



HEXAGON
MINING

Active Customer Care Portal **Manual**



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1 Introduction

The Active Customer Care Portal (ACCP) is your interface to Hexagon Mining product support. This manual will help you request product support.

The ACCP allows you to log cases with Hexagon Mining. Cases can be a product support request or a workshop repair / return merchandise authorization (RMA). The ACCP automatically distributes cases to the relevant Customer Care Team for resolution or Workshop for repair.

2 Accessing ACCP




To use the ACCP, you need a valid username and password. If you have not received these via email, please request an account with your local Hexagon Mining representative.

Once you have a user account, visit <http://www.hexagonmining.com/customer-portal.htm> and log into the Active Customer Care Portal.



[Home](#) [About](#) [Technologies](#) [News](#) [Events](#)

Customer Portal

PLANNING SUPPORT	OPERATIONS SUPPORT	SAFETY SUPPORT
		
To login to the client support portal for Planning products, click here.	To login to the customer support portal for Operations products, click here.	To login to the customer support portal for Safety products, click here.
Learn more	Learn more	Learn more

Click on the relevant “click here” link, as illustrated above. You will be presented with the portal login page. Enter your username and password to log in.



Hexagon Mining Customer Care Portal

Please enter your User Name.

User Name:

Password:

[Forgot your password?](#)

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3 Home

The Active Customer Care Portal (ACCP) is in three main sections:

- Home
- Cases
- Reports

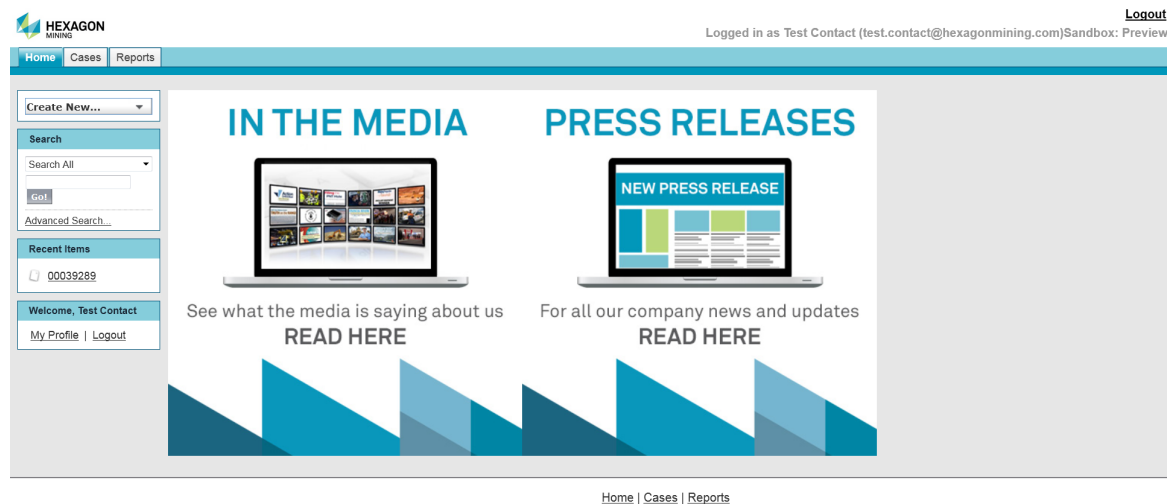
Once logged in you will see the home screen.

By default you will only be able to see and edit your own cases. To see all cases for your site, contact your regional support team.

The portal can log cases for different sites. If your login needs to create cases for multiple sites, please request this type of access, as above.

The Home page offers regularly used support functions, such as:

- Create New – Allows you to create new cases.
- Search - Allows you to search in existing cases.
- Recent Items – List of recently viewed cases.
- My Profile - Update your current profile settings.



3.1 My Profile

This section allows you to update your profile details and to change your password.

Search

Search All

[Advanced Search...](#)

Create New...

Recent Items

No records to display

My Profile

User Information ! = Required Information

Username
Time Zone
Locale
Language
Nickname

Contact Information

First Name	<input type="text" value="Test"/>	E-mail	<input type="text" value="test.contact@hexagon"/>
Last Name	<input type="text" value="Contact"/>	Phone	<input type="text"/>
Title	<input type="text"/>	Extension	<input type="text"/>
		Fax	<input type="text"/>
		Mobile	<input type="text"/>

Address Information

Street	<input type="text" value="270 Gladstone Road Dutton Park"/>
City	<input type="text" value="Brisbane"/>
State/Province	<input type="text" value="QLD"/>
Zip/Postal Code	<input type="text" value="4102"/>
Country	<input type="text" value="Australia"/>

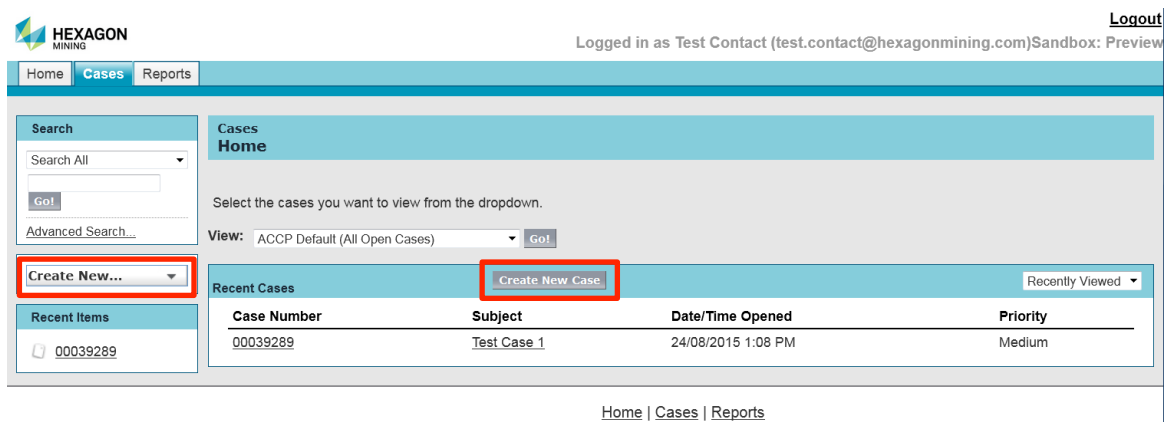
4 Cases

Use the Cases page for the following functions:

- Create new cases – either software or hardware.
- Edit existing cases.
- Sort individual columns.
- View a printable version of this page.
- Add Case Comments.
- Add Attachments.

4.1 Creating new cases

New cases are logged by clicking the “Create New” button.



The screenshot shows the Hexagon Mining web interface. At the top left is the Hexagon Mining logo. At the top right, it says "Logged in as Test Contact (test.contact@hexagonmining.com) Sandbox: Preview" and a "Logout" link. Below the logo is a navigation bar with "Home", "Cases", and "Reports" tabs. The "Cases" tab is active. On the left side, there is a search box with a "Go!" button and a "Create New..." button highlighted with a red box. Below the search box is a "Recent Items" section showing a case with ID "00039289". The main content area is titled "Cases Home" and contains a "View:" dropdown menu set to "ACCP Default (All Open Cases)" with a "Go!" button. Below this is a "Recent Cases" table with a "Create New Case" button highlighted with a red box. The table has columns for Case Number, Subject, Date/Time Opened, and Priority. The table contains one row of data.

Case Number	Subject	Date/Time Opened	Priority
00039289	Test Case 1	24/08/2015 1:08 PM	Medium

The Create New Case view will load.

Case Edit
New Case

Case Edit Submit Submit & Add Attachment Cancel

Description | = Required Information

Subject

Description

Content

Family

Product i

Component i

Case Information

Contact Name i Test Contact Status

Priority i Medium Reported At i

Severity Reported By

Case Owner Test Contact

Due Date i

Additional Information

Return for repair i

Hardware Issue i

Machine ID

Radio ID

Serial Number

Software Version i

Inbound Con

Note i

Inbound Freight

Company

PO Number i

Invoice Number

Outbound Con

Note i

Outbound Freight

A Red marker indicates required fields.

When returning a part for repair, tick the Return for Repair tick box to avoid delays in dispatch.

Clearly label the Case Number on the part.

Additional Information

Return for repair i

Hardware Issue i

Listed below are all the fields on this page and a short description of their purpose.

Field Name	Details	Required for Hardware return Cases
Subject	Short description of the issue.	Yes
Description	Detailed description of the issue.	Yes
Family	Please select the family this issue belongs to. I.e.	Yes

	Jigsaw, Leica Classic, Safety or Devex.	
Product	Please select the relevant product for this issue.	Yes
Component	This is the physical hardware. Please note if you're returning any component. This field is mandatory.	Yes
Contact Name	Name of the contact (Read Only Field).	
Status	Status of the case (Read Only Field).	
Severity	Severity of the case.	Yes
Reported By	Name of the person who reported the case.	
Case Owner	Support member responsible for this case - if no member is assigned it will be placed in a queue.	
Due Date	Mutually agreed date that case should be resolved – if no date is specified, the usual KPI process applies.	
Return for Repair	Support member responsible for this case - if no member is assigned, case will be placed in a queue. Tick this box if you're sending a part for repair. Label the case number on the package.	Yes
Hardware Issue	If known, select "yes" for a hardware issue.	Yes
Machine ID	ID of the machine to which the case relates.	
Radio ID	Radio ID of the machine to which the case relates.	
Serial Number	Serial of the part to which the case relates.	Yes
Software Version	Software Version of the product.	
Delivery Instructions	Any special instructions for delivery.	
Inbound Con Note	Your Inbound consignment note number.	
Inbound Freight Company	Your Inbound Freight Company name.	
PO Number	Your PO Number.	
Invoice Number	Invoice Number (Read Only Field).	
Outbound Con Note	Outbound Consignment Note (Read Only Field).	
Outbound Freight	Outbound Freight Company (Read Only Field).	
Resolution Summary	Short summary of the resolution (Read Only Field).	

4.2 Using case views

Use the main case page also to view existing cases via case views. Select a view from the dropdown menu. Each view displays different information. The 'ACCP Default' view lists all open cases.

Home **Cases** Reports

Search

Search All

Go!

Advanced Search...

Create New...

Recent Items

No records to display

Cases Home

Select the cases you want to view from the dropdown.

View: Hardware Issues (All Site Open Hardware)

Recent

No Hardware Issues (All Site Open Hardware) dropdown to display records.

[Home](#) | [Cases](#) | [Reports](#)

Select a view for a list of all cases based on your selection.

HEXAGON MINING [Logout](#)

Logged in as Test Contact (test.contact@hexagonmining.com)Sandbox: Preview

Home **Cases** Reports

Search

Search All

Go!

Advanced Search...

Create New...

Recent Items

00039289

Cases Home

Select the cases you want to view from the dropdown.

View: ACCP Default (All Open Cases)

Recent Cases

Case Number	Subject	Date/Time Opened	Priority
00039289	Test Case 1	24/08/2015 1:08 PM	Medium

[Home](#) | [Cases](#) | [Reports](#)

Click on the case you wish to view.

4.3 Managing cases

Select a case to be presented with the case view.

Click on the “Edit” button to edit the case. Produce a printable view by clicking the “Printable View” hyperlink.

Case **00039289** [Printable View](#)

« Back to List: Cases

Case Detail [Edit](#) [Close Case](#) [Clone](#)

Description

Case Number 00039289
 Subject Test Case 1
 Description This is a test case.

Content

Family Jigsaw
 Product J2shovel
 Component GPS/HP

Case Information

Contact Name	Test Contact	Status	Waiting on Resource
Contact Phone		Reported At	24/08/2015 1:09 PM
Contact Mobile		Reported By	
Contact Email	test.contact@hexagonmining.com	Case Owner	Australian Support Triage Q
Priority	Medium	Due Date	
Severity	Medium		

Additional Information

Return for repair	<input type="checkbox"/>	Last Modified By	Test Contact, 24/08/2015 1:09 PM
Hardware Issue	<input type="checkbox"/>	Created By	Test Contact, 24/08/2015 1:08 PM
Machine ID		Inbound Con Note	
Radio ID		Inbound Freight Company	

4.4 Case comments

This object will allow you to view any comments made on this case. Additional clicking on the “Add Comment” button will allow you to add a comment. Comments entered for the case are also emailed to the relevant Case Contact.

Case Comments [Add Comment](#)

Comment

Created By: Test Contact (24/08/2015 1:09 PM)
 I have a problem with one of my Shovels.

4.5 Attachments

This section allows you to add any attachments relevant to the case. You can edit, view, or delete any attachment.

To add an attachment, click on “Attach File” and follow the three steps.

Attachments [Attach File](#) [View All](#)

Action	File Name	Size	Last Modified	Created By
Edit View Del	JAMS.log	20 bytes	24/08/2015 1:11 PM	Test Contact

5 Reports

This section allows you to view reports by clicking on the report name.

The reports are interactive, allowing you to click on any case listed to display case details. This view also allows you to export the report to a CSV or MS Excel format, and to view a print-friendly page.

- Select the “Reports” Tab

HEXAGON MINING

Logged in as Test Contact (test.contact@hexagonmining.com) Sandbox: [Preview](#) [Logout](#)

Home Cases Reports

Search

Search All

Go!

Advanced Search...

Create New...

Recent Items

00039289

Reports Home

Enter keywords to find matching custom reports.

Find Report

Report Folders

Folder: ACCP - Client reports Go!

All Reports Recent Reports [Reorder Folders](#) | [Collapse All](#) | [Expand All](#)

ACCP - Client reports

Export Active Cases

Export Active Cases past 3 months

Export Active Cases Summary

Export All Cases for the past 3 months

Export Closed Cases

Export Closed Cases for the past 3 months

Export Leica Field Tech Report

Customer Reports

Export Dawson Daily Issues

Export Dawson Open Project Issues - Dawson Open Project Issues

Export Dawson Weekly Issues

ACCP - Project Reports

Export Active Project Cases

- View or export all reports under the “All Reports” header.

All Reports Recent Reports [Reorder Folders](#) | [Collapse All](#) | [Expand All](#)

ACCP - Client reports

Export Active Cases

Export Active Cases past 3 months

Export Active Cases Summary

Export All Cases for the past 3 months

Export Closed Cases

Export Closed Cases for the past 3 months

Export Leica Field Tech Report

Customer Reports

Export Dawson Daily Issues

Export Dawson Open Project Issues - Dawson Open Project Issues

Export Dawson Weekly Issues

ACCP - Project Reports

Export Active Project Cases

- Once a report is selected, you will be presented with the report and can print or export it

Active Cases

Report Generation Status: Complete

Report Options:

[Run Report](#) [Hide Details](#) [Printable View](#) [Export Details](#)

Generated Report:

Filtered By:
Status not equal to Closed

Case Number	Subject	Status	Severity	Case Owner	Reported At	Contact Name	Hardware Issue
00039289	Test Case 1	Waiting on Resource	Medium	Australian Support Triage Q	24/08/2015 1:09 PM	Test Contact	<input type="checkbox"/>

Grand Totals (1 record)

Confidential Information - Do Not Distribute

6 Feedback

When closing a case, a satisfaction field appears, inviting feedback on your support experience. Rating and comments are recorded against the ticket.

Close Case

Case Edit

Case Number 00039289
Status --None--
Resolved At

Resolution

Resolution Summary

Satisfaction

SatisfactionRating Excellent
SatisfactionComments

A message is sent to the customer's email with a link. This can be used to rate service and enter feedback.

Dear John,

Case # 00041573 has been recently closed and we would love to hear your feedback.

Please rate your satisfaction of the resolution of this case and leave us a comment here --> <https://login.salesforce.com/apex/Customersatisfaction?Id=50660000001NDrd&orgId=0060000001eQk&portalId=0060000000HSDh>

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Leica Geosystems Mining delivers powerful, next generation mining technology that seamlessly integrates three key levels of mine machine production: fleet management, high precision guidance and autonomous control. Leica Jigsaw Mine Management Solutions optimize productivity and increase profitability on mine sites 24/7 all around the globe.

Your feedback will help Hexagon Mining improve its support.



HEXAGON MINING



Hexagon Mining is the only company to solve surface and underground challenges by integrating design, planning, and operations technologies for safer, more productive mines. Headquartered in Tucson, Arizona, with more than 30 offices across five continents, the company is a dynamic network of talented mining professionals delivering technology, service, and support. |

Hexagon Mining unites industry leaders MineSight, Devex Mining, Leica Geosystems Mining, and SAFEmine. Together they seamlessly link mine planning, design, fleet and production management, optimization, and collision avoidance software for a comprehensive flow of data across all operations. Learn more at hexagonmining.com. |

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