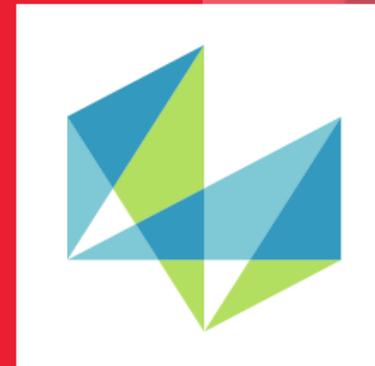


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Activate & Login with a non-JH account

Hexagon Smart Completions

Quick Reference Guide



November 2025

Λ

**JOHN
HOLLAND**



Contents

These steps are for **non-JH** users. JH users should go to the IT Learning Hub (accessed from the JH Intranet) for internal guides.

Jump to a topic by clicking the link:

1. [Activate your Account](#)
2. [Login \(on PC\)](#)
3. [Navigate Hexagon Smart Completions \(on PC\)](#)
4. [iPad & Android tablets:](#)
 - [Download & setup the Hexagon Smart Completions App](#)
 - [Login to the app](#)
 - [Navigate Hexagon Smart Completions - tablet app](#)
5. [Reset Password](#)

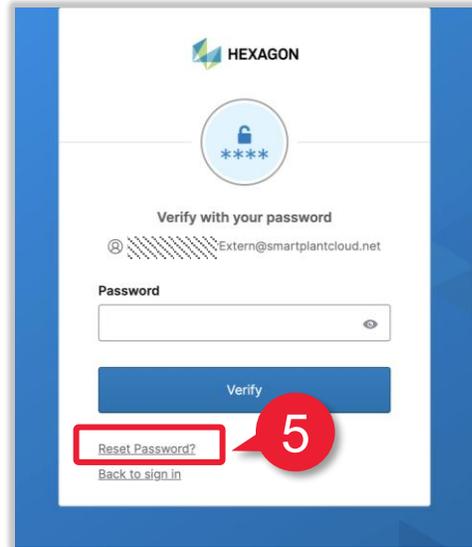
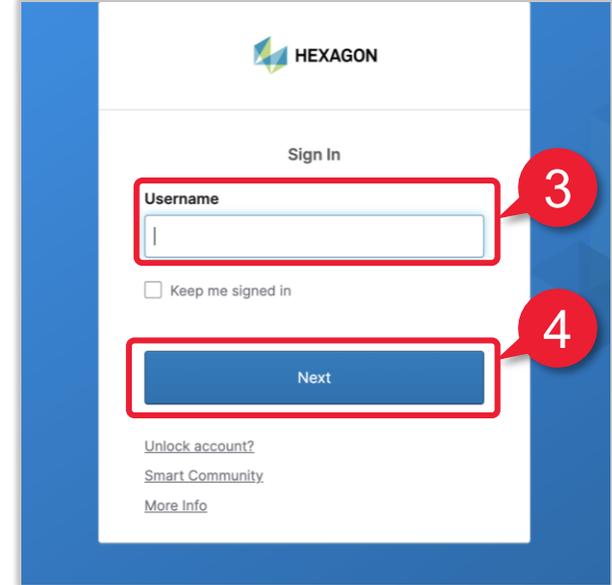
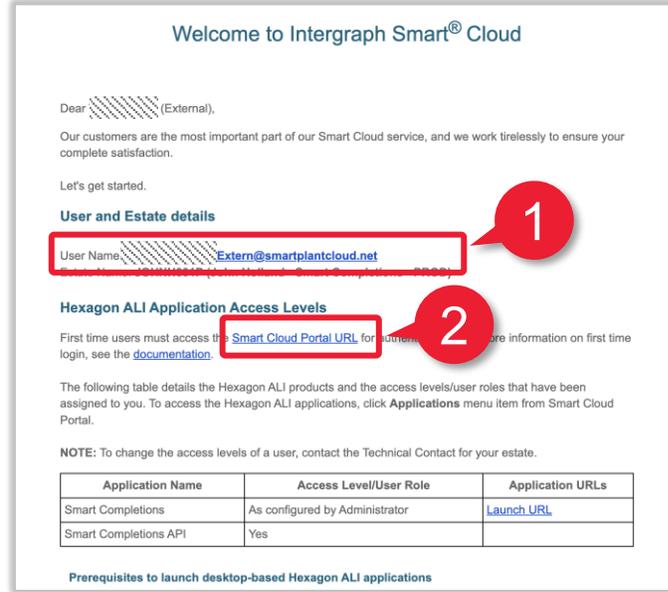
Click  from any page to return to the contents page.

Activate Hexagon Smart Completions – Non-JH Users

To use Hexagon Smart Completions a John Holland Admin will first create an account for you.

To access Hexagon Smart Completions for the first time, you need to register & activate your account. This can be done on PC or Tablet the steps are the same:

1. You will receive a welcome email from **Hexagon ALI Smart Cloud Admin** - copy the **Username** from this email
2. Click the link in the email - **Smart Cloud Portal URL**
3. Input the **Username** from your welcome email
4. Click **Next**
5. Click **Reset Password**
6. Input your **Username** again
7. Click **Submit**
8. You will receive a new email from **Hexagon ALI Smart Cloud Admin** with a link to reset your password – click the **Reset password** link



Note: The Reset password link is only valid for 30 minutes. If The link doesn't work as expected, start this process again at Step 1



Activate Hexagon Smart Completions - Non-JH Users (continued)

9. Input **Username**

10. Input a new **Password** (twice to confirm)

Note: Your password must:

- Be at least 15 characters in length
 - Contain one character in upper case
 - Contain one number
 - Contain one special character, such as !@#%&^*+=
- Think about using a passphrase, like your favorite lyrics or line from a movie.

11. Click **Submit**

12. Click **Redirect to Logon Page**

13. Your Username will be automatically populated, click **Next**

14. Input the new password

15. Click **Verify**

Note: Leave this tab open and navigate to your email.

Continued on next page...

Intergraph Smart® Cloud

Reset Password

Enter the fully qualified username(e.g., someone@smartplantcloud.net)

9 Username
someone@example.com

10 New Password
Password

Confirm Password
Password

11 Submit

Password Policy

Your password must:

- Be at least 15 characters in length
- Contain one character in upper case
- Contain one number

Intergraph Smart® Cloud

Password Change Success

Congratulations you have successfully reset your password and will be now able to login with your new credentials.

12 Redirect to Logon Page

HEXAGON

Sign In

Username
Extern@smartplantcloud.net

Keep me signed in

13 Next

[Unlock account?](#)
[Smart Community](#)
[More Info](#)

HEXAGON

Verify with your password

Verify with your password

Password

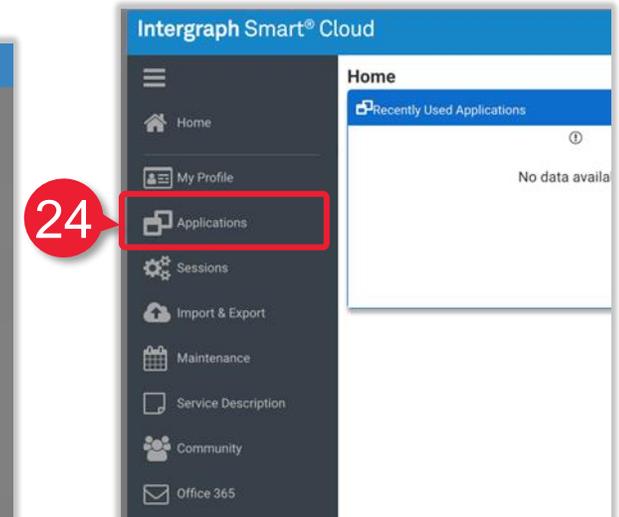
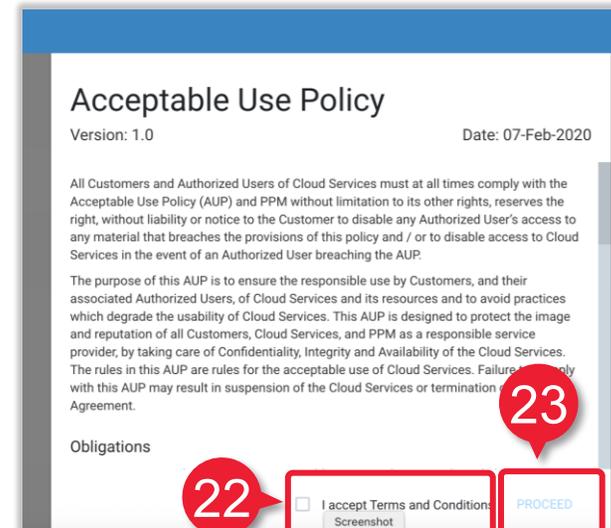
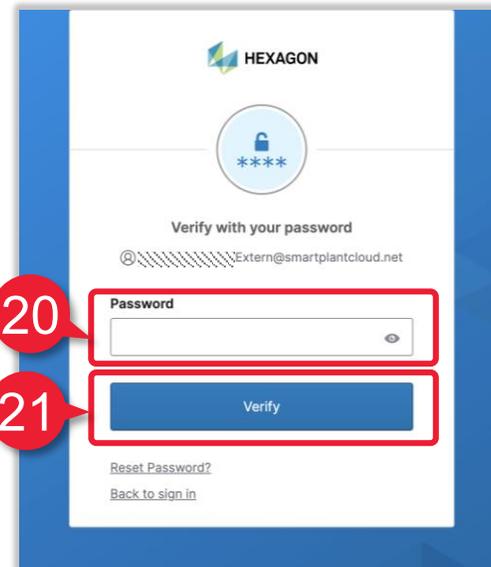
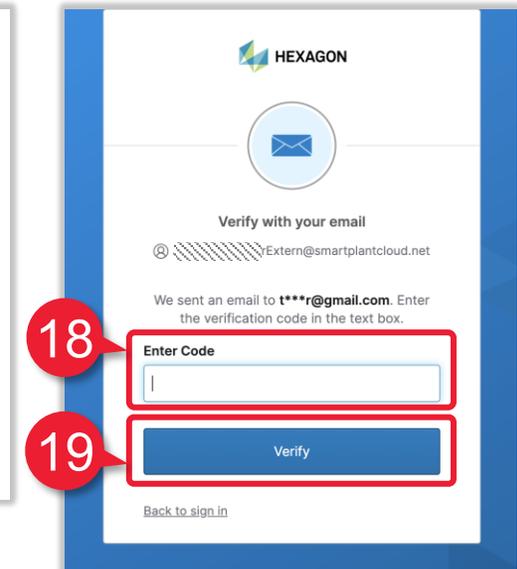
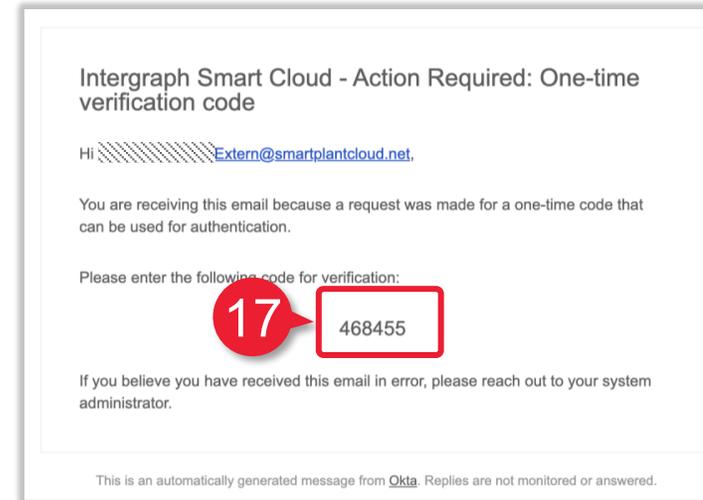
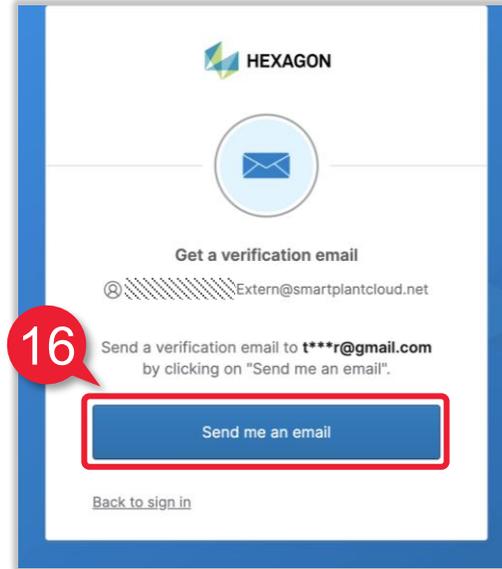
14 Verify

[Reset Password?](#)
[Back to sign in](#)



Activate Hexagon Smart Completions - Non-JH Users (continued)

16. Click **Send me an email**
17. You'll receive a new email from **Hexagon ALI Smart Cloud Admin** with a verification code - copy the **verification code**
18. Navigate back to Hexagon and input verification code
19. Click **Verify**
20. Input the password you created
21. Click **Verify**
22. Mark the check box at **I accept Terms and Conditions**
23. Click **Proceed**
24. You will now see the Hexagon Smart Cloud homepage - click **Applications**



Continued on next page...



Activate Hexagon Smart Completions - Non-JH Users (continued)

It may take a minute to load the applications.

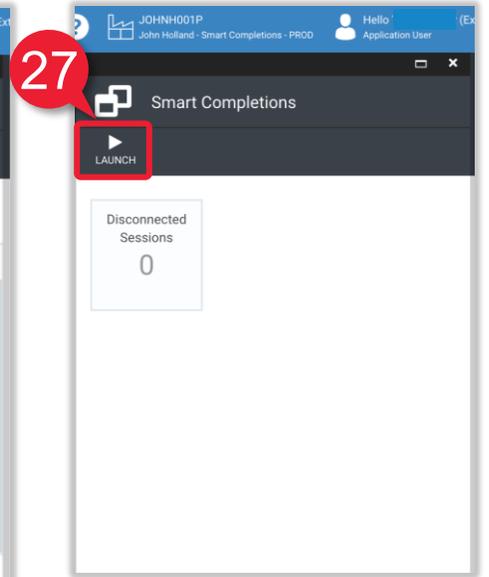
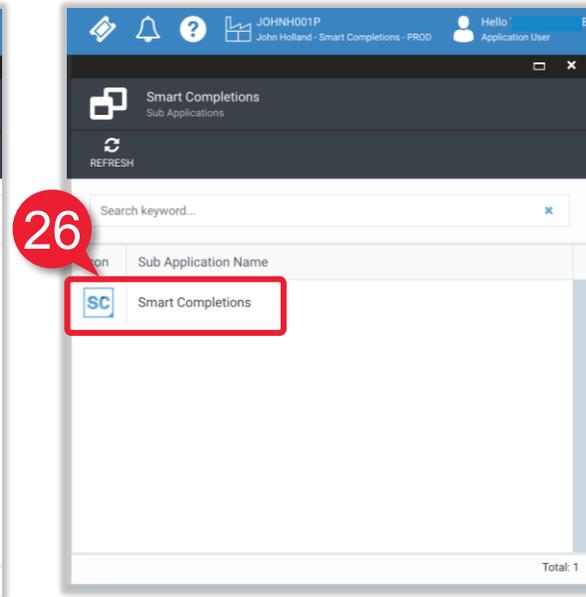
- 25. Click **Smart Completions**
- 26. Click **Smart Completions**
- 23. Click **Launch**
- 24. Click **Login**

The Smart Completions dashboard will open.

Bookmark Smart Completions in your browser for future access.

<https://jhg-sc.intergraphsmartcloud.com/>

You will need to retain your Username (in your welcome email).



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Login to Hexagon Smart Completions - Non-JH Users

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Login to Hexagon Smart Completions – Non-JH Users

If it is your first time accessing Hexagon Smart Completions, first follow the Activation steps on [page 3](#). Once you have activated your account, follow the below steps to login:

1. Open Hexagon from the **Launch URL** in your welcome email, or direct link here: <https://jhg-sc.intergraphsmartcloud.com/>
2. Click **LOGIN**
3. Input your **Username** (from welcome email)
4. Click **Next**
5. Input your **Password**
6. Click **Verify**
7. Click **Send me an email** (it's a requirement to authenticate each time you login)

Continued on next page...

Welcome to Intergraph Smart® Cloud

Dear [redacted] (External),

Our customers are the most important part of our Smart Cloud service, and we work tirelessly to ensure your complete satisfaction.

Let's get started.

User and Estate details

User Name: [redacted]@smartplantcloud.net
Estate Name: JOHNH001P (John Holland - Smart Completions - PROD)

Hexagon ALI Application Access Levels

First time users must access the [Smart Cloud Portal URL](#) for authentication. For more information on first time login, see the [documentation](#).

The following table details the Hexagon ALI products and the access levels/user roles that have been assigned to you. To access the Hexagon ALI applications, click **Applications** menu item from Smart Cloud Portal.

NOTE: To change the access levels of a user, contact the Technical Contact for your estate.

Application Name	Access Level/User Role	Application URLs
Smart Completions	As configured by Administrator	Launch URL
Smart Completions API	Yes	

Prerequisites to launch desktop-based Hexagon ALI applications

HEXAGON

Login to Intergraph Smart® Completions

English

LOGIN

HELP Internal Support

HEXAGON

Sign In

Username

Keep me signed in

Next

Unlock account?
Smart Community
More Info

HEXAGON

Verify with your password

[redacted]@smartplantcloud.net

Password

Verify

Reset Password?
Back to sign in

HEXAGON

Get a verification email

[redacted]@smartplantcloud.net

Send a verification email to [redacted]@gmail.com by clicking on "Send me an email".

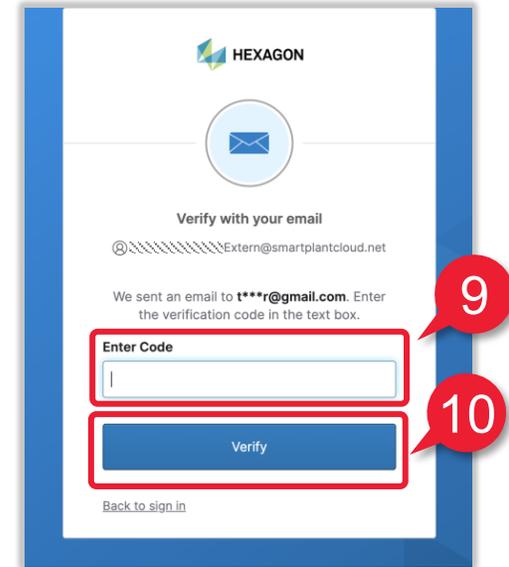
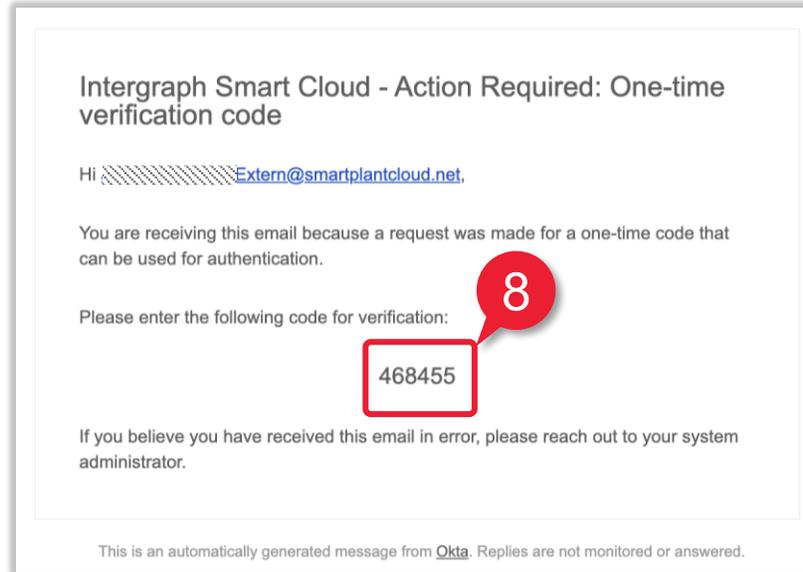
Send me an email

Back to sign in



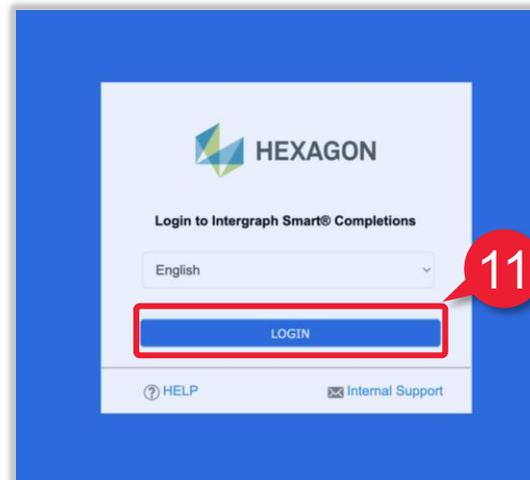
Login to Hexagon Smart Completions – Non-JH Users (continued)

8. You'll receive a new email from **Hexagon ALI Smart Cloud Admin** with a verification code - copy the **verification code**
9. Navigate back to Hexagon and input the verification **code**
10. Click **Verify**
11. Click **LOGIN**



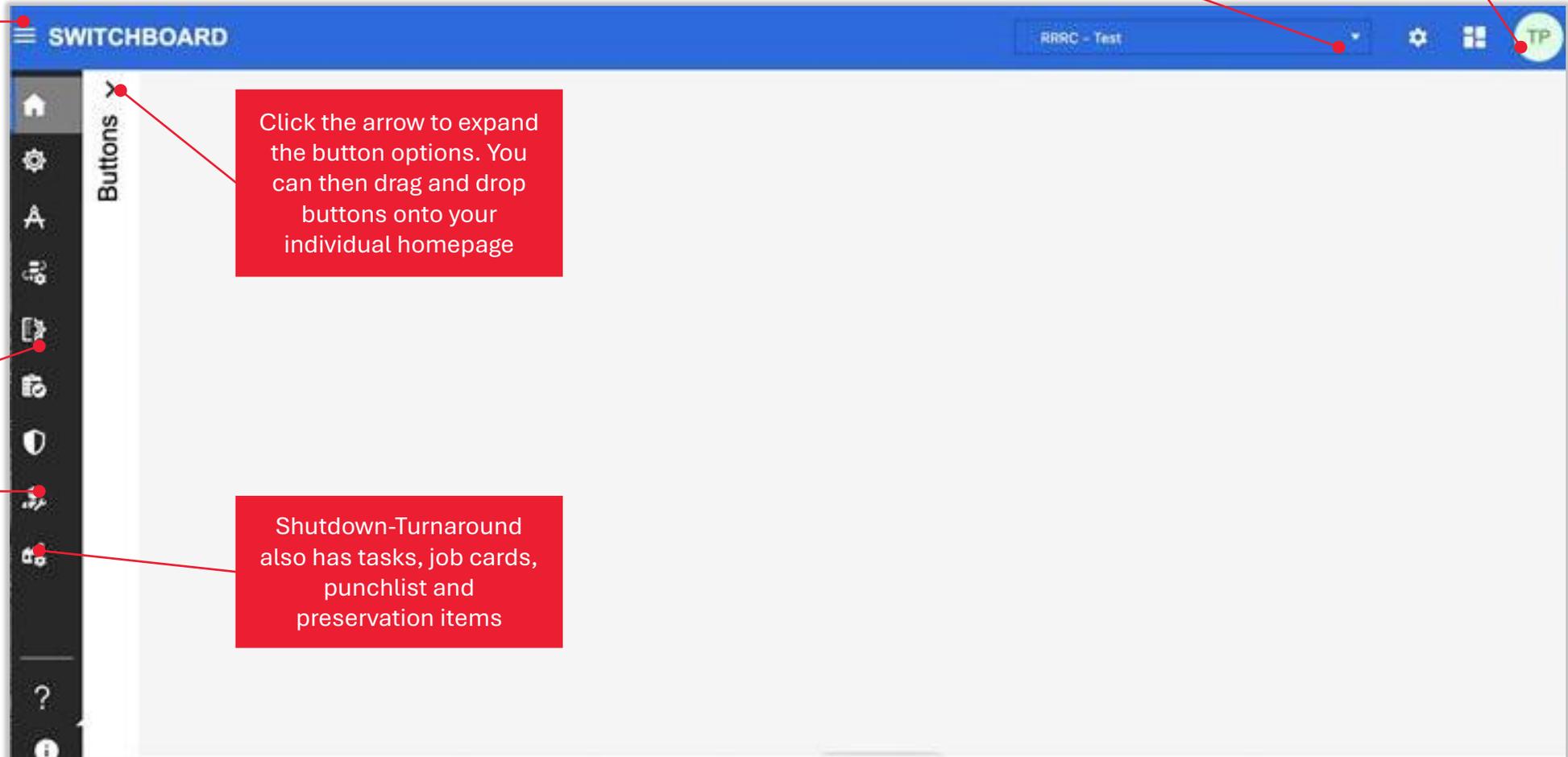
The Smart Completions dashboard will now open in a new tab.

Bookmark Smart Completions in your browser for future access.



Navigate Hexagon Smart Completions

Click the three lines to expand or contract the side menu



Project Selector. Ensure you have selected your current project

Access your account, change between modern and classic UI and other account settings

Click the arrow to expand the button options. You can then drag and drop buttons onto your individual homepage

Tasks, job cards and punchlist items

Maintenance tasks lists

Shutdown-Turnaround also has tasks, job cards, punchlist and preservation items



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Hexagon Smart Completions for iPad & Android Tablets - Non-JH Users

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Download & setup the tablet app – Non-JH Users

You must have first completed the activation steps on [page 3](#) before using the App.

The Smart Completions app is only available on iPad & Android tablets (not mobile phones).

1. Scan the relevant QR code with your tablet camera to download the app OR
2. From your tablet, open the Apple App Store or Google Play Store & search **Smart Completions**
3. You may find two apps, only use **Smart Completions | Mobile**
4. Click **Get** or **Install**

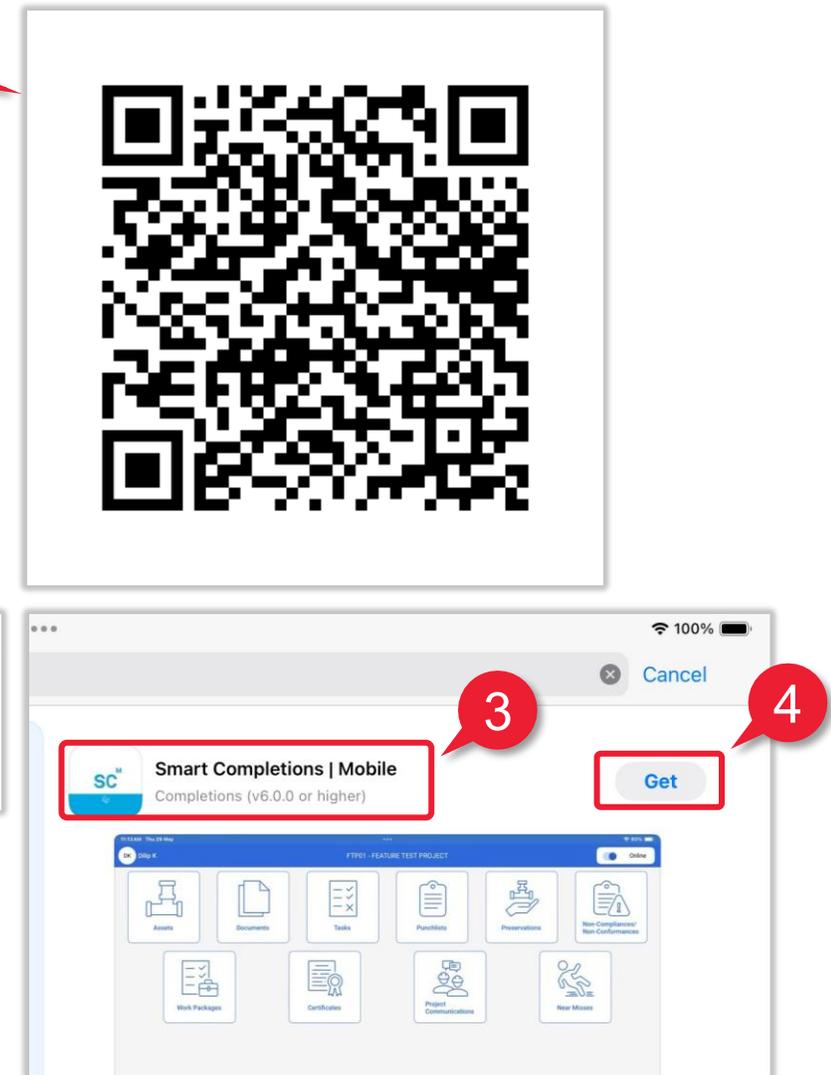
Follow the prompts to download using your personal app store account details. Tap **Open** once download is complete.

Continued on next page...

iPad App Store:



Android – Google Play Store:

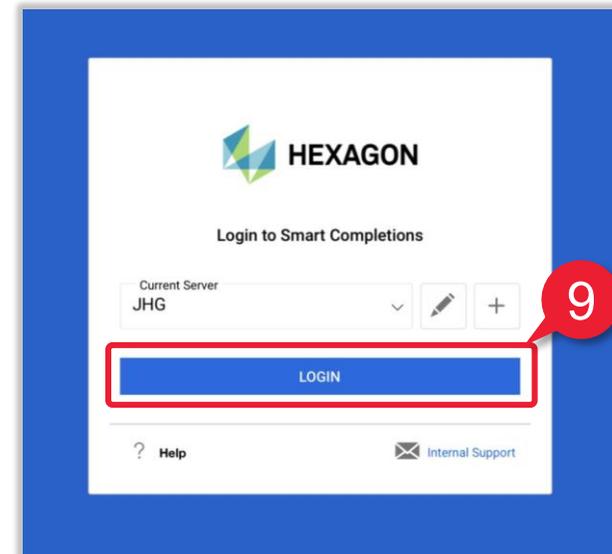
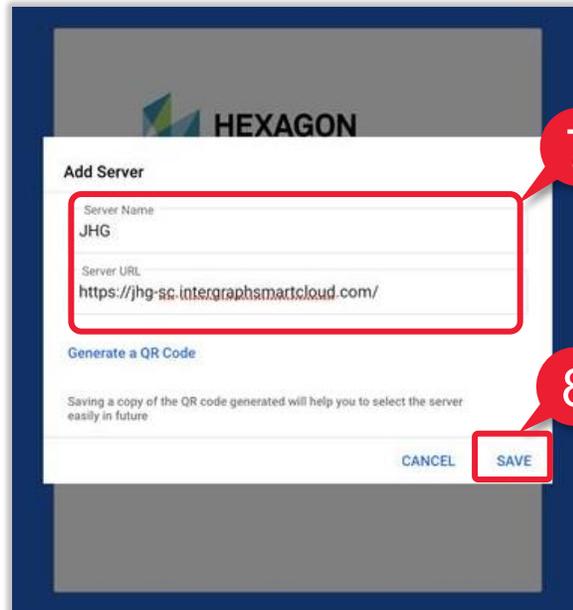
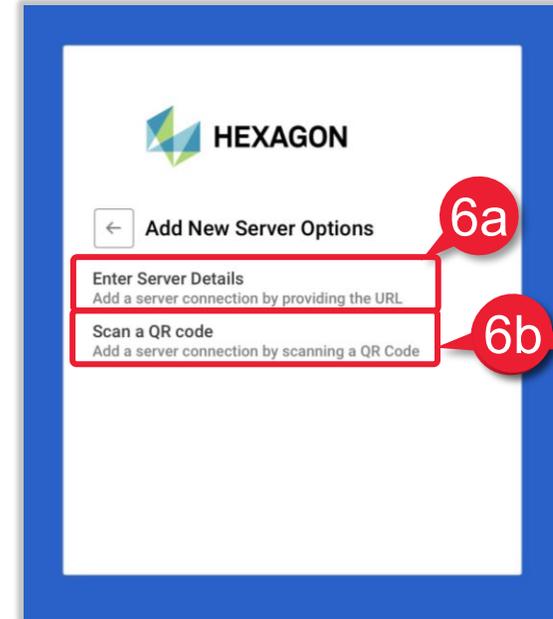


Download & setup the tablet app – Non-JH Users (continued)

Once you've downloaded the Smart Completions Mobile app, use the following steps to setup the app.

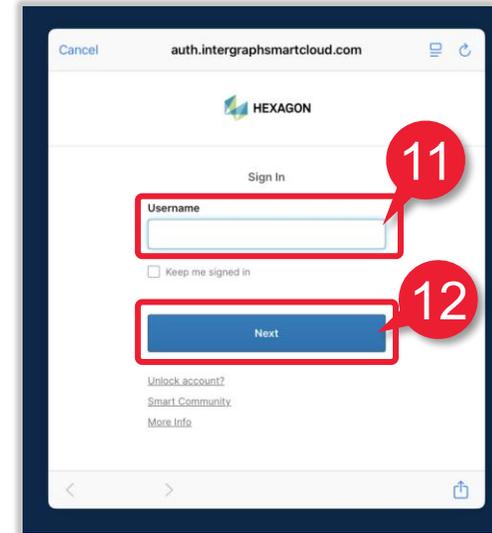
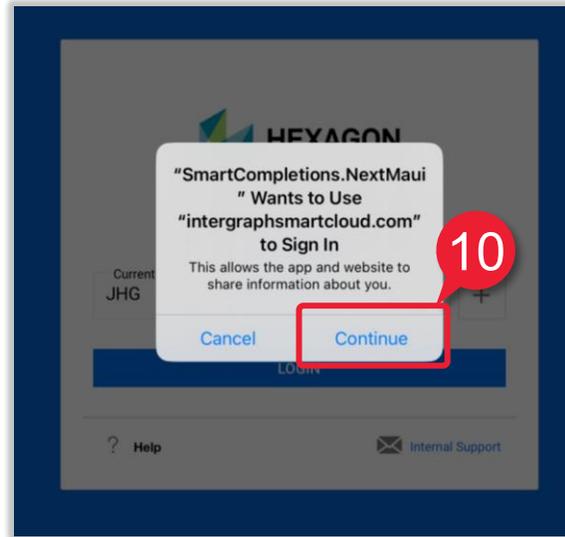
5. Tap +
6. Tap either:
 - a) **Enter Server Details** then continue to step 7
 - OR
 - b) **Scan a QR code** then skip to step 8
7. If entering server details input:
 - **Server:** JHG
 - **Server URL:** <https://jhg-sc.intergraphsmartcloud.com/>
8. Tap **Save**
9. Tap **Login**

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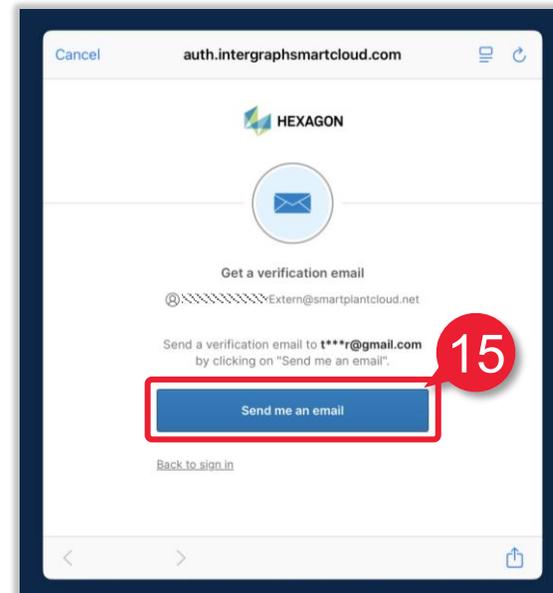
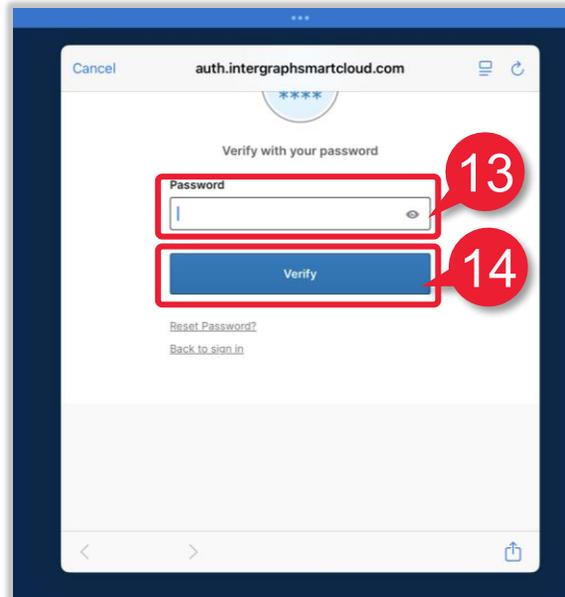


Download & setup the tablet app – Non-JH Users (continued)

- 10. Tap **Continue**
- 11. Input your username from your welcome email
- 12. Tap **Next**
- 13. Input your **Password**
- 14. Tap **Verify**
- 15. Tap **Send me an email**, leave the app open and navigate to your email



Continued on next page...



Hexagon Smart Completions iPad App – Non-JH Users (continued)

16. You'll receive a new email from **Hexagon ALI Smart Cloud Admin** with a verification code - copy the verification code

17. Input the **verification code**

18. Tap **Verify**

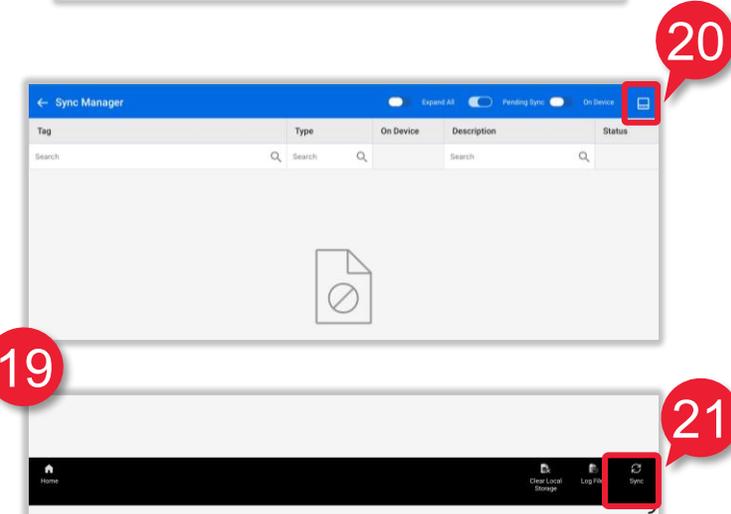
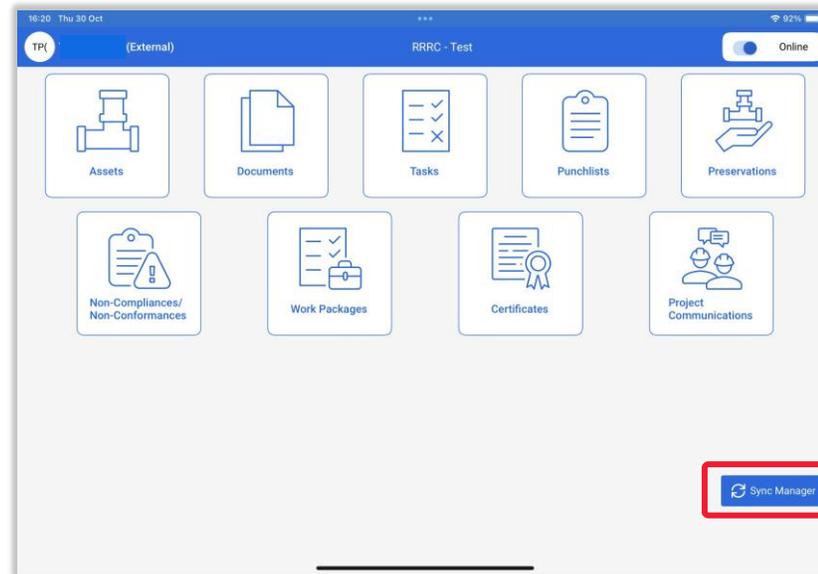
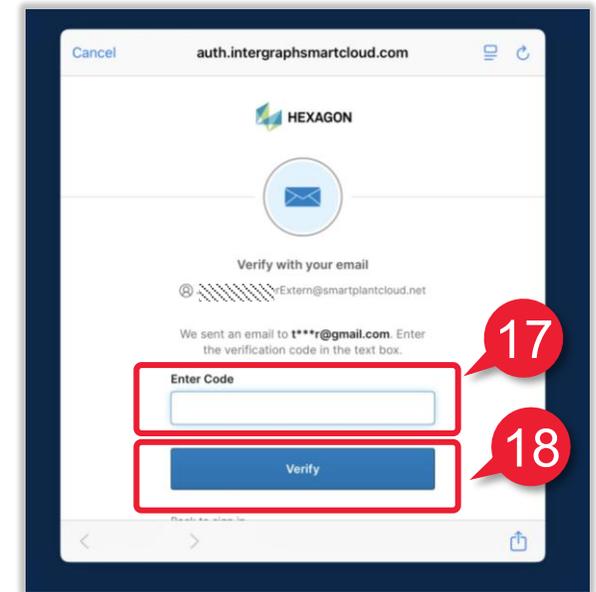
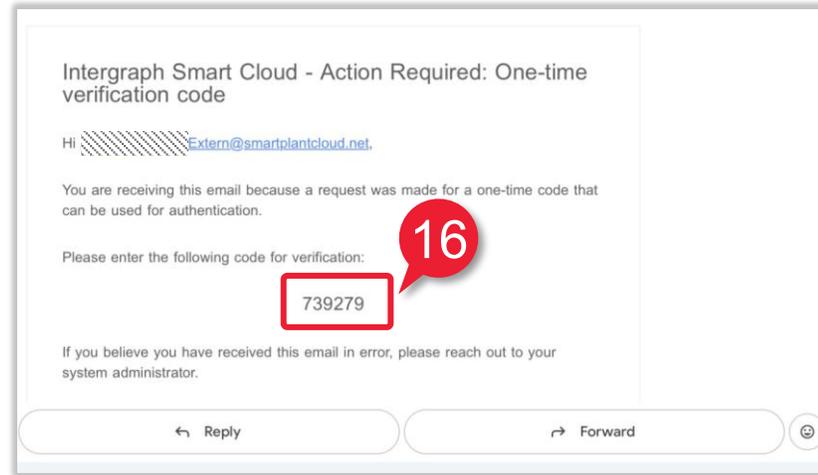
The Smart Completions dashboard will open

19. The first time you open a project you will need tap **Sync Manager**

20. Tap the screen icon

21. Tap **Sync** twice the first time you open the app

You are now ready to use Smart Completions Mobile.



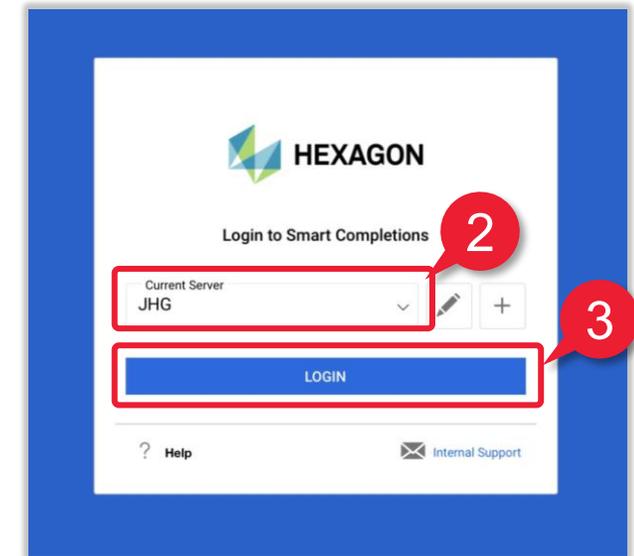
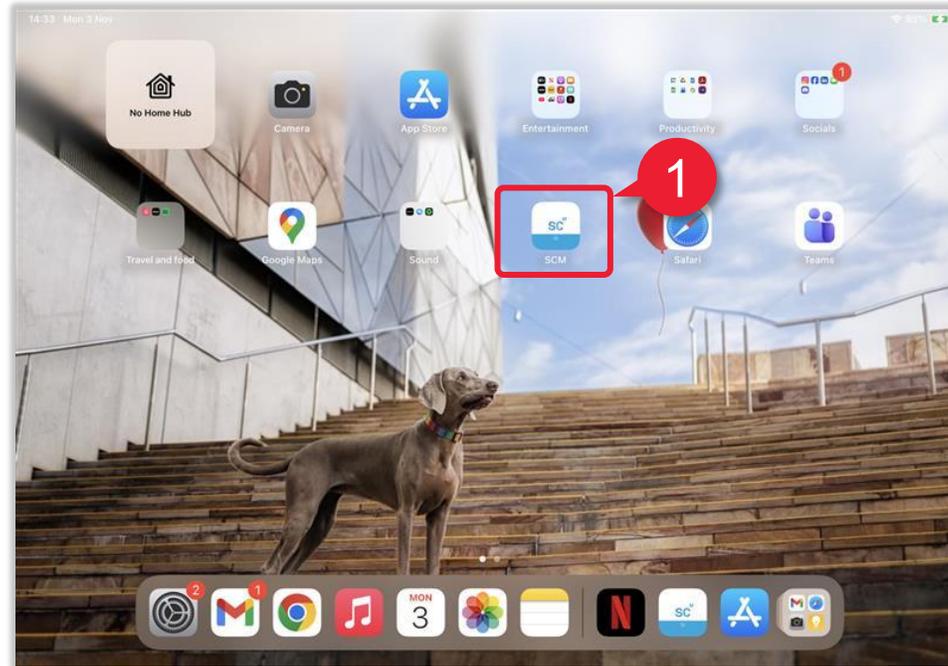
Login to the tablet app – Non-JH Users

You must have first completed the activation steps on [page 3](#) before using the App.

Additionally, you must have downloaded and set up the tablet app by following the steps on [page 12](#).

1. Tap the Smart Completions Mobile App on your tablet home screen
2. Ensure the current server selected is **JHG** (if not, follow steps on [page 13](#) to update location)
3. Tap **Login**

Follow the steps from [page 14](#) onwards to finish logging in.



Navigate Hexagon Smart Completions – Tablet App

Retrieve detailed document information and view the document itself (e.g. P&IDs, Datasheets)

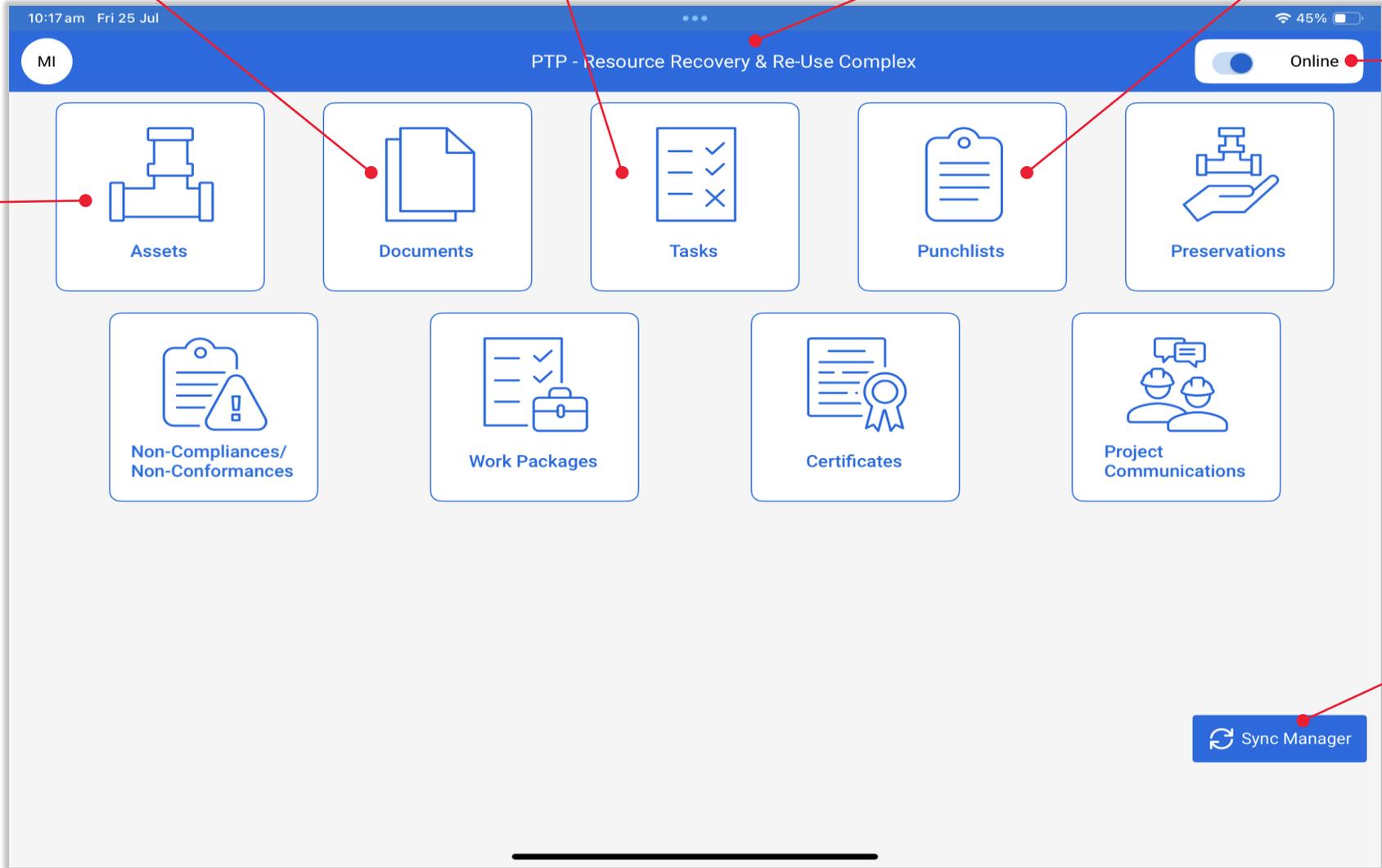
Enter and complete assigned tasks in the field

Project Selector ensure this shows your current project

Enter and complete Punchlist items in the field

Toggle between online and offline modes

Retrieve and view detailed equipment (asset) information



Sync the mobile device to pull down all relevant data from the Smart Completions database



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Password Reset Hexagon Smart Completions - Non-JH Users

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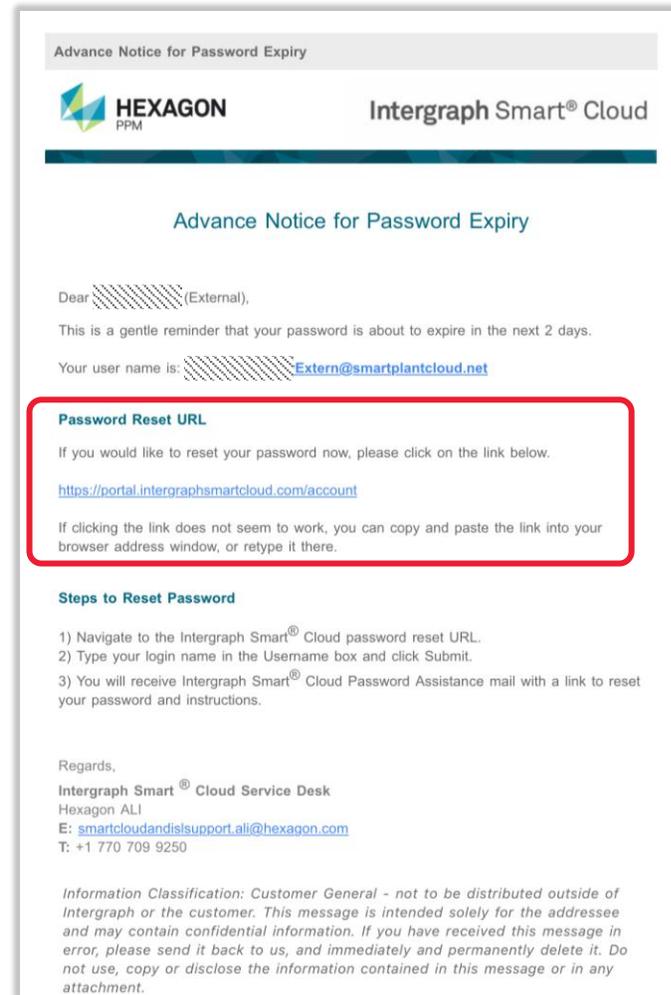
Reset Password Hexagon Smart Completions – Non-JH Users

Hexagon Smart Completions requires you to reset your password every 60 Days. Follow this process if you forget your password or it is due for a reset.

1. When required, follow the direct link below, then the activation steps from [Page 3](#)
2. Direct link <https://jhg-sc.intergraphsmartcloud.com/>

Points to remember:

- You'll need a passphrase
- The password reset email is **only valid for 30 mins**, after this time if you have not used the password reset link, you'll need to start the process again



Advance Notice for Password Expiry

 **HEXAGON** PPM **Intergraph Smart® Cloud**

Advance Notice for Password Expiry

Dear [REDACTED] (External),

This is a gentle reminder that your password is about to expire in the next 2 days.

Your user name is: [REDACTED] Extern@smartplantcloud.net

Password Reset URL

If you would like to reset your password now, please click on the link below.

<https://portal.intergraphsmartcloud.com/account>

If clicking the link does not seem to work, you can copy and paste the link into your browser address window, or retype it there.

Steps to Reset Password

- 1) Navigate to the Intergraph Smart® Cloud password reset URL.
- 2) Type your login name in the Username box and click Submit.
- 3) You will receive Intergraph Smart® Cloud Password Assistance mail with a link to reset your password and instructions.

Regards,

Intergraph Smart® Cloud Service Desk
Hexagon ALI
E: smartcloudandisupport.ali@hexagon.com
T: +1 770 709 9250

Information Classification: Customer General - not to be distributed outside of Intergraph or the customer. This message is intended solely for the addressee and may contain confidential information. If you have received this message in error, please send it back to us, and immediately and permanently delete it. Do not use, copy or disclose the information contained in this message or in any attachment.

Note: Your password must:

Be at least 15 characters in length
Contain one character in upper case
Contain one number
Contain one special character, such as !@#%&^*+=

Think about using a passphrase, like your favorite lyrics or line from a movie.

