

Introducing the My DI Community!

A premier viewing for DI customers
March 9, 2021



This session will be recorded for those who can't join us now.

The Purpose of Today's Session



Share our
vision

Introduce
the My DI
Community

Provide
some
project
details

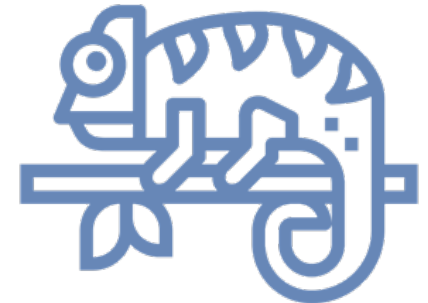
Answer
your
questions

Our Agenda

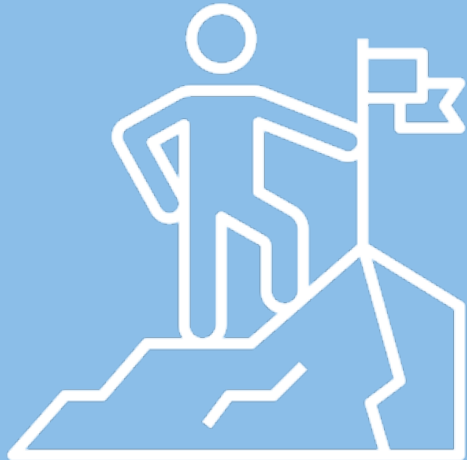
- I. Why the change?
- II. High-level goals
- III. How to use My DI
- IV. Details about launch
- V. Answering your questions

Why the Change?

- Integrated platform
- Enhanced stability
- Improved experience
- Technology and usability upgrade
- Enables easier collaboration



Goals



- Eliminate downtime
- Enable self-service password management
- Enable driver downloads
- Enhanced ability to collaborate with Data Innovations
- Build a robust Knowledge Base over time that enables self-service

Lights! Camera! Action!

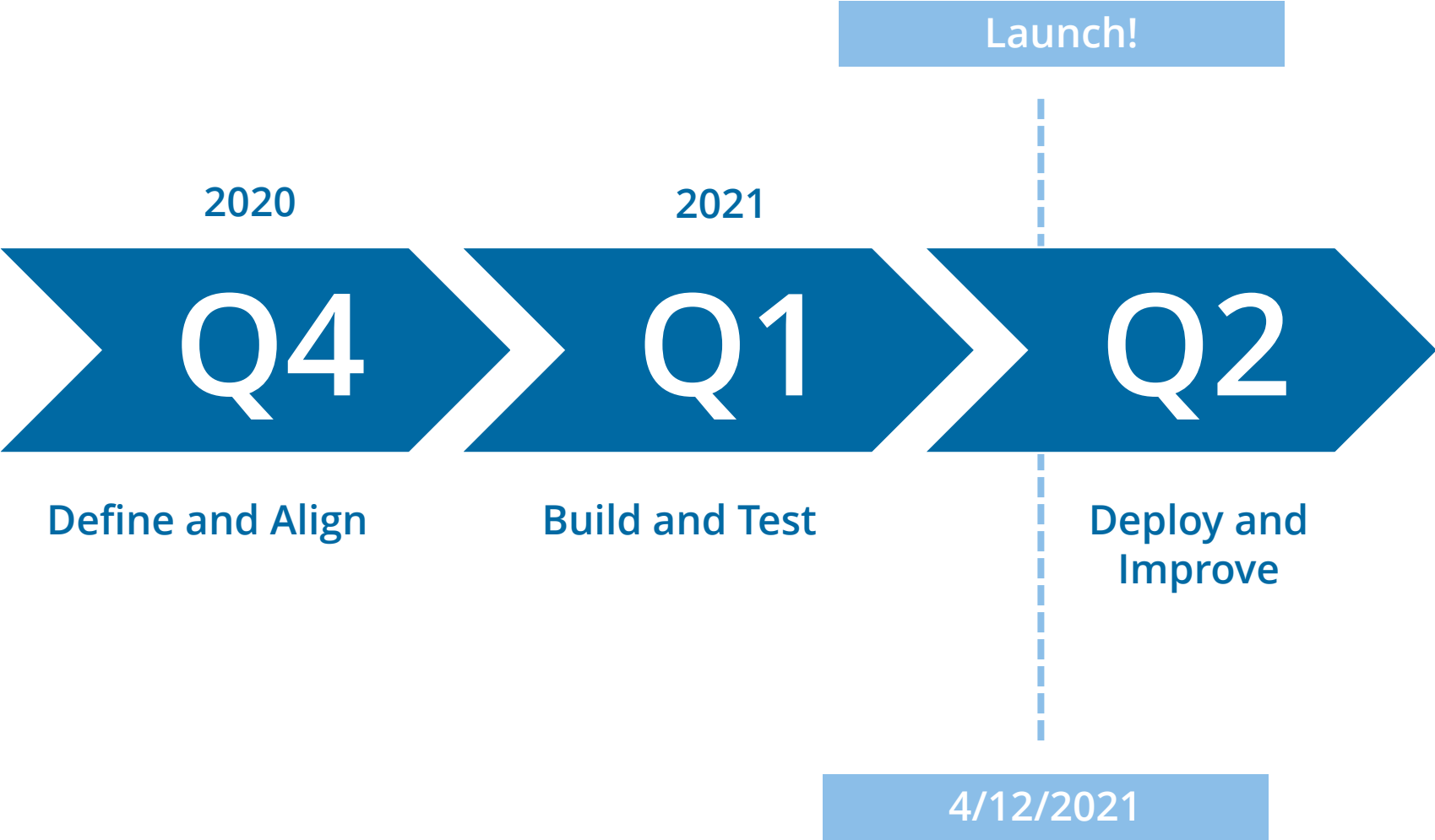
Your premier viewing of the new My DI Community

Learn how to:

- Login to My DI
- Reset your password
- Submit a question (Case)
- View the status of Cases
- Collaborate on Cases
- View your licensed DI solutions (Assets)
- Find and download drivers



Timeline



Important Details



- Drivers will be available on the My DI Community at launch; the KnowledgeBase will continue to grow overtime
- Cases that were previously open in CWP will be open in My DI when the Community launches
- If you're currently a user in CWP, you will be enabled on the My DI Community and will receive an activation email with a URL that you can bookmark on your browser. After initial activation, you'll be prompted to establish a password
- Going forward you'll return to the My DI login page each time you wish to login
- Browsers may be able remember your username and password, if you prefer. The My DI Community is a Salesforce solution and has been validated for use with specific browsers
- The goal for initial launch is to replace the functionality you used in CWP, improve uptime, and enable password self-service. We will continue to improve over-time to enhance your experience.

When should I use



- For low or medium priority cases
- To download drivers
- To collaborate with DI Support engineers
- To view Case status or add new comments to a Case
- To find helpful articles
- Always call Customer Support directly for urgent issues, 24x7

Questions we know you have

- Can I still call DI Support?
- What website will I use to login?
- What if I can't find a driver?
- Who can I call if I need help?
- When will My DI launch?
- What if I lose my activation email?



Any Other Questions?



Thank you!