my.MediaCy Partner Guide

as of March 28th, 2023

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The myMediaCy Account

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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"

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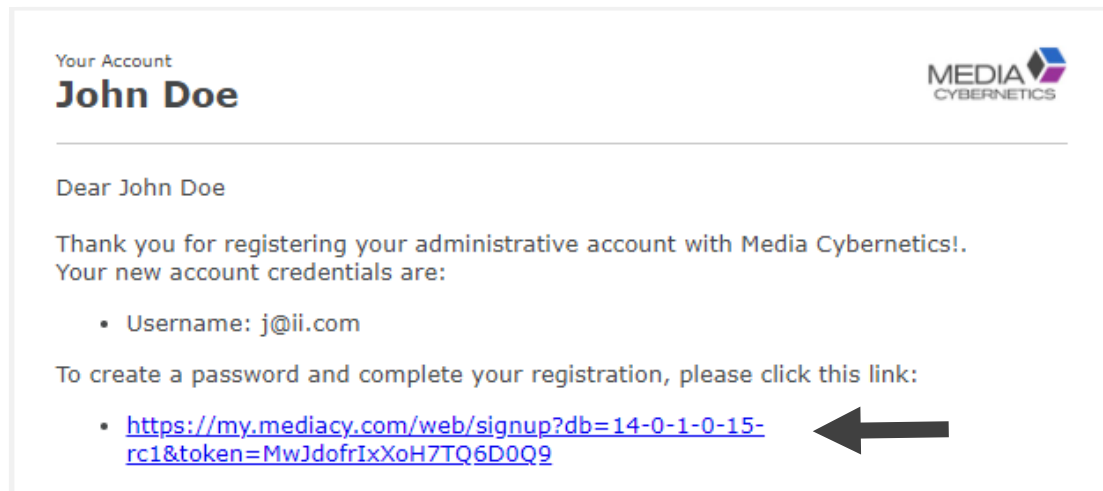
Step 2) The link destination will prompt the creation of a password. Click **Save & Sign In**.
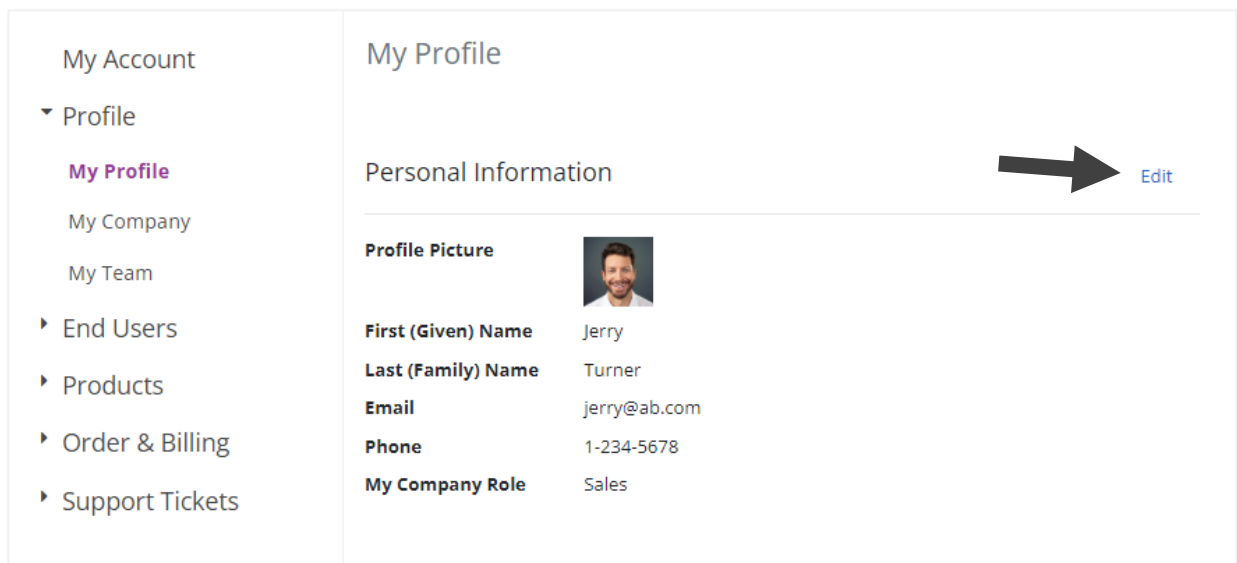
Account Management

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.
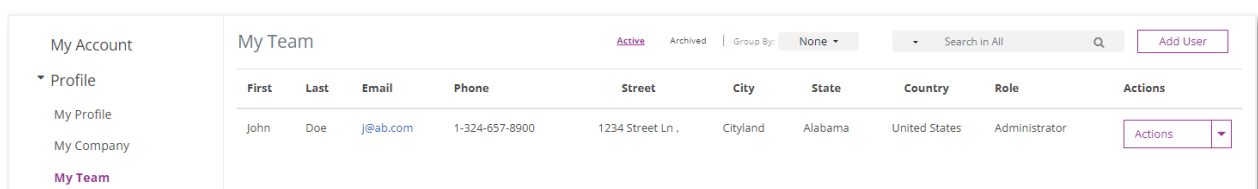
help.mediacy.com > Get Started > myMediaCy Account > Profile > myProfile

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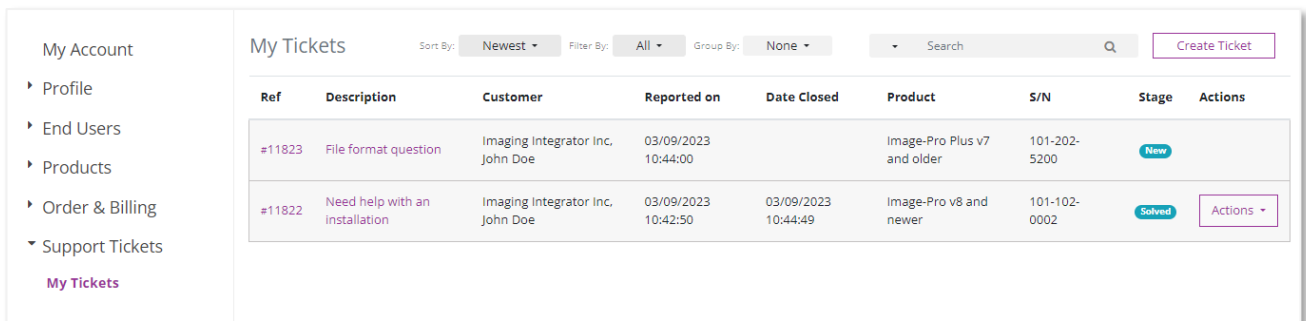
[help.mediacy.com > Get Started > myMediaCy Account > Order and Billing](help.mediacy.com)

My Account	Order History			
Profile	Sales Order #	Order Date	Total	State
End Users	S01141	03/09/2023 21:24:32	$ 714.11	Quotation Sent
Products	S01137	03/09/2023 21:12:37	$ 12,609.11	Quotation Sent
Order & Billing	S01129	03/04/2023 13:25:29	$ 520.09	Quotation Sent
Order History				
Billing History				

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.

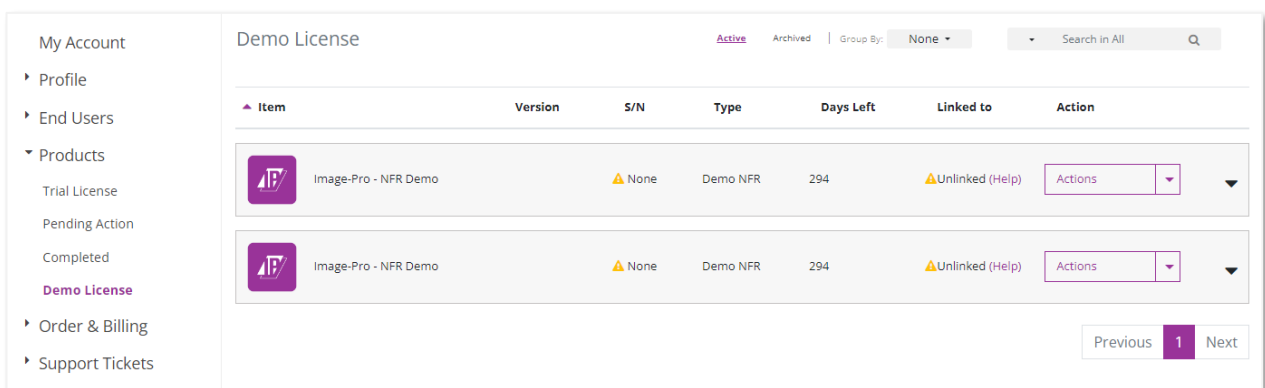help.mediacy.com > Get Started > myMediaCy Account > Support Tickets

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.

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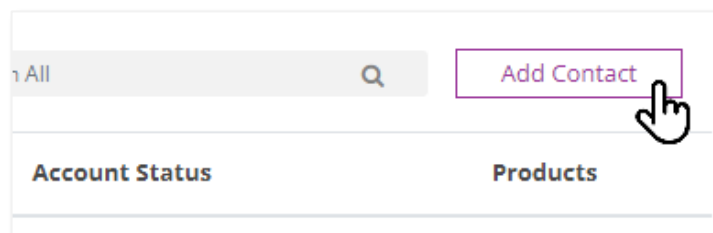
Sending an invite is a simple **4 step** process.

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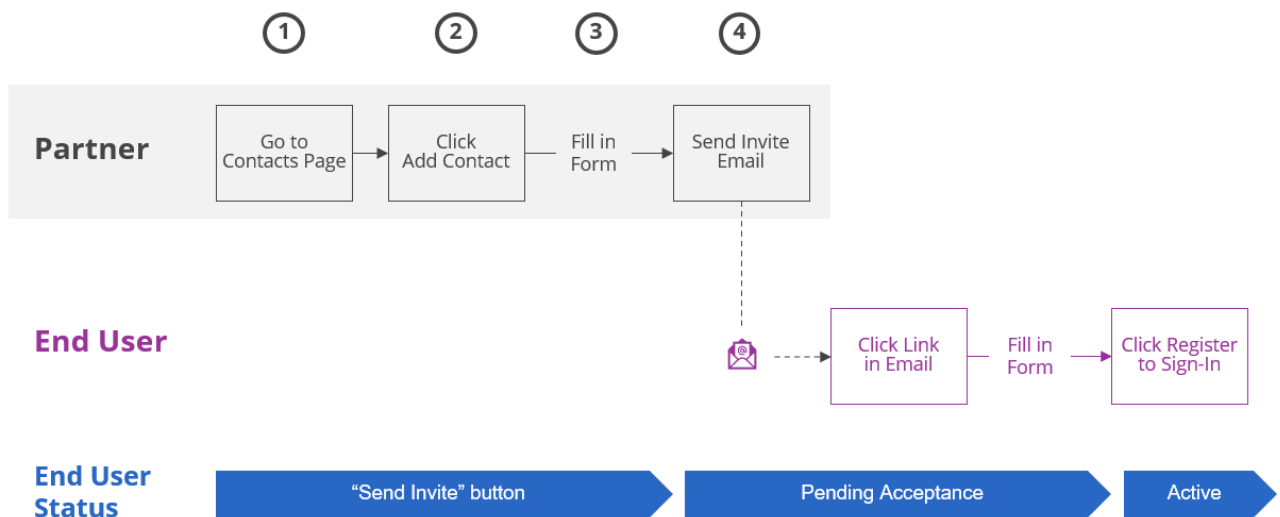
Step 1) Sign-In to your account and select **End Users > Contacts** from the left menu
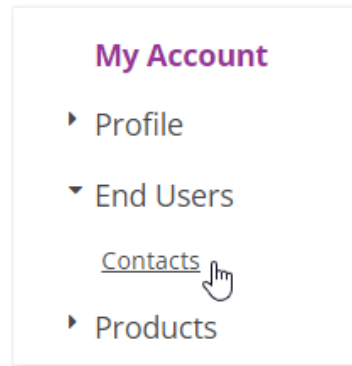
Step 2) Click **Add Contact** in the upper right.

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.

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

Click **Send** after reading the warning. This will send an email invitation.
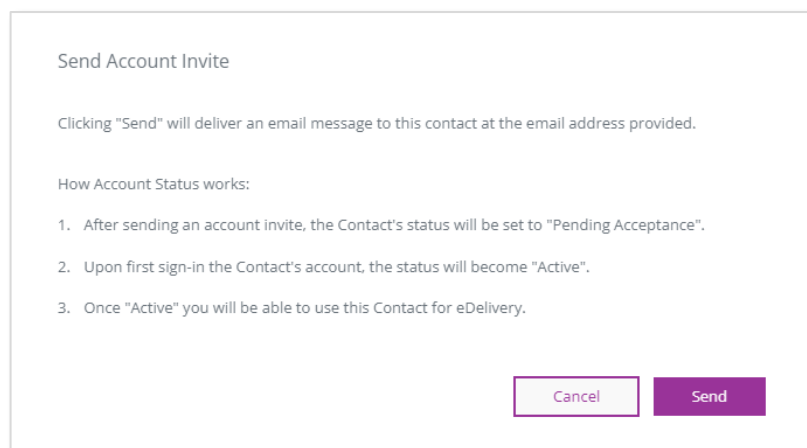
Immediately after sending the invitation email, the account status will appear as *Pending Acceptance* and remain in this status until the End User signs in for the first time.

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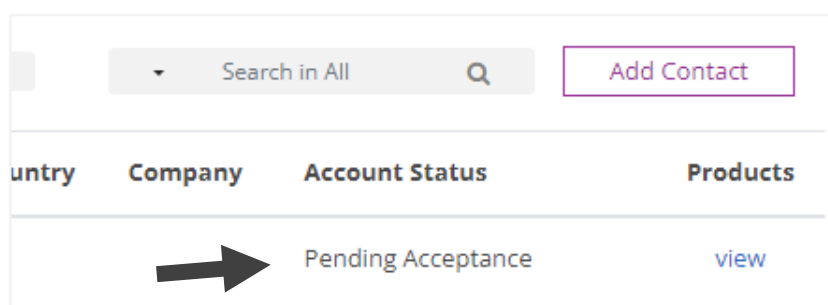
The End User will receive an email that appears similar to the example below.

Your Account(test)
Jane Smith

Dear Jane Smith

You were invited by Imaging Integrator Inc, John Doe to register your account with Media Cybernetics!.
Your new account credentials are:
- Username: j@ind.com

To create a password and complete your registration, please click this link:
- https://my.mediacy.com/web/signup?db=14-0-1-0-15-rc1&token=Jpn3GdgCCwS4DUpzfjGt

This account will give you access to the following resources:
- Download purchased software
- View and configure software licenses
- View order and billing history
- Submit and view support tickets
- And more…

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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) *	Jane
Last Name (Family)*	Smith
Email *	j@ind.com
Phone	123-456-7890
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.

	Search in All 🔍	Add Contact

...untry	Company	Account Status	Products
...d States	Industrial Inc	Active ⬅	view

Product Purchasing

Shopping Cart Usage

Access the new Shopping Cart from the top of the my.MediaCy.com site.
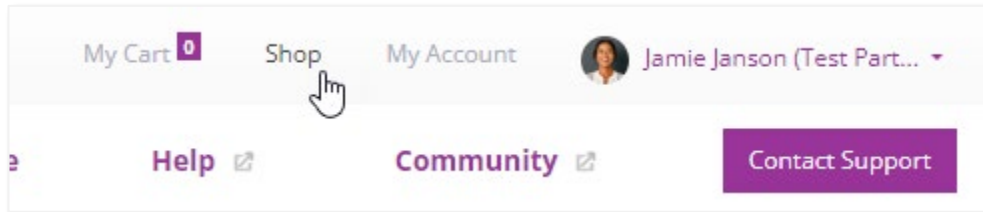
Expandable product categories will be on the left. Products will display in the middle.
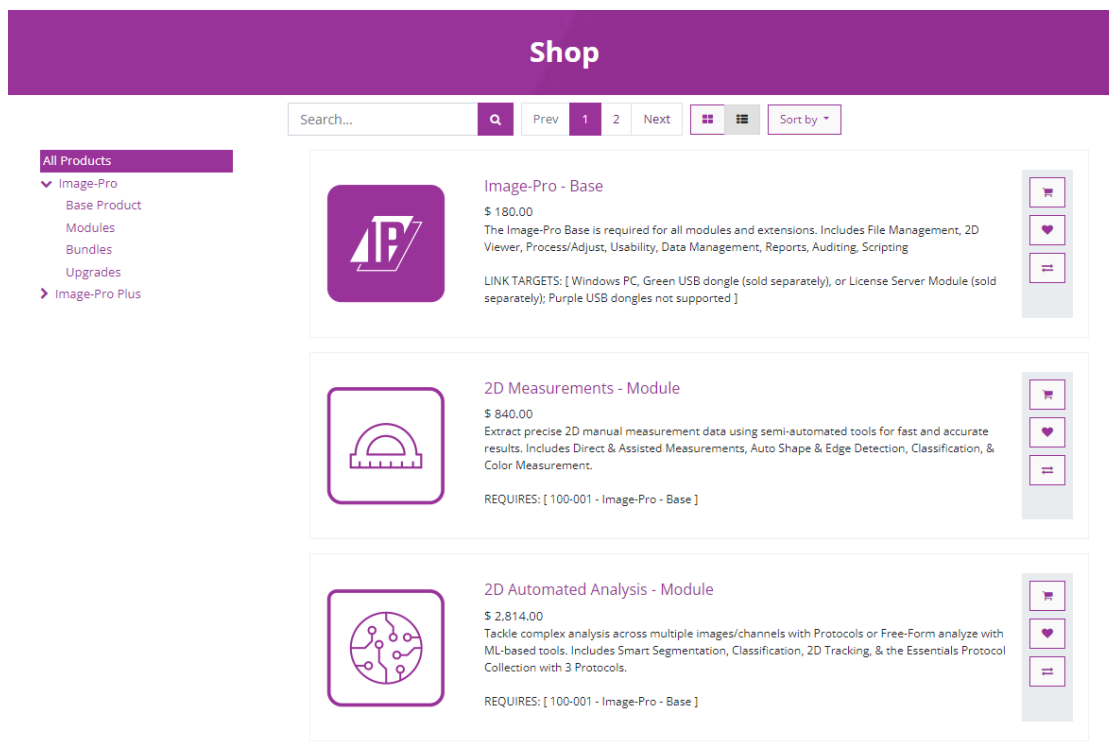
Clicking the name of the product will open a new page with more details about the product.
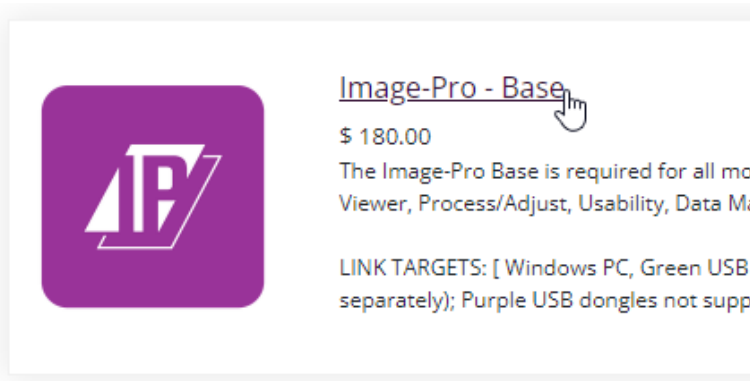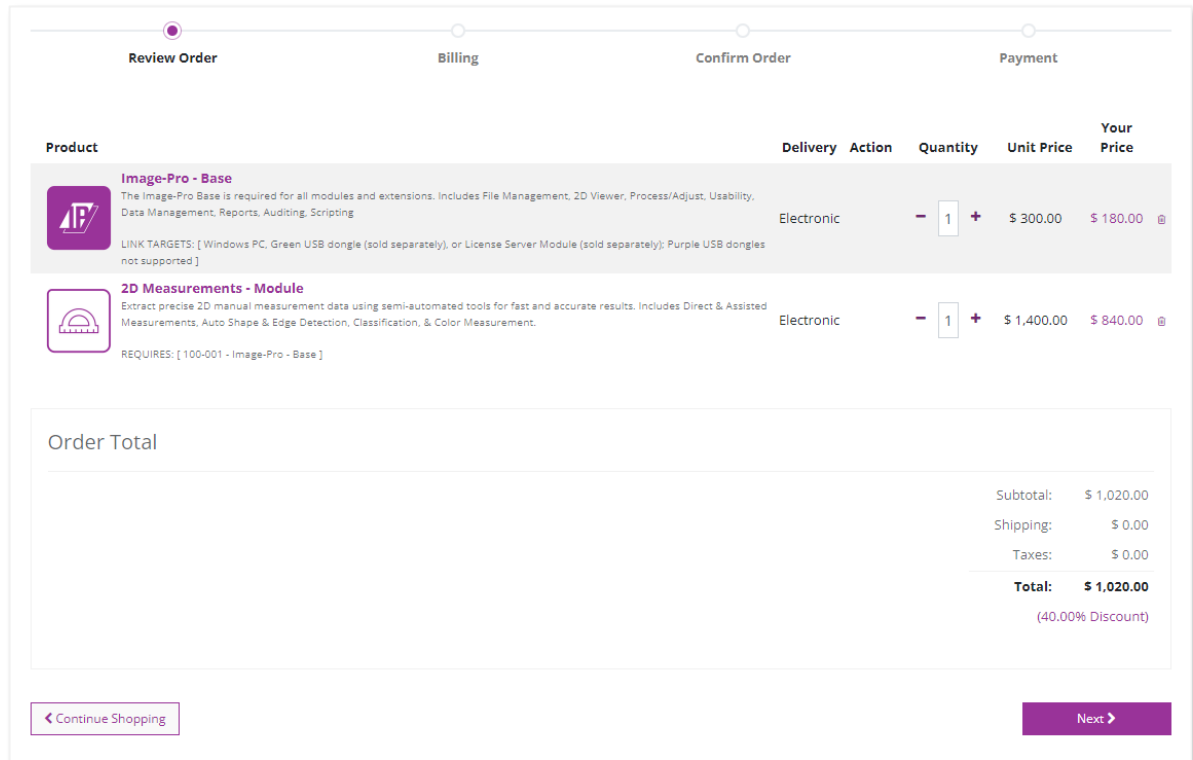
Use **Add to Cart** to populate your cart with the product selected to purchase.
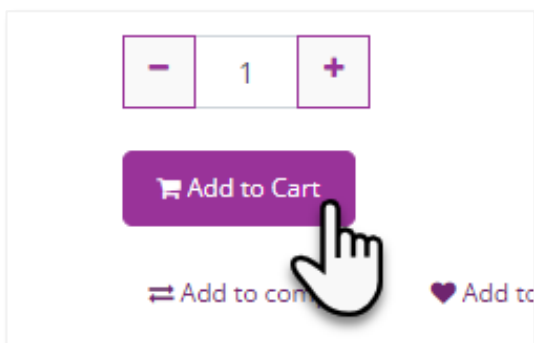
My Cart: Review Order

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

My Cart: Billing

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

My Cart: Shipping
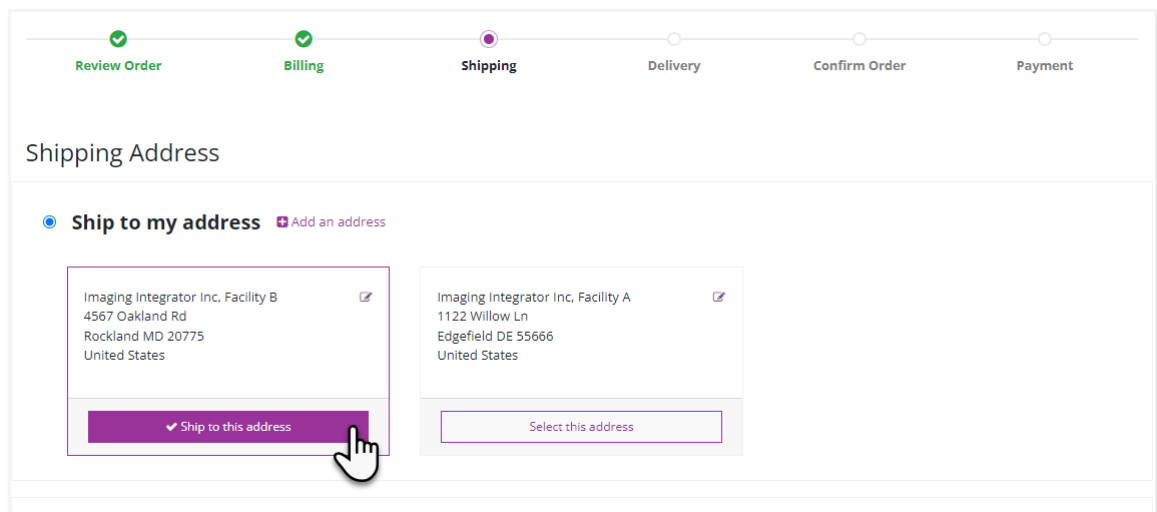
The next step is optional.

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.

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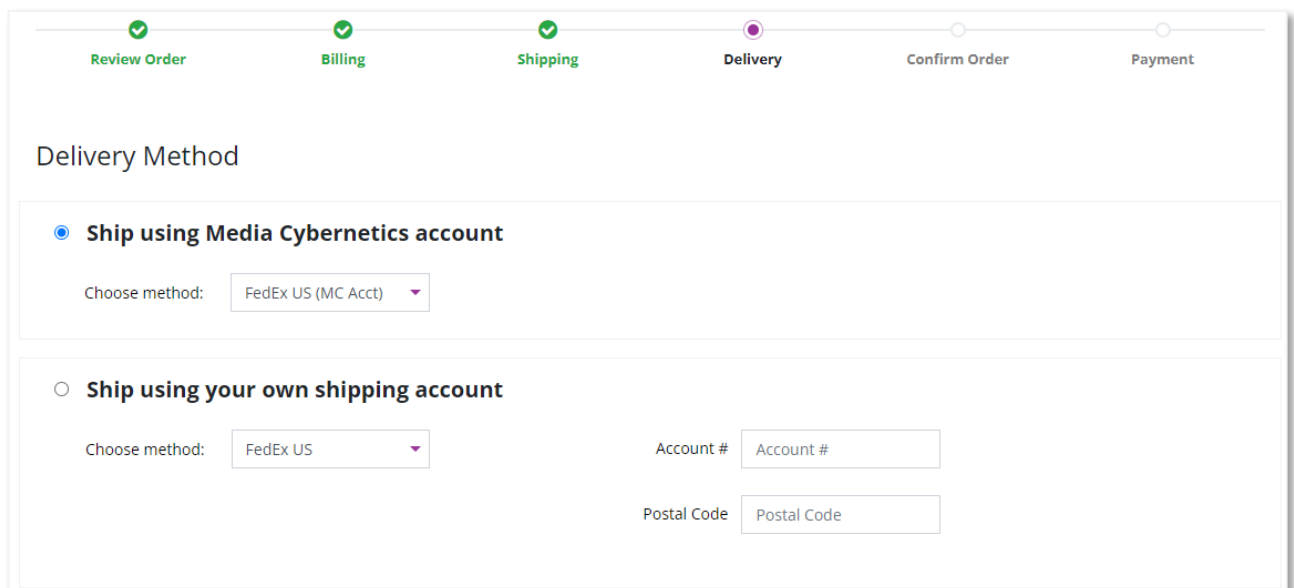
This section is for drop-shipping directly to an End User Contact address associated with your account. Click **Add an address** to add another from your contacts list.

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.
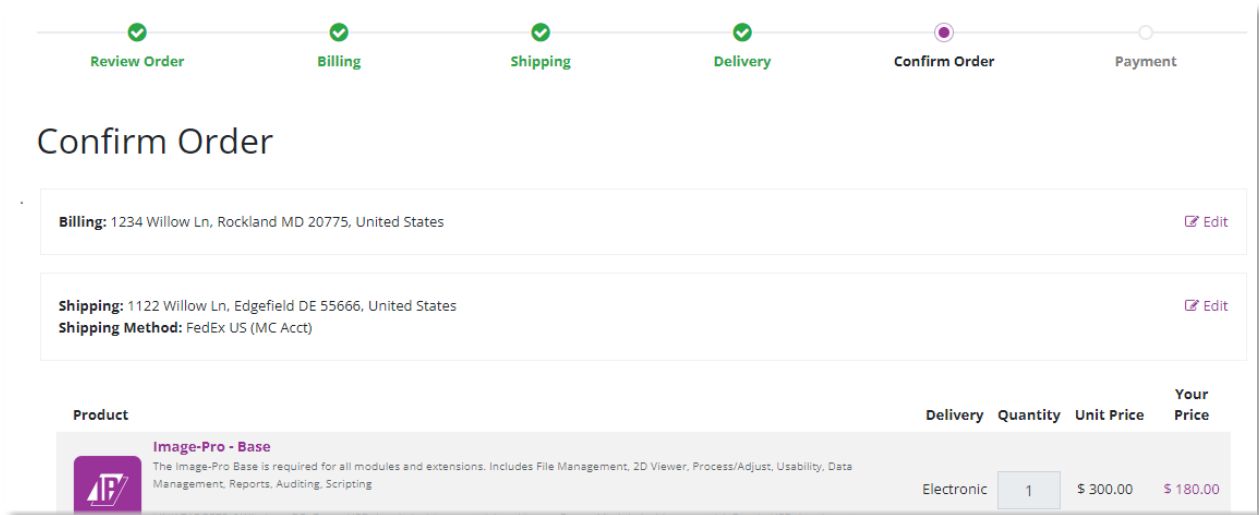
My Cart: Delivery

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**.

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.

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.

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

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e-Delivery

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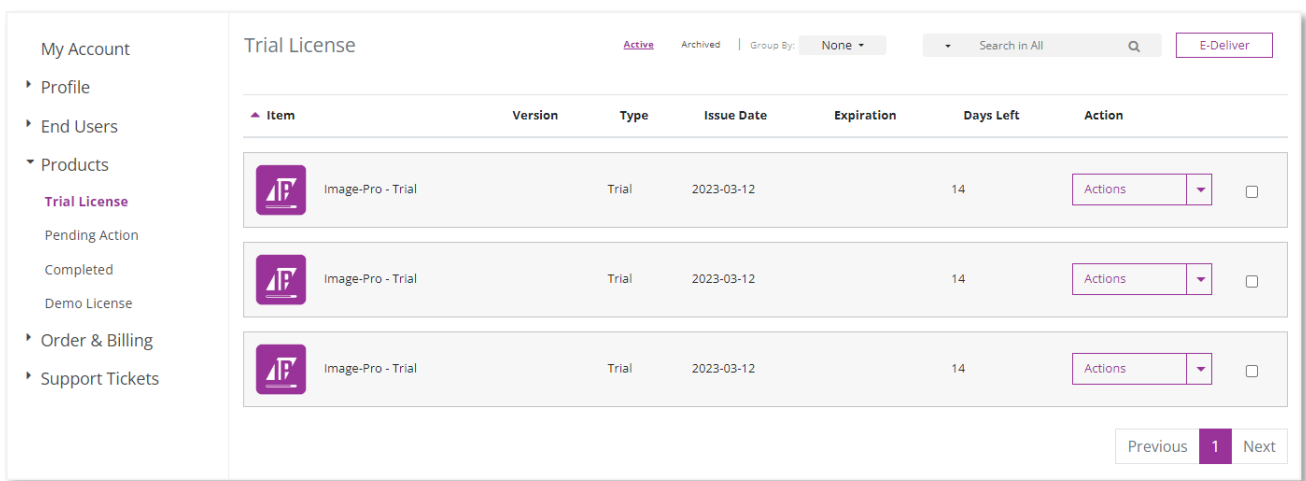
Sending Trial Licenses to End Users

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.
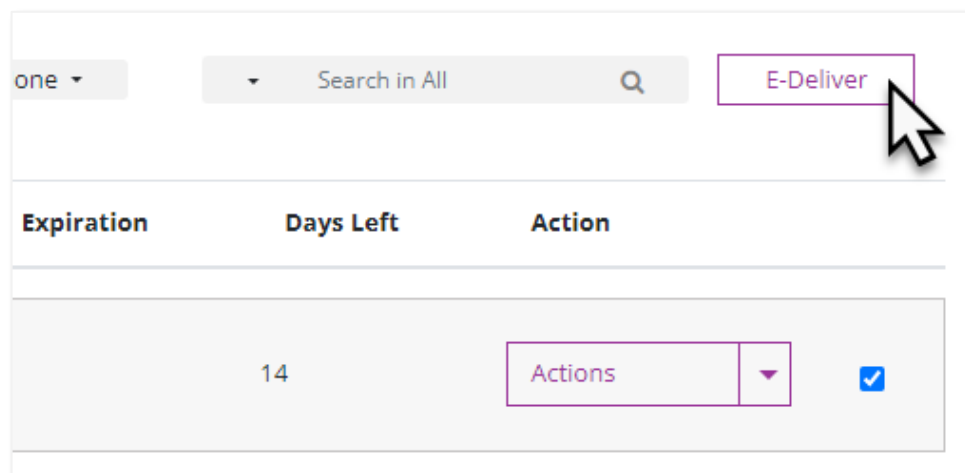

Select the checkbox of the Trial License chosen and click **E-Deliver**.

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.

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.

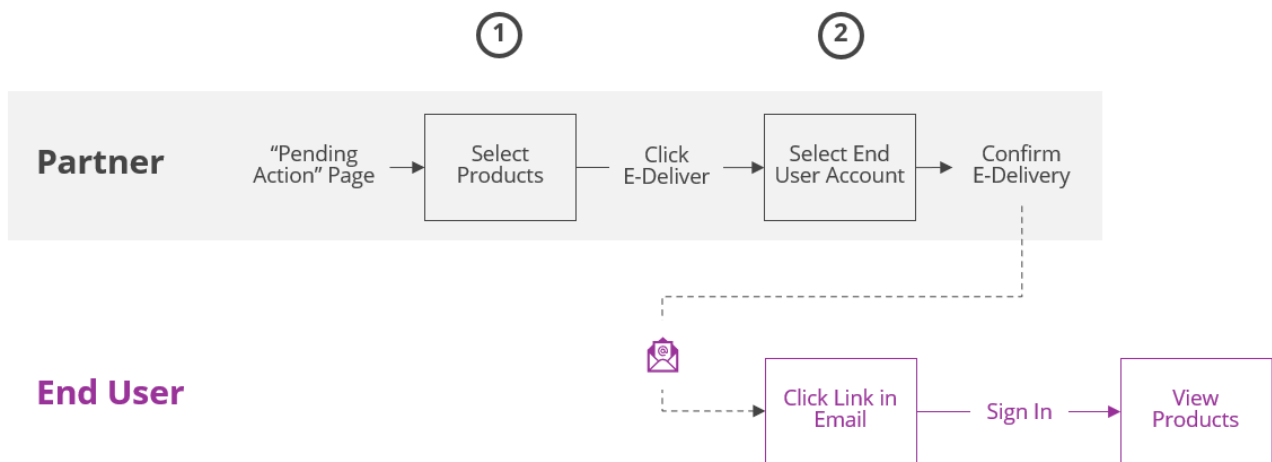## Sending Software Licenses to End Users

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**.

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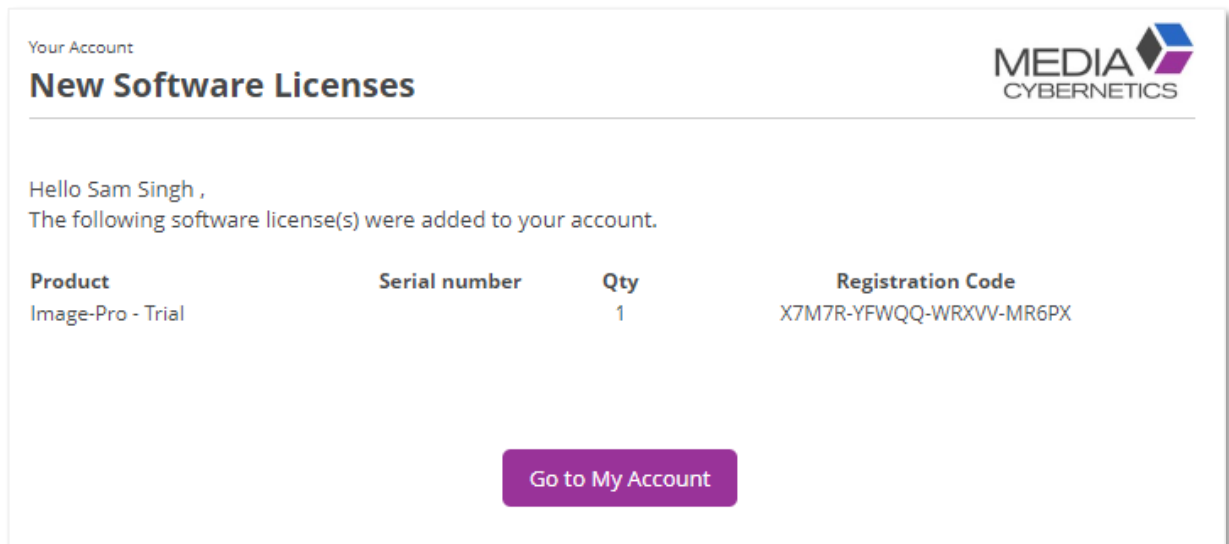
Click **Confirm E-Delivery** to send the License(s) to the End User.

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).

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**.