



User Guide
ISD Customer Account

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1 Customer Account

Each company obtains one superordinate customer account, with the respective customer number as username. No registration (Sign up) will be required for the customer account - it will be created automatically for all existing customers. Administrator of the customer account will be the person whose name has been stored at the ISD as the contact person for licensing.

1.1 Password

When purchasing the ISD Software solutions, the licensing contact will receive a password for license activation via E-mail. This password is also valid for the ISD customer account.

1.2 Customer administrator

The licensing contact of the company is at the same time the administrator of the user account with the corresponding customer number as username.

Via the customer account the administrator has the option to manage group memberships of the company's staff members. He/she can add staff members/colleagues to the customer account or remove them. Persons who do not belong to the company group can be rejected.

Please note: 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.

D00007	
Customer number not verified	
D00007	

1.2.1 Changed contact for licensing

If the contact person for licensing changes, the ISD must be notified. A change via the customer account is not possible.

1.3 Personal user Account

All licensing contacts have the additional option to create a personal ISD account with their E-mail address as username and their own password.

1.4 Login

You log into the customer account with the customer number and the 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](#)

1.4.1 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](#)

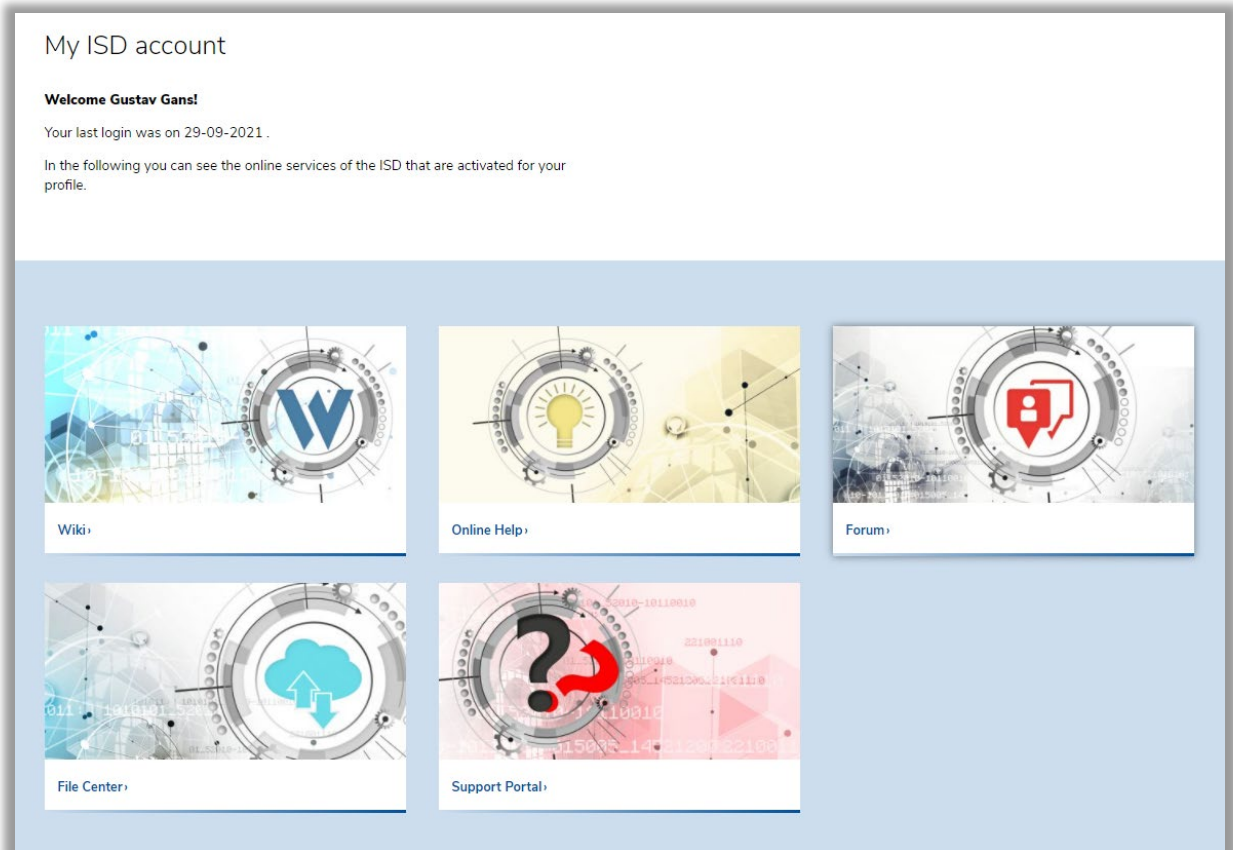
You already have an account? [Login | ISD Group](#)

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

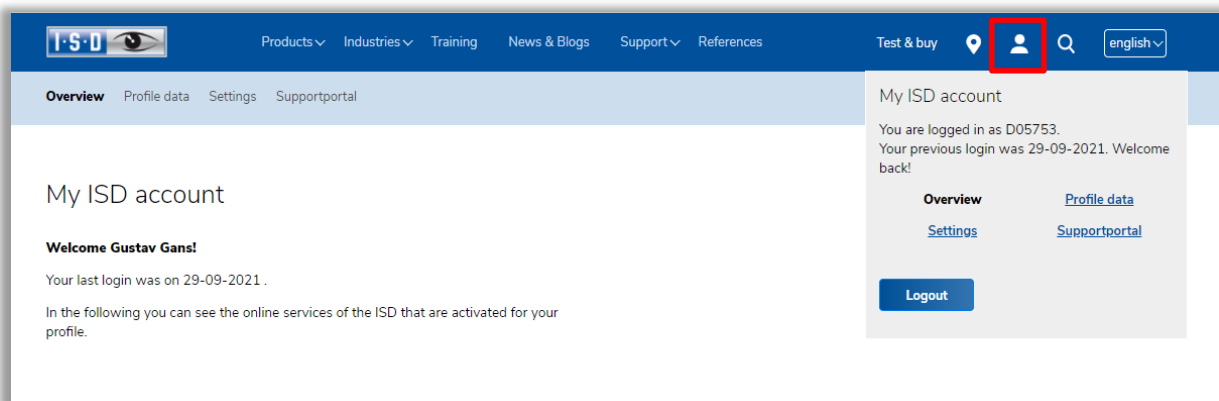
Here, too, an E-mail with a security token will be sent to the specified E-mail address / the username. You can then change the password by clicking on the link in the E-mail. If the “Forgot password?” function was used accidentally or not by the user, simply ignore the E-mail.

1.4.2 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.

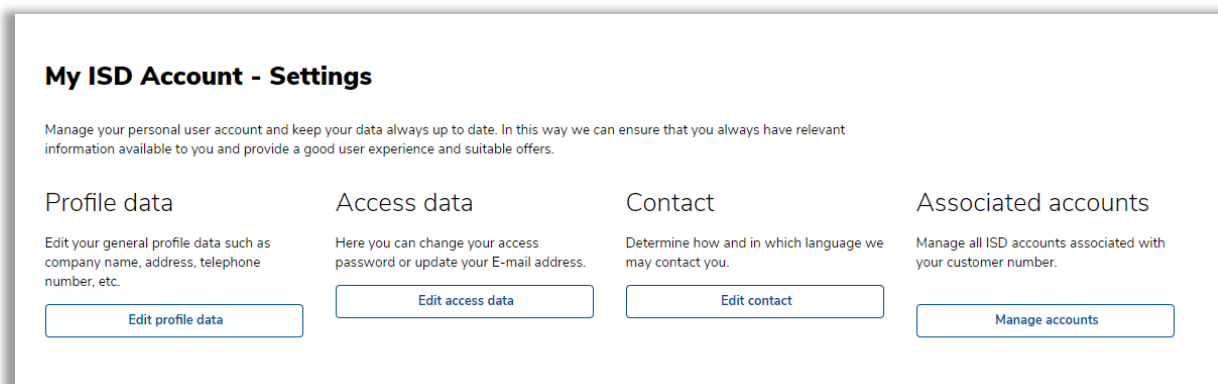


In the small menu at the top right the customer can switch to his/her Profile data or Settings or logout again.



1.5 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, and manage ISD accounts that have been assigned to the customer number.



1.5.1 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 the profile data of their user accounts and update their phone number. If the company name or the contact person for licensing changes, the ISD must be notified about this in writing.

When changes are made to the customer account the user will receive an E-mail confirming that his/her data has been changed.

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

1.5.2 Edit access data

Via "Edit access data" the licensing contact has the option to change his/her password and the pseudonym for the ISD Forum.

If the E-mail address stored in the customer account needs to be changed, an E-mail must be sent to youraccount@isdgroup.com.

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!](#)

1.6 Contact

1.6.1 Subscribe Newsletter

Here users have the option to subscribe to the Newsletter and select the language in which they wish to be contacted 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](#)

Via “Manage linked accounts” the administrator has the option to view, manage or remove all accounts that are assigned to his/her customer number.

Manage associated accounts

In the following you have the possibility to view, manage or remove all accounts assigned to your customer number. If a login is missing, please contact us by E-mail at youraccount@isdgroup.com.

Username	E-mail address	Name	Last login	
D05753	isdtest3@gmx.de	Gustav Gans	29.09.2021	
isd.musterfrau@gmx.de	isd.musterfrau@gmx.de	Maximilia Musterfrau	18.12.2020	Remove
isdtest3@gmx.de	IsdTest3@gmx.de	Urs Friedli	10.08.2021	Remove
isdtest4@gmx.de	isdtest4@gmx.de	Urs Friedli	20.07.2021	Remove
isdtest@gmx.de	isdtest@gmx.de	Urs Friedli	13.09.2021	Remove

1.8 Logout

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



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