

HERE Technical Support Quick Start Guide

for Customers on Support Plans

September 2023

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Welcome to HERE Technical Support

HERE Technical Support gives you access to a global team of experts via a 24/7 support tool. Our paid support plans span all HERE products and services and include features such as:

- enhanced business hour support
- committed response times
- incident support
- expert technical advice and ongoing help
- quarterly reviews
- local language support
- optional add-on service offers
- and more

You will find them described in detail here.

The HERE Support Portal can be used to contact the HERE Technical Support team regarding technical questions or issues. It is hosted on the HERE platform and is powered by ServiceNow.

Please bookmark <u>https://platform.here.com</u> to navigate to the HERE Support Portal.



How do I onboard to the HERE Support Portal?

- 1. Your HERE Account Executive or a member of the HERE Technical Support team will be able to assist you with the onboarding process.
- 2. Depending on your support plan, you will need to provide a list of users that the HERE Technical Support team will invite to use the portal. There are three support plan options available:
 - a. **Essential** up to 5 users

- b. Advanced up to 10 users
- c. **Premium** unlimited number of users
- d. **Premium Success** unlimited number of users
- 3. The email invitation is shown below. This contains your organization ID in the following format: "olpxxxx" (where xxxx is unique to your company name and "olp-" is a default prefix for all our organization IDs). OLP refers to the HERE platform (formerly HERE Open Location Platform).

Hi Your Name,
The administrator of the olp- xxxx organization has invited you to join.
Please make note of your organization name, which is olp- xxxx.
We look forward to your thoughts and feedback.
Sincerely,
The HERE Technologies team
Activate account

4. Make sure to click on **Activate account** at the bottom of the email. It will guide you to a new page where you will be able to create your HERE account for the HERE Support Portal. The registration page is shown below.

Organization ID	
olp-xxxx ₀	
First name	
<u>+</u>	
Last name	
<u>•</u>	
Email	
yourname@company.com	
Password	
	0
Country/region	
	~

- 5. Fill in the required information to create your HERE Support Portal account (the organization ID and the email address will be automatically filled in for you).
- 6. Click on **Next** to complete the account creation process. After that, you will be directed to the HERE platform home page. Once the account is created, you can use your registered email address and password to login.
- 7. You will see your initials in the top right corner of the page. This will indicate you are successfully logged in. By clicking on your initials, you will be able to view details of your profile and organization. This is also where you will find your log out button.



If you need to update your email, reach out to your organization admin listed in the Access Manager tab. Alternatively, you can raise a ticket with the HERE Technical Support team using the HERE Support Portal.

How do I control access to the account?

Access to your account is managed through the **Access Manager** tab. The admin user for the organization can invite new users and remove existing users from the organization account through the Access Manager tab. The HERE team appoints an admin user for the organization once the account has been activated. If you are a non-admin user, you will be able to see the current users in your organization, as well as your organization's admin user.

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Get started It's easy to get up and running			Launcher Get quick access to your services Data Toose and orgenian in a shared repeationy SDK & Tools beschap on your local comparter Data Inspector		
Access location services	Tutorials	Invite tean members	Here Map Creator 2 Idt the Hills rap and help being the world.	ę.	
access to location services requests	intelligence into your application.	war overs oo ore account, vew appe and manage ynar condentials.	HERE Studio Upload, style and edit your interactive map L		
→ Create an app	→ Go to tutorials	→ Ge to access manager	Logs <i>D</i> Persent by Splank		
Explore & Learn		→ See all documentation	Projects Manager Manage work and resources with projects		
Learn how to incorporate loca application	tion intelligence into your	-> Go to Gibbus	Access Manager Manage cares, opps, groups and permissions		

The Access Manager tab takes you to a new page (shown below). Under **Users**, you will see the current list of users as well as pending invitations (a list of people who have been invited but have not activated their account yet). The **Pending invitations** tab can only be seen by the admin user.

Access Manager	Users	Pending invitations	Groups	Apps	Documentation 🎜		III 🛛 🔺
Pending invit	tation	IS					wite new users
Q Filter by name or em							
17 of 7 NAME		EMAIL				DATE SENT	
ABC		abc@abc.com				10 Aug 2020 14:53 UTC	:
XYZ		xyz@xyz.com				07 May 2020 17:35 UTC	:

If you are the admin user in your organization and need to invite a new user, you can do so by clicking on the **Invite new users** button in the top right corner of the page, under **Users/Pending invitations**. Fill in the

requested information and click on **Send Invite**. The new user will then receive an email from the <u>account@here.com</u> mailbox with a link to activate the new account.

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📌 🕴 Access Manager	Users Pending invitations Groups Apps Documentation	ion 🎜	III 0 (11)
	Invite new user		
	FIRST NAME • Max characters: 50	LAST NAME * Max characters: 50	
	EMAIL • Max characters: 50	+ Add this user to a group	
		Cancel Send Invite	

After sending a new user invite, you can check the status of that invite under the **Pending invitations** tab, at the top of the page. Once the new user activates their account, their username will be visible under **Users**.

To make a user an organization admin of your account, click on the three dots next to their name and then click on **Make an org admin**, as indicated in the image below.

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🖋 🕴 Access Manager	Users	Pending invitations	Groups	Apps	Documentation 🞜				?	HT
Users							Invite	new u	isers	
Q Filter by name, em										
1–20 of 22							1	2 N	ext≯	
NAME			EMA	IL		ROLE				
ABC HERE-f462966a-586c-4087-	a3c0-d129208a73	144 📴	abc@abc.	com		User	Make an org admin	4	-	-
XYZ HERE-fb7bfc31-6a18-4ff3-b	987-6485fd2ac88	8 📴	xyz@xyz.	com		User	Allow to invite user	s to or	5	
MNO HERE-47e2ad86-eac2-446f-	aaf8-6fe0dd1db/	4be 🗈	mno@mno.	com		Org admi	n	-	:	

To remove a user from the realm, click on the user's name and then click on **Delete user**.

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there	A	ccess Manager		Users	Pending invitation	ns Groups	Apps	Documentation 🞜					9	HT
Users /	ABC													
	AS Org ID: olp-xxx Roles: User Email: abc@abc.com User ID: HERE-f462966a-586c-4087-a3c0-d129208a7344							Deact	<mark>ivate accour</mark> Make an or <u>i</u> Allow to inv	it g admir rite use	Mo	re ^		
									_	-	Delete user			

The number of users you can invite to the account depend on your current plan. Please check your support plan for more details.

If you subscribe to a Platform plan, you can use the Platform Portal to generate apps for HERE Location Services, Data Storage and Data Processing.

If you subscribe to a Developer Support plan, you will be able to access your apps and App IDs via <u>https://developer.here.com</u>.

Please contact your HERE sales representative for more information on HERE platform services.

How do I navigate to the HERE Support Portal?

You can navigate to the *Support Portal* homepage from the platform portal by clicking on one of the below links. Alternatively, you can click on **Create ticket** and get a support ticket form directly.

	C C Indexstant			60	<u>а</u>	2	
Mar Pla	atform					0	(HT)
	Learn how to incorporate location	on intelligence into your:	 Ge te Gittlub 	Access Manager Manage users, apps, groups and permissions			
	Support portal It's easy to get up and running		→ Go to support portal → HERE Support Plans	\Leftarrow			
			1				
	Contact support	Find knowledge	Notifications				
	Bo you need our support? We're here for you and just a ticket away.	Get aroaven quickly from the knowledge base articles.	Subscribe to news about product rotrases, changes and maintenance.				
	+ Create a ticket	+ Open knowledge base	+ Manage notifications				

Support Portal Homepage

If it is your first time opening the HERE Support Portal, you will see a pop-up guided tour that will give you a walkthrough and highlight the key features. The home page allows you to open the Knowledge Base tab, where you will find quick answers to common customer questions, read the latest announcements from HERE, locate the most up-to-date documentation or create a new support ticket.

Q Search knowledge base		
Announcements	Documentation	System Status
New ticket filter under "My tickets" in the Support Portal available starting February 6th! Learn more	Find docs, tutorials, code examples and more	 All systems operational
	View documentation	Go to system status "
My Support Tickets	Knowledge Base	Content Technical Notifications
Get all the support you need by simply choosing the topic below and filling in a form	How to add terrain map view in Map Setting Control in UI Control in Here	Download TNM View all TNMs
Create a technical ticket → Get billing or account help →	Maps JS 3.1 ☆☆☆☆☆ 1 ③ 4 Views Upload data to versioned or volatile laver	View all Platform announcements Go to Platform release announcements 🎵
Raise a concern with a legal ticket 🏼 🔶	***** ♥ 3 Views	View all Platform changes Go to software changelog "
View your tickets	Open knowledge base	
Feedback	Service Reports	
Cand your thoughts along	REPORT TITLE DOWNLOAD	
IC Tell us what we're doing well →	HERE Platform SLA (1) Report - Premium March 2020 07 Apt 7020	
 ↔ send us a bright idea → 		

Creating a ticket

Click on **Create support ticket** to view the ticket form. Your organization ID will be displayed in the form by default.

Home > Support Request	Q. Search knowledge base	Search
Support Request		
Technical support Account support Legal request		
Support for concrete technical problems faced while using products and services licensed by HERE.		
Ticket Type Technical Help		
Incident (System outage or degradation)		
Your Organisation ID		
orgxxxxx		
Commentance support decess to your next partition of you can be request. ○ Permit HERE support access •Ticket title •Description ⑤ ♂ Paragraph ∨ B I = = = = = = = = = #= #= #= #= ## ## ##	0	
		6
You can upload video, images (such as screen grabs) or logs to help explain.		
@ Click or drop to add files		
Submit		
Required information Permit with sequent access to your HERE platform org for this request? Ticket title Description		
·		

Please fill in the details using the form provided and click on **Submit**. Once submitted, a ticket will be created. You can view it by clicking on **View your tickets**.

Home > View Tickets Q Search knowledge base	Search
Filter the tickets by using various criteria below, and click on Search to apply the filter	
E Contact • State • Severity • Support Category • Ticket Category • Issue Type • Watched by me D Search title or number	Q Reset
Your Name ×	
Number Contact Severity Ticket Category Issue Type Issue Class Ticket Title State Fix Version Created	Updated 😽
CS0015221 Your Name Minor Technical Help App IDs Issue Test ticket- please ignore Cancelled 2020-03-09 16:13:10 Show more	8 2020-03-09 16:23:21
< > Rows 1-1 of 1	
Sawing Terms Sawing Dallay Drivery Dallay 2000 USE	

Check out our knowledge base article called "Using filters to view Support Tickets" that will tell you more about using filters to view tickets within an account. By default, all tickets within an organization are visible to all users.

You can limit the tickets viewable to your account users by contacting the HERE Technical Support Team. This way, the ticket requestor will see only their own tickets in the portal, and not all tickets submitted.

Enhanced Support Capability for Customer Realms

HERE has rolled out a new feature to enhance customer service for cases involving platform access issues. With consent from customers when submitting support request tickets, HERE can replicate the experience that customers have experienced and will be able to more quickly diagnose problems raised in the support request. When a HERE Support Admin views the support request, they will now be able to see only what will be visible to the customer experience, with the goal of more quickly resolving the issue. Consent from the customer is required for the Support Admin to see the customer realm, which is provided via a selection in the support request.

Customer can opt to select any one of the options whether to **allow** HERE Support team with Admin access to see customer realm OR **Denv** the access to HERE support team to customer realm, during ticket creation on https://support.here.com.

Home > Support Request	Q Search knowledge base	Search
Support Request		
Technical support Account support Legal request		
Support for concrete technical problems faced while using products and services licensed by HERE.		
Ticket Type Technical Help		
Incident (System outage or degradation)		
Reason for Outage Report		
Your Organisation ID		
olp-here		
 Permit HERE support access to your HERE platform org for this request? Permit HERE support access (recommended) Deny HERE support access 		
*Ticket title		
* Description		
$ \begin{tabular}{cccccccccccccccccccccccccccccccccccc$		

1. Customer can give OR change the access permission during the ticket creation or after ticket being created.

2. Once the customer provides consent as "Permit HERE Support access", which enables HERE Support team with Admin access on customer realm for max of 30 days. Admin access to HERE Support team will be revoked after 30 days.

3. Admin access to HERE Support team on Customer realm will be automatically terminated after 30 days OR when case has been resolved.

4. This admin access can be extended by enabling the support and access flow again if required after 30 days and when the ticket is in ACTIVE state.

		Create support ticket HERE Technologies
Home > Ticket Form		Q. Search knowledge base Search
	EW Solution a year ago CS0069069 Created	Permit HERE support access to your HERE platform org for this request?
	Start	 Permit HERE support access (recommended) Deny HERE support access
		Update Who should get updates?
		No watcher for this ticket Search user here (or)
		Type in email address Add

Knowledge Base

Our Knowledge Base offers quick answers to your questions. You can either start typing in the search box on the home page or view our categories by clicking on **Open Knowledge Base** from the homepage.

é → C	O & https://support.her	e.com/cam?id=here_cam_portal	80%			*	≫ ≡
Support Portal					Create support ticket		-
	Che	ck articles in the knowledge base to get answers	straight away				
	Q, here location	Q, here location					
Send foredback	HERE Location Ser Annoul Here Location Ser Honore Developer blog-H	Dy do	witi				
	My Support Tickets	Knowledge Base	Content Technical Notifications				
	Get all the support you need by choosing the topic below and fill form.	Imply Payment & Subscription 1 @ 20 Views 10@ VIEWS Plant April 1 @ 20 Views 10@ VIEWS Plant April 1 @ 20 Views 10@	Download TNM View all TNMs				
	Create a technical ticket Get billing or account help Raise a concern with a logal tic	HERE Location Services Upgrade – An overview HURE Location Services ↓ ③ UR Veves ↓ ○ Simulary Positions (n an Android Application Using a wdBX/Android ↓ ③ 307 Venes ↓ ○ 30	View all Platform announcem Go to Platform missie annou 2	ents. noement			
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Support Portal					Create susport licker)		
	Home 🗲 Knowledge have			Q. Search knowledge base	Search			
	Categories		Most Useful Articles					
	Account, Access and Plans Applications Contant Developer Support General HERE Data Layers Lagol, privacy and security Licensing & Terms Location Services Marketplace Mobile SDR Poyment & Subscription Studie	>	In them technical surgeont? If too, which kind of support is previous? Investiger Surgeont St Views Trid Have are HERE Location Services transactions counsed? Payment & Solocitation Trid Views Trid Optimizing your application for Rate (Initing Artification Trid Views Trid Securing upp constraints applied domains Access/Content Trid Views Trid Securing upp constraints applied domains Access/Content Trid Views Trid Most Vieweed Articles How are HERE location Services transactions counsed? Payment & Subscription Trid Views Trid Most Vieweed Articles Hittle Network (Part Interference and the Subscription) Trid HITE Network (Part Interference and the Subscription) Trid HITE Network (Part Interference and the Subscription) Trid HITE Location Services Upgrade - An metrices HITEE Location Services Trid Views Trid HITE Location Services Trid Views Trid HITE Location Services Trid Views Trid HITEE Location Services Trid Views Trid HITE Location Services Trid Views Trid HITE Location Services Trid Views Trid HITE Location Services Trid Views Trid					
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How do I log out of the Support Portal?

You can log out of the Support Portal by clicking on your initials on the top right and choosing Log out.



When you log out of the Support Portal, you will also automatically be logged out of the Platform Portal. We advise you to log out of the Support Portal after every use and not to open multiple tabs in the same browser. This will prevent your credentials from being cached if you are using multiple HERE products.

HERE System Status Page

<u>HERE System Status Page</u> is now updated with enhanced functionality to support our customers. Key features have been introduced to:

- Provide real time health status on HERE Location services and applications at a granular API level
- Follow-up on the status of individual services, applications, dynamic content, and platform health
- Enable customers to subscribe to email notifications for services/applications relevant to them

Customers can choose to be notified via an email notification when a new service event is published on HERE System Status page. Customers can manage notifications by logging into <u>https://support.here.com/csm</u> and accessing the <u>User Profile</u> page.

Support Portal					Create support ticket
		Check articles	in the knowledge base to get ans	wers straight away	Profile Im Logout
eedback	Q s	earch knowledge base			
Send F	Announcements		Documentation	System Status	
	Enhancements to our suppor Learn more	t ticket intake form	Find docs, tutorials, code examples and mo	Go to system status ,	
	My Support Tickets	5	Knowledge Base	Content Technical Notifications	
	Get all the support you choosing the topic belo form.	need by simply w and filling in a	Securing app credentials against domains ☆☆☆☆☆ ③ 8961 Views	Download TNM View all Platform announcements	
R	Create a technical ticke	t →	Is there technical support? If so, which	Go to Platform release announcements	
Support Portal					Create support ticket
	Home 📏 User Profile			Q Search knowledge base Se	arch
			Your notification	on preferences updated successfully	
	HTS	IERE Technical Support Latform.comms@here.com		Time zone	
I	Product news Service reports System status Maintenance	System sta Email notification: messages, service Services & A Batch Geocoder Forward Geocoder Geocoding & Sea Intermodal Routi Map Tile API - Sa Matrix Routing AI Network Position Public Transit AP Reverse Geocoder	tus notifications s when a new service event is published degradations, and outages. Application arr v6 er API v6 ing API v8 tellite Tiles PI v8 ing API v2 iv3	d on status.here.com including informational Fleet Telematics API Geocoder Autocomplete API v6 HD GNSS Positioning & A GNSS Positioning I soline Routing API v8 Map Tile API - Map Tiles Map Tile API - Map Tiles Network Positioning API v1 Places (Search) API v6 Public Transit API v8 Route Matching v6	

Visit **HERE System Status Page**. Be connected and stay informed.



About HERE Technologies

HERE, a location data and technology platform, moves people, businesses and cities forward by harnessing the power of location. By leveraging our open platform, we empower our customers to achieve better outcomes - from helping a city manage its infrastructure or a business optimize its assets to guiding drivers to their destination safely. To learn more about HERE, including our new generation of cloud-based location platform services, visit **http://360.here.com** and **www.here.com**.

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