

my.MediaCy Partner Guide

as of March 28th, 2023

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The myMediaCy Account

Benefits of an Account

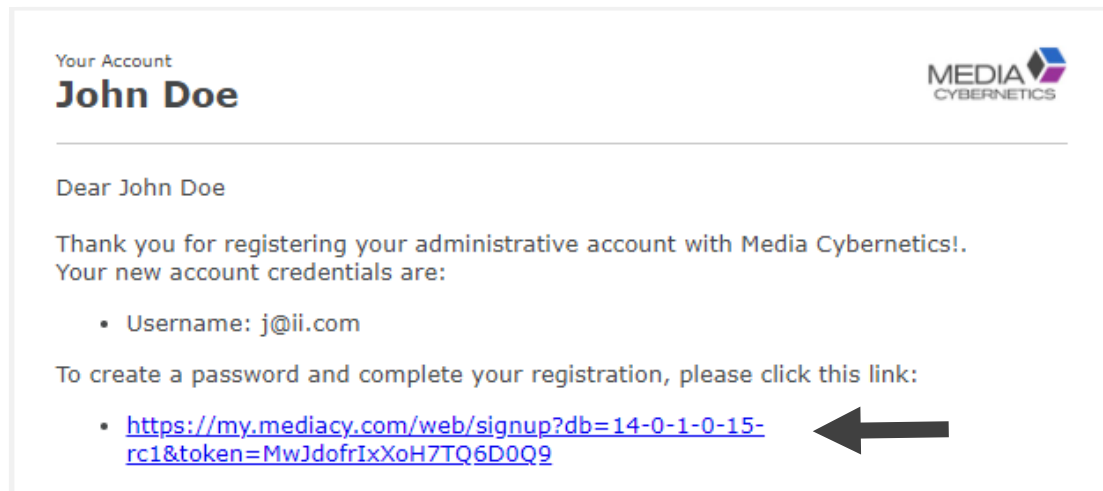
There is so much to love about the new my.MediaCy account.

- One location with all your End User Contacts – Makes future upgrades easier
- Visibility of Software Licenses delivered to End Users
- Self-service distribution of Trial Licenses to End Users
- One location to manage your NFR Demo Licenses
- One location for all your Support Tickets
- Easy setup of your Team – Share access to End User info, Trial Licenses, and Support Tickets with your Salespeople and Back - office staff
- Access to all Orders and Invoices
- Visibility of Invoice Payment status and easy Credit Card payment options
- Optional benefit of working with “Sub Partners”

How to Register for a Partner account

Partner accounts are granted by invitation only. Here's how it works.

Step 1) Media Cybernetics will send the following email. Click the link in the email.



Step 2) The link destination will prompt the creation of a password. Click **Save & Sign In**.

Your Email

First Name

Last Name

Password

Confirm Password

Save & Sign In

[Already have an account?](#)

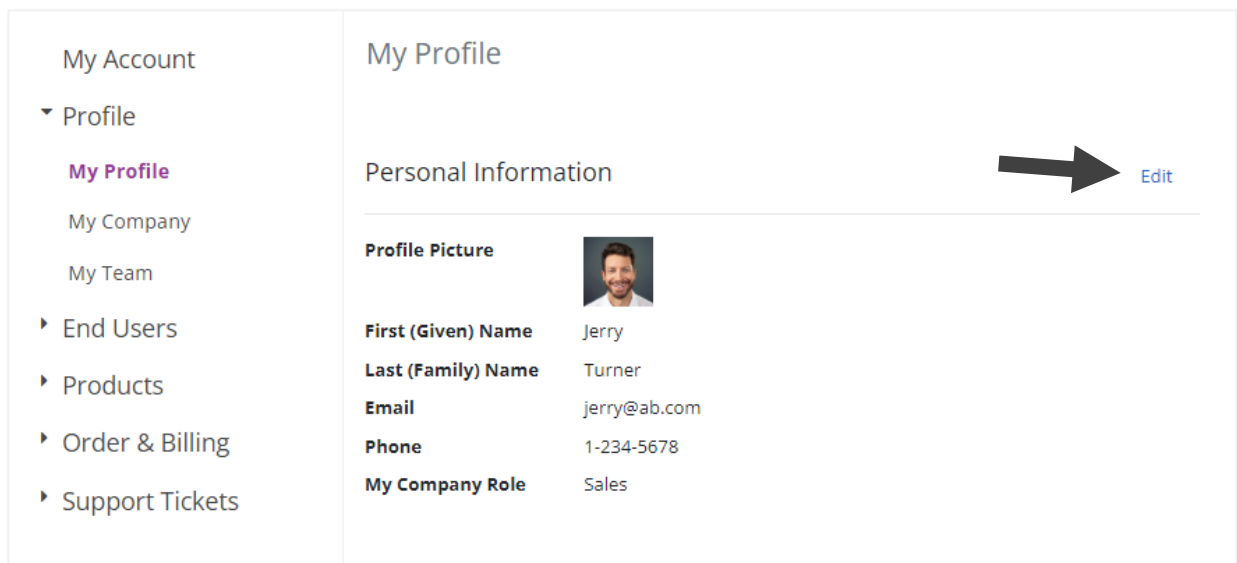
Account Management

All Partners have access to a variety of resources to manage their account.

Profile changes

Editing the details of a Partner Account is similar to editing an End User Account. Simply click the **Edit** button to make adjustments.

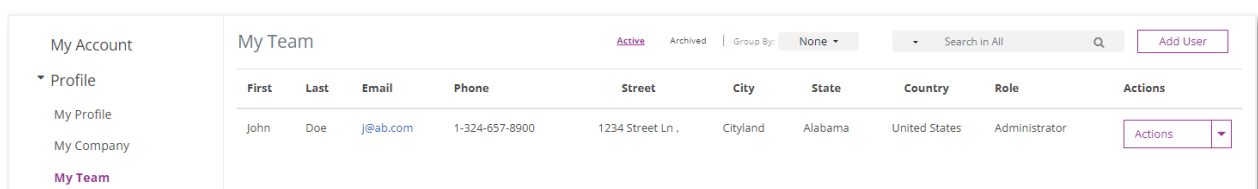
help.mediacy.com > [Get Started](#) > [myMediaCy Account](#) > [Profile](#) > [myProfile](#)



My Team users

Adding / Editing My Team users is similar for End Users and Partners. Simply click the **Add User** button to create new users for your company. Be sure the email of the recipient is correct as this action will send an account invitation immediately. After creation, **editing** must be completed by the new user.

help.mediacy.com > [Get Started](#) > [myMediaCy Account](#) > [Profile](#) > [My Team](#)



Current state: The system is still being regularly improved and this behavior will change soon. For now, all team members that Media Cybernetics has associated with your company will appear in this list even if they do NOT have an account. Again, you can only get an account if you are invited. To grant them an account, simply go to “Action > Edit” and make any small change and re-Save the user. This will trigger an email invitation to the user and they will be invited to register.

Future state: Eventually a new column with “Status” will be visible and a new button to “Invite” will be available on the team member name in the exact same manner as with End Users.

Viewing Orders, Invoices, and Paying bills

Viewing Orders and Invoices for partners is similar for End Users and Partners. To make a payment, open an Invoice and click the “Sign & Pay” button to see payment options.

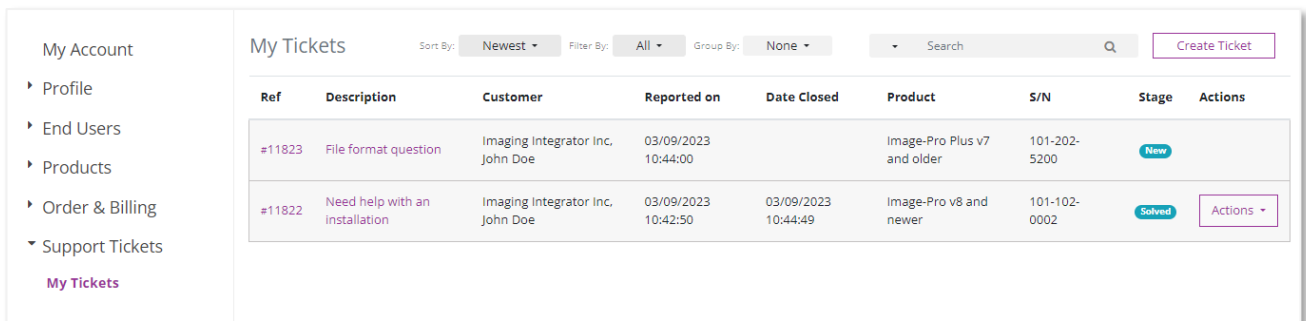
help.mediacy.com > [Get Started](#) > [myMediaCy Account](#) > [Order and Billing](#)

My Account	Order History			
	Sales Order #	Order Date	Total	State
<ul style="list-style-type: none"> ▸ Profile ▸ End Users ▸ Products ▾ Order & Billing <ul style="list-style-type: none"> Order History Billing History 	S01141	03/09/2023 21:24:32	\$ 714.11	Quotation Sent
	S01137	03/09/2023 21:12:37	\$ 12,609.11	Quotation Sent
	S01129	03/04/2023 13:25:29	\$ 520.09	Quotation Sent

Entering Support Tickets

Support Tickets can be created from the My Support Tickets page. This is similar for End Users and Partners. Simply click **Create** to submit a new Support Ticket and converse with the MediaCy team.

help.mediacy.com > [Get Started](#) > [myMediaCy Account](#) > [Support Tickets](#)

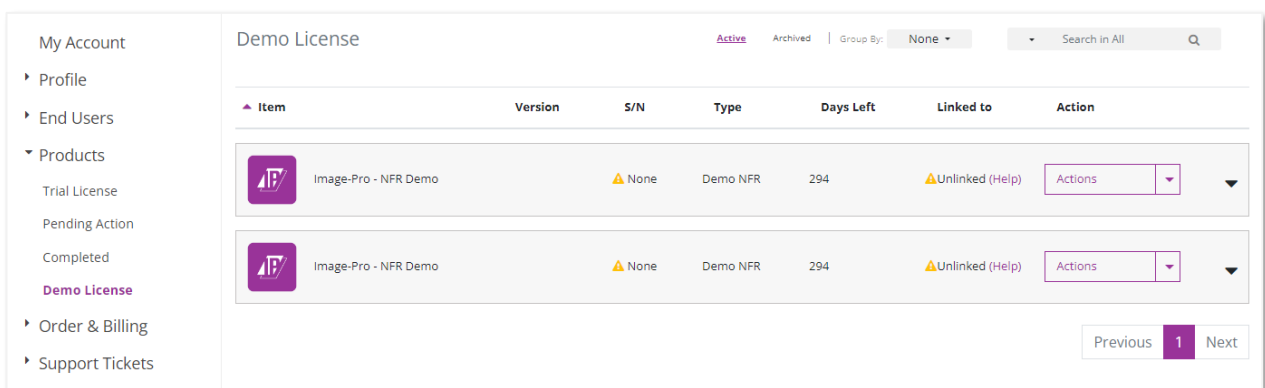




Ref	Description	Customer	Reported on	Date Closed	Product	S/N	Stage	Actions
#11823	File format question	Imaging Integrator Inc. John Doe	03/09/2023 10:44:00		Image-Pro Plus v7 and older	101-202-5200	New	
#11822	Need help with an installation	Imaging Integrator Inc. John Doe	03/09/2023 10:42:50	03/09/2023 10:44:49	Image-Pro v8 and newer	101-102-0002	Solved	Actions

Demo Licenses for Sales Reps

The Demo License page is for maintaining a list of Not-For-Resale (NFR) Demo Licenses to be used by the Partner for showing the software to End Users during the sales process. The Linked to targets should be partner computers and partner NFR Dongles.

NOTE: NFR Licenses can only be issued by Media Cybernetics. To receive licenses, please contact your Sales Manager. Each license will auto-renew every 365 days as long as the Partner Account is active.

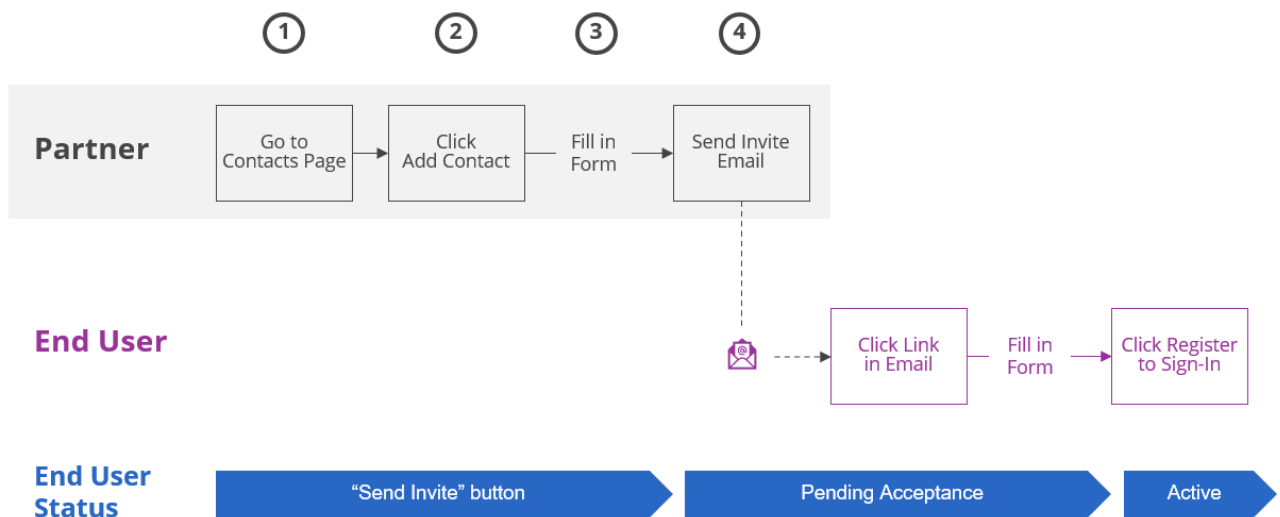


Item	Version	S/N	Type	Days Left	Linked to	Action
 Image-Pro - NFR Demo		None	Demo NFR	294	Unlinked (Help)	Actions
 Image-Pro - NFR Demo		None	Demo NFR	294	Unlinked (Help)	Actions

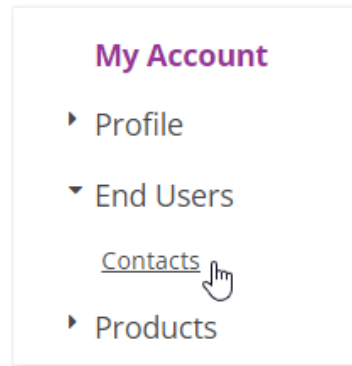
Inviting End Users to Register for an Account

All End Users will need to have an account to receive Software Licenses. The only way to receive an account is to be invited.

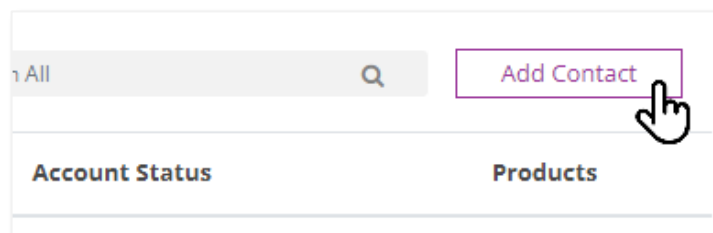
Sending an invite is a simple **4 step** process.



Step 1) Sign-In to your account and select **End Users > Contacts** from the left menu



Step 2) Click **Add Contact** in the upper right.



Step 3) Enter the email address and search to be sure the user isn't already in the system. If found, details will populate. If not, enter the name, phone # of the End User Contact Admin, (leaving Role as Administrator) and click **Save** to create a new contact.

Add End User Contact

Email * Q

If found in system, details will populate. If not, a new Contact is made.

First Name (Given) *

Last Name (Family) *

Phone *

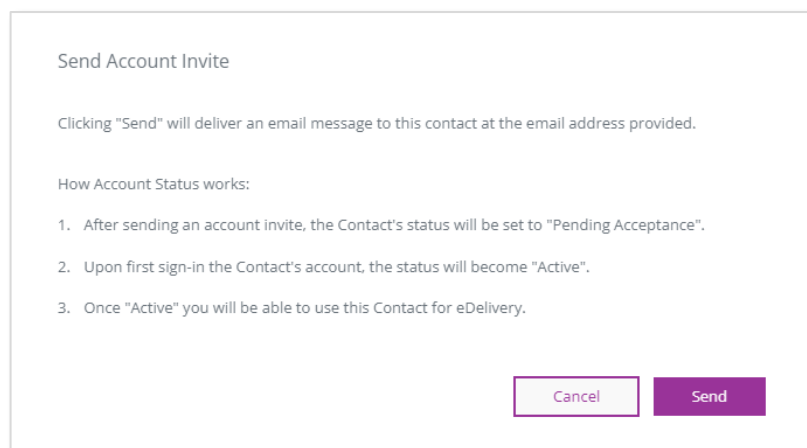
Role * Administrator ▼

Cancel
Save

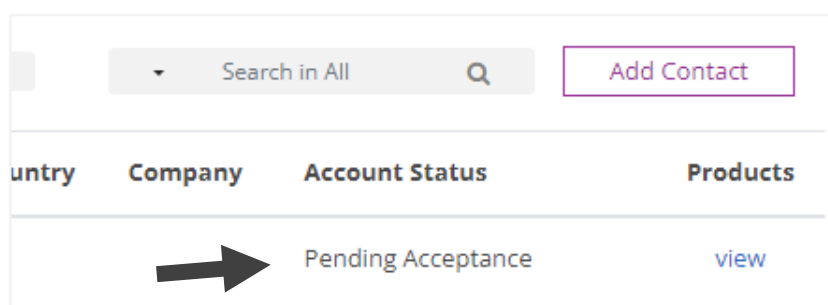
Step 4) The Contact will appear with a button in the Status column. Click **Send Account Invite** button.

End Users Contacts										
First	Last	Email	Phone	Street	City	State	Country	Company	Account Status	Products
Jane	Smith	j@ind.com	123-456-7890						Send Account Invite	view

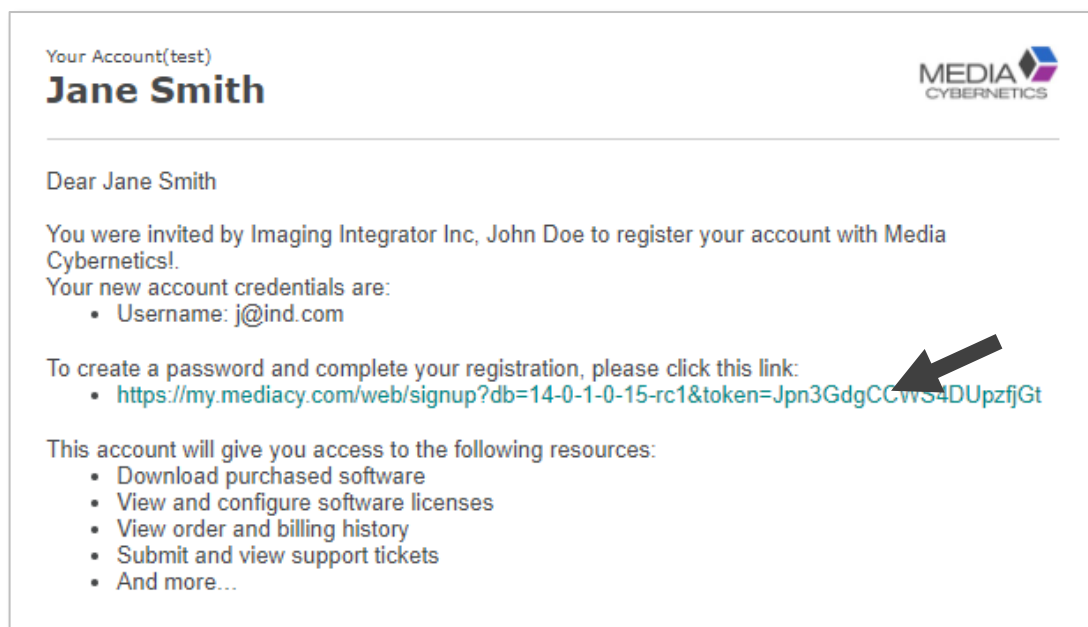
Click **Send** after reading the warning. This will send an email invitation.



Immediately after sending the invitation email, the account status will appear as *Pending Acceptance* and remain in this status until the End User signs in for the first time.



The End User will receive an email that appears similar to the example below.



After the End User clicks the email link, they will enter a password and complete a full registration that ends with signing into their account for the first time after clicking **Register**.

Your Information (Please Update as Necessary)

First Name (Given) *

Last Name (Family)*

Email *

Phone

Organizational Affiliation * Organizational Account Individual Account


Your Information (Please Update as Necessary)

Company Name *

Lab / Group *

Register

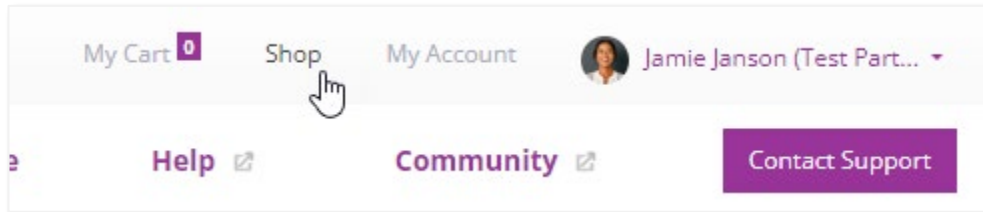
After the End User has completed Registration and Signed In for the first time, the account status will appear as *Active* for the Partner. It is now ready to use for eDelivery.

Country	Company	Account Status	Products
United States	Industrial Inc	Active 	view

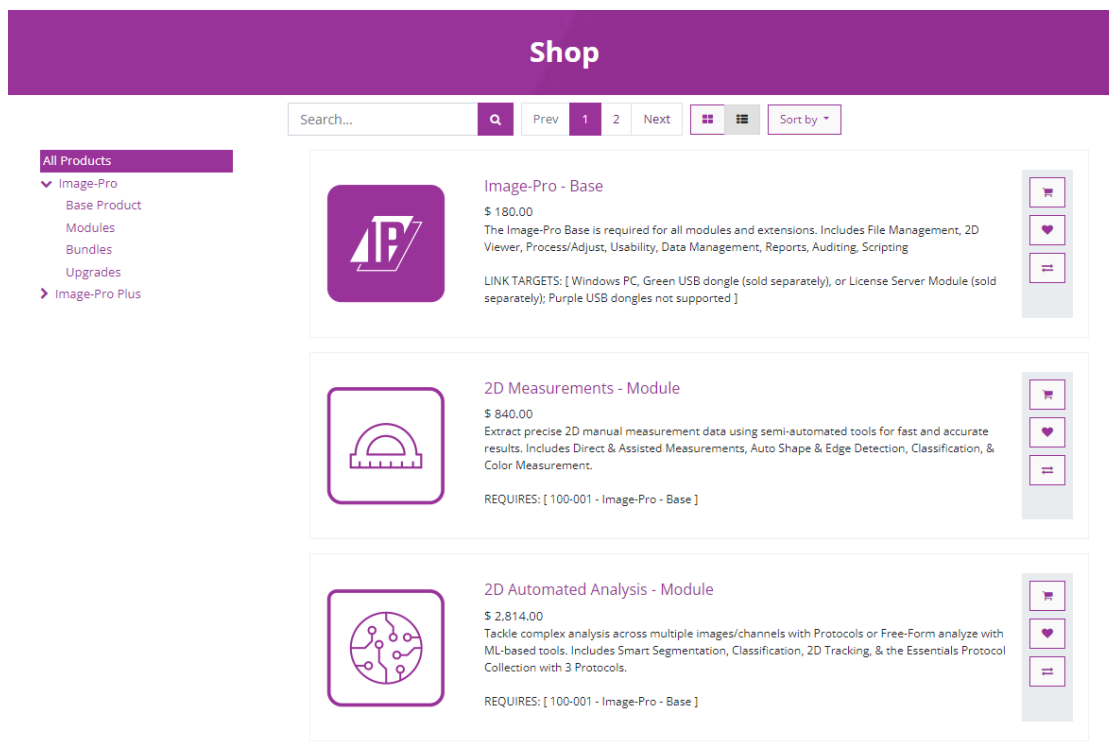
Product Purchasing

Shopping Cart Usage

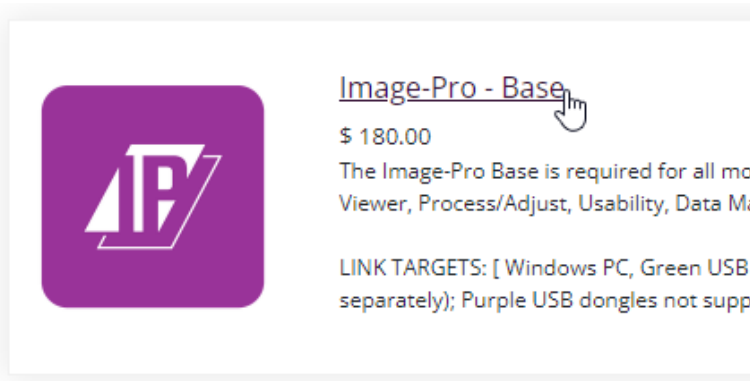
Access the new Shopping Cart from the top of the my.MediaCy.com site.



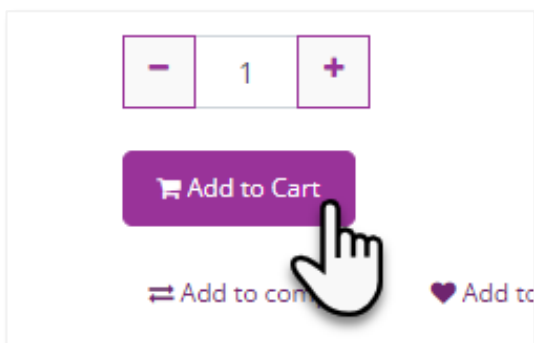
Expandable product categories will be on the left. Products will display in the middle.



Clicking the name of the product will open a new page with more details about the product.

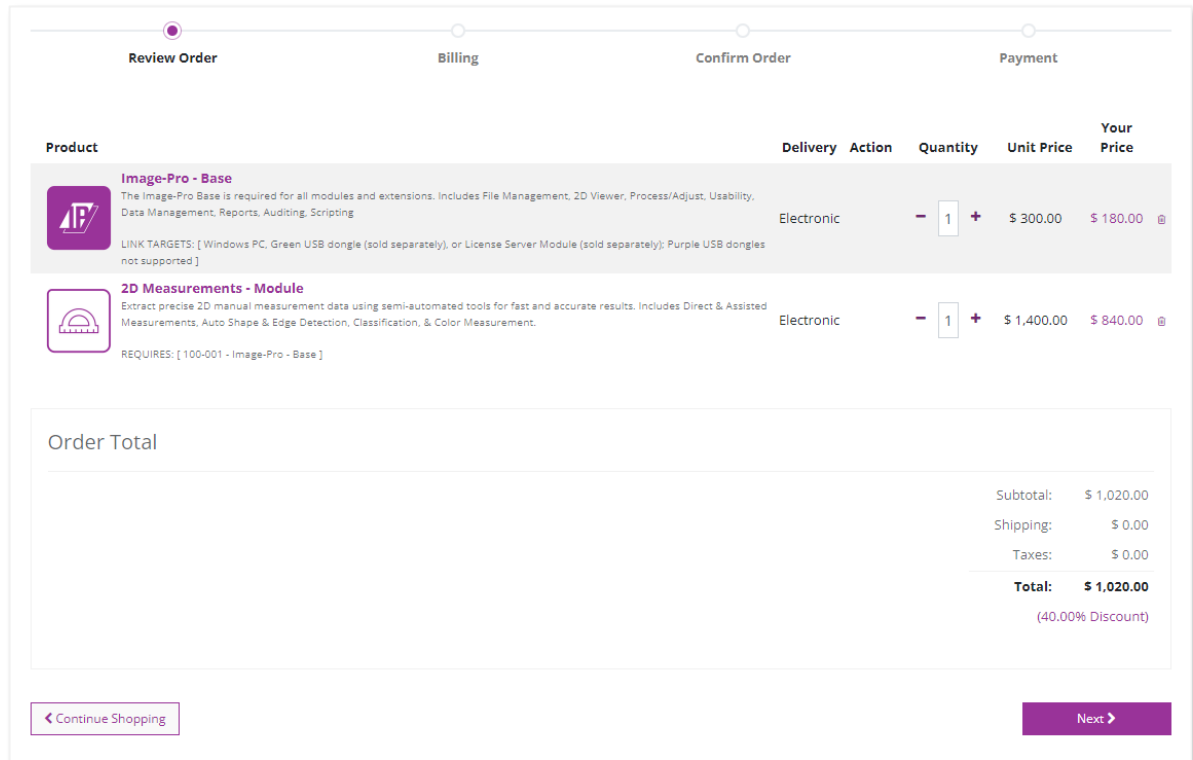


Use **Add to Cart** to populate your cart with the product selected to purchase.



My Cart: Review Order

Click **Next** at the button right of the screen once all products have been added to the cart.



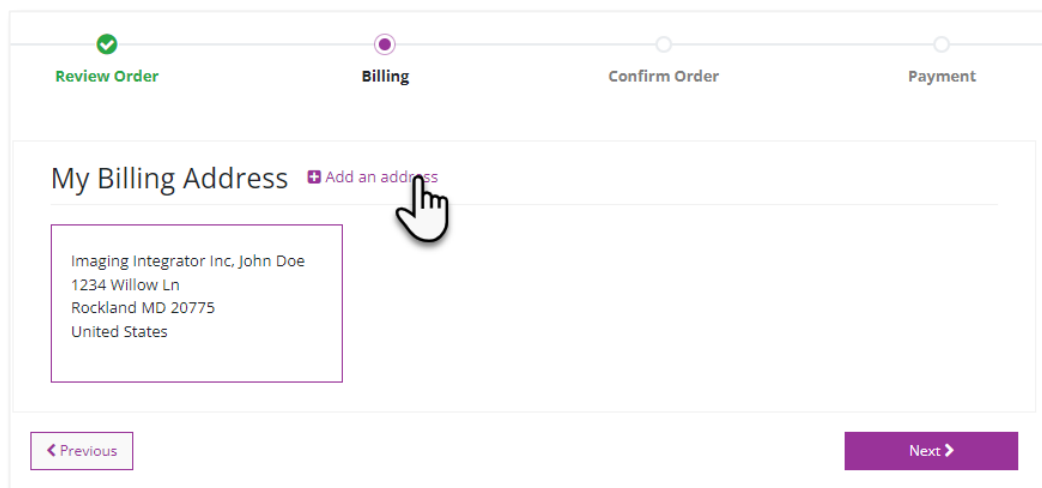
Product	Delivery	Action	Quantity	Unit Price	Your Price
Image-Pro - Base The Image-Pro Base is required for all modules and extensions. Includes File Management, 2D Viewer, Process/Adjust, Usability, Data Management, Reports, Auditing, Scripting. LINK TARGETS: [Windows PC, Green USB dongle (sold separately), or License Server Module (sold separately); Purple USB dongles not supported]	Electronic	- 1 +	1	\$ 300.00	\$ 180.00
2D Measurements - Module Extract precise 2D manual measurement data using semi-automated tools for fast and accurate results. Includes Direct & Assisted Measurements, Auto Shape & Edge Detection, Classification, & Color Measurement. REQUIRES: [100-001 - Image-Pro - Base]	Electronic	- 1 +	1	\$ 1,400.00	\$ 840.00

Order Total

	Subtotal:	\$ 1,020.00
	Shipping:	\$ 0.00
	Taxes:	\$ 0.00
	Total:	\$ 1,020.00
		(40.00% Discount)

My Cart: Billing

The second step is the Partner Billing address. If a new billing address is required, click **Add an address** to enter a new address for your company.



My Cart: Shipping

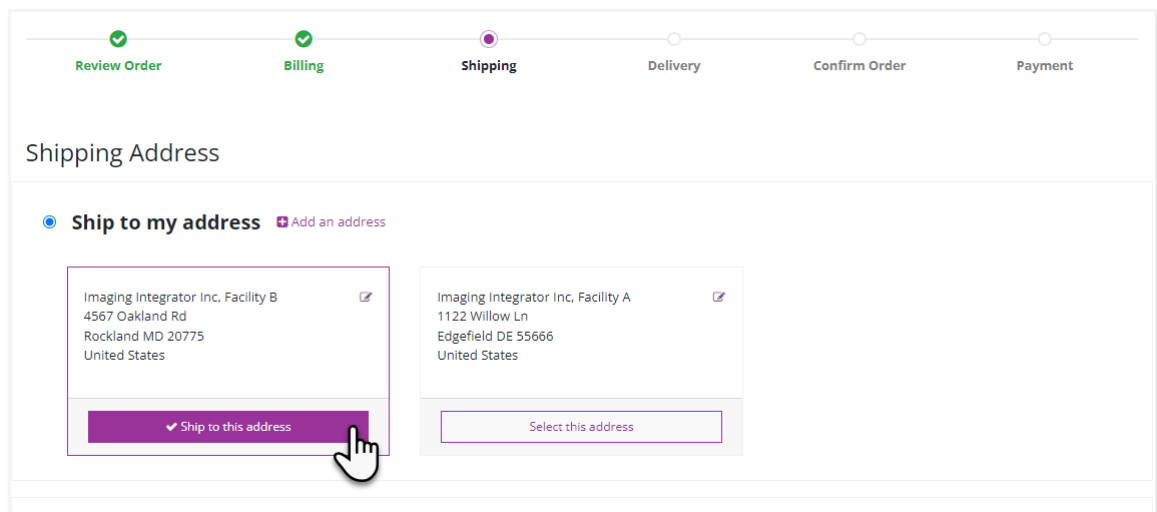
The next step is optional.

NOTE: Shipping Address will only appear if a product in the Cart has a physical item requiring shipping.

Ship to my address

This section is for shipping to an address associated with the Partner account. This section is NOT for End Users. Click **Add an address** to add another address if you are the Admin.

NOTE: When selecting a Shipping address, make sure the radio button is active on the section that you want, and the Shipping card is highlighted.

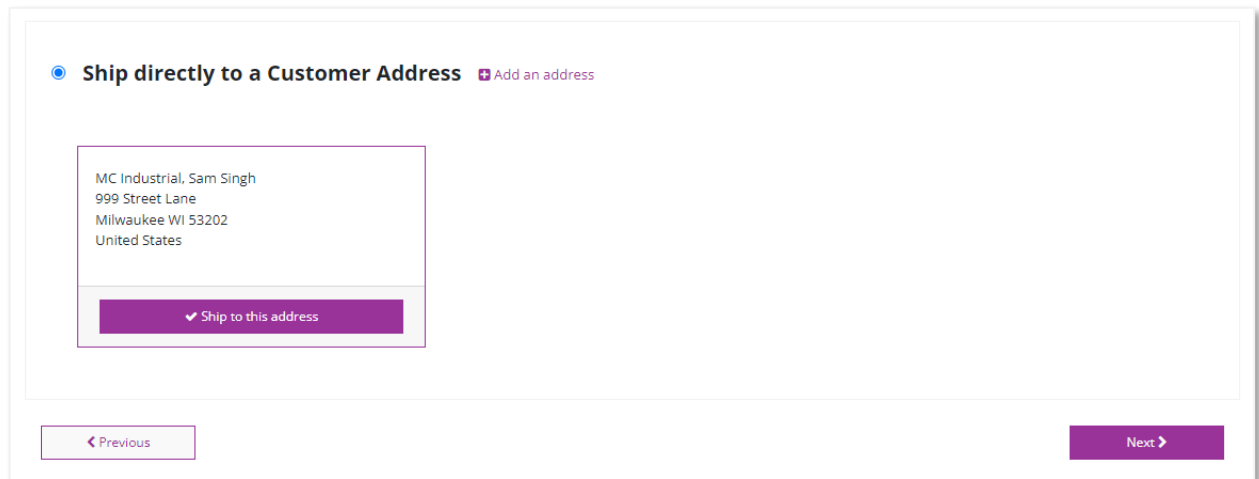


The screenshot shows a progress bar at the top with six steps: Review Order (checked), Billing (checked), Shipping (active), Delivery, Confirm Order, and Payment. Below the progress bar is the "Shipping Address" section. It features a radio button labeled "Ship to my address" which is selected, and a link "Add an address". There are two address cards. The first card, for "Imaging Integrator Inc, Facility B", is highlighted with a purple border and contains a purple button labeled "Ship to this address" with a hand cursor over it. The second card, for "Imaging Integrator Inc, Facility A", contains a button labeled "Select this address".

Ship directly to a Customer Address

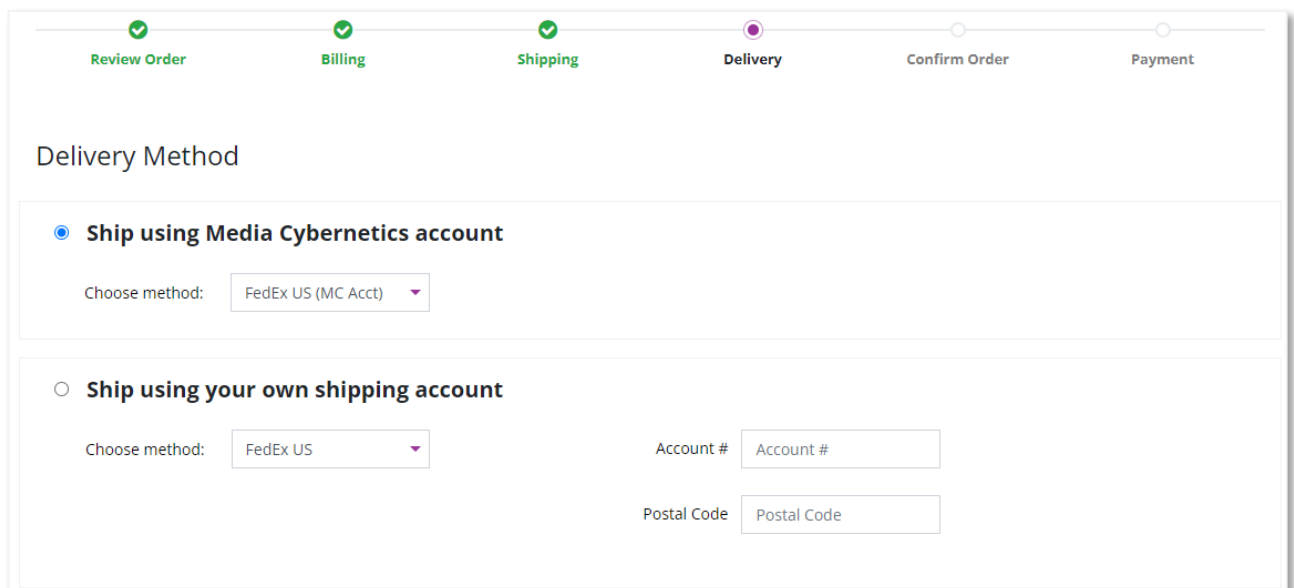
This section is for drop-shipping directly to an End User Contact address associated with your account. Click **Add an address** to add another from your contacts list.

NOTE: When selecting a Shipping address, make sure the radio button is active on the section that you want, and the Shipping card is highlighted.



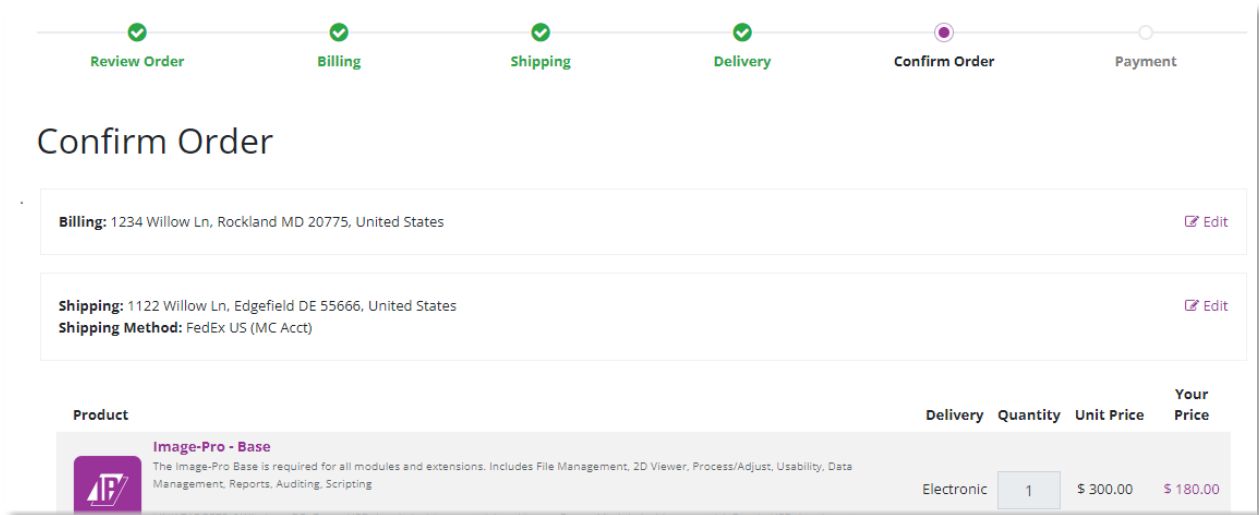
My Cart: Delivery

This step is for choosing a delivery method. The first section uses Media Cybernetics shipping accounts and adds cost to the order. The second section is for using your own method.



My Cart: Confirm Order


This step is for reviewing and confirming the order details are correct. Click **Next**.



The screenshot shows a progress bar at the top with six steps: Review Order, Billing, Shipping, Delivery, Confirm Order (highlighted with a purple circle), and Payment. Below the progress bar, the 'Confirm Order' section displays the following details:

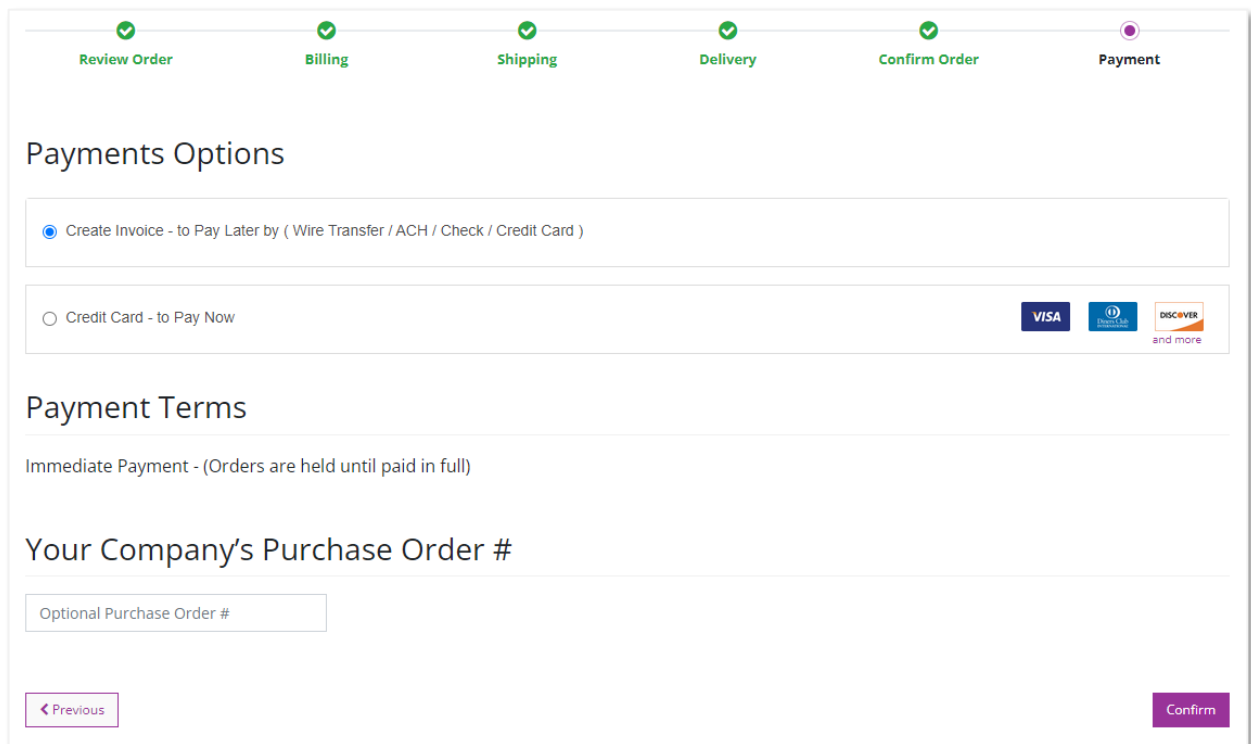
- Billing:** 1234 Willow Ln, Rockland MD 20775, United States [Edit](#)
- Shipping:** 1122 Willow Ln, Edgefield DE 55666, United States [Edit](#)
- Shipping Method:** FedEx US (MC Acct)

Below the shipping details is a table listing the product:

Product	Delivery	Quantity	Unit Price	Your Price
 Image-Pro - Base <small>The Image-Pro Base is required for all modules and extensions. Includes File Management, 2D Viewer, Process/Adjust, Usability, Data Management, Reports, Auditing, Scripting</small>	Electronic	1	\$ 300.00	\$ 180.00

My Cart: Payment

This last step is for payment. Choose to issue an Invoice for payment at a later time or pay by Credit Card immediately. Enter an optional PO # and click **Confirm** to complete the order.



The screenshot shows a progress bar at the top with six steps: Review Order, Billing, Shipping, Delivery, Confirm Order, and Payment (highlighted with a purple circle). Below the progress bar, the 'Payment' section displays the following options:

- Create Invoice - to Pay Later by (Wire Transfer / ACH / Check / Credit Card)
- Credit Card - to Pay Now

Logos for VISA, Discover, and Discover and more are visible next to the credit card option.

Below the payment options is the 'Payment Terms' section, which states: Immediate Payment - (Orders are held until paid in full)

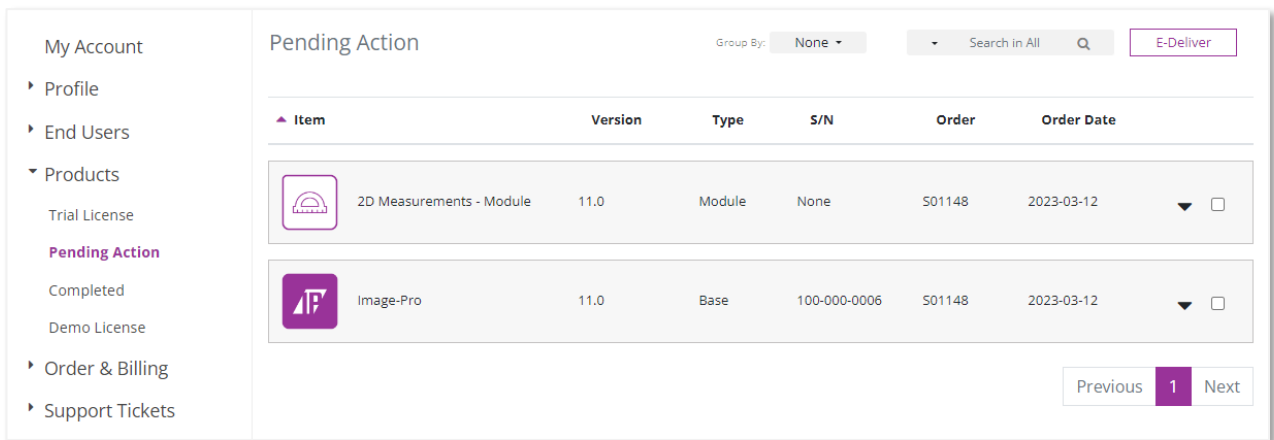
Below the payment terms is the 'Your Company's Purchase Order #' section, which includes a text input field labeled 'Optional Purchase Order #'.

At the bottom of the form, there are two buttons: a purple button labeled '< Previous' and a purple button labeled 'Confirm'.

Products: Pending Action



Once an order has been confirmed, it will temporarily be reviewed by Media Cybernetics and approved as quickly as possible during a system assessment period. After this period, orders using a Credit Card or with Credit Terms will be E-Delivered immediately.

After the order is processed and E-Delivery is completed, the software products will be visible on the Pending Action page.



My Account

Pending Action Group By: None

Item	Version	Type	S/N	Order	Order Date		
 2D Measurements - Module	11.0	Module	None	S01148	2023-03-12	▼	<input type="checkbox"/>
 Image-Pro	11.0	Base	100-000-0006	S01148	2023-03-12	▼	<input type="checkbox"/>

Previous **1** Next

Products with Options (IMPORTANT)

The products listed below have options that are important to select carefully BEFORE adding to your cart. Be sure to click the product name to see the full-screen page and choose the appropriate options.

Upgrades - Need to know what to configure:

100-016 - Image-Pro - Upgrade from Basic & Insight Products

100-017 - Image-Pro - Upgrade from Plus & Analyzer v7 Products

100-018 - Image-Pro - Upgrade from v9, 10, and AutoQuant Products

100-019 - Image-Pro - Upgrade from v9 or v10 Products - with 3D module

Dongles - Need to know if Linking should be done before shipping

700-015 - USB Dongle Replacement - v10 Only

700-016 - USB Dongle - v11 Only




Image-Pro - Upgrade from Plus & Analyzer v7 Products

Product Bundle (Must match SN)

- 2D Analysis Bundle
- 2D/3D Analysis Bundle

Should include Capture Module

- No Capture Module
- Include Capture Module

Should include License Server

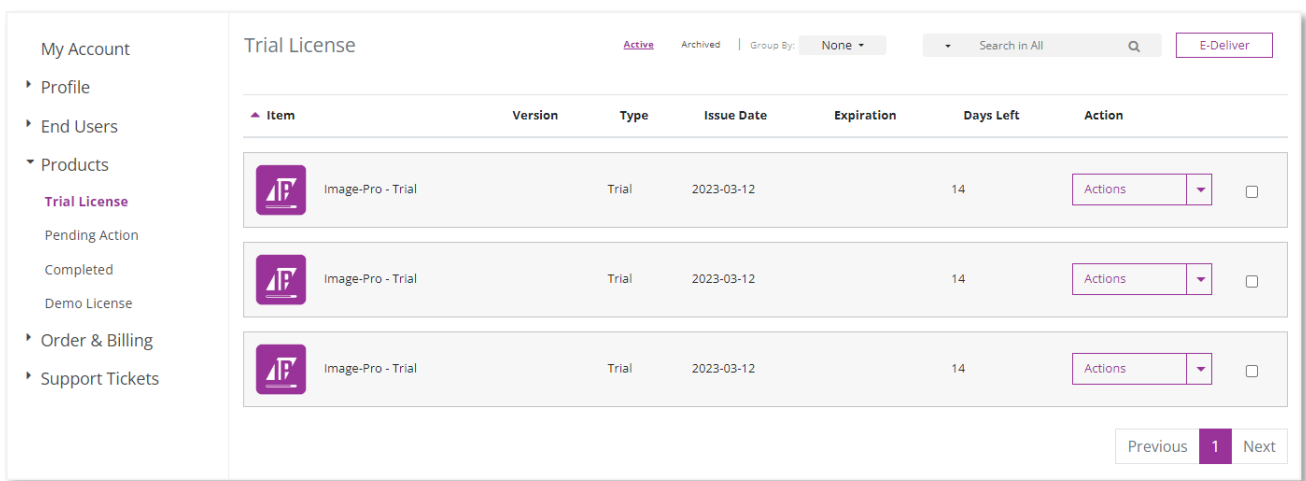
- No License Server
- Include License Server

e-Delivery




Sending Trial Licenses to End Users

The Trial License page is for providing an End User Contact with a trial license to use for 14 days. The days left will start counting down after being Linked by the End User.

NOTE: Trial Licenses cannot be used by partners - they are reserved for End Users. The Image-Pro License Manager will block any Trial License being Linked by a Partner account.

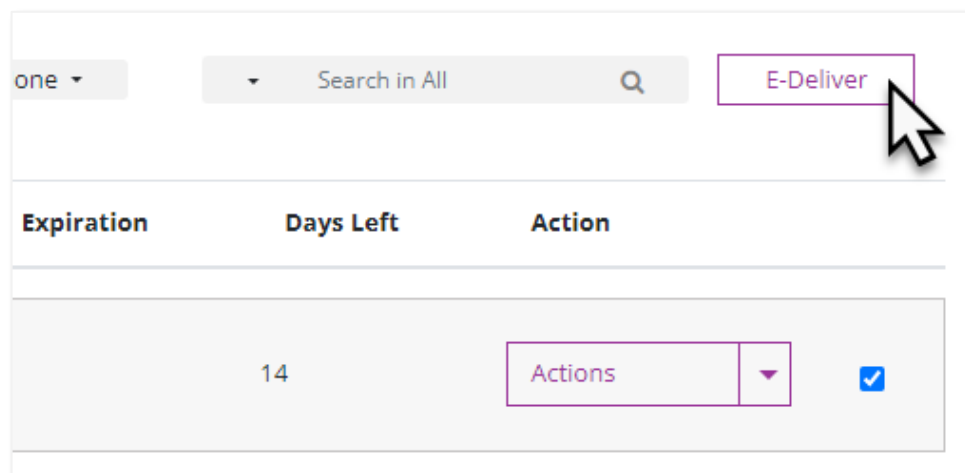


The screenshot shows the 'Trial License' management page. On the left is a navigation menu with options like 'My Account', 'Profile', 'End Users', 'Products', 'Trial License', 'Pending Action', 'Completed', 'Demo License', 'Order & Billing', and 'Support Tickets'. The main area displays a table of trial licenses. At the top right, there are filters for 'Active' and 'Archived', a 'Group By' dropdown set to 'None', a search bar 'Search in All', and an 'E-Deliver' button.

Item	Version	Type	Issue Date	Expiration	Days Left	Action
 Image-Pro - Trial		Trial	2023-03-12		14	Actions <input type="checkbox"/>
 Image-Pro - Trial		Trial	2023-03-12		14	Actions <input type="checkbox"/>
 Image-Pro - Trial		Trial	2023-03-12		14	Actions <input type="checkbox"/>

At the bottom right of the table area, there are 'Previous', '1', and 'Next' navigation buttons.

Select the checkbox of the Trial License chosen and click **E-Deliver**.



This close-up screenshot highlights the 'E-Deliver' button at the top right, which is being clicked by a mouse cursor. Below it, in the table's 'Action' column, a checkbox is checked, indicating that the selected trial license is ready to be delivered.

Enter the email address of an End User Contact in your list and click **Confirm E-Delivery** to send the Trial License to the End User. The first version of the system will no longer show the license, but it has been sent to the End User.


E-Deliver ✕

Please enter the email address of an active end user contact

Add a contact

Confirm E-Delivery

The following email will be sent to the End User Contact. By clicking the Go to My Account button, they will be able to download, install, and Link the Trial License.

Your Account


New Software Licenses

Hello Sam Singh ,
The following software license(s) were added to your account.

Product	Serial number	Qty	Registration Code
Image-Pro - Trial		1	X7M7R-YFWQQ-WRXVV-MR6PX

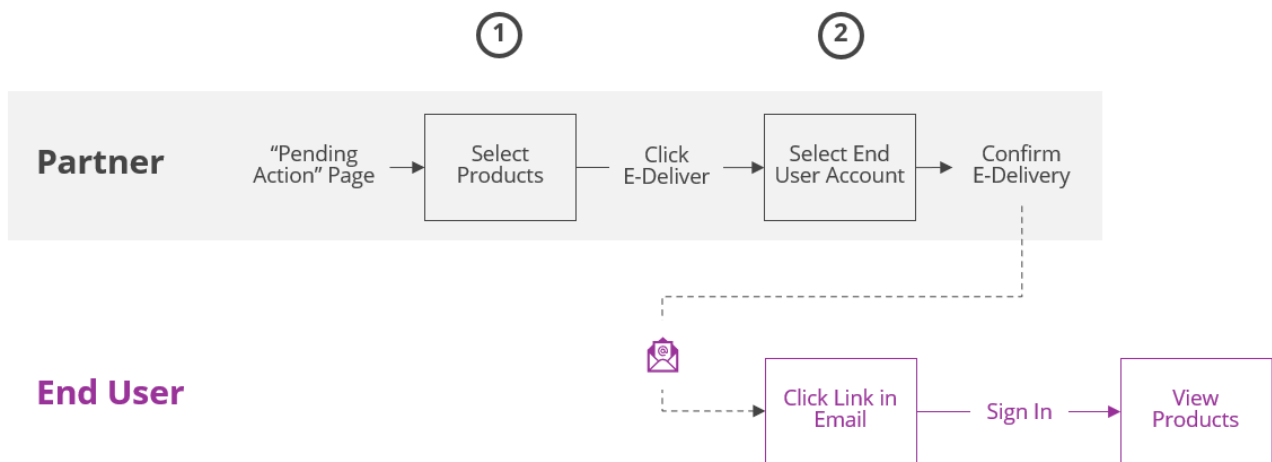
Go to My Account

Sending Software Licenses to End Users

E-Delivery of a software license to an End User requires two prerequisites:



- 1) The End User Contact was invited to create an account and is now Active (page 8)
- 2) Software Licenses have been purchased and are on the Pending Action page (page 21)

Sending the Software Licenses to End Users is a simple **2 step** process.



Step 1) Select the checkbox of the Software License(s) chosen and click **E-Deliver**.

Pending Action Group By: None Search in All E-Deliver

Item	Version	Type	S/N	Order	Order Date	
 2D Measurements - Module	11.0	Module	None	S01148	2023-03-12	<input checked="" type="checkbox"/>
 Image-Pro	11.0	Base	100-000-0006	S01148	2023-03-12	<input checked="" type="checkbox"/>

Previous **1** Next

Step 2) Enter the email address of an End User Contact in your list. If found, it will be displayed, if not, you can add a Contact from the End User Contact page.

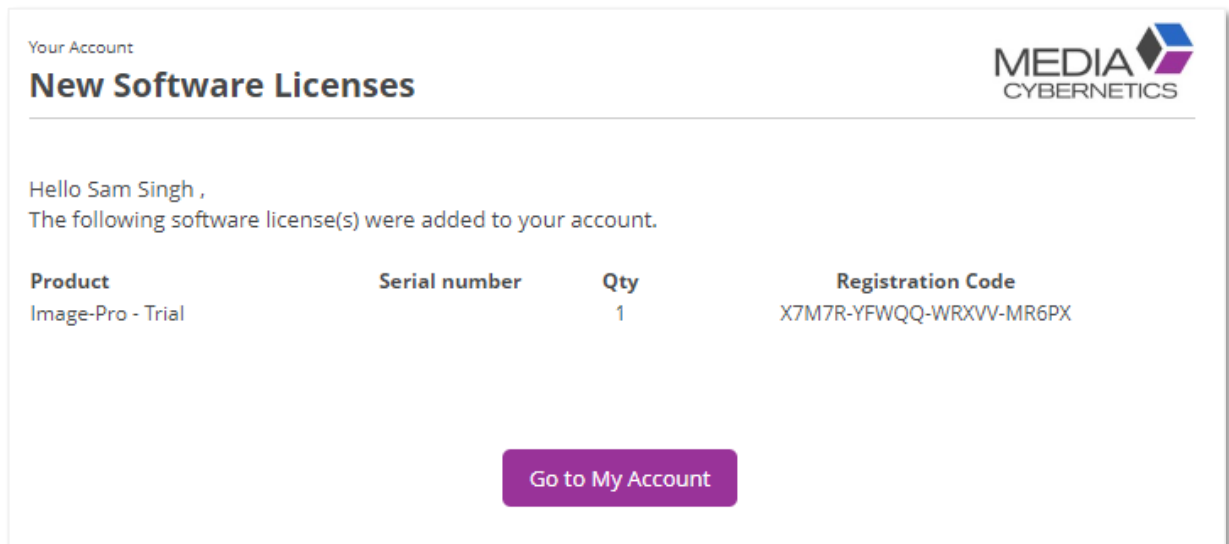
Click **Confirm E-Delivery** to send the License(s) to the End User.

E-Deliver ×

Please enter the email address of an active end user contact

Add a contact

To confirm the E-Delivery, the following email will be sent to the End User Contact. By clicking the **Go to My Account** button, they will be able to download, install, and Link the License(s).



Your Account

New Software Licenses

Hello Sam Singh ,
The following software license(s) were added to your account.

Product	Serial number	Qty	Registration Code
Image-Pro - Trial		1	X7M7R-YFWQQ-WRXVV-MR6PX

[Go to My Account](#)

Next steps?

We recommend sending the **myMediaCy User Guide** PDF to the End User to help them get started with their new account.

This document can be found at partner.mediacy.com.