



HEXAGON

Support Portal User Guide

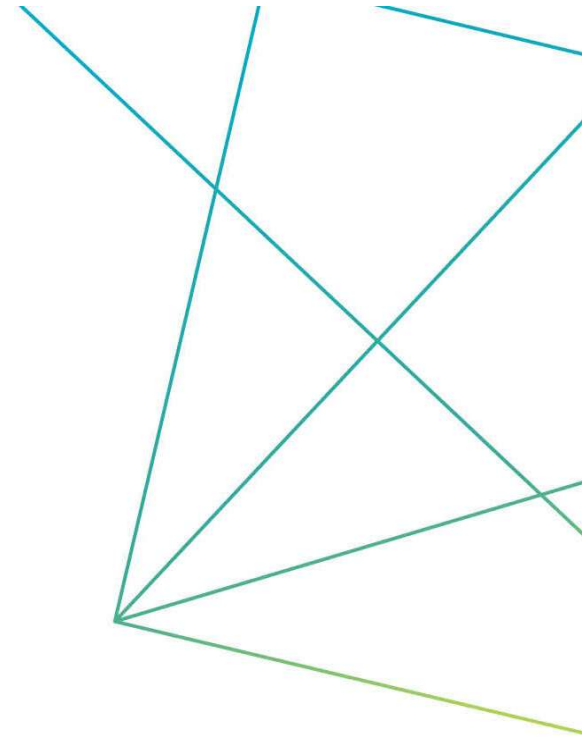
Portal access and instructions

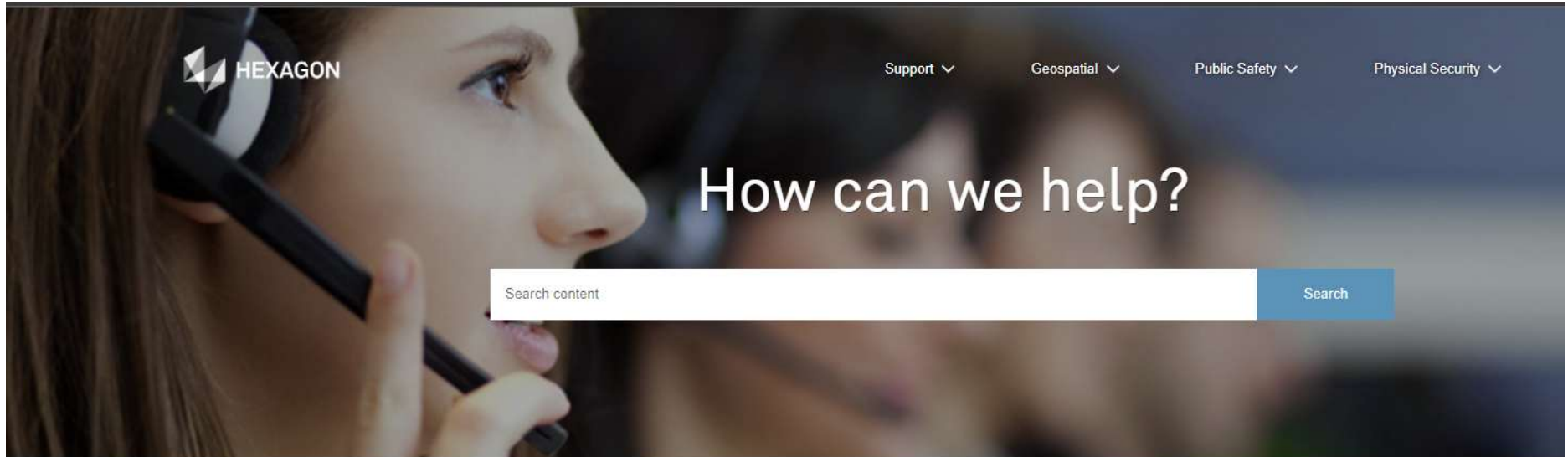
Support portal notification dates:

- New feature updates: March 1, 2026
- Launch of new Support Portal: February 3, 2025

This document contains instructions on the following topics:

- Registering a new user
- Navigating the site
- Searching the knowledgebase
- Creating a new case
- Editing a case
- Viewing cases, dashboards, and reports
- Requesting licenses
- Scheduling appointments





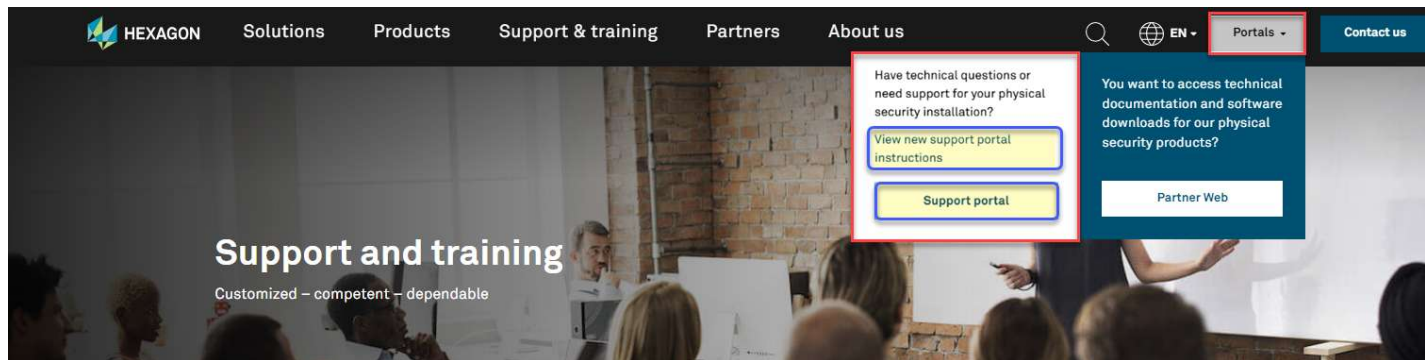
Hexagon's Safety, Infrastructure & Geospatial support portal streamlines access so users can submit and manage support tickets.

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

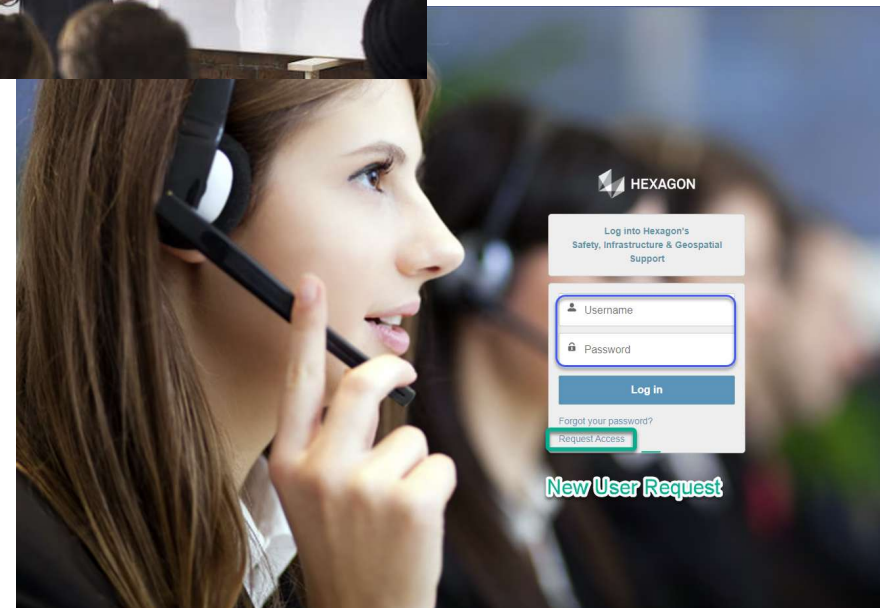
*Note: The Support portal is **independent** of the partner portal (with separate credentials), which provides software access and other resources.*

Registering a new user

New user registration requests



- **View** the support portal instructions
- **Navigate** to the Support Portal
- **New Users:** Click “Request Access”



New user registration

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

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

Request New User

*Product Suite

--None--

--None--

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)

*Request Access To

Create cases

Training request

*First Name

*Last Name

*Email

you@example.com

*Company Name

*Country

Comments

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](#).

Submit

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

You will receive a welcome email when your user account is approved.

- **Click** the link in the email.
- **Set** your password.

Alert:

- Check your junk or spam folder if you don't receive the email.
- Mark the sender as "Not Spam" to ensure you receive future notifications.

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 **terriloose@gmail.com**.
Make sure to include at least:

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

* New Password

..... Good

* Confirm New Password

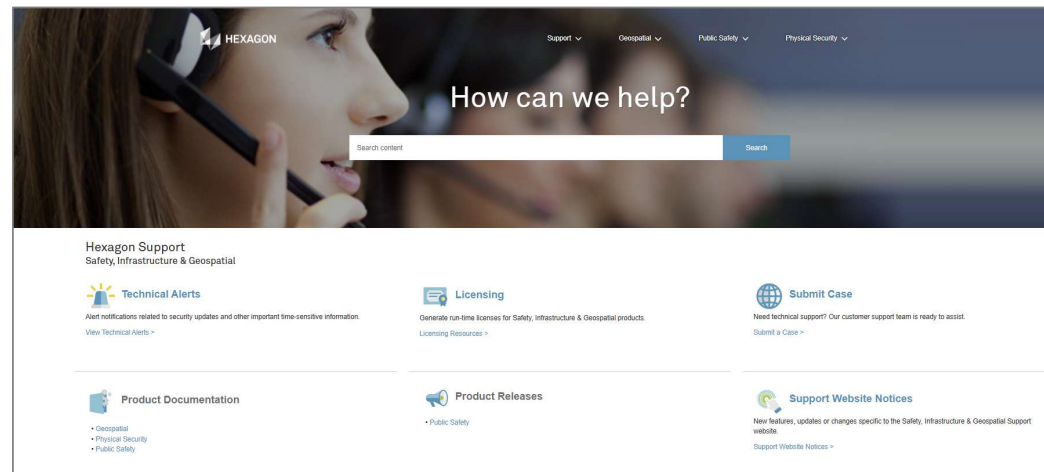
.....

*=required

Change Password

All users—including those logging in for the first time—will see the **Change Your Password** message.

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

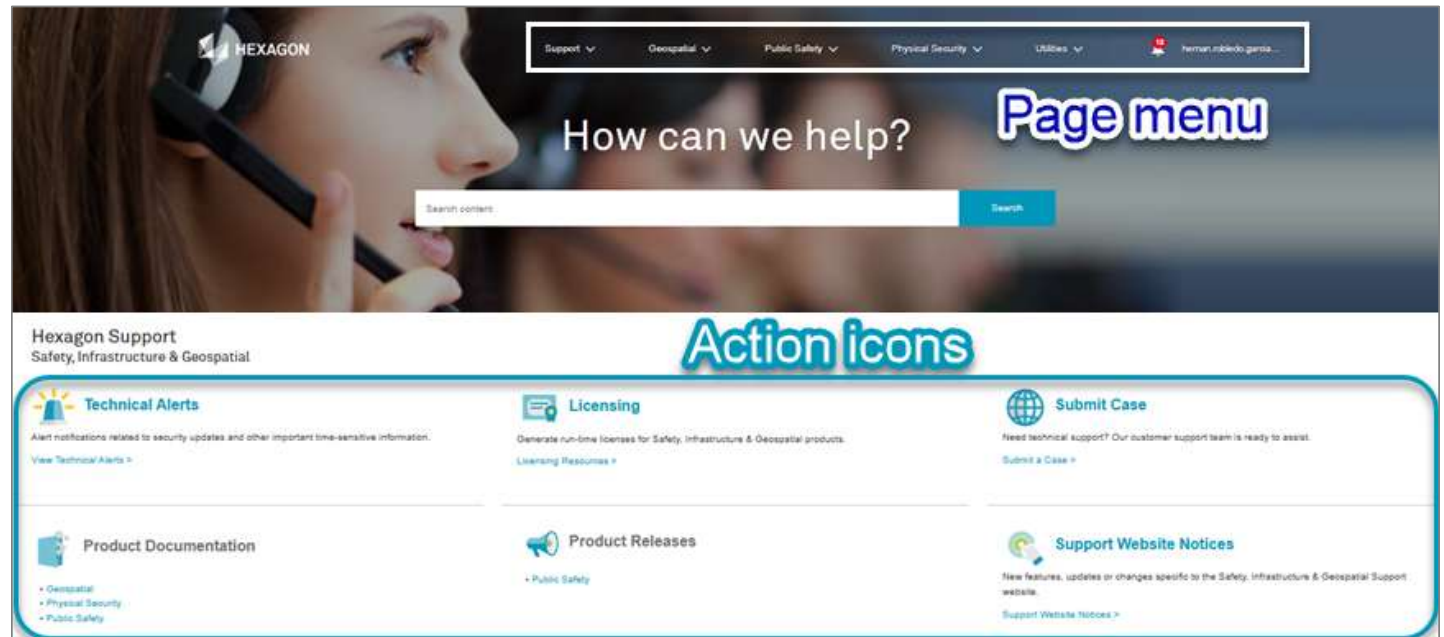




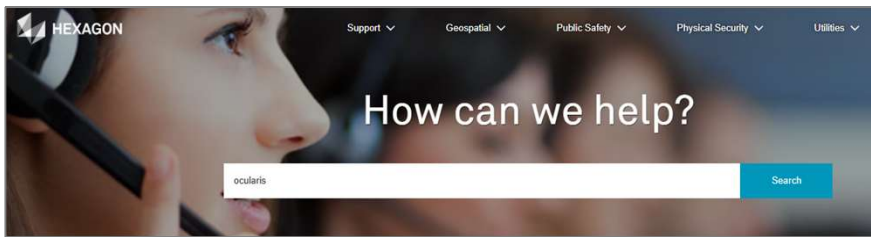
Navigating the site and searching the knowledge base

Navigation

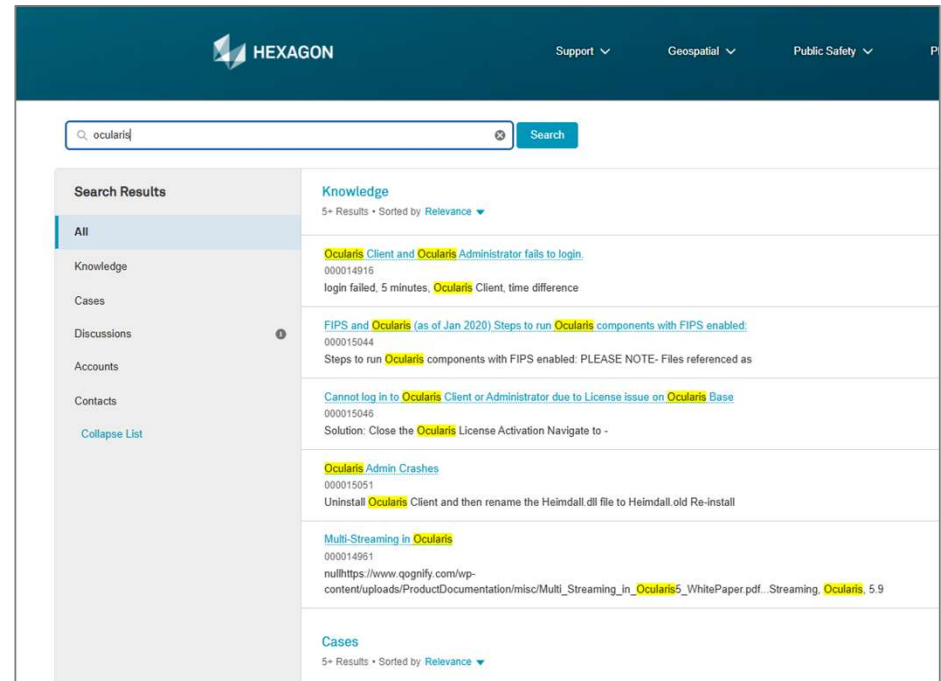
Simple navigation gives you quick, easy access to create a case or view the status of a recent request.



Search our knowledge base



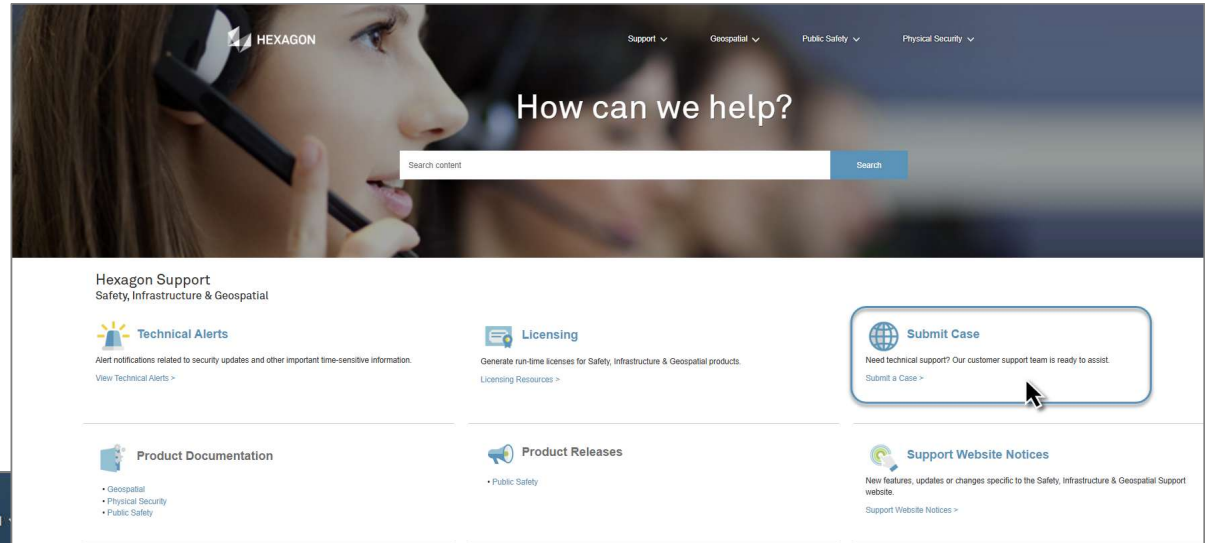
You can use the search bar on the support portal homepage to search for articles, cases and discussions that may help you find an answer to a problem.



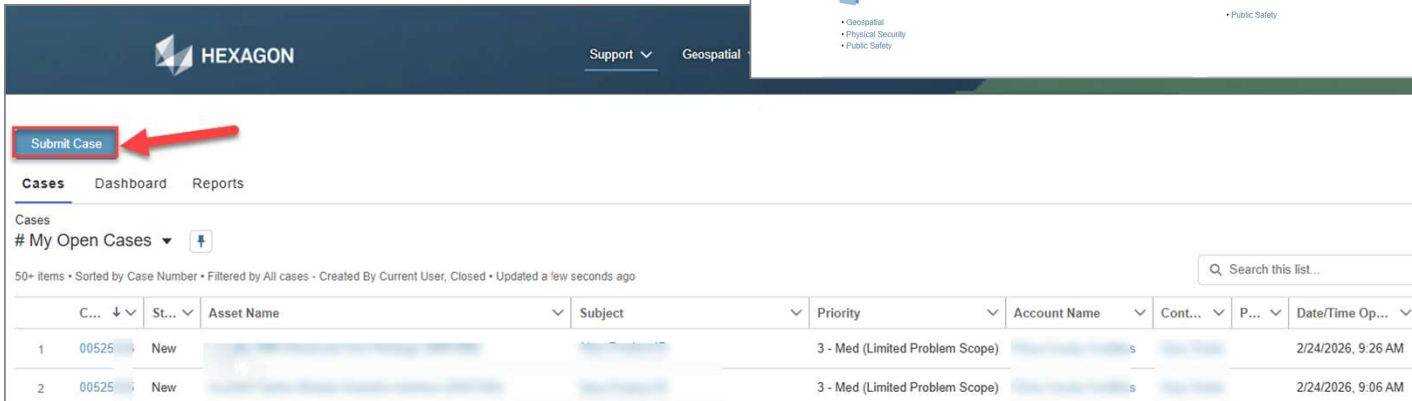
Creating a new case

Create a new case

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



- **Click** “Submit Case” to start the case creation process



Select the account

Submit a case for your account:

- View your account name
- Click “Next”

HEXAGON Support Geospatial Public Safety Physical Security Utilities

Case Creation for Physical Security

STOP: SELECT THE CUSTOMER ACCOUNT YOU ARE SUPPORTING.
Use the drop-down to search and select the customer account experiencing the support issue.

Next

OR

Submit a case on behalf of your customer:

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

Case Creation for Physical Security

Select account

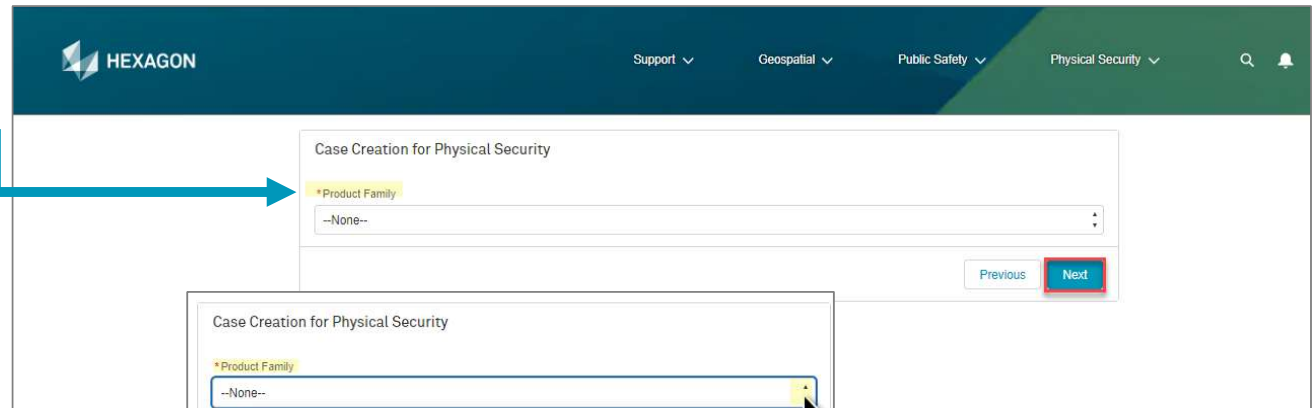
Click search box to see list of your accounts. Type at least 3 characters to search by account name or account number

Search...

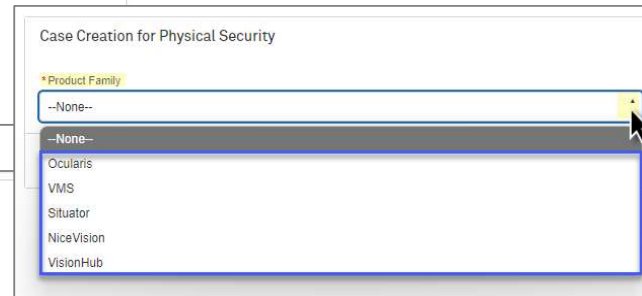
Confirm

Follow the prompts

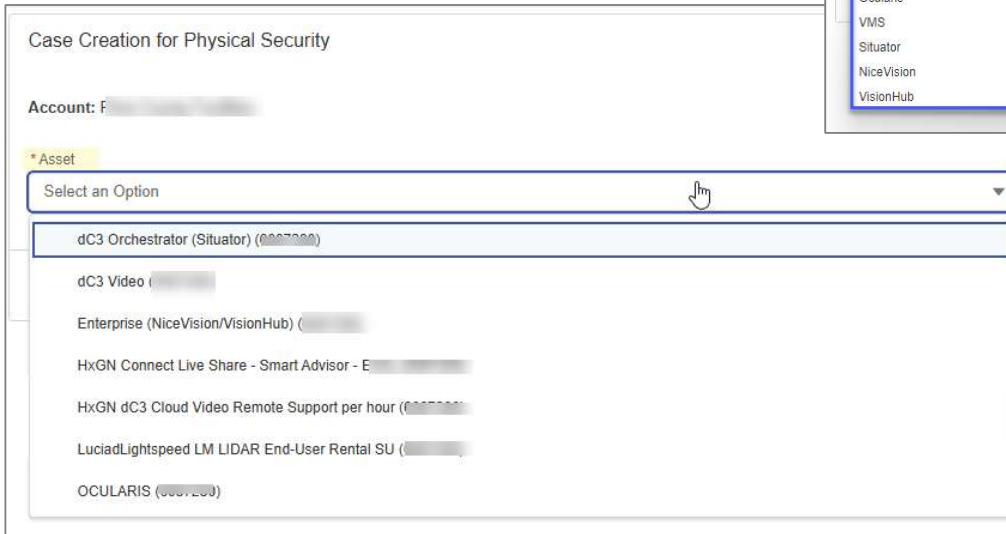
The **Product** or the **Asset** drop-down will automatically display based on the selected account.



The screenshot shows the top navigation bar of the Hexagon application with the logo and menu items: Support, Geospatial, Public Safety, and Physical Security. Below the navigation bar is the 'Case Creation for Physical Security' form. The 'Product Family' dropdown menu is open, showing a list of options: --None--, Ocularis, VMS, Situator, NiceVision, and VisionHub. The 'Next' button is highlighted in red.



This is a close-up of the 'Product Family' dropdown menu. The menu is open, showing a list of options: --None--, Ocularis, VMS, Situator, NiceVision, and VisionHub. A mouse cursor is pointing at the dropdown arrow.



The screenshot shows the 'Case Creation for Physical Security' form. The 'Account' field is filled with 'F'. The 'Asset' dropdown menu is open, showing a list of options: dC3 Orchestrator (Situator) (0007000), dC3 Video (0000000), Enterprise (NiceVision/VisionHub) (0000000), HxGN Connect Live Share - Smart Advisor - E (0000000), HxGN dC3 Cloud Video Remote Support per hour (0000000), LuciadLightspeed LM LIDAR End-User Rental SU (0000000), and OCULARIS (0000000). A mouse cursor is pointing at the dropdown arrow.

- **Click** the drop-down menu
- **Select** the product family or asset related to the case
- **Click** "Next"

Case details

Select the Support radio button and complete the following **required*** fields:

- Asset Version (product version)
- Customer's Environment
- Are you onsite?
- Subject
- Description

Not required but **highly** recommended:

- Phone Number
- Upload Files: Log files, screenshots, or other information

Check box: Review the privacy policy and check the box if you agree to the data usage.

Click "Submit"

Case Creation for Physical Security

Account: F...
Asset: dC3 Video (60...
Product: dC3 Video

For Priority 1 or 2 issues, please call [Hexagon support line](#) (click the URL and select the "Physical Security" tab for the numbers).

* Case Type
 Support
 Licensing - New product ID
 Schedule an appointment

* Asset Version Project Name

* Customer's Environment Customer's Reference Number

* Are you onsite? Phone Number for Callback

* Subject

* Description

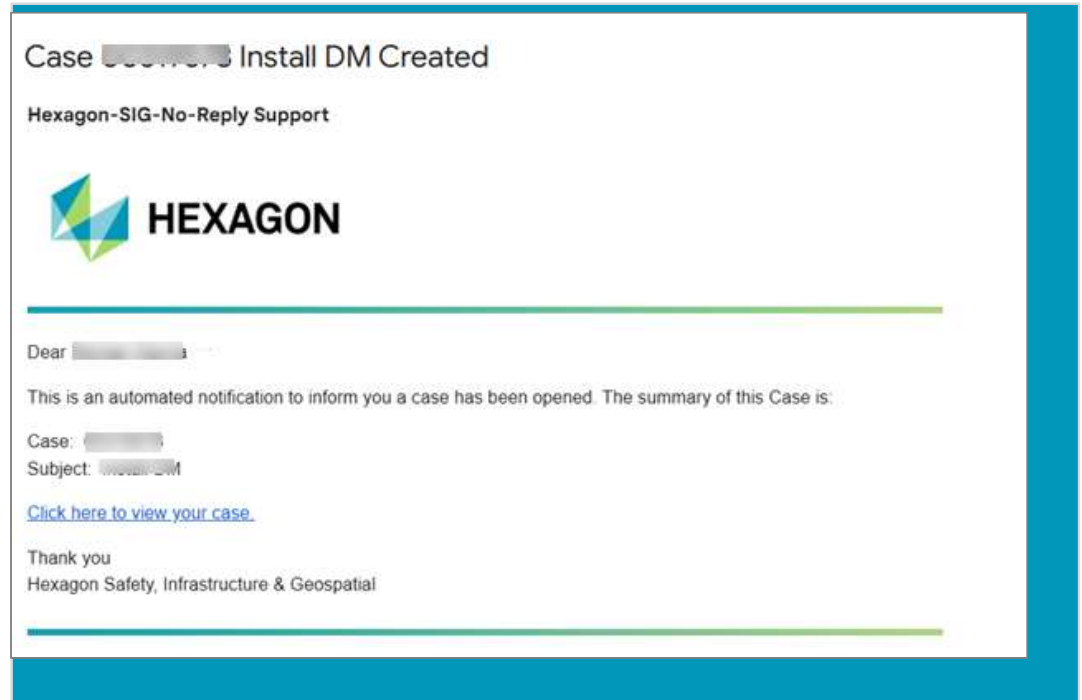
Upload Case Files Here
 Or drop files

I agree that my personal data will be processed by Hexagon for the purpose of handling my request. I have read and understood the [Privacy Policy](#), including information about how my data is used and my rights, including my right to withdraw consent at any time.

Case email confirmation



A confirmation email with the case number will be sent to your email address.

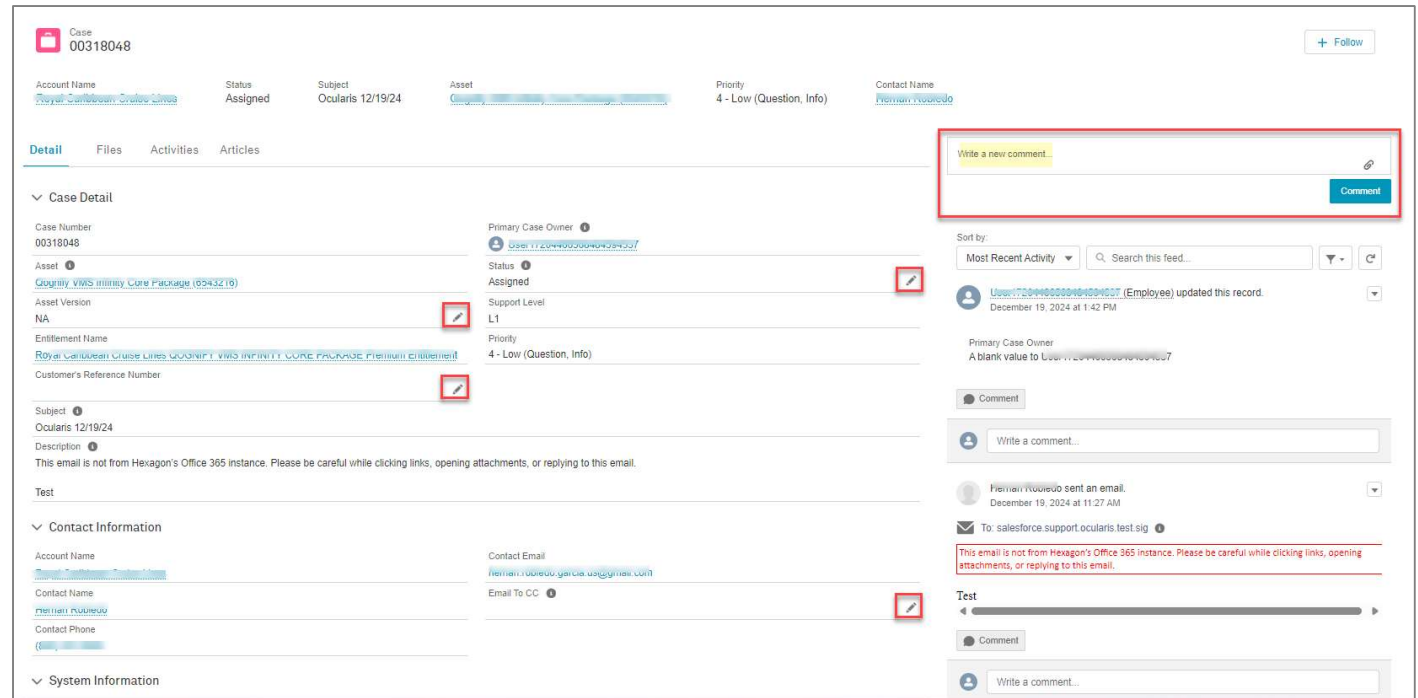


Editing a case

Update a case

A case can be edited at any time during its lifecycle by clicking the pencil icon.

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



- 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

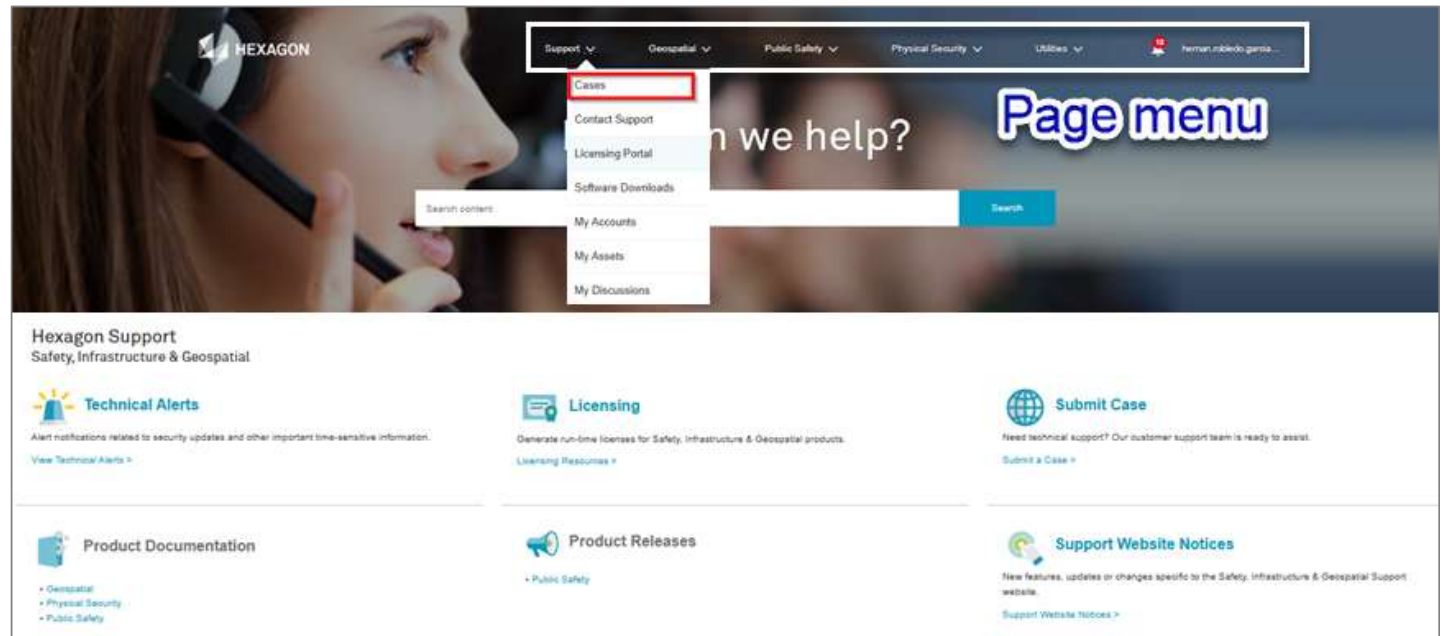


Viewing cases, dashboards, and reports

View 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**

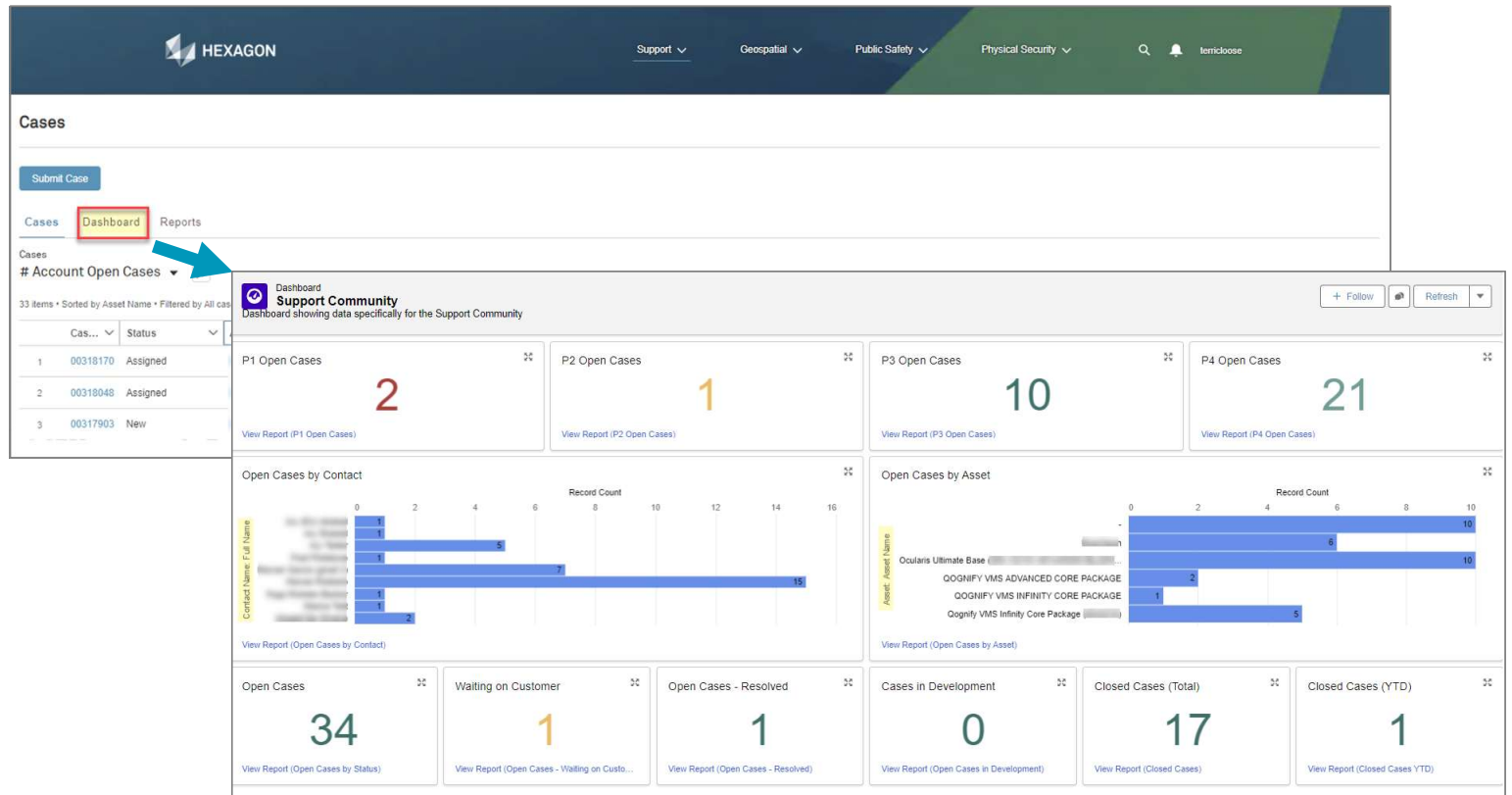
Shortcut: Open a case from this view page by clicking the **Submit Case** button.

The screenshot displays the HEXAGON web interface for the 'Cases' section. At the top, there is a navigation bar with the HEXAGON logo and several menu items: Support, Geospatial, Public Safety, and Physical Security. Below the navigation bar, the 'Cases' page is shown. A blue arrow points from the 'Cases' tab in the top navigation to the 'Cases' tab in the main content area. In the main content area, the 'Cases' tab is highlighted with a red box. Below the 'Cases' tab, there is a dropdown menu for '# Account Open Cases' with a pin icon. A mouse cursor is hovering over the dropdown menu, which is open, showing a list of views: '# Account Closed Cases', '# Account Open Cases' (selected with a checkmark), '# My Closed Cases', '# My Open Cases', 'Recently Viewed (Pinned list)', and 'Recently Viewed Cases'. Below the dropdown menu, a table of cases is visible, with columns for 'Cas...', 'Status', and 'Asset Name'. The table contains three rows of data.

Dashboard view

Dashboard view

- Click to drill down into and view specific metrics



Reports view

Reports view

- Select Open and Closed Case Reports by metric

The screenshot shows the Hexagon web interface. The top navigation bar includes the Hexagon logo and a user profile for 'tomcboose'. The main content area is divided into two panels. The left panel shows the 'Cases' tab selected, with a 'Reports' tab highlighted in red and a blue arrow pointing to the right panel. The right panel shows the 'Reports' view with a 'Submit Case' button and a list of report metrics under two categories: 'Open Case Reports' and 'Closed Case Reports'.

Open Case Reports

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

Closed Case Reports

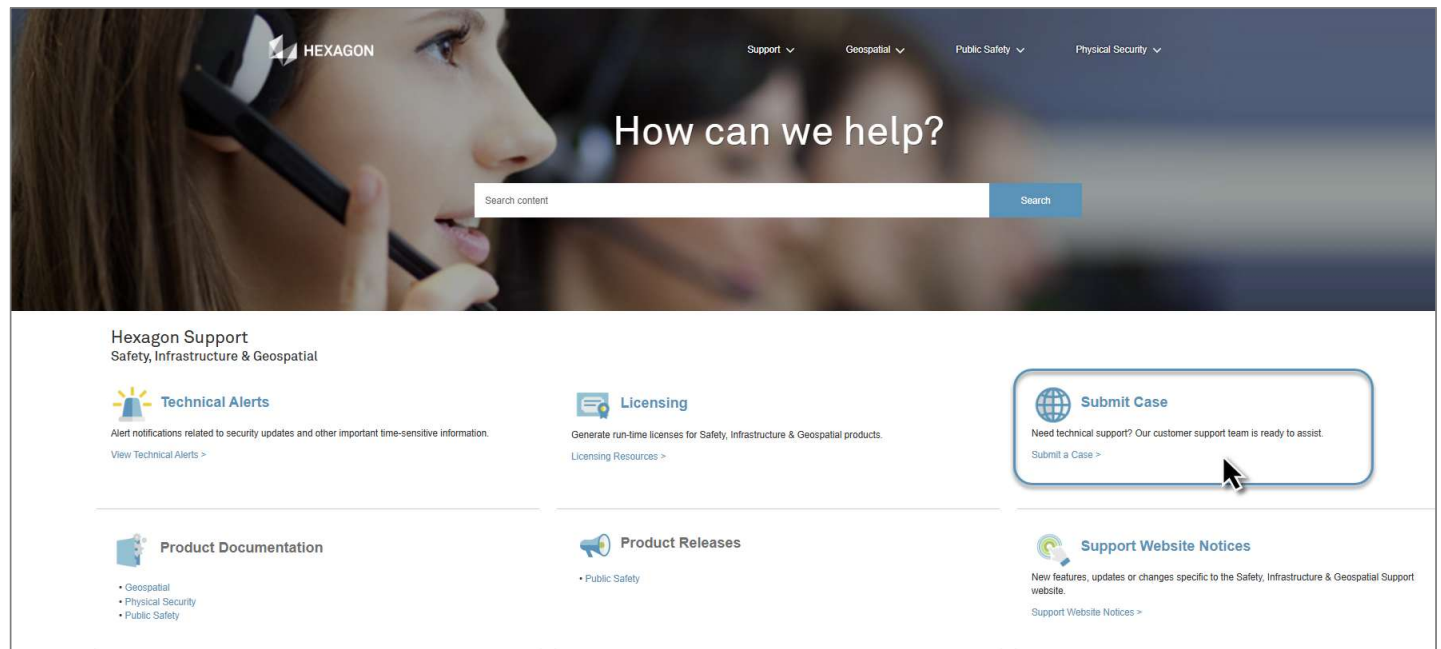
- By Contact
- By Priority

Requesting a license

New product ID for modified server hardware

Request a new product ID for modified server hardware

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



The screenshot displays the Hexagon Support website interface. 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. A search bar with the text "Search content" and a "Search" button is centered. Below the search bar, the heading "How can we help?" is visible. The main content area is divided into several sections:

- Hexagon Support** (Safety, Infrastructure & Geospatial)
- Technical Alerts**: Alert notifications related to security updates and other important time-sensitive information. Includes a "View Technical Alerts >" link.
- Licensing**: Generate run-time licenses for Safety, Infrastructure & Geospatial products. Includes a "Licensing Resources >" link.
- Submit Case**: A prominent button with a globe icon and the text "Need technical support? Our customer support team is ready to assist." and "Submit a Case >". A mouse cursor is pointing at this button.
- Product Documentation**: Includes links for Geospatial, Physical Security, and Public Safety.
- Product Releases**: Includes a link for Public Safety.
- Support Website Notices**: New features, updates or changes specific to the Safety, Infrastructure & Geospatial Support website. Includes a "Support Website Notices >" link.

Select the account

Submit a case for your account:

- View your account name
- Click “Next”

HEXAGON Support Geospatial Public Safety Physical Security Utilities

Case Creation for Physical Security

STOP: SELECT THE CUSTOMER ACCOUNT YOU ARE SUPPORTING.
Use the drop-down to search and select the customer account experiencing the support issue.

Next

OR

Submit a case on behalf of your customer:

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

Case Creation for Physical Security

Select account

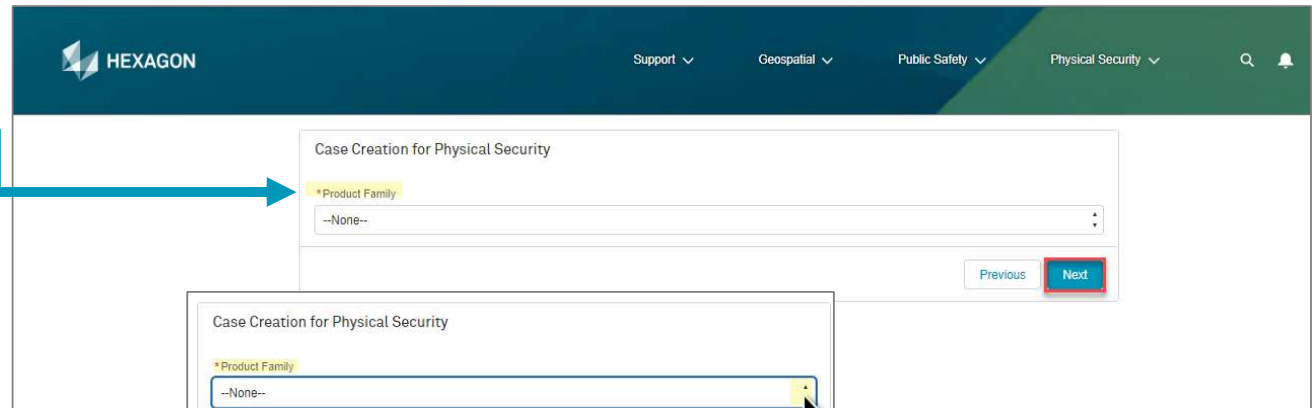
Click search box to see list of your accounts. Type at least 3 characters to search by account name or account number

Search...

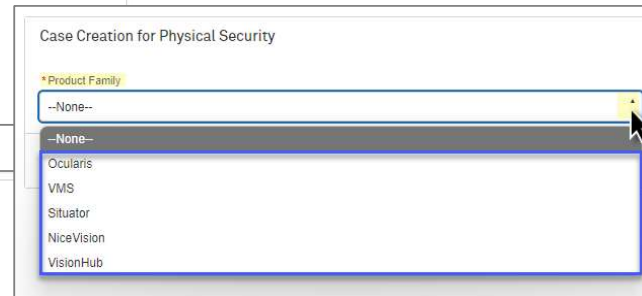
Confirm

Follow the prompts

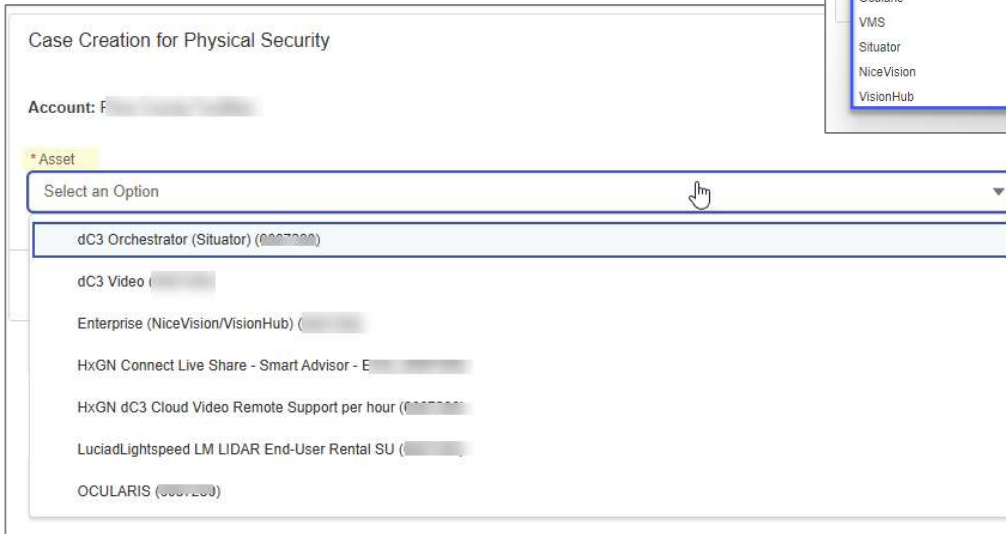
The **Product** or the **Asset** drop-down will automatically display based on the selected account.



The screenshot shows the top navigation bar of the Hexagon application with the logo and menu items: Support, Geospatial, Public Safety, and Physical Security. Below the navigation bar is the 'Case Creation for Physical Security' form. The 'Product Family' dropdown menu is open, showing a list of options: --None--, Ocularis, VMS, Situator, NiceVision, and VisionHub. The 'Next' button is highlighted in red.



This is a close-up of the 'Product Family' dropdown menu. The menu is open, showing a list of options: --None--, Ocularis, VMS, Situator, NiceVision, and VisionHub. A mouse cursor is pointing at the 'Ocularis' option.



The screenshot shows the 'Case Creation for Physical Security' form. The 'Account' field is filled with 'F'. The 'Asset' dropdown menu is open, showing a list of options: dC3 Orchestrator (Situator) (0007000), dC3 Video (0000000), Enterprise (NiceVision/VisionHub) (0000000), HxGN Connect Live Share - Smart Advisor - E (0000000), HxGN dC3 Cloud Video Remote Support per hour (0000000), LuciadLightspeed LM LIDAR End-User Rental SU (0000000), and OCULARIS (0000000). A mouse cursor is pointing at the 'dC3 Orchestrator (Situator) (0007000)' option.

- **Click** the drop-down menu
- **Select** the product family or asset related to the case
- **Click** "Next"

License request details

Select the **Licensing – New Product ID** radio button and complete the following **required*** fields:

- INR
- Contact Name
- Customer’s Project
- Street (project)
- Zip (project)
- City (project)
- Country of installation
- Email
- Phone
- Additional installation info
- Product ID

Check box: Review the privacy policy and check the box if you agree to the data usage.

Click “Submit”

Case Creation for Physical Security

Account: F [redacted]
Asset: dC3 Video ([redacted])
Product: dC3 Video

For Priority 1 or 2 Issues, please call [Hexagon support line](#) (click the URL and select the "Physical Security" tab for the numbers).

* Case Type
 Support
 Licensing - New product ID
 Schedule an appointment

Modified server hardware: New product ID

Are you using new server hardware with an existing HxGN dC3 Video installation? In this case, please generate a new product ID – and send it to us using the form below.

The product ID necessary to issue your license can be found in the HxGN dC3 Video client software. Please navigate to the menu option "Info – Product ID." Next, copy the character string displayed there and insert it into the form below in the field named "Product ID."

Note: Do not use any non-Latin or special characters when filling the form. Fields marked with a * are mandatory.

* INR
[text input]

* Contact Name
Gary Tester

* Customer Project
[text input]

* Street (project)
3355 North Dodge Blvd

* ZIP (project)
85716

* City (project)
Tucson

* Country of Installation
United States

* Email
ggfordtx@gmail.com

* Phone
1873

* Additional Installation Info (IP-address, hostname, ...)
[text input]

* Product ID
[text input]

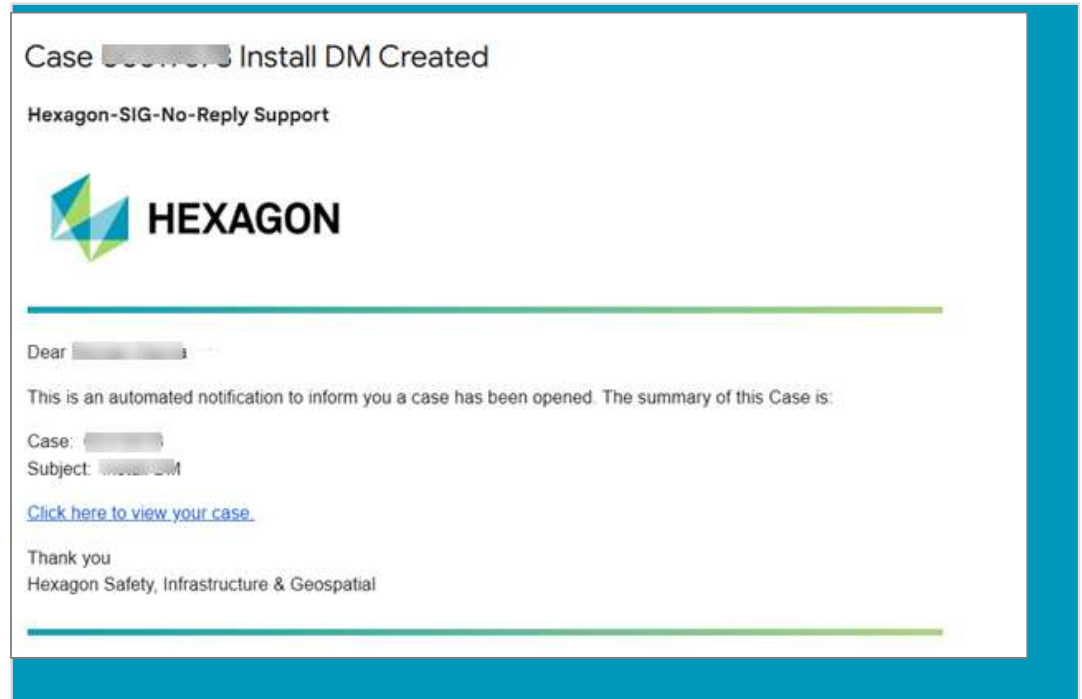
I agree that my personal data will be processed by Hexagon for the purpose of handling my request. I have read and understood the Privacy Policy, including information about how my data is used and my rights, including my right to withdraw consent at any time.

Previous Submit

License request email confirmation



A confirmation email with the case number will be sent to your email address.



Scheduling a support appointment

Schedule a support appointment

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

The screenshot displays the Hexagon Support website interface. At the top, the Hexagon logo is on the left, and navigation menus for 'Support', 'Geospatial', 'Public Safety', and 'Physical Security' are on the right. Below the navigation is a large hero section with the text 'How can we help?' and a search bar. The main content area features six service tiles: 'Technical Alerts', 'Licensing', 'Submit Case', 'Product Documentation', 'Product Releases', and 'Support Website Notices'. The 'Submit Case' tile is highlighted with a blue border and a mouse cursor pointing to the 'Submit a Case >' button. The 'Submit Case' tile contains the text: 'Need technical support? Our customer support team is ready to assist. Submit a Case >'.

Select the account

Submit a case for your account:

- View your account name
- Click “Next”

HEXAGON Support Geospatial Public Safety Physical Security Utilities

Case Creation for Physical Security

STOP: SELECT THE CUSTOMER ACCOUNT YOU ARE SUPPORTING.
Use the drop-down to search and select the customer account experiencing the support issue.

Next

OR

Submit a case on behalf of your customer:

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

Case Creation for Physical Security

Select account

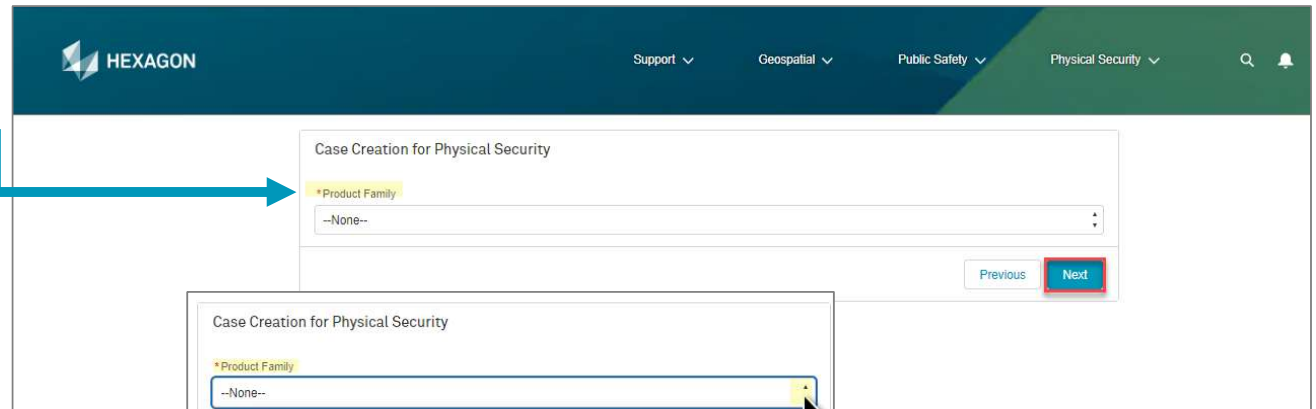
Click search box to see list of your accounts. Type at least 3 characters to search by account name or account number

Search...

Confirm

Follow the prompts

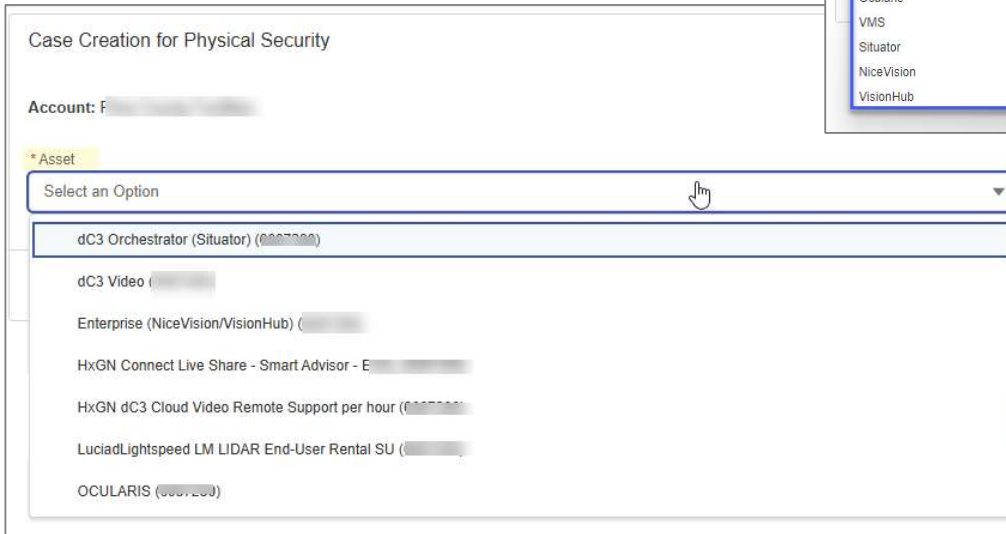
The **Product** or the **Asset** drop-down will automatically display based on the selected account.



The screenshot shows the top navigation bar of the Hexagon application with the logo and menu items: Support, Geospatial, Public Safety, and Physical Security. Below the navigation bar is the 'Case Creation for Physical Security' form. The 'Product Family' dropdown menu is open, showing a list of options: --None--, Ocularis, VMS, Situator, NiceVision, and VisionHub. The 'Next' button is highlighted in red.



This is a close-up of the 'Product Family' dropdown menu. The menu is open, showing a list of options: --None--, Ocularis, VMS, Situator, NiceVision, and VisionHub. A mouse cursor is pointing at the 'Ocularis' option.



The screenshot shows the 'Case Creation for Physical Security' form. The 'Account' field is filled with 'F'. The 'Asset' dropdown menu is open, showing a list of options: dC3 Orchestrator (Situator) (0007000), dC3 Video (0000000), Enterprise (NiceVision/VisionHub) (0000000), HxGN Connect Live Share - Smart Advisor - E (0000000), HxGN dC3 Cloud Video Remote Support per hour (0000000), LuciadLightspeed LM LIDAR End-User Rental SU (0000000), and OCULARIS (0000000). A mouse cursor is pointing at the 'dC3 Orchestrator (Situator) (0007000)' option.

- **Click** the drop-down menu
- **Select** the product family or asset related to the case
- **Click** "Next"

Schedule an appointment

Select the **Schedule an appointment** radio button and complete the following **required*** fields:

- Time zone
- Select **at least three (3)** time slots
- Asset Version
- Customer's Environment
- Are you onsite?
- Subject
- Description

Check box: Review the privacy policy and check the box if you agree to the data usage.

Click "Submit"

Case Creation for Physical Security

Account: [REDACTED]
Asset: dC3 Video ([REDACTED])
Product: dC3 Video

For Priority 1 or 2 issues, please call [Hexagon support line](#) (click the URL and select the "Physical Security" tab for the numbers).

* Case Type
 Support
 Licensing - New product ID
 Schedule an appointment

* Timezone
 Eastern Standard Time (EST)
 Central European Time (CET)

* Times - Please select at least three time slots
 9:00 AM
 9:30 AM
 10:00 AM
 10:30 AM
 11:00 AM
 11:30 AM
 12:00 PM
 12:30 PM
 1:00 PM
 1:30 PM
 2:00 PM
 2:30 PM
 3:00 PM
 3:30 PM
 4:00 PM
 4:30 PM
 5:00 PM

* Asset Version
9.0.0

Project Name

* Customer's Environment
Production

Customer's Reference Number

* Are you onsite?
No

Phone Number for Callback

* Subject

* Description

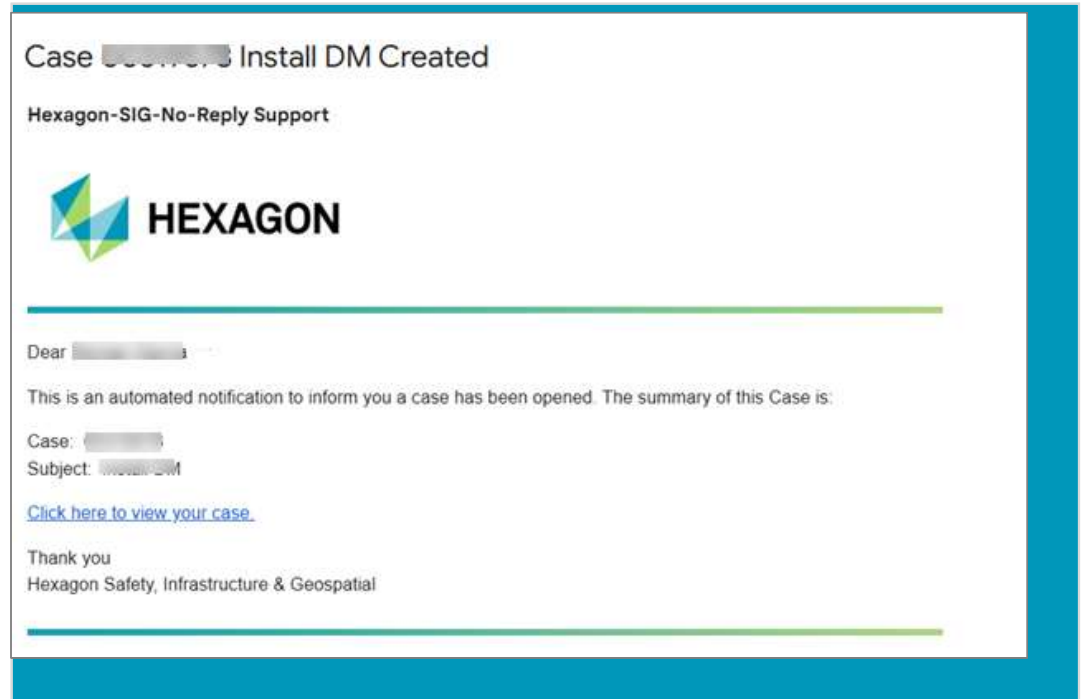
I agree that my personal data will be processed by Hexagon for the purpose of handling my request. I have read and understood the Privacy Policy, including information about how my data is used and my rights, including my right to withdraw consent at any time.

Previous Submit

Support appointment request email confirmation



A confirmation email with the case number will be sent to your email address.



Thank you

Hexagon's Safety, Infrastructure & Geospatial support team

