

Nuance Network

Login to the Nuance Customer Service & Support Portal to create and manage your Nuance account, submit and update Service & Support questions, view registered products and serial numbers, and subscribe to Nuance updates & promotions, as well as download the most recent product updates and upgrades.

Creating an Account

- Navigate to <http://network.nuance.com>
- Click “Create an Account”
- Complete the form
 - For company, please provide the full name
 - For License# enter Nuance order number (email renewals@nuance.com if you do not have record of this)
- Click “Create Account”

Note: We will be processing account requests as they come in. Please give us 1 business day to process the account request. Feel free to call in if you need the account expedited.

Resetting my Password

- Navigate to <http://network.nuance.com>
- Click “Forgot Password?”
- Type in the email address you registered
- Click “Send me a New Password”

Using Nuance Network

- Login to <http://network.nuance.com>
- “Incidents” will bring you to the incident management page (Dragon & Imaging Incidents)
- “My questions” will open the Support Portal and show any open Questions/Incidents/Tickets you have with Technical Support.
 1. Click on the Subject of the question to view it.
 2. Select “Update Question” at the bottom to add additional information or attachments to the incident.
- “Answers” will direct you to the knowledge base of Answers
- “Ask a question” will show you a list of products. Please use the “ASK A QUESTION” link for a CORP product to submit a question to the appropriate support team.
- To logout, go back to Nuance Network and use “Logoff” on the top gray navigation bar.

Note: Product Registration will allow you to register a personal copy of a Nuance product. Questions submitted against a personal copy will route to our retail support team. If you do not see a product listed with CORP, please give us a call.

Downloading Upgrades

- Login to <http://network.nuance.com>
- Select “Product Downloads”
- Open the “Productivity Software” folder
- Open the “Software Download” folder
- Select the “Edition” you want to access
- Select the “Version” you want to download
- Download via the link
- Once download is completed, validate the software using your existing serial number

Contact Information

- Technical Support: 888-857-6064
- Maintenance & Support Renewals: renewals@nuance.com