
Getting Started with your Me Inc.™ Account

**Handbook for Account Owners
and Account Managers**

HipCheck Mobility Service

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1 About your Me Inc. account

SCO's Me Inc.™ Mobile Solutions product line offers a growing number of services for professional productivity. These services enable user-friendly, real-time access to business-critical processes such as system administration, order entry, database query, supply chain management, and so forth, through supported mobile devices.

The **HipCheck** mobility service turns Windows mobile phones into powerful system administration “remote controls”, allowing administrators to perform important tasks from anywhere there is cellular coverage.

This guide is designed to help you set up and manage your Me Inc. account for **HipCheck** services, so that you and the other members of your account can get started using **HipCheck** hosted by SCO®. Specifically, this guide can help you:

- perform initial account setup, including activating the **HipCheck** service and adding subscribers – see [Chapter 2, “Getting started” \(page 9\)](#).
- manage your subscription from the web using the **Account Portal** – see [Chapter 3, “Managing your Me Inc. subscription” \(page 15\)](#).
- manage your Me Inc. account and the subscriber list, upgrade **HipCheck** licenses, and perform other account administration tasks – see [Chapter 4, “Administering your Me Inc. account” \(page 23\)](#).

How it all works

Your **Me Inc. account for HipCheck services** allows you and other authorized account members, called **subscribers**, to perform system monitoring and management tasks. Account members can use their **account subscriptions** to run **HipCheck**, either on Windows Mobile phones or Windows desktops, and view system health, set and receive alerts triggered by critical system conditions, and, with proper permissions, take immediate corrective actions.

Each Me Inc. account is assigned a **Community Name**, which identifies your account in the Me Inc. community. The Community Name is set when your account is opened and is an important piece of information for accessing your account and **HipCheck** services.

Account members can use the **Me Inc. Mobility Center for HipCheck**, provided on the **HipCheck Mobility Server** hosted by SCO, to perform account, subscription, and **HipCheck** management tasks. The **Me Inc. Mobility Center for HipCheck** is available at <https://<CommunityName>.hipcheck.me-inc.com>, where <CommunityName> is the Community Name for your account. The **Mobility Center** provides the following resources:

- **Account Portal**

Subscribers can use this site to keep their personal information up-to-date and to create **groups**, which are collections of other account subscribers. Additionally, account managers can use this site to perform account administration, such as managing **HipCheck** licenses, and adding and deleting subscribers.

- **HipCheck Portal**

For managing the list of systems that are being monitored by **HipCheck**, as well as the **HipCheck** privileges and alert responsibilities assigned to subscribers. This is also the place to go to activate the **HipCheck** service and to download the various **HipCheck** components that you need to install.

Important terminology

Here are some important terms that are used throughout this guide:

Me Inc. Account – the business relationship that is established with SCO when an organization signs up to use the **HipCheck** mobility service hosted by SCO. The person who establishes the Me Inc. account is the primary contact for the account and the owner of the account.

Community Name – a name that is assigned to a Me Inc. account to represent the account in the Me Inc. community.

HipCheck Mobility Server – a server that runs the **HipCheck** service, which acts as the intermediary between **HipCheck** agents and **HipCheck** clients and provides user authentication and secure data transfer. When you open an account where the **HipCheck** service is hosted by SCO, the **HipCheck Mobility Server** is run and maintained by SCO.

Me Inc. Mobility Center for HipCheck – a web site that provides access to the Me Inc. account's **Account Portal** (for account and subscription management tasks) and **HipCheck Portal** (for **HipCheck** management tasks). An account's **Me Inc. Mobility Center for HipCheck** can be accessed on the **HipCheck Mobility Server** at <https://<CommunityName>.hipcheck.me-inc.com>, where <CommunityName> is the Community Name assigned to the Me Inc. account.

Account Owner – the person who signs up for the Me Inc. account. The account owner is the primary contact for issues regarding the account, including subscriber and billing details. By default, the account owner is also an account manager, with account administration privileges.

Account Manager – a person who has account administration privileges. By default, the account owner is an account manager. Other account subscribers can also be set up as account managers.

Subscriber – a member of a Me Inc. account who is authorized to use mobility services. Subscribers are set up by the account owner or an account manager. A typical subscriber carries a Me Inc.-supported mobile device and uses it to run Me Inc. services. By default, subscribers are visible to all other account members, however, account owners and account managers can opt to make a subscriber private.

Group – a collection of subscribers. Groups allow subscribers to perform a task for multiple users at the same time instead of for each subscriber in the group individually. All subscribers can create their own groups. By default, groups are private and only available to the group's creator, however, groups can also be made public so they can be used by all subscribers in an account.

Getting more help

In addition to this guide, you can get additional help from the following sources:

- *Late News for the HipCheck Mobility Service*

This document describes known issues, with workarounds when available, for the current release of the **HipCheck** mobility service. We recommend that you check the *Late News* document occasionally, as it is updated when new issues are discovered. Access this document from the **Documentation** link at the **Me Inc. Mobility Center for Hipcheck**.

- *HipCheck Mobility Service Installation and User Guide*

This guide provides an overview of the **HipCheck** mobility service architecture; includes procedures for installing and configuring the various **HipCheck** components, setting up systems to be monitored, and setting up **HipCheck** users and alert recipients; and describes how to use the **HipCheck** clients to view and manage systems. Access this document from the **Documentation** link at the **Me Inc. Mobility Center for HipCheck**.

- **HipCheck Support**

Product support for the **HipCheck** mobility service is available from a self-help web page, which includes FAQs and Customer Service contact information. Access this page from the **Support FAQ** link at the **Me Inc. Mobility Center for HipCheck**.

Access the **Me Inc. Mobility Center for HipCheck** at:

<https://<CommunityName>.hipcheck.me-inc.com>

where <CommName> is the Community Name for your Me Inc. account.

2 Getting started

When you sign up to open a Me Inc. account for **HipCheck** services, you are designated the owner of the account. As the account owner, complete the following steps to set up your new Me Inc. account:

1. Log in to your Me Inc. account at the **Me Inc. Mobility Center for HipCheck** and set a new password – see [“Logging in to the Me Inc. account for the first time” \(page 9\)](#).
2. Activate the **HipCheck** service for your account – see [“Activating the HipCheck mobility service” \(page 10\)](#).

Note: You can skip this step if you are using a Trial Account. **HipCheck** is automatically activated for the 30-day trial period.

3. Set up subscriptions for account members – see [“Adding subscribers to the Me Inc. account” \(page 12\)](#).

See also:

- [“Managing your account license” \(page 24\)](#) in [Chapter 4, “Administering your Me Inc. account”](#) for help upgrading from a Trial Account to a Paying Account, and for information about adding more time, additional monitored systems, and support for additional subscribers to your account.
- *HipCheck Mobility Service Installation and User Guide*, available from the **Documentation** link at the **Me Inc. Mobility Center for HipCheck** at <https://<CommunityName>.hipcheck.me-inc.com>, where <CommunityName> is the Community Name for your account. This document describes how to install and configure the various **HipCheck** components and authorize **HipCheck** clients to use the service.

Logging in to the Me Inc. account for the first time

Shortly after you sign up for a new Me Inc. account and your account and billing information have been verified by SCO, you will receive a Welcome Letter in email. This email lists your Me Inc. account name and Community Name, your Me Inc. account user name, and the web address for your account’s **Me Inc. Mobility Center for HipCheck**.

When you receive your Welcome Letter, you can log in to your Me Inc. account:

1. Access the **Me Inc. Mobility Center for HipCheck** at:

<https://<CommunityName>.hipcheck.me-inc.com>

Replace <CommunityName> with the Community Name that is specified in your Welcome Letter.

2. Click on the **Account Portal** link.
3. Log in with the user name listed in the Welcome Letter. Use the password that you specified when you opened your Me Inc. account.
4. Read and accept the Subscriber License Agreement.
5. To ensure security, set a new password the first time that you log in to your Me Inc. account. To do this, select **My Profile --> Change your Password**.

Tip: You can also access your Me Inc. account's **Account Portal** directly at:

<https://<CommunityName>.hipcheck.me-inc.com/meinc/app>

You may want to bookmark this web address for quick access in the future.

Throughout the remainder of this guide, tasks that require you to log in to the **Account Portal** use this web address instead of directing you to the **Me Inc. Mobility Center HipCheck**.

Proceed to the next section to activate the **HipCheck** service so it is available to your account.

Activating the HipCheck mobility service

Note: If you are using a Trial Account to evaluate the **HipCheck** mobility service, you can skip this step. The **HipCheck** service is automatically activated for your 30-day trial period.

Before account members can begin using **HipCheck**, you need to activate the service. As part of this process, you decide how to configure your **HipCheck** license by setting the number of systems to be monitored and the length of time before your account expires. You make these choices by allocating the server months that you purchased with your license.

To help make this decision, note the following:

- Your account contains a number of server months, depending on the **HipCheck** license that you purchased. A **server month** enables 30 days of **HipCheck** monitoring for a single system.
- You control how to use your available server months by specifying the maximum number of systems that can be monitored by your account's **HipCheck** service. This choice determines how long your account remains active before expiring.

Use this formula to decide how to distribute your current server months:

$$[\textit{number of server months}] / [\textit{server limit}] = [\textit{account term}]$$

For example, if your account has 120 server months and you want **HipCheck** to monitor 10 systems, your account term will be 12 months.

$$120 \text{ server months} / 10 \text{ servers} = 12 \text{ month account term}$$

Alternately, you can opt for a longer account term by limiting your account to fewer monitored systems:

$$120 \text{ server months} / 4 \text{ servers} = 30 \text{ month account term}$$

To activate the **HipCheck** mobility service for your account:

1. Access the **Me Inc. Mobility Center for HipCheck** at:

<https://<CommunityName>.hipcheck.me-inc.com>

Replace <CommunityName> with the Community Name that is specified in your Welcome Letter.

2. Click on the **HipCheck Portal** link.

Tip: You can also access your Me Inc. account's **HipCheck Portal** directly at:

<https://<CommunityName>.hipcheck.me-inc.com/hipcheck/app>

You may want to bookmark this web address for quick access in the future.

3. Click **Manage Account License**.

The "Manage License Information" page shows your account's status, as well as the level of support that is enabled by your current **HipCheck** license.

4. Verify the state of your account by checking the "Account Status" field. If the field displays "INACTIVE", click **Activate**.

Note: If you see "ACTIVE", click **Done**. Your account is already set up to use the **HipCheck** mobility service. You can see the number of systems that can be monitored and your account's expiration date on the "Manage License Information" page.

5. In the “Desired Server Limit” field, enter the maximum number of systems that will be monitored by your account’s **HipCheck** service. Note the following:
 - The “Server months in new license” field shows the number of server months that are available for your account.
 - The “Current server count” field shows the number of systems that are currently set up for **HipCheck** monitoring. You cannot enter a server limit that is less than the current server count. Because you are activating the **HipCheck** service for a new account, however, the current server count is most likely “0”.
 - You may not set a server limit that results in an account term of less than 1 day.

Note: After you complete this step, you cannot make changes to the server month/server limit allocation without first purchasing a Server Month Upgrade license.

When you have entered the desired server limit, click **OK**. When prompted, verify your selection.

6. **HipCheck** is activated when you see the `Operation Successful` page. Click **Continue** to return to the main **HipCheck Portal** page.

You can now proceed to the next section to add subscribers to your account.

Adding subscribers to the Me Inc. account

You are now ready to start adding subscribers to your Me Inc. account. You must be the account owner (or an account manager) to create new subscriptions.

Note: The account owner’s subscription is created automatically when the Me Inc. account is opened.

To add subscribers to your Me Inc. account:

1. Log in to your Me Inc. account’s **Account Portal** at:

<https://<CommunityName>.hipcheck.me-inc.com/meinc/app>

where <CommunityName> is the Community Name for your account.

2. Select **Admin Portal --> Manage Subscribers**.

3. Set up subscribers for the account.

Add subscribers individually:

- Click **Add**.
- Enter the subscriber's profile information:
 - Select the **Account Manager** checkbox to assign administration privileges. Account managers have authority to add and modify subscribers, reset subscriber passwords, and view account details.
 - Configure how the subscriber should receive **HipCheck** alert notices in the "SMS/Alert Messages" field:
 - Use Smart Phone Number/Carrier** -- select if the subscriber wants to receive SMS notices of alerts on their mobile device.
 - Use Custom SMS Email Address** -- select if the subscriber wants to receive SMS notices *and* their wireless provider uses a custom Email Gateway that requires the use of a special SMS message email address which is not based on the subscriber's mobile device phone number.
 - Use Email Address Entered Above** -- select if the subscriber wants to receive alert notices as email messages. Also select this option if the subscriber's wireless provider is not included in the list of supported carriers. When this option is chosen, **HipCheck** delivers alert notices for the subscriber to the email address that is entered in the "Email" field on this web page.
 - Use Clickatell Global SMS Gateway** -- select if your account uses the commercial Clickatell SMS Gateway. You must enter your Clickatell api-id, username, and password. You must also enter your mobile device's phone number, including the area/country code. The number you enter in this field cannot begin with zero.
 - Note:**This option requires that you use Clickatell's SMTP API connectivity option.
 - To control the subscriber's visibility in the account, use the "Access" field. Select **Private** to make the subscriber invisible to other regular subscribers. By default, subscribers are **Public** and can be viewed by other subscribers.
- Click **OK** to create the subscriber.

Import multiple subscribers from a Microsoft Excel spreadsheet:

- Click **Import**.
- Enter the spreadsheet's filename in the "Select & Import File" field.
- Click **Import Subscribers**.

You see a report that shows the total number of subscribers in the Excel spreadsheet, the number added to the subscriber list as new subscribers, the number of existing subscribers that have now been updated, and if any errors occurred.

Note: See "[Creating an Excel spreadsheet for adding multiple subscribers](#)" (page 32) in [Chapter 4, "Administering your Me Inc. account"](#) for information on how to set up the spreadsheet.

When you are finished adding the subscriber, their name and user name appear in the list of subscribers on the "Manage Subscribers" page. Shortly, the subscriber will receive a Welcome email that provides important account details, including their Me Inc. user name and a temporary password.

3 Managing your Me Inc. subscription

The **Account Portal** at the **Me Inc. Mobility Center for HipCheck** is your Me Inc. account's management and administration web site. You can access the **Account Portal** directly at:

<https://<CommunityName>.hipcheck.me-inc.com/meinc/app>

where <CommunityName> is the Community Name for your account.

Tip: You may want to bookmark the **Account Portal** web address for quick access in the future.

After you log in, click **My Profile** in the navigation bar. The links on the **My Profile** page provide access to management tasks related to your personal subscription.

This chapter helps you to manage your subscription to the Me Inc. account. Specifically, this chapter covers:

- keeping your personal and mobile device information current – see [“Updating your personal information” \(page 15\)](#).
- selecting a different user password – see [“Changing your Me Inc. account password” \(page 16\)](#).
- adding, modifying, and deleting groups – see [“Working with groups” \(page 17\)](#).

Updating your personal information

To keep your personal and mobile device information current:

1. Log in to the **Account Portal** at:

<https://<CommunityName>.hipcheck.me-inc.com/meinc/app>

where <CommunityName> is the Community Name for your account.

After you log in, click on **My Profile**.

2. Click on **Update Subscriber Information**.
3. Revise your personal information as necessary. Note the following:
 - The “Access” field allows you to control your visibility to other subscribers in your Me Inc. account. If you select **Private**, you are invisible to regular

subscribers. However, you remain visible to account managers. If you select **Public**, you can be viewed and contacted by any subscriber.

- Typically, subscribers are configured to interact with mobility services on their mobile devices. In the case of **HipCheck**, if you have been assigned alert responsibilities for systems, triggered alerts can be sent to your mobile device via SMS notices. However, this will not work if your wireless provider isn't included in the list of supported carriers, or your mobile device doesn't support the receipt of SMS notices. In this case, you can have alert notices delivered to the email address specified for your subscription.

There are also options available if your wireless provider uses a custom Email Gateway that requires the use of a special SMS message email address which is not based on your mobile device's phone number, or if your Me Inc. account is using the commercial Clickatell SMS Gateway. (The Clickatell SMS Gateway option is not available when a Me Inc. account is created, therefore the account owner will need to update their subscriber information afterwards to use this option.)

Use the "SMS/Alert Messages" field to configure the method by which you want to receive **HipCheck** alert notices.

4. When you are finished, click **OK**.

Changing your Me Inc. account password

To select a different user password:

1. Log in to the **Account Portal** at:

<https://<CommunityName>.hipcheck.me-inc.com/meinc/app>

where <CommunityName> is the Community Name for your account.

After you log in, click on **My Profile**.

2. Click on **Change your Password**.
3. Enter and re-enter the new password that you want to use, then click **OK**.

When you change your user password at the **Account Portal**, you must also update your **HipCheck** mobile and/or PC clients with the new password, so the clients can re-authenticate with the **HipCheck Mobility Server**. To do this:

1. On your mobile device or desktop, start the **HipCheck** client.
2. Select **MeInc** --> **Accounts** in the **HipCheck** menu bar.
3. Highlight the appropriate subscription entry in the Account List, then select **Edit** from the **Account** menu.

4. Click on **Password not set** in the “Password” field.
5. Enter the new password that you set at the **Account Portal** and click **OK**.

Tip: Select whether or not to see the password when you type it, using the **Hide?** checkbox. If you are using a mobile device, you may want to leave the **Hide?** checkbox unselected so that you can be sure of what you are typing.

6. Make sure that the **Set as current** checkbox is selected, then click **Save**.
7. When the **HipCheck** client contacts the **HipCheck Mobility Server**, an “Authenticating” dialog displays for awhile, followed by an “Account authenticated and saved” message. Click **OK**.

Working with groups

A group is a collection of subscribers. Groups allow you to perform management tasks for multiple subscribers in one step. For example, you can assign the same level of **HipCheck** system privileges to a group instead of doing this task separately for each subscriber.

Groups can have several different attributes:

- By default, a group is **private** and therefore only available to the subscriber who created the group. A group can be made **public**, so that it is available for use by all subscribers in the Me Inc. account. Subscribers can view a list of all of the public groups that exist within the Me Inc. account and select the ones that they would like to use.

Note: Private groups cannot be viewed or selected at the **HipCheck Portal**.

- A group’s owner (the subscriber who created the group) has full administration privileges for their group. The group owner can also designate other subscribers as secondary administrators. Secondary group administrators can change group attributes and add or delete group members, but they cannot delete the entire group.
- Account managers can define **global** groups, which automatically appear in all subscribers’ group lists. Global groups cannot be edited or removed by regular subscribers. Only group owners, group administrators, and account managers can edit these types of groups.
- If a group contains an extremely large number of members, it is possible that it could exceed the memory capacity of a mobile device. In this case, the group owner can reduce the memory impact by selecting to **hide** the group’s members on mobile devices.

Your current group list is displayed on the “Manage Groups” page, at the **Account Portal**. This list may contain a mix of different types of groups. The actions that are available for a specific group depend on the group’s type and whether or not you own it or have administrator privileges:

- Public or private groups created by you – you can view, edit, and delete these groups.
- Public groups created by different subscribers – you can view and remove these groups from your group list.
- Groups for which you have secondary administration privileges – you can view, edit, and remove these groups from your group list.
- Global groups assigned by an account manager – regular subscribers can view these groups; account managers can view and edit them; only the group owner can delete this type of group.

This section covers the following group management tasks that you can perform at the **Account Portal**:

- creating new private and public groups – see [“Creating new groups” \(page 18\)](#).
- adding groups that were created by other subscribers to your group list – see [“Adding public groups to your group list” \(page 20\)](#).
- managing your group list, including modifying membership in existing groups, and deleting groups from your list – see [“Working with your group list” \(page 21\)](#).

Creating new groups

To create your own private or public groups:

1. Log in to the **Account Portal** at:

<https://<CommunityName>.hipcheck.me-inc.com/meinc/app>

where <CommunityName> is the Community Name for your account.

After you log in, click on **My Profile**.

2. Click on **Manage Groups**.

3. Create the new group.

Set up the group:

- Click **Add**.
- Enter the name that you want to use for this group in the "Group Name" field.
- You can also set the following group attributes:
 - In the "Access" field, select **Public** so other subscribers and the **HipCheck** mobility service can use this group. By default, a group is **Private** and invisible to other regular subscribers.
 - In the "Hide group members" field, select **Yes** if this group will include a large number of subscribers. Large groups can exceed the memory capacity of a mobile device. This option hides the members in the group on mobile devices to avoid this problem.
 - In the "Add to all subscribers" field, select **Yes** to make this a global group that appears in every subscriber's group list.
- When you are finished, click **OK**.

The new group is now included in your group list displayed on the "Manage Groups" page.

4. Add group members.

Select subscribers from the Me Inc. account's subscriber list:

- Click on the new group name that is now displayed on the "Manage Groups" page. You see the "Update Group Information" page.
- Click **Add Subscribers**. You see the "Add Subscribers to Group" page.
- Select the checkbox next to the subscribers you want to include in your group.
Note: Checkbox selections are not maintained across multiple pages. If you cannot view the complete subscriber list on a single screen, add selected group members on the current page before continuing to the next page.
- Click **Add**.

The selected subscribers are now displayed in the Subscribers in Group section of the "Update Group Information" page.

5. If desired, set up additional administration privileges for the new group.

Assign secondary administrators:

- On the "Update Group Information" page, click **Add Group Admin**. You see the "Add Subscribers to Group" page.
- Select the checkbox next to the subscribers to whom you want to assign secondary administration privileges.

Note: Checkbox selections are not maintained across multiple pages. If you cannot view the complete subscriber list on a single screen, add your selections on the current page before continuing to the next page.

- Click **Submit**.

The selected subscribers are now displayed in the Group Administrators section of the "Update Group Information" page.

6. When you are finished setting up your group, click **OK**.

Adding public groups to your group list

To add public groups which are owned by other subscribers to your personal group list:

1. Log in to the **Account Portal** at:

<https://<CommunityName>.hipcheck.me-inc.com/meinc/app>

where <CommunityName> is the Community Name for your account.

After you log in, click on **My Profile**.

2. Click on **Manage Groups**.
3. Click **Add Public** to display the list of public groups that are currently available in your Me Inc. account.
4. Select the checkbox next to the public group(s) that you want to add to your group list, then click **Add**.

Note: Checkbox selections are not maintained across multiple pages. If you cannot view the complete public group list on a single screen, add the selected public groups on the current page before continuing to the next page.

The public groups that you selected are now included in your group list displayed on the "Manage Groups" page.

Working with your group list

There is a number of group management tasks that you may need to perform, including:

- [viewing group details](#)
- [modifying group settings and membership](#)
- [removing groups from your group list](#)

To do any of these tasks:

1. Log in to the **Account Portal** at:

<https://<CommunityName>.hipcheck.me-inc.com/meinc/app>

where <CommunityName> is the Community Name for your account.

After you log in, click on **My Profile**.

2. Click on **Manage Groups**.

Group management tasks that you can perform on the “Manage Groups” page include:

- **Manage group information**

View group details:

1. Click on the desired group’s name in the group list.
The "Update Group Information" page shows the group’s configuration, current membership, and list of group administrators.
2. Click your browser’s **Back** button to return to the “Manage Groups” page.
Note: If you click **OK**, any changes you made to the group are saved.

Modify group settings and membership:

1. Click on the desired group’s name in the group list.
2. You can change the group name, change a group’s access attribute and other configuration options, add and remove group members, and change group administrators.
3. When you are finished, click **OK** to save your changes and return to the “Manage Groups” page.

- **Delete groups**

Delete groups from your group list:

1. Click the **Delete** link next to the name of the group that you want to remove from your group list.
2. Click **OK** to confirm the deletion.

When deleting groups in your group list, note the following:

- If you delete groups that you had configured to be public, these groups are also removed from the group lists of other subscribers who opted to use them, and from the group lists displayed by the **HipCheck** mobility service.
- If you select to delete a public group that was created by another subscriber, the group is only removed from your group list. You cannot delete groups that you did not create.

4 Administering your Me Inc. account

The Me Inc. account owner and account managers can administer the Me Inc. account from the **Admin Portal** at your account's **Account Portal**. The **Account Portal** is available at:

<https://<CommunityName>.hipcheck.me-inc.com/meinc/app>

where <CommunityName> is the Community Name specified in your Welcome Letter email.

Tip: You may want to bookmark this address for quick access in the future.

The **Admin Portal** is displayed automatically when you log in. **Admin Portal** links provide access to the account administration tasks described in this chapter. Specifically, this chapter covers:

- updating the organization and account owner information for your account – see [“Updating account information” \(page 24\)](#).
- upgrading from a Trial Account to a Paying Account, and adding more time, additional monitored systems, and support for additional subscribers to your account – see [“Managing your account license” \(page 24\)](#).
- specifying the amount of time a **HipCheck** client session remains active – see [“Configuring the length of HipCheck client sessions” \(page 29\)](#).
- adding, modifying, and deleting subscribers and creating an import file for setting up large numbers of subscribers at once – see [“Managing subscribers” \(page 29\)](#).

Updating account information

If information for your organization or the account owner changes and you need to update it:

1. Log in to the **Account Portal** at:

<https://<CommunityName>.hipcheck.me-inc.com/meinc/app>

where <CommunityName> is the Community Name for your account.

2. Click on **Manage Account**.
3. Click on **Update Account Information**.
4. Update the necessary fields, then click **OK**.

Managing your account license

There are several **HipCheck** upgrade licenses that can extend the level of service available to your Me Inc. account. Contact an authorized SCO partner for more information about purchasing a **HipCheck** upgrade license.

This section covers the following license management tasks:

- [“Upgrade a Trial Account to a Paying Account” \(page 24\)](#)
- [“Add support for extra subscribers” \(page 27\)](#)
- [“Extend your account term and add extra monitored systems” \(page 27\)](#)

Upgrade a Trial Account to a Paying Account

To upgrade from a Trial Account, you must first purchase a **HipCheck** Account Activation license. When you receive your Account Activation Certificate of License and Authenticity (COLA), there are two parts to upgrading your account:

- entering the **HipCheck** license at the **Account Portal**
- activating the **HipCheck** mobility service at the **HipCheck Portal**.

To enter the **HipCheck** license:

1. Log in to the **Account Portal** at:

<https://<CommunityName>.hipcheck.me-inc.com/meinc/app>

where <CommunityName> is the Community Name for your account.

2. Select **Manage Account --> Manage Account License**.

The “Manage License Information” page shows your account’s status, as well as the level of support that is currently enabled for your Trial Account.

3. Click **Upgrade**.

4. Enter the License Key from your Account Activation COLA in the “License Key” field and then click **OK**.

5. The upgrade to a Paying Account is complete when you see the *Operation Successful* page. Click **Continue** to return to the “Manage License Information” page.

Note that the “Account Status” field on the “Manage License Information” page indicates that your account is “INACTIVE”. Your account is now a valid Paying Account, but you must activate the **HipCheck** mobility service before your account is fully functional.

When you activate the **HipCheck** service, you decide how to configure your **HipCheck** license by setting the number of systems to be monitored and the length of time before your account expires. You make these choices by allocating the server months that you purchased with your license.

To help make this decision, note the following:

- Your account contains a number of server months, depending on the **HipCheck** license that you purchased. A **server month** enables 30 days of **HipCheck** monitoring for a single system.
- You control how to use your available server months by specifying the maximum number of systems that can be monitored by your account’s **HipCheck** service. This choice determines how long your account remains active before expiring.

Use this formula to decide how to distribute your current server months:

$$[\text{number of server months}] / [\text{server limit}] = [\text{account term}]$$

For example, if your account has 120 server months and you want **HipCheck** to monitor 10 systems, your account term will be 12 months.

$$120 \text{ server months} / 10 \text{ servers} = 12 \text{ month account term}$$

Alternately, you can opt for a longer account term by limiting your account to fewer monitored systems:

$$120 \text{ server months} / 4 \text{ servers} = 30 \text{ month account term}$$

To activate the **HipCheck** mobility service for your account:

1. Log in to the **HipCheck Portal** at:

<https://<CommunityName>.hipcheck.me-inc.com/hipcheck/app>

where <CommunityName> is the Community Name for your account.

2. Click **Manage Account License**.
3. Click **Activate**.
4. In the “Desired Server Limit” field, enter the maximum number of systems that will be monitored by your account’s **HipCheck** service. Note the following:
 - The “Server months in new license” field shows the number of server months that are available for your account.
 - The “Current server count” field shows the number of systems that are currently set up for **HipCheck** monitoring. You cannot enter a server limit that is less than the current server count.
 - You may not set a server limit that results in an account term of less than 1 day.

Note: After you complete this step, you cannot make changes to the server month/server limit allocation without first purchasing a Server Month Extension license.

When you have entered the desired server limit, click **OK**. When prompted, verify your selection.

5. **HipCheck** is activated when you see the `Operation Successful` page. Click **Continue** to return to the main **HipCheck Portal** page.

Your new Paying Account is now active and account members can begin using the **HipCheck** mobility service.

Add support for extra subscribers

To increase the number of subscribers supported by your account, you must first purchase a **HipCheck** Subscriber Upgrade license. When you receive your Subscriber Upgrade Certificate of License and Authenticity (COLA), follow these steps:

1. Log in to the **Account Portal** at:

<https://<CommunityName>.hipcheck.me-inc.com/meinc/app>

where <CommunityName> is the Community Name for your account.

2. Select **Manage Account --> Manage Account License**.

The “Manage License Information” page shows your account’s status, as well as the level of support that is currently enabled for your account. The “SUBSCRIBERS” field displays the current subscriber limit that is in effect.

3. Click **Upgrade**.
4. Enter the License Key from your Subscriber Upgrade COLA in the “License Key” field and then click **OK**.
5. Your account upgrade is complete when you see the `Operation Successful` page. Click **Continue** to return to the “Manage License Information” page.

The “SUBSCRIBERS” field on the “Manage License Information” page now displays the new, larger subscriber limit in effect for your account.

Extend your account term and add extra monitored systems

You can purchase a **HipCheck** Server Month Upgrade license to increase the amount of time before your account expires, the number of systems that can be monitored by **HipCheck**, or a combination of both.

When you upgrade your account with a Server Month Upgrade license, the new server months are added to any server months remaining.

Note: Remember that a server month represents 30 days of **HipCheck** monitoring for a single system.

You then decide how to use your pool of server months by specifying the maximum number of systems that can be monitored with your account’s **HipCheck** service. This setting also determines how long your account remains active before expiring. Use this formula to decide how to distribute your account’s available server months:

$$[\textit{number of server months}] / [\textit{server limit}] = [\textit{account term}]$$

Note the following:

- To use the new server months solely for extending the term of the account, re-enter the existing server limit. This information is displayed on the “Manage License Information” page, in the “HIPCHECK_SERVERS” field.
- To increase or decrease the number of systems that can be monitored by **HipCheck**, simply enter the desired server limit. The term of your account adjusts correspondingly.

Note: You cannot set a server limit that is lower than the number of systems currently being monitored. Before adding the Server Month Upgrade license, remove the systems that you no longer wish to monitor from the **HipCheck** system monitoring list. You do this with the **Create/Delete Systems** option on the main **HipCheck Portal** page.

When you receive your **HipCheck** Server Month Upgrade Certificate of License and Authenticity (COLA), follow these steps:

1. Log in to the **HipCheck Portal** at:

<https://<CommunityName>.hipcheck.me-inc.com/hipcheck/app>

where <CommunityName> is the Community Name for your account.

2. Click **Manage Account License**.
3. Enter the License Key from your Server Month Upgrade COLA in the “Upgrade License Key” field and then click **Upgrade**.
4. In the “Desired Server Limit” field, enter the maximum number of systems that will be monitored by your account’s **HipCheck** service. Note the following:
 - The “Server months in new license” field shows the number of server months that are available for your account.
 - The “Current server count” field shows the number of systems that are currently set up for **HipCheck** monitoring. You cannot enter a server limit that is less than the number in this field.
 - You may not set a server limit that results in an account term of less than 1 day.

Note: After you complete this step, you cannot make changes to the new server month/server limit allocation until you purchase another **HipCheck** Server Month Upgrade license.

When you have entered the desired server limit, click **OK**. Verify this selection, when prompted.

5. **HipCheck** is activated when you see the `Operation Successful` page. Click **Continue** to return to the main **HipCheck Portal** page.

Your account's new server limit and expiration date are displayed on the "Manage License Information" page, which you can view from both the **Account Portal** and **HipCheck Portal**.

Configuring the length of HipCheck client sessions

By default, **HipCheck** client sessions remain active for 14 days. When a client's session expires, the user of the client is prompted to renew the session by re-authenticating with the **HipCheck Mobility Server**.

To customize the amount of time before **HipCheck** client sessions expire:

1. Log in to the **Account Portal** at:
<https://<CommunityName>.hipcheck.me-inc.com/meinc/app>
where `<CommunityName>` is the Community Name for your account.
2. Click **Manage Account**.
3. Click **Configure Session Expiration**.
4. Enter the desired session period in the "Session Expiration" field. The selection box next to this field allows you to set a period of **Minutes, Hours, or Days**.

Note: The minimum period before a session expires is 15 minutes. The longest a session can remain active is 365 days.

5. Click **OK** to commit your changes.

Managing subscribers

Subscribers are members of your Me Inc. account who are authorized to use mobility services such as **HipCheck**.

To manage your Me Inc. account's list of subscribers:

1. Log in to the **Account Portal** at:
<https://<CommunityName>.hipcheck.me-inc.com/meinc/app>
where `<CommunityName>` is the Community Name for your account.
2. Click **Manage Subscribers**. You see your Me Inc. account subscriber list.

Subscriber management tasks that you can perform from the “Manage Subscribers” page are described in the following tables.

Add new subscribers to your account:

You can add subscribers on an individual basis, or import large numbers of subscribers at once using a Microsoft Excel spreadsheet.

The steps for these tasks are described in [“Adding subscribers to the Me Inc. account” \(page 12\)](#) in [Chapter 2, “Getting started”](#). Also see [“Creating an Excel spreadsheet for adding multiple subscribers” \(page 32\)](#).

Update or modify existing subscriber information:

To do this:

1. Click on the subscriber's name in the subscriber list table. You see the "Update Subscriber Information" page.
2. Make the necessary changes. You can update a subscriber's name, address, email address, and method for receiving **HipCheck** alert notices. You can also set up a subscriber to be an account manager, or change a subscriber's visibility in the account by making them **Public** or **Private**.
3. When you are finished, click **OK**.

Reset subscriber passwords:

To do this:

1. Select the checkbox next to the desired subscriber(s).

Tip: Checkbox selections are not maintained across multiple pages. If you cannot view the complete subscriber list on a single screen, reset the passwords for the subscribers selected on the current page before continuing to the next page.

2. Click **Reset Password**.
3. Click **Reset Password** again to confirm this action.

Selected subscribers receive a temporary password in email and will be required to set a new permanent password the next time they log in.

Remove subscribers from your Me Inc. account:

To do this:

1. Select the checkbox next to the desired subscriber(s).

Tip: Checkbox selections are not maintained across multiple pages. If you cannot view the complete subscriber list on a single screen, delete the selected subscribers on the current page before continuing to the next page.

2. Click **Delete**.

When deleting subscribers, note the following:

- All groups owned by a deleted subscriber are also deleted from the Me Inc. account. If affected groups were made public by the deleted subscriber, they are also removed from other subscribers' group lists.

Note: Before deleting subscribers, verify that they are not the owners of public groups that are important to your Me Inc. account. If there are public groups that you need to retain, make sure they are re-created by another subscriber before proceeding with this deletion task.

- Deleted subscribers are removed from any groups in which they were a member or group administrator.
- You cannot delete the account owner, or the account's only account manager.
- Deleted subscribers are no longer able to log in to the **Me Inc. Mobility Center for HipCheck**, the **Account Portal**, or the **HipCheck Portal**. Also, deleted subscribers cannot continue using **HipCheck** clients installed on their mobile devices or desktops.

Creating an Excel spreadsheet for adding multiple subscribers

If you need to set up a large number of subscribers for your Me Inc. account, you may find it helpful to use the **Import Subscriber** feature that is available on the “Manage Subscribers” page. This section describes how to create the Microsoft Excel spreadsheet to use with the import feature.

Tip: The procedure for importing subscribers from a spreadsheet is described in [“Adding subscribers to the Me Inc. account” \(page 12\)](#) in [Chapter 2, “Getting started”](#).

To create a spreadsheet for importing multiple subscribers:

1. Run **Excel** and open a new spreadsheet with six columns, and as many rows as you have subscribers, plus an additional row for the mandatory column headers.
2. The first line of the spreadsheet must contain the following column headers. Enter each header in its own column, exactly as shown here:

```
    firstname    lastname    username    email    phone    carrier
```

Do not alter these headers in any way or the import process will not work.

3. Add your subscribers, one per row. We recommend that you use the General or Text format for all cells in the spreadsheet.

You must fill in all of the columns for a subscriber entry. Note the following:

- `firstname` is the first name of the subscriber.
- `lastname` is the last name of the subscriber.
- `username` is the subscriber’s Me Inc. account user name. This entry must be unique for each subscriber that you want to include in the account.
- `email` is the subscriber’s full email address.

- `phone` is the subscriber's area code and mobile phone number. Do not include spaces or punctuation.
- `carrier` is the provider through which the subscriber gets wireless phone service. This entry must be one of the currently supported carriers and entered exactly as it appears below:

Cingular

Verizon

Sprint

T-Mobile US

T-Mobile Germany

Vodafone Germany

E-Plus Germany

Personal Argentina

O2 UK

T-Mobile UK

Orange UK

Vodafone UK

Bell Canada

Rogers Canada

Telus Canada

Orange France

When you are finished, your spreadsheet should look similar to this example:

firstname	lastname	username	email	phone	carrier
billy	williams	billyw	bwilliams@xyz.com	9497778899	Cingular
cory	rickman	coryr	coryr@gmail.com	8312225566	Verizon
albert	theman	albertt	theman@aol.com	5104570324	Sprint
trini	saunders	trinis	trinis@hotsauce.com	2098324567	Orange UK
bee	smith	bees	bees@yahoo.com	7147643290	O2 UK

Once you have created your spreadsheet, see [“Adding subscribers to the Me Inc. account” \(page 12\)](#) in [Chapter 2. “Getting started”](#) for the steps to import the contents of the spreadsheet.