



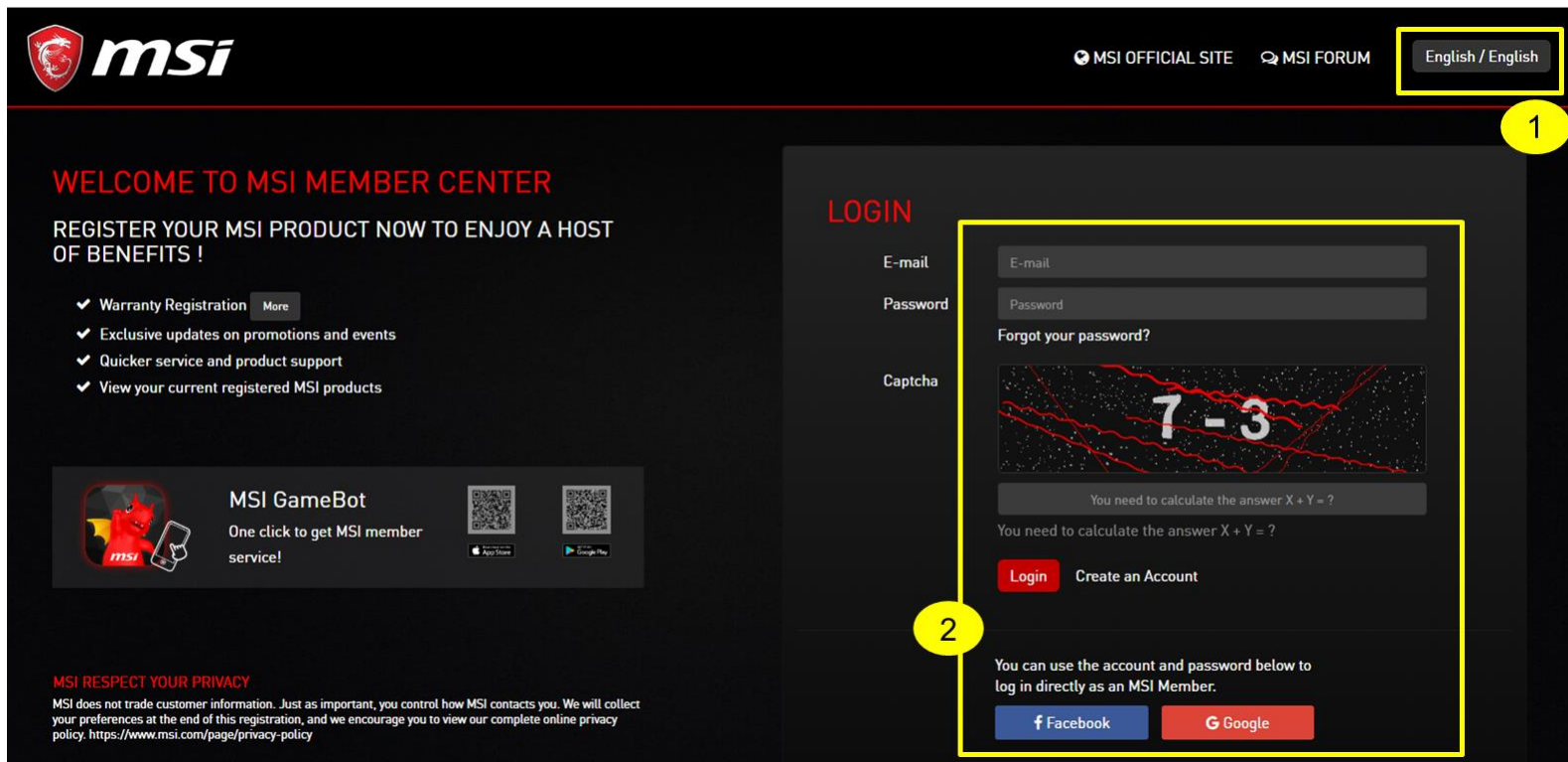
# Full Steam Ahead – Redemption Process

SOME ARE PC, WE ARE GAMING

TRUE  GAMING



# Step 1 : Register/Login to MSI Member Center



The screenshot shows the MSI Member Center website. At the top left is the MSI logo. At the top right, there are links for "MSI OFFICIAL SITE" and "MSI FORUM", and a language selection dropdown menu set to "English / English", which is highlighted with a yellow box and a yellow circle containing the number "1".

The main content area is divided into two sections:

- WELCOME TO MSI MEMBER CENTER**: This section includes a heading "REGISTER YOUR MSI PRODUCT NOW TO ENJOY A HOST OF BENEFITS !" and a list of benefits:
  - ✓ Warranty Registration [More](#)
  - ✓ Exclusive updates on promotions and events
  - ✓ Quicker service and product support
  - ✓ View your current registered MSI products
- MSI GameBot**: A section promoting the MSI GameBot app, with the text "One click to get MSI member service!" and QR codes for the App Store and Google Play.

At the bottom left, there is a privacy policy notice: "MSI RESPECT YOUR PRIVACY. MSI does not trade customer information. Just as important, you control how MSI contacts you. We will collect your preferences at the end of this registration, and we encourage you to view our complete online privacy policy. <https://www.msi.com/page/privacy-policy>".

The **LOGIN** section is highlighted with a yellow box and a yellow circle containing the number "2". It contains the following elements:

- E-mail:
- Password:
- Forgot your password? [Link](#)
- Captcha: A math problem  $7 - 3$  with a red lightning bolt effect. Below it, the text says "You need to calculate the answer  $X + Y = ?$ ".
- Buttons: [Login](#) (red) and [Create an Account](#) (white on red background).
- Below the buttons, it says "You can use the account and password below to log in directly as an MSI Member." with buttons for [Facebook](#) and [Google](#).

1. Select your preferred language
2. Create account by fulfilling member form or register by Facebook/Google+ account



## Step 2 : Go to product registration page

The screenshot shows the MSI website's user interface. At the top left is the MSI logo. The top right navigation bar includes links for 'MSI OFFICIAL SITE', 'MSI FORUM', 'LOGOUT', and a language selector set to 'English / English'. A left sidebar menu lists navigation options: HOME, MY PROFILE, MY PRODUCT, MY REWARDS, SHOUTOUT, MY WARRANTY, PROMOTIONS, MY SUPPORT (with sub-items: WEB TICKET, REPAIR HISTORY, APPLY FOR REPAIR SERVICE), and ONLINE CHAT. The main content area features a 'Welcome!' message and a prominent red banner that reads 'REGISTER YOUR MSI PRODUCT NOW TO ENJOY A HOST OF BENEFITS!'. Below this banner is a list of benefits: 'Warranty Registration' (with a 'More' button), 'Exclusive updates on promotions and events', 'Quicker service and product support', and 'View your current registered MSI products'. A red button with a white plus sign and the text '+ Product Registration' is highlighted with a yellow border. To the right, a 'Recent usage record' table shows: 'My Product' (48 minutes ago), 'My Rewards' (5 months ago), and 'Promotions' (5 months ago). At the bottom, a 'SHOUT OUT' graphic with a tree-like structure is displayed, followed by the text 'SHARE YOUR MSI PRODUCT EXPERIENCE. HELP OTHERS CHOOSE BY LETTING THEM KNOW WHY YOU CHOSE MSI' and a small paragraph about user reviews.

msi

MSI OFFICIAL SITE MSI FORUM LOGOUT English / English

HOME Welcome!

MY PROFILE

MY PRODUCT

MY REWARDS

SHOUTOUT

MY WARRANTY

PROMOTIONS

MY SUPPORT

- WEB TICKET
- REPAIR HISTORY
- APPLY FOR REPAIR SERVICE

ONLINE CHAT

**REGISTER YOUR MSI PRODUCT NOW TO ENJOY A HOST OF BENEFITS !**

- ✓ Warranty Registration [More](#)
- ✓ Exclusive updates on promotions and events
- ✓ Quicker service and product support
- ✓ View your current registered MSI products

**+ Product Registration**

Recent usage record

My Product	48 minutes ago
My Rewards	5 months ago
Promotions	5 months ago

**SHOUT OUT**

**SHARE YOUR MSI PRODUCT EXPERIENCE. HELP OTHERS CHOOSE BY LETTING THEM KNOW WHY YOU CHOSE MSI**

Have you ever read and analyzed user reviews before deciding what you wanted to buy? Then you'll understand how important a fair testimony is for making the right decision.

## Step 3 : Start to product registration



MSI OFFICIAL SITE

MSI FORUM

LOGOUT

English / English

HOME

Welcome!

MY PROFILE

MY PRODUCT **1**

MY REWARDS

SHOUTOUT

MY WARRANTY

PROMOTIONS

MY SUPPORT

◦ WEB TICKET

◦ REPAIR HISTORY

◦ APPLY FOR REPAIR  
SERVICE

ONLINE CHAT

MY PRODUCT

**2**  
+ Product Registration

1. Select "MY PRODUCT"
2. Click button with "+Product Register"

# Step 4 : Register a new product



MSI OFFICIAL SITE

MSI FORUM

LOGOUT

English / English

HOME

Welcome!

MY PROFILE

MY PRODUCT

MY REWARDS

SHOUTOUT

MY WARRANTY

PROMOTIONS

MY SUPPORT

- WEB TICKET
- REPAIR HISTORY
- APPLY FOR REPAIR SERVICE

ONLINE CHAT

## MY PRODUCT

### WARRANTY REGISTRATION: NOTEBOOK, ALL-IN-ONE PC, DESKTOP

The promotion excluded MOTHERBOARD and GRAPHICS CARD.

#### ENJOY BENEFITS.

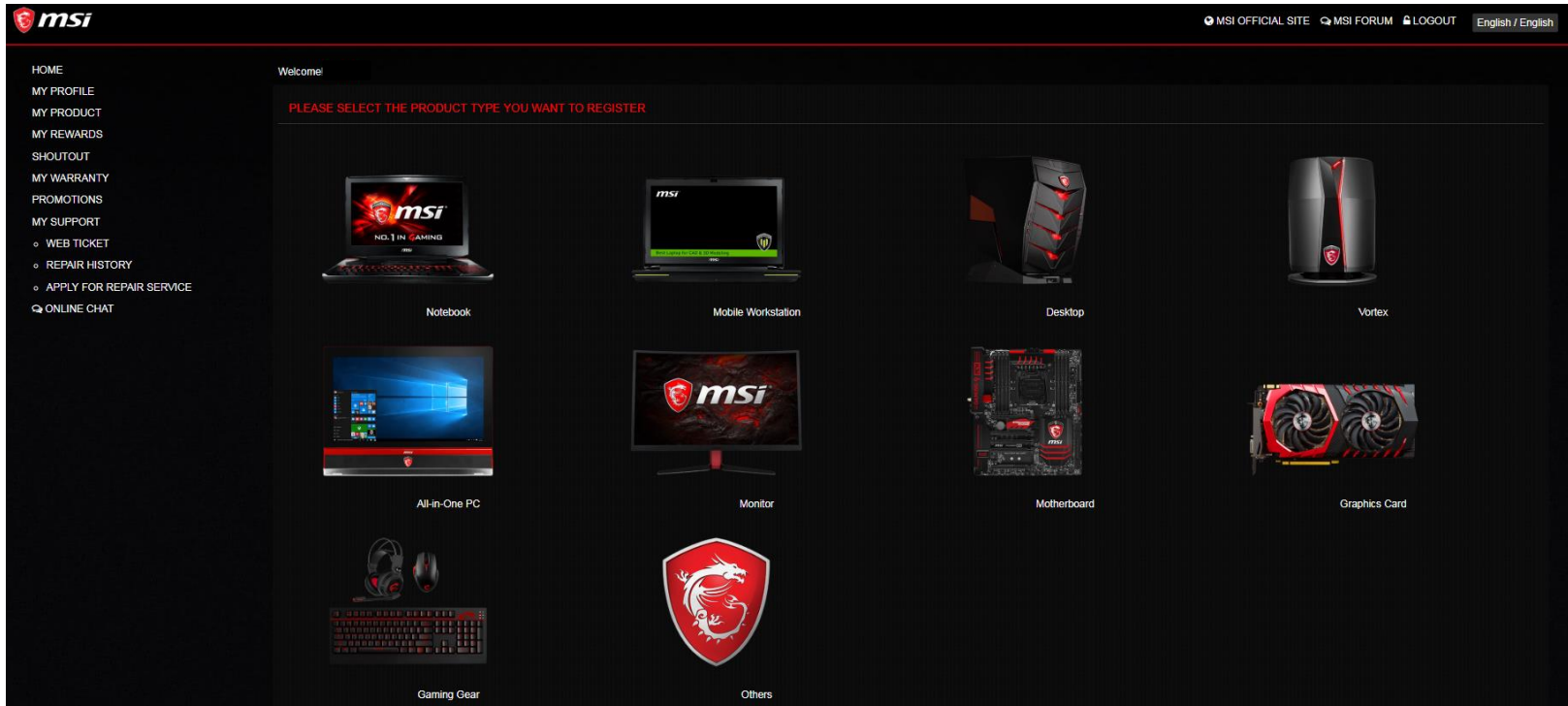
All customers who purchase a new MSI product and then complete registration and reply to the questionnaire will receive a 3-month warranty extension.

1. This does not apply to product of which standard warranty has been expired.(But customers can still complete registration and questionnaire)
2. Customers have to complete the questionnaire in advance to get the full benefits.
3. MSI reserves the right to update or modify these terms and conditions of this program.
4. This extended warranty service only can be applicable to the original country or region where consumers purchased the notebooks/all-in-one.

If you have any questions about the warranty extension on offer, please direct your inquiries to local service hotlines or the MSI support service.

[I want to register a new product](#)

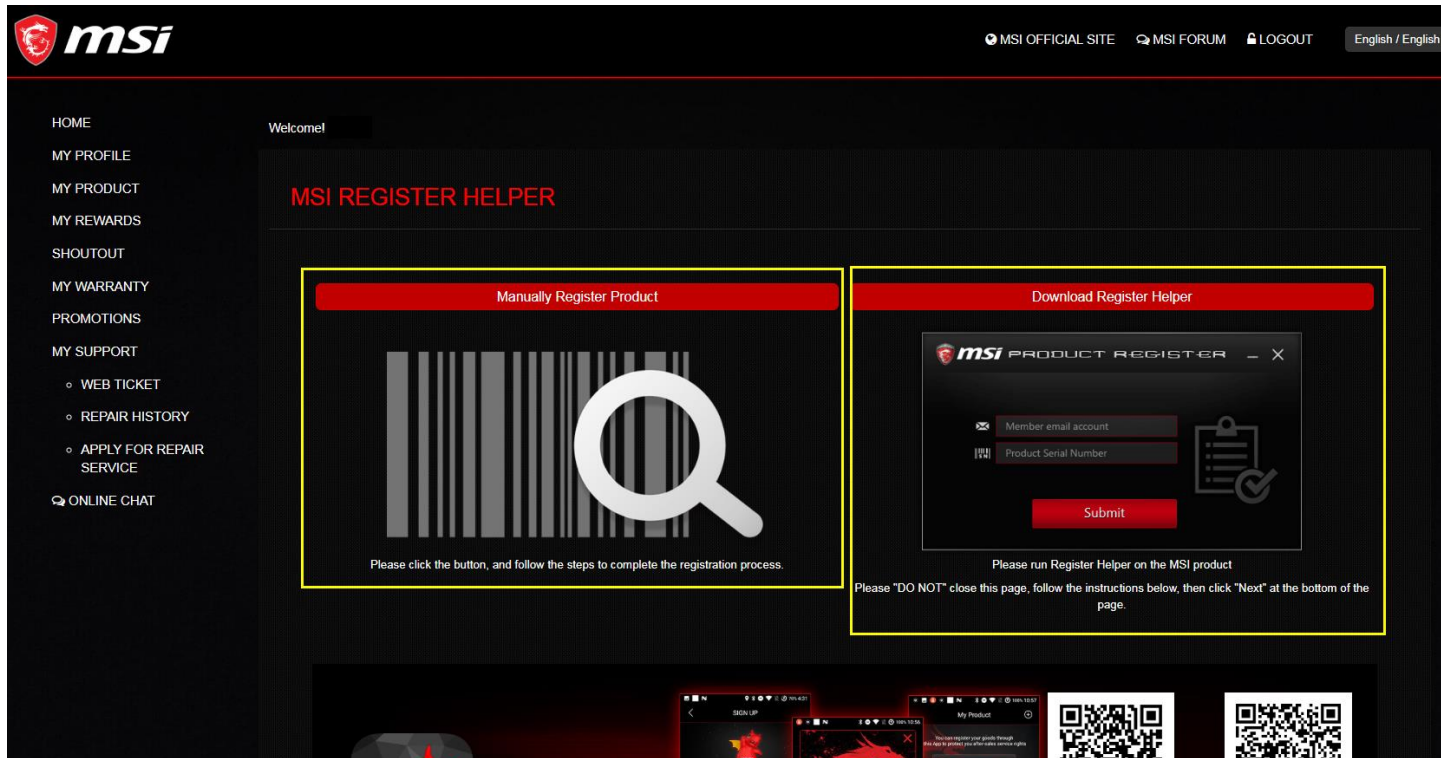
# Step 5 : Select a product line



The screenshot shows the MSI website's registration interface. At the top left is the MSI logo. The top right contains navigation links: "MSI OFFICIAL SITE", "MSI FORUM", "LOGOUT", and a language selector "English / English". A left sidebar lists navigation options: HOME, MY PROFILE, MY PRODUCT, MY REWARDS, SHOUTOUT, MY WARRANTY, PROMOTIONS, MY SUPPORT, WEB TICKET, REPAIR HISTORY, APPLY FOR REPAIR SERVICE, and ONLINE CHAT. The main content area starts with a "Welcome!" message and a red instruction: "PLEASE SELECT THE PRODUCT TYPE YOU WANT TO REGISTER". Below this, there are eight product category tiles, each with an image and a label: "Notebook" (laptop), "Mobile Workstation" (laptop), "Desktop" (tower PC), "Vortex" (tower PC), "All-in-One PC" (AIO PC), "Monitor" (display), "Motherboard" (PC board), "Graphics Card" (GPU), "Gaming Gear" (peripherals), and "Others" (MSI logo).

Select the product line that your product belongs to

## Step 6 : Choose the way to find S/N number



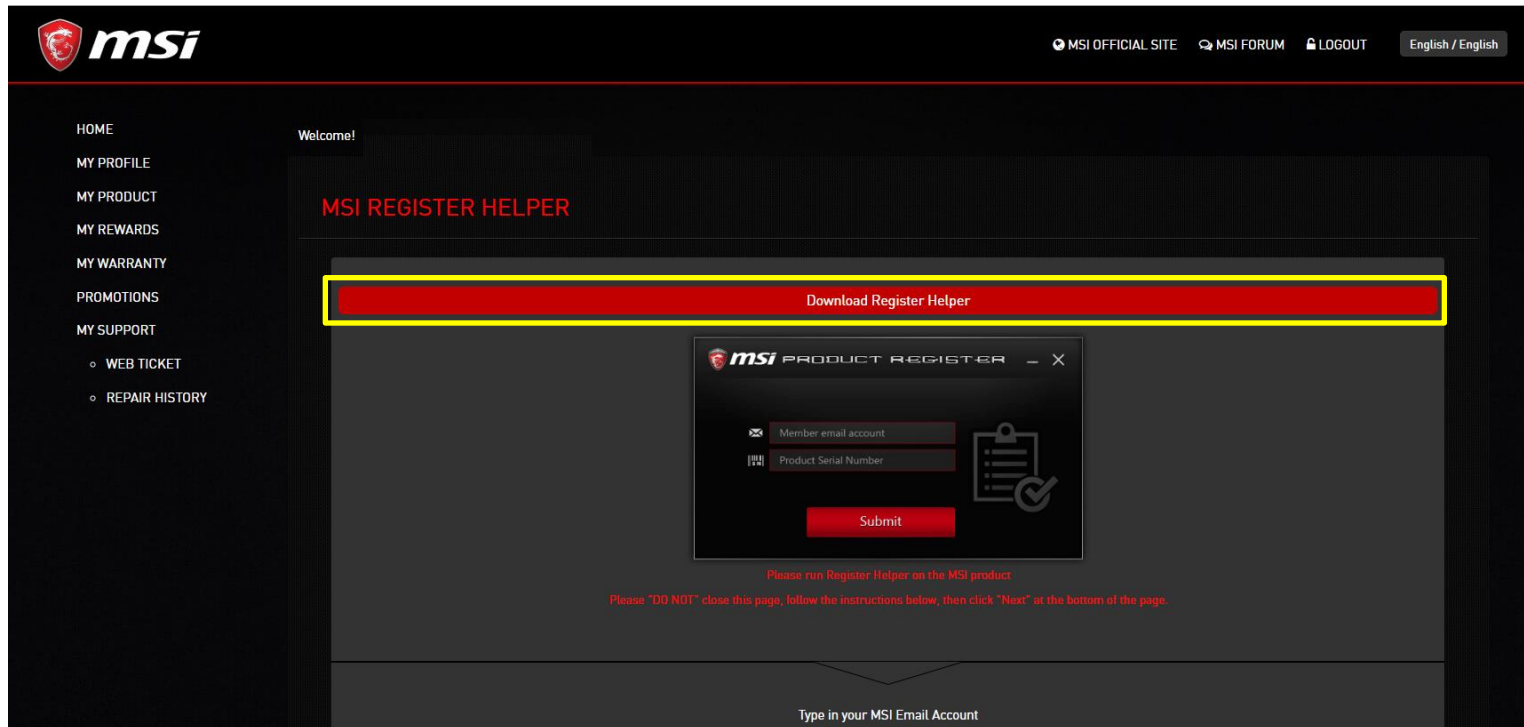
The screenshot shows the MSI Register Helper page. The left sidebar contains navigation links: HOME, MY PROFILE, MY PRODUCT, MY REWARDS, SHOUTOUT, MY WARRANTY, PROMOTIONS, MY SUPPORT (with sub-links for WEB TICKET, REPAIR HISTORY, and APPLY FOR REPAIR SERVICE), and ONLINE CHAT. The main content area is titled 'MSI REGISTER HELPER' and features two highlighted options:

- Manually Register Product:** This option shows a barcode with a magnifying glass icon. Below it, the text reads: "Please click the button, and follow the steps to complete the registration process."
- Download Register Helper:** This option shows a screenshot of the MSI Product Register application interface. It includes fields for "Member email account" and "Product Serial Number", a "Submit" button, and a checklist icon. Below the screenshot, the text reads: "Please run Register Helper on the MSI product" and "Please 'DO NOT' close this page, follow the instructions below, then click 'Next' at the bottom of the page."

At the bottom of the page, there are several small images, including a smartphone screen showing the registration process and two QR codes.

- \* Manually Register Product: Find the S/N code by manually checking product
- \* Download Register Helper: Find the S/N code by downloading register helper

## Step 6-1-1 : Download register helper

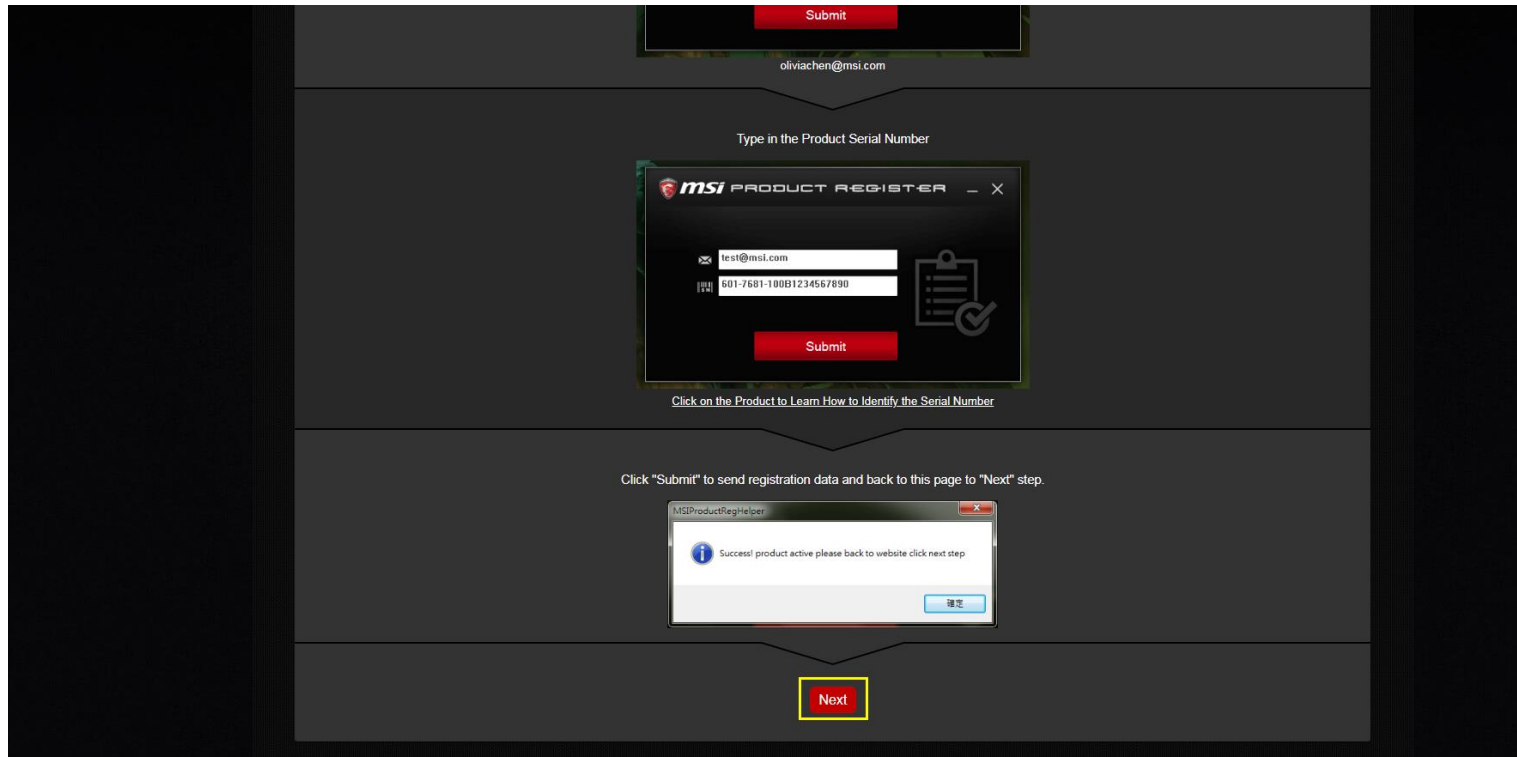


The screenshot shows the MSI website's user interface. On the left is a navigation menu with links: HOME, MY PROFILE, MY PRODUCT, MY REWARDS, MY WARRANTY, PROMOTIONS, and MY SUPPORT (with sub-links for WEB TICKET and REPAIR HISTORY). The main content area is titled 'MSI REGISTER HELPER' and features a prominent red button labeled 'Download Register Helper' which is highlighted with a yellow border. Below this button is a preview of the 'MSI PRODUCT REGISTER' application window. This window contains two input fields: 'Member email account' (with an envelope icon) and 'Product Serial Number' (with a barcode icon). A red 'Submit' button is positioned below the input fields. To the right of the input fields is a clipboard icon with a checkmark. Below the application preview, there are two lines of red text: 'Please run Register Helper on the MSI product' and 'Please "DO NOT" close this page, follow the instructions below, then click "Next" at the bottom of the page.' At the bottom of the main content area, there is a text input field with the placeholder 'Type in your MSI Email Account'.

Download register helper. The computer you run the Helper should be your purchased motherboard/Desktop.  
\*If your purchased motherboard is not installed, please click "Try other register way" beside Download button.



## Step 6-1-2 : Submit registration data & click “Next” on this page



Submit

oliviachen@msi.com

Type in the Product Serial Number

**msi** PRODUCT REGISTER

✉ test@msi.com

🔢 601-7681-100B1234567890

Submit

[Click on the Product to Learn How to Identify the Serial Number](#)

Click “Submit” to send registration data and back to this page to “Next” step.

MSIProductRegHelper

Success! product active please back to website click next step

確定

Next

Submit registration data with Register Helper  
Back to this page and click red button with “NEXT”

# Step 6-2-1 : Fill in S/N number



msi

MSI OFFICIAL SITE MSI FORUM LOGOUT English / English

HOME>Welcome!

MY PROFILE

MY PRODUCT

MY REWARDS

SHOUTOUT

MY WARRANTY

PROMOTIONS

MY SUPPORT

- WEB TICKET
- REPAIR HISTORY
- APPLY FOR REPAIR SERVICE

ONLINE CHAT

## PRODUCT REGISTRATION

\* S/N1 (S/N)


601-7...-020B

Click on the Product to Learn How to Identify the Serial Number

Please pay attention to the differences between '0' and 'O', '1' and 'I'. If you still have problem, please contact us through My Support.

Next Cancel

## Step 6-2-2 : Complete the product registration form

 **msi** MSI OFFICIAL SITE MSI FORUM LOGOUT English / English


HOME  
MY PROFILE  
MY PRODUCT  
MY REWARDS  
SHOUTOUT  
MY WARRANTY  
PROMOTIONS  
MY SUPPORT  
◦ WEB TICKET  
◦ REPAIR HISTORY  
◦ APPLY FOR REPAIR SERVICE  
ONLINE CHAT

Welcome!

**PRODUCT REGISTRATION**

Product Type: Motherboard  
Product Name: MEG X399 CREATION  
Model:   
Serial Number:

**CHK**  CHK  
Please find the serial number sticker on the product and input the 3 digit CHK code as shown below. (The image shown below is an example on where the CHK code could be found)



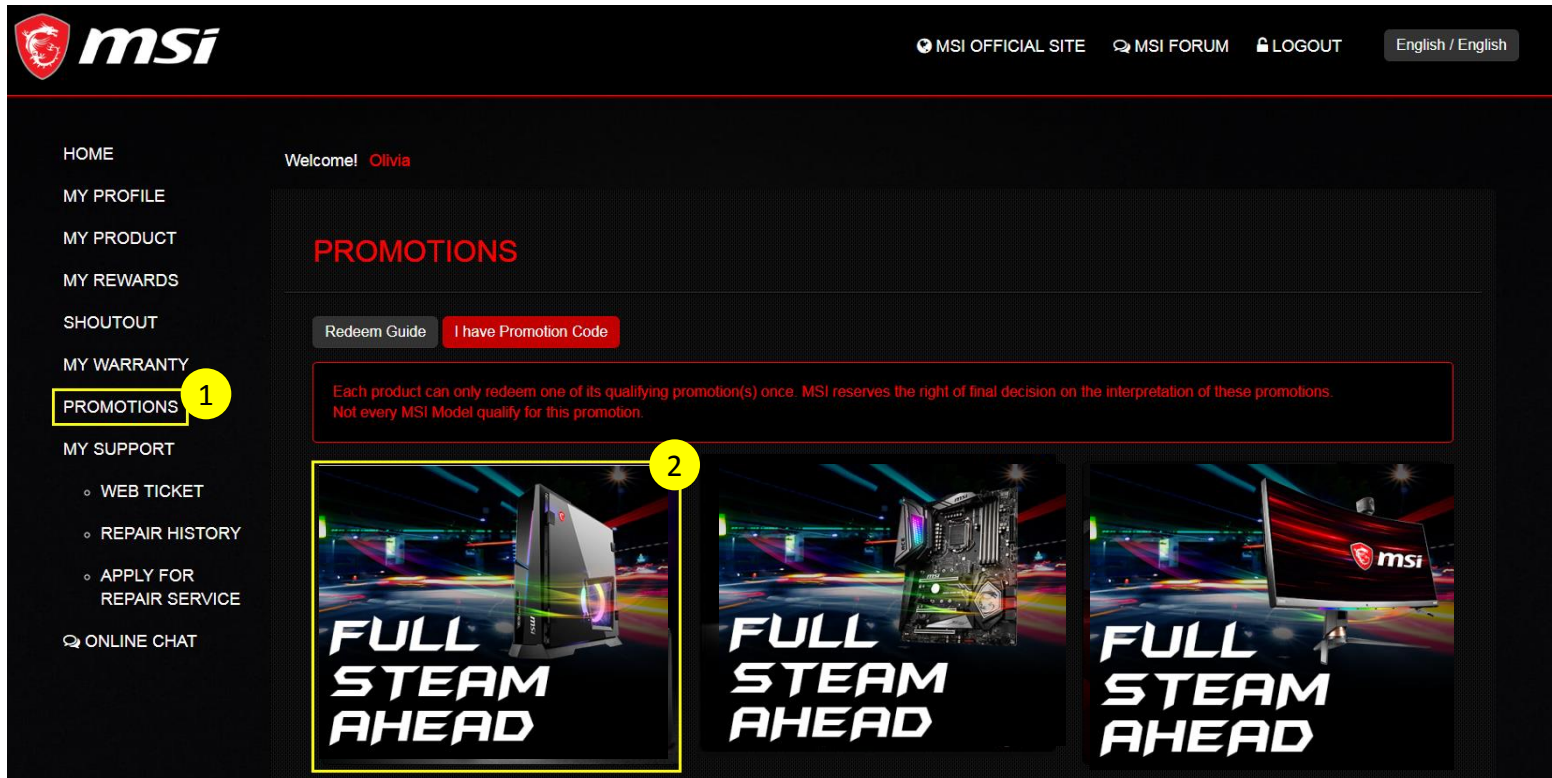
**Country/Region**   
**Purchased Date**

**Where did you purchase the product**  
\* Retail store  
\* Online retailer  
\* Reseller

**Store Name**   
**Invoice Upload**

Please resize the image to a with no greater than 1600px (.jpg, .gif, .png)  
The invoice should include the model name, invoice date, and invoice number. (photo of printed invoice or screenshot of digital invoice)

# Step 7 : Select the promotion you want to redeem



msi

MSI OFFICIAL SITE MSI FORUM LOGOUT English / English

HOME Welcome! Olivia

MY PROFILE

MY PRODUCT

MY REWARDS

SHOUTOUT

MY WARRANTY

**PROMOTIONS** 1

MY SUPPORT

- WEB TICKET
- REPAIR HISTORY
- APPLY FOR REPAIR SERVICE
- ONLINE CHAT

**PROMOTIONS**

Redeem Guide I have Promotion Code

Each product can only redeem one of its qualifying promotion(s) once. MSI reserves the right of final decision on the interpretation of these promotions. Not every MSI Model qualify for this promotion.

**FULL STEAM AHEAD** 2

**FULL STEAM AHEAD**

**FULL STEAM AHEAD**

1. Select "PROMOTIONS"
2. Click on the Promotion that you would like to redeem
3. Select the Product you purchased

# Step 8 : Provide Invoice & Product Barcode Photos to Verify

Personal Information. \* Please fill in correctly.

E-mail

\* Last Name

\* First Name

\* Zip Code

\* Address

\* Telephone

\* Invoice Number

Register eligible products, and upload the invoice

Motherboard

Product Type	Product Name / Serial Number	Purchased Date	Invoice	Select
Motherboard	MEG X399 CREATION 601: <input type="text"/>	2019-04-01	<input type="button" value="Check"/> <input type="button" value="Upload"/>	<input type="radio"/>

1 ABC PC BUILD

2

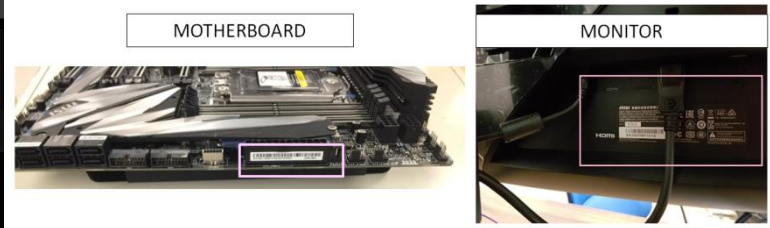
INVOICE

Bill Phone:  
Work Phone:

Invoice Date	Customer Code	Terms	Order Date	Purchase Order Number	Salesperson	Ship Via
09/19/16			09/19/16			

Qty Ord	Qty Ship	Qty Bko	Item Description	SKU#/MFR#	Item Price	Amount
1	1		MSI Z390 GODLIKE motherboard Salesperson Code: SERIAL #: Manufacturer's Rebate \$ PLEASE NOTE: .....	MSI Z390 GODLIKE		

Product Barcode Photo: S/N NUMBER LABEL



Please make sure you have uploaded two items 1) Invoice/Purchase Proof 2) Purchased Product Barcode Photo

1. Invoice/Purchase Proof : i) Channel Partner name ii) Purchase Date iii) Purchase Model Name

2. Purchased Product Barcode Photo : Product S/N number (show like upper example)

# Step 9: Redeem Complete



[MSI OFFICIAL SITE](#)

[MSI FORUM](#)

[LOGOUT](#)

English / English

## MESSAGE

Dear Customer,

Your request has been successfully sent. Application is under process, please keep in mind that all applications are checked by our staff and might take up to 7 ~ 14 working days. Game code will be sent to your registered email address once confirmed.

Thank you for your patience.

\*If you didn't receive our email in your inbox, please kindly check in the Spam, Junk, Trash, Deleted Items, or Archive folder.

[Home](#)

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Taiwan [ TW ]

## Step 10: Get Your Prize!



Agree to the Event Terms and Conditions to complete product registration and await MSI review. If MSI determines You meet all eligibility criteria, the game code(s) (see below) will be sent to your registered email address. Submission review process may take up to **14** business days.



TRUE **G**AMING

