

my.MediaCy User Guide

as of March 29th, 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 software licenses
- Easy management of modules and bundling
- Clear visibility of your Upgrade Protection Plan and its coverage period
- One location with all your Support Tickets
- Easy Team setup to share licenses and more across your team
- Visibility of Orders and Invoices with easy payment methods



How to receive a my.MediaCy account

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

Step 1) Media Cybernetics (or a qualified Partner) will send the following email.

Click the link in the email.

Your Account John Doe	CYBERNETICS
Dear John Doe	
Thank you for registering your administrative account with Media Cybe Your new account credentials are:	ernetics!.
• Username: j@ii.com	
To create a password and complete your registration, please click this	link:
 <u>https://my.mediacy.com/web/signup?db=14-0-1-0-15-</u> rc1&token=MwJdofrIxXoH7TQ6D0Q9 	



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

Your Email	
j@ii.com	
First Name	
John	
Last Name	
Doe	
Password	
Confirm Password	
Save & Sign In	
Already have an account?	



Step 3) If this is the first sign-in attempt, a second page will appear with additional information to be provided. Some important fields to take note of include:

Organizational Affiliation: This is the company that you work for. If you do not have an affiliation, choose "Individual Account".

Lab / Group: Choose a unique name that represents the name of your lab, a department name, or a team name. All that matters is the name differentiates you from other people in your organization that may also have a collection of licenses.

Click **Register** to complete the process and Sign in.

First Name (Given) *	Jane	
Last Name (Family)*	Smith	
Email *	j@ind.com	
Phone	123-456-7890	
Organizational Affiliation *	Organizational Account 🔘	Individual Account 〇

Your Information (Please Update as Necessary)

Your Information (Please Update as Necessary)

Company Name *	
Lab / Group *	

Register



Adjust Product Bundles & Plans

After receiving your Software electronically, you may need to...

Move modules to a Bundle

Products > Actions > Select Bundle. This is important for proper license linking.

ly Products			<u>Active</u> A	rchived Group By:	None -	- Search in All Q
ttem	Version	S/N	Туре	License	Linked to	Action
2D Capture - Module	11.0	None	Module	Permanent	A Bundle needed	Actions
Image-Pro	11.0	100-000-0014	Bundle	Permanent	AUnlinked (Help)	Select Bundle

Associate an Upgrade Protection Plan with a Bundle

Plans > Actions > Select Bundle. This ensures the correct bundle is covered by the Plan.

My Plans		Active	Archived Gr	oup By: None -		Search in All	Q
▲ Item	SN Covered	Туре	Expiration	Days Left	Order	Action	
Upgrade Protection Plan	A None	Plan			501229	Actions	•
						Choose B	undle 🔓



Account Management

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

Profile changes

Editing the details of an Account can be completed by clicking the **Edit** button to make adjustments.

My Account	My Profile		
 Profile 			
My Profile	Personal Informat	ion	Edit
My Company			
My Team	Profile Picture	- .	
Plan & Products	First (Given) Name	Sam	
Order & Billing	Last (Family) Name	Singh	
	Email	admin@user.com	
Support Tickets	Phone	111-222-3333	
	My Company Role	Scientist	
	My Industry	Life Sciences	
	My Application	Cellular Biology	
	Imaging Description	Drug Discovery research	

My Team users

Adding / Editing My Team users can be accomplished by clicking the **Add User** button to create new users for your company. Ensure recipient's email is correct, as this action will send an account invitation immediately. After creation, **editing** must be completed by the new user.

My Account	My Te	am			Active Archive	d Group By:	None 🝷	• Search	in All	Q Add User
 Profile 	First	Last	Email	Phone	Street	City	State	Country	Role	Actions
My Profile My Company My Team	John	Doe	j@ab.com	1-324-657-8900	1234 Street Ln ,	Cityland	Alabama	United States	Administrator	Actions -



Viewing Orders, Invoices, and Paying bills

View Orders and Invoices directly with Media Cybernetics. To make a payment, open an Invoice and click the **Sign & Pay** button to see payment options.

My Account	Order History	Group By: None -	✓ Search in /	All Q
Profile	Sales Order #	Order Date	Total	State
Plan & Products	S01154	03/16/2023 21:52:18	\$ 4,990.00	Sales Order
 Order & Billing Order History 	S01153	03/16/2023 21:49:16	\$ 5,750.00	Sales Order
Billing History				
 Support Tickets 				

Entering Support Tickets

Support Tickets can be created from the My Support Tickets page. Simply click **Create** to submit a new Support Ticket and converse with the MediaCy team.

My Account	My Ticl	Kets Sort By: Ne	ewest 👻 Filter By:	All 👻 Group By:	None •	✓ Search	Q	Create Ticket
Profile Plan & Products	Ref	Description	Customer	Reported on	Date Closed	Product	S/N	Stage Acti
Order & Billing	#11829	Installation Help	MC Industrial, Sam Singh	03/15/2023 22:05:23		Image-Pro Plus v7 and older	654987- 325	New
Support Tickets My Tickets	#11828	File Format question	MC Industrial, Sam Singh	03/15/2023 22:04:32		Image-Pro v8 and newer	1234- 112555	In Progress



Download, Install, Link License

After Licenses have been purchased and e-delivered to your account, check that they are properly bundled together and Plans are associated with the proper bundles. Now you are ready to download, install, and Link.

Download

Click the Actions button on the Product bundle and choose **Download**. The setup package will begin downloading immediately.

Туре	License	Linked to	Download n
			Archive dm
Bundle	Permanent	AUnlinked (Help)	Actions
			1

Install

Once downloaded, **double-click** the *SetupImagePro11.exe* file.

V Today (1)	
SetupImagePro11.exe	0
	2



詞 Image-Pro 11 Setup		-	• ×
	Resuming the I	mage-Pro 11 Set	qı
	The setup will complete your computer. Click in	e the installation of Image-f stall to continue or Cancel	Pro 11 on to exit.
	<u>E</u>		
	Back	Install	Cancel

Click **Install** to start the installation, following the prompts throughout.



Link License

After the installation is complete and the software application launches for the first time, the License Manager will appear.

Click **Sign In** and enter your administrator's myMediaCy account username and password. All purchased product license bundles and Trial licenses will be visible in the *My Unlinked Licenses* section.

Select the checkbox next to the product license you wish to Link. Click **Link** > Choose a Valid Link target. Click **OK**.

Internet Connection: Online				Accour	nt Status: 🧕	Jane Smith
	My P	roducts Licen:	se Server			0
This Computer 📮						
Installed Software		Version	License	Status	Target	
Image-Pro		11.0		Unlinked		
My Unlinked License	This Computer License Server	MCT-NBEAVERS Select Host: localhost USB Dongle is missing.		•		
Software Licenses Sho	w Offline Targets				Target	
> Image-Pro						
			ОК	Cancel		
-						Link



Help Files

All the functions of your my.MediaCy account are documented on the new help website,

https://help.mediacy.com, in the **Get Started** section.

	Get Started Tasks Tools & Menus			
🖗 Get Started	Image-Pro Help > Get Started > myMediaCy Account myMediaCy Account			
v myMediaCy Account				
My Account	inglifedialey / lecount			
> Profile	In this section:			
> Plans and Products	My Account			
Order and Billing	Profile			
Support Tickets	Plans and Products			
Installation and Configuration	Order and Billing Support Tickets			
Licensing Image-Pro				
Using the Hitachi Connector				
> Basic Usage				