Honeywell | PROCESS SOLUTIONS

MYHONEYWELL OVERVIEW

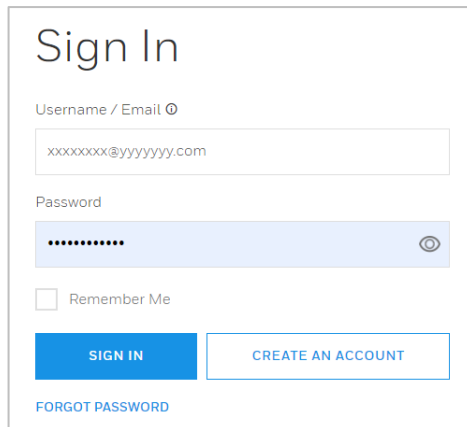The following items are discussed in this document:

Accessing the MyHoneywell Portal

If you had an Account on the legacy website www.honeywellprocess.com, your profile should already exist on the new site. Navigate to https://process.honeywell.com, click on Sign In, then click on SIGN IN TO MYHONEYWELL.
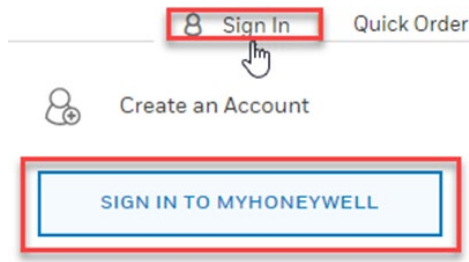
NOTE: If you did not have an account on the legacy site, please skip to the "Creating an Account" section of this document.

Enter your Username (typically an email address) and your password, checking Remember Me to remember this information for your next login, then click the SIGN IN button.

If you are not able to log in as shown above, send a message to hpsweb@honeywell.com giving your full name and login information.

Enter your Username (typically an email address) and your password, checking Remember Me to remember this information for your next login, then click the SIGN IN button.

If you are not able to log in as shown above, send a message to hpsweb@honeywell.com giving your full name and login information.

Creating an Account

If you do not have an Account, navigate back to Sign In and click CREATE AN ACCOUNT. Fill in the form provided and click Submit. The web team will follow up with you and register you on the website.

Once you are logged in, your user first name will appear next to the ⬛ icon. When you click the icon, you will see the following menu. The [MyHoneywell](#) Home page will appear when you log in, but you may return to this page anytime by clicking the sign in icon and selecting [MyHoneywell](#) Home in the menu.
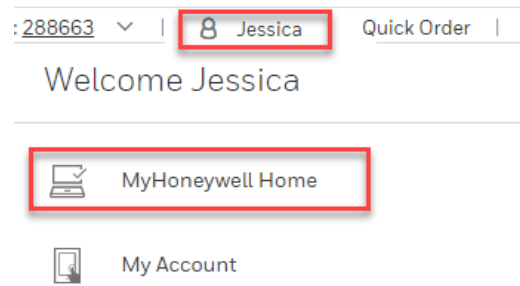
For a detailed, step-by-step instruction on how to create an account and what to expect when doing so, see this document on the Process.Honeywell.com FAQ Page: {INSERT link to document once completed!}

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Accessing the MyHoneywell Portal for Honeywell HPS Employees

Most Honeywell Process Solutions employees should already have access to MyHoneywell. In your web browser, navigate to https://process.honeywell.com, click on Sign In, then click on SIGN IN TO MYHONEYWELL
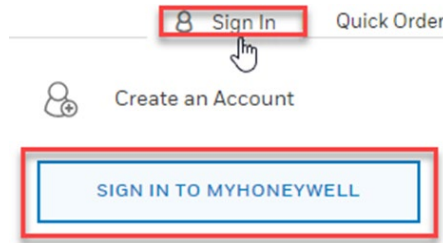
As a Honeywell employee, enter your EID or Honeywell email address and your LDAP password, checking Remember Me to remember your login and password information for your next login, then click the SIGN IN button.


If you are not able to log in as shown above, send a message to hpsweb@honeywell.com giving your full name and EID. If the Web team is not able to fix your access, contact IT to open a support ticket.

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Navigate in MyHoneywell

Following a successful login, the MyHoneywell Home page will appear, as shown below. The top menu may be used to navigate to the different sections on the website: Industries, Products, Services and Solutions. Clicking "Support" will display a list of links to support functions.
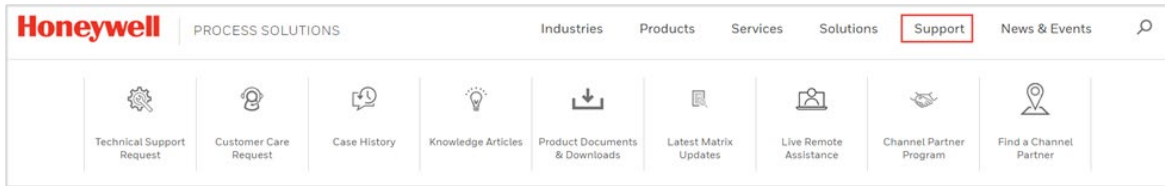
The Shortcuts section will contain configurable tiles that will make it easy to jump to favorite locations. The most recent Support cases you have access to will be listed below the Shortcuts section.
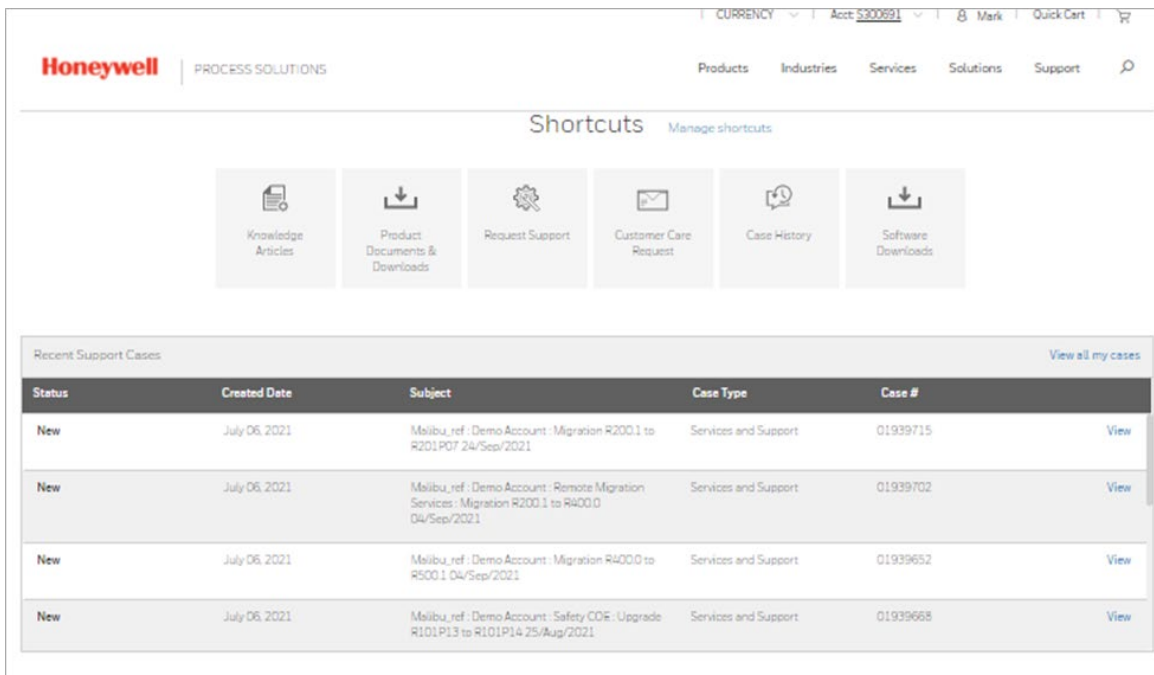
If you want to edit your Shortcuts menu, click on Manage shortcuts and add, delete, or rearrange the tiles according to your needs.

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![Honeywell PROCESS SOLUTIONS]

Receiving Publication update Notifications

When you select My Account under the Sign in menu you will see "Emails @ Notifications".

A few steps to be done to activate this function:

Step 1 – Enable notifications for your account
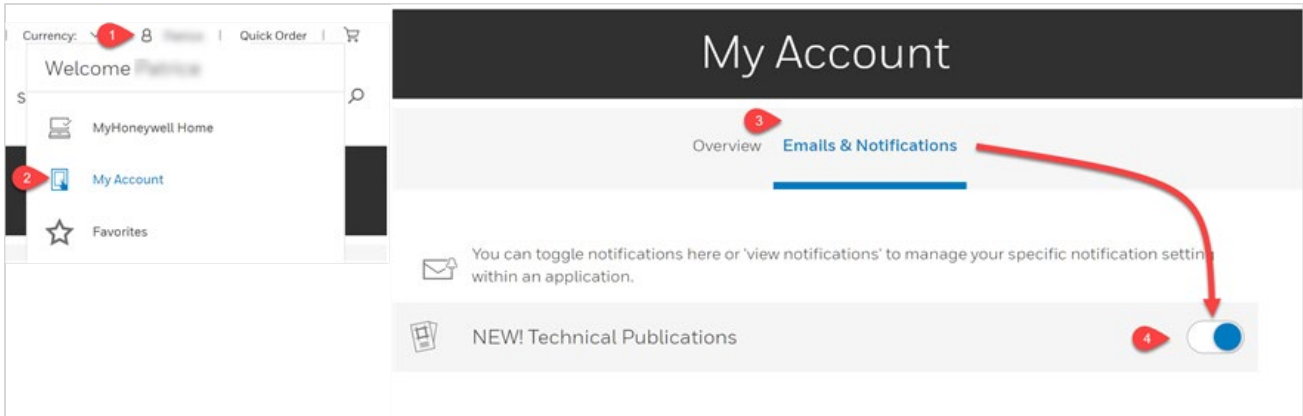
Step 2 – Add the document to your favorites
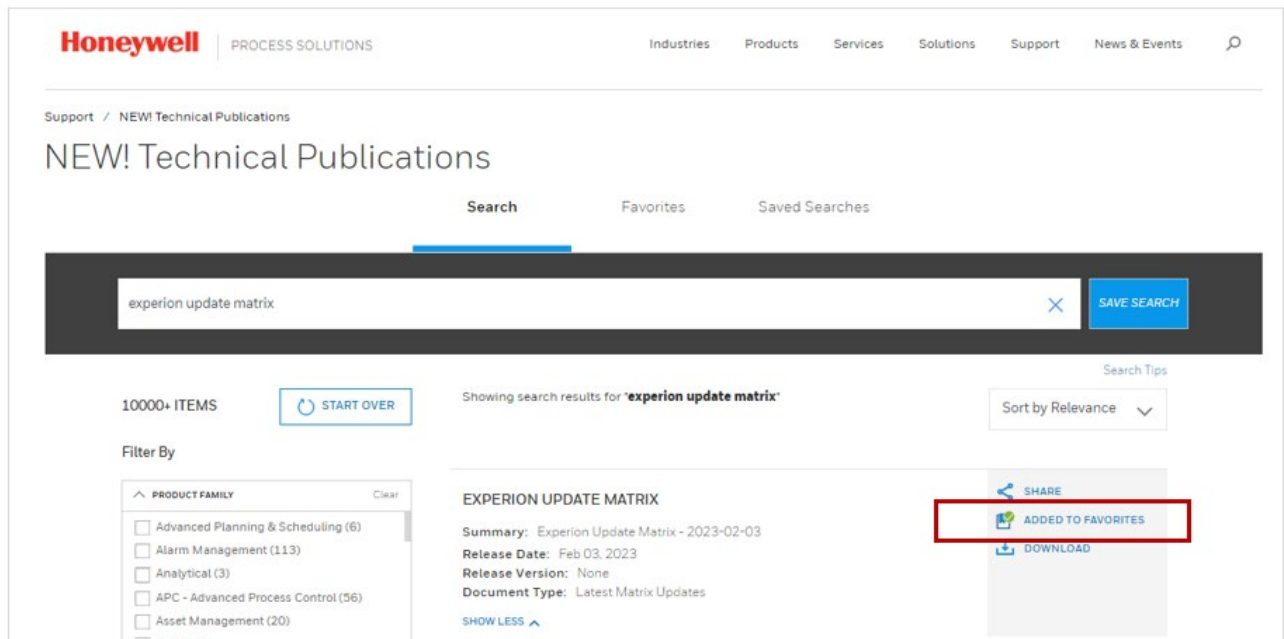
<u>Step 3 – Check the list of favorites (these are the documents the user will receive a notification for when they are updated.</u>
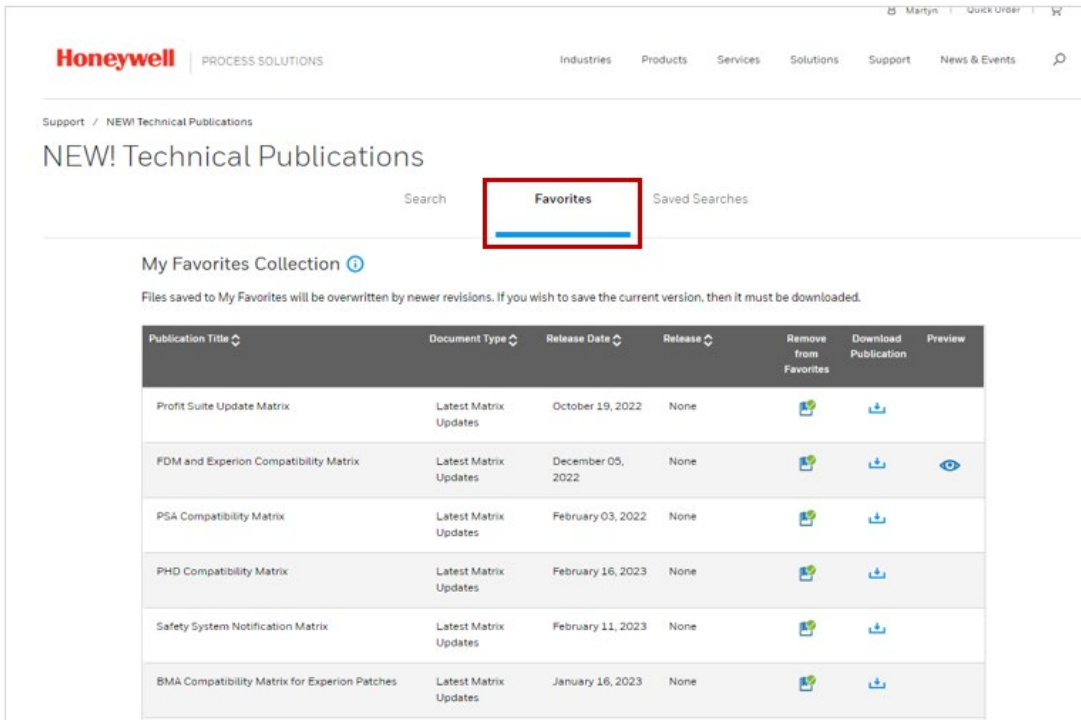
Notes:
- Notifications are sent every Monday at 12:00 CET.
- Functionality to receive a notification for new documents is not available yet.

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Managing your Account

Note for Honeywell employees only:

The account will confirm your name and email address. This information cannot be changed here, as it is synchronized with your EID employee data. Contact IT if this information is incorrect.

When you select My Account under the Sign in menu you will see the following information. Your Account Name will be at the top. Your Name, Address, Email and Phone will be listed below that.
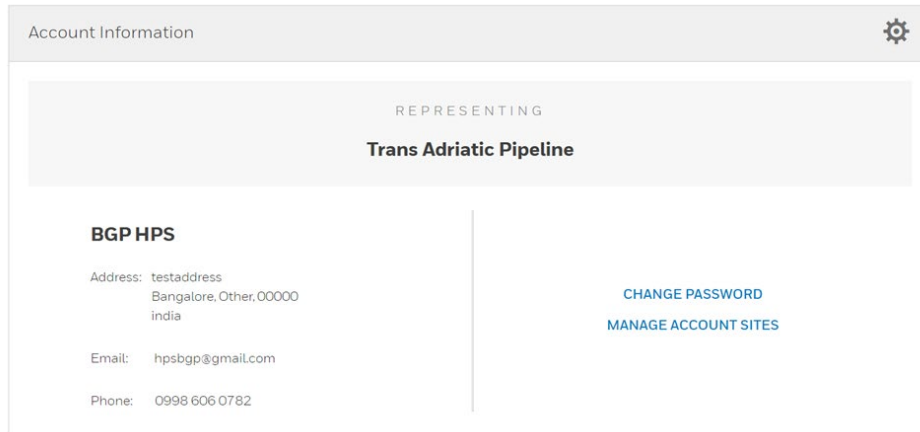
From here you may select CHANGE PASSWORD and update the password on your Account.
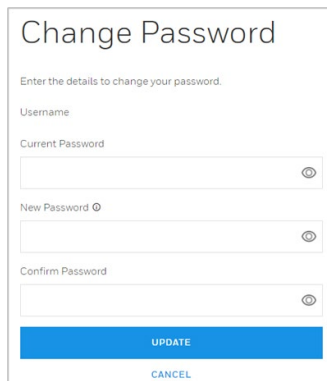
You may also select MANAGE ACCOUNT SITES to review your **primary** Account Site and request the addition of Secondary sites. Clicking Primary Sites will show your registered Account Site.

Clicking **Secondary** Sites will allow you to associate new Sites with your Account. Once submitted, this information will need to be verified by the Web Team before approving the changes.
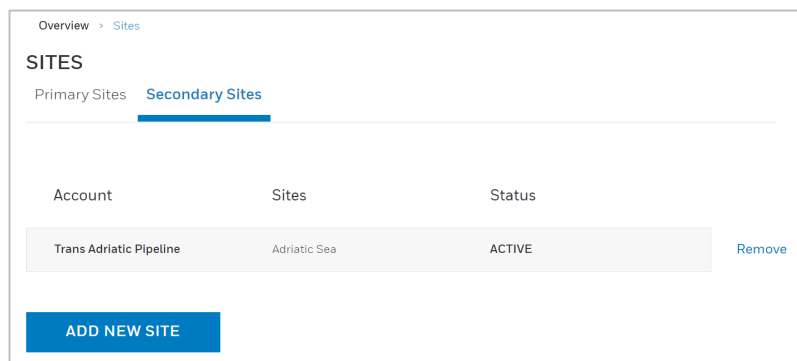
Another way to make Account changes is to click the gear icon   and select from the menu below.

| Update Account Information |
| Delete My Account |
| Update Email Address |

If you select **Update Account Information** the following form will be displayed, giving you the opportunity to update your contact information.

Selecting **Delete My Account** will delete your registration on the MyHoneywell website. (Don't do that unless you really do want to delete your account!) Selecting **Update Email Address will** allow you to update just that component of your contact information. Note that some changes may need to be verified before they are finalized.

When you scroll down, you will see a list of Applications that you are entitled to access. Some of the apps – Knowledge Articles, Request Support, etc. – are available to all users. Others will be links to apps that reside outside of the MyHoneywell portal and may be accessed by clicking the LAUNCH button.

My Applications

Knowledge Articles	ⓘ	⊘ Access Granted	LAUNCH
Request Support	ⓘ	⊘ Access Granted	LAUNCH
Product Documents & Downloads	ⓘ	⊘ Access Granted	LAUNCH
System Inventory Function	ⓘ	⊘ Access Granted	LAUNCH
Buy Now	ⓘ	⊘ Access Granted	LAUNCH

If there are additional apps available that you don't currently have access to, there will be an **Available Applications** section below that displays their status and may give you the opportunity to request access. "Waiting on Approval" will appear while the Web Team validates your request. Apps that your profile does not allow access to will be noted as "Account Not Permitted", and you will be given the opportunity to request more information.

Available Applications: Additional requirements to access these apps may apply.

Online Ordering – Buyer Access	ⓘ	ⓘ Waiting on Approval	PENDING
Channel Portal	ⓘ	⚠ Account Not Permitted	MORE INFO
Combustion Safety Portal (Safeview)	ⓘ	⚠ Account Not Permitted	MORE INFO

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Global Search

Returning to [MyHoneywell](#) Home, if you're not sure where to find something, the easiest thing to do is a Global Search. Click the magnifying glass icon in the top menu, enter a search string, and press Return.
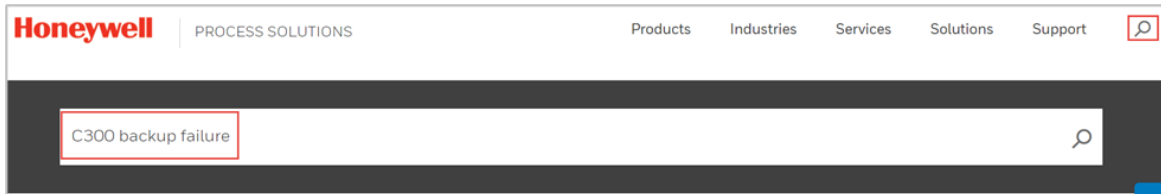
A Global Search provides the ability to search across **Knowledge Articles, Technical Publications, Product Pages, and Support Requests**. If you wish to narrow the search to fewer categories, select the facet under either "Technical Support" or "Explore Solutions" and choose one or more of the items in the list. The results will be displayed below this selection. Results can be sorted by Relevance, or by Date.


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Searching Knowledge Articles

Knowledge Articles may be searched by doing a Global Search and limiting the search to Knowledge Articles, or you may click the Knowledge Articles tile listed in the Shortcuts menu on your MyHoneywell Home page, which will give you additional features. When you click on the tile, you will see the display shown below. Enter what you are searching for in the search window, or filter by **Product Family** or **Products**.
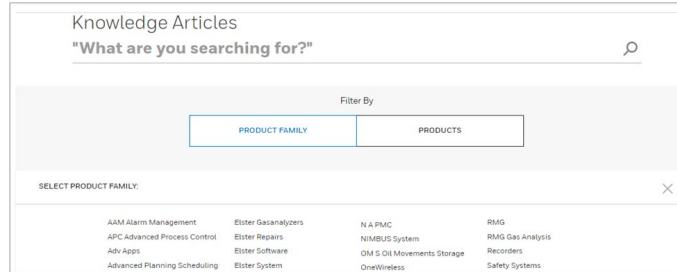
After entering your search term, the results will be displayed as shown, which may be sorted by Relevance or Date, by utilizing the pull-down menu in the upper right area.

In addition, you may wish to filter the results further by selecting one or more of the "filter facets" for Product Family, Products or Article Type available on the left side of the screen.

Below and to the right of the search window is a link to a **Search Tips** that will provide additional tips on how to use search to find exactly what you are looking for. A common tip is to put quotes around your search term to ensure that your search will be limited to the exact character string you entered.
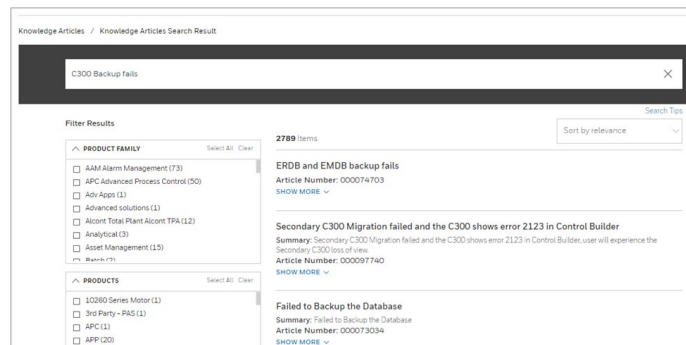
Knowledge Articles are categorized as **Solutions, Knowledge Sharing Mails, Notifications and Support Material.** By default, the results list will show the Title, Summary and Article Number for each Article. If you click on SHOW MORE, you will see the Published Date and Article Type as well.

Clicking on the Title of any Knowledge Article will display the Article Detail page in a separate browser tab. You will see further Article details, including a statement of the Question or Problem posed by the Article and an Answer or Solution. Some articles may preview attached PDF document which can be uploaded .

Scrolling down, Article contents will frequently be provided as a file attachment, available for download.

Back to home

Searching Technical Publications

Searching Technical Publications may be accomplished by doing a Global Search and limiting the search to Technical Publications, or you may click the Technical Publications tile in the Shortcuts menu, which will give you additional features.

NOTE: Honeywell Thermal Solutions customers should continue to search for technical documents on the Docuthek Site.

When you click on the tile, you will see the display in the image shown below.

After entering your search term, the results will be displayed, which may be sorted by Relevance or Date, by utilizing the drop-down menu in the upper right area above the search results list and just below the search box.

In addition, you may wish to filter the results further by selecting one or more of the "filter facets" for Document Type, Document Category, Product or Release Date Range available on the left side of the screen. By default, the results list will show the Title, Document Type and Release Date for each Document or Download.

If you click on SHOW MORE, you may see the Product and Document Type as well. There is also a menu to the right to Share, Add to Favorites, Download, or Preview the document.
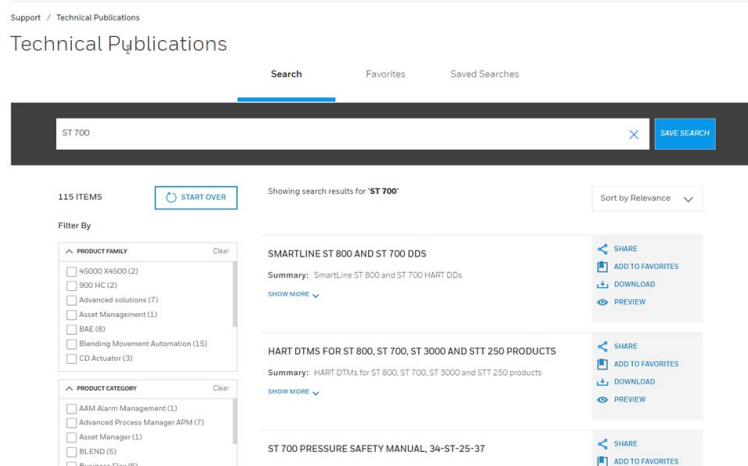
Selecting the Download button to the right of the document will download it. The example below is a user manual PDF document.
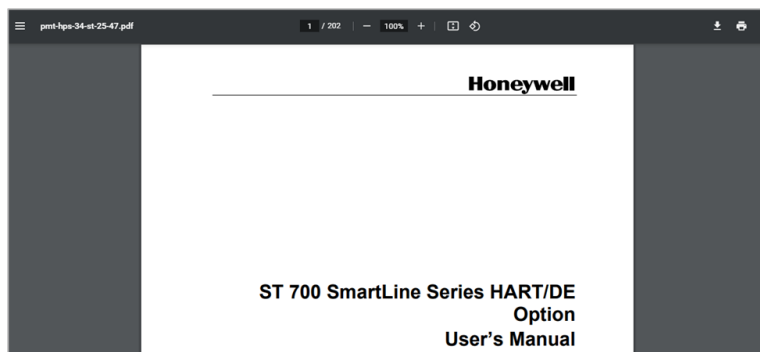
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Searching Support Requests

Support Requests may be searched by doing a Global Search and limiting the search to Support Requests, or you may click the Case History tile listed in the Shortcuts, which will give you additional features.

When you click on the tile, you will see the display like the one shown below. You may search for a Case number, a Case Contact, an Account or Site Name or some key words, and you may filter the results by the "filter facets" for Case Status, Customer Sites, Case Record Types, and Created Date Ranges listed on the left side of the page.

As a customer, you will only be able to see Case information that is associated with your user profile.

The easiest way to filter Cases by that list you as the Customer Contact is to enter your full name in quotes in the keyword search, as shown below.

Selecting **View** at the right of a Request in the list will call up its detail page in a new browser tab.

If you wish to follow a Case (be notified by email if there are changes to Status, Recommended Priority, Comments or Attachments), click the **Follow Request** button. You may also Unfollow Cases that are currently being followed.

Scrolling down in the Detail page you will see additional sections for Related Knowledge Articles, Related Cases or Work Orders and public Case Comments, if those items exist on this Case.

Scrolling down to the bottom of the Detail page, you will find the ability to attach new public Comments to the Case, and to upload file attachments. Up to 5 unique files may be attached, but the total file size limit is 3 MB. For larger

attachments, utilize the GTAC Secure FTP site. GTAC will provide you with the login credentials when this option will be used.

Add Comments & Attachments

Comment

Leave a comment

2000 (of 2000) characters left

File Attachment

BROWSE

Maximum of 5 files and no more than 3MB.

SUBMIT

Back to home

Submit a Customer Care Request

To submit a non-technical request, select the Customer Care Request tile in Shortcuts. This will display the data entry form shown below, allowing you to select the type of request and fill in the details. The request types supported include Billing Inquires, Orders, Warranty Claims, Complaints, and Quotes.

All mandatory entries (indicated by an asterisk) must be completed before the form may be submitted.

Customer Care Request
CONTACT GLOBAL CUSTOMER CARE

NOTE: Do not transmit any classified, sensitive, or export controlled material with this form.

* Identify the Reason for your Request

Select

* Brief Description

Enter Brief Description

100 (of 100) characters left

* Detailed Description

Enter Detailed Description

1500 (of 1500) characters left

Product Family

Product Family

* Product

Product

* Country

* Region

Region

* GCC Local Team

LOB

Language Preference

English

* Account

Account

* Contact

Contact

File Attachment

BROWSE

Maximum size for a file to attach is 3MB - Allowed File Type: .doc , .pdf , .txt , .jpg , .jpeg

CANCEL   SUBMIT

Back to home

Submit a Support Request

To submit a Technical Support Request, click the Request Support tile in the Shortcut menu. The following display will appear, designed to advise that Knowledge Articles should be searched first to find a solution before creating a Support Request.
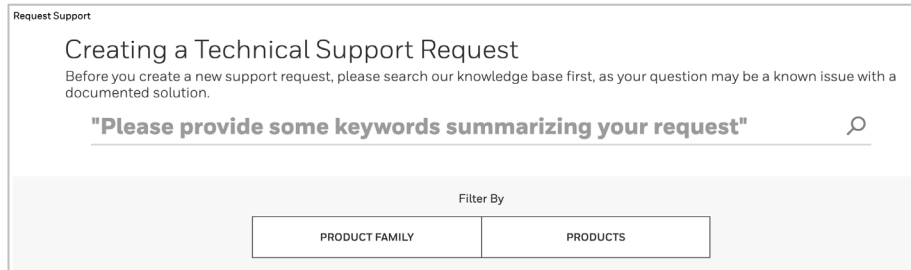
After entering a search term to locate possible Knowledge Article solutions and scrolling down through the list, a header will appear at the top stating if you "Can't Find What You Are Looking For", the alternative may be to Request Support.
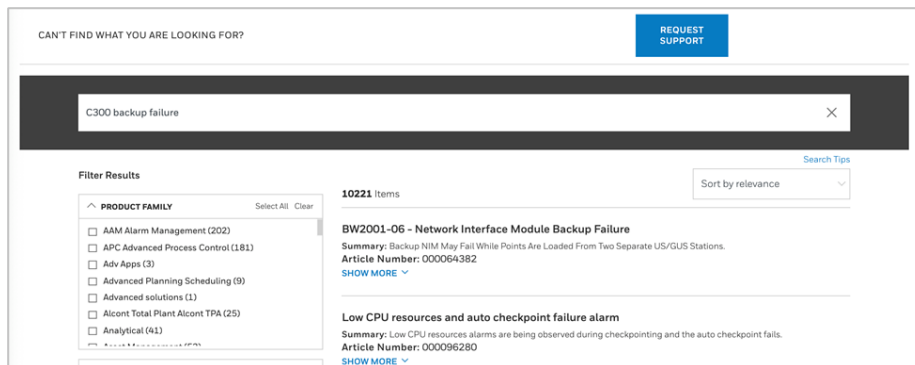
If at any time during an article search you click the REQUEST SUPPORT button, you will see the following pop up, which will allow you to select either a Customer Care Request or Submit Support Request.
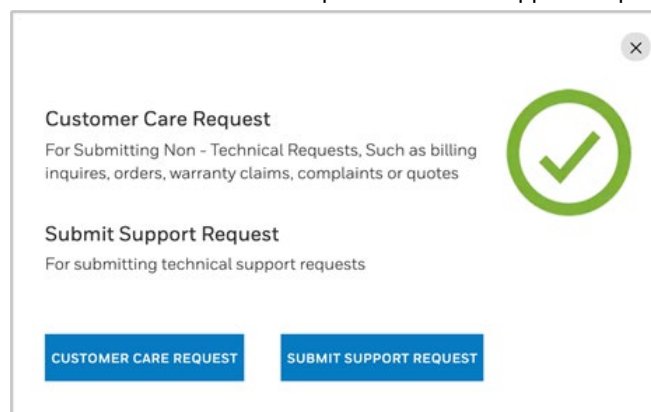
After clicking SUBMIT SUPPORT REQUEST, Page 1 of the Submit Support Request data entry form will be displayed.

Fill out the form, making sure to enter data in the mandatory fields (indicated by an asterisk).

When finished, click NEXT. If you are unsure of Type of request to select or the meaning of Impact and Urgency, click the link to the **Target Response and Resolution Times** document at the bottom left.

Fill out Page 2 of the form, making sure that data is entered in the mandatory fields. Both the **Product Family** and **Product** fields are required entries, but you may choose which field to enter first based upon your knowledge of the Products.

Fill out Page 2 of the form, making sure that data is entered in the mandatory fields. Both the Product Family and Product fields are required entries, but you may choose which field to enter first based upon your knowledge of the Products.

Click NEXT to continue to Page 3.

Fill out Page 3 of the form, making sure that data is entered in the mandatory fields. The Account should automatically select to the Primary Account in your profile, but if you specified Secondary Accounts, they will appear in the drop-down list. The Customer Contact information should populate automatically from your profile.

Submit Support Request

For submitting technical support requests

01 SUPPORT INFO / 02 PRODUCT INFO & SYSTEMS / 03 CUSTOMER INFO

* Account

Trans Adriatic Pipeline - Adriatic Sea ⌄

System Asset

System Asset ⌄

Customer Contact Last Name | Customer Contact First Name

HPS | BGP

Customer Phone Number | Customer Email Address

0998 606 0782 | hpsbgp@gmail.com

Customer Alternative Phone Number

Customer Alternative Phone Number

Customer Reference

Customer Reference

File Attachment

[   ] BROWSE

PREVIOUS   CANCEL   SUBMIT

Up to 5 unique files may be attached, but the total file size limit is 3 MB, so for larger attachments, utilize the GTAC Secure FTP site. If login credentials are not available, documents to be loaded after request is submitted and GTAC provided you the login credentials. Click SUBMIT when finished.

When submitted, the following dialog will appear, confirming that a GCC Services & Support Salesforce Case has been created and assigned to Global Customer Care for processing.

The Case Number will be visible in the Case History after about 15 minutes, and a Technical Support Case will also be created and dispatched according to the instructions given in the Request Support form.

An email will be sent to the Requestor containing the same confirmation information. Note that if this issue is dispatched to Field Service, a Work Order will be created by the GCC and the Technical Support Case will be cancelled.

Thank you for submitting your request.

Your request **Case Number – 01941151** has been forwarded to Global Customer Care, who will check your eligibility to receive support and who will dispatch your request to the appropriate Technical Support team. You should receive a response within the targeted response time as outlined in the Understand Technical Support Response and Resolution Times document

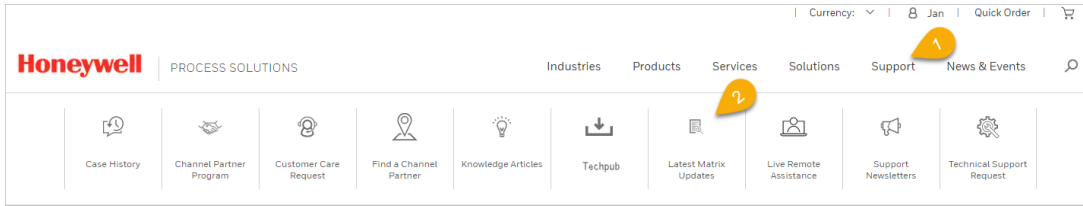If you want to provide additional files you may upload those using our SFTP server

✓

NEW REQUEST   GO BACK

Back to home

Latest Matrix Updates

Selecting the [Latest Matrix Updates](#) tile in the Support menu calls up a list of Matrix Update documents (spreadsheets) that provide software compatibility information for specific product lines and system software releases. Click on the download icon to the right of individual documents to download them.
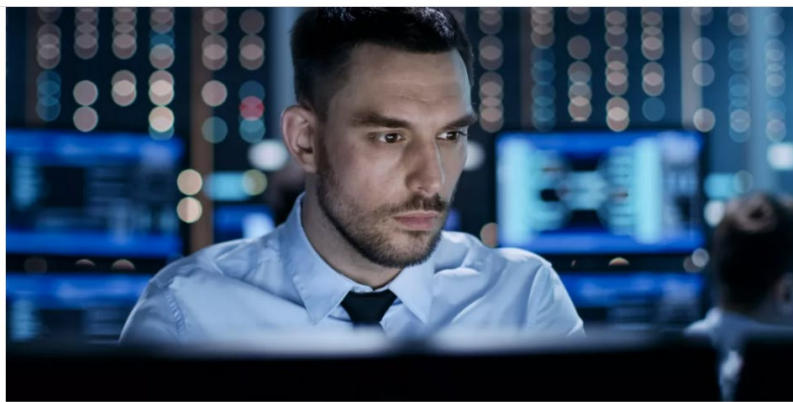

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Live Remote Assistance

Honeywell employees and entitled Customers may connect to a hosted GoToAssist remote desktop session if invited by Technical Assistance or other groups that provide this kind of support. After selecting the Live Remote Assistance tile in the Support menu, see the page below and follow the instructions provided.
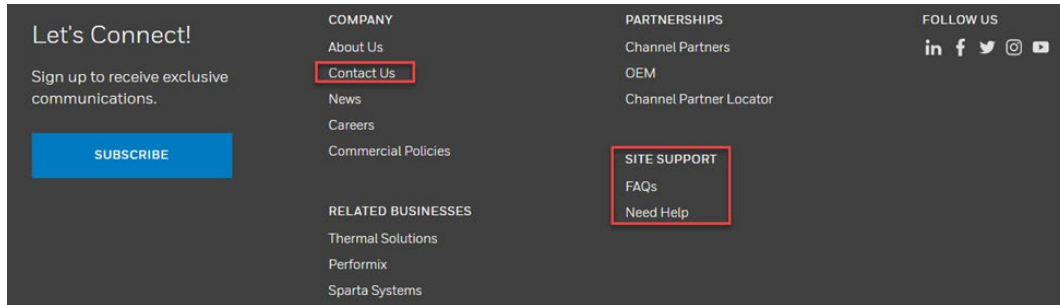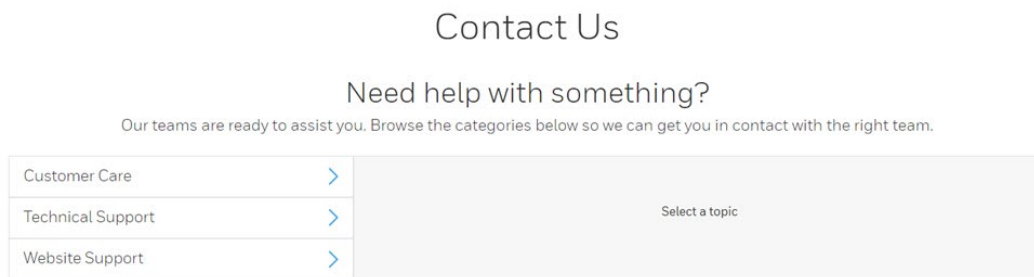

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Contact Us

If you need to call or email a Honeywell Contact Center or get support for any other issues, use the Contact Us function, available by clicking Contact Us in the footer available at the bottom of most Support pages.

You can also see the FAQ page and the Need Help link in the Site Support section.

The Need Help link will open an email dialog screen with the mailto:hpsweb@honeywell.com email address pre-populated. That email is sent to the main team focused on addressing site issues.

When you click on the "Contact Us" link, the following page appears. From here you may locate a regional Customer Care Center, Technical Support or get support for website issues.

Back to home

Feedback

We welcome your feedback! Please send any comments you may have to the email address above or by clicking the blue Feedback button that appears near the right margin on most portal displays.

Back to home

Using your Mobile Device

The Support Portal is optimized for mobile platforms and devices, including smart phones and tablets running Apple, Android & Windows operating systems. For easy access, bookmark this address in your mobile browser: https://process.honeywell.com

Your mobile device is ideal for accessing the Support Portal to assist you in everyday tasks, such as:

- Navigating to Knowledge Articles and Request data from wherever you are
- Submitting new Support Requests on the job, right where you can see the Incident you are investigating
- Uploading photos and videos of your issues directly to the Request details page as file attachments
- Accessing product information and related documents

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Tips to improve search results

Click Here to open the knowledge article with tips to improve search results in MyHoneywell website

Back to home

Related documents

The following list identifies publications that may contain information relevant to the information in this document

Title and link	Description
Demo videos	Presenting an Overview Of MyHoneywell Website, Navigation and Different Functionalities. Additional information is included in this document.
Improve search results	Tips to improve search results in MyHoneywell

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Revision history

The following list identifies publications that may contain information relevant to the information in this document

Revision	Date	Description
A	February 15, 2023	First issue
B	April 6, 2023	Added: Receiving Publication update Notifications Updated: Layout

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