



Vizrt Support Portal Guide, March 2019
Version 2

Vizrt Support Portal Guide

Vizrt Support Portal Guide

This is a short guide for the Vizrt Support Portal. The document explains working with support cases and Viz University.

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Vizrt Support Portal Address and Login

To access the portal, go to support.vizrt.com or click the “Support” tab on the home page www.vizrt.com.

If you have forgotten your password, please click the “Forgot your password?”-button. You will then receive an email from the system with instructions and a link to follow. Please note that the link is time

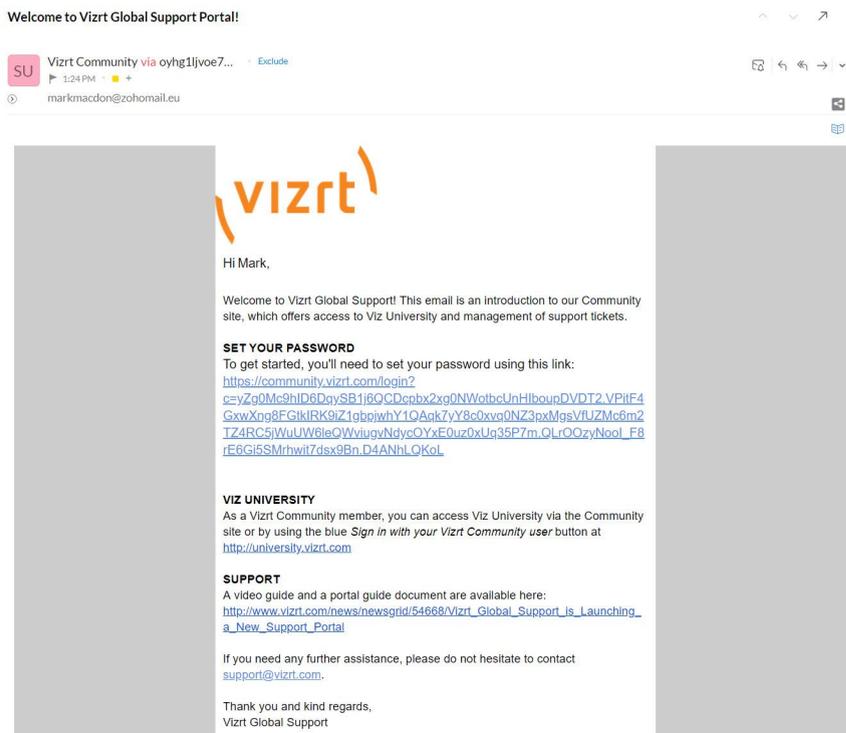
sensitive, and is only valid for 24 hours. If you have problems with your login or other questions, please contact support@vizrt.com.

What is the Vizrt Support Portal?

The Vizrt Support Portal contains training and support services for Vizrt support customers. Viz University is Vizrt's eLearning portal containing product courses for designers, operators and technicians. The Vizrt Support Portal also has a system for creating support cases.

Accessing Vizrt Support Portal

- Open the email from Vizrt Community with the subject line **Welcome to Vizrt Global Support Portal!**



- Click the link to set your password. You will then be directed to support.vizrt.com. Please note that the link in the email must be used within 24h.

Create a New Support Case

To create a Support Case (or referred to as “case”), press the button “Create a new Support Case”. The next step is to fill in the subject for the case, a concise, detailed description of the issue at hand, and search and select the correct Vizrt Product affected.

The Severity level is set to “Normal” by default – please refer to the [Global Support Handbook](#) for further details on Severity levels.

When creating a new case, you can add one (1) attachment (maximum file size of 25 MB). If further attachments are needed, these can be uploaded when the case has been created.

New Support Case button and creation form

Home Knowledge ▾ Cases Viz University

Create a Case

Subject

Description

Product

Severity
Normal ▾

[Add Attachment](#)

Submit

www.vizrt.com

View My Support Cases

My Support Cases

When clicking “Cases” in the top bar, you get an overview of your current cases. To see your other views such as currently open, closed, and your own logged Support Cases, click the drop-down and select from the provided list.

Cases
Recently Viewed ▾

17 items • Updated a few seconds ago

Search this list...

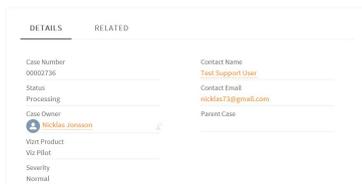
CASE NU...	SUBJECT	STATUS	DATE/TIME OP...	LAST MODIFIE...	PRODUCT	
1	00003102	Solution Request Subject	New	06.11.2018 09:24	06.11.2018 09:24	Viz Engine

Support Cases, overview

You are able to search for specific cases with the case ID number or key words. This is done in the Search bar on the top of the page.

Details Tab

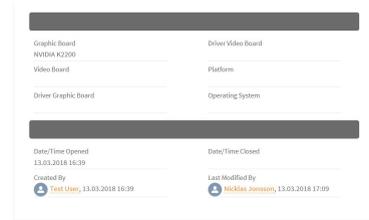
Under the “Details” tab, please check the requested information. This is to help us provide you with the best support possible – regarding the issue, software information, and hardware information. Here, you will also see the status of the case and unique case ID number.



Details tab



Software information



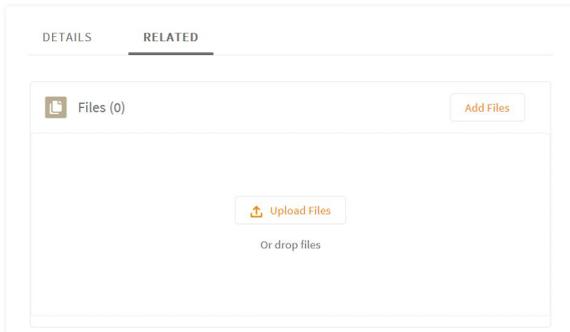
Hardware information

You will be able to see the status of your case in the “Details” tab. The statuses are explained as follows:

New	Starting state
Processing	Working state
Pending Customer	When Global Support needs information from customer
In Development	When Global Support hands over the issue to R&D
Closed	Ticket closed
Solution Provided	Solution has been provided
Awaiting Release	Waiting for planned release with solution
Information received	Information has been sent from customer to Global Support

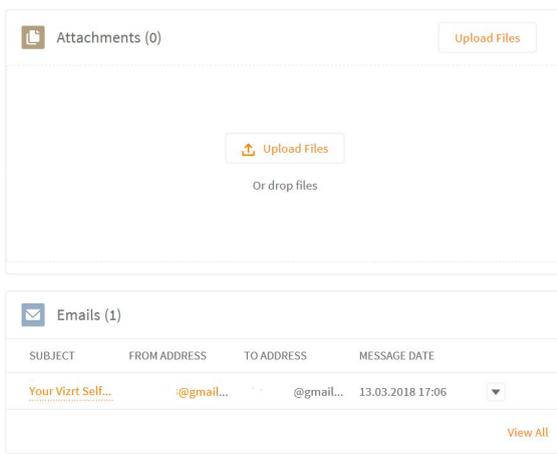
Related Tab

Under the “Related” tab, you can see attachments, files, related cases, history, and related emails.



Related tab

This is an overview of the “Attachments” and “Emails” areas.



“Attachments” area and “Emails” area under Related Tab.

Feed Tab:

Below the tabs is the communication for the Support Case, this is also found specifically under the “Feed” tab. Here is where you and Global Support communicate in the Support Case. You can write an update in the case by using the Post feature.



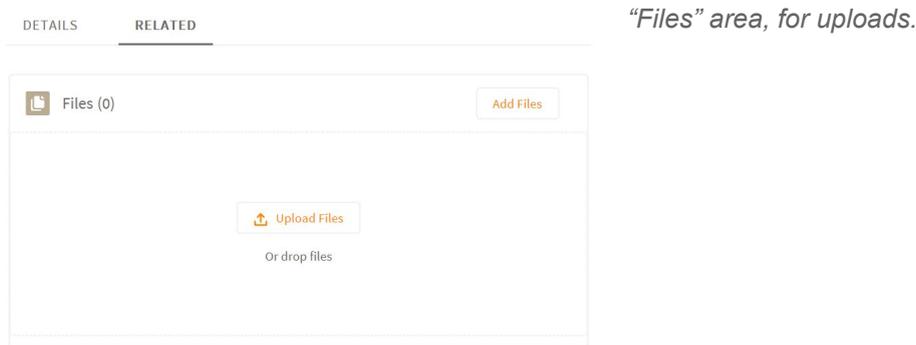
Feed Tab overview

You can also reply directly via email to the mails that the system sends to you when you have created a Support Case. Your email replies will be automatically added to and will be visible in the case, please make sure to include the reference number-string found in the email.

Attachments

Adding Attachments

To add attachments to your case, such as screenshots, log files etc., attach the files to a post, or attach when replying to the case via email. You can send up to 25 MB in attachments.



Attachments sent via mail will be available as well, in the "Attachments" area under the "Related" tab.

Close a Support Case

When a solution has been provided for your Support Case and you wish to close it, please write a comment or an email saying you wish the case closed. We will then close the Support Case for you.

Home button

The "Home" button in the top-left corner will bring you back to the starting page. From here, you can create a case, see an overview of your cases, and go to Viz University and more.

Additional resources

[This video](#) gives an introduction to the portal and how to log a Support Case.

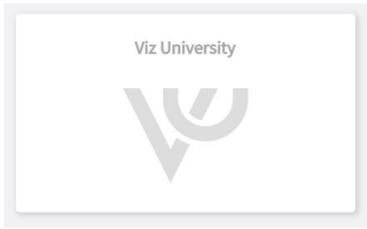
Viz University

Viz University is a training portal containing online, self-paced courses. Users access Viz University in order to learn how to use Vizrt products. Courses are designed for administrators, technicians, developers and operators.

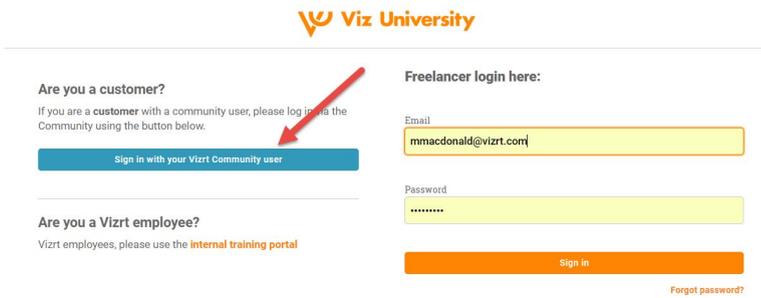
Users are either assigned the learner role for enrolling in and taking courses or the Viz University Manager. Learners primarily enroll in and take courses, while managers oversee the learning progress of a team of Viz University learners.

Accessing Viz University from the Vizrt Support Portal homepage

Log in to Viz University through the **Vizrt Support Portal**. Enter support.vizrt.com into the address bar, enter login details and, from the Vizrt Support Portal home page, click the Viz University button.



On the next page, click **Sign in with your Vizrt Support Portal User** to sign in to Viz University.



Note: Alternatively, log in to Viz University at University.vizrt.com and sign in by clicking the Vizrt Community User button

Note: Before you can access Viz University you must first enable your Vizrt Community user.

Using Viz University

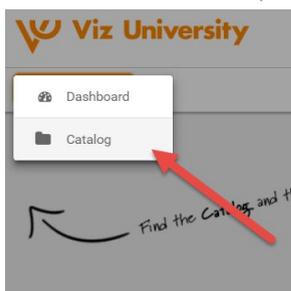
This section contains information about the main actions taken by Viz University users with a learner profile, including searching for enrolling in courses, viewing achievements, and messaging course instructors.

The Course Catalog

Online courses in Viz University provide training in Vizrt Software. Courses are intended for designers, technicians, operators and administrators of Vizrt Software. Self-paced, they include a variety of training materials, including training videos, exercises, tests, and other resources such as scene archives and documentation.

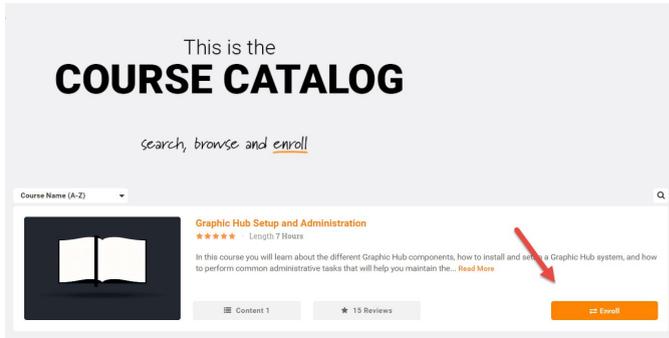
To Enroll in a Course

- From the Dashboard (home page) click the menu and select Catalog



- You land on the Course Catalog where all courses are stored
- Click the magnifying glass icon to search for your course

- Click Enroll to enroll in the course



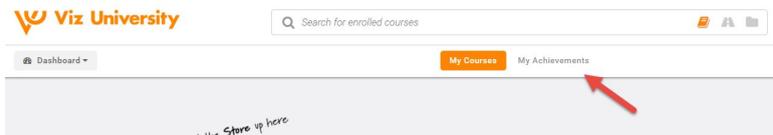
- The Course now appears on the Dashboard under My Courses. From here you can start and resume a course

Achievements in Viz University

Achievements in Viz University is a system of awarding points and badges for courses completed. Every time you complete a course you earn a badge. At the same time, badges award points, and as you collect points as you advance your proficiency in using Vizrt software. Your proficiency is represented by levels that range from Fundamental Awareness to Expert.

To View Achievements:

- Go to the Viz University Dashboard by clicking the Viz University logo
- Click My Achievements in the menu in the middle of the page

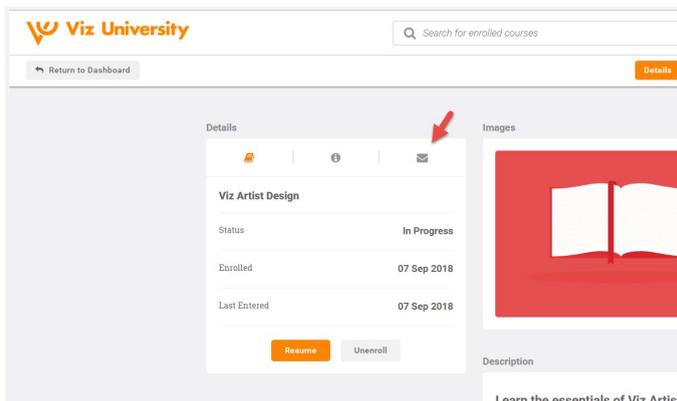


Contact Course Owner

We encourage users to contact Vizrt staff responsible for creating courses with feedback related to courses. Start this dialogue by sending a message from within a course.

To Message Course Owner:

- Open the course and from the details pane click the envelope icon



- A notification of a reply appears here, and the reply includes a message box for continuing the dialogue

Viz University User Types

Viz University users can be assigned two different user profiles, a learner user and a Viz University manager user.

Learners

A learner user type has access to all courses contained in the course catalogue. They are able to self-enroll in courses, view their achievements, including badges, points and levels earned, and communicate directly with course owners.

Additional resources

[This video](#) introduces Viz University to new users assigned the learner profile.

Viz University Managers

Viz University managers are responsible for managing training activities for a team of Viz University users at a Vizrt customer site.

A university manager is responsible for carrying out and following up on training activities related to learning Vizrt products on Viz University at a customer site. Viz University managers have special permissions to, among other things, enroll team members in courses and run reports providing an overview of how each member is progressing on their assigned courses.

Additional resources

[This video](#) introduces Viz University to new users assigned the Viz University Manager profile.

Contact your local support representative to set up users and their roles.

Additional information

Knowledge Base and Community Forum

A Knowledge Base and Community Forum for Vizrt Global Support are coming soon. Stay tuned!

Phone number for *critical* Support Cases:

Americas (toll-free):
+1 866 866 1836

EMEA (toll-free):
00 800 7525 7525

EMEA (non toll-free):
+44 113 400 1017

APAC
Greater Thailand
+66 2 026 3739

Greater India
+91-9971097398

Greater China
+86-106544-7691 ext 22

Japan
+81-3-3518-6273

Oceania
+61 2 8310 4830

Please contact support@vizrt.com, should you have any questions or inquiries.

Vizrt Global Support
Real-time care. Redefined.



www.vizrt.com