

MyCentre User Manual

1. Introduction

This manual provides instructions for using MyCentre. MyCentre is a user portal that is used to manage access to MHI products, which include released software (PSCAD™ Professional and Educational Editions, Enerplot, PRSIM, FACE, and the PSCAD Initializer), and unreleased software (PSCAD Free Edition and Beta Editions).

MyCentre contains certificate licensing to authorization to use the above products and the software installers for the products.

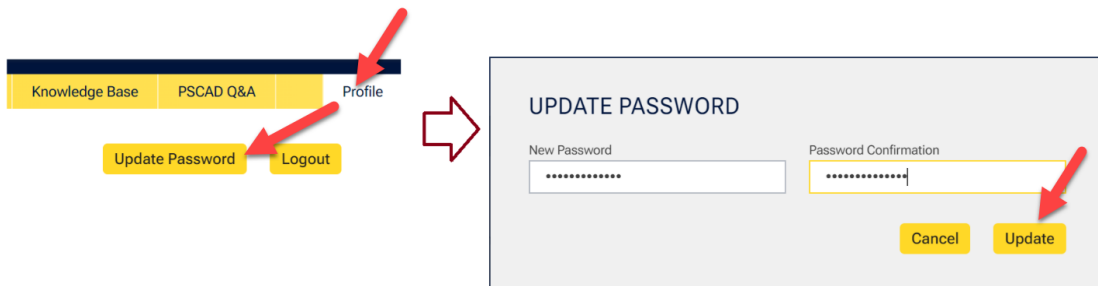
Note - If using *lock-based licensing* with the PSCAD Educational and Professional Editions, access to MyCentre would be required to access the product installers only.

The information in this manual is applicable for the Administrators who manage access to the licenses, and for the User members who are using the MHI Products.

2. Setting up and Logging in to your MyCentre User Account

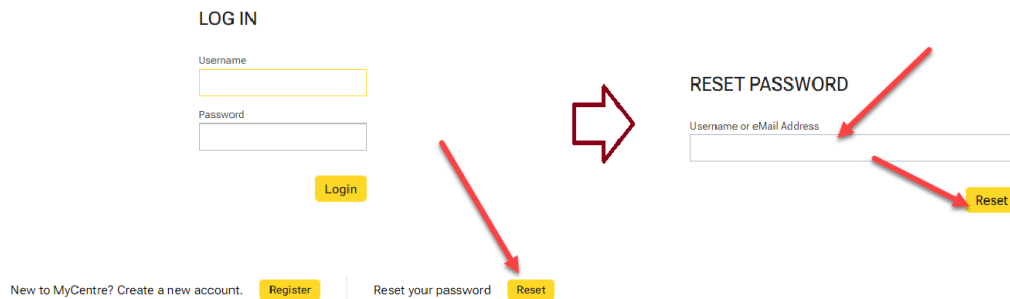
2.1. Set up a new MyCentre user account as follows:

- a. Display MyCentre, and register a user account. You will receive an email with a temporary password.
- b. Display MyCentre, enter your registered username or email address in the *Username* field, and enter the temporary password in the *Password* Field. Select the *Login* button. You will be logged in.
- c. Change the temporary password to a new password as shown:

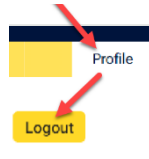


2.2. Reset a forgotten password as follows:

Display MyCentre, select “Reset”, and enter your registered email address in the *Reset Password* dialog. You will receive an email with password reset instructions.



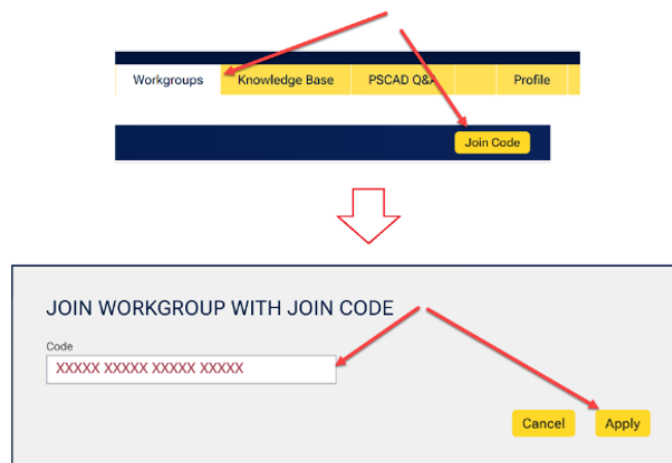
2.3. Logging out



3. Joining a WorkGroup

If you will be using your organization’s licenses, your user account will need to be linked to the workgroup containing software and/or licensing. The user account will be joined with either user or administrator privileges. Proceed as follows:

- a. Request access to a workgroup from your organization’s WorkGroup Administrator. You will be provided a “Join Code”, which you will use to link your user account to the WorkGroup. If you do not know who the Administrator is, request this information from our sales desk (see Step 5, below). Your request should include the name of your organization, and be sent from your organization’s e-mail service.
- b. Apply the 20-character join code. For example, select “Join Code” from the *WorkGroups* tab, copy/paste the join code in the *Join WorkGroup with Join Code* dialog (do not paste extra spaces at the end), and select “Apply”.



- Your MyCentre user account should now be joined to the workgroup, and you will have access to any associated licenses and downloads.

Note – Also, if specified by the join code, you will be assigned WorkGroup Administrator privileges.

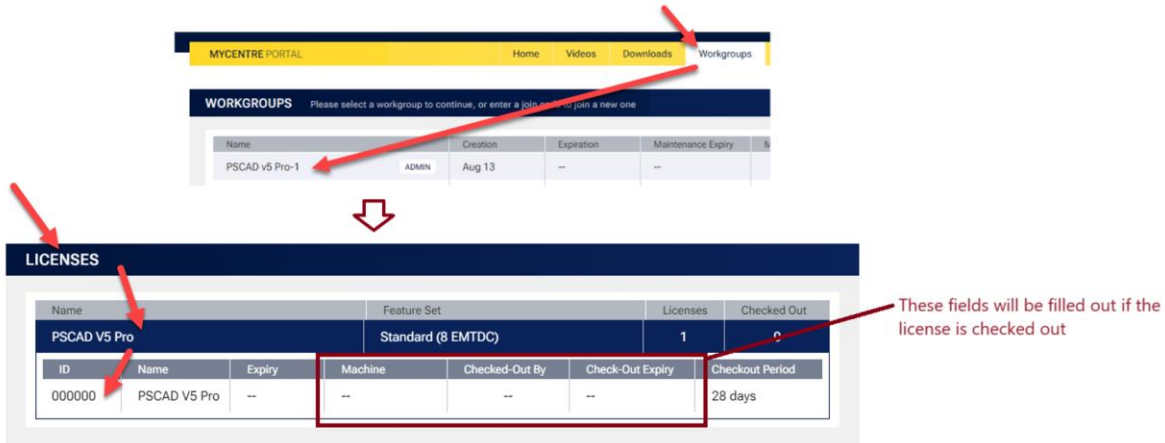
4. Viewing and Managing your WorkGroup

The following functions are available for viewing and managing your workgroup.

4.1. Viewing WorkGroup License Certificates (**Users and Administrators**)

When linked to a licensed workgroup, licensing information may be viewed, including license number, product, and availability status. If checked out, the user, machine name, and check-in period (Step 4.8) will be specified.

For example, display the workgroup from the *WorkGroups* tab (e.g. “PSCAD v5 Pro-1”). When the workgroup displays, scroll down to the *Licenses* card, select the product grouping (e.g. “PSCAD V5 Pro” with “Standard (8 EMTDC)”), and view the license/s within that grouping.



Note – Refer to Step 4.8 for information on “Checkout Period” in the above image.

4.2. Downloading Software (Users and Administrators)

When downloads are linked to a user’s account, they may be downloaded from the “Downloads” tab.



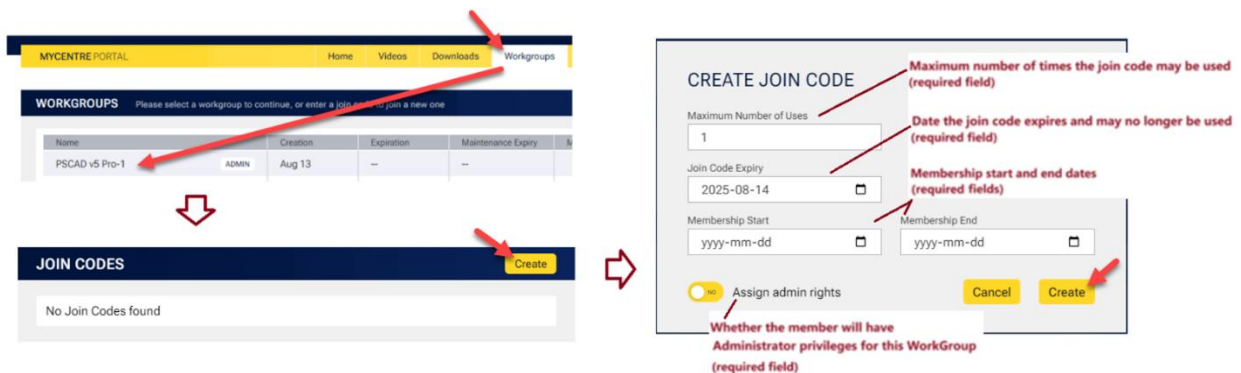
4.3. Adding Users and Administrators to a WorkGroup

- New members may be added to a Workgroup as per Step 4.3.1.
- Previous members may be reactivated to a WorkGroup as per Step 4.3.2.

4.3.1 Adding New members to a Workgroup (Administrators Only)

An Administrator may link a user account to a workgroup as follows:

- Create a join code: Display the workgroup from the *WorkGroups* tab (e.g. “PSCAD v5 Pro-1”). When the workgroup displays, scroll down to the *Join Codes* card, and select the “Create” button. Fill in the *Create Join Code Form*, then select “Create”.



b. Provide the following to new member-to-be:

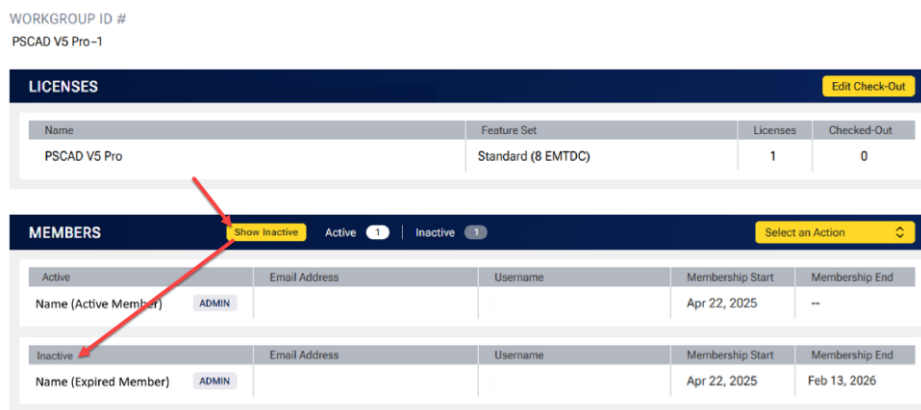
- The join code from Step a.
- A link to the applicable setup instructions, as follows:

PSCAD X4	PSCAD V5	Enerplot
FACE	PRSIM	PSCAD Initializer
WorkGroup Administrator		

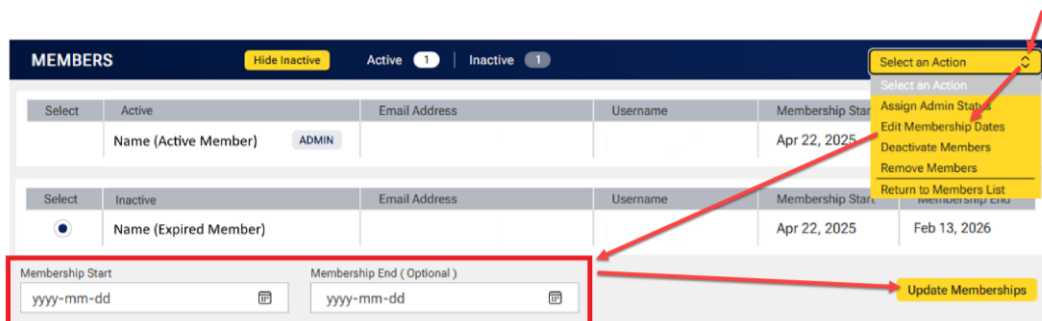
4.3.2 Re-linking Expired Members using the Multi-Edit Feature (**Administrators Only**)

For previous members who were expired (or deactivated), the Administrator may reactivate that membership:

a. Display the workgroup, then select “Show Inactive” in the *Members* pane to display all expired members.



b. Go *Select an Action | Edit Membership Dates*, select the inactive member using the “Select” field. The *Membership Start* date will default to today’s date. Select the *Update Memberships* button to finalize. The user will be reactivated to the workgroup, and should have access to any licenses and downloads.

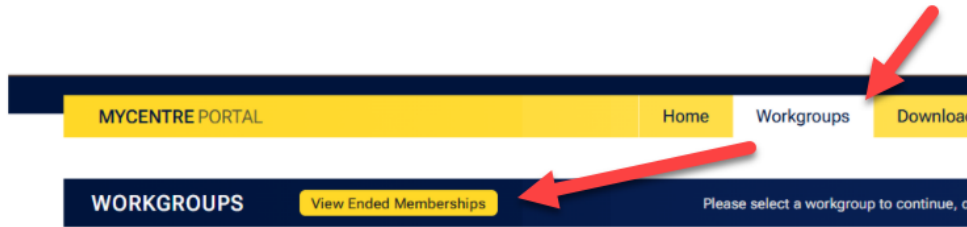


4.3.3 Re-linking Expired Members to a Workgroup (**Prompted by Expired Members**)

For previous members who were expired or deactivated from a workgroup, membership may be reactivated as follows:

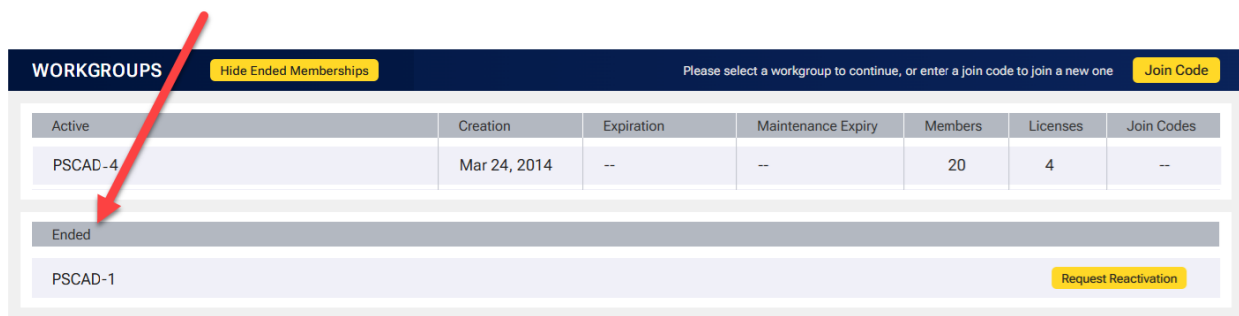
- If the expiry occurred after 30 days, please ask your Administrator to request reactivation through the [MHI Support Desk](#). The reactivation feature as mentioned below is not applicable.
-

- For memberships that have expired within the last 30 days, these memberships may be reactivated in the workgroup using the reactivation feature. The reactivation feature process involves both the expired member and an Administrator, as follows.
- The expired member will see the “View Ended Memberships” button in MyCentre:



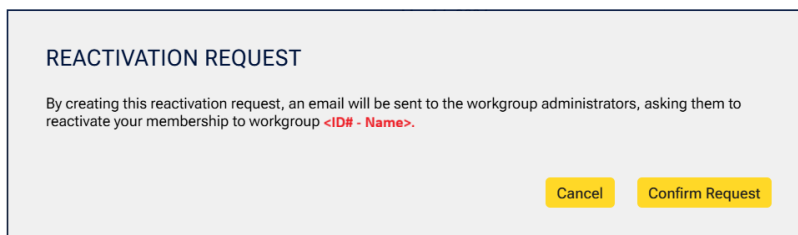
Note - If the *View Ended Memberships* button is not available, then you do not have any memberships that expired within 30 days. Instead, ask your Administrator to request your reactivation via the [MHI Sport Desk](#).

- When the “View Ended Memberships” button is selected, the “Ended” category will display, listing all membership that have expired within 30 days for that user:



Notes

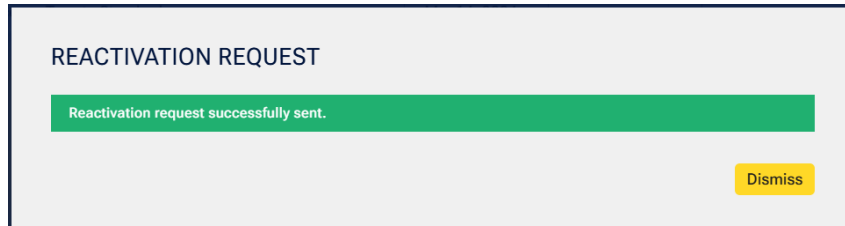
- (1) If membership to a workgroup expired over 30 days ago, that workgroup will no longer display within the “Ended” memberships. If this occurs, ask your Administrator to request your reactivation via the [MHI Sport Desk](#).
 - (2) If the workgroup is listed, but the “Request Reactivation” button is disabled, this is likely a 24-hour lockout due to a recent reactivation request. Simply check back to see if your user account has been re-linked by the Administrator during the interim. If not, then you will be able to retry the reactivation feature after 24 hours.
- When the “Request Reactivation” button is selected for an expired workgroup, a message will display, prompting the user to decide whether to proceed with the request or not:



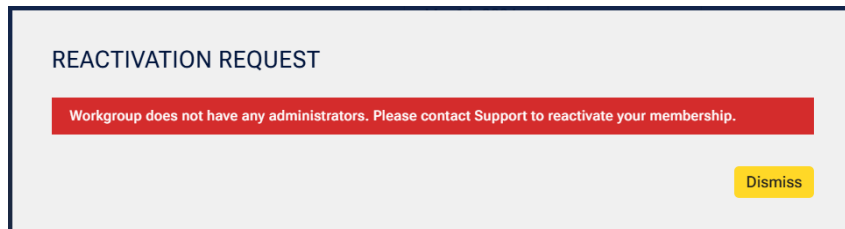
- If the “Cancel” button in the above dialog is selected, there will be no further action on this matter.

Note - The *Request Reactivation* button will be disabled for 24 hours after selecting “Cancel”.

- If “Confirm Request” is selected, a request will be emailed to all Administrators for that workgroup, and the following message will display. Select the “Dismiss” button. The Administrator will review your request, and if authorized, will reactivate your user account to the workgroup.



Note – If there are no Administrators in the workgroup, the following message will display. If this occurs, please contact sales@pscad.com.

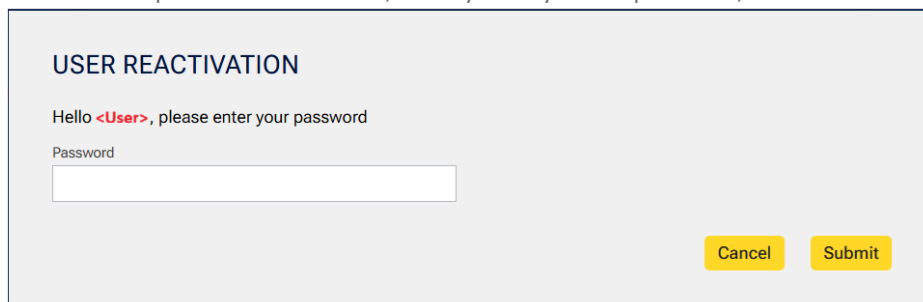


- When the “Dismiss” button is selected, the dialog will disappear, and the “Request Reactivation” button will be disabled (greyed out). The “Request Reactivation” button will re-enable after 24 hours. If not, please contact the [MHI Support Desk](#) for further assistance.



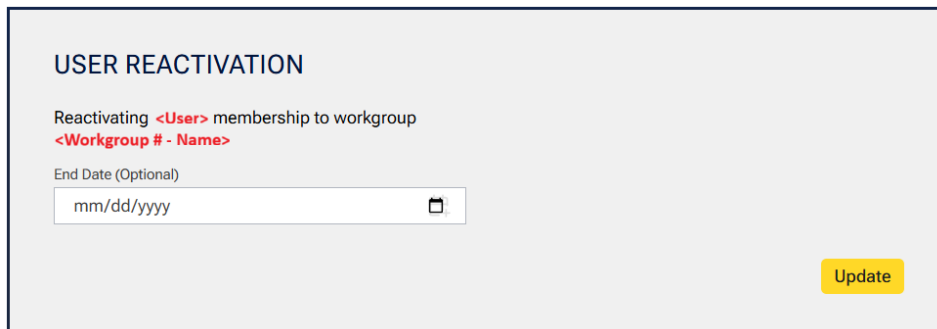
- When a reactivation request has been activated, the Administrator/s in that workgroup will receive an email notification. If the user is authorized to be reactivated, these steps by the Administrator will reactivate the user:

- Follow the link provided in the email, enter your MyCentre password, and select “Submit”.



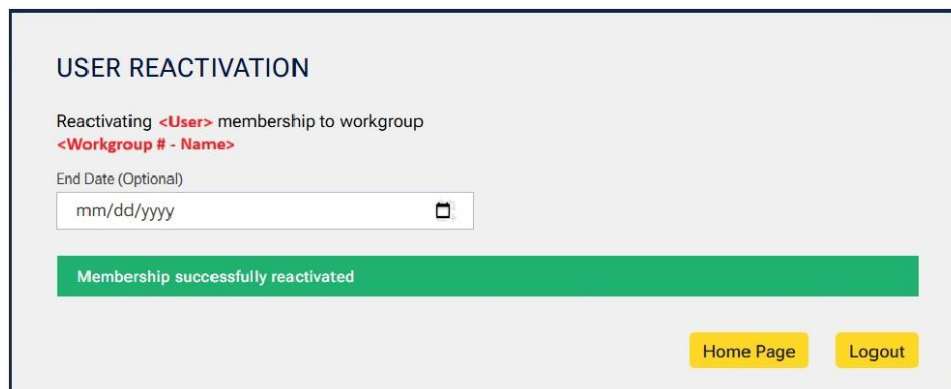
Note – If you have forgotten your password, close this webpage, reset your password as per this [article](#), relaunch the emailed user reactivation link, and log in. The reactivation will proceed.

- If required, enter a membership expiry date. Then, select the “Update” button.



The screenshot shows a web form titled "USER REACTIVATION". Below the title, it says "Reactivating <User> membership to workgroup" and "<Workgroup # - Name>". There is a label "End Date (Optional)" above a text input field containing "mm/dd/yyyy" and a calendar icon. A yellow "Update" button is located in the bottom right corner of the form area.

- The user’s membership will be reactivated, and a reactivation confirmation will display. Selecting the “Home Page” button will display the MyCentre login page.



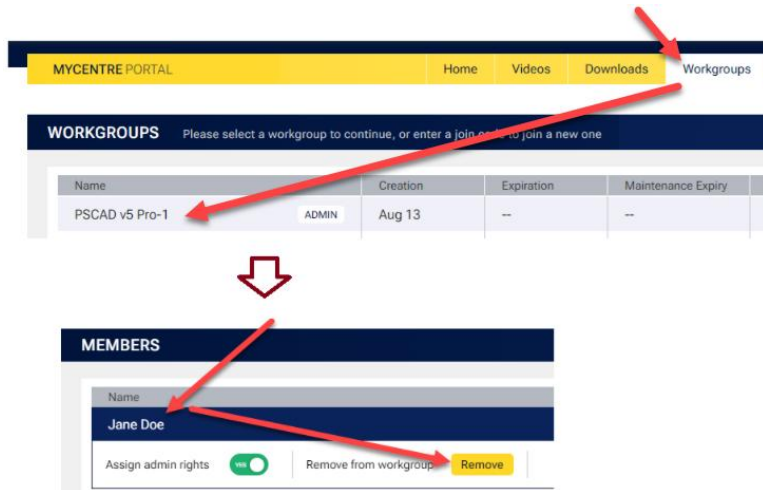
The screenshot shows the same "USER REACTIVATION" form as above, but now with a green success message: "Membership successfully reactivated". At the bottom right, there are two yellow buttons: "Home Page" and "Logout".

4.3.4 Re-linking “Removed” Members to a Workgroup (Administrators and Members)

For previous members who were “removed” from a workgroup, membership may only be reactivated through [MHI Support Desk](#), upon approval by the Administrator.

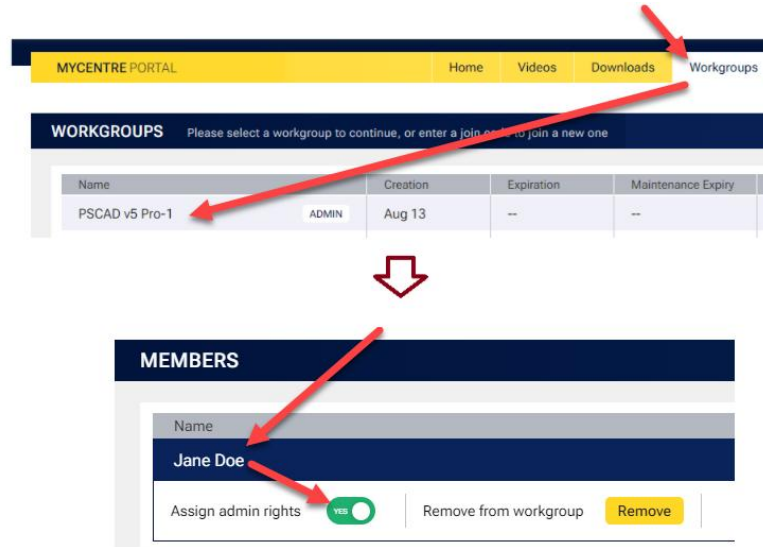
4.4. Removing Users and Administrators from a WorkGroup (Administrators Only)

An Administrator may remove members (both Users and Administrators) from their WorkGroups. For example, select the workgroup from the *WorkGroups* tab (e.g. “PSCAD v5 Pro-1”) (see below). When the workgroup displays, scroll down and select the user from the *Members* pane (e.g. “Jane Doe”). When the member actions display, select the “Remove from workgroup” button.



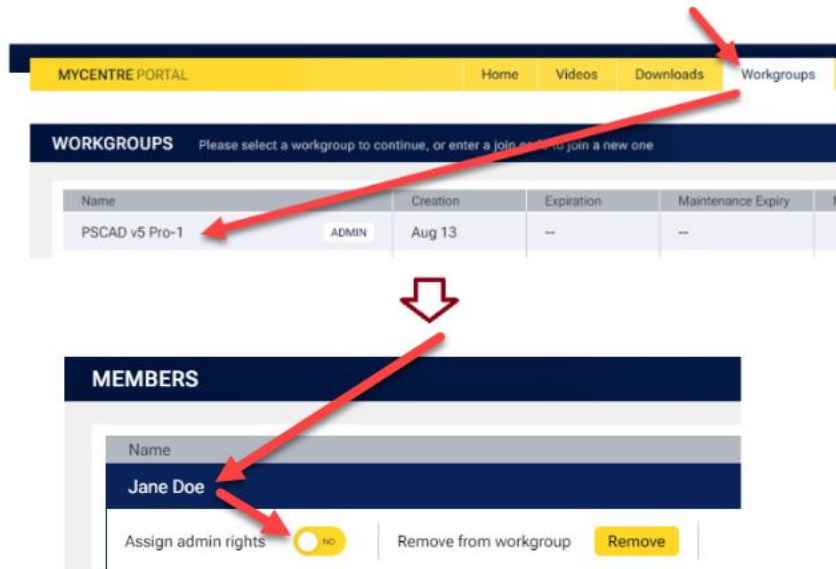
4.5. Adding Administrator Privileges to a User (Administrators Only)

- a. Method 1 - If the user is not already a member: Program administrator privileges directly in the join code as per Step 4.3 (select “Yes” in the “Assign admin rights” field).
- b. Method 2 - If the user is already a member: Select the option from WorkGroup | Members. (Display the workgroup (e.g. “PSCAD v5 Pro-1”) scroll down and select the user from the *Members* pane (e.g. “Jane Doe”) and set the “Assign admin rights” button to “Yes”).



4.6. Revoking Administrator Privileges for a Member (Administrators Only)

Select the option from WorkGroup | Members.
 (Display the workgroup (e.g. “PSCAD v5 Pro-1”), scroll down and select the user from the *Members* pane (e.g. “Jane Doe”), and set the “Assign admin rights” button to “No”.)



4.7. Forcing a Certificate Check-in (Administrators Only)

A certificate may not be force-checked in by the Administrator. The following are some options to have the certificate checked back in:

- a. Determine the user who has checked out a certificate as per Step 4.1, and request that the user return it. (On the licensed machine, the user would launch the application, and select the option to release the certificate from the *Licensing* menu in the top right side of the application).
- b. Request the certificate be force-released (checked in) from our support desk (support@mhi.ca).

4.8. Modifying the Checkout Period of License Certificates (Administrators Only)

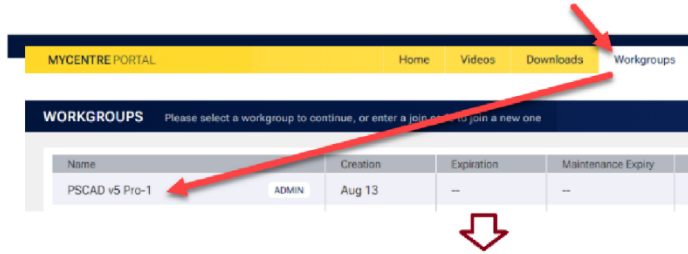
By default, the checkout period is set to 28 days (see image below). The checkout period dictates the length of time a license may be checked out with no Internet connection if the license is retained upon exit. Or, the checkout period of any licenses may be reduced by the Administrators.

PSCAD V5 Pro				Advanced (64 EMTC)		1	0
ID	Name	Expiry	Machine	Checked-Out By	Check-Out Expiry	Checkout Period	
000000	PSCAD V5 Pro	--	--	--	--	28 days	

Notes:

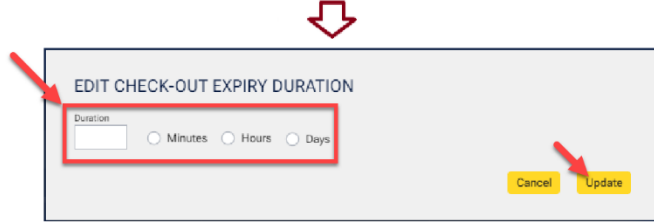
- The maximum and minimum checkout periods are 28 days and 30 minutes, respectively.
- This may be implemented either across all licenses within a Workgroup or only to individual licenses.

Select the workgroup (e.g. "PSCAD v5 Pro-1"), scroll down to the Licenses card, and adjust the checkout period as shown:



To edit individual licenses: Select the grouping (e.g. "PSCAD V5 Pro"), select the license (e.g. #000000), select the "Edit" button.

To edit all licenses across all groupings: Select "Edit Check-Out"



5. References

- For MyCentre troubleshooting, please refer to this [article](#).
- For sales / support questions:

PSCAD: sales@pscad.com / support@mhi.ca

FACE: facesales@mhi.ca / support@mhi.ca

ETAP EM Transient: sales@pscad.com / support@mhi.ca

Enerplot: enerplotsales@mhi.ca / support@mhi.ca

PRSIM: sales@pscad.com / support@mhi.ca

PSCAD Initializer: sales@pscad.com / support@mhi.ca