

# SDL My Account Guide

This guide introduces new users to their SDL My Account

Your SDL My Account is a single point of entry for information. It is an online center where information relating to your SDL orders, licences, downloads, support access and more can be found.

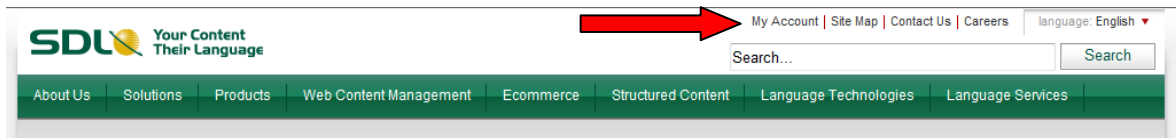
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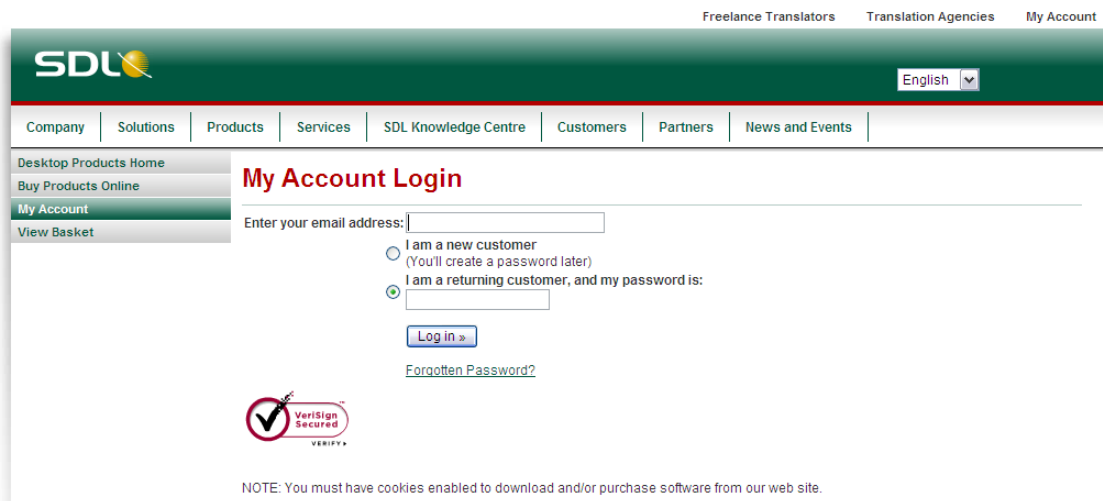
# Login Guide

To access your SDL My Account, follow these few simple steps:

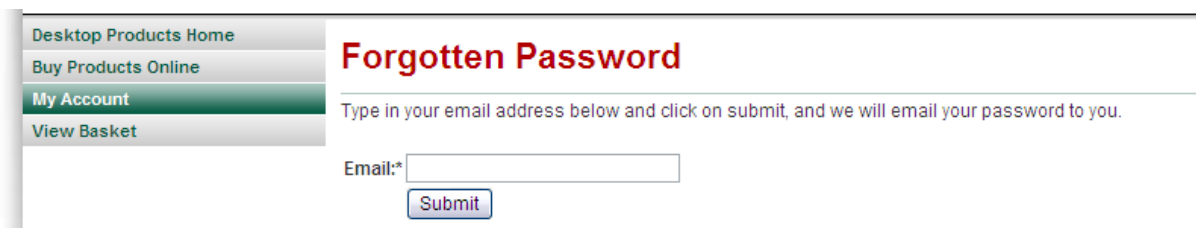
1. Go to: <http://www.sdl.com/en/>
2. On the home page of the SDL website, you will find a link to the My Account area (highlighted by the red arrow below), please select this.



3. You will then be shown this page to log into your SDL My Account.



4. On your first visit to this site, you will need to select 'Forgotten Password' which will bring you to the following page:



Please type your email address here and select submit. You will then receive an email with your login details.

You will then be able to enter your email address and password to the 'My Account Login' which will take you to the SDL My Account Center.

# SDL My Account Guide

Once you have logged in you will then be directed to your SDL My Account Summary page.

On this page you will see a list of sub pages.

**My Account**

- My Orders
- My Licenses
- My Downloads
- My Support
- My Quotes
- My Apps
- Beta Program
- My Certification and Training
- Account Details
- My Details
- Change My Password
- Switch Account
- Log Out

## Account Summary

You are logged in as [Name]

### My Orders

- View order details
- View invoices
- Pay any outstanding orders

Go to [My Orders](#) »

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### My Licenses

- View activation codes
- Generate and download license files
- Return and upgrade licenses

Go to [My Licenses](#) »

### My Downloads

- Download the latest product evaluations
- Download your purchased products
- Get the latest updates and patches

Go to [My Downloads](#) »

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### My Quotes

- View quotations
- Place an order from a quotation
- Request a quotation

Go to [My Quotes](#) »

### My Support

- My PSMA
- SDL Knowledge Base
- SDL Support

Go to [My Support](#) »

1. **My Orders** – here you can view any orders you have made
2. **My Licenses** – here you can view your licenses
3. **My Downloads** – shows all items available for you to download e.g. products, installation guides, release notes
4. **My Support** – if you have a **Support and Maintenance** agreement with SDL then the **My Support** and **SDL Support Escalation Process** sections will be visible to you. The **SDL Support** section is where you log into the **SDL Support Portal** to log a Support case.

If you do not have a Support and Maintenance agreement then use the SDL Knowledge Base to find resolutions to common issues, hotfixes and patches.

For licensing and installation queries, go to the Solution Finder tab in the SDL Knowledge Base, then select the relevant section from the menu on the left hand side of the screen.

## My Support

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### My PSMA

View your Premium Software Maintenance Agreement.  
[Go »](#)

### SDL Knowledge Base

Find help with common issues with SDL products.  
[Go »](#)

### SDL Support

Submit your technical query and view previous Support requests online using the SDL Customer Support Portal.  
[Go »](#)

To contact a member of the SDL Support team to discuss a previously submitted Support request: [Support Telephone Numbers](#)

### SDL Support Escalation Process

If you have logged a case with SDL Support and are not happy with the response from support or we have failed to meet the SLA (Service Level Agreement) times as specified in your contract and you would like to escalate your case to the next level - please follow the process outlined in the document.  
[Go »](#)

Here you can also view your Support and Maintenance (PSMA) agreement.

5. **My Quotes** – this is where your sales quotes are stored
6. **My Apps** – Here you can browse our Apps and learn more about the SDL Open Exchange. You can also find out how to become an SDL Community Developer.
7. **Beta Programs** – join one of our Beta programs
8. **My Certification & Training** – If you have purchased a training course through SDL you will find your course training workbook, sample files and the relevant SDL Certification exams in this section. If you need further information on SDL Training or have a training related query then please email [producttraining@sdl.com](mailto:producttraining@sdl.com).

### My Certification and Training

Your personal Certification and Training page gives you access to:



- your SDL Certification exams
- promote your SDL Certification status on your dedicated web page
- training course manuals and sample files
- [give us feedback on courses attended](#)

[Find out more about the SDL Certification Program](#)

[Find out more about SDL Training courses](#)

[Go to My Certification and Training »](#)

### 9. Account Details, My Details and Change My Password

If you have Administrator rights you will be able to make changes to individuals that have already been designated Contacts on your SDL My Account.

You will also be able to add or delete Contacts and add Administrator rights to these Contacts.

To create a new Contact, you must to complete the following:

### Add an additional contact

Contact Details	Address Details
First Name:*	Company: (if applicable)
Last Name:*	Address Line 1:*
Email:*	Address Line 2:
<input type="checkbox"/> Make contact an account administrator? Administrators can places orders for this account and manage account contacts.	Town / City:*
	County / State:
	Post Code / Zip:*
	Country:*
	Telephone Number:*
	Fax Number:
	<input type="button" value="Create contact"/>

Please make sure you fill out all the required fields marked with \*. If the new Contact is going to be an administrator, then you can tick the box that states so. Once completed, you will need to click the 'Create Contact' button.

Once you have added the Contact, you will see them appear in alphabetical order on the Contact list. You have the rights to select what type of access each Contact has.

#### Access levels:

- Administrator:** Able to manage Contacts. Access to all areas on account
- Support User:** Able to log Support cases for an SDL My Account and access to all areas on the account
- Support Access Only:** Can only access support portal and cannot access anything else i.e. 'My Orders' as shown below.

<b>My Account</b>	<h2>Account Summary</h2> <hr/> <h3>My Support</h3> <ul style="list-style-type: none"><li>• SDL Trados Knowledge Base</li><li>• SDL Trados Support</li></ul> <p>Go To <a href="#">My Support</a> »</p>
My Support	
Beta Program	
SDL TRADOS Certification	
Account Details	
My Details	
Change My Password	
Log Out	

The level of Support and Maintenance agreement you have purchased determines how many people can be selected as Support Users.

- Support and Maintenance Basic (PSMA Level 1) enables you to have 1 designated Support User
- Support and Maintenance Professional (PSMA Level 2) enables you to have 4 designated Support Users

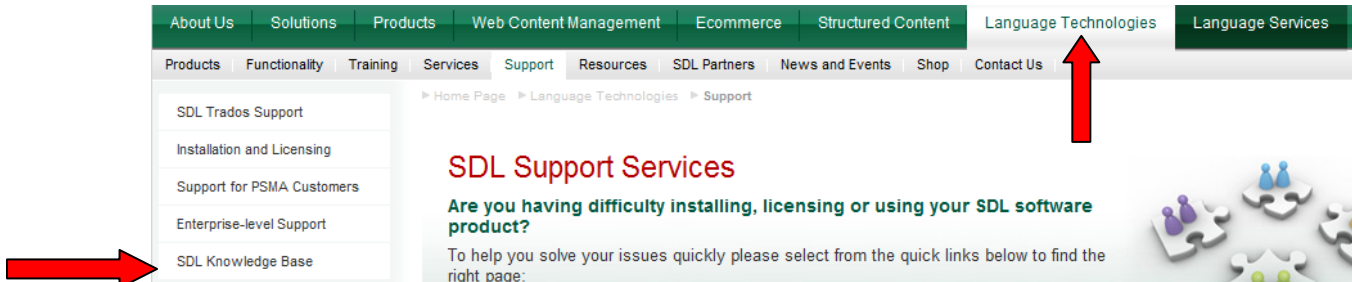
If you are not flagged as a user, you cannot log a Support case.

# SDL Knowledge Base

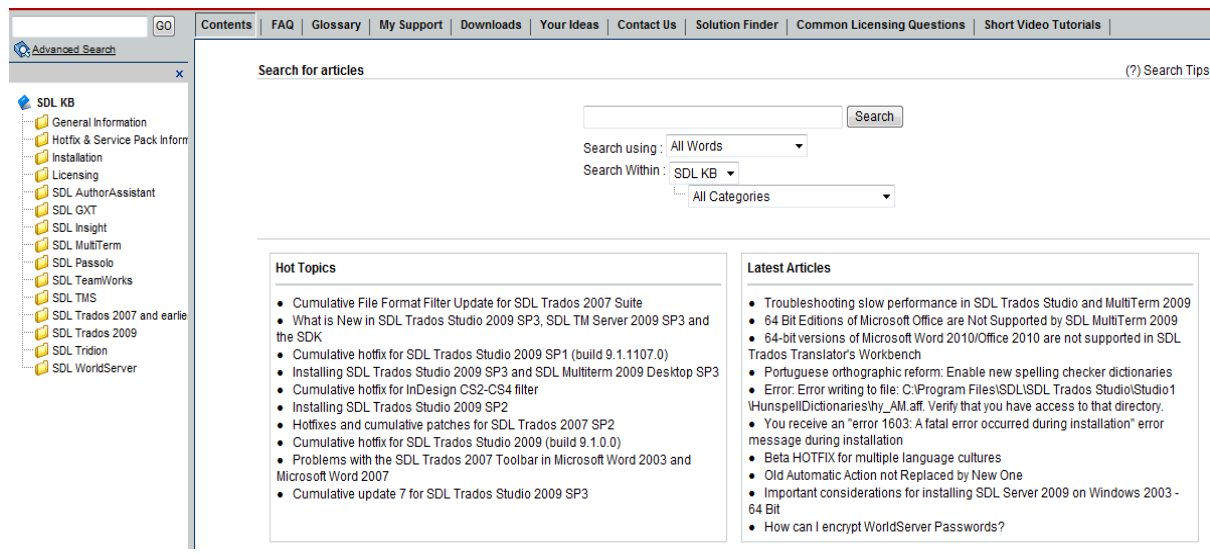
The SDL Knowledge Base enables you to search for resolutions to common problems, hotfixes and patches.

To find the SDL Knowledge Base from our website, you will need to access the Language Technologies section, then select the Support tab and then the SDL Knowledge Base drop down.

You are not required to login into the 'My Account' area to do this.

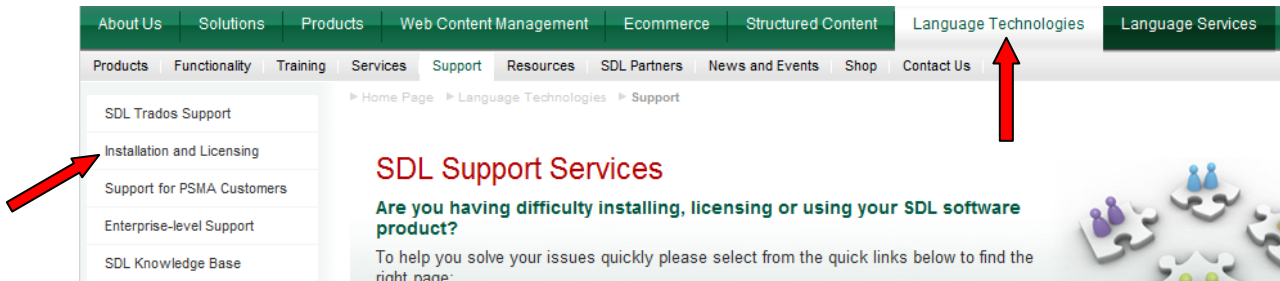


The SDL Knowledge Base contains latest articles, hot topics, a solution finder and glossary.



# Licensing and Installations

If you are having difficulty downloading and installing any of our licences or software please visit the SDL [website](#) and go to the Language Technologies page. Select the Installation and Licensing tab as shown below:



This page guides you to our Solution Finder in 3 simple steps, as below:

## Solution Finder

**Resolve your Licensing or Installation problems in 3 simple steps**

The 'Solution Finder' draws on information we already have in the knowledge base but without you having to search for it yourself

### Step 1

Go to our Knowledgebase

Go to our knowledgebase by clicking: <http://talisma.sdl.com>

### Step 2

Click the "Solution Finder" Tab

You will then be presented with the Solution Finder home page

### Step 3

Select Your Topic of Choice

Select the topic of your choice in the menu on the left. [Solution finder direct link.](#)

At each step you are presented with questions and choices that narrow down the possible causes of your problem. If at the end of the process you haven't been guided to an appropriate solution to help you with your "Licensing or Installation" problem you will still have a **feedback form to get help from the Support Team.**

**Licensing Problems**

- My software runs in demo mode only, or Activation/Licensing does not work.
- Floating License
  - Licensing does not work.
    - Yes, I have installed FLEXlm license server already.
      - The host ID is correct.
        - No, I cannot start the service.
          - Yes, the path to "lmgrd.exe" is correct.
            - Yes, I do have enough rights but still cannot start the service.

Name:

Email:

Phone:

Company:

I prefer an answer in:

Product:

Version Number (You will find this in Help > About):

Operating System:

Once in the Solution Finder, you can select the question options that will guide you to the correct article.