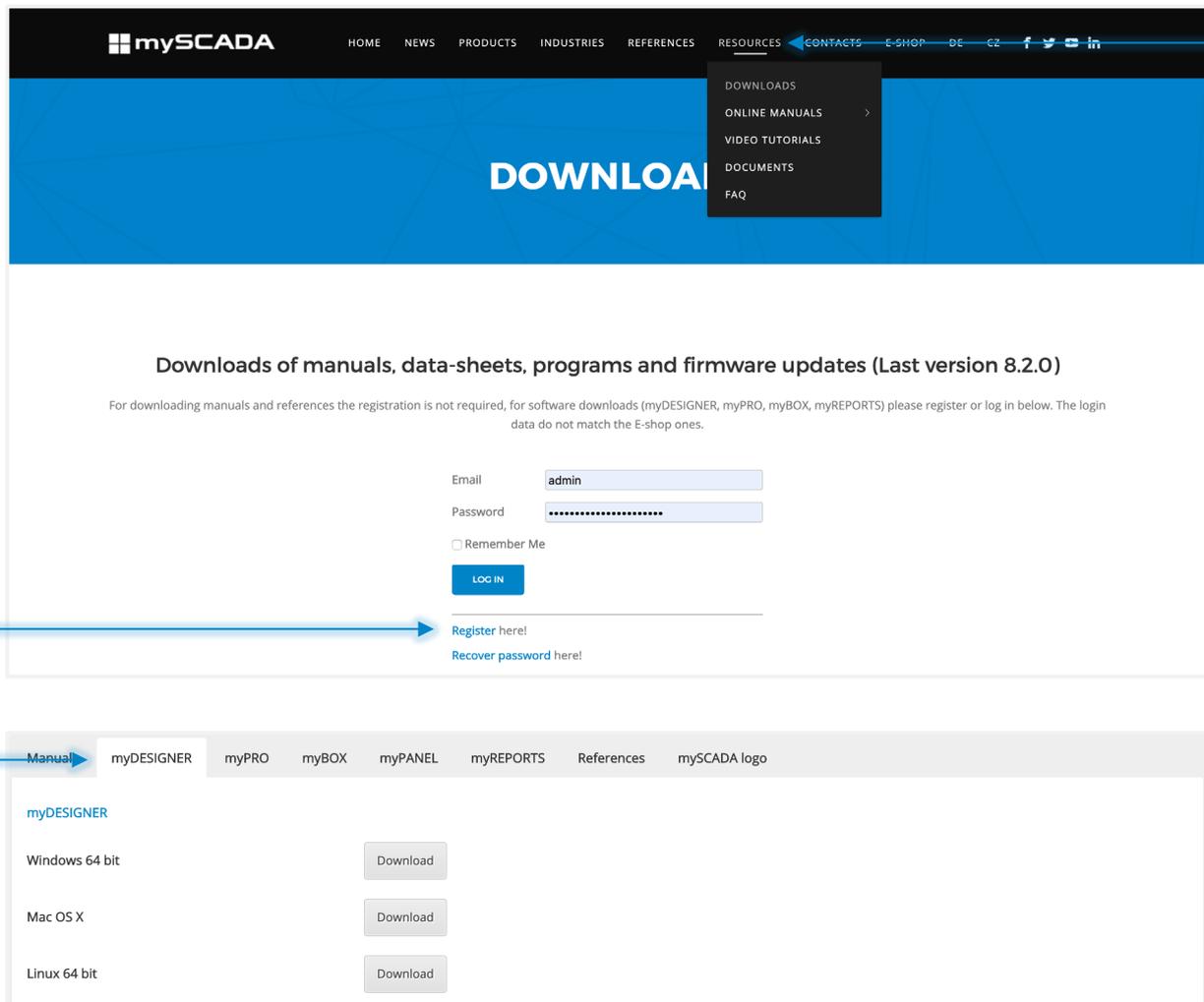


## DOWNLOADING MYSCADA PRODUCTS

To download mySCADA products you need to register to our web site:

- Go to [www.myscada.org](http://www.myscada.org), click on the tab **Resources** and subtab **Downloads**.
- If you are new to mySCADA, please click on **Register**.
- After successful registration, you can log in and download all products – myDESIGNER, myPRO, myBOX, myPANEL.



**Downloads of manuals, data-sheets, programs and firmware updates (Last version 8.2.0)**

For downloading manuals and references the registration is not required, for software downloads (myDESIGNER, myPRO, myBOX, myREPORTS) please register or log in below. The login data do not match the E-shop ones.

Email:

Password:

Remember Me

[Register here!](#)

[Recover password here!](#)

Manual | **myDESIGNER** | myPRO | myBOX | myPANEL | myREPORTS | References | mySCADA logo

**myDESIGNER**

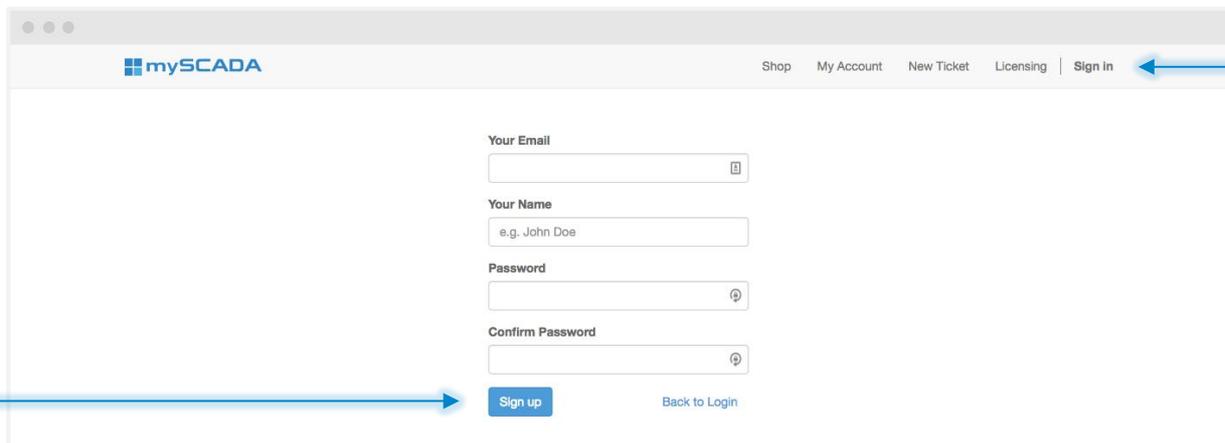
Windows 64 bit	<input type="button" value="Download"/>
Mac OS X	<input type="button" value="Download"/>
Linux 64 bit	<input type="button" value="Download"/>

## SIGNING UP (E-SHOP)

Go to [store.myscada.org](https://store.myscada.org) or click on the **E-shop** tab on our website at [www.myscada.org](https://www.myscada.org).

How to sign up to **E-shop** and **Support portal**:

- If you are new to mySCADA, please click **Sign In** and then **Sign up**.
- If you have used mySCADA or purchased a product from us in the past, please click **Sign In** and then **Sign Up** and all future invoices and purchases will show up here. Historical invoices and product information can still be found at [portal.myscada.org](https://portal.myscada.org).
- If you just like to see **historical** administrative information (like invoices and prior purchases), please go to [portal.myscada.org](https://portal.myscada.org).



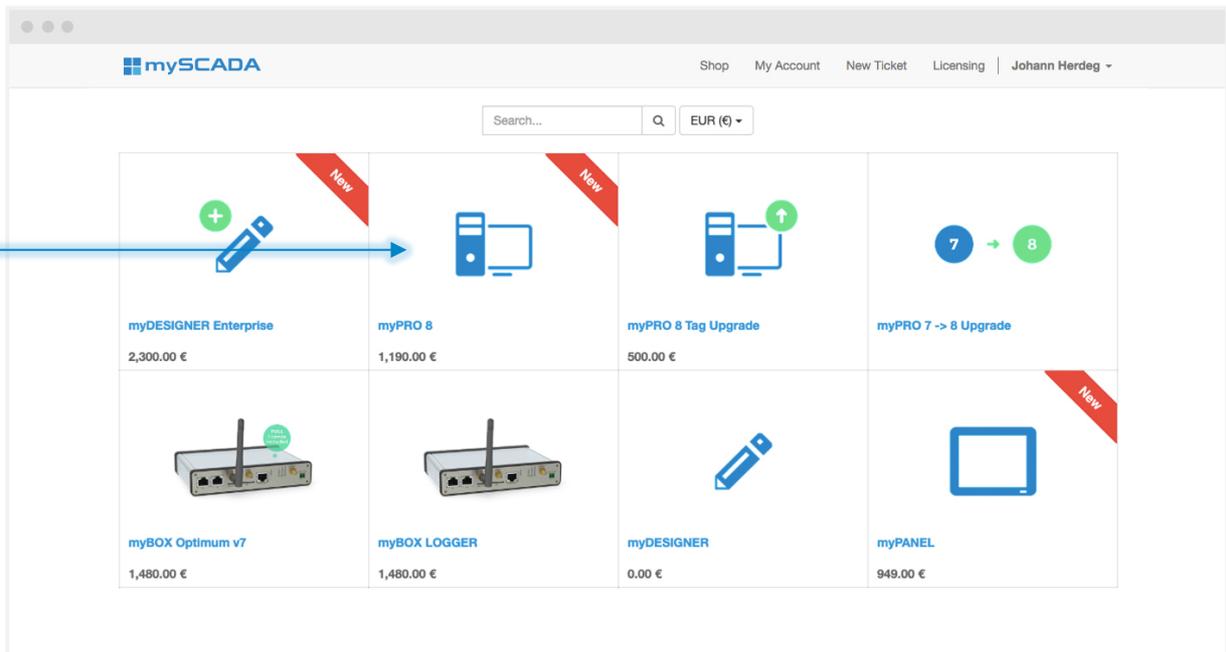
The screenshot shows a web browser window with the mySCADA logo in the top left. The top navigation bar includes links for Shop, My Account, New Ticket, Licensing, and Sign In. The main content area contains a sign-up form with the following fields:

- Your Email**: A text input field with a small icon on the right.
- Your Name**: A text input field with the placeholder text "e.g. John Doe".
- Password**: A text input field with a small icon on the right.
- Confirm Password**: A text input field with a small icon on the right.

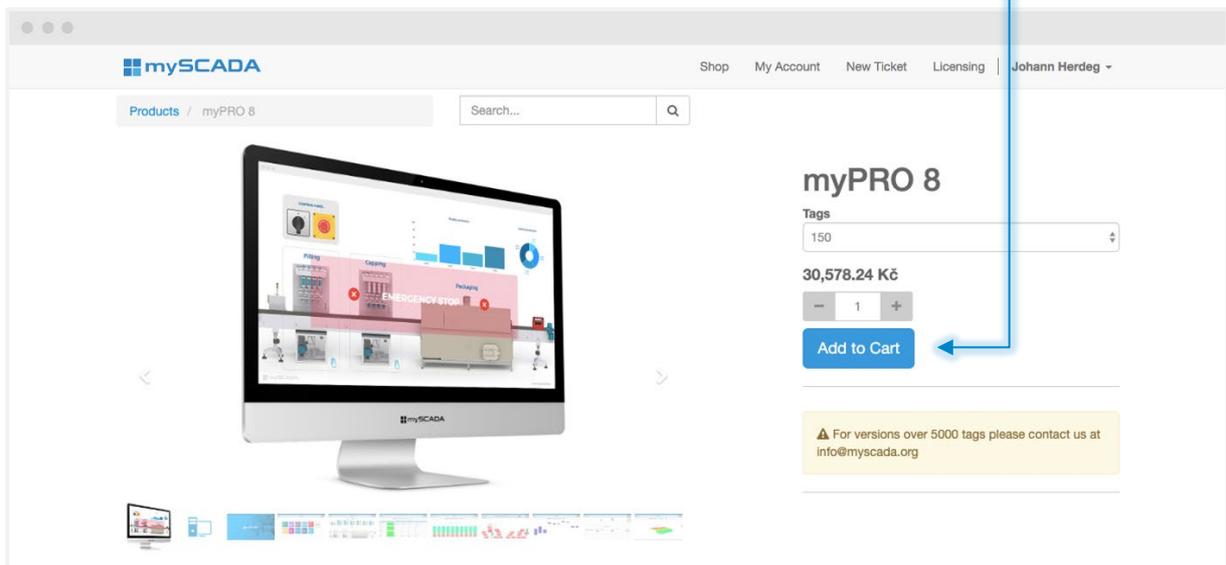
At the bottom of the form, there is a blue "Sign up" button and a "Back to Login" link. A blue arrow points from the "Sign In" link in the navigation bar to the "Sign up" button.

## PURCHASING MYSCADA PRODUCTS

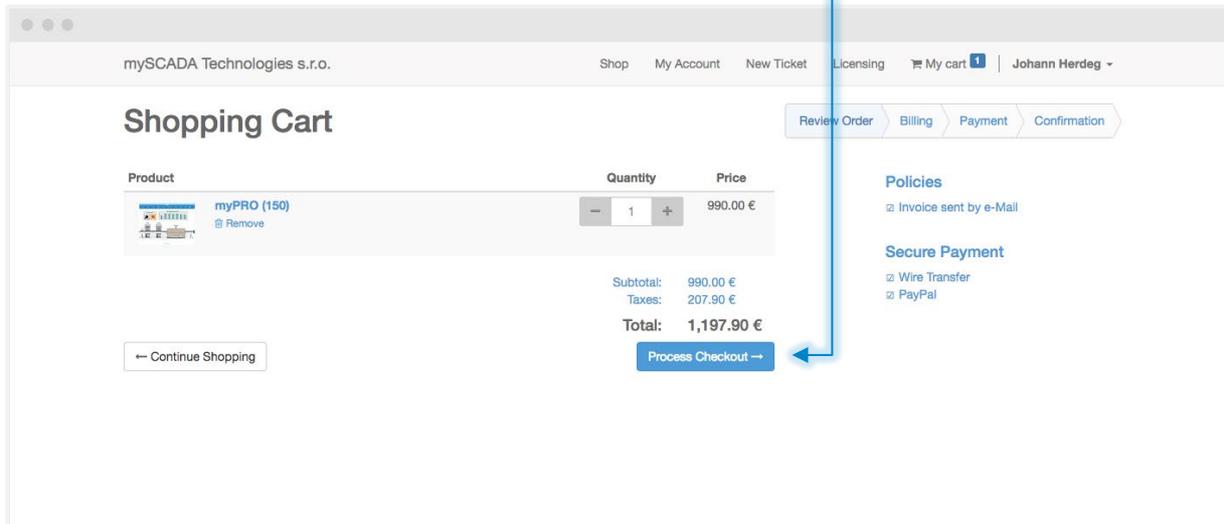
Here is where you can purchase any of our mySCADA products (we will purchase myPRO in this tutorial). Select myPRO to add it to your cart.



Please specify the number of tags you need and select **Add to Cart**.

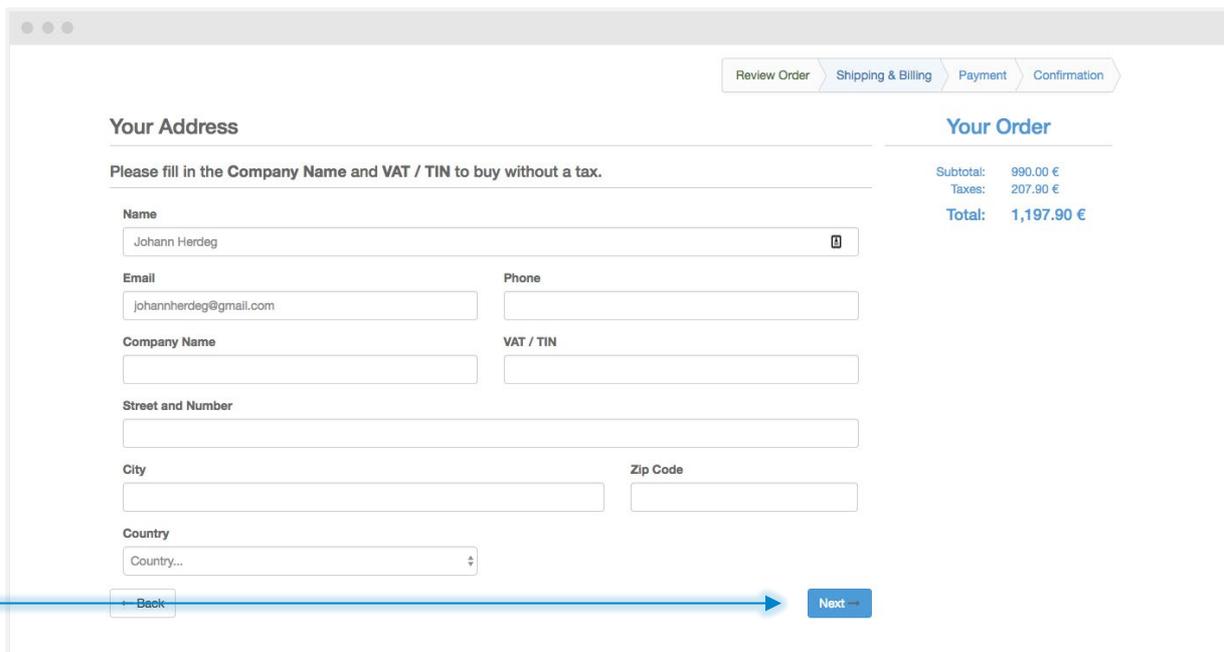


You will be directed to your Shopping Cart where you can see all items which you are purchasing. When you are ready to check out, please press **Process Checkout**.

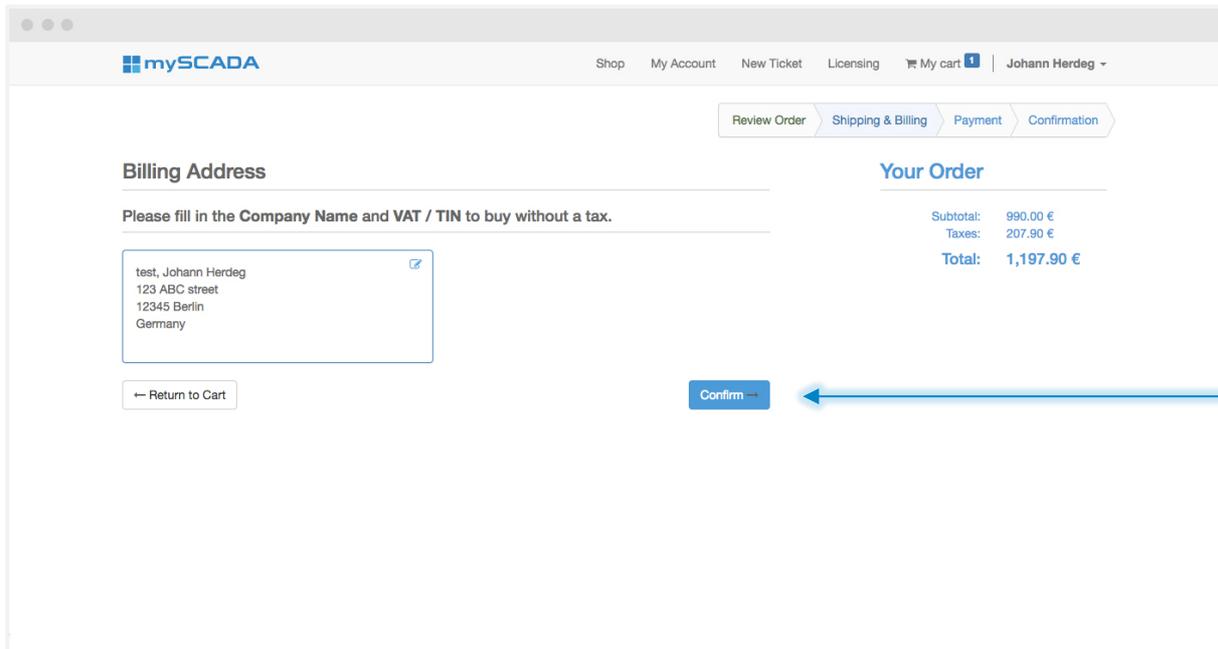


Please fill in your payment details and press **Next**.

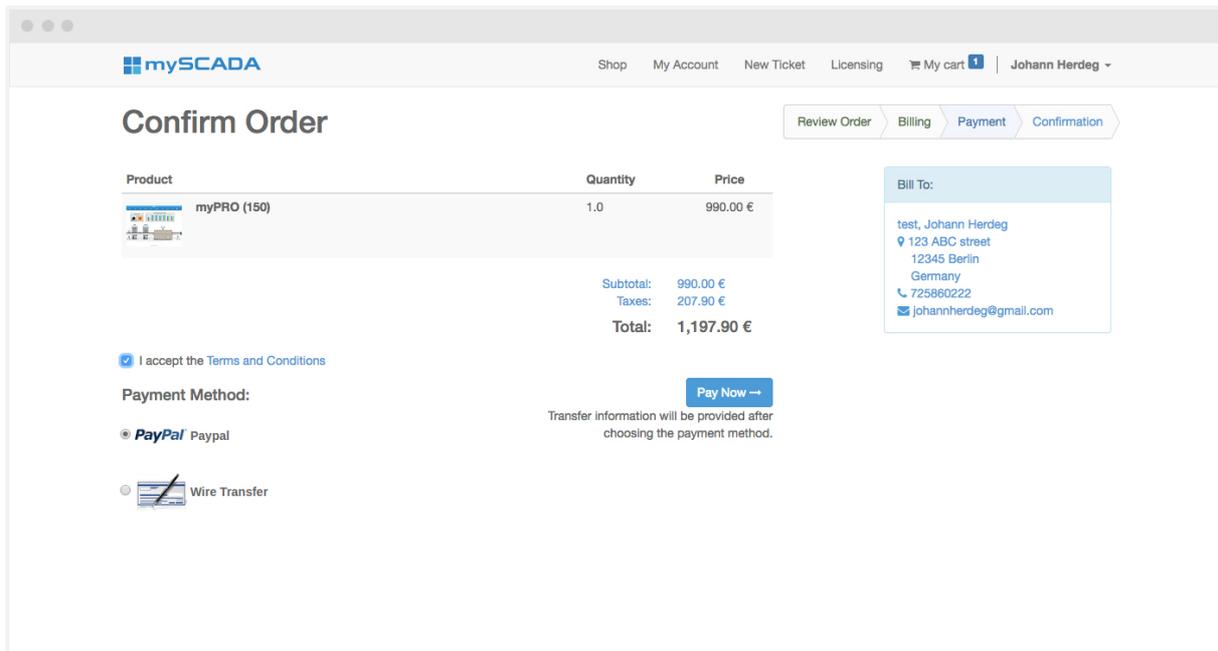
- Fill in the address especially if you purchasing HW (myPANEL/myBOX).
- If you are a company, do not forget to add VAT/TIN number to avoid taxes. The standard format is country code (CC) + numbers – e.g. DE12345678.



Please confirm your shipping details (if you need to have myBOX shipped to you) and press **Confirm**.



Here you can choose the payment via **Wire Transfer** or **PayPal**.



Once you purchase the desired product, you will get a confirmation page as well as a confirmation email with the invoice attached.

- If you pay by **Wire Transfer**, the invoice will include bank details for you to send your payment to.
- If you pay by **PayPal**, the invoice will show a confirmed payment.

**Order SO014 Confirmed**

Thank you for your order.  
Your transaction is waiting a manual confirmation.

**Order Details:**

Products	Quantity	Unit Price	Subtotal
myPRO (150)	1.000 Unit(s)	990.00 €	990.00 €
		Subtotal:	990.00 €
		Taxes:	207.90 €
		<b>Total:</b>	<b>1,197.90 €</b>

**Payment information:**

Payment Method: Wire Transfer      Total: 1,197.90 €

*Pending...* The order will be validated after the payment.

**Bill To:**  
test, Johann Herdeg  
123 ABC street  
12345 Berlin  
Germany  
725860222  
johannherdeg@gmail.com

This order and payment will also show up in your **My Account** area.

**My Account**    Contracts    Tickets    Quotes    Orders    Invoices    Issues

**Your Tickets** There are currently no Ticket for your account.

**Your Contracts** There are currently no contracts for your account.

**Your Quotes** There are currently no quotes for your account.

**Your Orders** 1

**Your Invoices and Payments** 1

**Your Issues** There are currently no issues for your account.

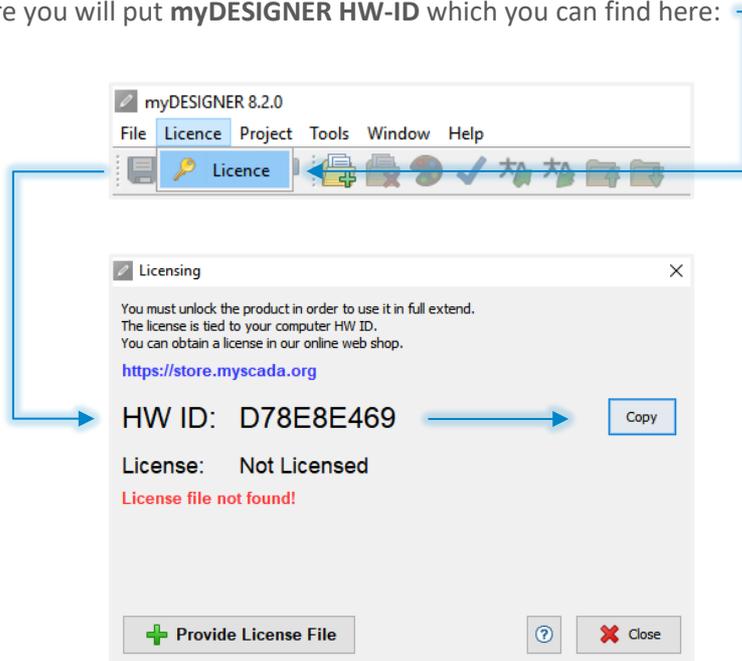
**Your Details** [Change](#)

test, Johann Herdeg  
123 ABC street  
12345 Berlin  
Germany  
725860222  
johannherdeg@gmail.com

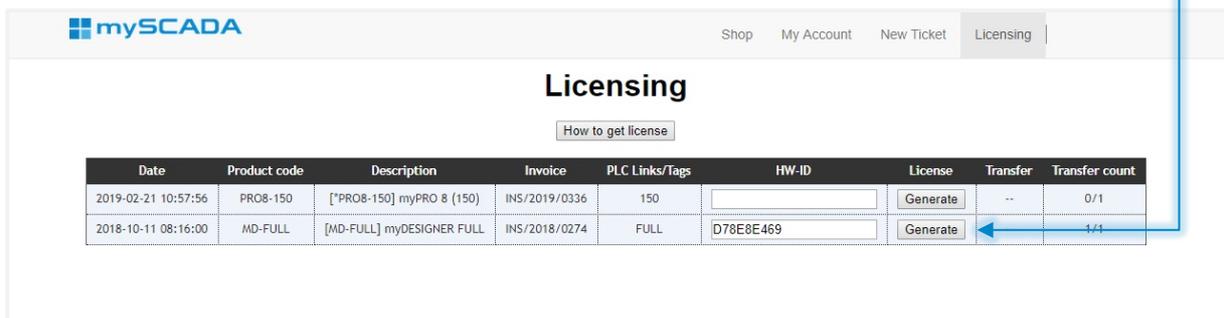
## LICENSING MYSCADA PRODUCTS

### myDESIGNER Enterprise

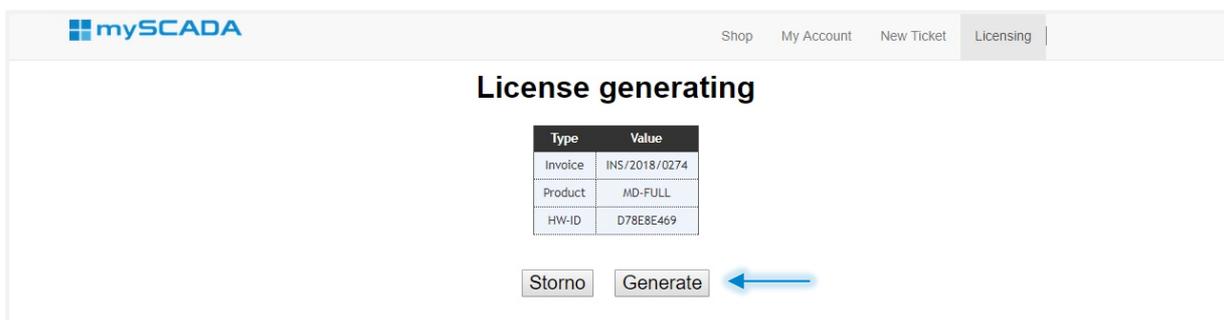
Once you purchase myDESIGNER Enterprise you will be able to see inside e-shop in your licensing tab free column, there you will put **myDESIGNER HW-ID** which you can find here:



Now you just simply **copy HW-ID of myDESIGNER** and put it into free column inside e-shop.



Then once you copy HW-ID into you press **“Generate”** which will head you into confirmation window.



If you are sure with the HW-ID you put into, then you press **“Generate”** which will generate you license then, you press **“download”** and it will download you license key file.

mySCADA Shop My Account New Ticket **Licensing**

## Licensing

[How to get license](#)

Date	Product code	Description	Invoice	PLC Links/Tags	HW-ID	License	Transfer	Transfer count
2019-02-21 10:57:56	PRO8-150	[*PRO8-150] myPRO 8 (150)	INS/2019/0336	150	<input type="text"/>	<input type="button" value="Generate"/>	--	0/1
2018-10-11 08:16:00	MD-FULL	[MD-FULL] myDESIGNER FULL	INS/2018/0274	FULL	D78E8E469	<input type="button" value="Download"/>	<input type="button" value="Transfer"/>	1/1

↑

D78E8E469.lic

Then we will head back to myDESIGNER and click **provide license file**.

Then once we add license we will **need to close and open back again myDESIGNER to get our license applied**. Then we can check out again license tab if the license is applied correctly.

*Now we have access to key features of myDESIGNER Enterprise.*

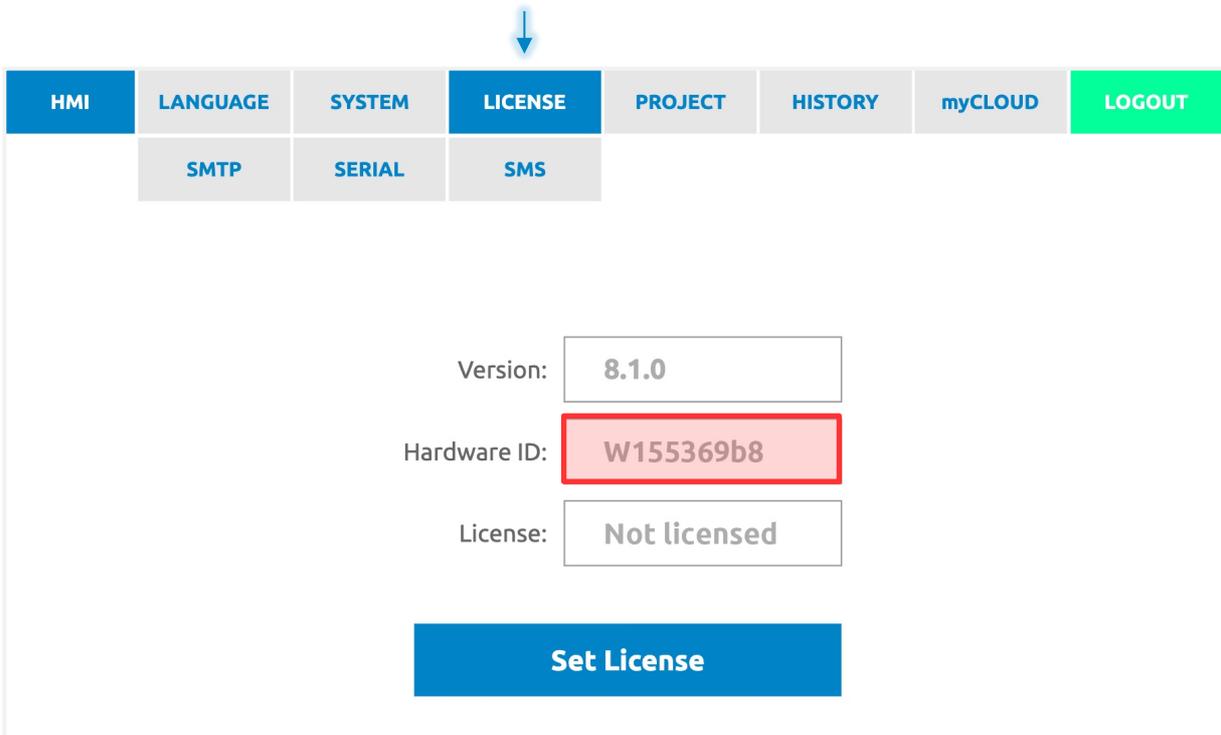
## myPRO

Once you purchase myPRO you will be able to see inside e-shop in your licensing tab free column, there you will put **myPRO HW-ID** which you can find here:

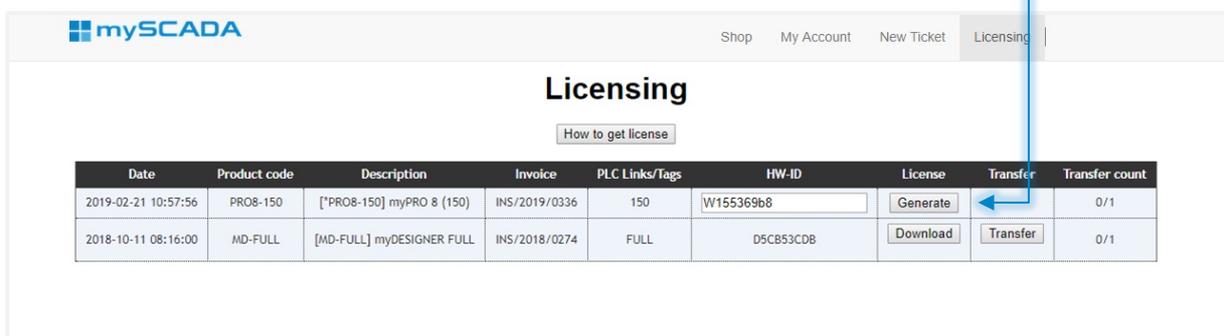
- Open your web browser and into address bar enter **https://localhost** or **https://127.0.0.1** then you will be presented with introduction screen. myPRO settings menu can be accessed if you click at toothed wheel which is usually located in the right top corner on the top toolbar.



After login (default password is 1234) in the myPRO settings menu click on the **License tab**.



Now you just simply **type HW-ID of myPRO** into free column inside e-shop.



Then once you type HW-ID into you press **“Generate”** which will head you into confirmation window.

Type	Value
Invoice	INS/2019/0336
Product	PRO8-150
HW-ID	W155369b8

Storno Generate

If you are sure with the HW-ID you put into, then you press **“Generate”** which will generate you license.

Date	Product code	Description	Invoice	PLC Links/Tags	HW-ID	License	Transfer	Transfer count
2019-02-21 10:57:56	PRO8-150	[*PRO8-150] myPRO 8 (150)	INS/2019/0336	150	W155369b8	f41fbed128c7	Transfer	0/1
2018-10-11 08:16:00	MD-FULL	[MD-FULL] myDESIGNER FULL	INS/2018/0274	FULL	D5CB53CDB	Download	Transfer	0/1

Then we will head back to myPRO settings menu, click **Set license** and insert your generated license key.

HMI LANGUAGE SYSTEM **LICENSE** PROJECT HISTORY myCLOUD LOGOUT

SMTP SERIAL SMS

Version: 8.1.0

Hardware ID: W155369b8

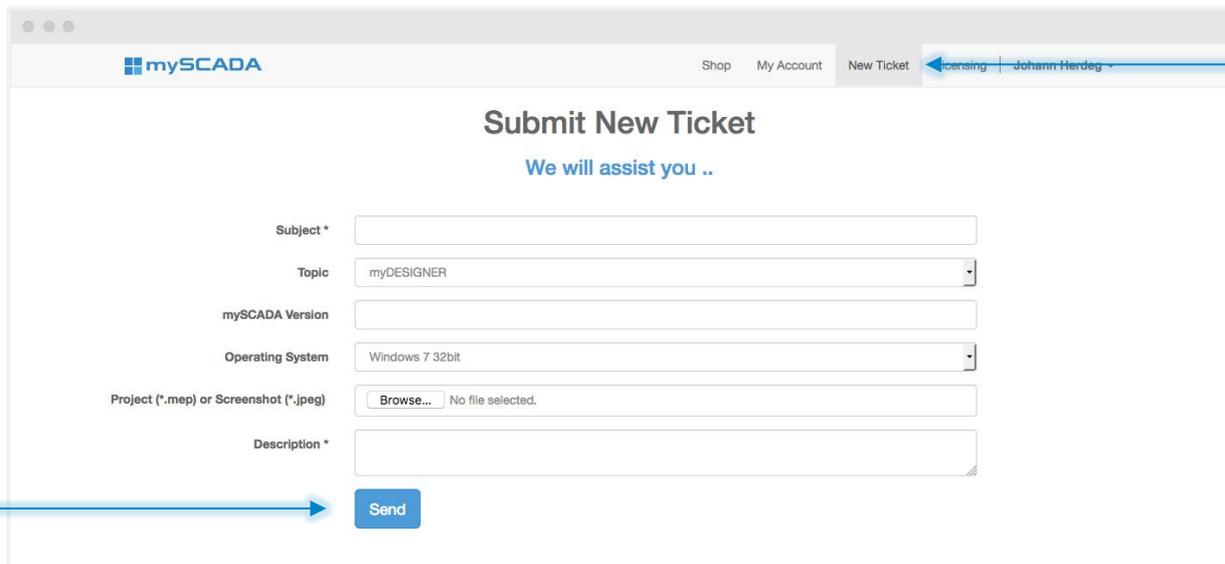
License: 150

Set License

*Now we have a licensed myPRO (150 tags).*

## SUBMIT A SUPPORT TICKET

- To submit a support ticket, please press the **New Ticket tab**.
- Please fill in the form to submit the ticket.
  - Remember to be as detailed as possible when creating a new ticket. This will help us troubleshoot better.
  - Please include the exported **mep file** of your project from myDESIGNER. You can view this [quick tutorial](#) to learn how to export your project as an mep file.
- Press **Send** to confirm your ticket.



Once we reply, you will receive an email and any responses will also appear in the **My Account tab**. You can reply either directly from your email or you can log back in to *store.myscada.org* and reply from the **My Account > Tickets** section.

