



Powering
Trusted Identities

A photograph of a modern office interior. The space features glass-walled rooms, a staircase with a metal railing, and a large window with a blue-tinted view. The lighting is a mix of recessed ceiling lights and pendant lights, creating a bright, professional atmosphere.

HID TECHNICAL SUPPORT COMMUNITY

NAVIGATION GUIDE

HELPFUL LINKS

HID Technical Support Community Links		Link
1	Customers Using Identity and Access Management Solutions (IAMS) Products	Link
2	U.S. Government Customers Using Identity and Access Management Solutions (IAMS) ActivID® Products	Link

Help Videos		Link
1	Registration for customers using Identity and Access Management Solutions (IAMS) products	Link
2	Registration for U.S. Government Customers using Identity and Access Management Solutions (IAMS) ActivID® products	Link
3	Knowledge Base	Link
4	Open a Case	Link
5	Case Management	Link

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1 Registration

1.1 Customers Using IAMS Products

[Click here](#) to view the help video.

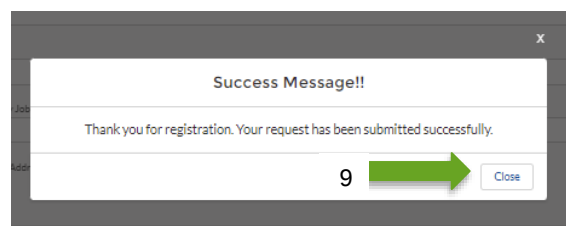
Steps:

1. [Click this link](#) to be taken to the login page.
2. Click “Register here.”

3. Enter your business email address.
4. Click “Next.”

5. Fill out the form.
6. Accept the Terms and Conditions.
7. Click “Submit.”

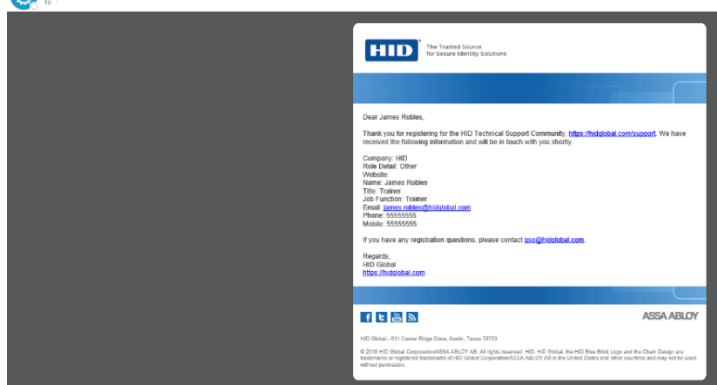
8. You will receive a success message.
9. Click "Close."



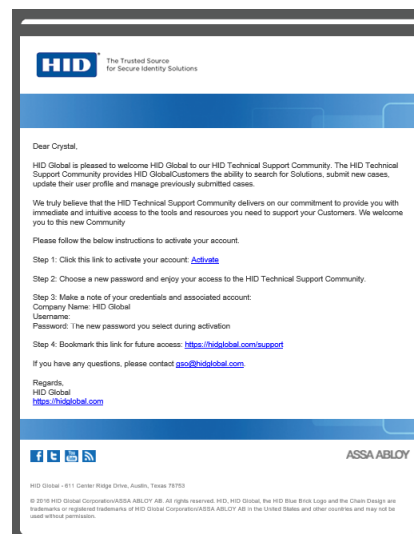
10. You will receive confirmation email.
11. Our team will process your request.

[EXT] HID Technical Support Community: Thank You for your Registration

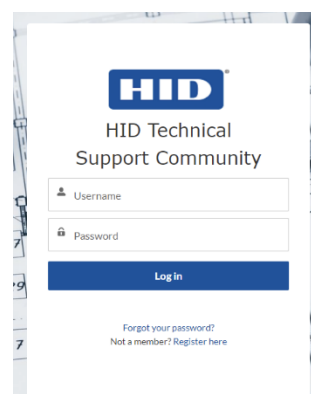
HID Technical Support Community Site Guest User <gsu@hidglobal.com>
To:



12. You will receive a password setup email.
13. Follow the instructions create a password.



14. Log in.

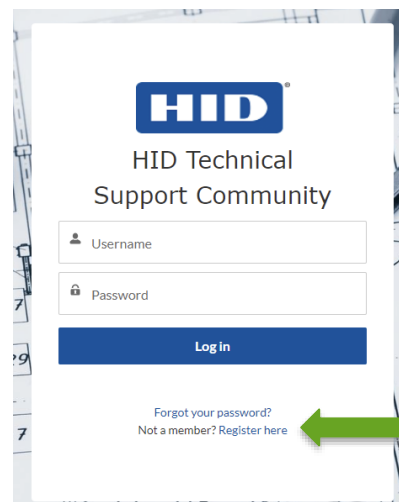


1.2 U.S. Government Customers Using IAMS ActivID® Products

[Click here](#) to view the help video.

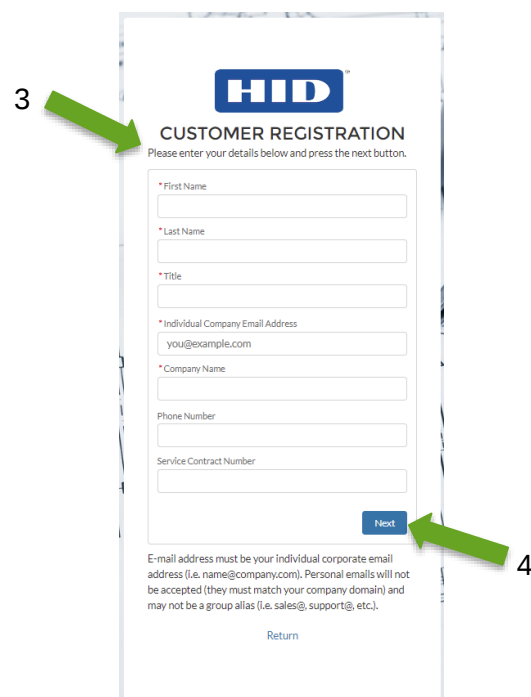
Steps:

1. [Click this link](#) to be taken to the login page.
2. **Click** “Register here.”



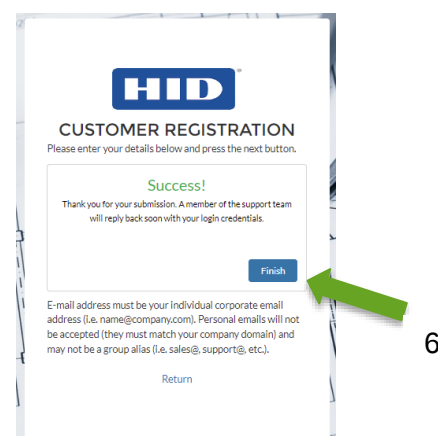
The login page features the HID logo at the top, followed by the title 'HID Technical Support Community'. Below this are two input fields: 'Username' and 'Password'. A blue 'Log in' button is positioned below the password field. At the bottom, there are two links: 'Forgot your password?' and 'Not a member? Register here'. A green arrow points to the 'Register here' link, which is labeled with the number 2.

3. Fill out the form.
4. **Click** “Next.”



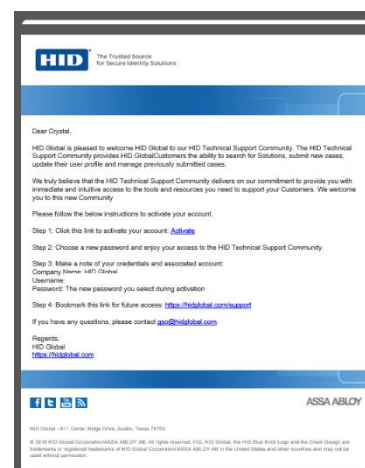
The registration form is titled 'CUSTOMER REGISTRATION' and includes the instruction 'Please enter your details below and press the next button.' The form contains several input fields: 'First Name', 'Last Name', 'Title', 'Individual Company Email Address' (with the example 'you@example.com'), 'Company Name', 'Phone Number', and 'Service Contract Number'. A blue 'Next' button is located at the bottom right of the form, with a green arrow pointing to it labeled with the number 4. Below the form, there is a disclaimer about email addresses and a 'Return' link. The number 3 is also present near the top of the form.

5. You will receive a success message.
6. **Click** “Finish.”

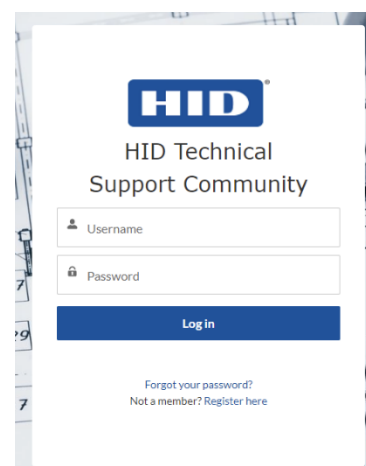


The success message screen displays the HID logo and the title 'CUSTOMER REGISTRATION'. It includes the instruction 'Please enter your details below and press the next button.' A green 'Success!' message is shown, followed by the text: 'Thank you for your submission. A member of the support team will reply back soon with your login credentials.' A blue 'Finish' button is located at the bottom right of the message box, with a green arrow pointing to it labeled with the number 6. Below the message box, there is a disclaimer about email addresses and a 'Return' link.

7. Our team will process your request.
8. You will receive a password setup email.
9. Follow the instructions to create password.



10. Log in.



2 Sitemap

2.1 Overview

The screenshot shows the homepage of the HID Technical Support Community. Annotations with green arrows point to the following elements:

- Site Search:** Points to the search bar at the top of the page.
- Profile:** Points to the user profile icon in the top right corner.
- Site Navigation:** Points to the navigation menu below the search bar, which includes links for Home, Find Knowledge Articles, Log a Case, Cases, Chat with Agent, and Analytics.
- Knowledge Base:** Points to the 'Search Knowledge Base' section, which includes a search keyword field, a search button, a language filter dropdown, and a category dropdown.
- Case Views:** Points to the 'My Open Cases' and 'My Closed Cases' buttons.

Below the case view buttons is a table with the following headers: CASE NUMBER, SUBJECT, STATUS, and CREATED DATE.

2.2 Site Navigation

2.2.1 Knowledge Articles

[Click here](#) to view the help video.

The screenshot shows the search results page for the keyword 'SAFE'. Annotations with green arrows point to the following elements:

- Type key word(s):** Points to the search keyword field containing 'SAFE'.
- Filter by category (Optional):** Points to the category dropdown menu, which is open and shows options like 'Documents and Manuals', 'Downloads', 'Information, Terminology', 'Products', and 'Troubleshooting'.
- Click to search:** Points to the search button.
- Filter by Language (Optional):** Points to the 'In Language' dropdown menu, which is set to '--None--'.
- Click the title to read the article:** Points to the title of the first search result: 'HID SAFE Update - Internet Explorer End of Life'.

The search results section shows 'Showing 1 to 8 of 8 articles'. The first article is titled 'HID SAFE Update - Internet Explorer End of Life' and is categorized under 'Tech Support : Information, Terminology'.

2.2.2 Log A Case

[Click here](#) to view the help video.

NEW CASE FORM

Please let us know what product you need support with below:

* Product
HID SAFE

* Priority
P4 - Low - How-to questions, change requests, feature requests or issues with performance impact or features not operating as documented

* Request Type
Incident - An HID Product or Solution is Not Operating As Designed

Please describe in detail the problem you are having and the steps to reproduce the issue:

* Subject
Type a brief description of the issue.

* Description
Type a detailed description of the issue and steps you have taken to remedy the problem.

Preferred Method of Communication
Online

Additional Contributors
example@hidglobal.com

Submit **Cancel**

Click to "Submit" to submit your case and upload documents.

Upload Files

Case has been created successfully

[Click to Upload](#)

Upload documents

Click "Done"

2.2.3 Cases

[Click here](#) to view the help video.

Click case number to view case details

Case status

Case ...	Account Name	Contact ...	Case Origin	Subject	Case Record ...	R...	R...	Status	Date/Time O...
1	026807...	HID Global Corp...	Crystal Shive...	Web Form: Tech ...	Testing for cus...	IAMS Tech Support		In Progre...	7/19/2022 7:53 ...
2	026807...	HID Global Corp...	Crystal Shive...	Community	Example of a C...	IAMS Tech Support		In Progre...	7/19/2022 7:49 ...

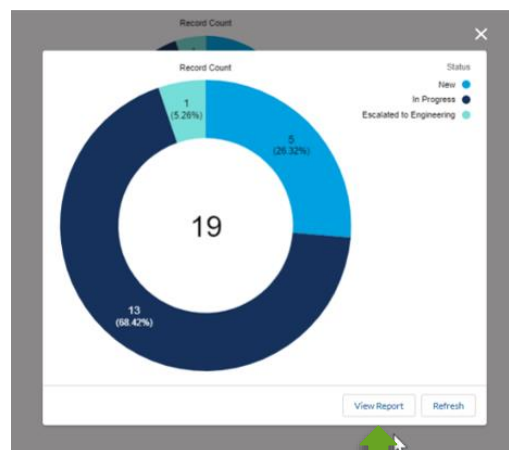
2.2.4 Analytics

[FIND KNOWLEDGE ARTICLES](#)
[LOG A CASE](#)
[CASES](#)
[CHAT WITH AGENT](#)
[ANALYTICS](#)

[CLOSED CASES TREND](#)
[OPEN CASES TREND](#)

Click to see open case report → Click to see closed case report

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.



Report: Cases
Community Opened Cases

Status	Case Number	Date/Time Opened	Product	Contact Name	Subject
New (5)	01838232	8/26/2020 10:52 AM	-	Saipi Kralan	test
	02539432	3/29/2022 6:05 AM	Printers	Saipi Kralan	Testing Milestone Purpose: Testing from Tech Support Form
	01945193	12/3/2020 7:39 AM	-	Saipi Kralan	RE: Sandbox: HID Global Corporation 01965464 - test satisfaction - opened
	02022379	2/4/2021 6:41 AM	-	Saipi Kralan	RE: Sandbox: HID Global Corporation 01971064 - testing customer change to in-progress - Case Pending
	01834397	8/24/2020 7:07 AM	WorkforceID Credential Manager	Saipi Kralan	test
Subtotal					
In Progress (13)	02475060	2/7/2022 7:21 AM	HID SAFE	Saipi Kralan	RE: [EXT] Sandbox: HID Global Corporation 02454887 - SPAM test - Escalated

Row Counts ☐ Detail Rows ☒ Subtotals ☒ Grand Total ☒

View detailed report

3 Case Management

3.1 View your case

[Click here](#) to view the help video.

Click case number to view case details

FIND KNOWLEDGE ARTICLES LOG A CASE CASES CHAT WITH AGENT ANALYTICS									
Cases Recently Viewed 2 items • Updated a few seconds ago Search this list...									
Case ...	Account Name	Contact ...	Case Origin	Subject	Case Record ...	R...	R...	Status	Date/Time O...
1	026807...	HID Global Corp...	Crystal Shive...	Web Form: Tech ...	Testing for cus...	IAMS Tech Support		In Progre...	7/19/2022 7:53 ...
2	026807...	HID Global Corp...	Crystal Shive...	Community	Example of a C...	IAMS Tech Support		In Progre...	7/19/2022 7:49 ...

Edit Case button

Case Subject

Case Information

Case comment sort

Case updates (chatter)

Here is where you will find updates on your case and respond to questions from our Technical Support Team. See section 3.2 for details

Comment (chatter) button

Case details

[FIND KNOWLEDGE ARTICLES](#)
[LOG A CASE](#)
[CASES](#)
[CHAT WITH AGENT](#)

Case

Training 01

Priority

Medium

Status

In Progress

Case Number

02486504

Sort by:

Latest Posts

[Employee]

February 15, 2022 at 3:51 PM

This message is to let you know your ticket has been assigned to a Technical Support Engineer. They will be reviewing the information and will reach out to you as quickly as possible.

For follow up on your request, we recommend to please log into your account at <https://www.hidglobal.com/support/technical-support-case>. You can view the status of your ticket or to add, update any additional information, (such as screen captures, logs etc.) please attach to these items to the ticket under files.

Please keep "Case #02486504" as a reference for this ticket.

Thank you for your assistance on this case, we look forward to resolving as quickly as possible.

Expand Post

Like

Comment

[Employee] replied to the customer.

February 15, 2022 at 3:51 PM

This message is to let you know your ticket has been assigned to a Technical Support Engineer. They will be reviewing the information and will reach out to you as quickly as possible.

For follow up on your request, we recommend to please log...

More

DETAILS

RELATED

Case Information

Account Name

HID Global Corporation

Contact Name

Contact Email

idglobal.com

Contact Phone

555-555-5555

IAMS Support Level

Gold

IAMS Support Level End Date

4/1/2024

Status

In Progress

Product

ActivID AAA

Model

Version

Case Origin

Community

Preferred Method of Communication

Online

Request Type

Incident - An HID Product or Solution is Not Operating As Designed

Priority

Medium

Description Information

Jul-2022 | VERSION 1 | Powering Trusted Identities

10

Related tab



RELATED

Case Comments (1)

New

User	Public	Created Date	Comment
Case Comments Optional method of communication. We prefer you use the chatter option above			This message is to let you know your ticket has been assigned to a Technical Support Engineer. They will be reviewing the information and will reach out to you as quickly as possible. For follow up on your request, we recommend to please log into your account at https://www.hidglobal.com/support/technical-support-case. You can view the status of your ticket or to add, update any additional

View All

Files (0)

Upload Files

Upload Files

Or drop files

View knowledge articles attached to your case



Articles		
ARTICLE NUMBER	TITLE	STATUS

3.2 Managing updates on your case

[Click here](#) to view the help video.

[Home](#)
[Find Knowledge Articles](#)
[Log A Case](#)
[Cases](#)
[Chat With Agent](#)

Case

Training 01

Edit Case

Priority

Medium

Status

In Progress

Case Number

02466504

Sort by:

Latest Posts

▼

✕

(Employee)

February 15, 2022 at 3:51 PM

This message is to let you know your ticket has been assigned to a Technical Support Engineer. They will be reviewing the information and will reach out to you as quickly as possible.

For follow up on your request, we recommend to please log into your account at <https://www.hidglobal.com/support/technical-support-case>. You can view the status of your ticket or to add, update any additional information, (such as screen captures, logs etc.) please attach to these items to the ticket under files.

Please keep "Case #02466504" as a reference for this ticket.

Thank you for your assistance on this case, we look forward to resolving as quickly as possible.

[Expand Post](#)

Comment

9 views

(Employee) replied to the customer.

February 15, 2022 at 3:51 PM

This message is to let you know your ticket has been assigned to a Technical Support Engineer. They will be reviewing the information and will reach out to you as quickly as possible.

For follow up on your request, we recommend to please log...

More

Click "Comment"

Manage comment

The screenshot shows a Zendesk ticket interface. At the top is a navigation bar with links: FIND KNOWLEDGE ARTICLES, LOG A CASE, CASES, and CHAT WITH AGENT. Below this is the ticket header for agent 02486584 (Crystal Shively), dated February 15, 2022 at 3:51 PM. The ticket content includes a message about ticket assignment, a link to the support portal, and a request for a survey. A context menu is open on the right side of the ticket, showing options: Edit, Delete, Bookmark (highlighted with a green arrow), Edit Topics, and Mute. Below the ticket content are 'Like' and 'Comment' buttons. At the bottom is a comment input area with a 'Where are we on this?' placeholder, a rich text editor toolbar (containing Bold, Italic, Underline, Text Color, Background Color, Bulleted List, Numbered List, Link, Unlink, Embed, and User Mention icons), and a 'Comment' button. Green arrows point to the 'Textbox' (input area), 'Formatting options' (toolbar), 'Attach files' (paperclip icon), 'Add comment watcher' (watcher icon), and 'Post comment' (Comment button).

3.3 Editing your case

Edit Case button

Add contributors via email address

Update method of communication

Click "Save"