

# Customer Portal Website

User Guide

LUMINAR

# Table of Contents

<b>Introduction</b>	<b>2</b>
<b>Access</b>	<b>2</b>
Login	2
<b>Home Page</b>	<b>4</b>
Software Development Kit (SDK)	4
Visualizer	6
Product Info Guide	6
FAQs	7
Help Portal	8
Creating tickets	8
Tickets	9
<b>Change Password</b>	<b>10</b>

# Introduction

This document highlights the features and functionalities provided in the customer portal website. From the access/login procedure to website navigation to retrieve the latest content and provide support to you and your system.

## Access

First, you will receive an email invitation/confirmation to join *portal.luminartech.com* with your email and credentials provided for login.

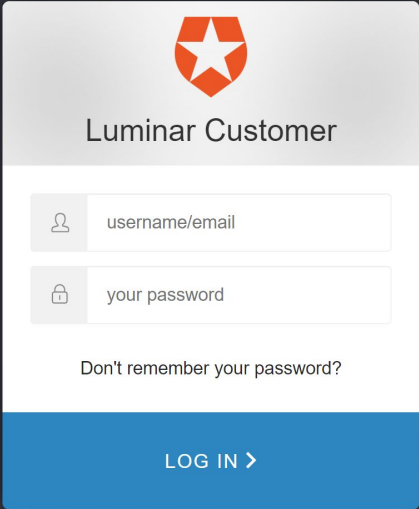
### Login

The first step is to click the sole button labeled as “Portal Login”.



Figure 1: Luminar Customer Login

Once clicked, you will be transported to a secondary login page where you will be required to type in the username and password provided.



The image shows a login form for 'Luminar Customer'. At the top is a logo consisting of a white star inside an orange hexagon. Below the logo, the text 'Luminar Customer' is displayed. The form contains two input fields: the first is for 'username/email' with a person icon, and the second is for 'your password' with a lock icon. Below these fields is a link that says 'Don't remember your password?'. At the bottom of the form is a blue button with the text 'LOG IN >'.

Figure 2: Username and Password Prompt

## Home Page

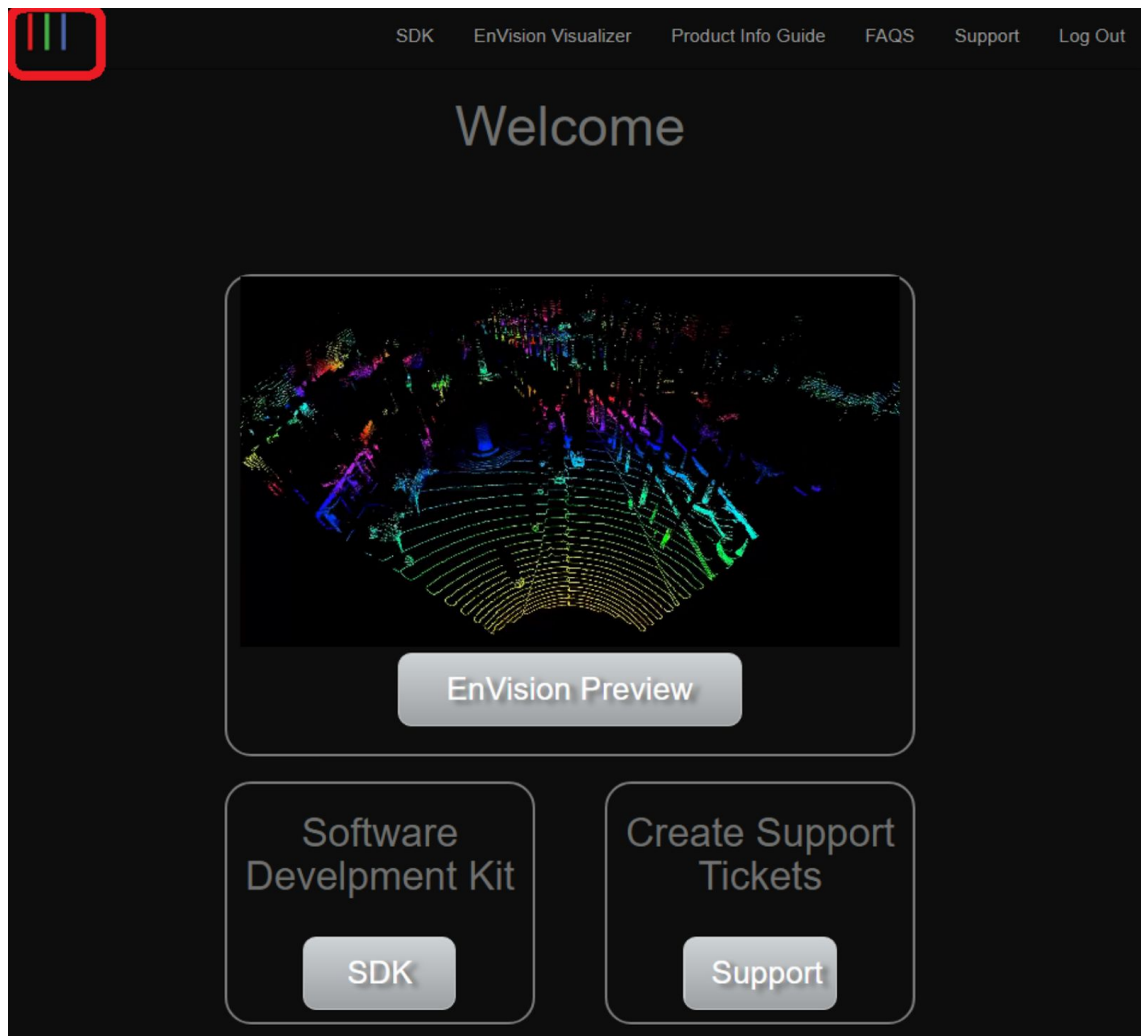


Figure 3: Portal Home Page

The Luminar logo located on the top left as shown in Figure 3 (enclosed in red) redirects back to the home page.

## Software Development Kit (SDK)

To download the latest SDK, click the icon corresponding to your operating system (Windows/Linux)

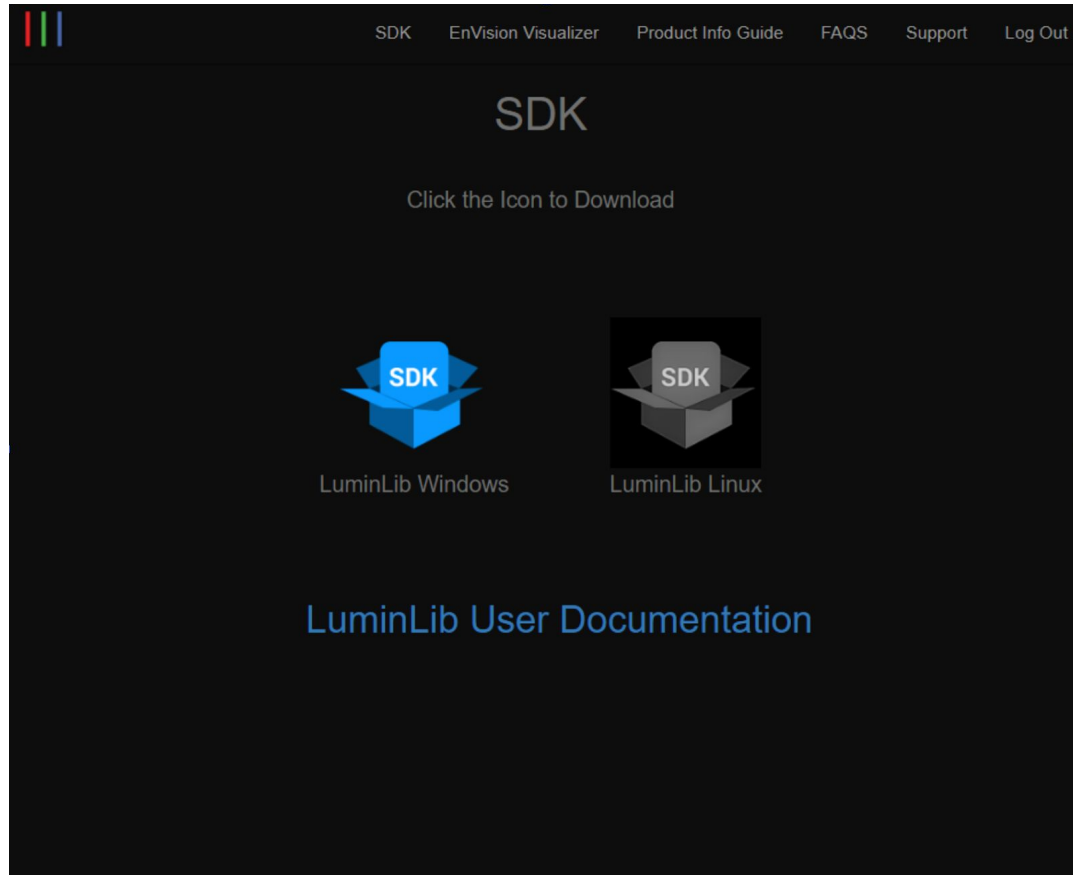


Figure 4: SDK page

A terms and conditions window of the software license agreement will open.

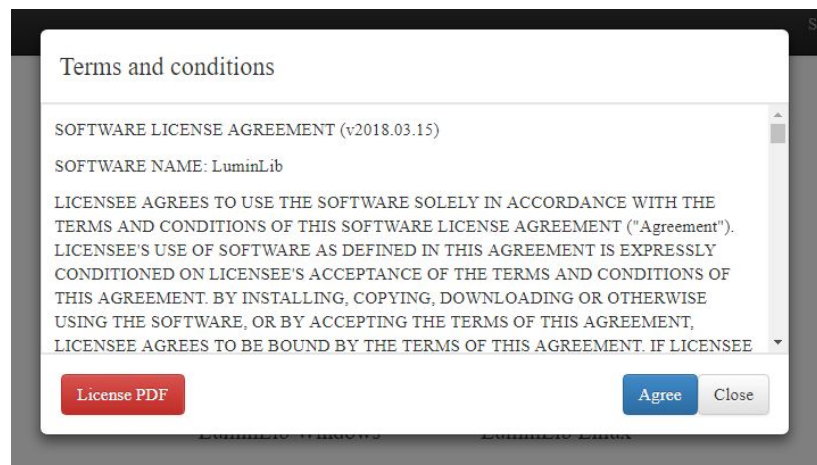


Figure 5: SDK Terms and Conditions

Download will only occur upon clicking the *Agree* button.

To download the SDK **User Documentation**, click on the link labeled “H LuminLib User Documentation” located below the icon.

And to download the Point Cloud Protocol Output Documentation click on the link labeled as such.

## Visualizer

To download Luminar’s latest visualizer, click the icon corresponding to your operating system (Windows/Linux).

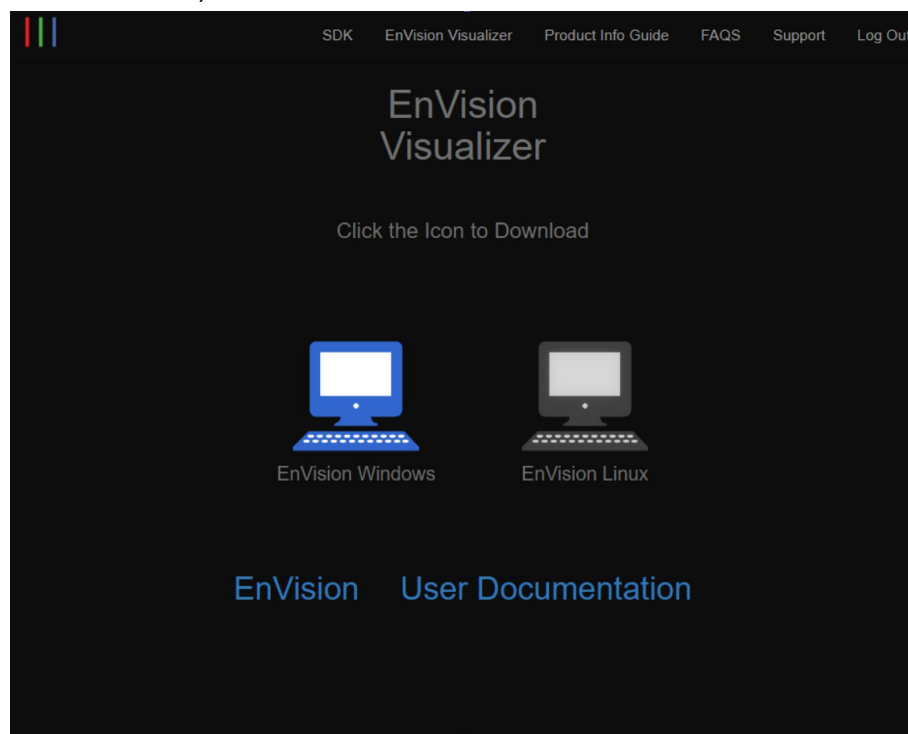


Figure 6: Visualizer Page

To access the visualizer’s *User Documentation* click on the corresponding links as shown in Figure 6.

Clicking either icon for download will open a terms of condition window of the software license agreement.

Download will only occur upon clicking the *Agree* button.

## Product Info Guide

To download the Product Info Guide, click on the Product Info Guide cover image.

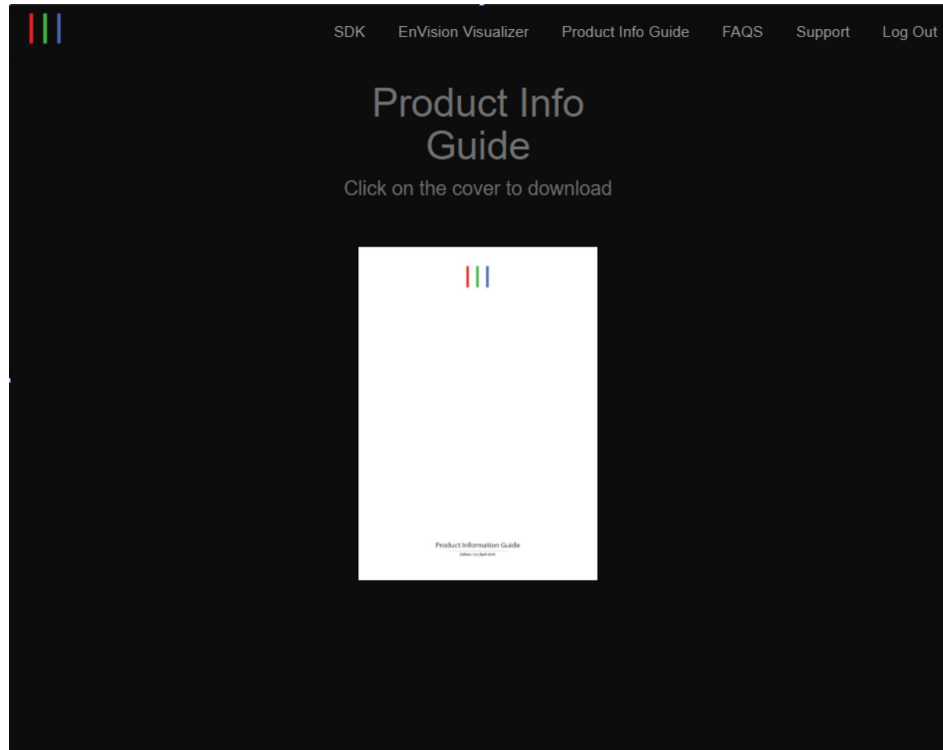


Figure 7: Product Info Guide Page

## FAQs

The FAQs page lists the most frequently asked questions.

As you type each letter of the topic you are searching, the FAQs list will filter out the Question and Answer pairs that contain the word sequence that you type and continue to type.

## FAQS

Type a word or phrase that you are looking for and the questions/answers will filter out with every letter you type.

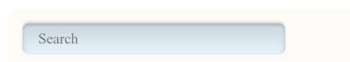


Figure 8: FAQS page



## Help Portal

The help portal contains an area to submit Help tickets.

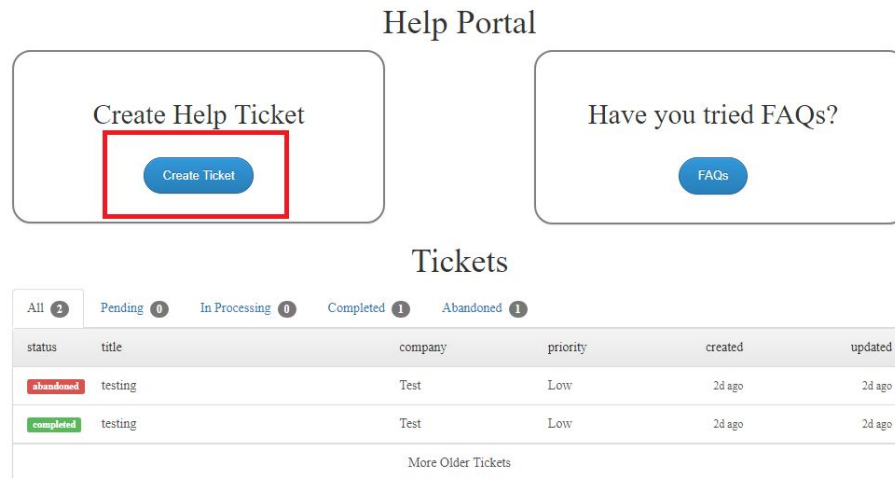


Figure 9: Help Portal

### Creating tickets

To request a task from the Luminar team, create a ticket by clicking the button labeled *Create ticket*. Once clicked, a prompt will appear where you will be required to add the title, category, priority, and content of the ticket request.

Figure 10: Ticket Creation Prompt

Hit *Submit Ticket* to create a ticket.

A member of the Luminar Support team will be instantly notified of your request.

## Tickets

To view a ticket, double click on the ticket to see its specifics components.

Ticket details reveal:

- Ticket Id
- Status
- Priority
- Owner (who created the ticket)
- Company
- Date of creation
- Date of latest update

Ticket details allow:

- Adding comments (click the *Add Comments* button)
  - A prompt to add comments will appear and be logged in the ticket's history log as shown in Figure 10 with name of commentator, comment and date.
- Abandoning ticket (click the *Abandon* button)

- A prompt will appear to confirm ticket abandonment. The abandoned ticket will remain visible in your ticket queue. Adding comments to the ticket is still enabled and the *History* log remains active.

Id: 5a74df2efd7c900014e80229    Owner: maria.saavedra    Company: Test

Status: **abandoned**    Updated: Fri Feb 02 2018    Created: Fri Feb 02 2018

Priority: Low

**Add Comment**    **Abandon**

Content

"toddy rules"

History

maria.saavedra	comment	Fri Feb 02 2018
maria.saavedra	who?	Fri Feb 02 2018
maria.saavedra	change ticket status to abandoned	Fri Feb 02 2018

Figure 11: Ticket Details

## Change Password

To change your password. Logout of you account by clicking the *Logout* option located on the top left of the navigation bar.

You will be redirected back to the Luminar Login page where you will click the Login button.

Next, click on the *Not your account?* option.

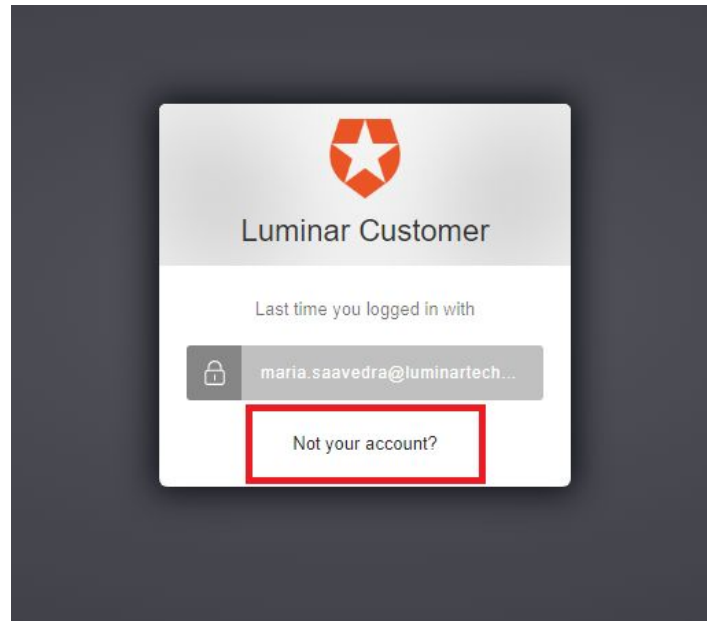


Figure 12 Luminar Customer Login

You will be redirected to the display shown on Figure 13 where you will click *Don't remember your password*.

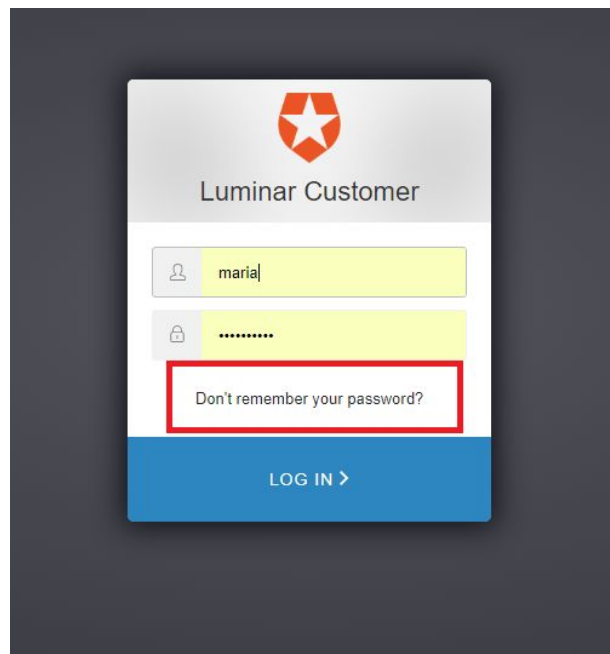


Figure 13: Luminar Customer Login “Don't remember your password”

You will be prompted to enter your email address, where you will be sent an email to reset your password.

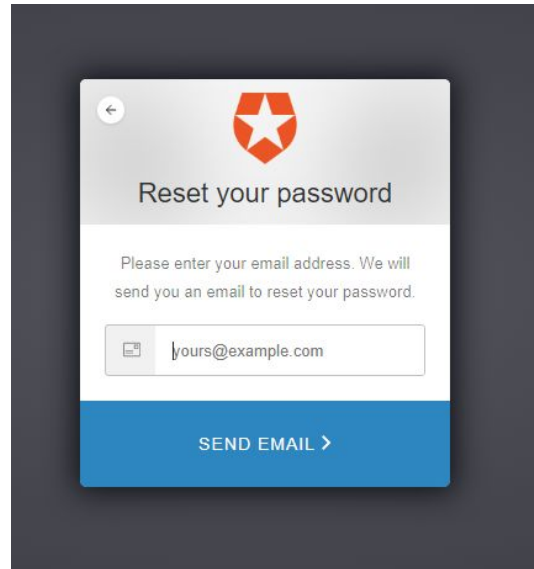


Figure 14: Reset your password

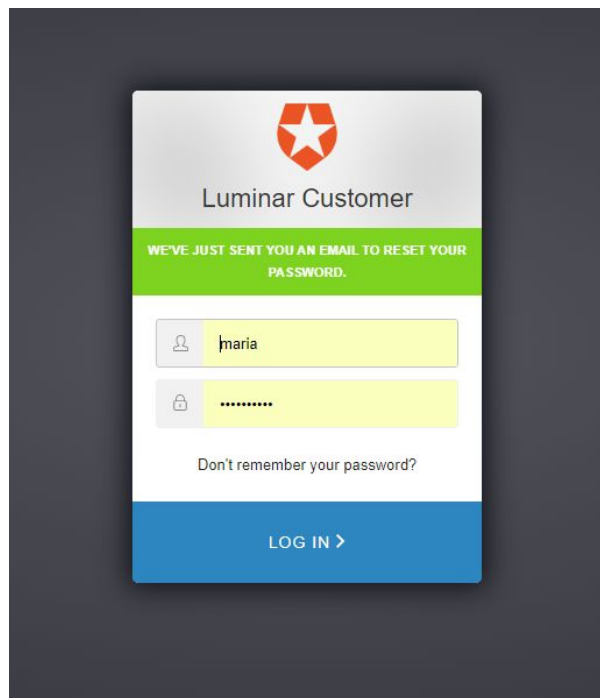


Figure 15: Reset password email sent

Once you have reset your password through email, come back to the page to log in with your new password.