Opengear Customer Portal User's Guide

Contents

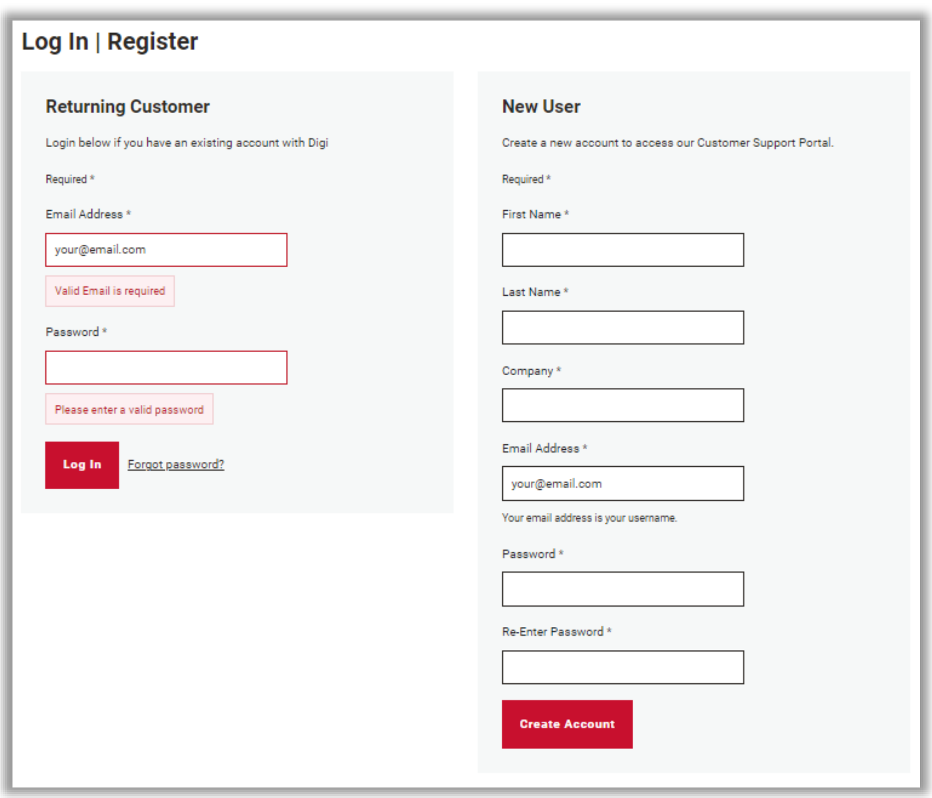
Introduction

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.



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.

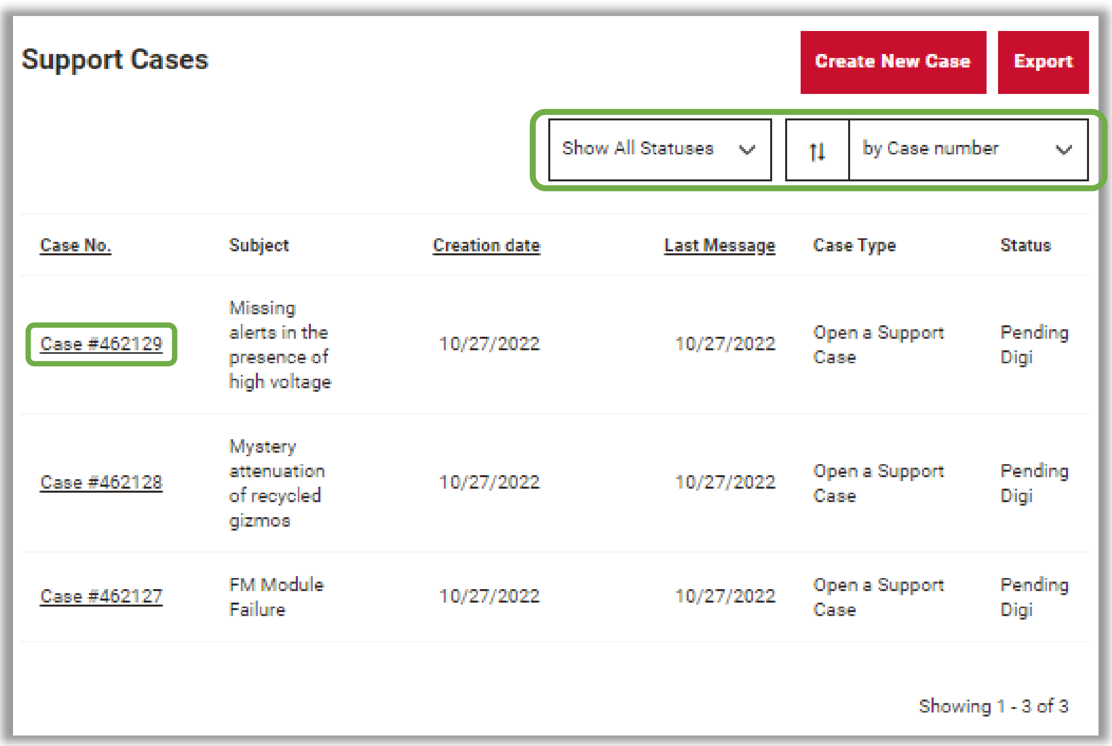
You can manage your cases with the following tasks:

- View Case List
- View Case Details
- Export Case List
- Create a New Case

View Case List

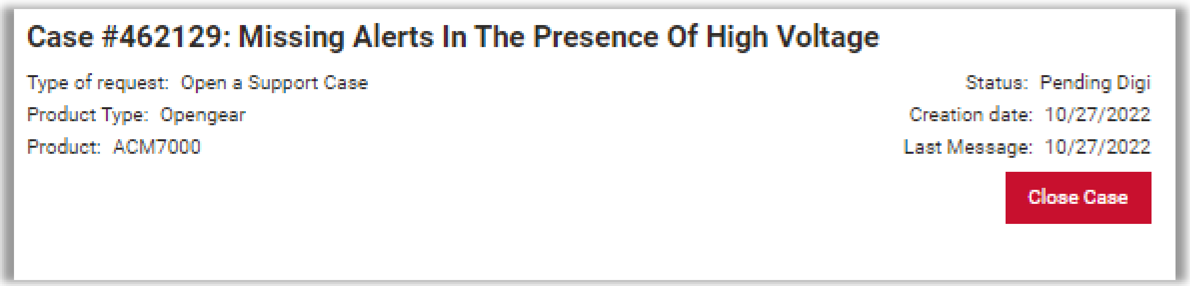
To view your case list, select **Cases** > **Support Cases**. You can filter the list by case status. You can sort the case list by case number, creation date, or last message date in ascending or descending order. From the case list, you can do the following:

- 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).



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.

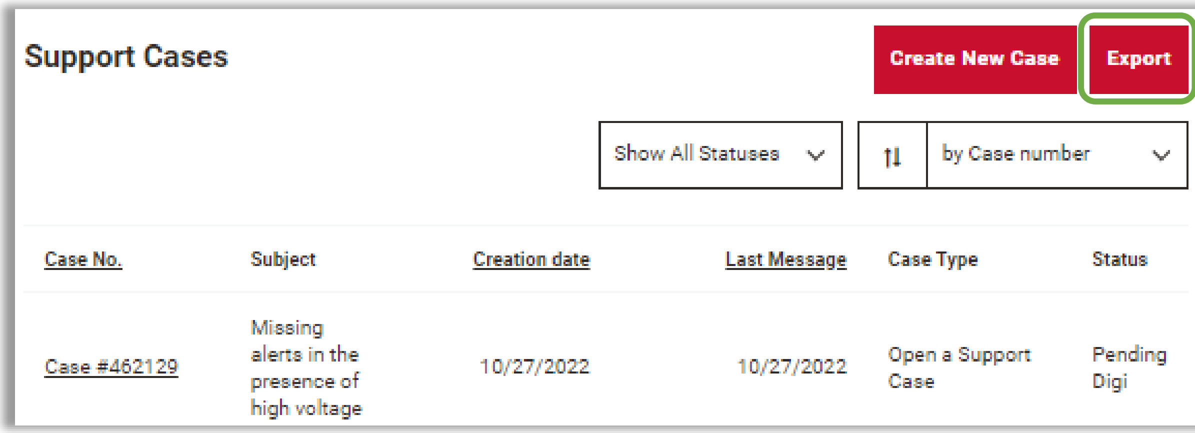


A message log that contains a record of your correspondence with Digi follows the case details. To reply to a message:

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**.

Export Case List

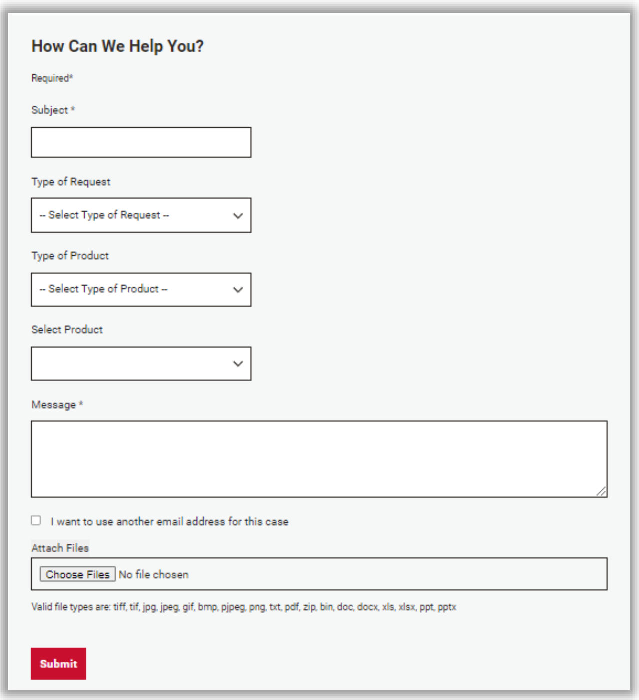
To export the current case list to a CSV file, sort and filter the case list, and then click **Export**. The Customer Portal creates the CSV export file in your *Downloads* folder and presents a link in the lower left part of your screen.



Create a New Case

To create a new case:

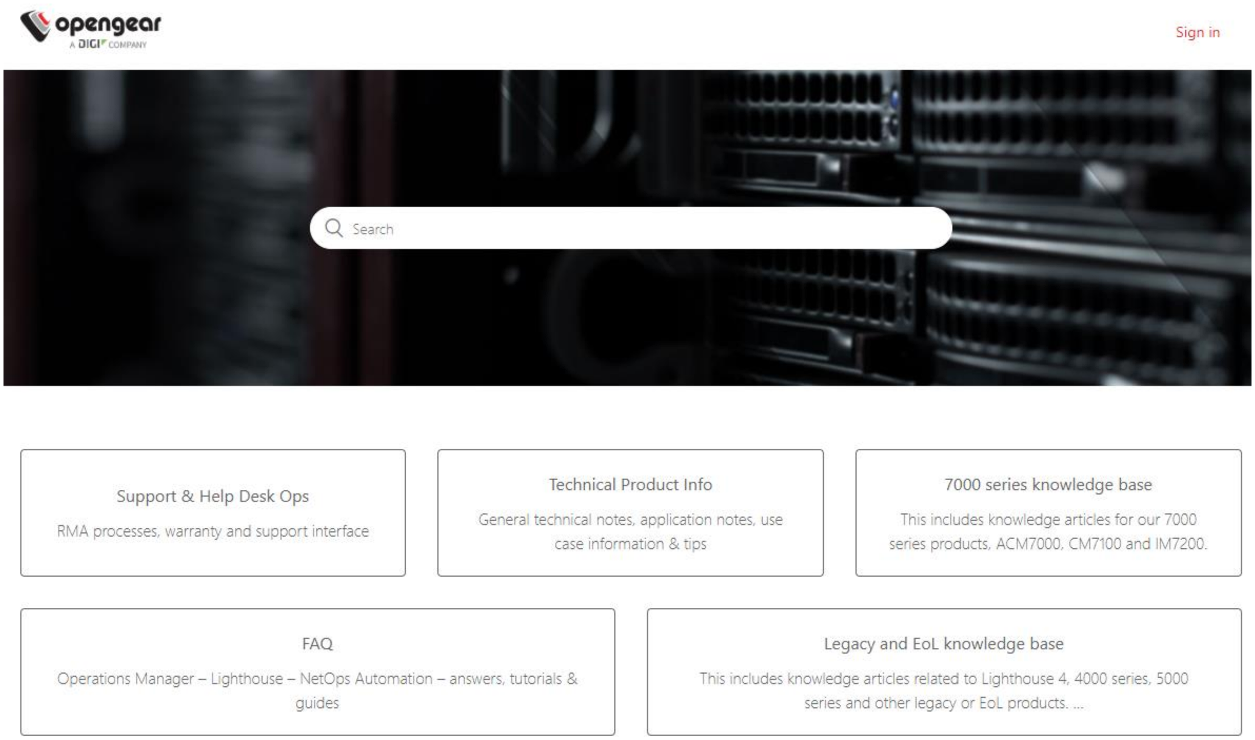
1. Click **Create New Case** from the case list, or select **Cases** > **Submit New Case** from the menu.
2. Under *How Can We Help You*, type values in the following fields:
   - **Subject**: Type a descriptive title for the case.
   - **Type of Request**: Select one of the following case request types:
     - **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.



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**.



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

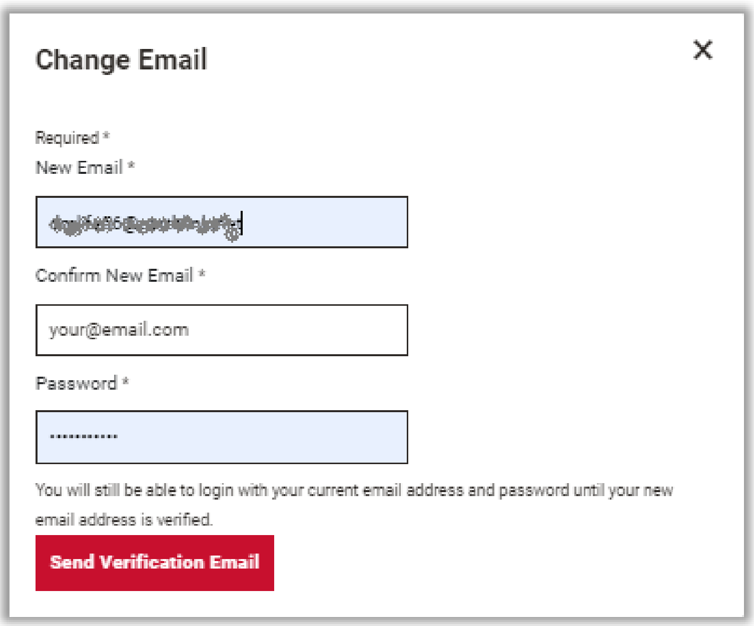
To update your Customer Portal profile information:

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**.

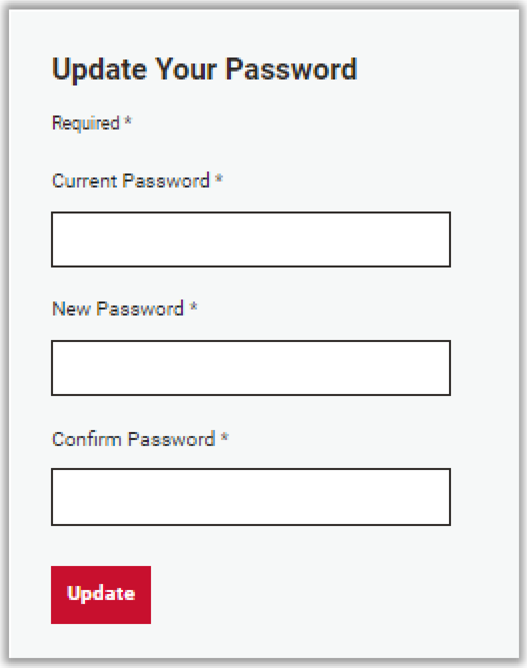


6. The Customer Portal sends you a verification Email. Follow the instructions to activate your new Email address and Customer Portal user name.

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**.



Revision Table

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