

# SEEING MACHINES: GUARDIAN SUPPORT PORTAL

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## CUSTOMER FREQUENTLY ASKED QUESTIONS

1. [How do I log into the new Guardian Support portal?](#)
2. [How do I change my preferred language when I log in?](#)
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4. [How do I log an Issue with Seeing Machines Support Centre?](#)
5. [How do I log a Request with Seeing Machines Support Centre?](#)
6. [How do I find my open Issues & Requests?](#)
7. [What do I do if I cannot see my ticket?](#)
8. [How do I switch between my User Profiles in the new Guardian Support Portal?](#)
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## 1: How do I log into the new Guardian Support portal?

- Access to the new Support Portal will leverage the Guardian Live single sign on capability.
  - This means you will have the one log in/password for both Guardian Live and the new Guardian Support Portal environments.
- You can access the new Guardian Support Portal via this link:
  - <https://guardian.servicely.ai/>
- From here enter your Guardian Live email, this will then redirect you to the Guardian Live single sign on page.



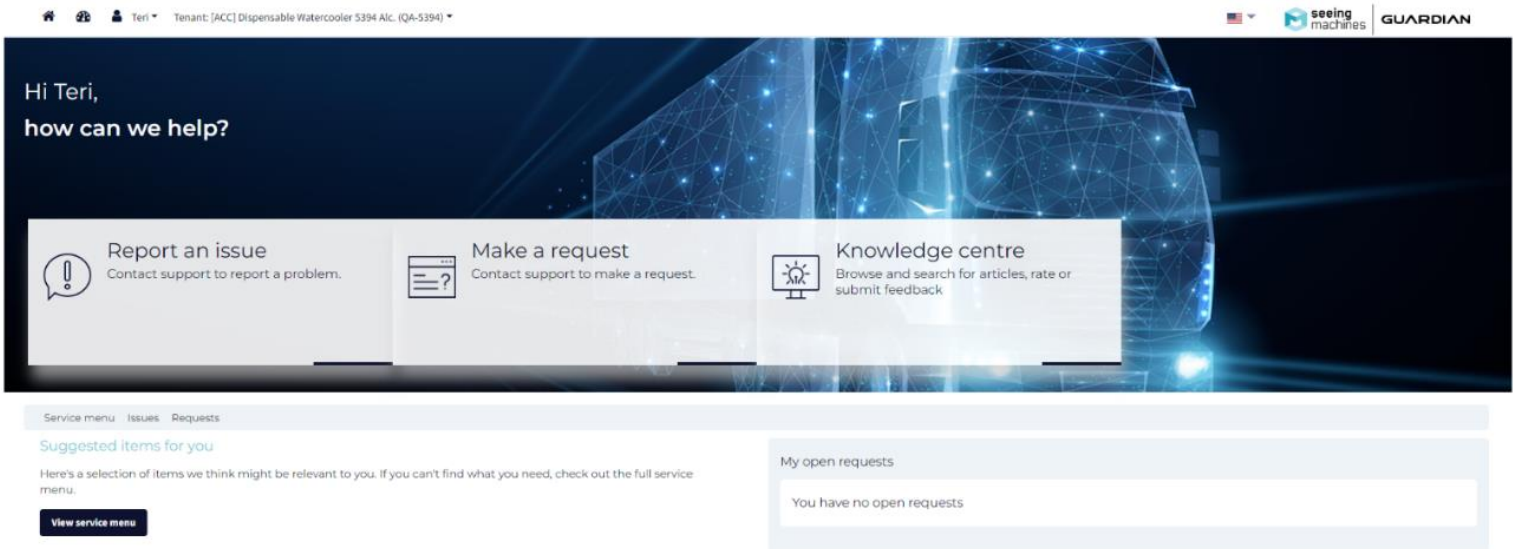
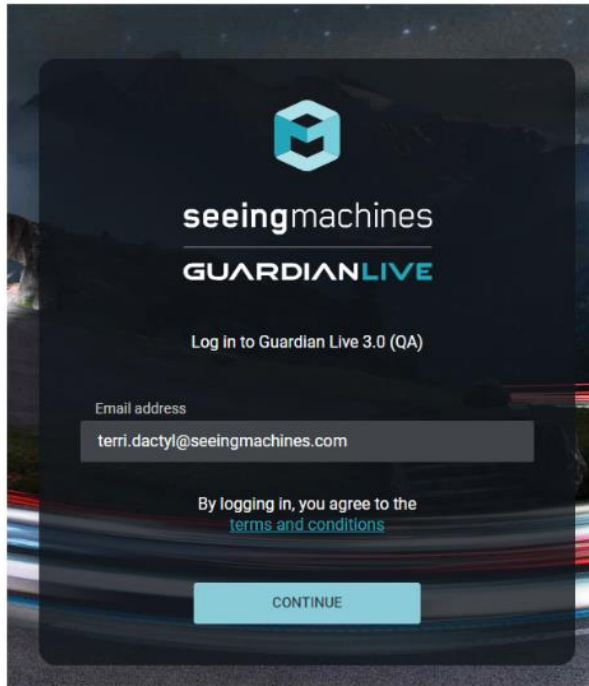
Login

terri.dactly@seeingmachines.com

Next

Remember me

- Follow the normal log in process. Once you select 'continue' you will be redirected to the new Guardian Support Portal.



## 2: How do I change my preferred language when I log in?

- From the main portal page, in the top right corner you will see a flag icon with an arrow pointing down. Select this to display the list of preferred languages available.

The screenshot shows the user portal interface. At the top, there is a navigation bar with a home icon, a user profile icon labeled 'Teri', and a tenant dropdown menu showing 'Tenant: [ACC] Dispensable Watercooler 5394 Alc. (QA-5394)'. The main content area features a dark blue header with the text 'Hi Teri, how can we help?'. Below this are three main service tiles: 'Report an issue' (with a speech bubble icon), 'Make a request' (with a document icon), and 'Knowledge centre' (with a lightbulb icon). A language selection dropdown menu is open in the top right corner, displaying a list of languages with their respective flags: Afrikaans (South Africa), Armenian (Armenia), Chinese (China), Dutch (Netherlands), English (United States)\*, French (France), German (Germany), Indonesian (Indonesia), Lao (Laos), Portuguese (Brazil), and Portuguese (Portugal). Below the main content area, there is a 'Service menu' section with a 'View service menu' button, and a 'My open requests' section showing a request for 'Guardian Controller Swap' with reference 'REQ0000237' and a last update of 'Monday, November 6, 2023, 4:39 PM'.

- Once you select your preferred language the content in the Portal will refresh and change.

### Artículos sugeridos para ti


Aquí hay una selección de artículos que creemos que pueden ser relevantes para usted. Si no encuentra lo que necesita, consulte el catálogo completo.

[Ver catálogo](#)

### Suggesties voor jou


Hier is een selectie van items waarvan we denken dat ze voor u relevant kunnen zijn. Als je niet kunt vinden wat je nodig hebt, bekijk dan de volledige catalogus.

[Bekijk catalogus](#)

- In addition, communications with Seeing Machines can also be translated to your preferred language.
  - In the 'communication' activity in your record, there will be a 'translate' icon . When selected the translation into your preferred language will appear below the original text.

## Communication

Client journal



### Activity

Mon, Nov 6, 2023 11:23:26AM 

**TD** Una unidad de una de mis flotas no funciona, ¿podrían ayudarme?  
A unit in one of my fleets is not working, could you help me?

Mon, Nov 6, 2023 11:21:47AM 

**TD** Een eenheid in een van mijn vloten werkt niet. Kunt u mij alstublieft helpen?  
A unit in one of my fleets is malfunctioning. Can you please help me?

Mon, Nov 6, 2023 11:19:12AM 

**TD** A unit in one of my fleets is not working, can you please assist.

✓ Save & stay

Show questions

\*Please note this function is driven by the Google Translate capability.

### 3: How do I contact Guardian Support?

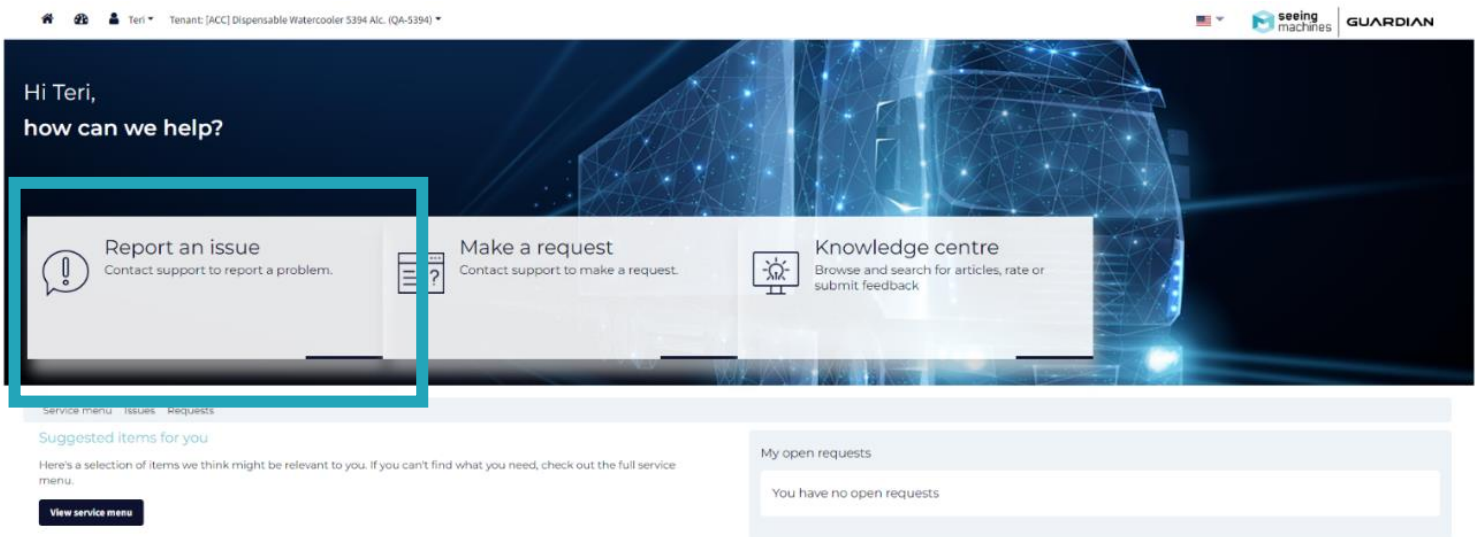
- Logging in to the Portal (as described above in question 1) will allow you to submit a Request or Issue (as described in question 4 and 5 below).
- You can also email [support@seeingmachines.com](mailto:support@seeingmachines.com), this will automatically create a record in the new Portal.
- Please do not reply to emails generated prior to 28<sup>th</sup> November as this will create a new record. To update a record created before this date, please access it via the Portal (please refer to Question 6: 'How do I find my open Issues & Requests?') or call the Support Centre on the numbers listed below.
- Any emails generated in the new Portal post this date, if replied to, will automatically update your existing record.
- The Chat function, which was previously available from our website and TCP, will be disabled however, the improved system has real time updates to the communication field in Record as described in Question 2 (How do I change my preferred language when I log in?). This also has a translation capability.
- If you are unable to use one of the above methods, you can call us on our usual numbers as outlined below:

USA: +1 855 463 9470  
Australia: +61 1800 343 893  
New Zealand: +64 9 870 2817  
Mexico: +52 55 7946 8798  
EMEA: +44 808 164 5774  
South America: +56 800 719 947  
South Africa: +27 11 076 8622

### 4: How do I log an 'Issue' with Seeing Machines Support Centre?

**\*An issue is when a product or service is broken or not working as intended.**

- From the main portal home page, select the tile titled 'Report an Issue'.



- Depending on the level of your Guardian Live user access, you will be able to select if the 'Issue' is regarding a specific Fleet.
- If you have the correct access to view Fleets, you will have a question asking if the 'Issue' is regarding a specific Fleet. If you select 'yes', you will have a second question (with a drop-down menu) asking which Fleet you wish to select. The Portal will only display the Fleets that you have access to.



## Report an issue

Contact support to report a problem.

### Fleet details

\* Is this issue regarding a specific fleet?

Select an option ▾

Issue




No

Yes

Please provide any additional information that may help us in dealing with your issue.

If there is an attachment that is relevant, please include it (limit of 1)

 Drop file to upload, or click

Progress 100%



Next

- In the free text fields, you can then provide a short summary of your 'Issue', as well as any additional information you require, to help resolve your 'Issue' as quickly as possible. Please note the mandatory fields are marked with a red Asterix (\*). There is also an ability to add an attachment, by dropping and dragging, or alternatively clicking the field to upload.



## Report an issue

Contact support to report a problem.

### Fleet details

\* Is this issue regarding a specific fleet?

Yes



\* What fleet is it regarding?

[qa] Dispensable Watercooler 7561



### Issue details

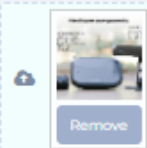
\* Please provide a short, one line summary of your issue.

Two units in the Fleet are not working

Please provide any additional information that may help us in dealing with your issue.

Can you please help us with the issue.

If there is an attachment that is relevant, please include it (limit of 1)



Drop file to upload, or click

Progress 100%



Submit



- Once you have input your required information, click the green 'Submit' button in the bottom right corner of the screen. You will then be re-directed to a confirmation page where you can navigate back to the 'Home' screen or to the record you have submitted.

## Thank you!

Your request Report an issue has been submitted!

**What happens next?**

We have what we need to action your request.

[Back to catalog](#)
[Go to request](#)

## 5: How do I log a Request with Seeing Machines Support Centre?

\*A request is when you want or need a service offering from Seeing Machines.

- From the main portal home page, select the tile titled 'Make a Request'.

Hi Teri, how can we help?

**Report an issue**  
Contact support to report a problem.

**Make a request**  
Contact support to make a request.

**Knowledge centre**  
Browse and search for articles, rate or submit feedback

Service menu | Issues | Requests

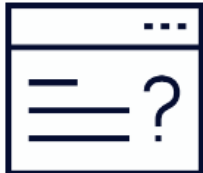
**Suggested items for you**  
Here's a selection of items we think might be relevant to you. If you can't find what you need, check out the full service menu.

[View service menu](#)

**My open requests**

You have no open requests

- Depending on the level of your Guardian Live user access, you will be able to select if the 'Request' is regarding a specific Fleet.
- If you have the correct access to view Fleets, you will have a question asking if the 'Request' is regarding a specific Fleet. If you select yes, you will have a second question (with a drop-down menu) asking which Fleet you wish to select. The Portal only displays the Fleets that you have access to.



## Make a request

Contact support to make a request.

### Fleet details

\* Is this request regarding a specific fleet?

Yes

\* What fleet is it regarding?

[qa] Dispensable Watercooler 7562

Re

Q	
[qa] Dispensable Watercooler 7560	Dispensable Watercooler 5394 Alc.
[qa] Dispensable Watercooler 7561	Dispensable Watercooler 5394 Alc.
[qa] Dispensable Watercooler 7562	Dispensable Watercooler 5394 Alc.

Please provide any additional information that may help us in helping with your request.

I would like to change the alert settings on my units.

If there is an attachment that is relevant, please include it (limit of 1)

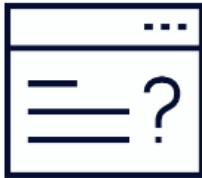
📎 Drop file to upload, or click

Progress 100%



Submit

- In the free text fields, you can then provide a short summary of your 'Request', as well as any additional information you require, to help complete your 'Request' as quickly as possible. There is also an ability to add an attachment, by dropping and dragging, or alternatively clicking the field to upload.



## Make a request

Contact support to make a request.

### Fleet details

\* Is this request regarding a specific fleet?

Yes x v

\* What fleet is it regarding?

[qa] Dispensable Watercooler 7562 x eye v

### Request details

\* Please provide a short, one line summary of your request.


I would like to change the alerts

Please provide any additional information that may help us in helping with your request.

I would like to change the alert settings on my units.

If there is an attachment that is relevant, please include it (limit of 1)

Drop file to upload, or click

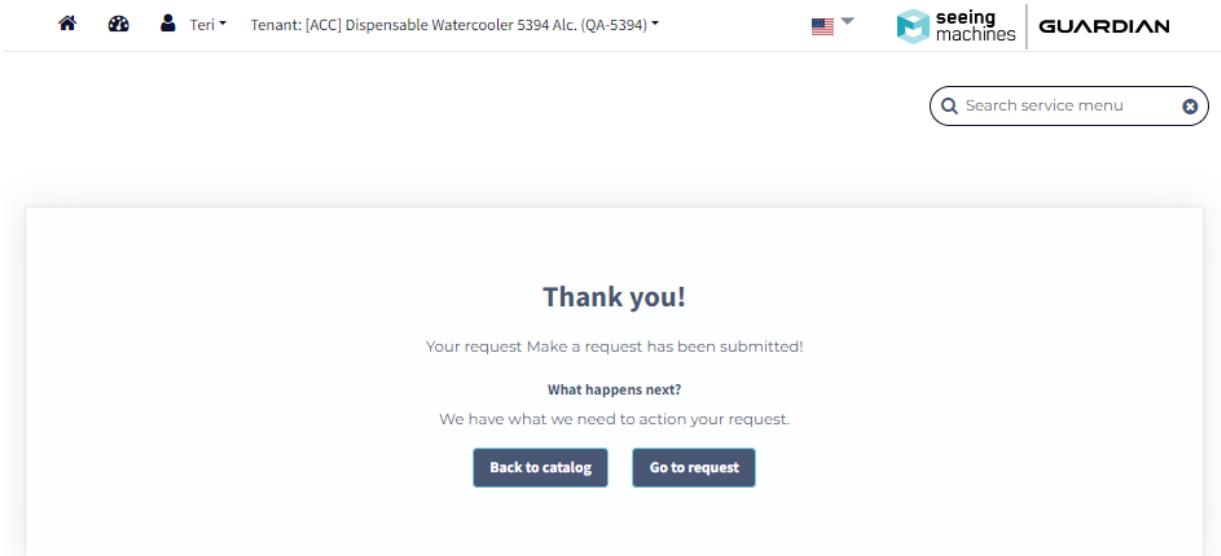

Remove

Progress 100%



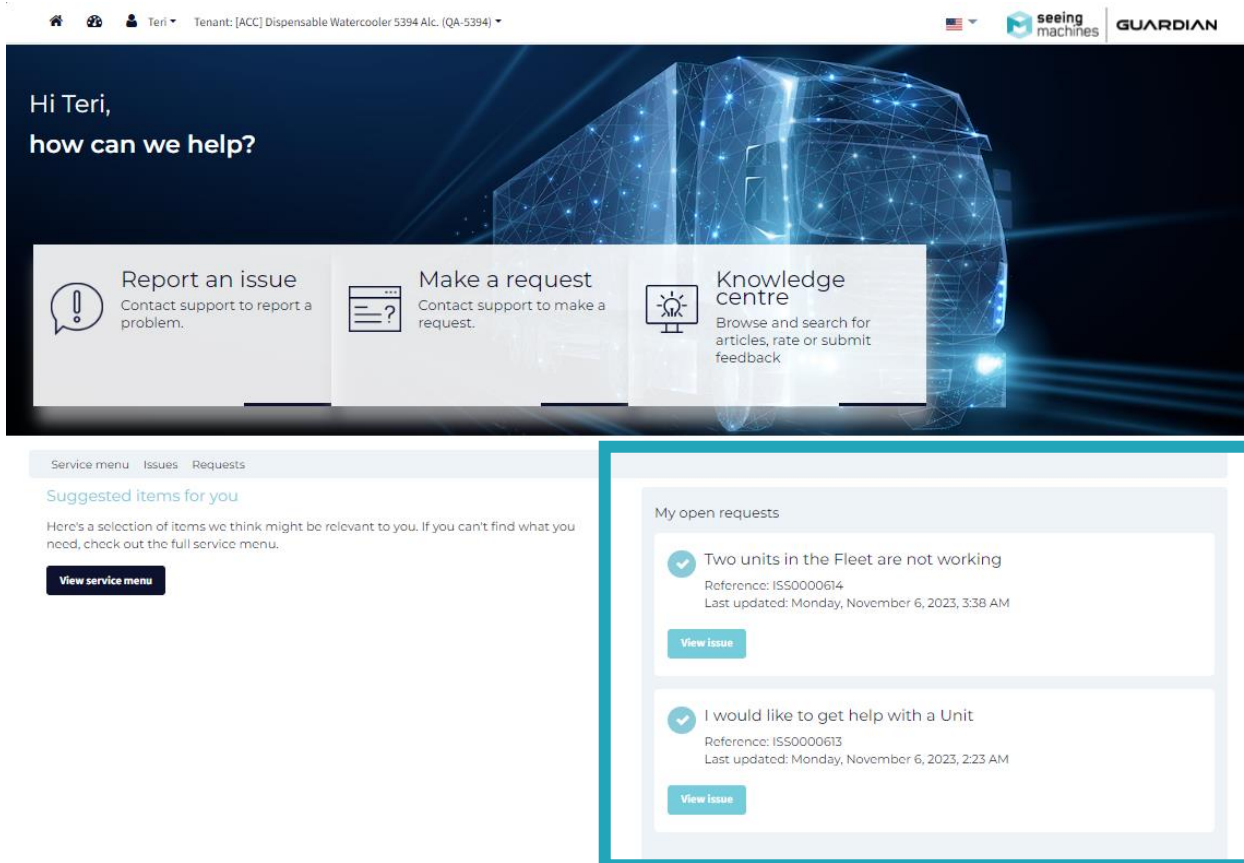
**Submit**

- Once you have input all required information, click the green 'Submit' button in the bottom right corner of the screen. You will then be re-directed to a confirmation page where you can navigate back to the 'Home' screen or to the record you have submitted.



## 6: How do I find my open Issues & Requests?

- First ensure that you are in the correct Profile (see below at question 7 for information re. switching profiles).
- From the Home screen, in the lower right-hand side of the screen you will see a section called 'My Open Requests'.



- If your record has been Closed, you will not be able to reopen it. If it is in Resolved or Completed, you will be able to reopen the record if you feel it has not been actioned accordingly.
- This will display any records you have open, as well as any completed or resolved in the last 14-day period.
- Each record listed will have a blue button to view the record, by clicking this you will be taken to another screen where you can view the full details and history.

**My open requests**

✓

**Two units in the Fleet are not working**

Reference: ISS0000614

Last updated: Monday, November 6, 2023, 3:38 AM

View issue

- You can also review a list of all open Issues or Requests by click on Issues or Requests, next to Service Menu test, as highlighted below:

Issue

Display 20 Refresh ?

Saved filters Filter Export

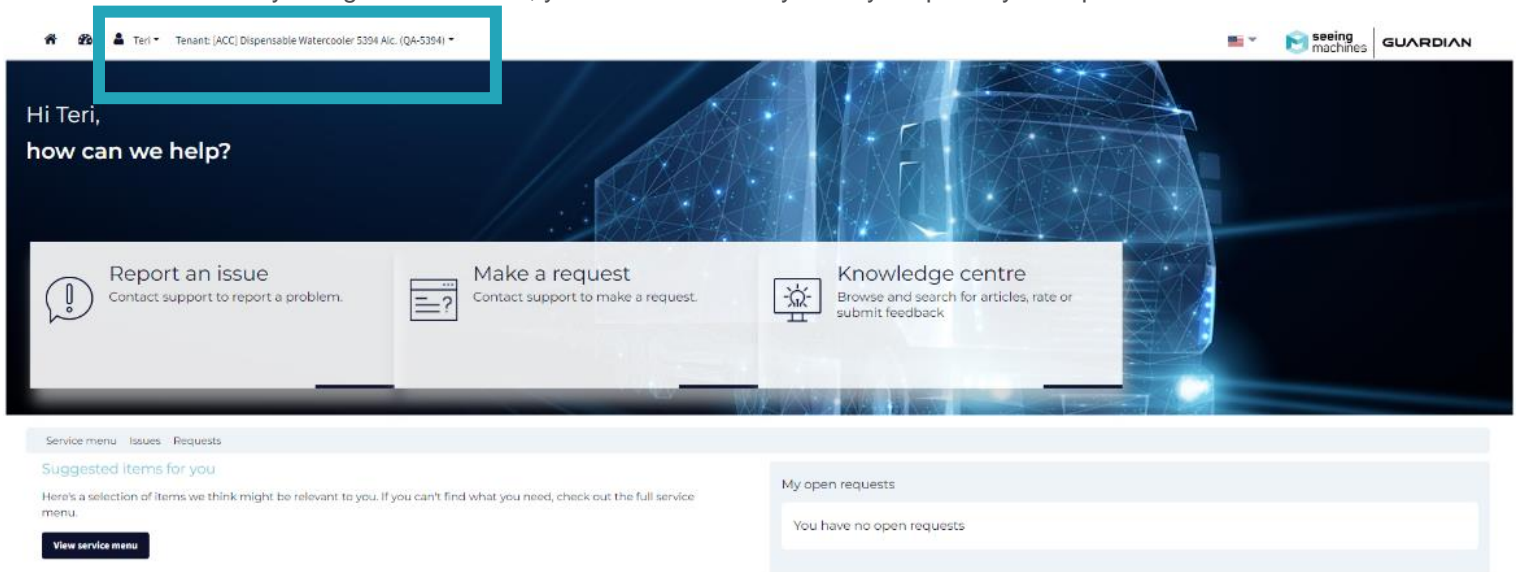
Reference number	Short description	Current status	Updated on
ISS0000617	A unit is broken	Closed	Mon, Nov 6, 2023 4:06:25 PM
ISS0000615	One of the units is not working	Closed	Mon, Nov 6, 2023 4:06:00 PM
ISS0000613	I would like to get help with a Unit	Closed	Mon, Nov 6, 2023 4:05:43 PM
ISS0000616	Please help with this unit	Closed	Mon, Nov 6, 2023 4:05:26 PM

## 7: What do I do if I cannot see my ticket?

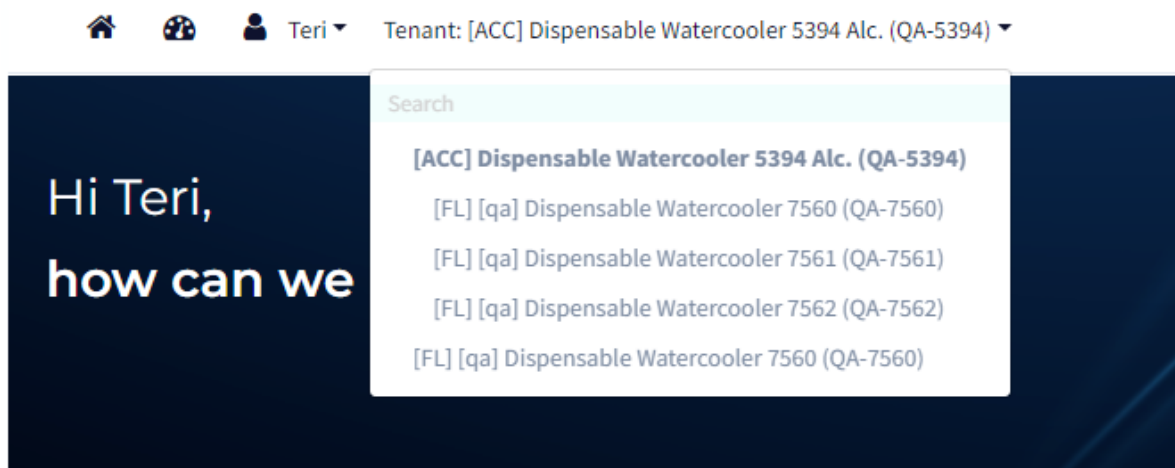
- If you cannot see your 'Request' in the Requests list (or your 'Issue' in the Issues list) and your ticket was created after the 28th August 2023, your ticket may have been moved to another requestors name, ie the approver of the request.
- If your ticket was created and resolved prior to the 28th August 2023, your ticket will be stored in the old service portal, Zendesk and will no longer be available to view.
- Should you need to refer to a previously resolved ticket, please refer to your email notifications, in your email tool, to retrieve the ticket reference number. This reference number can then be added to the new ticket for history if required.

## 8: How do I switch between my User Profiles in the new Guardian Support Portal?

- When you log into the Portal, you will automatically be in your primary user profile.




- To switch to one of your other profiles, there is a drop-down menu in the top left of your screen, where you will see the name of your primary profile.



- Click the arrow and from here you can select another 'Profile' or search by name.
- Please note, just like the Profile behaviour in Guardian Live, you will only be able to see the records you raise from the Profile in which you raised it.

## 9: How do I request and view updates?

- When you email [support@seeingmachines.com](mailto:support@seeingmachines.com), or submit a record via the Portal, you will receive an email confirmation of the record being generated (to the email associated with your Guardian Live account).
  - You will also receive email notifications when your record is updated by Seeing Machines
  - If you respond to any of these emails the record in the Portal will be updated with your response



**Request has been created**

Hello

We have received your request REQ0000153 and will be reviewing the request shortly to determine the priority.

SM's SLA's and their assigned support tasks can be reviewed in the [Seeing Machines Support SLA's](#) TCP KB Article.

You can access this ticket within the Servicely user interface, quickly by selecting this link: [REQ0000153](#).

For further information on accessing the ticket, please see [Seeing Machines Servicely Support Portal](#).

If the matter is urgent, please contact us on (phone) and reference REQ0000153.

USA	+1 855 463 9470
Australia	+61 1800 343 893
New Zealand	+64 9 870 2817
Mexico	+52 55 7946 8798
EMEA	+44 808 164 5774
Latin America	+56 800 719 947
South Africa	+27 11 076 8622

For any non-urgent matters, please respond to this email or via the record and we will respond at our earliest convenience.

[Click here to view your record](#)

Thank you for contacting Seeing Machines Support

80 Mildura St  
Fyshwick, ACT 2609  
Australia

[Terms and Conditions](#)

- From the record screen, there is a section called 'Communication' where you can view responses from Seeing Machines, as well as using the 'Client Journal' to respond back or ask for additional support. This field can also be used to supply additional attachments or include links to Seeing Machines.

Teri ▾ Tenant: [ACC] Dispensable Watercooler 5394 Alc. (QA-5394) ▾  **GUARDIAN**

**Issue ISS0000614**

Current status  
 Work in progress > Await external party > **Awaiting external party**

---

\* Requestor: Teri Dactyl | Email: test.user5@seeingmachines.com

\* Requested for: Teri Dactyl | Phone: [Empty]

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Account: Dispensable Watercooler 5394 Alc. | Fleet: [qa] Dispensable Watercooler 7562

Vehicle: RM03 | Unit: P1002260-S00020468, P1002260-S00020517

---

Short description [Empty]

---

**Communication**

Client journal

[Empty text input field]

Activity

Mon, Nov 6, 2023 12:59:24 PM

?? Good afternoon Teri  
 We have confirmed that the Technician will be at your site at 11am this Thursday.  
 Please let us know if you need anything further in the meantime.  
 Kind regards  
 Seeing Machines Support

Mon, Nov 6, 2023 12:56:27 PM

TD Can you please provide me an update as to when the Technician will be able to come and look at the units?  
 Kind regards  
 Teri

Mon, Nov 6, 2023 12:52:57 PM

?? Hi Terri  
 Thank you for your time earlier. As we were unable to troubleshoot the issue over the phone, we will have to arrange for a Technician to come out to your site.

- Once you have entered your information use the 'Save & Stay' button in the bottom left of the screen to submit your additional communication.
- At the top of the record, you will also see a section that will display the current status of your 'Issue/Request'.



Issue ISS0000614

Current status

Work in progress > Awaiting external party > **Awaiting external party**

<p>★ Requestor</p> <p>Teri Dactyl</p>	<p>Email</p> <p>test.user5@seeingmachines.com</p>
<p>★ Requested for</p> <p>Teri Dactyl</p>	<p>Phone</p>

**10: I was previously able to copy (cc) anyone into my ticket. Is this still possible in the new Portal?**


- This is not possible in the new Support Portal.
- Zendesk allowed the requestor to copy anyone into their ticket, as there was no mechanism to ensure that the email addresses were valid and secure. This was one of the security issues that we are seeking to resolve in the new Portal. This also created some confusion regarding who was responsible for progressing the information in the ticket.
- Our new Support Portal increases security by restricting ticket visibility to the Requestor, and the Guardian Support person or group assigned to progress the ticket.
- Guardian Support can update and change the Requestors name as needed.
- You will not have visibility of records you have not raised. If you need visibility of all records raised against your Account or Fleet, submit a request to Support or your Account Manager who will be able to export a report to you.


## 11: What is the Service Menu and how do I access it?

- As part of the new functionality the Portal, you will have the ability to submit pre-defined Requests that will have streamlined workflows to facilitate a more efficient delivery of services. As these offerings become available you will be able to access them from the Service menu from the Home page of the portal.
- To view the items currently available, select the 'View Service Menu' button on the middle left of the screen. You will then see tiles of the options available. Select the relevant tile you require, and this will take you to the Request Form.

Home | Tenant: [ACC] Dispensable Watercooler 5394 Alc. (QA-5394) ▾

Hi Teri,  
**how can we help?**

 **Report an issue**  
Contact support to report a problem.

 **Make a request**  
Contact support to make a request.

Service menu | Issues | Requests

**Suggested items for you**

Here's a selection of items we think might be relevant to you. If you can't find what you need, check out the full menu.


**View service menu**

- Current available Requests are:
  - Report & Issue
  - Make a Request
  - Guardian Vehicle Swaps
  - Guardian Controller Swap


Home | Teri | Tenant: [ACC] Dispensable Watercooler 5394 Alc. (QA-5394)

seeing machines | GUARDIAN

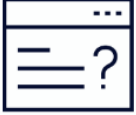
Back to portal | Search service menu




**Guardian Vehicle Swaps**  
Please use this form to contact the Seeing Machines Support Centre regarding a Guardian Vehicle Swaps.



**Report an issue**  
Contact support to report a problem.



**Make a request**  
Contact support to make a request.



**Guardian Controller Swap**  
Please use this form to contact the Seeing Machines Support Centre regarding a Guardian Controller Swaps.

## 12: How do I request a Vehicle or Controller Swap?

\*Please use these forms to contact the Seeing Machines Support Centre regarding a Guardian Controller Swaps or Vehicle Swaps.

- Go to the Service Menu as described above.
- Select the Guardian Controller or Vehicle Swap tile and complete the form, noting the mandatory fields.

The image displays two side-by-side screenshots of web forms. The left form is titled 'Guardian Vehicle Swaps' and the right form is titled 'Guardian Controller Swap'. Both forms have a progress bar at the bottom indicating 'Progress 100%' and a green 'Next' button.

**Guardian Vehicle Swaps Form:**

- Contact details:** Call Back Number including country code.
- Request details:**
  - Guardian Serial (Full Serial Number)
  - Guardian Live Account and Fleet Name
  - Please confirm you have checked that this is the correct Account and Fleet (checkbox)
  - Old Vehicle Id Name
  - Old VIN
  - New Vehicle Id Name
  - New VIN
  - Recovery Dongle Software Version
  - FFC Installed (radio buttons: Yes, No)
  - Blackvue SSID (Car3 installs Only)
  - Full SIM Card Number (or full ICCID)
  - Cruise Control Cable Installation? (radio buttons: Yes, No)
  - Isolation or Non-Essentials Switch Installed? (radio buttons: Yes, No)
  - If there is an attachment that is relevant, please include it (file upload area)

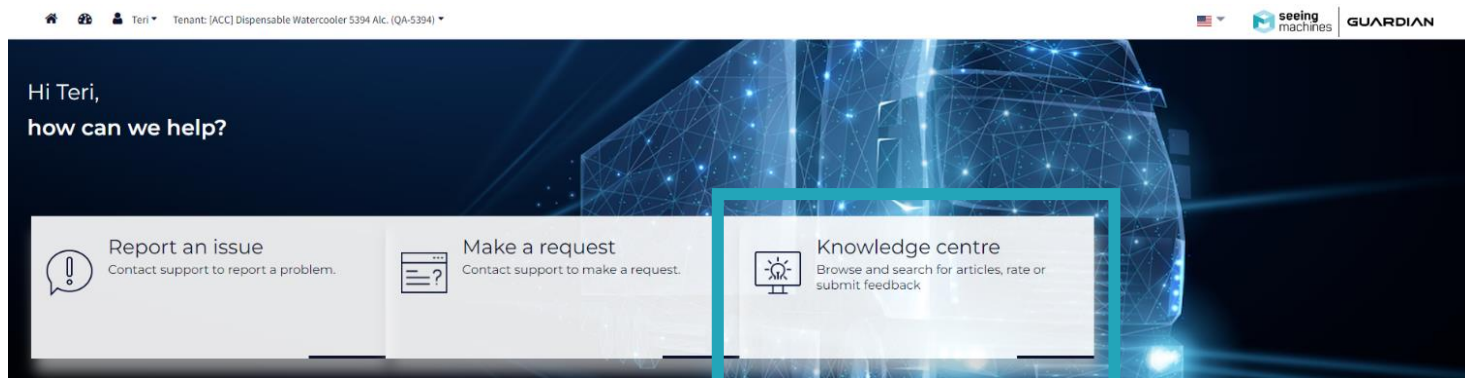
**Guardian Controller Swap Form:**

- Contact details:** Call Back Number including country code.
- Request details:**
  - Please provide a short, one line summary of your request.
  - Please provide additional information that may help us in helping with your request.
  - Old Guardian Serial (Full Serial Number)
  - Guardian Live Account and Fleet Name
  - Please confirm you have checked that this is the correct Account and Fleet (checkbox)
  - Vehicle Id Name
  - VIN
  - New Guardian Serial (Full Serial Number)
  - Recovery Dongle Software Version (dropdown menu)
  - FFC Installed? (radio buttons: Yes, No)
  - Blackvue SSID (Car3 installs Only)
  - Full SIM Card Number (or full ICCID)
  - Cruise Control Cable Installation? (checkbox)
  - Isolation or Non-Essentials Switch Installed? (radio buttons: Yes, No)
  - If there is an attachment that is relevant, please include it (file upload area)

- Once completed selected the green 'Submit' button at the bottom right of the screen. You will then be taken to the Confirmation screen where you can either return to the Home page or view the request.

### 13: Where can I find more information?

- If you require any further information or support regarding the new Portal, or any other Seeing Machines matters, the following options are available to you:
  - From the Portal Home page use the 'Knowledge Centre' tile in the middle of the screen, to access the Technical Communications Portal (TCP).
    - Here you will find this article, as well as all other training and resource material in a number of formats including instructional videos and reference guides.



- Log a Request, via the Portal (see Q:4 above for detail as to how to log a request).
- Email [support@seeingmachines.com](mailto:support@seeingmachines.com)
- Call us on our usual numbers as outlined below:

USA: +1 855 463 9470  
Australia: +61 1800 343 893  
New Zealand: +64 9 870 2817  
Mexico: +52 55 7946 8798  
EMEA: +44 808 164 5774  
South America: +56 800 719 947  
South Africa: +27 11 076 8622