

# Company Account

## 1. Registrace

Registraci provedte na této adrese: <https://companyaccount.kaspersky.com/account/create>

Vyplňte všechna pole a nahrajte Váš licenční klíč nebo zadejte aktivační kód k Vaší licenci:

Create an account

Create your Kaspersky CompanyAccount

First name

Last name

Company

E-mail

Czech Republic

Upload key file:

or enter the activation code:

XXXXX-XXXXX-XXXXX-XXXXX

Enter the code from the image:

74b5 Code

I accept the terms of [Privacy Statement](#).

I want to receive Kaspersky Lab invitations to annual customer satisfaction surveys.

Create now

Zde je nutné nahrát licenční klíč  
nebo zadat aktivační kód ve tvaru  
XXXXX-XXXXX-XXXXX-XXXXX

Poté bude na Váš email zaslán odkaz k aktivaci účtu:



Kaspersky Lab CompanyAccount Registration

First registration step complete!

A link to activate your account has been sent to the email address indicated by you.

Click the link to activate the account and set a password. You will then be able to start using CompanyAccount.

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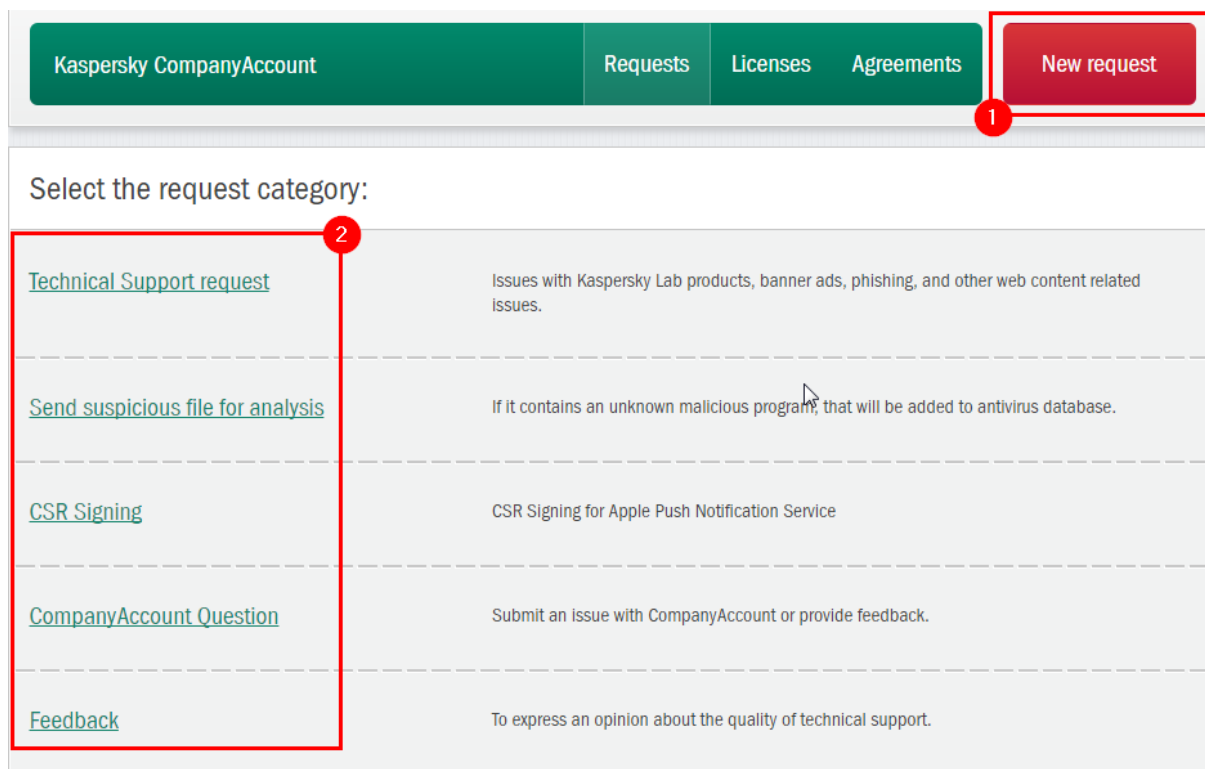
Jakmile Váš účet aktivujete pomocí zasláného odkazu, můžete se přihlásit na Company Account na této adrese:

<https://companyaccount.kaspersky.com/>

## 2. Založení nového incidentu

Přihlašte se na svůj účet Company Account <https://companyaccount.kaspersky.com/>

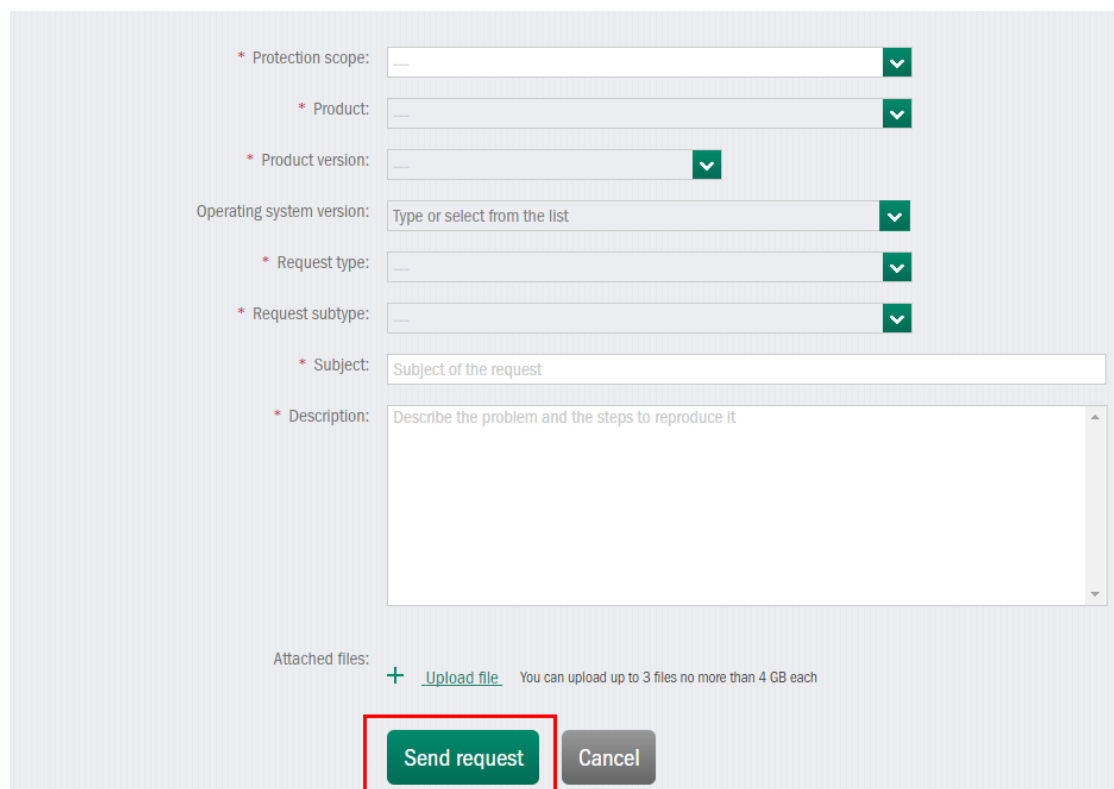
Vyberte volbu New Request a zvolte typ požadavku:



The screenshot shows the top navigation bar of the Kaspersky Company Account. The 'New request' button is highlighted with a red box and a red circle with the number '1'. Below the navigation bar, the text 'Select the request category:' is followed by a list of categories. The first category, 'Technical Support request', is highlighted with a red box and a red circle with the number '2'. The categories and their descriptions are:

Request Category	Description
<a href="#">Technical Support request</a>	Issues with Kaspersky Lab products, banner ads, phishing, and other web content related issues.
<a href="#">Send suspicious file for analysis</a>	If it contains an unknown malicious program, that will be added to antivirus database.
<a href="#">CSR Signing</a>	CSR Signing for Apple Push Notification Service
<a href="#">CompanyAccount Question</a>	Submit an issue with CompanyAccount or provide feedback.
<a href="#">Feedback</a>	To express an opinion about the quality of technical support.

Vyplňte potřebné údaje a klikněte na Send Request:



The screenshot shows the 'Send Request' form. The fields are:

- \* Protection scope: [Dropdown menu]
- \* Product: [Dropdown menu]
- \* Product version: [Dropdown menu]
- Operating system version: [Text input: Type or select from the list] [Dropdown menu]
- \* Request type: [Dropdown menu]
- \* Request subtype: [Dropdown menu]
- \* Subject: [Text input: Subject of the request]
- \* Description: [Text area: Describe the problem and the steps to reproduce it]

Attached files: + [Upload file](#) You can upload up to 3 files no more than 4 GB each

The 'Send request' button is highlighted with a red box.

Následná komunikace bude probíhat prostřednictvím e-mailu nebo přímo na portálu Company Account.