



User Guide

ISD Account

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1 ISD Account

1.1 Register

The new Sign up (Register) form has some new input fields. You can now enter the Company/Educational institution, Customer number, Salutation, First name and Last name, Postal code, Country, Phone number and an E-mail address. Also, users are requested to define a Password.

Create ISD account

You are a new user?

Simply fill out the form below and click on Register in order to access the desired ISD Group services.

Password policies: Your new password has to be between 8 and 16 characters long. We recommend that you use additional characters for increased security. Assigning the username as password poses a security risk and should be avoided.

You already have an account?

[LOG IN](#)

Company / Educational institution*

Customer number

Salutation*

First name*

Last name*

Postal code*

Country*

Phone number*

E-mail address*

Password*

Confirm password*

By creating an ISD account you agree to the ISD Group's [privacy policy](#).*

[Register](#)

Required fields are marked with a * (star).

Users should also note that the new registration procedure omits the freely selectable "Username". According to the new login procedure, the corresponding E-mail address is identical with the username. If an E-mail address already exists, an appropriate error message will be displayed for the user.

Customers have the option to "suggest" a customer number during the registration process. The Customer area will only be activated after successful verification of the customer number. A small green checkmark indicates to the customer that the customer number has been checked and accepted. As soon as the customer number has been verified, this field can no longer be edited.

D00007 ✓

Customer number not verified

D00007 ✓

By registering the user accepts the Data Protection Guidelines according to our website. A link to our Data Protection Guidelines can be found between the input fields and the Register button.

The registration has been secured by means of a Double-Opt-In procedure. After registration, the user will receive an E-mail with an activation link. The user can only access his/her ISD account after activation via this link. If the account will not be activated within 14 days, the user will be deleted again automatically.

After successful activation the user has to login with his/her login data to access the Online services.

1.2 Pseudonym for the ISD Forum

To be able to use the ISD Forum a Pseudonym is required. After successful registration a Pseudonym will be assigned to each new user. The automatically generated Pseudonym consists of a multi-digit, alphanumeric combination in the format ISDmemeber123456789. The order of the numbers is arbitrary.

If desired, the Pseudonym can be personalized in the protected ISD Account. Via Settings > Edit access data users have the option to define a new Pseudonym. They can change the Pseudonym in the ISD Account as often as they like.

For all users who were using the Forum while the above changes were implemented, the Pseudonym that was used there will apply.

Pseudonym for the ISD Forum

To be able to use the ISD Forum you require a Pseudonym. After your successful registration, you will obtain this Pseudonym automatically. You have then the option to personalize your Pseudonym for the ISD Forum.

Please note that changes to the Pseudonym are instantly visible, but it can take up to 5 Minutes until the new Pseudonym becomes visible in the Forum.

Guidelines for the Pseudonym: Your Pseudonym must have a minimum length of 6 and a maximum length of 16 characters.

Pseudonym * Only for the ISD Forum

> Save data

1.3 Login

The login requires the input of your E-mail address and Password.

The whole world of ISD with only one account!

Log in with your access data to get access to your personal ISD account and to all ISD platforms.

Username

Password

Login

[Forgot your password?](#)

New to the ISD Group? [Register now](#)

1.3.1 Forgot password?

If a user has forgotten his/her password, he/she can create a new password by clicking on the “Forgot password?” link and entering his/her username.

Forgot your password?

No problem. You can easily reset your password and set a new password.

Please enter your user name / E-mail address in the field below and request your new password.

After entering your data, you will receive an E-mail with detailed information on how to reset your password.

Username / Email*

Request new password

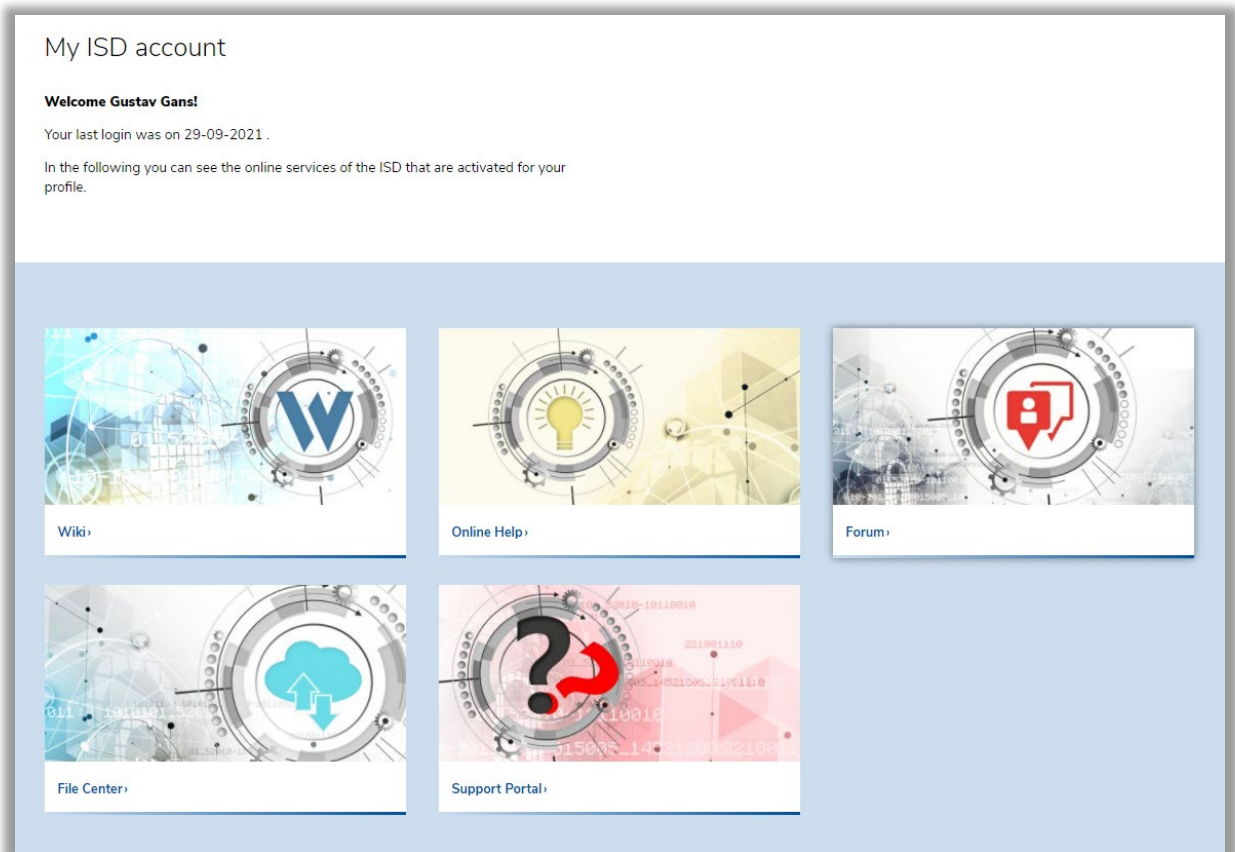
You already have an account? [Login | ISD Group](#)

New to the ISD Group? [Create new ISD account](#)

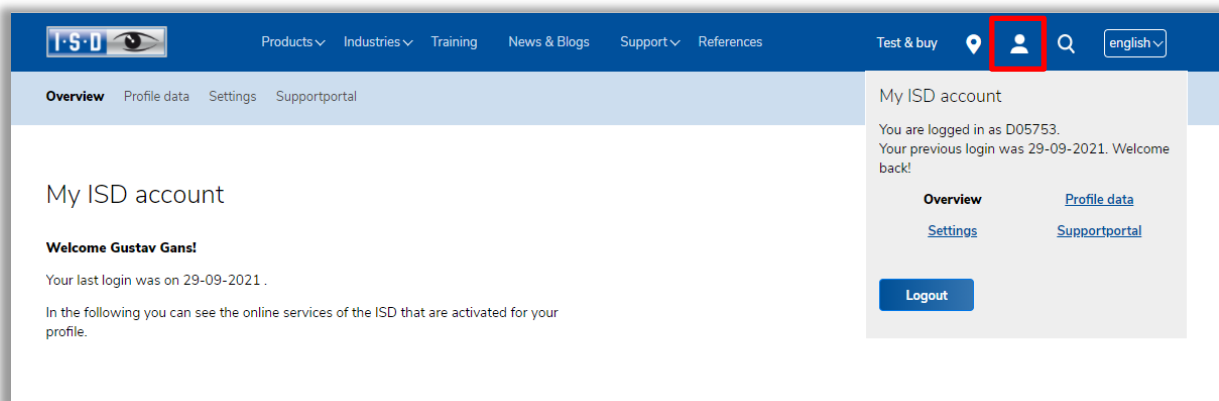
Here, too, an E-mail with a security token will be sent to the specified E-mail address / the username. You can then change the password by clicking on the link in the E-mail. If the “Forgot password?” function was used accidentally or not by the user, simply ignore the E-mail.

1.3.2 Login successful

After successful login the user will be redirected to a page with an overview of Online services that have been made available to his/her user account.



In the small menu at the top right the customer can switch to his/her Profile data or Settings or logout again.



1.4 Settings

In the Settings users can access their Profile data, view or change their Login data and specify further settings, e.g. Language or Newsletter subscription.

Profile data

Below you can see which user data is currently stored for the license contact person of your company/educational institution. Please keep your data up to date for the purpose of individual communication with you. Simply contact us by E-mail at youraccount@isdgroup.com and inform us of your change. As soon as we have updated your profile data, you will be informed by E-mail.

Customer number
D05753 ✓

Company / Educational institution
Test-Firma

Salutation
Mr ▾

First name
Gustav

Last name
Gans

Postal code
44666

Country
Germany ▾

Phone number*
987654312

[Save data](#)

1.4.1 Edit profile data

Users can access their Profile data either directly via the small menu at the top right or via Settings > Profile data. Here, users can view their profile data, add new data or update existing data.

After each change the user will receive an E-mail informing him/her about the change.

My ISD Account - Settings

Manage your personal user account and keep your data always up to date. In this way we can ensure that you always have relevant information available to you and provide a good user experience and suitable offers.

<p>Profile data</p> <p>Edit your general profile data such as company name, address, telephone number, etc.</p> <p>Edit profile data</p>	<p>Access data</p> <p>Here you can change your access password or update your E-mail address.</p> <p>Edit access data</p>	<p>Contact</p> <p>Determine how and in which language we may contact you.</p> <p>Edit contact</p>	<p>Associated accounts</p> <p>Manage all ISD accounts associated with your customer number.</p> <p>Manage accounts</p>
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1.4.2 Edit access data

The “Edit access data” allows users to change their Password, to personalize the Pseudonym for the ISD Forum, to update their E-mail address, or to delete their account completely.

Access data

In the following you have the possibility to change your password and the pseudonym for the ISD Forum. Changes to the E-mail address are not possible. Please contact us on this matter by E-mail at youraccount@isdgroup.com.

Change password

Please enter your new password here and confirm the password for your account.

Please note that your new password is activated immediately.

Password Guidelines: Your new password must be between 8 and 16 characters long. We recommend using special characters for increased security. DO NOT use the user name as password, as this makes your account vulnerable!

New password*

Confirm password*

Change password

Pseudonym for the ISD Forum

For the use of the ISD Forum, a pseudonym is required. This will be assigned automatically after successful registration. In the following you have the possibility to personalize your pseudonym for the ISD Forum.

Please note that changes to your pseudonym are immediately visible. However, it may take up to five minutes until the newly assigned pseudonym is activated in the forum.

Pseudonym Guidelines: Your pseudonym must be between 6 and 16 characters long.

Pseudonym Only for the ISD Forum*

Save data

E-mail address

Would you like to change your E-mail address? Then simply contact us by E-mail at youraccount@isdgroup.com and let us know your old and your new E-mail address. We will take care your request as soon as possible.

E-mail address*

Close account

You want to close your account?

Bummer! Follow the link to unsubscribe from the online services of the ISD: [Close account!](#)

1.5 Contact

1.5.1 Newsletter Subscription

Here, users can subscribe to our Newsletter and choose a preferred Language in which they wish to be addressed by the ISD. It can be de-subscribed at any point.

We are communicative!

You decide! Select the language in which you would like us to communicate with you. You can also subscribe to our newsletter here, if you have not already done so!

Language / Newsletter

Language*

-

Newsletters

Newsletter (DE)

Newsletter (EN)

Newsletter (FR)

Newsletter (NL)

[Save data](#)

If a user does no longer want to use the Online services of the ISD, he/she has the option to delete his/her user account.

The user account will be deleted immediately, and the user will receive an E-mail confirming the deletion.

When deleting the ISD account, the Pseudonym for the Forum will be deleted as well. The contributions of the user, however, will remain in the Forum and will be marked with "guest". The Newsletter subscription will be continued, independent of the status of the ISD account.

1.7 Unused ISD Accounts

Unused user accounts will be automatically deleted after 12 months. After 9 months the corresponding user will be informed about the planned deletion and has then 3 more months to reactivate his/her ISD account. If a login takes place within these 3 months, the ISD account will be continued. Otherwise it will be deleted after these 3 months.

1.8 Logout

After successful logout the user will be automatically redirected to the ISD homepage.



THE WORLD OF CAD AND PDM SOLUTIONS



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