

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 <u>RTS_Support@instron.com</u> 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: <u>https://instron-rtsportal.azurewebsites.net/</u>
- 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.

ubject	Issuer	Serial	
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3. At the top right corner, click the Sign up / Sign in link.

RTS Remote Technical Support	Home Agreement Softw	are Support Certificates		Sign up / Sign in
Instro aroun lab or facility IoT tee	's Remote Technical Support (RTS) the world. As mission critical mach streamlining related business proce and Instron's network of global sup thnologies while also reducing risk a	, powered by Connect, offers the hi ines and processes become more of sses has grown. Connect creates a port engineers, resulting in fast resp and expanding support access to ne	ghest level of technical support for Instron syste complex, the challenge of maintaining uptime in secure connection between testing systems at ionses that provide more productivity and the lat w and old systems in your laboratory.	ms the your iest
	Industry Leading Rem Instron Remote Technical S directly to your Instron syst providing fast and high-qua	note Technical Support support (RTS), powered by Connect ems by either remote screen share lity system diagnostics which should	, allows our technical support team to connect or through integrated augmented reality (AR), d increase your Instron systems uptime.	
	Reduce Risk with Sch Maintain your lab's certifica status and certificates, to p	eduled Reminders tion with automated notifications an rovide security for audit and lab eva	d easy access to your instrument's calibration luations.	
	Software and Firmware Stay current with the latest reliable, direct downloads a	re Updates software and firmware updates to k nd file sharing makes operations ea	eep your Instron running in optimal condition. Fa Isy.	ast,
INSTRON	Instron Worldwide Headquarters 825 University Ave Norwood, MA 02062-2643	Sales: +1 800 564 8378 Service: +1 800 473 7838 Canada: +1 800 461 9123 General Enguiries: +1 800 877 6674 (Ourside: the II S-1 781 828 2500	Contact us: https://instron.us/en-us/our-company/about-us	/locations



4. Click the Sign up now link to create a new account.

°	The difference is measurable	
	Sign in with your email address Email Address	
	Email Address	
(mp)	Password Forgot your password?	
	Password	
	Don't have an account? Sign up now	

5. Enter your credentials and information, including validating your email address, and then click the *Create* button.

The difference is measurable*	
Email Address	
Email Address	
Send verification code	
New Password	
New Password	
Confirm New Password	
Confirm New Password	
Given Name	
Given Name	
Surname	
Surname	
Display Name	
Display Name	

- 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.

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Remote Technical Support							

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.





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

RTS Home	Agreement	Software	Support	Certificates	Ronna Sign o
Remote Technical Support					
My Agreement					
Agreement Numbe	×		From Date	End Date	
CALPO		12/02/2020		12/01/2021	
3345	System ID:				
3345 5502					
Primary Contact Information:					
Company Name:					

- 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.

Support Reques	st
Enter your information below then press s	ubmit.
System ID:	
Select System ID	~
First name:	
Ronna	
Last name:	
Email address:]
the second second	
Phone number:]
Preferred Contact:	
Service:	
RTS Portal Access	~
Additional User Email:	
Message	
Submit	
	Instron Worldwide He 825 University Ave Norwood, MA



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.

RTS Remote Technical Support	Home	Agreement	Software	Support	Certificates	
My Agreement						
Agreement Information	n:			Data	<u>_</u>	Fad Data
CALF	ment Number		12/02/2020	rom Date	12/01/2021	End Date
Equipment covered un	der selected	agreement:				
		System ID: 3)			
3345F		_				
33450						
5582F						
Company Name:	nation: 4					
Email Address:		-			_	
Secondary Contact Inf	ormation:	5				
Company Name:		-				
Email Address:						
Add User 6						

- 1. Agreement Number: This is the Instron reference number for your service contract, system warranty, or software warranty. Contracts are referenced 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.



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.

Remote Technical Support	nt Software Support Ce	rtificates	Ronna	Sign out
Software Updates Use this page to download a selected software.				
*Please note: If your system is IQ/OQ validate do not install or update Instron software on ye	d for compliance with FDA (or e our PC without prior approval fi	equivalent) standards, rom your internal Quality	Team.	
If you believe you should have access	o download additional softwa	are please click here		
Please select a Software Type				
InstronConnect ~				
Download File	File Name			
4	IC_2.01.7633.zip			



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.

RETS Remote Technical Support Home Agree	eement Software Sup	port Certificates	Ronna	Sign out
Software Updates				
Use this page to download a selected softwa	are.			
*Please note: If your system is IQ/OQ val do not install or update Instron software	idated for compliance with on your PC without prior a	FDA (or equivalent) standard pproval from your internal Q	ds, uality Team.	
If you believe you should have acc	ess to download addition	nal software please click he	ere	
Please select a Software Type	_			
BluehillUniversal	~			
Download File	File	Name		
4	BHU_4.25.28483.zip			

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.

RTS	Home	Agreement	Software	Support	Certificates Ro	onna	Sign out
Remote Technical Support							



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.

Support Request					
Enter your information below then press submit.					
System ID:					
Select System ID					
Select System ID					
5969					
5969					
5984					
5982					
4465					
5544					
3366					
3343					
3344					

3. Enter your contact information and select your preferred contact method.

First name:
Ronna
Last name:
Email address:
Phone number:
508-555-5555
Preferred Contact:
©Email
OPhone

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.

RTS Remote Technical Support	Home	Agreement	Software	Support	Certificates		Ronna	Sign out
Successf Your request has been s	ul Re	equest	Subi	missi nave receive	ON d an email regarding your submission.	2		

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.

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2. From the drop-down menu, select the system ID for which you want to access the current calibration certificate.

Certif	icates									
To View	To View PDF file, you must have Acrobat Reader installed on your system.									
If your c	ertificate do	es not appear, then please <mark>submit a</mark> l	helpdesk ticket							
Svs	tem ID:	Select System ID	~							
	Select System ID									
	3367:									
		33421								
		5565								
	5969									
		59691								
		3344								
		00441								

3. Once a specific system ID is selected, the current calibration certificate information will populate.



System ID: 336	7	•		
Cal Date	Certificate #	Verification Type	Standard	View Cert.
Jun 19, 2020	018061	Speed	Cert Utility	Þ
Jun 19, 2020	0180	Force	ASTM E4	∌
Jun 19, 2020	0180	Force	ASTM E4	Þ
Jun 19, 2020	0180	Displacement	ASTM E2309	B

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

System ID: 3367	~			
Cal Date	Certificate #	Verification Type	Standard	View Cert.
Jun 19, 2020	018081	Speed	Cert Utility	Þ
Jun 19, 2020	0180	Force	ASTM E4	Þ
Jun 19, 2020	0180	Force	ASTM E4	Þ
Jun 19, 2020	0180	Displacement	ASTM E2309	Þ

- 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.

≡	DisplayCertificate	1 / 4	- 100% + 🕄 🕎				🛨 🖶 :
	10.12	CERTIFIC/ ISSUED BY: INSTROI DATE OF ISSUE:	ATE OF CALIBRATI IN CALIBRATION LABORATORY CERTIFICATE NUM	ON ber:	rsán		
		INSTRON	Instron 825 University Avenue Norwood, MA 02062-2643 Telephone: (800) 473-7838 Fax: (781) 575-5750 Email: service_requests@instron.com	APPRO	Page 1 of 4 pages		
	1000	Type of Calibration: Relevant Standard:	Force ASTM E4-20	Dra	balling		
		Date of Calibration:	1	Customer	Requested Due Date:	10 million (1997)	
	2	Customer					
		Name: Address:					
	100	P.O./Contract No.: Contact:					
_		Machine		Transducer			
		Manufacturer:		Manufacturer:			
		Serial Number:		Transducer ID:			
	3	Range Type:		Type:			