ISD Konto | ISD Account

Register

The new Sign up (Register) form has some new input fields. You can now enter the Company/Educational institution, Customer number, Salutation, First name and Last name, Postal code, Country, Phone number and an E-mail address. Also, users are requested to define a Password.

(Access to the customer area will only be granted after verification of the customer number)

Company / Educational institution *

Customer number

Salutation *
-

First name *

Last name *

Postal code *

Country *
-

Phone number *

E-mail address *

Password *

Confirm password *

By creating an ISD account you accept the Data protection Guidelines of the ISD Group.

> Register

You already have an account? **LOGIN**

The fields marked with an asterisk (*) are mandatory fields.

Users should also note that the new registration procedure omits the freely selectable "Username". According to the new login procedure, the corresponding E-mail address is identical with the username. If an E-mail address already exists, an appropriate error message will be displayed for the user.

Customers have the option to "suggest" a customer number during the registration process. The Customer area will only be activated after successful verification of the customer number. A small green checkmark indicates to the customer that the customer number has been checked and accepted. As soon as the customer number has been verified, this field can no longer be edited.

D00007
Customer number not verified

D00007
Customer number verified

By registering the user accepts the Data Protection Guidelines according to our website. A link to our Data Protection Guidelines can be found between the input fields and the Register button.

The registration has been secured by means of a Double-Opt-In procedure. After registration, the user will receive an E-mail with an activation link. The user can only access his/her ISD account after activation via this link. If the account will not be activated within 14 days, the user will be deleted again automatically.

After successful activation the user has to login with his/her login data to access the Online services.

Pseudonym for the ISD Forum

To be able to use the ISD Forum a Pseudonym is required. After successful registration a Pseudonym will be assigned to each new user. The

automatically generated Pseudonym consists of a multi-digit, alphanumerical combination in the format ISDmemeber123456789. The order of the numbers is arbitrary.

If desired, the Pseudonym can be personalized in the protected ISD Account. Via Settings > Edit access data users have the option to define a new Pseudonym. They can change the Pseudonym in the ISD Account as often as they like.

For all users who were using the Forum while the above changes were implemented, the Pseudonym that was used there will apply.

Pseudonym for the ISD Forum

To be able to use the ISD Forum you require a Pseudonym. After your successful registration, you will obtain this Pseudonym automatically. You have then the option to personalize your Pseudonym for the ISD Forum.

Please note that changes to the Pseudonym are instantly visible, but it can take up to 5 Minutes until the new Pseudonym becomes visible in the Forum.

Guidelines for the Pseudonym: Your Pseudonym must have a minimum length of 6 and a maximum length of 16 characters.

Pseudonym *   Only for the ISD Forum

> Save data

Login

The login requires the input of your E-mail address and Password.

The whole world of the ISD in one account!

Log in using your access data to gain access to your personal ISD account and all platforms of the ISD.

Username

Password

> Login

Forgot password?

New to the ISD Group? **Sign up now.**

Forgot password?

If a user has forgotten his/her password, he/she can create a new password by clicking on the "Forgot password?" link and entering his/her username.

Forgot password?

No problem! You can easily reset your password and assign a new one.

Please enter your e-mail address in the field below and request your new password.

After entering the data you will receive an e-mail with a detailed instruction on how to reset your password.

Username / E-mail *

> Request new password

You already have an account? **LOGIN**

New to the ISD Group? **SIGN UP NOW**

Here, too, an E-mail with a security token will be sent to the specified E-mail address / the username. You can then change the password by clicking on the link in the E-mail. If the "Forgot password?" function was used accidentally or not by the user, simply ignore the E-mail.

Login successful

After successful login the user will be redirected to a page with an overview of Online services that have been made available to his/her user account.

My ISD account

Dear John Doe!

Your last login was on 08.11.2017 09:56.

Below you can see the Online Services of the ISD that have been made available to your account.

Wiki
Our Wiki provides you with special information about the ISD, its products and services.

Online Help
Here you will find Installation Guides, Online Helps, News and much more.

Forum
The home of numerous HiCAD und HELiOS users who will be happy to provide assistance.

Filecenter
The Filecenter allows you to exchange large amounts of data with us.

In the small menu at the top right the customer can switch to his/her Profile data or Settings or logout again.

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Logout

Products   Fields of application   Support & Training   References   Contact

Settings

In the Settings users can access their Profile data, view or change their Login data and specify further settings, e.g. Language or Newsletter subscription.

My ISD account - Settings

Please maintain your personal user account on a regular basis and always keep your personal data up to date. This will help us to provide you with useful information, suitable suggestions and offers.

Profile data

Here you can edit your general profile data, e.g. Company name, Address, Phone number etc.

> Edit profile data

Access data

Here you can change your password or update your E-mail address.

> Edit access data

Contact

Please determine in which language we may contact you.

> Edit contact

Edit profile data

Users can access their Profile data either directly via the small menu at the top right or via Settings > Profile data. Here, users can view their profile data, add new data or update existing data.

Profile data

Below you can see which user data have currently been saved. Please always keep your data up to date for the sake of individual communication.

Customer number	Company / Educational institution *
D00007 ✔	Musterfirma

Salutation *	First name *	Last name *
Mr	Max	Mustermann

Postal code *	Country *	Phone number *
12345	Germany	0123 45678

> Save data

After each change the user will receive an E-mail informing him/her about the change.

Edit access data

The "Edit access data" allows users to change their Password, to personalize the Pseudonym for the ISD Forum, to update their E-mail address, or to delete their account completely.

Access data

Hereafter, you have the possibility to change your access data. Please note that your e-mail address is also your login name. In case if any amendments are made regarding your e-mail address, your login name changes automatically.

Change password

Please create a new password and confirm the password for your account.

Please note that your new password is activated immediately.

Password policies: Your new password will need to be 8 to 16 characters long. We recommend using special characters in respect of security. The use of a login name as password opens up a security loophole and thus should be avoided.

New password *

Confirm password *

> Change password

Pseudonym for the ISD Forum

To be able to use the ISD Forum you require a Pseudonym. After your successful registration, you will obtain this Pseudonym automatically. You have then the option to personalize your Pseudonym for the ISD Forum.

Please note that changes to the Pseudonym are instantly visible, but it can take up to 5 Minutes until the new Pseudonym becomes visible in the Forum.

Guidelines for the Pseudonym: Your Pseudonym must have a minimum length of 6 and a maximum length of 16 characters.

Pseudonym *   Only for the ISD Forum

> Save data

User name

With the changeover of the new ISD login your e-mail address is also your user name.

E-mail address *

maxmustermann77@gmx.net

> Save data

Do you want to close your account?

It is a pity! Follow the link to sign off: Close account!

Contact

Here, users can subscribe to our Newsletter and choose a preferred Language in which they wish to be addressed by the ISD.

Language / Newsletter

Newsletters
☐ Newsletter (DE)   ☐ Newsletter (EN)
☐ Newsletter (NL)

Language *
[- ▾]

[› ____ Save data]

Delete ISD account

If a user does no longer want to use the Online services of the ISD, he/she has the option to delete his/her user account.

The user account will be deleted immediately, and the user will receive an E-mail confirming the deletion.

When deleting the ISD account, the Pseudonym for the Forum will be deleted as well. The contributions of the user, however, will remain in the Forum and will be marked with "guest". The Newsletter subscription will be continued, independent of the status of the ISD account.

Unused ISD accounts

Unused user accounts will be automatically deleted after 12 months. After 9 months the corresponding user will be informed about the planned deletion and has then 3 more months to reactivate his/her ISD account. If a login takes place within these 3 months, the ISD account will be continued. Otherwise it will be deleted after these 3 months.

Logout

After successful logout the user will be automatically redirected to the ISD homepage.