CLIENT PORTAL USER GUIDE

Updated: October 14, 2020

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1 INTRODUCTION

The Client Portal is your very own control centre, providing you with all the important information about your profile, licenses and subscriptions. It also gives you access to admin tools, useful shortcuts and any installation files that you need to download.

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MY ACCOUNT

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Client Portal

Antidote 10

Typing Pal

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Antidote

Typing Pal

2   LOGIN

ACCESS

Access your Client Portal with a few clicks:

- Go to antidote.info.
- Click on **Client Portal** in the top right of the page (A).
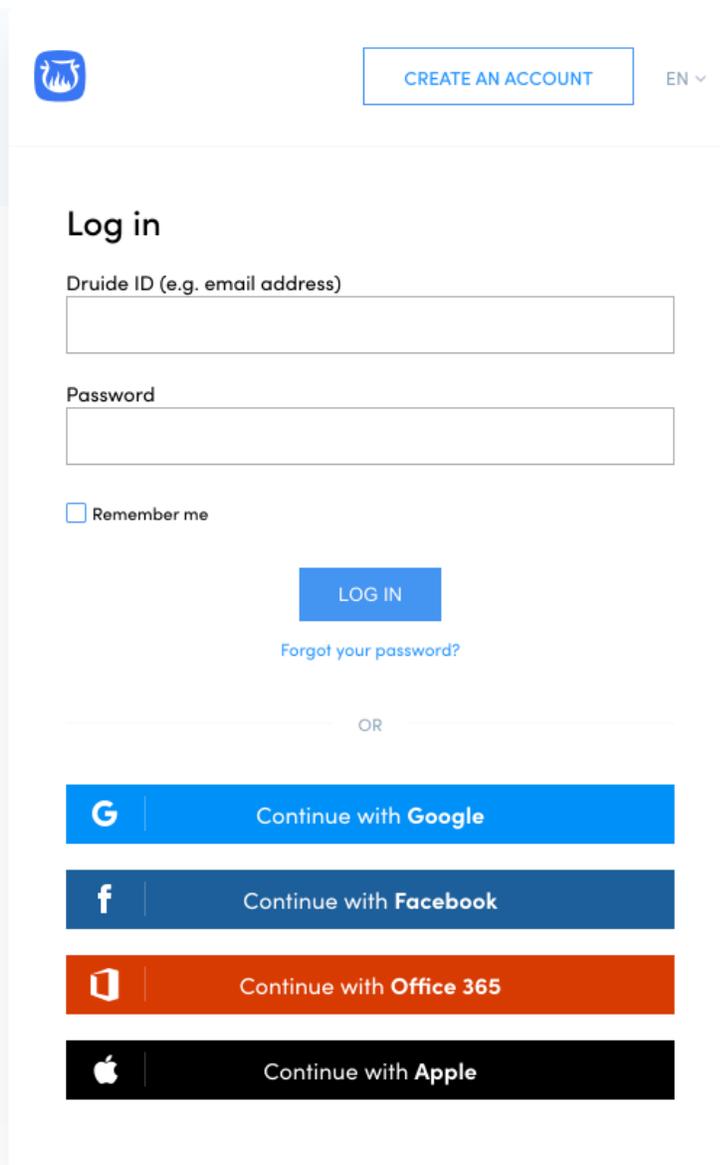- Sign in with your Druide Account.

LOGIN

Log in with your Druide ID and password or with one of the single sign-on services linked to your Druide account (Google, Facebook, Office 365 or Apple).

If you have forgotten your password, click**Forgot your password?** located under the **Password** field in the login window and enter the email address linked to your Druide ID. You will receive an email shortly thereafter allowing you to reset your password.

LOGOUT

To log out of your Client Portal, click on your avatar in the top right of the window and select **Log out** from the drop-down menu.

If you logged in using one of the single sign-on services, you can log out of Google, Facebook, Office 365 or Apple when logging out of your Client Portal. If you do not, you will remain logged into the service. For example, if you used Google, your Gmail account will still be accessible from the same browser. If you are using a shared or public computer, we recommend that you log out of the service that you used to log into your Client Portal.

CREATE AN ACCOUNT   EN ∨

Log in

Druide ID (e.g. email address)

Password

☐ Remember me

LOG IN

Forgot your password?

OR

G | Continue with **Google**

f | Continue with **Facebook**

◻ | Continue with **Office 365**

 | Continue with **Apple**

SUPPORT ∨   EN ∨

My account

Reset my password

Logout
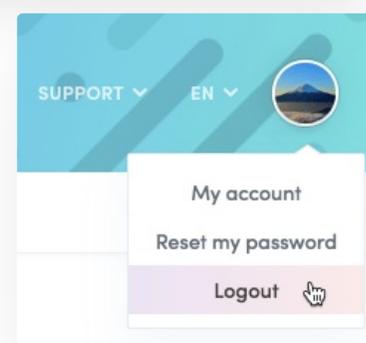
3 DRUIDE ACCOUNT

The Druide account is at the heart of Druide's network of products and services.

The Druide account allows you to do the following:

- Access your Client Portal to manage your licenses and subscriptions. (Find out more...)

- Synchronize your Antidote's personal dictionaries and favourites across multiple devices. (Find out more...)

- Access your personal or family version of Typing Pal. (Find out more...)

We recommend that you always use the same Druide account whenever necessary in order to centralize and simplify the management of your Druide products and services within a single Client Portal.

CREATING A DRUIDE ACCOUNT

You can create a Druide account by filling out a short form when you do the following:

- Buy a new Antidote license.

- Upgrade or crossgrade an Antidote license.

- Use the download code of a copy of Antidote bought in a store.

- Create a subscription to a personal or family edition of Typing Pal.

> If your email is already linked to a Druide account, it is because you have already created one. In this case, you will be asked to log in using this account.

After creating your account, you will automatically receive an email to confirm that you have provided a valid email address. Follow the instructions in the email. You will need a valid email address to access your account if you ever forget your password.

LOG IN USING YOUR DRUIDE ACCOUNT

Any time that authentication is required, log in using your Druideidentifier or one of the single sign-on services (Google, Facebook, Office 365 or Apple) linked to your account.

MANAGING YOUR DRUIDE ACCOUNT

Managing your Druide account is done through your Client Portal.

You will be able to do the following:

- Complete and update your personal information associated with your profile.

- Manage your single sign-on services (Google, Facebook, Office 365 or Apple).

- Modify your billing information.

4 SUMMARY

The Client Portal automatically brings you to the **Overview** tab. You will find various sections relating to your subscriptions and products.

> If you have at least one multi-user license (5 or more workstations), please see our guide to learn more about the Multi-User section of the Client Portal.

Products to discover

Books from Éditions Druide

Druide publishes French-language fiction, general literature, essays and children's literature, as well as reference works.

Druide

MY PORTAL	MY ACCOUNT	DOCUMENTATION	SUPPORT
Summary	Profile	Client Portal	Antidote
Subscriptions	Communication	Antidote 10	Typing Pal
Products	Authentication	Typing Pal	
Invoices	Billing information		
Contracts			

Client Portal

DOCUMENTATION ⌄   SUPPORT ⌄   EN ⌄

Emma Sanchez

Summary   Subscriptions ⌄   Products ⌄   Invoices   Contracts

Hello Emma

My subscriptions (2)

Antidote Web

Cloud Edition

See details

Subscription valid until
January 15, 2036

Typing Pal

Trial version

See details

Upgrade to the full version ›

My products (3)

Typing Pal
Access

Antidote Web
Access

Antidote 10
Download

See details >   See details >   See details >

Missing a product?

Is your product or license not
showing up in your Portal? Enter its
code or serial number to add it.

◉ Serial number

◯ Subscription or download code

XXX-XXX-XXX-XXX-XXX   **Get it now**

Products to discover

Books from Éditions Druide

Druide publishes French-language fiction, general literature, essays and
children's literature, as well as reference works.

Browse the catalogue   >

Druide

MY PORTAL	MY ACCOUNT	DOCUMENTATION	SUPPORT
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Invoices	Billing information		
Contracts			

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MY SUBSCRIPTIONS

The **My subscriptions** section contains all your subscriptions and their expiry date, if applicable. For more information about an individual subscription, click or press on the **See details** button.

MY PRODUCTS

The **My products** section contains all your products and presents them with interactive tiles. Click or press on these tiles to access your online applications directly or to download software for local installation on your device. For more information, click or press the **See details** link.

MISSING A PRODUCT?

The **Missing a product?** section allows you to use a serial number or a subscription or download code to find the Druide product that you have already purchased and to add it to your Client Portal.

PRODUCTS TO DISCOVER

The **Products to discover** section allows you to discover the books published by Éditions Druide (using the **Browse the catalogue** button).

5   SUBSCRIPTIONS

The **Subscriptions** tab includes all your subscriptions and their details.

Click on the **Subscriptions** tab and select the desired subscription from the menu (A).

You will see the type of package, its expiry date, its renewal status and the products included.

The different links and buttons allow you to complete various actions:

- **View invoices**: Redirects users to the **Invoices** tab.

- **Manage subscription**: Redirects users to the admin tools for managing the subscription.

- **Details**: Displays the details of the product included in the subscription.

- **Access**: Redirects users to the product included in the subscription.

To view your other subscriptions, select them using the tabs in the left-hand column (B).

Client Portal

DOCUMENTATION ˅   SUPPORT ˅   EN ˅

Emma Sanchez

Summary   Subscriptions ˅   Products ˅   Invoices   Contracts

Antidote Web   (A)

Typing Pal

My subscriptions

| Antidote Web | (B) |

Typing Pal

Antidote Web

English + French

Details

| Package | English + French |
| Valid until | January 15, 2036 |

Product included in your subscription

Antidote Web - English + French   Details   Access ›

6 PRODUCTS

The **Products** tab contains all your products and their details.

Click on the **Products** tab, then select the desired product from the menu (A).

To view your other products, select them using the tabs in the left-hand column (B).

Antidote Web

The Antidote Web file includes:

- a short description

- its language or languages (French, English, or English + French)

- the expiry date

- a button, either **Access Antidote Web** to open the online application or**Resubscribe** to renew your subscription

Typing Pal

The Typing Pal file includes :

- a short description

- the date of acquisition along with a button allowing you to view your last invoice

- the type of package

- the expiry date

- a button giving access to the page for managing users

- a button, either **Access Typing Pal** to open the online application or**Resubscribe** to renew the subscription

Antidote

You will have a file for each edition of Antidote linked to your Druide Account. It contains:

- the acquisition date of the license along with a button allowing you to consult your most recent invoice, if applicable

- the personalized description of the license (if you have added one)

- the language modules included

- the expiry date of the ATA service, if applicable, along with a button allowing you to obtain more information about the service

- the serial number

- the activation code

> Antidote multi-user licenses (5 or more workstations) are found in the Multi-User section of the Client Portal. Please see our**guide** to learn more.

DOWNLOADING AN INSTALLER

To get an installer for Windows, macOS or Linux, click or press on**Download**, then select the desired installer and click or press on **Download**.
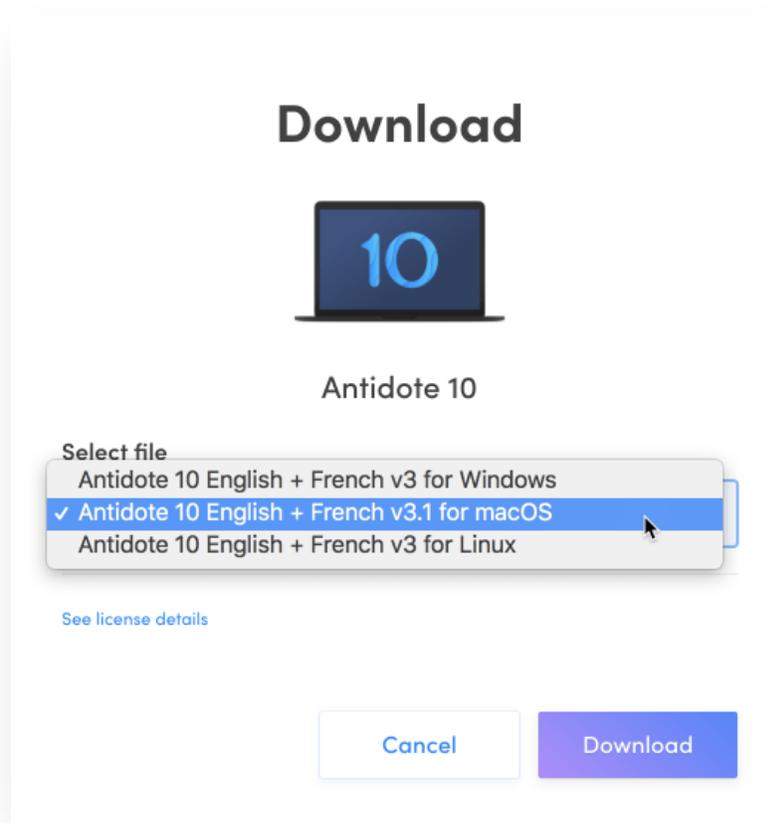
LICENSE DESCRIPTION

If you hold multiple licenses, you can include a short description to make it easier to distinguish between them.

- Click or press on the **Edit** button.
- Enter your description and then save it.

7   INVOICES

The **Invoices** tab displays past and upcoming transactions as well as the credit card entered in your file.

> Invoices for Antidote multi-user licenses (5 or more workstations) are sent by email to the network administrator.

UPCOMING PAYMENTS

If you have chosen the automatic subscription renewal option, please see the **Upcoming payments** section to see the date on which Druide will charge you for the renewal.

CREDIT CARD

The **Credit card** section displays the credit card entered in your file. Make sure that it is still valid if you have any upcoming payments. If it is not, click **Edit payment details** to update your information.

INVOICE HISTORY

The **Invoice history** section lists transactions made on our online stores.

To obtain the details for a transaction, click **Show invoice**.

8 CONTRACTS

The **Contracts** tab contains the different usage agreements linked to your various Druide products and services.

We strongly recommend that you read them and then click or press on the **Accept** button. If necessary, you can still access the agreements after they have been accepted.

9 MY ACCOUNT

Edit your profile, choose your communication options, configure your authentication services and save your billing information on the **My account** page.

ACCESS

To access the page, you can either click on your ID (A) or click on your avatar and select the **My account** option from the menu (B).
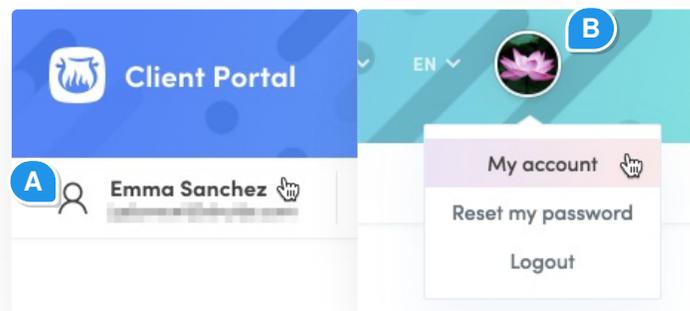
PROFILE

The profile linked to your Druide account contains the following information:

- Avatar

- First name

- Last name

- Title

- Company

- Phone

- E-mail

- Password

- Time zone

- The date the account was created

Click or press on the **Edit** button to add, edit or update this information.

COMMUNICATION

Access the **Communication** section by clicking or pressing on the corresponding tab under the page title.

You can select whether you wish for us to communicate with you in English or French and whether or not to subscribe to the Info-Druide newsletter.

AUTHENTICATION

The Authentication section displays the four available single sign-on services: Google, Facebook, Office 365 and Apple.

You can log in using the information associated with these popular services instead of with your Druide ID. This makes it easier to remember your passwords and also allows you to connect to your Client Portal with just one click if you have already signed into one of them.

Click on or press **Link an account** or **Unlink account** to add or remove one of the available single sign-on services.

BILLING INFORMATION

The **Billing information** section contains the billing address and the credit card information entered in your file.

Click or press on the **Edit** button to add or update this information.

> Your billing information will only be used for purchasing or renewing a single-user product. **Contact us** if you wish to make a payment for a multi-user license or to update your company's billing information.

Profile

		Edit
Avatar		

		Edit
First name	Emma	
Last name	Sanchez	
Title	Sales Director	
Company	Ollotech	
Phone	514-555-4998 ext. 888	
Email	▓▓▓▓▓▓▓▓	
	✓ This email address has been verified.	

		Edit
Password	••••••••	

		Edit
Time zone	America/Toronto (UTC-04:00)	

User since	Jun 22, 2018 (2 years)

Authentication

Service	Account	Date	Action
G Google	▓▓▓▓▓▓	2020-07-02 10:09:41	Unlink the account
f Facebook	--	--	Link an account
▦ Office 365	--	--	Link an account
Apple	--	--	Link an account

10 ORGANIZATION

ONE PORTAL, TWO SECTIONS

If you have at least one Antidote multi-user license (5 or more workstations) or a multi-user Antidote Web subscription, your Client Portal now contains a section specifically for your multi-user products.

Use the buttons (A,B) in the top left of the window to move between the two sections.

SUMMARY

The Multi-User Client Portal automatically brings you to the **Summary** tab.

This page displays the following:

- tiles containing essential information about your organization's multi-user licenses and subscriptions

- a tile showing your AMP coverage

- a list of your Antidote multi-user licenses and subscriptions

LIST OF PRODUCTS AND SERVICES

Description

If you have more than one multi-user Antidote license or subscription, click on the greyed-out *No description* to add a short text in order to indicate the administrative unit linked to the license, for example.

Actions button

For each license, you have an actions button that consists of three vertical dots. Click on it to **Download** software, **Renew** the AMP or **Add workstations** to your license.

For a subscription, the button allows you to **Manage users**.

DOWNLOADS

For each of your licenses, the **Downloads** tab displays the following:

- the number of workstations included in the license

- the serial number

- the quota code

- the complete installers that you have access to*

> * For as long as it is valid, the Antidote Maintenance Program (AMP) gives you access to the installers for all the versions of an edition of Antidote.

The files to download are organized by operating system in three separate tabs (Windows, macOS and Linux).

USERS

The **Users** tab allows you to create and manage your organization's user accounts. This chapter of the Client Portal User Guide explains:

- the three roles that can be assigned to a user (administrator, technician, user)

- the two types of account (organization and personal)

- the three ways of creating new accounts

- different functions of account management

USER ROLES

Users can be assigned one of three roles.

ADMINISTRATOR

Administrators have access to the full version of the organization's Client Portal and have full management privileges. A single organization can have multiple administrators.

TECHNICIAN

Technicians have access to the full version of the organization's Client Portal, but they cannot add another technicians or create administrators.

USER

The (basic) user has access to a simplified version of the organization's Client Portal where they can access their authorized products and personal settings.

Privileges	Administrator	Technician	(Basic) User
Manage and create administrator accounts	✓		
Manage and create technician accounts	✓		
Manage and create user accounts	✓	✓	
Grant access to Antidote Web, if applicable	✓	✓	
Download multi-user Antidote installers, if applicable	✓	✓	
Access information about multi-user licenses, if applicable	✓	✓	
Access documentation	✓	✓	✓
Subscribe or unsubscribe to Druide's newsletter	✓	✓	✓

ACCOUNT TYPES

ORGANIZATION ACCOUNTS

Organizations can create accounts for basic users, technicians and administrators. (See User Roles.) If the domain name or subdomain in their email address match those that Druide has on file for the organization, the accounts and subscriptions associated with it will belong to the organization.

Users with organization accounts can access Antidote Web, but they cannot edit their own personal information (name, address, etc.) or make purchases in Druide's online stores. They will not receive any commercial correspondence from Druide relating to Antidote Web.

> **Note** — The organization must register its domains and subdomains in the **Settings** tab to create organization accounts.

PERSONAL ACCOUNTS

Personal accounts are Druide accounts that do not belong to an organization but that can still access an organization's subscriptions.

The organization cannot delete personal accounts. It can only remove them from the organization's account. Doing so will also remove their access to the organization's Client Portal and to the subscriptions assigned to them.

If an organization invites a user who already has a Druide account and the person has an email that belongs to the organization, the person will receive the invitation as usual. However, by accepting the invitation, the person has two options:

- Keep their personal account by linking it to a new email address.

- Transfer ownership of all the products and subscriptions linked to their personal account to the organization.

ACCOUNT CREATION

Accounts can be created in three ways:

- **Manual creation** — This option allows you to add accounts on an individual basis. Enter a user's first name, last name and email address and the invitation message will be sent immediately.

- **Creation by invitation** — This option allows you to add multiple accounts using users' email addresses. It's the best way to create a dozen or so accounts in one shot. In this case too, the invitation messages will be sent immediately.

- **Creation by import** — This option allows you to add accounts by importing a list, thus allowing you to easily create a large number of accounts. However, sending the invitation email requires an additional step.

> **Tip** — If your organization has recently acquired Antidote Web and you need to create accounts, read the Organization Deployment Guide for Antidote Web for easy instructions in three simple steps.

MANUAL CREATION

If you are an administrator or technician for your organization, you can add an account with the following steps:

- Open the **Users** tab in your organization's Client Portal.
- Click on **Add users**.
- Fill out the form, then click on **Add**. An invitation will be sent immediately.

> **Note** — The *Role* menu will be greyed out for technicians, since they can only create regular user accounts.

> **Tip** — The optional field *Account ID* allows you to link an ID of your choosing to the account, such as a permanent code or an employee number.

CREATION BY INVITATION

If you are an administrator or technician for your organization, you can add one or more accounts in one shot with users' emails. Those invited will fill in the missing information themselves. To do so, take the following steps:

- Open the **Users** tab in your organization's Client Portal.
- Click on **Add users**.
- Select the **Invite users** option in the first drop-down menu.
- Enter the email addresses of the people you wish to invite and separate them with commas.
- Select the options to assign users their role and link them to a product subscription.
- Click **Add** and an invitation will be sent automatically.

> **Note** — The *Role* menu will be greyed out for technicians, since they can only create regular user accounts.

> **Tip** — To create a large number of accounts by assigning each one an *Account ID*, we recommend that you use the import function.

CREATION BY IMPORT

Importing accounts allows you to create a large number of users based on a list. This function is particularly useful for educational institutions who may wish to give access to a product to hundreds or even thousands of people.

Administrators or technicians need to take the following steps:

- Open the **Users** tab in your organization's Client Portal.
- Select the **Import** option from the **More** menu.
- Click on the **Templates** link to download the templates in CSV or Excel format.
- Export a list of users from your database and use it to fill out the *Account ID*, *First name*, *Last name* and *Email* columns in the template.
- Import the file by clicking on **Choose a file**.
- Check the operations detected, then assign a subscription by selecting it from the drop-down menu.
- Click on **Process the data** to begin import.

> **Note** — The *Account ID* of the template file is optional. You can use it to link an ID to the account, such as a permanent code or an employee number.

> **Important** — For the period when Antidote Web is free, you can only import 2,000 users in one operation. So if you wish to import, say, 10,000 users, you will have to divide the users across five different operations and download the batches one by one.

You will automatically be sent a report informing you of the outcome of the import operation once the data has been processed. If the list is short, you may even receive your report within a few seconds, directly in the interface. Once the import is finished, you can proceed to the next step of sending invitations.

Sending invitations

If you are an administrator or technician for your organization, you can send users an invitation email allowing them to access their Client Portal and its products and subscriptions.

The operation can be completed in a few simple steps:

- Open the **Users** tab in your Client Portal's organization
- Check the boxes of the users you wish to invite. Use the search field or the filters under the title to make it easier to select users.
- Select **Send an invitation** from the **More** menu.
- Click **Send**.

ACCOUNT MANAGEMENT

Accounts can be managed by technicians or administrators in the **Users** tab in the organization's Client Portal. However, certain functions can only be used by administrators.

SEARCH

Carry out a search for one or more accounts using the three filters located above the user list:

- Enter a name or email in the research field.

- Select the role of the user(s).

- Select the subscription assigned to the user(s).

ASSIGNING A ROLE

If you wish to change the role assigned to an account when it were created, check it off, then select the **Assign a role...** from the **More** menu. Then, choose the desired role and click on **Assign**.

MANAGE ACCESS TO ANTIDOTE WEB

If you wish to change the subscription that has been assigned to one or more accounts, check off the accounts, then select **Manage access to Antidote Web** from the **More** menu. Then, choose the desired subscription before clicking the **Assign** button.

RESENDING AN INVITATION

When an account is created, an invitation is automatically sent by email to users. As long as it has not been accepted, you can resend the invitation. Check off the account(s) concerned, then select **Send invitation email** from the **More** menu.

REMOVING OR DELETING A USER

If you wish to remove a user from an organization, check off their account, then select **Remove** from the **More** menu. Then, finalize the operation by clicking on **Remove**.

The user will no longer have access to the organization's Client Portal or the products or services linked to the subscription they have been assigned.

To delete a user, perform the same steps, but before clicking on **Remove**, check off **Permanently delete the accounts after they have been removed from the organization**. You cannot reverse deleting a user. The following information will be anonymized or deleted:

- access to the account and its products

- account information

- product information (Antidote Web, Typing Pal)

> **Note** — Deleting a user only affects the organization's accounts. Users who have personal accounts will continue to be able to use their own account once they have been removed from the organization.

UPDATE BY IMPORT

Accounts can be updated by importing a CSV or Excel file using our templates. Whenever an email or *Account ID* is already present, the information in the file will replace the information in the organization's Client Portal, unless it is linked to a personal account.

SETTINGS

You can register your organization's domains in the **Settings** tab.

DOMAIN NAMES

An organization can create organization accounts, which only it controls, by registering all the domain names and subdomains used in its email addresses with Druide.

The domain or subdomain in an email address is the part that comes after the "@" symbol.

> **Example** — Employee email addresses at Celtix Tech usually follow the **firstname.lastname@celtixtech.com** format. The domain that needs to be registered with Druide is **celtixtech.com**. The company also uses the subdomains **service.celtixtech.com** and **it.celtixtech.com** in certain email addresses (for example, **administrator@service.celtixtech.com**). These two subdomains also need to be registered with Druide.

REGISTERING A DOMAIN NAME

If you are an organization's administrator or technician, you can add a domain name by following the steps below:

- Open the **Settings** tab in your organization's Client Portal.
- Click on **Add...** .
- Enter the domain name, include the subdomain, if necessary, and then click **Save**.

The instructions for verifying the domain name will then appear on the screen.

Step 1 — Access your DNS records

- Log into your domain host account.
- You can access your domain's DNS records on a page that is usually called either DNS Management, Name Server Management, Control Panel or Advanced Settings.
- Select the option to add a record.

Step 2 — Register the verification code

- Choose to add a TXT record.
- In the Name/Host/Alias field, enter @ or leave it empty. Your host may ask you to enter your domain in this field. If need be, consult your other DNS records to see what you need to enter in the field.
- In the TTL (Time-to-Live) value field, enter 86400 or leave the default value.
- In the Value/Answer/Destination field, paste the code that appears in the field.
- Save the record. If you are shown a warning message about changing your DNS settings, you can ignore it. A new TXT record does not affect your website or your DNS settings.

Once you have completed these steps, click **Validate**.

> **Note** — If you can't find the location of your DNS records, contact your website's hosting provider.

ACTIONS BUTTON

Every domain name has an actions button, consisting of three vertical dots, that allows you to **Edit** or **Delete** a domain name. The domain name will need to be verified again after you modify it.

11 AMP PORTAL

GRADUAL TRANSITION

In the coming months, the **Multi-User Client Portal will gradually replace the AMP Portal** as the sole control centre for your Antidote multi-user licenses.

Among its many advantages, the Multi-User Client Portal is able to group together several multi-user licenses within a single control centre. This saves users from having to access a separate AMP Portal for every multi-user license.

LICENSE MIGRATION

The migration of Antidote multi-user licenses from the AMP Portal to the Multi-User Client Portal occurs when a license is upgraded or crossgraded to Antidote 10.

To begin the migration process, you need to do the following:

- Log into your AMP Portal.
- Click **Upgrade** or **Crossgrade**.
- Read the information displayed in the modal window.
  - A confirmation message will then be sent by email to the person responsible for the license.

Before upgrading to Antidote 10, the network administrator should check its compatibility with the software and computers on which they intend to install it.

The upgrade or crossgrade to Antidote 10 will close the license's AMP Portal and create a brand new Client Portal. The instructions on how to create this space and to upgrade to Antidote 10 will be sent by email to the network administrator.

When accessing the new Multi-User Client Portal for the first time, the network administrator will be asked to create a Druide account or to log in if they already have one.

All the network administrator's other multi-user licenses will automatically be grouped together in the same Multi-User Client Portal.