



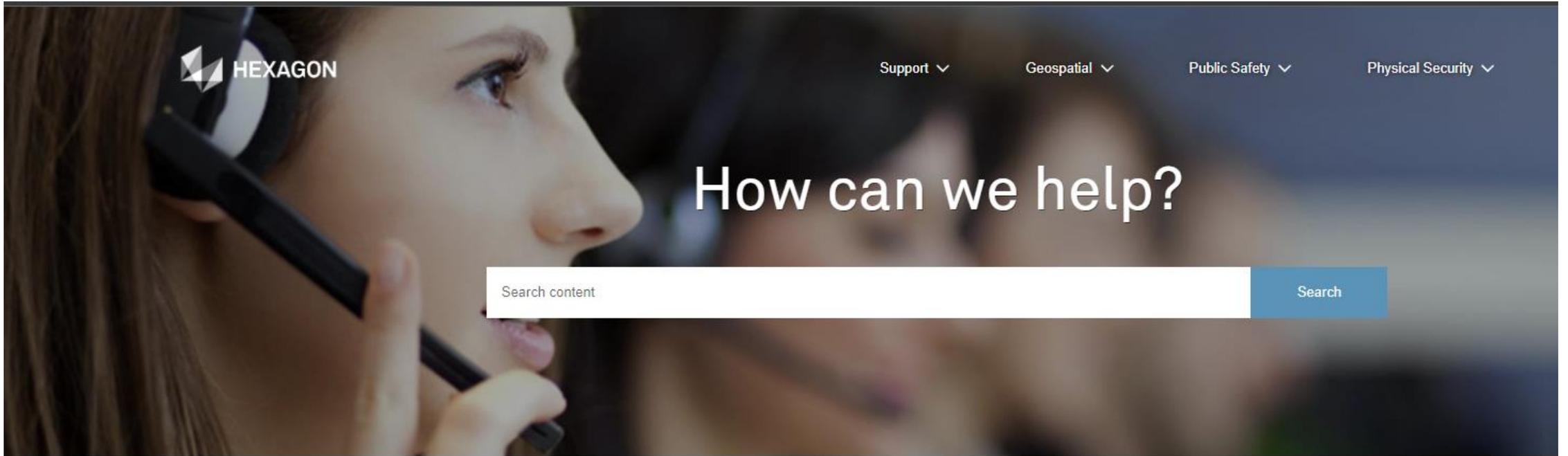
HEXAGON

**Introducing Hexagon's Safety,
Infrastructure & Geospatial
support portal**

Portal access and instructions

Topics

- **Define:** Hexagon's Safety, Infrastructure & Geospatial support portal
- **Review:** Support flow
- **Access:** Go-live Feb. 3, 2025
 - Access and notifications
 - Previous Qognify Community support portal users
 - New user requests
- **Explore:** Navigation and case creation
- **Manage:**
 - Manage existing cases
 - View case dashboard
- **Update:** Editing or updating a case



Hexagon's Safety, Infrastructure & Geospatial support portal streamlines access so users can submit and manage support tickets.

- **Enhanced visibility:** Easily track and manage support cases
- **Improved interaction:** Enjoy seamless communication thanks to streamlined interface
- **Advanced reporting:** Gain better insights into case history and updates

*Note: The new support portal is **independent** from the partner portal (with separate credentials), which provides software access and other resources.*

Portal access

For previous Qognify Community support users

Previous Qognify Community support users

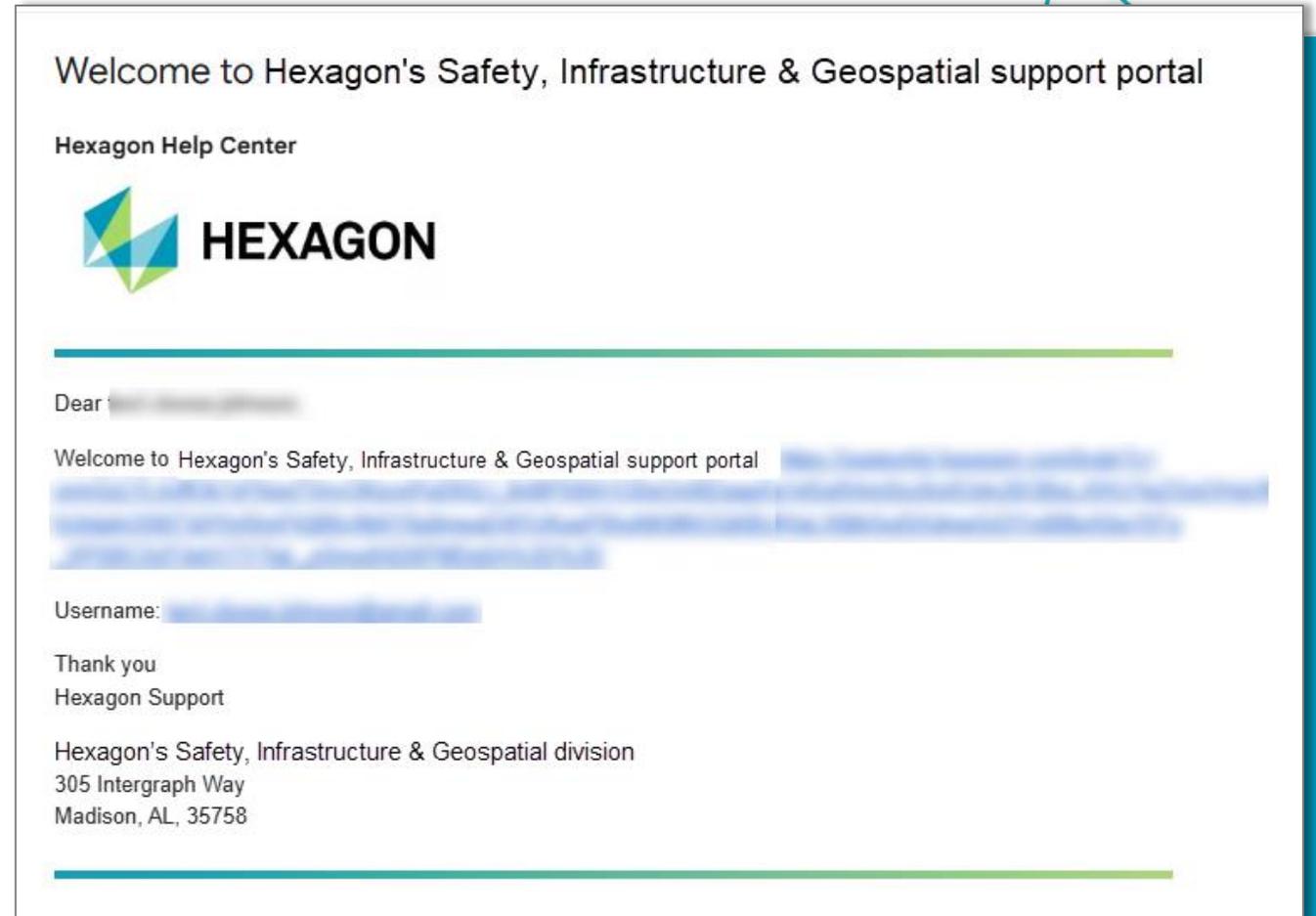
 **Feb. 3, 2025**

All previous *Qognify Community portal* users will receive a welcome email for Hexagon's Safety, Infrastructure & Geospatial Support portal.

- **Click** the link
- **Set** your password

Alert:

- If you don't receive the email, check your junk or spam folder
- To ensure you receive future notifications, mark the sender as "Not Spam"



Set password

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Change Your Password

Enter a new password for **terricloose@gmail.com**.
Make sure to include at least:

- ✓ 8 characters
- ✓ 1 letter
- ✓ 1 number

* New Password

..... Good

* Confirm New Password

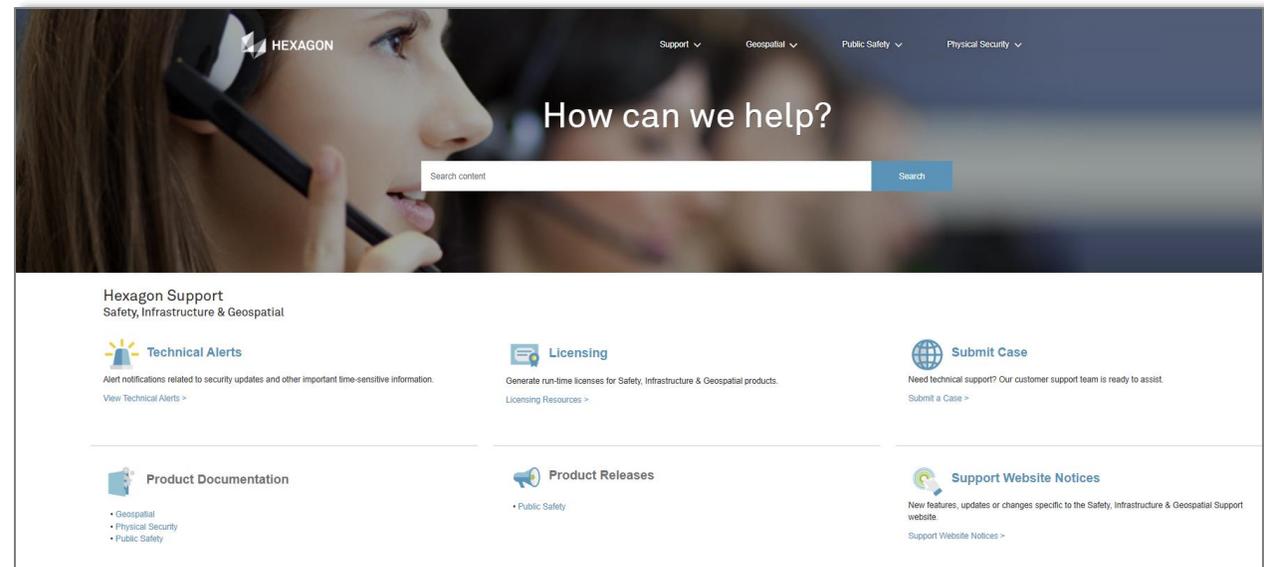
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Change Password

The **Change Your Password** message will be displayed for all users – even those with first-time access.

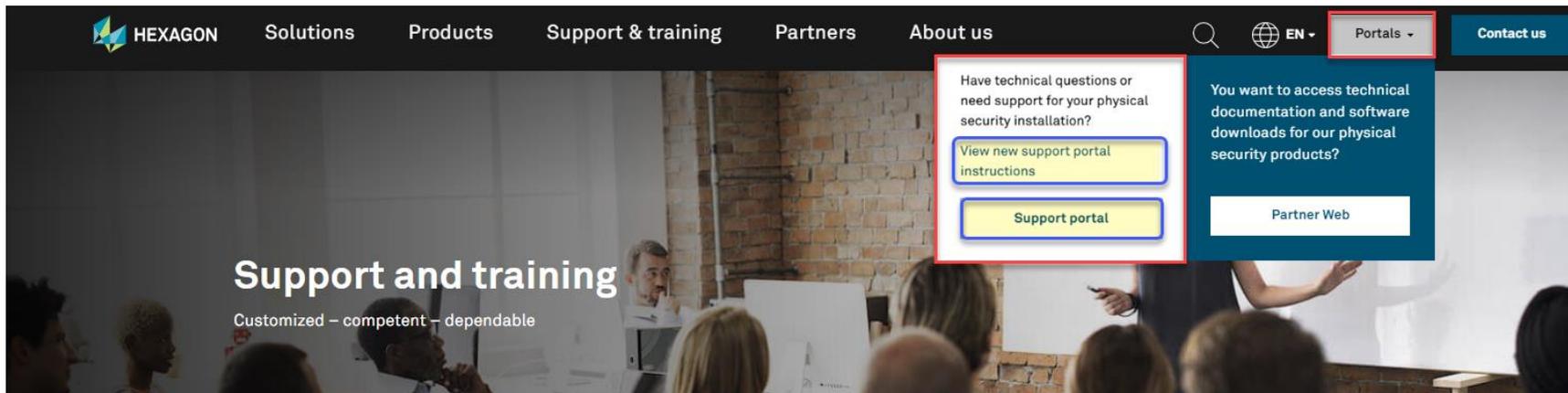
- **Set** your password
- **Log in** to the site
- **Bookmark** the new URL for future access



Portal access

For new users

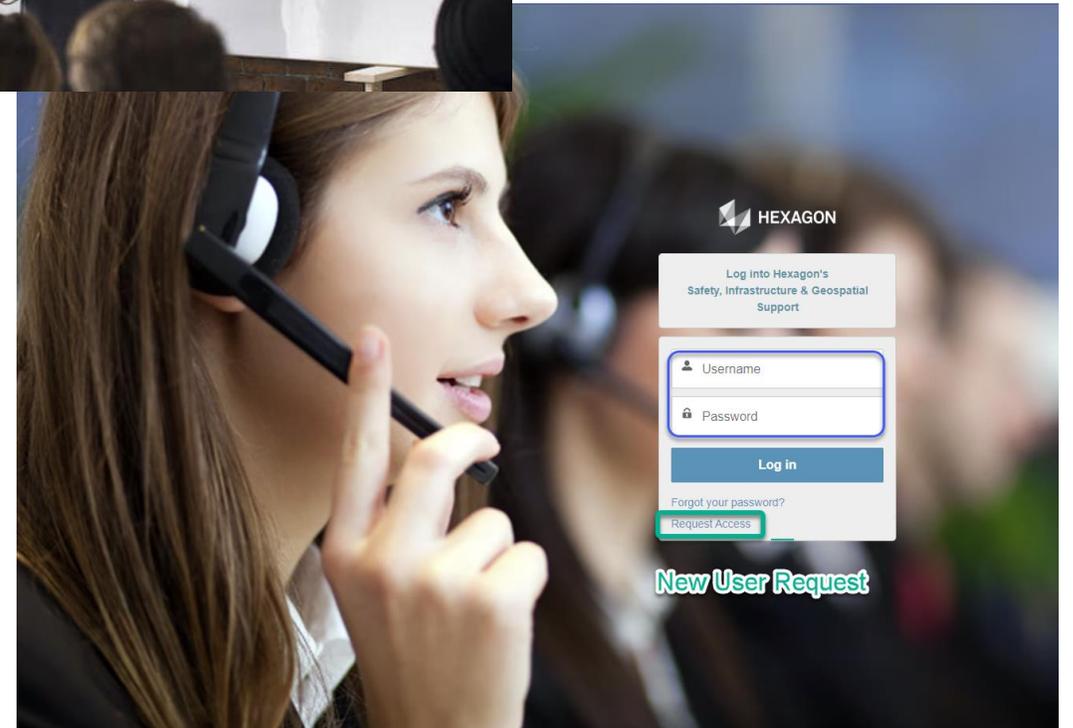
New user registration requests



Feb. 3, 2025

- **View** the new support portal instructions
- **Navigate** to the Support Portal and **click** the button
- You will be **redirected** to the new Hexagon Safety, Infrastructure & Geospatial Support portal
- **Click** “Request Access”

Note: The redirect will remain in place until June 1, 2025



New user registration

Request Access to
Hexagon's Safety, Security & Geospatial Support Portal

1 Safety, Security & Geospatial Asset Lifecycle Intelligence Autonomous Solutions Geosystems Manufacturing Int

Request New User

*Product Suite

--None--

2

Geospatial

Public Safety

Physical Security (Qognify)

Infrastructure and Utilities

Luciad

Request Access to
Hexagon's Safety, Security & Geospatial Support Site

Safety, Security & Geospatial Asset Lifecycle Intelligence Autonomous Solutions Geosystems Manufacturing Intelligence

Request New User

*Product Suite

Physical Security (Qognify)

3

*Request Access To

Create cases

Training request

*First Name

*Last Name

*Email

you@example.com

*Company Name

*Country

Comments

4

5 Submit

Our [Privacy Policy](#) describes how we process Personal Data about you. It also provides information on how you may exercise any of your rights as a Data Subject. You have the right to withdraw your consent at any time by clicking on the "Unsubscribe" link within the electronic marketing communications sent to you. By submitting this form, you agree to our [Terms of Use](#).

1. **Select** Safety, Infrastructure & Geospatial
2. **Click** the drop-down menu and **select** Physical Security (Qognify)

3. **Check** "Create cases"
4. **Complete** user information
5. **Click** "Submit"

New user notification

When the user account is approved, you will receive a welcome email.

- **Click** the link
- **Set** your password

Alert:

- If you don't receive the email, check your junk or spam folder
- To ensure you receive future notifications, mark the sender as "Not Spam"

Welcome to Hexagon's Safety, Infrastructure & Geospatial support portal

Hexagon Help Center



Dear [REDACTED]

Welcome to Hexagon's Safety, Infrastructure & Geospatial support portal

Username: [REDACTED]

Thank you
Hexagon Support

Hexagon's Safety, Infrastructure & Geospatial division
305 Intergraph Way
Madison, AL, 35758

Set password

HEXAGON

Change Your Password

Enter a new password for **terricloose@gmail.com**.
Make sure to include at least:

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* New Password

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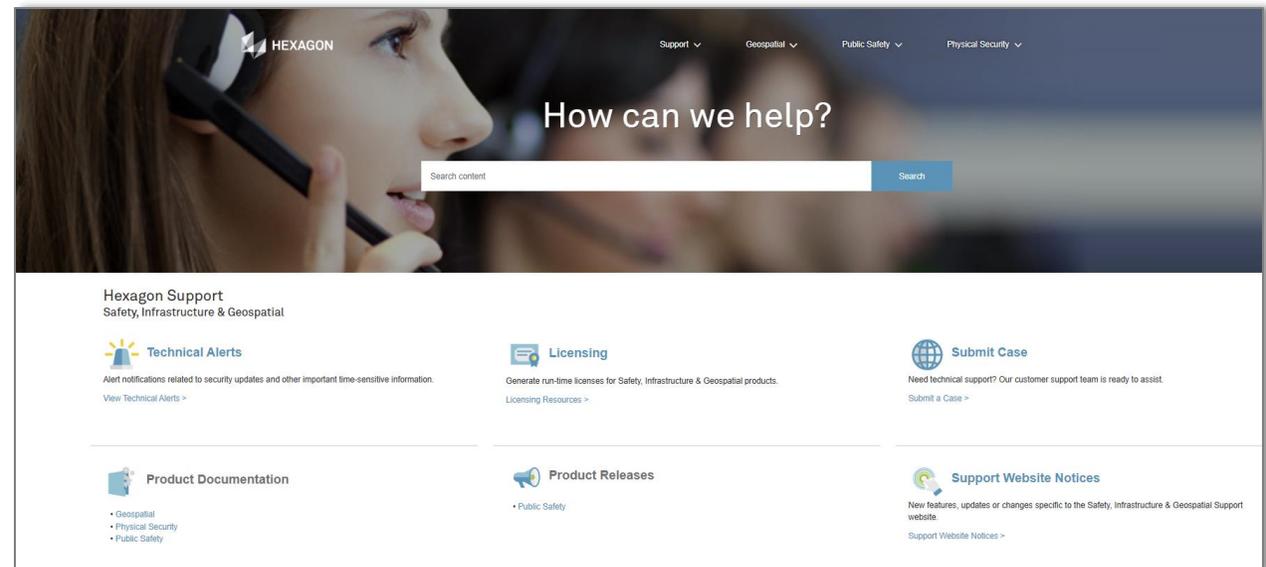
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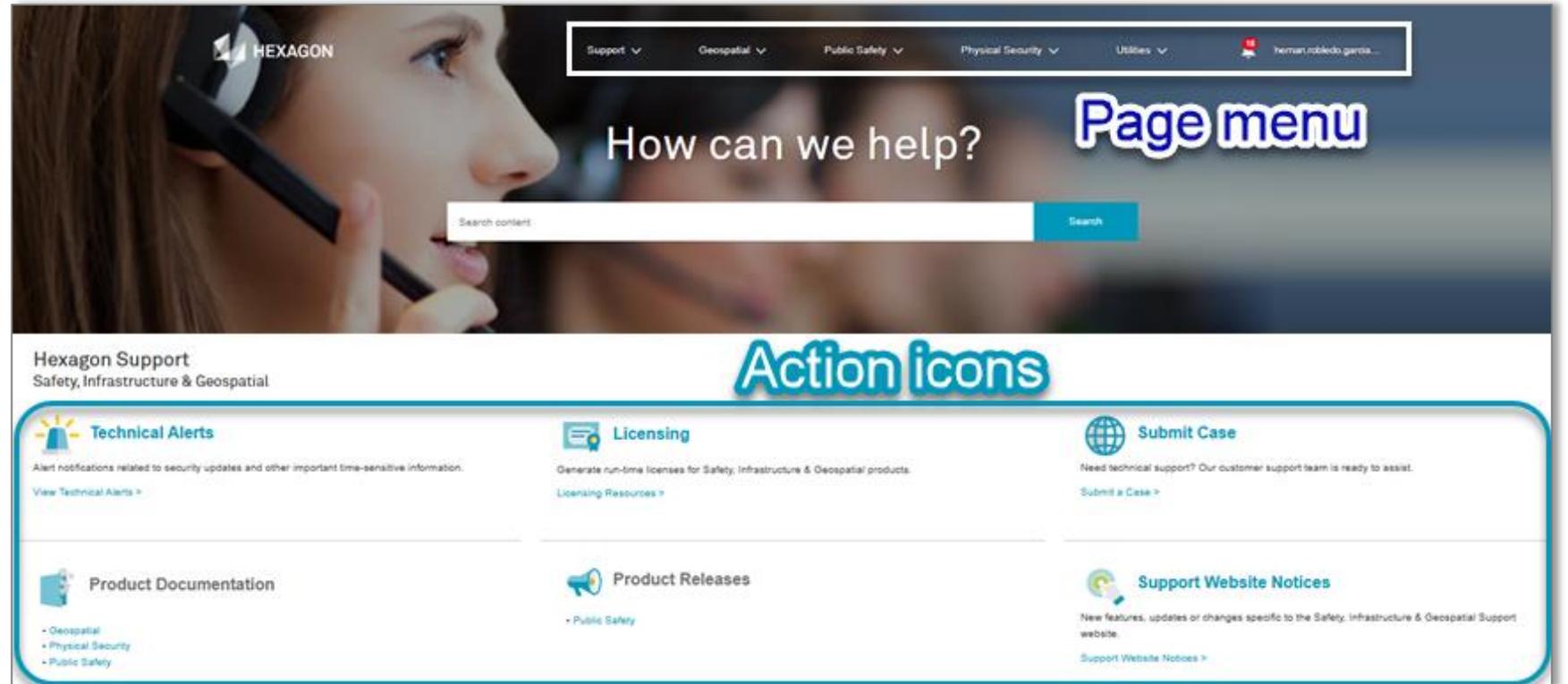


Explore

Navigate and create cases

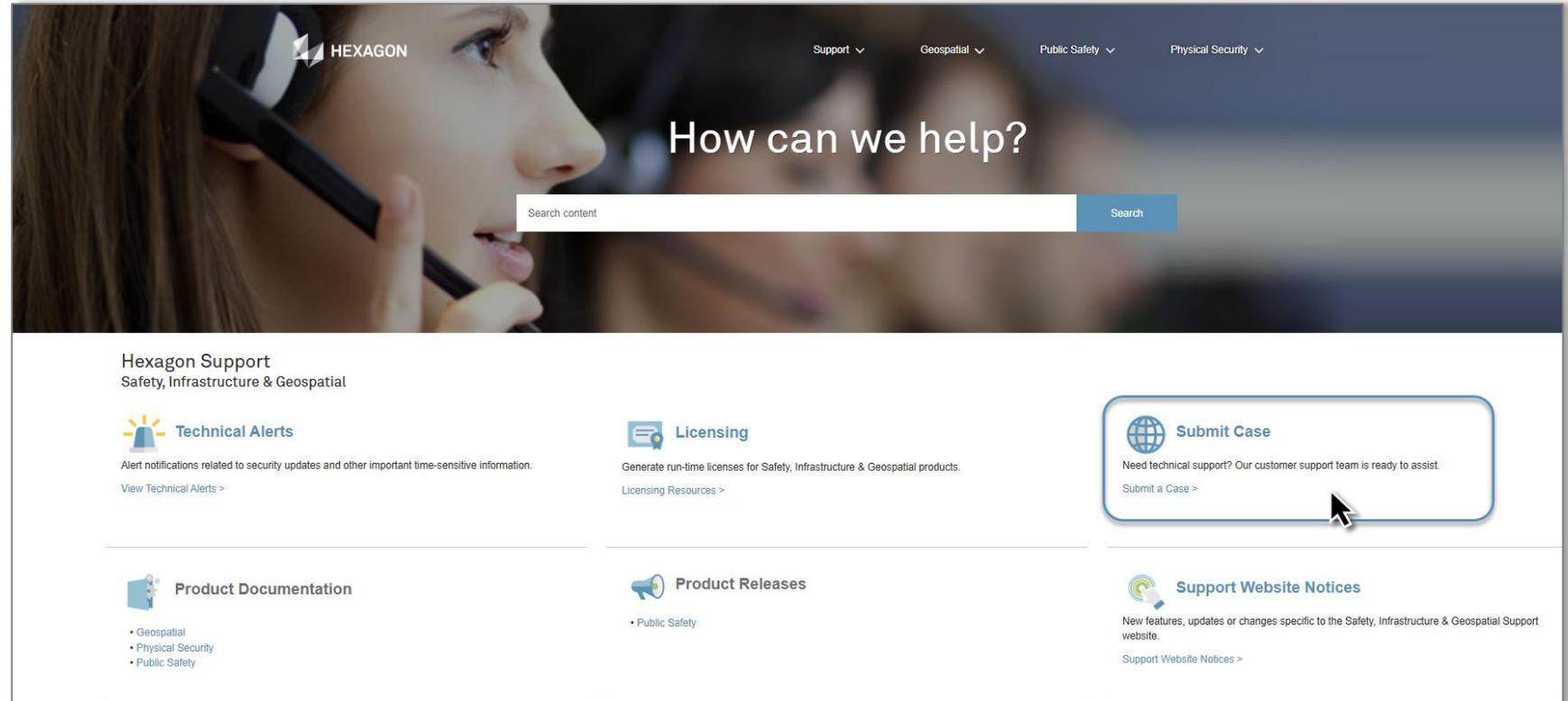
Explore

Simple navigation provides quick and easy access when creating a case or viewing the status of a recent request.



Create a new case

- **View** the Action icons area
- **Click** “Submit Case”



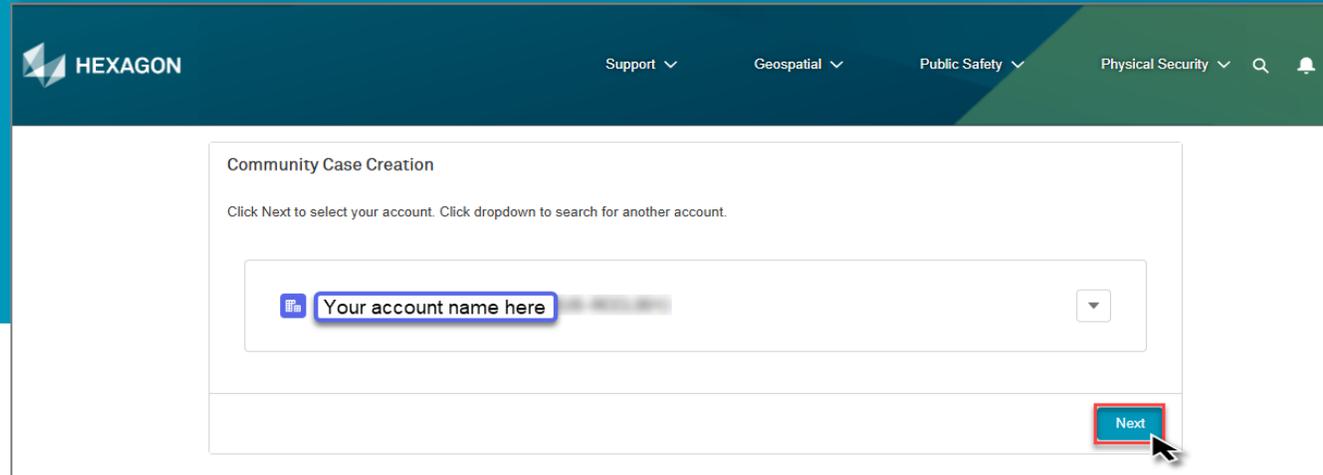
The screenshot displays the Hexagon Support website interface. At the top left is the Hexagon logo. The navigation menu includes 'Support', 'Geospatial', 'Public Safety', and 'Physical Security'. The main heading is 'How can we help?' with a search bar below it. The page content is organized into a grid of service tiles:

- Technical Alerts:** Alert notifications related to security updates and other important time-sensitive information. Includes a link to 'View Technical Alerts >'. Icon: bell with lightning bolt.
- Licensing:** Generate run-time licenses for Safety, Infrastructure & Geospatial products. Includes a link to 'Licensing Resources >'. Icon: document with checkmark.
- Submit Case:** Need technical support? Our customer support team is ready to assist. Includes a link to 'Submit a Case >'. Icon: globe. This button is highlighted with a blue border and a mouse cursor.
- Product Documentation:** Includes links for Geospatial, Physical Security, and Public Safety. Icon: book.
- Product Releases:** Includes a link for Public Safety. Icon: megaphone.
- Support Website Notices:** New features, updates or changes specific to the Safety, Infrastructure & Geospatial Support website. Includes a link to 'Support Website Notices >'. Icon: hand pointing to a document.

Create a new case

Submit for your account:

- View your account name
- Click “Next”



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Support ▾ Geospatial ▾ Public Safety ▾ Physical Security ▾ 🔍 🔔

Community Case Creation

Click Next to select your account. Click dropdown to search for another account.

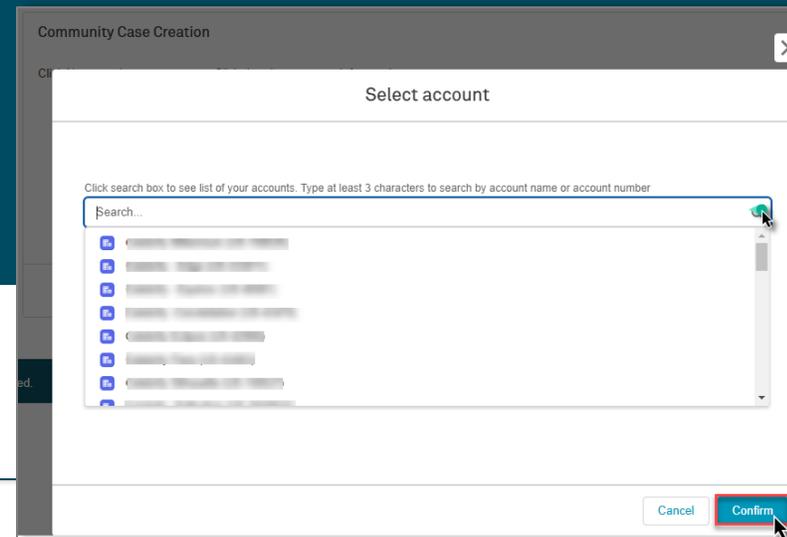
▾

Next

OR

Submit on behalf of a customer:

- Click the drop-down menu
- Search and **select** the account name
- Click “Confirm”



Community Case Creation

Select account

Click search box to see list of your accounts. Type at least 3 characters to search by account name or account number

Search...

- [Account Name]

Cancel Confirm

Select product family

- **Click** the drop-down menu
- **Select** the product family related to your case
- **Click** “Next”

The screenshot shows the 'Case Creation for Physical Security' form. At the top, there is a navigation bar with the HEXAGON logo and menu items: Support, Geospatial, Public Safety, and Physical Security. The main form area contains a section titled 'Case Creation for Physical Security' with a required field '* Product Family' set to '--None--'. Below this field, a dropdown menu is open, displaying the following options: --None--, Ocularis, VMS, Situator, NiceVision, and VisionHub. A red box highlights the 'Next' button, and a blue arrow points from the 'Next' button to the dropdown menu.

Case details

Enter the following **required** fields:

- Asset Version (product version)
- Priority
- Customer Environment
- Onsite: Yes or No
- Subject
- Description

Not required but **highly recommended**:

- Phone Number
- Upload Files: Log files, screenshots or other information
- **Click “Next”**

The screenshot shows the 'Community Case Creation' form in the Hexagon support portal. The form is titled 'Community Case Creation' and includes the following fields:

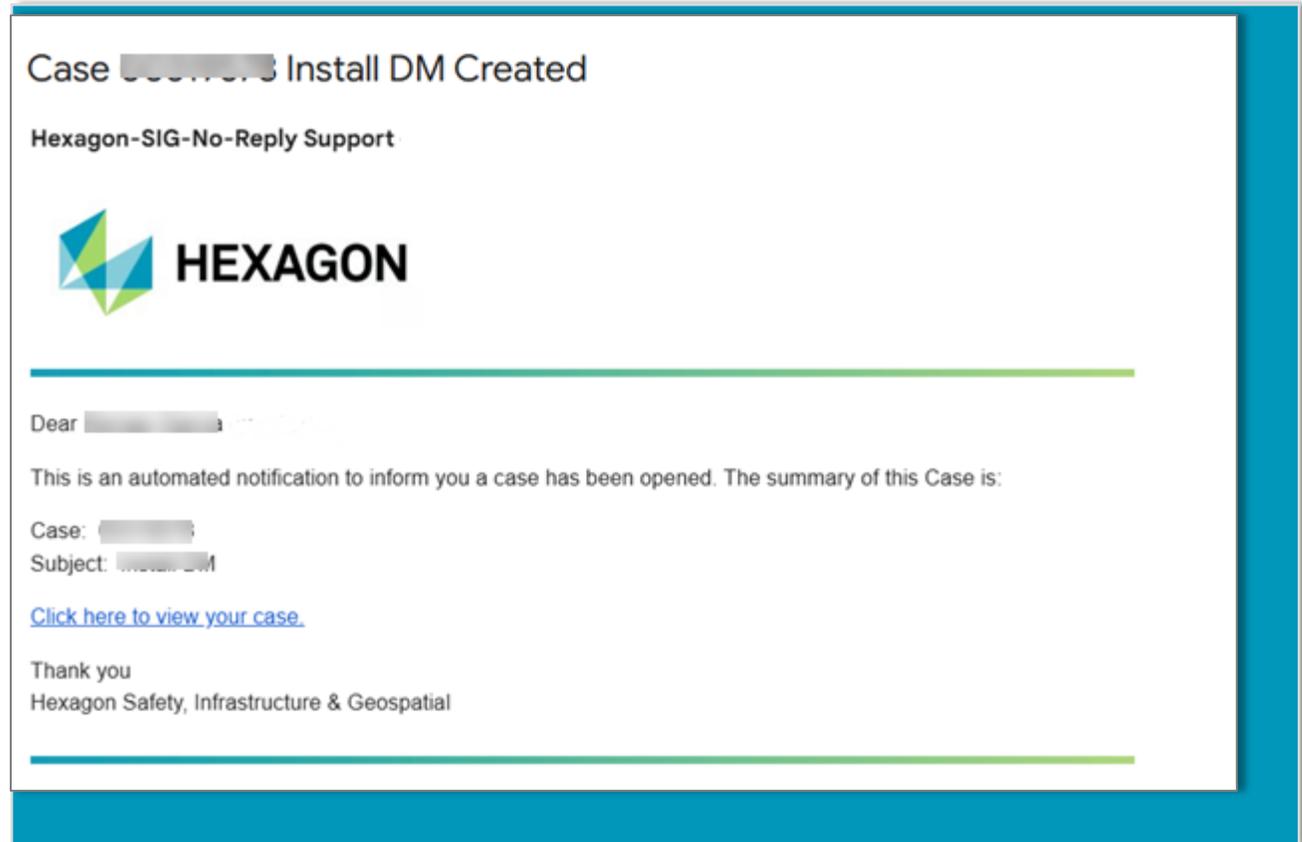
- Account:** [Redacted]
- Asset:** [Redacted]
- * Asset Version:** Text input field containing 'NA'.
- * Priority:** Dropdown menu with '4 - Low (Question, Info)' selected.
- * Customer's Environment:** Dropdown menu with 'Production' selected.
- * Are you onsite?:** Dropdown menu with 'Yes' selected.
- * Subject:** Text input field containing 'My Subject Here'.
- * Description:** Text area containing 'My description of the issue. Include as much detail as possible.' with a green checkmark icon.
- Project Name:** Text input field containing 'Shipping and Distribution Warehouse 7A'.
- Customer's Reference Number:** Text input field containing '7A'.
- Phone Number for Callback:** Text input field containing '111-111-1111'.

At the bottom of the form, there is an 'Upload Case Files Here' section with an 'Upload Files' button and the text 'Or drop files'. At the very bottom right, there are two buttons: 'Previous' and 'Submit', with a mouse cursor pointing at the 'Submit' button.

Case email confirmation



A confirmation email, which includes the case number, will be sent to your email address.



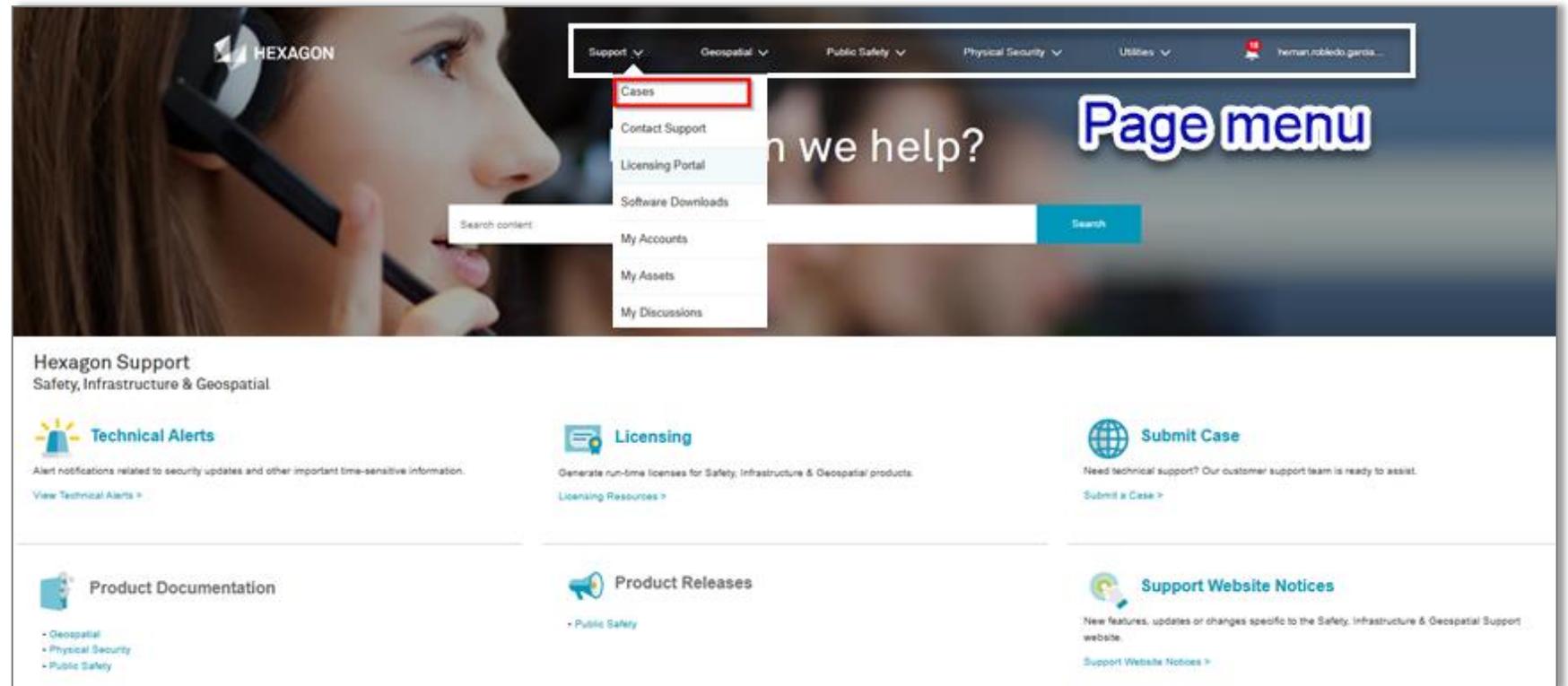
Manage cases

View case status and updates

Manage cases

Manage cases using the page drop-down menu:

- **View** the Page menu
- **Click** the Support drop-down menu
- **Select** “Cases”

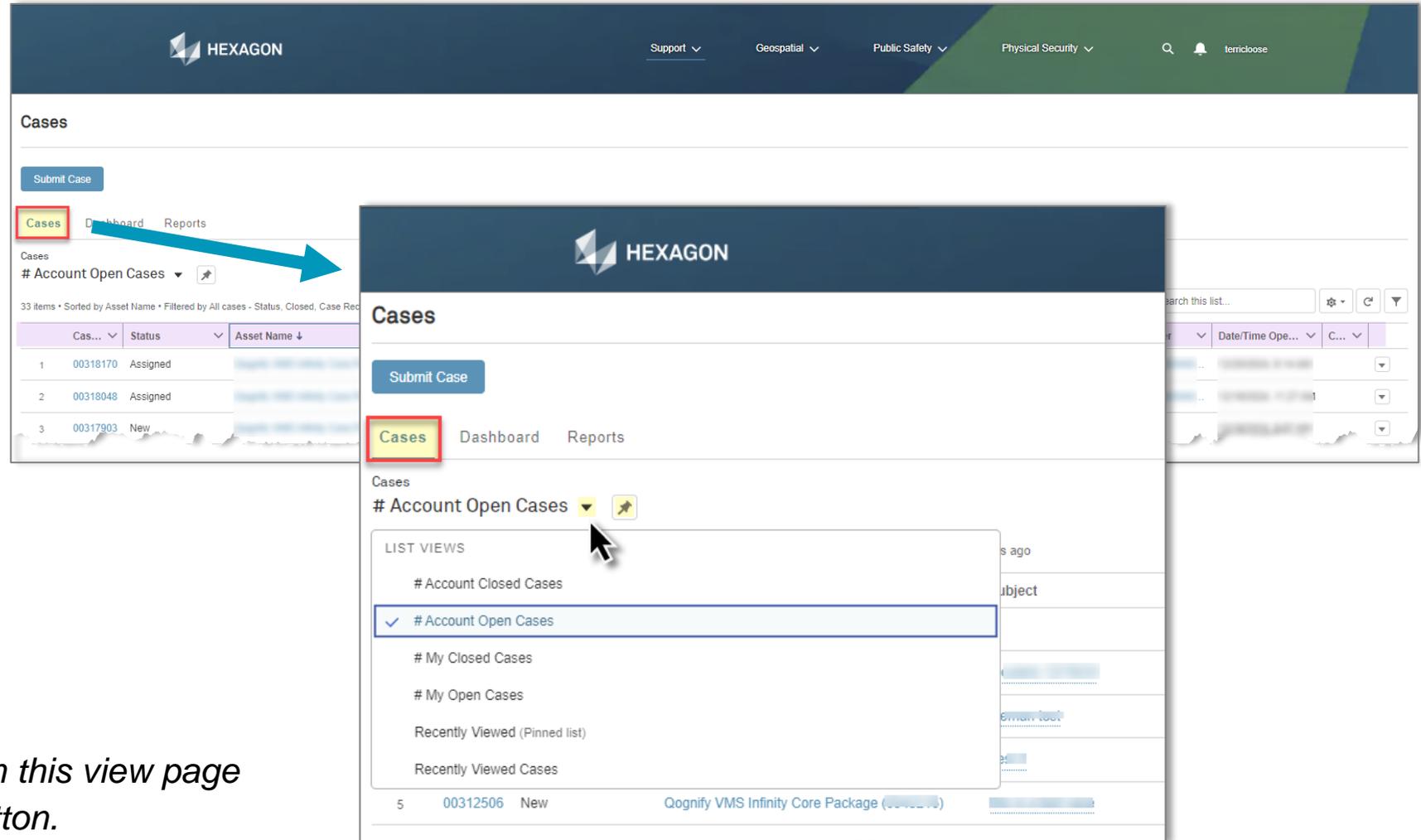


Select a view

Select your view:

- **Click “Cases”**
- **Select** the Case View drop-down menu to filter cases
- **Click** the pin to set the default view

Shortcut: Open a case from this view page by clicking the **Submit Case** button.



Dashboard view

Dashboard view

- Click to drill down into and view specific metrics

The screenshot displays the Hexagon Support Community dashboard. At the top, the Hexagon logo is on the left, and navigation links for Support, Geospatial, Public Safety, and Physical Security are on the right. The main content area is titled 'Cases' and includes a 'Submit Case' button. Below this, there are tabs for 'Cases', 'Dashboard', and 'Reports', with 'Dashboard' highlighted. A blue arrow points from the 'Dashboard' tab to a detailed dashboard view. This detailed view shows a 'Support Community' dashboard with the following components:

- Summary Metrics:** P1 Open Cases (2), P2 Open Cases (1), P3 Open Cases (10), and P4 Open Cases (21).
- Open Cases by Contact:** A horizontal bar chart showing the number of open cases for various contacts. The highest count is 15 for one contact.
- Open Cases by Asset:** A horizontal bar chart showing the number of open cases for various assets. The highest count is 10 for 'Ocularis Ultimate Base'.
- Status Summary:** Open Cases (34), Waiting on Customer (1), Open Cases - Resolved (1), Cases in Development (0), Closed Cases (Total) (17), and Closed Cases (YTD) (1).

Reports view

Reports view

- Select Open and Closed Case Reports by metric

The image shows a transition from a 'Cases' view to a 'Reports' view in the Hexagon application. The left panel shows the 'Cases' page with a 'Reports' tab highlighted in a red box and a blue arrow pointing to the right panel. The right panel shows the 'Reports' view with two main sections: 'Open Case Reports' and 'Closed Case Reports', each with a list of metrics.

Open Case Reports

- By Status
- Waiting on Customer
- In Development
- By Contact
- By Asset

Closed Case Reports

- By Contact
- By Priority

Updating

Editing a case

Update a case

A case can be edited anytime during its lifecycle by clicking on the pencil icons.

Note: You can only change the case status to “Customer updated” or “Closed.”

Case 00318048

Account Name: Royal Caribbean Cruise Lines | Status: Assigned | Subject: Ocularis 12/19/24 | Asset: [redacted] | Priority: 4 - Low (Question, Info) | Contact Name: Hernan Robledo

Detail | Files | Activities | Articles

Case Detail

Case Number: 00318048 | Primary Case Owner: User: [redacted]

Asset: Cognify VMS Infinity Core Package (6543216) | Status: Assigned | Support Level: L1 | Priority: 4 - Low (Question, Info)

Asset Version: NA | Entitlement Name: Royal Caribbean Cruise Lines COGNIFY VMS INFINITY CORE PACKAGE Premium Entitlement | Customer's Reference Number: [redacted]

Subject: Ocularis 12/19/24 | Description: This email is not from Hexagon's Office 365 instance. Please be careful while clicking links, opening attachments, or replying to this email. | Test: [redacted]

Contact Information

Account Name: [redacted] | Contact Email: hernan.robledo.garcia.us@gmail.com | Contact Name: Hernan Robledo | Contact Phone: [redacted]

System Information

Write a new comment... | Comment

Sort by: Most Recent Activity | Search this feed... | [redacted]

User: [redacted] (Employee) updated this record. December 19, 2024 at 1:42 PM

Primary Case Owner: A blank value to User: [redacted]

Comment

Write a comment...

Hernan Robledo sent an email. December 19, 2024 at 11:27 AM

To: salesforce.support.ocularis.test.sig

This email is not from Hexagon's Office 365 instance. Please be careful while clicking links, opening attachments, or replying to this email.

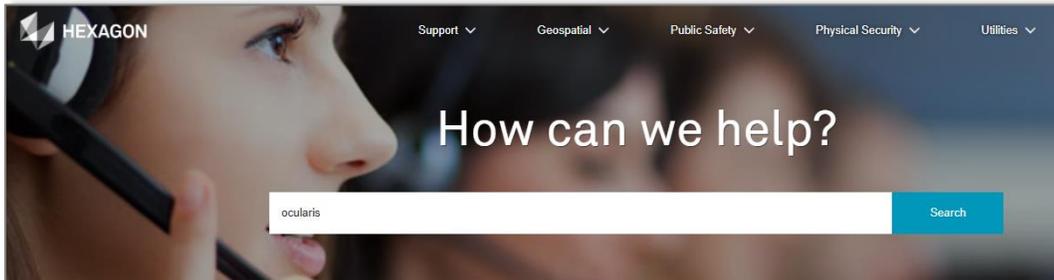
Test

Comment

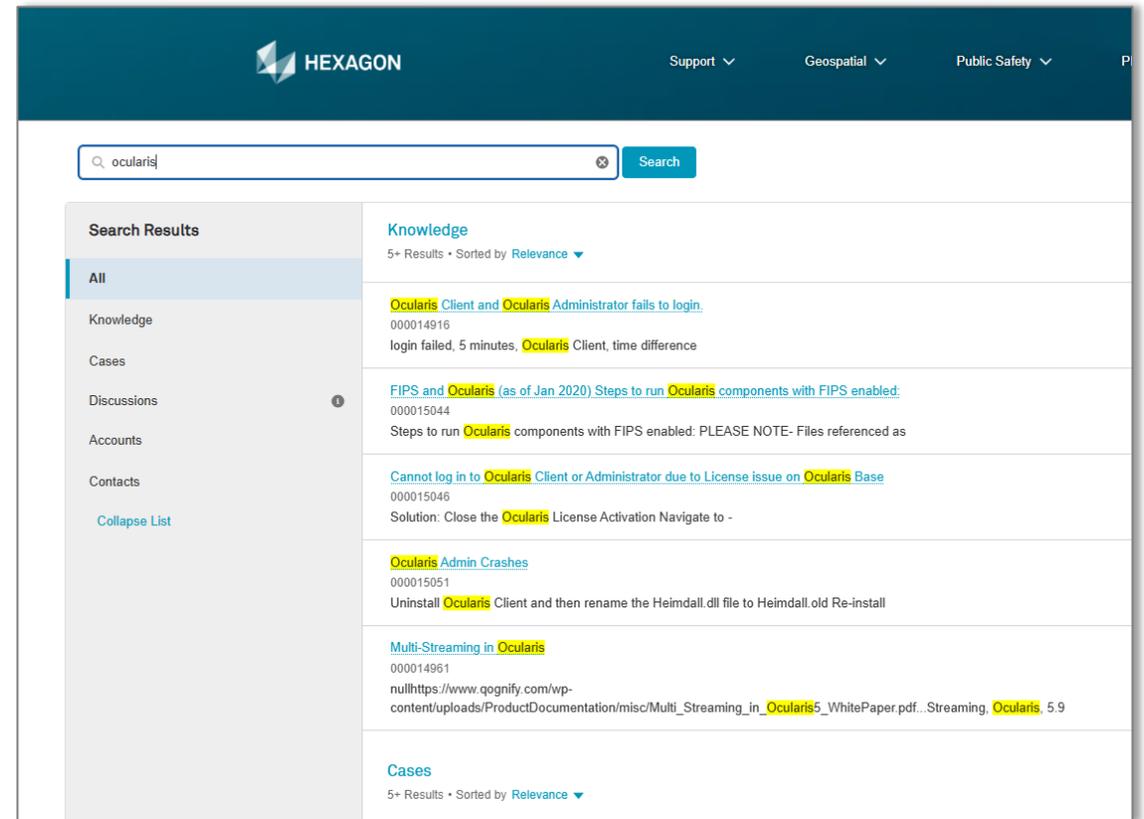
Write a comment...

- Adding information or files to the comment section automatically updates the case status to "Customer updated"
- The assigned engineer is promptly notified of the update, ensuring timely awareness
- This process keeps case details current and enhances collaboration throughout its lifecycle

Search our knowledge base



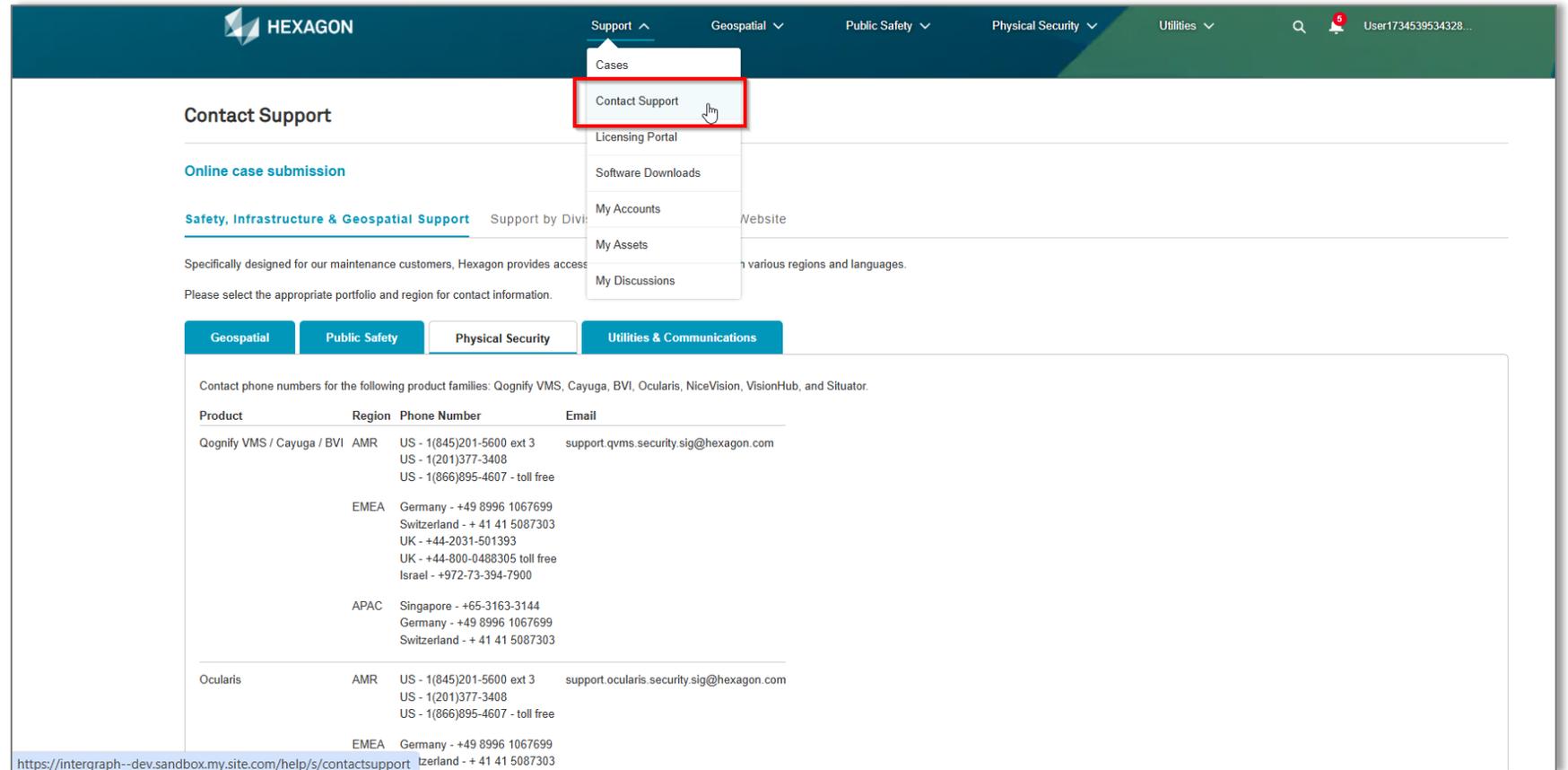
You can use the search bar on the support portal homepage to search for articles, cases and discussions that may help you find an answer to a problem.



How can I contact support?

Additional communication channels are available:

- **Click** the Support drop-down menu
- **Select** Contact Support
- **Click** the Physical Security tab



The screenshot shows the Hexagon website's support page. The 'Support' dropdown menu is open, and the 'Contact Support' option is highlighted with a red box. Below the menu, there are tabs for 'Geospatial', 'Public Safety', 'Physical Security', and 'Utilities & Communications'. The 'Physical Security' tab is selected, and a table of contact information is displayed.

Product	Region	Phone Number	Email
Qognify VMS / Cayuga / BVI	AMR	US - 1(845)201-5600 ext 3	support.qvms.security.sig@hexagon.com
		US - 1(201)377-3408	
		US - 1(866)895-4607 - toll free	
	EMEA	Germany - +49 8996 1067699	
		Switzerland - + 41 41 5087303	
		UK - +44-2031-501393	
		UK - +44-800-0488305 toll free	
	APAC	Israel - +972-73-394-7900	
		Singapore - +65-3163-3144	
		Germany - +49 8996 1067699	
		Switzerland - + 41 41 5087303	
		Switzerland - + 41 41 5087303	
Ocularis	AMR	US - 1(845)201-5600 ext 3	support.ocularis.security.sig@hexagon.com
		US - 1(201)377-3408	
		US - 1(866)895-4607 - toll free	
	EMEA	Germany - +49 8996 1067699	
		Switzerland - + 41 41 5087303	
		Switzerland - + 41 41 5087303	

Thank you

Hexagon's Safety, Infrastructure & Geospatial support team