This manual, as well as the software described in it, is furnished under license and may be used or copied only in accordance with the terms of such license. The content of this manual is furnished for informational use only, is subject to change without notice and should not be construed as a commitment by Adlib Publishing Systems Inc. Adlib Publishing Systems Inc. assumes no responsibility or liability for any errors or inaccuracies that may appear in this manual.

Except as permitted by such license, no part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, recording, or otherwise without the prior written permission of Adlib Publishing Systems Inc.

Adlib, Express, Express Server, ExpressConversion, ExpressRecognition, ExpressPublishing, Relay, Express Web Services, Insight and Publisher are either registered trademarks or trademarks of Adlib Publishing Systems Inc. Microsoft Windows and Microsoft Office are either registered trademarks or trademarks of the Microsoft Corporation in the United States and/or other countries. Corel, WordPerfect, CorelDRAW and Quattro Pro are either registered trademarks or trademarks of Corel Corporation. IBM, Lotus, SmartSuite, Word Pro and Freelance Graphics are either registered trademarks or trademarks of IBM Corporation. Adobe, Acrobat and Adobe Reader are either registered trademarks or trademarks of Adobe Systems Inc. Crystal Reports is either a registered trademark or trademark of Seagate Software. OpenOffice.Org is either a trademark or registered trademark of Oracle.

Portions of this product contain code from OmniPage Capture SDK (registered trademark of Nuance Communications Inc.), Outside In (registered trademark of Oracle), Glyph & Cog, LLC (Copyright 2003-2013), Pegasus Imaging Corporation (Tampa, FL), PDFNet SDK from PDFTron™ Systems (Copyright 2001-2013) and are distributed by Adlib under license.

ALL RIGHTS RESERVED.
# Table of Contents

Overview.................................................................................................................. 5
Access and Registration............................................................................................. 5
Account Information ................................................................................................. 7
Cases......................................................................................................................... 10
  Edit Case .............................................................................................................. 11
  Create Case ........................................................................................................ 12
  Case Error .......................................................................................................... 13
Knowledge Base ...................................................................................................... 14
Documentation ........................................................................................................ 15
Other Content .......................................................................................................... 16
Appendix A – Contact Adlib .................................................................................. 17
List of Figures

Figure 1 - Adlib Portal Sign In .............................................................................................................6
Figure 2 - Adlib Portal Welcome Page .................................................................................................7
Figure 3 - Adlib Portal Account Screen ..............................................................................................8
Figure 4 - Account, Change Password ..................................................................................................9
Figure 5 - Account, Request an Upgrade .............................................................................................10
Figure 6 - Adlib Portal, Cases Home Page ..........................................................................................11
Figure 7 - Edit Case ..............................................................................................................................12
Figure 8 - Create Case ..........................................................................................................................13
Figure 9 - No Access to Edit Case .........................................................................................................14
Figure 10 - Adlib Portal Knowledge Base Search ..................................................................................15
Figure 11 – Product Documentation ...................................................................................................16
Overview

Adlib is dedicated to the success of our customers. Providing tools and information is one way of achieving this goal. The Adlib portal was developed as part of a growing collection of ‘community’ related initiatives designed to help our customers and partners succeed.

This guide will provide basic instructions about accessing and using the Adlib Portal. It is structured logically starting with initial access and account information followed by details related to the ‘Cases’, ‘Knowledge Base’ and ‘Documentation’ areas of the portal.

We would love to hear your suggestions regarding new features and other portal information that would help deliver value for your organization. Contact us at success@adlibsoftware.com.

Access and Registration

To access the portal you need to have an account. Contact your Adlib Success team at success@adlibsoftware.com to get the necessary link and credentials.

Once you have navigated to the main portal sign-in page - https://portal.adlibsoftware.com – enter the username and password you have been provided.

Note: if you enter the incorrect information 3x you will be locked out of the portal and must contact us to un-lock your account and reset your password.

If you have forgotten your password follow the screen prompt as indicated and a new password will be emailed to you within 2 business days. An automated response to forgotten passwords is in development.

On the right hand side of the Access screen are other helpful links to assist you in navigating to other useful online areas of Adlib Software.
Once you are logged in you will have several options. You can adjust your Account settings, view Cases, search the Knowledge Base and download Product Documentation. Simply click on any of the tabs, links or tiles on the screen to go to your selected destination.
Account Information

Within this area of the portal you will be able to alter your password or request an upgrade to your current version of Adlib software. Fill in and submit the forms as presented. When requesting an upgrade to your Adlib Software license, please note that the link will open a new browser window/tab to the Adlib Software website. You'll need to navigate back to your open Portal window to continue after requesting your upgrade. [see figure 5]
Account

Choose your destination by selecting a tile below.

Figure 3 - Adlib Portal Account Screen
Change Password

Use the form below to change your password.
New passwords are required to be a minimum of 6 characters in length.

Change Password

Current password

New password

Confirm new password

Change Password

Figure 4 - Account, Change Password
Cases

In this area of the portal you can create, view and edit support cases (depending on your account permissions). Simply select the appropriate link or tile.
You have several options to change the view filters, table sort order and more. Access to the various features is based on your portal permissions. You can view Closed or Cancelled cases by changing the ‘Case Status’ filter. You can also see other cases submitted by your organization by changing the filter from ‘My Cases’ to the broader corporate view.

**Edit Case**

With sufficient privileges you will also be able to edit existing cases. This allows you to add notes, upload additional files related to the case, and respond to questions. Any changes made can be viewed by Adlib’s internal Support team once you press the ‘Save’ button.

There are also options to Cancel a case if it is no longer valid or Resolve cases where the issue has been fixed.
Create Case

To create a new case enter a title, fill in the necessary information fields, and attach all relevant files. Fill in as much detail as possible to get the fastest possible resolution. Once you press the ‘Create Case’ button a Case # will be generated and it will be added to Adlib’s Support queue for assignment.

Notes:

- The Adlib team may modify the title slightly once it has been assigned. If you do not enter a title then the date and time created will be assigned as the title.
- Once you assign a priority it can only be modified by the assigned Adlib support person.
- Files are uploaded over a secure connection, are limited to 10 GB size, and can be any file type.
- For instructions on how to create “Submit a Problem” ZIP files please refer to Appendix N – Express Problem Submission section of the Adlib Express User Guide page 180.
If you do not have the necessary portal privileges to view, edit or modify a case you will be presented with a relevant error message as seen in Figure 10. Please contact Adlib Software for access privilege information.
Knowledge Base

The Adlib Knowledge Base (KB) is a useful self-help resource with hundreds of articles. Topics range from licensing and activation related issues to native application workarounds, known issues, and job ticket settings.

To search the knowledge base enter your search terms (e.g. error message number) then click ‘Read Article’ to review the contents of the article.
The Documentation section [see Figure 11] of the portal includes User Guides, Release Notes, and Readme files for each Adlib Software product. Clicking on the link will take you to a new page where you can download each manual. Also, in this section you will find Product Bulletins. These are a great source of technical information so check back regularly for newly posted items.
The Adlib portal has the ability to present unique content based on your login credentials. For example, Adlib partners will see additional resources and information related to the Adlib Partner Program. These will appear as additional tabs, tiles or links within the portal. Use the standard navigation techniques to access these areas of the portal.

If you are expecting to see specific content that does not appear, please contact: success@adlibsoftware.com.
Appendix A – Contact Adlib

Please contact Adlib Software if you have any questions or comments.

Web:  www.adlibsoftware.com

Email:  success@adlibsoftware.com for Portal related Inquiries
      info@adlibsoftware.com for General Inquiries
      sales@adlibsoftware.com for Sales Support
      support@adlibsoftware.com for Technical Support

Phone:  905-631-2875

Fax:  905-639-3540

Toll Free:  Sales: 1-866-991-1704
           Support: 1-866-991-1705
           (North America Only)

Mail:  Adlib
      215-3228 South Service Road,
      Burlington, Ontario.  L7N 3H8
      Canada