

My DI Community FAQs

What is the My DI Community and Support Portal?

Data Innovations is excited to launch the My DI Community - our all-new Customer Support Portal. As of April 12, 2021, My DI will become the place for **North American** Data Innovations customers to submit support requests, access and download instrument drivers, and access and review solution and product documentation. My DI will ultimately replace the former "Customer Web Portal" (or, CWP) for all, and will deliver a more streamlined, intuitive customer support experience in its place. Over time, we plan to expand My DI to further enhance our customer's experience and improve collaboration.

How do I log-in to My DI?

On or about April 11, 2021, you'll receive an activation email from DI's new *Salesforce* community with a very **prominent link** to click. This activation link will prompt you to establish a username and password, much like other web applications. You can also request that your IT department add force.com and salesforce.com domains to your email "Allowed List" to ensure you are in receipt of important My DI community emails.

Following the initial login, you'll be able to access the portal through **Data Innovations website** under the **Support Tab** (www.datainnovations.com/support-0) and click the **North American button** from the **regional links section**.

Where will I go to access the new My DI Community and Support Portal?

After we go-live and you have initially activated your account on the new community, you'll be able to access the new My DI Community the same way as you have previously accessed the CWP through the website. **North American** Users will click the **North American regional** link from the **Support tab** on the **Data Innovations website**. The new link will take you directly into the new My DI Customer Support Community.

Who can use My DI?

My DI is a community for all Data Innovations direct customers across our suite of solutions. Many customers of DI solutions obtain a first level of support through one of our resellers, and that will not change. If you are a Direct North American Customer or Business Partner, and were a previous CWP user, you will have access to My DI. If you are a Direct North American customer or Business Partner, not a current CWP user, and would like to request access, you can do so by emailing support@datainnovations.com. If you have a DI solution through one of our resellers, please contact that reseller for information related to support.

What can I do if I don't understand how to use My DI?

The Data Innovations team has created easy-to-understand documentation (like this FAQ!) and tutorials to help you familiarize yourself with the My DI functionality. Please visit the Customer Support page of the Data Innovations website to review:

- An **expanded FAQ** to include additional Q&A from our Customer Community
- A **short video-tutorial**, that shows you how to navigate the simple features of My DI
- A **simple job-aid** that you can keep handy until you've mastered the new site

How do I create a support ticket or case in My DI?

Cases will be our new My DI terminology for what we used to refer to as 'Incidents'. When you first arrive on the My DI home page, you'll have several ways to create new 'Cases'. There will be a simple tabular navigation that will give you the ability to find open Cases, and conveniently placed 'New' buttons that will allow you to submit new Cases. You'll also be able to collaborate with DI Support Engineers. You can refer to the My DI Community Job Aid or webinar replay for more information.

Can I still call Customer Support directly?

Of course! You may still contact Customer Support directly by calling 1(802) 658-1955.

We hope, though, that you'll use My DI as a starting point for most of your cases! There, you'll be able to monitor the status of any open Cases, collaborate through 'chatter' with your Support Engineers and even **self-serve** by accessing items such as the driver library, software downloads, product documentation, and known issues. Of course, if you have an **after-hours, critical** or **very high priority issue**, please call us using the phone number listed on the Support page on the DI website.

Can I still email Customer Support directly?

Yes, you can still email customer support by clicking on the email support link located in the regional section of the Data Innovations Support page. Doing so will create one of the Cases we referred to above, which you'll be also be able to view and monitor from your **My DI** community.

Will previous driver versions be posted to the My DI Community?

No. Previous/older versions of drivers will not be posted to the My DI Community. Only the most recent driver versions will be available for download.