
GETTING HELP FROM THE HEXAGON US FEDERAL CUSTOMER SUPPORT CENTER

Due to the importance we place on supporting their customers, a number of options for requesting and receiving support are available. Below are the various options our customers have for getting help.

- **Self-Service:** There are online technical resources such as Knowledge Bases, FAQ, and product release information, which are available 24 hours per day, 365 days per year. These include:
 - Hexagon Product Information, Downloads, Licensing Resources, and User Forums: <https://support.hexagonsafetyinfrastructure.com/infocenter/index?page=home>
(Portions of this site require an account in the SG&I Knowledge Management Support Portal)
 - The SG&I Product Release Information webpage: <https://community.hexagongeospatial.com/>
 - The PP&M Product Release Information webpage: <https://smartsupport.intergraph.com>
 - The PP&M Knowledge Base webpage: <https://smartsupport.intergraph.com>
NOTE: The ERDAS FAQ, KB, and Product Release Information can be found in the SG&I Knowledge Management Support Portal
- **Personal Service:** Customers may contact the Hexagon US Federal Customer Support Center in one of several ways to get help in using our products. Customers can call or email the Customer Support Center and even file their own requests to get answers to their questions. Details on these options are:
 - Submit a Service Request (SR) through the Knowledge Management Support Portal at <https://support.hexagonsafetyinfrastructure.com/infocenter/index?page=home>. This option is available 24 hours per day, 365 days per year.
 - Send an email to the Customer Support Center at supportdesk@hexagonusfederal.com. This option is also available 24 hours per day, 365 days per year.
 - Call the Customer Support Center (Toll Free) to speak to an analyst: 1-800-633-7248 and select option #3 (7:00 am–4:30 pm CT, Monday–Friday, excluding federal government holidays). After hours, messages may be left.
 - E911 centers and EOCs should call 1-888-797-5435 (24 hours, 7 days a week) for critical issues with the Dispatch and Security Software. After hours, an answering service will accept your call and ensure the Customer Support Center receives your issue immediately.
 - For all calls, customers should have their Contract Number and Site Number handy.

If this seems like a lot of options to remember, then just remember this:

<http://www.hexagonusfederal.com/support>, the Support web page. It lists all of these options. It also has a link to the standard Software Maintenance Terms and Conditions, i.e. the “fine print”.