

Velocity Suite Online (VSO) FAQs

How do I request a username and ID?

Please email customercare.es@hitachi-powergrids.com with your First Name, Last Name, Company Name, email address and phone number. This support address services several software products so be sure to include that you need a Velocity Suite Online username and ID. Accounts are typically created within 1 business day, however, if your company has an internal approver for accounts this process may take longer.

How do I recover/reset my username or password?

Follow the links on the login page to have a username reminder or a password reset sent to the email account registered to your login.

I'm getting a security error/access error – what should I do?

Please contact customercare.es@hitachi-powergrids.com to obtain technical information on our list of white-list/IP addresses to provide to your own internal IT department to adjust your firewall settings to allow for communication with the Velocity Suite Online service.

Can I use this application with all browsers?

The Microsoft Azure cloud is optimized for the best user experience with Internet Explorer version 9 and greater. However, Chrome, Firefox/Mozilla, and Safari will also work.

Will I need to install anything to access Velocity Suite Online on Azure?

Yes. The application is optimized to provide the best user experience utilizing Chrome or Internet Explorer 9 or higher with a 'Microsoft Remote Desktop Services Web Access Control' add-on. This add-on will need to be installed the first time you launch the product. It is unnecessary if you have already installed this add-on for other applications. You can also view our [troubleshooting guide](#).

Microsoft's FAQ page for Azure can be found [here](#).

Additional Questions / How can I contact support?

If your question wasn't addressed above, please contact customercare.es@hitachi-powergrids.com or 888-968-8860 for additional assistance.