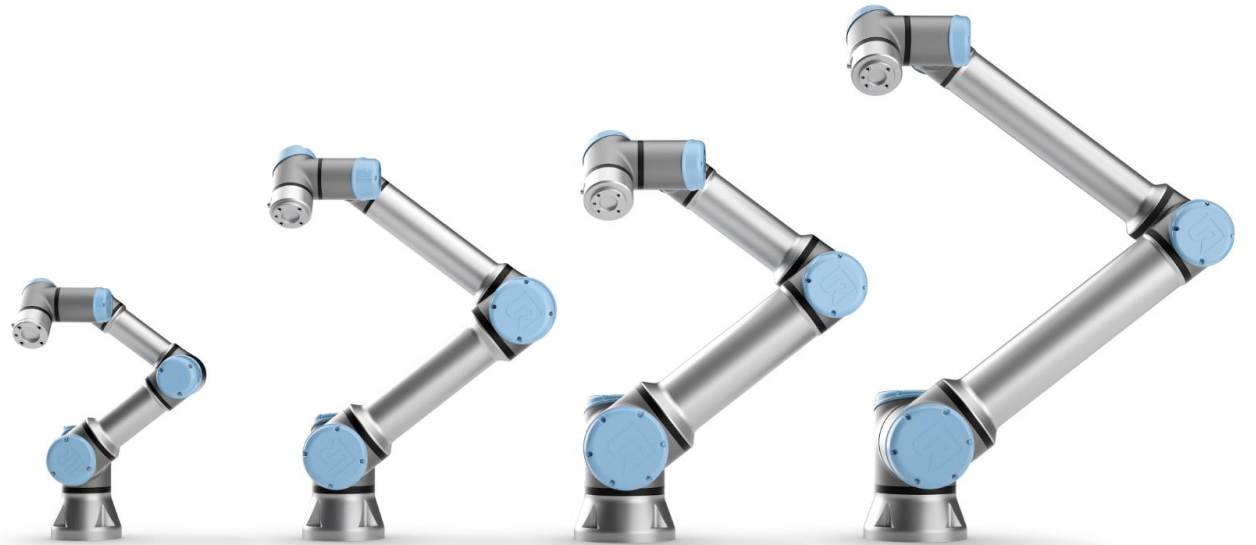


# myUR

The whole service conversation in one platform





## What is myUR

- A web based tool to provide rapid service response
- Complete fleet management tool regardless of your distributor
- Online and up-to-date communication platform for fast and complete support
- Streamlined service and repair process

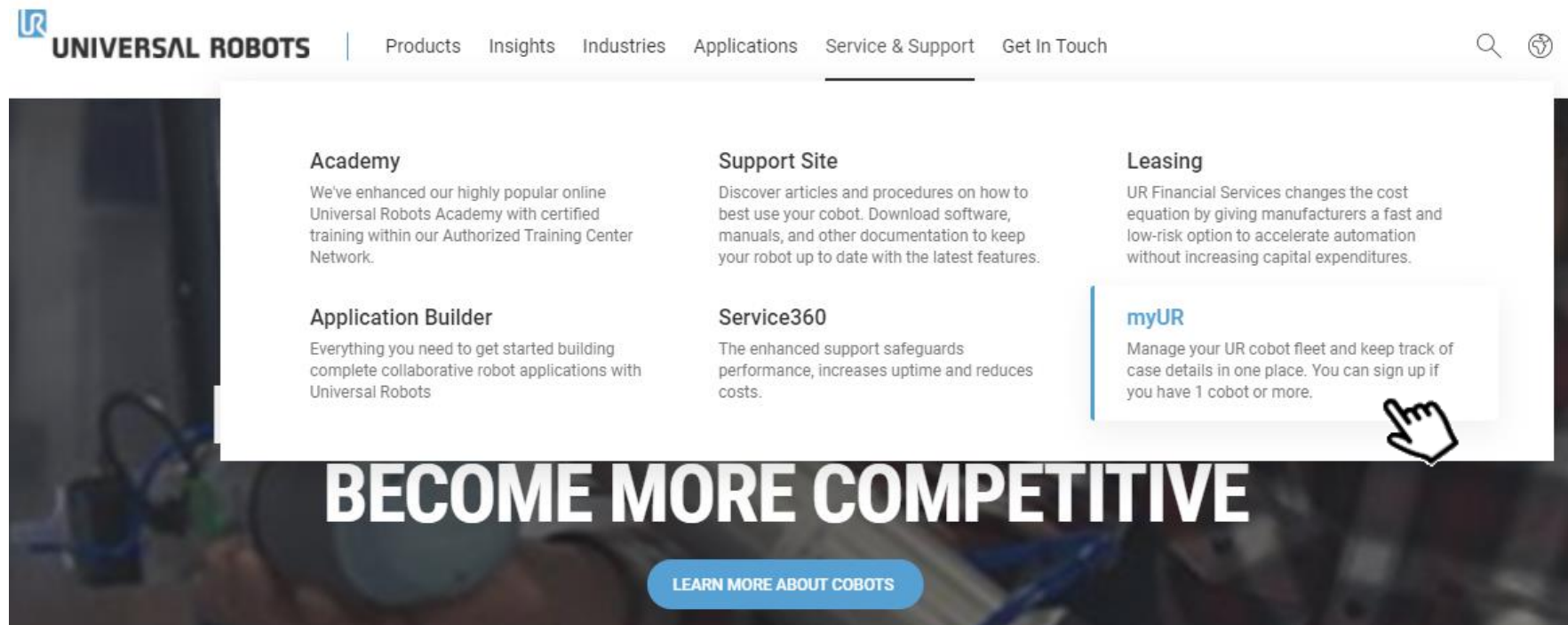
## How can you use myUR

- Create cases and follow status
- Communicate directly with your distributor and UR Tech Support
- View uploaded pictures, video, or log files
- Invite critical employees to manage cases
- Register and name new robots
- Keep a maintenance history of you robot fleet



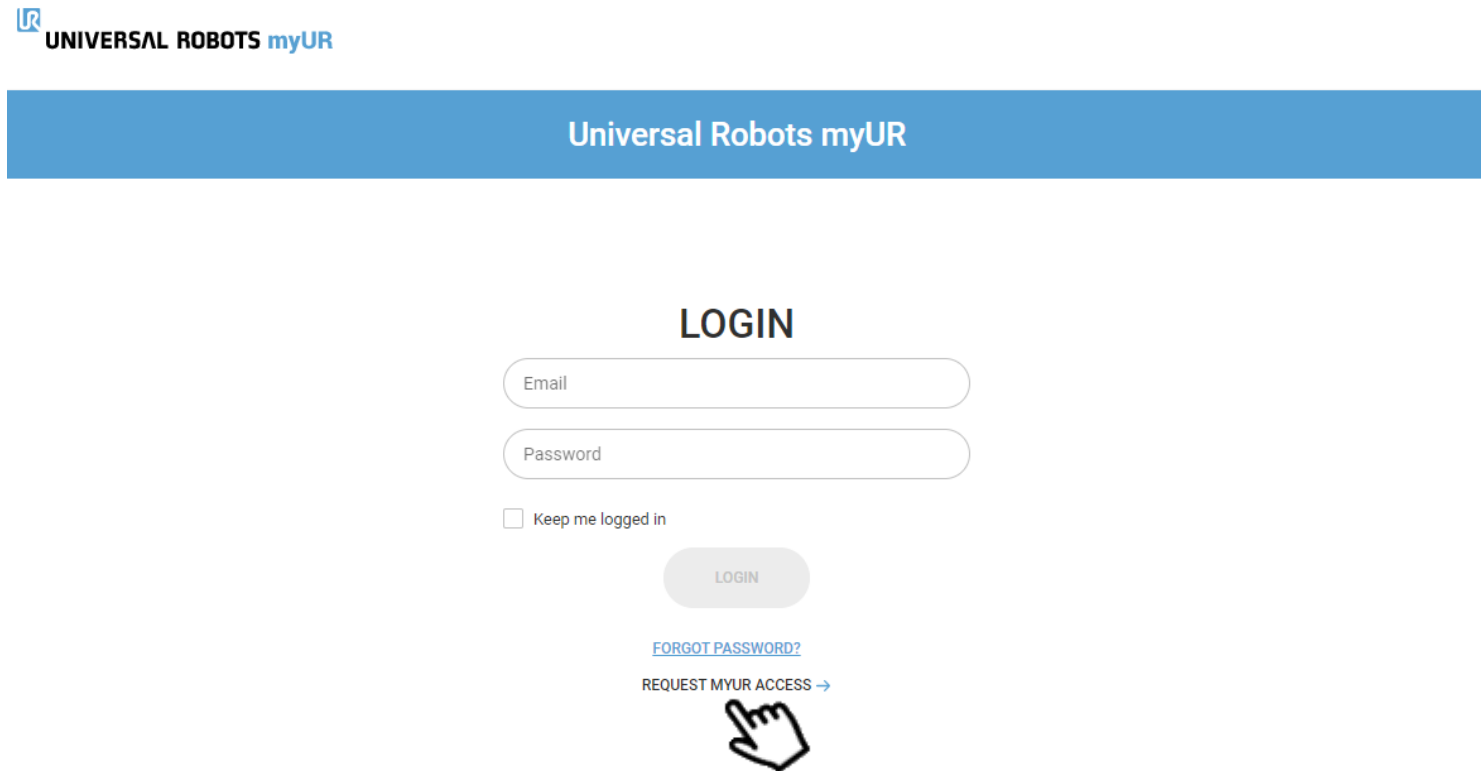
# myUR – Where do I sign up?

- Go to landing page via direct link <https://myur.universal-robots.com/#/login>
- Or go to <https://www.universal-robots.com/> and look under the Service & Support tab



# myUR – How do I sign up?

- Once on the landing page you can log in if you're an existing customer or request myUR access



The screenshot shows the Universal Robots myUR login interface. At the top left is the logo with the text "UNIVERSAL ROBOTS myUR". Below it is a blue header bar with "Universal Robots myUR" in white. The main section is titled "LOGIN" and contains two input fields for "Email" and "Password". Below these fields is a checkbox labeled "Keep me logged in". A grey "LOGIN" button is positioned below the checkbox. Underneath the button are two links: "FORGOT PASSWORD?" and "REQUEST MYUR ACCESS →". A hand cursor icon is pointing at the "REQUEST MYUR ACCESS →" link.

UNIVERSAL ROBOTS myUR

Universal Robots myUR

LOGIN

Email

Password

☐ Keep me logged in

LOGIN

[FORGOT PASSWORD?](#)

[REQUEST MYUR ACCESS →](#)

# myUR – How do I sign up?

- Fill out the form and submit request
- A **serial number** is required for sign up in addition to all areas that have an asterisk
- Once approved, you will receive a welcoming email that will complete the sign-up process

## REQUEST ACCESS

Fill out the form to send an access request.

### Profile

First name *	Last name *
<input type="text"/>	<input type="text"/>
Email *	Telephone number *
<input type="text"/>	<input type="text"/>
Job title	
<input type="text"/>	
Password *	Re-enter password *
<input type="password"/>	<input type="password"/>


Your password must contain at least 8 characters, but no more than 30 characters. Spaces in the beginning or in the end of the password are not allowed.

### Robot

Distributor	S/N *
<input type="text"/>	<input type="text"/>

### Company

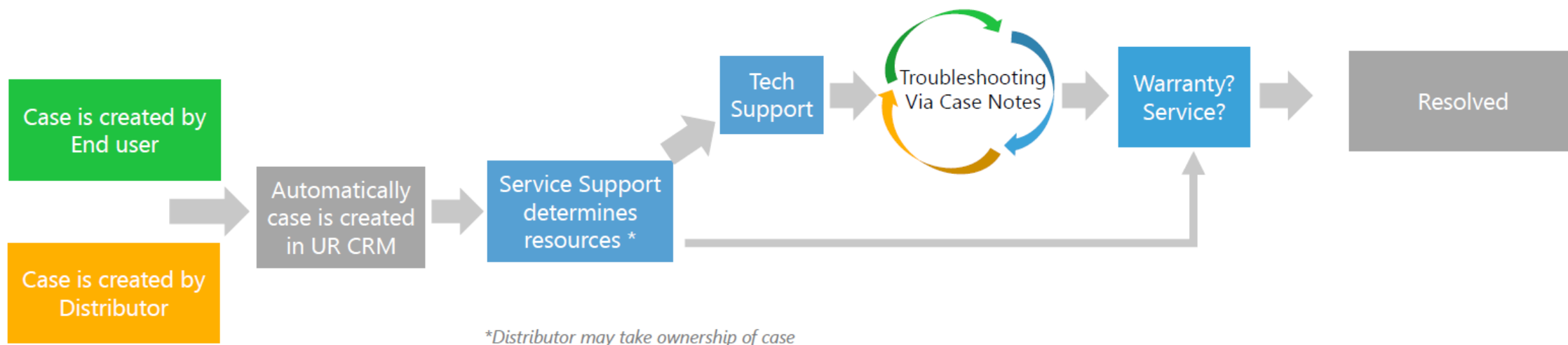
Name *	Street Address *
<input type="text"/>	<input type="text"/>
Postal Code *	City *
<input type="text"/>	<input type="text"/>
State	Country *
<input type="text"/>	<input type="text"/>

☐ I'm not a robot 

\* Required

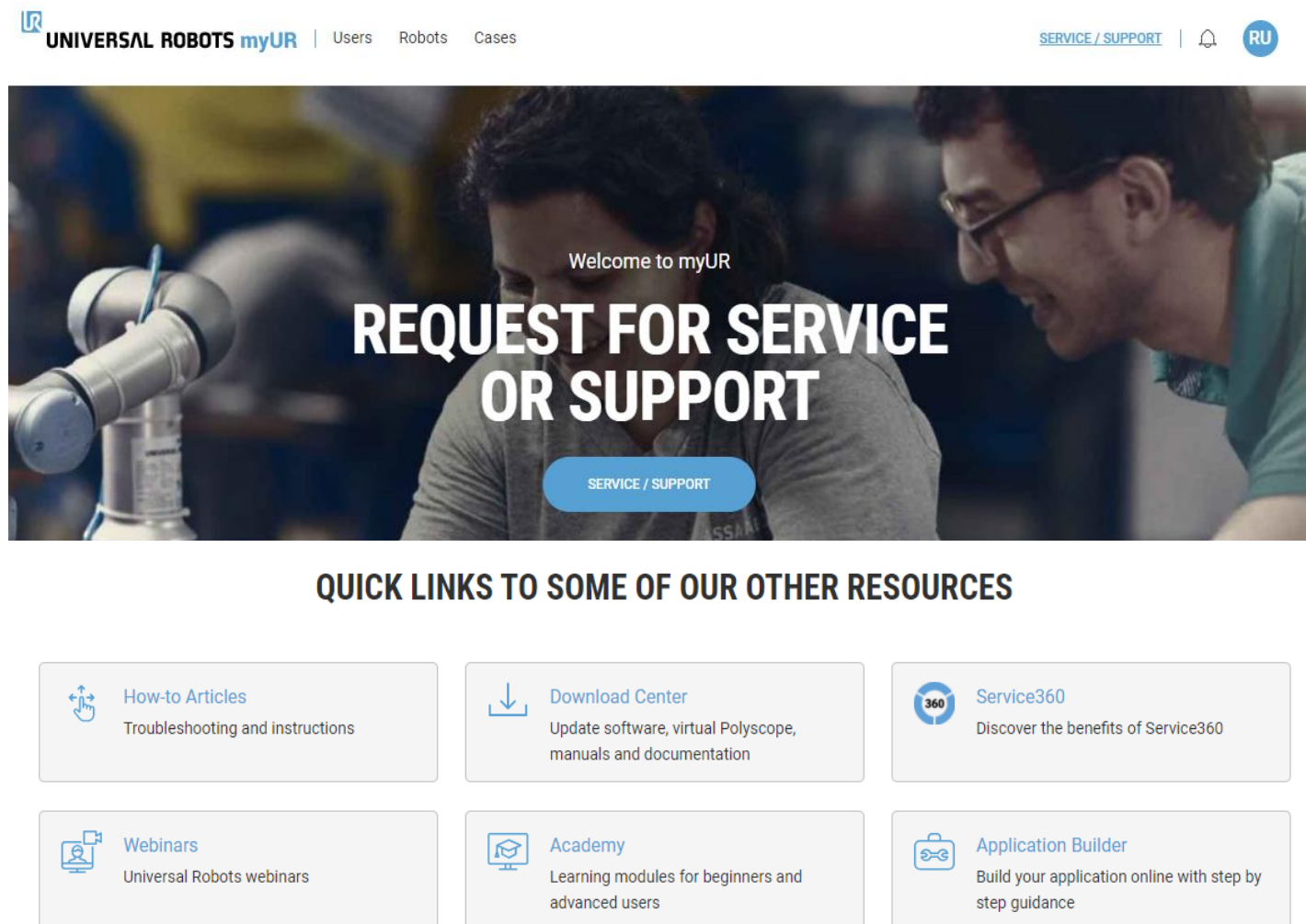


# myUR – Case creation flow



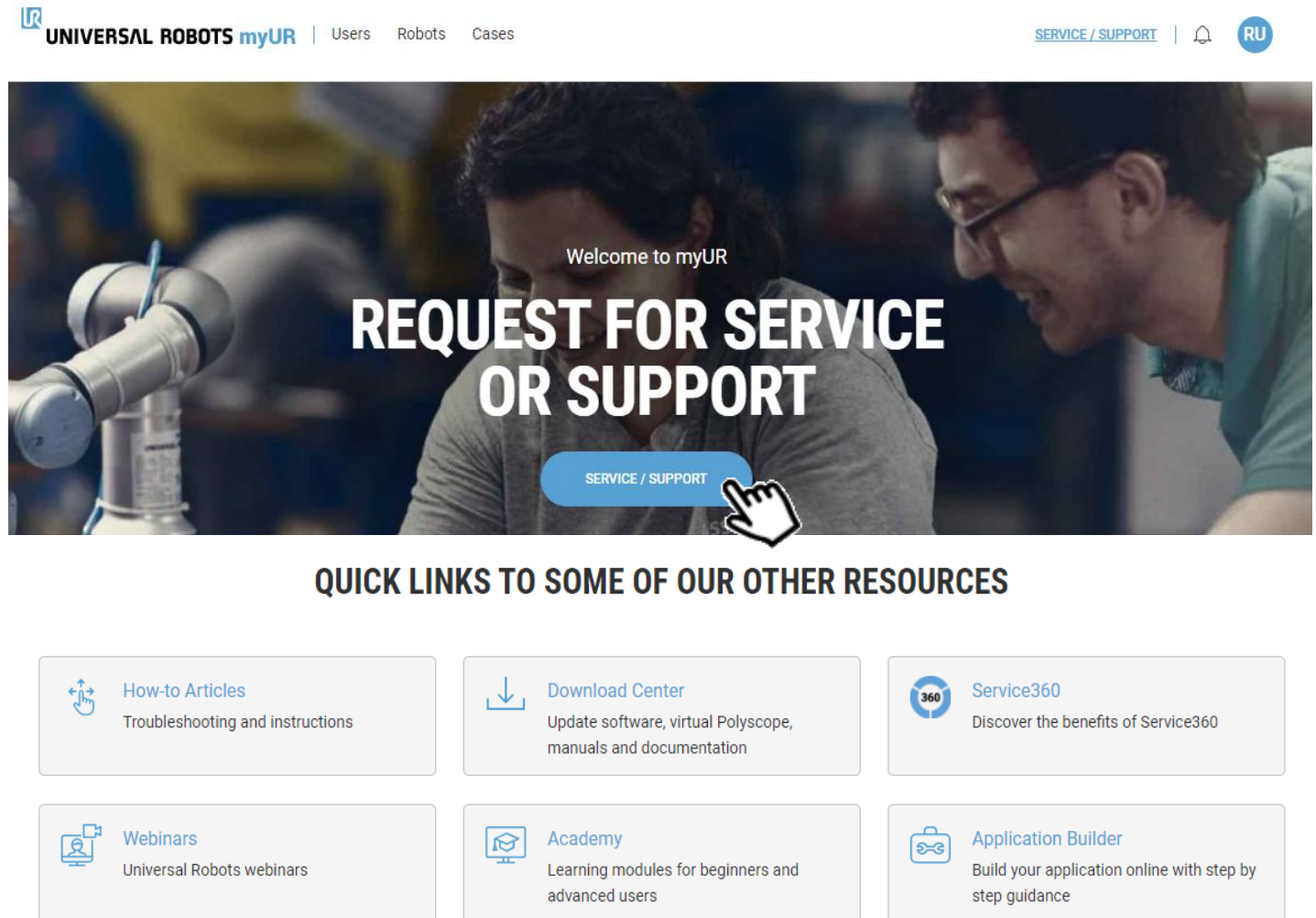
# myUR – Home page

- Request service/support
  - Follow a step by step process flow
- Resource links to:
  - How-to Articles
  - Download Center (manuals, software)
  - Service360 (service plans)
  - UR Webinars
  - Training Academy
  - Application Builder



# myUR – Case creation via process flow

- Request service or support



The screenshot shows the myUR website interface. At the top, the navigation bar includes the Universal Robots logo, 'myUR', and links for 'Users', 'Robots', and 'Cases'. On the right, there is a 'SERVICE / SUPPORT' link, a notification bell, and a user profile icon labeled 'RU'. The main banner features a background image of a robotic arm and two people, with the text 'Welcome to myUR' and a large 'REQUEST FOR SERVICE OR SUPPORT' button. A hand cursor icon is pointing at the button. Below the banner, a section titled 'QUICK LINKS TO SOME OF OUR OTHER RESOURCES' contains six cards:

- How-to Articles**: Troubleshooting and instructions (icon: hand with arrows)
- Download Center**: Update software, virtual Polyscope, manuals and documentation (icon: download arrow)
- Service360**: Discover the benefits of Service360 (icon: 360 degree circle)
- Webinars**: Universal Robots webinars (icon: person at screen)
- Academy**: Learning modules for beginners and advanced users (icon: graduation cap)
- Application Builder**: Build your application online with step by step guidance (icon: briefcase with gear)

# myUR – Case creation via process flow

- Support – allows you create a case with or without a specific serial number.
  - This option is good for general robot support questions
  - Its also a good option for creating a case if you are **not able to find a serial number in your fleet**
- Follow process flow
  - Type of help
  - Robot selection
  - Problem description

The screenshot shows the 'CASES' section of the myUR interface. At the top, there's a navigation bar with 'UNIVERSAL ROBOTS myUR' and links for 'Users', 'Robots', and 'Cases'. On the right, there's a 'SERVICE / SUPPORT' link, a notification bell with '1', and a user profile icon 'AU'. Below the navigation bar, a dark grey header contains the word 'CASES'. To the left of the main content area is a vertical process flow diagram with three steps: 'Type of help' (selected), 'Robot selection', and 'Problem description'. The main content area is titled 'TYPE OF HELP' and asks 'What type of help do you need?'. There are two options: 'Support' and 'Service or warranty'. The 'Support' option features a robot arm with a large blue question mark and the text 'Help with applications, programming, troubleshooting, and operating the robot.' The 'Service or warranty' option features a robot arm with a wrench and the text 'Claiming a warranty or requesting a repair at service hub'. A hand cursor is pointing at the 'Support' option.

UNIVERSAL ROBOTS myUR | Users Robots Cases

SERVICE / SUPPORT | 1 AU

## CASES


Type of help

Robot selection

Problem description


### TYPE OF HELP

What type of help do you need?



#### Support

Help with applications, programming, troubleshooting, and operating the robot.



#### Service or warranty

Claiming a warranty or requesting a repair at service hub

# myUR – Case creation via process flow

- Select your robot
  - Or search by serial number
- Select “Not related to a specific robot”
  - If you don’t see your robot serial number
  - If this case is not specific to a particular robot

UNIVERSAL ROBOTS myUR | Users Robots Cases

SERVICE / SUPPORT | 1 AU

## CASES

Type of help ☒ Robot selection ☐ Problem description

SUPPORT CASE ☒ SELECT YOUR ROBOT ☐

Search by S/N

Not related to a specific robot	testname 99993034563	UR10 - 99993034569 99993034569 UR10	UR3 - 99993334561 99993334561 UR3
UR3 - 99993334564 99993334564 UR3	Cutting Edge Machine 99993534562 UR5	UR5 - 99993534568 99993534568 UR5	UR10e - 999950345610 999950345610 UR10e

# myUR – Case creation via process flow

- Problem description

- Provide a subject
- Detailed description of your problem or request. \*\*This is also where you would enter a robot serial number that you could not find
- Delivery address – This is automatically transferred in our system, so our shipping department knows where to the part/robot.
- Reference number – your internal PO
- Attach(s) any log files, programs, videos, pictures etc
- Submit case

The screenshot shows the 'myUR' interface for creating a case. At the top, there's a navigation bar with 'UNIVERSAL ROBOTS myUR', 'Users', 'Robots', and 'Cases' (highlighted). On the right, there are links for 'SERVICE / SUPPORT' and a user profile icon labeled 'AU'. Below the navigation bar is a dark header with the word 'CASES'. A vertical process flow on the left indicates three steps: 'Type of help' (checked), 'Robot selection' (checked), and 'Problem description' (active). The main content area is titled 'PROBLEM DESCRIPTION' and contains three input fields: 'Subject \*' with a placeholder 'Provide a brief summary of the problem', 'Description \*' with a placeholder 'Describe the details of your problem' and a character count '0/2000', and 'Delivery address' with a character count '1/2000'.

UNIVERSAL ROBOTS myUR | Users Robots Cases

SERVICE / SUPPORT | AU

**CASES**

Type of help ☒ Robot selection ☒ Problem description ☐

**SUPPORT CASE** ☒

99993034563 - MY NEW ROBOT ☒

**PROBLEM DESCRIPTION**

Subject \*

Provide a brief summary of the problem

Description \*

Describe the details of your problem 0/2000

Delivery address 1/2000

# myUR – Users tab

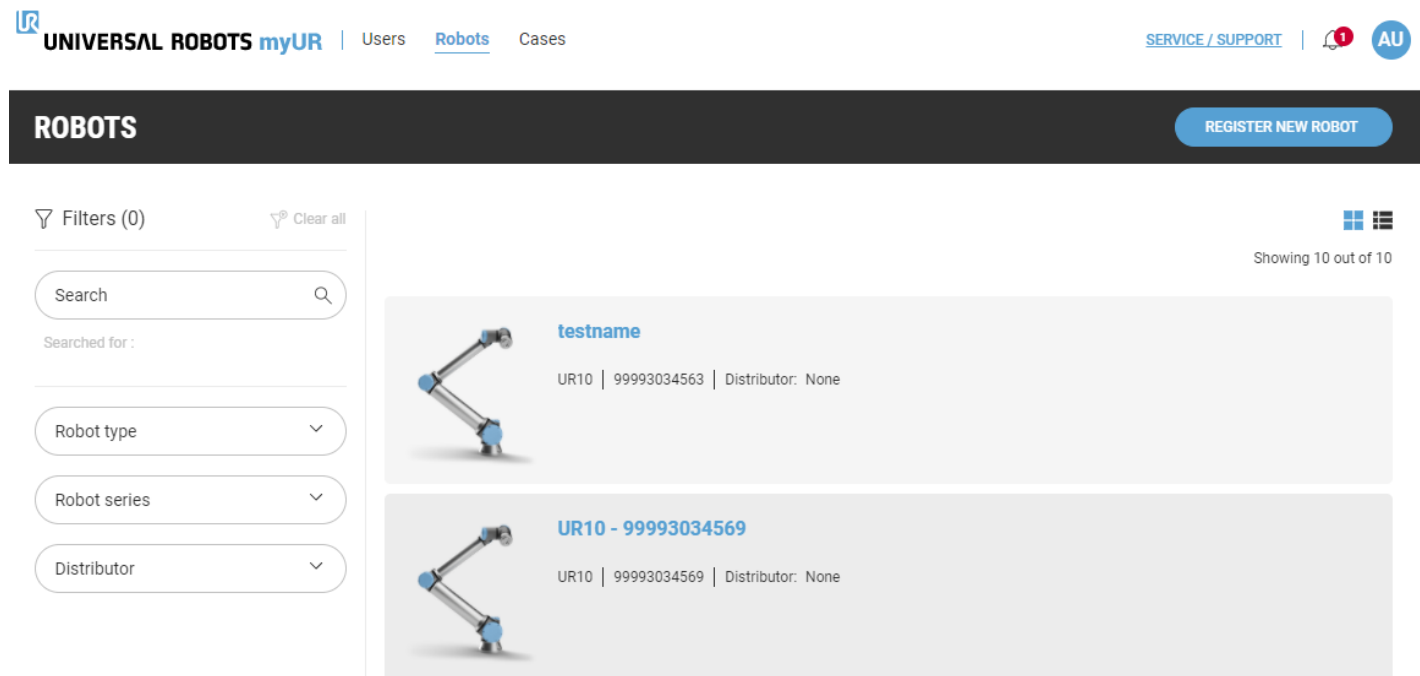
- Invite new users

The screenshot shows the 'myUR' interface with the 'Users' tab selected. The top navigation bar includes the 'UNIVERSAL ROBOTS myUR' logo, a 'Users' link, and tabs for 'Robots' and 'Cases'. On the right, there are links for 'SERVICE / SUPPORT', a notification bell, and a user profile icon labeled 'RU'. Below the navigation bar is a dark header with the word 'USERS' in white. A search bar is located on the right side of the user list. The user list consists of two rows of cards. The first row contains six cards: an 'Invite User' card with a blue plus icon, and five test/user cards (CT, JT, KT, RU, BU) with blue circular icons. The second row contains three 'Pending user' cards with gray person icons. Each card displays the user's name, role, and email address.

User Type	ID	Name	Role	Email
Invite User	+			
Test User	CT	Chinese Test User	Company Administrator	chinese_test_user@univer...
Test User	JT	Japanese Test User	Company Administrator	japanese_test_user@unive...
Test User	KT	Korean Test User	Company Administrator	korean_test_user@univers...
User	RU	Root User	Company Administrator	root@universal-robots.com
User	BU	Basic User	User	basic-user@universal-robo...
Pending user				amas@universal-robots.co...
Pending user				nije@universal-robots.com
Pending user				service-user@universal-ro...

# myUR – Robots tab

- Register a new robot
- Manage your fleet by:
  - Robot type
  - Robot series
  - Distributor



The screenshot displays the 'ROBOTS' tab in the myUR interface. At the top, the navigation bar includes the Universal Robots logo, 'UNIVERSAL ROBOTS myUR', and links for 'Users', 'Robots' (active), and 'Cases'. On the right, there are links for 'SERVICE / SUPPORT', a notification bell with a red '1', and a user profile icon labeled 'AU'. Below the navigation bar, a dark header bar contains the word 'ROBOTS' and a 'REGISTER NEW ROBOT' button. The main content area is divided into a left sidebar and a right main panel. The sidebar features a 'Filters (0)' section with a 'Clear all' link, a search bar, and three dropdown menus for 'Robot type', 'Robot series', and 'Distributor'. The main panel shows a list of robots. The first robot is named 'testname' and is a UR10 with serial number 99993034563 and no distributor. The second robot is named 'UR10 - 99993034569' and is also a UR10 with the same serial number and no distributor. Both robots are accompanied by a small image of a robotic arm. The interface indicates 'Showing 10 out of 10' robots.

# myUR – Cases tab

- Create new cases
- Follow active cases
- Search cases
  - Case Type
  - Status
  - Company
  - Robot type
  - Robot series

The screenshot displays the 'myUR' interface for the 'Cases' tab. At the top, the navigation bar includes the 'UNIVERSAL ROBOTS myUR' logo, links for 'Users', 'Robots', and 'Cases' (which is active), a 'SERVICE / SUPPORT' link, a notification bell, and a user profile icon labeled 'RU'. Below the navigation bar, a dark header bar contains the word 'CASES' and a 'CREATE NEW CASE' button. The main content area is divided into a left sidebar and a right main panel. The sidebar features a 'Filters (0)' section with a 'Clear all' link, a search bar, and several filter dropdowns: 'Case Type', 'Status', 'Company', 'Robot type', and 'Robot series'. The main panel shows a toggle for 'Show all' and 'Show only my cases', and a sort order selector for 'Newest First' and 'Oldest First'. Below these, there are two tabs: 'ACTIVE CASES' and 'RESOLVED CASES'. The 'ACTIVE CASES' tab is selected, showing two case entries. The first entry is 'TS025366 - Robot issues' with a status of 'In Progress'. The second entry is 'TS025365 - Error on robot' with a status of 'Need help troubleshooting'. Both entries show the user 'Distributor Administrator' and the date '8/11/2020'.

**UNIVERSAL ROBOTS myUR** | Users | Robots | **Cases** | SERVICE / SUPPORT | RU

**CASES** CREATE NEW CASE

Filters (0) Clear all

Search

Searched for :

Case Type

Status

Company

Robot type

Robot series

Show all | Show only my cases

Newest First | Oldest First

**ACTIVE CASES** **RESOLVED CASES**

**TS025366 - Robot issues**

TEST CASE

Distributor Administrator | x0 | x0 | Benjamin Blümchen

Reported on: 8/11/2020 | Updated on: 8/11/2020

In Progress

**TS025365 - Error on robot**

Need help troubleshooting

Distributor Administrator | x0 | x0 | Benjamin Blümchen

# myUR – Frequently asked questions

- How do I sign a up for a myUR account? I need myUR account access, how do I get that?
  - Please submit your request for a MyUR account of the following page: <https://myur.universal-robots.com/#/login>
  - Click on the Request myUR Access link and complete the form. Please reference page 3 above for further details.
  - Have your company myUR administrator add you via the User tab. Please reference page 11 for further details.
- Are there any prerequisites in order to sign up for a myUR account?
  - Yes, you must have a valid UR robot serial number.
- I don't see the robot serial number in myUR, what should I do?
  - If serial number of the robot is not available, please create a support case and provide it in a comment and we will add it.
- Why do you need a log file when opening a case?
  - The robot log file is needed when creating the myUR case for root cause diagnosis by UR Tech Support. The log gives UR critical information about the failure mode that is needed for a proper diagnosis, an action plan and repair.
- I want others to be copied on the communication of the case, how do I do that?
  - Other coworkers and UR partners who support or use your robot can “follow” the case. They first need myUR access. Use the Request myUR access link on our web page if they need an account.
- Can I add people within my own company?
  - You can add people if you have the Admin role. You go to user tab and add your colleague by adding their email address. This sends an invite to that email address.

# myUR – Frequently asked questions

- Can I have a company administrator?
  - Yes, an administrator is assigned through the initial myUR account creation.
- How do I add a coworker to the case?
  - You are not able to add them yourself right now however, this will be implemented in the future.
  - You will let your coworker know the TS number and they will be able to “follow” the case and receive notifications if they have a myUR account.
- What if I want to purchase a part, do I need to create a case.
  - No, you do not need to create a case. Please email [us.salessupport@universal-robots.com](mailto:us.salessupport@universal-robots.com) for any purchase.
- If I’m a distributor, can the customer see if there is a PO in a comment?
  - Customer can’t see any comments unless the “send to tech support” box is unchecked.
  - If you upload PO in the “attach PO” field the customer will not see the PO.
- Can I use just any email address?
  - Gmail, yahoo, etc. type emails will not be accepted. If there needs to be some form of exception, that should be discussed with UR.