

# MY EIVA SELF-SERVICE PORTAL INTRODUCTION

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# 1 General

This document is an introduction to the My EIVA self-service licence administration and purchase portal.

Get started by requesting an My EIVA account here: <https://www.eiva.com/about/eiva-log/my-eiva-launch>

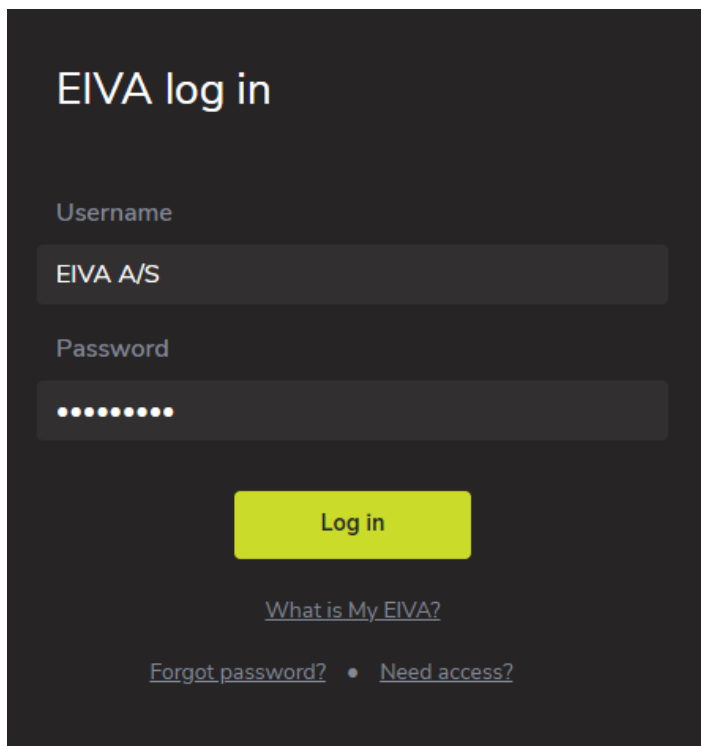
Once accepted, you will receive an email allowing you to create a My EIVA user name and password. With this you can log in.

## 2 EIVA log in

There are two options to log in.

### 2.1 Via the EIVA log in

Use one of these links, <https://my.eiva.com/> or <https://www.eiva.com/products/licence-types-and-discounts>)



The image shows a dark-themed login interface for EIVA. At the top, the text "EIVA log in" is displayed in white. Below this, there are two input fields: "Username" and "Password". The "Username" field contains the text "EIVA A/S". The "Password" field is filled with ten dots. Below the password field is a yellow "Log in" button. Underneath the button, there is a link "What is My EIVA?". At the bottom, there are two links: "Forgot password?" and "Need access?", separated by a bullet point.

Figure 1 EIVA log in

- **What is My EIVA?**  
This is a FAQ for the My EIVA self-service portal.
- **Forgot password?**  
Here you can request a new password.
- **Need access?**  
To access the My EIVA site, your company needs to have made a NaviSuite software licence purchase.  
If your company already has a My EIVA account but you do not have access, fill out the fields (Your company and your email) to notify your admin of your access request.

## 2.2 Via the EIVA webshop

Browse to the product you want to order (<https://www.eiva.com/products/navisuite/>)  
Click on **Add to basket** button.

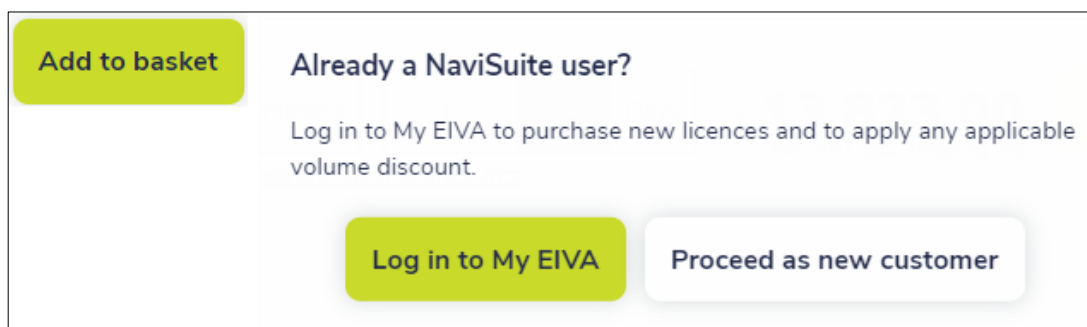
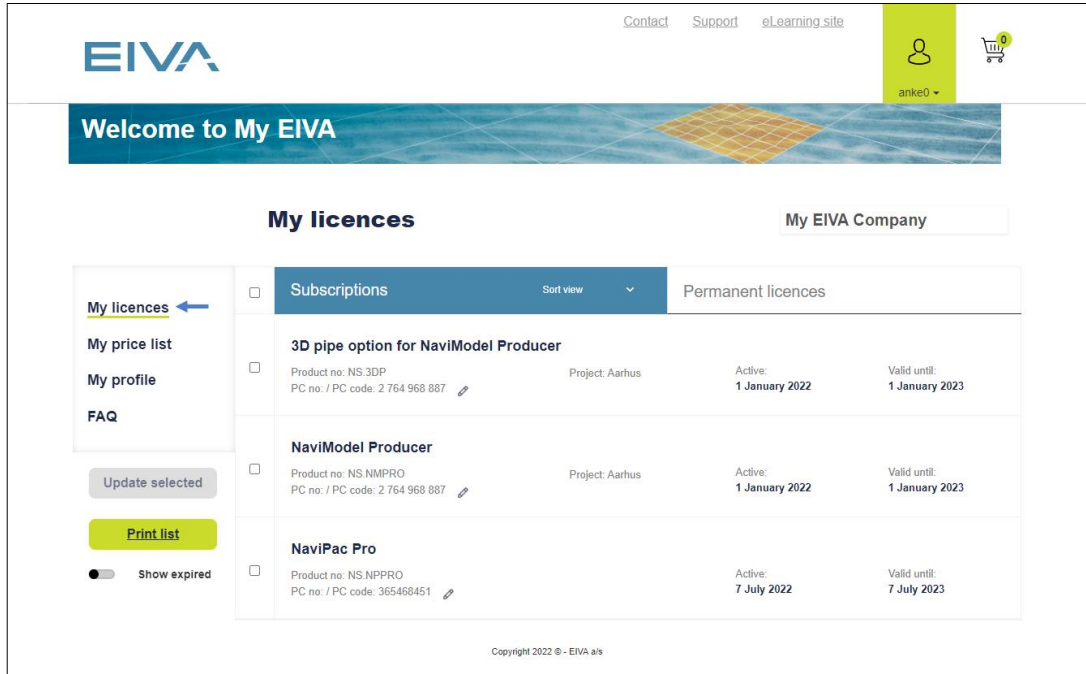


Figure 2 Log in to My EIVA option from the Webshop

## 3 My EIVA user interface

The chapter describes the My EIVA user account and its functionalities.

## 3.1 My licences



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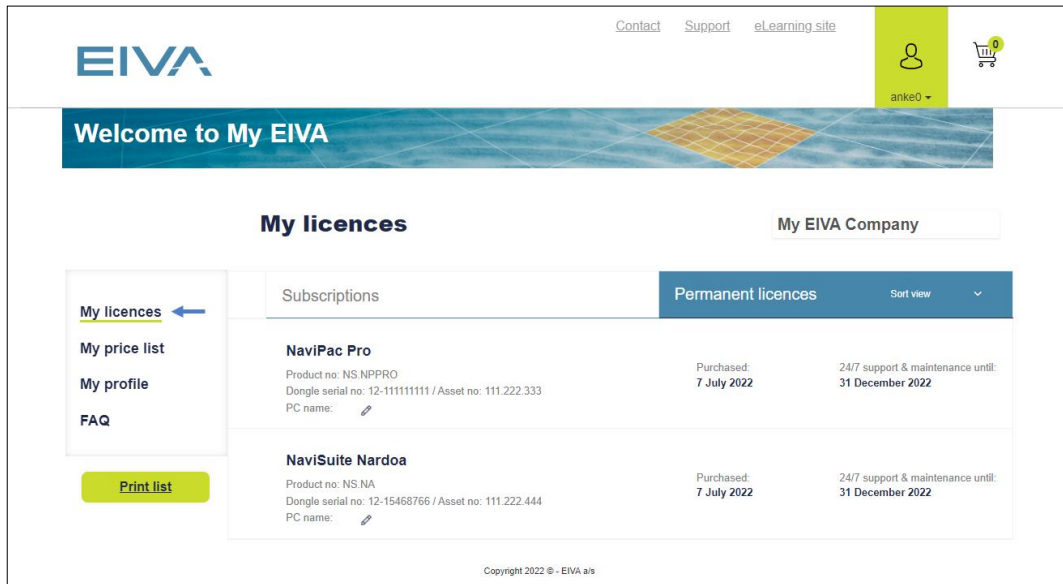
Figure 3 User account with the My licences tab, Subscription tab

The **My licences** page consists of two tabs: **Subscriptions** and **Permanent licences**.

Here you can see the licences you purchased.

A subscription licence is a short-term licence. You can see the licence's activation date and expiry date.

A permanent licence is a licence on a USB dongle. You can see the licence's purchase date and the expiry date for the 24/7 support & maintenance agreement.



**My licences**

Subscriptions | **Permanent licences** | Sort view

**NaviPac Pro**  
Product no: NS.NPPRO  
Dongle serial no: 12-111111111 / Asset no: 111.222.333  
PC name: [edit]

Purchased: 7 July 2022 | 24/7 support & maintenance until: 31 December 2022

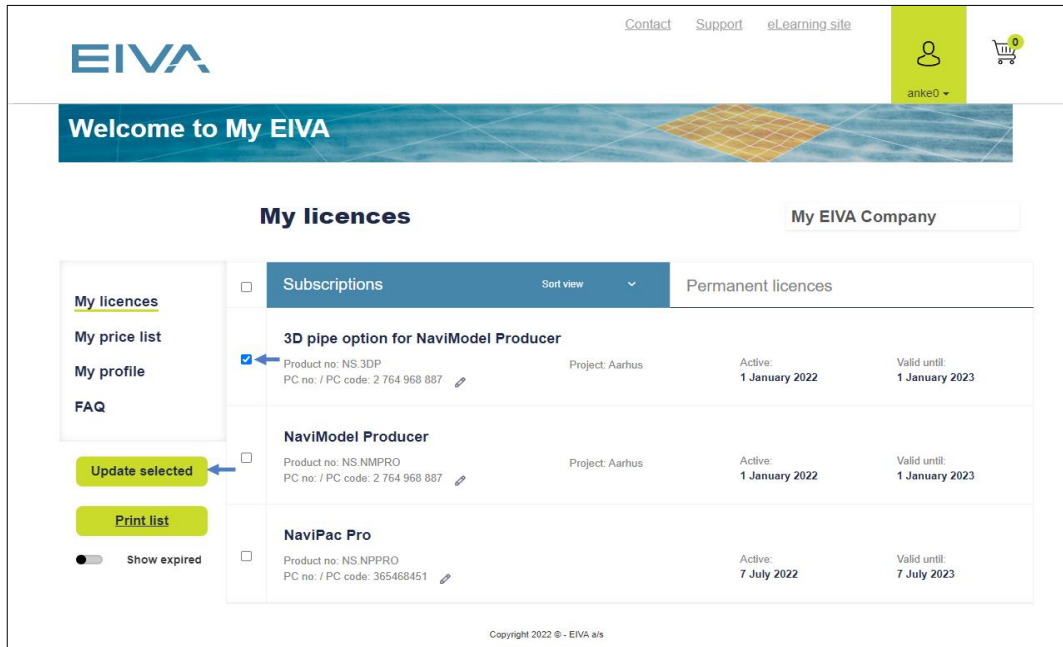
**NaviSuite Nardoa**  
Product no: NS.NA  
Dongle serial no: 12-15468766 / Asset no: 111.222.444  
PC name: [edit]

Purchased: 7 July 2022 | 24/7 support & maintenance until: 31 December 2022

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Figure 4 My licences: Permanent licences tab

- To extend a subscription, set a mark in the check box to the left of that licence and press **Update selected** button.



**My licences**

Subscriptions | Permanent licences | Sort view

☒ **3D pipe option for NaviModel Producer**  
Product no: NS.3DP  
PC no: / PC code: 2.764.968.887 [edit] | Project: Aarhus | Active: 1 January 2022 | Valid until: 1 January 2023

☐ **NaviModel Producer**  
Product no: NS.NMPRO  
PC no: / PC code: 2.764.968.887 [edit] | Project: Aarhus | Active: 1 January 2022 | Valid until: 1 January 2023

☐ **NaviPac Pro**  
Product no: NS.NPPRO  
PC no: / PC code: 365468451 [edit] | Active: 7 July 2022 | Valid until: 7 July 2023

Update selected | Print list | Show expired

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Figure 5 Subscription tab: Update selected

- Once **Update selected** is used, a calculator opens where you can select the number of days or years to extend the licence. The price for the chosen extension is

calculated and shown.

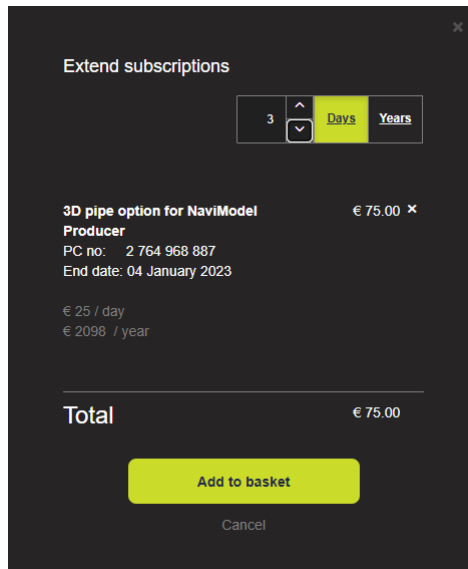


Figure 6 Calculator: Extend subscriptions, Days or Years

- When you have made your selection, press the **Add to basket** button.
- Once **Add to basket** is used, the order is added to the basket, and you can see this in the top right corner.

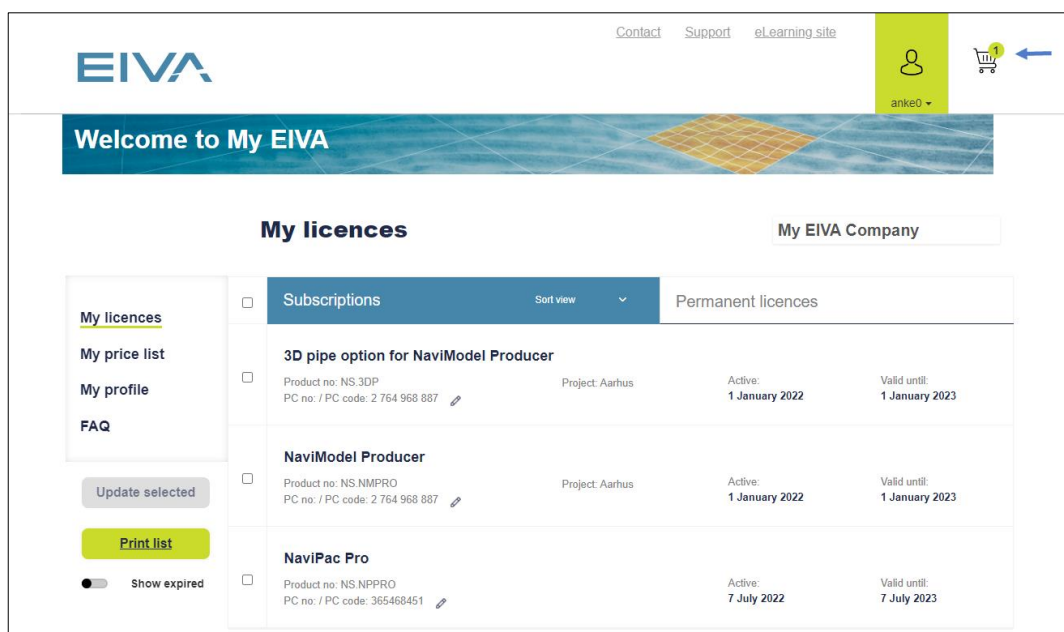


Figure 7 My licences: Subscription tab, order is added to the basket

- Proceed by going to **My basket** and checking out the order.



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Figure 8 My basket: Check out

- Click on **Checkout**. This will take you to the final checkout, where you must follow three steps ending with choosing your payment method (which includes the possibility of choosing invoice as payment method).

Secure payment  
All credit card transactions made use of the 3-D Secure technology to an additional security

Figure 9 My basket: EIVA order

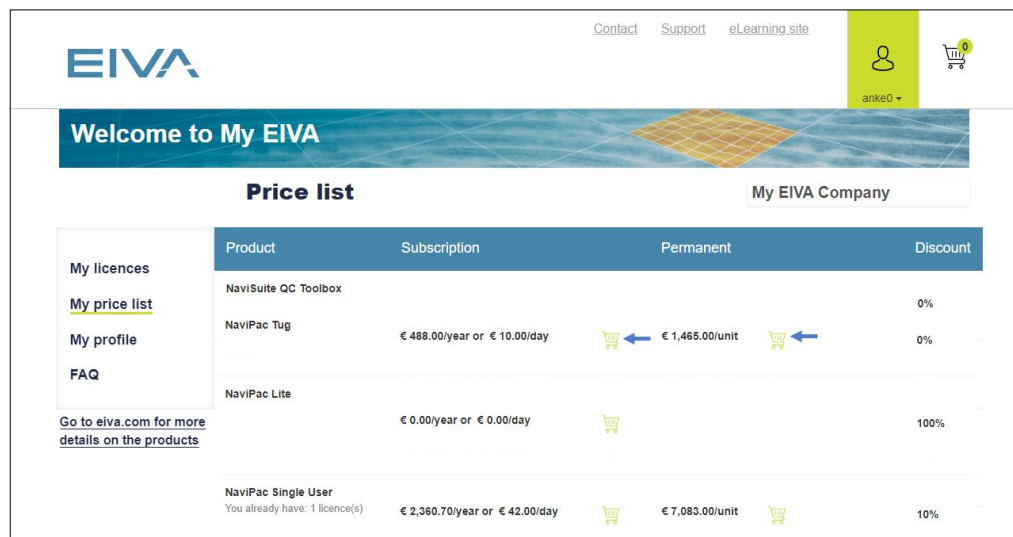
- Once **Confirm and pay** is done, a licence activation code for the subscription licence included in the order will automatically and immediately be sent to you.



## 3.2 My price list

The **My price list** view shows all available licences and their prices as well as available discount. Eg if you qualify for volume discount based on the number of licences already purchased.

Additional reading on discounts: <https://www.eiva.com/products/licence-types-and-discounts>



Price list		My EIVA Company	
Product	Subscription	Permanent	Discount
NaviSuite QC Toolbox			0%
NaviPac Tug	€ 488.00/year or € 10.00/day	€ 1,465.00/unit	0%
NaviPac Lite	€ 0.00/year or € 0.00/day		100%
NaviPac Single User	€ 2,360.70/year or € 42.00/day	€ 7,083.00/unit	10%

Figure 10 My EIVA Price list shows your volume discounts displayed in the column to the right – the green cart icons are where you click to purchase licences

- Volume discounts on yearly and permanent licences are offered when purchasing multiple orders of a specific licence (your existing licences will be taken into consideration when calculating your discount).
- For daily subscriptions, discounts are offered based on number of days (and not the number of licences) and will be calculated and displayed in the calculator.
- Once you click on the green cart icon, the calculator opens where you can select the desired period for your licence/s, as well as the number of licences.
- Use the green calendar icon to choose the dates for your licence. That is, if you would like the date of the activation to be different from the date of purchase.

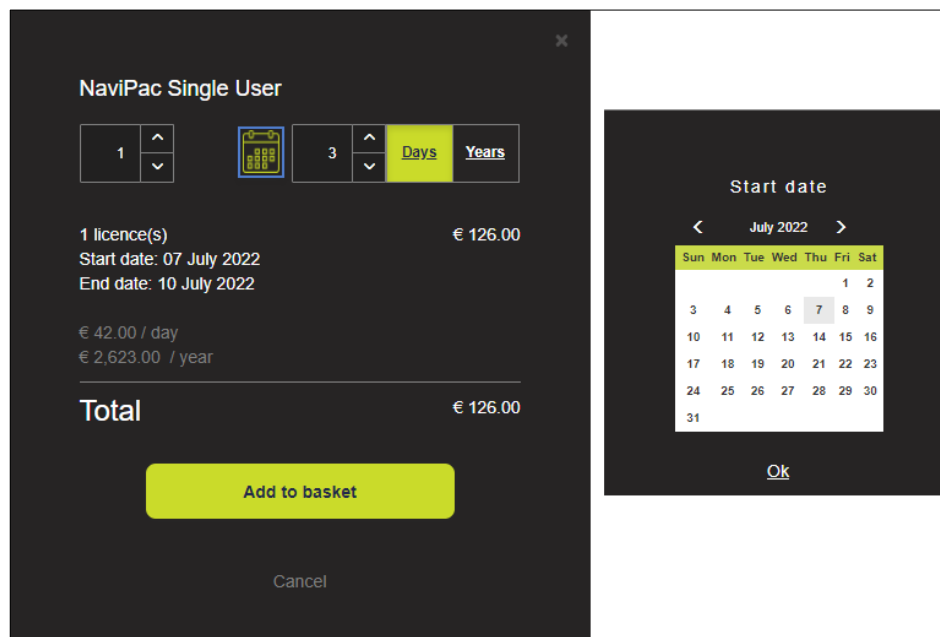


Figure 11 Calculator: Select licence duration

- When you choose the desired licence and date, you then click **Add to basket**.
- Press on the cart icon in the top right corner and follow the checkout process as previously described.

Once your purchase is finalised, a licence activation code will be automatically sent to you. This only applies to subscriptions. If a permanent licence is purchased, an EIVA order administrator will contact you and send information regarding the shipment of the dongle to you, activation key etc.

It is not possible for customers who have purchased a permanent licence to get a temporary licence until the dongle arrives.

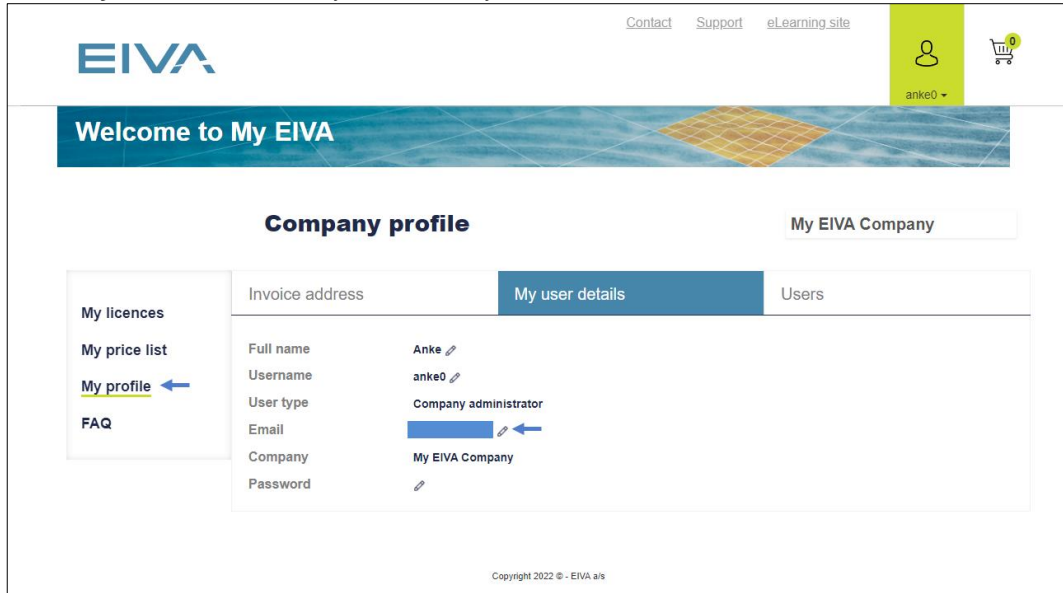
Here is a video of the buying process for a daily subscription, from the beginning to the end:

<https://www.screencast.com/t/IMhfUAl7k>

### 3.3 My profile

The **My profile** page has three sections, **Invoice address**, **My user details** and **Users**.

- To change details in the **Invoice address** tab, you need to contact [myeiva@eiva.com](mailto:myeiva@eiva.com)
- In the **My user details** tab, you can edit your user details.



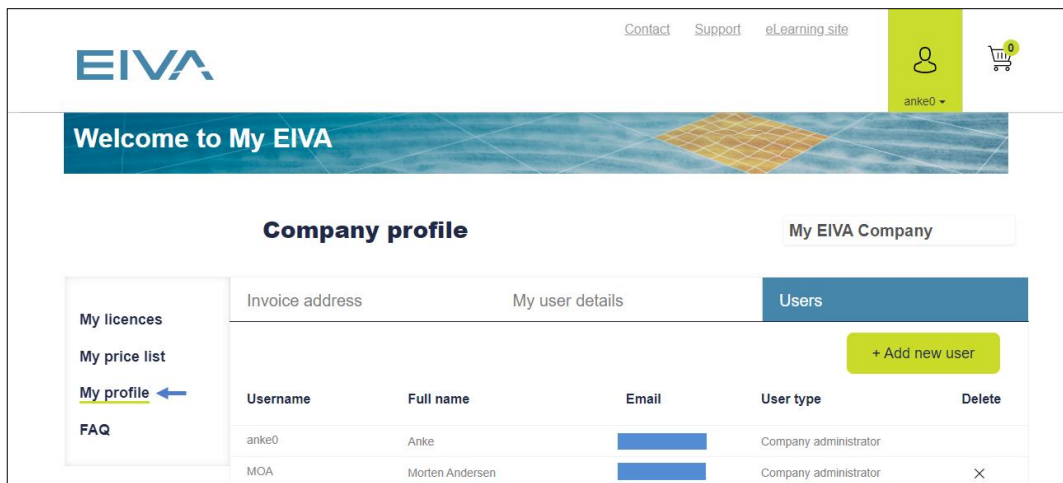
The screenshot shows the 'My user details' tab selected. The left sidebar contains links: My licences, My price list, My profile (highlighted with a blue arrow), and FAQ. The main content area has three tabs: Invoice address, My user details (active), and Users. Below the tabs is a form with the following fields:

Full name	Anke	
Username	anke0	
User type	Company administrator	
Email	[redacted]	
Company	My EIVA Company	
Password		

At the bottom right, there is a small copyright notice: Copyright 2022 © - EIVA a/s.

Figure 12 My profile: My user details

- In the **Users** tab, you can change and add new users. More on user setup is available here <https://www.eiva.com/about/eiva-log/my-eiva-launch>



The screenshot shows the 'Users' tab selected. The left sidebar is the same as in Figure 12. The main content area has three tabs: Invoice address, My user details, and Users (active). Below the tabs is a table of users and a '+ Add new user' button.

Username	Full name	Email	User type	Delete
anke0	Anke	[redacted]	Company administrator	
MOA	Morten Andersen	[redacted]	Company administrator	

Figure 13 My profile: Users

## 3.4 FAQ

In **FAQ**, we answered questions regarding My EIVA.

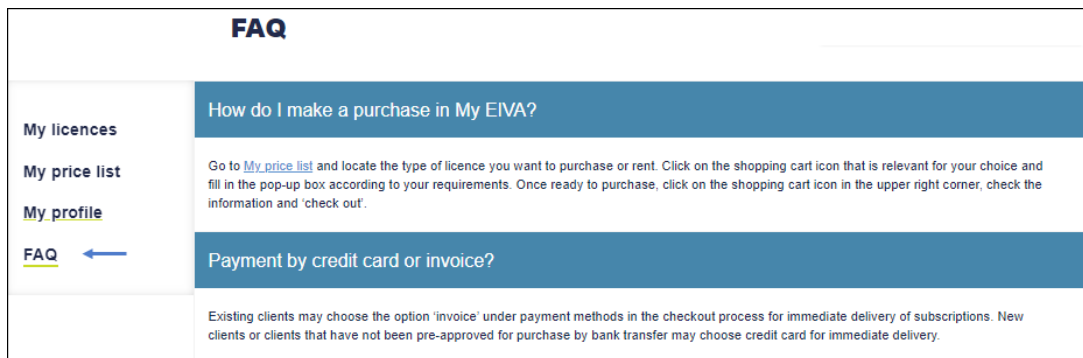


Figure 14 My EIVA: FAQ

Should the answer to your question not be found here, please write an email to [myeiva@eiva.com](mailto:myeiva@eiva.com) and we'll be happy to help.