



Acuant

Support Portal Guide

Last updated on - 04/12/2018



Contents

INTRODUCTION	3
NEW USER	3
Acuant Support Portal Log-in Page	3
Register New User.....	4
EMAIL CONFIRMATION	5
YOUR PROFILE	5
Manage your password.....	6
Forgotten your password.....	6
SUBMIT a TICKET	8
Departments	8
Product Repair Services and Returns.....	14
View Tickets	15
Knowledge Base	17
NEWS.....	18



INTRODUCTION

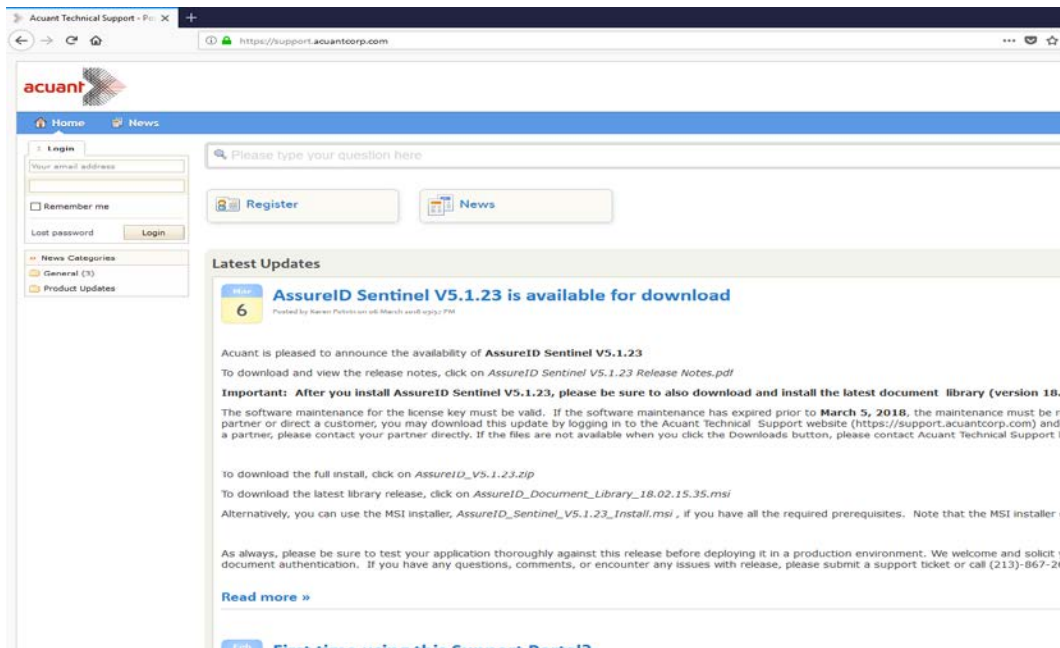
The purpose of the Acuant support portal guide is to serve step-by-step instructions for both Users and Administrators. It allows Acuant support team and the client to track, resolve any client inquiries, and troubleshoot any Acuant related products. The Support portal provides knowledgebase solution, and other services such as integration support, product replacement, and returns.

NEW USER

The following section below will show you how to login and register onto our support portal.

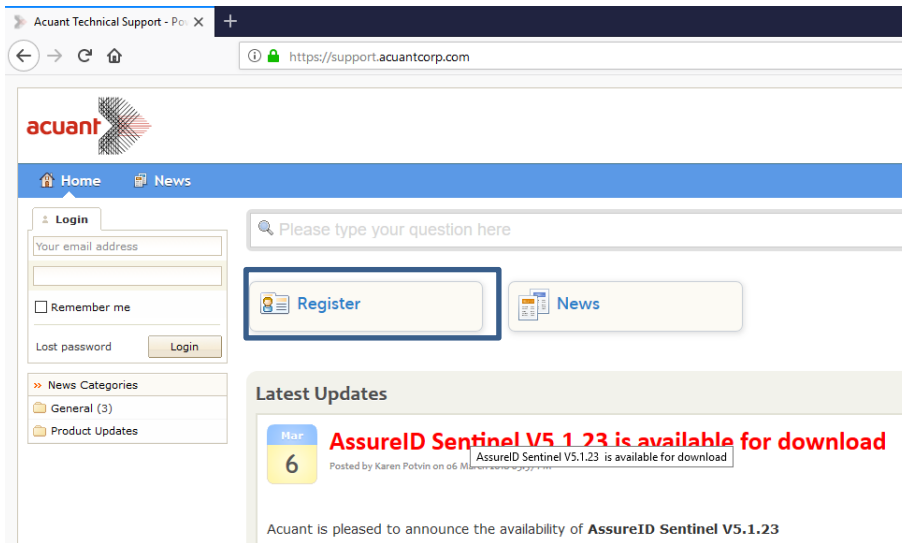
Acuant Support Portal Log-in Page

To register or log in on our support portal, Go to support.acuantcorp.com.



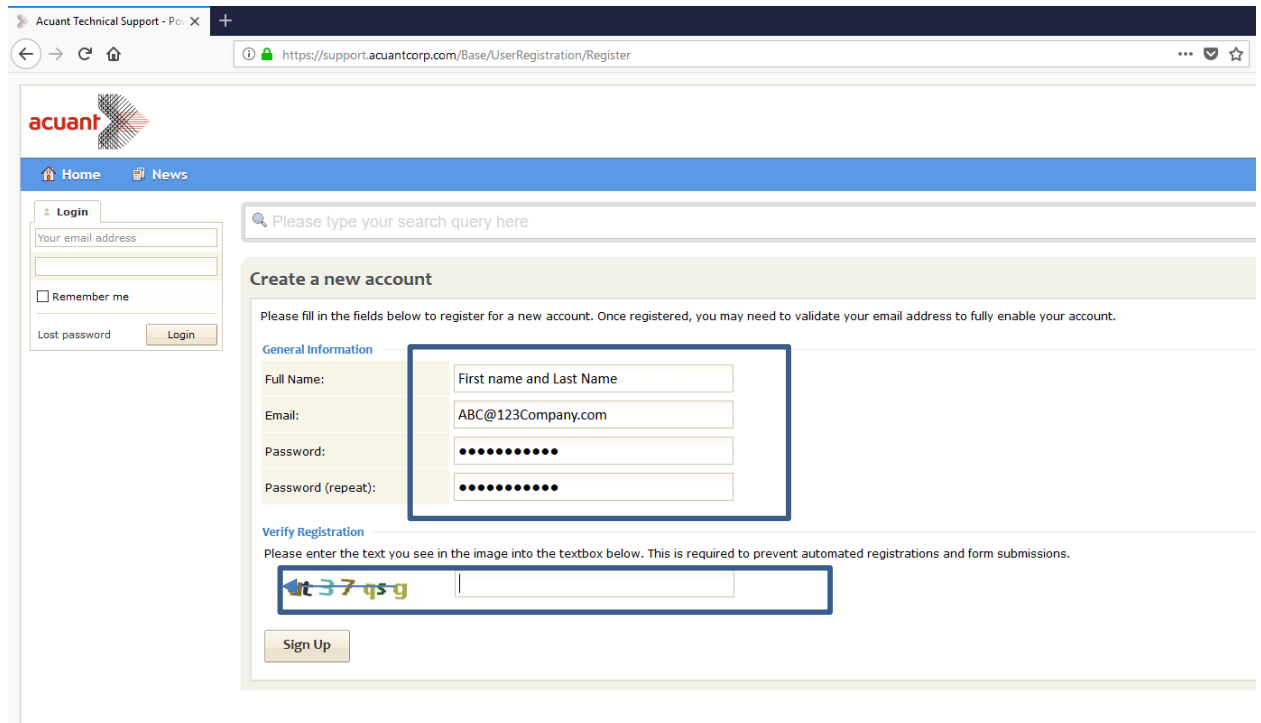
Register New User

1. Once you are in the Home page of our support portal, select register button to register new accounts.



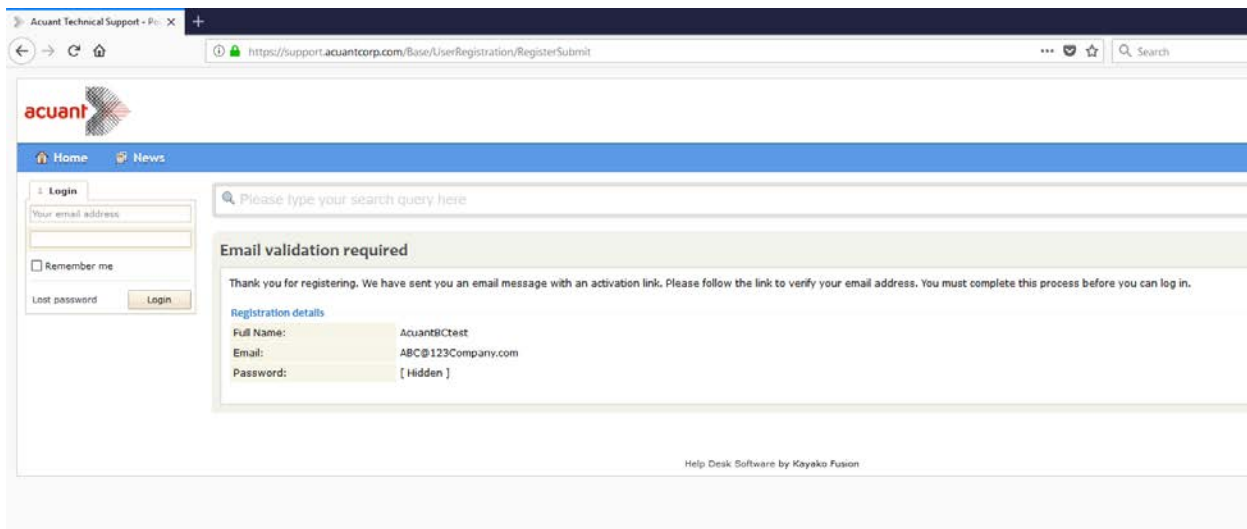
2. On the registration page, enter your *Name*, *Email* and *Password* that you will need to use to login.

*Note: After registering your account into our support portal, you will receive an email verification to confirm your email.

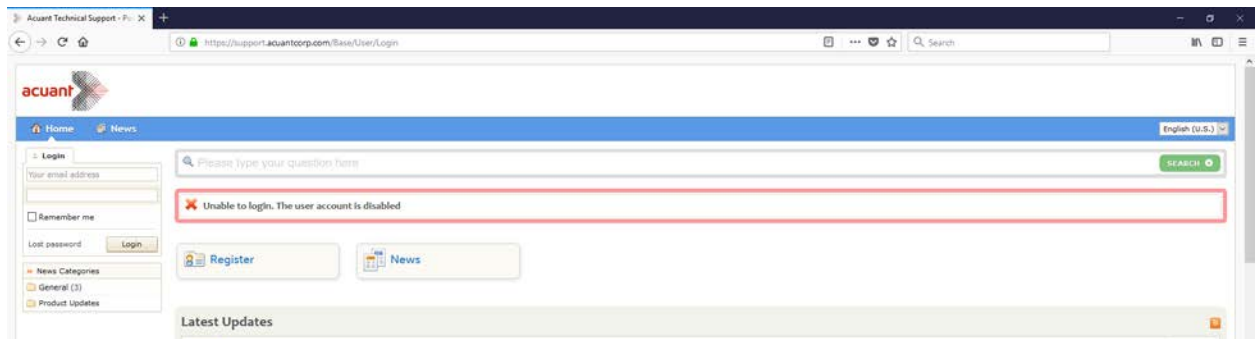


EMAIL CONFIRMATION

Once you completed the registration, go to your email and follow the link to verify your email address. You must complete this process before you can login. You can also call our tech support for email verification at 213-867-2630.



*Note: If you logged in without verifying your email address, an error will show: "The User Account is Disabled". (see Register New User to register)



YOUR PROFILE

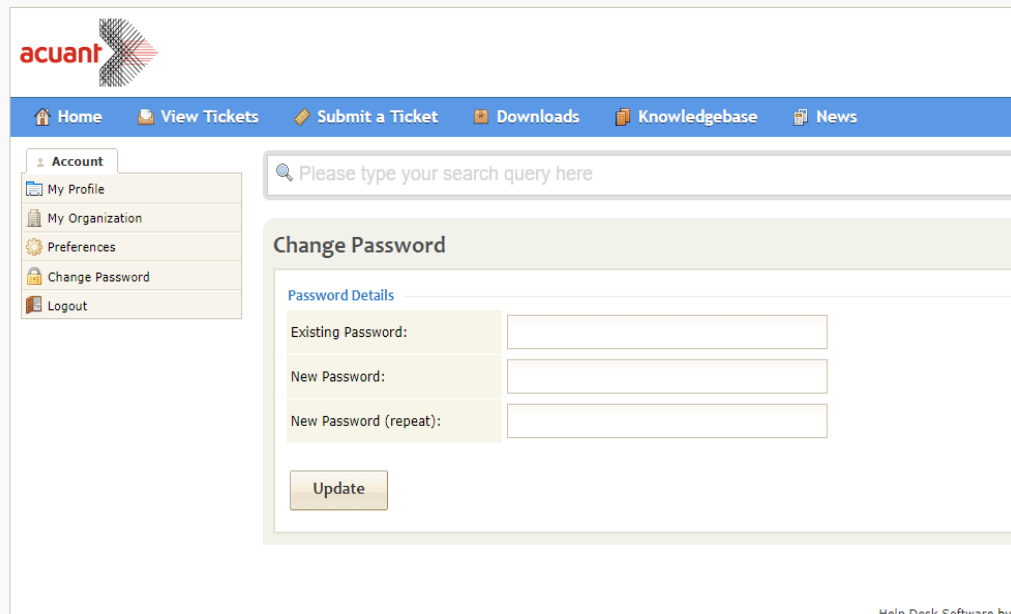
Once your account has been set up, login to the support portal using the email address that you have provided and password that you used during the setup.

To edit your profile, go to "My Profile" and you may add your title and phone number.

- Note: Organization would be added by your Acuant Representative.

Manage your password

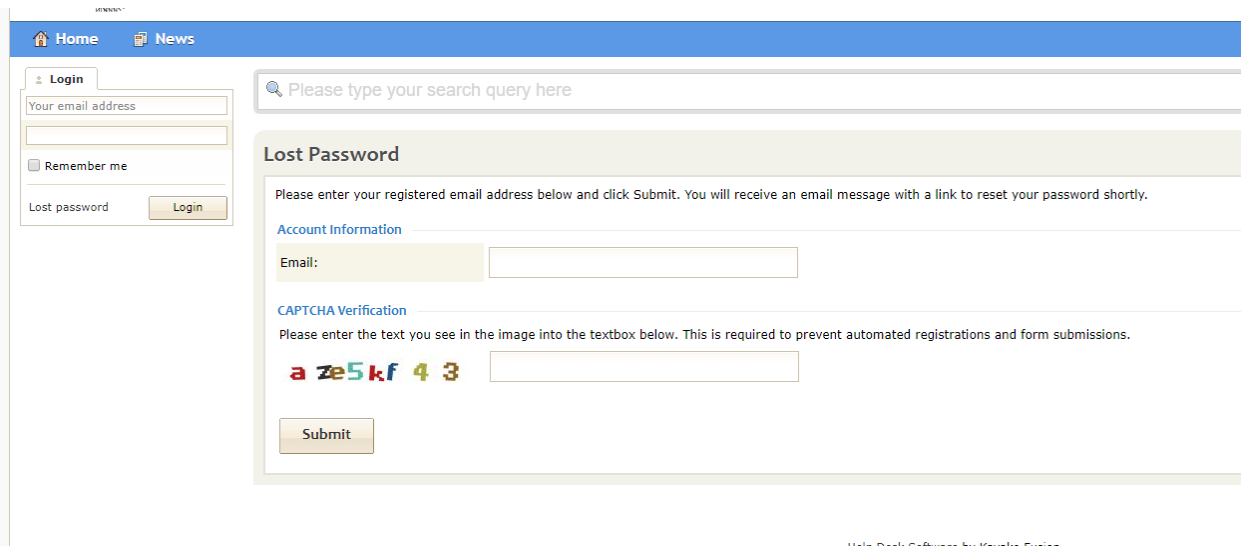
Under Home tab, select “Change password” to change the existing password. If you cannot remember your password click on the Lost Password link, on the login page. For assistance, contact us at support@acuantcorp.com or 213-867-2625.



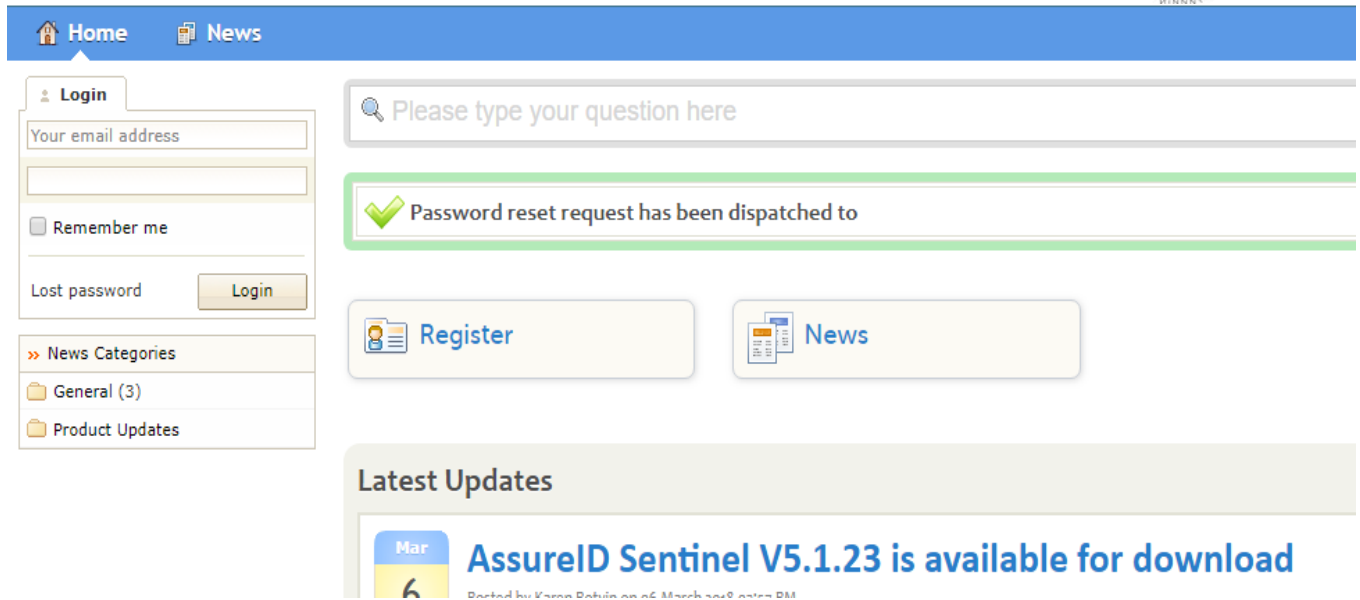
The screenshot shows the Acuant user interface. At the top left is the Acuant logo. Below it is a navigation bar with links for Home, View Tickets, Submit a Ticket, Downloads, Knowledgebase, and News. On the left side, there is an 'Account' menu with options: My Profile, My Organization, Preferences, Change Password, and Logout. The main content area is titled 'Change Password' and contains a search bar with the placeholder text 'Please type your search query here'. Below the search bar, there is a section for 'Password Details' with three input fields: 'Existing Password:', 'New Password:', and 'New Password (repeat):'. An 'Update' button is located at the bottom of this section. At the bottom right of the page, there is a small text credit: 'Help Desk Software by I'.

Forgotten your password

Under Login page, select the “Lost Password” and when you are in the following page:

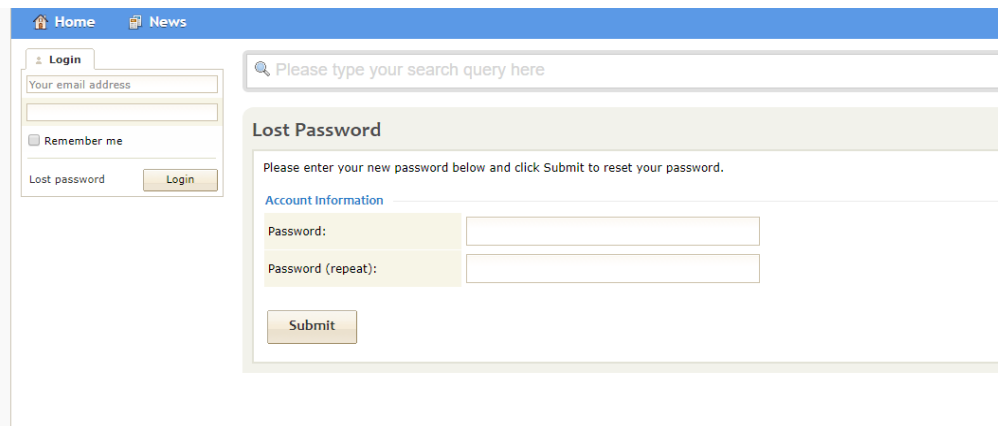


The screenshot shows the Acuant user interface for the 'Lost Password' page. At the top left is the Acuant logo. Below it is a navigation bar with links for Home and News. On the left side, there is a 'Login' form with fields for 'Your email address', a 'Remember me' checkbox, and a 'Lost password' button. The main content area is titled 'Lost Password' and contains a search bar with the placeholder text 'Please type your search query here'. Below the search bar, there is a message: 'Please enter your registered email address below and click Submit. You will receive an email message with a link to reset your password shortly.' This is followed by an 'Account Information' section with an 'Email:' label and an input field. Below that is a 'CAPTCHA Verification' section with the instruction: 'Please enter the text you see in the image into the textbox below. This is required to prevent automated registrations and form submissions.' The CAPTCHA image shows the text 'a ze5kf 4 3' in a distorted font. An input field is provided for the user to enter the CAPTCHA text. A 'Submit' button is located at the bottom of this section. At the bottom right of the page, there is a small text credit: 'Help Desk Software by Kavako Fusion'.



The screenshot shows the Acuant website's home page. At the top, there is a blue navigation bar with 'Home' and 'News' links. Below the navigation bar, on the left, is a 'Login' section with a text input for 'Your email address', a 'Remember me' checkbox, and a 'Login' button. To the right of the login section is a search bar with the placeholder text 'Please type your question here'. Below the search bar is a green-bordered success message: 'Password reset request has been dispatched to'. Underneath this message are two buttons: 'Register' and 'News'. At the bottom of the page, there is a 'Latest Updates' section featuring a news item titled 'AssureID Sentinel V5.1.23 is available for download' with a date of 'Mar 6' and a small image of a calendar.

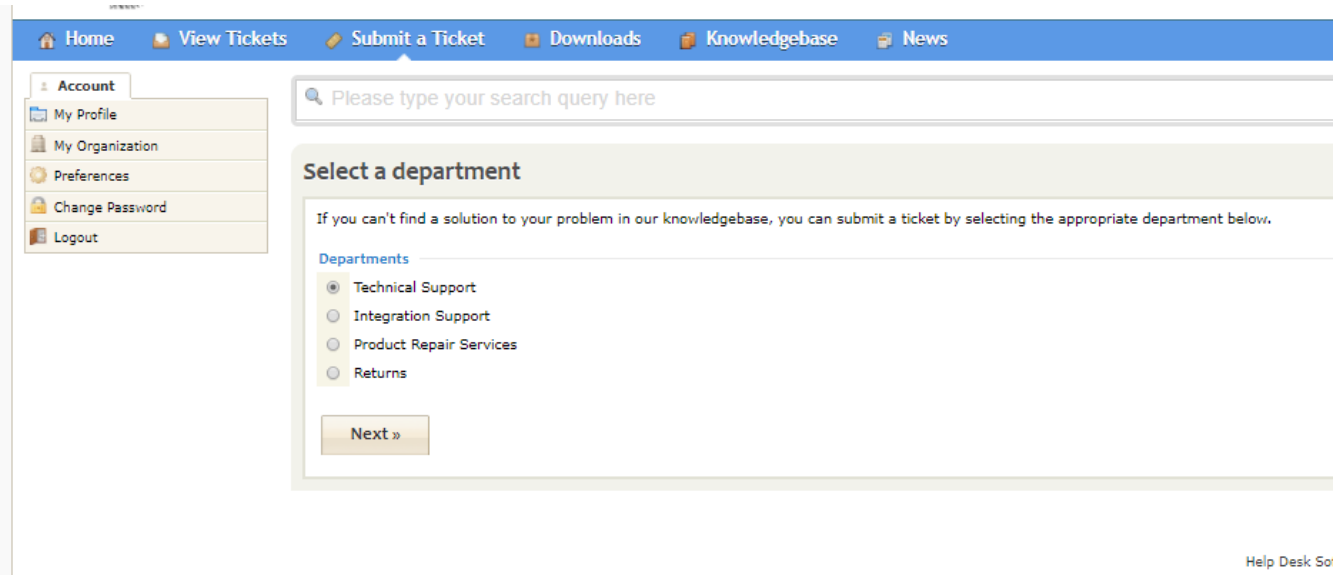
Open the email and click on the link we sent you to create a new password, the page below will be shown and will allow you to reset your password.



The screenshot shows the 'Lost Password' form on the Acuant website. The form is located in the center of the page. It has a title 'Lost Password' and a sub-header 'Please enter your new password below and click Submit to reset your password.' Below this, there is a section titled 'Account Information' which contains two text input fields: 'Password:' and 'Password (repeat):'. At the bottom of the form is a 'Submit' button. The form is set against a light gray background with a white border.

SUBMIT a TICKET

To submit a ticket, select the following options:

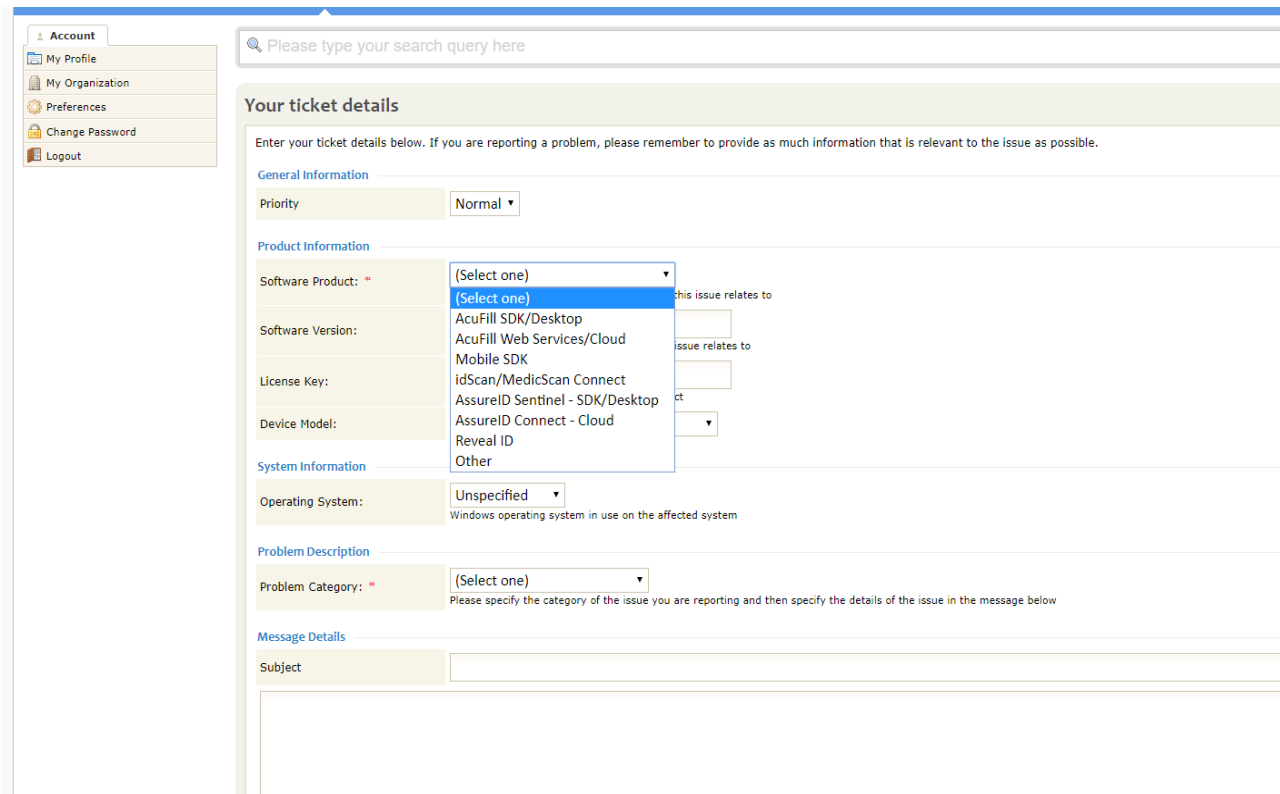


Departments

Please select one of the following options:

1. Technical Support – installation, bugs, features, licenses/activations, downloads, etc.
2. Integration Support – development questions, production issues, etc.
3. Product Repair Services – for scanner model ID-150 and ID-1501 only.
4. Returns – for product returns, exchange.

Example:



* If the product or items are not included on the list or unsure of what product is listed, it would be best to describe and name the product or software you are currently using on the subject headline and select “Other”.

Selecting priority:

When selecting the level of urgency of the ticket, it will provide you two options on the drop-down menu. It will allow you to select Normal or Urgent. The Incident Priority can be changed accordingly to match the urgency of the ticket.

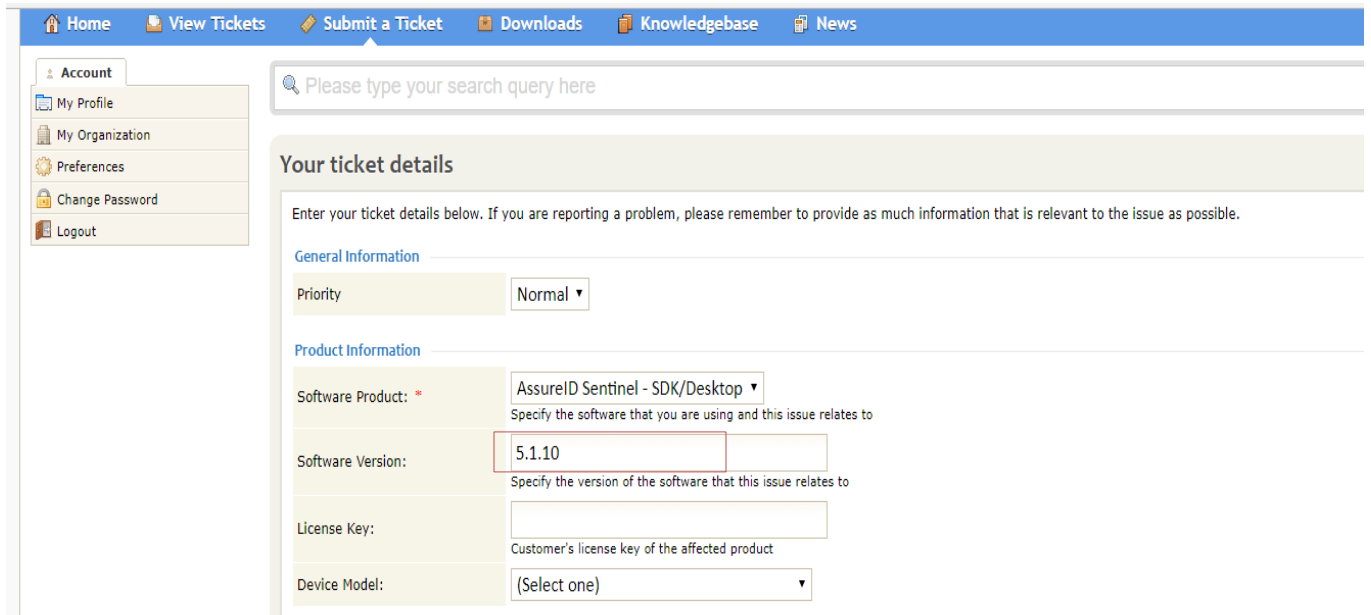
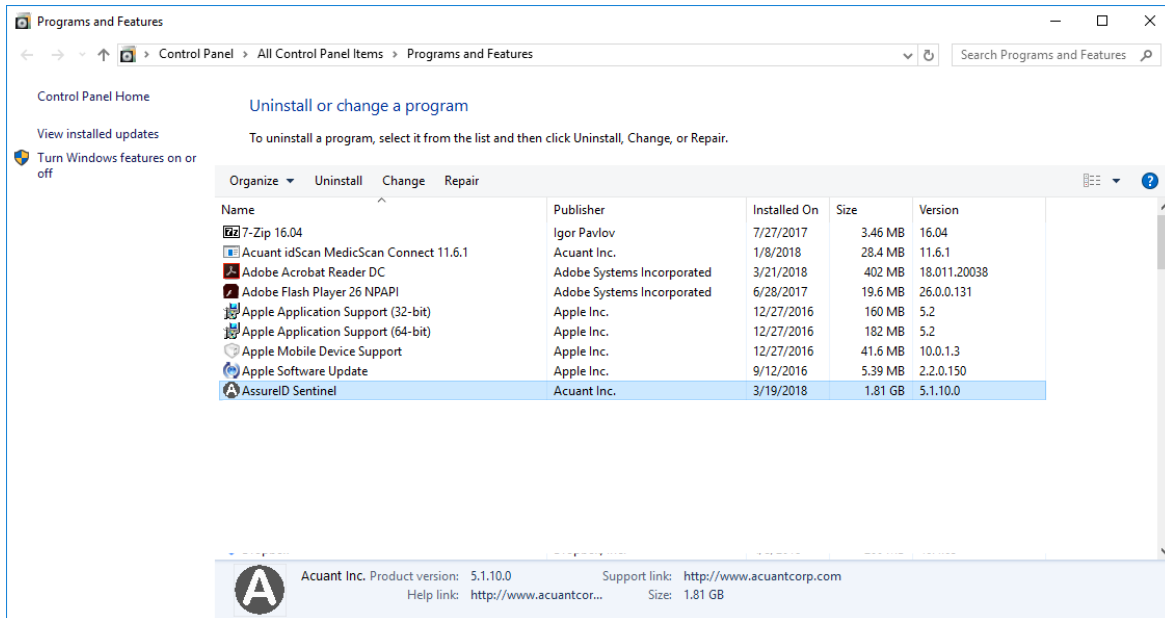
Note: All Acuant clients are governed by a standard Acuant Service Level Agreement. Additional support may be available as part of your annual maintenance package and have varying response times according to severity.

Selecting software product:

If you are unsure of the product, please select “other” and describe the software the best you can in the message details. After Choosing the software product, enter the **software version** (optional). To locate the software version of the selected software product.

Go to Control Panel > Programs and Features and Check the software version.

For example:





License Key

If you have a license key, enter the key on the next line. It is optional, but for licensing inquiries it is best to include the Software license key or Activation.

Selecting a Device model:

It is needed to specify the device under the selection. If the device that you wish to inquire is not included on the list, you can choose other and specify on the description. Usually the device model is located at the bottom of the scanner.

Problem Category:

you can choose the following problem category:

1. Document Support – Select the following if you are inquiring about documentation, releases, notes or to report issues with reading accuracies with specific documents.
2. General Question – Select the following if you have general inquiries about supported devices, and schedule to troubleshoot.
3. Development – Select the following if you have compatibility issues, or questions about our API, Updated version of the software, and Integration.
4. Installation and Deployment- Select the following if you are having installation issues, library updates, and Sample collection.
5. Hardware- Select the following if you are inquiring about hardware warranty, compatibility, power management, and any hardware related questions.
6. Software Licensing – Select the following if you are inquiring about a license key, activation related questions or issues with registration.
7. Other- Select the following if you have other related questions or other software and hardware related inquiries.

Message Details

Under Message Details, describe in as much detail as possible the issue you are experiencing in the input box.

Customer's license key of the affected product

Device Model: Acuant ID-150 Desktop ID Card Scanner

System Information

Operating System: Windows XP
windows operating system in use on the affected system

Problem Description

Problem Category: Document Support
Please specify the category of the issue you are reporting and then specify the details of the issue in the message below

Message Details

Subject: Submitting A Ticket Sample

Hello,

I am submitting a ticket sample.

Knowledgebase suggestions
The following articles from our Knowledgebase might be relevant to what you're looking for. Please take the time to read them before submitting your ticket.

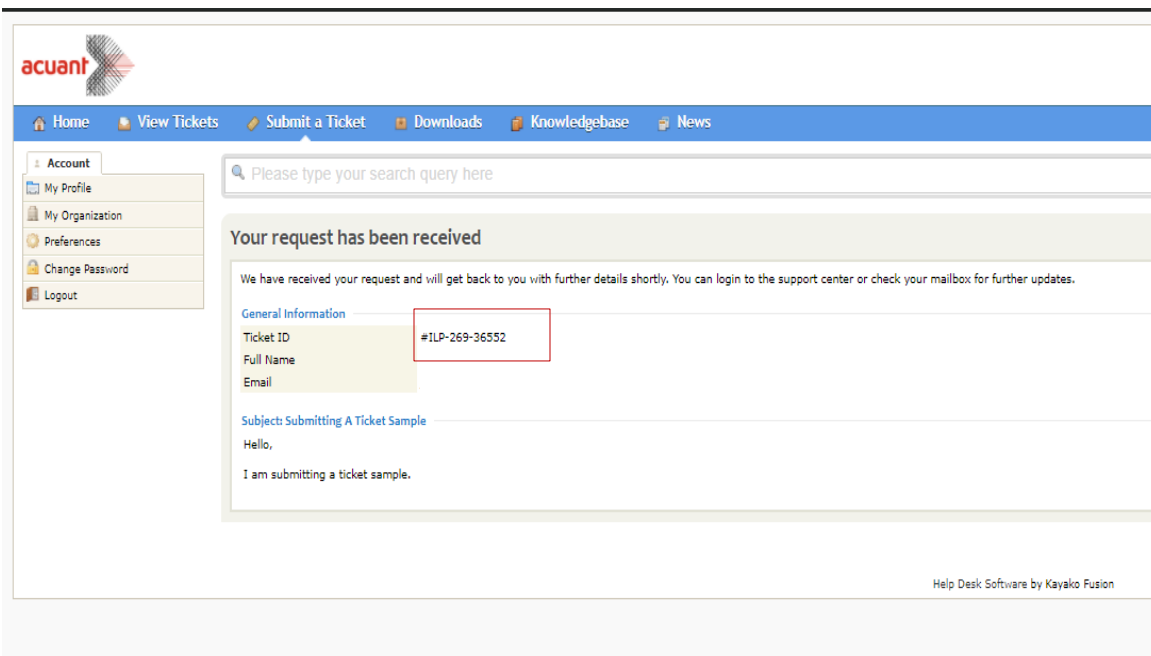
[How do I save .sample files in AssureID](#)
There are different applications that you can use to save .sample files of scanned documents. If you have a developer license key, and have the SDK installed, you will have access to the AssureID Tutorial demo application.

Upload File(s) Add File

Choose File TEST.txt

Submit

Once all the fields have been successfully populated, click Submit. It may take a moment for the ticket to generate, **please only click once**. After you've clicked Submit, you will receive a confirmation of your ticket with your ticket ID. The ticket ID will allow you to track the status of the ticket and if needed make any additional edits to the ticket, such as uploading more files.



acuant

Home View Tickets Submit a Ticket Downloads Knowledgebase News

Account

- My Profile
- My Organization
- Preferences
- Change Password
- Logout

Please type your search query here

Your request has been received

We have received your request and will get back to you with further details shortly. You can login to the support center or check your mailbox for further updates.

General Information

Ticket ID: #ILP-269-36552

Full Name

Email

Subjects: Submitting A Ticket Sample

Hello,

I am submitting a ticket sample.

Help Desk Software by Kayako Fusion

Product Repair Services and Returns

When submitting a ticket in product repair services and returns, please attach a proof of purchase or an invoice to process your ticket inquiry.

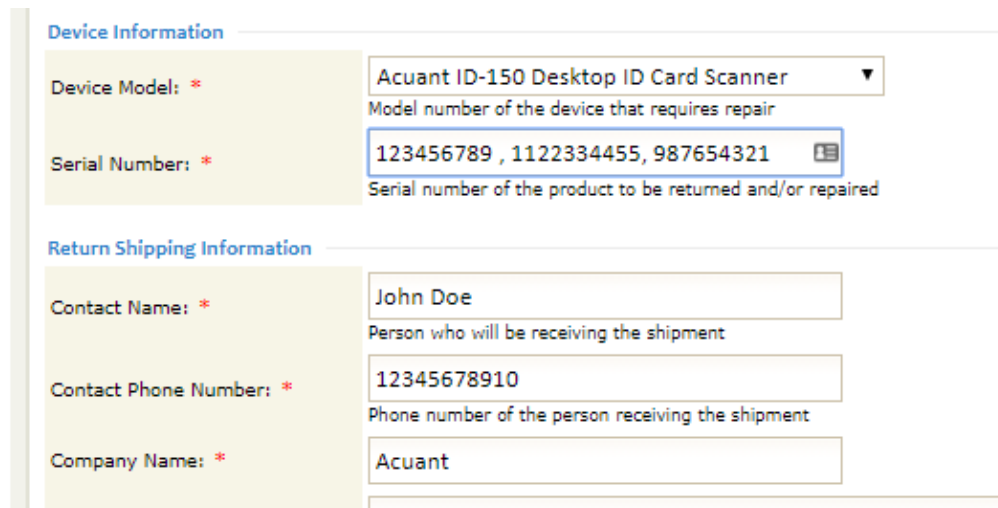
Choosing between Product Repair Service or Returns.

1. Product Repair Services - Select this option when you are needing product repair for scanner model ID-150 or ID-1501.
2. Returns – Select this option when you are under warranty and wish to return the product for a refund, product replacement, or make an out of warranty purchase.

Note: It is best to submit a ticket for technical support first to troubleshoot the device before submitting a ticket under product repair services and returns.

Inserting the Serial Numbers

Usually serial numbers are located at the bottom of the scanner. If the devices are the same model and you wish to return multiple devices, you can do so by entering the serial numbers and separated by comma (,) under the Serial number section. If you have a different model of the scanner, you would need to enter a new ticket per each device model.



The screenshot shows a web form with two main sections: "Device Information" and "Return Shipping Information".

Device Information:

- Device Model:** A dropdown menu with the selected value "Acuant ID-150 Desktop ID Card Scanner". Below the dropdown is the text "Model number of the device that requires repair".
- Serial Number:** A text input field containing "123456789 , 1122334455, 987654321". Below the field is the text "Serial number of the product to be returned and/or repaired".

Return Shipping Information:

- Contact Name:** A text input field containing "John Doe". Below the field is the text "Person who will be receiving the shipment".
- Contact Phone Number:** A text input field containing "12345678910". Below the field is the text "Phone number of the person receiving the shipment".
- Company Name:** A text input field containing "Acuant".

Message Details

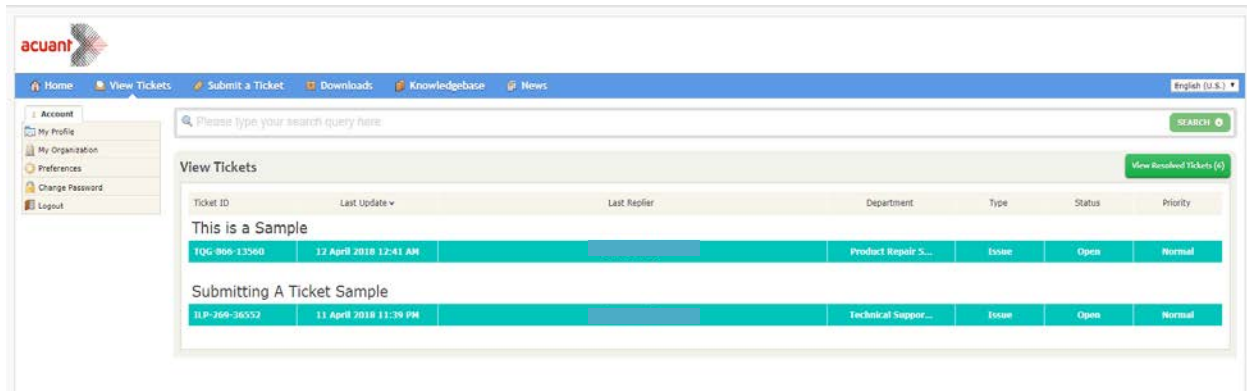
Please describe the issue and attach the proof of purchase.

When done, click submit.

View Tickets

On this section of the support portal, you can view the status of your ticket request(s), make changes of existing tickets, upload more files, respond to technical support, and view any previous tickets that was resolved.

To view the tickets, select “View Tickets” tab.



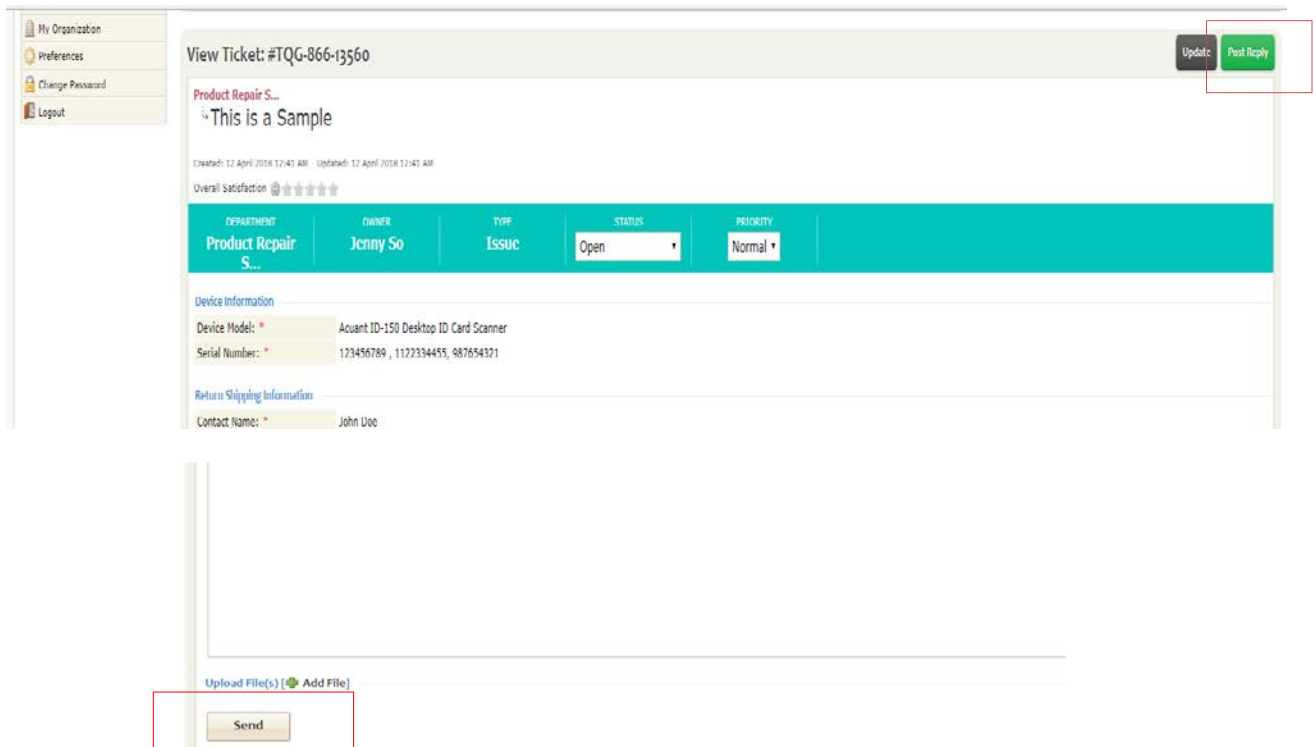
You can filter your search results by ticket ID, date and subject line.

Ticket Status Codes:

- **OPEN:** The ticket has been logged into the Support Request System queue.
- **IN PROGRESS:** Ticket has been assigned to a Customer Care or Technical Support representative.
- **AWAITING REPLY:** Support has provided an answer, or a question and we are awaiting a response from you.
- **AWAITING FIX:** Ticket has been forwarded to engineering and we are working for resolution.
- **APPROVED:** This status code will only be seen in product repair and returns, in which the Request have been approved with an RMA number and shipping instructions.
- **AWAITING SHIPMENT:** This status code will only be seen in product repair and returns, Support is waiting for you to ship the unit back for return or repair.
- **RECEIVED:** This status code will only be seen in product repair and returns, in which our customer care has received the unit.
- **REPAIRED:** This status code will only be seen in product repair, in which the technician was able to fix the unit and it is pending to be returned to you.
- **SHIPPED/REPLACEMENT SHIPPED:** This status code will only be seen in product repair and return, notifying you that the scanner has been shipped to you.
- **HOLD:** We are unable to provide a resolution currently. We will not close the ticket unless we have conferred with you.
- **CLOSED:** The incident is closed and removed from the active queue. Please reply to the ticket if you need to reopen it.

Review or Update the ticket

To review a ticket, select the ticket ID under view tickets. If you are reviewing your own ticket and would like to make additional comments or add more information, you can post a reply by clicking on the “post reply” button at the top right of the ticket. Click Send when done.

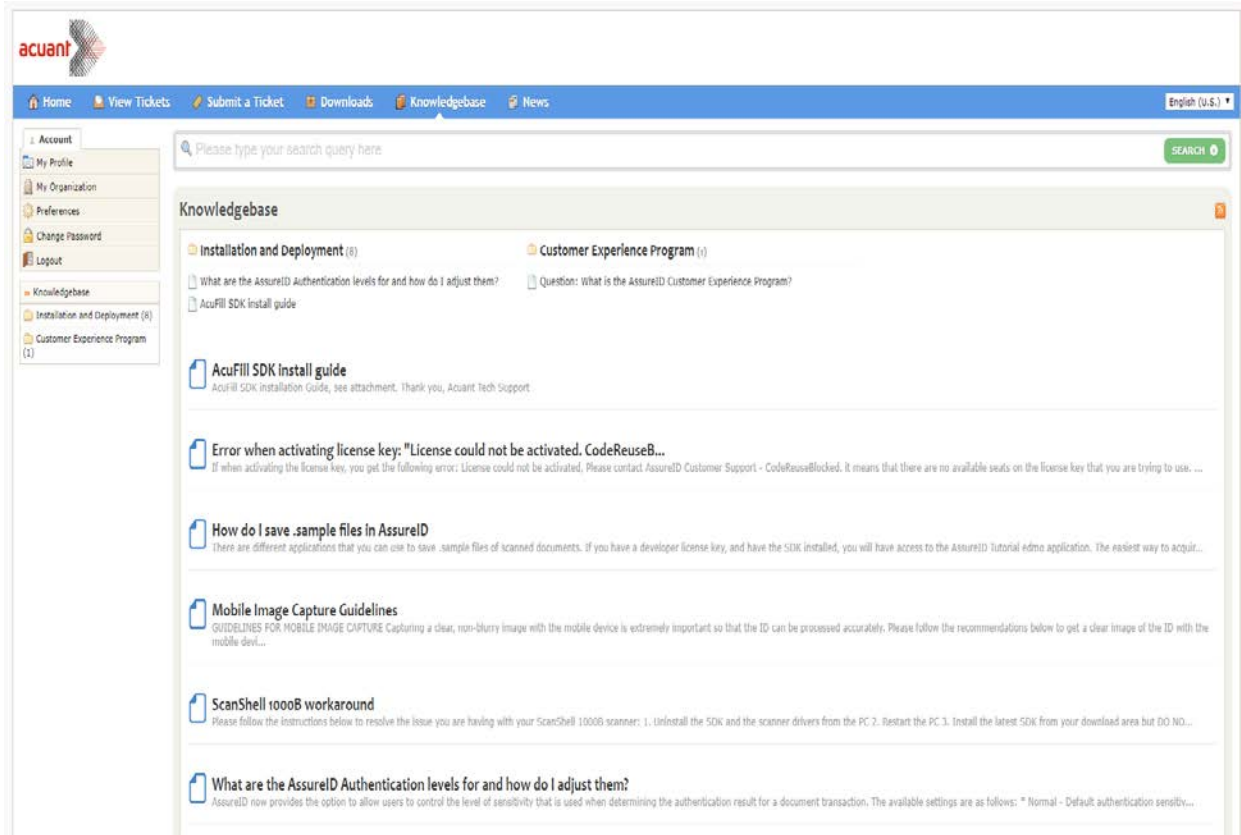


The screenshot displays the 'View Ticket' page for ticket #TQG-866-13560. The interface includes a sidebar with navigation options: My Organization, Preferences, Change Password, and Logout. The main content area shows the ticket title 'Product Repair S...', a comment 'This is a Sample', and metadata such as creation and update times. A summary bar lists the Department (Product Repair S...), Owner (Jenny So), Type (Issue), Status (Open), and Priority (Normal). Below this, sections for Device Information and Return Shipping Information are visible, with fields for Device Model, Serial Numbers, and Contact Name. At the bottom, there is an 'Upload File(s)' section with an 'Add File' button and a 'Send' button, both highlighted with red boxes.

Note: Acuant Support Team will be notified when you've made any changes to your ticket.

Knowledge Base

On our Knowledge base section, you can search for our commonly asked questions.

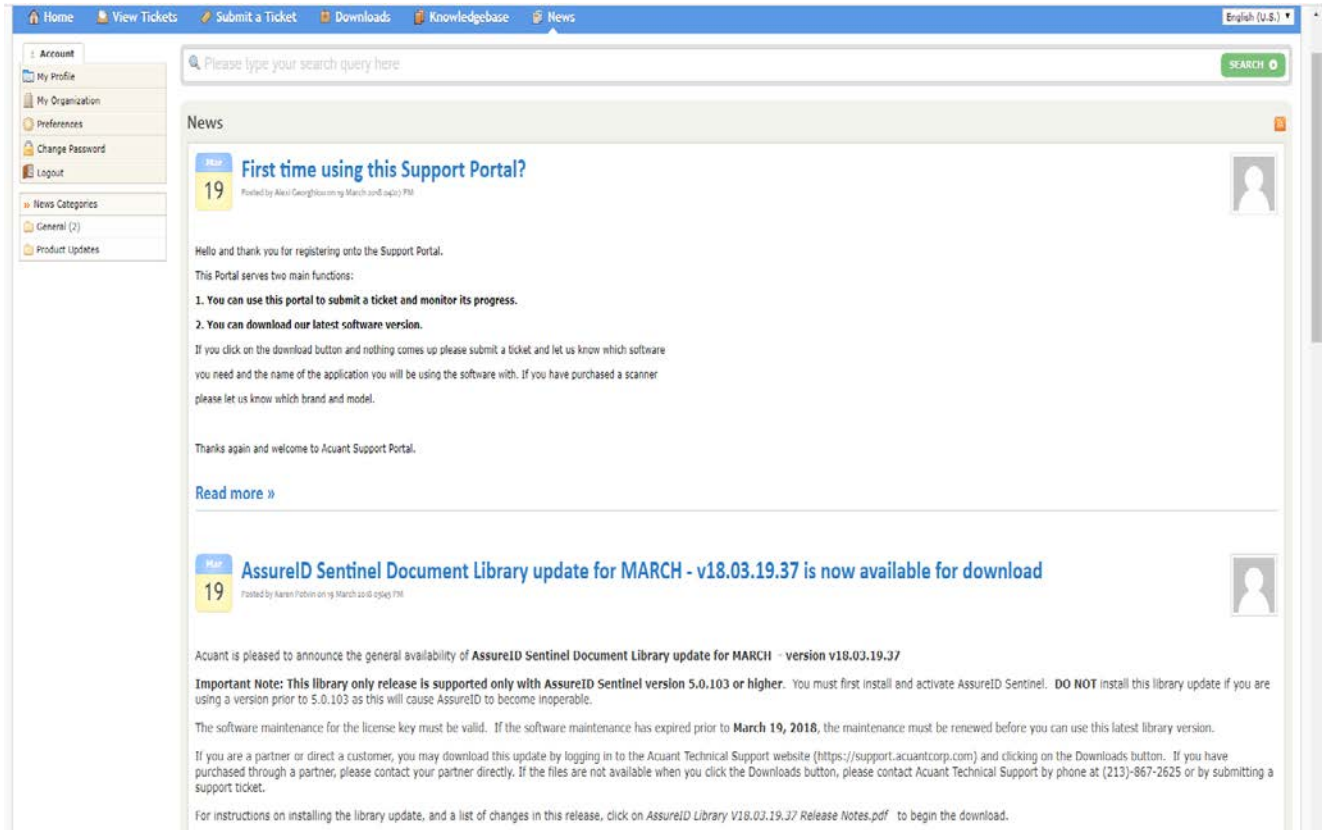


The screenshot displays the Acuant Knowledge Base web application. At the top, there is a navigation bar with links for Home, View Tickets, Submit a Ticket, Downloads, Knowledgebase, and News. A search bar is located in the top right corner with the placeholder text "Please type your search query here" and a "SEARCH" button. On the left side, there is a sidebar menu with categories: Account (My Profile, My Organization, Preferences, Change Password, Logout), Knowledgebase (Installation and Deployment (8), Customer Experience Program (1)), and a sub-menu for Knowledgebase (Installation and Deployment (8), Customer Experience Program (1)). The main content area is titled "Knowledgebase" and features two columns of article categories: "Installation and Deployment (8)" and "Customer Experience Program (1)". Below these are several article snippets, each with a document icon and a title:

- AcuFill SDK Install guide**
AcuFill SDK Installation Guide, see attachment. Thank you, Acuant Tech Support.
- Error when activating license key: "License could not be activated. CodeReuseB...**
If when activating the license key, you get the following error: License could not be activated, Please contact AssureID Customer Support - CodeReuseBlocked. It means that there are no available seats on the license key that you are trying to use. ...
- How do I save .sample files in AssureID**
There are different applications that you can use to save .sample files of scanned documents. If you have a developer license key, and have the SDK installed, you will have access to the AssureID Tutorial edmo application. The easiest way to acquir...
- Mobile Image Capture Guidelines**
GUIDELINES FOR MOBILE IMAGE CAPTURE Capturing a clear, non-blurry image with the mobile device is extremely important so that the ID can be processed accurately. Please follow the recommendations below to get a clear image of the ID with the mobile dev...
- ScanShell 1000B workaround**
Please follow the instructions below to resolve the issue you are having with your ScanShell 1000B scanner: 1. Uninstall the SDK and the scanner drivers from the PC. 2. Restart the PC. 3. Install the latest SDK from your download area but DO NO...
- What are the AssureID Authentication levels for and how do I adjust them?**
AssureID now provides the option to allow users to control the level of sensitivity that is used when determining the authentication result for a document transaction. The available settings are as follows: * Normal - Default authentication sensitiv...

NEWS

This section of the support portal shows the current releases and updates of Acuant Software. It will show you different library releases and new versions that are available for you to download



The screenshot shows the Acuant Support Portal interface. At the top, there is a navigation bar with links for Home, View Tickets, Submit a Ticket, Downloads, Knowledgebase, and News. A search bar is located below the navigation bar. On the left side, there is a sidebar menu with sections for Account (My Profile, My Organization, Preferences, Change Password, Logout) and News Categories (General (2), Product Updates). The main content area is titled "News" and features two news items:

- First time using this Support Portal?** (Posted by Alex George on 19 March 2018 at 09:02 PM)

Hello and thank you for registering onto the Support Portal. This Portal serves two main functions:

 - 1. You can use this portal to submit a ticket and monitor its progress.**
 - 2. You can download our latest software version.**

If you click on the download button and nothing comes up please submit a ticket and let us know which software you need and the name of the application you will be using the software with. If you have purchased a scanner please let us know which brand and model.

Thanks again and welcome to Acuant Support Portal.

[Read more »](#)
- AssureID Sentinel Document Library update for MARCH - v18.03.19.37 is now available for download** (Posted by Karen Pohn on 19 March 2018 at 05:04 PM)

Acuant is pleased to announce the general availability of **AssureID Sentinel Document Library update for MARCH - version v18.03.19.37**

Important Note: This library only release is supported only with AssureID Sentinel version 5.0.103 or higher. You must first install and activate AssureID Sentinel. **DO NOT** install this library update if you are using a version prior to 5.0.103 as this will cause AssureID to become inoperable.

The software maintenance for the license key must be valid. If the software maintenance has expired prior to **March 19, 2018**, the maintenance must be renewed before you can use this latest library version.

If you are a partner or direct customer, you may download this update by logging in to the Acuant Technical Support website (<https://support.acuantcorp.com>) and clicking on the Downloads button. If you have purchased through a partner, please contact your partner directly. If the files are not available when you click the Downloads button, please contact Acuant Technical Support by phone at (213)-867-2625 or by submitting a support ticket.

For instructions on installing the library update, and a list of changes in this release, click on [AssureID Library V18.03.19.37 Release Notes.pdf](#) to begin the download.