

## Welcome to ArcGIS

# How to create an Esri Global account



1. Open this [web link](#) which takes you to the Esri Customer Service page.
2. Select a username and password for your organisation to use to access the Customer Care Portal. This can be anything you like.
3. Fill in the rest of the details:
  - You may want to use the name of the person who administers the Esri software licences.
  - For the security question, pick one from the list and enter the answer. This is required in the event that you forget your password.
4. Click **Create Account**.



The screenshot shows a web browser window displaying the 'Esri Global Account' page. The page title is 'ESRI Customer Service' with the tagline 'where our customers always come'. Below the navigation bar, there are two buttons: 'Create Account' and 'Reset Password'. The main content area is titled 'Create A New Esri Global Account' and contains a form with the following fields: Username, Password, Confirm Password, First Name, Last Name, Organisation, Email, Confirm E-mail, Address, City / Town, Country (set to 'United Kingdom'), State or Province (set to 'Edinburgh, City of'), ZIP / Postal code, Security Question (set to 'Choose a question'), Answer, Department, Title, Phone, and Extension. At the bottom of the form are 'Create Account' and 'Cancel' buttons.