

# Support Data Migration

As part of our integration into **Dassault Systèmes** (DS), we are announcing our plan to retire the **No Magic Legacy Customer Support** system and migrate support data to the **Dassault Systèmes** support environment.

## Who is eligible for data migration?

- Support requesters who are using the **No Magic Legacy Customer Support** system and have received the email communication **No Magic Customer Support transition – preparation** on March 26, 2021 and/or **No Magic Customer Support transition** on May 27, 2021.
- Support requesters whose company is entitled to Customer Support; i.e., owns licenses with the active Software Assurance (support contract /ALC - annual license contract).

## What Support Data will be migrated?

Support requesters' contacts and their tickets with closed and in progress status for the last three years. See the migration criteria below.

## When will Support Data be migrated?

Your tickets in closed status will be migrated before 1st of June, 2021.

Your tickets within an **in-progress** status will be migrated on **June 1, 2021**. Beginning this date, please [continue communication in 3DSupport App](#).

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## Data migration criteria:

- Your No Magic profile is mapped to your License Owner Profile/Company Site.
- OR your company owns licenses with the active Software Assurance (support contract/ALC - annual license contract).
- AND you have connected with the No Magic Customer Support system and have created tickets in the last three years.
- AND you are registered with your company domain email.

## What do I do if I have not received the communication emails, but I think that I am eligible for migration?

Check your Spam/Junk email folder first.

If you did not find the emails, send an email to [support@nomagic.com](mailto:support@nomagic.com) and:

1. Set the email Subject: Support data migration
2. Provide the following information:
  - a. email address qualified for support migration (if different)
  - b. License Owner information - Profile ID from **No Magic legacy system**, or an email, or other identifying license owner information.



If you have a Company **Site ID** from **Dassault Systèmes**, please provide it in the email.

## Will I be able to access No Magic Customer Support system after migration to DS support?

The No Magic Customer Support system will be in a read-only mode for a limited time with the ability to export your ticket list.

## How can I export my tickets list?

Use the provided [link](#) to export your tickets list in different formats (i.e., excel, word).