

# Customer guide

Download Portal  
[support.dicos.de](https://support.dicos.de)



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## **1 What are the system requirements?**

The system works with any modern, up-to-date Internet browser

How do I register?

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## 2 How do I register?

Please open the following URL to register in the support.dicos.de download portal:

<https://support.dicos.de/?page=register>

Then the displayed form must be filled out.

**Required fields are: User name, e-mail address, first name, last name, telephone number and company name.**

Please use your first letter of the first name + full last name as user name.

*Example: Max Mustermann → Username = mmustermann*

Finally, please select "Submit".

**User Registration**

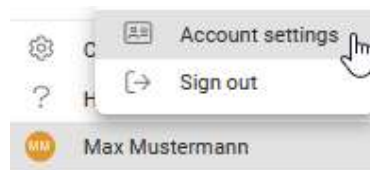
Username	
E-mail address	
First name	Last name
Phone	
Company	
Web site address	
Comment	

[Sign in](#)

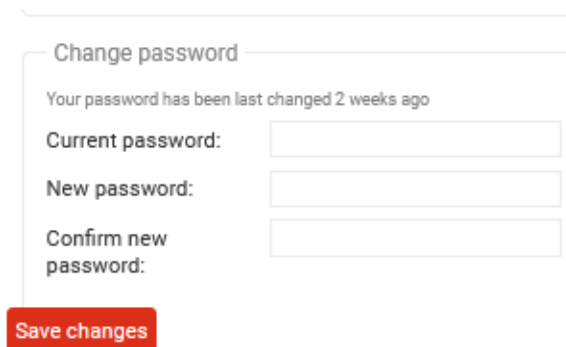
Now your account must be activated by an administrator. This employee will contact you as soon as this is done.

### 3 How do I change my password?

To change your password, click on your name in the bottom left corner and click on "Account settings":



In the new window scroll down to "Change password", fill in the fields and click on "Save changes":

A screenshot of a 'Change password' form. The form has a title 'Change password' and a subtitle 'Your password has been last changed 2 weeks ago'. It contains three input fields: 'Current password:', 'New password:', and 'Confirm new password:'. Below the fields is a red button labeled 'Save changes'.

How can I find out my password if I have forgotten it?

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## 4 How can I find out my password if I have forgotten it?

If you have forgotten your password, you can have a new one sent to you. To do this, click on "Forgot password?" on the login screen and enter your e-mail address:

The screenshot shows the DICOS Support Server login interface. The main heading is "DICOS Support Server" with the DICOS logo. There are input fields for "Username" and "Password". A red box highlights the "Forgot password?" link. Below the login fields, there is a "Create account" link and a "Sign in" button. A "Password Reset" form is also visible, with a red box around it. This form contains an "E-mail address" input field and "Sign in" and "Submit" buttons. On the left, there is a language selector set to "English" and a note: "support.dicos.de registrierte Kunde auf diesem Server". On the right, there is a note: "mstadt für art, werden Inhalte".

You will then receive an e-mail in which you must click on the link provided:

### Dicos Support Server Password Reset

Von: support-neu

04.05.2022 um 15:01 Uhr

Hi Max,

To reset your password, please follow this link: [https://support-neu.dicos.de/?module=fileman&page=login&action=reset\\_password&username=mmustermann&h=c2d1cadf9ec1515dd9be8923149a](https://support-neu.dicos.de/?module=fileman&page=login&action=reset_password&username=mmustermann&h=c2d1cadf9ec1515dd9be8923149a)

Best regards,

<https://support-neu.dicos.de>

How can I find out my password if I have forgotten it?

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Another e-mail will then be sent with new data for registration:

**Dicos Support Server - Registration**

▼ Von: support-neu@dicos.de

Hi Max,

Here is your login information:

Username: **mmustermann**

Password: **XXXXXXXXXX**

Best regards,

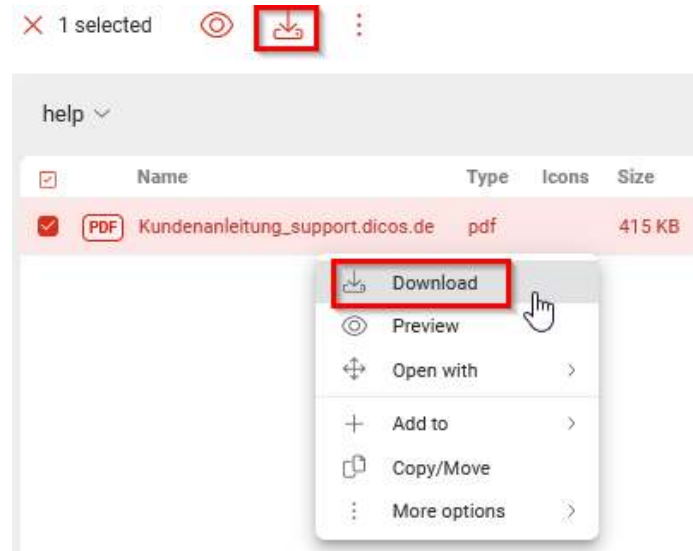
<https://support-neu.dicos.de>

The Download Portal will ask you to reset the password after the next login. Here you can assign yourself a new personal password.



## 5 How do I download a file from the Download Portal?

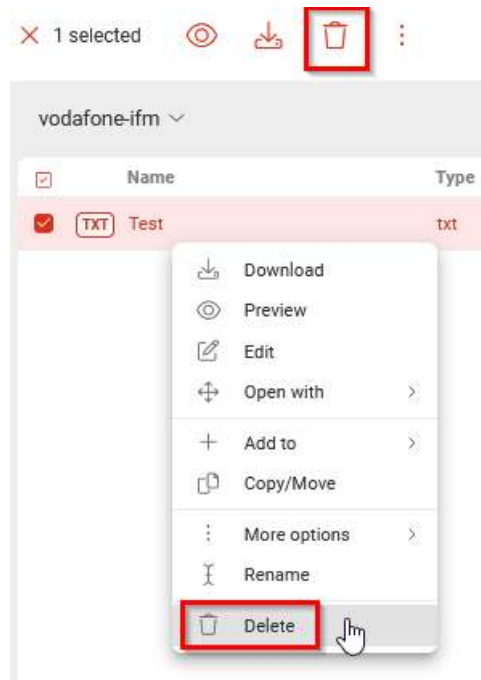
If you want to download a file, you have two possibilities. Either with a right click and then "Download" or with a left click (to select the file) and a click on the "Download icon":



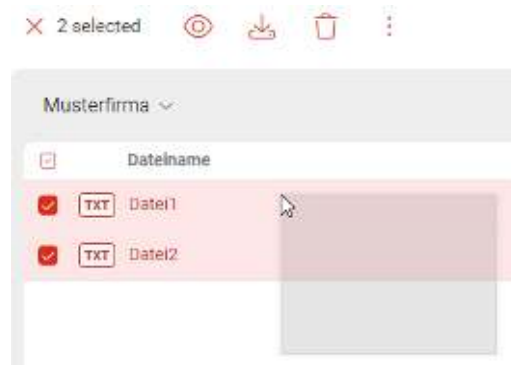
## 6 How do I delete one or more files from the Download Portal?

The deletion of files works like the download, but this requires write permissions in the respective folder.

Here, too, you can either select "Delete" directly by right-clicking or select the file with a left-click and delete it via the displayed "trash can icon":



To delete multiple files, you need to select all the files you want. This works like in the normal Windows file explorer on your PC. Either click on several files by holding down the "Ctrl" key on the keyboard or select a range with the left mouse button:



Then delete again via the "trash can icon" or via right click


## 7 How do I upload a file to the Download Portal?

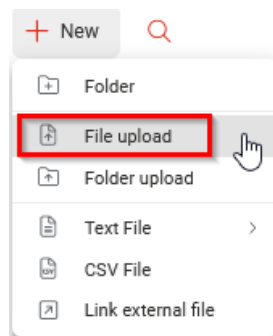
To upload a file in the Download Portal, you must first navigate to a folder that has write access. You can see this by the displayed **+ New** button.

If this button is greyed out, you cannot upload anything.

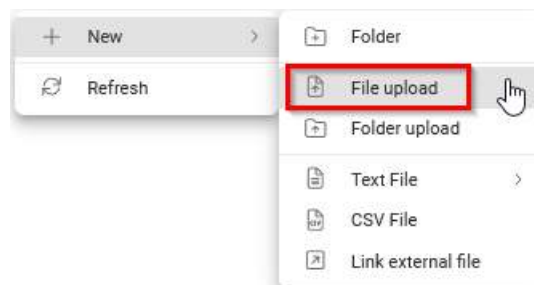
No write access:   Write access:  

If no write access is available, please contact your DICOS contact person.

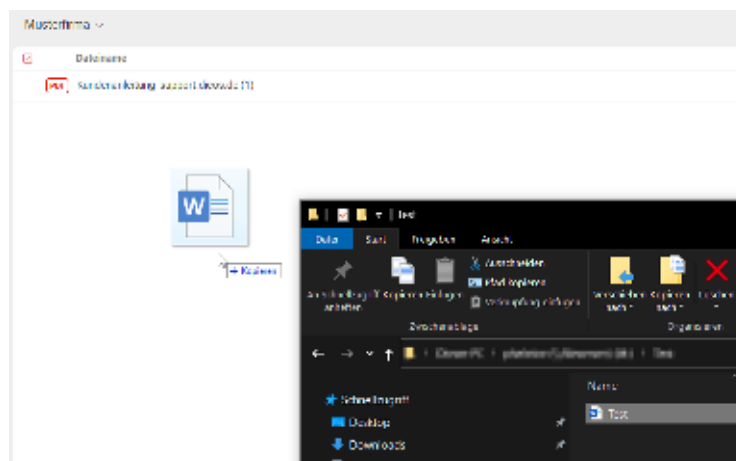
To upload, select "File upload" via . The file explorer of your PC will open and you can select the desired file.



Right clicking inside the folder would also work:



Drag and Drop is also possible:



Please do not close your browser until the upload is complete.

I got an email telling me that my password has been reset.

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## **8 I got an email telling me that my password has been reset.**

To prevent unauthorized access to the Download Portal, your password will be reset every six months. To ensure you still have access, follow the steps described at Point 4:

*"How can I find out my password if I have forgotten it?"*

Any other questions?

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## **9 Any other questions?**

Please contact your contact person at our company.