

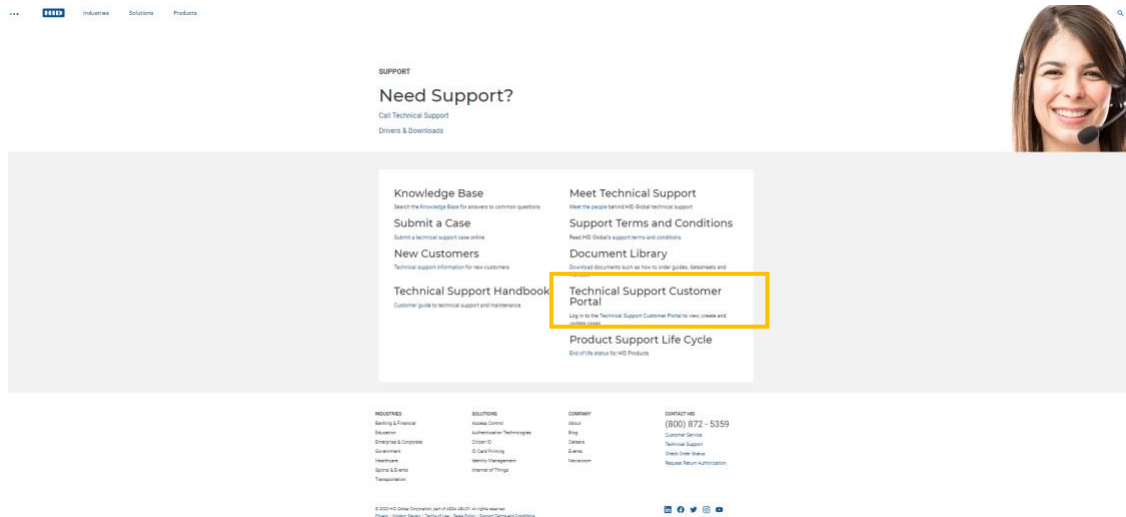


Navigation Guide to the HID Global Tech Support Community Portal

Access the Technical Support Community Portal via our [HID Global Technical Support website](#) or by clicking on the link below.

For **U.S. Government Customers using Identity and Access Management Solutions (IAMS) ActivID®** products, please click [here](#).

For **customers using Identity and Access Management Solutions (IAMS) products** (i.e. **HID SAFE, WorkforceID, HydrantID, DigitalPersona AD or LDS, and non-U.S. Government ActivID AAA, Authentication Appliance/Software, CMS, ActivClient, HID PIV, HID Approve, Validation Suite, and OTP tokens** please click [here](#).



Once in the Community Portal, you will have an open Knowledge Base available to search for Self-Help Articles. Chose the Product you want to search articles for in the Category section. If you need to submit a case, click on the Login box on the top right corner.

HID Search... SEARCH LOGIN

WELCOME!
A community created for Technical Support users. This is a place where you can search for product solutions, log a case, and review a submitted case's status.

Search Knowledge Base

Search keyword: Search Q Language: --None--

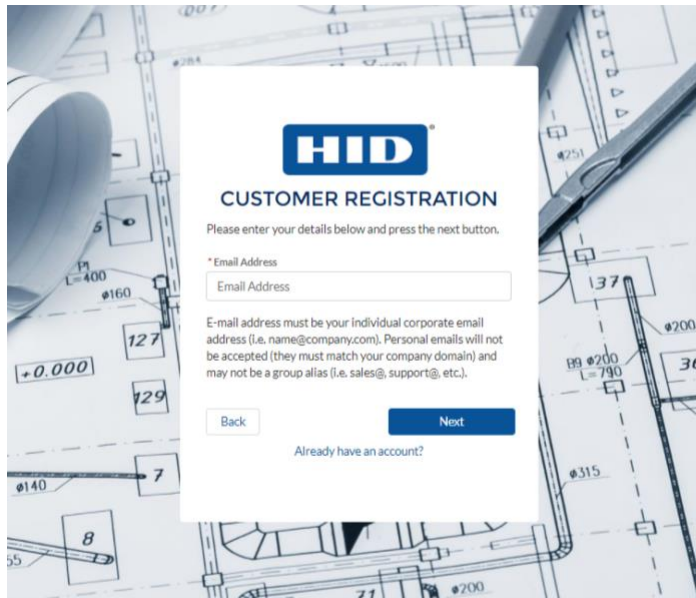
Category: --None--

No articles to Display

My Open Cases My Closed Cases

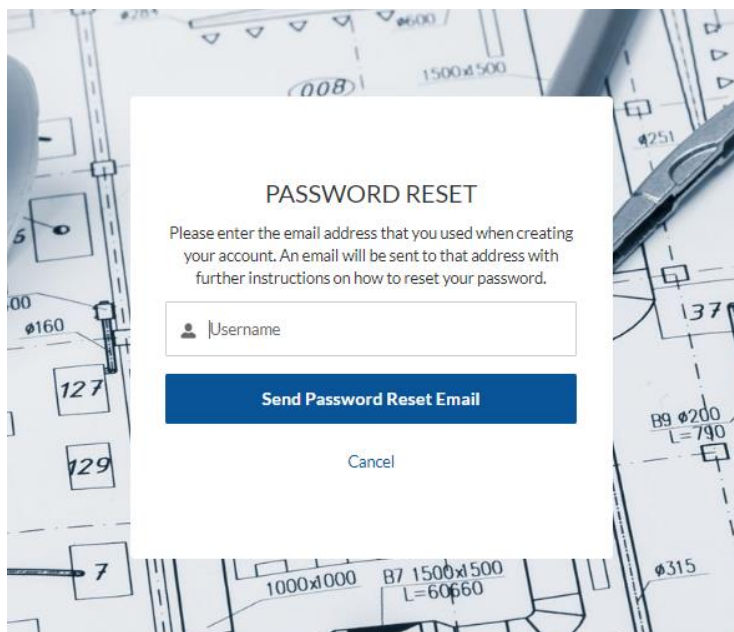
CASE NUMBER	SUBJECT	STATUS	CREATED DATE
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Register to the HID Technical Support Community to Submit cases, see case history. From the **LOGIN** page Click on **Not a Member?** Or follow this link [Register Here](#) and complete the form. An automated email will be sent acknowledging your registration. Then another email will be sent to setup your new password separately.



The screenshot shows a white registration form overlaid on a background of technical drawings. The form features the HID logo at the top, followed by the title 'CUSTOMER REGISTRATION' and a prompt: 'Please enter your details below and press the next button.' There is a text input field for 'Email Address' with a red asterisk indicating it is required. Below the field is a note: 'E-mail address must be your individual corporate email address (i.e. name@company.com). Personal emails will not be accepted (they must match your company domain) and may not be a group alias (i.e. sales@, support@, etc.).' At the bottom of the form are 'Back' and 'Next' buttons, and a link for 'Already have an account?'.

Should you ever forget your password, you can always click on **Forgot your password?** An automated email will be sent via Salesforce with a link to reset your password.



The screenshot shows a white password reset form overlaid on a background of technical drawings. The form has the title 'PASSWORD RESET' and a prompt: 'Please enter the email address that you used when creating your account. An email will be sent to that address with further instructions on how to reset your password.' There is a text input field for 'Username' with a red asterisk indicating it is required. Below the field are 'Send Password Reset Email' and 'Cancel' buttons.

Go to **LOG A CASE** and fill out the following fields; Product, Priority, Request Type, Subject and Description. You also have the ability to attach a file after submitting your case on the Cases under Related tab.

NEW CASE FORM

* Product

* Priority

* Request Type

* Subject

* Description

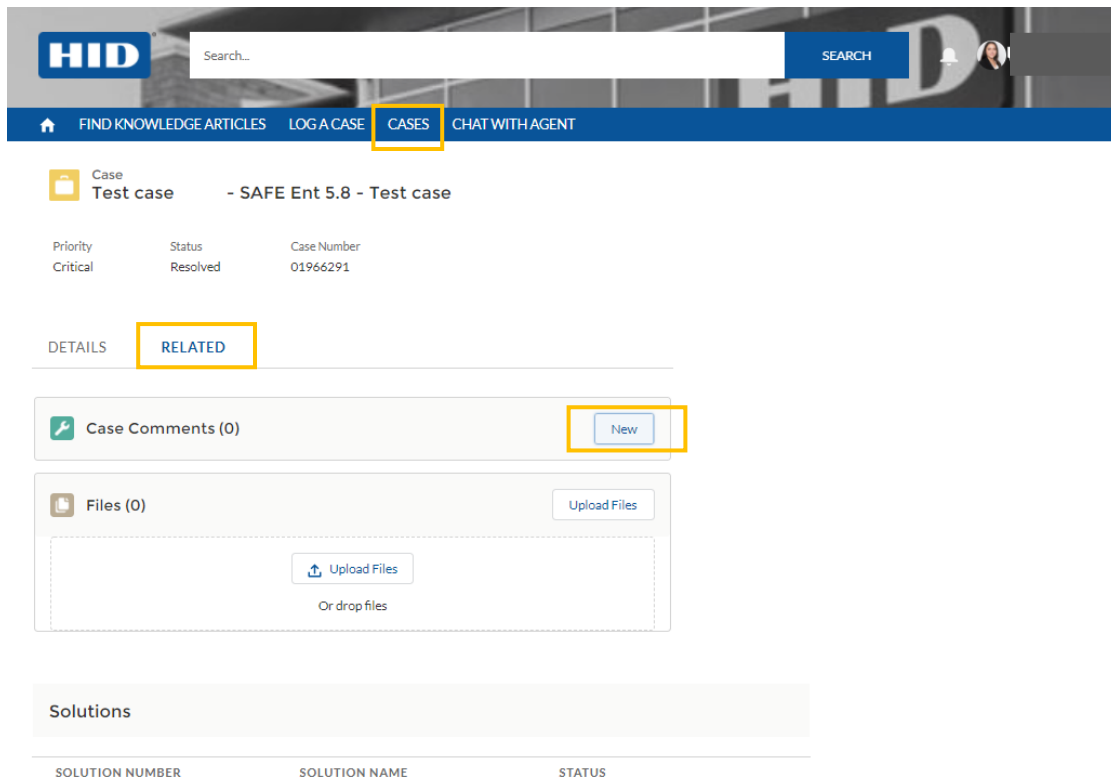
To view your open or closed cases go to the **CASES** tab and click on the button options. You can click on the case number to see additional details directly from this screen.

CASES

My Open Cases | My Closed Cases

CASE NUMBER	SUBJECT	STATUS	CREATED DATE
01966433	[EXT] Case fwd from Zendesk...	Resolved	2020-12-16T02:10:12.000Z
01966375	[EXT] Case fwd from Zendesk...	Resolved	2020-12-16T00:09:36.000Z
01956291	Test case Salpi - SAFE Ent 5.8...	Resolved	2020-12-15T22:29:00.000Z
01966278	Test 12152020 #2	Resolved	2020-12-15T22:20:16.000Z
01966225	Test case Salpi - SAFE Ent 5.7...	Resolved	2020-12-15T21:54:34.000Z
01965143	Testing SK Case view 121520...	Resolved	2020-12-15T13:10:11.000Z
01964639	Testing Incident 12/14/2020	Resolved	2020-12-15T00:56:54.000Z
01962599	test in production	Resolved	2020-12-14T06:55:26.000Z
01962369	.discvntn vfile	Resolved	2020-12-13T22:01:08.000Z
01962365	Testing HID SAFE Ticket 12/1...	Resolved	2020-12-13T20:36:02.000Z
01962363	Testing ActivID CMS Ticket 1...	Resolved	2020-12-13T20:28:57.000Z
01945193	RE: Sandbox HID Global Cor...	New	2020-12-03T15:39:32.000Z
01899216	Twitine	Resolved	2020-10-15T14:06:04.000Z

You have the ability to update and view updates on your **CASES** directly from the portal by clicking on **RELATED**. You can also upload files and view files Tech Support shares with you directly in the **FILES** section.



Should you have any questions or need further assistance, please contact the Customer Success Operations team at IAM-CSO@hidglobal.com

****Note that Chat with Agent functionality is not configured for our IAMS cases at the moment.***