



HERE Technical Support Quick Start Guide

for Customers on Support Plans

September 2023



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Welcome to HERE Technical Support

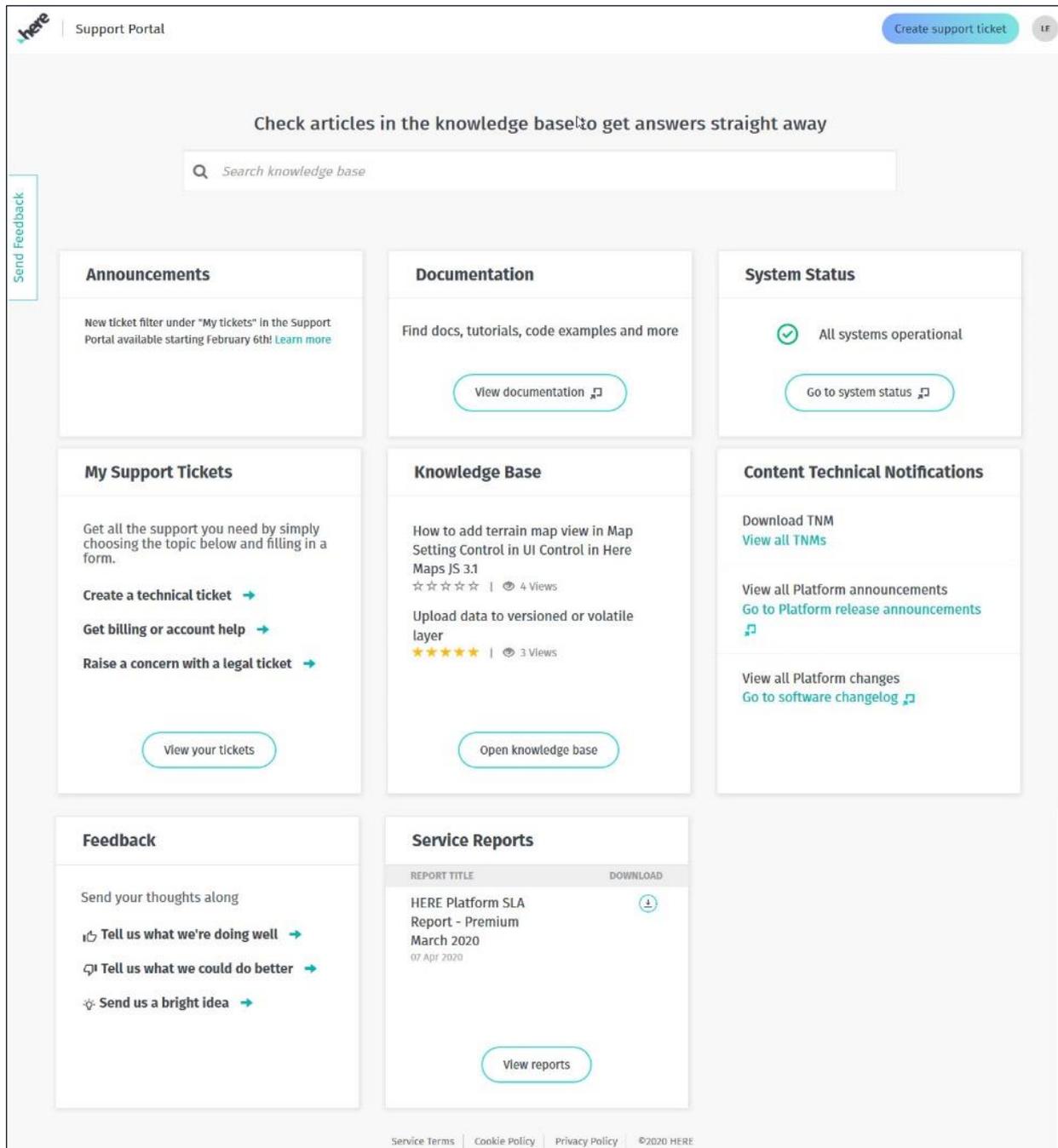
HERE Technical Support gives you access to a global team of experts via a 24/7 support tool. Our paid support plans span all HERE products and services and include features such as:

- 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.

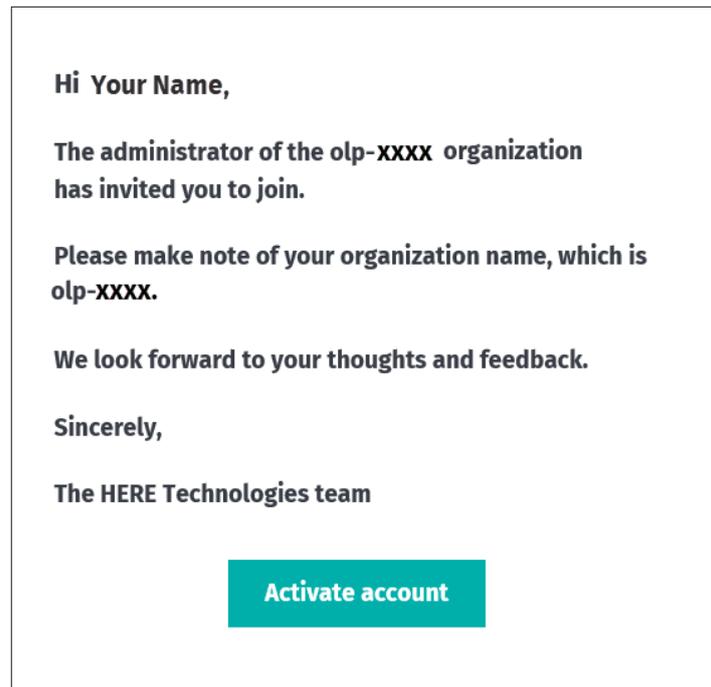
Please bookmark <https://platform.here.com> to navigate to the HERE Support Portal.



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: “olp-xxxx” (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).



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.

Register for a HERE account

Already have an account? [Sign in](#)

Organization ID

First name

Last name

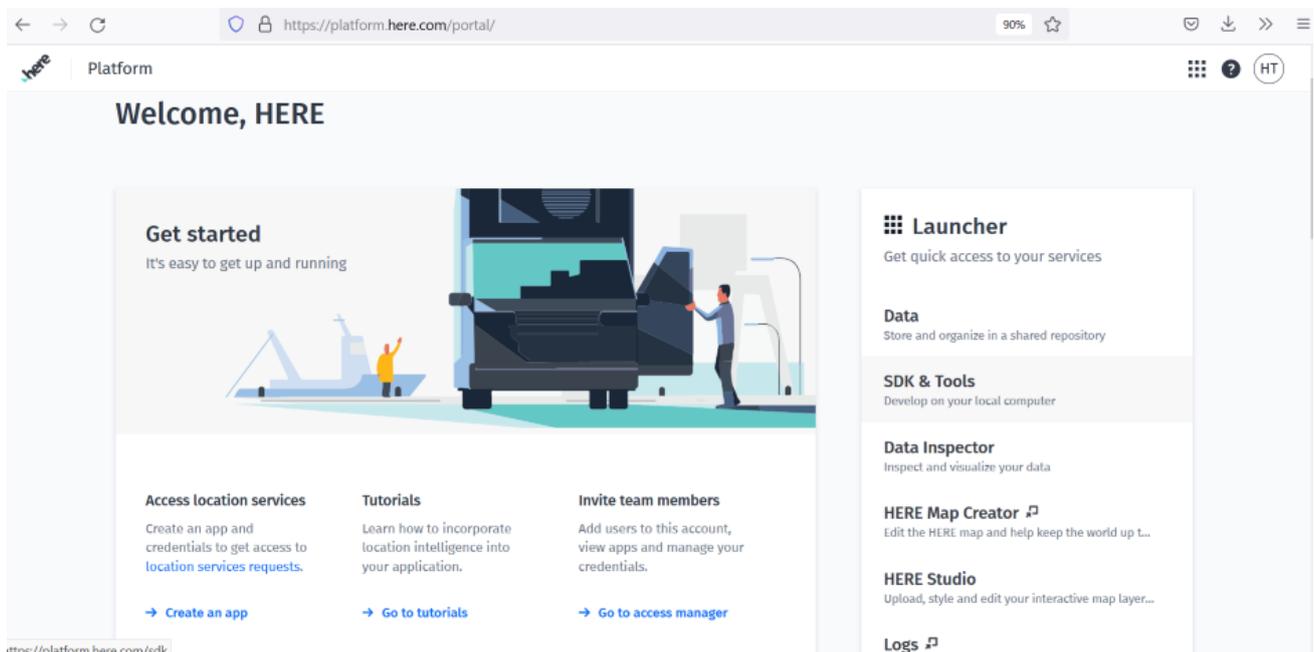
Email

Password

Country/region

[Next](#)

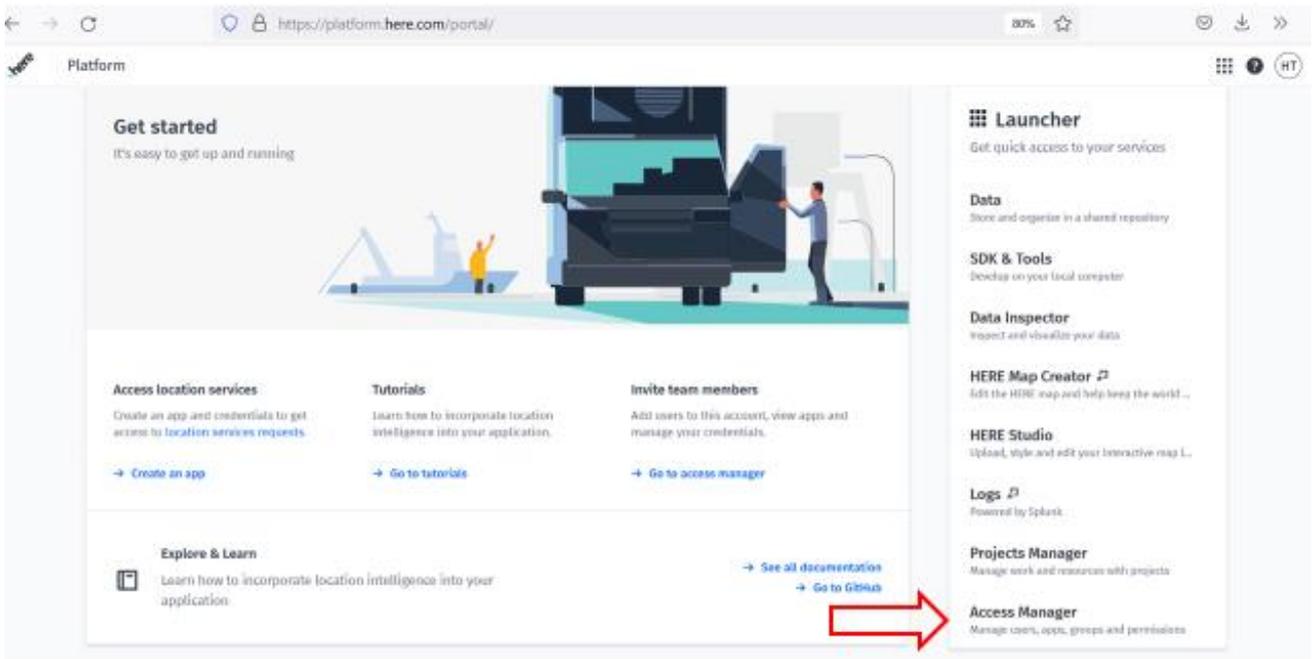
5. Fill in the required information to create your HERE Support Portal account (the organization ID and the email address will be automatically filled in for you).
6. Click on **N**ext to complete the account creation process. After that, you will be directed to the HERE platform home page. Once the 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.



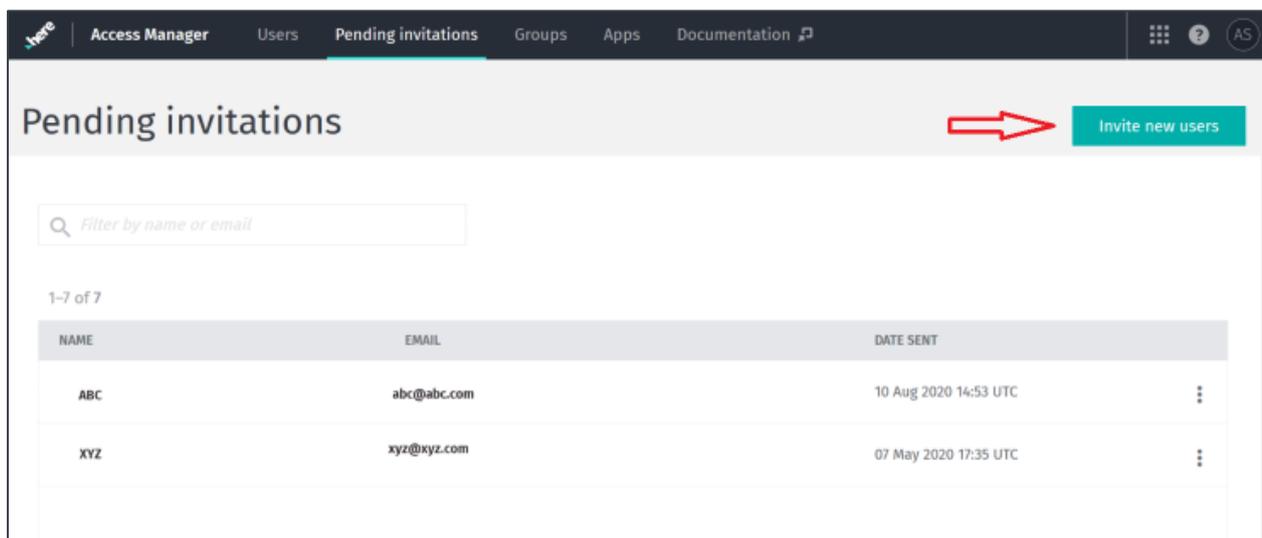
If you need to update your email, reach out to your organization admin listed in the Access Manager tab. Alternatively, you can raise a ticket with the HERE Technical Support team using the HERE Support Portal.

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.

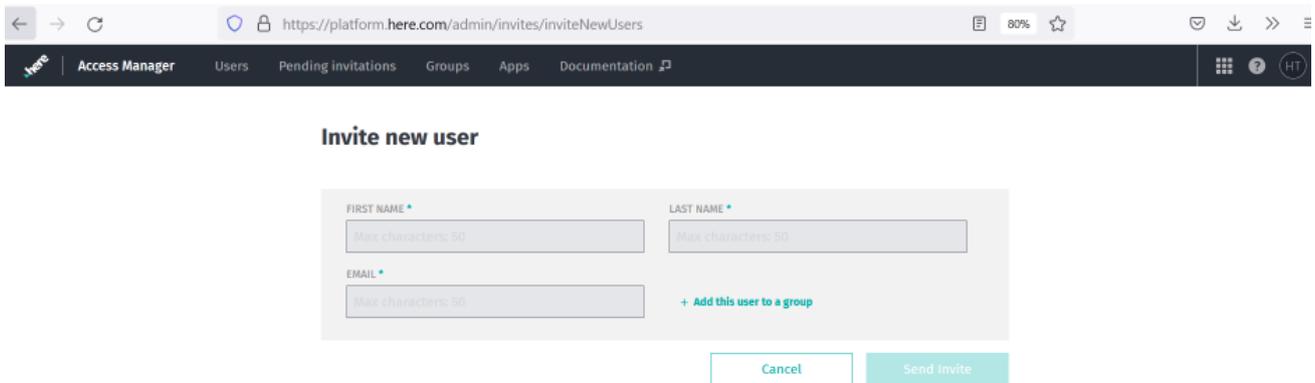


The Access Manager tab takes you to a new page (shown below). Under **Users**, you will see the current list of users as well as pending invitations (a list of people who have been invited but have not activated their account yet). The **Pending invitations** tab can only be seen by the admin user.



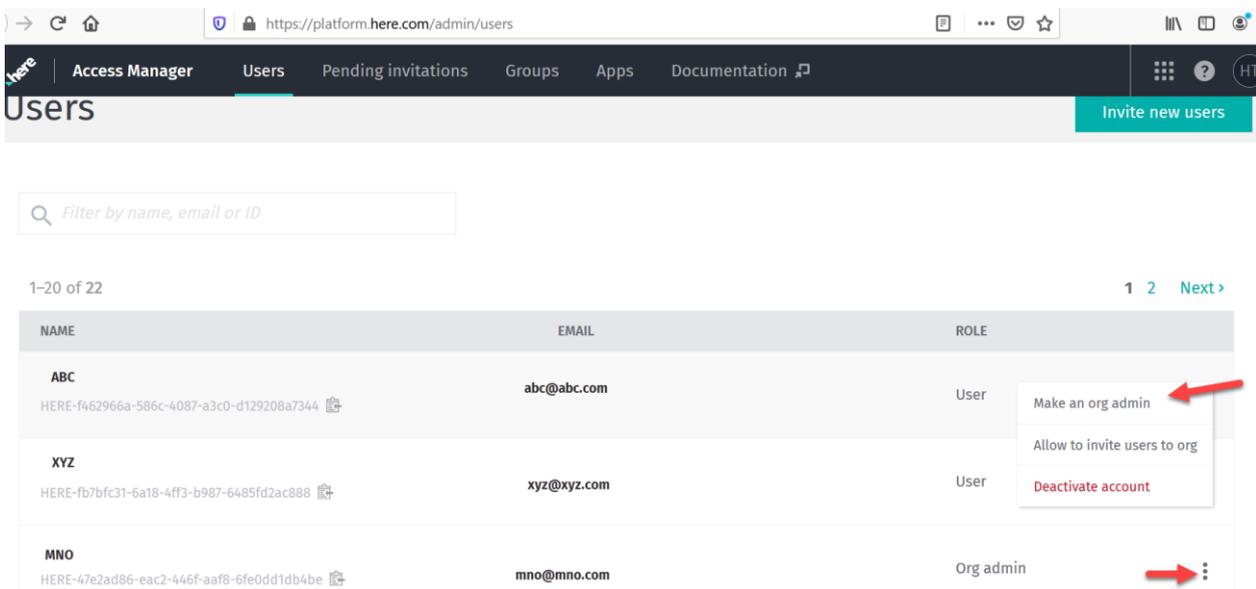
If you are the admin user in your organization and need to invite a new user, you can do so by clicking on the **Invite new users** button in the top right corner of the page, under **Users/Pending invitations**. Fill in the

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

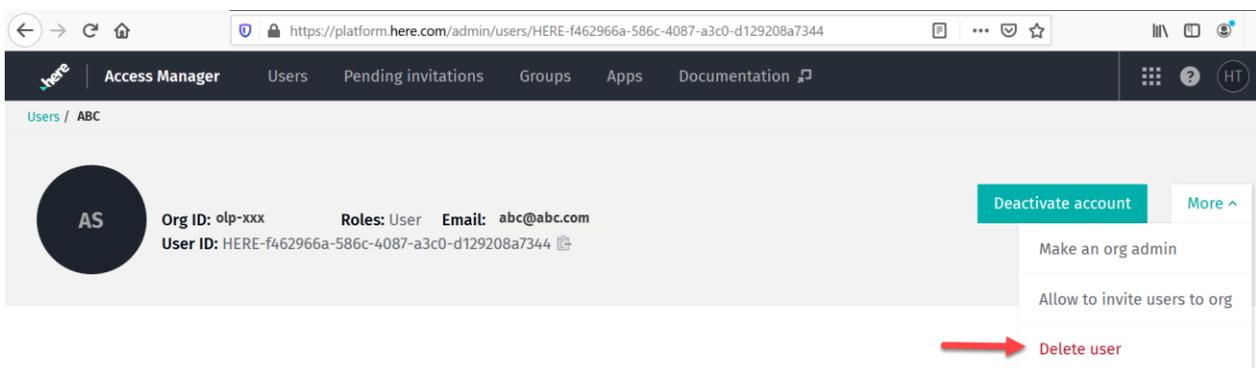


After sending a new user invite, you can check the status of that invite under the **Pending invitations** tab, at the top of the page. Once the new user activates their account, their username will be visible under **Users**.

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.



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

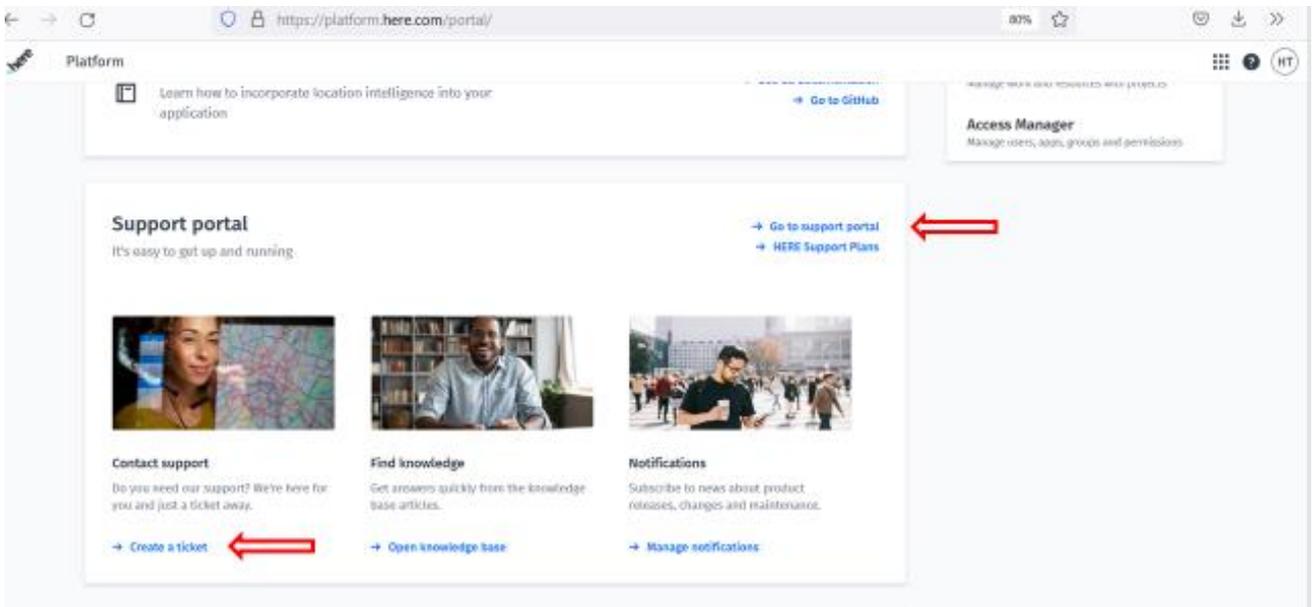
If you subscribe to a Platform plan, you can use the Platform Portal to generate apps for HERE Location Services, Data Storage and Data Processing.

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

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.



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.

The screenshot shows the HERE Support Portal homepage. At the top left is the HERE logo and 'Support Portal' text. At the top right is a 'Create support ticket' button and a user profile icon. The main heading is 'Check articles in the knowledge base to get answers straight away'. Below this is a search bar labeled 'Search knowledge base'. The page is organized into several content cards:

- Announcements:** A card with a new ticket filter announcement and a 'Learn more' link.
- Documentation:** A card with the text 'Find docs, tutorials, code examples and more' and a 'View documentation' button.
- System Status:** A card showing 'All systems operational' with a green checkmark and a 'Go to system status' button.
- My Support Tickets:** A card with instructions on how to get support and three buttons: 'Create a technical ticket', 'Get billing or account help', and 'Raise a concern with a legal ticket'. A 'View your tickets' button is at the bottom.
- Knowledge Base:** A card featuring two article snippets. The first is 'How to add terrain map view in Map Setting Control in UI Control in Here Maps JS 3.1' with 4 stars and 4 views. The second is 'Upload data to versioned or volatile layer' with 5 stars and 3 views. An 'Open knowledge base' button is at the bottom.
- Content Technical Notifications:** A card with three sections: 'Download TNM' with a 'View all TNMs' link, 'View all Platform announcements' with a 'Go to Platform release announcements' link, and 'View all Platform changes' with a 'Go to software changelog' link.
- Feedback:** A card with the text 'Send your thoughts along' and three buttons: 'Tell us what we're doing well', 'Tell us what we could do better', and 'Send us a bright idea'.
- Service Reports:** A card with a table of reports. The table has columns for 'REPORT TITLE' and 'DOWNLOAD'. One report is listed: 'HERE Platform SLA Report - Premium March 2020' dated '07 Apr 2020'. A 'View reports' button is at the bottom.

At the bottom of the page, there are links for 'Service Terms', 'Cookie Policy', 'Privacy Policy', and '©2020 HERE'.

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

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

* Permit HERE support access to your HERE platform org for this request? ?

Permit HERE support access (recommended)

Deny HERE support access

* Ticket title

* Description

Paragraph **B** *I* [List icons] [Link icon] [Image icon] [Code icon]

You can upload video, images (such as screen grabs) or logs to help explain.

Click or drop to add files

Submit

Required information

Permit HERE support 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**.

The screenshot shows the HERE Support Portal interface. At the top, there is a navigation bar with the HERE logo, 'Support Portal', and a 'Create support ticket' button. Below this is a breadcrumb trail 'Home > View Tickets' and a search bar for the knowledge base. A filter section allows users to filter tickets by Contact, State, Severity, Support Category, Ticket Category, and Issue Type. There is also a 'Watched by me' toggle and a search box for titles or numbers. A table below shows a single ticket with the following details:

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 Show more	Cancelled		2020-03-09 16:13:18	2020-03-09 16:23:21

At the bottom of the page, there are links for Service Terms, Cookie Policy, Privacy Policy, and ©2020 HERE.

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 **Deny** 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

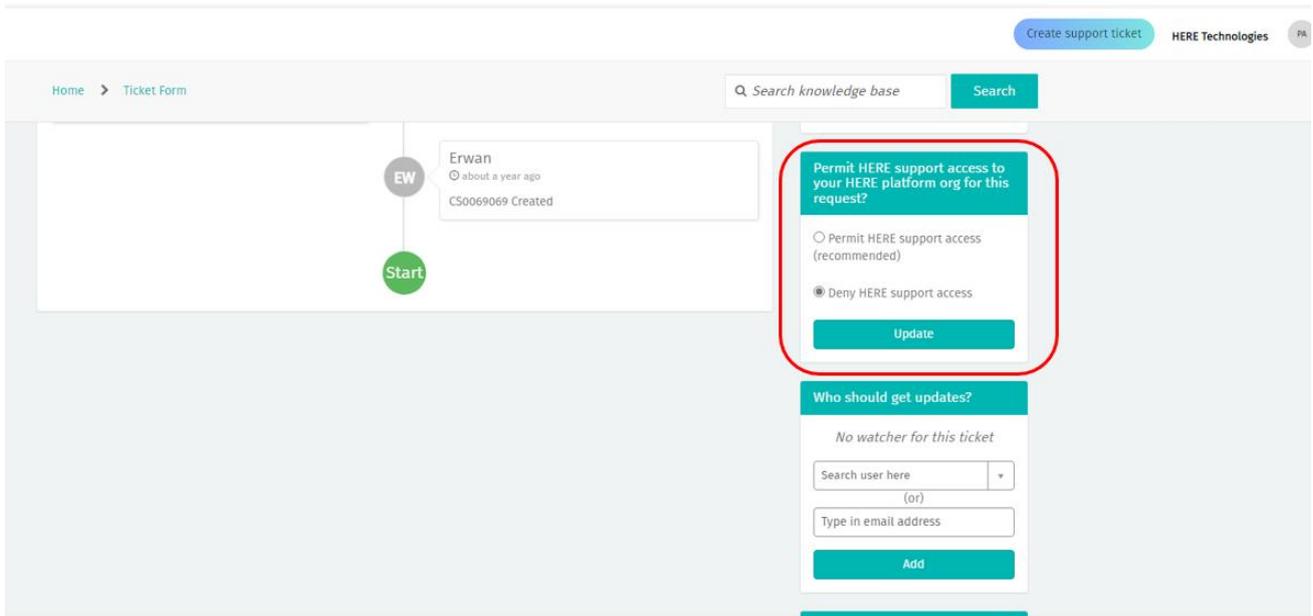
Your Organisation ID

* Permit HERE support access to your HERE platform org for this request? ?
 Permit HERE support access (recommended)
 Deny HERE support access

* Ticket title

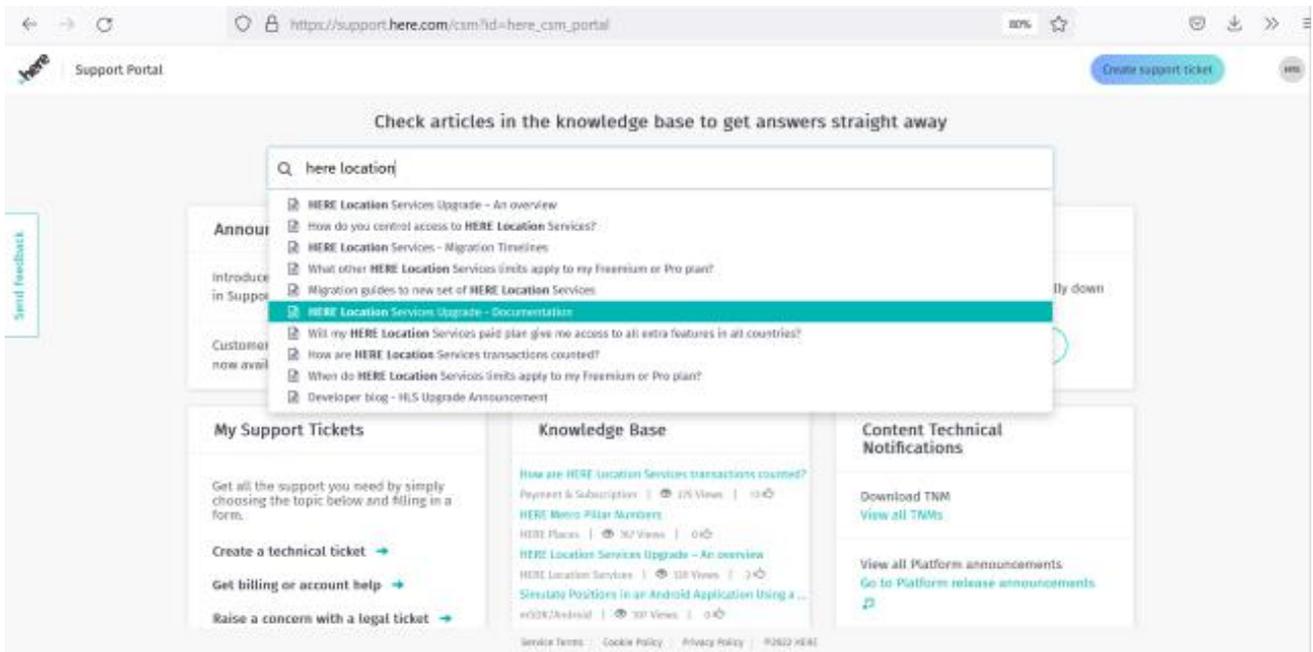
* Description
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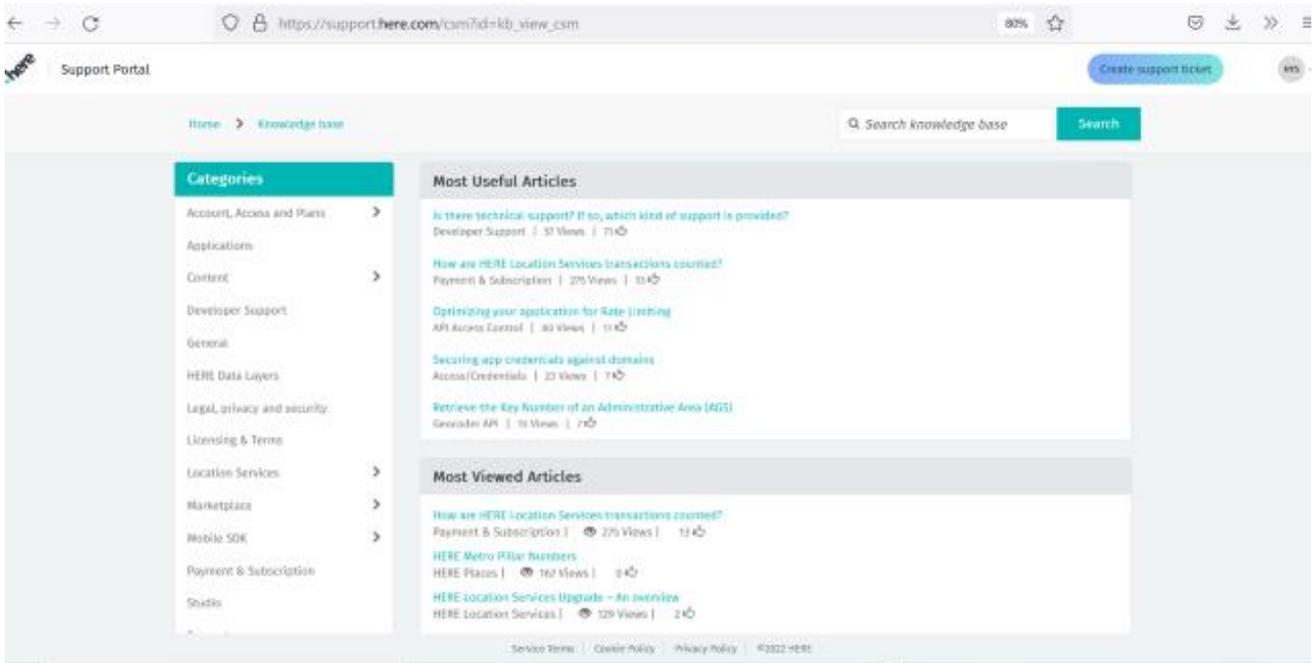
1. Customer can give OR change the access permission during the ticket creation or after ticket being created.
2. Once the customer provides consent as "Permit HERE Support access", which enables HERE Support team with Admin access on customer realm for max of 30 days. Admin access to HERE Support team 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.



Knowledge Base

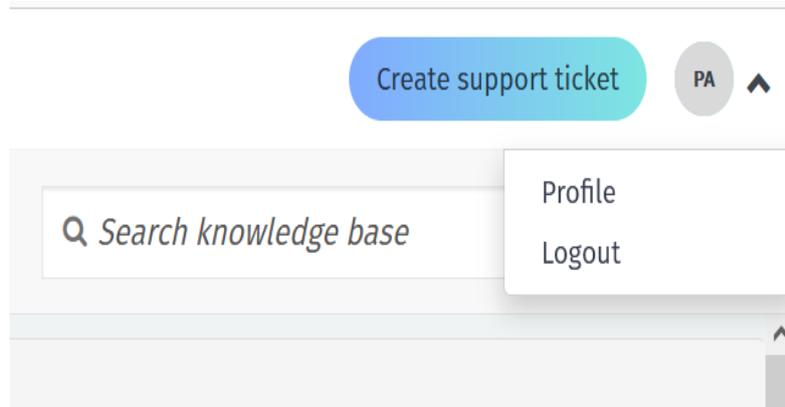
Our Knowledge Base offers quick answers to your questions. You can either start typing in the search box on the home page or view our categories by clicking on **Open Knowledge Base** from the homepage.





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**.



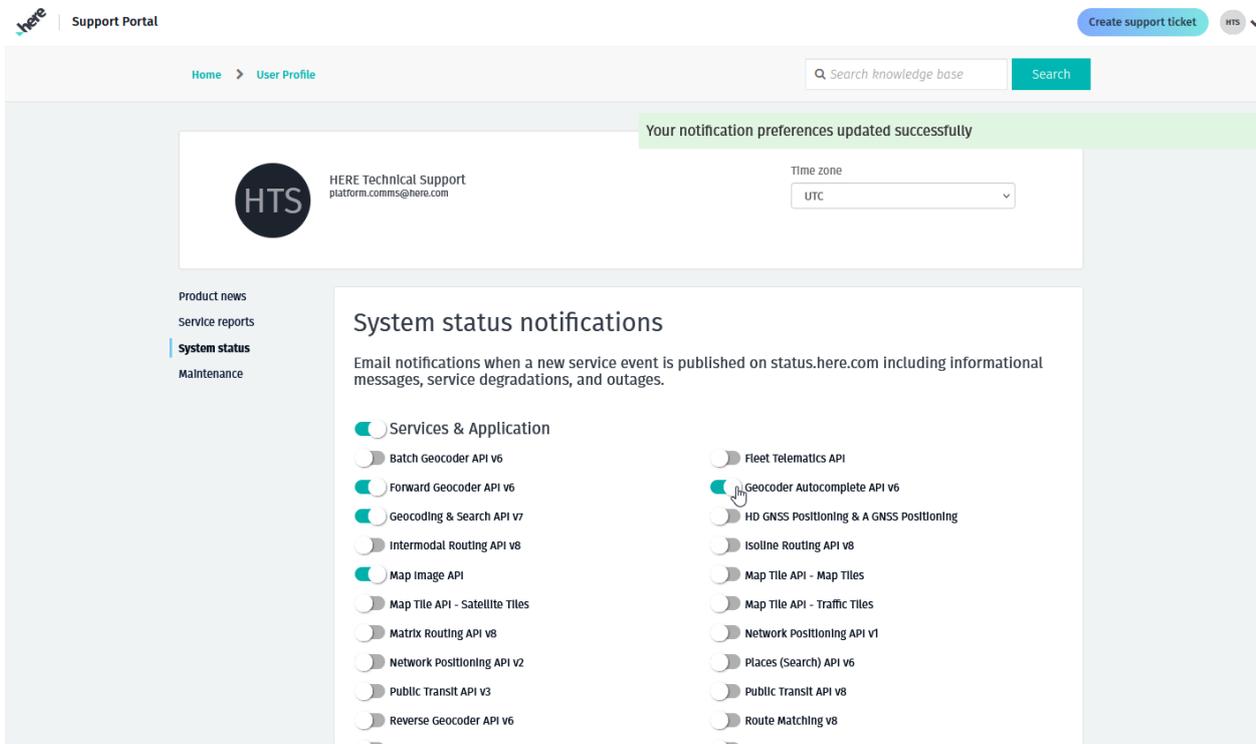
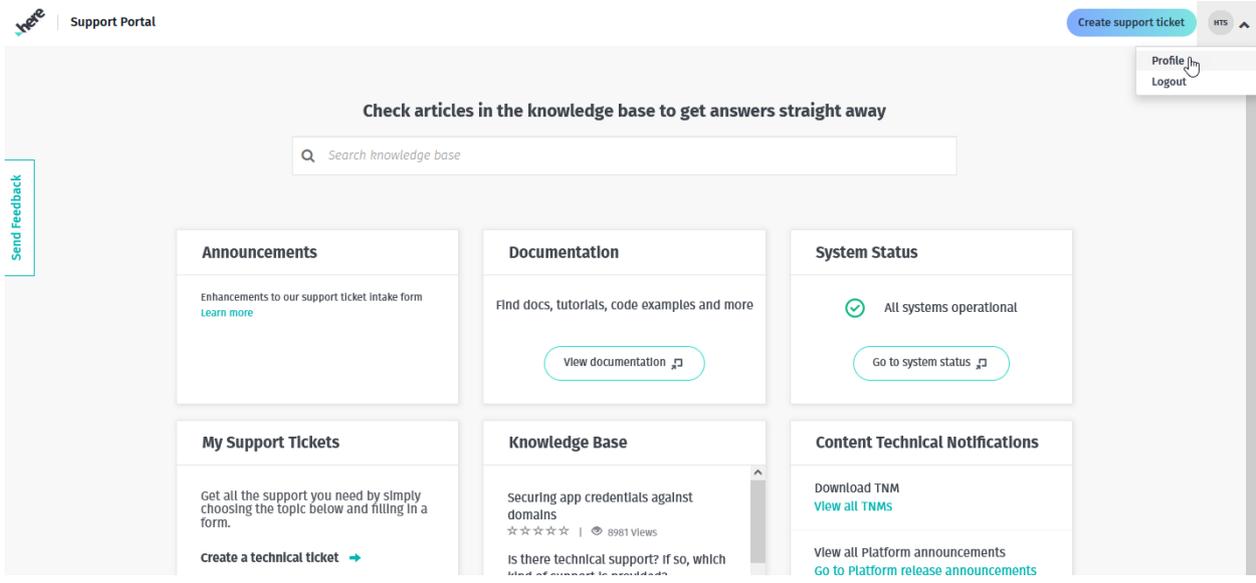
When you log out of the Support Portal, you will also automatically be logged out of the Platform Portal. We advise you to log out of the Support Portal after every use and not to open multiple tabs in the same browser. This will prevent your credentials from being cached if you are using multiple HERE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

HERE System Status Page

[HERE System Status Page](#) 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 <https://support.here.com/csm> and accessing the [User Profile](#) page.



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.