

# Easy as 1-2-3 to open and track a Service Request

**Digitally enabling real time access to our Product Support teams with DN AllConnect live.**

DN AllConnect Live is simple, easy to use and transforms the way you interact with DN Service Teams. **Access the portal on your smart device today at [DNAllConnectLive2.DieboldNixdorf.com](https://DNAllConnectLive2.DieboldNixdorf.com) OR find us on:**



Compatible Browsers:	
Microsoft Edge	Version 25 and greater
Mozilla Firefox	Version 38 and greater
Safari	6.x and greater (on Mac OS)
Chrome	Version 30 and greater
Opera	Version 72 and greater

Compatible Mobile Platforms:	
iOS	10.x and greater
Android	5.x and greater



## Step One

**Log in to the DN AllConnect Live Portal** via your mobile app, smart device or computer.

Access it at  
**[DNAllConnectLive2.DieboldNixdorf.com](https://DNAllConnectLive2.DieboldNixdorf.com)**  
or download the app through the App Store  
or Google Play.



## Step Two

**Have your information ready:**

1. Your Site or Store or Branch ID
2. Problem description
3. Contact details

(Have a file or image that will help describe the issue? **Now is the time to upload it!**)



## Step Three

**Our experts will provide a resolution.**

You can follow your service request on your device and track progress in real time throughout the resolution process.