# central innovation

# Get the most out of MyCi

MyCI has been developed as the new home for all the SOLIDWORKS resources you will ever need - **Tips, Libraries, Templates, Videos, Technical Support** - you name it!

The *myci.centralinnovation.com* website is a great place to access your account details, subscription benefits, email preferences, and additional content such as tips, tricks, videos and more. You will be able to create and log technical support tickets and view other support tickets from your company, too.

## LOG IN

When you visit the site, you will need to log in.

If this is your first time using the site, you will need to make sure that your contact details have been added you to your company's profile. The contact details can be requested from your company's account manager. You will then need to create a password for your account.

On the top of the screen, there is text box welcoming you to the site. In this box, there is a link for setting your password. Follow this link and the prompts to set your password. Alternatively, you can go directly to: https://myci.centralinnovation.com/People/CreatePassword
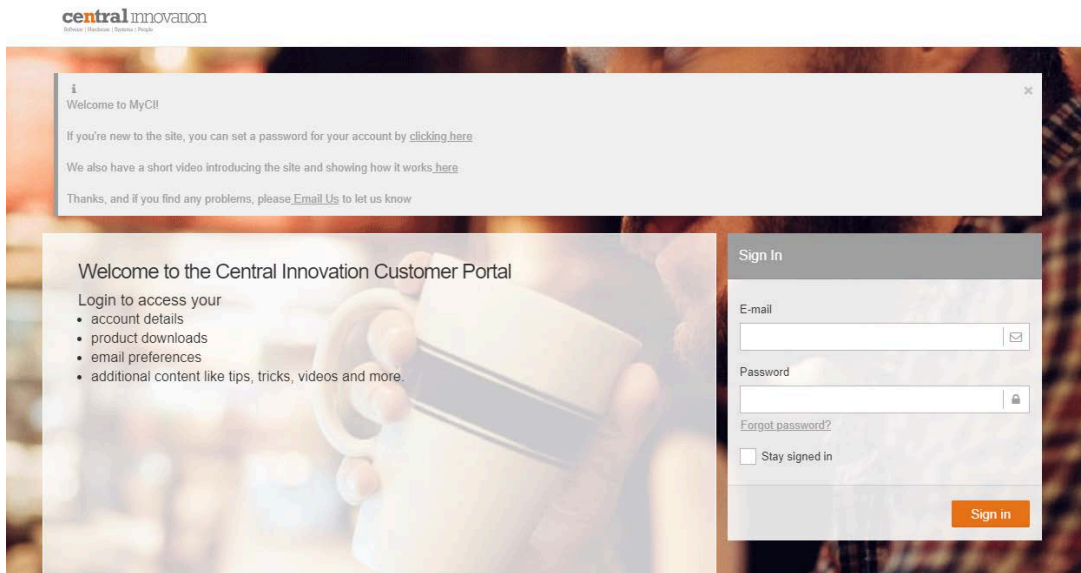


## WELCOME BACK

Once logged in, you will be directed to the *Welcome Back!* page. This page will display some quick links to Support, Tips of the Week and other featured videos or content.
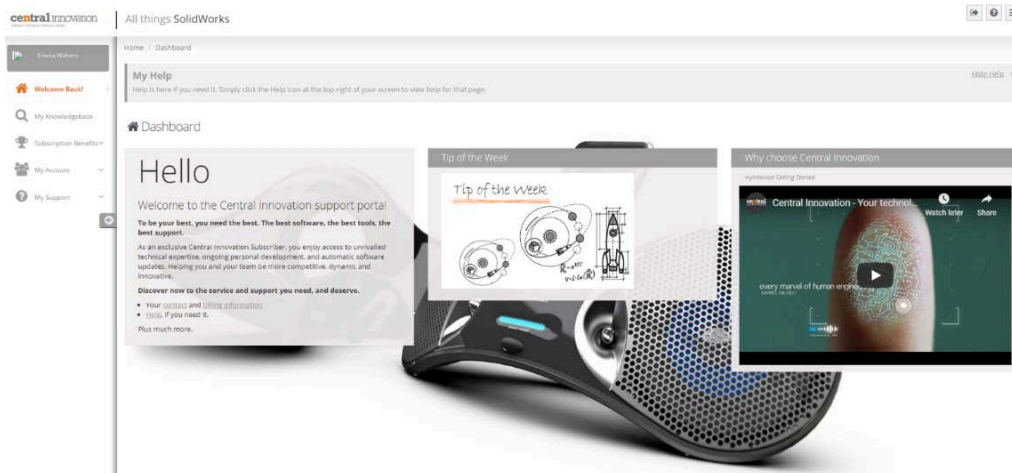
## MY KNOWLEDGE BASE

*My Knowledgebase* can be found on the left of the menu. Selecting this will take you to our weekly blog which contains tips and tricks to help you with your daily SOLIDWORKS activities. These tips cover some of our most ask questions and topics. They often include step-by-step instructions or short videos.
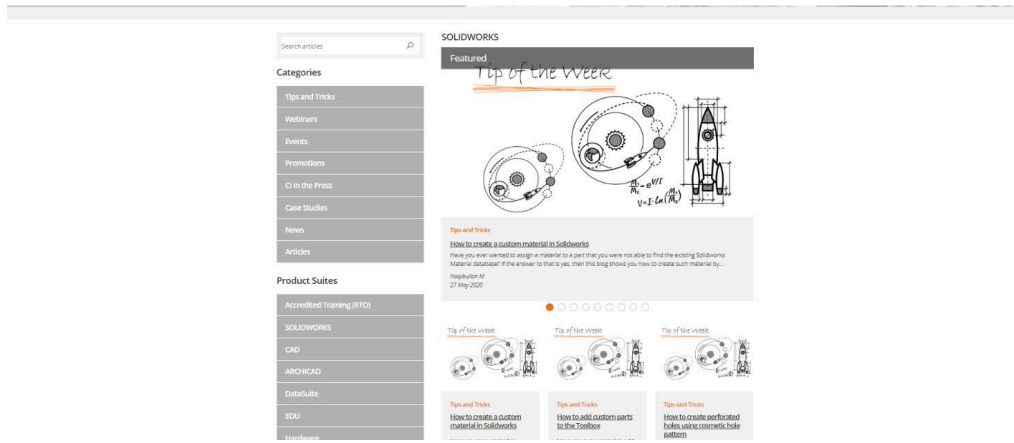


## SUBSCRIPTION BENEFITS

Accounts with an active subscription will have access to many resources and tools. Many of these can be found under the *Subscription Benefits* section of MyCI. The SOLIDWORKS Resources include Weldment profiles, Drawing Sheets, Blocks, Standard Library features, and 3D models.

In addition to the SOLIDWORKS resources, in the menu bar under Subscription Benefits you can find Tips, past webinars, and our upcoming webinars calendar.
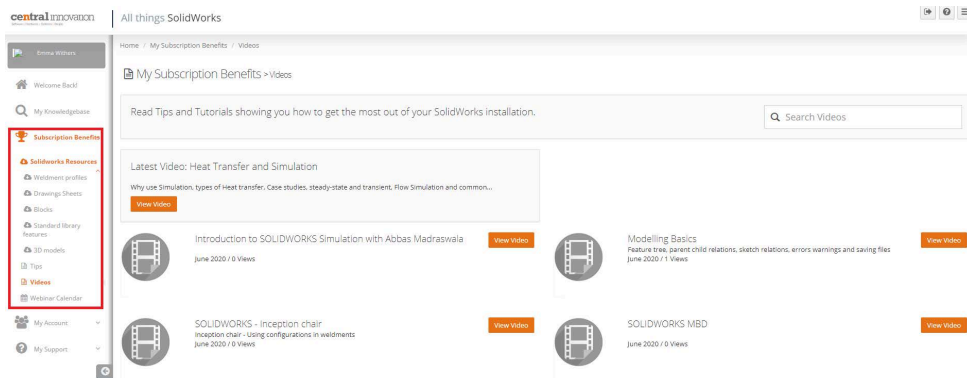


In the *Videos* section, you can find our webinars. This will direct you to a page where you can either view the video on MyCI or, if you click the title in the video, it will redirect you to YouTube. These videos can also be viewed in full screen on the MyCI platform.
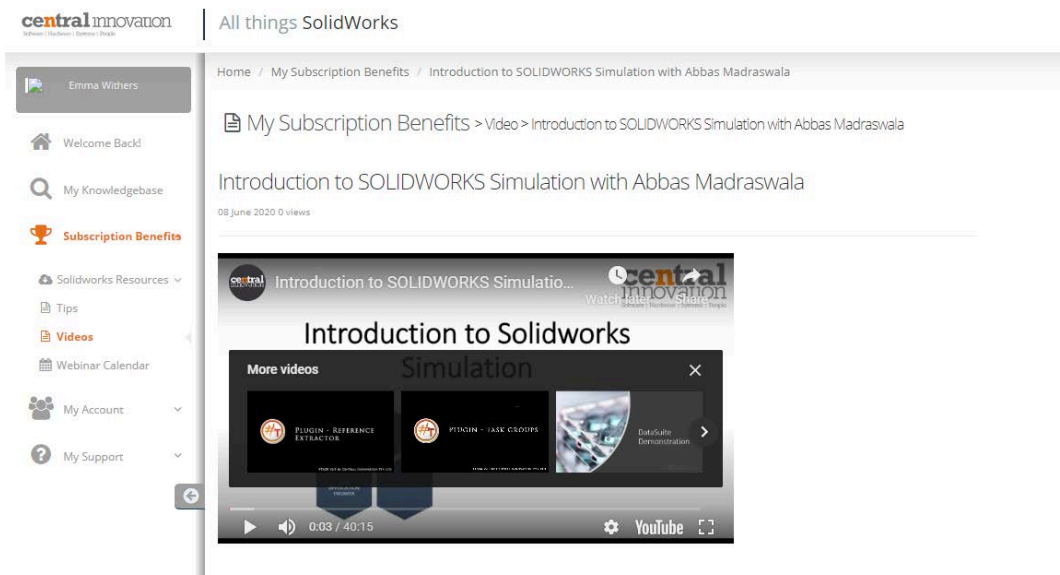
# MY ACCOUNT

The *My Account* section of MyCI portal is divided into 3 sections; *Details, Company*, and *People*. The *Details* section includes your personal information such as your name, email, and password. Here is where you can change your password and update your help preference i.e. If you want the grey help boxes to appear on your MyCI Account. This can be toggled on and off using the check box as indicated in the image below.



The *Company* section will display details about your company and the *People* section is where the designated person in your company can add and remove people from your company. If you would like to be the designated person, please contact us at support@intercad.com.au or support@intercad.co.nz.

# MY SUPPORT AND SUPPORT TICKETS

The final section of the menu is *My Support*. From here, you can click on your *Support Tickets* and view all support tickets that your company, whether outstanding or resolved. You can raise a new support ticket under this section as well.

To raise a new ticket, you will need to fill in the fields in the *New Ticket* section, you can directly upload any files that may be relevant to your issue when you create your ticket. We understand that SOLIDWORKS files and problem captures can be quite large; so, we have also included a link which you can use to upload files that may be larger than 20MB.

# MY SUPPORT AND SUPPORT TICKETS CONT.

With old or existing tickets, you will be able to view their status and details, enabling you to easily keep track of your records. If you click on the *Details link* for a case, you can add more files or comments if you have further information that you would like us to be aware of.
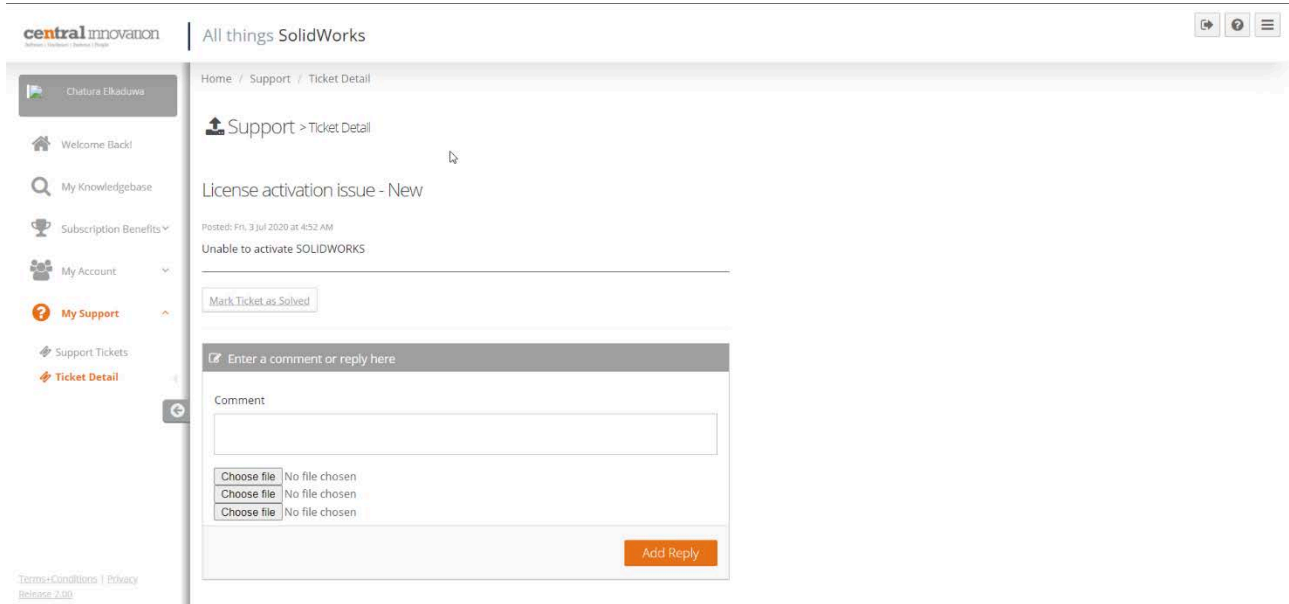


This covers the basics for MyCI, if you have any issues or problems with the platform please feel free to email our support channel on support@intercad.com.au or support@intercad.co.nz and we will do our best to assist and get you up and running on this platform.