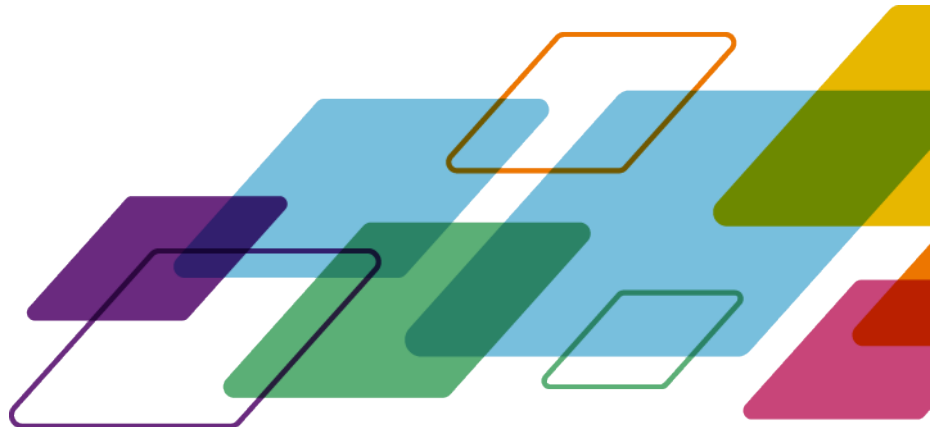




Fiery Account

Best practices,
considerations, and step-
by-step instructions



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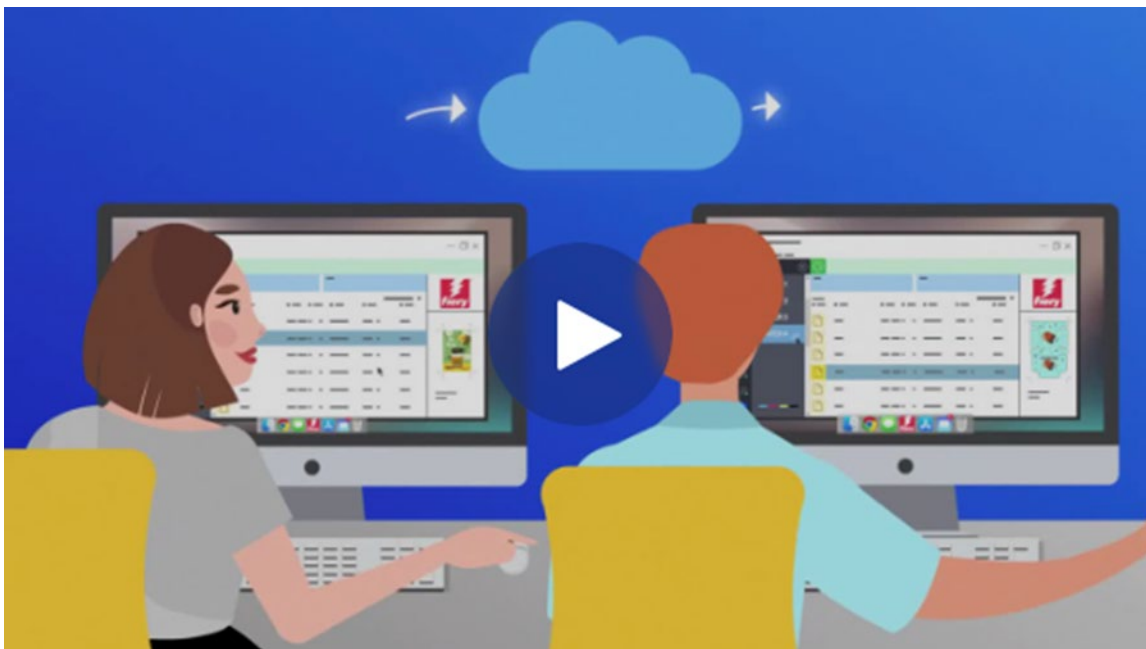
Introduction to the Fiery Account

A Fiery Account is a new way to authenticate and gain access to Fiery applications and services.

A Fiery Account can just include personal information that allows you to download and install Fiery applications, or it can additionally be associated with a company for further benefits:

- After a Fiery Account is associated with a company, you gain access to additional services such as the backup & restore of workspace settings and makeready licenses (so that they never get lost), can use free Fiery IQ applications, try paid Fiery IQ applications, can activate and consume licenses of Fiery IQ paid applications. Note that the availability of additional services depends on the Fiery server type.
- And of course, in the future, Fiery is targeting to connect the Fiery Account to the Fiery Download Center, Fiery Communities, Fiery eLearning, the Fiery eStore, and licensing of any Fiery application and so much more, with just a single account.

If you want to spend a little more than 2 minutes on our Fiery Account marketing video, then please click the below image to press play:



Stay tuned for future Fiery Account announcements – let us get started!

Basic Fiery Account consideration

Before you go ahead and create a Fiery Account, especially before you create a “company,” please consider the below two sub-chapters to understand how you want to deal with Fiery Accounts and “companies” specifically for your environment.

Individual accounts or shared accounts?

Let’s look at the different ways you can use the Fiery Account in your environment.

First, a Fiery Account is intended to be a **personal** account for any member of an environment working with Fiery applications. Operators in an environment are meant to be “connected” with each other by associating their personal Fiery Accounts with the same “company.” A “company” represents the environment with all its printers, Fiery DFEs (digital front end), and operators.

Question: Does a Fiery Account have to be “personal,” or are you allowed to share a Fiery Account across multiple operators?

Answer: While we **highly** encourage creating a Fiery Account **per** operator as this has many benefits (today – the benefits of individual user management, for instance, and in the future – when Fiery Accounts will act as single sign-on for multiple Fiery services), you could, however, run your environment with a single Fiery Account and possibly share the credentials of that account with your operators. However, we are all aware of the downside of password sharing.

A single Fiery Account may be useful in a demo or training environment where you want to share a single Fiery Account across a handful of people. Or, in a scenario where just a single person is responsible for setting up multiple Fiery servers and needs to be logged in at the same time to get the job done.

A Fiery Account supports this scenario by allowing a single Fiery Account to be logged into up to 15 Fiery Command WorkStation instances at the same time. In such a case, if you wanted to set up a 16th Fiery Command WorkStation with the same Fiery Account, you would have to log out of your Fiery Account on one of the previous 15 instances to be able to log in to another.

We highly recommend creating an individual Fiery Account per operator outside of these special scenarios, such as demo and training environments. The account creation process is quick, easy, and free and can be done in just a few seconds. Connecting all your operators with their individual accounts and individual roles to your “company” is more effective and much safer in the long run.

Single company or multiple companies?

A "company" is a representation of either a single local environment or a representation of multiple environments at different sites, and possibly even different countries.

If you have multiple locations, you will need to choose if you want to manage them as one large company, or as multiple smaller companies. Each "company" will track print metrics and share resources, like licenses, separately from every other company. Note that Fiery IQ also incorporates the concepts of groups and collections, enhancing your ability to retrieve the specific print metrics you seek.

Question: Should I create a single "company" or multiple "companies"?

Answer: Most Fiery users work in a single environment. Naturally, the choice is to create a single "company" that represents a specific environment.

However, some Fiery users and environment owners manage multiple environments at various locations. These may be sites in the same town, connected businesses in different regions, and sometimes even environments or print rooms in different countries or continents. The Fiery Account structure has a way to cater to these different possibilities.

Here, the Fiery Account gives you an interesting option that you, as a "global" administrator, need to consider.

Option 1: Track all environments "as one"

- If you prefer to think of a "company" as the sum of all your environments and you want to track them all together, share resources (independent of the environment location), and know what is going on everywhere with just a single Fiery Account and company, this option is for you.
- Note that even in this scenario, you have the option to organize your environment resources in "groups and collections" within Fiery IQ.
- Steps to achieve this:
 - Create a single Fiery Account for you as the global administrator
 - Create a company for this Fiery Account
 - Since you will not differentiate between different locations, use your environment brand as the "company" name:
 - E.g., "MyPrintShopBrand"
 - Invite your users across all environments and sites to the above single company, "MyPrintShopBrand."

Option 2: Track environments independently

- You can create a "company" for each of your environments (locations). This approach will make all the environments separate from each other. These "companies" will only track the print metrics of their individual environment / location and not "know" anything about the other environments. You will also not be able to share resources (e.g., licenses) across environments.
- Steps to achieve this:
 - Then create one company per Fiery Account (you should split this task up across multiple administrators):

- **Fiery Account 1:** Associated with
 - "MyPrintShopBrand_Denver"
- **Fiery Account 2:** Associated with
 - "MyPrintShopBrand_Berlin"
- **Fiery Account 3:** Associated with
 - "MyPrintShopBrand_London"
- Etc.
- Now, you can invite your users to the individual companies by using the individual Fiery Accounts associated with each company. You will, for instance, sign into Fiery Account 1 and then invite your users in the Denver environment, assign roles to them, and then continue doing the same with Fiery Account 2 for Berlin, etc.

Where do I get started with a Fiery Account?

Now that we have considered the basics, where would you start creating a Fiery Account?

There are several locations where users can start and complete the Fiery Account creation.

Most users will create a Fiery Account when they attempt to download Fiery applications through Fiery Software Manager. It is possible to create a Fiery Account on a computer with only internet access, even if a Fiery application is not installed on it.

Create a Fiery Account:

- **In a Fiery application:**
 - Fiery Software Manager (**recommended starting point**)
 - Fiery Command WorkStation 7.0 and later
- **With an internet browser on any computer:**
 - [Fiery Account](#) page
 - [Fiery IQ](#)

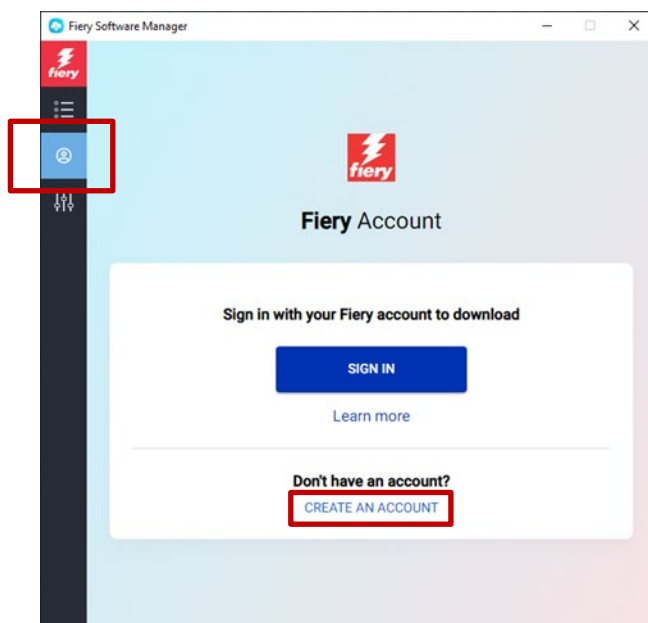
Note: Depending on **where** you start the Fiery Account creation, the process will finish after entering personal information with the option to associate the Fiery Account with a company later, or you are prompted to add the personal and company information.

Here is an overview about the different starting points:

Fiery Account Creation Starting Point	Personal vs. Company Information
Fiery Software Manager (recommended starting point)	<ul style="list-style-type: none"> • Personal information required; company information optional
Fiery Command WorkStation	<ul style="list-style-type: none"> • Personal information to download • Company information is mandatory to connect Fiery servers to Fiery IQ, backup & restore workspace settings and makeready licenses, access to free Fiery IQ applications, trial of paid Fiery IQ applications, and the possibility to license and use company licenses of Fiery IQ paid applications.
Fiery Account page	<ul style="list-style-type: none"> • Personal information required; company information optional
Fiery IQ	<ul style="list-style-type: none"> • Both personal <u>and</u> company information mandatory at the point of account creation

The process of creating an account is very straightforward. The following steps explain the workflow with Fiery Software Manager as the starting point.

1. Go to Fiery Software Manager, click the second tab, and click Create an account.



2. Type the following information:
 - o Email address

Note: You should use your **business** email address (e.g., my.name@myprintshop.com) for the account creation. Only use common public email domains (like "Gmail," "Yahoo," and "Hotmail") if your environment is not working with an individual company email domain.

- First name
- Last name
- Password
- Country of residence
- Consider agreeing to our offer to keep you updated on the latest Fiery Account news by moving the slider to the right.

3. Click Continue.

Sign up

If you have an existing EFI IQ account, you can use those credentials to sign into a Fiery Account. [Learn more](#)

Create an account

Already have an account? [Sign in](#)

Email address*
Best.Practices@fierydemo.com

Enter your business email address

First name*
Roland

Last name*
Campa

Password*

Country*
Germany

I agree to receive Fiery's electronic messages containing news, updates, and promotions regarding Fiery's products and services.

CONTINUE

By submitting this form, you agree that you have read and agree to [Privacy Statement](#) and [Terms of Use](#)

4. You will receive an email with a verification code.

Fiery Account

Let's make sure it's you!

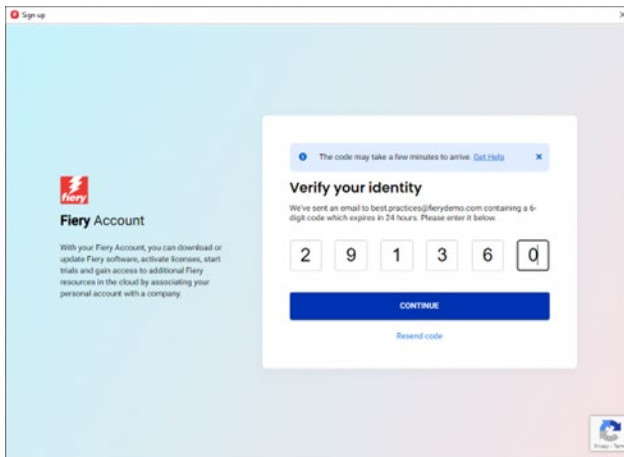
Hi Roland,

We need to validate the email address associated with your Fiery Account.
Enter the code below into the field to validate your account. This code expires after 24 hours.

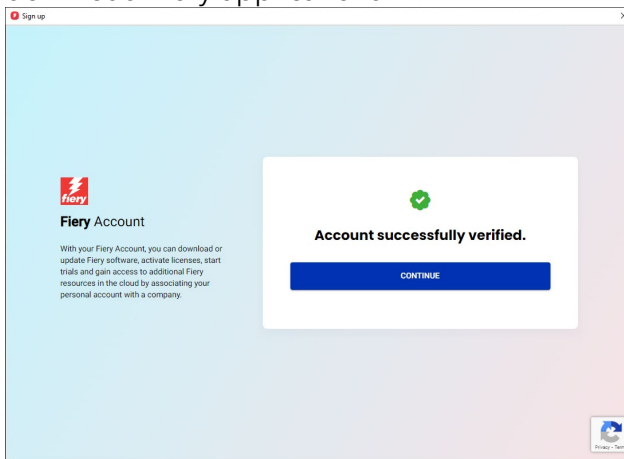
291360

Need help? [Contact our support team](#) and we'll be happy to assist you.

5. Type the verification code in the Fiery Account user interface and click Continue.



6. Congratulations! You are done with the basic Fiery Account creation and can now download Fiery applications.



Installing Fiery applications through Fiery Software Manager

With the introduction of Fiery Command WorkStation 7, installing any Fiery application through Fiery Software Manager will require a Fiery Account.

While there are numerous benefits for users to have individual Fiery Accounts and associate those individual Fiery Accounts with a “company,” downloading Fiery applications through Fiery Software Manager does **not** require a **company association**.

Here are a few things to consider depending on your role:

1. Environment operators/administrators

- Create your individual Fiery Account, e.g., by clicking on “Create an account” in Fiery Software Manager.
- Download and install the software of your choice through Fiery Software Manager. Note that you will remain logged in. When the system is rebooted, you will still be logged in with the same Fiery Account. You will only be logged out after a system inactivity of 25 days. This implementation was to avoid having operators sign in after each reboot.

2. Service technicians

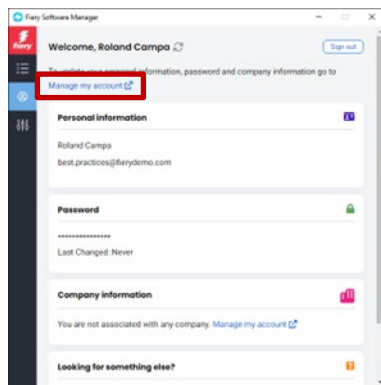
You have three possibilities to download and install Fiery applications:

- **Recommended:** Talk to the administrator of the environment and ask that person to create a Fiery Account for you. This can also be done before an onsite appointment on any browser by going to the [Fiery Account landing page](#). After you download and open Fiery Software Manager, ask the administrator to log in with their Fiery Account and then proceed to download the Fiery applications of your choice.
- **Alternative 1:** Download the Fiery applications of your choice through the [Fiery Download Center](#). You can download the latest (or any) version of the desired Fiery application, and this workflow will not require you to be logged into a Fiery Account for the download or installation.
- **Alternative 2:** Sign on to your own Fiery Account (which should **not** be associated with a company!) in Fiery Software Manager and download the desired Fiery Applications. After they are downloaded and installed, sign out of your Fiery Account and remind the environment operators and administrator(s) to sign in with their individual Fiery Accounts after you are done.

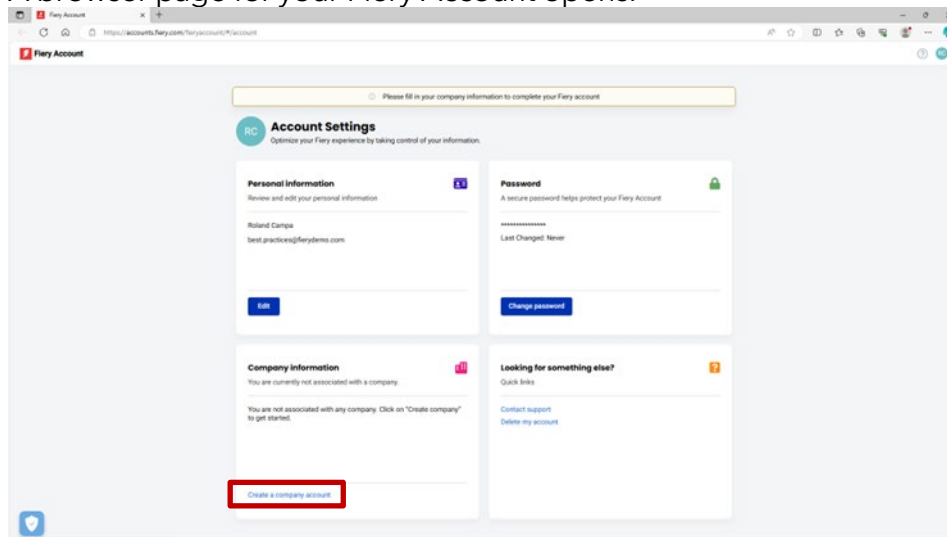
Creating a company

We recommend leaving the creation of a “company” as a task for the environment administrator. As an environment administrator, you should use the following steps:

1. Create your individual Fiery Account through Fiery Software Manager or browse to [Fiery IQ](#) or [Fiery Account](#).
2. After your Fiery Account is up and running, click Manage my account in the Fiery Software Manager.

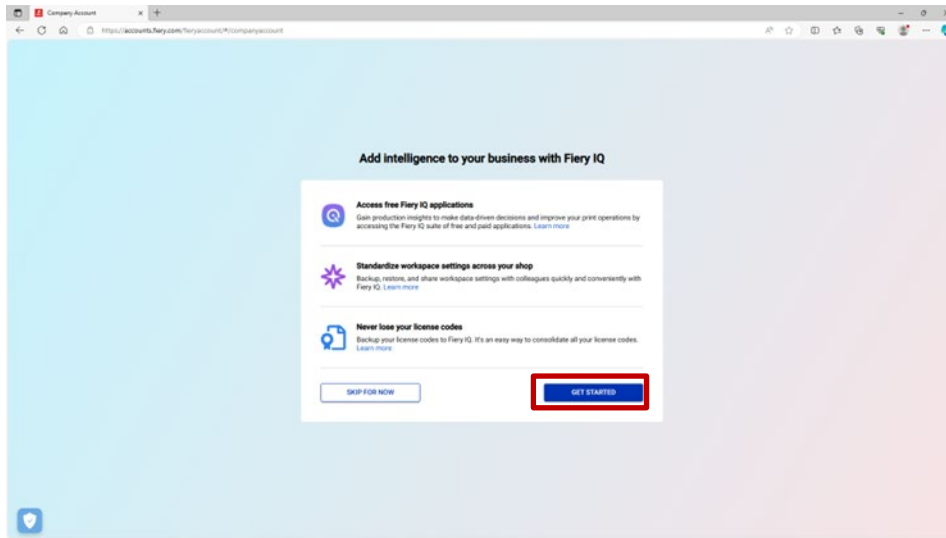


3. A browser page for your Fiery Account opens.

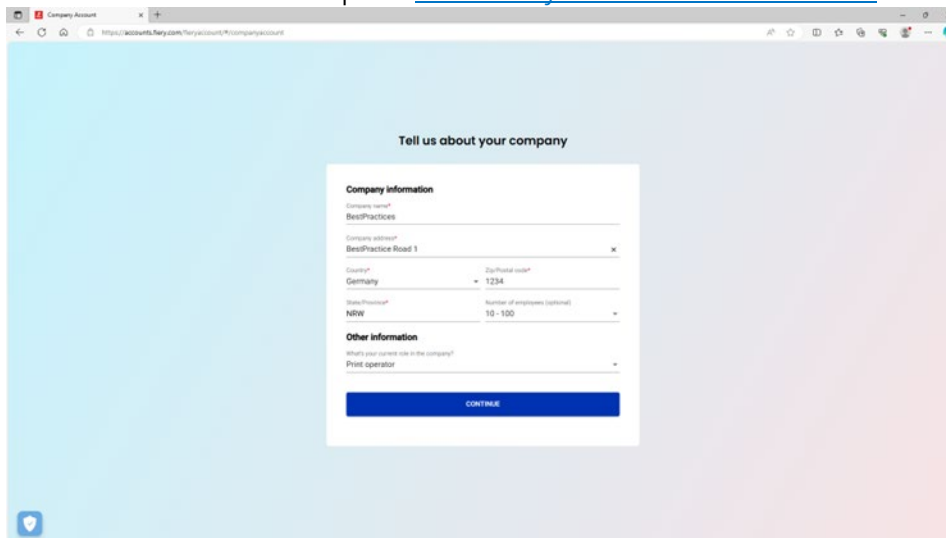


4. Click Create a company account.

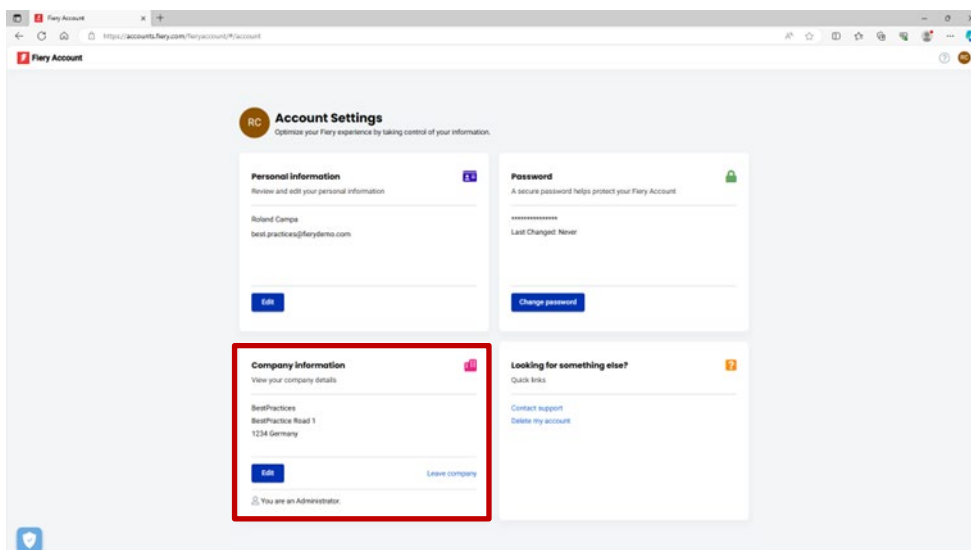
5. Click Get started and follow the onscreen instructions.



6. Make sure you give the "company" a proper and representative name under the considerations of the chapter "[Basic Fieri Account considerations](#)".



7. Complete the company creation, and you can now see that the company is associated with your Fieri Account.



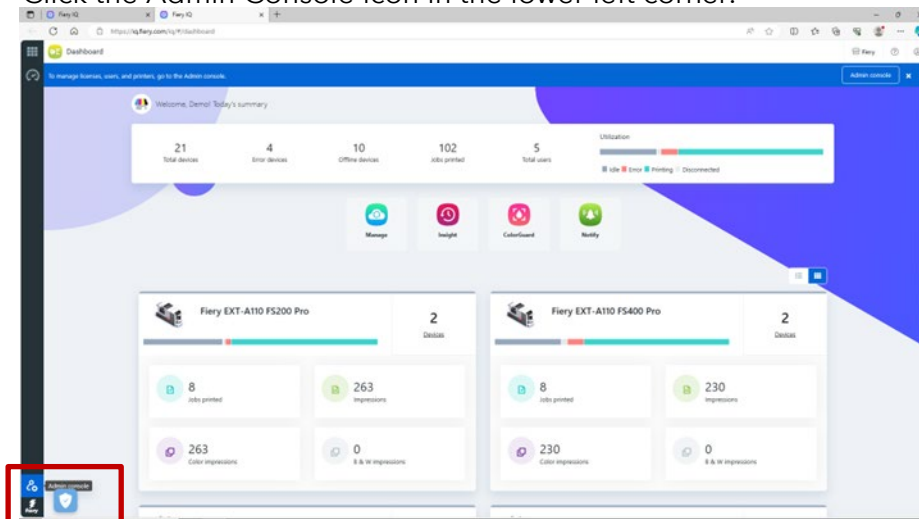
Inviting operators

Now that you, as an administrator, have created a Fiery Account associated with a company, you can invite your operators to “join” the company you created.

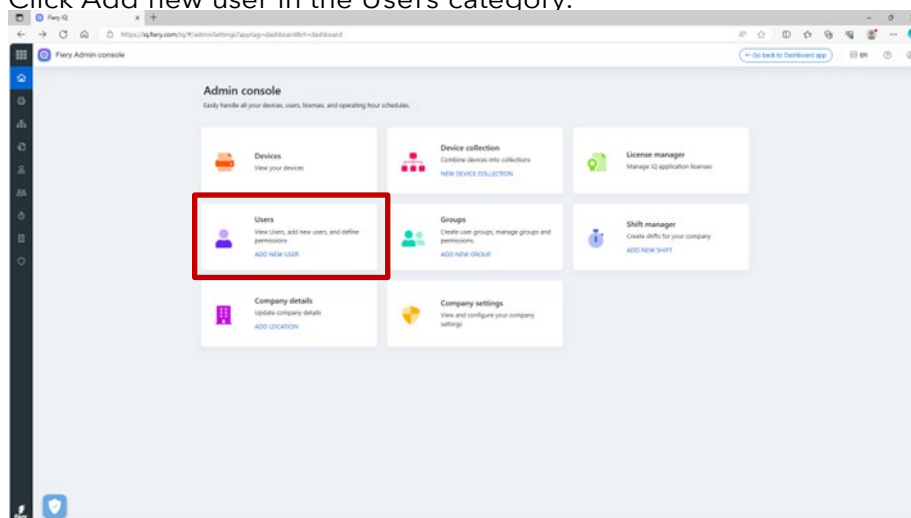
Below are points to be considered, as well as step-by-step instructions:

- If you created a Fiery Account and a company, you would want to come up with a plan about which operators to invite and what role to assign to them. You can review the newly created Fiery Account and company information by clicking the second tab in Fiery Software Manager and reviewing the “company information” section.
- We recommend creating a small document where you note your operators' first name, last name, business email address, and the targeted role (Administrator, Operator, Support) that you want to associate with them.

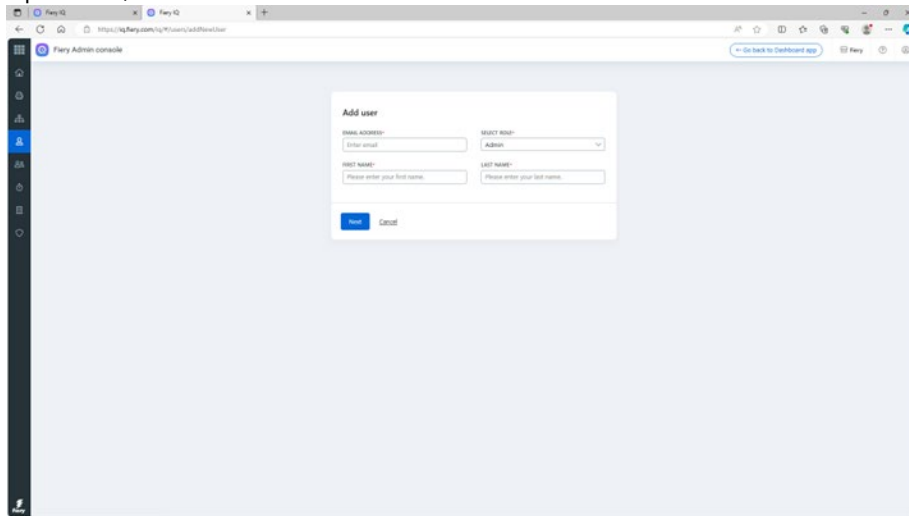
1. Navigate to iq.fiery.com in your browser.
2. Sign on with your Fiery Account if you are not already signed in.
3. Click the Admin Console icon in the lower left corner.



4. Click Add new user in the Users category.



5. Type the first and last name, email address, and the targeted role per operator, and send them an invitation.



6. Here, we differentiate between two use cases:
 - a. The invited user already has a Fieri Account. It will be associated with the administrator's company. The user will receive an email with that confirmation and a link to access Fieri IQ through their existing Fieri Account.
 - b. If the invited user does not have a Fieri Account yet, it will automatically create a Fieri Account for the user, which will be associated with the administrator's company. The invited user will receive an email asking to set a password. This invitation will expire after one hour. After a password has been set, the invited user can access Fieri IQ through their new Fieri Account.
7. If you have multiple users in your environment, then we highly recommend having at least one additional administrator in your environment so administrative tasks can be done even when you are on vacation, sick, or busy in any other way. You can do this by selecting the "Administrator" role of any of your users when you invite them, as described above. You can have as many administrators in an environment as you like.

“Company” management

There is always a possibility that you made a mistake when dealing with a “company.” Maybe your operators already created a company and did not wait for your invitation. Or maybe you, as an administrator, created a “company” but labeled it “MyPrintShop,” whereas you wanted it to be labeled “MyPrintShop Incorporated.”

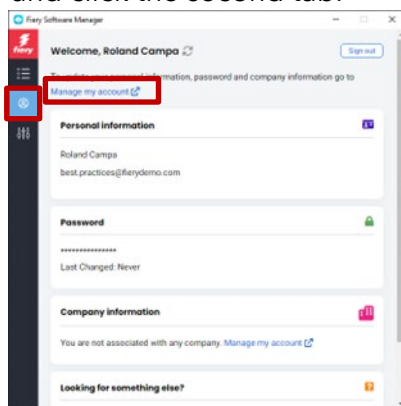
Fortunately, several tools have been added to the Fiery Account that allows you to solve these situations without having to reach out for help.

Let us take a look at the scenarios.

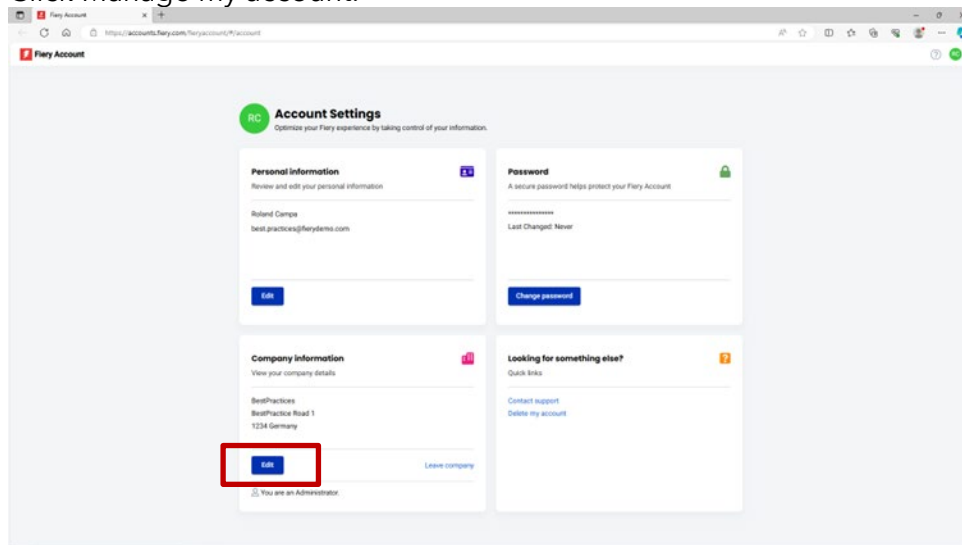
Question: I have a typo in the company name, address, and ZIP/postal code, or I accidentally selected the wrong country. What now?

Answer: You can edit the company information using the following steps.

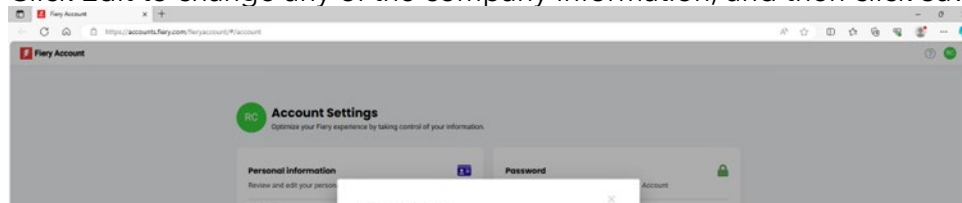
1. Go to Fiery Software Manager, (alternatively browse to [Fiery IQ](#) or [Fiery Account](#)) and click the second tab.



2. Click Manage my account.



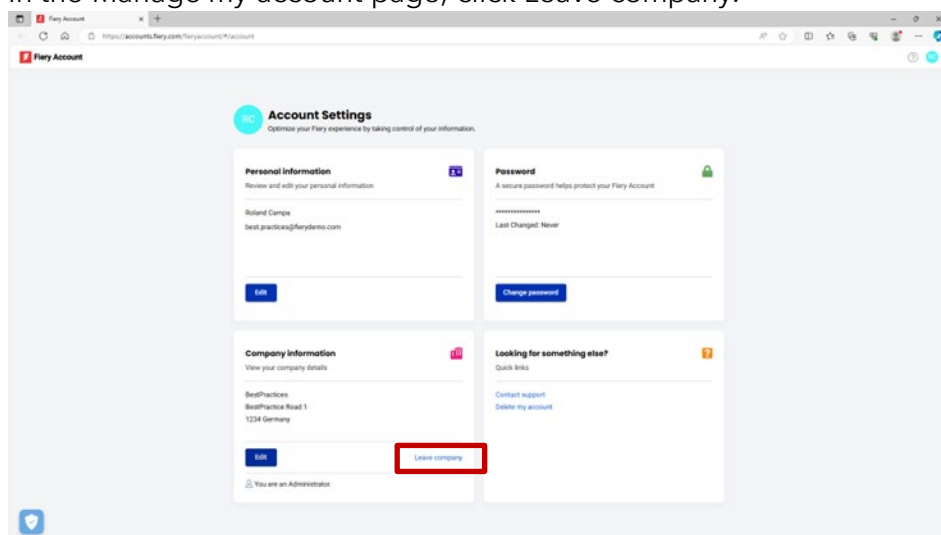
3. Click Edit to change any of the company information, and then click Save.



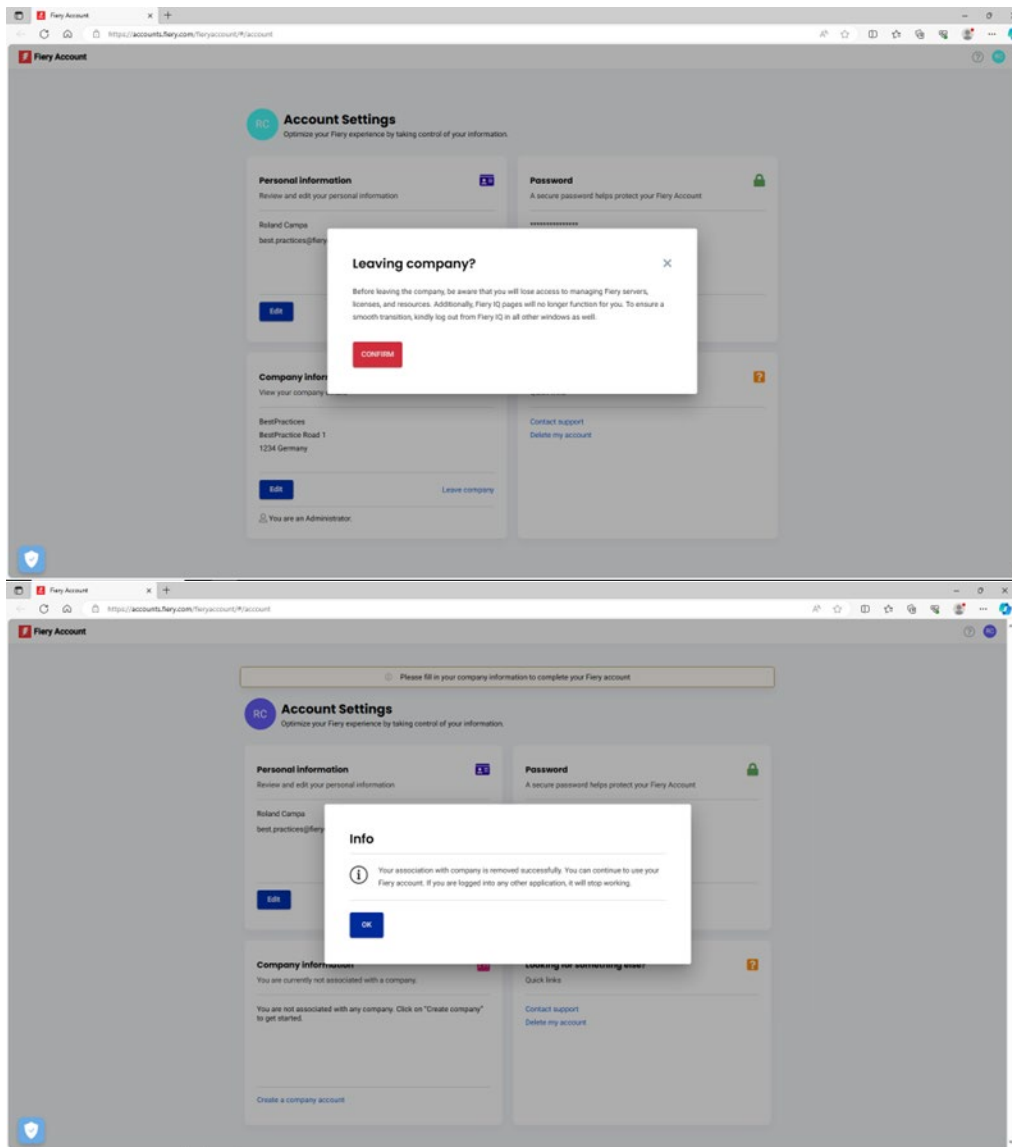
Question: I accidentally joined the wrong company. How can I correct that?

Answer: You can leave the company using the following steps.

1. In the Manage my account page, click Leave company.



2. Follow the onscreen instructions and click Confirm.



3. Now, you can join the intended company.

Question: I created a company before realizing a company for my environment had already been made. I want to delete the company I created. How do I do that?

Answer: You can leave the company by following the steps mentioned in the previous question and answer. You do not have to delete it.

Connecting servers to Fiery IQ

When you have created a Fiery Account and associated it with a company, you will want to benefit from the Fiery IQ suite of cloud applications and services, especially since many are entirely free.

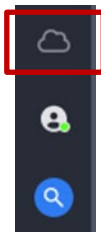
You need your servers to be **connected** to Fiery IQ before you can backup & restore workspace settings and makeready licenses, access free Fiery IQ applications, try paid Fiery IQ applications, and consume company licenses of Fiery IQ paid applications.

Before you attempt to connect a server to Fiery IQ, make sure you are logged into Fiery Command WorkStation with **administrator privileges**. If you missed this step, the user interface will warn you when you attempt to connect to a server later.

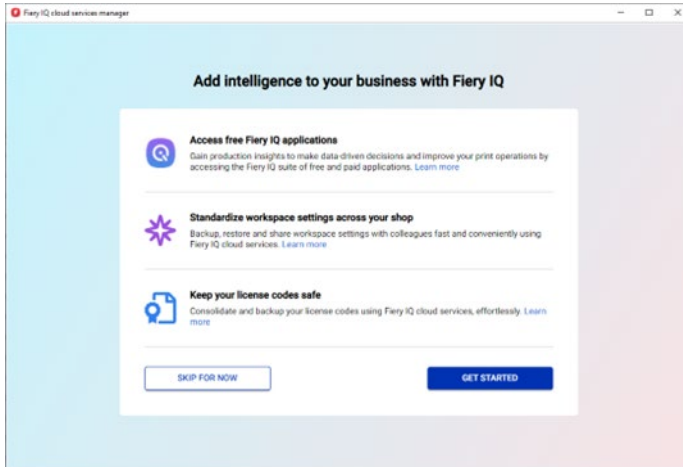
If you are signed on to your Fiery Account from within Fiery Command WorkStation, you will see a little green dot on the account icon.



Above the Fiery Account icon, you will find a cloud icon that will not show a green dot until you have connected one printer / backed up one license at a minimum to Fiery IQ. It also acts as a starting point to connect the servers.



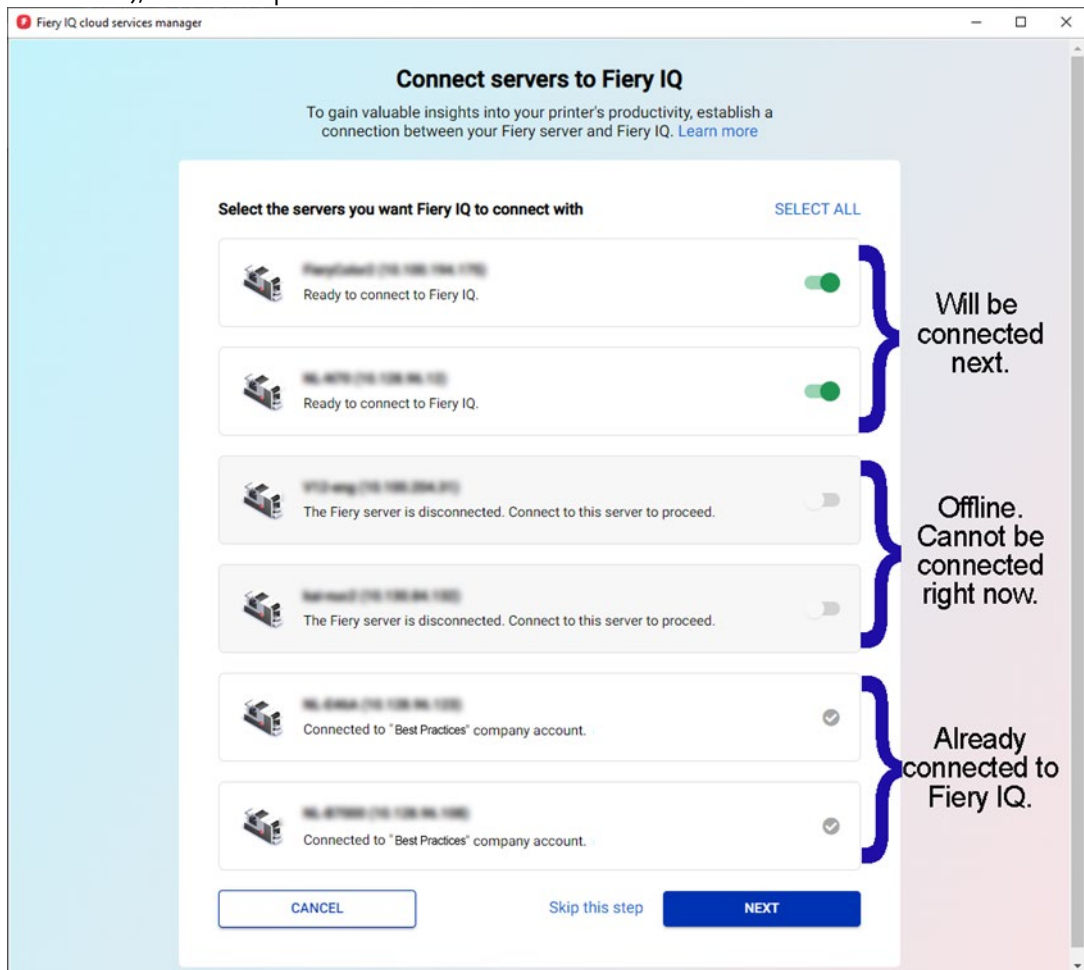
Connecting Fiery cutsheet servers to Fiery IQ has been dramatically simplified, and all you need to do in Fiery Command WorkStation 7 and later is click the cloud icon, which opens the following screen.



1. Click Get Started.

In the screenshot below, you will see a list of all servers connected to Fiery Command WorkStation, and you can choose which ones you would like to connect to Fiery IQ by simply moving the slider to the right to turn them "green."

The user interface will also let you know which servers are already connected, which ones are currently offline and cannot be connected in their current state, or which ones may require an update (which can be triggered within this workflow), for example:



2. Click Next and follow the onscreen instructions.
Depending on the server type you are connecting to, the connection can be established in a few moments, or sometimes you will have to install a server patch first and potentially even reboot the server before it can be successfully connected.

The user interface will let you initiate all these actions and provide feedback until the server is eventually connected.

Removing a server from a “company”

There are scenarios where you previously connected a server through your Fiery Account with Fiery IQ and worked with it as a resource of your environment, but now you want to remove the server from your company.

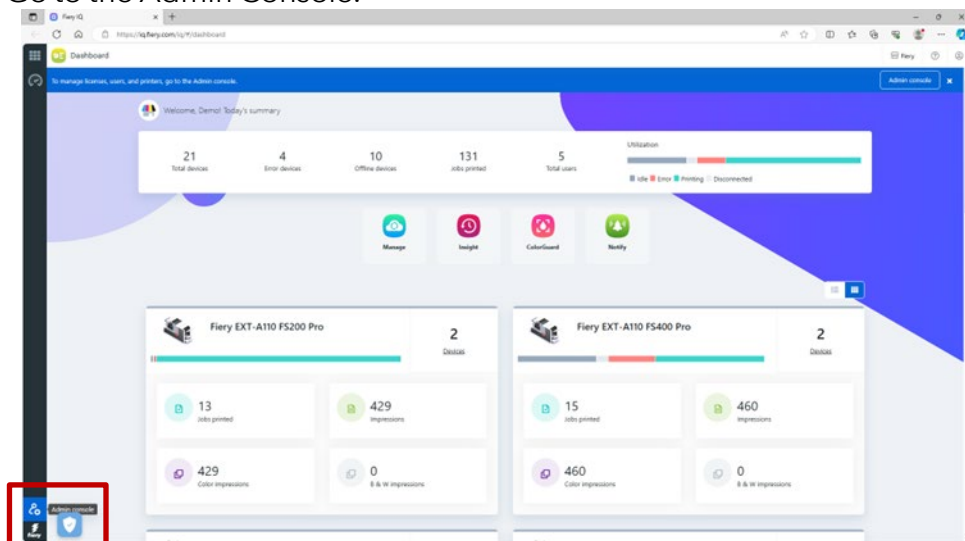
One reason might be that you sold the server and printer to someone else who now would like to have the printer added to their company, or the printer is at the end of its life, and you want to get rid of it from your environment and instead track another server and printer.

We recommend removing a server from a company in two steps.

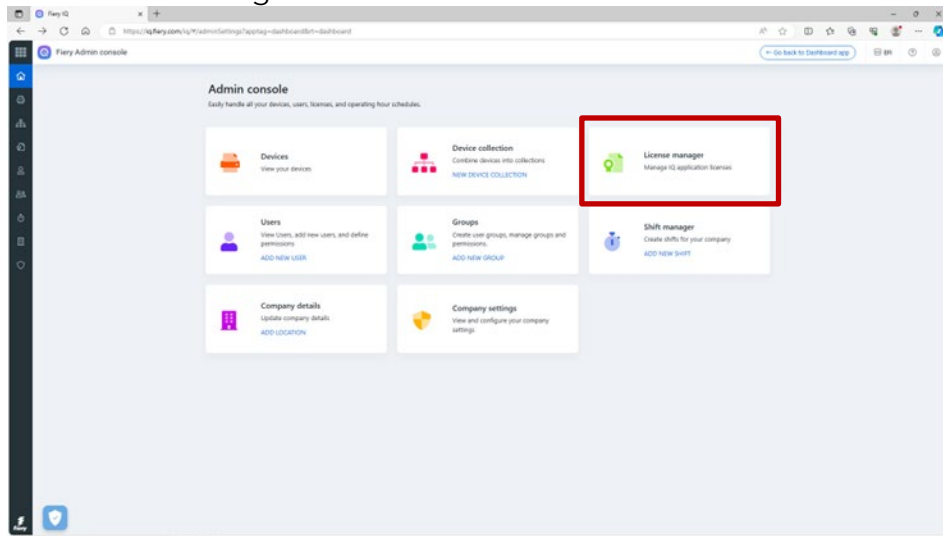
Step 1: Check the licenses associated with the server you will remove.

If there are licenses or subscriptions associated with the server, you will want to remove the licenses first before you remove the server so you can potentially use those licenses or subscriptions on another server. If you miss this step, you will have to contact Fiery support to retrieve the licenses.

1. Sign on to Fiery IQ (iq.fiery.com) and authenticate with your Fiery Account.
2. Go to the Admin Console.



3. Click License manager.

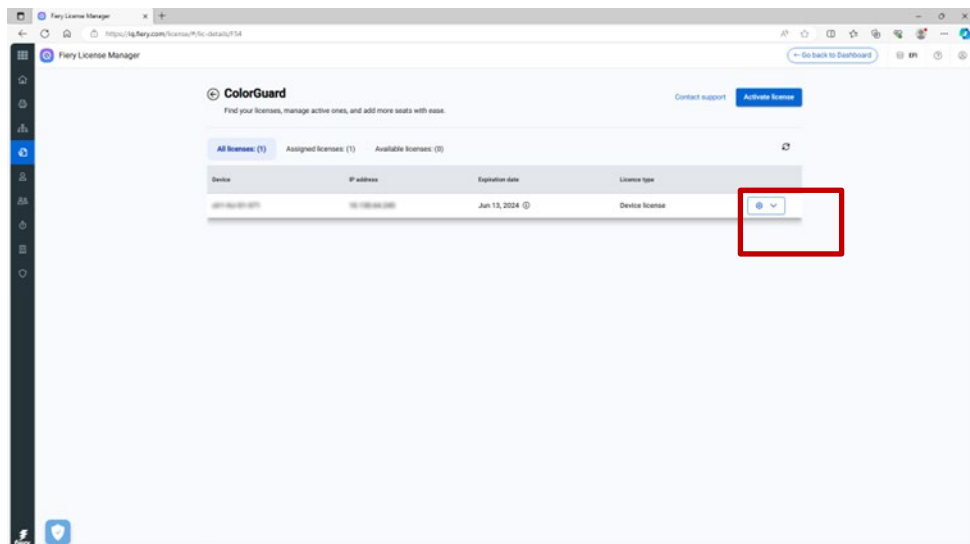


Identify the licensed products you own. In the below example, only a Fiery ColorGuard license has been activated.



4. Click Manage.

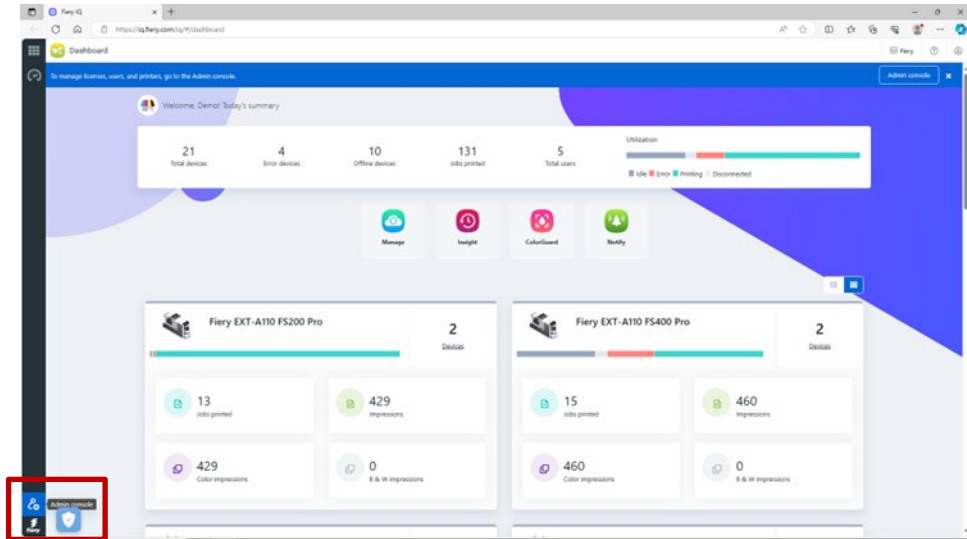
If the server you intend to remove is currently associated with a license, click Release this license at the end of the appropriate row.



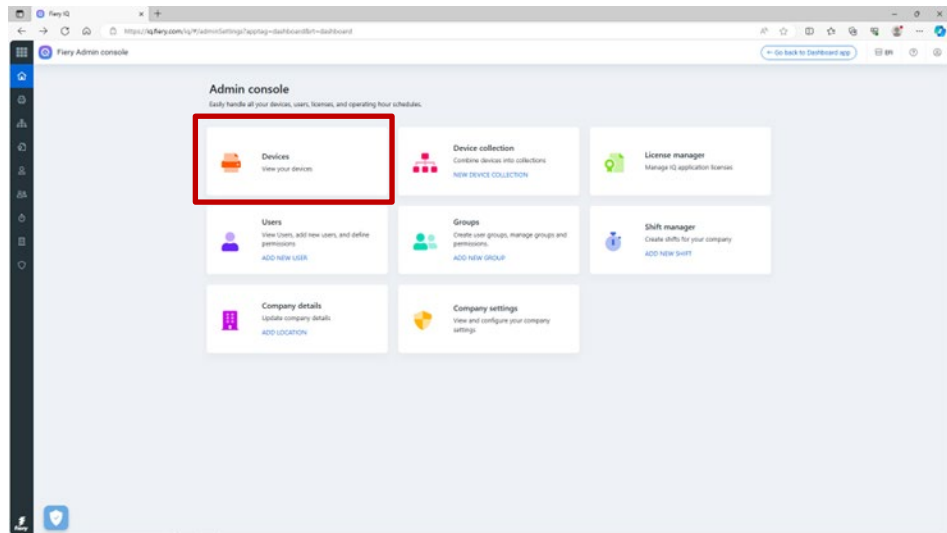
This will remove the license from the Assigned licenses bucket and move it to the Available licenses bucket, from where you can apply it to another server.

Step 2: Removing a server from a company

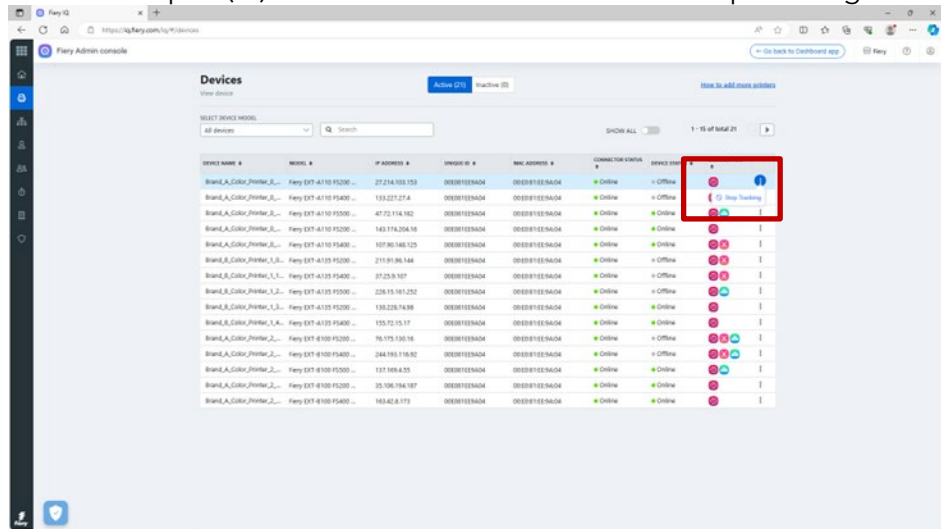
1. Sign on to Fiery IQ (iq.fiery.com) and authenticate with your Fiery Account.
2. Go to the Admin Console.



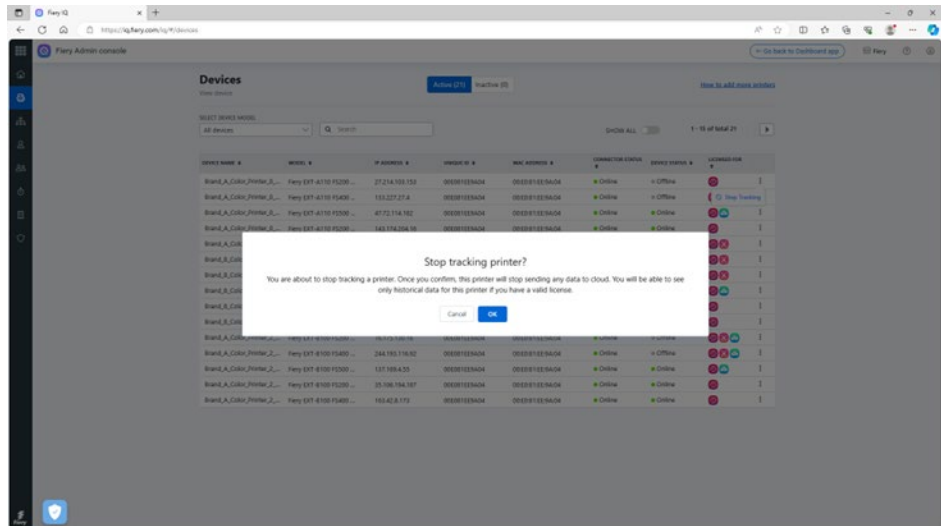
3. Click Devices.



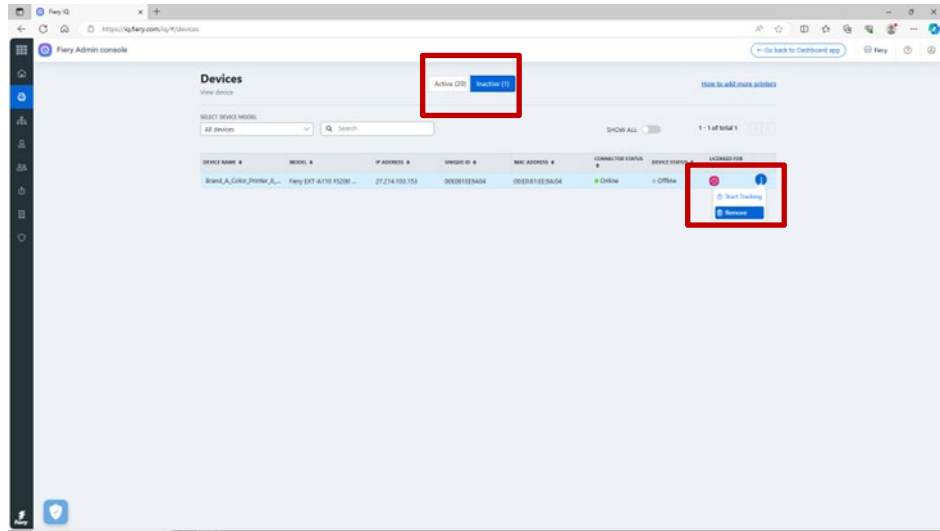
- Find the server you want to remove.
- Click the ellipsis (...) at the end of the row and click Stop tracking.



- Click OK to confirm.



7. Click the Inactive tab at the top of the screen.
8. Click the ellipsis (...) at the end of the row for the server you want to remove and click Remove.



eLearning for the Fiery Account

This document should have given you a good start in Fiery Account management.

We also have a free eLearning course waiting for you that takes some of the above steps and explains them in further detail as well as with interaction.

Fiery 120: Fiery Account

In this eLearning course, you will learn the basics of Fiery digital print servers, its value in print environments, and the foundational elements of Fiery.

About This Course	Duration	Content
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It is important to have an account to authenticate your access to certain features and functionalities of Fiery. With a Fiery Account you can onboard the Fiery servers to Fiery IQ application and backup critical settings to Fiery IQ cloud.

After completing the modules in this course, you will be able to:

- Describe the critical functions and features of Fiery Account.
- List the benefits of creating a Fiery Account.
- Explain the process to create a Fiery Account.
- Illustrate the steps to associate a Fiery Account to a company.
- Explain the process of connecting Fiery servers to Fiery IQ.
- Learn the steps to backup Fiery Command WorkStation workspace setting on Fiery IQ cloud.
- Learn the steps to backup Fiery applications license activation codes on Fiery IQ cloud.
- Explain the process to manage the settings of Fiery Account.

Click the below link to navigate to the specific Fiery Account eLearning page:
<https://learning.fiery.com/courses/fiery-120-fiery-account>