

# ADD TO YOUR NEW OR EXISTING JUNIPER NETWORKS JUNOSPHERE BANK

This document briefly describes how to use your Juniper Networks authorization code to add to your new or existing Juniper Networks® Junosphere™ bank.

If you are a new user to Juniper, this is a two step process, please start with Step 1. If you already have a Juniper Customer Support account, please start with Step 2.

## Step 1:

**Start here if you are a new user and do not already have a Customer Support account with Juniper.** This step will help you create an account and enter you into the Customer Support system so you can receive support.

- Go to [www.juniper.net](http://www.juniper.net), pick Support, and click on “Create User Account” link on right navigation bar (direct link: <http://tools.juniper.net/entitlement/setupAccountInfo.do>)
- After entering your email address and selecting the country, click “next” to navigate to eligibility screen.
- Select the second radio button labeled “Use a device or software serial number” and enter one RTU Serial Number from page 1 of this document (if you have more than one RTU serial number, you only have to enter one number). Click “next” to navigate to Account Creation screen.
- Provide name and address details as requested; do NOT enter an authorization code at the bottom of the form, click “next” to proceed to Encryption Agreement.
- Read and click the legal compliance form.
- After successful registration and screening you will receive an email with instruction to reset the password and activate your Juniper Customer Support user account; it can take up to 1 day to receive this confirmation email.

## Step 2:

**Start here once you have a user account with Juniper.** You must already have a Juniper Customer Support account to activate your Junosphere account.

- Access the Juniper SubReg site directly via (link: <http://tools.juniper.net/subreg/>).

- Login with your email address and password.
- Click on the bottom option of “Junosphere.”
- Start Bank Creation; choose either “Create a new Junosphere Bank” or “Add additional capacity/features to an existing Junosphere Bank Configuration.”
  - If you chose a “Create a new Junosphere Bank”, enter the requested information, including the authorization codes from page 1 of this document. If you have more than one code, please enter all the codes. Pick a name that is meaningful for your Bank name. Note if you do not have a Juniper SE, please enter your own email address.
  - If you choose “Add additional capacity/features to an existing Junosphere Bank Configuration”, you are presented with a list of banks associated with your site. Select the banks you want to add to and enter one or more authorization codes for capacity to be added to the bank.

## Step 3:

The Junosphere administrator will create your Bank and send you your Junosphere credentials within 3 business days. Go to [www.junosphere.net/mainui](http://www.junosphere.net/mainui) and use your credentials to login, accept the End User License Agreement for Junosphere, and begin using Junosphere.

If you have questions with account creation or bank creation, please send email to:

[Junosphere\\_schedule\\_admin@juniper.net](mailto:Junosphere_schedule_admin@juniper.net).

For additional assistance, please contact Juniper Networks customer care by opening a case online via the CSC at [https://tools.online.juniper.net/cm/case\\_create\\_choice.jsp](https://tools.online.juniper.net/cm/case_create_choice.jsp) (login to the CSC is required).