my.innovaphone - the innovaphone customer portal

Quick Start Guide

Projects

The 'my.innovaphone' portal gives you the possibility to manage your licenses on a project basis. The interface enables you to add all devices to a certain project regardless if they carry licenses or even if they are noninnovaphone devices. This gives you a comfortable interface to manage your customer projects separately.

Comfortable RMA-Handling

The 'my.innovaphone' portal provides you with direct access to innovaphone's RMA Manager with pre-entered customer data if you have an innovaphone account number directly from the device database.

Software Service and Warranty handling

The 'my.innovaphone' portal provides warranty extension and Software Service Agreement (SSA) management within the projects including a calculation tool which helps to calculate the cost if you plan to put a certain project under SSA.

How to get started for new users with no previous innovaphone license manager account

1 Create an account by pressing the "register now" link.

2 Enter your personal data as requested.

  a.) You will receive an authorization link to verify the given email address.

  b.) Just click on this link and continue to finish the registration process and start entering the site

3 After you have logged in the first time, go to the "company" tab and enter the necessary information. If you have an innovaphone Customer Number simply enter it and retrieve your company data directly from our ERP database.

4 The standard Project named "DEFAULT" gives you the opportunity to start right away and enter the activation key which you might have received prior to signing on and start to bind licenses to the devices. However, we strongly recommend that you create a new project for each single installation you are using the licenses for, so you will be able to keep a better overview over the licenses and hardware products you will probably accumulate over time.

More detailed information is available in the official help file which you can consult directly by using the links within 'my.innovaphone' or by directly accessing:

http://wiki.innovaphone.com/index.php?title=Reference:My_Innovaphone

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How to get started for users with an existing innovaphone license manager account

Please follow the steps **1** – **4** as described in the section on first side. To be able to obtain your existing license balance and devices you need to do some additional steps. We have purposely not transferred the old license manager data to the new database to give you the possibility to re-structure the setup of your license management into separate projects and to be able to merge different user accounts to one logically structured company account ith a detailed project overview.

You have two possibilities to retrieve the information from the old license manager:

1) This scenario is recommended if you only had **one license manager account:**

Select the DEFAULT project and select "import". Enter the login credentials of the license manager account and press start. This function selects the balance as well as all devices of this license manager account and lists this for further decisions. By pressing "OK" the whole balance and the devices which are ticked on will be imported into the DEFAULT project. In this scenario you will enter all devices into the DEFAULT project and will be able to move the devices from here to different projects later.

2) This scenario is recommended if you had **multiple license manager accounts**:

Do as stated before, but create a new project with a name that represents the project you want to import the licenses and devices for (i.e. Müller, London). Select that project and go to "import" and enter the login credentials of that license manager account. That way you import not only the devices that belong to that certain project, but also the balance of the licenses purchased for that certain project.

More detailed information is available in the official help file which you can consult every time directly by using the links within'my.innovaphone' or by directly accessing:

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