

Viewpoint Customer FAQ - Migration to Trimble Support Center

What is changing?

Most Customer/Support interactions currently on the Viewpoint Customer Portal will be moved to the [Trimble Support Center](#) as of May 11, 2026. This includes case submission and chat capabilities. Additional resources, such as help, self-help, and links to the Network and Learn, are available at [Trimble Help](#). Outside of new cases and chats other functionality will still remain on the Viewpoint Customer Portal, temporarily. See below for details.

Why is this happening?

Trimble Support teams are uniting under one system to improve visibility and service across Trimble products. In this step, the Trimble Viewpoint products and teams will be added to other existing Trimble teams operating on the Trimble Support Center.

When is this happening?

Monday, May 11th will mark the first day in the new system for customers.

What can I expect on day one (5/11/26) in the new system?

If you have Support or Full access to the Viewpoint Customer Portal and have logged a case within the last year, you should be granted access to the Trimble Support Center and be able to log in using your Trimble ID (TID) credentials. Beginning on May 11th, you should be able to log a new support case or chat with an agent from the new system.

Is there anything I should do before Monday, May 11, 2026?

Please read the email notifications sent to anticipated users of the new system. The emails are also being posted to the Viewpoint Customer Portal on the [About Support page/ Support Updates section](#).

What will happen to my existing open cases?

Open cases will be migrated to the new system and should be accessible on May 11th from the Support Center/My Cases area on the site. They will have a different case number generated from the new system, but the Subject should match.

Assigned cases will remain with the original agent.

What will happen to my existing closed cases?

Closed cases created on or after 1/1/2025 will be migrated to the new system, but may not be available in the Support Center/My Cases area immediately. We are migrating the open cases first, and the full migration of closed cases may take extra days after going live.

What happens to my cases that are older than 1/1/2025?

They will remain temporarily accessible via the Viewpoint Customer Portal on the Track Cases page. You can set filters to create a list, then download it using the Download csv button to keep a list of all your relevant cases.

These cases will **not** be directly available in the new system from the Trimble Support Center.

How do I access the new Support site?

The new Support Center will be accessible by using your Trimble ID credentials.

Why do I see some products I don't own when I create a case from the Trimble Support Center?

You may notice that you see additional Viewpoint products, such as Spectrum, Vista/Vista Web, ProContractor, Viewpoint For Projects, etc., when you select a product in the Trimble Support Center while creating a case or chat. The system identifies product ownership by business area, so if you own one Viewpoint product, you will see the entire list of those products when interacting with support.

How can I track issues after May 11, 2026?

The Track Issues page on the Viewpoint Customer Portal will remain available after May 11, but will no longer be updated with new information. At that time, all updates will occur in the new system.

Currently, the Trimble Support Center does **not** have functionality to display software issues. However, this capability is planned. Until then, you can inquire about issues through Support.

What if I am unable to log into the new Support Center but believe I should have access?

Check with other users from your account, particularly any Full access user. They should be able to log into the new system and check/update your status as before.

If you are unable to resolve it on your own, you can contact support via this link:

<https://www.trimble.com/en/contact-support> or call Support @ 971-255-4801.

What happens to the Viewpoint Customer Portal on Monday, May 11th?

You will still have access to this site, but will no longer be able to submit a new Support case, chat, or actively track/update existing cases as of Friday, May 8th @ approx 6:00 pm PT.

The Case Tracking feature will still remain accessible in a read-only format for reference, but no new actions on those cases will be updated after this date.

Will there be any downtime during the transition to the Trimble Support Center, during which we will be unable to log cases via the Viewpoint Customer Portal?

Yes, there will be a period, beginning around 5:30 pm Pacific Time on Friday, May 8, and ending at 5:00 am Pacific Time on Monday, May 11, when neither the Viewpoint Customer Portal nor the Trimble Support Center will be available to submit cases via the web.

What can I do if I need to submit a case over the weekend of May 8-10?

You can still contact support via this link: <https://www.trimble.com/en/contact-support>, or leave a voicemail at our main Support number, 971-255-4801. We will log your message in our new system for agents to see on Monday, May 11.

What features will still be available on the Viewpoint Customer Portal after May 11th?

The Viewpoint Customer Portal will remain available for a period of time after May 11th, and the following items will be accessible in some form:

- **Product pages** with links to relevant downloads and resources.
- **Knowledge articles** - existing articles only - no new content. (Existing and new content will be accessible from the [Trimble Support Center site](#), and we encourage you to view it there.)
- **Notifications (KB and Issues)** - Your existing subscriptions will remain in your list for now, but we will not send new notifications, as all updates will now be made only in the new system. You can download the KBs you want to keep as references.
- **Case/Issue Tracking:** View-only for historical reference. You can download lists using the Download csv option as needed.
 - Migrated Cases and Issues will have new numbers in the new system
- Links to [System Status](#) page, [The Network](#), [Viewpoint Academy](#), and [Trimble Help](#)

What features will be available in the new Trimble Support Center portal?

- [Knowledge Article search](#)
- [Chat](#)
- [Case submittal for](#)
 - [Support](#)
 - [Cloud Transformation](#)
 - [Professional Services](#)
 - [Technical Services](#)

What features will not be available in the new Trimble Support Center portal after May 11th?

- **Issue tracking** - will not be available immediately, but we plan to add it in the future.
- **Product pages** - we will maintain these in the Viewpoint Customer Portal for now. There are also multiple product-specific resources available on [The Network](#).
 - **Product Downloads** will still be accessible from the [Product Pages](#) for on-premise releases and tax updates for Vista, Spectrum etc as needed until a new location is provided.
- **Status Page** - link will still be available from the Viewpoint Customer Portal and the page can be accessed using this [link](#)
- **About Support** - relevant information will remain on this page in the Viewpoint Customer Portal.
- **Notification/Subscriptions to KB's and Issues** - your lists on the Viewpoint Customer Portal will remain available for the immediate future.

When will I need to start using the new Support Center?

If you need to submit a support case or chat with an agent for any Trimble Viewpoint product beginning on May 11th, you will log in to the Trimble Support Center.

What if I am unable to log into the Support Center?

Contact Support via this link: <https://www.trimble.com/en/contact-support> or [Contact Us](#)

[See more information continued below](#)

What happened to the Product and Module fields - why are there now 3 fields on the Case entry form - Product, Application, and Support Category fields?

How can we help?

Please leave us a message detailing your issue and we will get back to you.

Account * ⓘ
PatriciaBartlett

Logging a case for someone else? Security Concern? ⓘ

Case Type * ⓘ
Product Support & Access

Product * ⓘ
Vista/Vista Web

Application * ⓘ
Viewpoint Field Management

Support Category
Admin / Other

The case coding fields (Product, Module) have changed in the new system. The new fields are:

Product - This value is usually going to be the same as the Product field you are familiar with, except for a few exceptions.

Products that are not sold as stand-alone items will not be on this list.

Included examples:

- ProContractor
- Spectrum
- Vista/Vista Web
 - This was intentionally named to provide a clue about where those Vista Web products went.
- Traqspera

Excluded examples:

- Vista Field Service
 - Only sold with Vista

- This will show up in the Application list if you select Vista/Vista Web as the Product
- HR Management for Spectrum
 - Only sold with Spectrum
 - This will show up in the Application list if you select Spectrum as the Product

Application - The list of applications is dependent on the Product value you selected. Some will have only 1 value, and in that case, it will be the same as the Product.

You will notice that standalone products can also be an Application. So if you have a ProContractor case, you will enter ProContractor as both the Product and the Application.

Support Category - This will closely follow the list of Modules and is again dependent on the Product/Application values.

Below are some examples of what you will see when selecting Product, Application, and Support Category options:

Products examples:	Applications examples	Support Category examples
ProContractor	ProContractor	AD - Administration AIM - Advanced Image Manager AP Vendors (Accounts Payable) AR - Customers (Accounts Receivable)
Spectrum	HR Management for Spectrum Spectrum Spectrum Service Tech TC1 Analytics Traqspera Trimble Work Center	Automatics Invoicing Dashboards Server Admin Access Users
Viewpoint for Projects	Viewpoint For Projects	API Deployment Licensing SSO VFP Mobile VFP Web Viewpoint Desktop

Vista/Vista Web	Trimble Materials Trimble Pay Viewpoint Field Management Viewpoint Financial Controls Viewpoint HR Management Viewpoint Office Tools TC1 Analytics Vista Vista Field Service	Admin/Other Checklists Equipment FM Apps Mobile Online Help
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What are these Support Categories that start with “SYS -”?

There is a series of new generic Support Categories that will determine whether your case is assigned to our Systems Support Team or Cloud Support Team.

These have replaced some modules, such as:

- Vista Server and IT Related
- Performance - ProContractor

Products:	Systems Applications:	Systems Designated Support Categories:
ProContractor	ProContractor	SYS - 3rd Party Integration
Spectrum	Spectrum	SYS - Access
Viewpoint Team	Trimble Work Center	SYS - Attachment
Vista/Vista Web	Viewpoint Field Management	SYS - Email
	Viewpoint Financial Controls	SYS - Informational
	Viewpoint HR Management	SYS - Performance
	Viewpoint Team	SYS - Peripherals
	Vista	SYS - Reports
		SYS - Upgrade/Install

Why don't I see Product names VFC, Viewpoint Enterprise Cloud (VEC), or ProContractor Cloud (PCC)?

Our Cloud services are not truly products. If you need help with these platforms, you can select the hosted Product/Application and select from one of the designated Support Categories:

Products	Applications	Cloud Ops Designated Categories:
ProContractor	ProContractor	Azure Virtual Desktop
Vista/Vista Web	Vista	Cascade Admin Portal
		TS Print
		TS Scan
		VPN Connection

Why am I seeing a Product named Vista/Vista Web in my case?

This was intentionally named to provide a clue about where those Vista Web applications went. If you select this option, you will see a list of applications, including:

- Trimble Materials
- Trimble Pay
- Viewpoint Field Management
- Viewpoint Financial Controls
- Viewpoint HR Management
- Viewpoint Office Tools
- TC1 Analytics
- Vista
- Vista Field Service

What can I do in the Trimble Support Center?

- Search Knowledge
- Access and interact with cases
 - Reply to open cases
 - Review details
 - Close or Re-open (up to 5 days)
- Create a case
- Chat with an agent

How can we help?

Search KB Articles

Search

Account: PatriciaBartlett | Status: Filter | Product: Filter

My Support Cases | My Account's Cases | Showing 5 / 56 | See All

CASE NUMBER	STATUS	PRODUCT	SUBJECT	DATE CREATED	LAST MODIFIED
01239420	Resolved	ProContractor	ProContractor questions	May 1, 2026	May 2, 2026
01239419	Open	Vista/Vista Web	Vista test case	May 1, 2026	May 2, 2026
01239421	Open	ProContractor	test Chat Case 2	May 1, 2026	May 2, 2026
01239422	Open	Spectrum	test Chat Case 2	May 1, 2026	May 2, 2026
01239423	Open	Spectrum	test Chat Case 1	May 1, 2026	May 2, 2026

Access Case Details

Get Answers Quick

Create a Case

Create a case with specific details that will be routed to the correct team.

Access chat or Create a case.

Search Results:

- AI answer Summary

Support > Search > Search results

procontractor new user

Einstein AI-Generated Search Answer ⓘ


To set up a new user in ProContractor, follow these steps:

1. Navigate to **Administration > Security > User**.
2. In the User field, enter the User code for the new user.

It is advisable to log in as the new user after setup to verify their acc

Did you find this answer useful? 👍 🗨

Sources


 [How to setup a new user in ProContractor](#)


Get a summary answer or open an article.


- Individual Knowledge Articles
- Add multiple filters as needed

ProContractor X

10 Results for "procontractor new user" | Sort by Relevance **Filters** Clear Filters

 **Article**
Set up a new user to access ProContractor or Viewpoint Estimating through the Cloud (Windows App)
Details:
...

 **Article**
ProContractor: Error saving new user: User Setting is invalid. If there is no user group for this user you n
Details:
...

 **Article**
How to setup a new user in ProC

Add and remove filters as needed.

Case Details

- See current Stats
 - Status
 - Case coding
 - Product, Application, Category
 - Case Owner
 - Resolution Notes
 - When the case is in Closed status
- Review case emails and replies
- See Attachments and Articles that have been added to the case
- Reply to messages
- Close or Re-open a case
 - Re-open up to 5 days after close

View Attachments or related articles added by the Support team.

Test Chat Case 3

Case Number
01239421

Status
Action Needed

Product
ProContractor

Application
ProContractor

Support Category
PR - Employees (Payroll)

Date Created
May 1, 2026

Closed Date
N/A

Case Owner
Kristi Alben

Replies Attachments Articles

KA Kristi Alben May 2, 2026 | 1:10 PM
Ok please try this action...

TH Tom Hardy May 2, 2026 | 1:09 PM
I am still getting the error.

KA Kristi Alben May 1, 2026 | 2:12 PM
Chat Topic: Product Help
Name: Tom Hardy
Show More

My issue has been resolved

Reply

Case Details

Reply or view messages. Close your case or re-open it (up to 5 days after close)