



# Customer Portal Guide

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

**LOGIN**

**USER PROFILE**

**REQUEST LICENSES**

**USER MANAGEMENT**

**Creating Subgroups**

**Adding Users**

**LICENSE MANAGEMENT**

**Allocating Licenses to a Subgroup**

**Returning licenses to the Main License Pool**

**DOWNLOADS**

**User Manuals**

**Erasure Software**

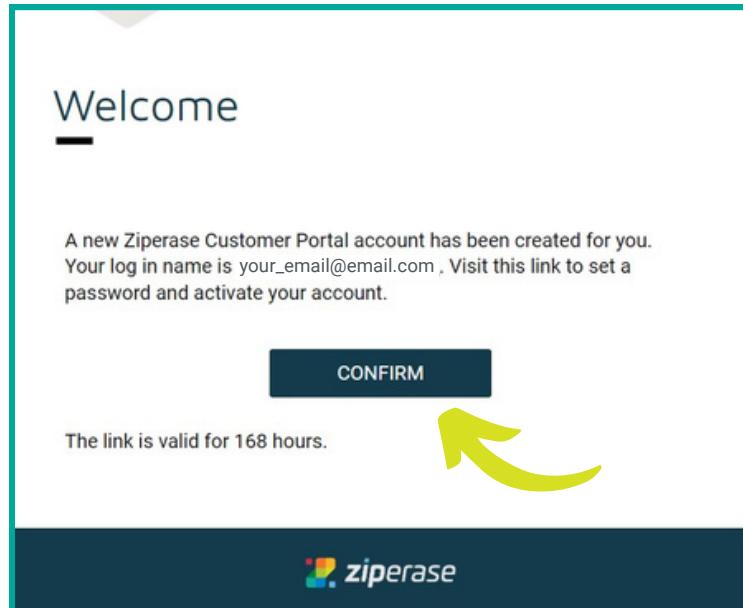
**User Manual - Device Link**

**Erasure Software - Device Link**

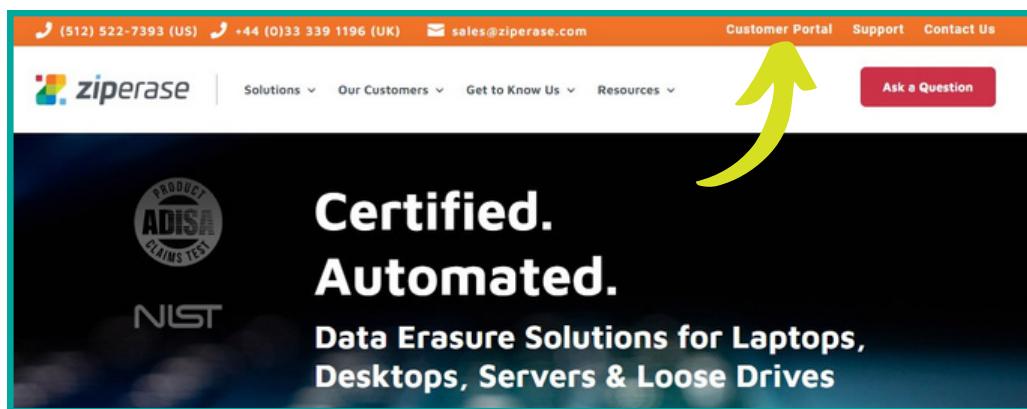
**DEVICE LINK REPORTS**

# LOGIN

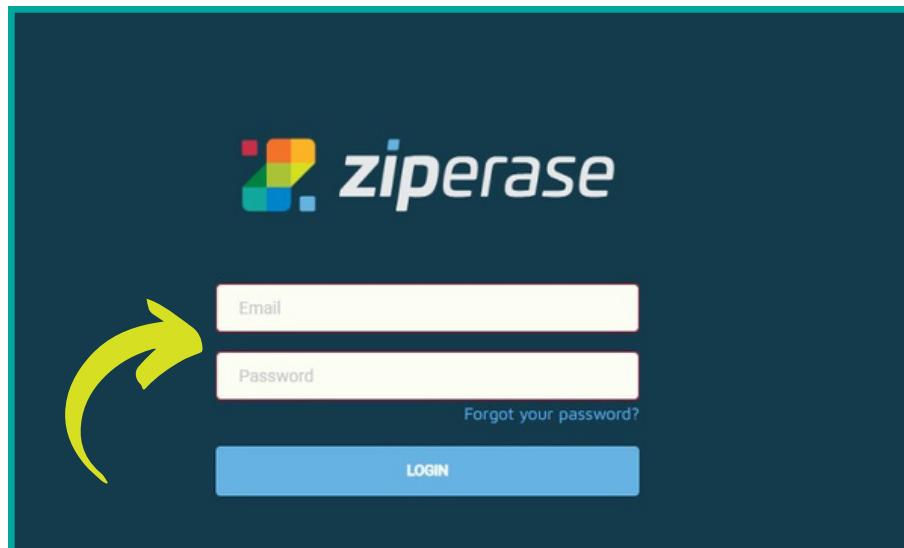
- We'll send you an email with your user name and a link to set up your password



- Go to [ziperase.com](https://ziperase.com) and click [Customer Portal](#)

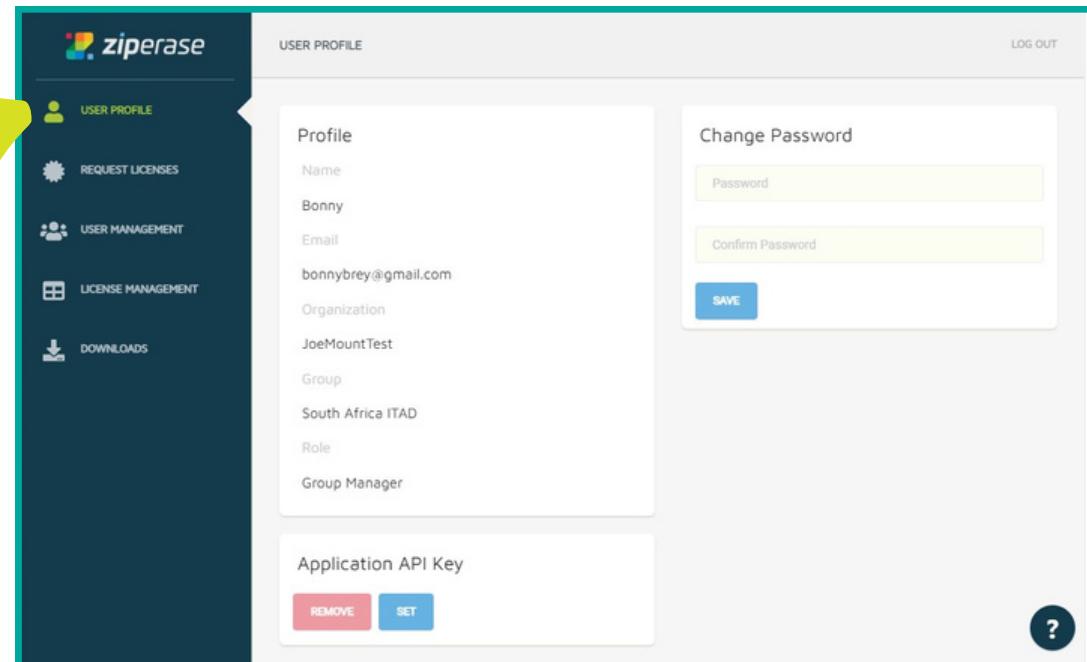


- Log in to the Ziperase Customer Portal using your email and password



# 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)



USER PROFILE

LOG OUT

Profile

Name: Bonny

Email: bonnybrey@gmail.com

Organization: JoeMountTest

Group: South Africa ITAD

Role: Group Manager

Change Password

>Password:

Confirm Password:

SAVE

Application API Key

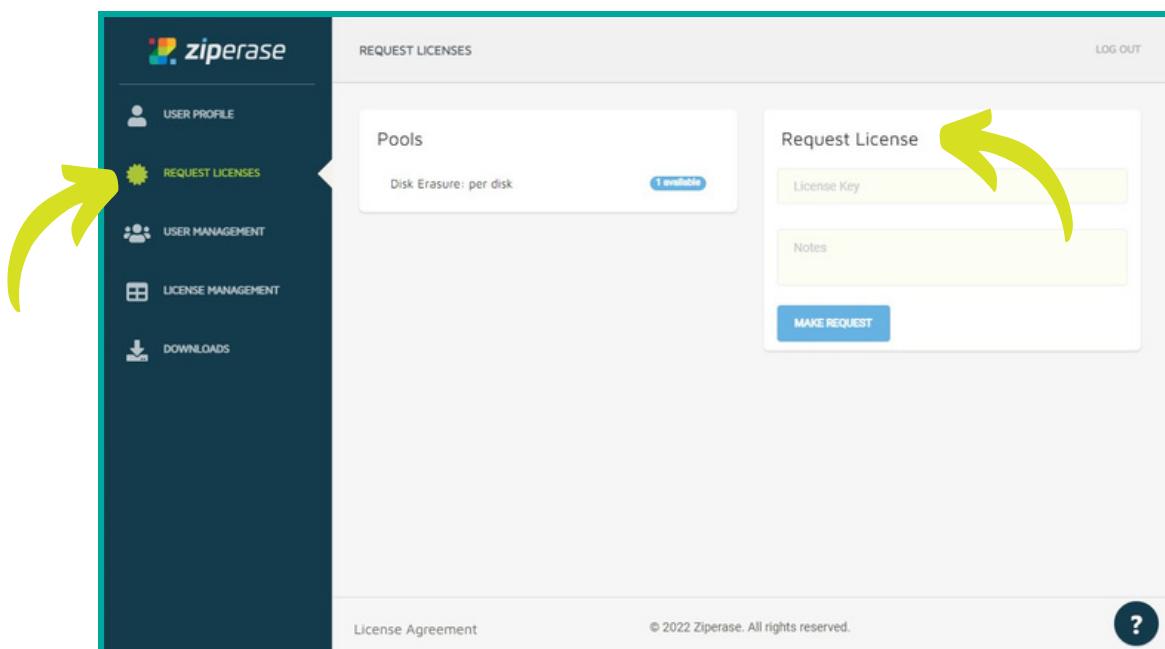
REMOVE SET

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# 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



REQUEST LICENSES

LOG OUT

Pools

Disk Erasure: per disk 1 available

Request License

License Key:

Notes:

MAKE REQUEST

License Agreement © 2022 Ziperase. All rights reserved. ?

# USER MANAGEMENT

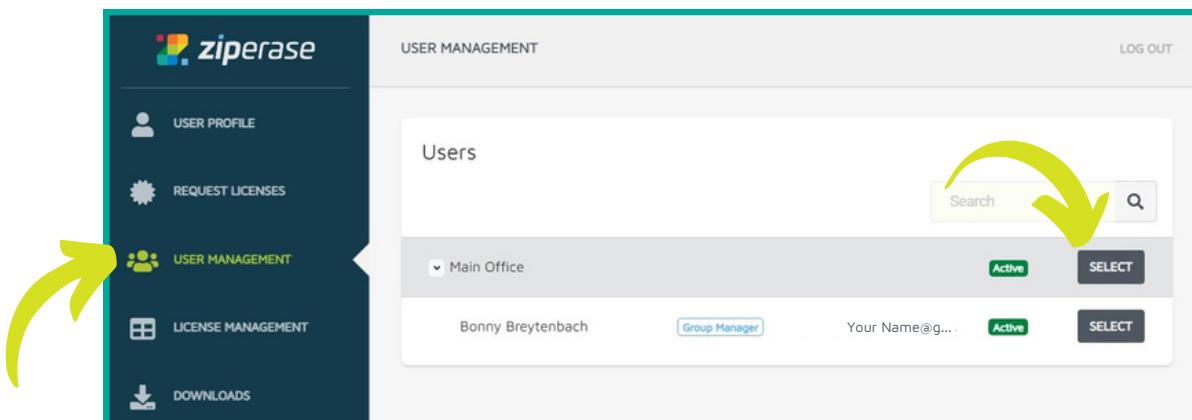
The **USER MANAGEMENT** tab is where you can set up groups, group managers, and users for different site locations, work groups, or whatever best suits your business processes

**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

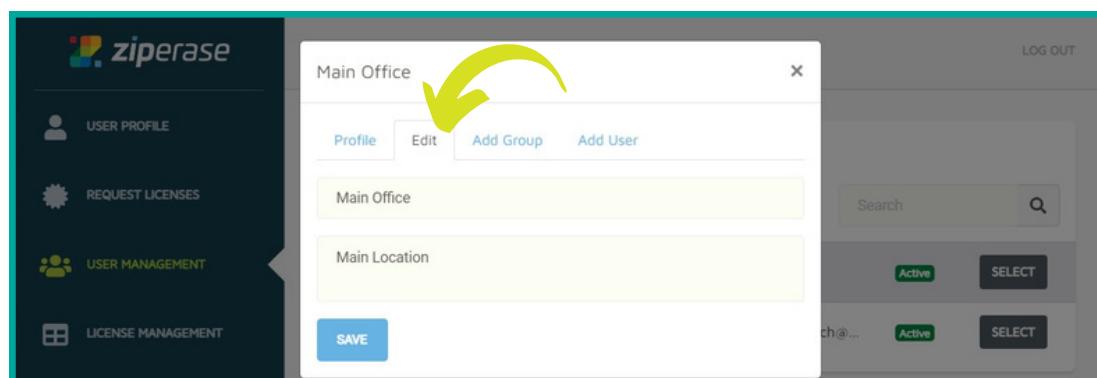
**GROUP MANAGER:** Group Managers have access to the full menu, including **USER MANAGEMENT** and **LICENSE MANAGEMENT**, and have permission to assign licenses to and edit details of the group they are managing

**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

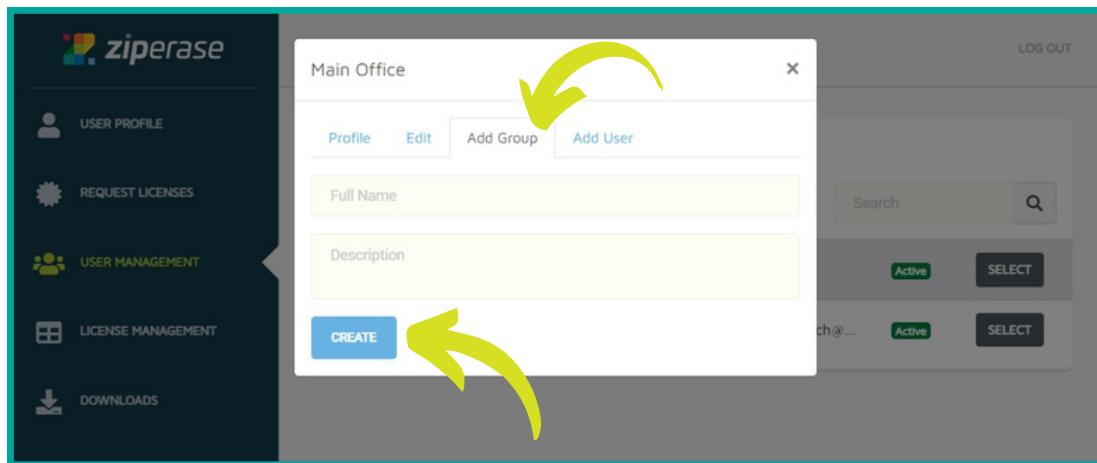


- Click the Edit tab to edit the name and location of the parent group/organization



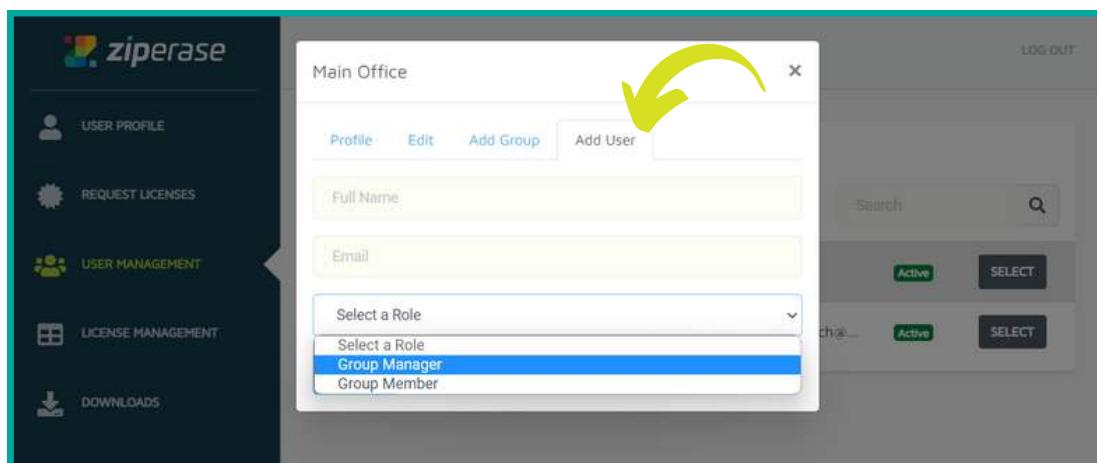
## CREATING SUBGROUPS

- 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



**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

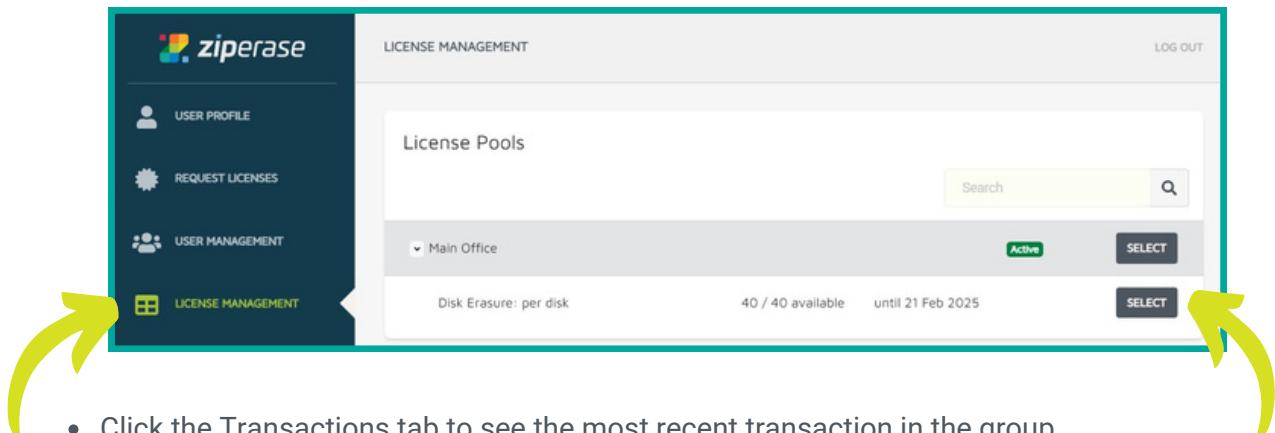
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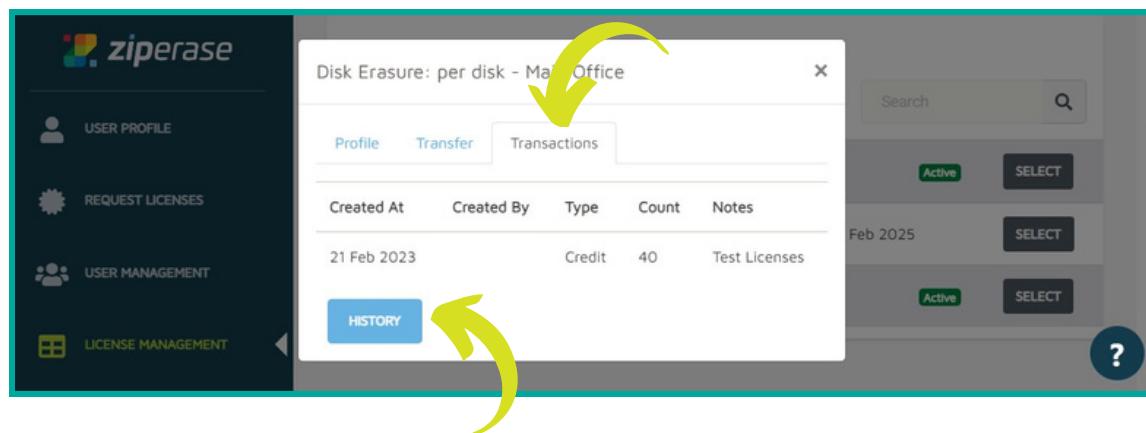
# LICENSE MANAGEMENT

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

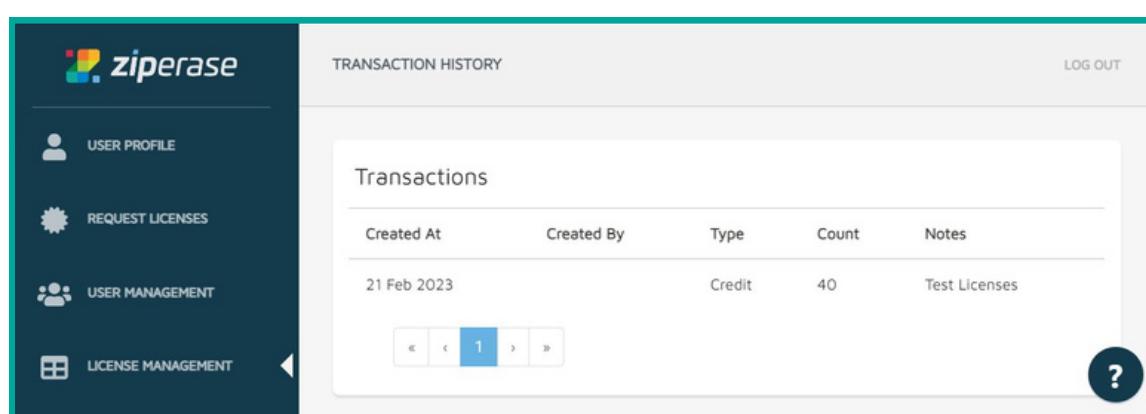
- Click Select on the license pool to see options



- Click the Transactions tab to see the most recent transaction in the group

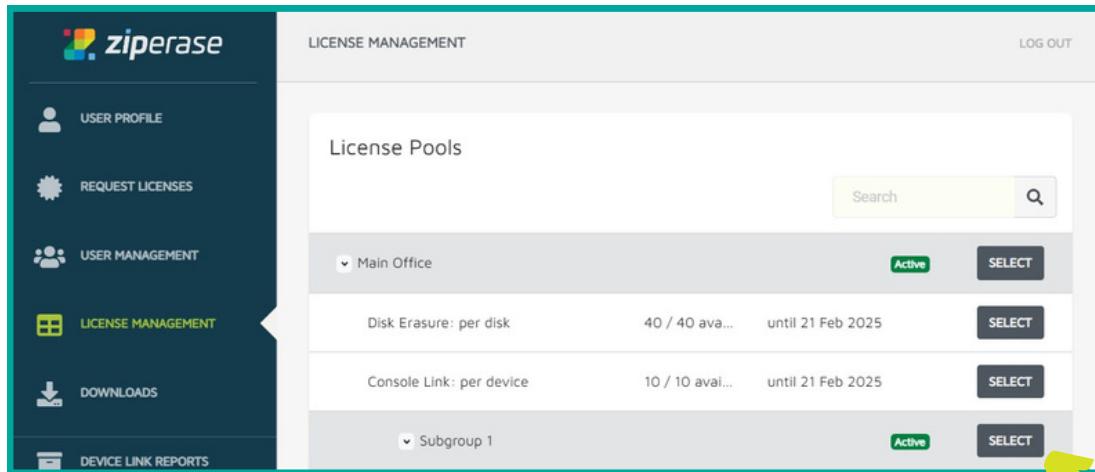


- Click **HISTORY** to see the transaction history for all licencing in this group



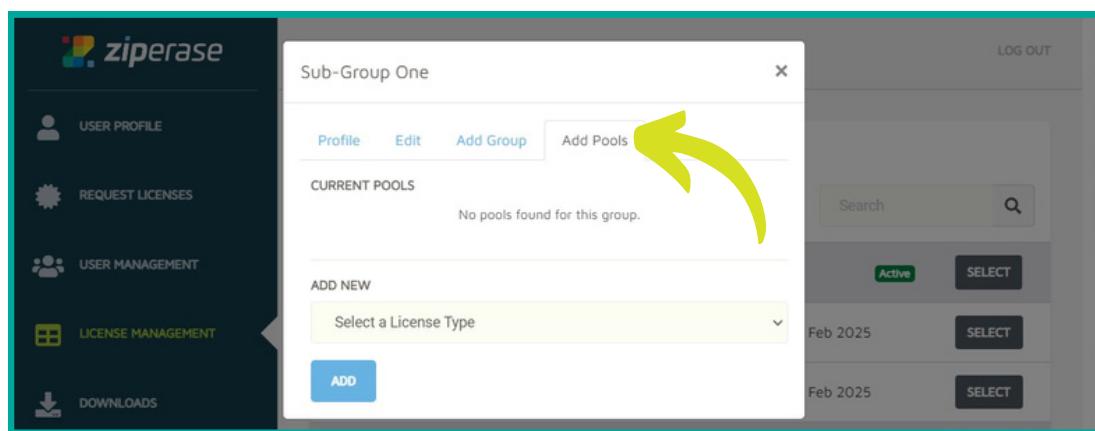
# ALLOCATING LICENSES TO A SUBGROUP

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



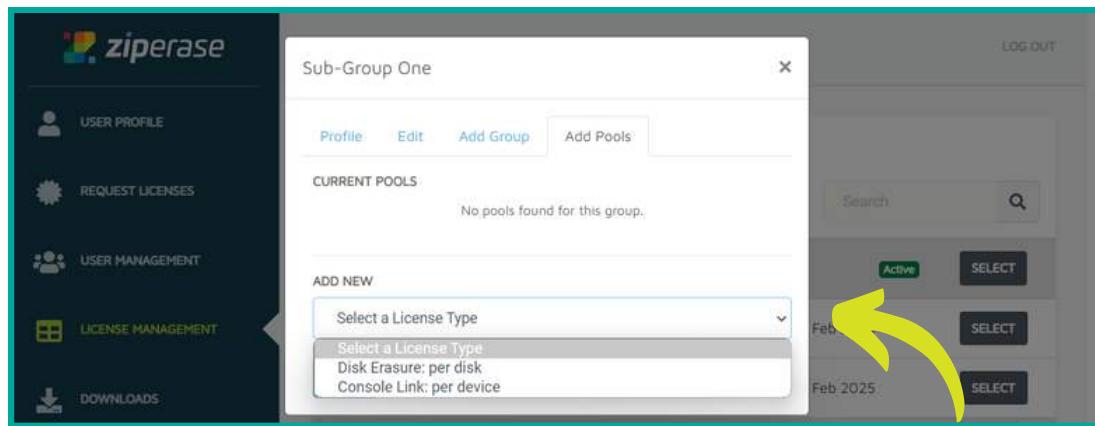
The screenshot shows the 'LICENSE MANAGEMENT' section of the ziperase interface. On the left is a sidebar with icons for 'USER PROFILE', 'REQUEST LICENSES', 'USER MANAGEMENT', 'LICENSE MANAGEMENT' (which is selected and highlighted in green), and 'DOWNLOADS'. The main area is titled 'LICENSE MANAGEMENT' and shows 'License Pools'. It lists three pools: 'Main Office' (Active, SELECT button), 'Disk Erasure: per disk' (40 / 40 available, until 21 Feb 2025, SELECT button), and 'Console Link: per device' (10 / 10 available, until 21 Feb 2025, SELECT button). Below these is 'Subgroup 1' (Active, SELECT button). A yellow arrow points to the 'SELECT' button for 'Subgroup 1'.

- Select Add Pools



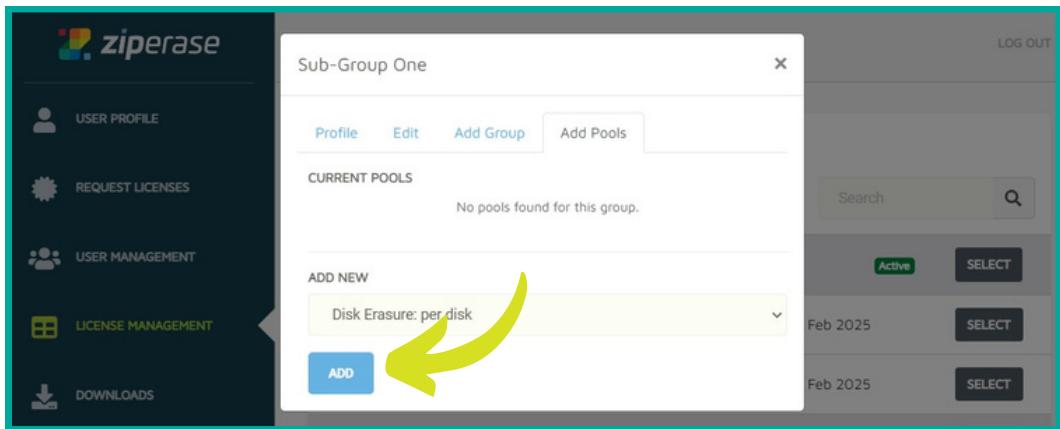
The screenshot shows a modal dialog box titled 'Sub-Group One'. It has tabs for 'Profile', 'Edit', 'Add Group', and 'Add Pools' (which is highlighted in blue). The 'CURRENT POOLS' section shows 'No pools found for this group.' The 'ADD NEW' section has a dropdown menu 'Select a License Type' and a 'ADD' button. A yellow arrow points to the 'Add Pools' tab.

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

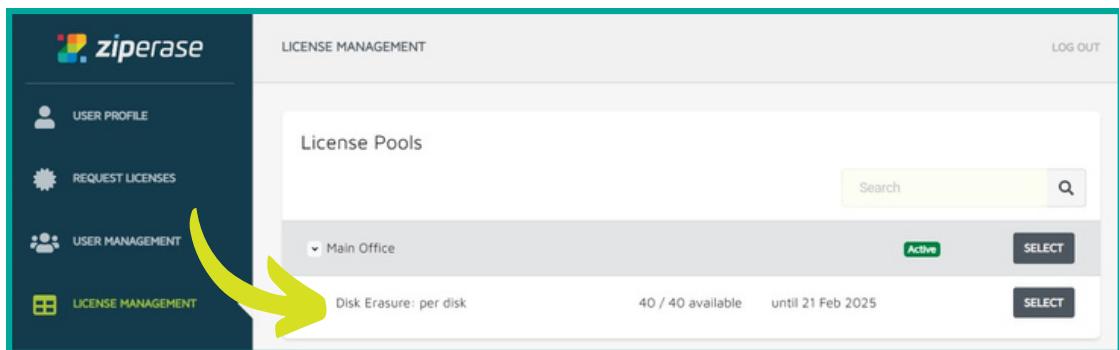


The screenshot shows the 'Sub-Group One' dialog box with the 'Select a License Type' dropdown open. The dropdown menu lists 'Select a License Type' (highlighted in blue), 'Disk Erasure: per disk', and 'Console Link: per device'. A yellow arrow points to the 'Disk Erasure: per disk' option in the dropdown menu.

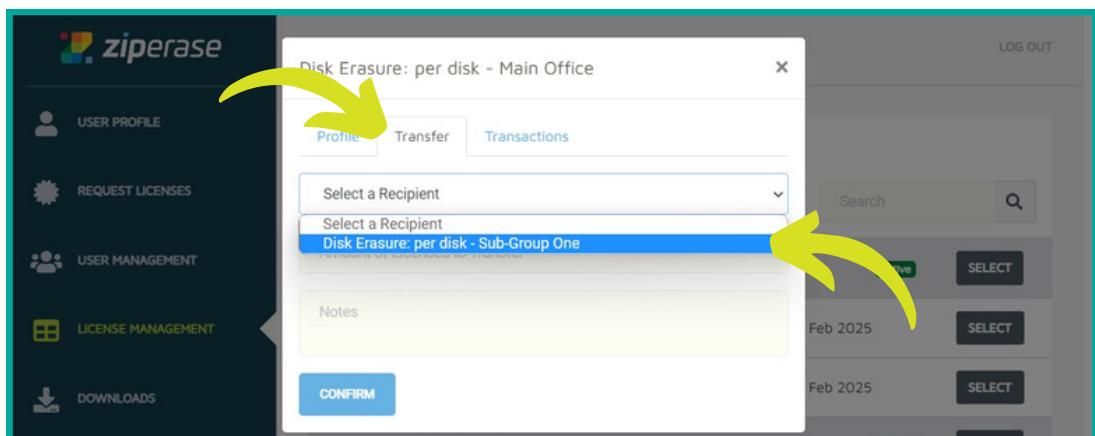
- Click Add



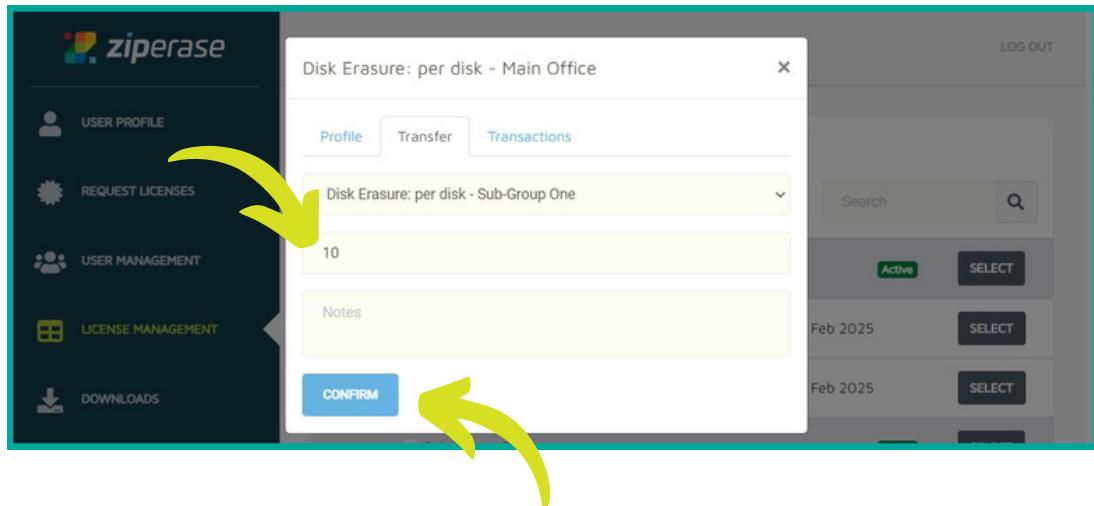
- Now click Select on the relevant License Pool under the Main Office tab



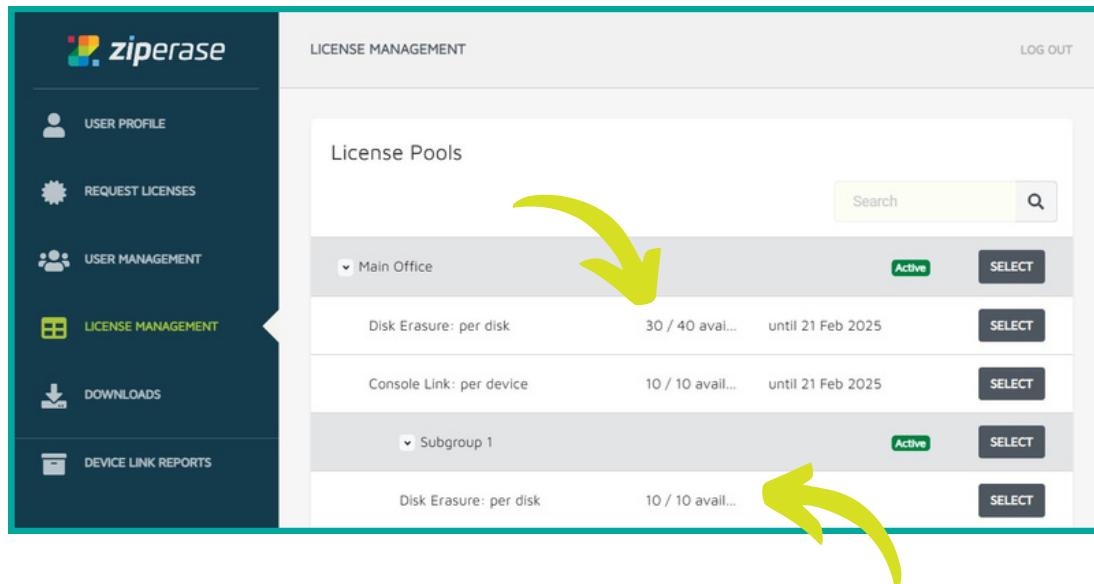
- Click the Transfer tab and select the subgroup you've allocated the pool to



- 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

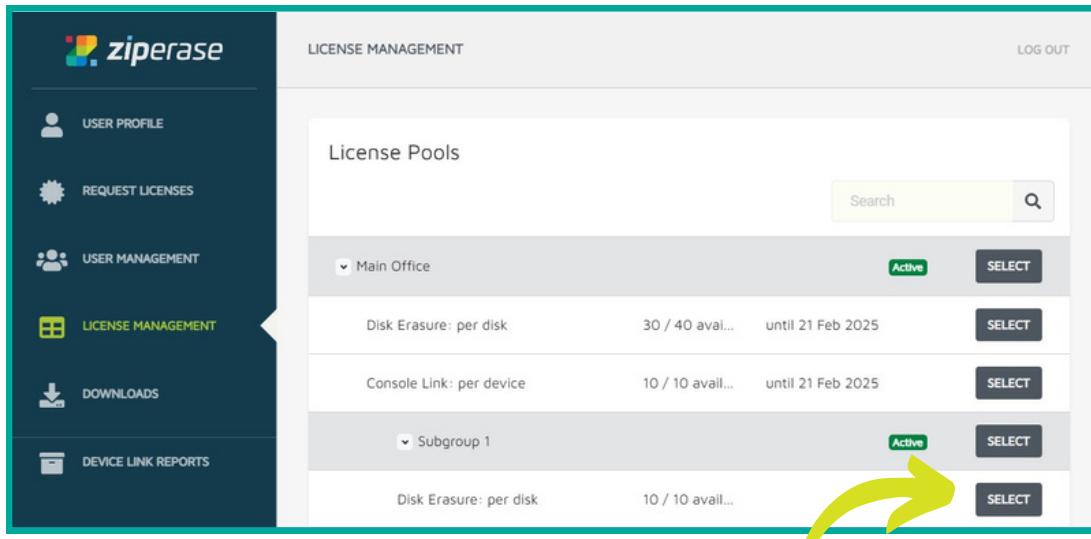


- The number of licenses in the Main Pool will reflect the transfer
- You'll see the number of licenses allocated to the subgroup in the line just below it



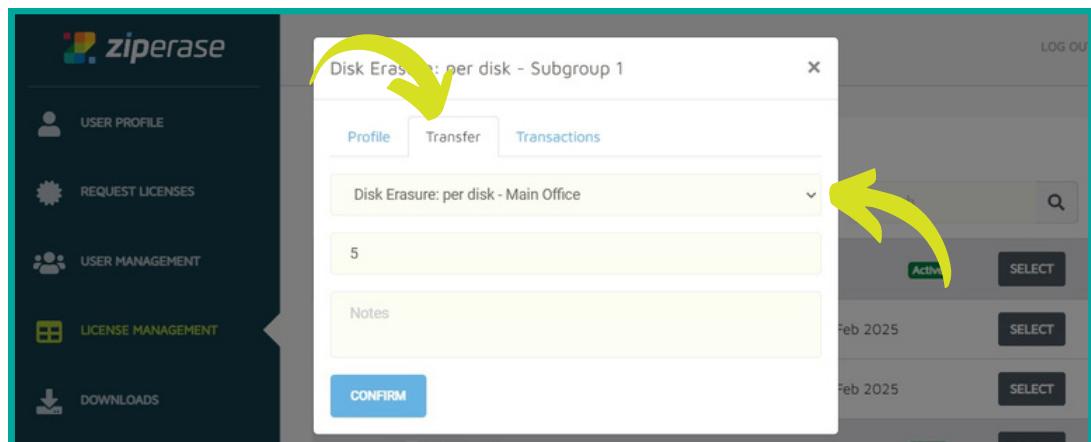
## RETURNING LICENSES TO THE MAIN LICENSE POOL

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



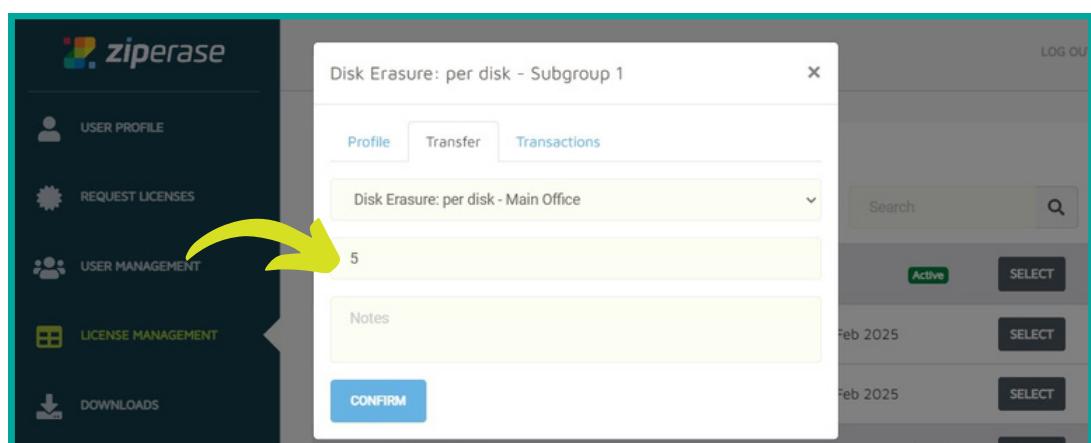
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- Select the Transfer tab
- Select the Main Office as recipient



The screenshot shows a modal dialog titled 'Disk Erasure: per disk - Subgroup 1'. It has three tabs: 'Profile' (selected), 'Transfer', and 'Transactions'. The 'Transfer' tab shows a dropdown menu set to 'Disk Erasure: per disk - Main Office', a text input field with the value '5', and a 'Notes' text area. At the bottom is a blue 'CONFIRM' button. A yellow arrow points to this 'CONFIRM' button.

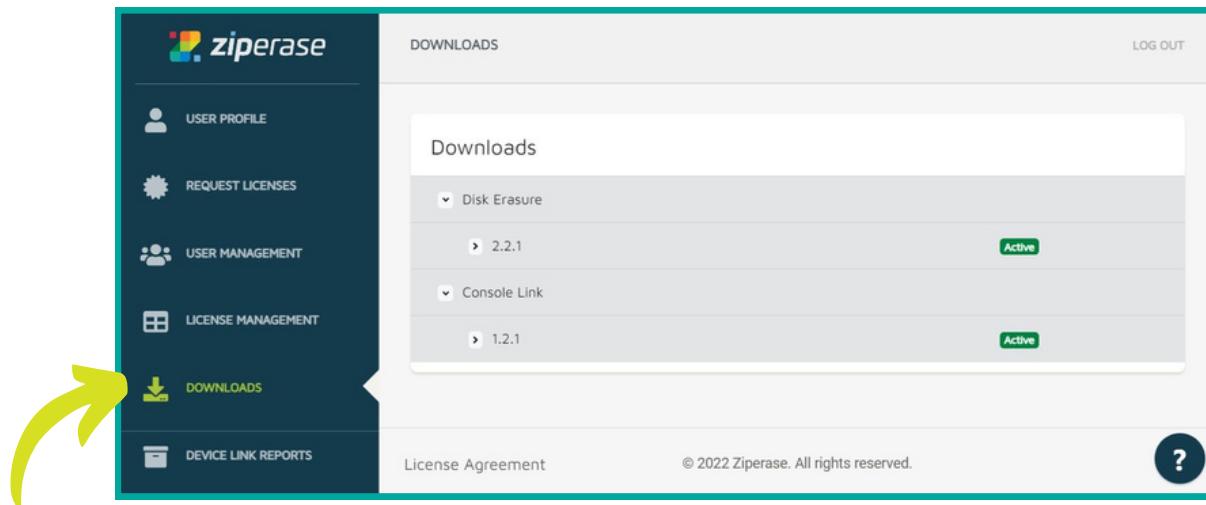
- Enter the number of licenses you want to transfer back to the main office
- Click **CONFIRM**



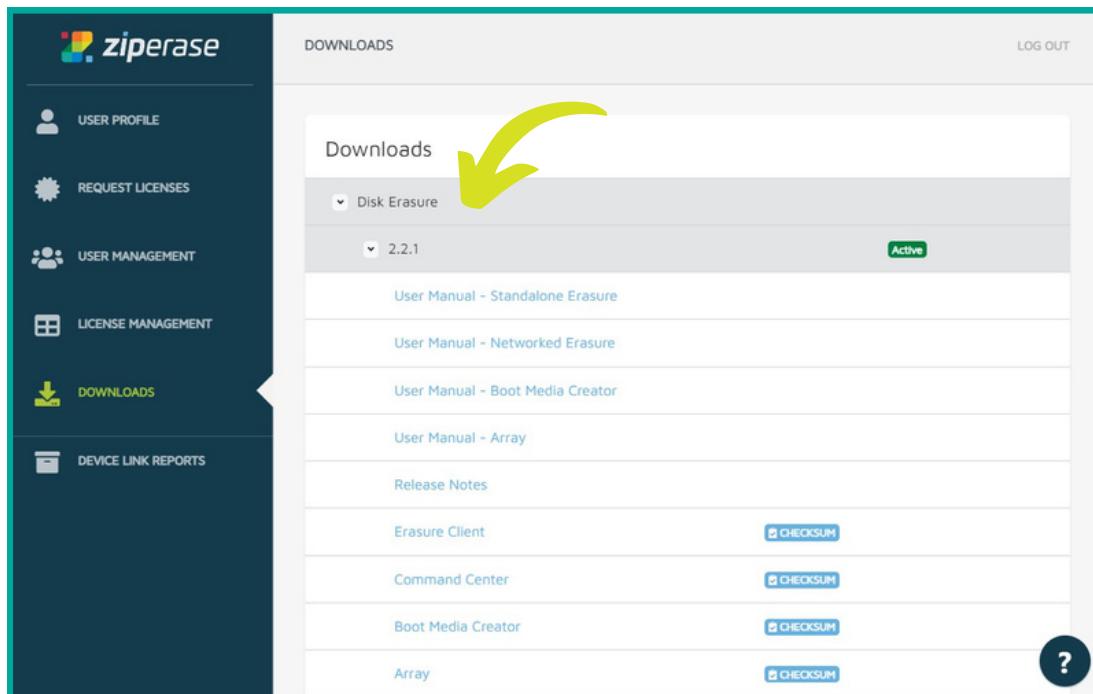
The screenshot shows the same modal dialog as the previous one, but with a yellow arrow pointing to the 'CONFIRM' button at the bottom of the transfer form.

# 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

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LOG OUT

USER PROFILE

REQUEST LICENSES

USER MANAGEMENT

LICENSE MANAGEMENT

DOWNLOADS

DEVICE LINK REPORTS

LOG OUT

Downloads

Disk Erasure

Console Link

1.2.1

Active

User Manual - Device Link Mac

MacBook Test

Device Link

Checksum

Checksum

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## DEVICE LINK REPORTS

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

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LOG OUT

USER PROFILE

REQUEST LICENSES

USER MANAGEMENT

LICENSE MANAGEMENT

DOWNLOADS

DEVICE LINK REPORTS

LOG OUT

DEVICE LINK REPORTS

Reports

Search

Show 10 per page

View    Created At    Station ID    Device Class    Serial    State

There are no records to show

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