Accessing the Customer Resource Center (CRC) – For new users

1. Go to: **crc.sysmex.com** (Using a modern browser such as **Google Chrome, Microsoft Edge or Firefox**)

2. Click on [Create Account].

3. Follow the prompt to start the registration process. [Submit].

4. Check your email inbox. You will receive a confirmation email with a special link that will allow you to complete your registration. *Complete this process within 24 hours* of receiving the email, or the link in the email will expire for security reasons.

5. Click on the link in email. *Complete this process within 24 hours* of receiving the email, or the link in the email will expire for security reasons. If the link expired, contact Customer Service at *crc@sysmex.com* or (888) 879-7639 (Option 2) to arrange for resending a link.

6. On the left, enter your CRC Site ID, Serial number <u>or</u> contract number in conjunction with the ZIP/Postal code of your lab.

7. You will see your lab name appear as the company name on the right. Confirm the accuracy of information. Or, select another location if a dropdown list is available at the top.

8. Click 'Next' and follow prompts to provide any additional information. *Note: The phone number is required in a 'xxx xxx xxxx' format.*

9. Once your registration is completed, you will be automatically directed to the CRC homepage.

Questions? (888) 879-7639, Option 2, or **crc@sysmex.com**