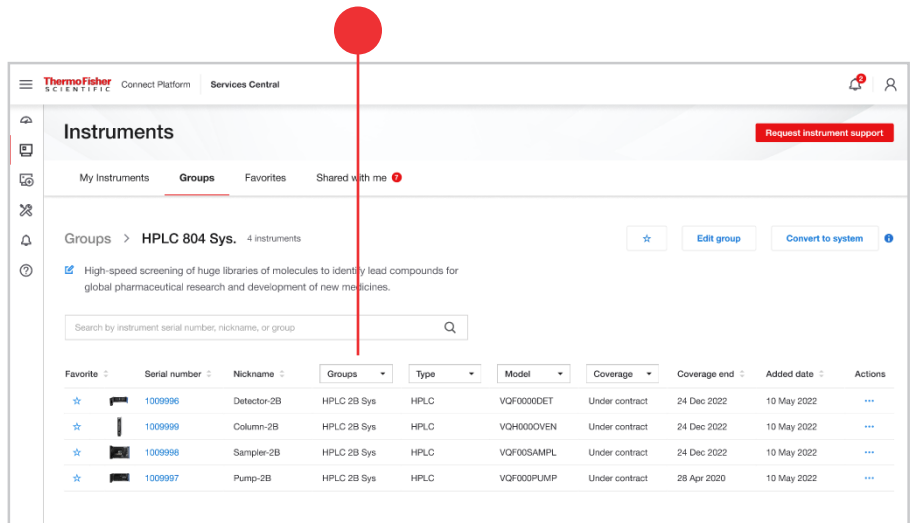
Requesting service

When you submit an instrument support request, it goes straight to a dedicated support team** that can help you with your problem.

- Select **Request instrument support** on the top right

- Select the device for which you want to request support from the drop-down menu
- Fill in the **Ticket contact information** including **First name**, **Last name**, **Phone number**, and **Email**

- Fill in the **Support request details**
- Attach related documents that you'd like to share, such as images, that could help us more quickly diagnose the problem
- Select **Submit request**

** Support teams respond within normal service business hours, but you can avoid phone queues, hold times, and waiting to open a ticket by initiating your service request 24/7/365. If you have an Asset Management program with Unity Lab Services, please do not use Services Central and continue to manage your service requests as normal via **ULS Asset Manager**.

Find out more at **thermofisher.com/servicescentral**