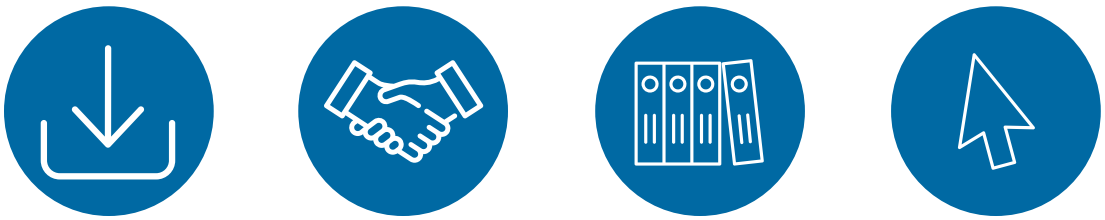
My DI Community
Quick Start Guide



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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.

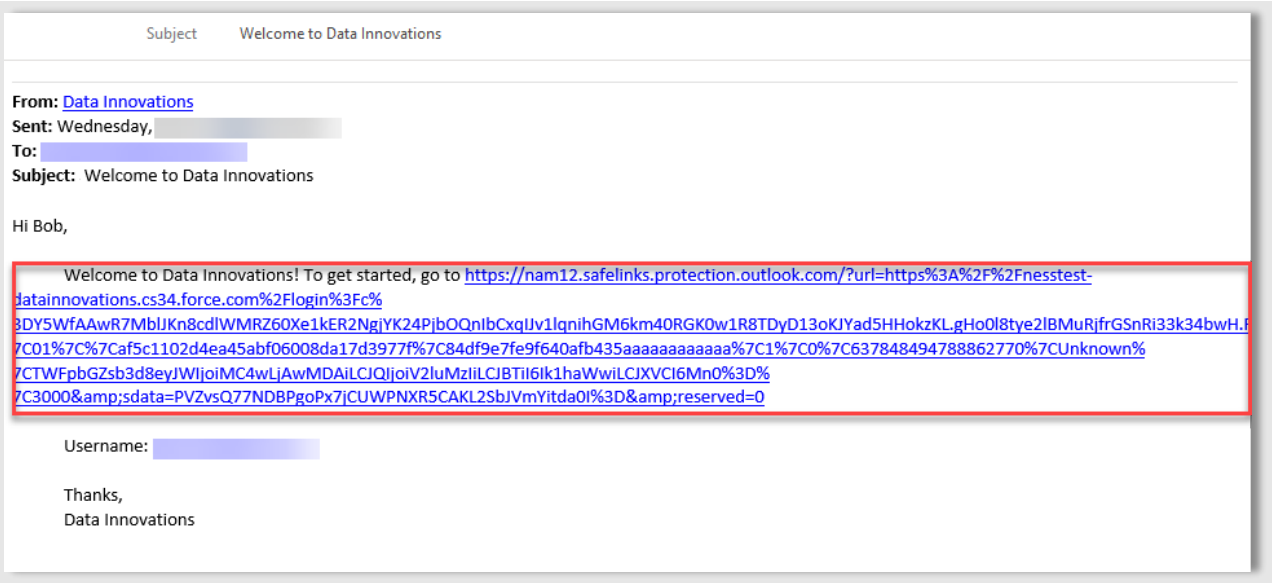
Request Access to My DI Community

If you are a Direct North American Customer or Business Partner and would like to request access, you can do so by emailing support@datainnovations.com.

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 Innovations

Hi Bob,

Welcome to Data Innovations! To get started, go to https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fnesstest-datainnovations.cs34.force.com%2Flogin%3Fc%3DY5WfAAwR7MblJKn8cdlWMRZ60Xe1kER2NgjYK24PjbOQnIbCxqIJv1lqnihGM6km40RGK0w1R8TDyD13oKJYad5HHokzKL.gHo0l8tye2lBMuRjfrGSnRi33k34bwH.f7C01%7C%7Caf5c1102d4ea45abf06008da17d3977f%7C84df9e7fe9f640afb435aaaaaaaaaaa%7C1%7C0%7C637848494788862770%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000&sdata=PVZvsQ77NDBPgoPx7jCUWPNXR5CAKL2SbJVmYitda0I%3D&reserved=0

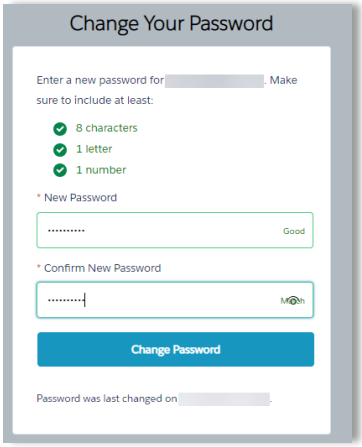
Username:

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.

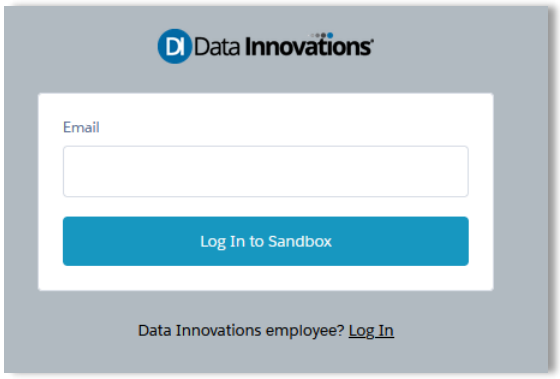
You are now fully activated in the My DI Community.

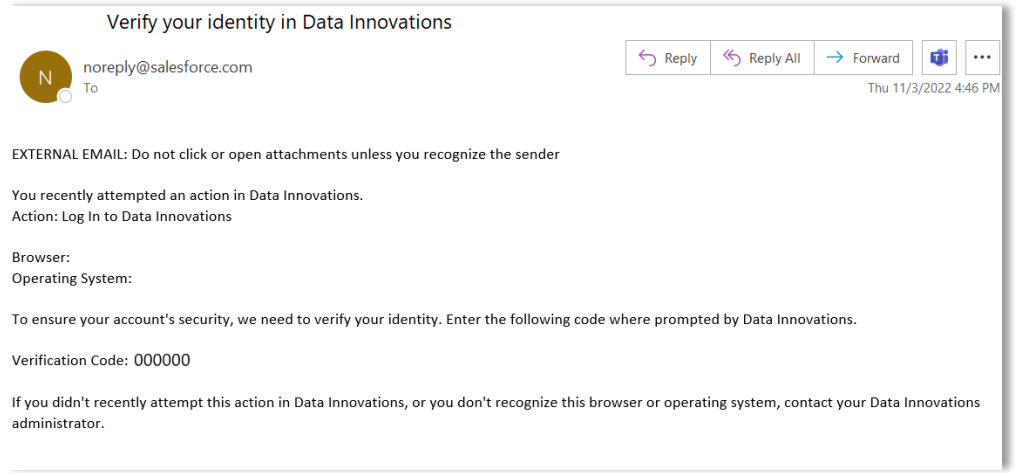


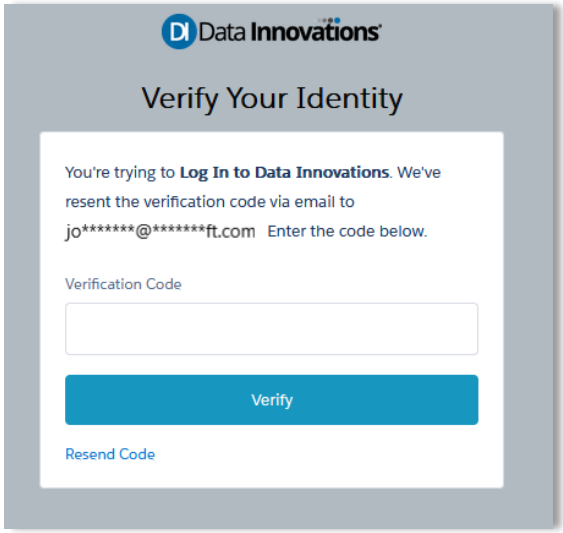
Logging In to the My DI Community

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.

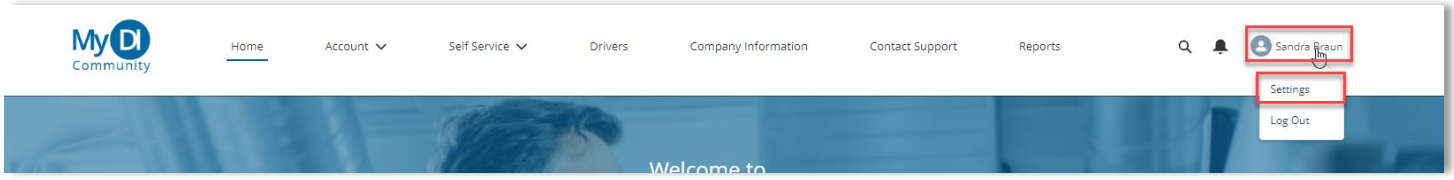




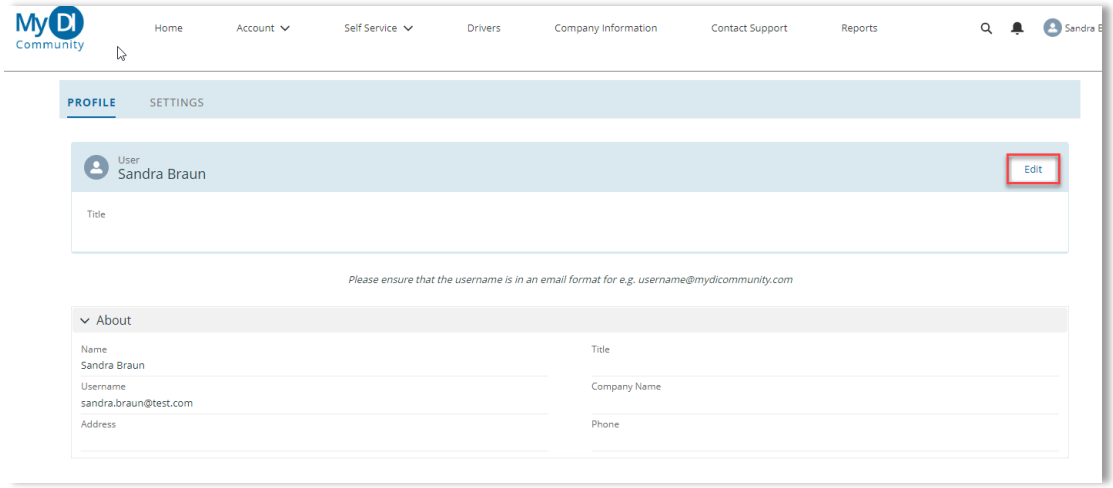


Changing Your My DI Community Username

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

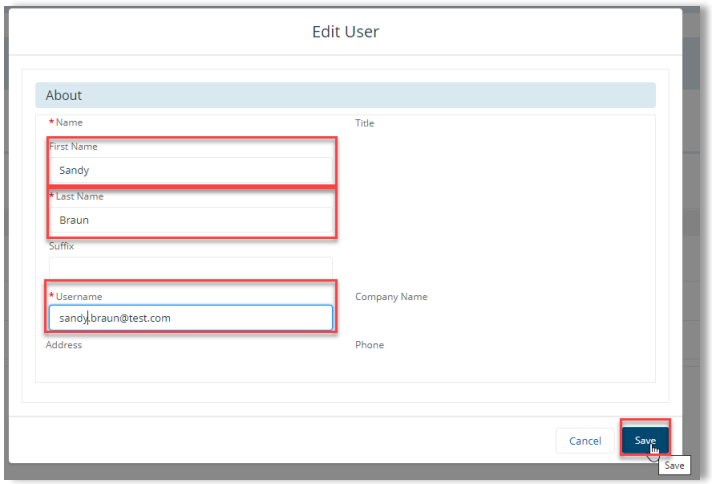


Your user profile is loaded. Select **Edit.**



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

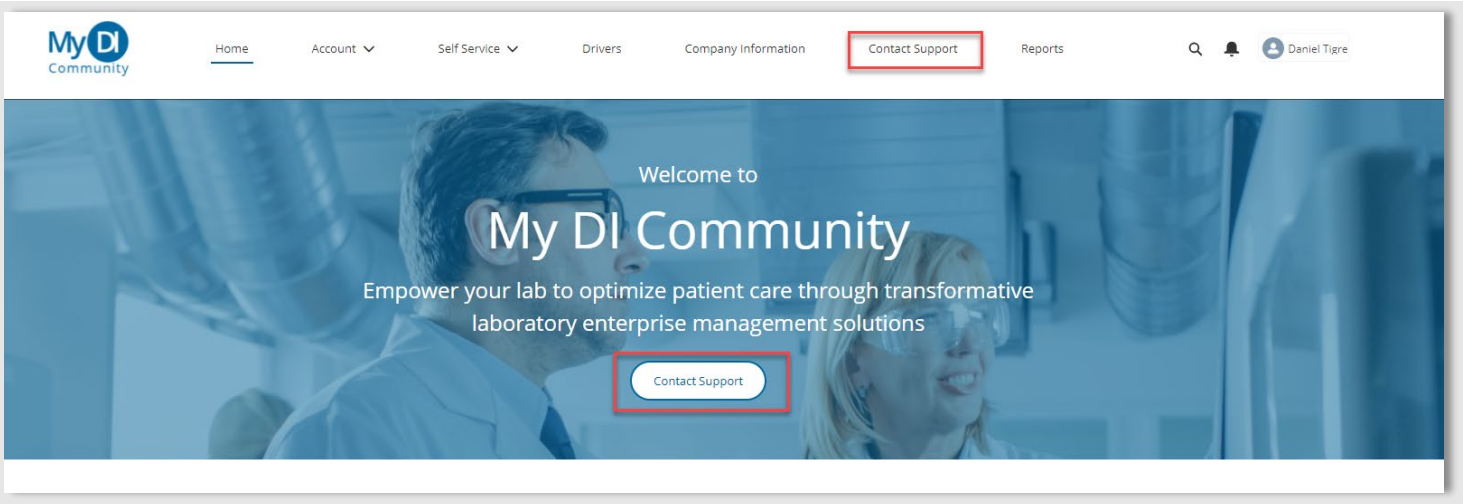
Every username must be of the form of an email address - but does not need to be an actual email address.



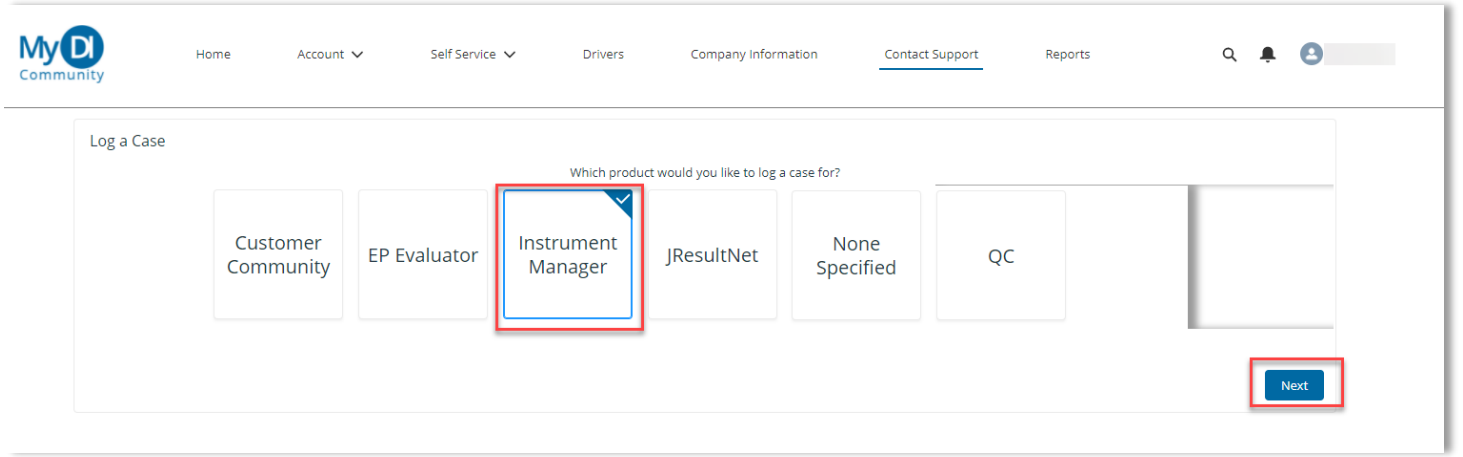
Following your changes, select **Save**.

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.



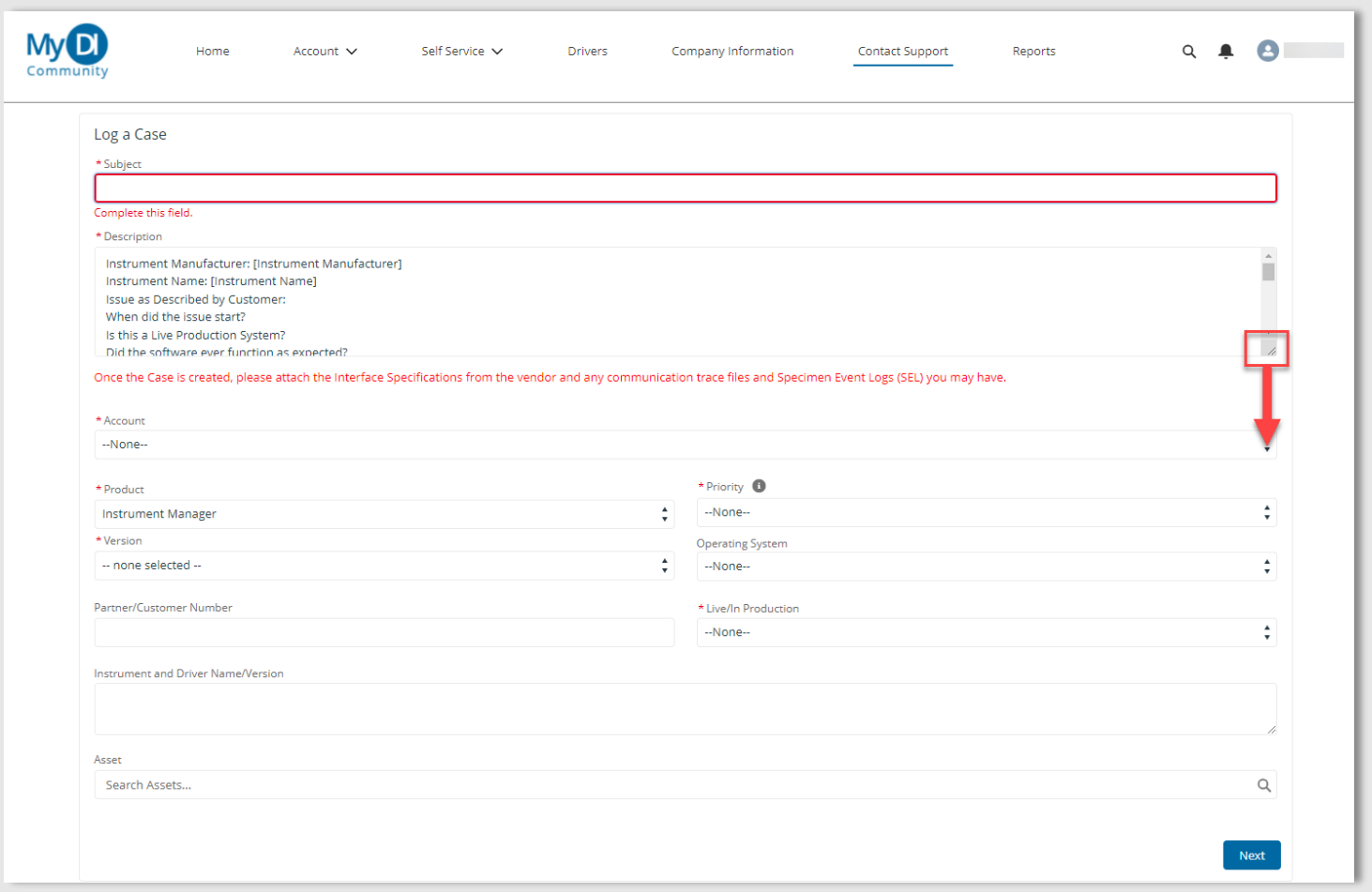
Select the type of product you are logging a case for, then select **Next**.



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.



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.

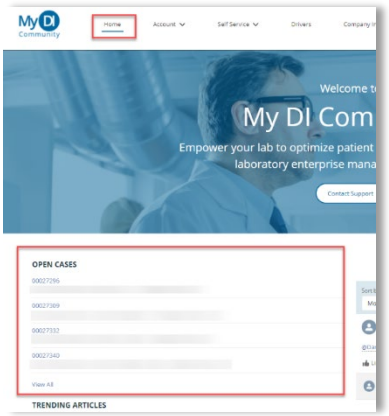
Where a High (Live and in Production Instrument is down) or critical issue (software or LIS issue which renders the software inoperable) occurs, please call 802-658-1955 as these instances must be reported by telephone. Submission of a High or Critical issue via My DI Community may result in a delay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

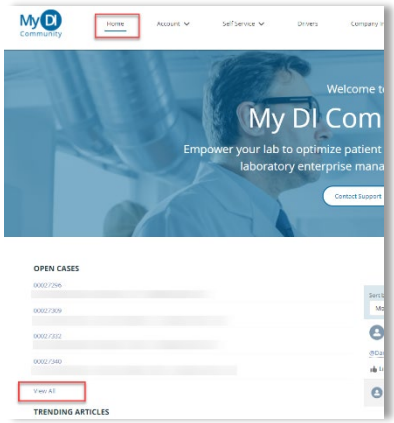
THE HOME PAGE

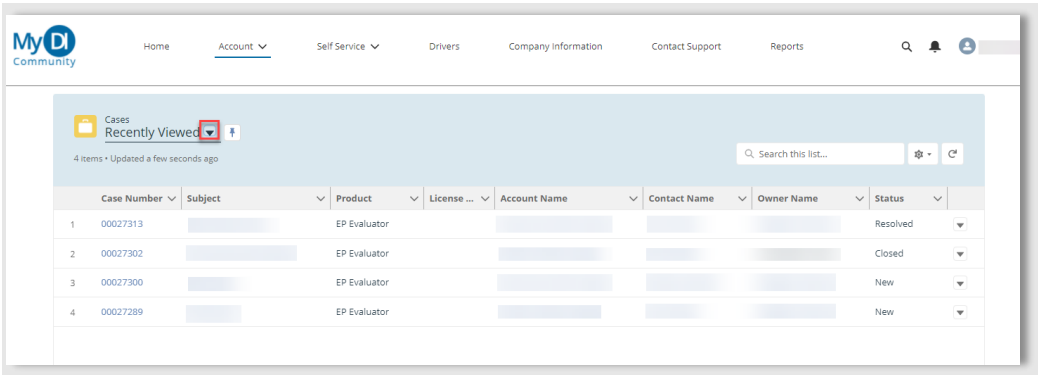
In My DI Community, select **Home** on the main menu. Your cases appear on the left side of the page. To review a case, select the link associated with the case.



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.



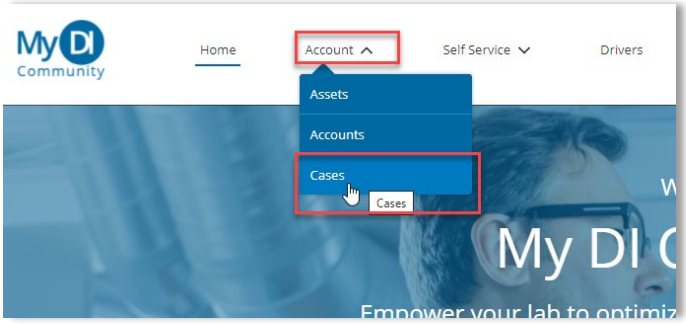


By selecting the “Select a List View” icon (▼), you may opt to use additional views, including Open Cases and Closed Cases.

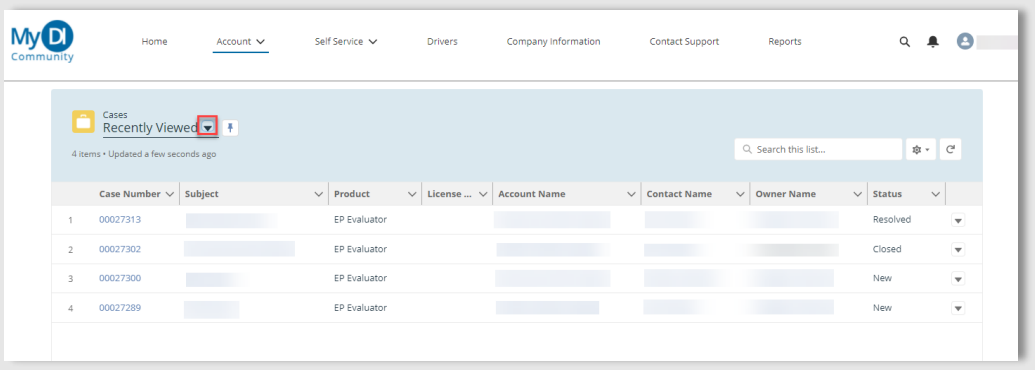
To view the details of any case in the list, select the Case Number. The selected case is loaded for your review.

THE ACCOUNT MENU

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



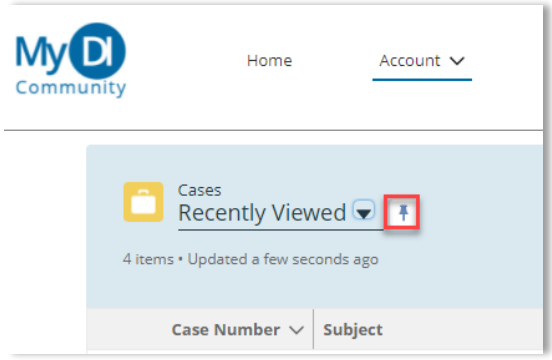
A list of recently viewed cases is loaded.



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

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

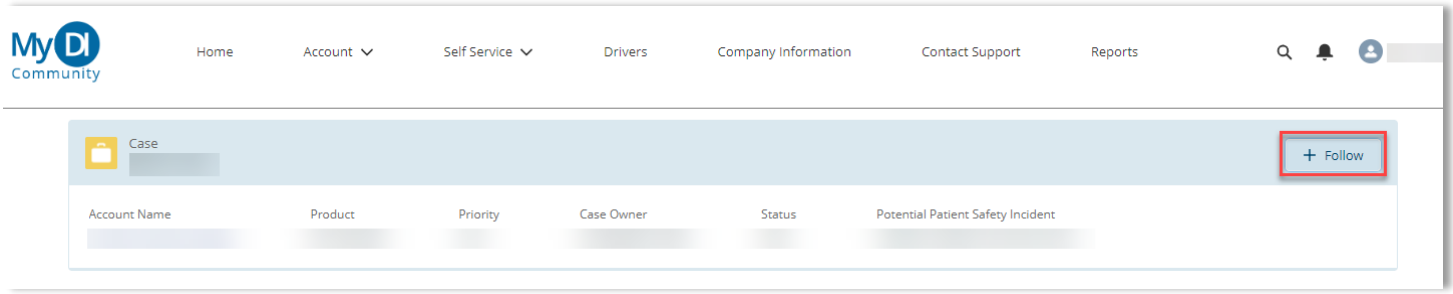
Use the pushpin icon to select a default view for your next visit to your Cases list.



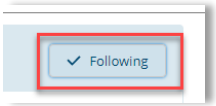
FOLLOWING A CASE

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

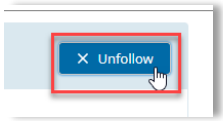
To follow a case, select **Follow**.



The case will then reflect that you are following it.



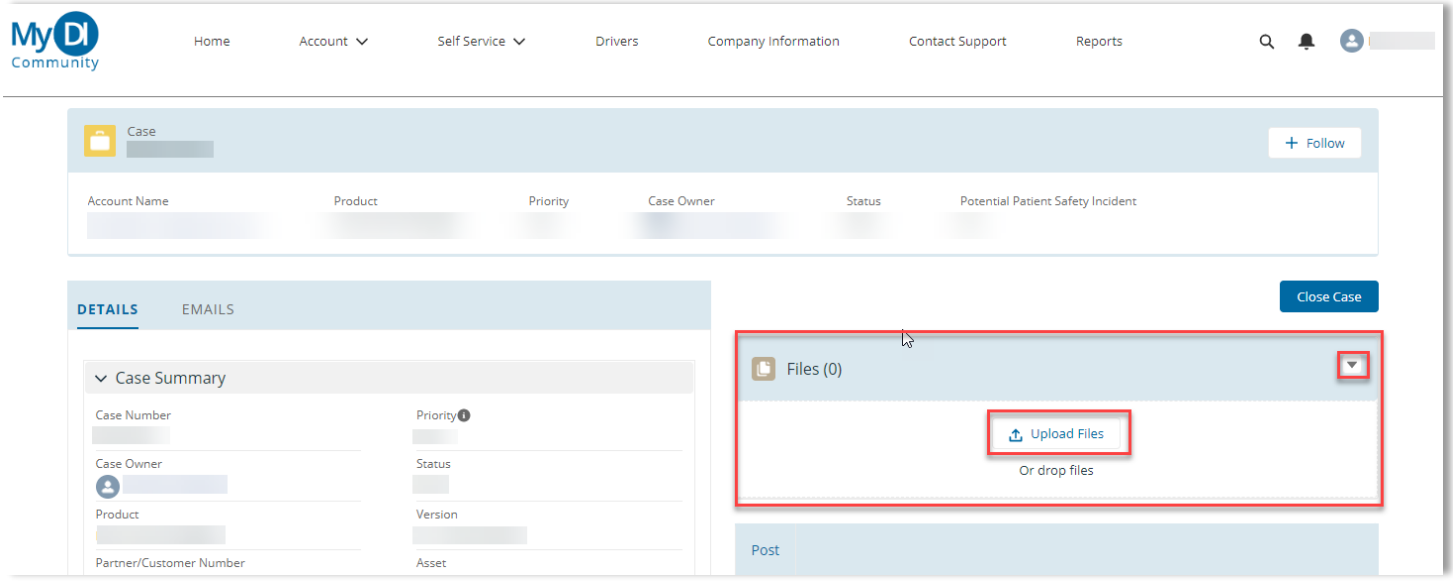
To unfollow a case hover over **Following**, it will become unfollow. Select **Unfollow.**



ATTACHING A FILE TO A CASE

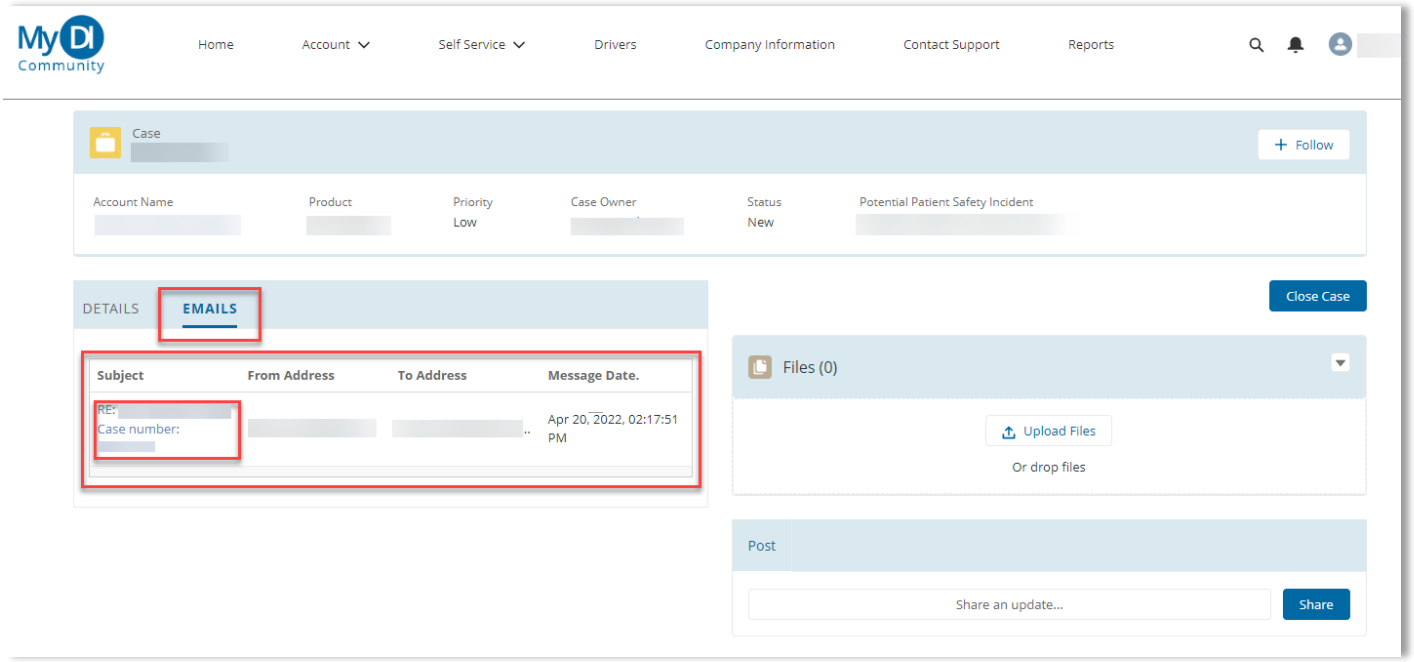
Files may be attached to a case. You may do so by:

- Dropping a File into the File Region
- Selecting the File sub menu icon (▼), then choosing **Add Files**
- Selecting **Upload Files** on the sub menu bar



EMAIL CASE UPDATES

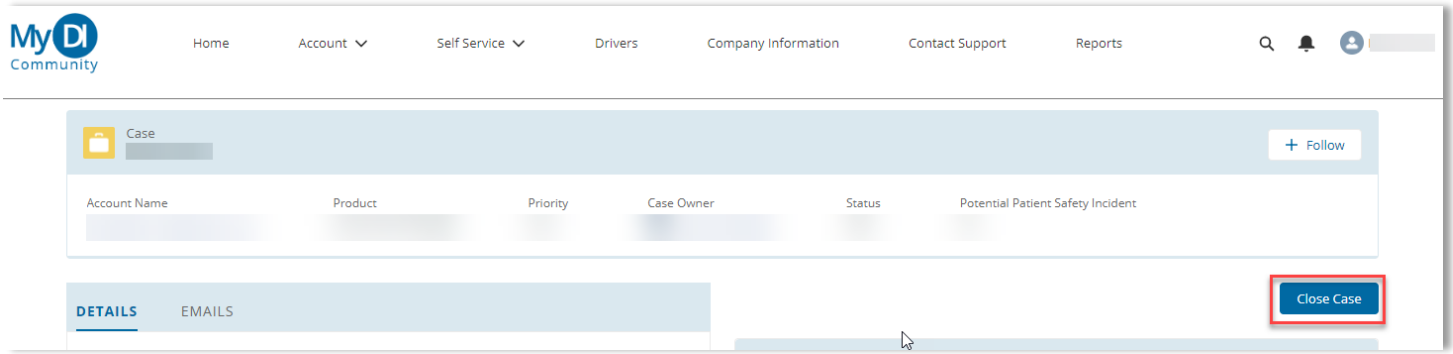
Updates to the case made by email can be found by selecting **Emails** on the sub menu bar.



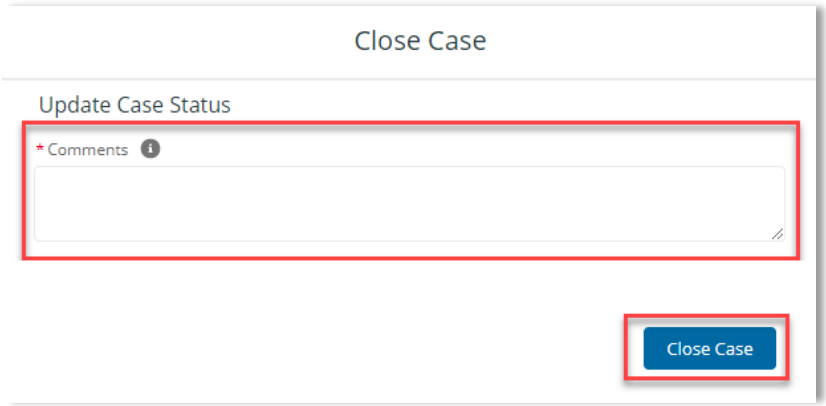
Select the Email Subject to view the email details.

CLOSING A CASE

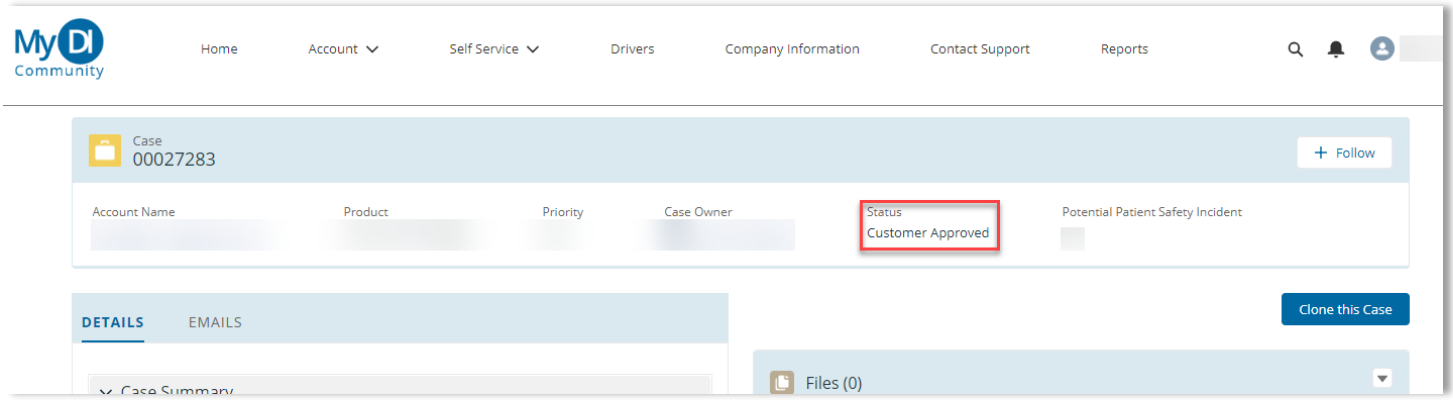
Select **Close Case** to indicate that the case may be closed.



You will be required to enter comments regarding the case closure to complete the action.

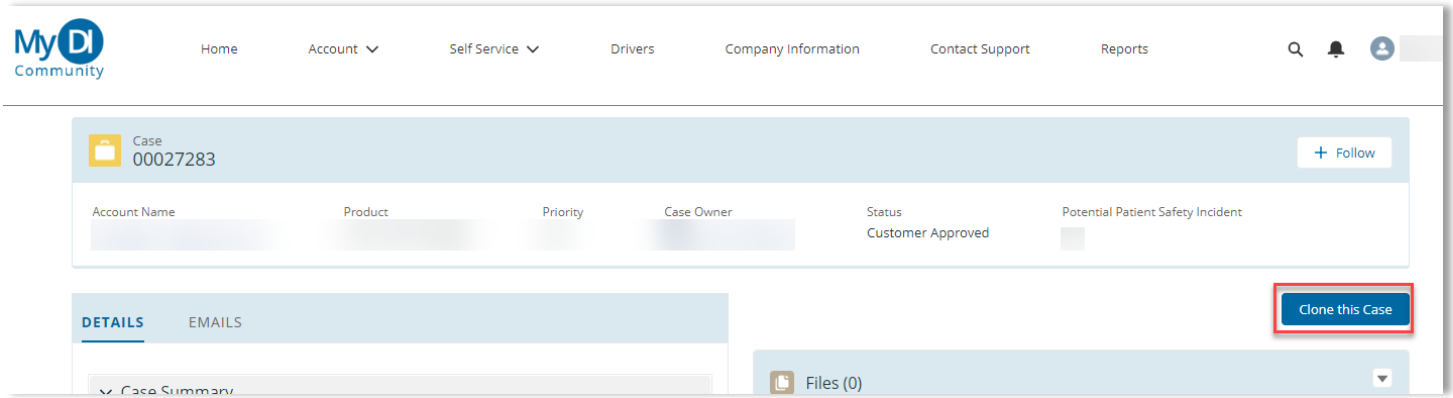


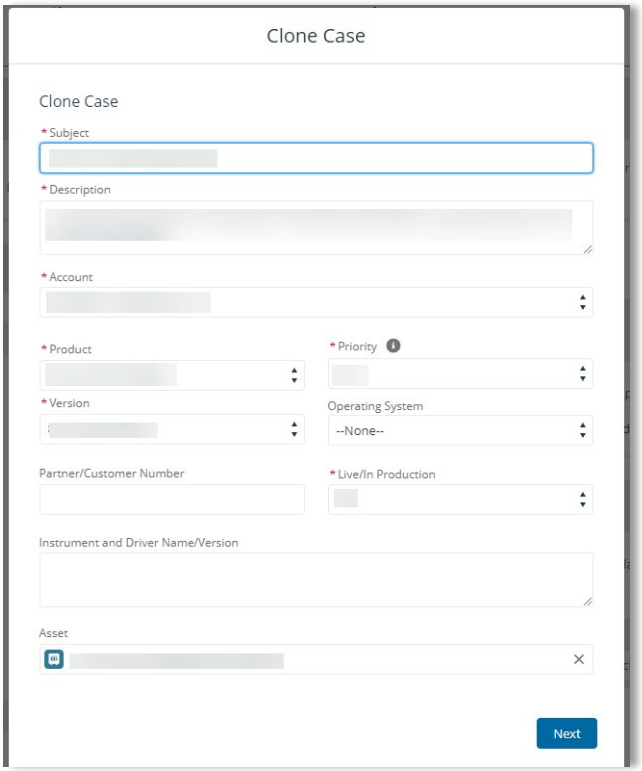
The status of the case will change to “Customer Approved”. The DI Case Owner will review the case and move it to “Closed” status.



CLONING A CASE

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



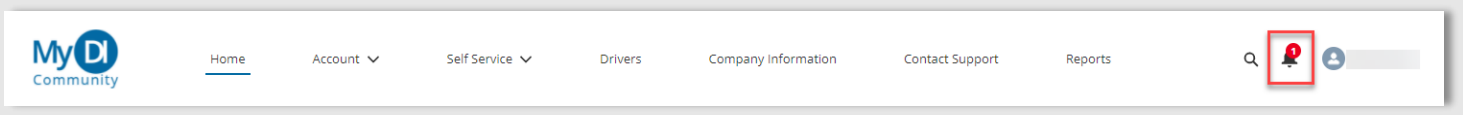


You will have the opportunity to modify the old case entries before creating the new case. After modifying the entries select **Next** to create your new case.

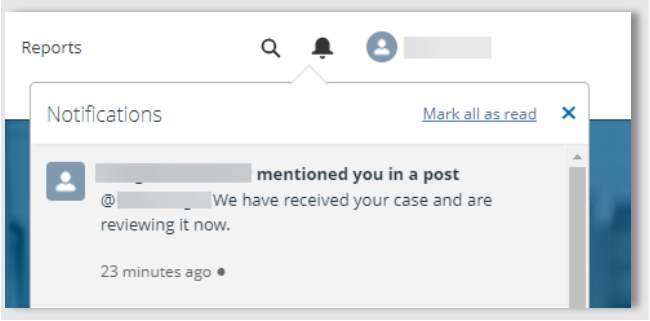
Collaborate with DI Support Through My DI Community

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:

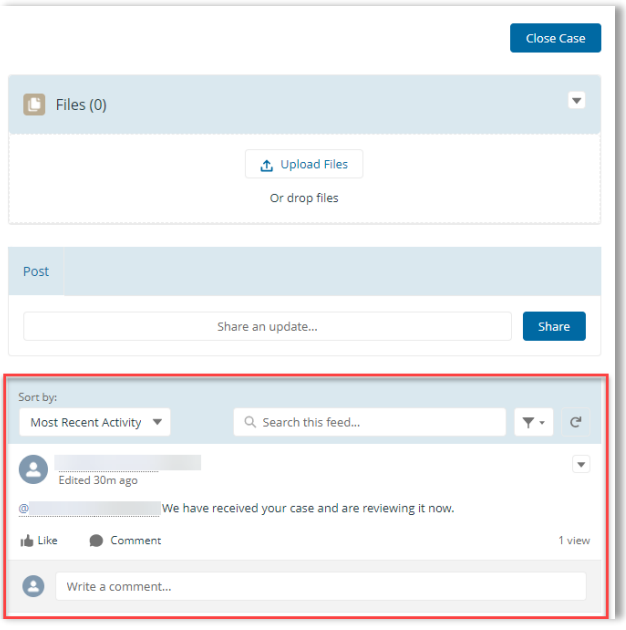


Selecting the bell displays your messages:



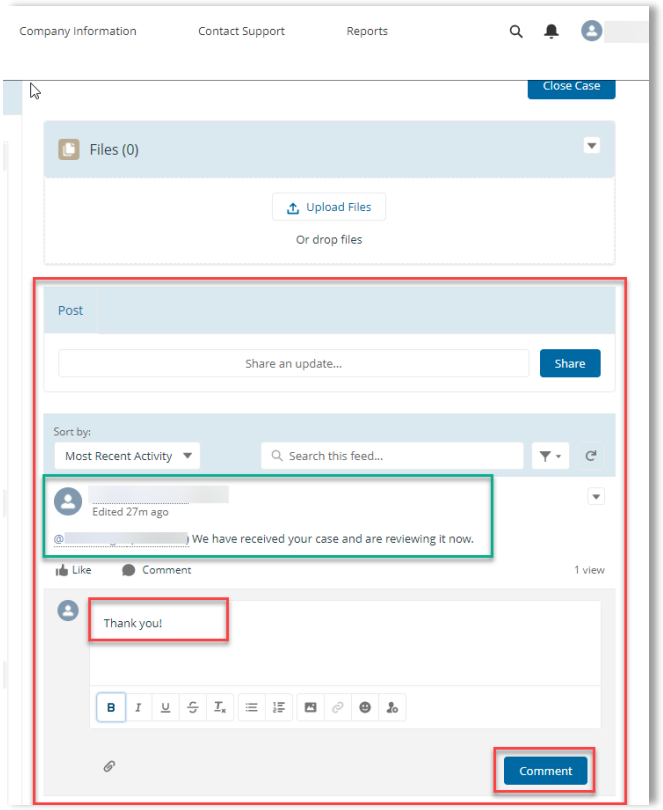
VIEWING YOUR MESSAGES

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:



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:

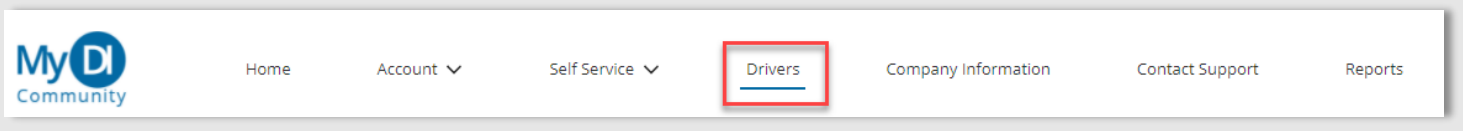
- Locate Drivers
- Download the Latest Version of Drivers
- Follow a Driver

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

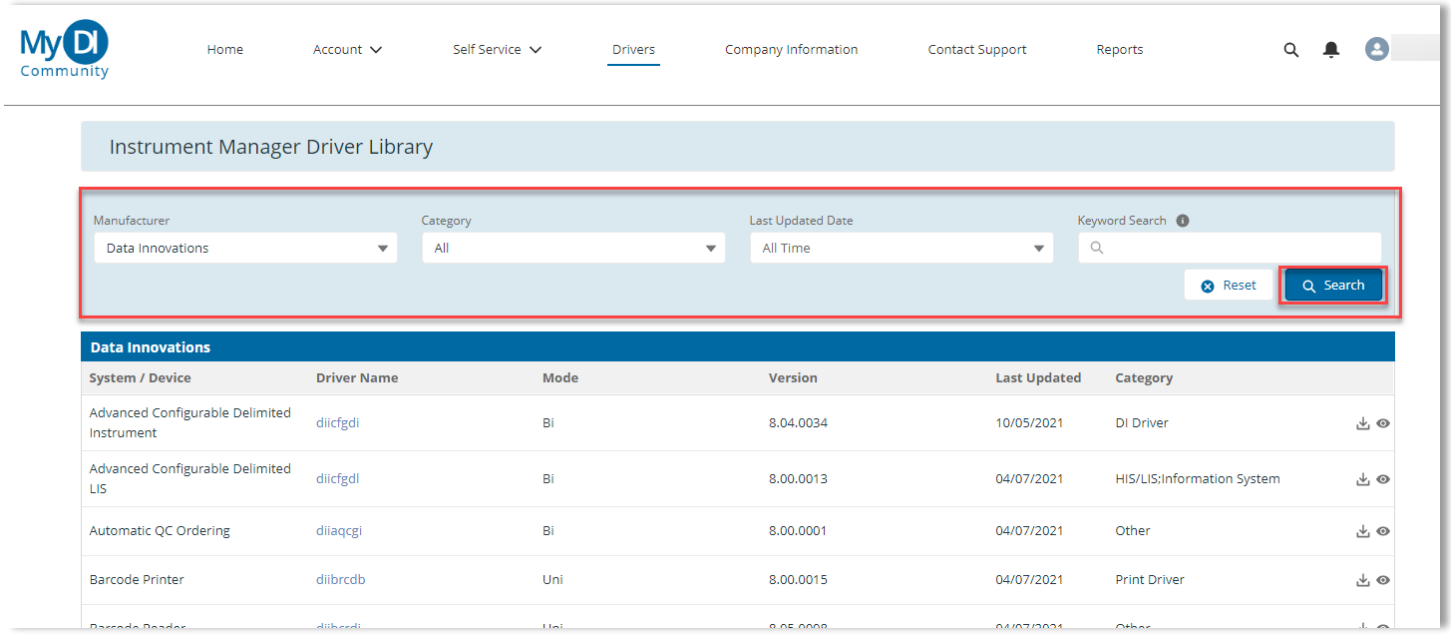
Only the most recent version of any driver is available on My DI Community. Please contact DI Customer Support for previous driver versions.

LOCATE DRIVERS

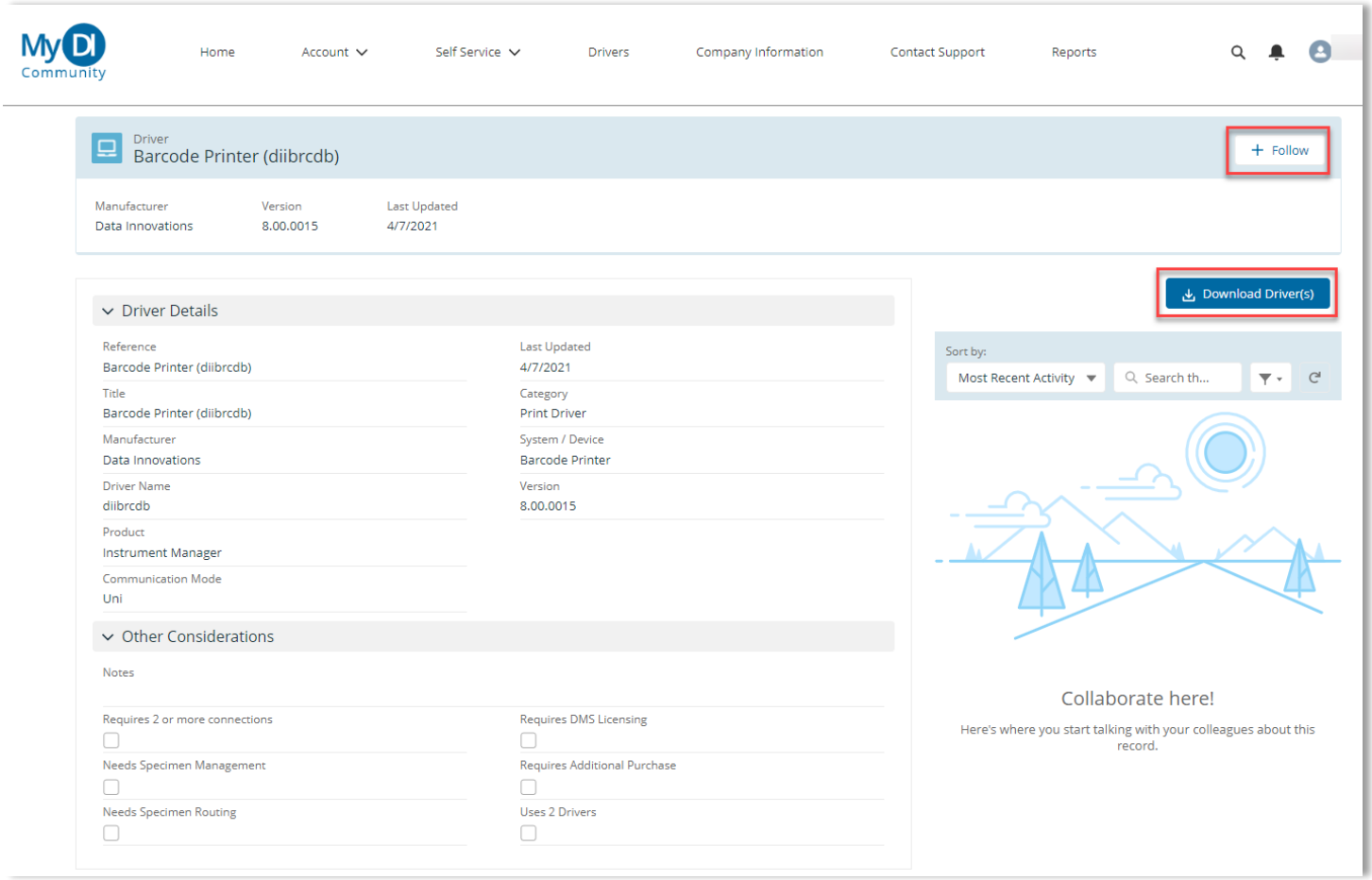
From the Main Menu, select **Drivers**.



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**.



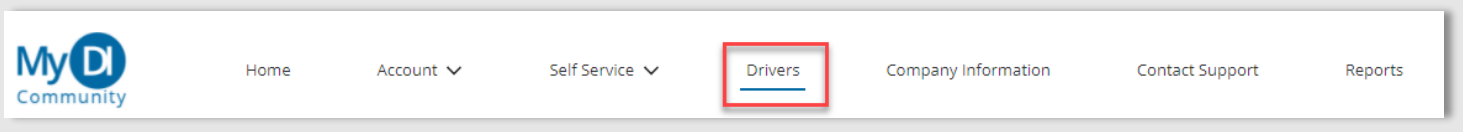
To view driver detail, select the Driver Name. The detail page is loaded.



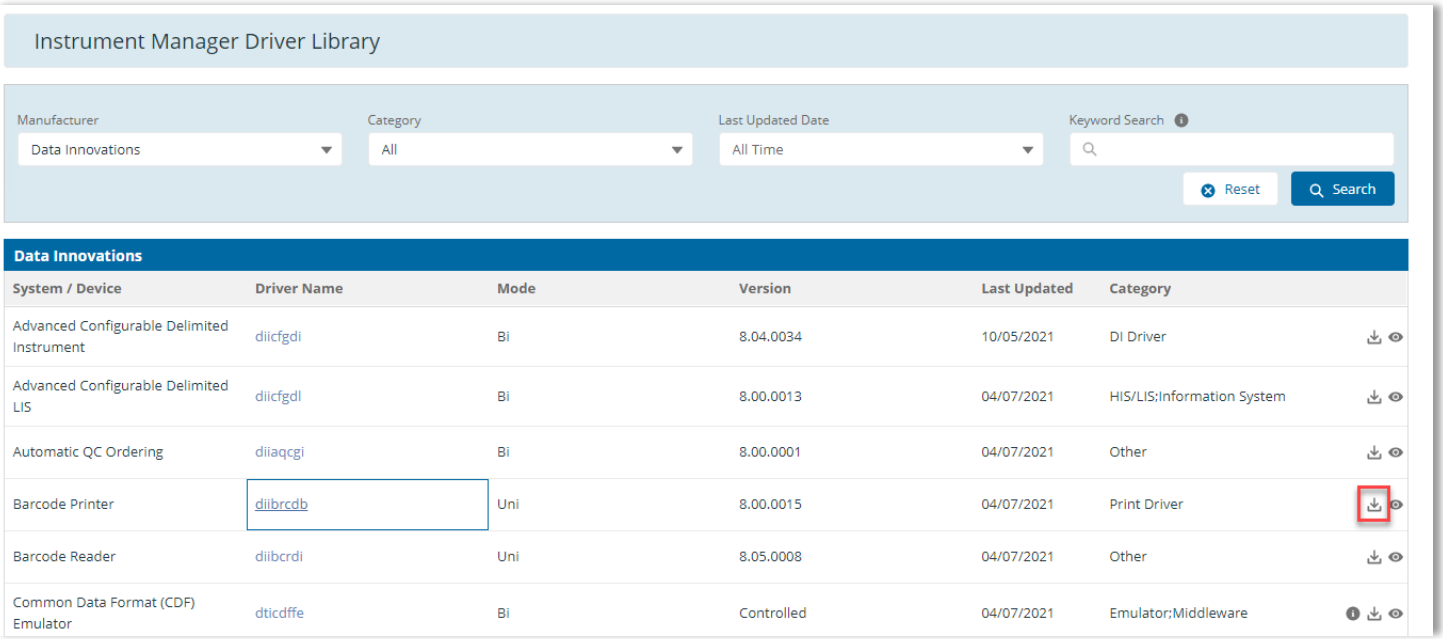
The page displays the driver details, recent activity, and allows you to download and follow (or unfollow) the driver.

DOWNLOAD THE LATEST VERSION OF DRIVERS

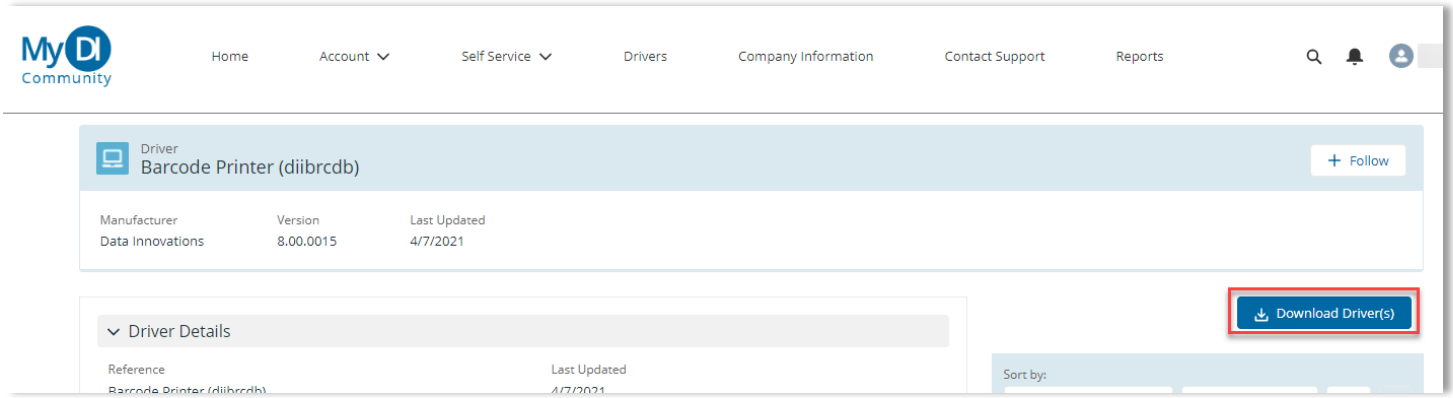
From the Main Menu, select **Drivers**.



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.

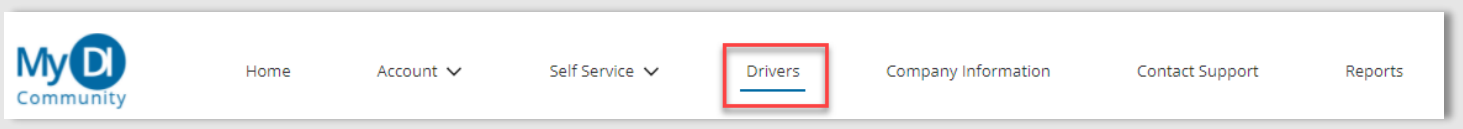


The driver may also be downloaded from the driver's detail page, by selecting **Download Driver(s)**.

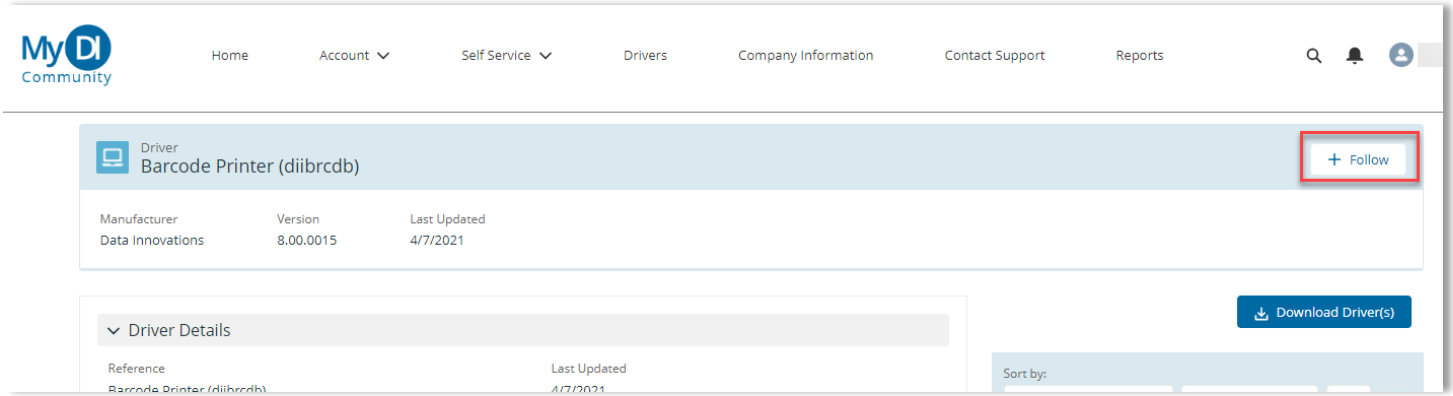


FOLLOW/UNFOLLOW A DRIVER

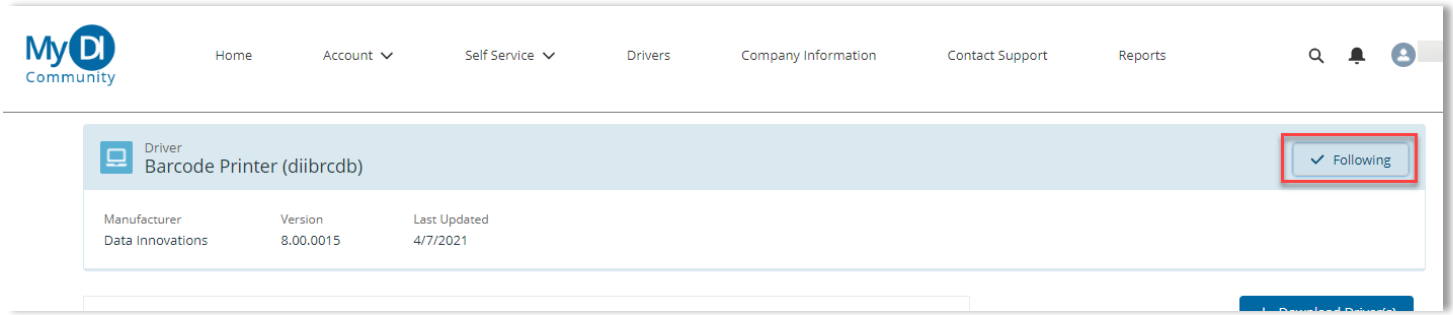
From the Main Menu, select **Drivers**.



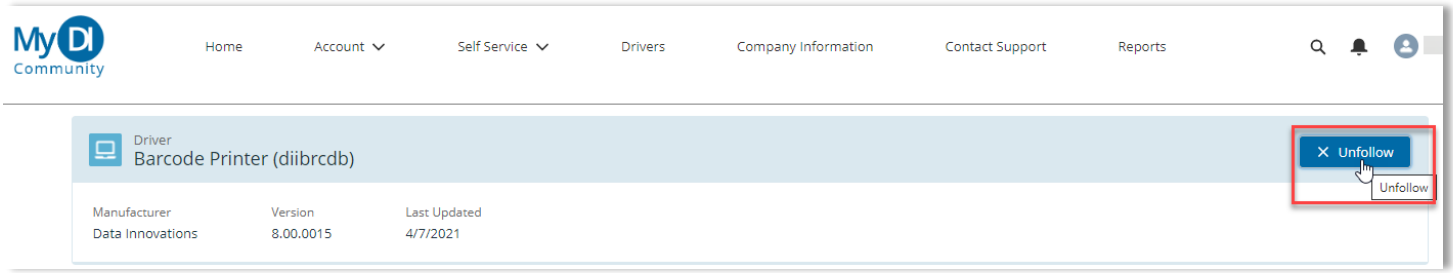
The list of drivers is loaded. Find the driver you wish to follow/unfollow from the list, then select the Driver Name. The detail page is loaded. Select **Follow** to receive a notification each time the driver is updated.



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



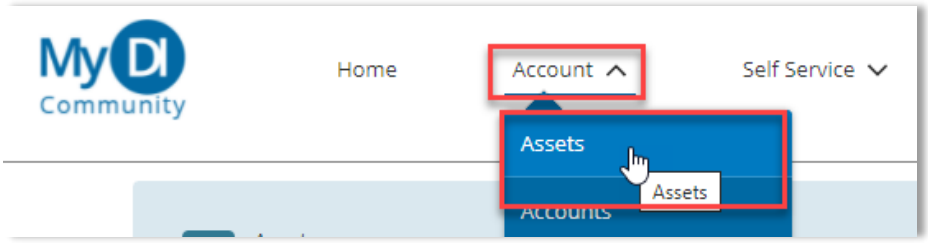
To Unfollow a driver, navigate to the driver detail page and hover over **Following**. It will change to "Unfollow". Select **Unfollow** to complete the action.



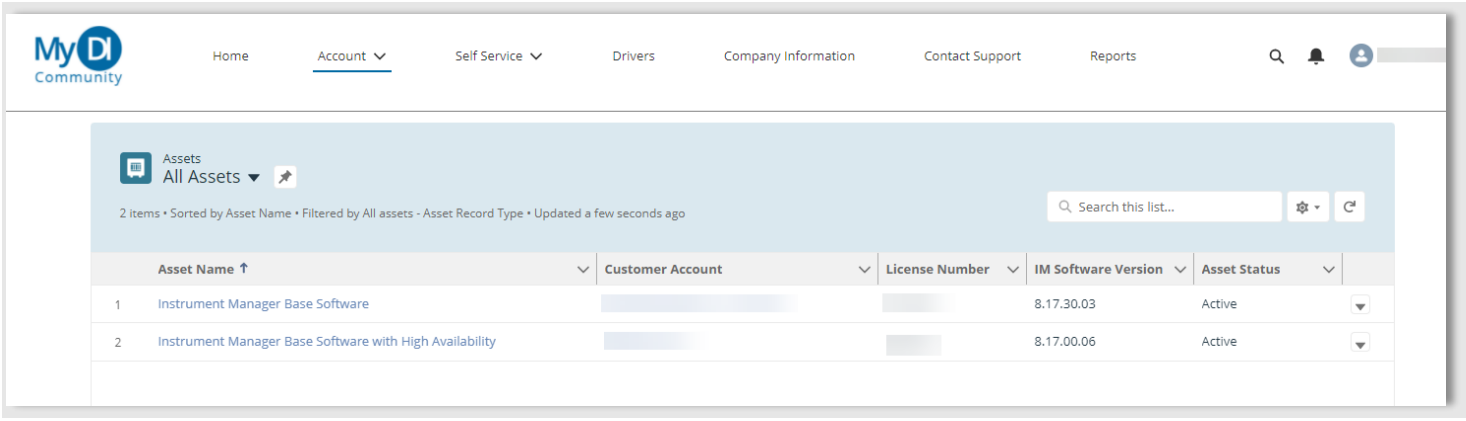
Reviewing My Assets

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

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



The list for your Assets is loaded.

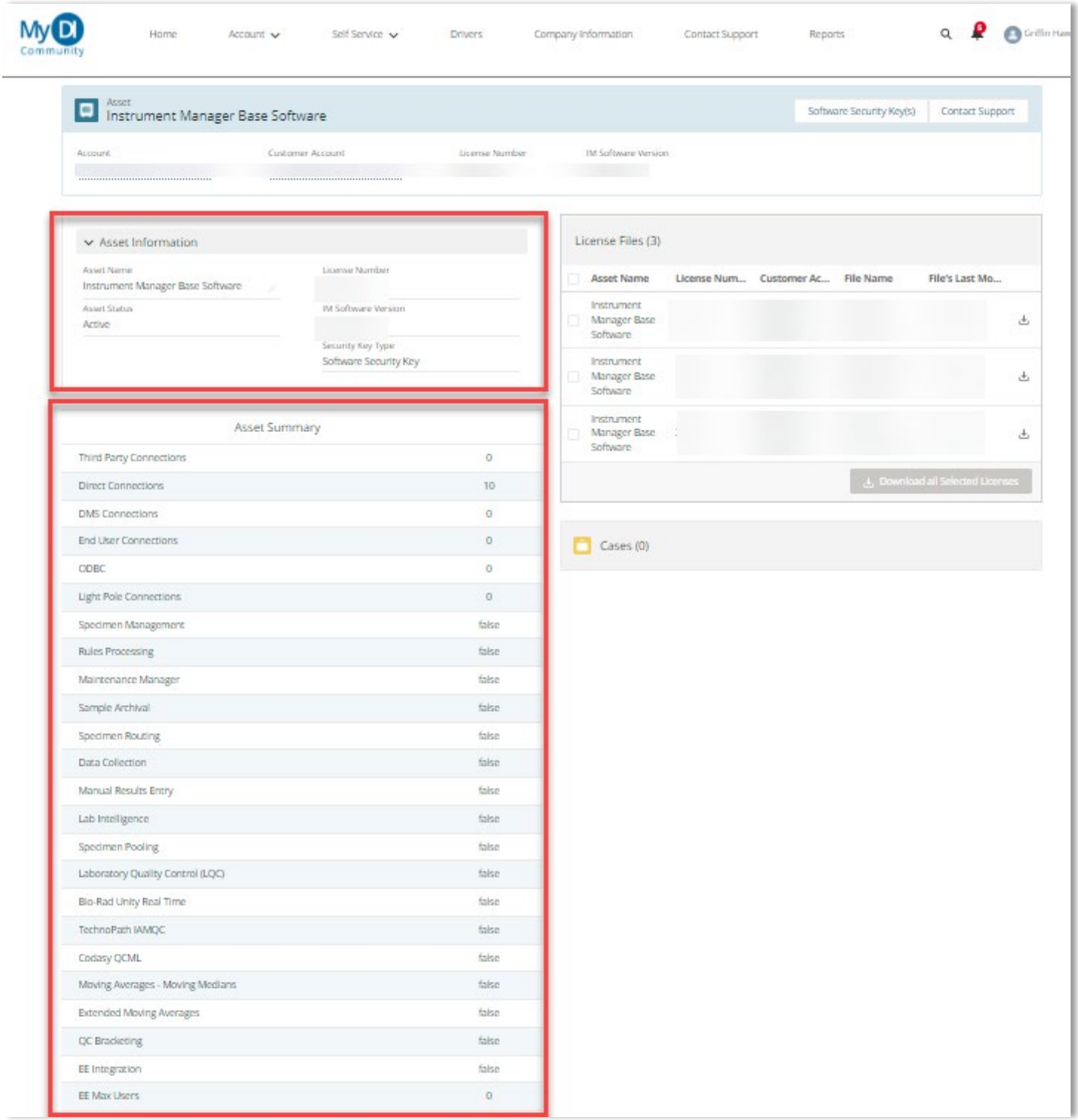


From here you may select the Asset Name to display the details of your asset, including:

- 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.

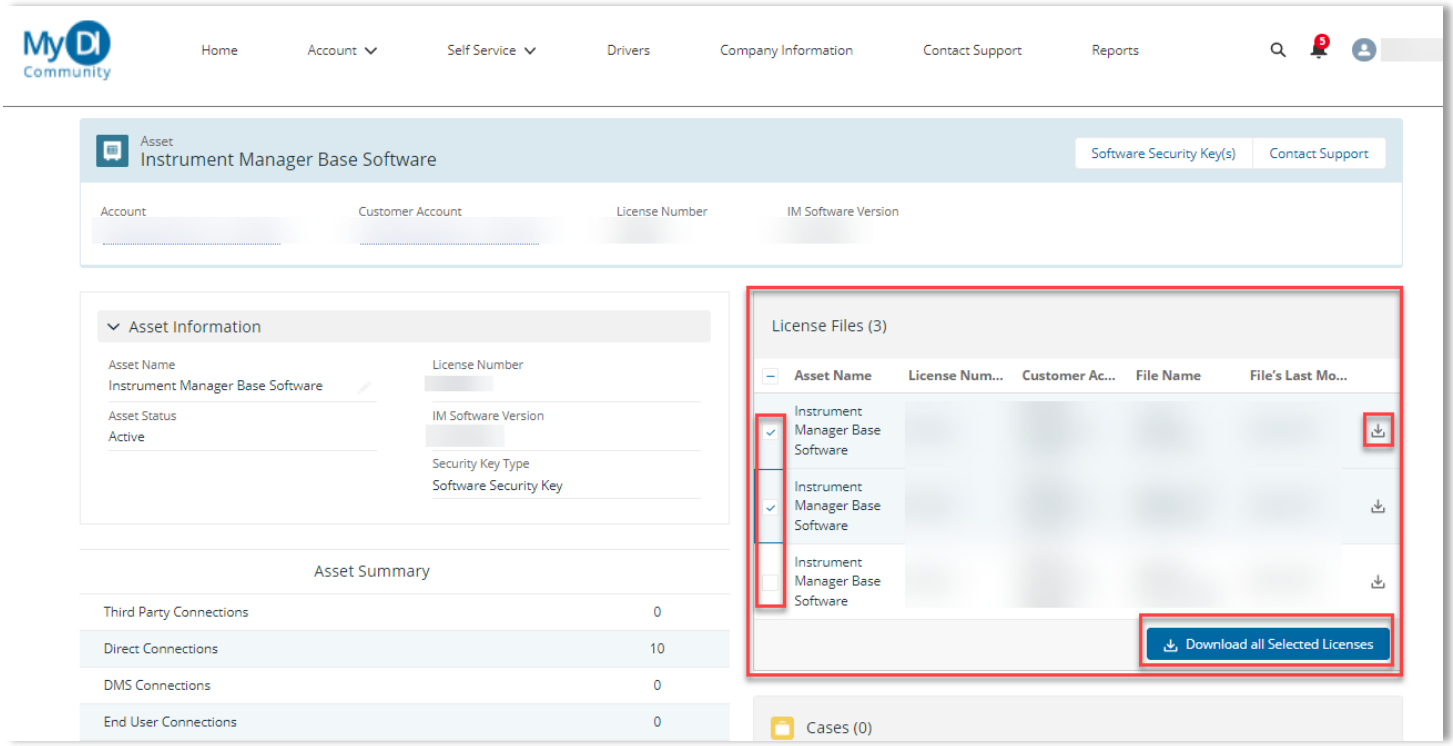


ASSET LICENSE FILES

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.

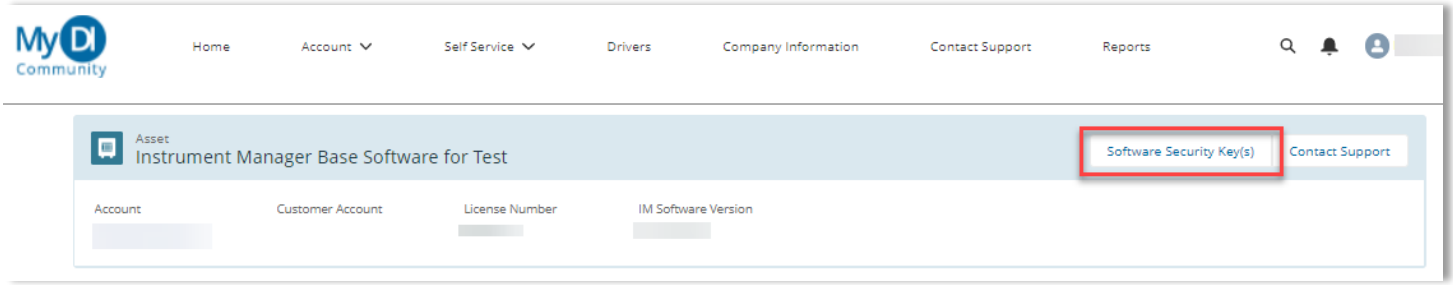
To download a license file, select the download icon at the right of the list.

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



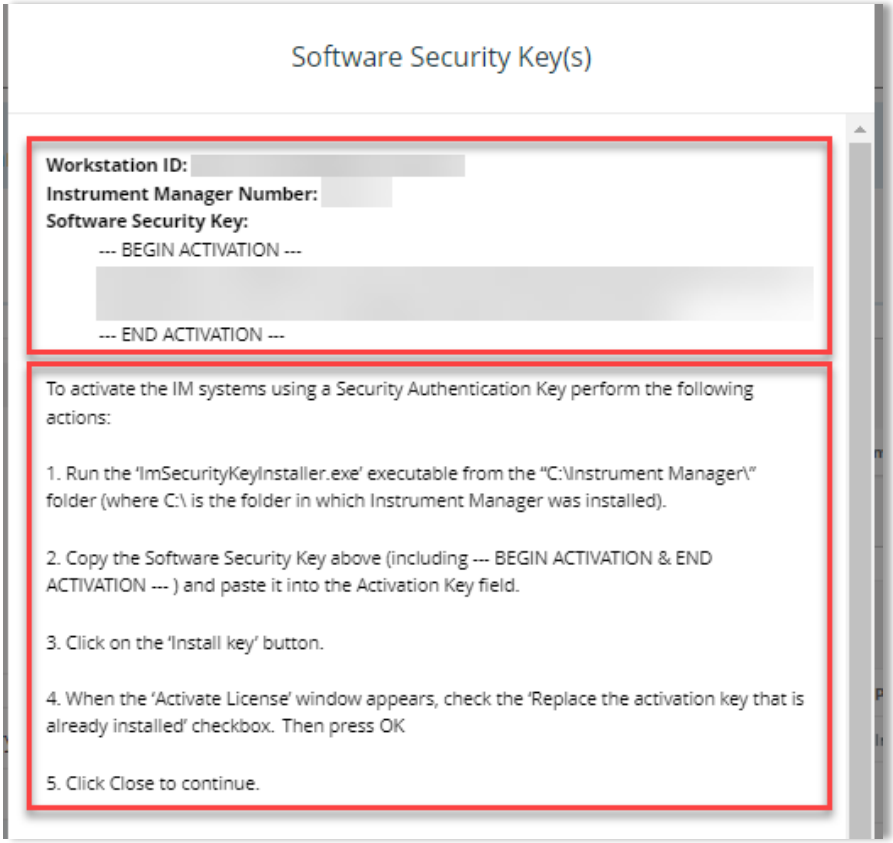
SOFTWARE SECURITY KEY INFORMATION

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



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

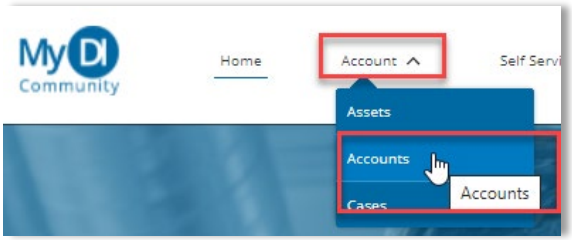
The lower portion of the screen contains Software Security Key installation instructions.



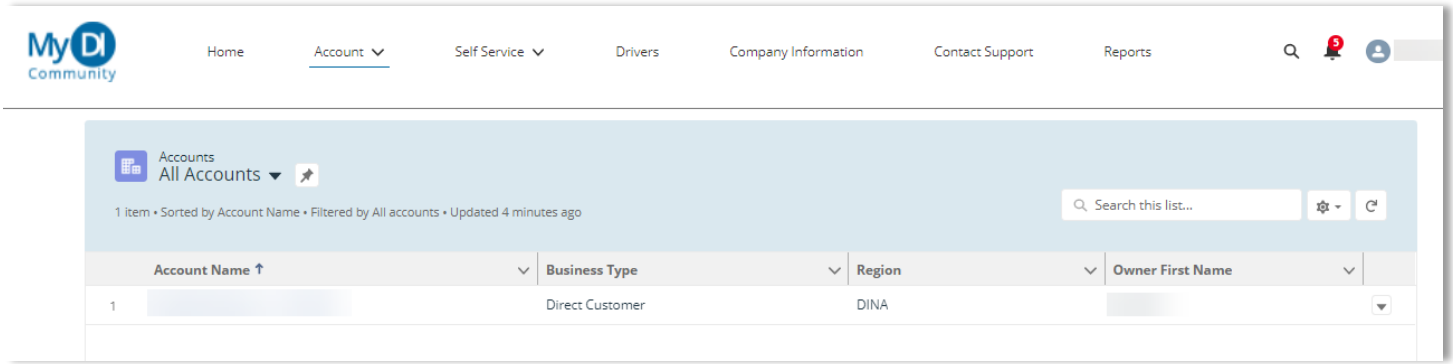
Reviewing My Accounts

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

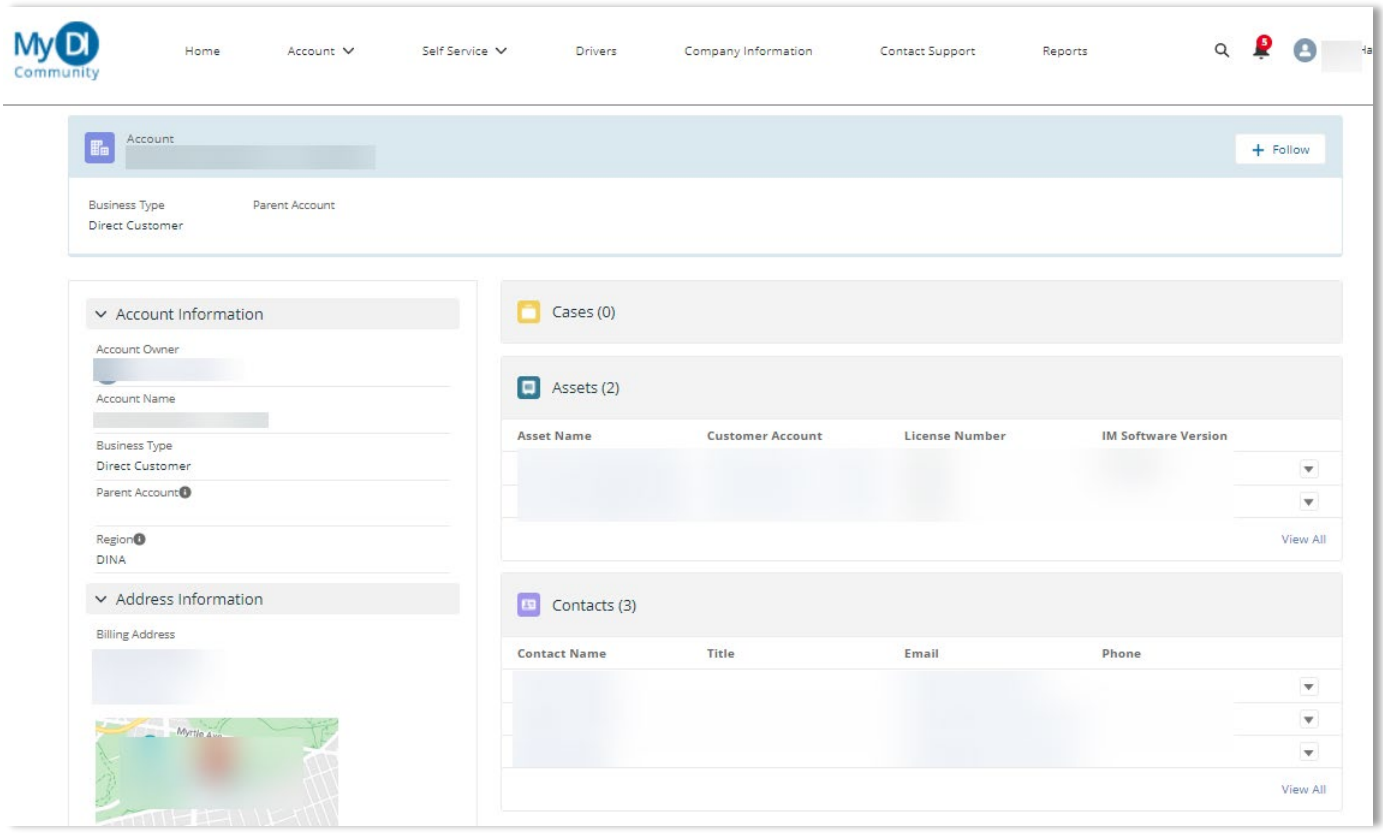
From the Main Menu, select **Account** then select **Accounts** from the sub-menu.



The list for your Accounts is loaded.



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

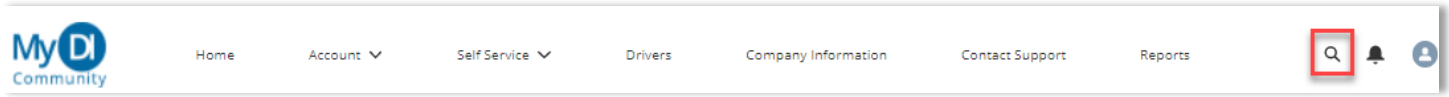


Downloading Software

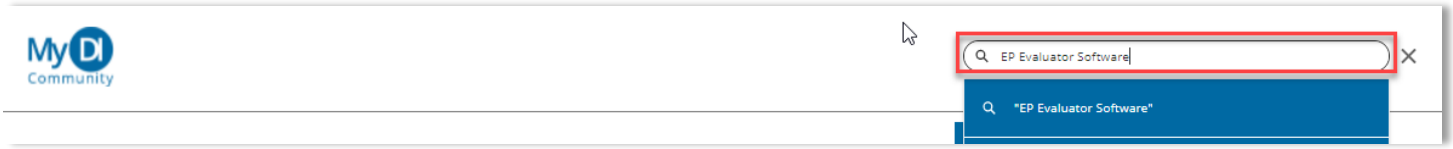
You can search for Software in My DI Community by several methods

GENERAL SEARCH

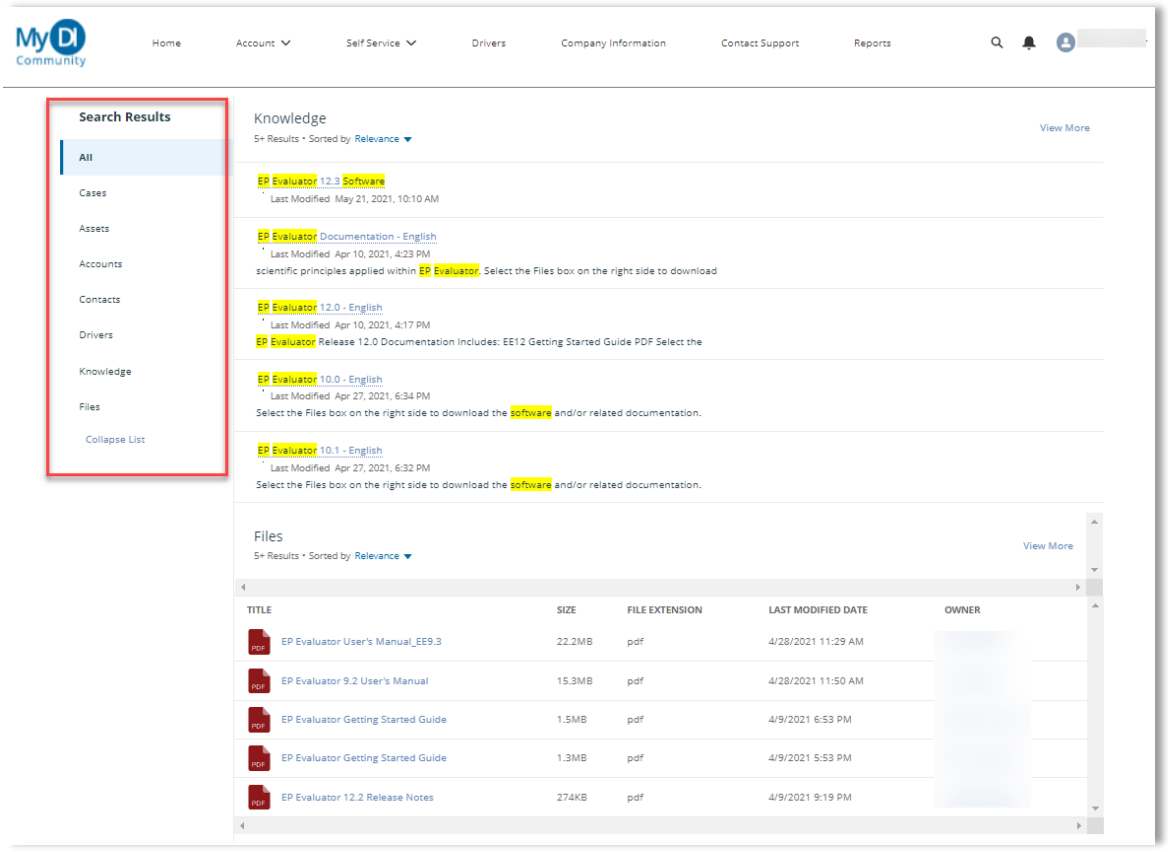
From the main menu, select the search icon



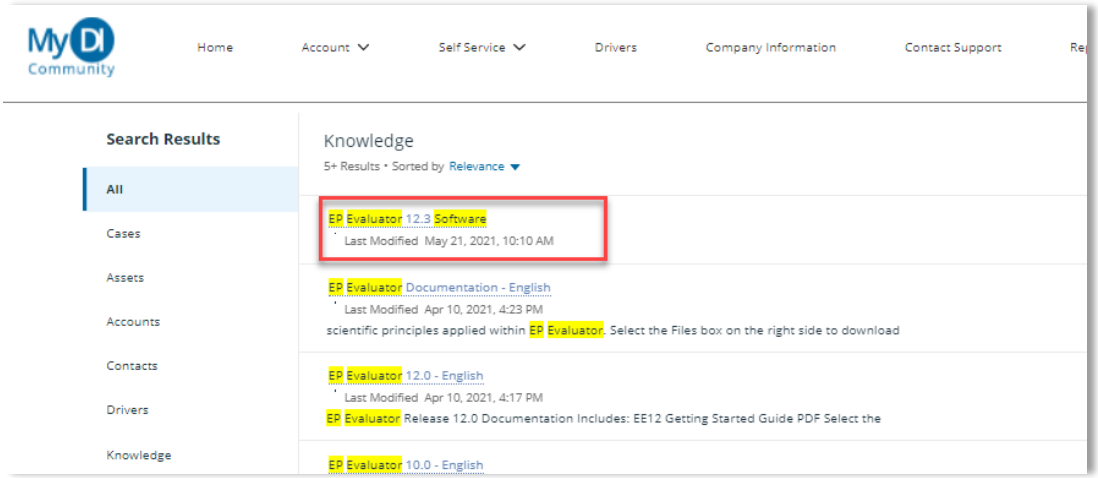
Enter the search term associated with the software, then press enter to search.



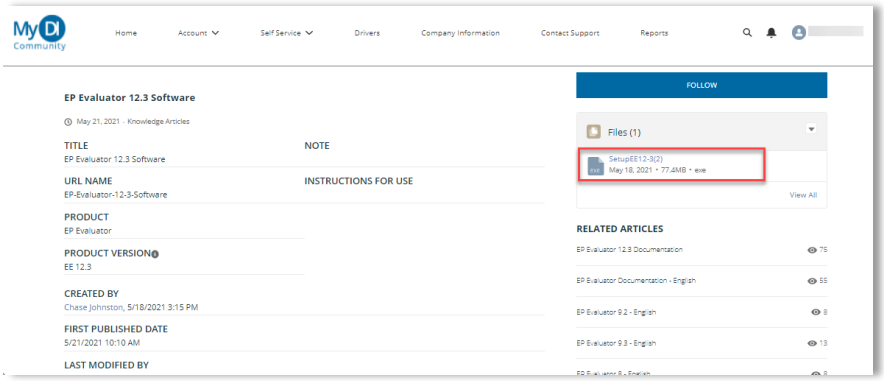
Results are displayed. These results can be filtered by selecting a topic.



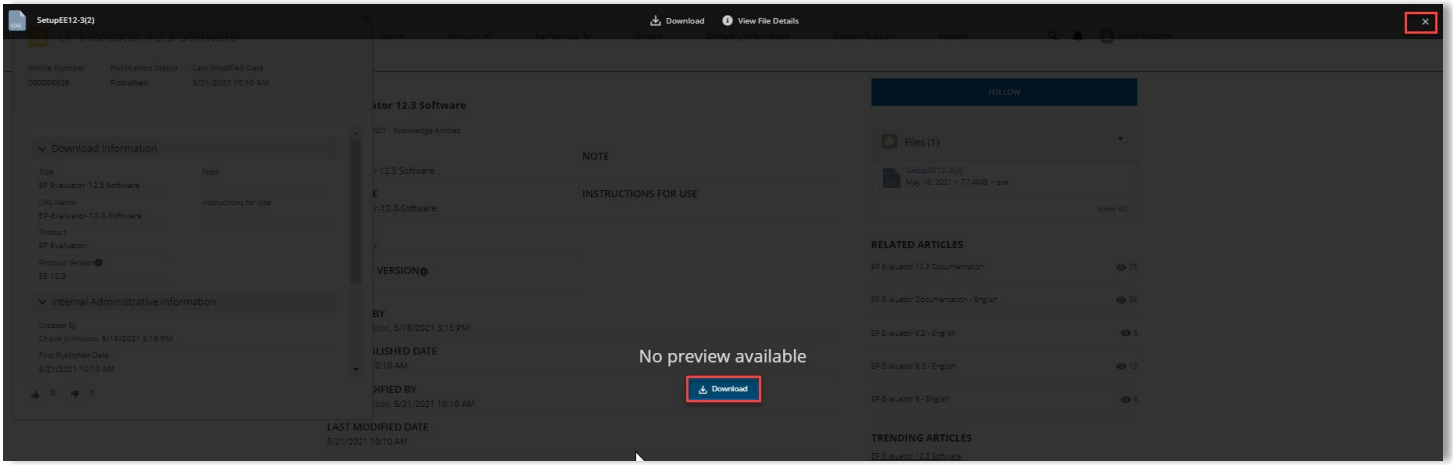
To review a record, select the item.



The software detail page is loaded. To download the file, select the file name.



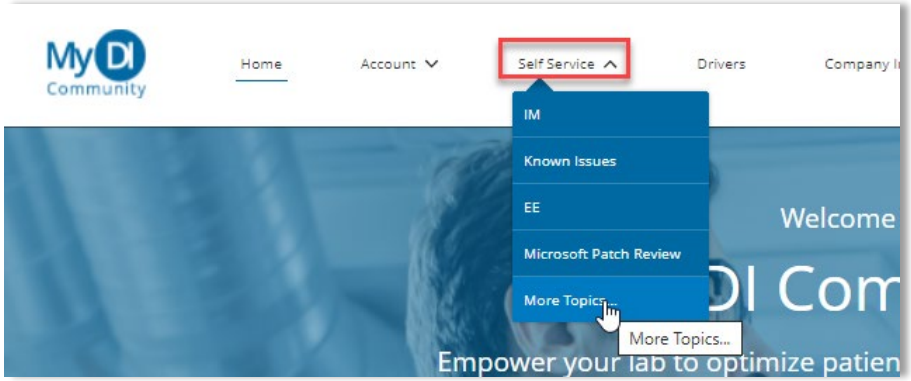
To complete the download, select **Download**. Your browser will download the file for your use.



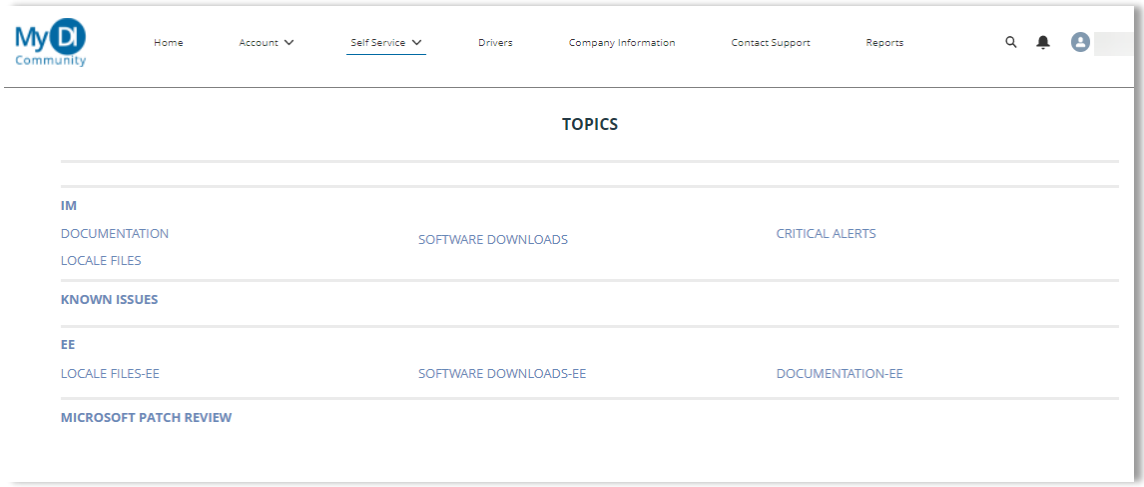
To exit the download screen, select the close icon.

SELF SERVICE SEARCH

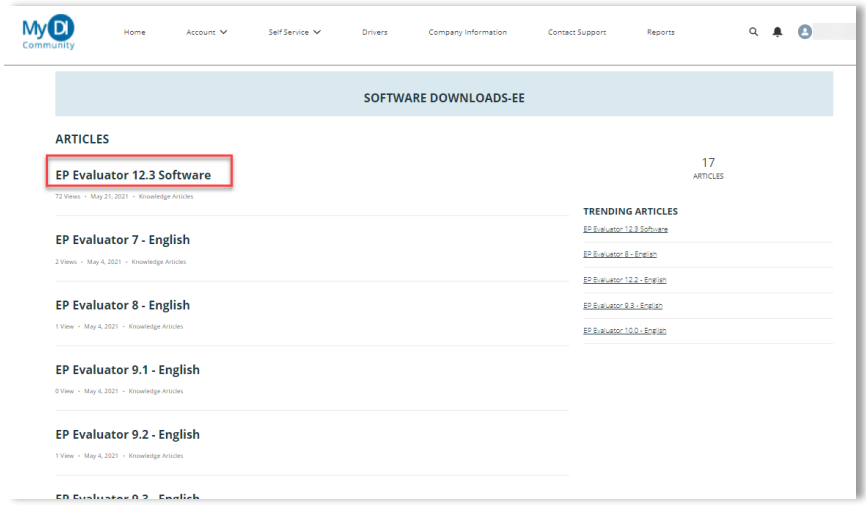
Select **Self Service** from the main menu, then select the appropriate sub menu item.



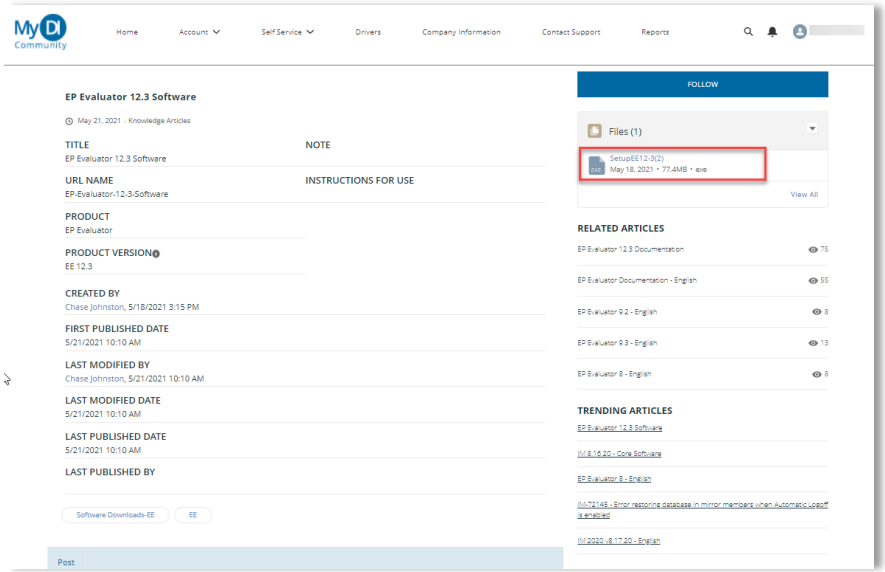
Selecting **More Topics...** will bring you to the general navigation page.



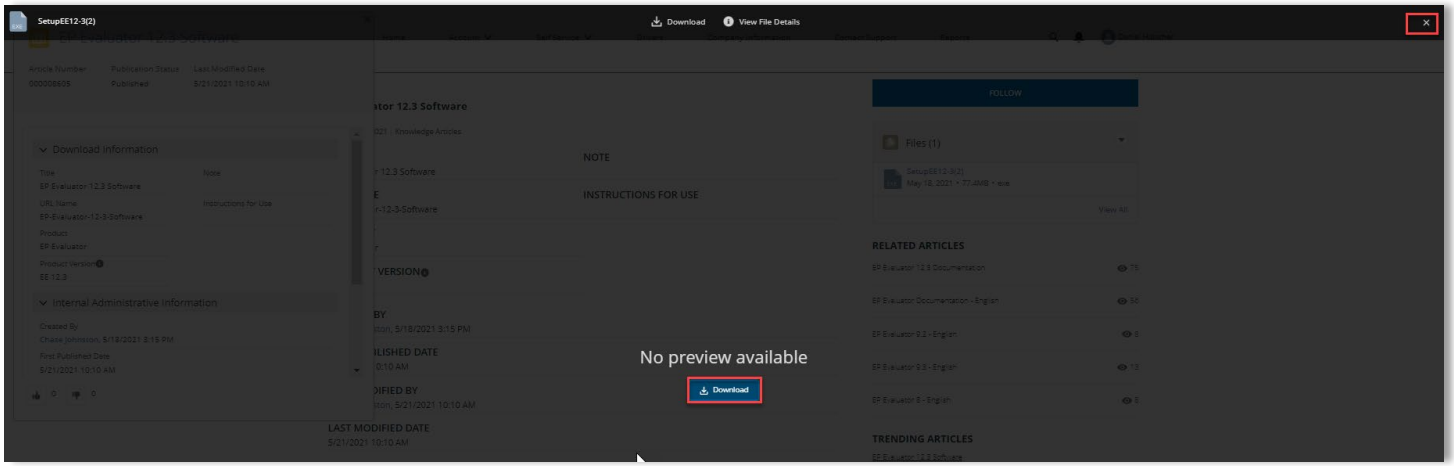
Select the result which most closely matches what you are searching for. The detail page will load. Select the software by selecting the name.



The software detail page is loaded. To download the file, select the file name.



To complete the download, select **Download**. Your browser will download the file for your use.



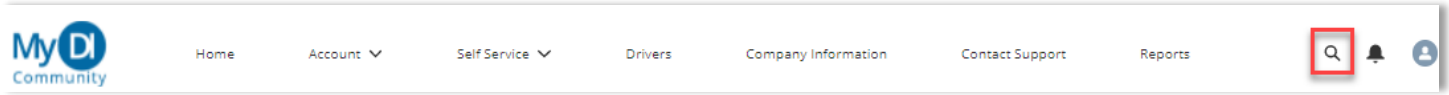
To exit the download screen, select the close icon.

Searching Knowledge Articles

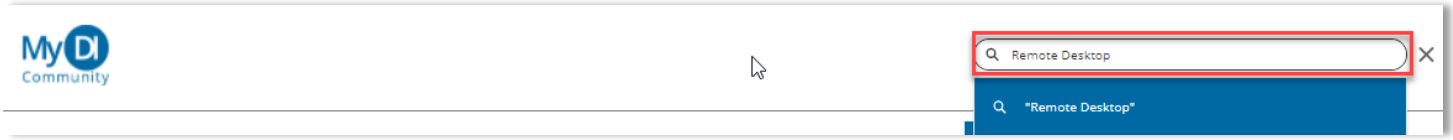
You can search for Knowledge Articles in My DI Community by several methods

GENERAL SEARCH

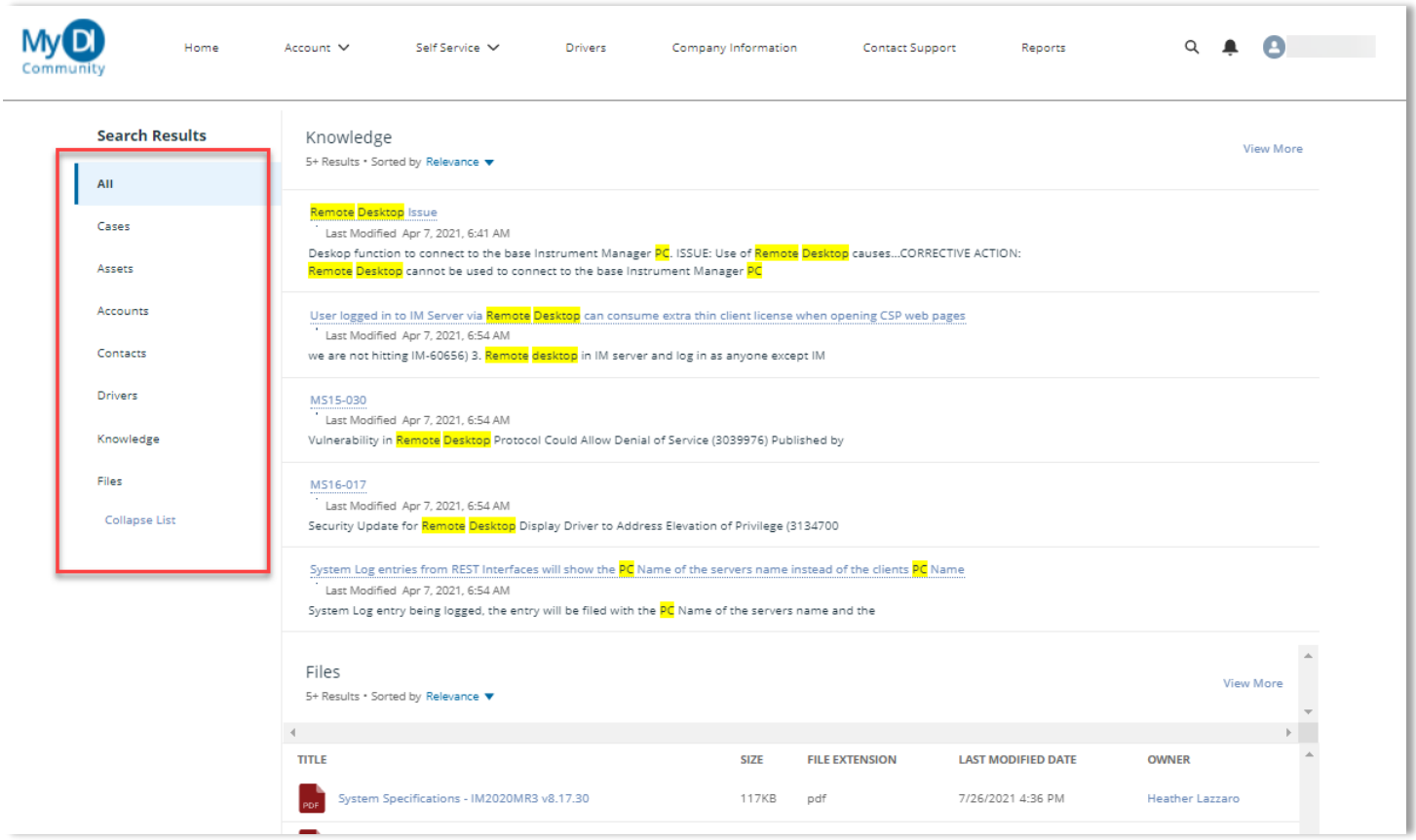
From the main menu, select the search icon



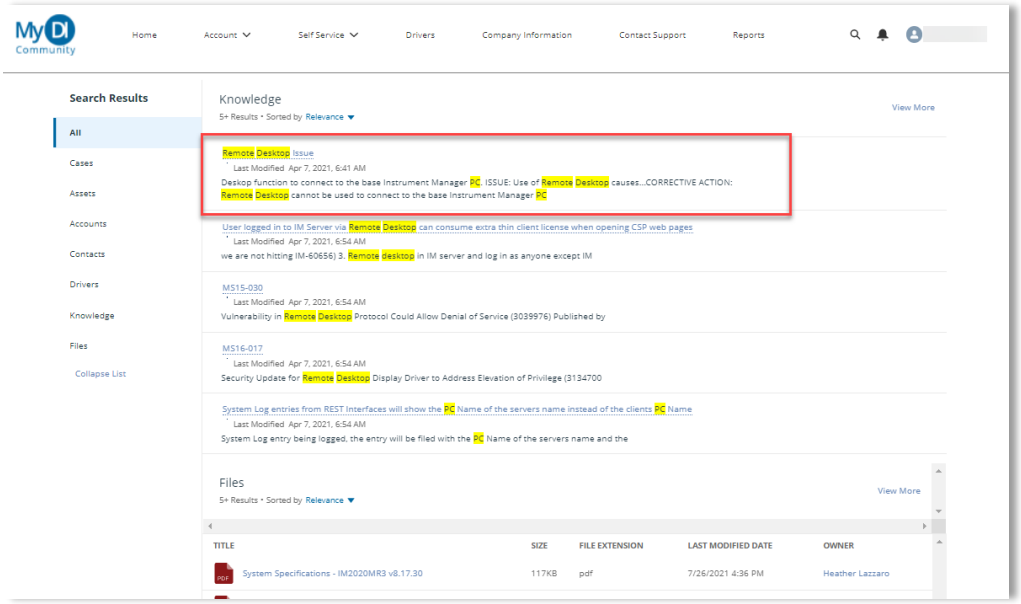
Enter the search term associated with the knowledge article, then press enter to search.



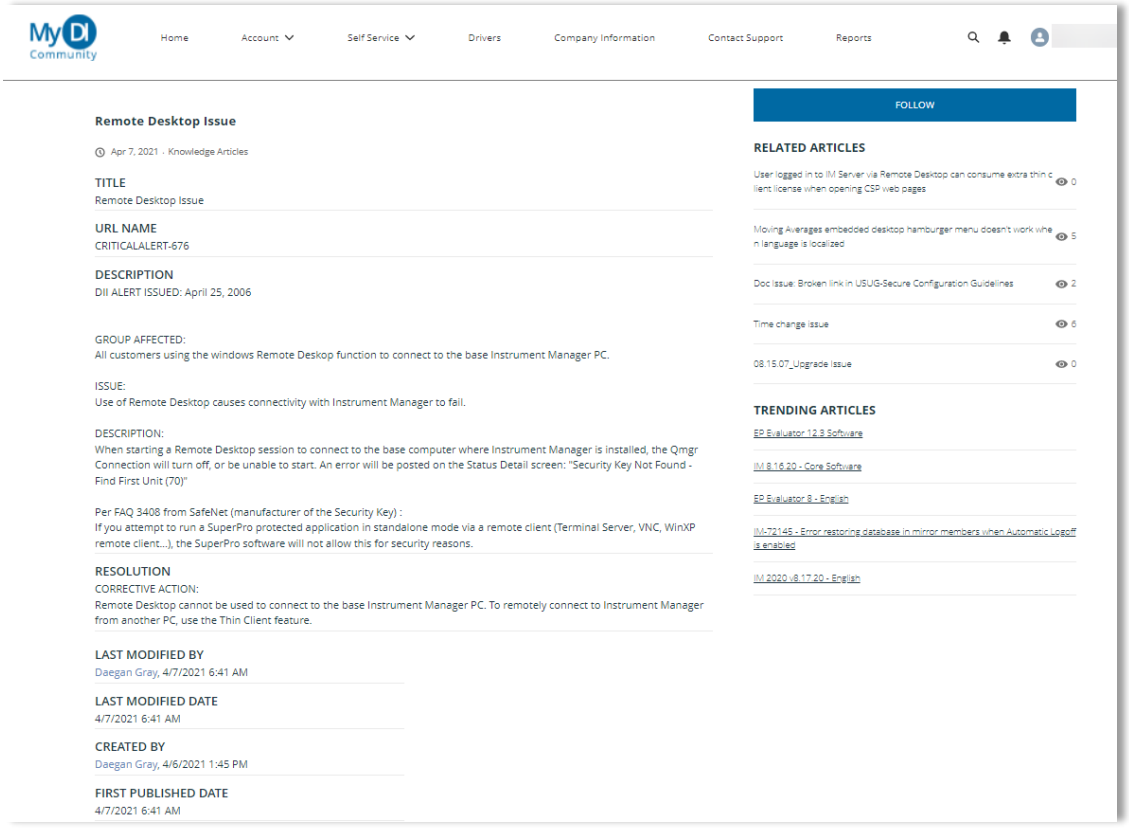
Results are displayed. These results can be filtered by selecting the Knowledge topic.



To review a record, select the item.

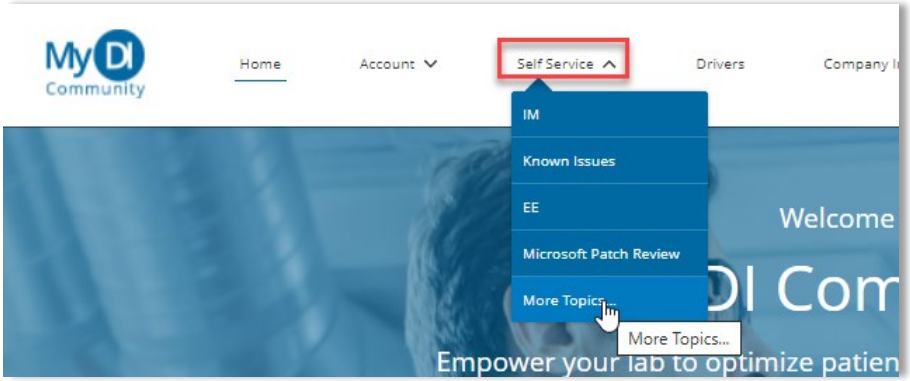


The knowledge detail page is loaded. To download any associated files, select the file name.

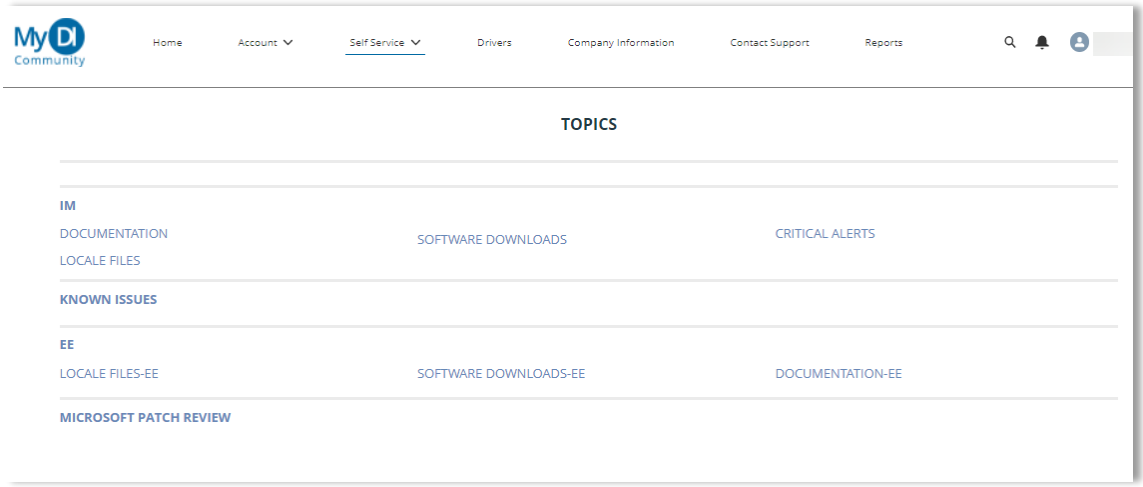


SELF SERVICE SEARCH

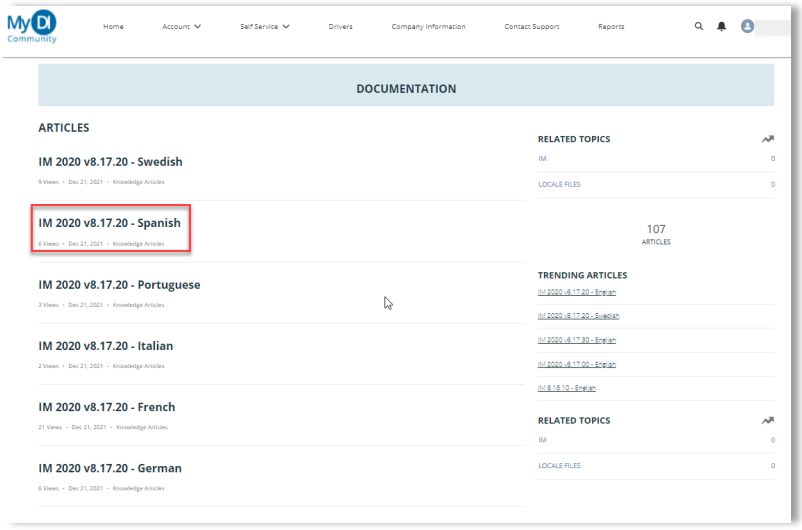
Select **Self Service** from the main menu, then select the appropriate sub menu item.



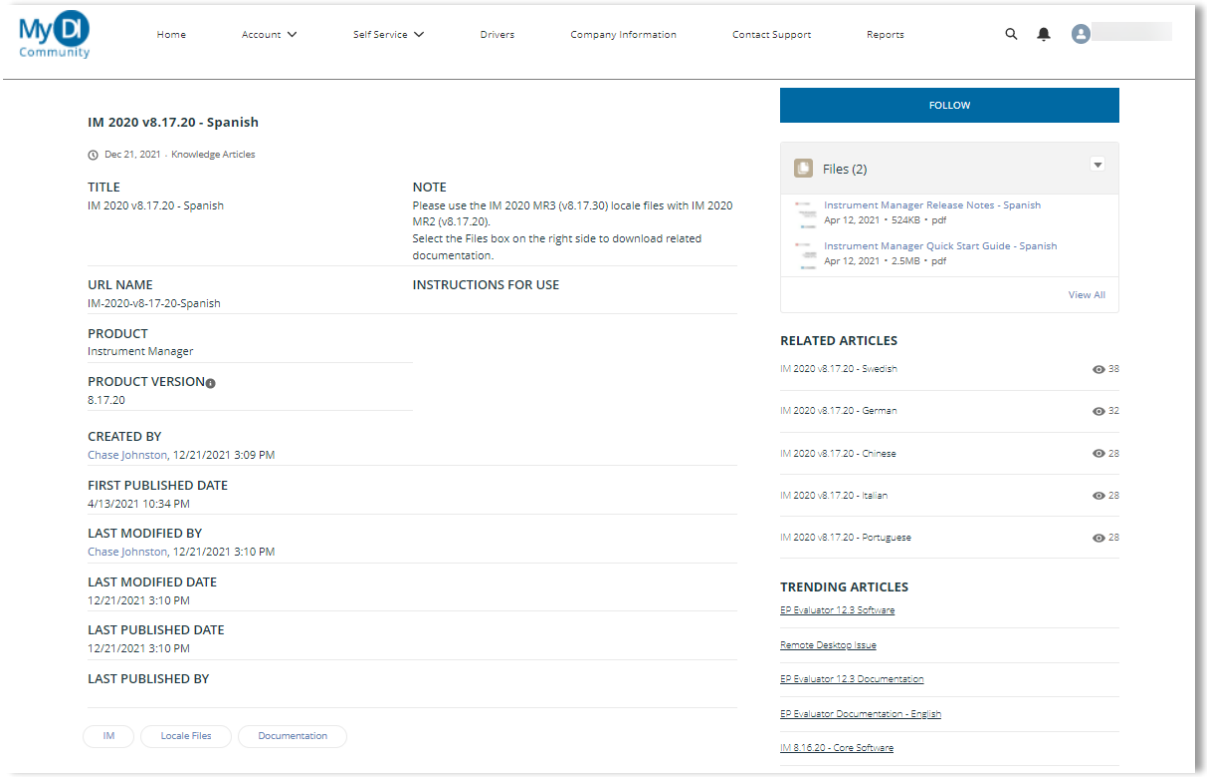
Selecting **More Topics...** will bring you to the general navigation page.



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



The article detail page is loaded for your review.

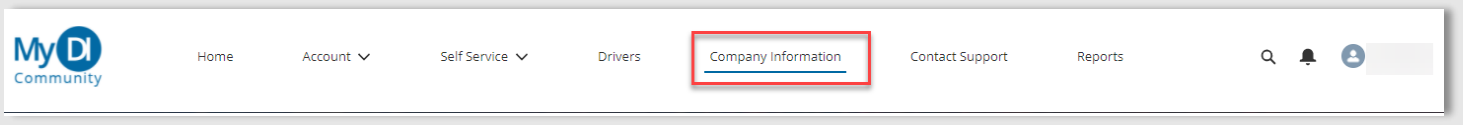


Company Information

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.