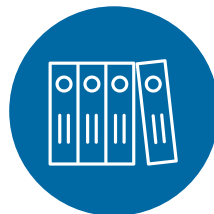


My DI Community Quick Start Guide



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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.

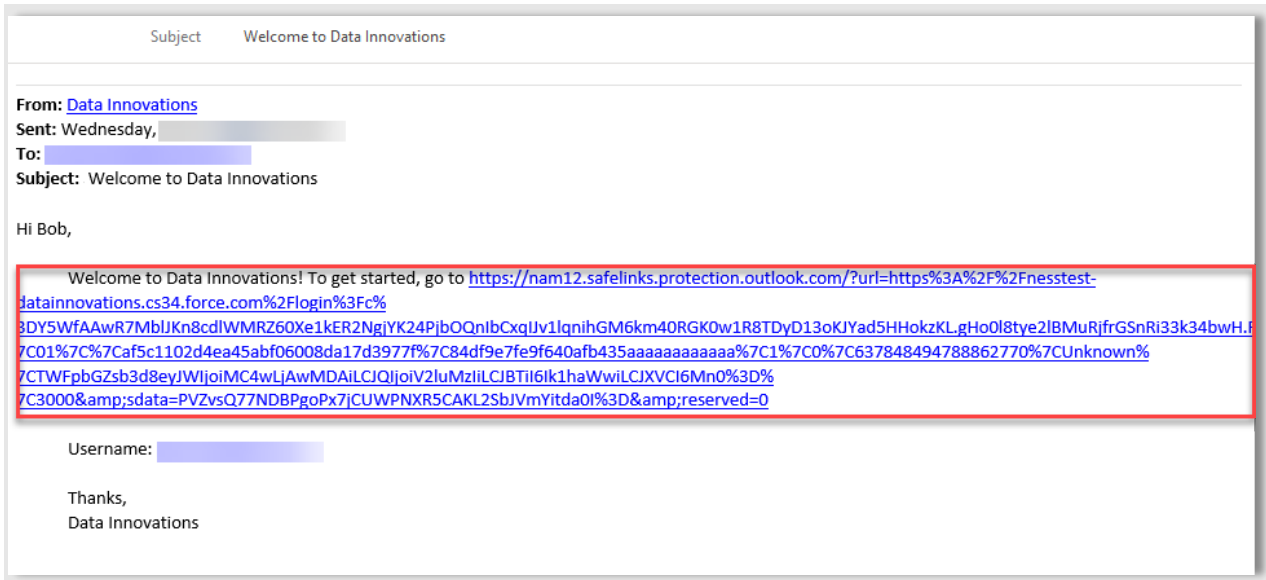
Request Access to My DI Community

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:



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.

The screenshot shows a "Change Your Password" form with the following elements:

- Header: Change Your Password
- Input field: Enter a new password for [redacted]. Make sure to include at least:
- Requirements list:
 - 8 characters (checked)
 - 1 letter (checked)
 - 1 number (checked)
- Field: * New Password (password input) with a "Good" strength indicator.
- Field: * Confirm New Password (password input) with a "Match" strength indicator.
- Button: Change Password
- Footer: Password was last changed on [redacted].

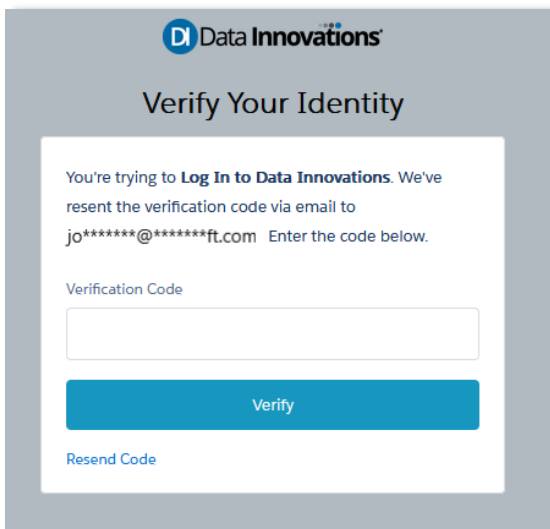
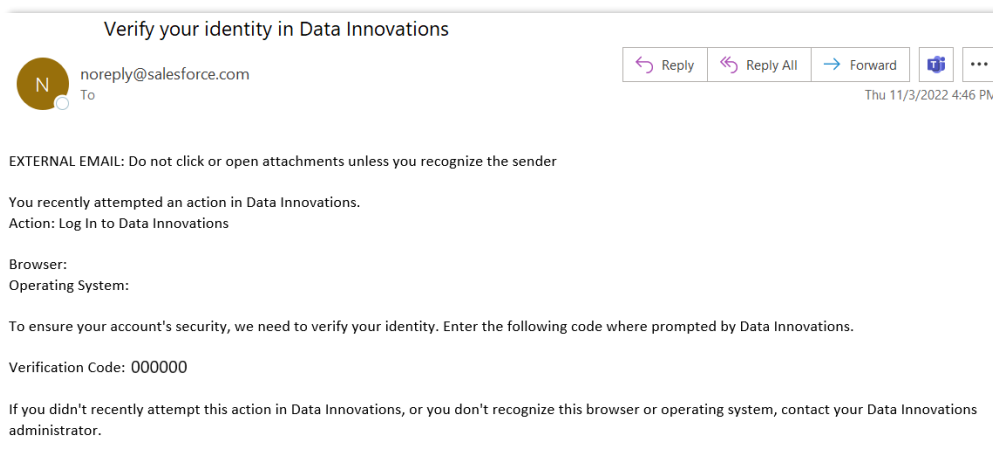
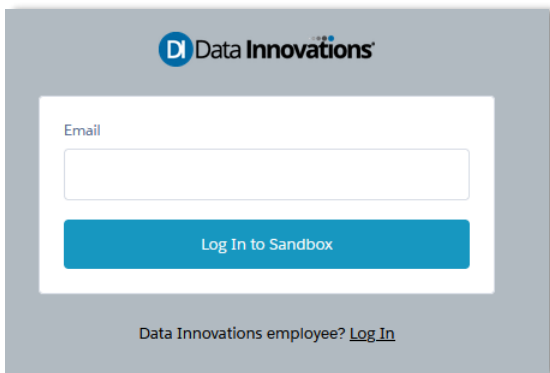
Logging In to the My DI Community

To access the My DI Community, navigate to:

<https://datainnovations.my.site.com/login>

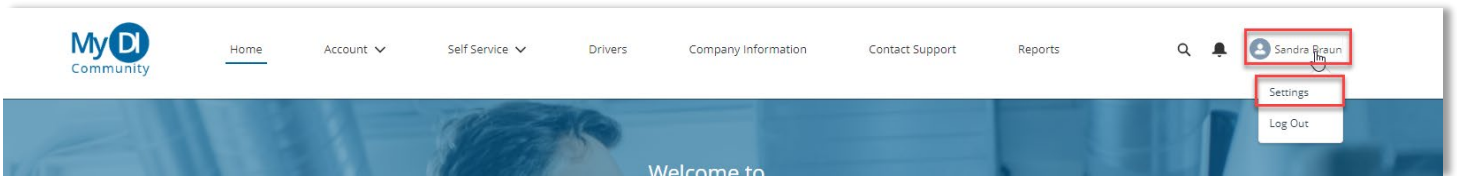
You may consider adding this login URL to your bookmarks.

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.

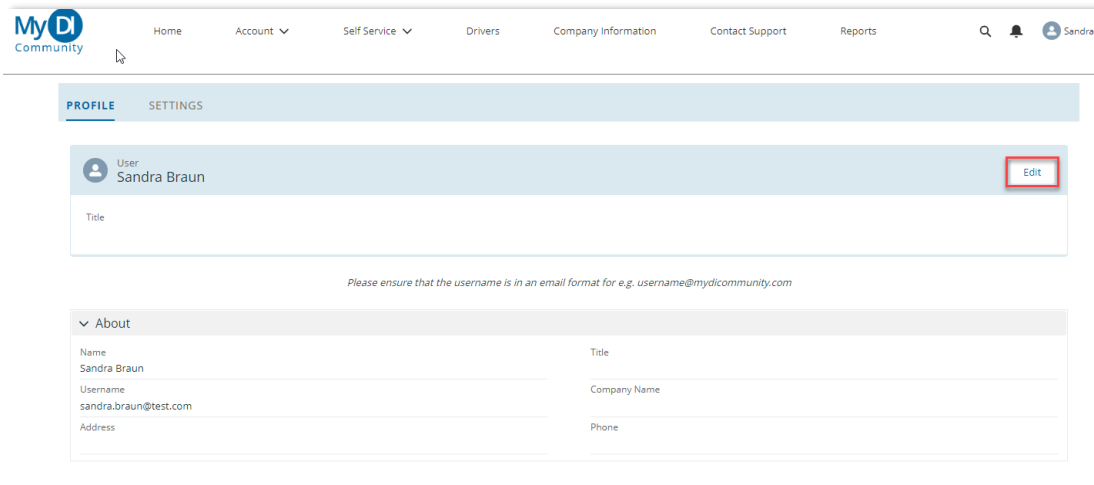


Changing Your My DI Community Username

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

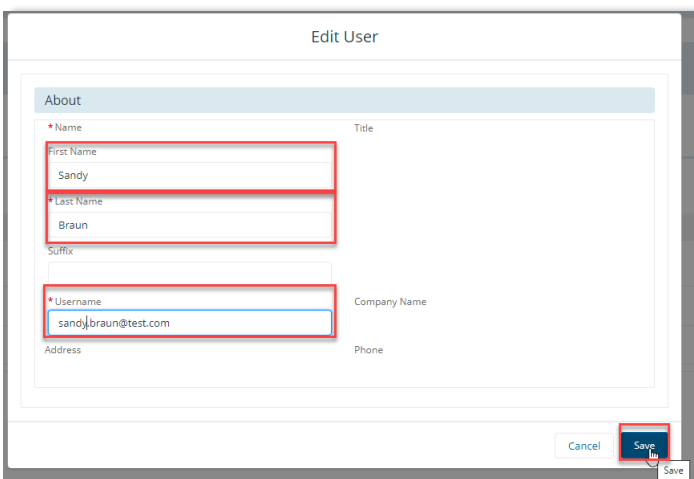


Your user profile is loaded. Select **Edit**.



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

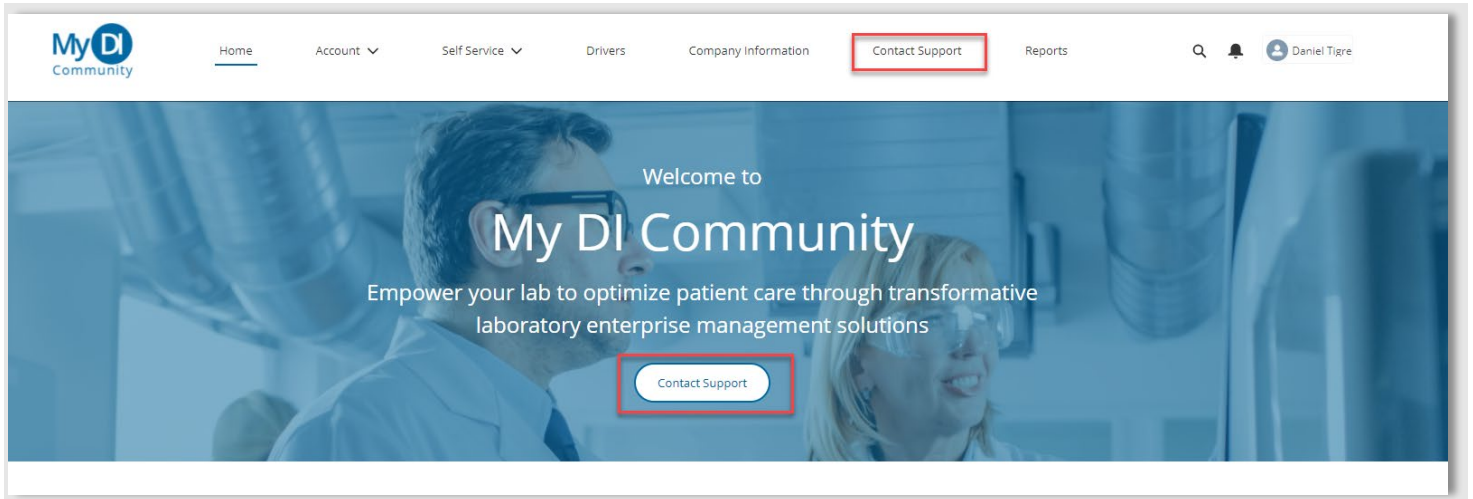
Every username must be of the form of an email address - but does not need to be an actual email address.



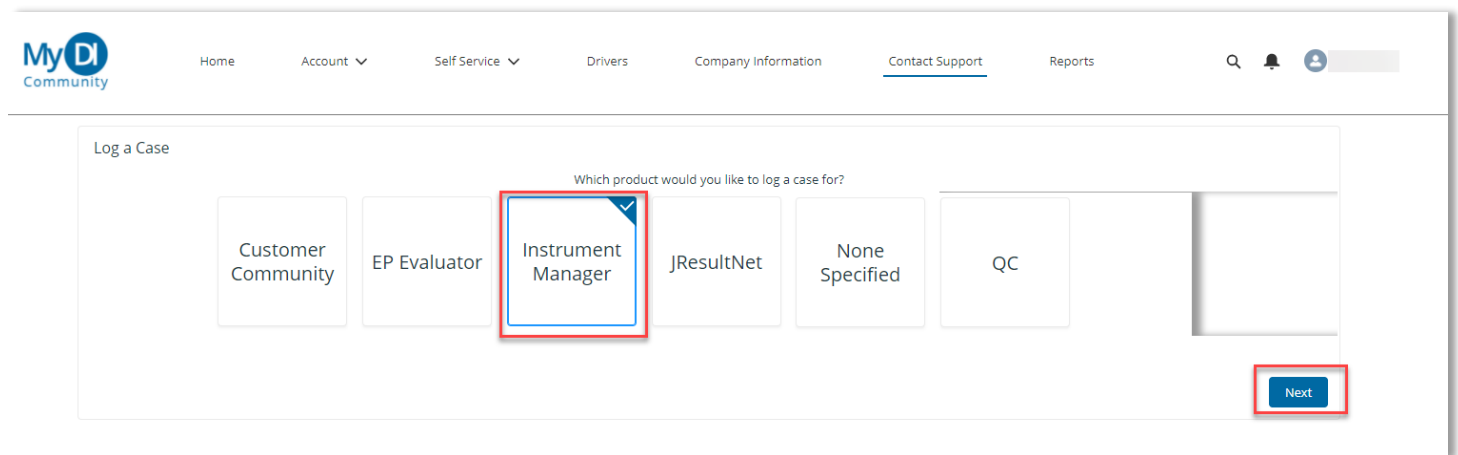
Following your changes, select **Save**.

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.

The screenshot shows the 'Log a Case' form in the My DI Community interface. The form is titled 'Log a Case' and contains several required fields marked with a red asterisk (*). The 'Subject' field is empty and has a red border. The 'Description' field is prepopulated with text: 'Instrument Manufacturer: [Instrument Manufacturer]', 'Instrument Name: [Instrument Name]', 'Issue as Described by Customer:', 'When did the issue start?', 'Is this a Live Production System?', and 'Did the software ever function as expected?'. A red box highlights a control box in the lower right corner of the Description field, with a red arrow pointing down, indicating how to expand the field. Below the Description field, there is a red message: 'Once the Case is created, please attach the Interface Specifications from the vendor and any communication trace files and Specimen Event Logs (SEL) you may have.' The form also includes dropdown menus for 'Account' (set to '--None--'), 'Product' (set to 'Instrument Manager'), 'Version' (set to '-- none selected --'), 'Priority' (set to '--None--'), and 'Live/In Production' (set to '--None--'). There are also input fields for 'Partner/Customer Number', 'Instrument and Driver Name/Version', and 'Asset' (with a search bar). A 'Next' button is located at the bottom right of the form.

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.

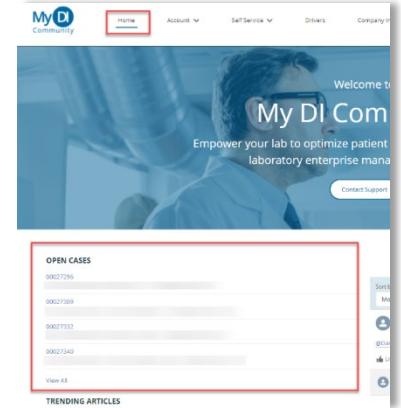
Where a High (Live and in Production Instrument is down) or critical issue (software or LIS issue which renders the software inoperable) occurs, please call 802-658-1955 as these instances must be reported by telephone. Submission of a High or Critical issue via My DI Community may result in a delay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

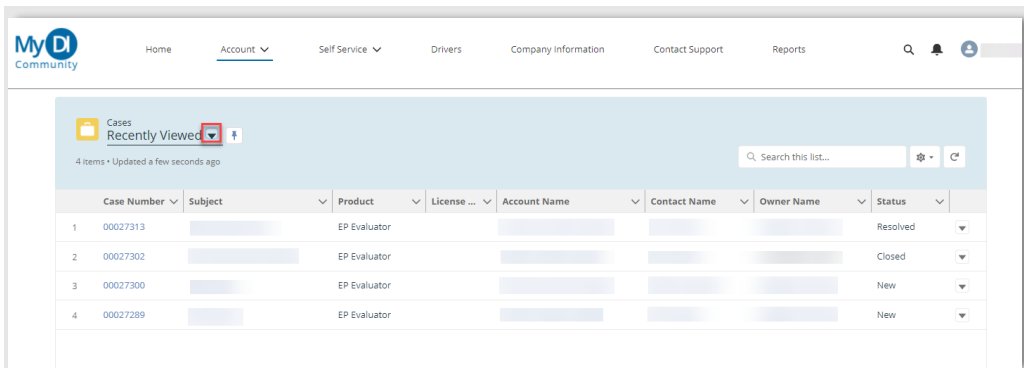
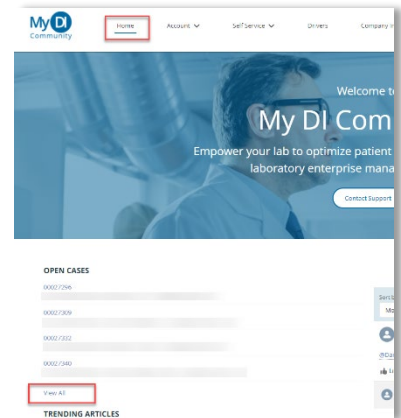
THE HOME PAGE

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.



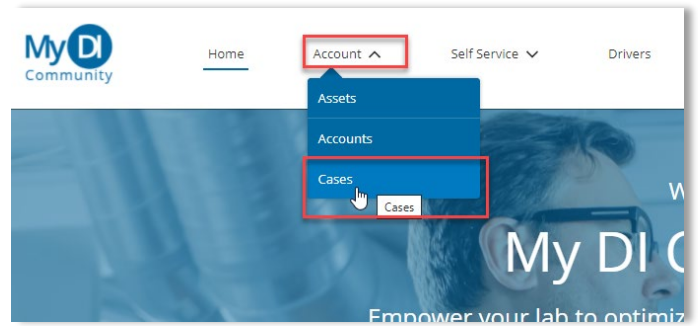
Case Number	Subject	Product	License ...	Account Name	Contact Name	Owner Name	Status
1	00027313	EP Evaluator					Resolved
2	00027302	EP Evaluator					Closed
3	00027300	EP Evaluator					New
4	00027289	EP Evaluator					New

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

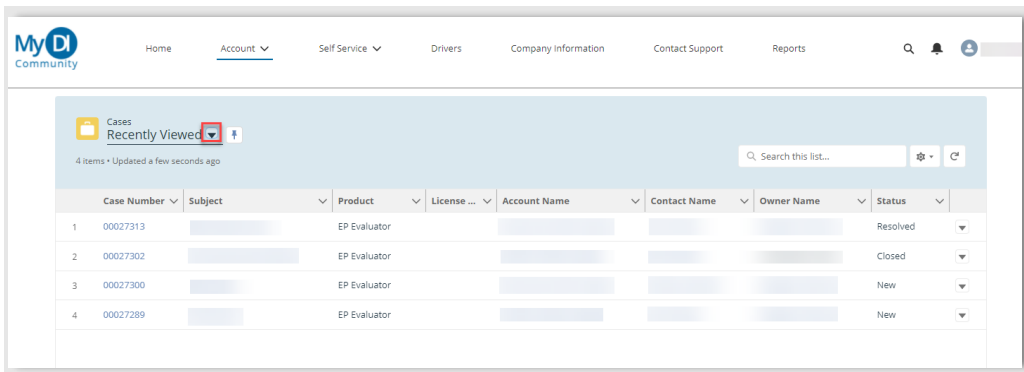
To view the details of any case in the list, select the Case Number. The selected case is loaded for your review.

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.



Cases Recently Viewed

4 items • Updated a few seconds ago

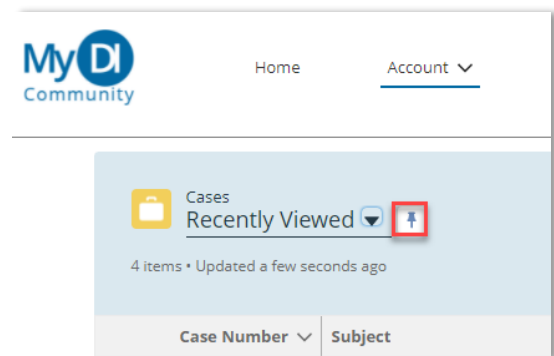
Search this list...

Case Number	Subject	Product	License ...	Account Name	Contact Name	Owner Name	Status
1 00027313		EP Evaluator					Resolved
2 00027302		EP Evaluator					Closed
3 00027300		EP Evaluator					New
4 00027289		EP Evaluator					New

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.

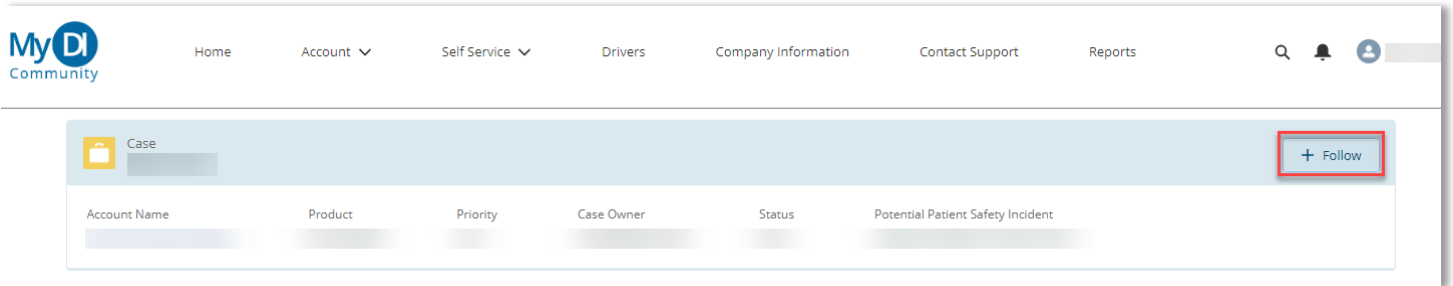
Use the pushpin icon to select a default view for your next visit to your Cases list.



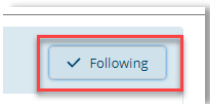
FOLLOWING A CASE

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

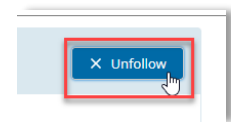
To follow a case, select **Follow**.



The case will then reflect that you are following it.



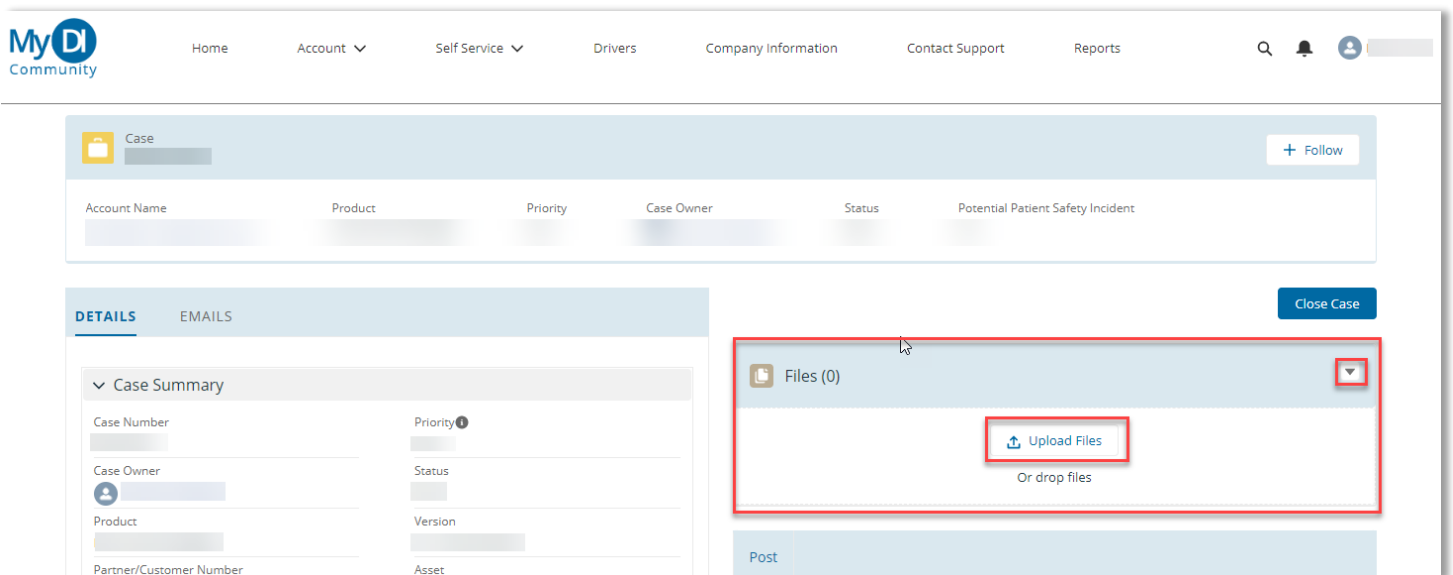
To unfollow a case hover over **Following**, it will become unfollow. Select **Unfollow**.



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.

The screenshot displays the MyDI Community user interface. At the top, there is a navigation bar with the MyDI Community logo and several menu items: Home, Account, Self Service, Drivers, Company Information, Contact Support, and Reports. A search icon, a notification bell, and a user profile icon are also present. Below the navigation bar, a case summary card is visible, showing fields for Account Name, Product, Priority (Low), Case Owner, Status (New), and Potential Patient Safety Incident. A '+ Follow' button is located on the right side of this card. The main content area is divided into two sections. On the left, under the 'DETAILS' heading, the 'EMAILS' tab is selected and highlighted with a red box. Below this, a table lists email messages. The first row is highlighted with a red box and contains the following information:

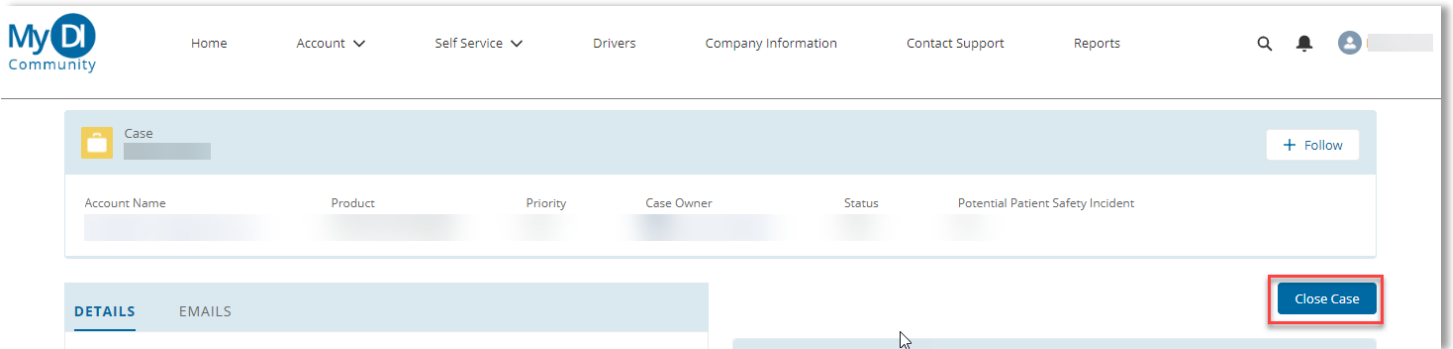
Subject	From Address	To Address	Message Date.
RE: Case number:			Apr 20, 2022, 02:17:51 PM

On the right side of the interface, there is a 'Files (0)' section with an 'Upload Files' button and the text 'Or drop files'. Below this is a 'Post' section with a text input field labeled 'Share an update...' and a 'Share' button. A 'Close Case' button is located at the top right of the details section.

Select the Email Subject to view the email details.

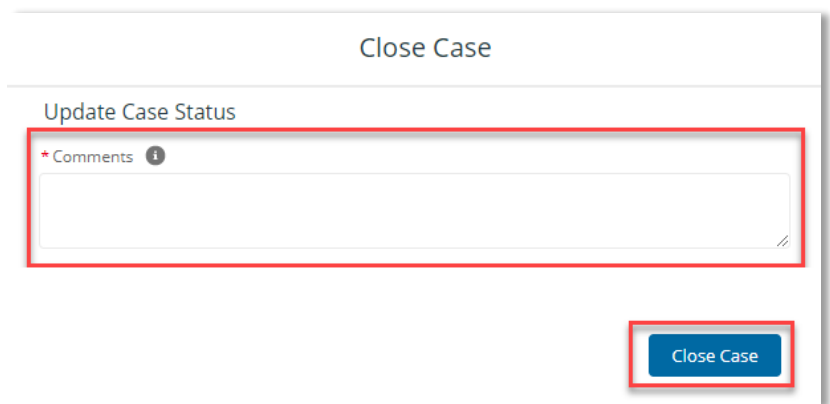
CLOSING A CASE

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



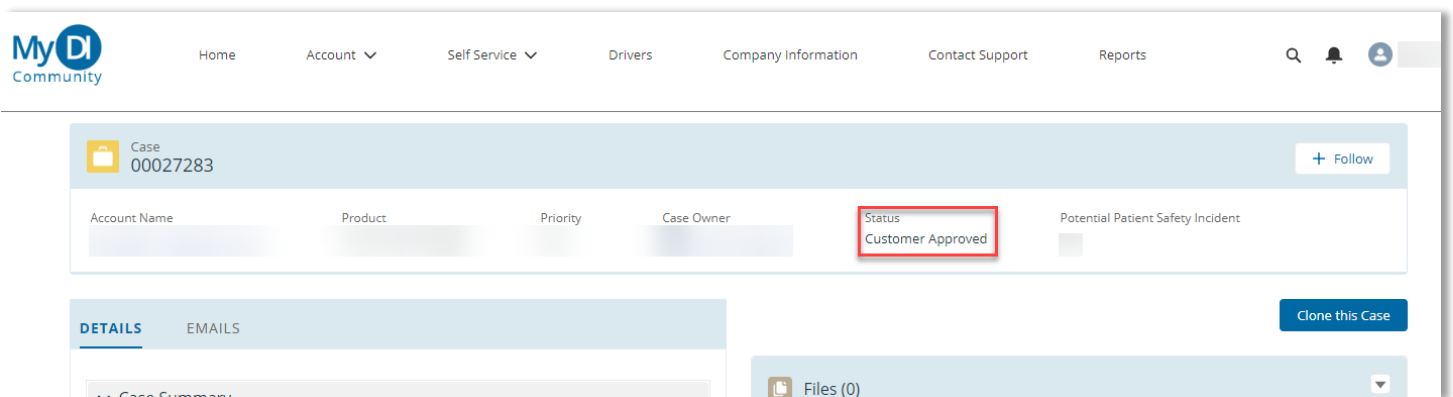
The screenshot shows the MyDI Community interface. At the top, there is a navigation bar with links for Home, Account, Self Service, Drivers, Company Information, Contact Support, and Reports. Below this is a case header with a 'Case' icon and a '+ Follow' button. A table lists case details with columns for Account Name, Product, Priority, Case Owner, Status, and Potential Patient Safety Incident. At the bottom right of the case details, a blue button labeled 'Close Case' is highlighted with a red box.

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



The screenshot shows a 'Close Case' dialog box. It has a title 'Close Case' and a section 'Update Case Status'. Below this is a text input field labeled '* Comments' with an information icon. At the bottom right of the dialog, a blue button labeled 'Close Case' is highlighted with a red box.

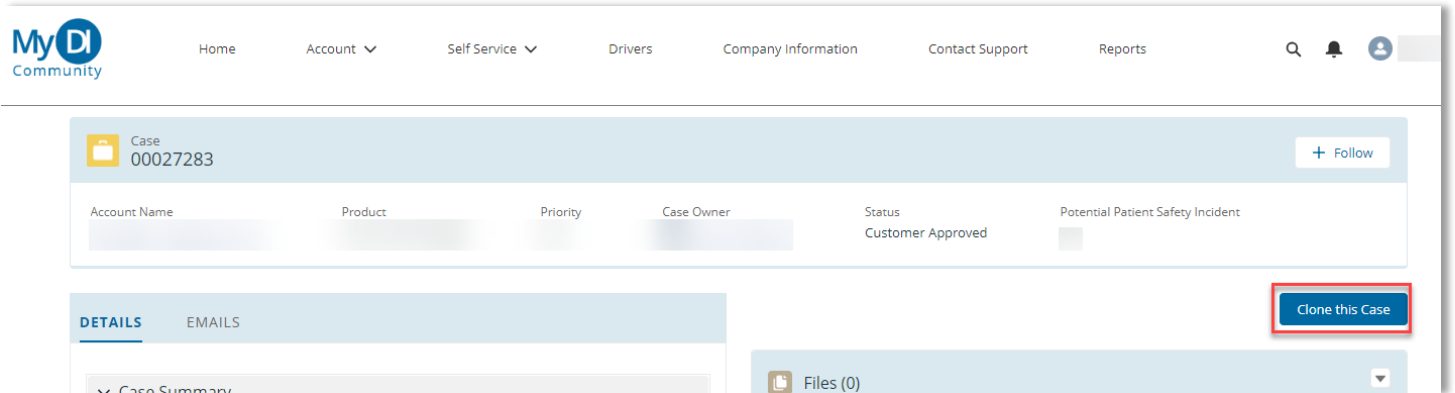
The status of the case will change to "Customer Approved". The DI Case Owner will review the case and move it to "Closed" status.



The screenshot shows the MyDI Community interface after the case has been closed. The case header now displays the case ID '00027283'. In the table below, the 'Status' column is highlighted with a red box and contains the text 'Customer Approved'. At the bottom right, a blue button labeled 'Clone this Case' is visible. The 'Files (0)' section is also visible at the bottom.

CLONING A CASE

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

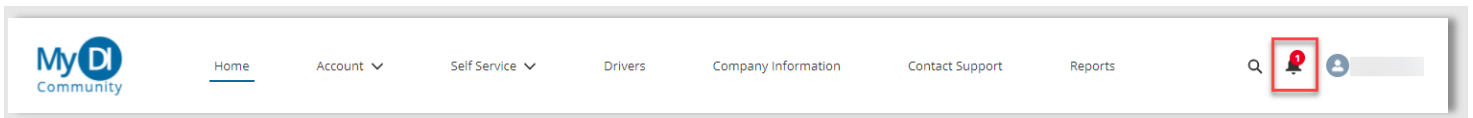
A screenshot of the 'Clone Case' form. The form is titled 'Clone Case' and contains several input fields and dropdown menus. The fields are: Subject (text input), Description (text area), Account (dropdown), Product (dropdown), Priority (dropdown), Version (dropdown), Operating System (dropdown, currently set to '--None--'), Partner/Customer Number (text input), Live/In Production (checkbox), Instrument and Driver Name/Version (text area), and Asset (text input with a search icon and a close button). A blue 'Next' button is located at the bottom right of the form.

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.

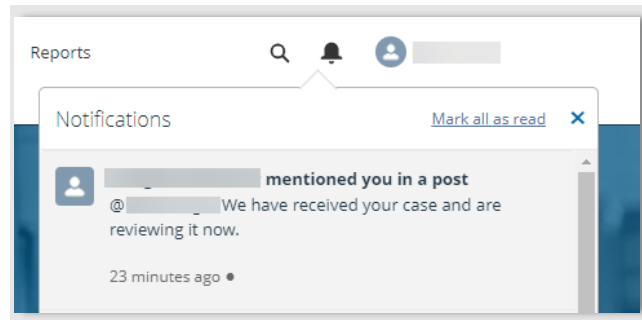
Collaborate with DI Support Through My DI Community

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:

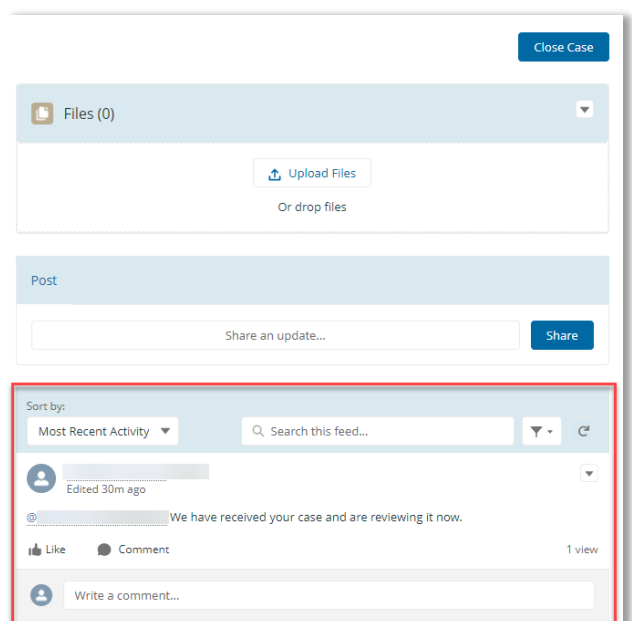


Selecting the bell displays your messages:



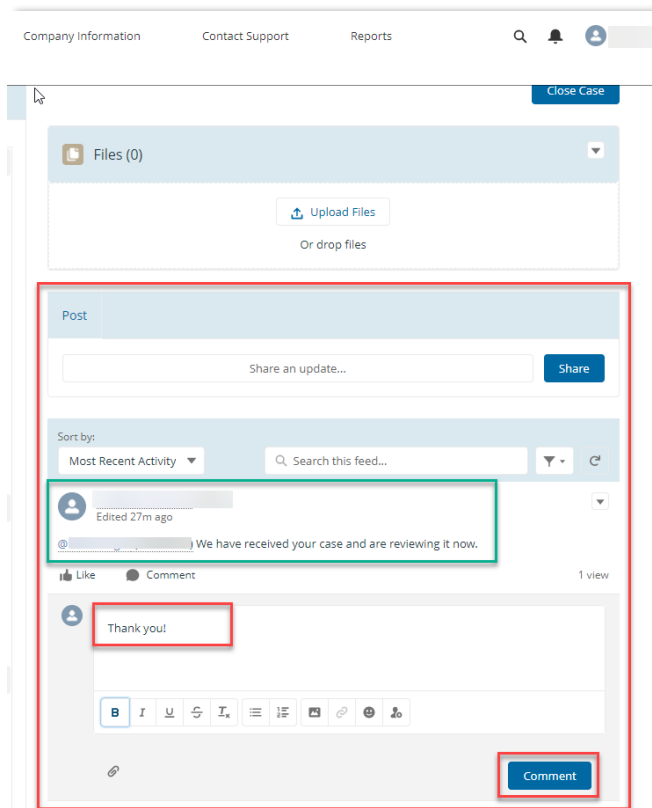
VIEWING YOUR MESSAGES

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:

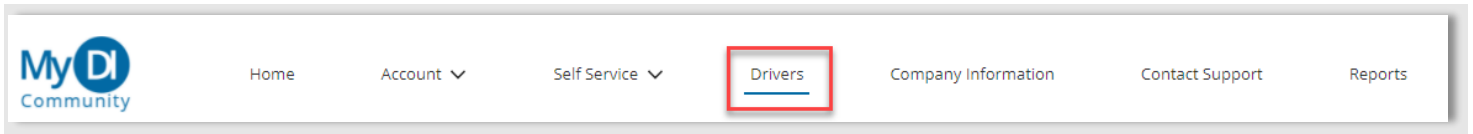
- [Locate Drivers](#)
- [Download the Latest Version of Drivers](#)
- [Follow a Driver](#)

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

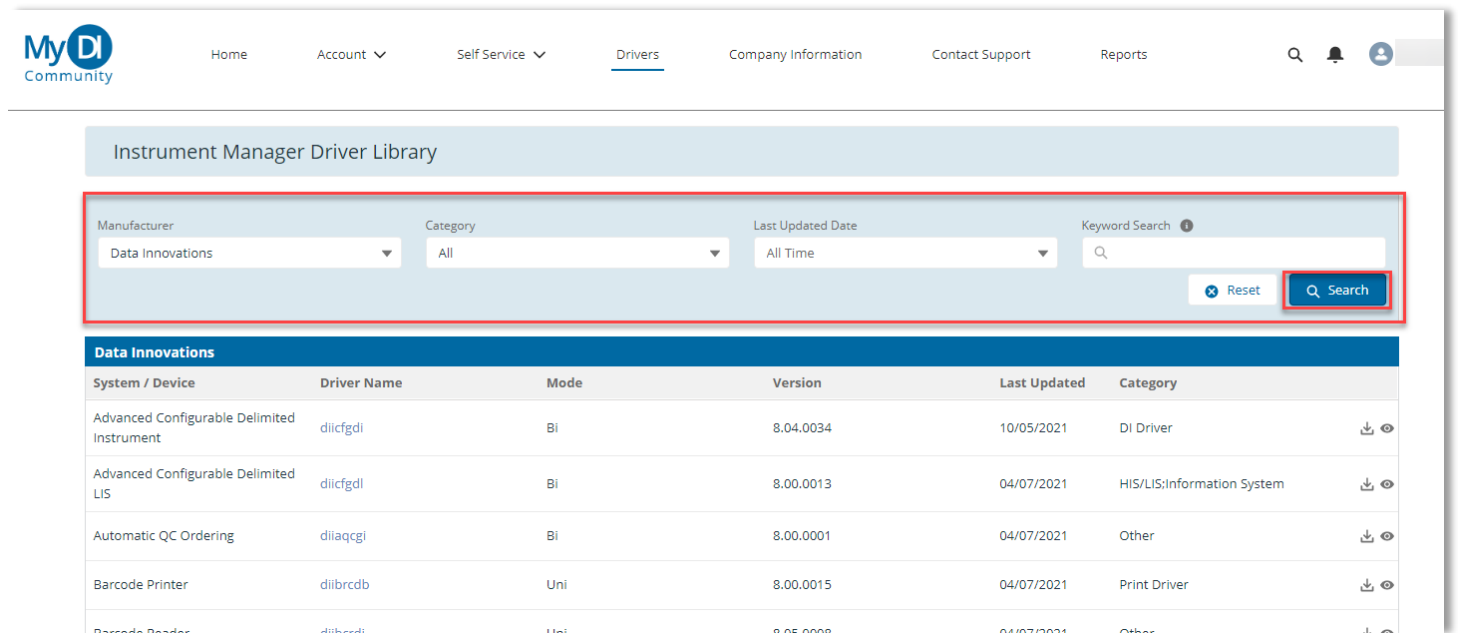
Only the most recent version of any driver is available on My DI Community. Please contact DI Customer Support for previous driver versions.

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**.



The screenshot displays the 'Instrument Manager Driver Library' search interface. A search filter bar is highlighted with a red box, containing dropdown menus for 'Manufacturer' (Data Innovations), 'Category' (All), and 'Last Updated Date' (All Time), along with a 'Keyword Search' field and 'Reset' and 'Search' buttons. Below the filter bar is a table of drivers.

Data Innovations						
System / Device	Driver Name	Mode	Version	Last Updated	Category	
Advanced Configurable Delimited Instrument	dlicfgdi	BI	8.04.0034	10/05/2021	DI Driver	📄 👁
Advanced Configurable Delimited LIS	dlicfgdl	BI	8.00.0013	04/07/2021	HIS/LIS:Information System	📄 👁
Automatic QC Ordering	dliacqgi	BI	8.00.0001	04/07/2021	Other	📄 👁
Barcode Printer	diibrcdb	Uni	8.00.0015	04/07/2021	Print Driver	📄 👁
Barcode Reader	diibrcdi	Uni	8.05.0008	04/07/2021	Other	📄 👁

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

The screenshot shows the MyDI Community interface for a driver record. At the top, the navigation bar includes 'Home', 'Account', 'Self Service', 'Drivers', 'Company Information', 'Contact Support', and 'Reports'. The main content area is titled 'Driver Barcode Printer (diibrpdb)' and features a '+ Follow' button. Below this is a table with the following data:

Manufacturer	Version	Last Updated
Data Innovations	8.00.0015	4/7/2021

The 'Driver Details' section lists the following information:

Reference	Barcode Printer (diibrpdb)	Last Updated	4/7/2021
Title	Barcode Printer (diibrpdb)	Category	Print Driver
Manufacturer	Data Innovations	System / Device	Barcode Printer
Driver Name	diibrpdb	Version	8.00.0015
Product	Instrument Manager		
Communication Mode	Uni		

The 'Other Considerations' section contains a 'Notes' field and several checkboxes:

Requires 2 or more connections	<input type="checkbox"/>	Requires DMS Licensing	<input type="checkbox"/>
Needs Specimen Management	<input type="checkbox"/>	Requires Additional Purchase	<input type="checkbox"/>
Needs Specimen Routing	<input type="checkbox"/>	Uses 2 Drivers	<input type="checkbox"/>

On the right side, there is a 'Download Driver(s)' button and a 'Collaborate here!' section with the text: 'Here's where you start talking with your colleagues about this record.'

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 screenshot shows the main navigation bar of the MyDI Community website. The 'Drivers' link is highlighted with a red box.

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.

Instrument Manager Driver Library

Manufacturer: Data Innovations | Category: All | Last Updated Date: All Time | Keyword Search: []

[Reset] [Search]

System / Device	Driver Name	Mode	Version	Last Updated	Category	
Advanced Configurable Delimited Instrument	diicfgdi	Bi	8.04.0034	10/05/2021	DI Driver	[Download] [Eye]
Advanced Configurable Delimited LIS	diicfgdl	Bi	8.00.0013	04/07/2021	HIS/LIS:Information System	[Download] [Eye]
Automatic QC Ordering	diiacqgi	Bi	8.00.0001	04/07/2021	Other	[Download] [Eye]
Barcode Printer	diibrddb	Uni	8.00.0015	04/07/2021	Print Driver	[Download] [Eye]
Barcode Reader	diibrddi	Uni	8.05.0008	04/07/2021	Other	[Download] [Eye]
Common Data Format (CDF) Emulator	dticdffe	Bi	Controlled	04/07/2021	Emulator:Middleware	[Info] [Download] [Eye]

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

MyDI Community | Home | Account | Self Service | Drivers | Company Information | Contact Support | Reports

Driver: Barcode Printer (diibrddb) [Follow]

Manufacturer	Version	Last Updated
Data Innovations	8.00.0015	4/7/2021

Driver Details

Reference	Last Updated
Barcode Printer (diibrddb)	4/7/2021

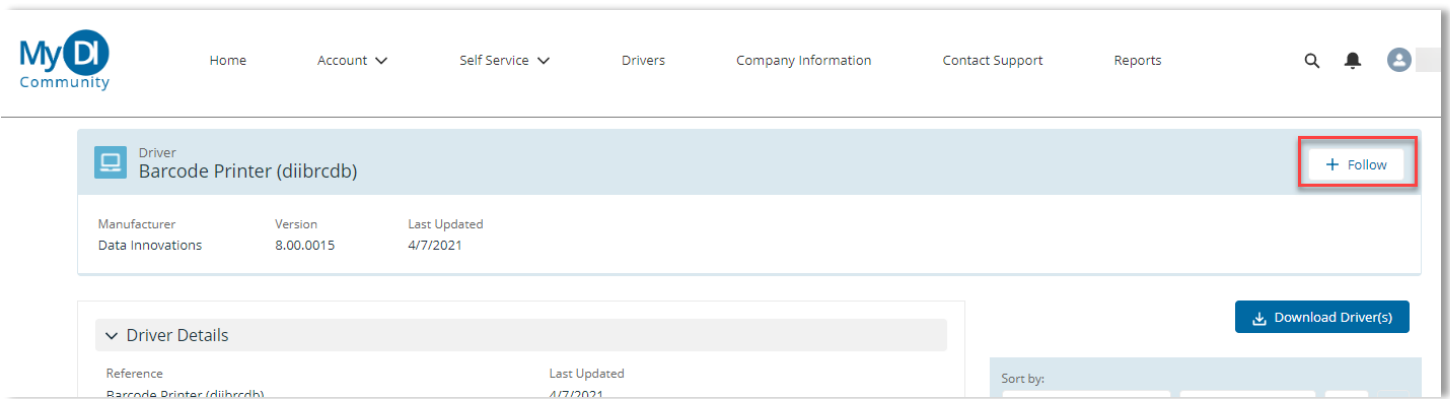
[Download Driver(s)]

FOLLOW/UNFOLLOW A DRIVER

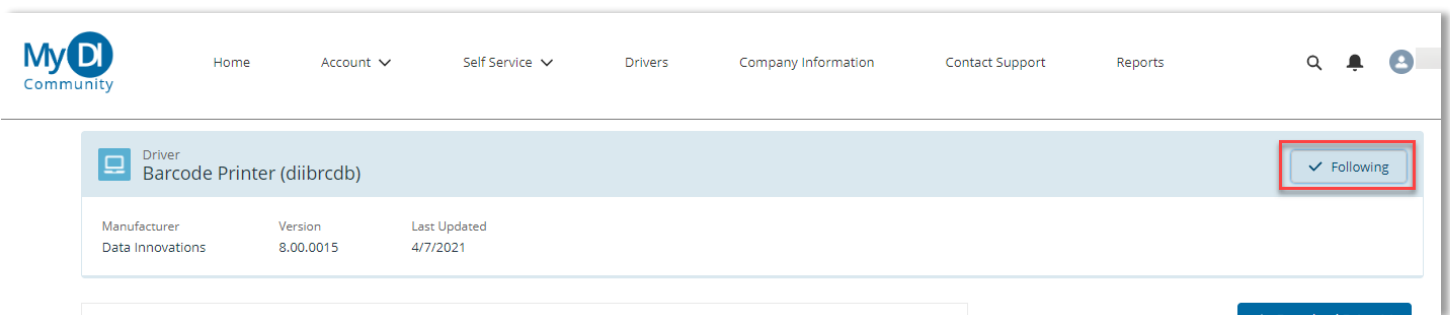
From the Main Menu, select **Drivers**.

MyDI Community | Home | Account | Self Service | **Drivers** | Company Information | Contact Support | Reports

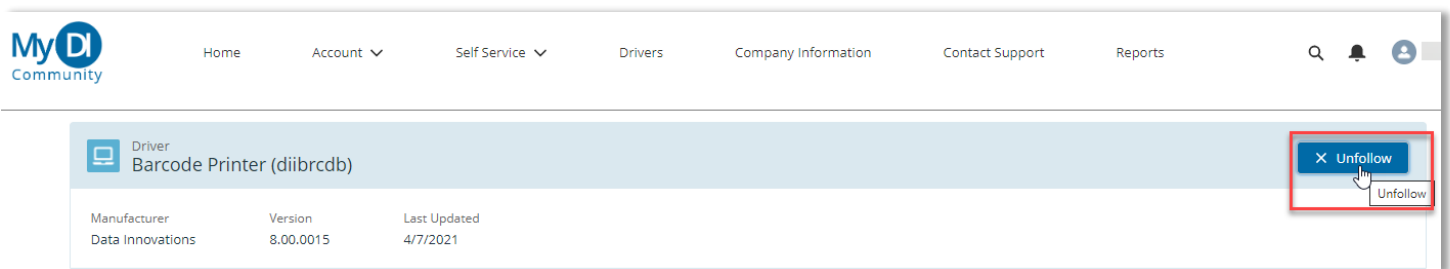
The list of drivers is loaded. Find the driver you wish to follow/unfollow from the list, then select the Driver Name. The detail page is loaded. Select **Follow** to receive a notification each time the driver is updated.



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



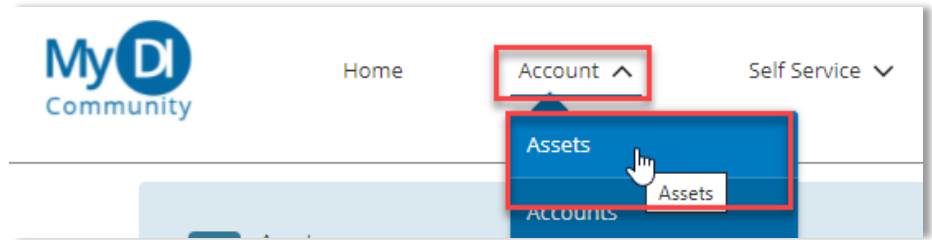
To Unfollow a driver, navigate to the driver detail page and hover over **Following**. It will change to "Unfollow". Select **Unfollow** to complete the action.



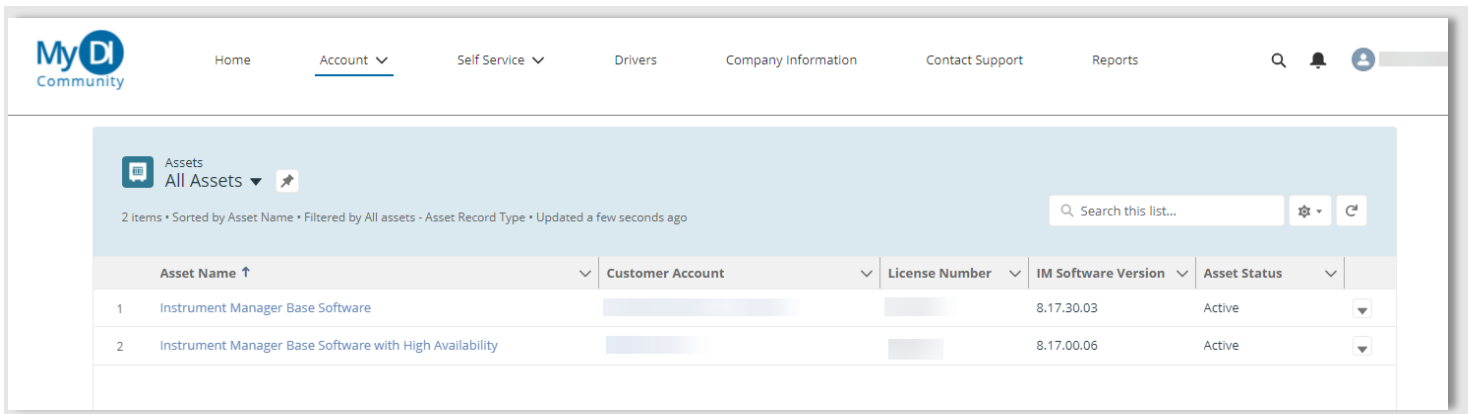
Reviewing My Assets

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.

The screenshot shows the 'Asset' detail page for 'Instrument Manager Base Software'. The page is divided into several sections:

- Header:** MyDI Community logo, navigation menu (Home, Account, Self Service, Drivers, Company Information, Contact Support, Reports), search, notifications, and user profile (Griffin H...).
- Asset Header:** Asset name 'Instrument Manager Base Software', 'Software Security Key(s)', and 'Contact Support' buttons. Below are fields for Account, Customer Account, License Number, and IM Software Version.
- Asset Information (Left Panel):** A red-bordered box containing:
 - Asset Name:** Instrument Manager Base Software
 - License Number:** [Redacted]
 - Asset Status:** Active
 - IM Software Version:** [Redacted]
 - Security Key Type:** Software Security Key
- Asset Summary (Left Panel):** A red-bordered box containing a table of connection and management metrics.
- License Files (3) (Right Panel):** A table with columns: Asset Name, License Num..., Customer Ac..., File Name, File's Last Mo... It lists three 'Instrument Manager Base Software' entries, each with a download icon. A 'Download all Selected Licenses' button is at the bottom.
- Cases (0) (Right Panel):** A section with a yellow square icon and the text 'Cases (0)'.

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**.

The screenshot displays the MyDI Community interface for an asset named "Instrument Manager Base Software". The top navigation bar includes "Home", "Account", "Self Service", "Drivers", "Company Information", "Contact Support", and "Reports". The asset detail page features a header with "Asset Information Manager Base Software" and buttons for "Software Security Key(s)" and "Contact Support". Below the header are input fields for "Account", "Customer Account", "License Number", and "IM Software Version".

The "Asset Information" section shows details for the asset name, status (Active), license number, IM software version, security key type, and software security key. The "Asset Summary" table lists connection types and counts:

Asset Summary	
Third Party Connections	0
Direct Connections	10
DMS Connections	0
End User Connections	0

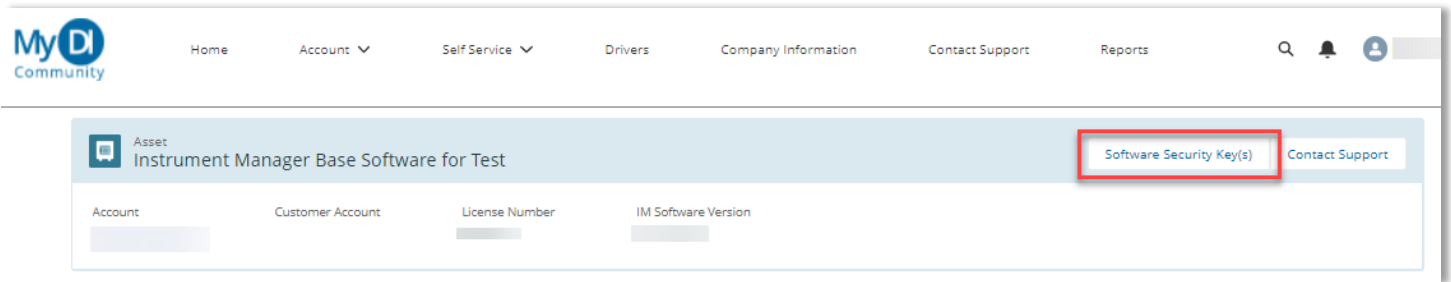
The "License Files (3)" table is highlighted with a red box and contains the following data:

Asset Name	License Num...	Customer Ac...	File Name	File's Last Mo...
<input checked="" type="checkbox"/> Instrument Manager Base Software				
<input checked="" type="checkbox"/> Instrument Manager Base Software				
<input type="checkbox"/> Instrument Manager Base Software				

A "Download all Selected Licenses" button is located at the bottom right of the license files table, also highlighted with a red box.

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.

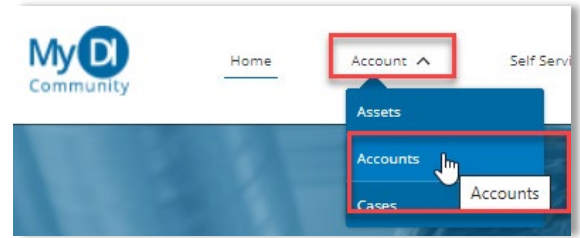
The lower portion of the screen contains Software Security Key installation instructions.



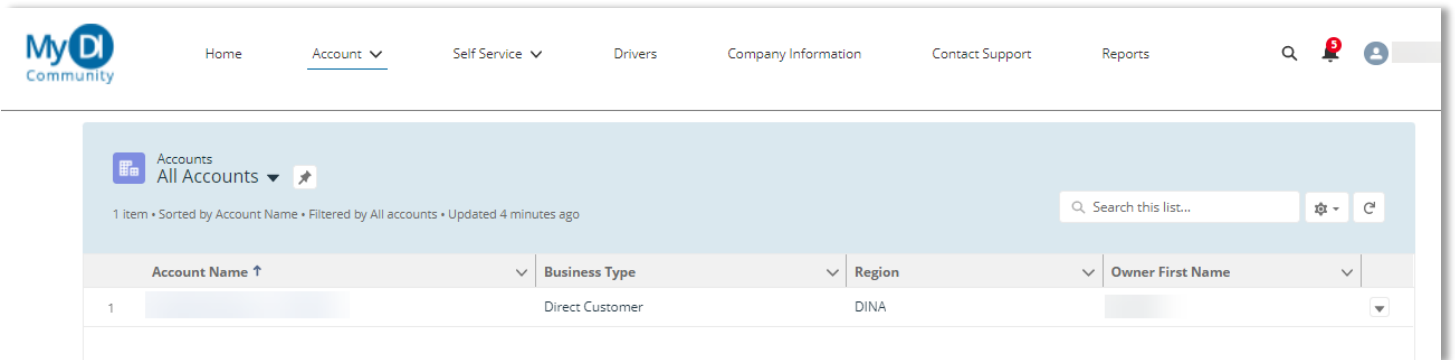
Reviewing My Accounts

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

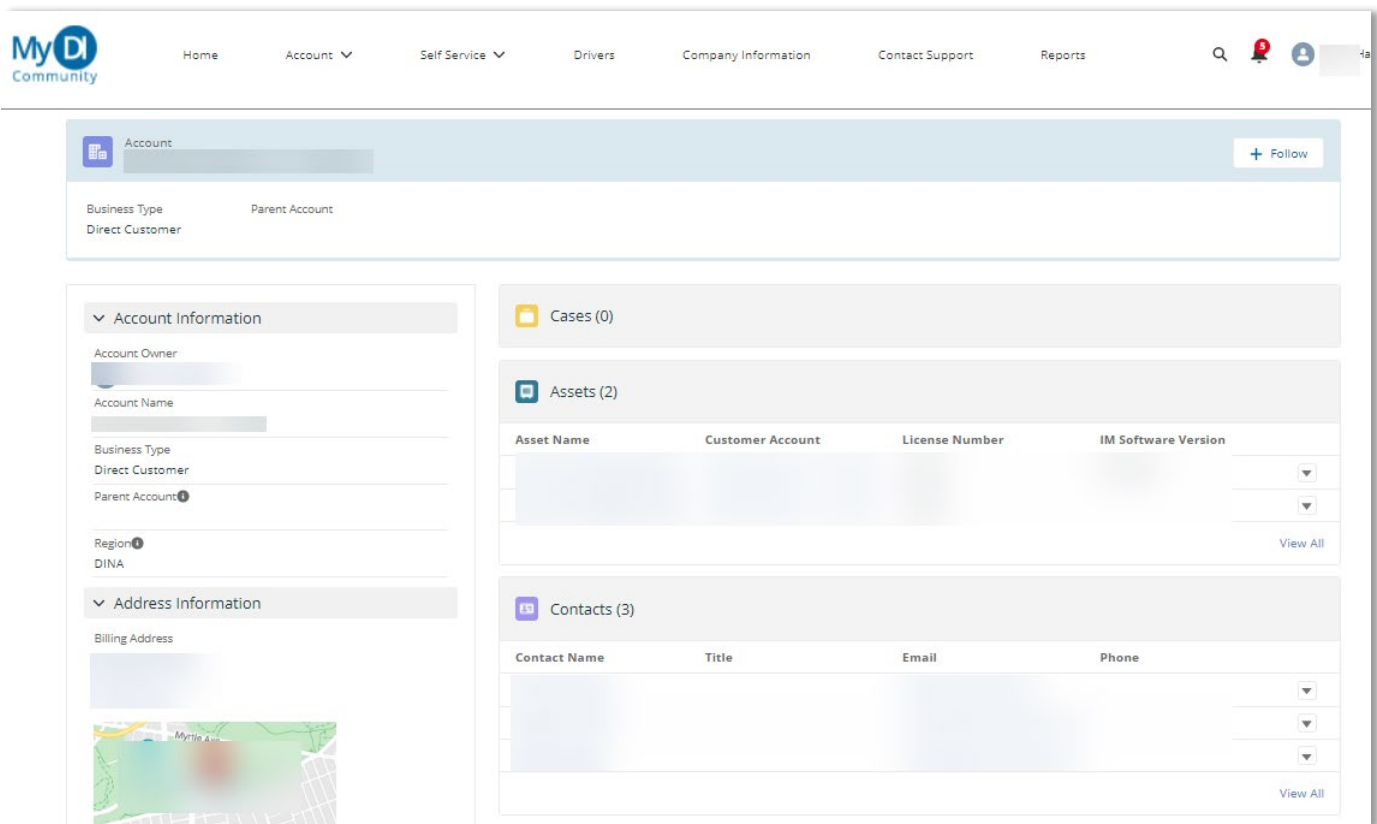
From the Main Menu, select **Account** then select **Accounts** from the sub-menu.



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

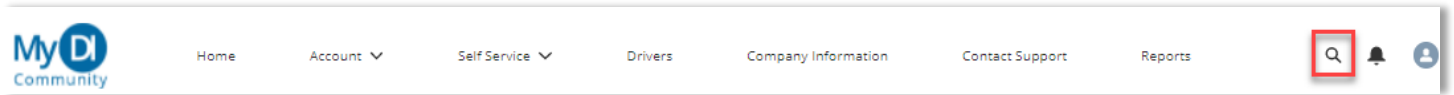


Downloading Software

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

GENERAL SEARCH

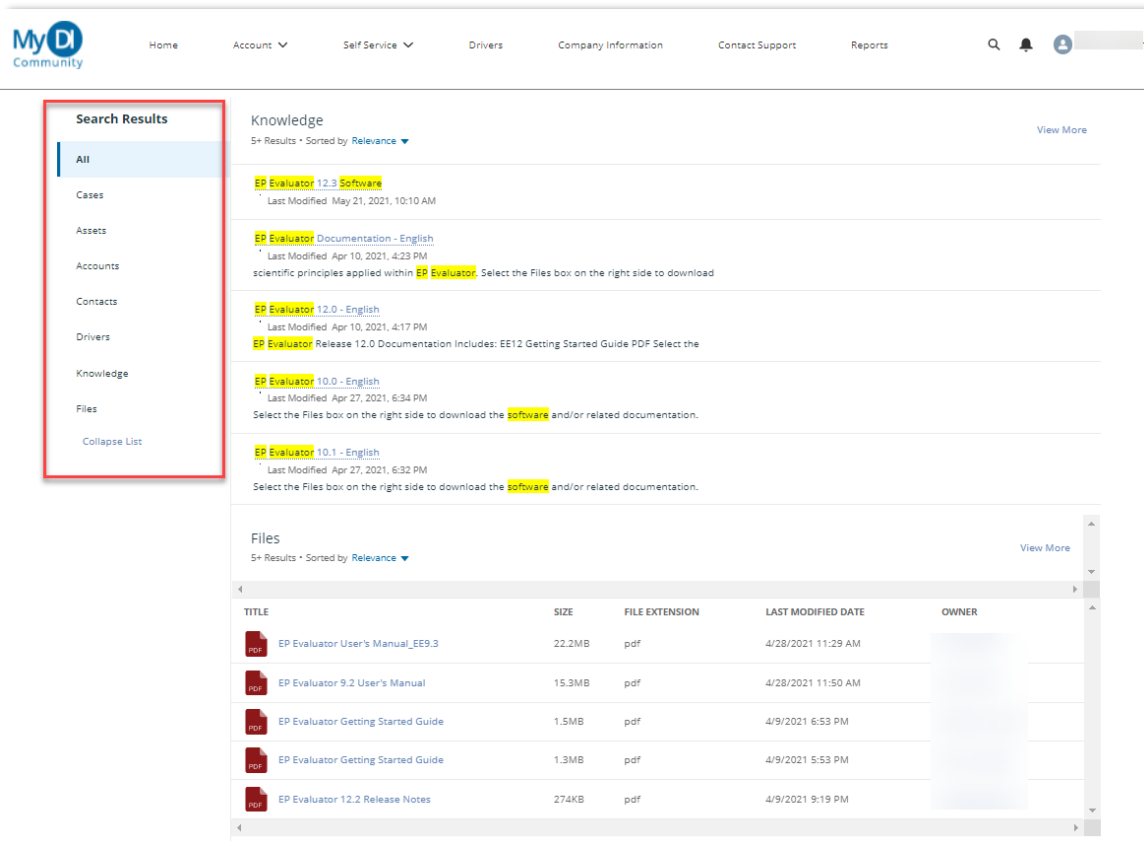
From the main menu, select the search icon



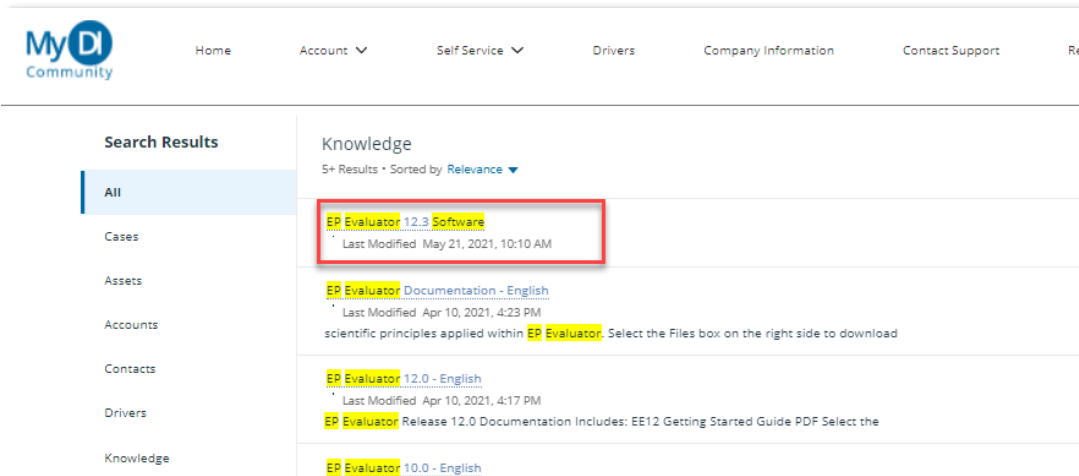
Enter the search term associated with the software, then press enter to search.



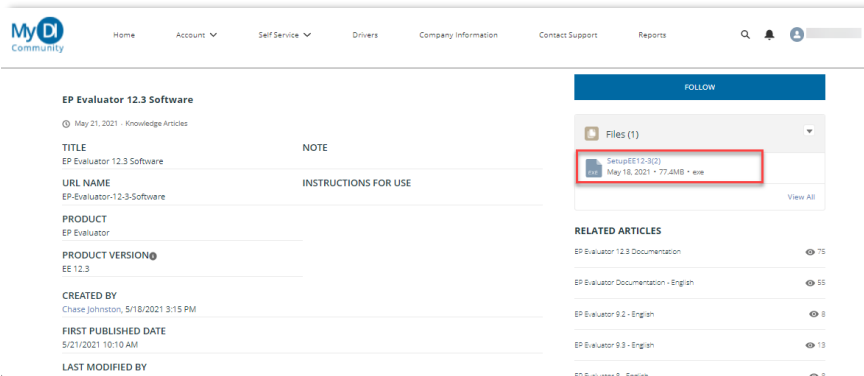
Results are displayed. These results can be filtered by selecting a topic.



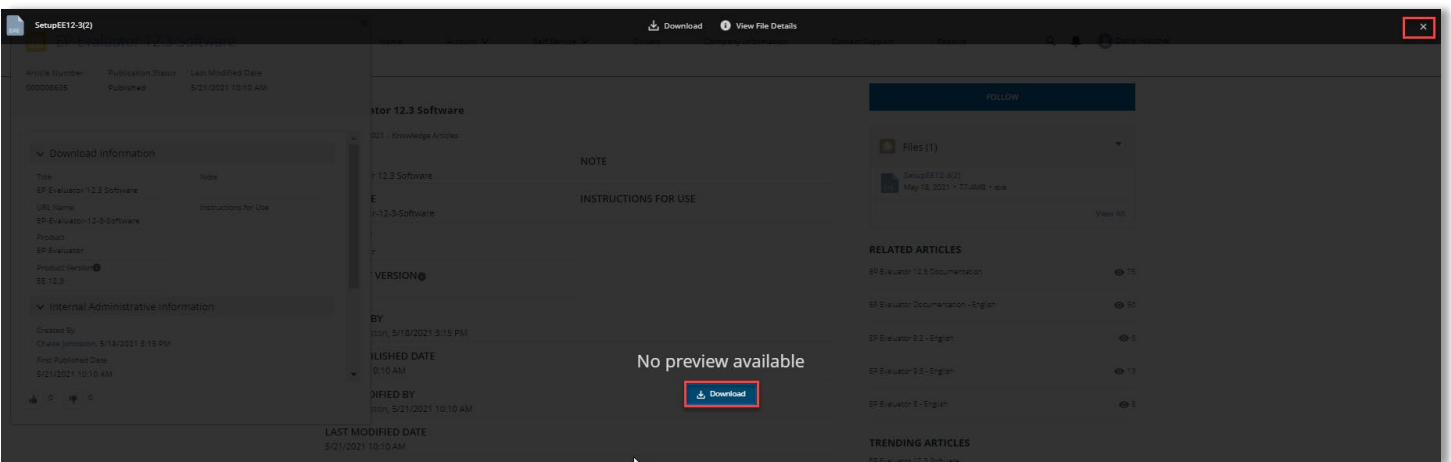
To review a record, select the item.



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



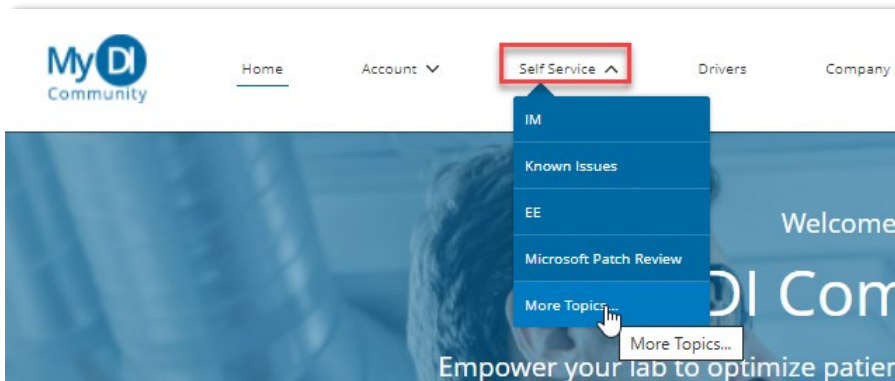
To complete the download, select **Download**. Your browser will download the file for your use.



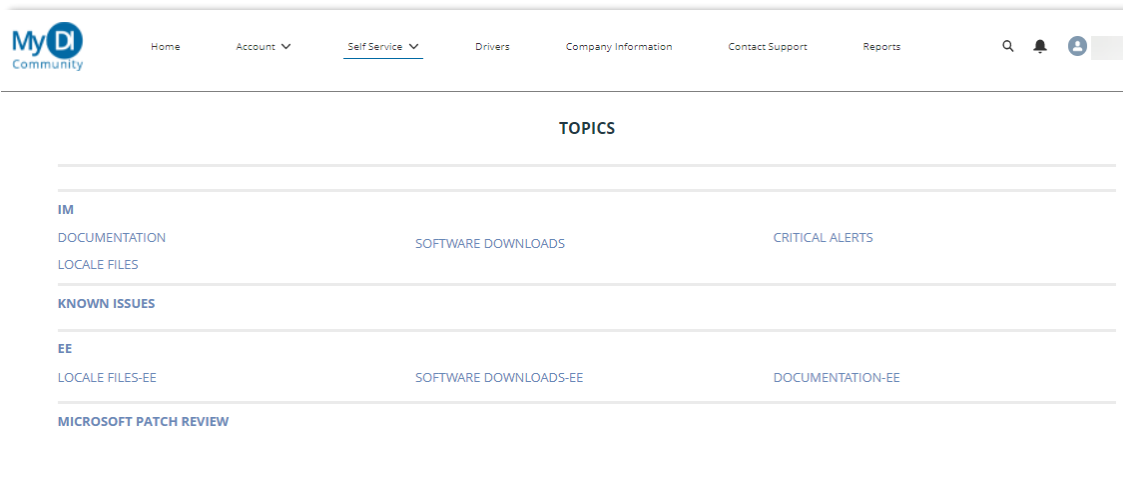
To exit the download screen, select the close icon.

SELF SERVICE SEARCH

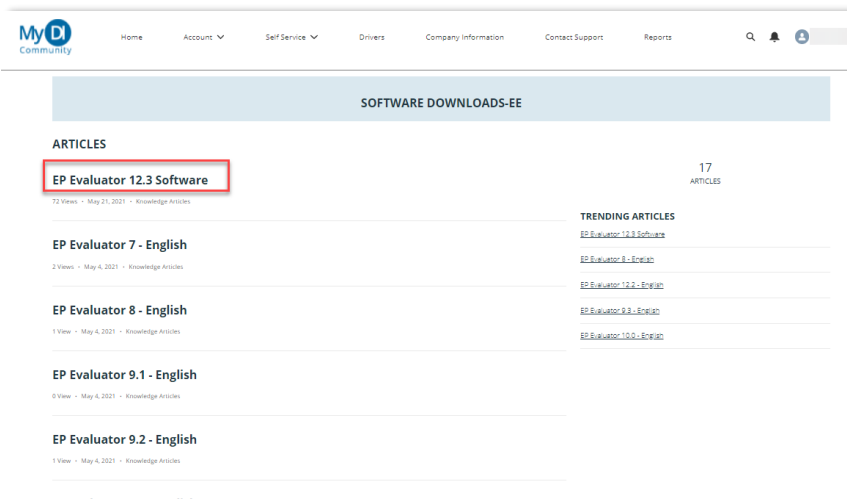
Select **Self Service** from the main menu, then select the appropriate sub menu item.



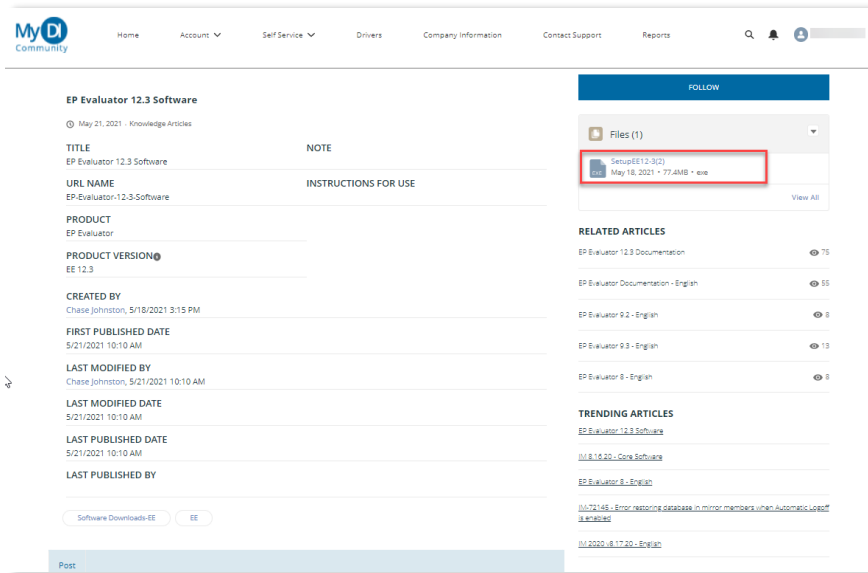
Selecting **More Topics...** will bring you to the general navigation page.



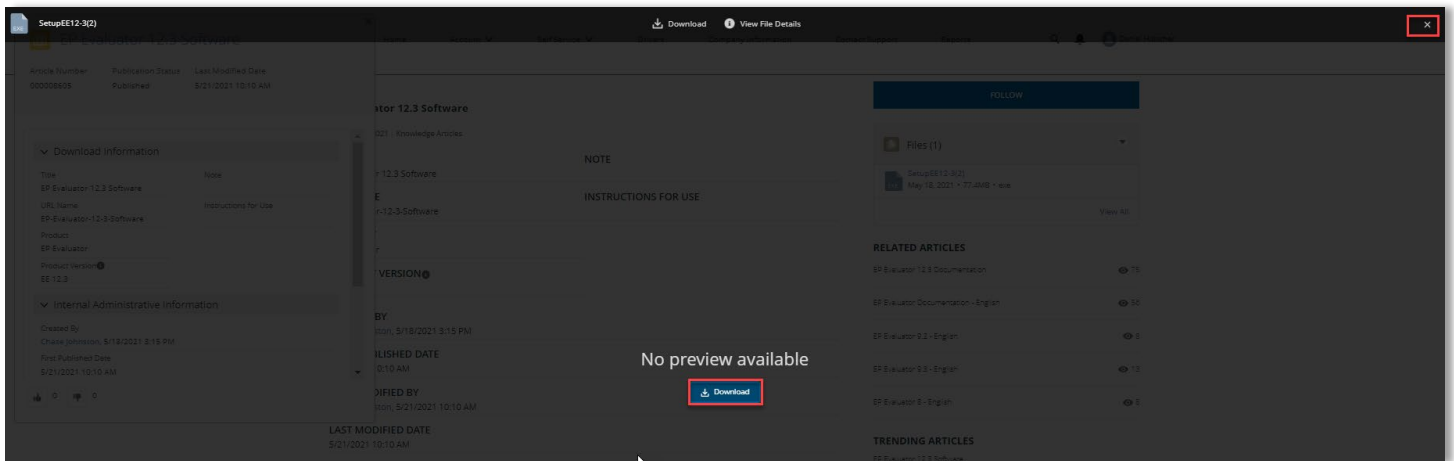
Select the result which most closely matches what you are searching for. The detail page will load. Select the software by selecting the name.



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.



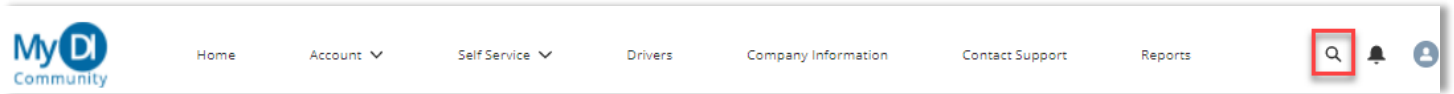
To exit the download screen, select the close icon.

Searching Knowledge Articles

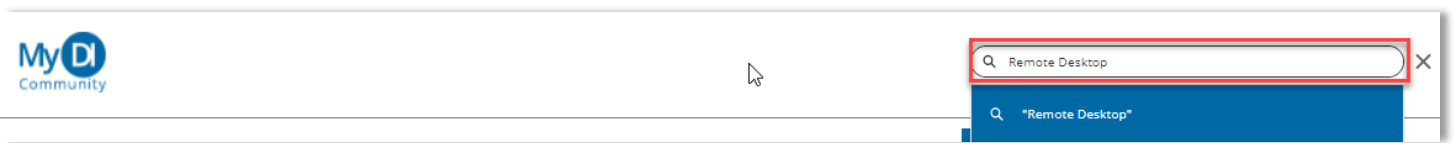
You can search for Knowledge Articles in My DI Community by several methods

GENERAL SEARCH

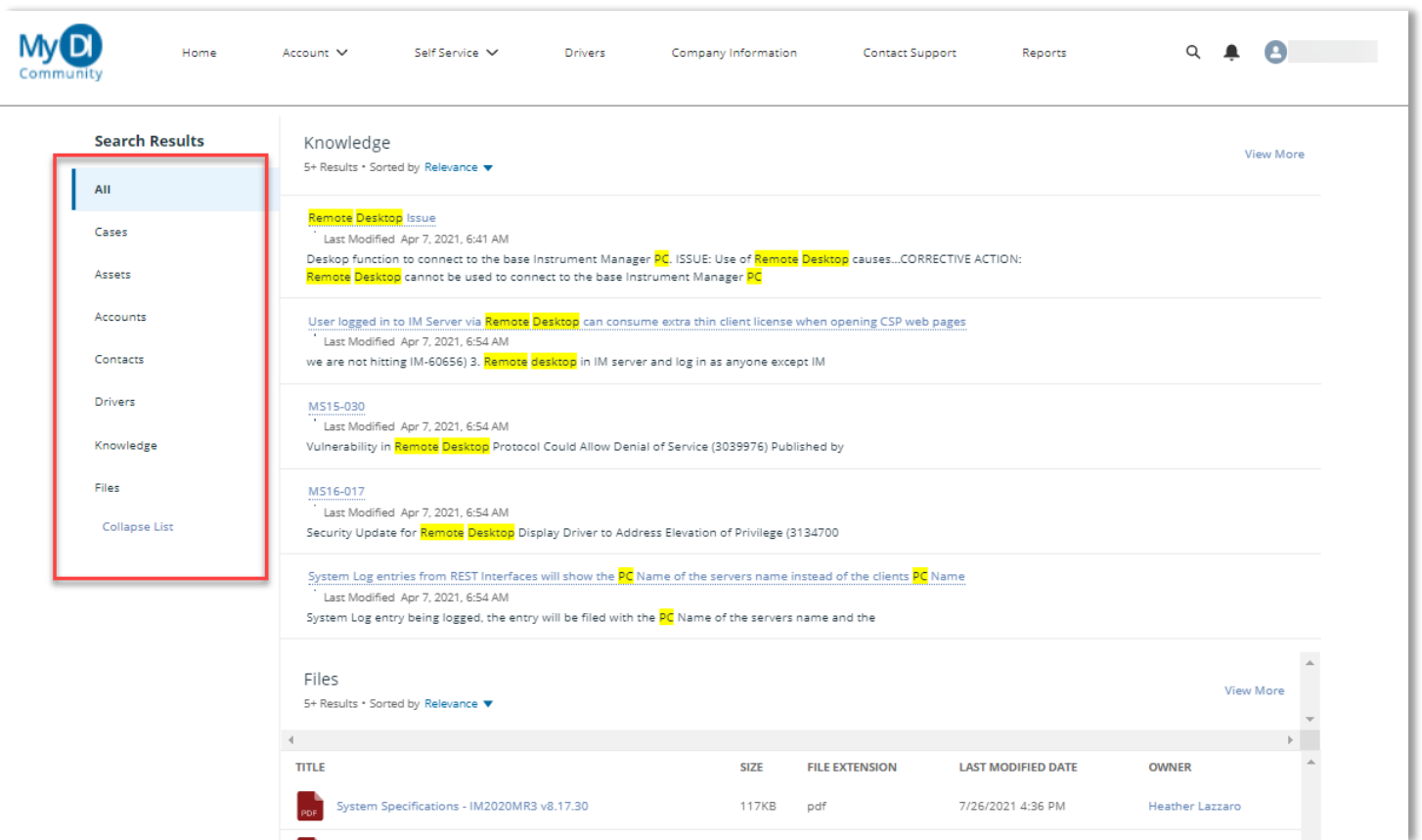
From the main menu, select the search icon



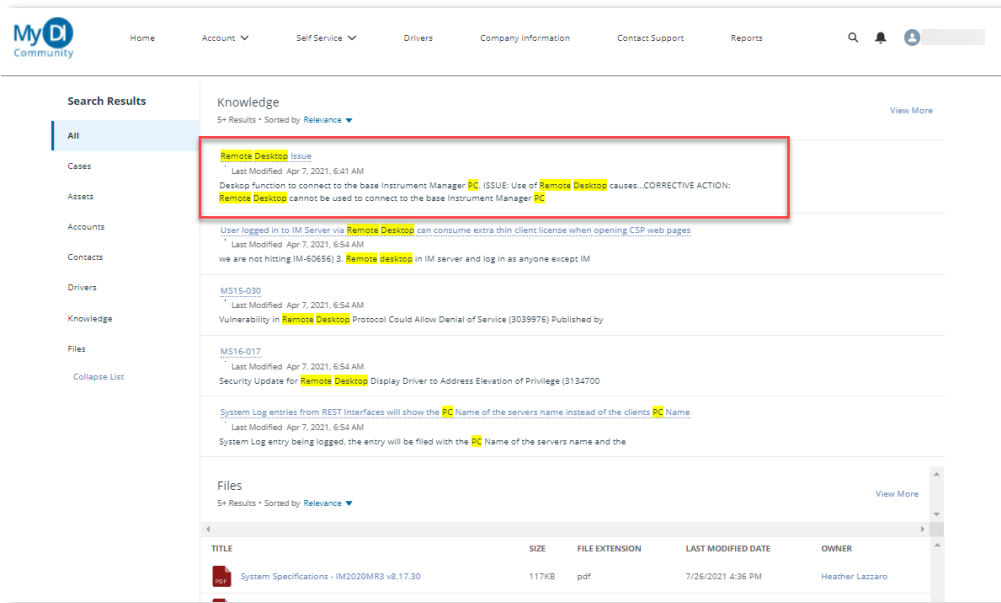
Enter the search term associated with the knowledge article, then press enter to search.



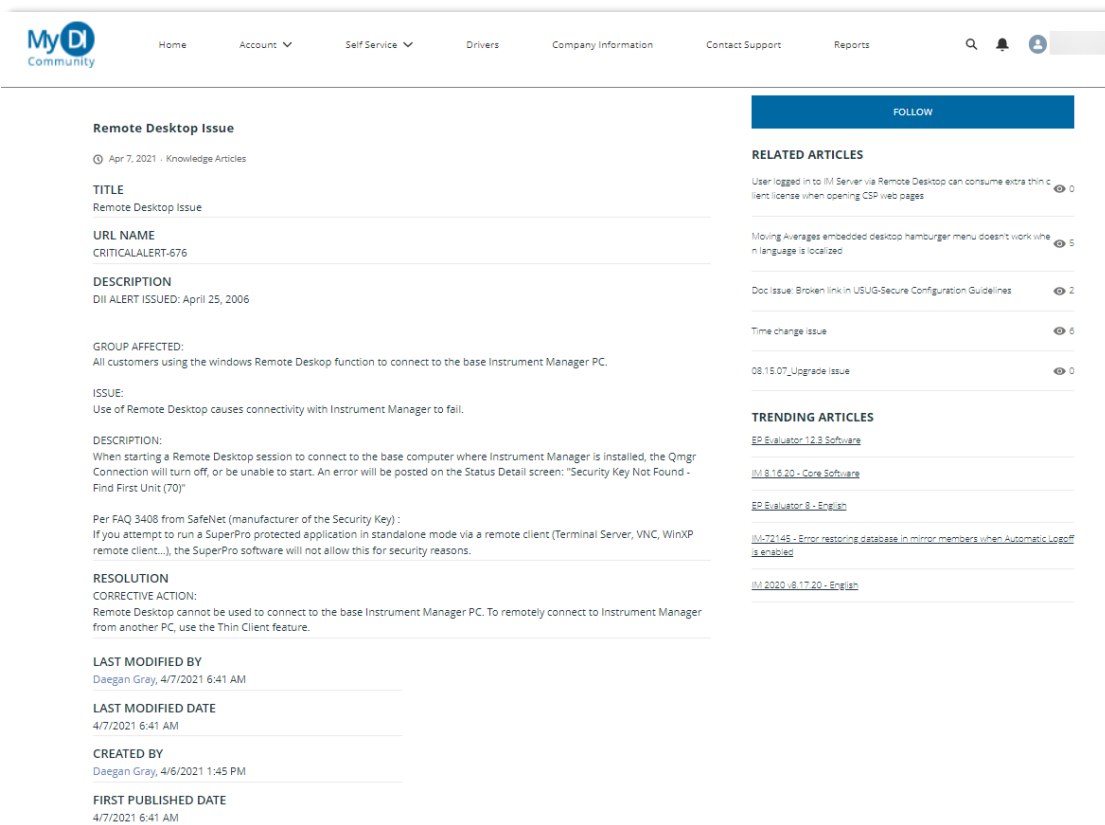
Results are displayed. These results can be filtered by selecting the Knowledge topic.



To review a record, select the item.

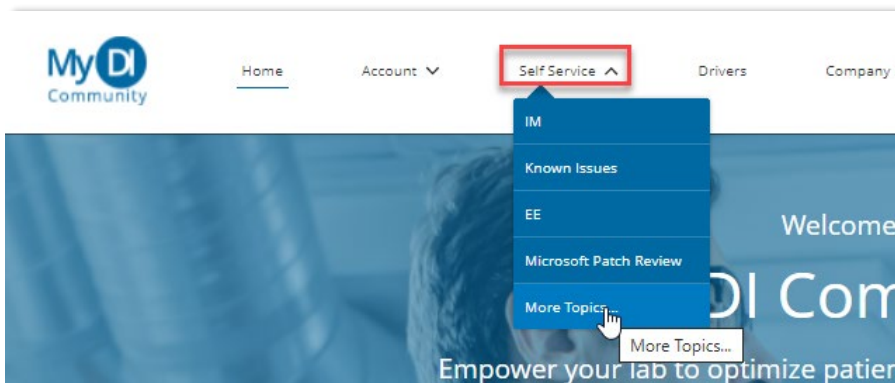


The knowledge detail page is loaded. To download any associated files, select the file name.

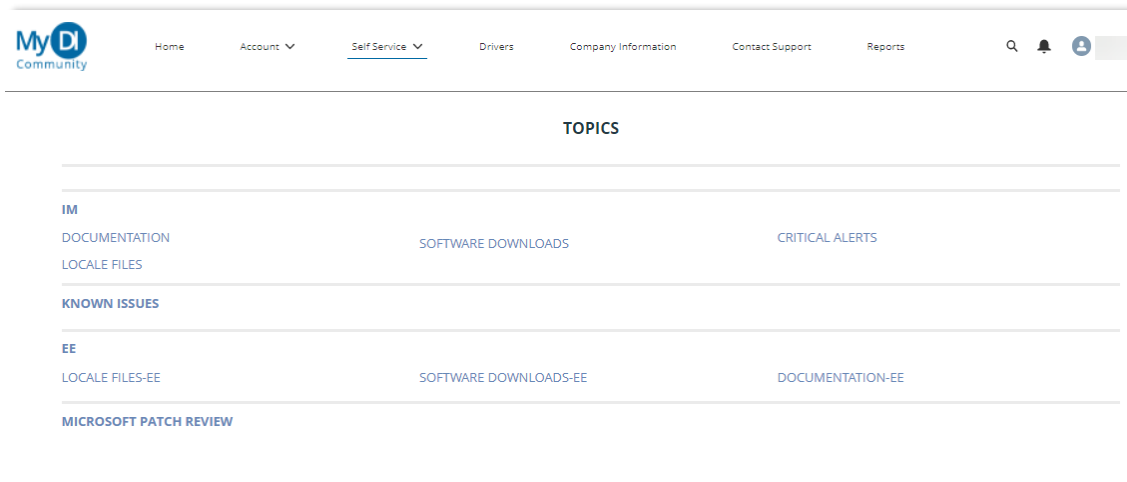


SELF SERVICE SEARCH

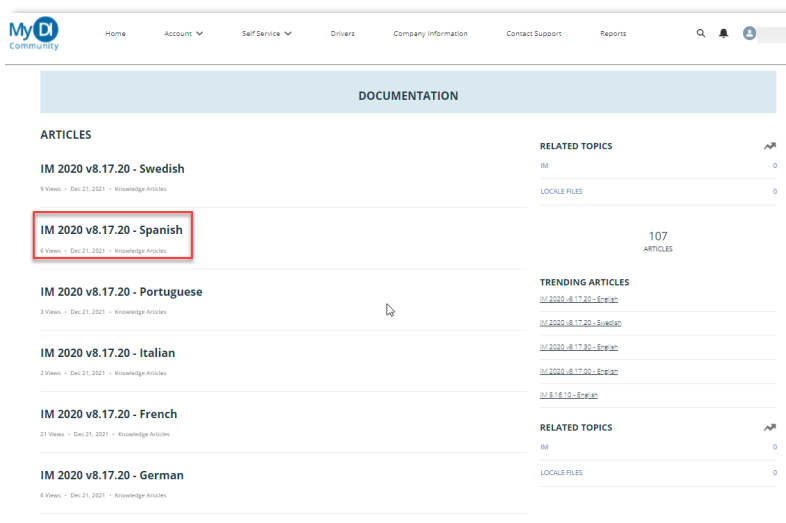
Select **Self Service** from the main menu, then select the appropriate sub menu item.



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.

The screenshot shows the article detail page for 'IM 2020 v8.17.20 - Spanish'. The page includes a navigation bar with 'My DI Community' logo and menu items: Home, Account, Self Service, Drivers, Company Information, Contact Support, and Reports. The article title is 'IM 2020 v8.17.20 - Spanish' with a sub-header 'Knowledge Articles' and a date 'Dec 21, 2021'. The main content area is divided into three columns: 'TITLE' (IM 2020 v8.17.20 - Spanish), 'NOTE' (Please use the IM 2020 MR3 (v8.17.30) locale files with IM 2020 MR2 (v8.17.20). Select the Files box on the right side to download related documentation.), and 'INSTRUCTIONS FOR USE'. Below the title is a 'FOLLOW' button. A 'Files (2)' box contains two PDF files: 'Instrument Manager Release Notes - Spanish Apr 12, 2021 - 524KB' and 'Instrument Manager Quick Start Guide - Spanish Apr 12, 2021 - 2.5MB'. To the right, there are sections for 'RELATED ARTICLES' (listing various language versions of IM 2020 v8.17.20) and 'TRENDING ARTICLES' (listing various software documentation links). At the bottom, there are three tabs: 'IM', 'Locale Files', and 'Documentation'.

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 screenshot shows the main menu of the My DI Community. The navigation bar includes the 'My DI Community' logo and menu items: Home, Account, Self Service, Drivers, Company Information, Contact Support, and Reports. The 'Company Information' menu item is highlighted with a red rectangular box. To the right of the menu items are search, notification, and user profile icons.

The Company Information page is loaded.