

Top MAGNET Office Support Cases and How to Resolve them

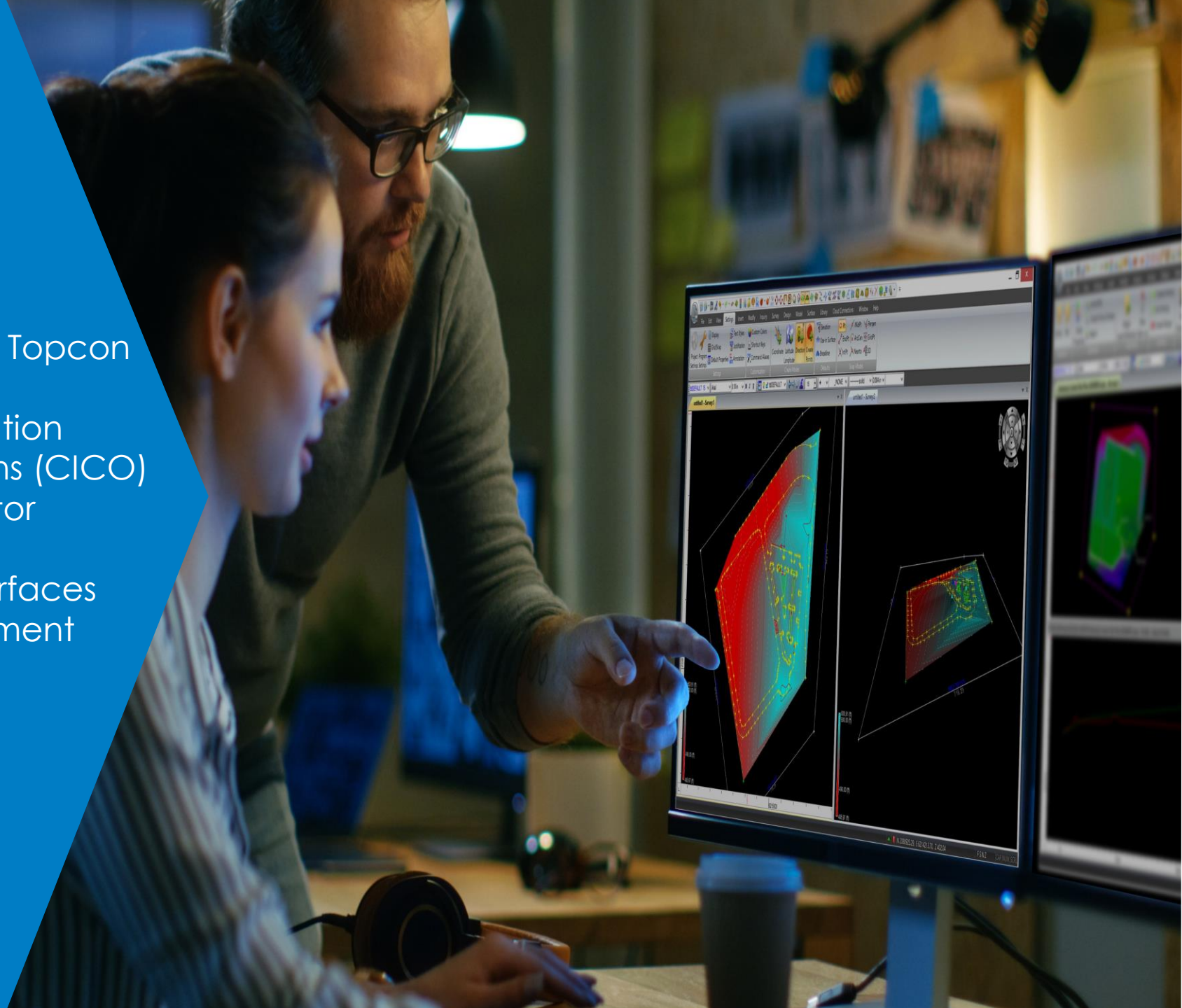
MAGNET®



YOUR WORK CONNECTED

- 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



Accelerate Your Success

See how our solutions and technology can fast-track your productivity and profits.

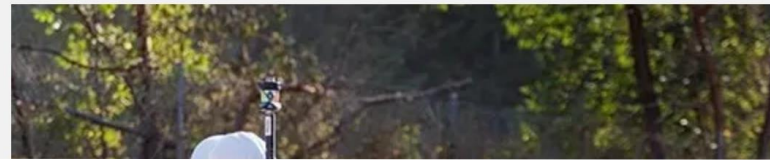
[▶ LEARN ABOUT POSITIONING](#)

My Topcon

Creating & Managing your My Topcon Organisation

See What's New

Our latest products and promotions.





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 if 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



myTopcon Webinars

Global (English) | Find a Dealer | Sign Up | Log In

Search Menu

Accelerate Your Success


See how our solutions and technology can fast-track your productivity and profits.

LEARN ABOUT POSITIONING



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

4. Click View Organization

Tom Dick 

[Edit Profile](#)

Tom Dick Civil
Service Points: 0

[View Organization](#)

[Subscription Manager](#)

[Log Out](#)



5. Click Add New Members

Note: your Role must be Administrator to Add New Members

The screenshot shows the My Topcon web application interface. The top navigation bar is blue with the TOPCON logo and the user name 'Tom Dick'. Below the navigation bar, there are two main sections: 'Tom Dick Civil' and 'Service Points'. The 'Members' section is highlighted with a red box and contains the text 'Members Add New Members'. Below this, there is a table with one row showing the user 'Tom Dick' with the role 'Admin' and email 'tdick.civil@gmail.com'. A 'Leave Organization' link is also visible.

Name	Role	Email	Action
Tom Dick	Admin	tdick.civil@gmail.com	Leave Organization



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

7. Once completed, click INVITE MEMBERS

TOPCON Tom Dick

Webinars Search Menu

Invite co-workers to join Tom Dick Civil on Topcon

Complete your organization profile by inviting co-workers to share your Topcon products, manuals, firmware, software updates, and more.

Member Email Address	Role What's this?
<input type="text" value="jscivil.contractors2@gmail.com"/>	<input type="text" value="Admin"/>



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

Organization Invitation(s) Sent. ×

Invite co-workers to join Tom Dick Civil on Topcon

Complete your organization profile by inviting co-workers to share your Topcon products, manuals, firmware, software updates, and more.

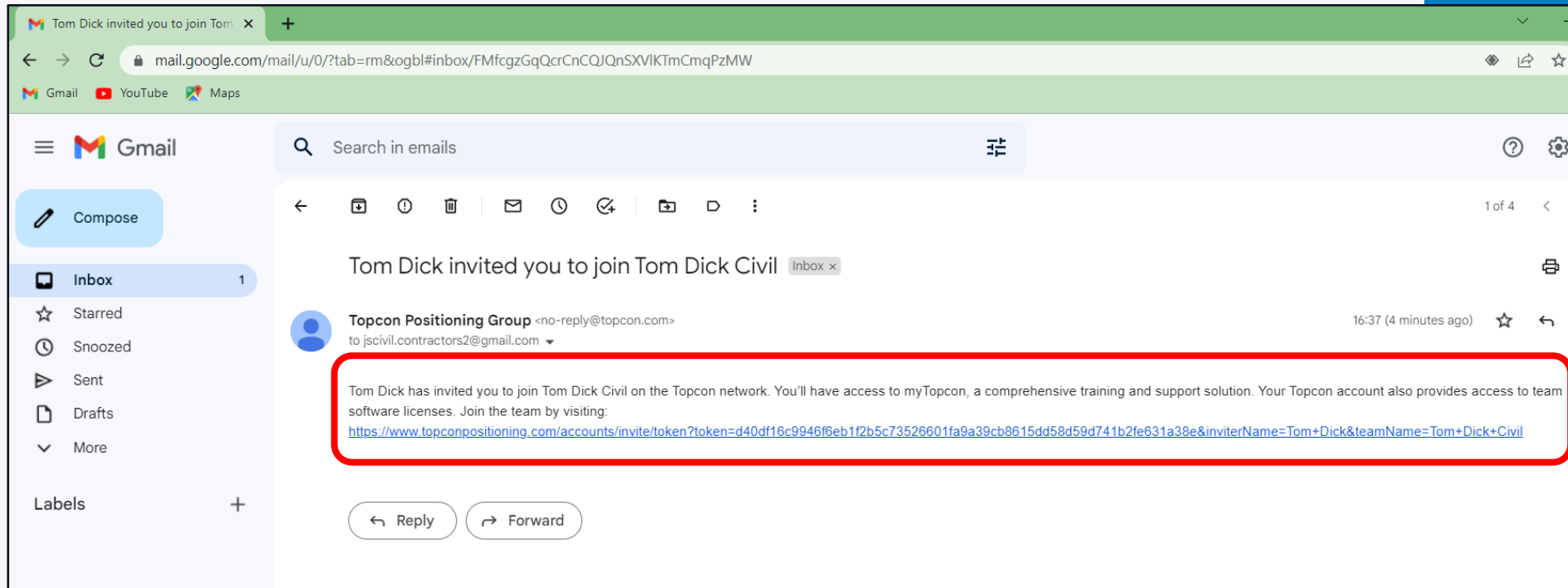
Member Email Address	Role What's this?
<input type="text" value="Member Email Address"/>	<input style="border: none; border-bottom: 1px solid #ccc; padding: 5px 10px; text-align: right; color: #0070c0; font-weight: bold; font-size: 1.2em; cursor: pointer; display: inline-block; vertical-align: middle;" type="text" value="Admin"/> ▶

[ADD ANOTHER MEMBER](#) **INVITE MEMBERS**



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

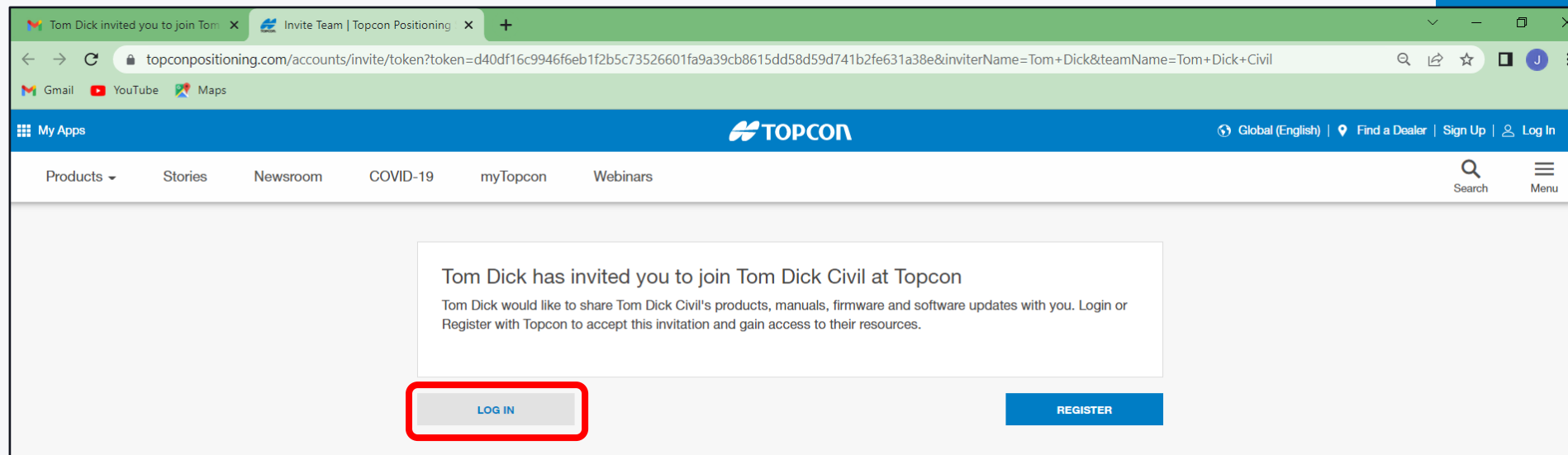
9. Recipient clicks the link shown in the email body. NOTE : this email link must be responded within 24hrs





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

10. New member clicks LOG IN.






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

12. Select SIGN ON to continue

Login

om/signon/?flowId=0316172a-b594-49c6-88c0-f6c91e7a6320

 **TOPCON**

Hello John

Please enter your password below:

PASSWORD
.....

Sign On

[Forgot Password](#)

[Not you? Switch Accounts](#)

[Register Here](#)

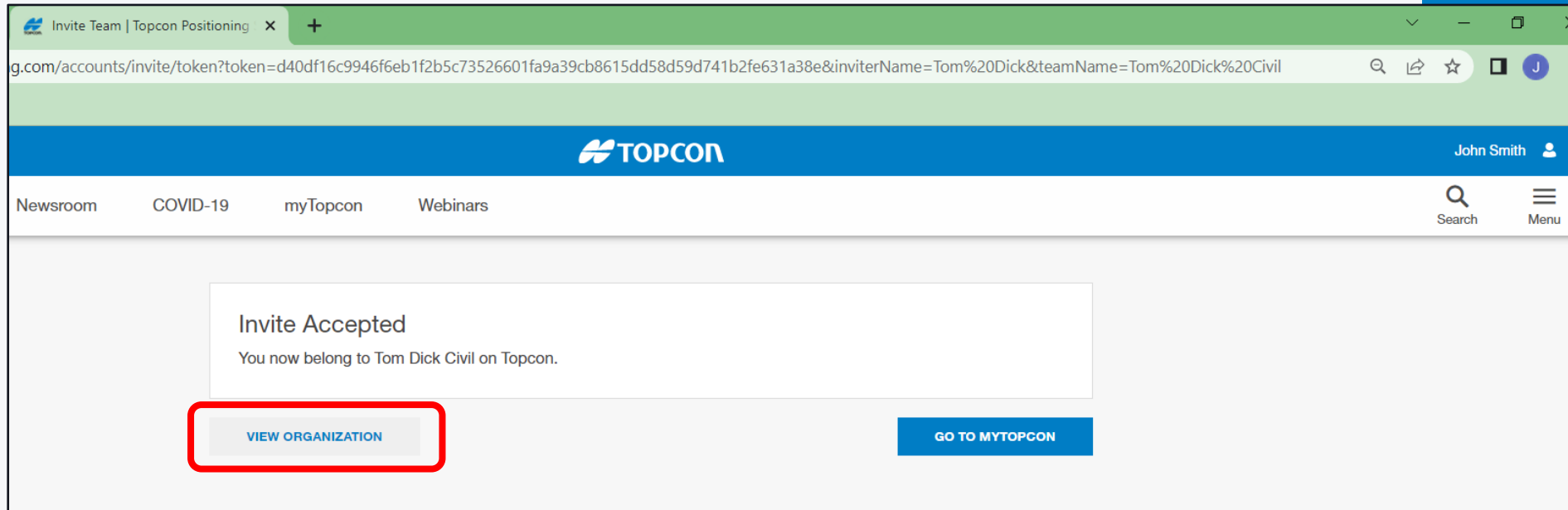
Welcome to Topcon Positioning Group's single sign-on page.

[Having trouble with sign-on?](#)



Invite Accepted to new organization.

13. Select VIEW ORGANIZATION.





View Organization page.

You have now been added to the organization.

View Organization | Topcon Posit x +

g.com/accounts/organization/a2L4v00000WbeE8EAJ

Tom Dick Civil [Edit Organization](#)
Tom Dick Civil Team created from Magnet Application

Service Points [Activate Service Points](#)
Current Balance: 0
Contact your Topcon dealer to purchase service points.

Members [Add New Members](#) [Products and Subscriptions](#)

Tom Dick Edit	
Role	Admin
Email	tdick.civil@gmail.com
Remove Member	

John Smith Edit	
Role	Admin
Email	JSCivilContractors2@gmail.com
Leave Organization	

Product Activation

Steps involved in Activating MAGNET Office





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

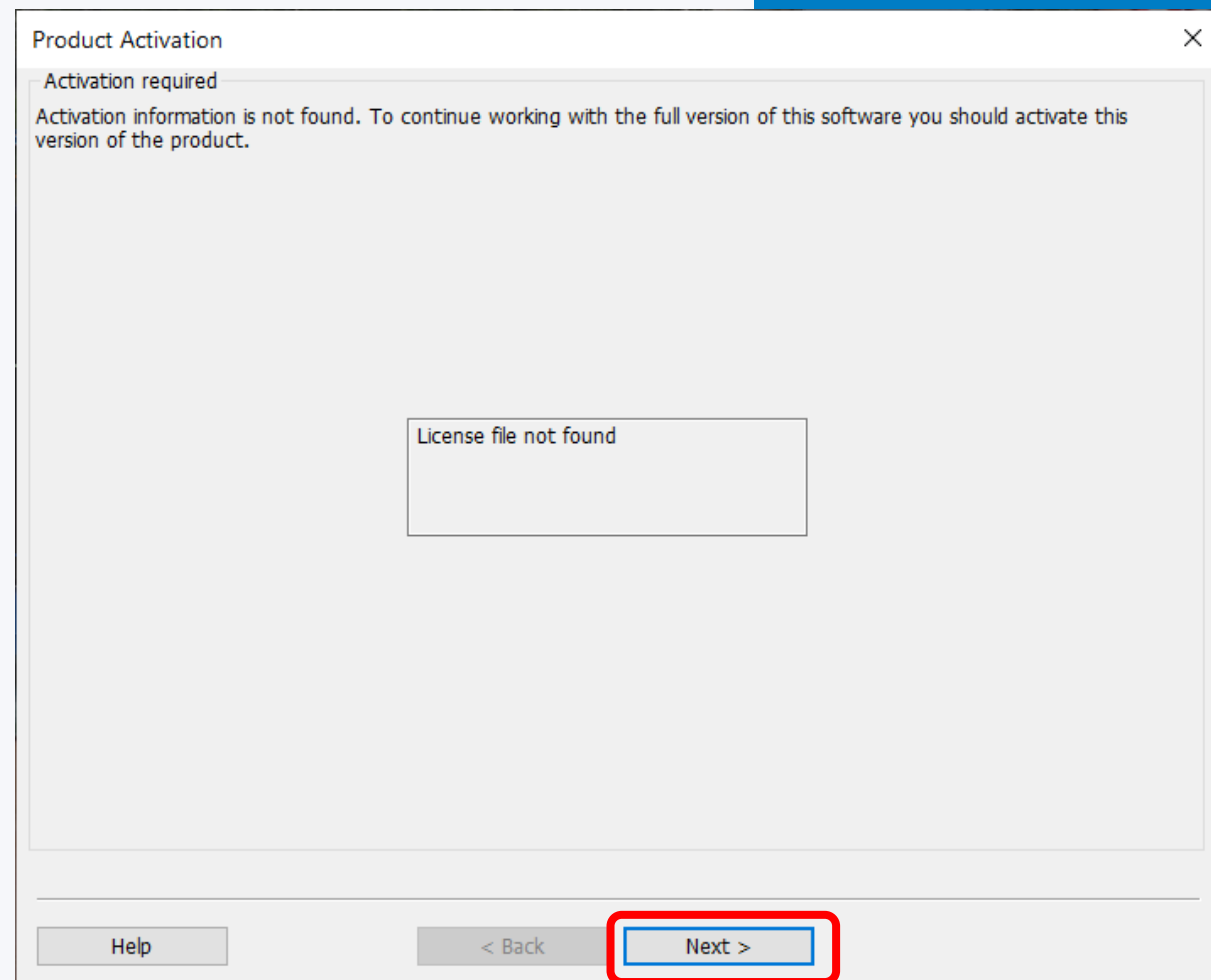




MAGNET Office – Product Activation

No License is found on the Computer

2. Click Next to Continue

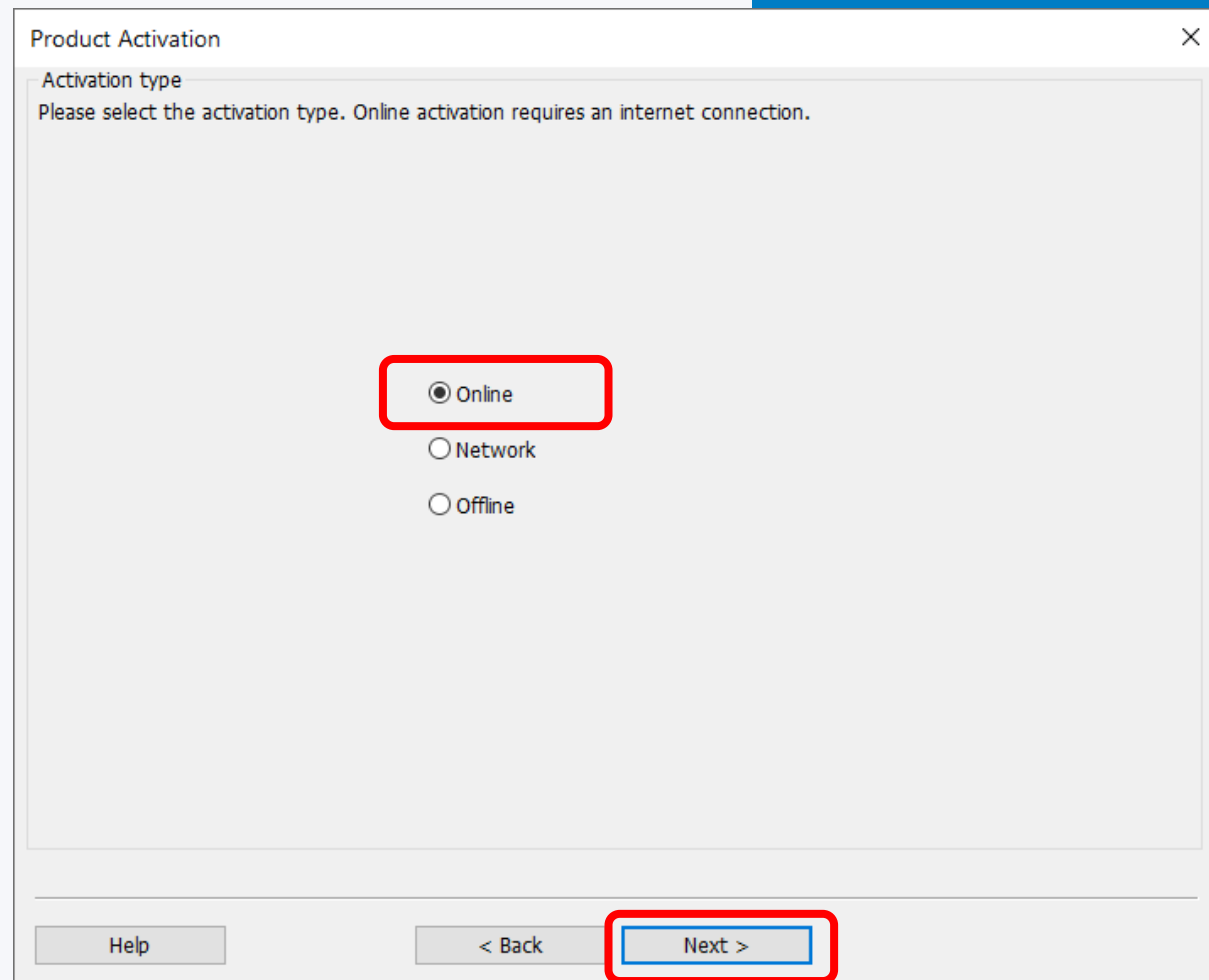




MAGNET Office – Product Activation

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

The screenshot shows a 'Product Activation' dialog box with the following elements:

- Title Bar:** 'Product Activation' with a close button (X).
- Section Header:** 'Enterprise logon'.
- Instruction:** 'Use your MAGNET Enterprise login information for activation process.'
- Form Fields:**
 - 'Login (email):' field containing 'ghetet@positionpartners.co.nz'.
 - 'Password:' field.
- Buttons:**
 - 'Keep logged in' checkbox (checked).
 - 'Change User' button.
- Links:**
 - 'Register User' (blue text).
 - 'Reset Password' (blue text).
 - 'Update Profile' (blue text).
- Bottom Bar:**
 - 'Help' button.
 - '< Back' button.
 - 'Next >' button (highlighted with a red box).



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

Product Activation

Online activation
Please enter the serial number found on the Software Purchase Certificate

Show available licenses only

Serial No.	Product	Expiration Date	User	Device ID
2222102299	MAGNET Tools	30-Jun-22		
2226949414	MAGNET Project	30-Aug-22		
2227774781	MAGNET Tools	07-Mar-23		
2234321448	MAGNET Project	25-Apr-23		

Serial number: 2226949414

Device ID: 04HI3-GZE3B-7FSUQ (Computer)

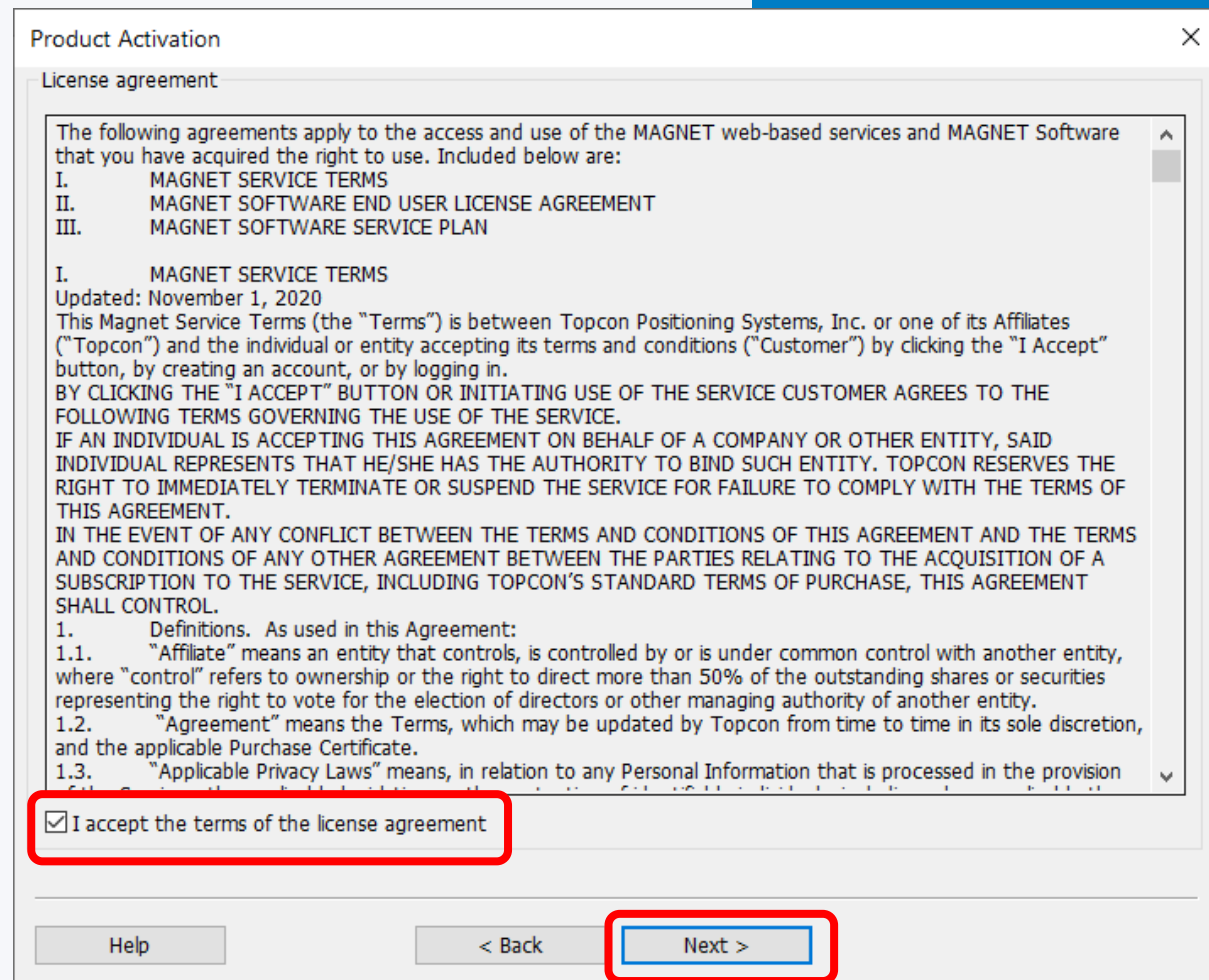
Help < Back Next >



License Agreement displays

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

12. Select Next to continue



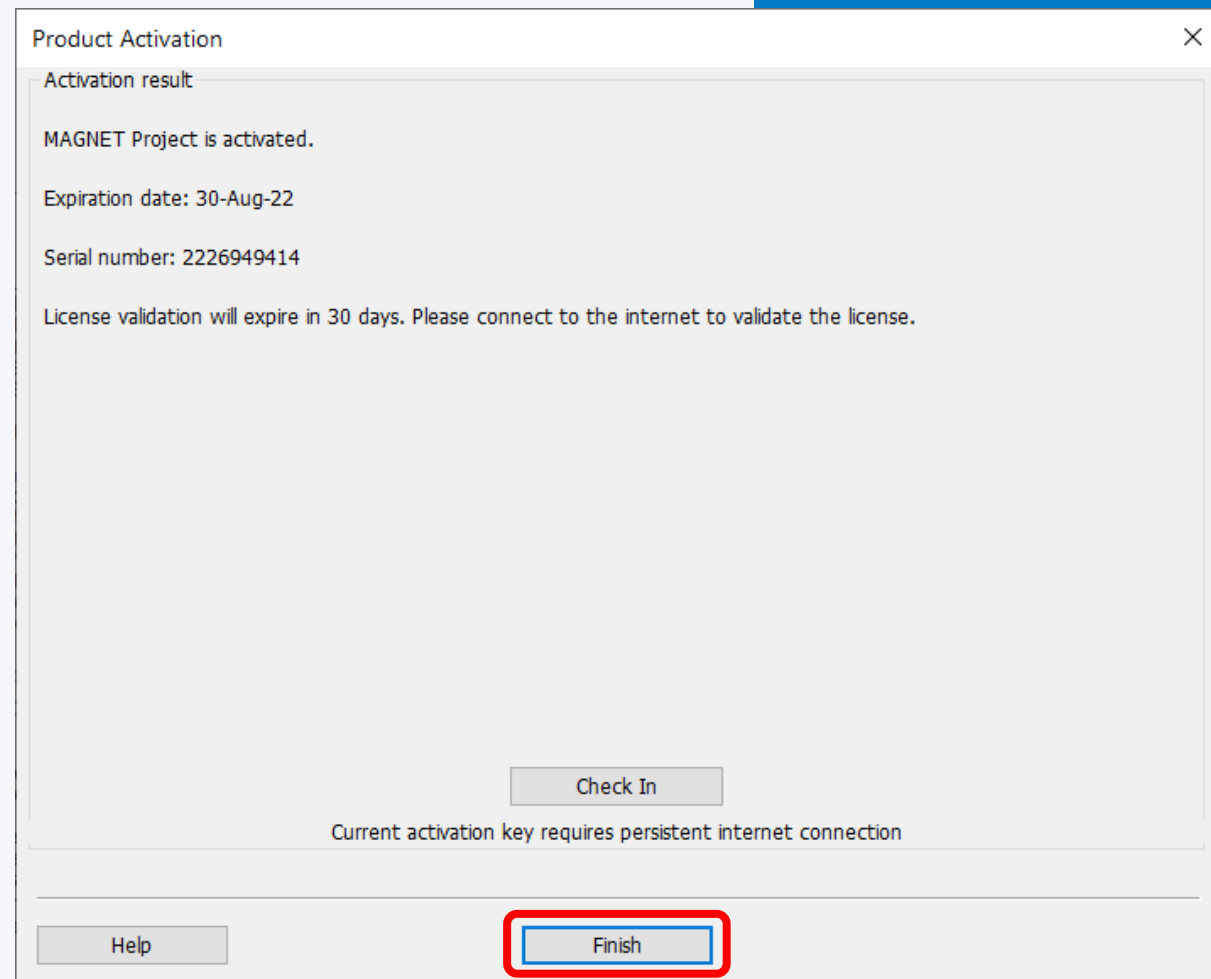


MAGNET Office – Product Activation

Product is now activated.

License validation expiry means that the Computer must be 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



Product Activation

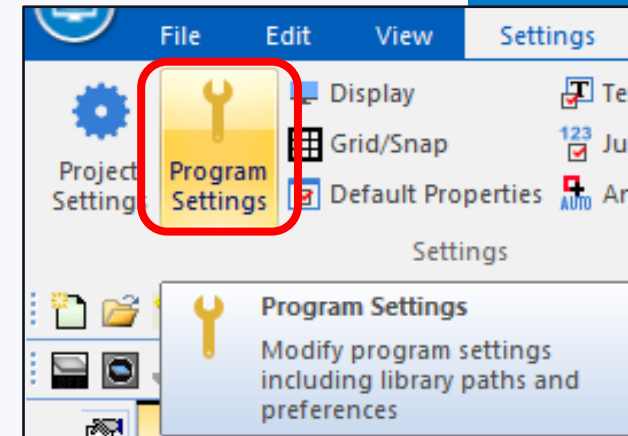
Check In / Check Out Functions (CICO)



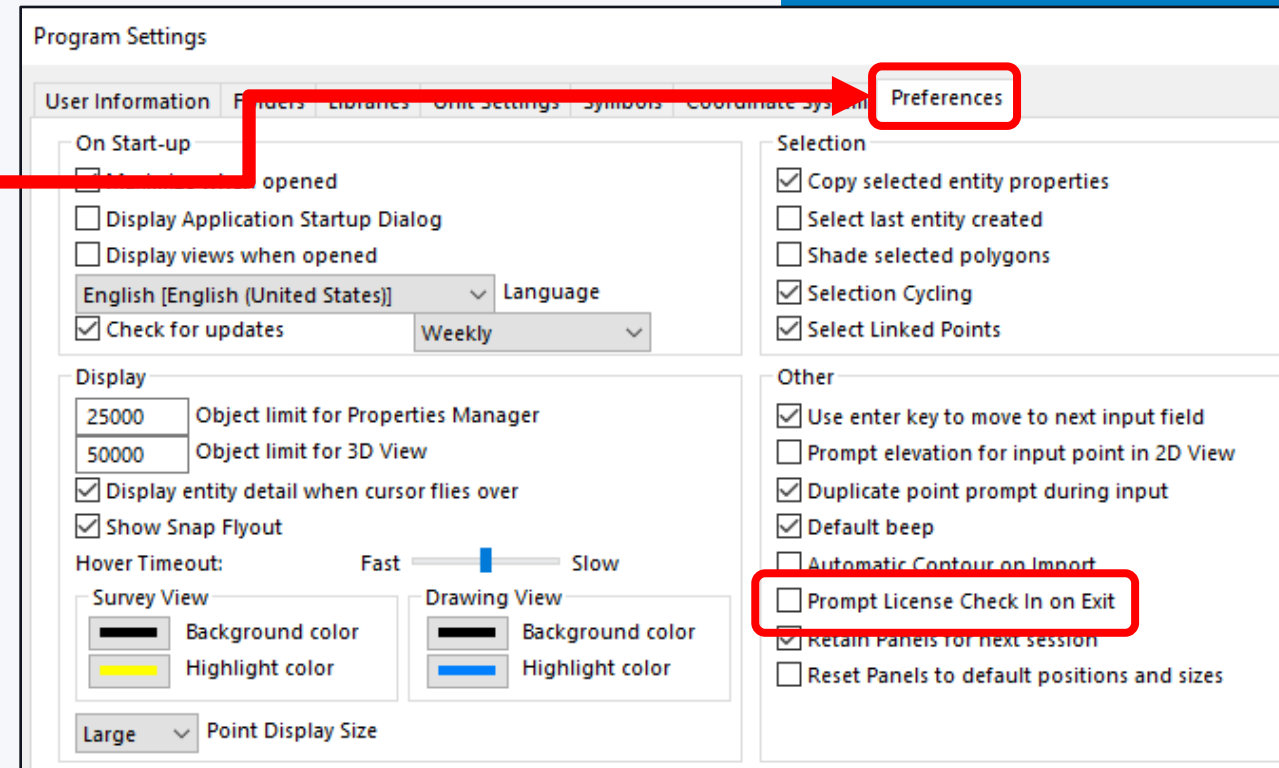


MAGNET Office – CICO Process

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

A screenshot of a 'Check In License' dialog box. The title bar says 'Check In License'. Below the title bar, the text reads 'Check in the license to use on another computer'. There is a checked checkbox for 'Check In License'. Below this, there are two input fields: 'Login (email):' with the value 'ghetet@positionpartners.co.nz' and an empty 'Password:' field. At the bottom left, there is a checked checkbox for 'Keep logged in' and an unchecked checkbox for 'Don't prompt again'. At the bottom right, there is a 'Change User' button. At the very bottom, there is an 'Exit Application' button, which is highlighted with a red rectangular border.



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

The screenshot shows a dialog box titled "Check In License". The main text reads "Check in the license to use on another computer". There are three checked checkboxes: "Check In License", "Keep logged in", and "Don't prompt again". The "Don't prompt again" checkbox is highlighted with a red border. Below the checkboxes are two input fields: "Login (email):" with the value "ghetet@positionpartners.co.nz" and "Password:". At the bottom right, there are two buttons: "Change User" and "Exit Application".

Check In License

Check in the license to use on another computer

Check In License

Login (email):
ghetet@positionpartners.co.nz

Password:

Keep logged in

Don't prompt again



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

A screenshot of the 'Check In License' dialog box. The title bar reads 'Check In License'. Below the title bar, the text says 'Check in the license to use on another computer'. There is a checkbox labeled 'Check In License' which is currently unchecked. Below this are two input fields: 'Login (email):' with the value 'ghetet@positionpartners.co.nz' and 'Password:'. There are two checkboxes: 'Keep logged in' (checked) and 'Don't prompt again' (checked). A 'Change User' button is located to the right of the 'Keep logged in' checkbox. At the bottom right, there is an 'Exit Application' button. Red boxes highlight the 'Check In License' checkbox and the 'Exit Application' button.

MAGNET Enterprise

Administrator Licence Check in





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

TOPCON

Hello Graeme

Please enter your password below:

PASSWORD
.....

Sign On

[Forgot Password](#)

[Not you? Switch Accounts](#)

[Register Here](#)

Welcome to Topcon Positioning Group's single sign-on page.

[Having trouble with sign-on?](#)



MAGNET Enterprise - Administrator Check In

5. Click your name in the top-right.
6. Now select Subscription Manager.

A screenshot of the MAGNET Enterprise administrator interface. The top navigation bar is blue and contains a user profile icon and the text "Welcome, Graeme". A dropdown menu is open, showing the user's profile picture, name "Graeme Hetet", and role "Admin". The menu includes options for "Edit Profile", "Subscription Manager" (highlighted with a red box), "Organizations", and "Sign out". The "Organizations" section lists two active organizations: "POSITION PARTNERS NEW ZEALAND LTD-ROSEDALE" and "POSITION PARTNERS - ENTERPRISE". The background of the interface shows a map of the North Pacific Ocean.

Welcome, Graeme

Graeme Hetet
Admin

Edit Profile

Subscription Manager

Organizations

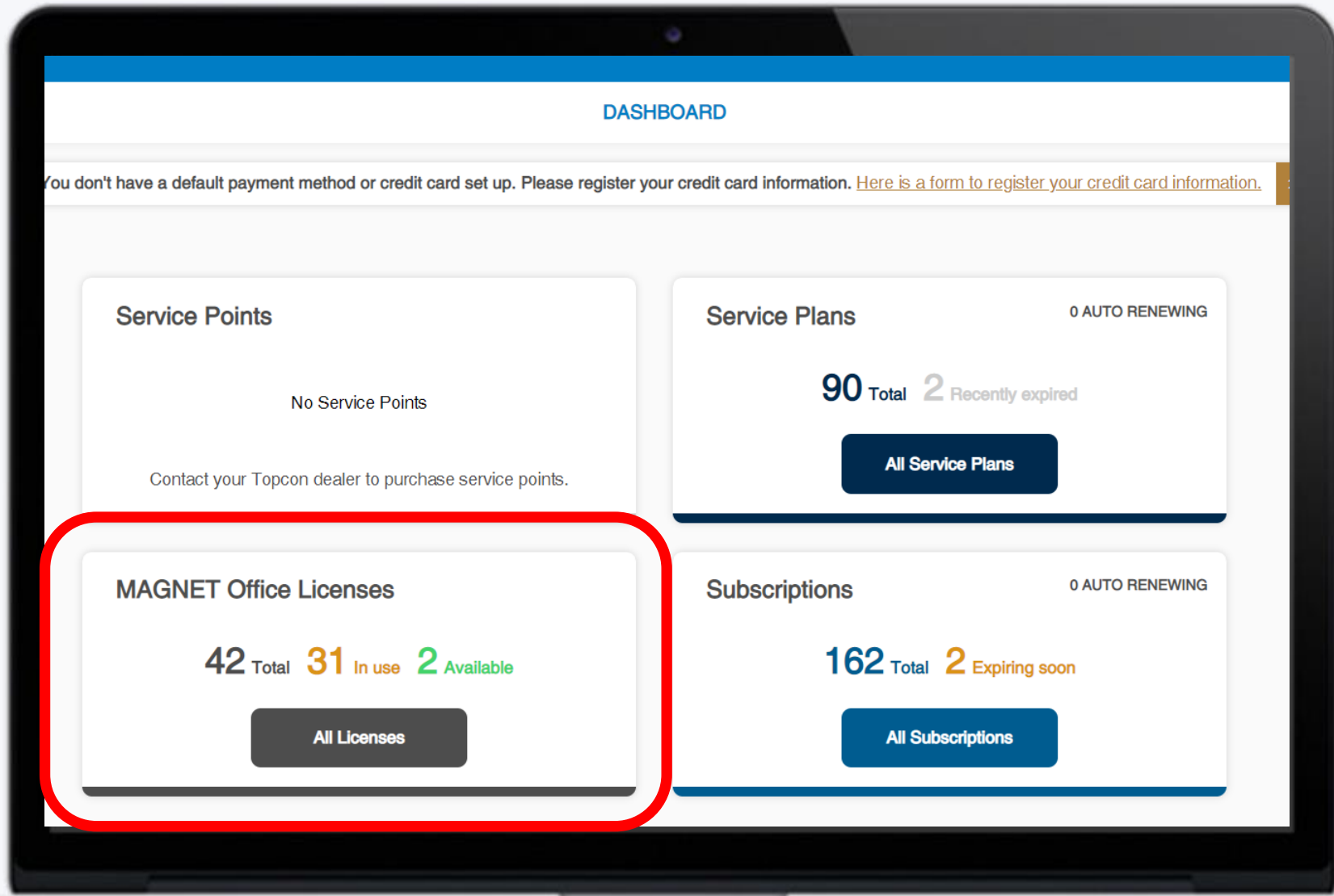
POSITION PARTNERS
NEW ZEALAND LTD-
ROSEDALE
Service points: 0
ACTIVE

POSITION PARTNERS -
ENTERPRISE
Make active

Sign out



MAGNET Enterprise - Administrator Check In





7. Select MAGNET Office Licenses and click All Licenses.

The screenshot shows a dashboard titled "MAGNET Office Licenses". It displays the following statistics: 42 Total, 32 In use, and 1 Available. Below these statistics is a dark grey button labeled "All Licenses". A red arrow originates from the text "7. Select MAGNET Office Licenses and click All Licenses." and points directly to the "All Licenses" button.

Category	Count
Total	42
In use	32
Available	1



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 Office Licenses

This dialog allows admins to view which licenses are in use and release licenses as necessary. To release a license, select the check box next to the product name and press the "Admin Check In" button below.

All licenses Display in use Display available Requires activation Expired Search licenses

<input type="checkbox"/> Product ▲	Device	Serial number	Expiration date(mm/dd/yyyy)	Assigned user	Checked out
MAGNET Project Offline activated	04HI3-GZE3B-7FSUQ	2207152055	10/25/2019	Graeme Hetet	Yes
<input checked="" type="checkbox"/> MAGNET Project Online activated	04HI3-GZE3B-7FSUQ	2226949414	08/30/2022	Graeme Hetet	Yes
MAGNET Project Offline activated	04UQ7-YNMST-XIU2N	2225066675	08/06/2021	Magnet Magnet	Yes
MAGNET Project Offline activated	04FJI-XKQIW-NW42Y	2228848653	12/04/2021	Graeme Hetet	Yes
MAGNET Site Offline activated	05UGU-QGV9P-TAWBU	2174395669	11/19/2016	Alex Felgate	Yes

Total
42 Licenses 32 In use 1 Available 36 Expired

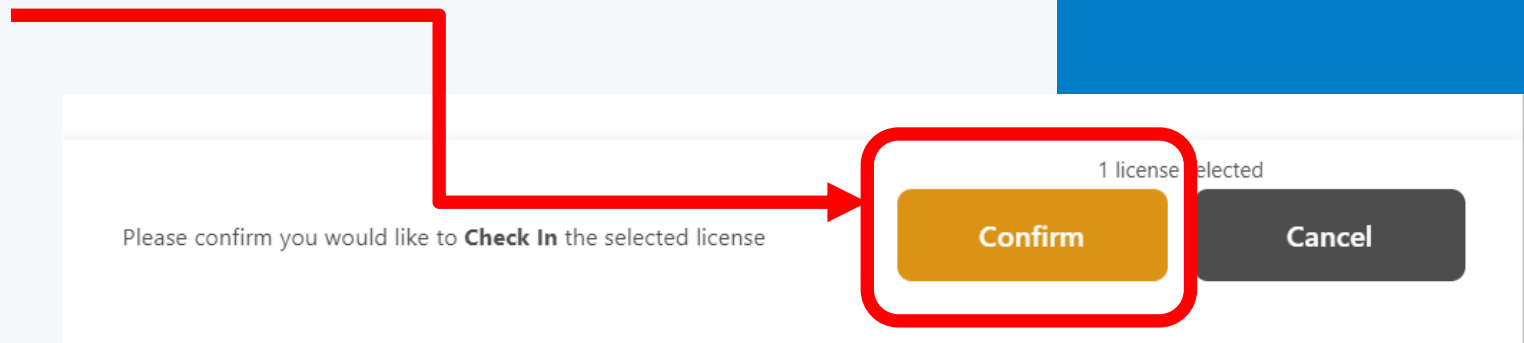
1 license selected
Admin Check In



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

MAGNET[®]



YOUR WORK CONNECTED

August 15th-16th 2024

- 1/2 Day Magnet Field workshops
- Networking drinks
- Full day Magnet Office seminars & workshops