

Opengear Customer Portal User's Guide

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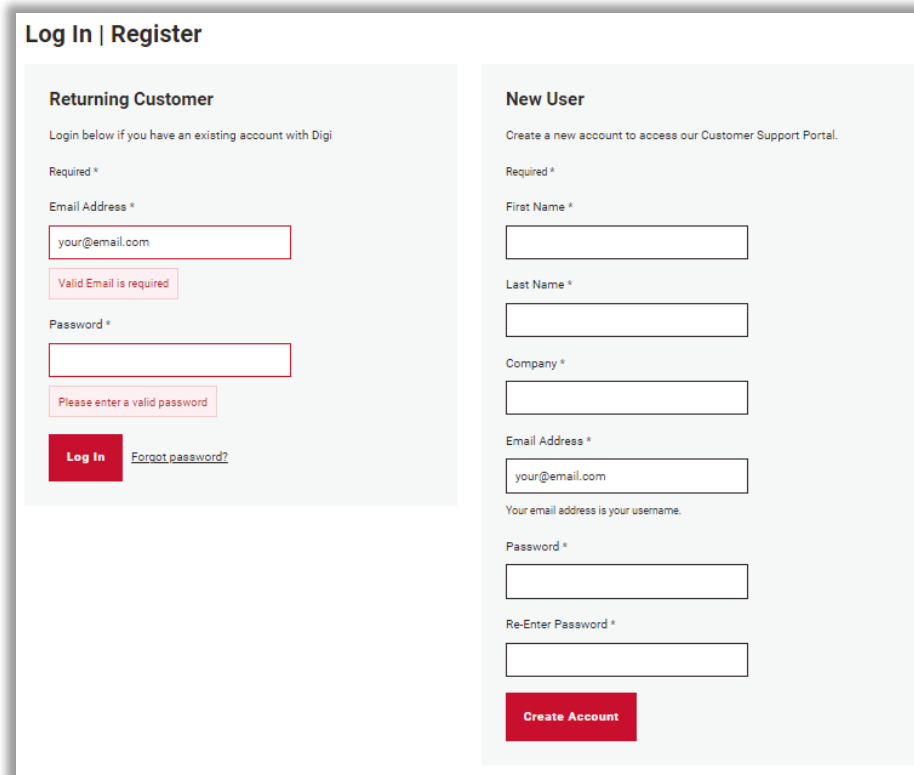
Introduction

The Opengear Customer Portal provides a secure way for you to obtain information about your Opengear product cases. In addition, the Opengear Customer Portal provides access to the Knowledge Database.

Register for Access to the Customer Portal

To register for access to the Customer Portal:

1. Go to my.opengear.com.
2. Under New Customer, type values for the following fields:
 - **First Name**
 - **Last Name**
 - **Company**
 - **Email Address**
 - **Password**
3. In the **Re-Enter Password** field, retype your password to confirm.
4. Click **Create Account**. Log in with your user name and password.



The screenshot shows a registration form titled "Log In | Register". It is divided into two main sections: "Returning Customer" and "New User".

Returning Customer: This section is for users who already have an account. It includes a "Required *" label, an "Email Address *" field with the placeholder "your@email.com" and a red error message "Valid Email is required", a "Password *" field with a red error message "Please enter a valid password", a red "Log In" button, and a link for "Forgot password?".

New User: This section is for creating a new account. It includes a "Required *" label, a "First Name *" field, a "Last Name *" field, a "Company *" field, an "Email Address *" field with the placeholder "your@email.com" and a note "Your email address is your username.", a "Password *" field, a "Re-Enter Password *" field, and a red "Create Account" button.

Manage Cases

A case is the record by which you communicate with Digi about a product problem and obtain a solution. The Customer Portal enables you to monitor past and present cases. You can also submit a new case. To assist you with internal reporting needs, you can export the case list to a comma separated values (CSV) file for use in spreadsheet applications.

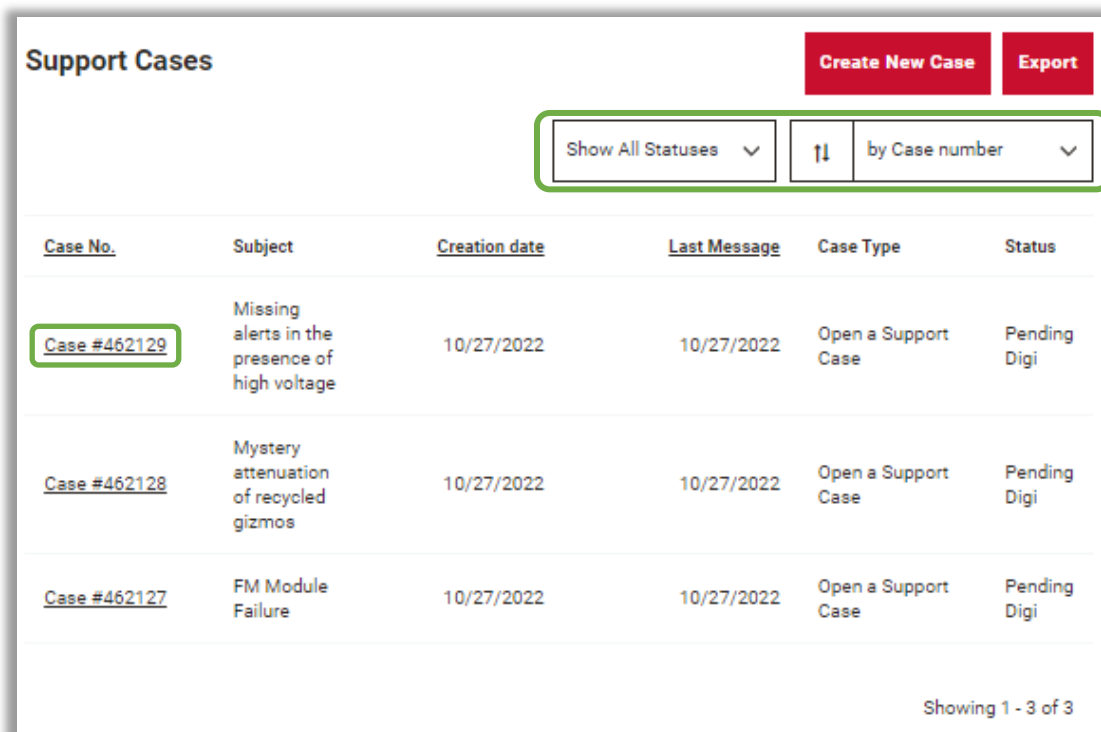
You can manage your cases with the following tasks:

- [View Case List](#)
- [View Case Details](#)
- [Export Case List](#)
- [Create a New Case](#)

View Case List

To view your case list, select **Cases > Support Cases**. You can filter the list by case status. You can sort the case list by case number, creation date, or last message date in ascending or descending order. From the case list, you can do the following:

- To view case details, click the case number (see [View Case Details](#)).
- To export the case list to a CSV file, click **Export** (see [Export Case List](#)).
- To create a new case, click **Create New Case** (see [Create a New Case](#)).



The screenshot shows the 'Support Cases' interface. At the top right, there are two red buttons: 'Create New Case' and 'Export'. Below these, there is a filter section with a dropdown menu set to 'Show All Statuses', a sort icon (two vertical bars), and another dropdown menu set to 'by Case number'. The main content is a table with the following columns: Case No., Subject, Creation date, Last Message, Case Type, and Status. The first row is highlighted with a green box around the case number 'Case #462129'. The table contains three rows of data. At the bottom right, it says 'Showing 1 - 3 of 3'.

<u>Case No.</u>	Subject	<u>Creation date</u>	<u>Last Message</u>	Case Type	Status
Case #462129	Missing alerts in the presence of high voltage	10/27/2022	10/27/2022	Open a Support Case	Pending Digi
Case #462128	Mystery attenuation of recycled gizmos	10/27/2022	10/27/2022	Open a Support Case	Pending Digi
Case #462127	FM Module Failure	10/27/2022	10/27/2022	Open a Support Case	Pending Digi

View Case Details

The case details include the type of request, product type, the product, the case status, the case creation date, and the date of the last message.

Case #462129: Missing Alerts In The Presence Of High Voltage

Type of request: Open a Support Case	Status: Pending Digi
Product Type: Opengear	Creation date: 10/27/2022
Product: ACM7000	Last Message: 10/27/2022

[Close Case](#)

A message log that contains a record of your correspondence with Digi follows the case details. To reply to a message:

1. Click the **Reply with a message** field, and then type your message.
2. To attach supporting files, click **Choose Files**, select the file you want to attach, and then click **Open**. Valid file types include TIFF, JPG, JPEG, GIF, PJPEG, TXT, PDF, ZIP, BIN, DOC, DOCX, XLS, XLSX, PPT, and PPTX.
3. Click **Submit**.

Reply with a message:

Attach Files

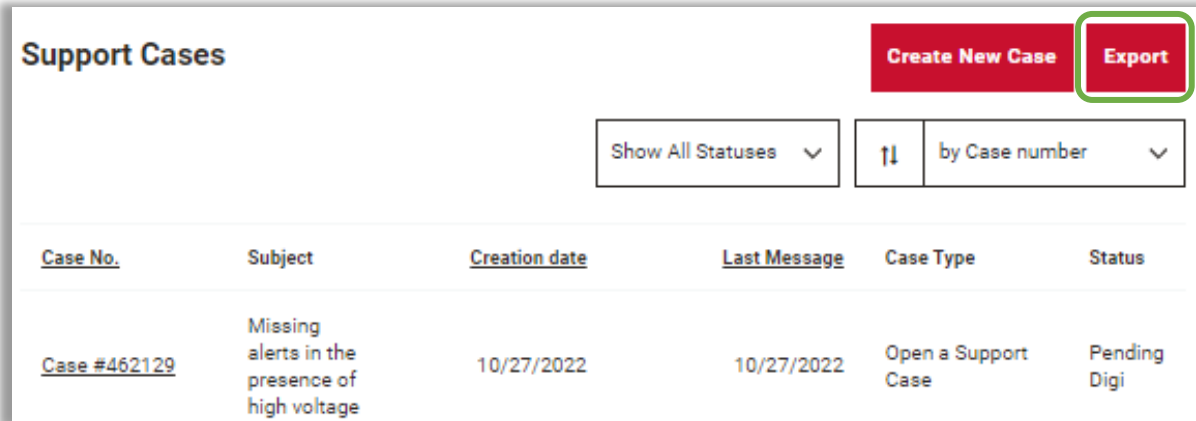
[Choose Files](#) No file chosen

Valid file types are: tiff, tif, jpg, jpeg, gif, bmp, pjpeg, png, txt, pdf, zip, bin, doc, docx, xls, xlsx, ppt, pptx

[Submit](#)

Export Case List

To export the current case list to a CSV file, sort and filter the case list, and then click **Export**. The Customer Portal creates the CSV export file in your *Downloads* folder and presents a link in the lower left part of your screen.



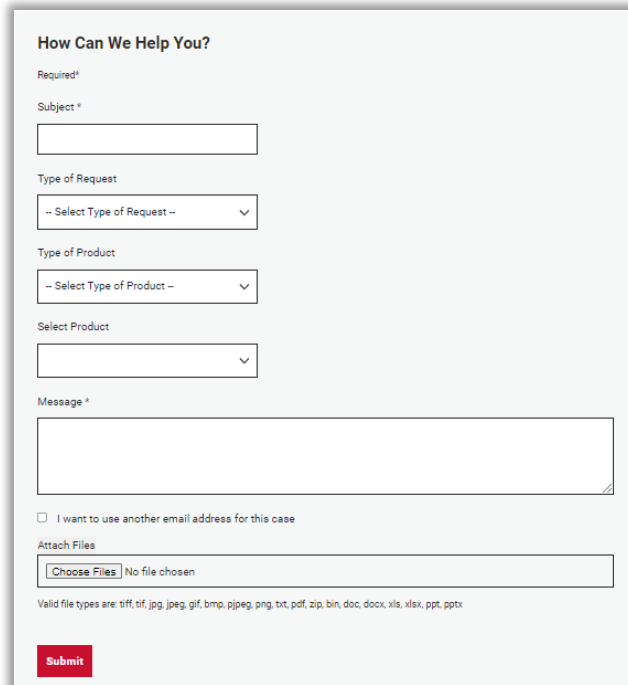
The screenshot shows the 'Support Cases' interface. At the top right, there are two red buttons: 'Create New Case' and 'Export'. The 'Export' button is highlighted with a green border. Below the buttons, there is a 'Show All Statuses' dropdown menu, a sort icon (two vertical bars), and a 'by Case number' dropdown menu. The main content is a table with the following data:

<u>Case No.</u>	<u>Subject</u>	<u>Creation date</u>	<u>Last Message</u>	<u>Case Type</u>	<u>Status</u>
Case #462129	Missing alerts in the presence of high voltage	10/27/2022	10/27/2022	Open a Support Case	Pending Digi

Create a New Case

To create a new case:

1. Click **Create New Case** from the case list, or select **Cases > Submit New Case** from the menu.
2. Under *How Can We Help You*, type values in the following fields:
 - **Subject:** Type a descriptive title for the case.
 - **Type of Request:** Select one of the following case request types:
 - **Open a Support Case:** Request to open a support case.
 - **RA Request:** Request for a product return authorization (RA).
 - **Report a Bug:** Request to report a bug.
 - **Type of Product:** Select your product type.
 - **Select Product:** Select your product.
 - **Message:** Type a detailed message describing the nature and symptoms of the problem.



The screenshot shows a web form titled "How Can We Help You?". The form includes several fields and options:

- Required*** label above the form.
- Subject *** text input field.
- Type of Request** dropdown menu with "-- Select Type of Request --" as the selected option.
- Type of Product** dropdown menu with "-- Select Type of Product --" as the selected option.
- Select Product** dropdown menu.
- Message *** large text area for the case description.
- I want to use another email address for this case** checkbox.
- Attach Files** section with a **Choose Files** button and the text "No file chosen".
- Valid file types are: tiff, tif, jpg, jpeg, gif, bmp, pjpeg, png, txt, pdf, zip, bin, doc, docx, xls, xlsx, ppt, pptx.
- Submit** button at the bottom.

3. To direct correspondence to an Email address other than your Customer Portal user name, select the **I want to use another email address for this case** check box. In the **Email** field, type the alternate Email address.
4. To attach a file to your case request, click **Choose Files**, navigate to and select the file you want, and then click **Open**. Valid file types include TIFF, JPG, JPEG, GIF, PJPEG, TXT, PDF, ZIP, BIN, DOC, DOCX, XLS, XLSX, PPT, and PPTX.
5. Click **Submit**.

Access the Knowledge Database

To access the knowledge database, select **Knowledge Base**.



[Sign in](#)



Support & Help Desk Ops
RMA processes, warranty and support interface

Technical Product Info
General technical notes, application notes, use case information & tips

7000 series knowledge base
This includes knowledge articles for our 7000 series products, ACM7000, CM7100 and IM7200.

FAQ
Operations Manager – Lighthouse – NetOps Automation – answers, tutorials & guides

Legacy and EoL knowledge base
This includes knowledge articles related to Lighthouse 4, 4000 series, 5000 series and other legacy or EoL products. ...

Manage the Customer Portal

The Customer Portal provides several settings that enable you to do the following:

- [Update Profile Information](#)
- [Update Password](#)

Update Profile Information

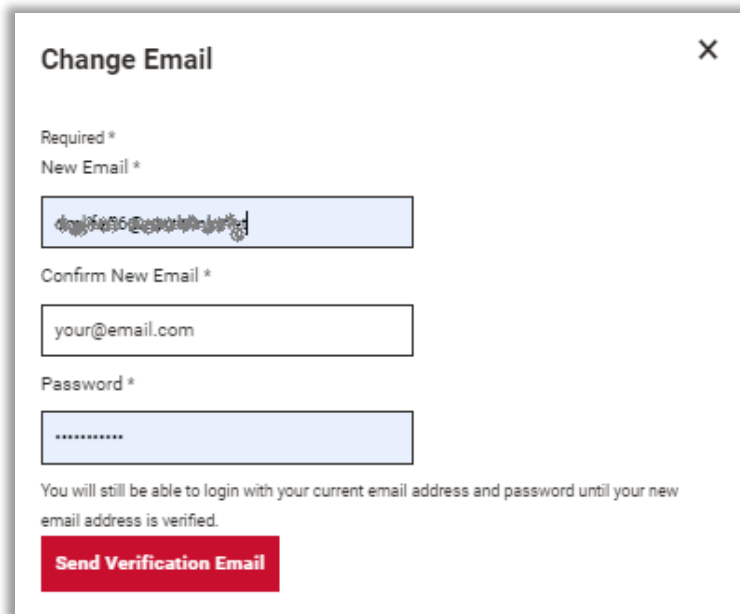
To update your Customer Portal profile information:

1. Select **Settings > Profile Information**.
2. In the Profile Information page, click the **Company Name** or **Phone Number** fields, and then type the new information.
3. Click **Update**.

To change your Email address:

Note: Changing your Email address changes your Customer Portal user name.

1. In the Profile Information page, click **Change Address**.
2. In the Change Email page, Click the **New Email** field, and then type your new Email address.
3. Click the **Confirm New Email** field, and then retype your new Email address.
4. Click the **Password** field, and then type your current password.
5. Click **Send Verification Email**.



Change Email X

Required *

New Email *

Confirm New Email *

Password *

You will still be able to login with your current email address and password until your new email address is verified.

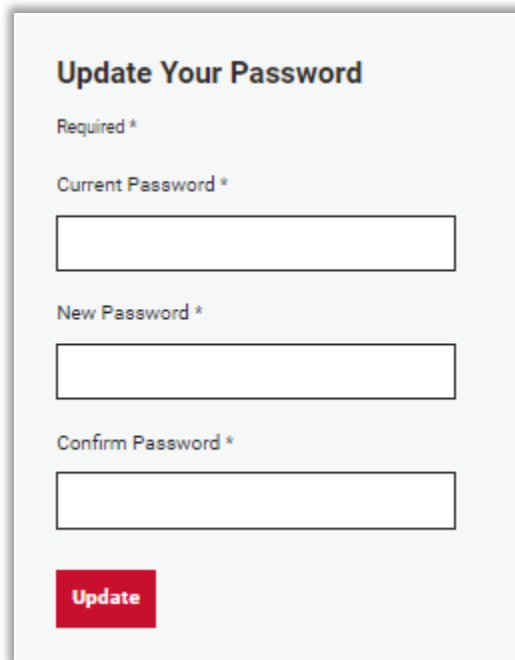
Send Verification Email

6. The Customer Portal sends you a verification Email. Follow the instructions to activate your new Email address and Customer Portal user name.

Update Password

To update your password:

1. Select **Settings > Password**.
2. In the Update Your Password page, click the **Current Password** field, and then type the current password.
3. Click the **New Password** field, and then type the new password.
4. Click the **Confirm Password** field, and then retype the new password.
5. Click **Update**.



The screenshot shows a form titled "Update Your Password" with a "Required *" label. It contains three input fields: "Current Password *", "New Password *", and "Confirm Password *". Below the fields is a red "Update" button.

Revision Table

Revision/ECO	Sections Affected	Reason
A (11/10/22)	All	New document