
Getting Started with your Me Inc.™ Account

Handbook for Subscribers

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:

- log in to your Me Inc. account – 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” \(page 11\)](#).

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 adding and deleting subscribers, and managing the **HipCheck** mobility service license.

- **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 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://<CommName>.hipcheck.me-inc.com>

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

2 Getting started

To get started using your Me Inc. account subscription:

- Log in to the **Me Inc. Mobility Center for HipCheck** and set your permanent password – see [“Logging in to the Me Inc. account for the first time” \(page 9\)](#).

After you have established your permanent password, you can:

- Create groups, to facilitate management of **HipCheck** systems that you own. See [“Working with groups” \(page 13\)](#) in [Chapter 3, “Managing your Me Inc. subscription”](#).
- Log in to the **HipCheck Portal** and set up systems to be managed by the **HipCheck** mobility service, and install and activate **HipCheck** clients so you can monitor and manage systems for which you are responsible. For help with these tasks, see the *HipCheck Mobility Service Installation and User Guide*, available from the **Documentation** link at the **Me Inc. Mobility Center for HipCheck**:

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

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

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

When your subscription is set up, you are sent a Welcome email. This email includes important account details, like the name of your Me Inc. account, the account’s Community Name, your Me Inc. account user name and temporary password, and a link to the **Me Inc. Mobility Center for HipCheck**.

When you receive your Welcome email, 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 email.

2. Click on the **Account Portal** link.
3. Enter your Me Inc. account user name and the temporary password that was emailed to you, and then click **OK**.
4. Read and accept the Subscriber License Agreement.
5. Enter a new, permanent password and then click **OK** to continue.

Note: Your permanent password must be between 6 and 15 characters long.

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**.

Now that you have set your permanent password for your subscription, you can set up systems to be monitored by the **HipCheck** mobility service and get started using **HipCheck** clients to view and manage system activity. For more information, see the *HipCheck Mobility Service Installation and User Guide*, available from the **Documentation** link at the **Me Inc. Mobility Center for HipCheck**:

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

3 Managing your Me Inc. subscription

The **Account Portal** at the **Me Inc. Mobility Center for HipCheck** is your Me Inc. account's management 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.

The links on the **My Profile** page provide access to management tasks related to your 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” \(page 11\)](#).
- selecting a different user password – see [“Changing your Me Inc. account password” \(page 12\)](#).
- adding, modifying, and deleting groups – see [“Working with groups” \(page 13\)](#).

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.

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.

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.
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” \(page 14\)](#).
- adding groups that were created by other subscribers to your group list – see [“Adding public groups to your group list” \(page 16\)](#).
- managing your group list, including modifying membership in existing groups, and deleting groups from your list – see [“Working with your group list” \(page 17\)](#).

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.
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.
- 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.
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.

Note: If a group in your list does not include a **Delete** link, it is a global group that was assigned to all subscribers by an account manager. You cannot remove global groups from your 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.