Dear PTC-MKS Customer:

We have now completed the transition of MKS Technical Support systems to PTC for Integrity and Implementer products. (Toolkit Technical Support will be transitioned at a later date.)

For detailed information about the PTC–MKS support integration including how to leverage PTC’s Technical Support and Community tools and content, please visit the MKS Integration Update page.

Getting Started
For your convenience, your MKS support account has been migrated to a PTC support account. To set your password, review your account settings, and begin using your PTC support account, click the following link: https://www.ptc.com/appserver/common/account/password.jsp. Once logged in, you will have access to PTC’s online support tools and community sites.

Please retain your customer information including your PTC Service Contract Number(s) (SCN). You will need a PTC SCN to access both PTC web support and telephone support to ensure exclusive access for active Maintenance Support customers.

If you experience any difficulties using your SCN or have any trouble accessing Technical Support services or need to speak with a Maintenance Representative about reactivating a support agreement, please contact us at one of the telephone numbers listed below.

You will continue to receive support from the expert technical support engineers you have worked with in the past. We will work hard to make the transition to PTC systems as smooth as possible, but we would appreciate your patience as we all go through the process together.
If you would like to learn more about the PTC online support tools, you can review a series of video tutorials. The tutorial includes: how to set up a PTC support account, logging and tracking a support Case, using the knowledgebase search, and several other important tools.

- **Technical Support Online Support Tools Instructions**

To speak with a Maintenance Representative about reactivating a support agreement, please contact us at one of the telephone numbers listed below.

Sincerely,

Paul Lenfest
Senior Vice President, Customer Service, PTC

**PTC Customer Care Telephone Numbers**

<table>
<thead>
<tr>
<th>Region</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>North America</td>
<td>877–275-4782</td>
</tr>
<tr>
<td>Europe</td>
<td>00-800–78–24-43-57</td>
</tr>
<tr>
<td>Japan</td>
<td>+81 (0) 3-3346-8280</td>
</tr>
<tr>
<td>Asia &amp; Pacific Rim</td>
<td>+86 21 61060421</td>
</tr>
</tbody>
</table>