Customer Portal Guide

The Ziperase Customer Portal has all the resources and tools you need to make the most of your Ziperase software solutions

June 2023
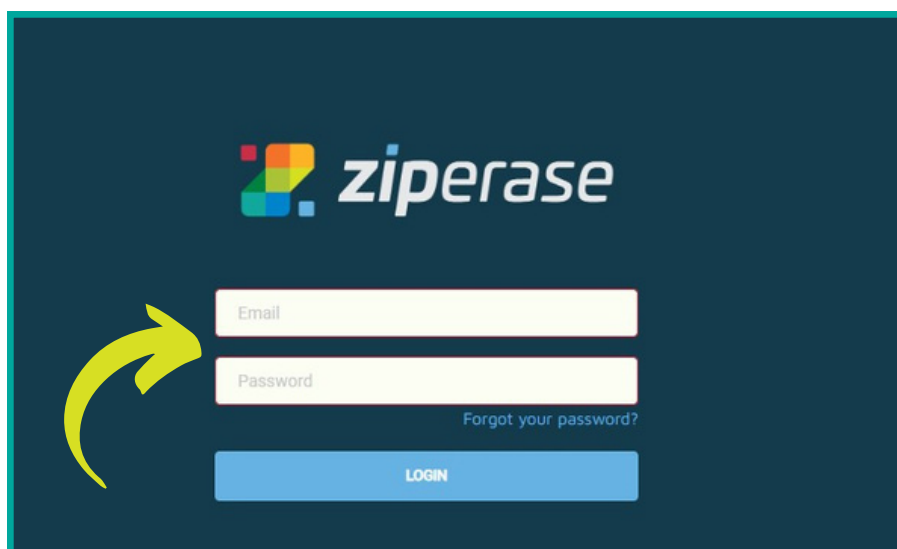
LOGIN

- We'll send you an email with your user name and a link to set up your password
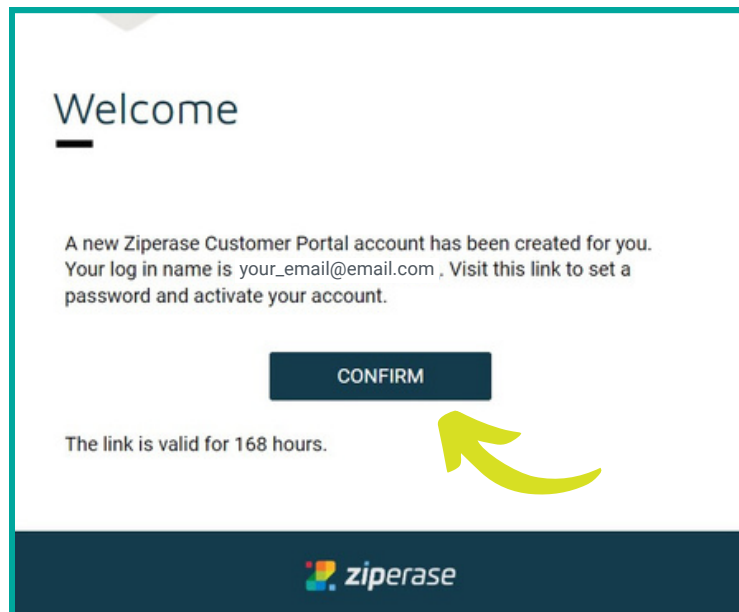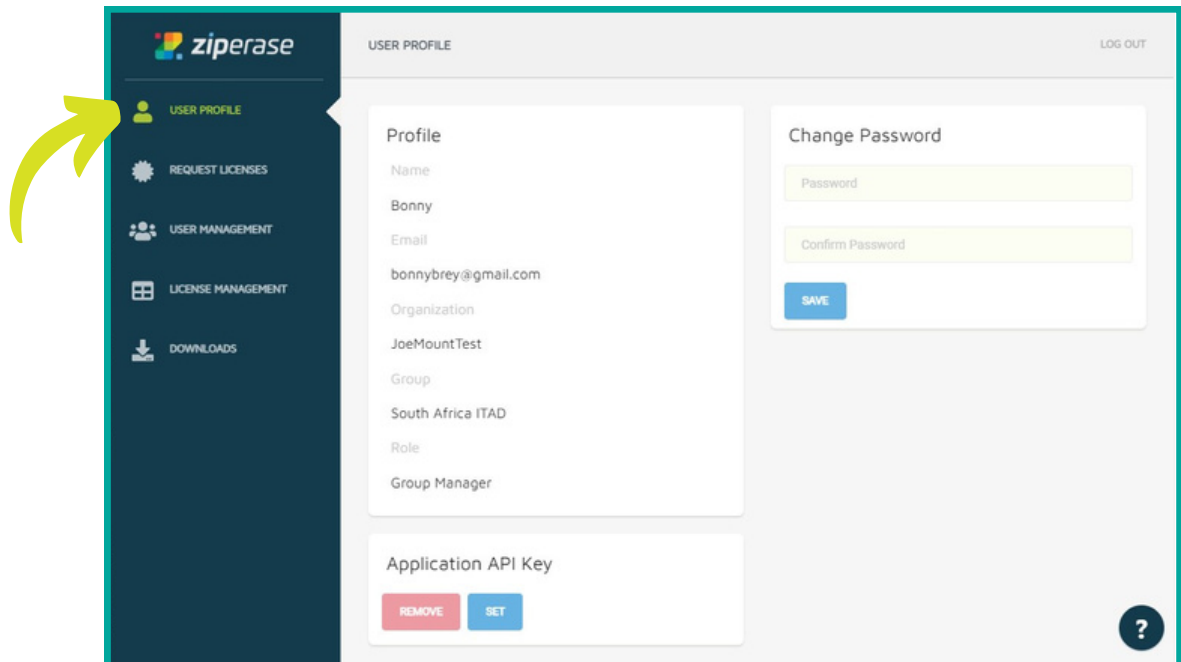

- Go to ziperase.com and click Customer Portal
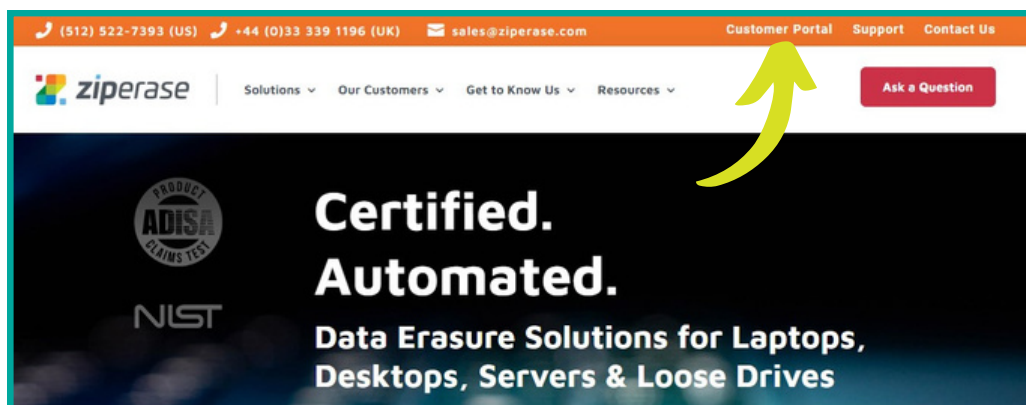
- Log in to the Ziperase Customer Portal using your email and password

USER PROFILE

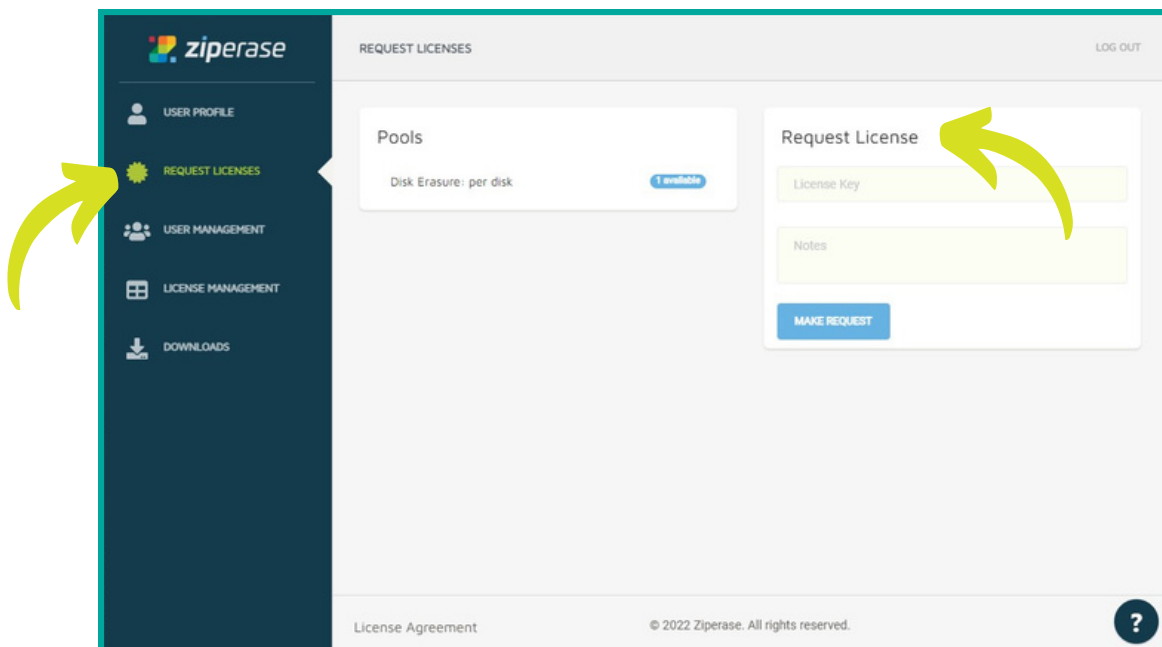The USER PROFILE tab is where you can change your password or create a new API key (API Key section is for Device Link users only - see the Device Link User Manual for more information)

REQUEST LICENSES

The REQUEST LICENSES tab shows your license pools with the number and type of licenses assigned to your organization

- This is where you will enter any license keys generated by the Ziperase software you're using

USER MANAGEMENT

The USER MANAGEMENT tab is where you can set up groups, group managers, and users for different site locations, work groups, or whatever best suits your business processes

SUBGROUP: This is a subgroup of the parent organization or another subgroup. You can assign licenses, a Group Manager, and Group Members to each subgroup
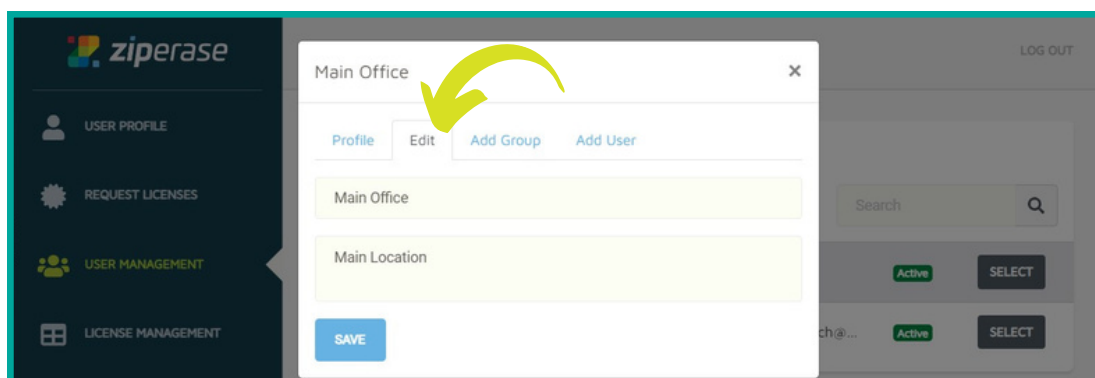
GROUP MANAGER: Group Managers have access to the full menu, including USER MANAGEMENT and LICENSE MANAGEMENT, and have permission to assign licenses to and edit details of the group they are managing

GROUP MEMBER: Group Members only have access to the REQUEST LICENSES and DOWNLOADS tabs. A Group Member cannot edit group details or assign licenses

- When you first log in, you will see yourself assigned as Group Manager of the parent organization, in this example named Main Office
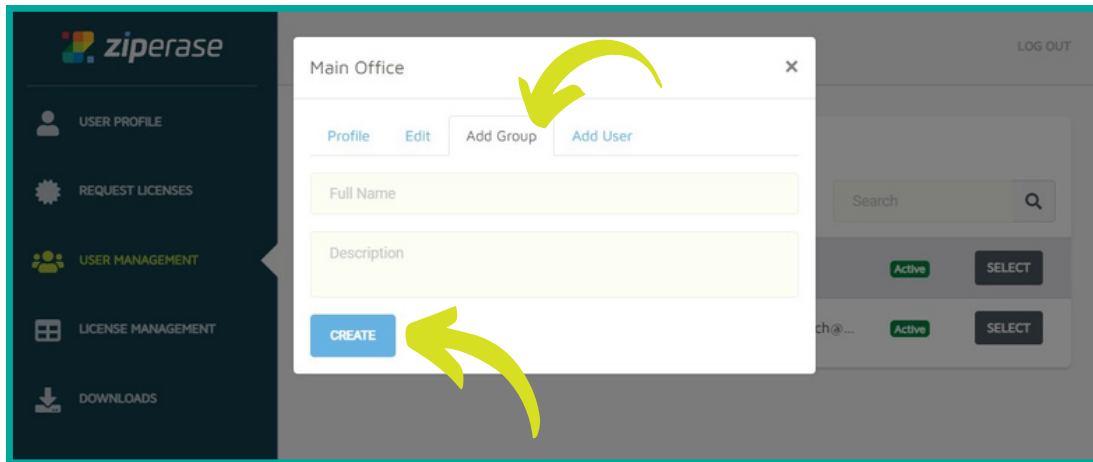- Click SELECT on the parent organization to see options for configuration
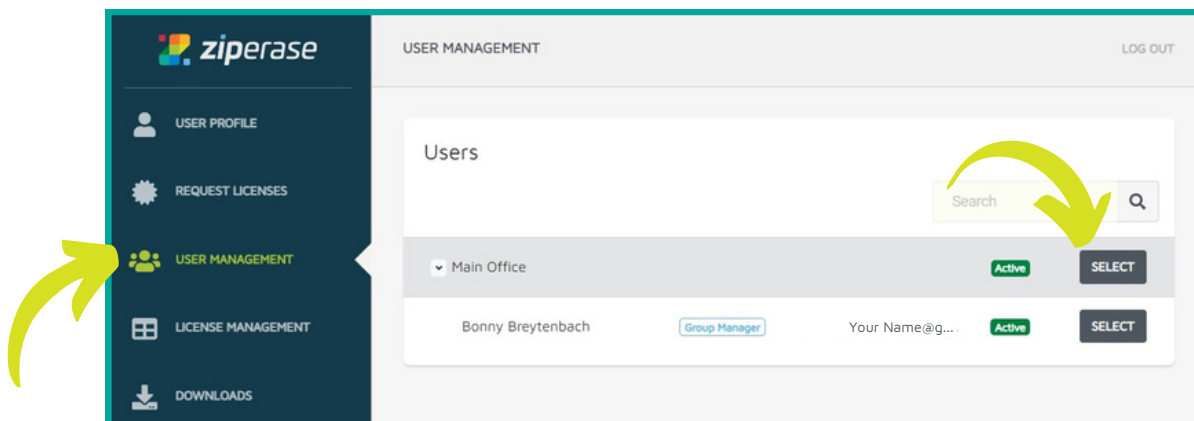
- Click the Edit tab to edit the name and location of the parent group/organization

CREATING SUBGROUPS

- Click the Add Group tab to create a subgroup of the Main Office (or any group you are editing)
- When you have filled in the Full Name and Description of the new group, click CREATE

ADDING USERS

- Click the Add User tab to add a Group Manager or Group Member to the group you are editing
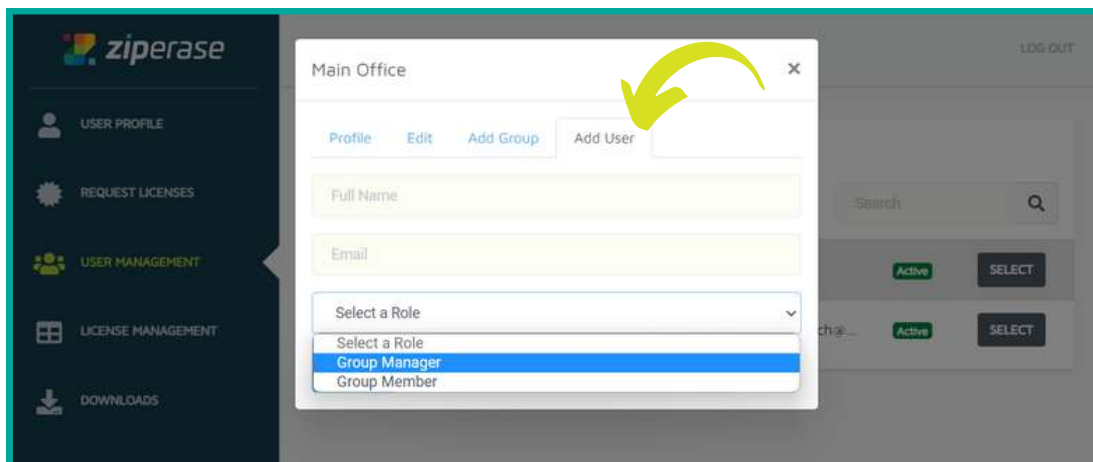
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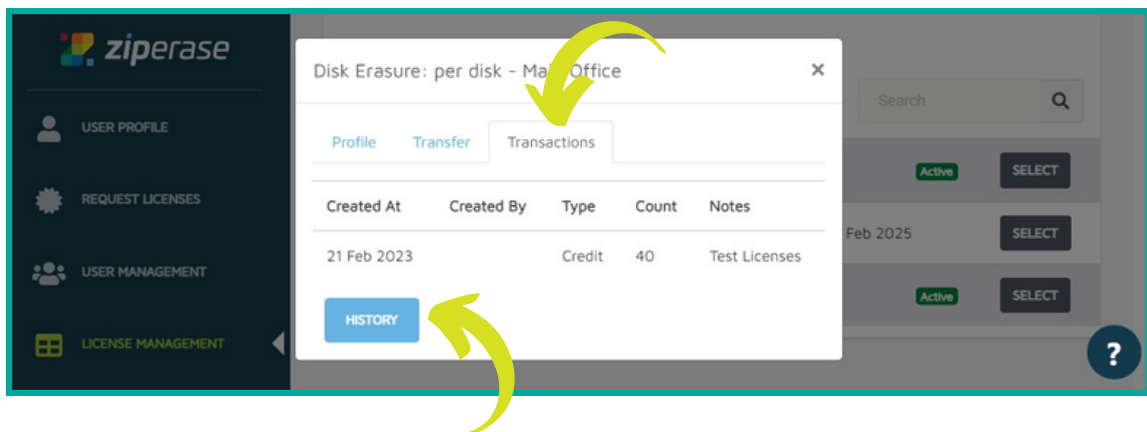
LICENSE MANAGEMENT

The LICENSE MANAGEMENT tab is where you can assign licenses to groups, group managers, and users for different site locations, work groups, or whatever best suits your business processes
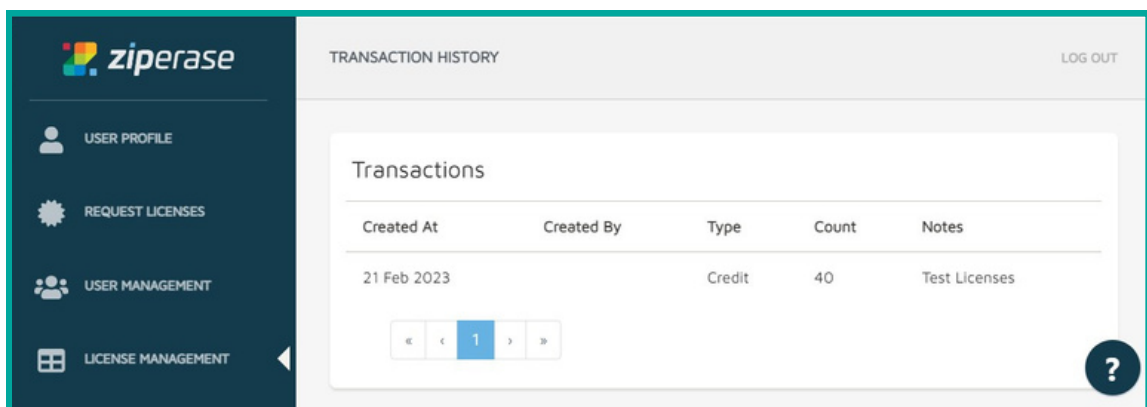
- Click Select on the license pool to see options
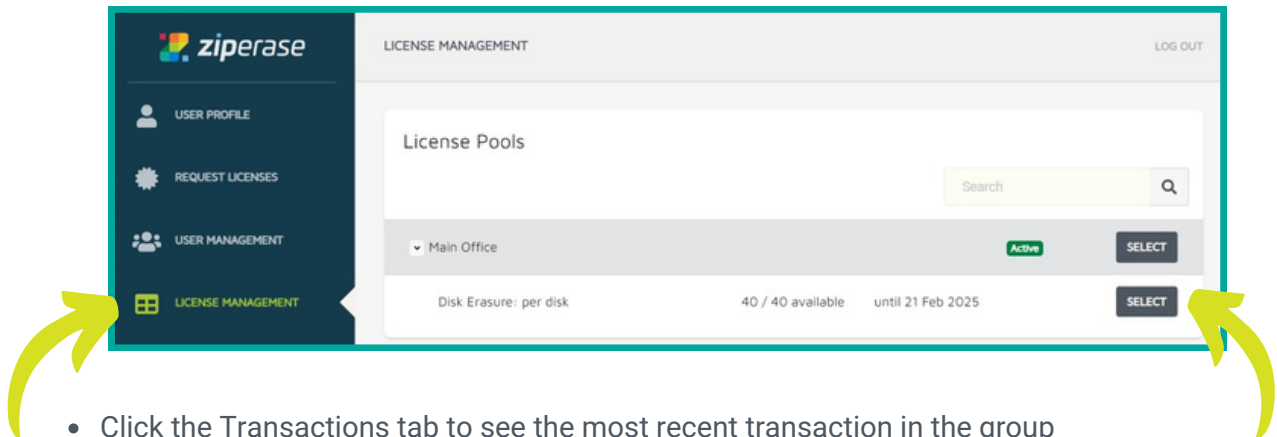
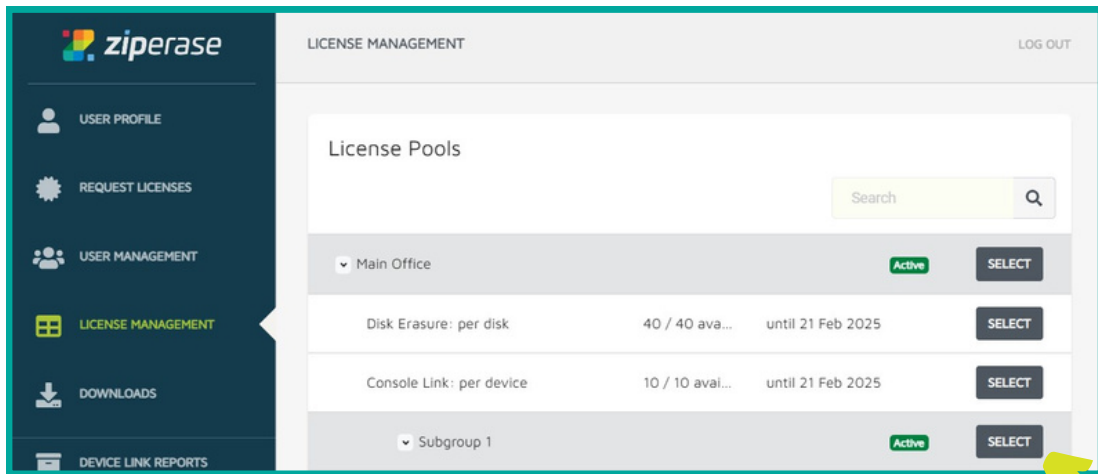- Click the Transactions tab to see the most recent transaction in the group

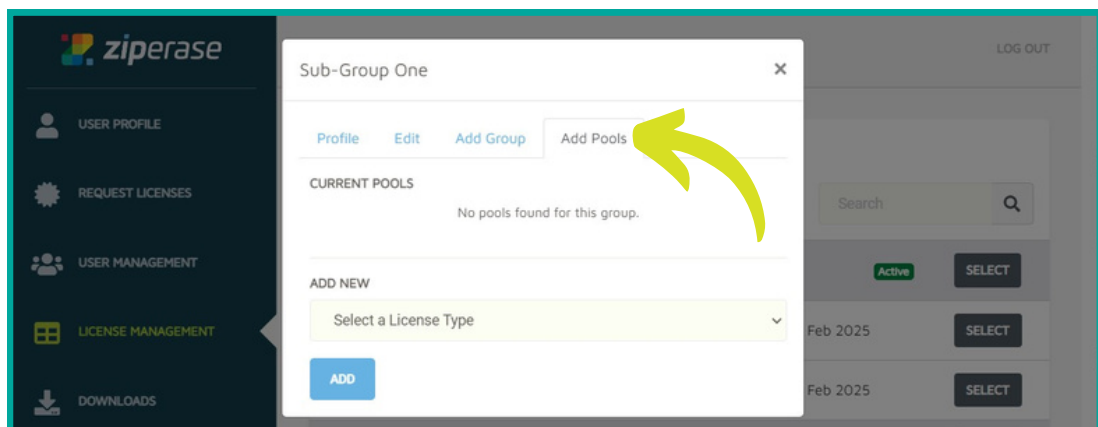- Click HISTORY to see the transaction history for all licencing in this group
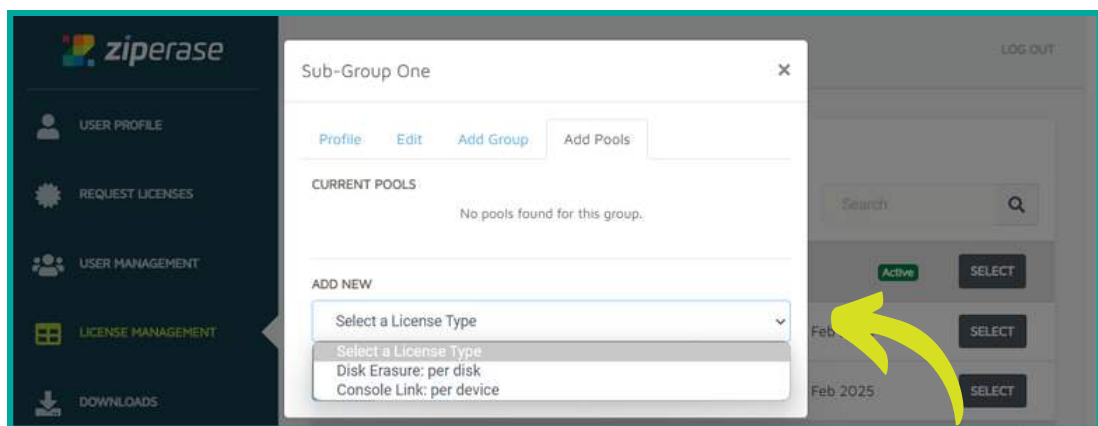
ALLOCATING LICENSES TO A SUBGROUP

- To make licenses available to a subgroup, click SELECT on the relevant subgroup
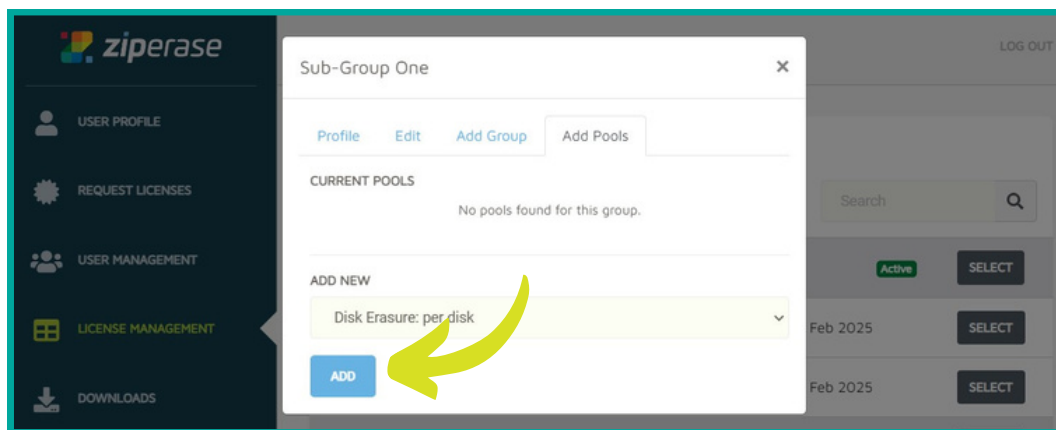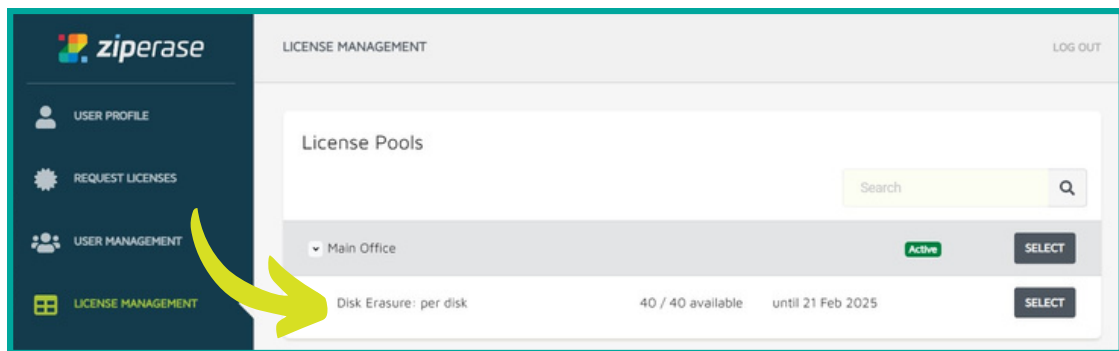

- Select Add Pools

- Select a License Type - this will allow you to allocate licenses of this type to this subgroup
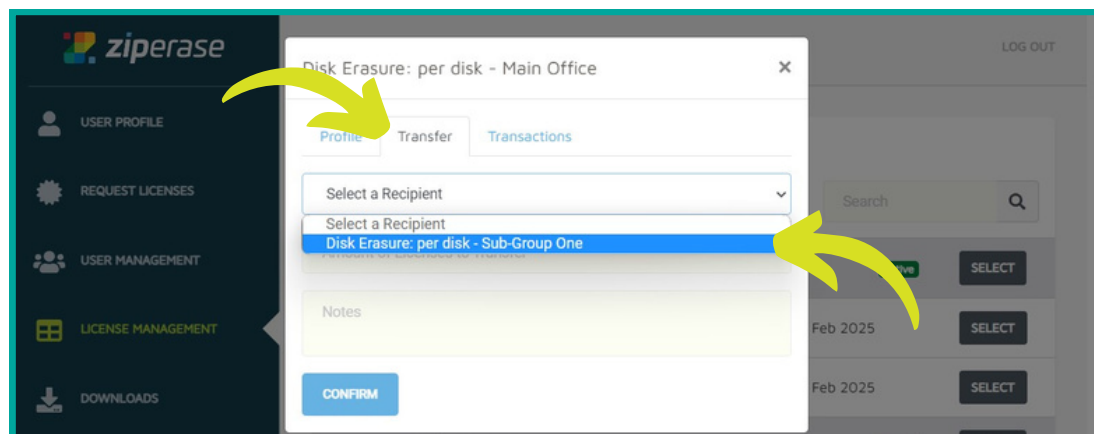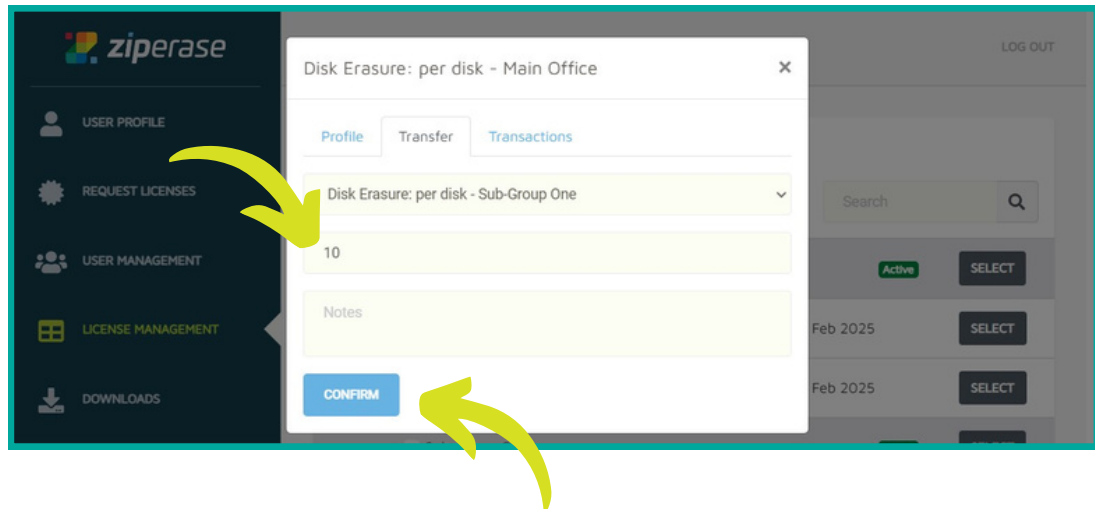
- Click Add

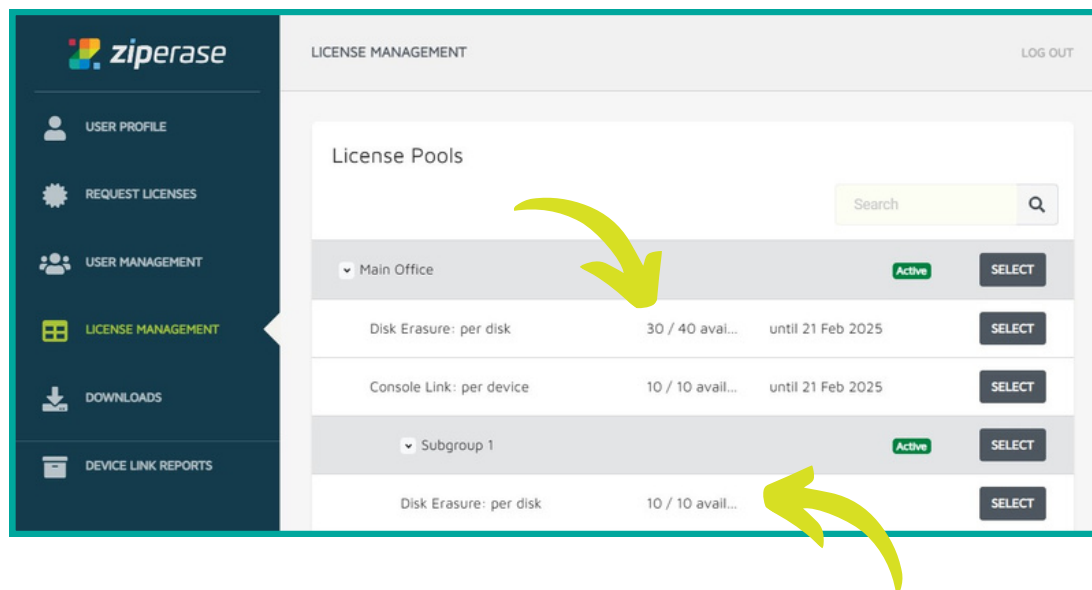- Now click Select on the relevant License Pool under the Main Office tab

- Click the Transfer tab and select the subgroup you've allocated the pool to

- Enter the number of licenses you wish to transfer to this sub-group from the main pool
- You can include any notes you want to make about the transaction
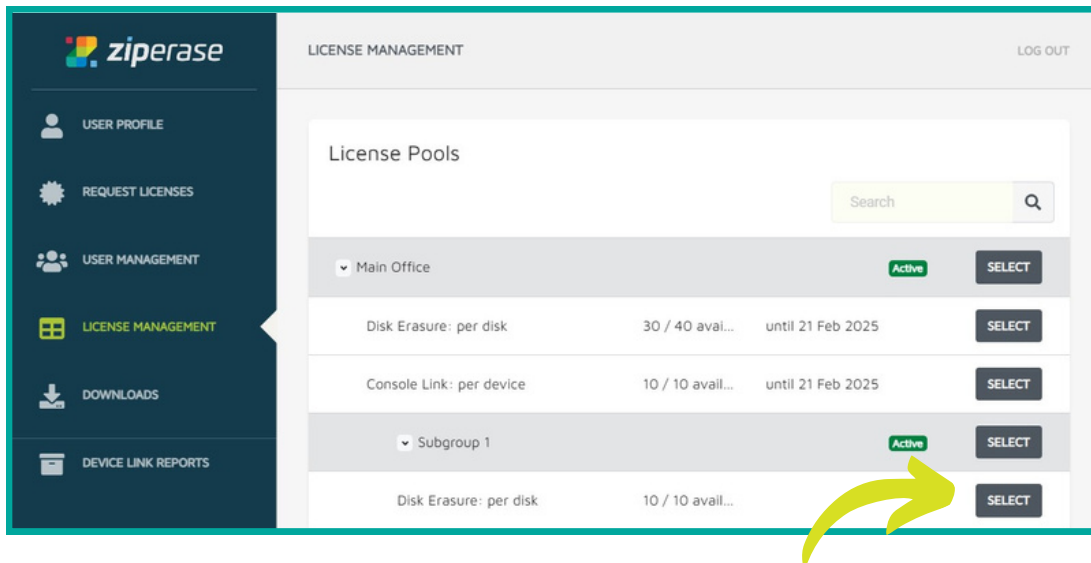- Click Confirm

- The number of licenses in the Main Pool will reflect the transfer
- You'll see the number of licenses allocated to the subgroup in the line just below it
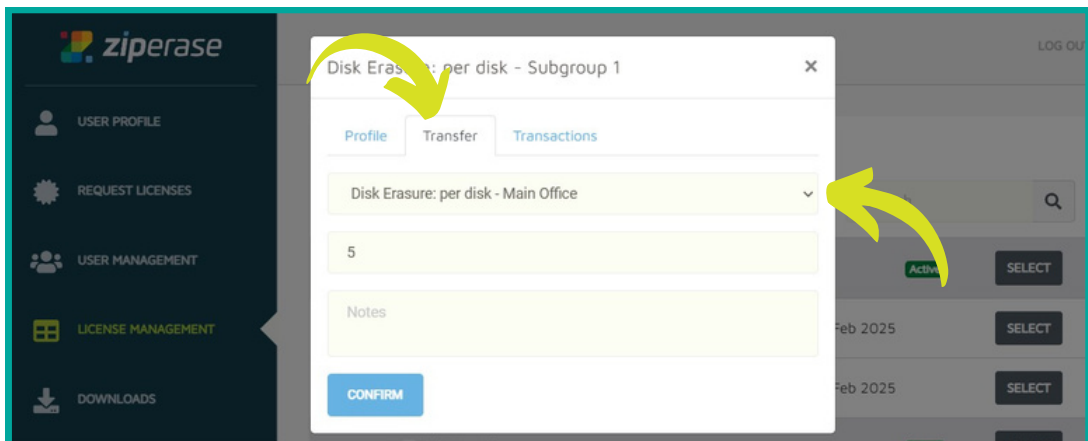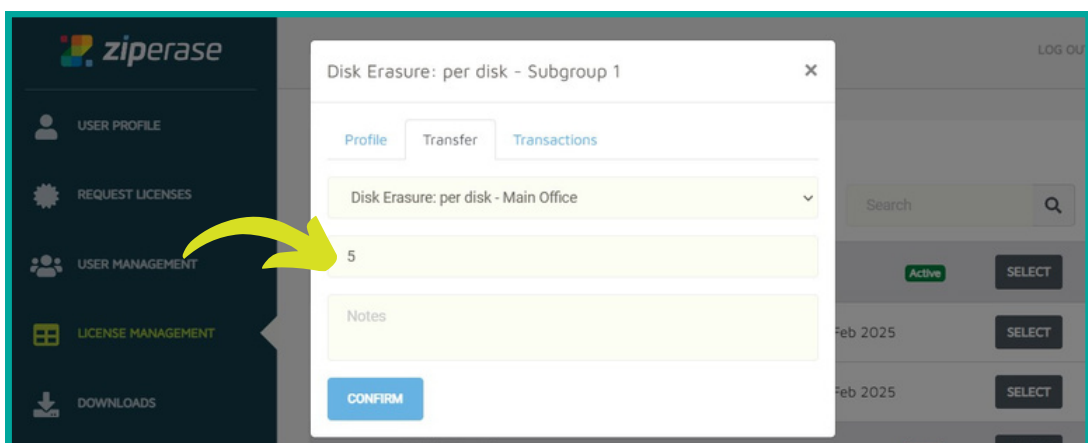
RETURNING LICENSES TO THE MAIN LICENSE POOL

- To return licenses to the main pool, click SELECT on the License Pool of the relevant subgroup

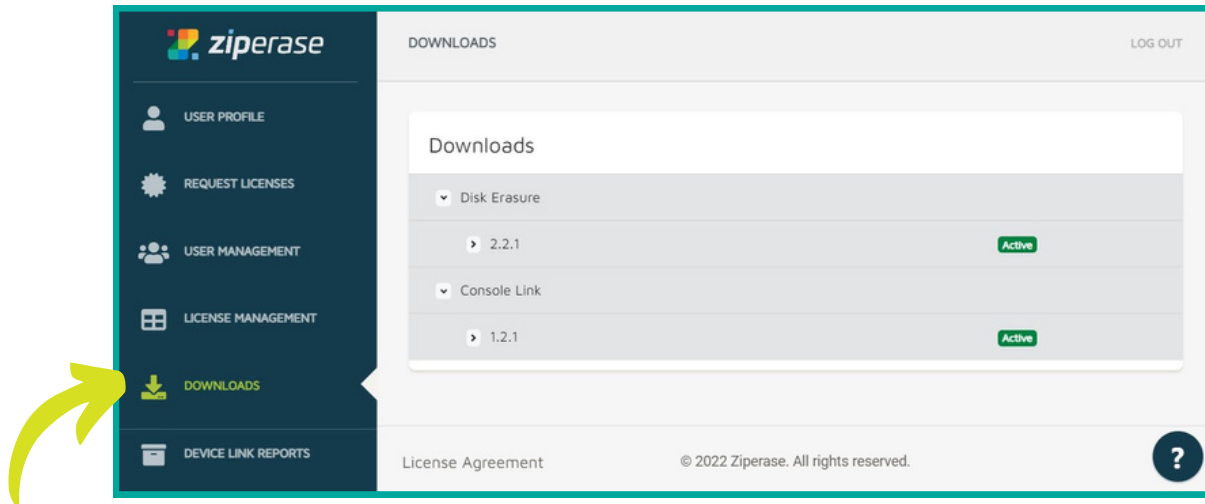- Select the Transfer tab
- Select the Main Office as recipient

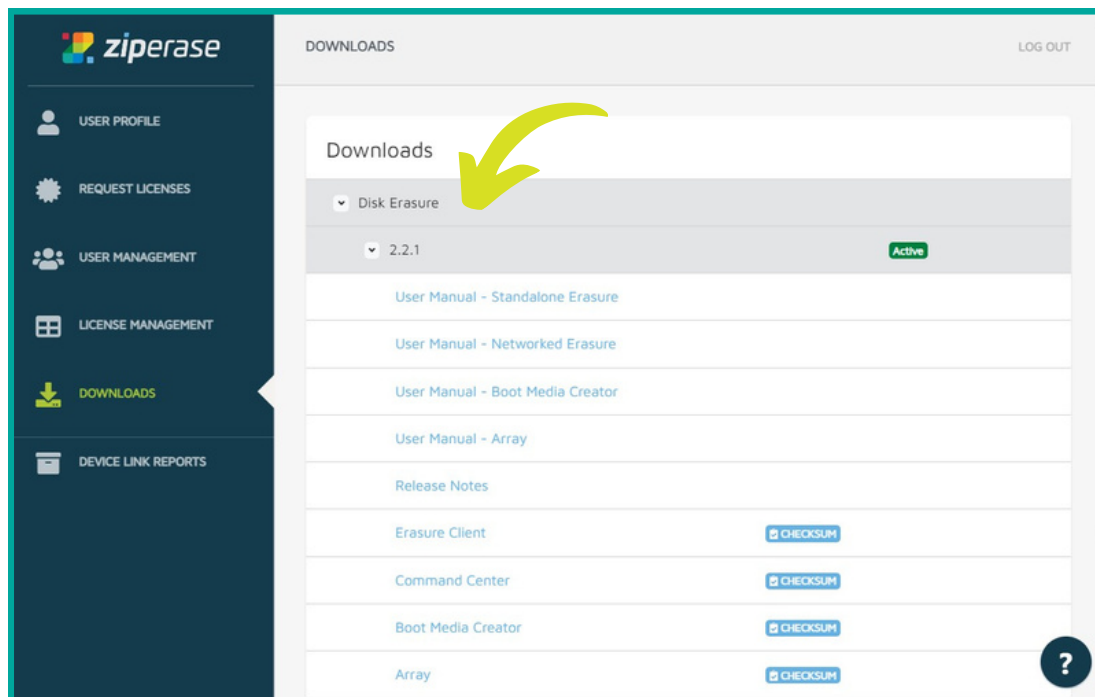- Enter the number of licenses you want to transfer back to the main office
- Click CONFIRM

DOWNLOADS

The DOWNLOADS tab is where you can find all the software downloads and user manuals for all Ziperase software solutions

- The Disk Erasure dropdown reveals the user manuals, software downloads, and release notes for all Ziperase software except Device Link

- The Console Link dropdown reveals the user manuals, software downloads, and release notes for Ziperase Device Link
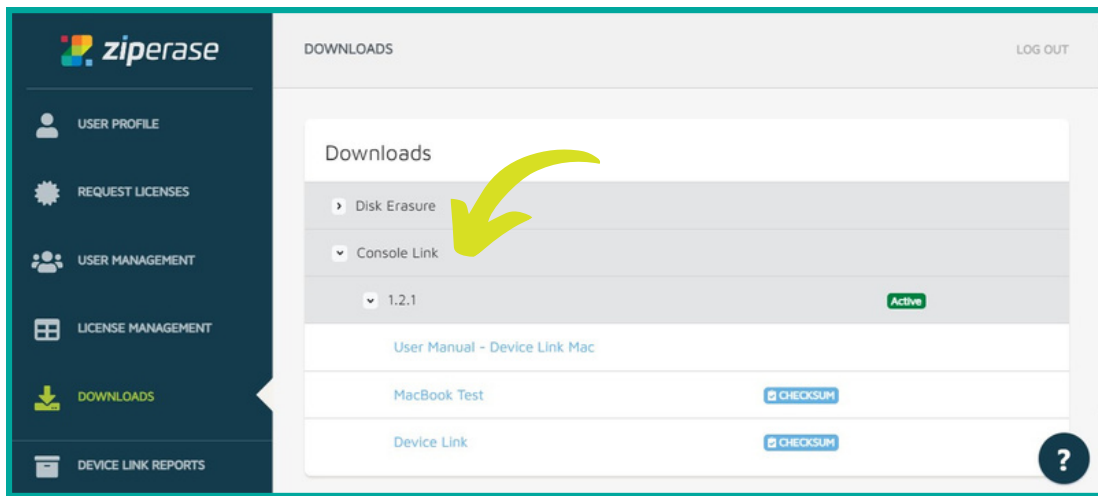
DEVICE LINK REPORTS

The DEVICE LINK REPORTS tab is where you can find detailed records for Device Link erasures