You have access to our Remote Technical Support (RTS) Portal through your active service contract, system warranty, or software warranty. This document contains information for how to setup your account in the RTS portal, as well instructions for using the different features in the portal once you are logged in.

Please note that only authorized contacts will have complete access to all the features in this portal. If you login and do not have access to all the tabs described in this document, please email RTS_Support@instron.com with your contract number or system ID for further assistance.

A. Creating an Account on the RTS Portal

To access the features of the RTS Portal, you will need to create an account using your company email address.

1. Open an internet browser and go to the following location: https://instron-rtsportal.azurewebsites.net/
2. Access to the RTS portal may look for a digital certificate.
   i. If prompted, select OK to accept the security certificate to access the RTS Portal.
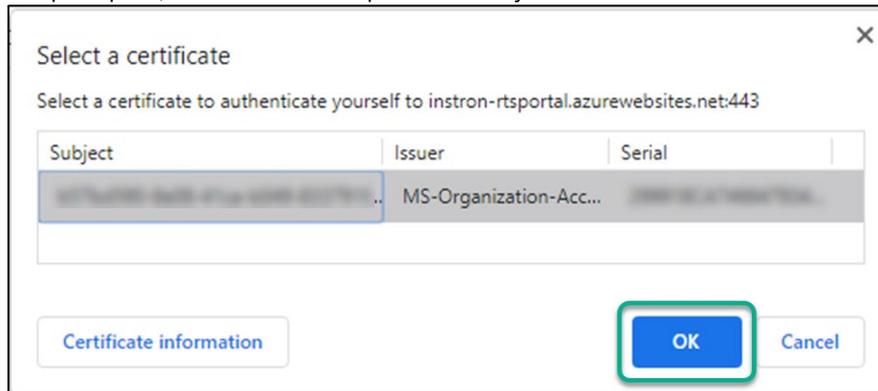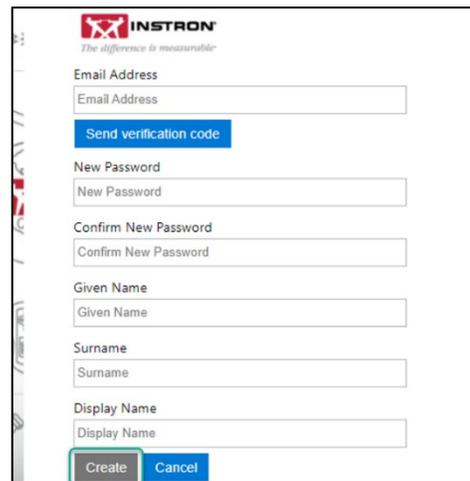

3. At the top right corner, click the *Sign up / Sign in* link.

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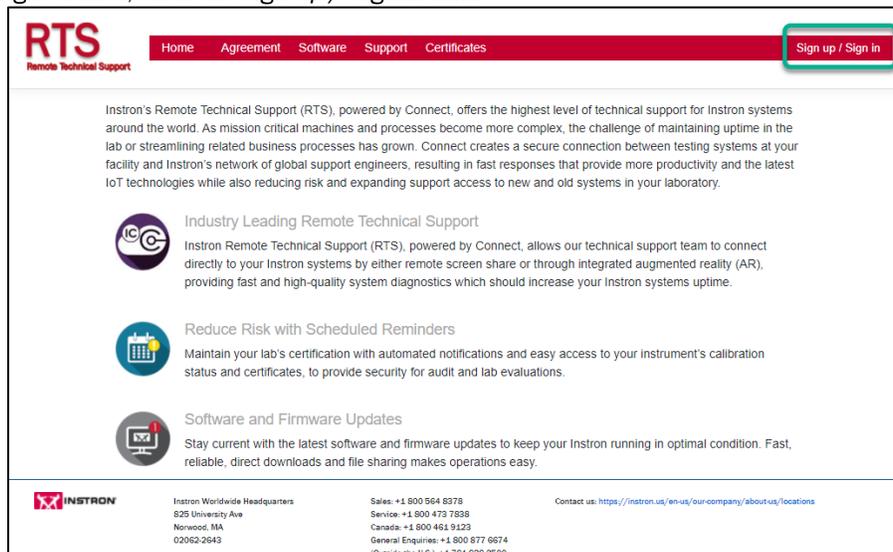
4. Click the *Sign up now* link to create a new account.
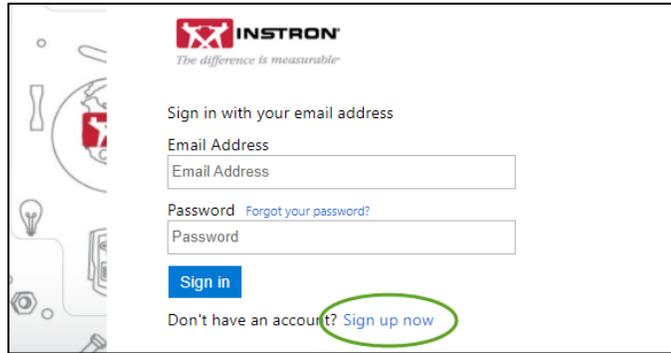
5. Enter your credentials and information, including validating your email address, and then click the *Create* button.

6. Once you have created an account, login using the username and password created in the previous steps.
7. You will then be brought to the *Home* tab of the RTS Portal. Your name will display at the top right corner to indicate you are logged in.

8. Please refer to the remaining sections in this document for information on accessing the remaining tabs in the RTS Portal.
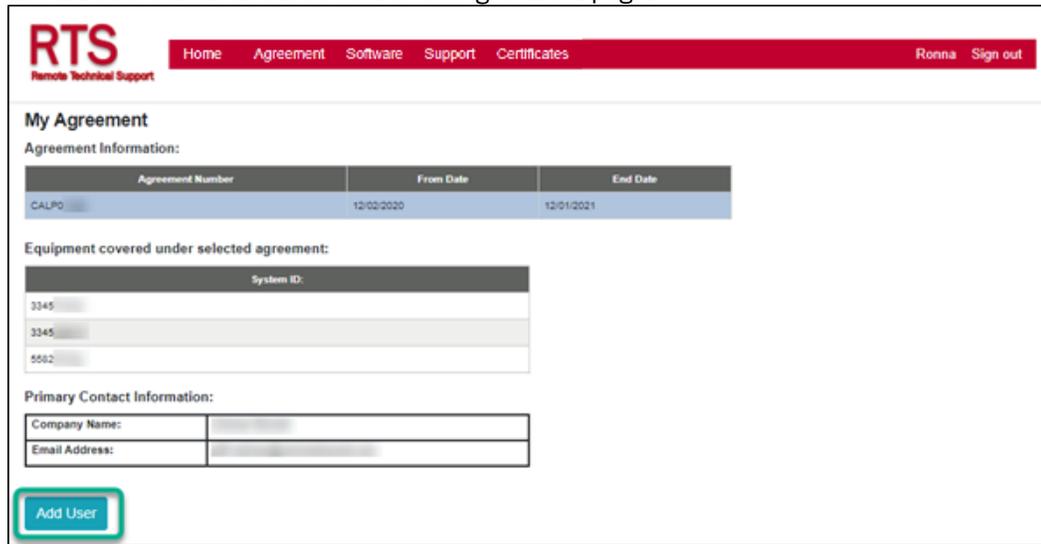
B. Adding additional contacts to the portal

Once you have logged in, you can request to add additional users to your agreement so that they can access all the features of the RTS Portal.

1. Navigate to the *Agreement* tab.

2. Press the *Add User* button at the bottom of the *Agreement* page.

3. In the Support *Request* form, select the System ID to add the additional user to. Your contact name and email should already populate based on the current user. *RTS Portal Access* should already be selected. Enter the *Additional User Email* and press *Submit.*

4. A request will be sent to the Instron RTS Support team to add the additional user to the RTS Portal.
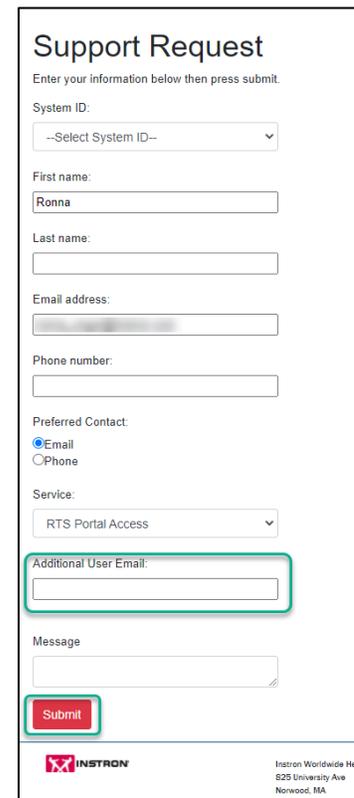
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C. Viewing your Agreement Information

Once you are logged into the portal, you will be able to view your contract agreement information. In the red bar at the top of the RTS Portal window, select *Agreement.*

Please reference the numbered callouts in the picture below for a description of the information contained in the *Agreement* tab.
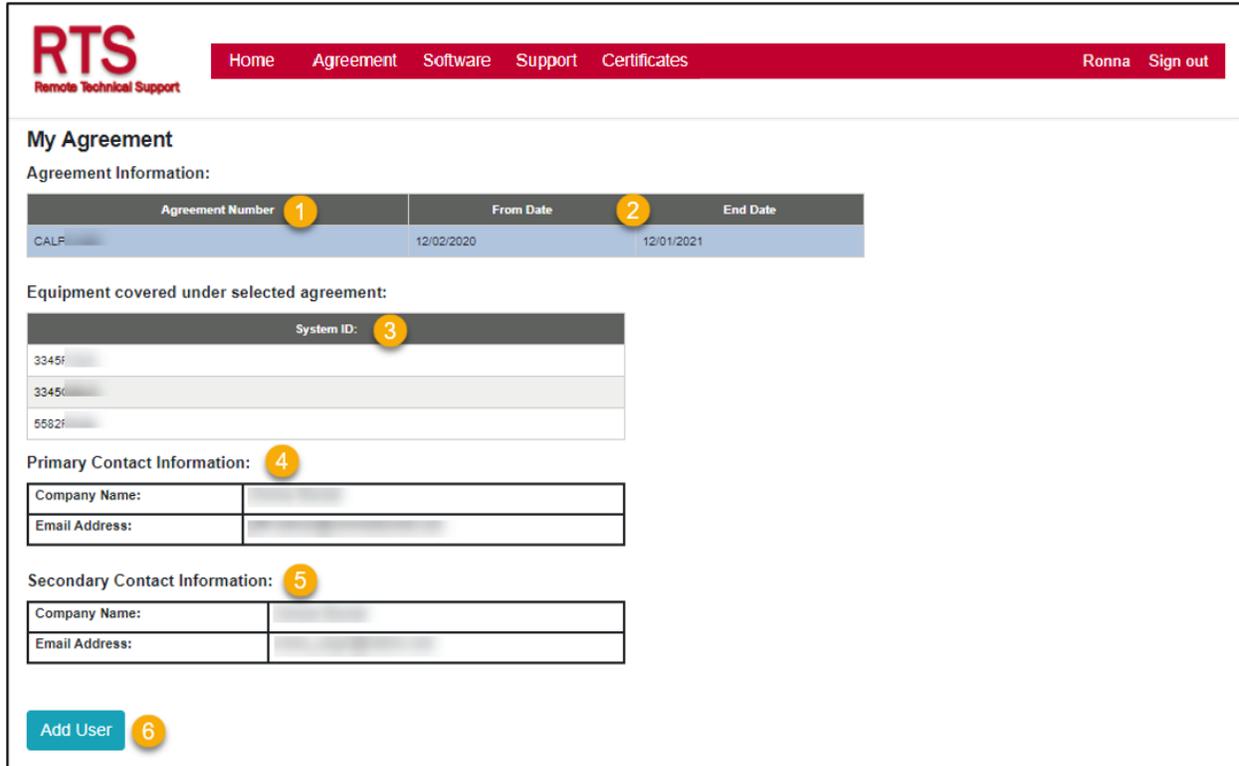
1. **Agreement Number:** This is the Instron reference number for your service contract, system warranty, or software warranty. Contracts are refenced using their specific contract number, while system or software warranties are referenced by the order number for the system or software. Some accounts may have multiple agreements listed in their portal.
2. **From Date and End Date:** These are the start and end dates of your service contract, system warranty, or software warranty.
3. **System ID:** Each Instron frame has a unique system ID. All system ID(s) covered by the selected contract or warranty will display in this field. If multiple agreements are listed, select a specific agreement to see the corresponding system ID(s) for that agreement.
4. **Primary Contact Information:** This is the company name and email address of the Primary RTS Portal user. Additional emails can be added to the contract to allow for RTS Portal access, but only the primary person on the contract is displayed here.
5. **Secondary Contact Information:** This is the company name and email address of any secondary RTS Portal users that have been given access to the RTS Portal. If multiple secondary contacts have been added their information will be displayed here.
6. **Add User button:** This button allows a user to submit a request for an additional user to be added to the RTS Portal. Refer to section B of this document for additional information on this process.

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D. Downloading Software

Your premium service contract, system warranty, or software warranty entitles you to software updates to the latest versions of our current software products covered under your RTS agreement as they are released. Our Instron Connect software, which allows for additional features directly from the Instron operator dashboard or PC, is also available for download from this section of the RTS Portal.

If your Instron AIO/PC is not connected to the internet, software can be downloaded from the RTS Portal on a secondary computer and transferred over to the Instron AIO/PC for installation. If your Instron AIO/PC is connected to the internet, the initial download must occur from the RTS Portal, but future software downloads can be download from the Instron Connect Portal and installed directly on the Instron PC

*NOTE: If your system is IQ/OQ validated for compliance with FDA (or equivalent) standards, do not install or update Instron software on your PC without prior approval from your internal Quality Team. Updating your Bluehill software will invalidate any existing IQ/OQ software validations on the system. Instron Connect software, however, does not affect the IQ/OQ and can be installed and updated as needed.

1. Once logged into the RTS Portal, select the *Software* tab.

2. The dropdown menu will show all software platforms included with your RTS agreement (service contract, system warranty, or software warranty). Select your desired software download from the drop-down.
   a. **InstronConnect:** This is a download of the Instron Connect software only. This is the ideal download if you are IQ/OQ validated (see note above), or if you prefer to download the latest version of your software directly through Instron Connect to your operator dashboard or Instron PC.

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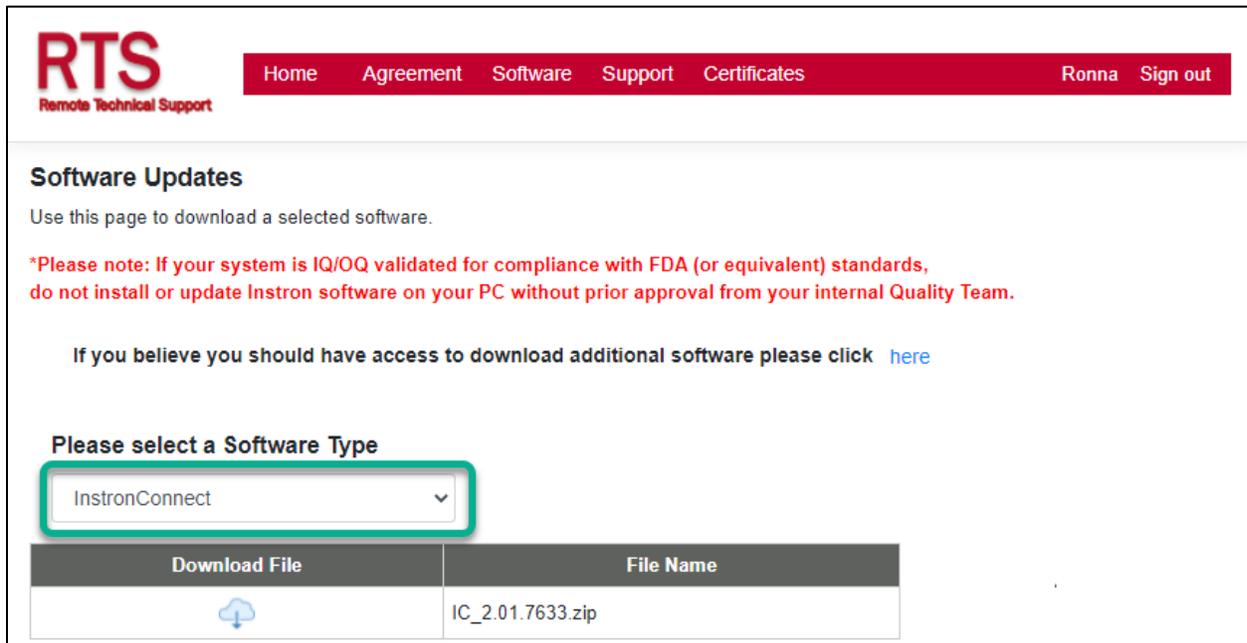
b. **Bluehill Universal:** This selection will contain the latest release of Bluehill Universal. Beginning with version 4.23, the download for Bluehill Universal will also contain the latest version of Instron Connect software.

c. After choosing the software for download, press the download button to begin the software download.
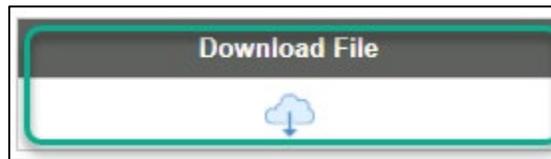
d. The file will save to the *Downloads* folder on your PC.
   i. If you have downloaded the file to your Instron dashboard/PC, you can unzip and install the file directly on the Instron dashboard/PC.
   ii. If you have downloaded the file to another PC, transfer the file to the instron dashboard/PC using USB (or similar), and install the file there.

E. Submitting Support Requests

The RTS Portal provides users with access to submit multiple types of requests for assistance directly to the Instron team.

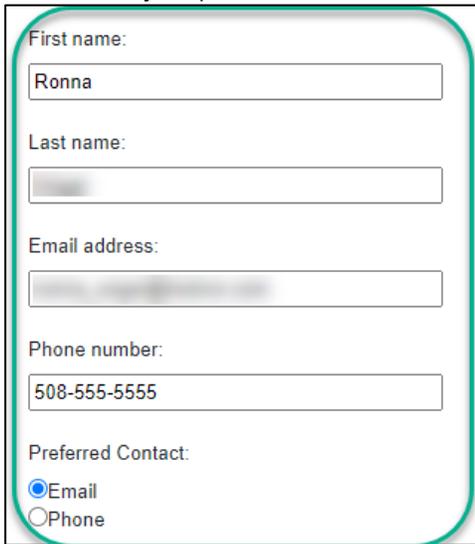1. To submit a request, login to the RTS Portal and select the *Support* tab.

2. If your request is specific to a particular Instron system that is covered by your RTS Agreement, select the system ID from the drop-down menu.
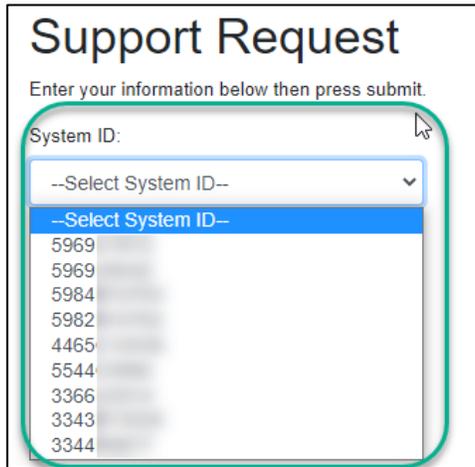
3. Enter your contact information and select your preferred contact method.

4. From the **Service** drop-down menu, select the type of request you need Instron assistance with.
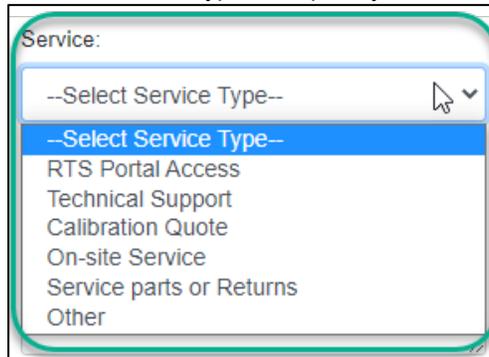
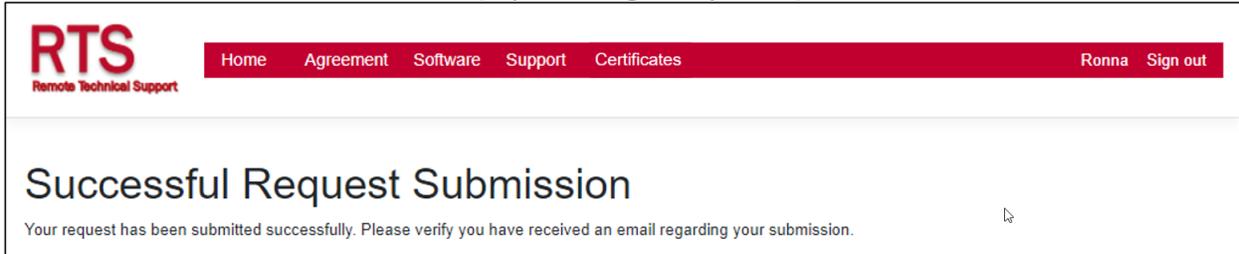5. Enter your message with details about your request, and your request will be directed to the appropriate team within Instron.

6. Once submitted, the RTS Portal will display a message that your request has been submitted.

7. You will also receive an email confirmation of your request submission.

F. Accessing Calibration Certificates

The RTS Portal provides users with access to their most recent Instron calibration certificates, which can be downloaded in PDF format.

1. From the RTS Portal screen, select the *Certificates* tab.

2. From the drop-down menu, select the system ID for which you want to access the current calibration certificate.
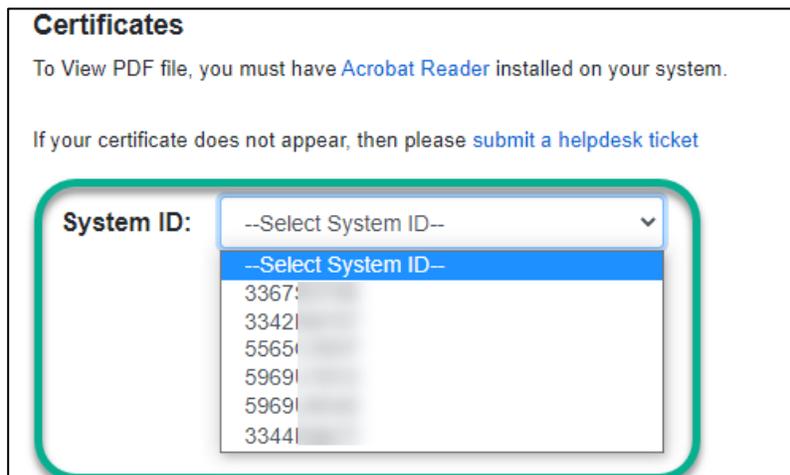
3. Once a specific system ID is selected, the current calibration certificate information will populate.

4. To view and download one of the calibration certificates, select the PDF icon in the *View Cert* column.

5. Once the calibration certicificate opens, you can download or print it
   Note: The download and print buttons may be in a slightly different location depending on the specific internet browser.