# My DI Community Quick Start Guide





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## Welcome to My DI Community

We're glad you're here! Data Innovations (DI) provides an on-line tool to help you get to the information you need quickly. This tool is called "My DI Community".

This guide provides step-by-step assistance for performing the most important tasks in the My DI Community. Using the My DI Community is mostly intuitive, but the following guide is provided to help you get started and for quick reference in the future.

# Who Can Use My DI Community?

My DI Community is for all DI direct customers across our suite of solutions. Many customers of DI solutions obtain a first level of support through one of our resellers, and that will not change.

## Request Access to My DI Community

If you are a Direct North American Customer or Business Partner and would like to request access, you can do so by emailing <a href="mailto:support@datainnovations.com">support@datainnovations.com</a>.

If you have a DI solution through one of our resellers, please contact that reseller for information related to support.



# User Activation on My DI Community

When you become a user of the My DI community you will receive an email with a prominent link. Select the one-time use link to create your password and activate your access to My DI Community. The email will look something like this:

Subject	Welcome to Data Innovations
From: Data Innovations	
Sent: Wednesday,	
To: Subject: Welcome to Data	
subject: welcome to Data	innovations
Hi Bob,	
	novations! To get started, go to https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fnesstest-
datainnovations.cs34.force	
	WMRZ60Xe1kER2NgjYK24PjbOQnlbCxqUv1lqnihGM6km40RGK0w1R8TDyD13oKJYad5HHokzKLgHo0l8tye2lBMuRjfrGSnRi33k34bwH.f
7C01%7C%7Caf5c1102d4e	a45abf06008da17d3977f%7C84df9e7fe9f640afb435aaaaaaaaaaa%7C1%7C0%7C637848494788862770%7CUnknown%
	MC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTil6lk1haWwiLCJXVCl6Mn0%3D%
7C3000&sdata=PVZvs	Q77NDBPgoPx7jCUWPNXR5CAKL2SbJVmYitda0l%3D&reserved=0
Username:	
Username.	
Thanks,	
Data Innovations	

Please make sure to note your username.

After selecting the link, create and confirm your password. Once completed, you will land on the My DI Community home page.

You are now fully activated in the My DI Community.

Change Your Password	
Enter a new password for	
sure to include at least:	
8 characters	
1 letter	
I number	
* New Password	
Good	]
* Confirm New Password	
	]
Change Password	
Password was last changed on	



# Logging In to the My DI Community

To access the My DI Community, navigate to:

https://datainnovations.my.site.com/login

You may consider adding this login URL to your bookmarks.

Enter your email address and select **Log in**. A six digit verification code will be sent to your email address under "Verify your identity in Data Innovations". Enter the verification code into the text box and click Verify. After successful log in, you will be connected to the My DI Community.

	Data Innovations							
	Email							
	Log In to Sandbox							
	Data Innovations employee? Log In							
	Verify your identity in Data Innovations							
	noreply@salesforce.com				≪ Reply All	→ Forward	ij	•••
N	To To					Thu 11/	3/2022 4	:46 PM
You re Actior Brows Opera	NAL EMAIL: Do not click or open attachments unless you recognize t ecently attempted an action in Data Innovations. 1: Log In to Data Innovations Her: ting System: sure your account's security, we need to verify your identity. Enter th			where prompte	d by Data Innov	vations		
	ation Code: 000000	ic followi	ing court i	mere prompte	a by bata innov			
lf you	didn't recently attempt this action in Data Innovations, or you don't istrator.	recognize	e this bro	wser or operat	ing system, cont	act your Data I	nnovatio	ons
	Data Innovations <sup>®</sup> Verify Your Identity							
	You're trying to Log In to Data Innovations. We've resent the verification code via email to							

jo******@******ft.com Enter the code below.
Verification Code
Verify
Resend Code



# Changing Your My DI Community Username

To change your username, log on to the My DI Community and select your name, then select **Settings** from the sub menu.



#### Your user profile is loaded. Select Edit.

Home	Account 🗸	Self Service 🗸	Drivers	Company Information	Contact Support	Reports	Q	🌲 🙆 Sa
PROFILE SETTIN	GS							
User Sandra Bra	un							Edit
Title								
		Please ensure that ti	he username is in	an email format for e.g. username	@mydicommunity.com			
✓ About								
Name Sandra Braun				Title				
Username sandra.braun@test.com	1			Company Name				
Address				Phone				

You have the option to modify your first name, last name, and username.

Every username must be of the form of an email address - but does not need to be an actual email address.

About		
*Name	Title	
First Name		
Sandy *Last Name		
Braun		
Suffix		
* Username sandy,braun@test.com	Company Name	
Address	Phone	

Following your changes, select **Save**.



# Submit a Case/Contact Customer Support

To submit a case in My DI Community, select **Contact Support** from the home page or at any time from the menu bar.



Select the type of product you are logging a case for, then select Next.

Community	Home Account	✓ Self Service	➤ Drivers	Company Inform	nation Contact	Support Reports	a Q 🖡 😫
Log a Case			Which produ	ict would you like to log a	case for?		
	Customer Community	EP Evaluator	Instrument Manager	JResultNet	None Specified	QC	
							Next

Some case records are prepopulated with questions to help our support team assist you depending on the product you select.



In the example below, the Description field is prepopulated with text. Filling in this information greatly improves our ability to help you! If appropriate, you may also remove the prepopulated text in the Description field and enter your own information.

To expand the Description field, select the control box in the lower right corner of the field and drag it down.

Log a Case					
* Subject					
Complete this field.					
* Description					
Instrument Manufacturer: [Instrument Manufacturer]					
Instrument Name: [Instrument Name]					
Issue as Described by Customer: When did the issue start?					
Is this a Live Production System?					
Did the software ever function as expected?					
Once the Case is created, please attach the Interface Specification	ns from the vendor and any communi	cation trace files and Specimer	h Event Logs (SEL) you may hav	/o	
		content dece mes une specimer		·c.	
* A		eation duce mes and specifier			
* Account					
* Account None		eeton doce neo ono opeante			
		* Priority			
None					
None * Product		* Priority			
None * Product Instrument Manager		*Priority			
None * Product Instrument Manager * Version none selected		<ul> <li>Priority</li> <li>None</li> <li>Operating System</li> <li>None</li> </ul>			
None * Product Instrument Manager * Version		<ul> <li>Priority I</li> <li>None</li> <li>Operating System</li> </ul>			:
None * Product Instrument Manager * Version none selected		Priority    None     Operating System    None     Live/In Production			
None * Product Instrument Manager * Version none selected		Priority    None     Operating System    None     Live/In Production			:
None * Product Instrument Manager * Version none selected Partner/Customer Number		Priority    None     Operating System    None     Live/In Production			:
None * Product Instrument Manager * Version none selected Partner/Customer Number		Priority    None     Operating System    None     Live/In Production			:
None * Product Instrument Manager * Version none selected Partner/Customer Number		Priority    None     Operating System    None     Live/In Production			:

Take time to enter as much information as possible into the case. Any field marked with a red asterisk (\*) must be populated prior to case submission.

Once you have entered your information, select **Next** to submit the case. The newly created case appears on the screen and a confirmation email is sent indicating receipt of the case by Data Innovations Support.

Where a High (Live and in Production Instrument is down) or critical issue (software or LIS issue which renders the software inoperable) occurs, please call 802-658-1955 as these instances must be reported by telephone. Submission of a High or Critical issue via My DI Community may result in a delay of your assistance.



# **Reviewing The Status of Your Open Cases**

Check the status of your open cases in the My DI Community in any of the following ways:

#### THE HOME PAGE

In My DI Community, select **Home** on the main menu. Your cases appear on the left side of the page. To review a case, select the link associated with the case.

#### THE LIST OF ALL CASES

In My DI Community, select **Home** on the main menu. At the bottom of the Open Cases list, select **View All**. A list of all your cases is loaded.

nunity	Home	Account 🗸	Self Service 🗸	Drivers	Company Information	Contact Support	Reports	Q 🏚	0
	Cases Recently View						Q. Search this list	\$ ·	C
	Case Number 🗸	Subject	✓ Product	✓ License ✓	Account Name	✓ Contact Name	∨ Owner Name	✓ Status ✓	
1	00027313		EP Evaluator					Resolved	•
	00027302		EP Evaluator					classed	
2			EP Evaluator					Closed	Ŧ
	00027300		EP Evaluator					New	•

By selecting the "Select a List View" icon (▼), you may opt to use additional views, including Open Cases and Closed Cases.

To view the details of any case in the list, select the Case Number. The selected case is loaded for your review.







#### THE ACCOUNT MENU

In My DI Community, select **Account** on the main menu, then select **Cases** from the sub-menu.



A list of recently viewed cases is loaded.

<b>MUD</b> mmunity	Home	Account 🗸	Self Service 🗸	Drivers	Company Information	Contact Support	Reports	٩ ا	• 0
	es cently Viewed dated a few seconds ag						Q. Search this list	\$t ~	Ç
Case	Number $\vee$ Subje	ect	V Product	✓ License ✓	Account Name	✓ Contact Name	∨ Owner Name	∽ Status	~
1 0003	7313		EP Evaluator					Resolved	•
2 0002	7302		EP Evaluator					Closed	•
3 0002	7300		EP Evaluator					New	w
	7289		EP Evaluator					New	Ŧ

To review a case, select the link associated with the case.

Use the pushpin icon to select a default view for your next

By selecting the "Select a List View" icon (▼), you may opt to use additional views, including Open Cases and Closed Cases.





visit to your Cases list.

#### FOLLOWING A CASE

When you follow a case, you will be notified by email each time the case is updated.

To follow a case, select **Follow**.

by D ommunity	Home	Account 🗸	Self Service $ oldsymbol{ u} $	Drivers	Company Information	Contact Support	Reports	۹ 🌲 😆
Case	2							+ Follow
Account Nat	ne	Product	Priority	Case Owner	Status	Potential Patient Safety Incident		

The case will then reflect that you are following it.



To unfollow a case hover over **Following**, it will become unfollow. Select **Unfollow**.



#### ATTACHING A FILE TO A CASE

Files may be attached to a case. You may do so by:

- Dropping a File into the File Region
- Selecting the File sub menu icon  $(\mathbf{\nabla})$ , then choosing Add Files
- Selecting **Upload Files** on the sub menu bar

Home	Account 🗸	Self Service $ {f v} $	Drivers Cor	npany Information	Contact Support Reports	Q 🌲 😫 🛛
Case						+ Follow
Account Name	Product	Priority	Case Owner	Status	Potential Patient Safety Incident	
DETAILS EMAILS						Close Case
✓ Case Summary				🕒 Files (0)	L3	<b>v</b>
Case Number		Priority		Files (0)	🗘 Upload Files	Y
-				E Files (0)		



#### EMAIL CASE UPDATES

Updates to the case made by email can be found by selecting **Emails** on the sub menu bar.

Community	Home	Account 🗸	Self Service 🗸	Drivers	Company Information	Contact Support	Reports	Q 🖡 😫
Case								+ Follow
Account Nan	ie	Product	Priority Low	Case Owner	Status New	Potential Patient Safety Incident		
DETAILS	EMAILS							Close Case
Subject	Fro	m Address To	Address	Message Date.	<b>Files (0)</b>			
RE: Case numb	er:			Apr 20, 2022, 02:17:51 PM		1 Uploa Or drog		
					Post			
						Share an update		Share

Select the Email Subject to view the email details.



#### **CLOSING A CASE**

Select **Close Case** to indicate that the case may be closed.

ommunity	Home	Account 🗸	Self Service 🗸	Drivers	Company information	Contact Support	Reports	Q	<b>.</b> ●
Case								н	Follow
Account Nam	ie	Product	Priority	Case Owne	er Status	Potential Patient	Safety Incident		
DETAILS	EMAILS								Close Case

	Close Case
	Update Case Status
You will be required to enter comments regarding the case closure to complete the action.	*Comments 1
	Close Case

The status of the case will change to "Customer Approved". The DI Case Owner will review the case and move it to "Closed" status.

My	hity	Home	Account 🗸	Self Service 🗸	Drivers C	ompany information	Contact Support	Reports	Q 🖡 😫	)
	Case 000272	283							+ Follow	
	Account Name		Product	Priority	Case Owner		ner Approved	Potential Patient Safety Incident		
	DETAILS	EMAILS							Clone this Case	
		nman/				Files (0)			-	



#### CLONING A CASE

## You may create a copy of a closed case by selecting **Clone this Case**.

	Home	Account 🗸	Self Service 🗸	Drivers (	Company Information	Contact Support	Reports	Q 🖡 🙆
	iase 00027283							+ Follow
Account	Name	Product	Priority	Case Owne		<sup>atus</sup> ustomer Approved	Potential Patient Safety Incident	
DETAIL	EMAILS							Clone this Case
× Ca	ca Summary				E Files (0)			v

	Clone	e Case	
Clone Case			
* Subject			
* Description			
			11
* Account			
			\$
			•
* Product		* Priority 🕕	
	\$		\$
* Version		Operating System	
	\$	None	\$
	•		•
Partner/Customer Number		*Live/In Production	
			\$
Instrument and Driver Name/Versi	ion		
			11
Asset			
			×
<b>W</b>			^
			Next
			- next

You will have the opportunity to modify the old case entries before creating the new case. After modifying the entries select **Next** to create your new case.



# Collaborate with DI Support Through My DI Community

The My DI Community lets you collaborate with the DI Support Team by posting and receiving messages. When you submit a message, our support team is alerted. When our support team sends you a message you are notified in the My DI Community. You do not have to stay logged in to receive responses. Your default My DI Community setting ensures that you will receive an email alert when your Support Engineer mentions you in a notification.

When our Support Team replies to you, you will not only get an email message referring to the case, but you will also see a small red number show up on your My DI Community notifications bell:



Selecting the bell displays your messages:



#### VIEWING YOUR MESSAGES

You can view your messages in My DI Community when you are reviewing your case record. On the right side of the page, you will find a list of all messages associated with your case.





#### REPLYING TO YOUR MESSAGES

You may reply to a message from the DI Support Team either by replying to the email you received from My DI Community, or by replying directly in My DI Community:

Company Information	Contact Support	Reports	Q 📮	8
G			Cl	ose Case
Files (0)				
	_	pload Files drop files		
Post				
	Share an upo	late		Share
Sort by: Most Recent Activity	Q Sean	ch this feed	Ţ	. G
Edited 27m ago	We have received your	case and are reviewing it now		
Like Commen			-	1 view
BIU.	5 I. = 15 E	0 2 2	Comm	ent

Open the case record and locate the message on the right side of the case page.

Select the "Write a Comment..." field under your message. Enter your reply, then select **Comment**. Your message is sent to Data Innovations Case Owner.

# The Instrument Manager Driver Library

The My DI Community provides easy access to the DI Instrument Manager Driver Library. From the Instrument Manager Driver Library, you can:

- Locate Drivers
- Download the Latest Version of Drivers
- Follow a Driver

When you follow a Driver, you are notified when updates to the driver occur.

Only the most recent version of any driver is available on My DI Community. Please contact DI Customer Support for previous driver versions.



#### LOCATE DRIVERS

#### From the Main Menu, select Drivers.



The list of drivers is loaded. You may filter the list of drivers by using the Search menu. Select one or more criteria from the filter dropdowns and select **Search**. You can also search the library by entering your search terms into the **Keyword Search** field and select **Search**.

unity						
Instrument Manager	Driver Libra	ary				
Manufacturer		Category	Last Updated Date	Key	yword Search 🚯	
Data Innovations	-	All	▼ All Time	<b>▼</b> 0	٩	
					😣 Reset	Q Search
					W Reset	Q Search
			 		W Neser	Q Search
Data Innovations System / Device	Driver Name	Mode	Version	Last Updated	Category	
	Driver Name	Mode Bi	Version 8.04.0034	Last Updated		€ Jearch
System / Device Advanced Configurable Delimited					Category	
System / Device Advanced Configurable Delimited Instrument Advanced Configurable Delimited	diicfgdi	Bi	8.04.0034	10/05/2021	<b>Category</b> DI Driver	Ŷ

To view driver detail, select the Driver Name. The detail page is loaded.



Commu	Home	Account 🗸	Self Service 🚿	<ul> <li>Drivers</li> </ul>	Company Information	Contact Support	Reports	۹ 🖡 😫
	Driver Barcode Printe	er (diibrcdb)						+ Follow
	Manufacturer Data Innovations	Version 8.00.0015	Last Updated 4/7/2021					
	✓ Driver Details							Download Driver(s)
	Reference Barcode Printer (diibrcdb	)		Last Updated 4/7/2021		Sort by:		earch th 🔻 C
	Title Barcode Printer (diibrcdb	)		Category Print Driver		MOST Rece	ent Activity 🔻 🔍 S	earch th 🔻 C
	Manufacturer Data Innovations			System / Device Barcode Printer				
	Driver Name diibrcdb			Version 8.00.0015				3
	Product Instrument Manager							
	Communication Mode Uni						<u>M</u> 4	
	✓ Other Consideration	ons						
	Notes						Collaborat	a baral
	Requires 2 or more connec	tions		Requires DMS Licensing		Here's wh		h your colleagues about this
	Needs Specimen Managem	ent		Requires Additional Purch	nase			
	Needs Specimen Routing			Uses 2 Drivers				

The page displays the driver details, recent activity, and allows you to download and follow (or unfollow) the driver.

#### DOWNLOAD THE LATEST VERSION OF DRIVERS

From the Main Menu, select Drivers.



The list of drivers is loaded. Find the driver you wish to download on the list, then select the download icon on the right side of the driver record.



Instrument Manager	Driver Libra	ary						
Manufacturer		Category			Last Updated Date		Keyword Search 🕚	
Data Innovations	Ψ.	All		*	All Time	Ψ	Q Reset	Q Search
							<b>Neset</b>	Q Scarch
Data Innovations System / Device	Driver Name		Mode		Version	Last Update	d Category	
Advanced Configurable Delimited Instrument	diicfgdi		Bi		8.04.0034	10/05/2021	DI Driver	⊻ ⊚
Advanced Configurable Delimited LIS	diicfgdl		Bi		8.00.0013	04/07/2021	HIS/LIS;Information System	y ⊚
Automatic QC Ordering	diiaqcgi		Bi		8.00.0001	04/07/2021	Other	⊻ ⊚
Barcode Printer	diibrcdb		Uni		8.00.0015	04/07/2021	Print Driver	⊻ ©
Barcode Reader	diibcrdi		Uni		8.05.0008	04/07/2021	Other	⊻ ⊚
Common Data Format (CDF) Emulator	dticdffe		Ві		Controlled	04/07/2021	Emulator;Middleware	0 ⊻ ⊙

#### The driver may also be downloaded from the driver's detail page, by selecting **Download Driver(s)**.

Commu	Home	Account 🗸	Self Service 🗸	Drivers	Company Information	Contact Support	Reports	۹ 🖡 😆
	Driver Barcode Print	ter (diibrcdb)						+ Follow
	Manufacturer Data Innovations	Version 8.00.0015	Last Updated 4/7/2021					
	✓ Driver Details							Download Driver(s)
	Reference Barcode Printer (diibroo	ы.	Last U			Sort by:		

#### FOLLOW/UNFOLLOW A DRIVER

From the Main Menu, select **Drivers**.



The list of drivers is loaded. Find the driver you wish to follow/unfollow from the list, then select the Driver Name. The detail page is loaded. Select **Follow** to receive a notification each time the driver is updated.



<b>WD</b> mmunity	Home	Account 🗸	Self Service $  \mathbf{v} $	Drivers	Company Information	Contact Support	Reports	۹ 🖡 🖪
Drive Bar	er code Printer (d	diibrcdb)						+ Follow
Manufacture Data Innova		ersion 00.0015	Last Updated 4/7/2021					
✓ Drive	r Details							🛃 Download Driver(s)
Reference Barcode P	rinter (diibrcdb)		Last Up			Sort by:		

When you view the page of a driver you have followed, the title bar indicates you are following that driver.

<b>WD</b> mmunity	Home	Account 🗸	Self Service 🗸	Drivers	Company Information	Contact Support	Reports	Q 🖡 😫
	er code Printer	(diibrcdb)						✓ Following
Manufacture Data Innova			Last Updated 4/7/2021					

To Unfollow a driver, navigate to the driver detail page and hover over **Following**. It will change to "Unfollow". Select **Unfollow** to complete the action.

Community	Home	Account 🗸	Self Service 🗸	Drivers	Company Information	Contact Support	Reports	۹ 🌲 🖪
	<sup>iver</sup> arcode Printer	r (diibrcdb)						
Manufacti Data Inno		Version 8.00.0015	Last Updated 4/7/2021					Unfollow



# **Reviewing My Assets**

The My DI Community provides the ability to quickly review your DI Assets.



The list for your Assets is loaded.

Community	Home	Account 🗸	Self Service 🗸	Drivers	Company Information	Contact Support	Reports	۵		9
	sets   Assets 💌 📌 orted by Asset Name • F	Filtered by All assets - /	Asset Record Type • Updated a	a few seconds ago			Q. Search this list		\$\$ ~	C
Ass	et Name 1		~	Customer Account	· ~	License Number 🗸 🗸	IM Software Version $ \lor$	Asset Status	~	
1 Inst	rument Manager Bas	e Software					8.17.30.03	Active		•
2 Inst	rument Manager Bas	e Software with High	Availability				8.17.00.06	Active		•

From here you may select the Asset Name to display the details of your asset, including:

- Asset Details •
- Full Summary of Asset Components •
- License Files Associated with the Asset •
- Software Security Keys Associated with the Asset
- Any Cases Associated with the Asset



#### ASSET DETAILS AND SUMMARY

From the Asset List, select the Asset Name. The Asset detail page will display. Asset Information and Asset Summary appear to the left of the page.

Asset Instrument Manager Base Sof	tware				Softw	are Security Key(	s) Contact S	uppor
	mer Account	License Number	IM Software Versio					
✓ Asset Information		_	License Files (3)					
Asset Name	License Number		Asset Name	License Num	Customer Ac	File Name	File's Last N	10
Instrument Manager Base Software Awet Status Active	IM Software Version		Instrument Manager Base Software					
	Security Key Type Software Security Key		Instrument Manager Base Software					
Asset Sum	mary		Instrument Manager Base Software	2				
Third Party Connections		0				-	and all many states	
Direct Connections		10				C CONN		
DMS Connections		0						
End User Connections		0	Cases (0)					
ODEC		0						
Light Pole Connections		0						
Specimen Management		false						
Rules Processing		false						
Maintenance Manager		false						
Sample Archival		false	1					
Spedmen Routing		false	1					
Data Collection		false	1					
Manual Results Entry		false	1					
Lab Intelligence		false	1					
Specimen Pooling		false						
Laboratory Quality Control (LQC)		false						
Bio-Rad Unity Real Time		false	1					
TechnoPath IAMQC		false						
Codasy QCML		false						
Moving Averages - Moving Medians		false						
Extended Moving Averages		false						
QC Bradieting		false						
0								



#### ASSET LICENSE FILES

From the Asset List, select the Asset Name. The Asset detail page will display. A list of License Files appears to the right of the page.

To download a license file, select the download icon at the right of the list.

You may download multiple files by selecting the check box adjacent to each file you wish to download, then select **Download all Selected Licenses**.

	Home	Account 🗸	Self Service 🗸	Drivers	Company Information	Contact Support	Reports	Q 👂 🖸
Account		ager Base Softwa <sup>Customer</sup>		License Number	IM Software Version		Software Security Key(s	) Contact Support
Asset N	nent Manager Base S	oftware	License Number IM Software Version Security Key Type Software Security Key		License Files (3)   Asset Name  Instrument Manager Base Software  Instrument Manager Base	License Num Custon	ner Ac File Name	File's Last Mo ٹ
Direct 0	arty Connections Connections	Asset Summa	ry	0 10 0	Software Instrument Manager Base Software		L Downlo	ad all Selected Licenses
End Use	er Connections			0	Cases (0)			



#### SOFTWARE SECURITY KEY INFORMATION

From the Asset Page, select **Software Security Key(s)** to display software security key information and installation instructions.

Commun	ity	Home	Account 🗸	Self Service 🗸	Drivers	Company Information	Contact Support	Reports	Q	<b>۽</b> و	)
	Asset Inst	rument Ma	nager Base Softw	are for Test				Software Security Ke	ey(s) Con	tact Support	t
	Account		Customer Account	License Number	IM Softw	vare Version					

The upper portion of the screen displays Software Security Key information.

The lower portion of the screen contains Software Security Key installation instructions.

	Software Security Key(s)
Work	station ID:
Instru	iment Manager Number:
	are Security Key:
	BEGIN ACTIVATION
	END ACTIVATION
	vate the IM systems using a Security Authentication Key perform the following
1. Run	, , , ,
1. Run folder 2. Cop	s: the 'ImSecurityKeyInstaller.exe' executable from the "C:\Instrument Manager\"
folder 2. Cop ACTIV/	s: the 'ImSecurityKeyInstaller.exe' executable from the "C:\Instrument Manager\" (where C:\ is the folder in which Instrument Manager was installed). y the Software Security Key above (including BEGIN ACTIVATION & END
1. Run folder 2. Cop ACTIV 3. Clicl 4. Whe	s: the 'ImSecurityKeyInstaller.exe' executable from the "C:\Instrument Manager\" (where C:\ is the folder in which Instrument Manager was installed). y the Software Security Key above (including BEGIN ACTIVATION & END ATION ) and paste it into the Activation Key field.



# **Reviewing My Accounts**

The My DI Community provides the ability to quickly review your DI Accounts.

From the Main Menu, select **Account** then select **Accounts** from the sub-menu.



The list for your Accounts is loaded.

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Select the Account name to view Account information, including Account Details, Addressing, Account Cases, Account Assets and Account Contacts

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# Downloading Software

You can search for Software in My DI Community by several methods

# GENERAL SEARCH From the main menu, select the search icon Mome Account ~ Self Service ~ Drivers Company Information Contact Support Reports Image: Account ~ Self Service ~ Drivers

Enter the search term associated with the software, then press enter to search.



Results are displayed. These results can be filtered by selecting a topic.

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#### SELF SERVICE SEARCH

Select **Self Service** from the main menu, then select the appropriate sub menu item.



Selecting **More Topics...** will bring you to the general navigation page.

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Select the result which most closely matches what you are searching for. The detail page will load. Select the software by selecting the name.

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# Searching Knowledge Articles

You can search for Knowledge Articles in My DI Community by several methods

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Enter the search term associated with the knowledge article, then press enter to search.



Results are displayed. These results can be filtered by selecting the Knowledge topic.

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GROUP AFFECTED: All customers using the windows Remote Deskop function to co ISSUE: Use of Remote Desktop causes connectivity with Instrument Ma DESCRIPTION: When starring a Remote Desktop session to connect to the base Connection will turn off, or be unable to start. An error will be pr Find First Unit (70)* Per FAQ 3408 from SafeNet (manufacturer of the Security Key) : If you attempt to run a SuperPro protected application in standa remote client) the SuperPro software will not allow this for sec	nager to fail. computer where Instrum sted on the Status Detail one mode via a remote ci	nent Manager is installed, the Qm screen: "Security Key Not Found	gr EP Evaluator	IG ARTICLES 12.3 Software Core Software	members when Auto	● 0 matic Logoff
RESOLUTION CORRECTIVE ACTION: Remote Desktop cannot be used to connect to the base Instrum from another PC, use the Thin Client feature. LAST MODIFIED BY Daegan Gray, 47/2021 6:41 AM CREATED BY Daegan Gray, 4/6/2021 1:45 PM FIRST PUBLISHED DATE 4/7/2021 6:41 AM	int Manager PC. To remot	tely connect to Instrument Mana		720 - Englah		



#### SELF SERVICE SEARCH

Select **Self Service** from the main menu, then select the appropriate sub menu item.



Selecting **More Topics...** will bring you to the general navigation page.

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Select the result which most closely matches what you are searching for. The detail page will load. Select the article by selecting the name.

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# **Company Information**

The My DI Community contains a central location to find general information about Data Innovations including:

- Contact Information
- Holiday Information
- Webinars
- Events
- Tips and Tricks
- Support and Services Checklist

From the Main Menu, select Company Information.



The Company Information page is loaded.

