Option 2 - Submit a ticket via eCase Management from Motorola On-Line

Motorola Online eCase Management provides a fast, intuitive, and efficient interface for Technical Case Management that allows customers to open, update, and view the status of their cases on the web.

Setting Up a Motorola Solutions Online Account

To set up a Motorola Solutions On-Line account, please visit https://businessonline.motorolasolutions.com and follow the directions on the link for "Sign Up Now. "

A User ID and Password are not required for setting up your account. After accessing the link above, indicate in the "Additional Information" field you are a **Public Safety** customer seeking access to **eCase Management.** Once you submit your request, you will receive a confirmation email indicating receipt and including additional details about the Motorola Solutions Online account set up. In approximately 4-5 business days an additional email will be sent which includes details about your Online account.

Accessing the Technical Case Management web site

Once you have set up your agency's Motorola On-Line Account, to access the site simply log onto Motorola at businessonline.motorolasolutions.com with your user ID and password, click on the **Contact Us ❼ Open Case**, and select **System Support Issue** from the Issue Type drop-down.

Primary Features of Online Technical Case Management

Motorola customers have three main functions available through Motorola Online to manage their cases:

A. Open new cases
B. Search for existing cases and view details of the existing case
C. Update existing cases by adding notes

    A. Open a New Case
       1. Log into Motorola Solutions Online
       2. Click on the "Case Mgmt" ❼ Open Case