

Smarter technology for all

Lenovo Online Service Request



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Submitting a Service Request – Step by Step – Step 1

Submitting a ticket is an easy 4-step process

- Select the country where the device is located (1)
- If not already prepopulated, input the serial number of the device requiring service (2)
- Click “Next”
- You’ll be presented with a description of the product you’ve entered, including warranty status (3)



Step1: Discovery

Step1: Discovery Description

Problem Type
Hardware / Repair

Country/Region of Service*
United States of America

Enter Serial number or IMEI*

1

2

NEXT



Step 1: Discovery

Please provide the basic details below to get started.

Problem Type
Hardware / Repair

Country/Region of Service*
United States Of America

3

You have selected: Serial Number
PC0 [REDACTED]
P50 Laptop (ThinkPad) - Type 20EQ Model 20EQ543800
Machine Type:20EQ
Warranty Status: In Warranty
[Change Product](#)

✓ This machine is entitled

Submitting a Service Request – Step by Step – Step 2

- This is where you should describe the problem with the device
- If you wish to associate a reference number with this request, this can be done in the first field (1)
- If you've run diagnostics and have a code, it can be entered in the second field (2)
- The main body field is where you describe the symptoms (3)
- Note that descriptions cannot exceed 500 characters

The screenshot shows the 'Step 2: We would appreciate additional information.' form. At the top, a progress bar indicates three steps: 'Step 1: Discovery' (completed, green dot), 'Step 2: We would appreciate additional information.' (current step, green dot), and 'Step 3: Contact Details' (pending, grey dot). Below the progress bar is a blue '← BACK' link. The main heading is 'Step 2: We would appreciate additional information.' followed by the instruction 'Please provide a few more details to make sure your ticket is handled appropriately.' The form contains three fields: 1. 'External Case Reference Number*' (a text input field). 2. 'Diagnostic Code' (a text input field). 3. 'Description*' (a large text area with a '0/500' character count at the bottom right). To the right of these fields are three green circular icons with white numbers 1, 2, and 3, corresponding to the fields. Below the description field is the instruction 'Please provide a detailed description of the machine failure and any diagnostic testing results.' and a blue 'NEXT' button.

Step 1: Discovery Step 2: We would appreciate additional information. Step 3: Contact Details

← BACK

Step 2: We would appreciate additional information.

Please provide a few more details to make sure your ticket is handled appropriately.

External Case Reference Number*

Diagnostic Code

We recommend that you run Lenovo Diagnostics app which you can download [here](#).

Description* 0/500

Please provide a detailed description of the machine failure and any diagnostic testing results.

NEXT

Submitting a Service Request – Step by Step – Step 3a

- Provide the contact information for the person whom Lenovo Service will contact about this issue
- Company Name, Email and Phone fields are required (1)
- On-Site Contact Name and Phone fields are required (2)
- Select call back option for continued updates on you Service Case (3)

The screenshot shows the 'Step 3: Contact Details' form. At the top, a progress bar indicates four steps: Step 1: Discovery, Step 2: We would appreciate additional information., Step 3: Contact Details (current step), and Step 4: Review Submission. Below the progress bar is a '← BACK' link. The form title is 'Step 3: Contact Details'. Below the title is the instruction 'Please provide your contact information and machine location.' The form is divided into two main sections. The first section, labeled with a circled '1', is 'Enter Customer Contact Information' and contains four input fields: 'Company Name*' (required), 'Email', 'Phone Number*' (required), and 'phone number extension'. The second section, labeled with a circled '2', is '#enter on site contact information' and contains two input fields: 'On-Site Contact Name*' (required) and 'Phone Number*' (required), followed by a 'phone number extension' field. At the bottom, there is a section labeled with a circled '3' for '* Call Back Options'. It includes four radio button options: 'Email Only', 'Text Only', 'Both Email & Text', and 'None (voice only)'. Below these options is a note: 'You will receive an Email confirmation for your service request. If you would also like to receive Email and/or Text updates on the progress of your service request please select your preference above.'

Step 1: Discovery Step 2: We would appreciate additional information. Step 3: Contact Details Step 4: Review Submission

← BACK

Step 3: Contact Details

Please provide your contact information and machine location.

1

Enter Customer Contact Information

2

#enter on site contact information

3

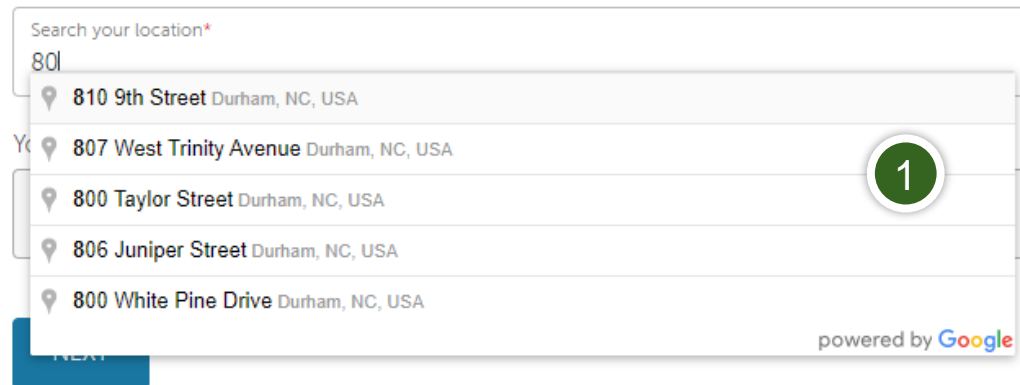
* Call Back Options

☐ Email Only ☐ Text Only ☐ Both Email & Text ☐ None (voice only)

Submitting a Service Request – Step by Step – Step 3b

- Enter the physical location of the machine to be serviced
- Address entries will be validated against Google (1)
- Address must be within the Country of Service selected in Step 1 (2)
- If Google does not confirm the correct address, you may manually complete location fields (3)

Select Address for Machine Location



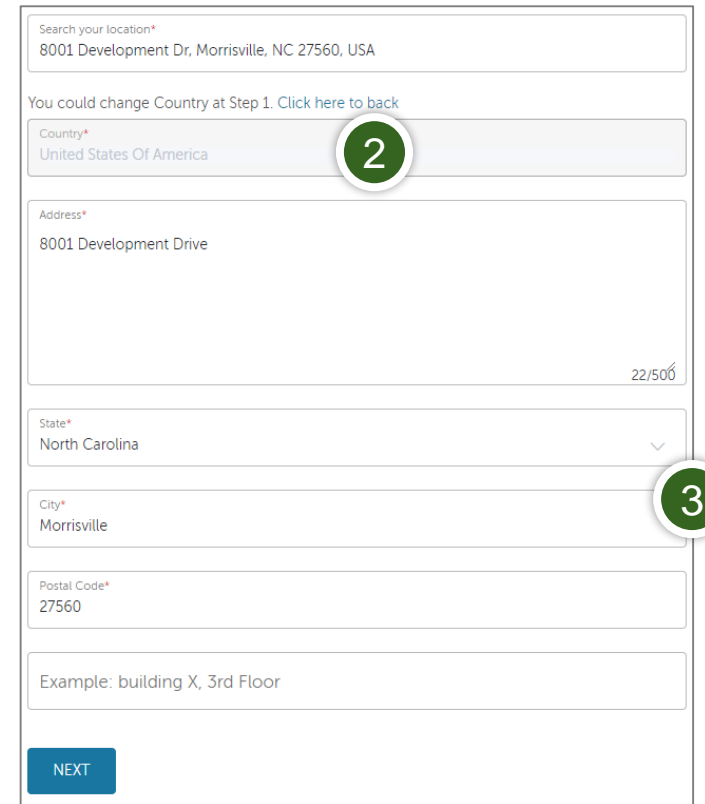
Search your location*

801

- 810 9th Street Durham, NC, USA
- 807 West Trinity Avenue Durham, NC, USA
- 800 Taylor Street Durham, NC, USA
- 806 Juniper Street Durham, NC, USA
- 800 White Pine Drive Durham, NC, USA

powered by Google

1



Search your location*

8001 Development Dr, Morrisville, NC 27560, USA

You could change Country at Step 1. [Click here to back](#)

Country*

United States Of America

2

Address*

8001 Development Drive

22/500

State*

North Carolina

City*

Morrisville

3

Postal Code*

27560

Example: building X, 3rd Floor

NEXT

Submitting a Service Request – Step by Step – Step 4

Submit An eTicket



Step 4: Review Submission

Please review your eTicket information below

Serial Number EDIT	Enter Contact Information EDIT
PC0N [REDACTED]	First Name [REDACTED] Last Name [REDACTED]
T470s (type 20HF, 20HG) Laptop (ThinkPad) - Type 20HF - Model 20HF0011US	Email [REDACTED]
Machine Type: 20HF	Phone Number [REDACTED]
	Alternate Phone Number [REDACTED]
Country/Region of Service EDIT	Company Name
United States of America	Lenovo
External Case Reference Number EDIT	
Test0001	
Description EDIT	Select Address for Machine Location EDIT
Here is my issue...	Country
	United States of America
File Attachment EDIT	Address [REDACTED]
eServiceProducts.xlsx X REMOVE ALL ATTACHMENTS	State [REDACTED]
	City [REDACTED]
	Postal Code [REDACTED]

SUBMIT

1

- The final step is to verify the information you entered before submission
- Once verified, click SUBMIT (1)

Checking Repair Status

- This can be done one of two ways:
 - Visiting <https://support.lenovo.com/repairstatus> and entering your Serial Number of Service Request Number
 - Logging on to support.lenovo.com with your Lenovo ID and navigating to “My Repairs”
 - By clicking “Status Check by Account”, you can see the status of all Service Requests submitted by your email address, from newest to oldest.

Benefits of using a Lenovo ID

- Maintain a list of all Lenovo devices you own / manage, including
 - Viewing warranty status
 - Upgrade or extend warranty
 - Performing product registration
- Create Service Requests directly from your Products list
- View and export Service Request history, including status of open Requests

thanks.

**Smarter
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for all**

Lenovo