

Powering the trusted identities of  
the world's people, places & things

The background of the top half of the slide shows a blurred image of two customer support agents wearing headsets, one male and one female, in a call center environment. Overlaid on this is a white-outlined box containing the text "HID Technical Support Customer Portal".

# HID Technical Support Customer Portal

# IOT Services - Support

How to Raise a Support Ticket



# Solution Overview

## Highly scalable end-to-end platform

### Bluzone™ Cloud



### BluFi™ Gateways



### BEEKs™ BLE Asset Tags



- Cloud capabilities for asset tag management, event management, workflows and analytics including triggering of alerts and/or message notifications
- Portal-based service dashboard and hub – full online controls for managing campaigns with real time analytics and reporting, integration with existing systems via REST and Streaming APIs
- Allows users to remotely track asset tag status

- Real-time 2.4 Ghz-WiFi gateway – receives signals from assets tags
- Eliminates need for SDKs or mobile applications
- Fast, easy implementation – low-cost AC-powered units, WiFi with 30-50 meter range

- Cloud capabilities for asset tag management, event management, workflows and analytics including triggering of alerts and/or message notifications
- Portal-based service dashboard and hub – full online controls for managing campaigns with real time analytics and reporting, integration with existing systems via REST and Streaming APIs
- Allows users to remotely track asset tag status

# Contacting Technical Support

Customer Support Portal

Web Support is provided for all IOT-related products and solutions.

URL: <https://hidglobal-communities.force.com/technicalsupport/s/login/>

Description: Submit and view/update existing cases online. Report problems, open product warranty cases and ask questions about IoT products and services.

Registration:

If you don't have an account with the **HID Technical Support Community**, then you will need to create an account.

# Site Sign-In Process



## HID Technical Support Community

A white rectangular input field with a thin grey border. On the left side, there is a small grey icon of a person's head and shoulders, followed by the text "Username".A white rectangular input field with a thin grey border. On the left side, there is a small grey icon of a padlock, followed by the text "Password".A solid dark blue rectangular button with the text "Log in" centered in white.

[Forgot your password?](#)  
[Not a member? Register here](#)

# Sign Up For a New Account

Enter the email address and choose “**Next**”

*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.).*



## CUSTOMER REGISTRATION

Please enter your details below and press the next button.

\*Email Address

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.).

Back

Next

[Already have an account?](#)

# Sign Up For a New Account

Enter the company, and user information, review terms and conditions and press Submit

### HID Tech Support Community

Create your community account

#### Company Information

\* Company

Website

\* Company Phone Number

\* Partner Type  
--None--

\* Street

\* City

\* Country  
--None--

State/Province  
--None--

Zip/Postal Code

#### User Information

\* First Name

\* Last Name

\* Email  
sarfraz@stickfind.com

\* Phone

\* Mobile Phone

\* Title

\* Submitted By Job Function  
--None--

Use Company Address Above

\* Street

\* City

\* Country  
--None--

State/Province  
--None--

Zip/Postal Code

# Sign Up For a New Account

Enter the company, and user information, review terms and conditions and press Submit

## Success Message!!

Thank you for registration. Your request has been submitted successfully.

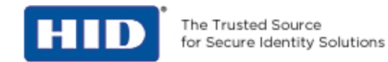
Close

# Account Verification

Open the verification email and click on the **Activate** button.

## Note :

If you haven't received the verification email, verify that you entered the correct email address when signing up, and also check your spam/junk folder.



Dear Sarfraz,

HID Global is pleased to welcome [redacted] to our HID Technical Support Community. The HID Technical Support Community provides HID Global Customers the ability to search for Solutions, submit new cases, update their user profile and manage previously submitted cases.

We truly believe that the HID Technical Support Community delivers on our commitment to provide you with immediate and intuitive access to the tools and resources you need to support your Customers. We welcome you to this new Community

Please follow the below instructions to activate your account.

Step 1: Click this link to activate your account: [Activate](#)

Step 2: Choose a new password and enjoy your access to the HID Technical Support Community.

Step 3: Make a note of your credentials and associated account:

Company Name: [redacted]

Username: [redacted]

Password: The new password you select during activation

Step 4: Bookmark this link for future access: <https://hidglobal.com/support>

If you have any questions, please contact [gso@hidglobal.com](mailto:gso@hidglobal.com).

Regards,  
HID Global  
<https://hidglobal.com>



ASSA ABLOY

HID Global - 611 Center Ridge Drive, Austin, Texas 78753

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# Account Verification

Enter the username and password and Press **Log in**.



## HID Technical Support Community

A white rectangular input field with a thin grey border. On the left side, there is a small grey icon of a person's head and shoulders, followed by the text "Username" in a grey sans-serif font.A white rectangular input field with a thin grey border. On the left side, there is a small grey icon of a padlock, followed by the text "Password" in a grey sans-serif font.A solid dark blue rectangular button with the text "Log in" centered in a white sans-serif font.

[Forgot your password?](#)  
[Not a member? Register here](#)

# Customer Support Portal

    SARFRAZ ...

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

## 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:   in Language:

Category:

No articles to Display

- [My Open Cases](#)
- [My Closed Cases](#)

CASE NUMBER	SUBJECT	STATUS	CREATED DATE
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# Customer Support Portal Overview

The screenshot shows the HID Customer Support Portal interface. At the top left is the HID logo. A search bar with the placeholder text "Search..." and a "SEARCH" button is located to the right of the logo. In the top right corner, a user profile dropdown menu is visible, showing the name "SARFRAZ ..." and options for "Home", "My Profile", and "Logout".

The main navigation bar includes links for "FIND KNOWLEDGE ARTICLES", "LOG A CASE", "CASES", "CHAT WITH AGENT", and "ANALYTICS". The "LOG A CASE" and "CASES" links are highlighted with red boxes and callouts. A callout "To open a new case" points to "LOG A CASE". A callout "List View of all cases" points to "CASES".

Below the navigation bar, there is a "LIST VIEWS" section with options: "All Cases", "Closed Cases", "Open Cases", "Recently Viewed (Pinned list)", and "Recently Viewed Cases". A callout "Username details" points to the user profile dropdown menu.

The "Search Knowledge Base" section features a search input field with the placeholder "Search keyword:" and a "Search" button. Below this is a "Category" dropdown menu with options: "--None--", "Documents and Manuals", "Downloads", "Information, Terminology", "Products", and "Troubleshooting". A callout "To find knowledge base articles" points to this section.

At the bottom, there are two tabs: "My Open Cases" and "My Closed Cases". Below the tabs is a table with the following headers: "CASE NUMBER", "SUBJECT", "STATUS", and "CREATED DATE". A callout "To view Open & Close Cases" points to these tabs.

# Log a Case

Click on **LOG A CASE**

Select **Product** Type

## For Location Services

- BEEKs Beacons
- BEEKs Beacons & BluFi Gateways
- BluFi Gateways
- Bluzone API/SDK
- Bluzone Cloud
- HID IoT Accessories
- HID Location Services

Define Severity of the issue

- Critical: Application down or major malfunction affecting business and high number of staff
- High: Serious degradation of application performance or functionality
- Medium: Application issue that has moderate impact to the business
- Low: Issue that has minimal impact on business and can be tolerated for a reasonable period

Select **Country** & Press  
Submit

NEW CASE FORM

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

\* Product  
--None--

\* Priority ⓘ  
Medium

\* Country  
Select Country

Submit Cancel

# Case Form – BEEKs Beacon

- ✓ Select Product i.e. **BEEKs Beacons**
- ✓ Select Issue Priority.
  - Critical: Application down or major malfunction affecting business and high number of staff
  - High: Serious degradation of application performance or functionality
  - Medium: Application issue that has a moderate impact to the business
  - Low: Issue that has minimal impact on business and can be tolerated for a reasonable period
- ✓ Select Country
- ✓ Provide a summary of the issue in one sentence
- ✓ Provide the issue details, i.e. what is happening, how to recreate the issue, what has changed recently.

## NEW CASE FORM

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

\* Product  
BEEKs Beacons

\* Priority ⓘ  
Medium

\* Country  
Select Country

Model(s) Impacted

Available

Chosen

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

\* Subject ⓘ

\* Description ⓘ

Additional Contributors ⓘ

Submit

Cancel

# Case Form – BEEKs Beacon & BluFi Gateways

- ✓ Select Product i.e. **BEEKs Beacons & BluFi Gateways**
- ✓ Select Issue Priority.
  - Critical: Application down or major malfunction affecting business and high number of staff
  - High: Serious degradation of application performance or functionality
  - Medium: Application issue that has a moderate impact to the business
  - Low: Issue that has minimal impact on business and can be tolerated for a reasonable period
- ✓ Select Country
- ✓ Select model of product impacted
- ✓ Provide a summary of the issue in one sentence
- ✓ Provide the issue details, i.e. what is happening, how to recreate the issue, what has changed recently.

## NEW CASE FORM

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

\*Product  
BEEKs Beacons & BluFi Gateways

\*Priority ⓘ  
Medium

\*Country  
Select Country

\*Model(s) Impacted

Available	Chosen
BVBBN4B - BEEKs Duress Badge	
BVBBN4W - BEEKs Badge	
BVBBN4WC - BEEKs Combo Badge	
BVBI45G2 - BEEKs Industrial v2	

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

\*Subject ⓘ

\*Description ⓘ

Additional Contributors ⓘ

Submit

Cancel

# Case Form – BluFi Gateways

- ✓ Select Product i.e. **BluFi Gateways**
- ✓ Select Issue Priority.
  - Critical: Application down or major malfunction affecting business and high number of staff
  - High: Serious degradation of application performance or functionality
  - Medium: Application issue that has a moderate impact to the business
  - Low: Issue that has minimal impact on business and can be tolerated for a reasonable period
- ✓ Select Country
- ✓ Select model of product impacted
- ✓ Provide a summary of the issue in one sentence
- ✓ Provide the issue details, i.e. what is happening, how to recreate the issue, what has changed recently.

## NEW CASE FORM

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

\*Product  
BluFi Gateways

\*Priority ⓘ  
Medium

\*Country  
Select Country

\*Model(s) Impacted

Available	Chosen
BVBFBX - BluFi DC	
BVBFVLPW - BluFi DC Plenum UL2043	
BVBFXX - BluFi AC	

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

\*Subject ⓘ

\*Description ⓘ

Additional Contributors ⓘ

Submit

Cancel

# Case Form – Bluzone API /SDK

- ✓ Select Product i.e. **API / SDK**
- ✓ Select Issue Priority.
  - Critical: Application down or major malfunction affecting business and high number of staff
  - High: Serious degradation of application performance or functionality
  - Medium: Application issue that has a moderate impact to the business
  - Low: Issue that has minimal impact on business and can be tolerated for a reasonable period
- ✓ Select Country
- ✓ Select model of product impacted
- ✓ Provide a summary of the issue in one sentence
- ✓ Provide the issue details, i.e. what is happening, how to recreate the issue, what has changed recently.

## NEW CASE FORM

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

\*Product  
Bluzone API/SDK

\*Priority ⓘ  
Medium

\*Country  
Select Country

\*Model(s) Impacted

Available  
API/SDK

Chosen

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

\*Subject ⓘ

\*Description ⓘ

Additional Contributors ⓘ

Submit

Cancel



# Case Form – Bluzone API /SDK

- ✓ Select Product i.e. **Bluzone**
- ✓ Select Issue Priority.
  - Critical: Application down or major malfunction affecting business and high number of staff
  - High: Serious degradation of application performance or functionality
  - Medium: Application issue that has a moderate impact to the business
  - Low: Issue that has minimal impact on business and can be tolerated for a reasonable period
- ✓ Select Country
- ✓ Select model of product impacted
- ✓ Provide a summary of the issue in one sentence
- ✓ Provide the issue details, i.e. what is happening, how to recreate the issue, what has changed recently.

## NEW CASE FORM

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

\* Product  
Bluzone Cloud

\* Priority ⓘ  
Medium

\* Country  
Select Country

\* Model(s) Impacted

Available	Chosen
Bluzone Cloud	

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

\* Subject ⓘ

\* Description ⓘ

Additional Contributors ⓘ

Submit

Cancel

# Case Form – Bluzone API /SDK

- ✓ Select Product i.e. **HID IoT Accessories**
- ✓ Select Issue Priority.
  - Critical: Application down or major malfunction affecting business and high number of staff
  - High: Serious degradation of application performance or functionality
  - Medium: Application issue that has a moderate impact to the business
  - Low: Issue that has minimal impact on business and can be tolerated for a reasonable period
- ✓ Select Country
- ✓ Select model of product impacted
- ✓ Provide a summary of the issue in one sentence
- ✓ Provide the issue details, i.e. what is happening, how to recreate the issue, what has changed recently.

### NEW CASE FORM

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

\*Product  
HID IoT Accessories

\*Priority ⓘ  
Medium

\*Country  
Select Country

\*Model(s) Impacted

Available	Chosen
BVACMUSB - PoE to MUSB Adapter	
BVACP12T5 - mUSB to 2-wire 12V to 5V regulator	
BVBFB2 - Indoor Wall/Ceiling mount box for BluFi DC	
PoE to USB-A Adaptor	

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

\*Subject ⓘ

\*Description ⓘ

Additional Contributors ⓘ

Submit Cancel

# Case Form – HID Location Services

- ✓ Select Product i.e. **HID Location Services**
- ✓ Select Issue Priority.
  - Critical: Application down or major malfunction affecting business and high number of staff
  - High: Serious degradation of application performance or functionality
  - Medium: Application issue that has a moderate impact to the business
  - Low: Issue that has minimal impact on business and can be tolerated for a reasonable period
- ✓ Select Country
- ✓ Select model of product impacted
- ✓ Provide a summary of the issue in one sentence
- ✓ Provide the issue details, i.e. what is happening, how to recreate the issue, what has changed recently.

## NEW CASE FORM

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

\*Product  
HID Location Services

\*Priority ⓘ  
Medium

\*Country  
Select Country

\*Model  
--None--

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

\*Subject ⓘ

\*Description ⓘ

Additional Contributors ⓘ

Submit Cancel

# Case Form – Upload Files

Once the case is created successfully then you can upload files.

Provide screenshot(s) and/or support document(s), if available.

You will get an automated response over email that request has been submitted.

## Note :



If you haven't received the confirmation email, verify that you entered the correct email address when signing up, and also check your spam/junk folder.

### Upload Files

Case has been created successfully

[Click to Upload](#)

Done



[English](#) - [Français](#) - [Español](#) - [Deutsch](#)

---

Dear Sarfraz Akram,

This is an automated response to your recently submitted support request. For future reference, please use Case #02663915: "Test Case - Bluzone" when discussing this with our Support team. Ensure you have the included in your response.

A support representative will contact you shortly.

Thank you,

HID Global Corporation Technical Support

A searchable database of solutions to commonly encountered problems, along with the latest documentation, software and technical notes can be found on our Technical Support web site. Visit <http://www.hidglobal.com/main/technical-support/> at any time to find out more.

# Support Links

- Technical Support Customer Portal
  - Log in to the [Technical Support portal](#) to chat with an agent and create, view and update cases
- Knowledge Base
  - Search the [Knowledge Base](#) for answers to common questions
- Technical Support US Gov Customer Portal
  - US Government customers can log into the [Technical Support US Gov Community](#) to view, create and update cases for ActivID® products
- Product Support Life Cycle
  - [End of life status](#) for HID Products
- Submit a Case
  - [Submit a technical support case](#) online
  - Support Terms and Conditions
  - Read HID Global's [support terms and conditions](#)
- Call Technical Support
  - List of [phone numbers](#) for each product line
- Document Library
  - [Download](#) documents such as how to order guides, datasheets and manuals



Powering  
Trusted Identities

# Thank you

Condition Monitoring

Location Services

**Contact us at**

[iotsales@hidglobal.com](mailto:iotsales@hidglobal.com)