Eagle Eye Application Note – AN026

Utilizing The Support PIN for Contacting Technical Support

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Support PIN Overview

Support PIN is a secure user authentication method implemented to assist the Technical Support team remotely authenticate users in a safe and secure fashion. This is needed for all requests and speeds up requesting and receiving assistance from the Technical Support team while adding an extra layer of safety and security for customers.

Background

All Eagle Eye support requests require Eagle Eye Support Agents to enter a valid Support PIN into Eagle Eye Networks Admin in order to access Eagle Eye Reseller and/or End-user accounts. The Eagle Eye Support Agent will only be able to proxy log in to the account of the Eagle Eye User who provided the Support PIN.

The Eagle Eye Support agent will be restricted to only that user's permissions. Eagle Eye Support Agents will need a support PIN for every Eagle Eye User account that they wish to access.

Functionality

The Support PIN is 6 digits in length and can be changed by the user at any time to customize the PIN but must remain 6 digits long. Details for
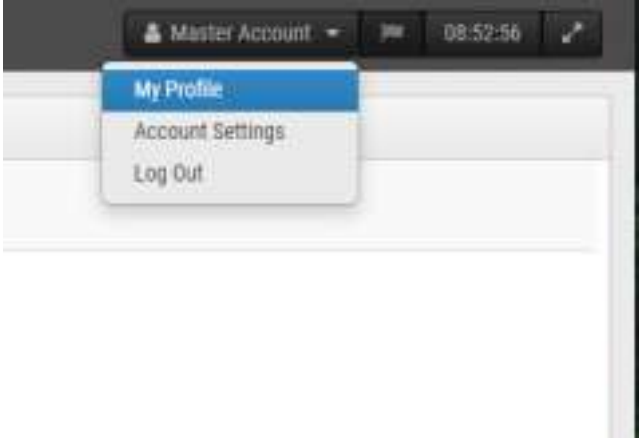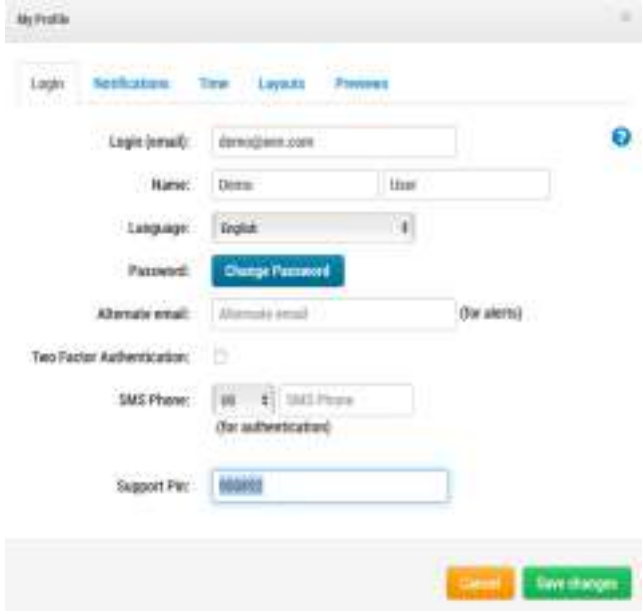
To access the Support PIN, navigate to the user profile settings by selecting the drop-down menu in the top right-hand corner and selecting "My Profile."	Once you are in My Profile settings, the Support PIN is located at the bottom of the "Login" Tab.

Table 1: Navigating to My Profile settings and then the Login tab to setup a Support PIN

Application

The Support PIN is used when a user reaches out to the Eagle Eye Technical Support team to request support. If a user calls our technical support department, the Support PIN will be used to verify and authenticate their credentials as the user for the account. Once a user's Support PIN has been authenticated, the technical support team will be able to provide the user with the necessary support requested.

If a user emails our technical support team from a verified email on the account, our Technical Support team will be able to assist them without the Support PIN. If the email on the support request is not attached to any Eagle Eye account, Technical Support will need to verify the user's email address and Support PIN before providing support. Additionally, the Technical Support team can contact the user over the phone to have the user verify the Support PIN in real-time on the account. Once a user's Support PIN has been authenticated, Technical Support will be able to provide the user with the necessary support requested.