



CUSTOMER PORTAL

# Registration

End Users

APRIL 2019



# Portal Registration



## Login to your account

EMAIL ADDRESS

PASSWORD

**SIGN IN**

Don't have an account? [Sign up now](#)

By submitting this form, you agree to FLIR's [Terms of Service](#), [Cookie Policy](#) and [Privacy Policy](#).

1. Enter the following web address into your web browser:-

<https://customer.flir.com>

2. Click 'sign up now' button

Note - the email address used will be used to send all Portal communication

# Create an account - 1



## Create an account

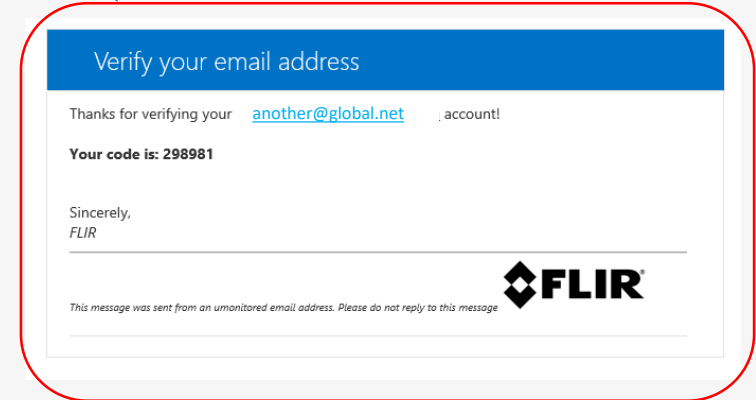
STEP 1  
EMAIL ADDRESS

SEND VERIFICATION CODE

BACK

By submitting this form, you agree to FLIR's [Terms of Service](#), [Cookie Policy](#) and [Privacy Policy](#).

1. Enter your email address
2. Select verification code
3. You will receive the verification code in your email inbox



STEP 1  
EMAIL ADDRESS

VERIFICATION CODE

VERIFY CODE

Enter code from verification email to complete sign up.

BACK

4. Enter the verification code
5. Select verify code

# Create an account - 2



## Create an account

**STEP 2**  
NEW PASSWORD

CONFIRM NEW PASSWORD

FIRST NAME: AN

LAST NAME: Nother

COUNTRY/REGION: United Kingdom of Great Britain & Northern Ireland

**CONSENT**  
FROM TIME TO TIME, WE MAY LIKE TO CONTACT YOU ABOUT OUR PRODUCTS AND SERVICES, AS WELL AS OTHER CONTENT THAT MAY BE OF INTEREST TO YOU.

YES  
 NO


**CREATE** **BACK**


1. Create a password & repeat to confirm
2. Fill in name fields
3. Select country/region from drop down list
4. Select appropriate consent (Yes or No)
5. Click "CREATE"

By submitting this form, you agree to FLIR's [Terms of Service](#), [Cookie Policy](#) and [Privacy Policy](#).

# Create an account - 3

Welcome to the Customer portal! ×

 **FLIR Account Holders Continue Here.**  
Please have your 6-digit account number ready. Don't know it?  
Please contact your FLIR account manager  
or email us at [ccare@flir.com](mailto:ccare@flir.com).

 **Continue Here as a Guest.**  
Choose this option for a one time order or repair. Credit card terms only.

Please click on “Continue Here as a Guest”

Note:- If you are a FLIR dealer or account holder, please refer to the Registration For Dealers guide

# Customer Portal - Home Screen



HOME REPAIR/SERVICE WARRANTY CONTACT US

## Customer Portal



### [Join FLIR partner portal?](#)

Choose this if you are an existing FLIR partner (Dealer, Distributor, Integrator or OEM)



### [Product Registration](#)

Product Registration



### [Book A Repair or Service](#)

Send product to FLIR Service Center for repair or service.



### [User Guides](#)

Details and instructions on how to use the portal.



### [FLIR One 9Hz Certification](#)

Warranty return for FLIR ONE



### [Global Trade Compliance](#)

Document library

- You are now registered on the Customer portal.
- From here you can now select other services, including:-
  - Registration of your product
  - Book a Repair or Service for your product
- Please now refer to other Customer Portal guides to further assist with your portal experience
- If you are a FLIR partner or dealer, please follow the “Registration For Dealers” guide to enable partner benefits
- Any further questions? Please email the team:-
  - US – [CBUsupport.USA@flir.com](mailto:CBUsupport.USA@flir.com)
  - EU/EMEA/AP – [CBUsupport.EMEA@flir.com](mailto:CBUsupport.EMEA@flir.com)



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