SEEING MACHINES: GUARDIAN SUPPORT PORTAL

INSTALLER & TECHNICIAN FREQUENTLY ASKED QUESTIONS

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.

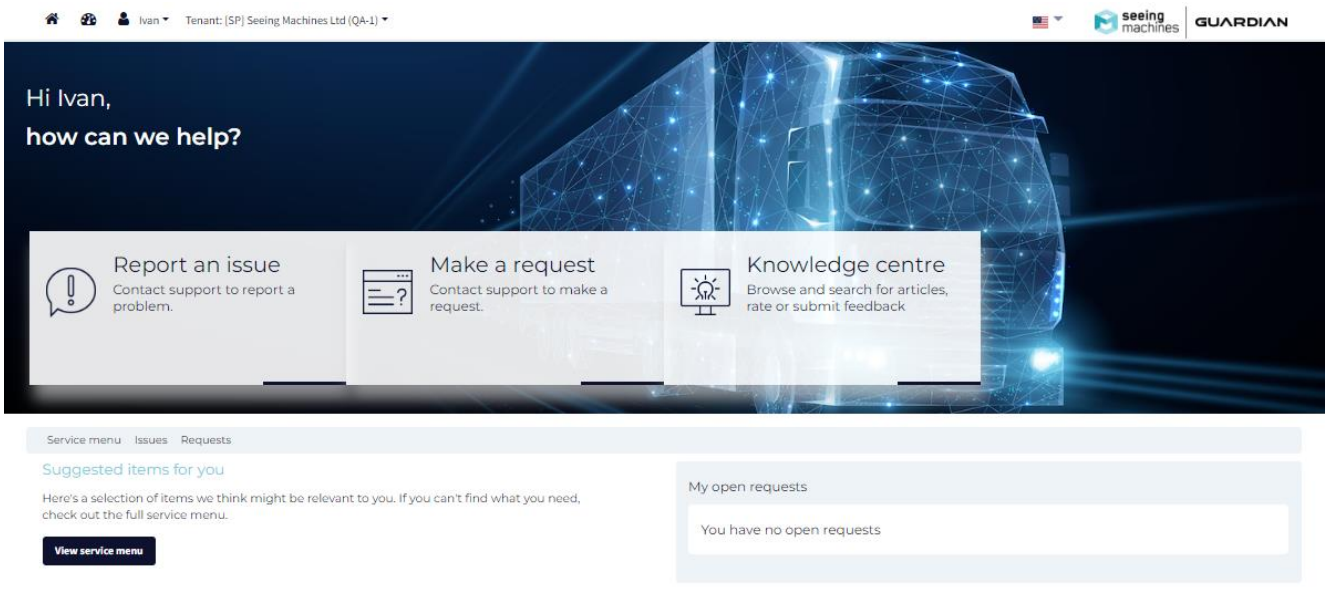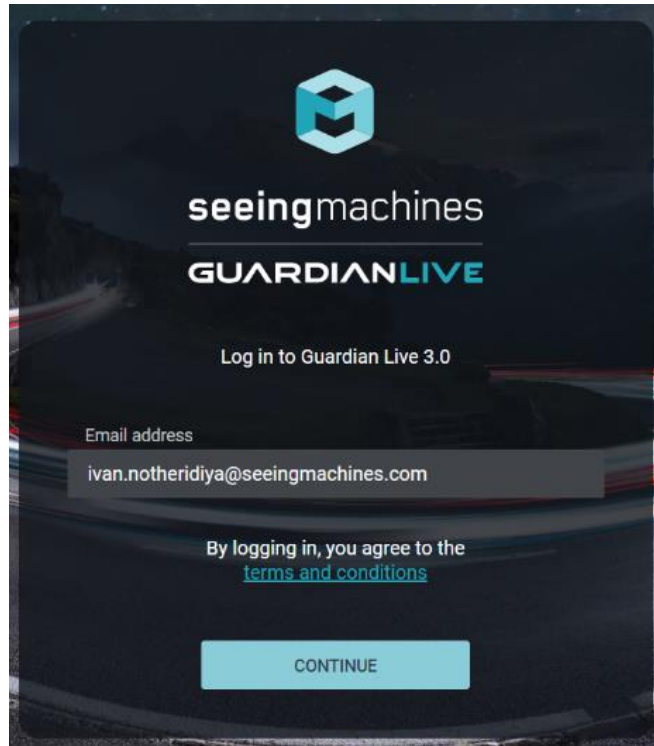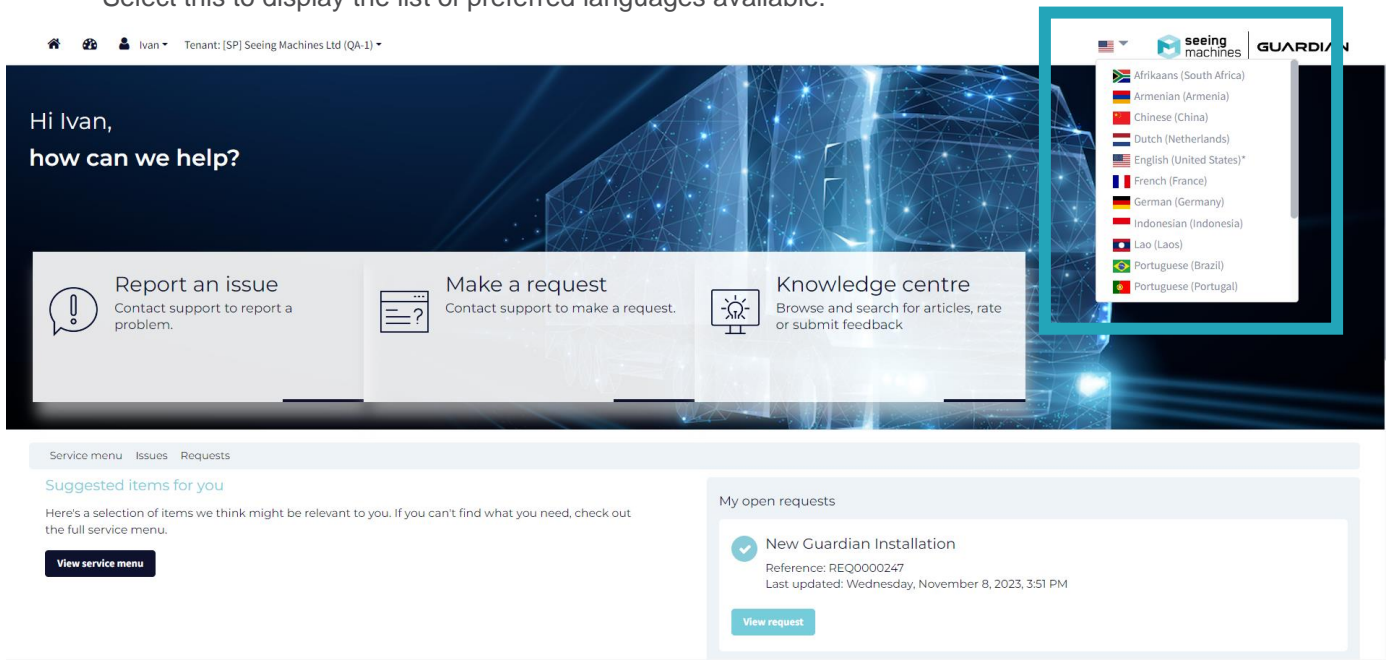## 1: How do I log into the new Guardian Support portal?

- 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.

- 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.

  o 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.

seeing machines | GUARDIAN

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, this will automatically create a record in the new Portal.

- Please do not reply to emails generated prior to 28th 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:

<div align="center">

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

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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'.

- 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. There is also an ability to add an attachment, by dropping and dragging, or alternatively clicking the field to upload.

- 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.

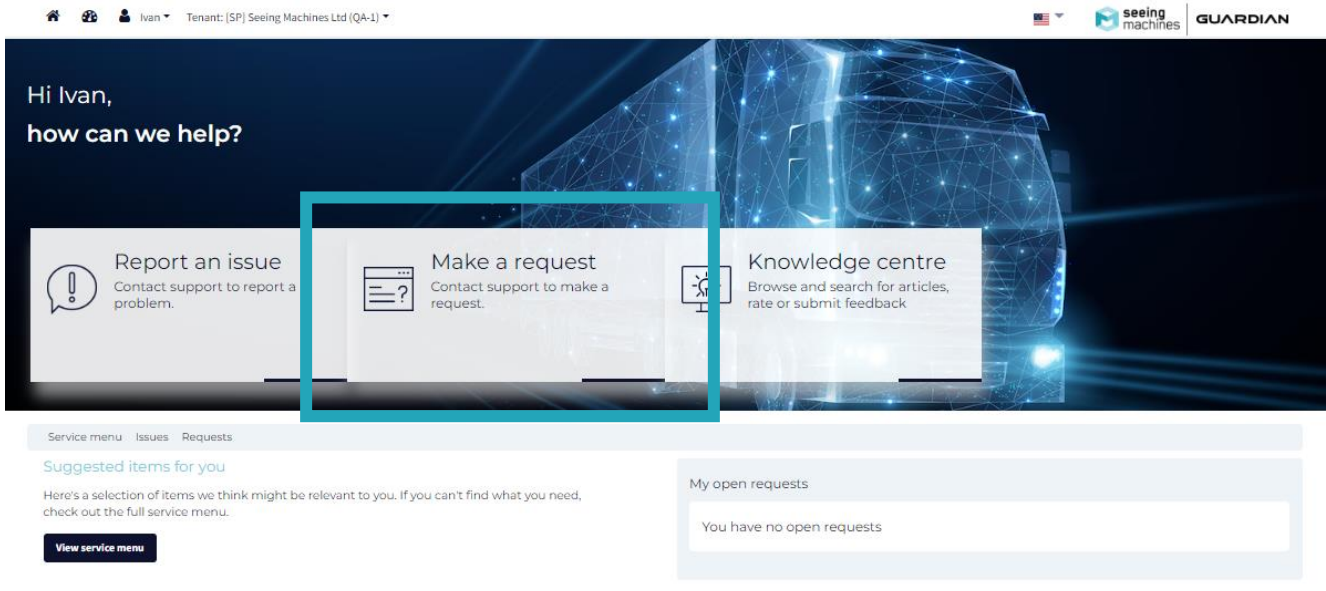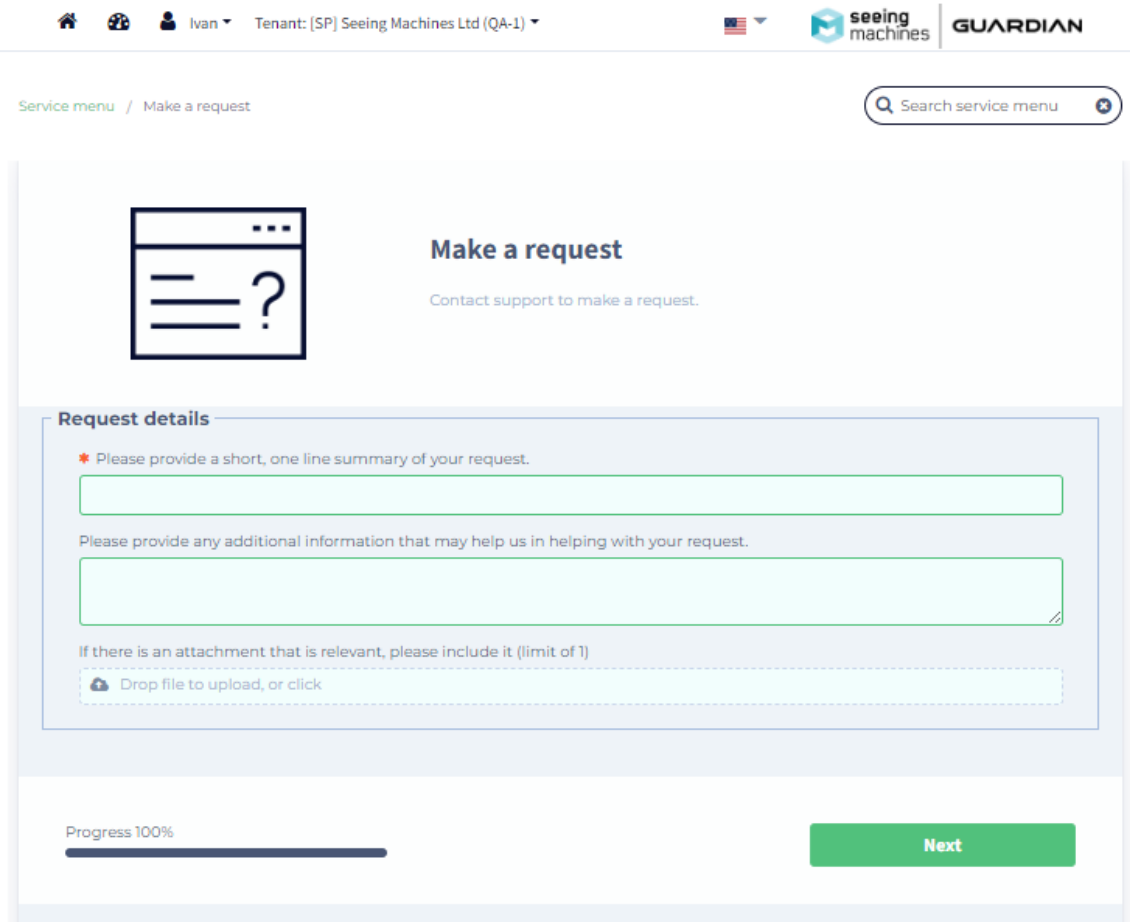## 5: How do I log a Request with Seeing Machines Support Centre?

*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'.

- 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.

- Once you have inputted all 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.
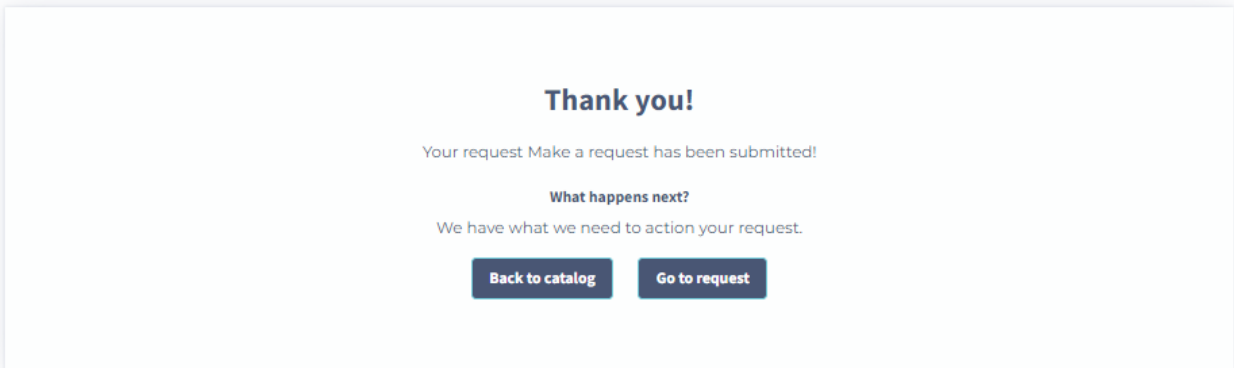
6: How do I find my open Issues & Requests?

- 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.
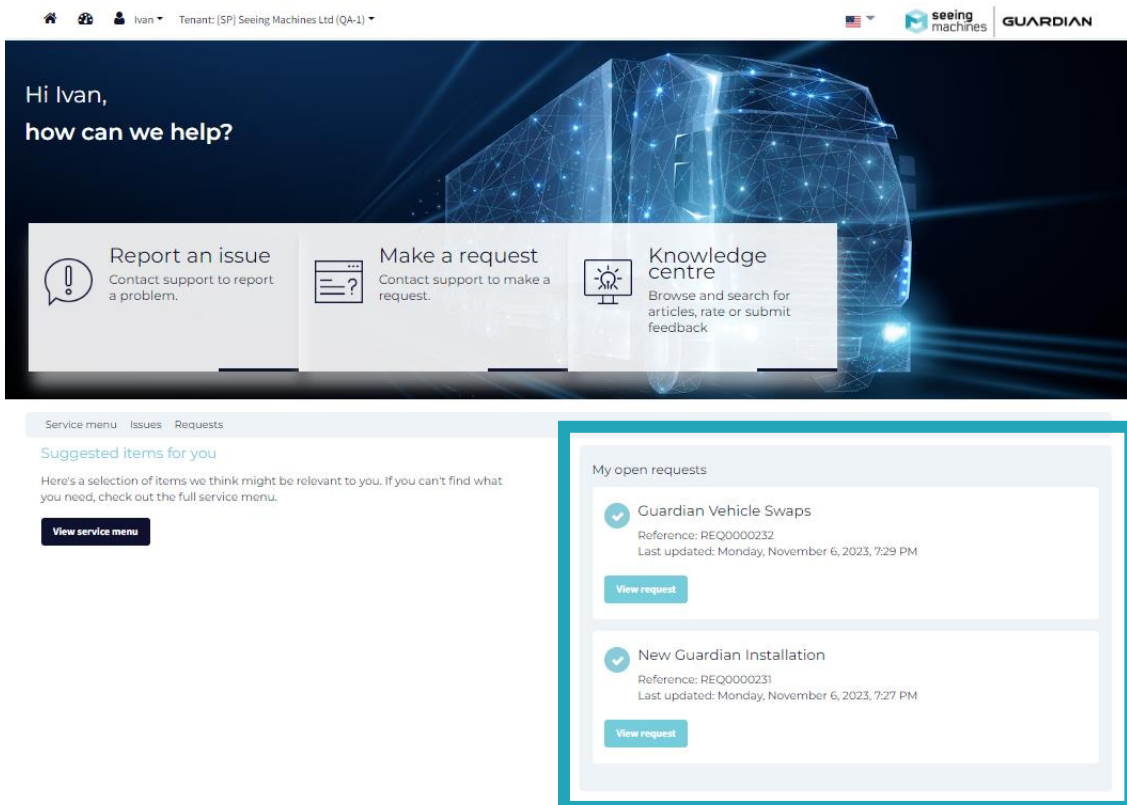
- This will display any records you have open, as well as any completed or resolved in the last 14-day period.

- 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.

- 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:

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 changed 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, or ticket history prior to 28th August 2023, 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?

*Please note as an Installer/Technician, as in Guardian Live, you will not have visibility of Account and Fleet Information even if you do switch profiles.

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

- If you have another profile, 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.
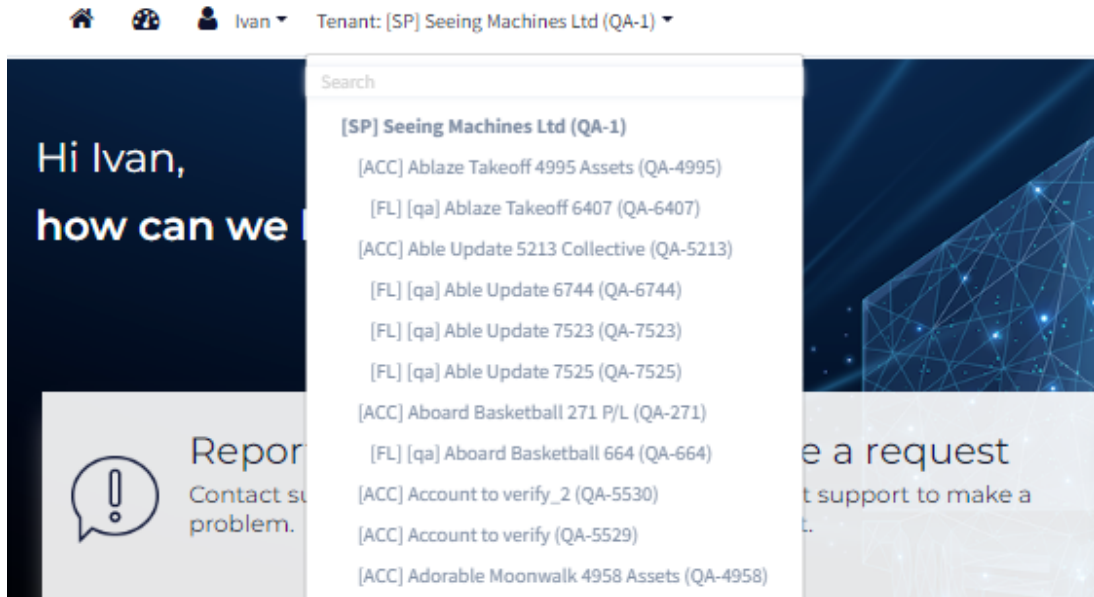
- Please note, just like the Profile behaviour in Guardian Live, you will only be able to see the records you raise from the Profile in which you raised it.

9: How do I request and view updates?

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

- 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.

- Once you have entered your information use the 'Save & Stay' button in the bottom left of the screen to submit your additional communication.

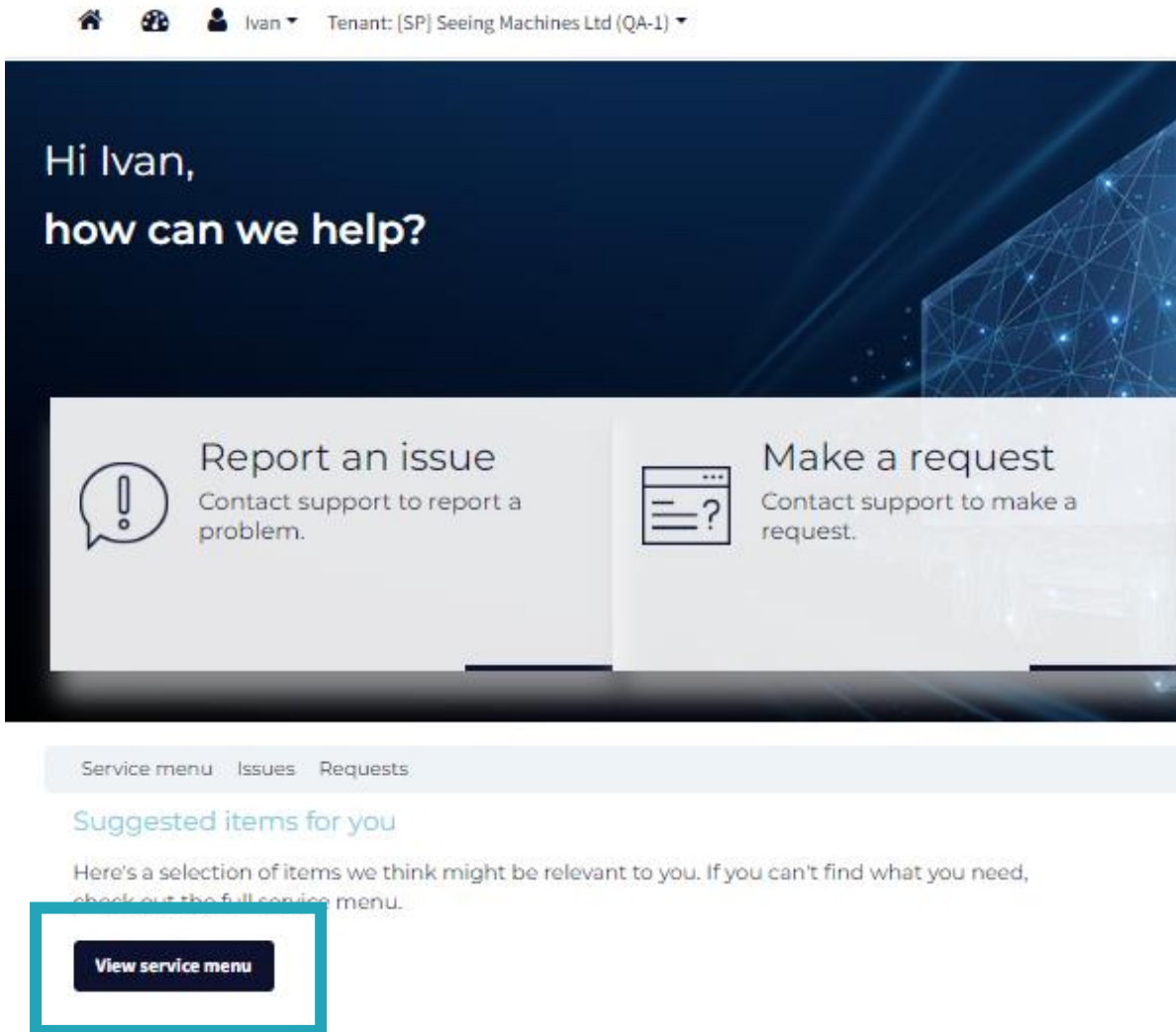- At the top of the record, you will also see a section that will display the current status of your Issue/Request.

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.

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.

- Current available Requests are:
    - Report an Issue
    - Make a Request
    - New Guardian installation (only visible to Installers)
    - Guardian Vehicle Swaps
    - Guardian Controller Swap
        - c

12: How do I request a New Guardian Installation, Vehicle or Controller Swap?

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

- Go to the Service Menu as described above.
- Select the New Guardian Installation, Guardian Controller or Vehicle Swap tile and complete the form, noting the mandatory fields are marked with a red Asterix (*).


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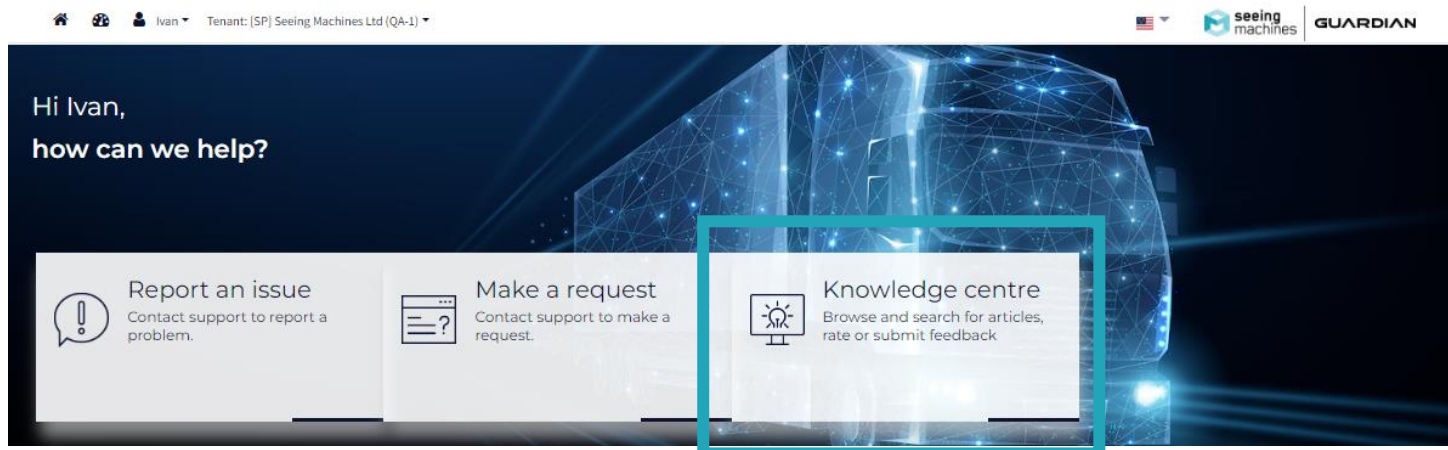
  - Log a Request, via the Portal (see question 4 above for detail as to how to log a request).
  - Email support@seeingmachines.com
  - Call us on our usual numbers as outlined below:

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