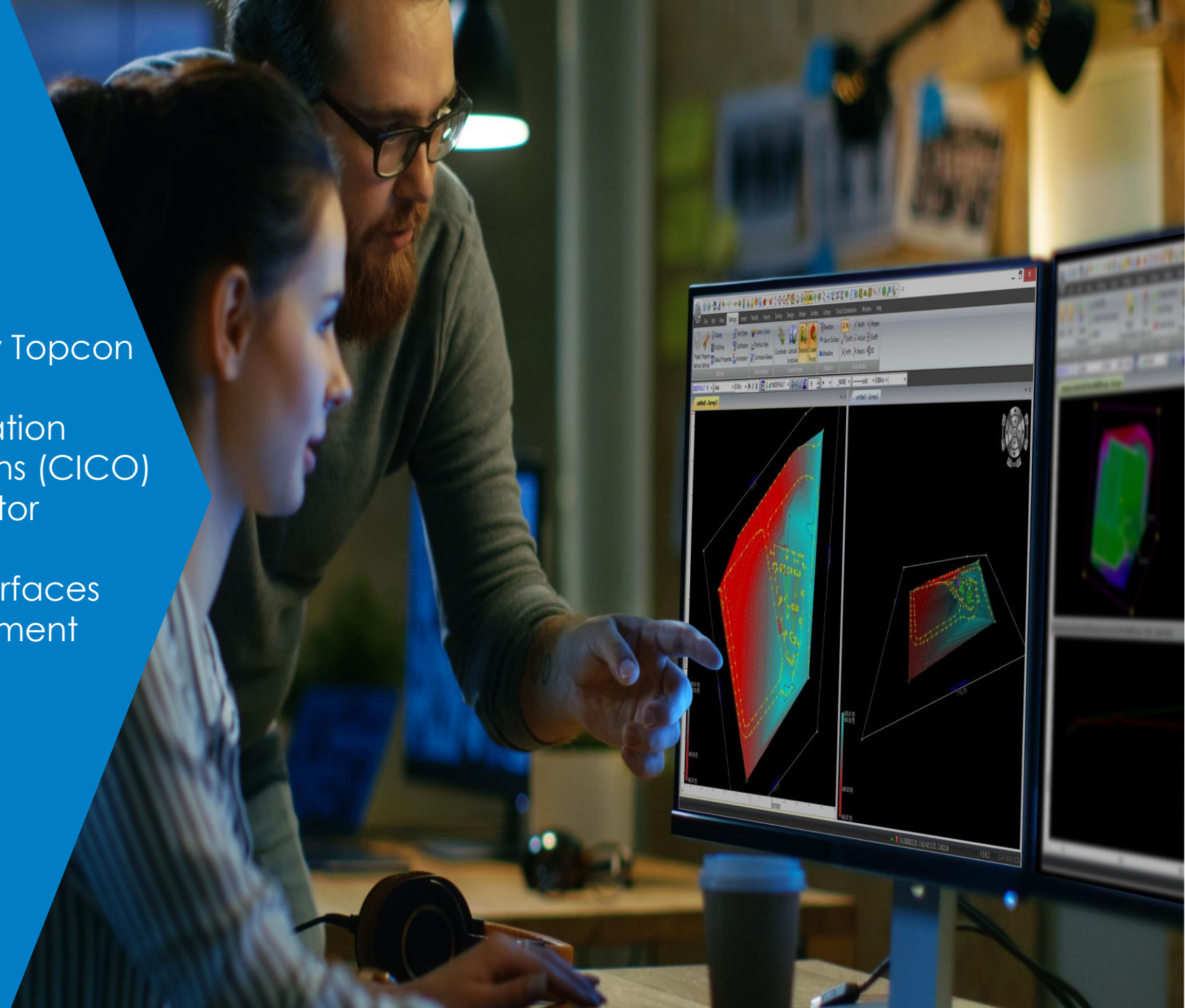
Position Partners

Top MAGNET Office Support Cases and How to Resolve them

MAGNET

- Creating & Managing your My Topcon Organisation
- MAGNET Office License Activation
- Check In / Check Out Functions (CICO)
- MAGNET Enterprise Administrator Licence Check In
- General inquiries relating to Surfaces
- Use in Surface & Height Adjustment

Topics Covered



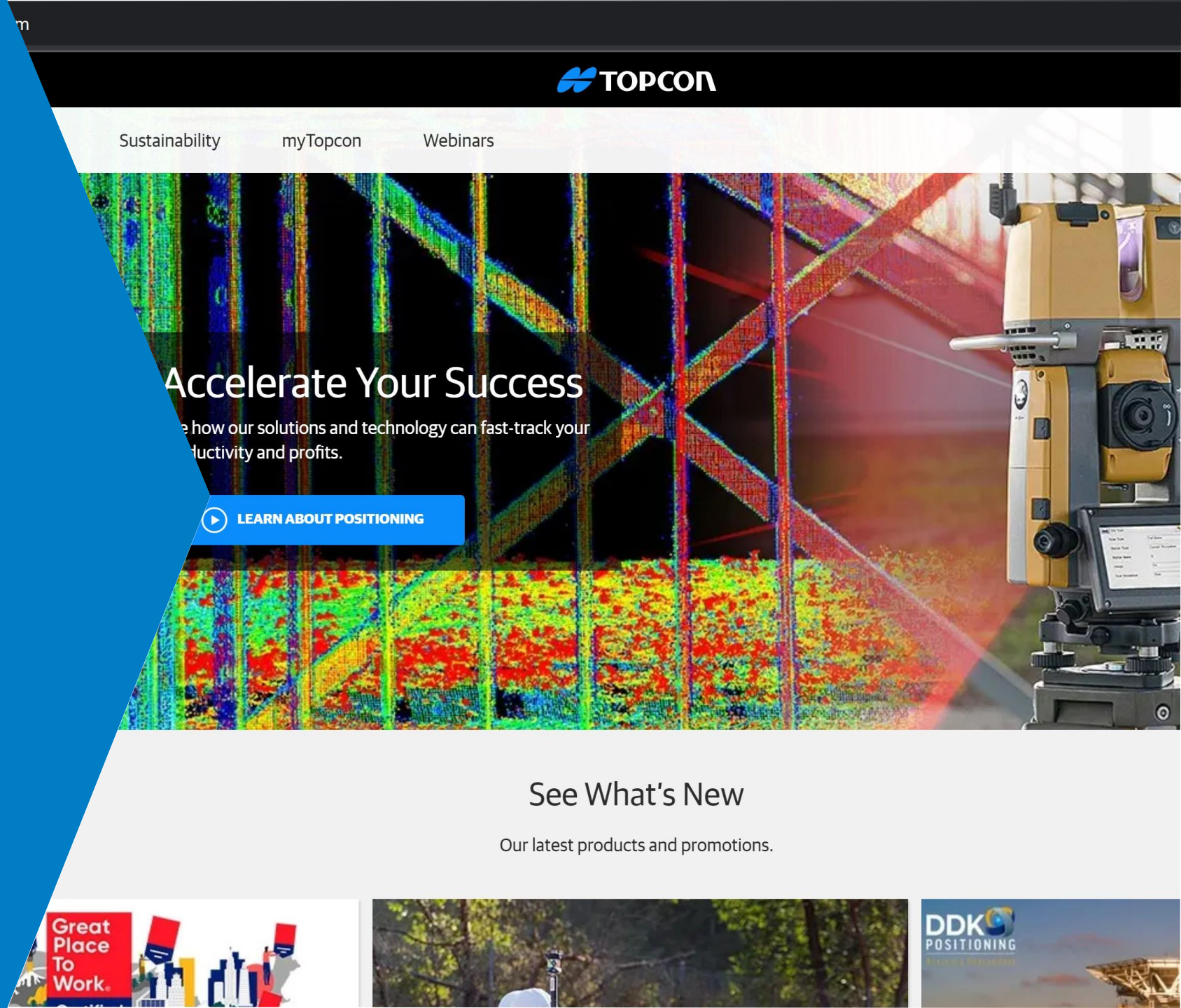
Position Partners

MAGNET

My Topcon

Creating & Managing your My Topcon Organisation

Position Partners



My Topcon

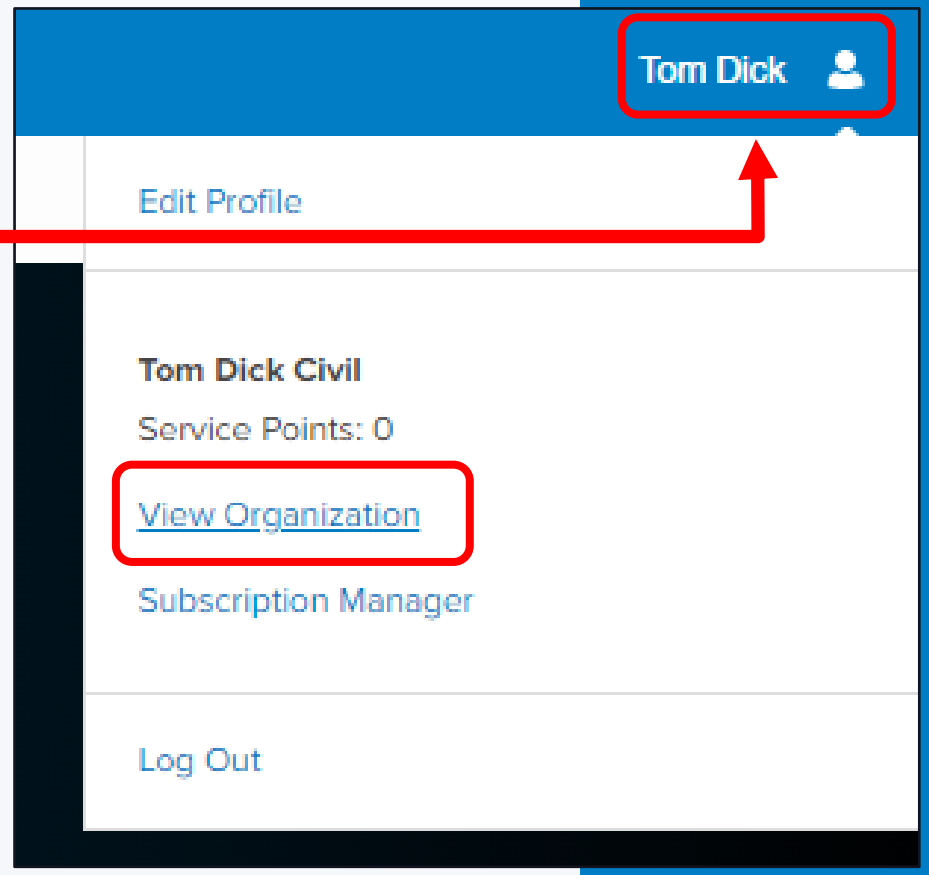
1. Open your web browser to access MyTopcon web site from the following link - https://www.topconpositioning.com/
2. When the web page displays, in the top-right please click Sign Up is a new account is required or Log In to use an existing account

Note: enter your credentials as these are used to login to My Topcon & MAGNET Enterprise

My Topcon

3. Click your name in the top-right to display the menu.

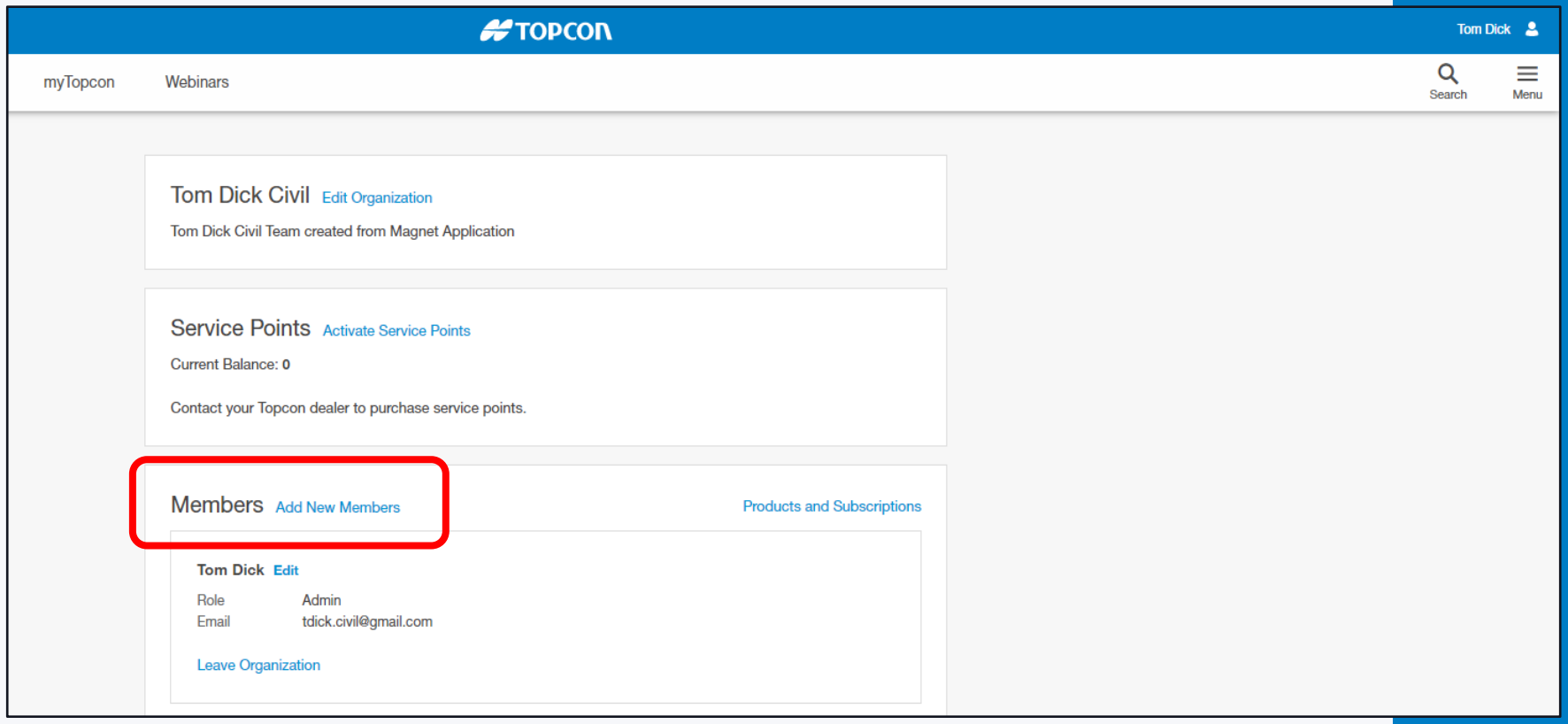
4. Click View Organization



My Topcon

5. Click Add New Members

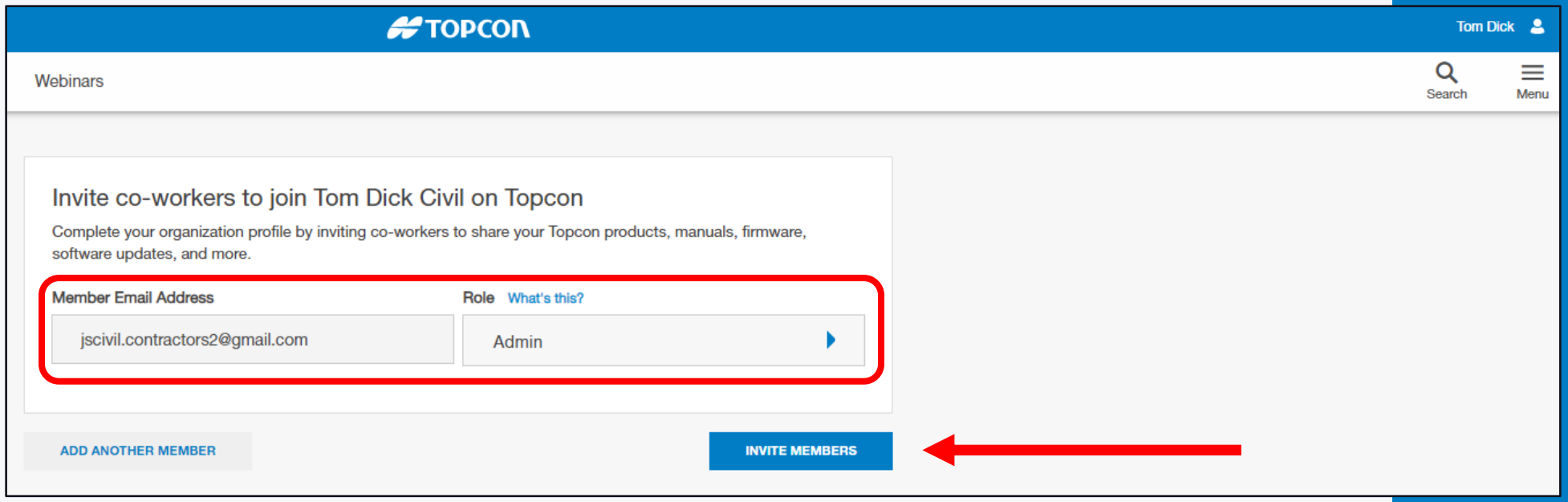
Note: your Role must be Administrator to Add New Members



My Topcon

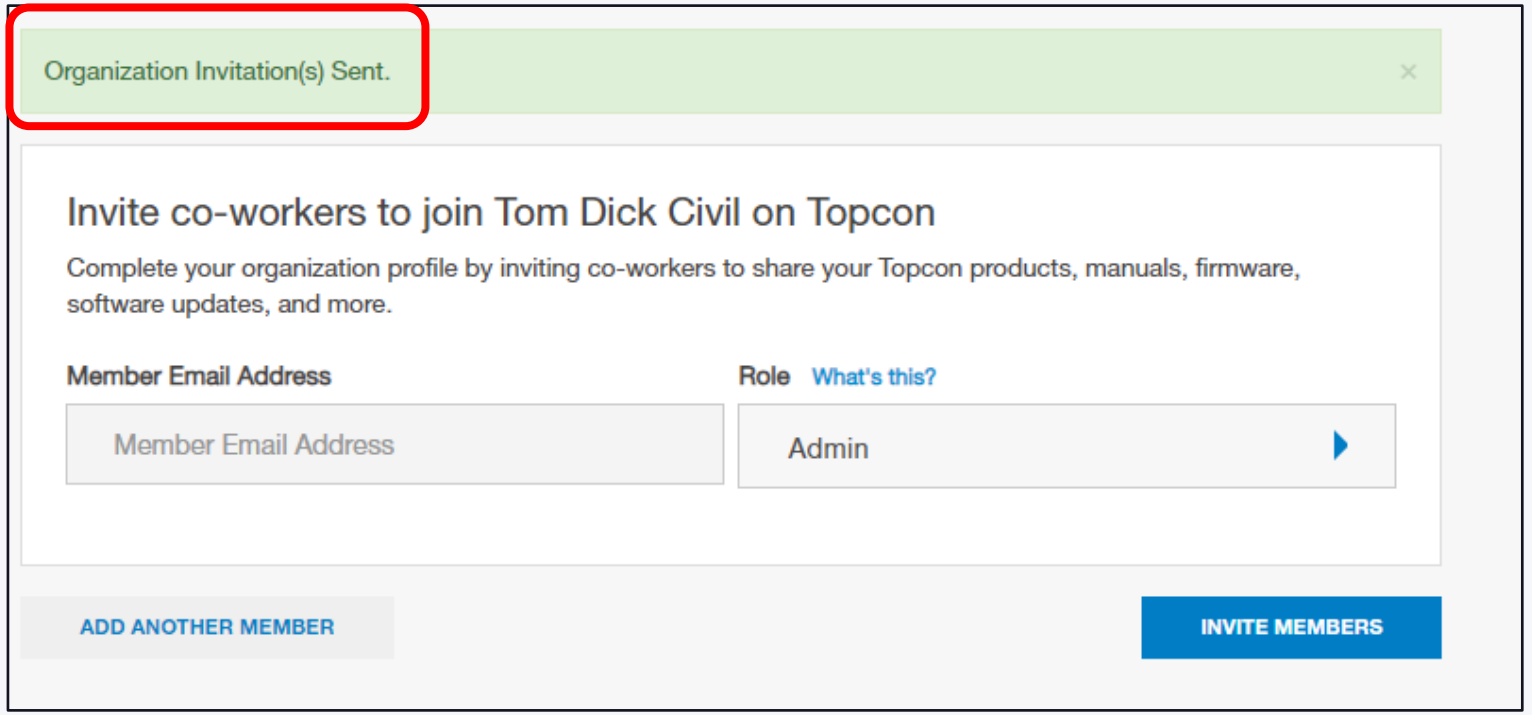
6. Enter new members Email Address and the Role (Admin or Member). Add another member if required.

7. Once completed, click INVITE MEMBERS



My Topcon

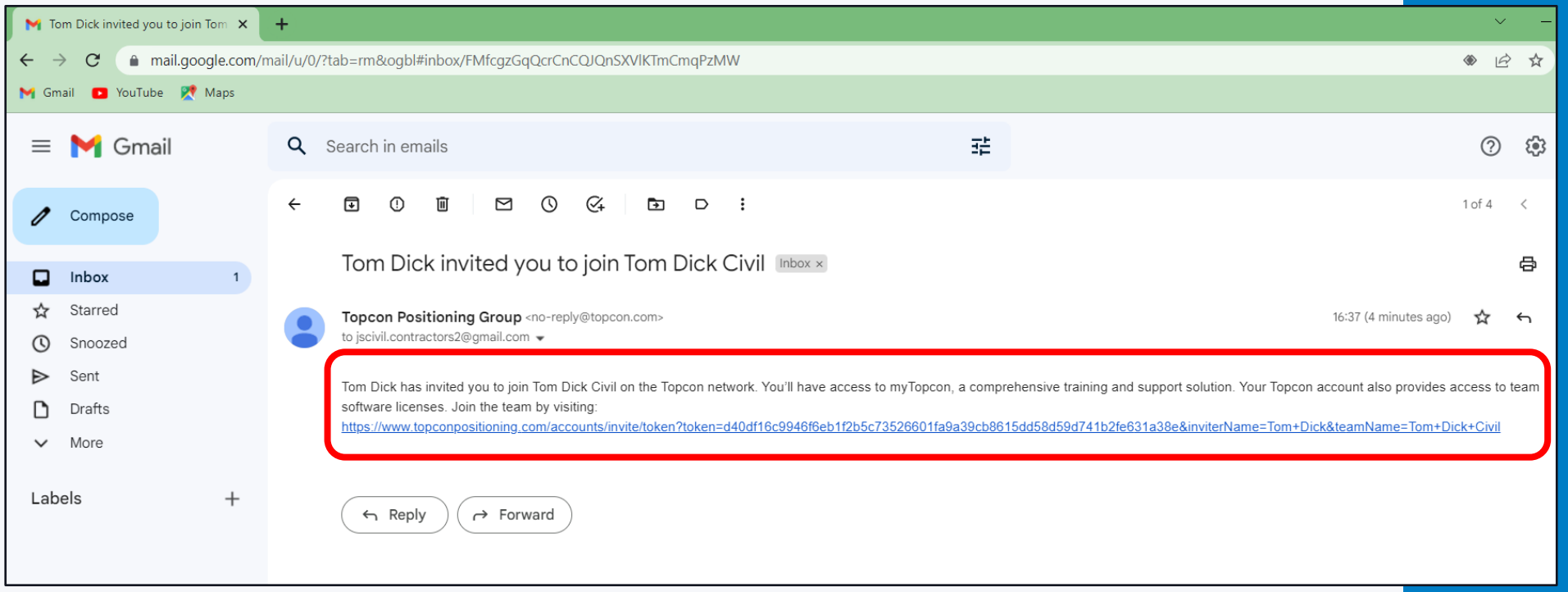
Displays a message that Invitations have been sent to the recipient's email addresses



My Topcon

8. Recipient opens their Email service and displays the new invitation.

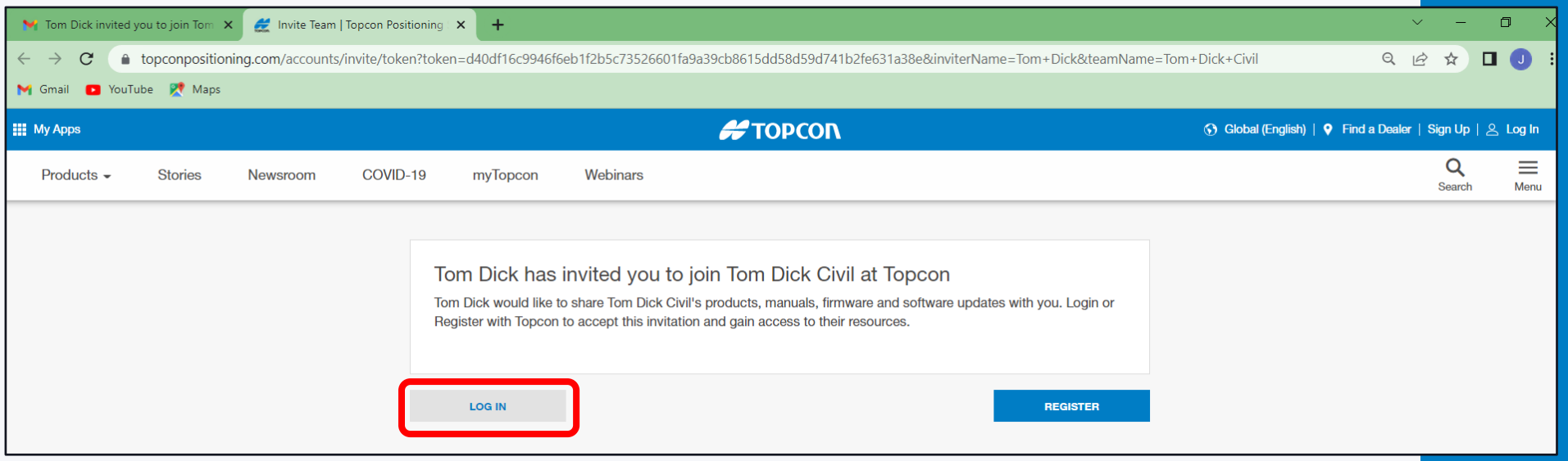
9. Recipient clicks the link shown in the email body. NOTE : this email link must be responded within 24hrs



My Topcon

The link will automatically open the MyTopcon Accounts page to join the other organization.

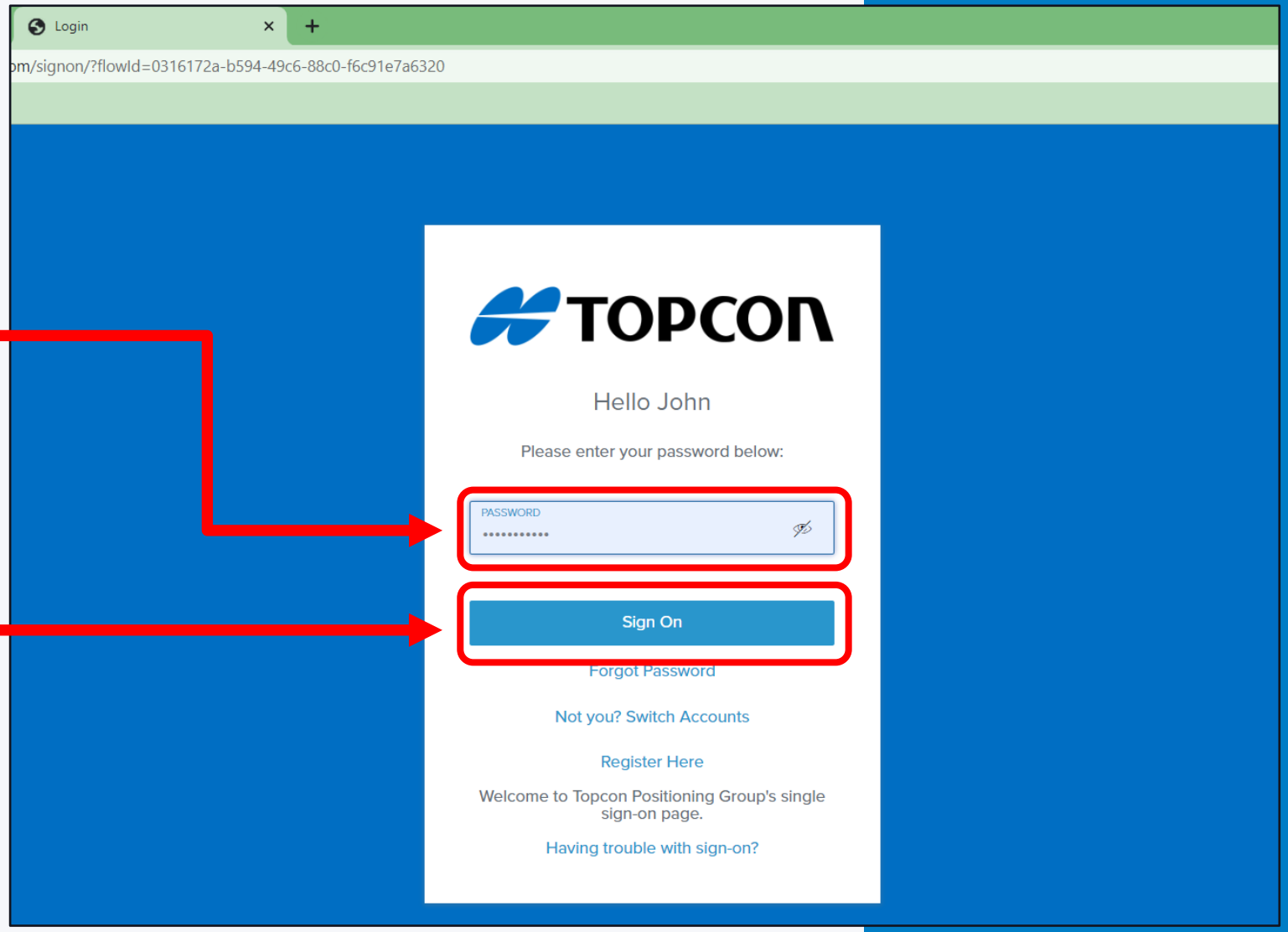
10. New member clicks LOG IN.



My Topcon

11. The log in page will display, requesting your account password to be entered.

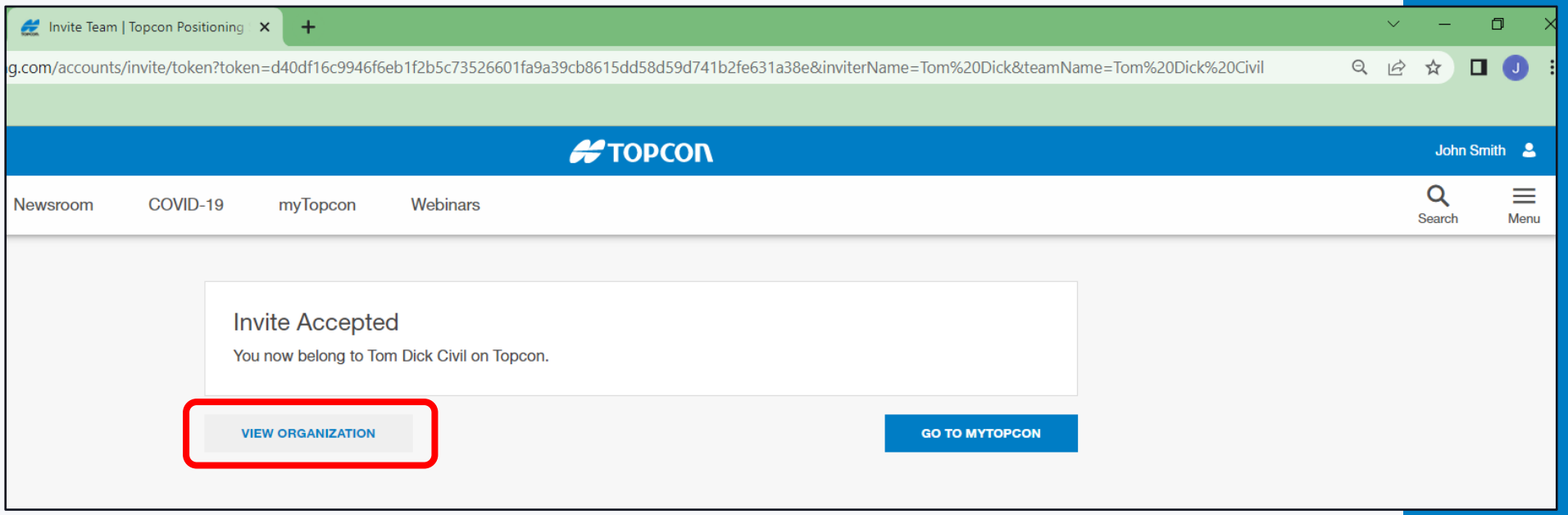
12. Select SIGN ON to continue



My Topcon

Invite Accepted to new organization.

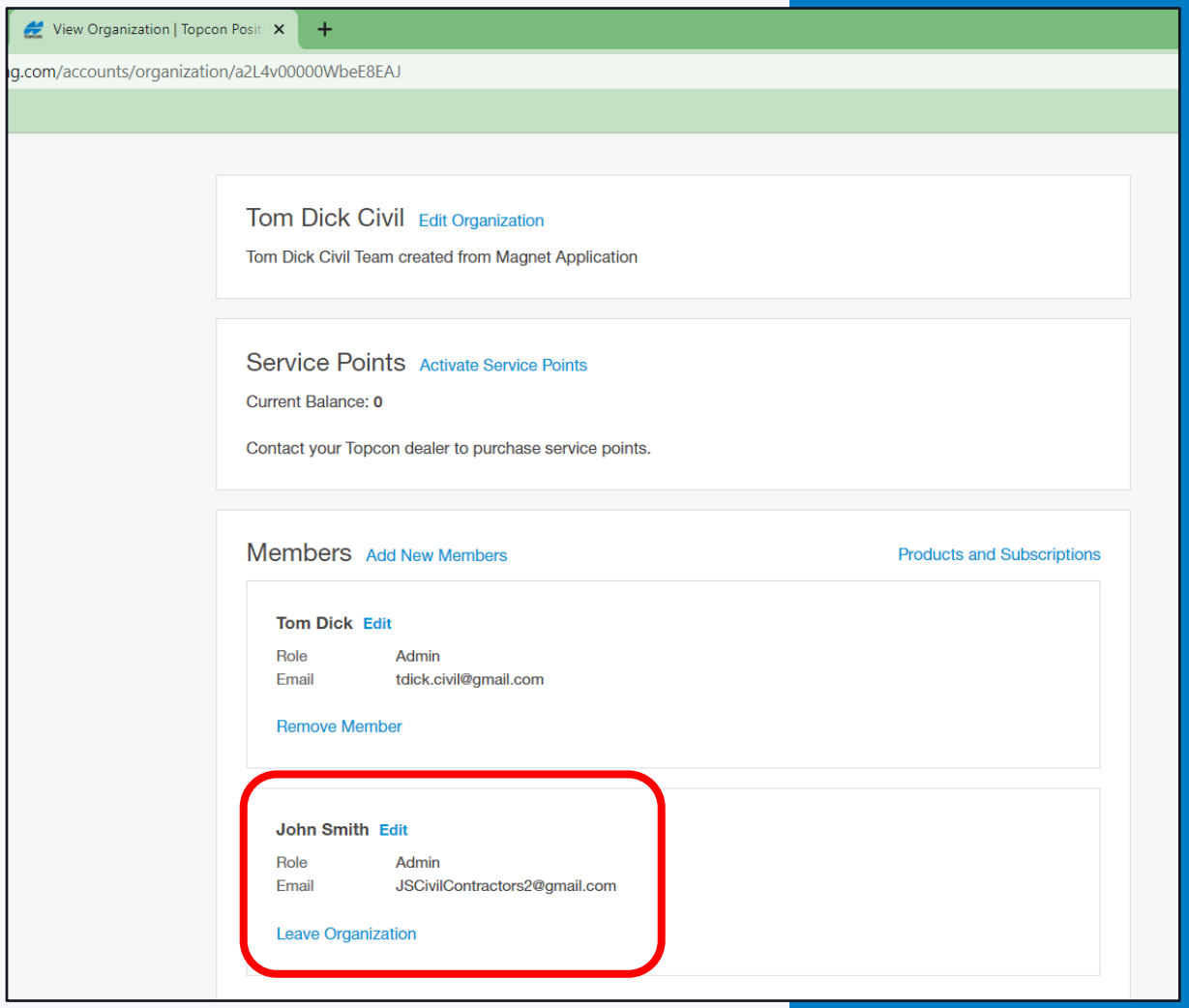
13. Select VIEW ORGANIZATION.



My Topcon

View Organization page.

You have now been added to the organization.



MAGNET®

Product Activation

Steps involved in Activating MAGNET Office

Position Partners

MAGNET Office – Product Activation

IMPORTANT NOTE: The Magnet Office License (perpetual or subscription) must be current for Check In / Check Out (CICO). For Perpetual Licenses with an expired service plan, you can use Traditional method to activate. To renew your subscription or service plan, please contact your local Position Partners branch for renewal

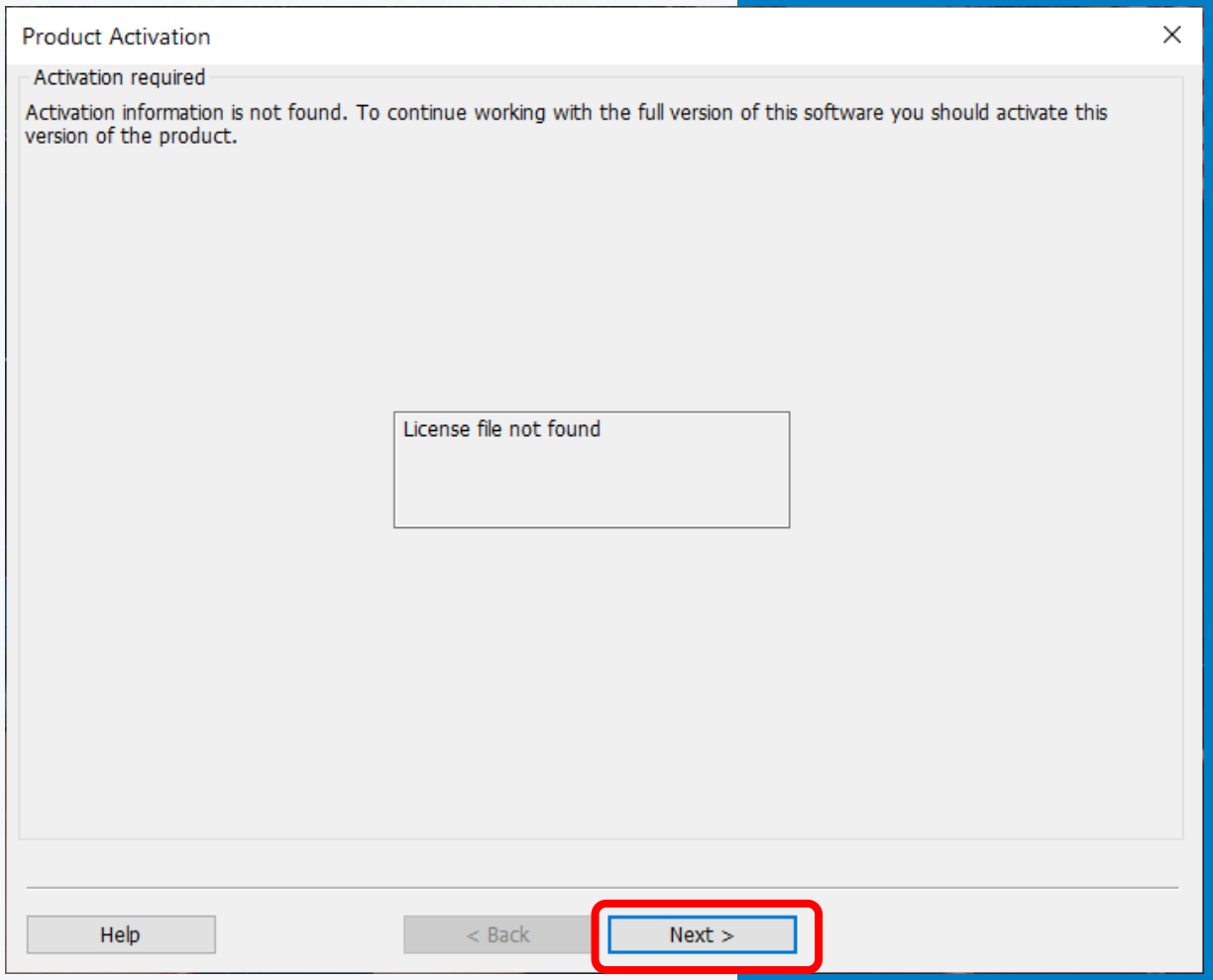
Firstly, you must be connected to the Internet for Online Activation

1. Launch Magnet Office from the desktop icon

MAGNET Office – Product Activation

No License is found on the Computer

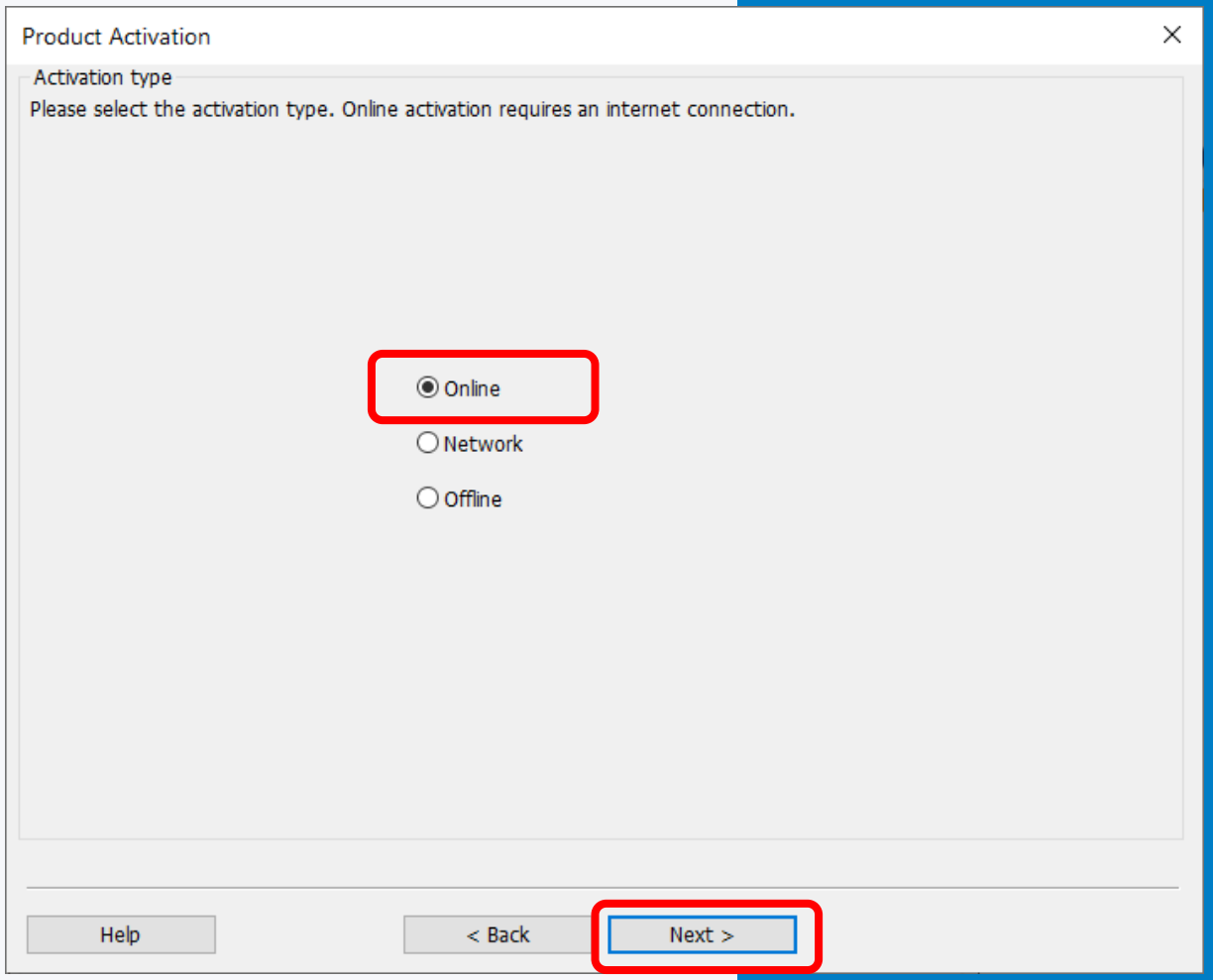
2. Click Next to Continue



MAGNET Office – Product Activation

3. Select Online method ensuring your PC has an internet connection

4. Click Next to continue

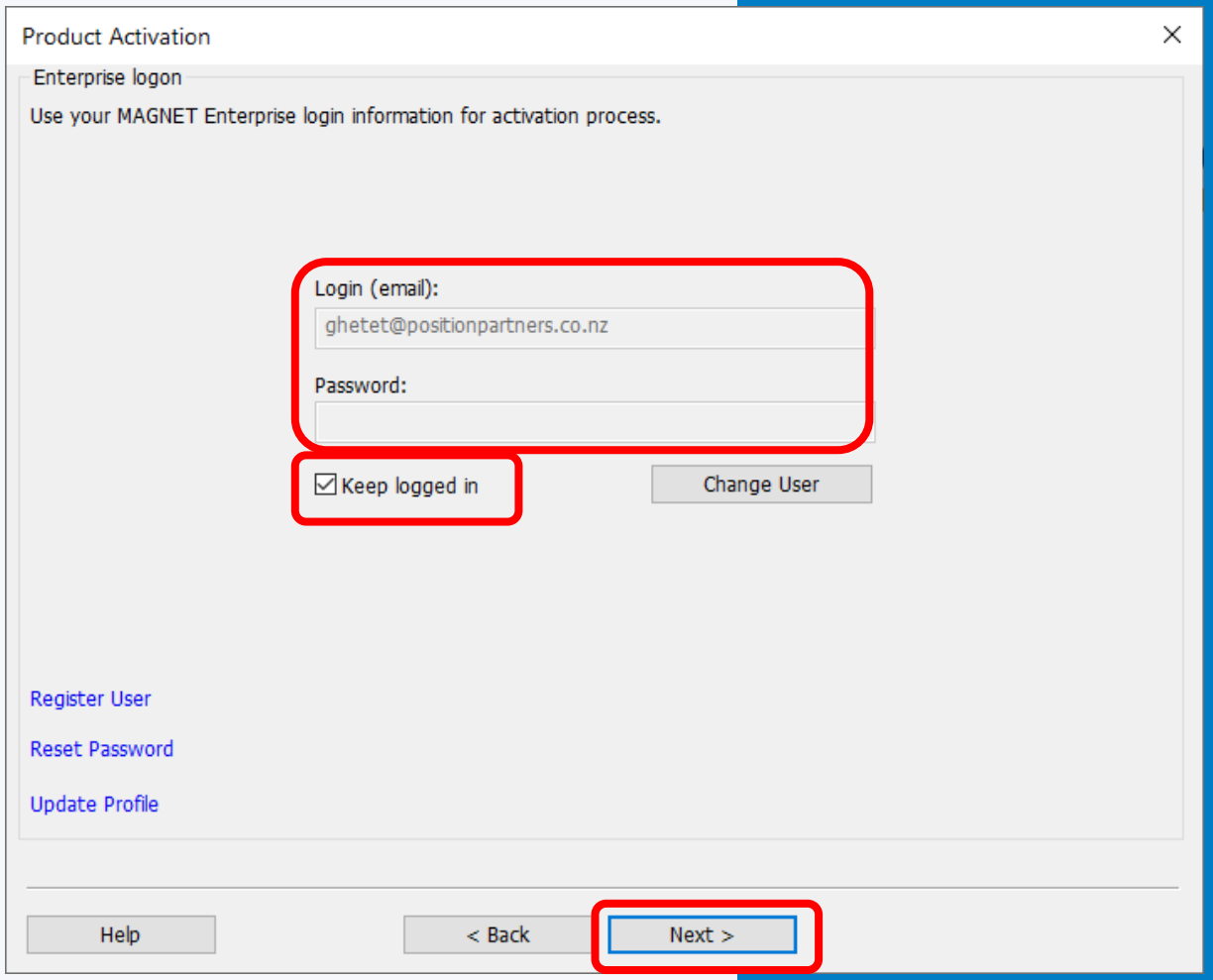


MAGNET Office – Product Activation

5. Enter your Enterprise login details

6. Tick Keep Logged In to avoid having to re-enter Enterprise credentials when using Check In/Out

7. Select Next to continue



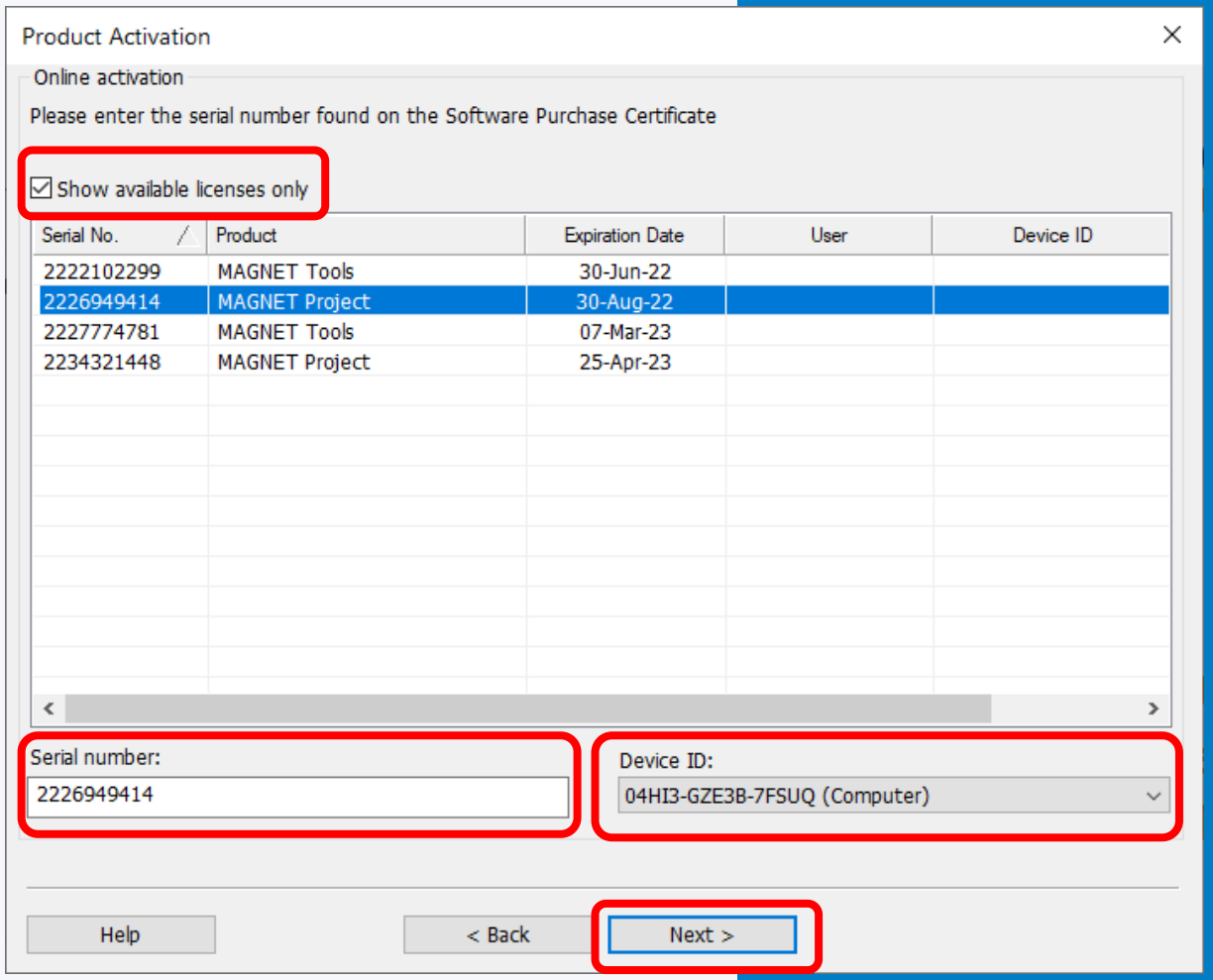
MAGNET Office – Product Activation

8. Tick Show available licenses only

9. Select the Product for the license or enter the Serial number provided on the Purchase Certificate.

Note: an Available licence shows blanks User and Device ID fields

10. Select Computer for the Device ID and click Next to continue

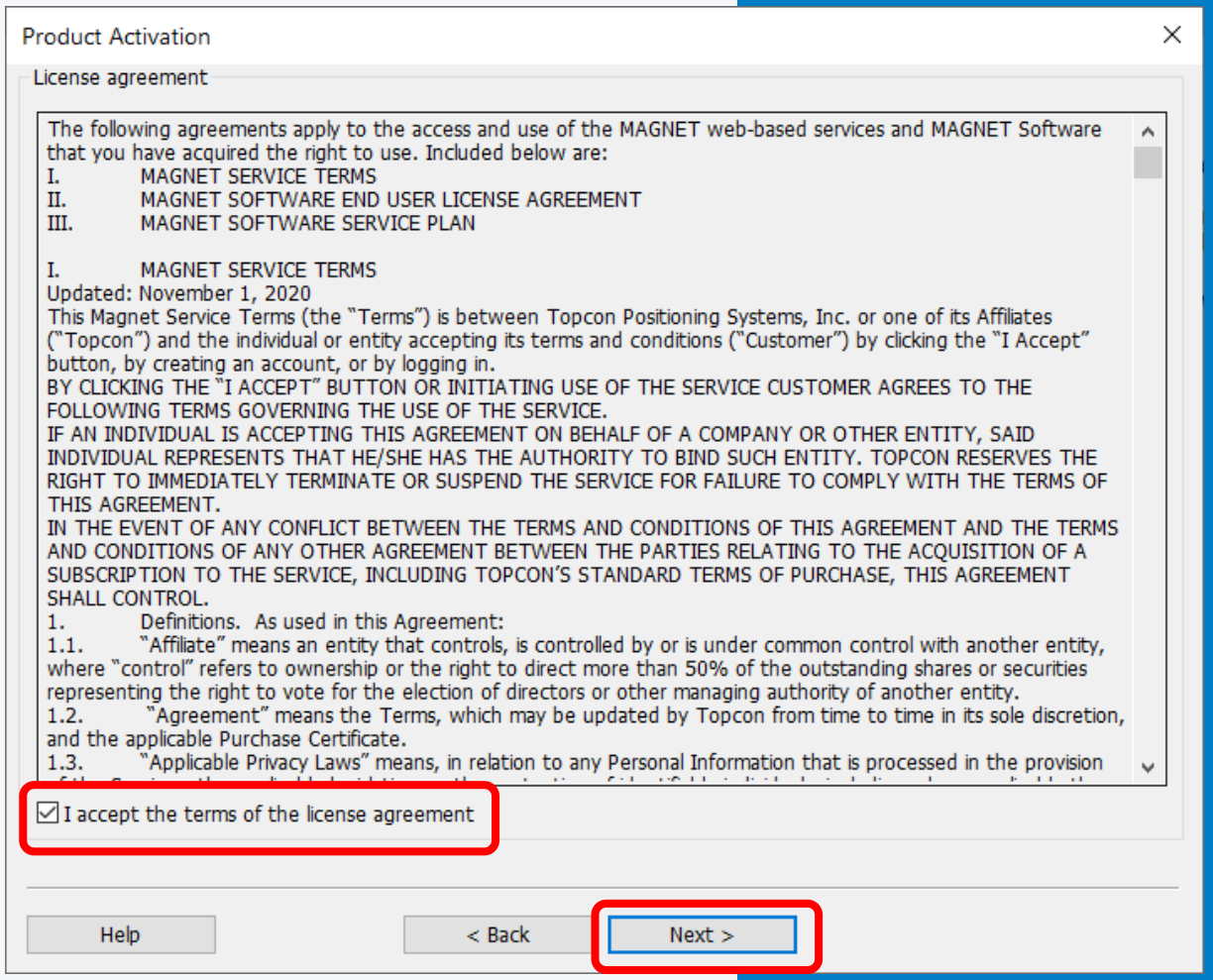


MAGNET Office – Product Activation

License Agreement displays

11. Tick - I accept the terms of the license agreement

12. Select Next to continue

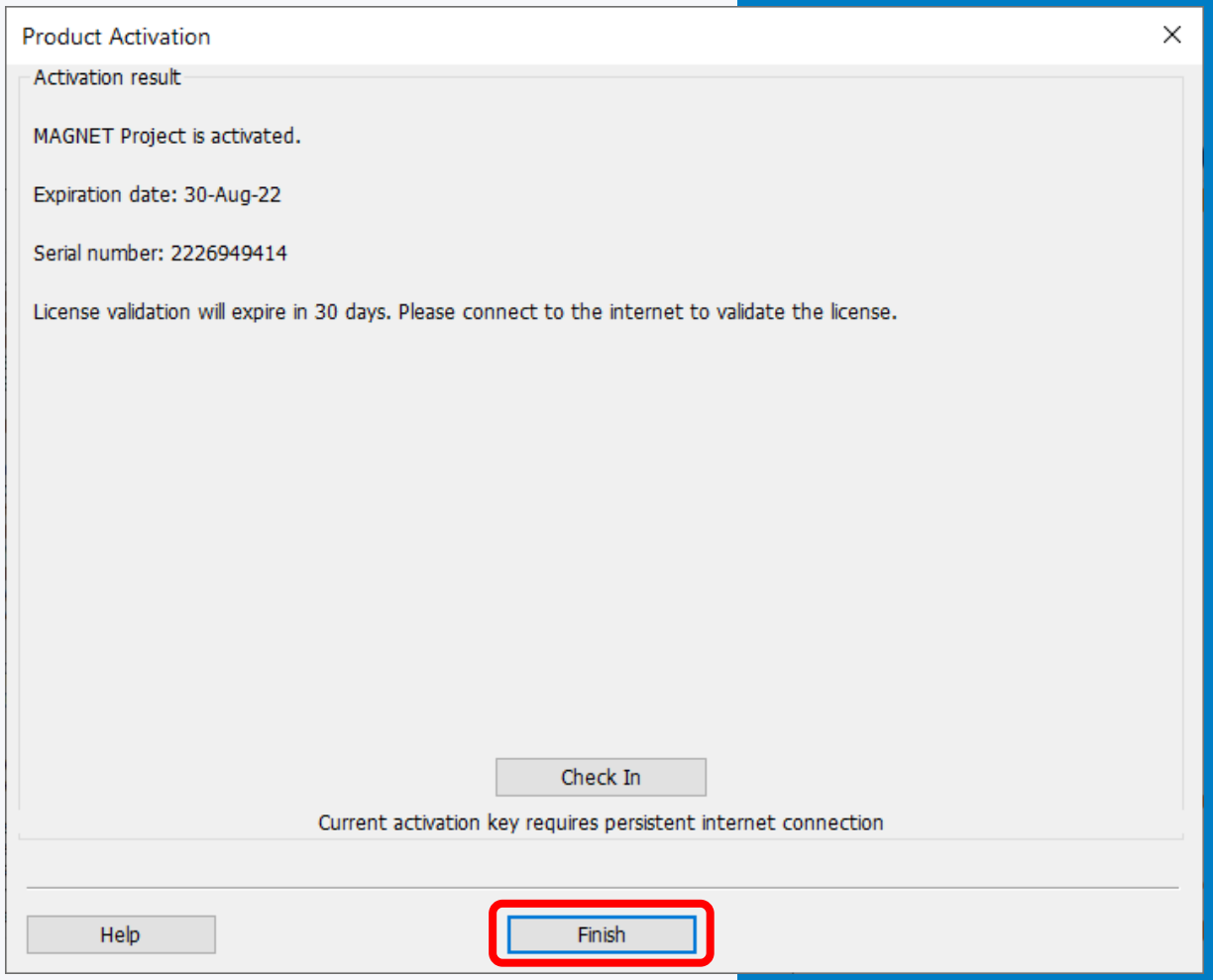


MAGNET Office – Product Activation

Product is now activated.

License validation expiry means that the Computer must connected to the internet within a 30 day period. Otherwise it will revert to demo mode and will require re-activation again

12. Click Finish and open Magnet Office



MAGNET

Product Activation

Check In / Check Out Functions (CICO)

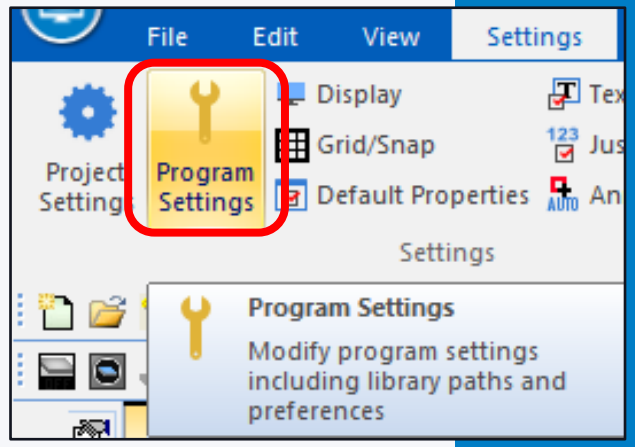
Position Partners

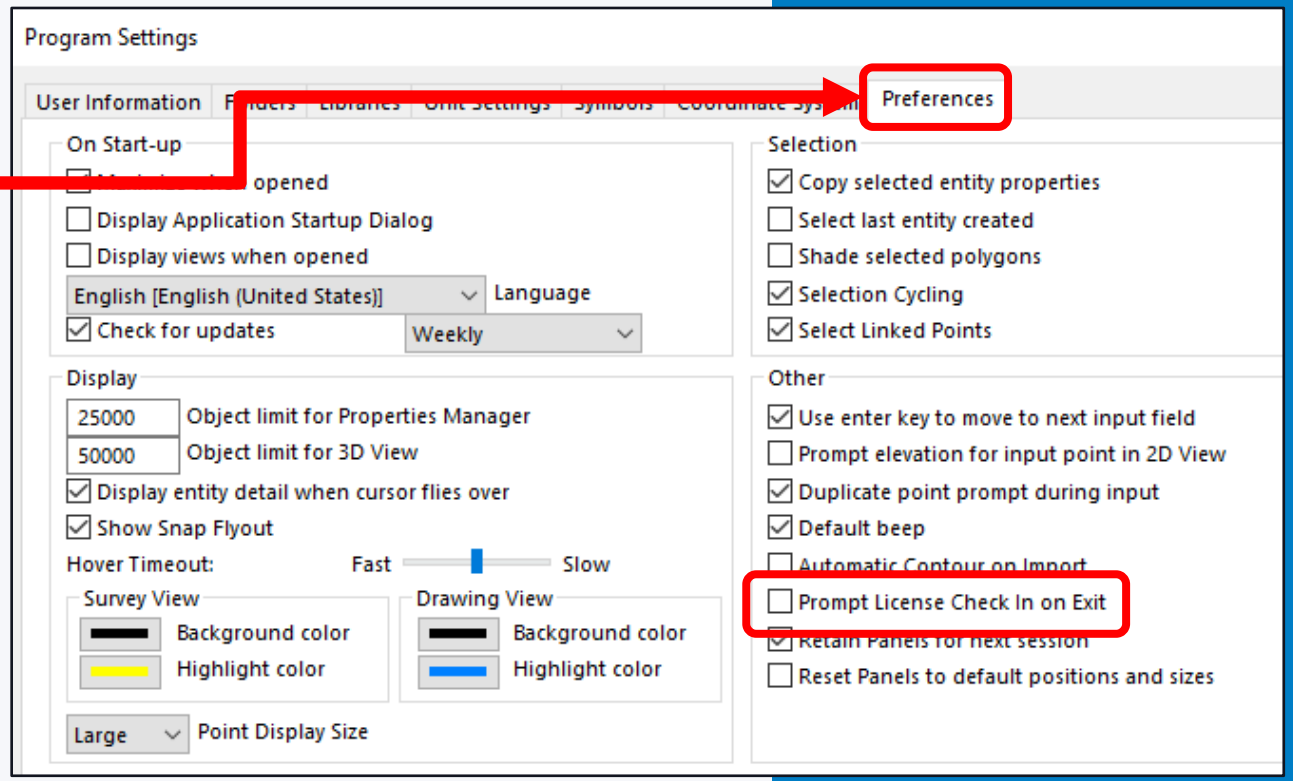
MAGNET Office – CICO Process

1. Enter Magnet Office and select Settings > Program Settings

2. Select Preferences tab

3. Tick – Prompt License Check In on Exit and select OK



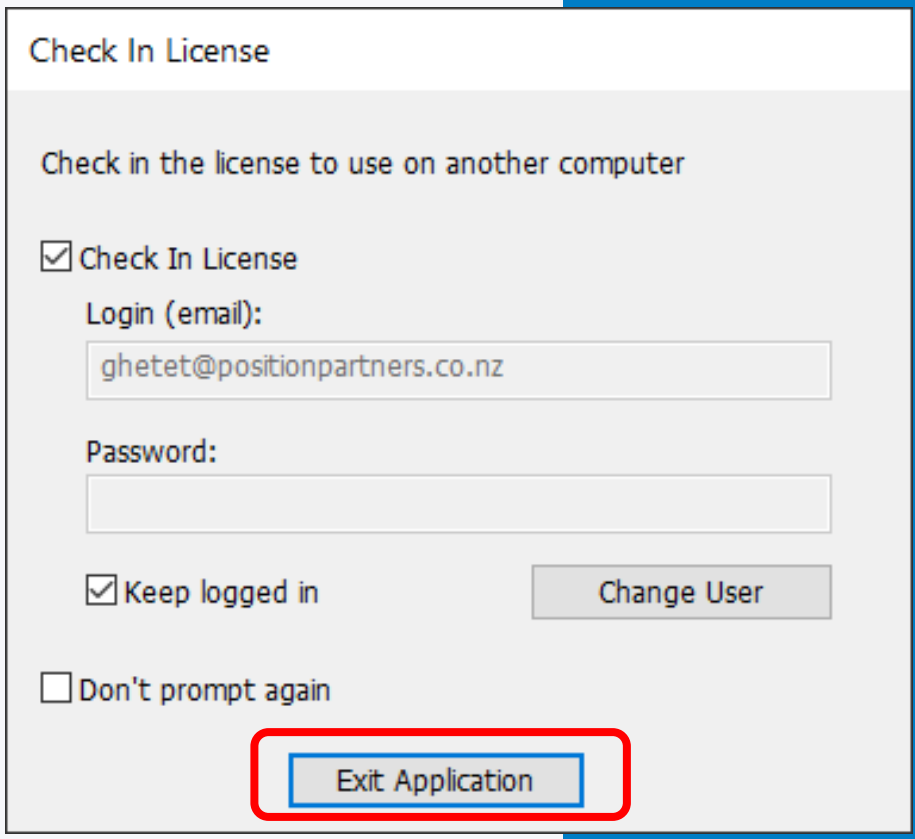


MAGNET Office – CICO Process

Upon Exiting Magnet Office, the Check In License screen displays. The Check In License tick is preset from Program Preferences. Keep Logged In is set therefore not requiring re-entry of login details

4. Click EXIT APPLICATION to release the license

When re-entering Magnet Office you will need to manually select an available free license

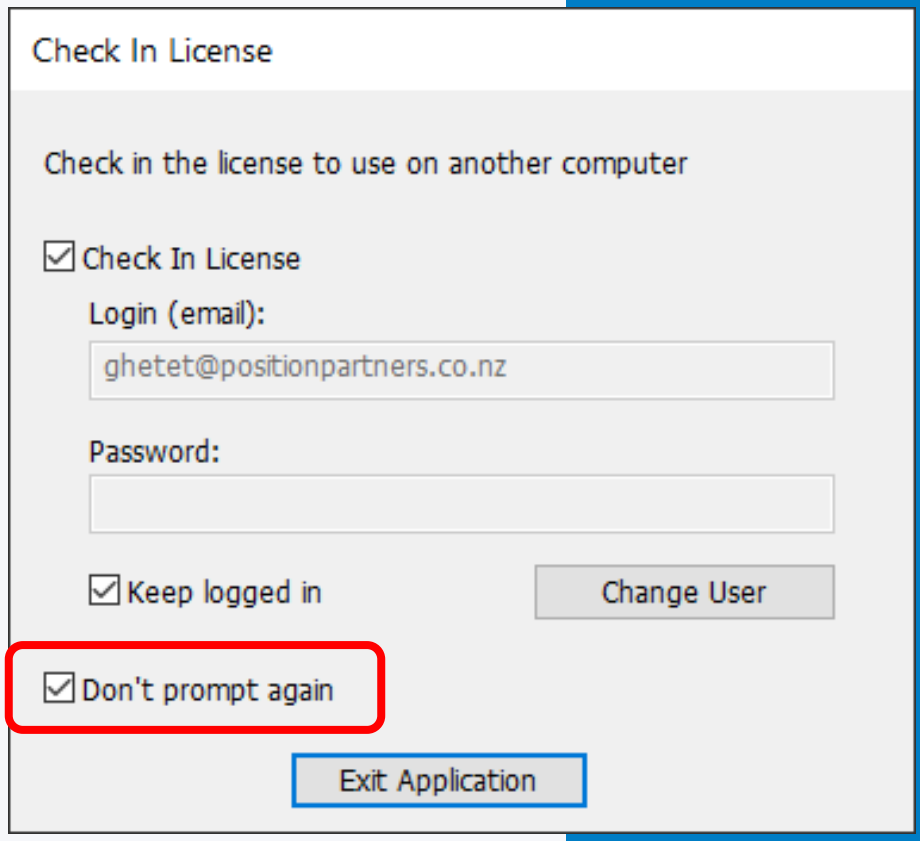


MAGNET Office – CICO Process w/o Prompt

Ticking "Don't Prompt Again" will clear the "Prompt License Check In on Exit" and will Check the License in

Re-entering Magnet Office will attempt to use the same license serial number to enter the program

If the license is unavailable, checked out by another user or has an expired license or service plan, the Product Activation dialog will display listing of available licenses. Select another license and continue

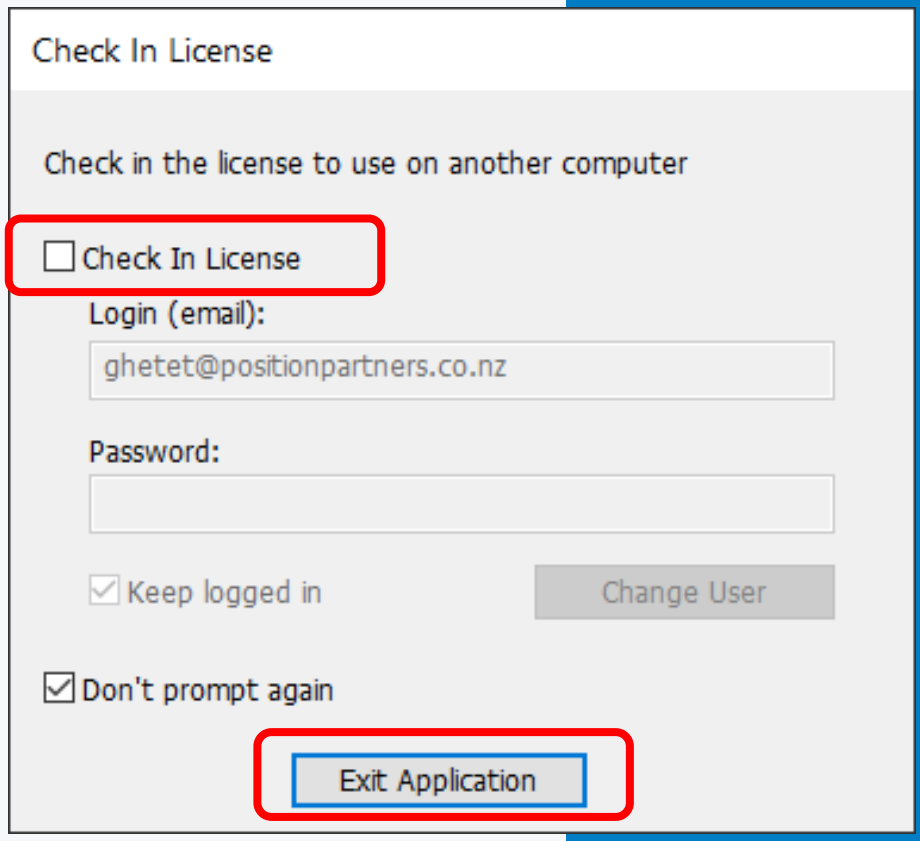


MAGNET Office – Traditional

1. If Check In License is unticked, then Magnet Office operates as a standalone license and the license is held by the Computer. No Check In dialog is displayed

2. Click EXIT APPLICATION to close Magnet Office

Upon re-launching Magnet Office, the program will open with the same license



MAGNET

MAGNET Enterprise

Administrator Licence Check in

Position Partners

MAGNET Enterprise - Administrator Check In

1. Log into the following website

https://enterprise.magnetsystems.com

Note: you must have an Administrator Role to continue with this procedure.

2. Select > Sign in

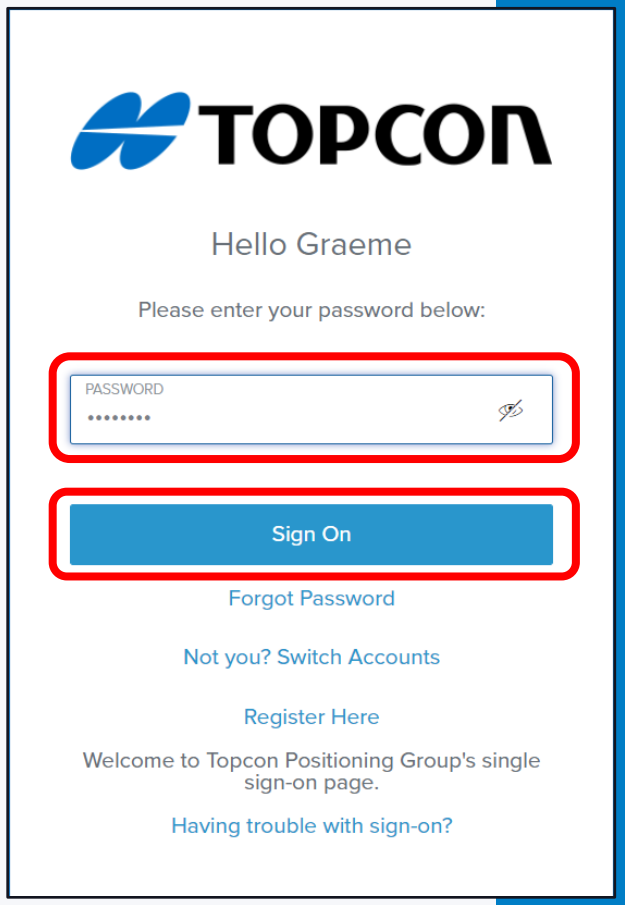
On the top-right of this web page

MAGNET Enterprise - Administrator Check In

3. If Check In License is unticked, then Magnet Office operates as a standalone license and the license is held by the Computer. No Check In dialog is displayed

4. Click EXIT APPLICATION to close Magnet Office

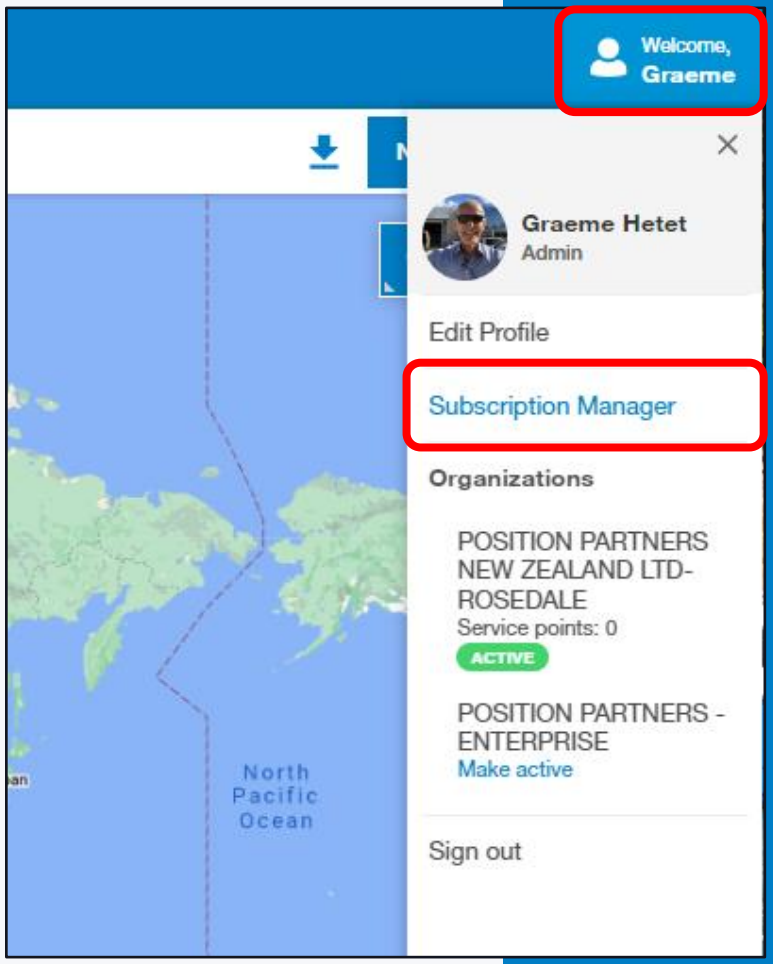
Upon re-launching Magnet Office, the program will open with the same license



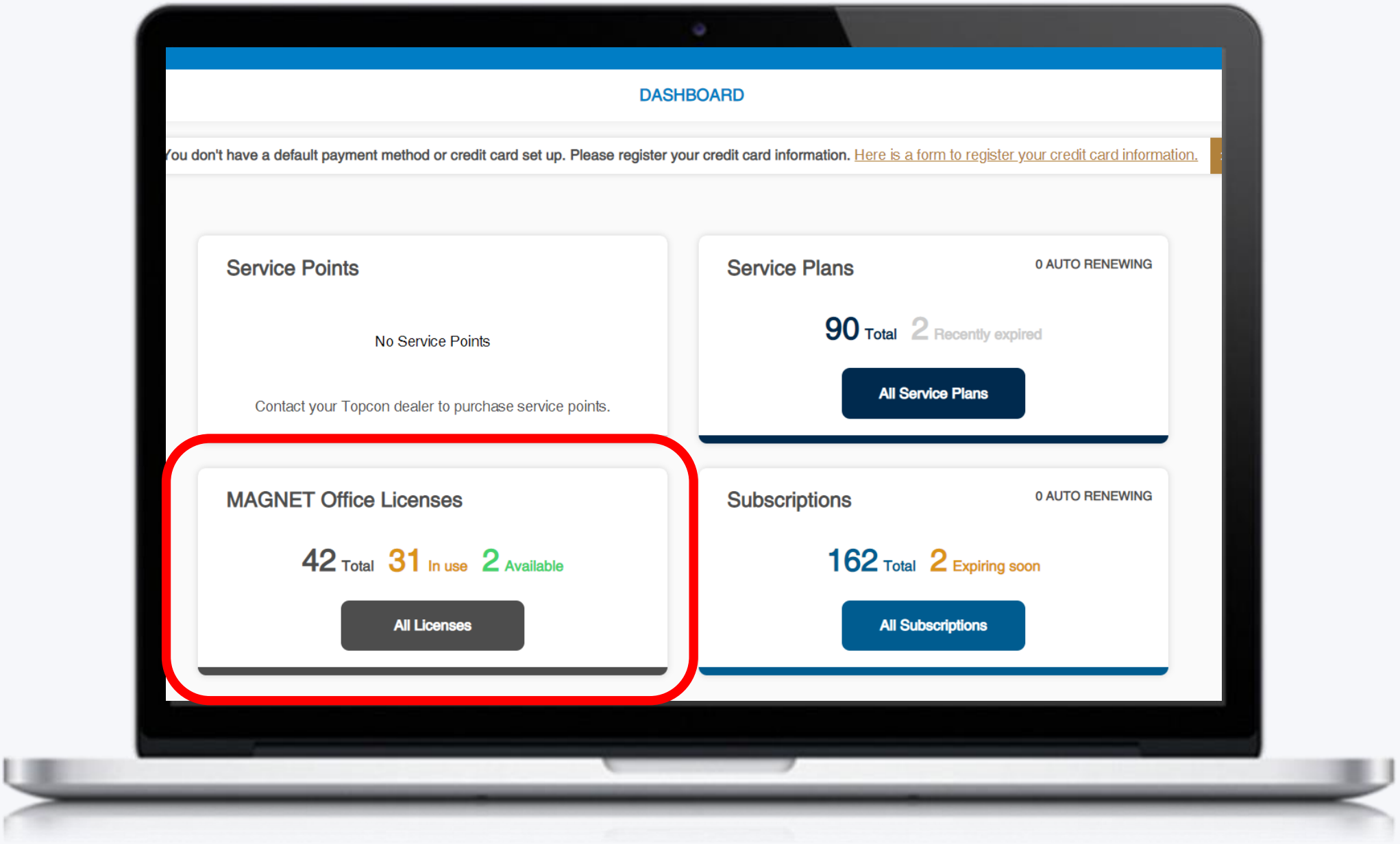
MAGNET Enterprise - Administrator Check In

5. Click your name in the top-right.

6. Now select Subscription Manager.



MAGNET Enterprise - Administrator Check In



MAGNET Enterprise - Administrator Check In

7. Select MAGNET Office Licenses and click All Licenses.

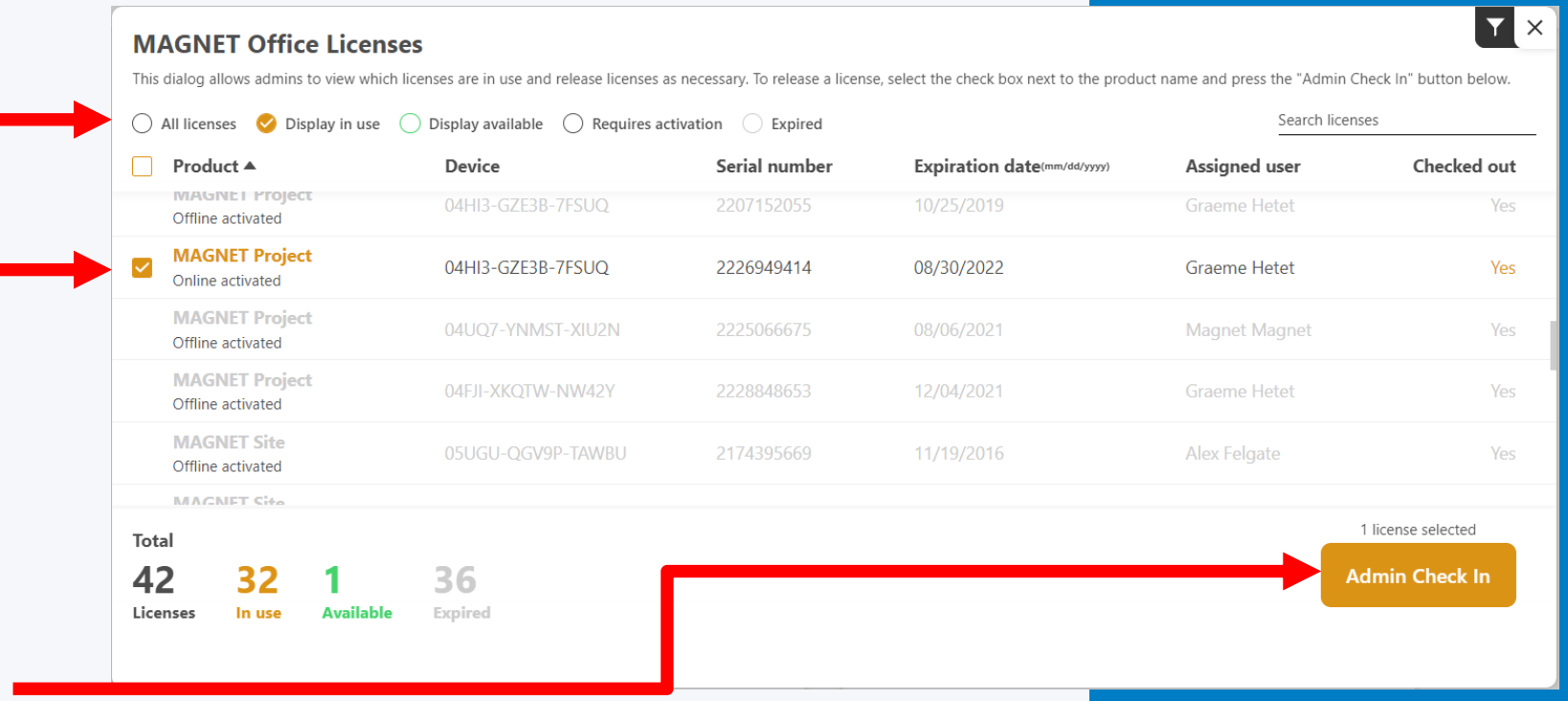
MAGNET Enterprise - Administrator Check In

This screen displays the Magnet Office Licenses in your organisation.

8. Tick Display in Use.

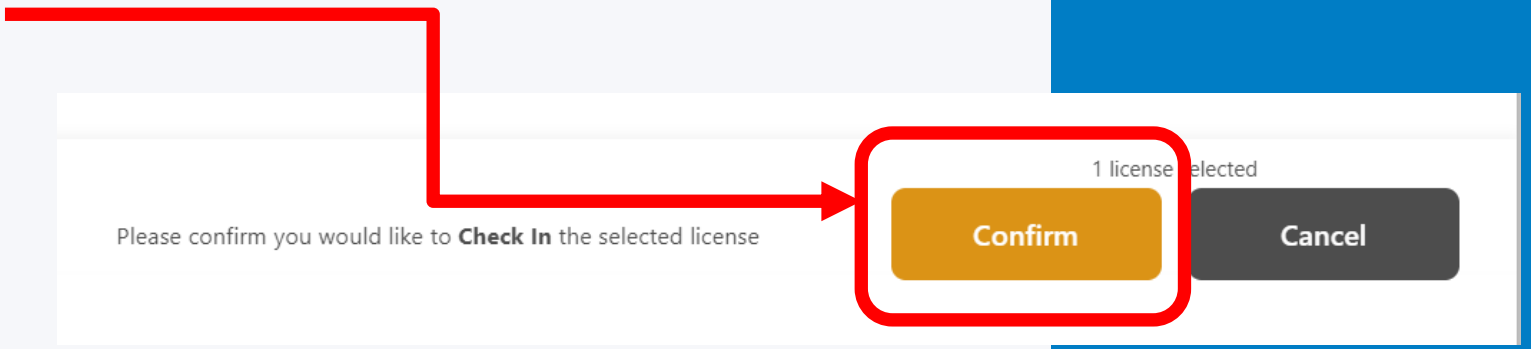
9. Tick the box to the left of the Product (only Online Activations can be Admin Checked In).

10. This opens the Admin Check In button in the lower-right, please click this button.



MAGNET Enterprise - Administrator Check In

11. Select Confirm to Check In the license.



The license will now be available to activate on other computers

The web page can now be closed

2024 Magnet Conference

August 15th-16th 2024

- ½ Day Magnet Field workshops
- Networking drinks
- Full day Magnet Office seminars & workshops