

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.

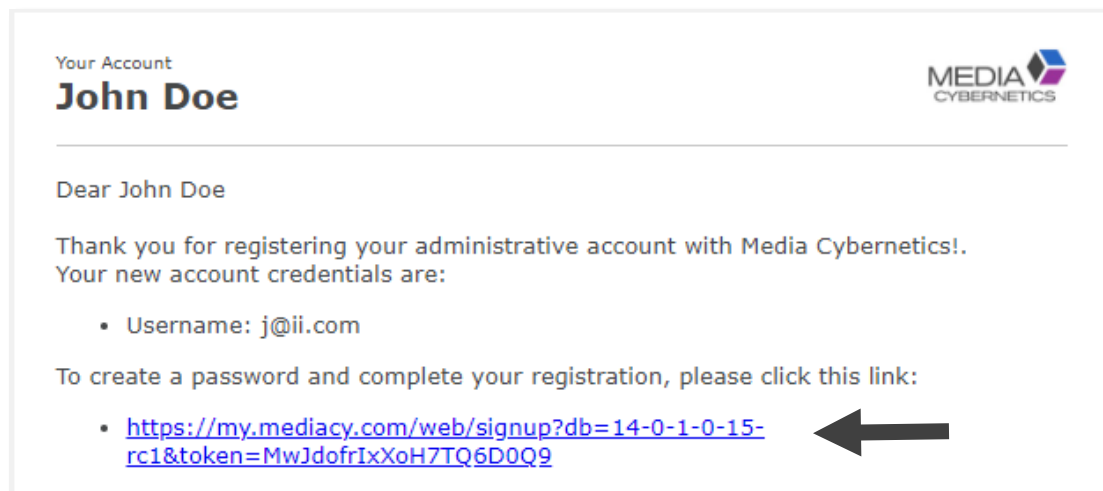
- One location with all your software licenses
- Easy management of modules and bundling
- Clear visibility of your Upgrade Protection Plan and its coverage period
- One location with all your Support Tickets
- Easy Team setup to share licenses and more across your team
- Visibility of Orders and Invoices 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.



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?](#)

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.

Your Information (Please Update as Necessary)

First Name (Given) *	<input type="text" value="Jane"/>
Last Name (Family)*	<input type="text" value="Smith"/>
Email *	<input type="text" value="j@ind.com"/>
Phone	<input type="text" value="123-456-7890"/>
Organizational Affiliation *	<input checked="" type="radio"/> Organizational Account <input type="radio"/> Individual Account

Your Information (Please Update as Necessary)

Company Name *	<input type="text"/>
Lab / Group *	<input type="text"/>

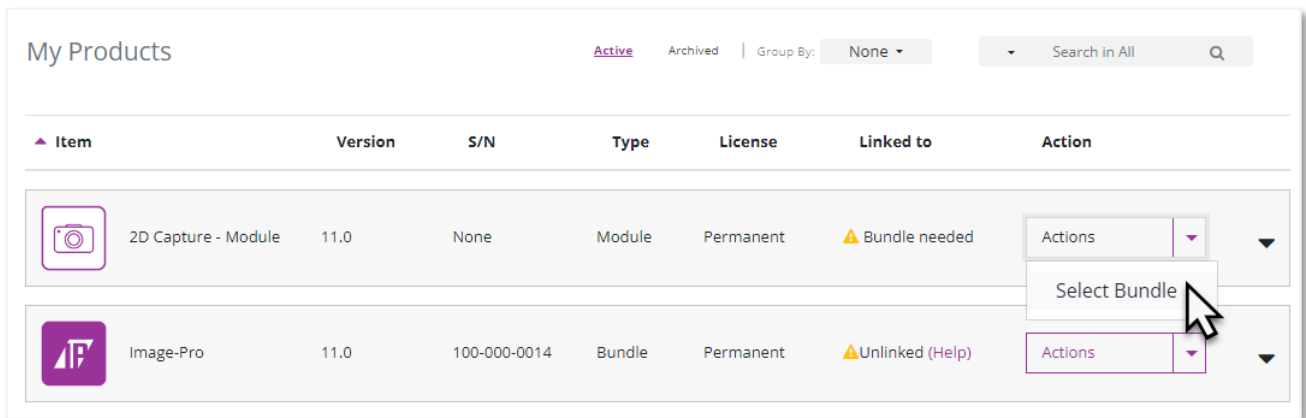
Register



Adjust Product Bundles & Plans

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

Move modules to a Bundle

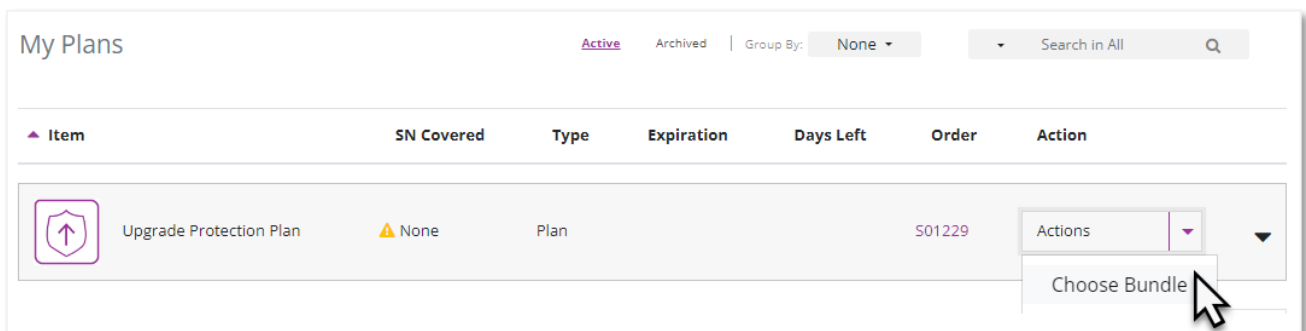
Products > Actions > Select Bundle. This is important for proper license linking.




Item	Version	S/N	Type	License	Linked to	Action
 2D Capture - Module	11.0	None	Module	Permanent	⚠ Bundle needed	Actions Select Bundle
 Image-Pro	11.0	100-000-0014	Bundle	Permanent	⚠ Unlinked (Help)	Actions

Associate an Upgrade Protection Plan with a Bundle

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



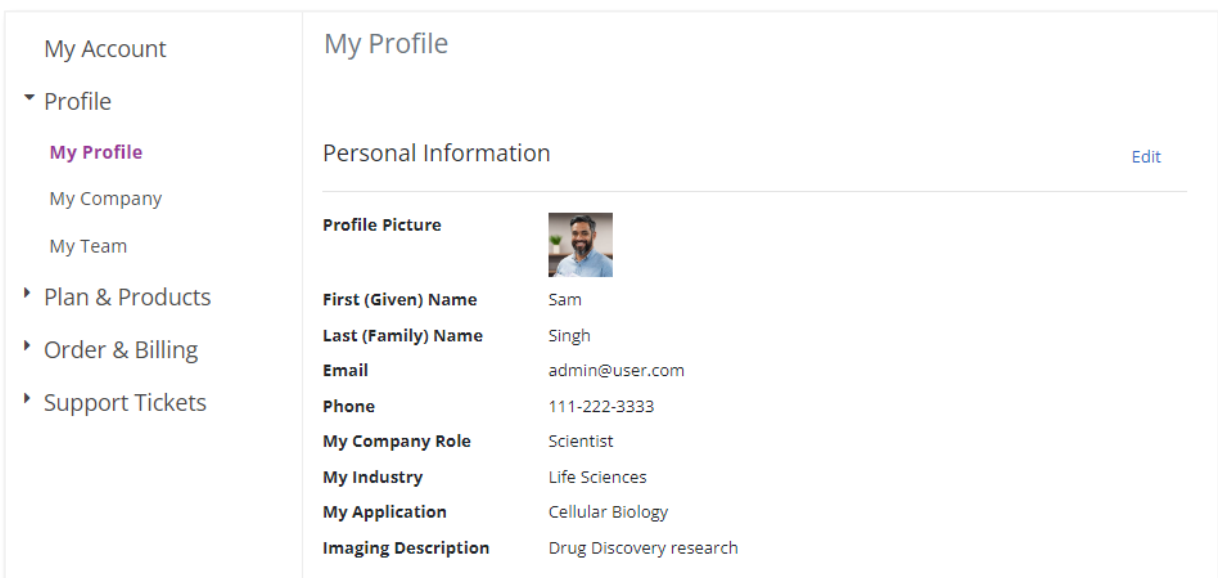
Item	SN Covered	Type	Expiration	Days Left	Order	Action
 Upgrade Protection Plan	⚠ None	Plan			501229	Actions Choose Bundle

Account Management

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

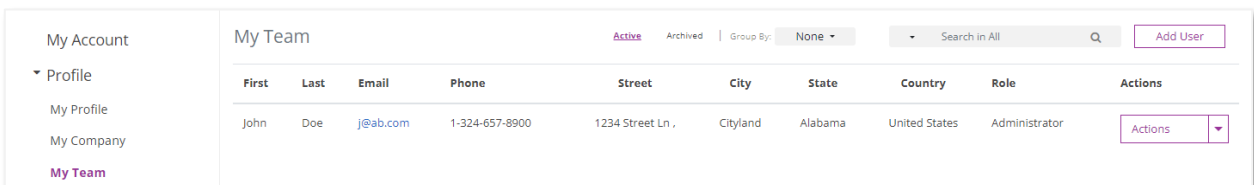
Profile changes

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



My 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.



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			
	Sales Order #	Order Date	Total	State
<ul style="list-style-type: none"> Profile Plan & Products Order & Billing <ul style="list-style-type: none"> Order History Billing History Support Tickets 	S01154	03/16/2023 21:52:18	\$ 4,990.00	Sales Order
	S01153	03/16/2023 21:49:16	\$ 5,750.00	Sales Order

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.

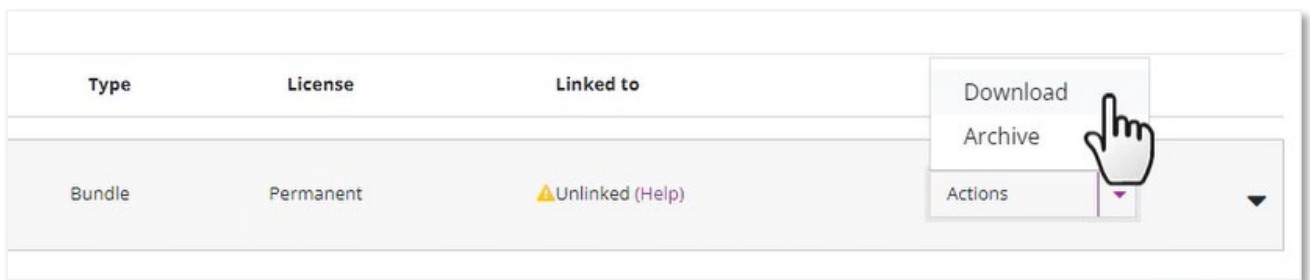
My Account	My Tickets								
	Ref	Description	Customer	Reported on	Date Closed	Product	S/N	Stage	Actions
<ul style="list-style-type: none"> Profile Plan & Products Order & Billing Support Tickets <ul style="list-style-type: none"> My Tickets 	#11829	Installation Help	MC Industrial, Sam Singh	03/15/2023 22:05:23		Image-Pro Plus v7 and older	654987-325	New	
	#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.

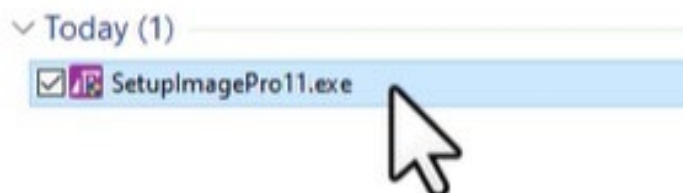
Download

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

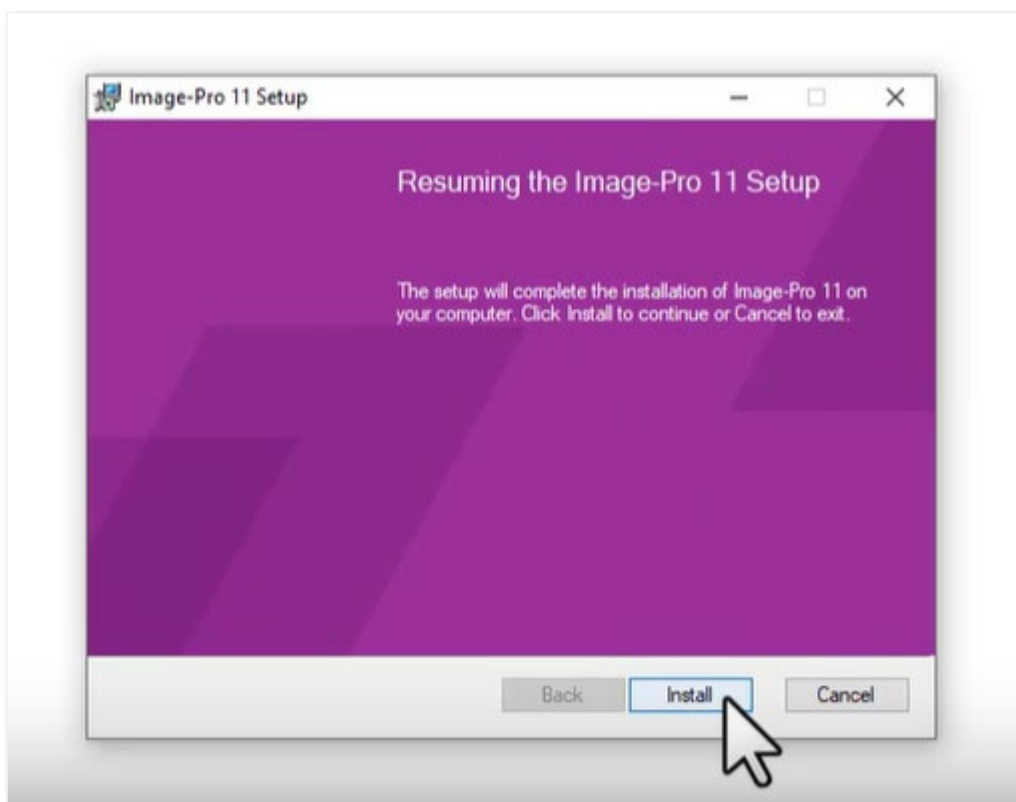


Install

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



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

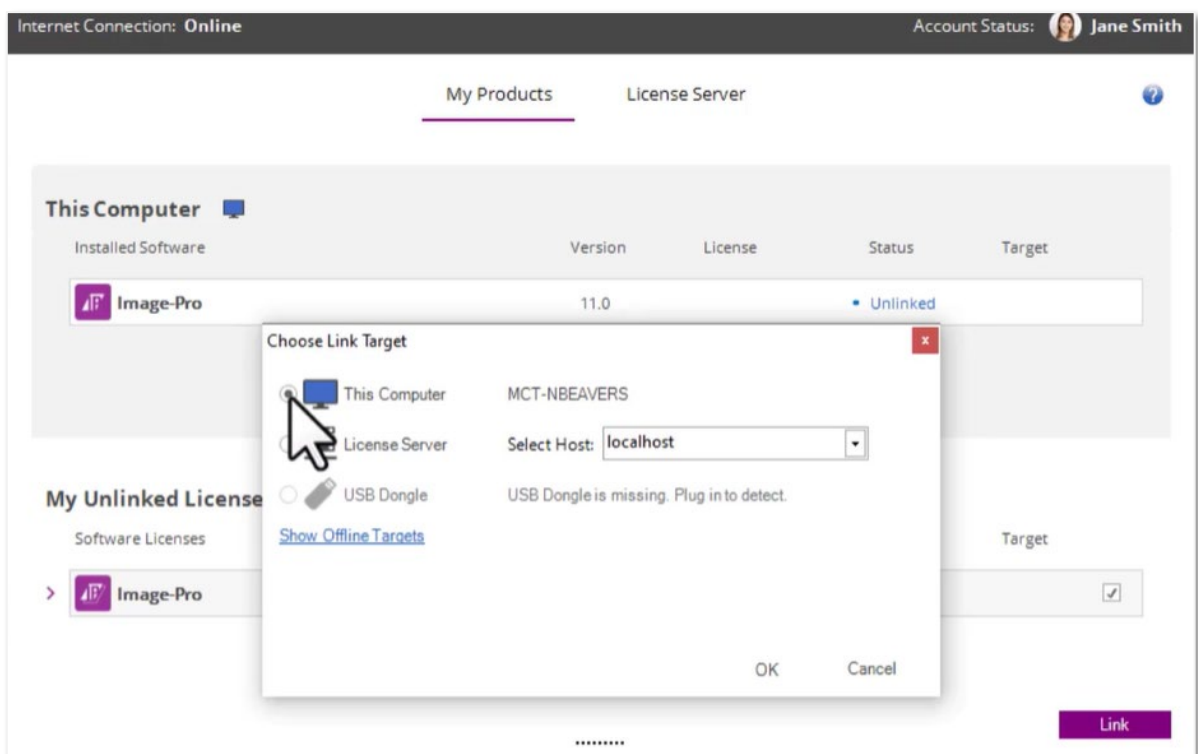


Link License

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**.



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.

