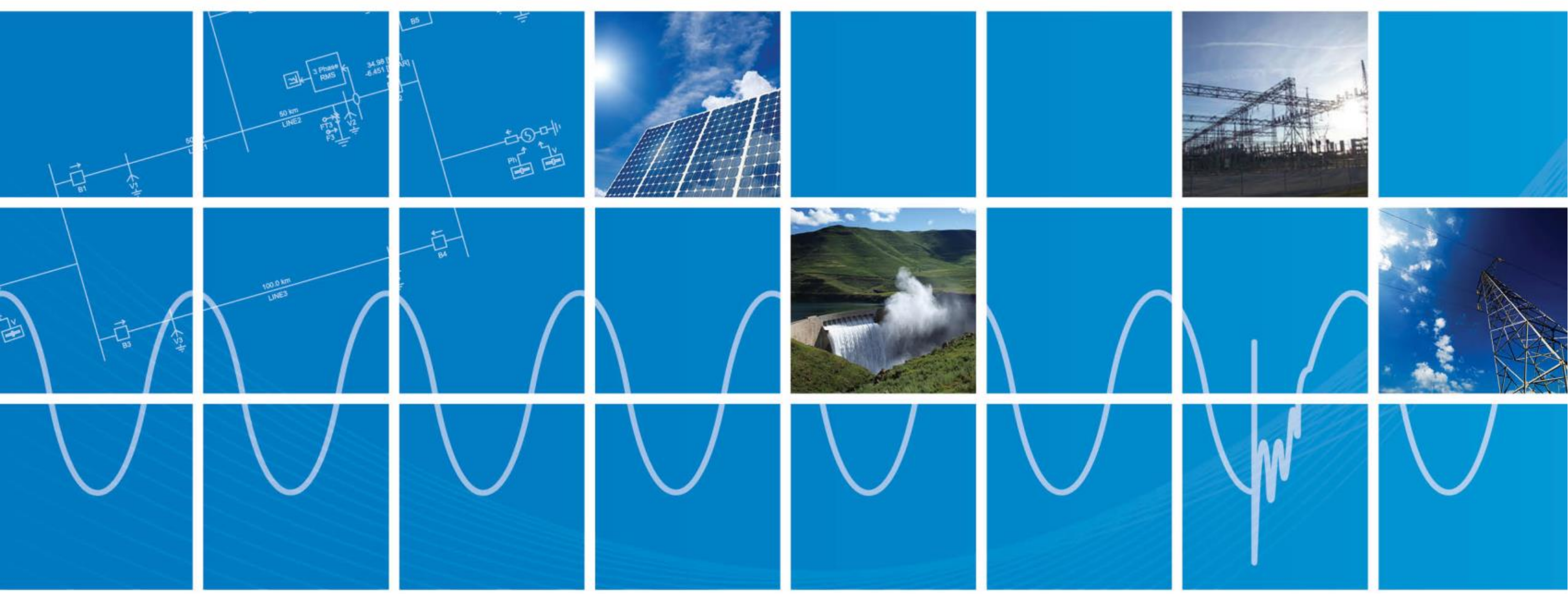
MHI MyCentre User Portal

Written for managing certificate licensing for the following software:

- PSCAD™
- Enerplot™
- FACE 2.0 – Field and Corona Effect
- PRSIM
- Initializer

February 11, 2020
Initial



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1. General

1.1. Introduction

This manual provides instructions for using MyCentre to obtain and manage your MHI authorized products.

MyCentre is an Internet-based user portal designed to provide MHI software products and licenses for PSCAD™, FACE, Enerplot, PRSIM and the PSCAD Initializer. The products and licenses for each organization are held within one or more special groupings in MyCentre, called “workgroups”.

Members of an organization can obtain access to their respective workgroup, either as “workgroup users” or “workgroup administrators”. Both Users and Administrators register a MyCentre user account, and can use all of the products and licenses within their authorized workgroup. Administrators are designated by the organization, and can also manage access to the workgroup, and designate or rescind Administrator privileges for other members.

1.2. Products

The products contained in MyCentre include software downloads and reference materials pertaining to the following:

- PSCAD
- FACE
- Enerplot
- PRSIM
- The PSCAD Initializer

The products are held in special groupings called “WorkGroups” (see Section 1.1 for more information).

1.3. Licensing

The licensing contained in MyCentre, known as Certificate licensing, or Advanced Licensing, or Internet Licensing, is used to license the products. MyCentre login credentials are used to authorize licensing, and a certificate to run the software is checked out on the computer.

When a certificate is checked out, it may either be retained on that computer when the software is exited, or returned to MyCentre so that another user may check it out. If the certificate is retained, it will initially be valid for 28 days. The checkout period will be refreshed whenever the software is re-launched with Internet access. The benefit to retaining a certificate on a machine is that the software may be run for a period without requiring Internet access, making it portable.

If the certificate is returned to the server, it is available to be activated on another machine.

Once a license certificate is activated, multiple instances of PSCAD may be run on a workstation using a single license certificate. The number of instances run on a workstation is only limited by the memory size.

The license for the certificate is held within MyCentre in a special grouping called a "WorkGroup" (see Section 1.1 for more information).

1.4. Quick Start Instructions

This manual contains detailed setup instructions. For a shortened set of instructions, refer instead to the quick tips document posted to this article.

1.5. How to Use this Manual

Section 2 contains instructions for setting up a MyCentre user account and obtaining access to a workgroup.

Section 3 contains instructions for administrators to manage a workgroup.

Section 4 contains instructions for viewing and managing your workgroup.

Section 5 contains troubleshooting issues.

1.6. Contacting our Office

For any sales or support questions, please contact the MHI offices as follows:

- PSCAD:
  Sales enquiries: sales@pscad.com
  Support enquiries: support@mhi.ca

- Enerplot:
  Sales enquiries: enerplotsales@mhi.ca
  Support enquiries: support@mhi.ca

- FACE:
  Sales enquiries: facesales@mhi.ca
  Support enquiries: support@mhi.ca

- PRSIM:
  Sales enquiries: sales@pscad.com
  Support enquiries: support@mhi.ca

- The Initializer:
  Sales enquiries: sales@pscad.com
  Support enquiries: support@mhi.ca

2. Setting up and Maintaining your MyCentre User Account

2.1. Registering a MyCentre User Account

A MyCentre user account may be registered as follows:

a. Open a web browser, and go to the following link:

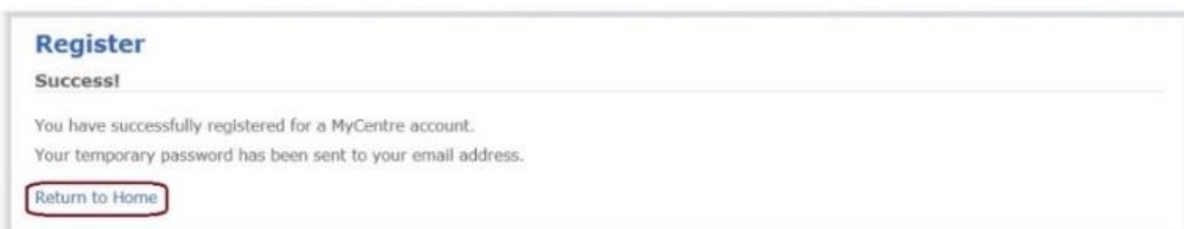
https://mycentre.hvdc.ca/register

Note
Firefox, Google Chrome or a later version of Internet Explorer are recommended.

b. Proceed through the registration process when prompted.

Note
If the “Next” button does not work during the registration, switch to a different browser.

c. If the registration process is successful, you will be informed that you have registered a MyCentre user account, and that an e-mail with a temporary password has been sent to you, as shown below. Select “Return to Home” to continue.



d. Obtain your temporary password from your e-mail account.

Note
If you have not received an e-mail with the password within a few minutes of finalizing the registration, refer to Section 5.1.2 to troubleshoot the problem.

e. Proceed to Section 2.2 to log in to MyCentre, then to Section 2.3 to change your password.

2.2. Logging in to MyCentre

Log in to MyCentre as follows:

Requirement
A MyCentre user account (Section 2.1).

a. Open a web browser, and go to the following link:

https://mycentre.hvdc.ca/login

b. When prompted, enter your MyCentre login credentials, then select “Log in”.

Notes

1. If this is your first time logging in, use the provided temporary password (see Section 2.1).
2. Refer to Section 5.1.2 for login tips or for resolving any login issues.

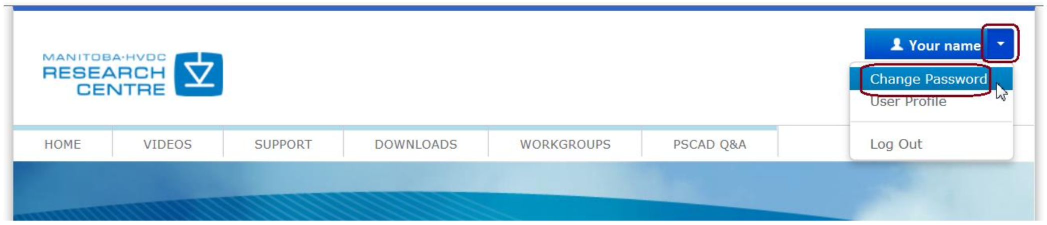
c. It is recommended that the temporary password for a new MyCentre user account be changed as per Section 2.3.

2.3. Changing your MyCentre Password

Your password may be changed as follows:

a. Log in to MyCentre (Section 2.2).

b. From the drop-down menu, select “Change Password”.



c. When prompted, enter your current and new password, then select “Change Password”.

d. You will be notified that you have changed your account password as shown below. Select “Return to Home” to continue.

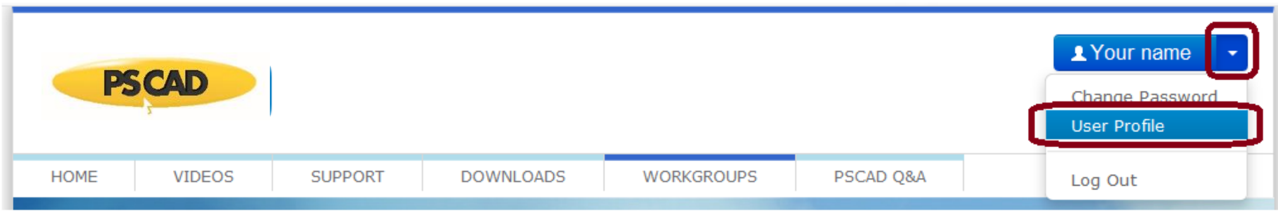
2.4. Viewing and Updating your Profile

To view and update your profile for your MyCentre user account, proceed as follows:

Requirement
You have registered a MyCentre user account as per Section 2.1.

a. Log in to MyCentre (Section 2.2).

b. Display your "User Profile."



c. Select the "Edit" button to edit the fields as required, then save your changes.

Note
The username may not be edited.

3. Joining a WorkGroup

An individual may join a WorkGroup to obtain access to the WorkGroup products and licenses, or to manage the WorkGroup as the WorkGroup Administrator.

3.1. Requesting Access to a WorkGroup

A request to access a WorkGroup should be directed to your organization's WorkGroup Administrator.

If you do not know who is the WorkGroup Administrator, please feel free to contact MHI as per Section 1.6. Your request should include the name of your organization, and be sent from your organization's e-mail service.

If your WorkGroup Administrator provides a join code to you, refer to Section 3.3 to use the join code to join your user account to the WorkGroup.

3.2. Requesting WorkGroup Administrator Privileges

A request to obtain WorkGroup Administrator privileges for a WorkGroup should be directed to your organization's WorkGroup Administrator.

If you do not know who is the WorkGroup Administrator, please feel free to contact MHI as per Section 1.6. Your request should include the name of your organization, and be sent from your organization's e-mail service.

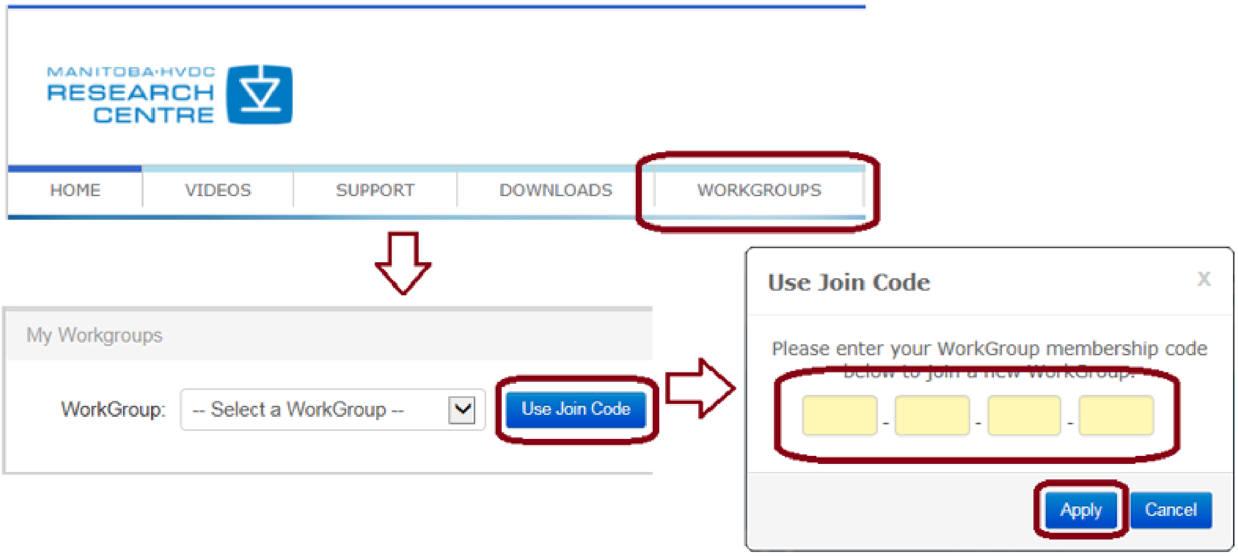
If your WorkGroup Administrator provides a join code to you, please refer to Section 3.3 to use the join code to join your user account to the WorkGroup, and obtain WorkGroup Administrator privileges.

3.3. Using a Join Code

If you have obtained a join code to join a workgroup or obtain WorkGroup Administrator privileges (Section 3.1 or Section 3.2), use the join code as follows:

- If you do not already have a MyCentre user account, register one as per Section 2.1.
- Log in to MyCentre as per Section 2.2.

- Enter the join code as shown:



Note
These characters are case sensitive. If you received this code digitally, simply copy and paste them in.

- If the join code was entered correctly, you will be informed that you have successfully joined the workgroup. You may now view or manage the workgroup as per Section 4.

- Or, if the join code was not entered correctly:
  i. An error message will display.

  ii. Re-enter the code. Check that each of the four fields contains five characters.
  iii. For any ongoing difficulties, please contact our support desk as per Section 5.1.3.

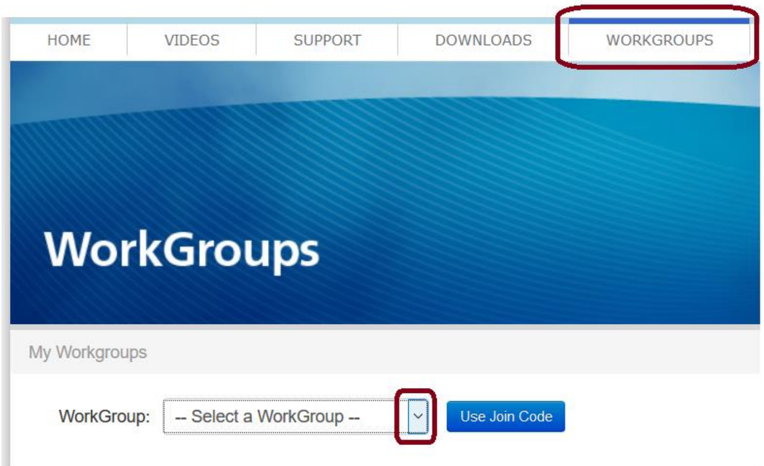
4. Viewing and Managing Your WorkGroups

4.1. Displaying a WorkGroup

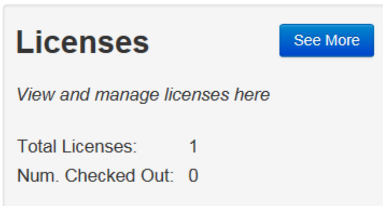
Select a workgroup for display as follows:

a. Log in to MyCentre (Section 2.2).

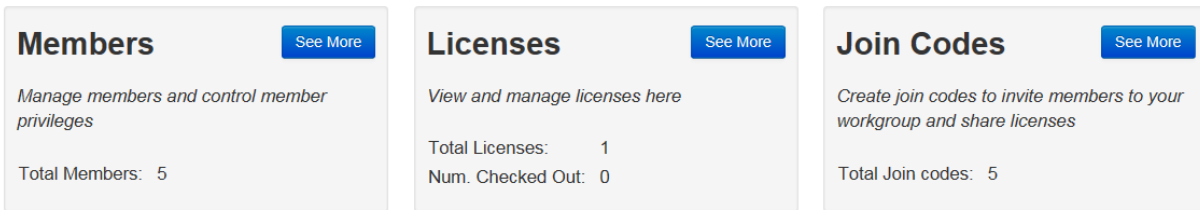
b. Display the "WORKGROUPS" tab, then select the WorkGroup from the drop-down menu:



c. **WorkGroup Users:** A summary of the licenses belonging to your authorized workgroup will be listed. To view license details, select the corresponding "See More" button, then proceed to Section 4.2.



d. **WorkGroup Administrators**: A summary of the licenses, download, join codes, and members belonging to your authorized workgroup will be listed. To view details and manage your products, select the corresponding “See More” button, then refer to Sections 4.2 to 4.5.

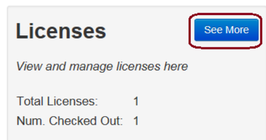


4.2. Viewing your Licenses

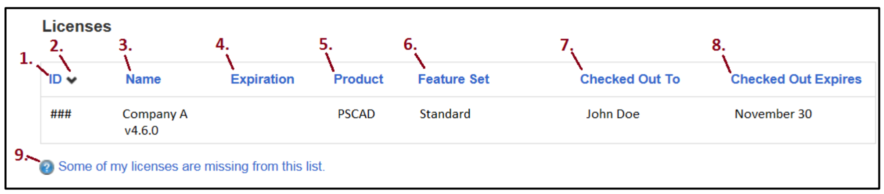
If any licenses have been assigned to a workgroup, they may be reviewed as follows:

a. Select a workgroup for display (Section 4.1).

b. In the "Licenses" field, select "See More".



c. All licenses will be displayed in table format, with the following information:



1. Displays the license's unique identification number.
2. Sorts the license identification numbers in ascending or descending order.
3. Displays some description about the organization and type of license.
4. Displays the license expiration date. In the above example, the license is permanent, and therefore there is no expiration date shown. If this license were temporary, for example a trial or a lease, an expiration date would be shown.
5. Displays the product type, for example, PSCAD, FACE, Enerplot, PRSIM, Initializer.
6. Displays which features are included with the product.
7. If a certificate is currently checked out to a member, the member's name or username will be listed.
8. If a certificate is currently checked out to a member, this column displays when the checkout period expires (refer to Section 0 for more information).
9. When this link is activated, a message will display indicating that only certificate licenses will be listed in this webpage; USB lock licenses are not listed. However, if there are any questions about your certificate licensing, please contact our sales desk (see Section 1.6).

4.3. Viewing and Downloading your Downloads

Downloads may be assigned to users or WorkGroups. Your authorized downloads may be reviewed as follows:

a. Log in to MyCentre (Section 2.2).

b. Display the Downloads tab, and download the desired file:

Note
For software installation downloads, the files should be extracted and saved to a local drive (e.g. to your desktop) before running the installation.

4.4. Managing Join Codes (Applicable for WorkGroup Administrators)

This section provides instructions for WorkGroup Administrators to manage join codes, as follows:

- Review join codes (Section 4.4.1).
- Generate a new join code (Section 4.4.2).
- Modify a Join Code (Section 4.4.3).
- Delete an existing join code (Section 4.4.4).

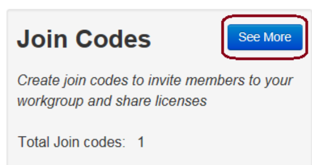
Join codes are generated by the Workgroup Administrator, and are provided to eligible applicants to join the workgroup, as either Users or Administrators (see Section 1.1).

4.4.1. Reviewing your Join Code Information

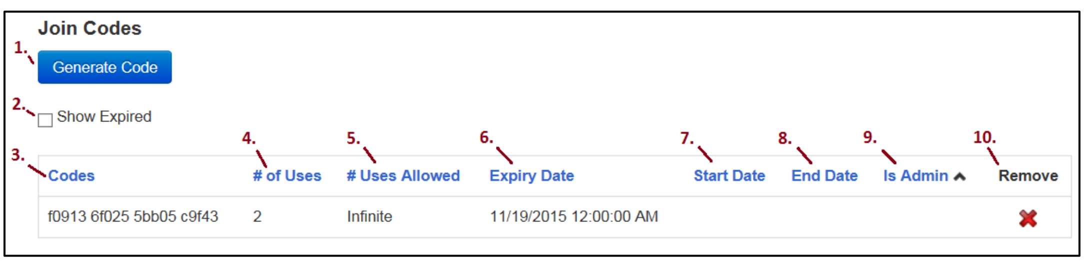
If any join codes have been created within a workgroup, they may be reviewed as follows:

a. Select a workgroup for display (Section 4.1).

b. In the “Join Codes” field, select “See More”.



c. All join codes will be listed in table format, with the following information:



1. Generates a new join code (see Section 4.4.2).

2. If un-checked, only non-expired join codes are displayed. If checked, expired join codes and codes with expired Start/End dates are also displayed.

3. Displays the join code number (per Section 4.4.2).

4. Displays the number of times the join code has been used for joining the workgroup.

5. Displays the maximum number of times the join code may be used for joining the workgroup.

6. Displays the date that the join code expires.

7. If populated, this column displays the earliest date that a user becomes a “member” of the workgroup.

8. If populated, this column displays the date in which a user ceases to be a member of the workgroup.

9. If “Admin” is listed in this column, Workgroup Administrator privileges are assigned to anyone using this join code.

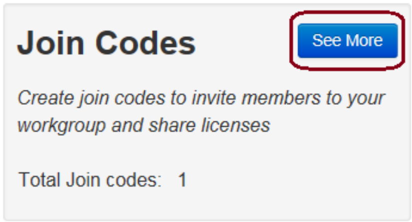
10. Selecting the “X” in this column will delete the corresponding join code (see Section 4.4.4).

4.4.2. Generating a Join Code

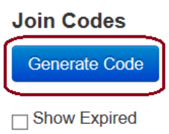
A join code may be generated as follows:

a. Select a workgroup for display (Section 4.1).

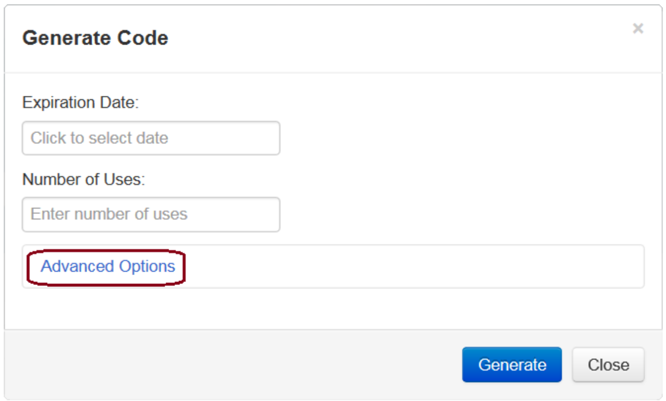
b. In the “Join Codes” field, select “See More”.



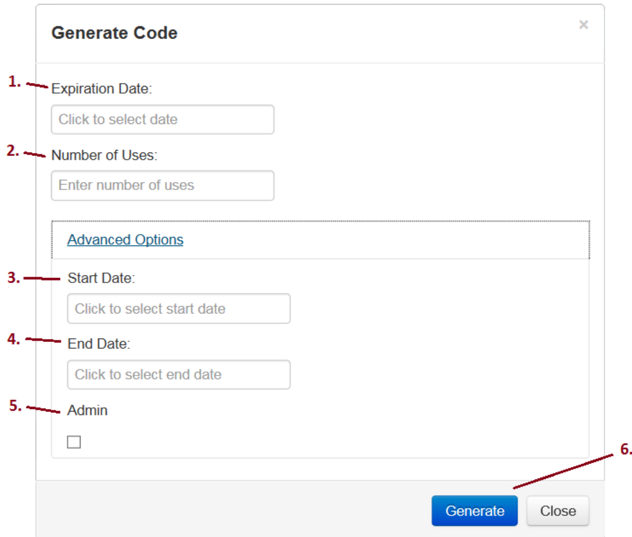
c. Select “Generate Code”.



d. When the “Generate Code” dialog box displays, select “Advanced Options” to display further features.



e. Configure the join code as follows:



1. This is a mandatory field: The date in which the join code will expire. After this expiration date, the join code may no longer be used to join the workgroup.

   Note
   This expiration date is not related to a user's membership within a workgroup, but only to the join code itself. Once becoming a member of the workgroup, the user remains a member until removed (see Section 4.5.3).

2. This field is optional: The maximum number of times the join code may be used to join a user account with the workgroup. This field may be used to help restrict access to this workgroup.

   Note
   If left empty, the join code may be used an unlimited number of times, but will eventually expire (see Item 1, above).

3. This field is optional: The earliest date in which a user may become a member of the workgroup.

   Note
   If left empty, the user becomes a member of the workgroup immediately upon applying the join code.

4. This field is optional: The date in which a user ceases to be a member of the workgroup.

   Notes
   - If left blank, the user will not automatically be removed from the workgroup on a specified date.
   - See Section 4.5.3 for manual restriction.

5. This checkbox is optional: Check this checkbox only if all members using this join code are to be assigned workgroup administrator privileges.

   Note
   See Section 4.5.4 for instructions on manually applying workgroup administrator privileges.

6. Select “Generate” to generate a join code with your selections.

f. Proceed to Section 4.5.2 to invite members to join the workgroup.

4.4.3. Modifying a Join Code

Once a join code has been created, the features of the join code may not be modified.

If a join code is improperly programmed, simply create a new join code, and provide the new join code to authorized users as per Section 4.5.2.

The improperly programmed join code may simply be deleted, as per Section 4.4.4.

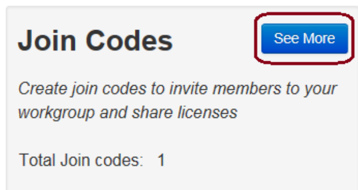
4.4.4. Deleting a Join Code

Join codes may be deleted at any time. It should be noted that deleting a join code does not remove memberships in the workgroup. Any members who had joined the workgroup using the deleted join code will remain members, until removed as per Section 4.5.3.

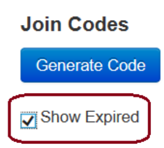
Delete a join code as follows:

a. Select a workgroup for display (Section 4.1).

b. In the "Join Codes" field, select "See More".



c. Place a checkmark in the "Show Expired" field to ensure that all join codes are displayed (leaving this unchecked will not display codes that have previously expired, as well as those with Start/End dates that are not current).



d. Click on the ✖ button associated with the join code to be deleted.

e. Select "Continue" to proceed, and the code will be deleted.

4.5. Managing WorkGroup Members (Applicable for WorkGroup Administrators)

This section provides instructions for Workgroup Administrators to manage the WorkGroup members, and includes instructions for the following tasks:

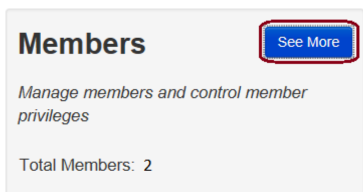
- Review members' information (Section 4.5.1).
- Add members to a workgroup (Section 4.5.2).
- Remove members from a workgroup (Section 4.5.3).
- Assign workgroup administrator privileges to a member (Section 4.5.4).
- Revoke workgroup administrator privileges for a member (Section 4.5.5).

4.5.1. Reviewing Members' Information

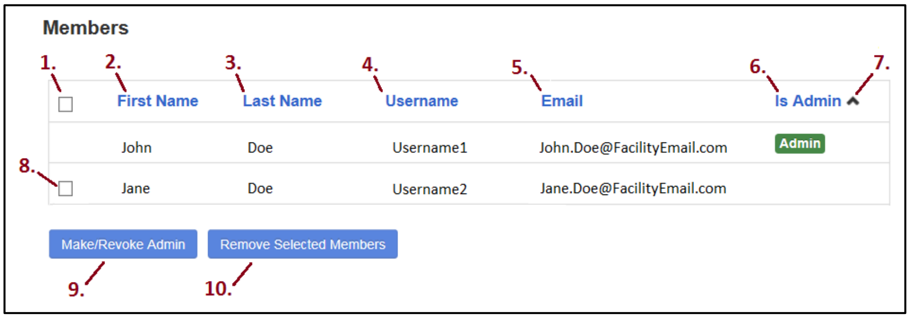
If any members have joined a workgroup, their information may be reviewed as follows:

a. Select a workgroup for display (Section 4.1).

b. In the "Members" field, select "See More".



c. All members will be displayed in table format, with the following information:



1. When checked, all members in this workgroup will be selected (item (8), below), and buttons (9) and (10) will become active.

2. Lists a member's first name.

3. Lists a member's last name.

4. Lists a member's MyCentre username.

5. Lists a member's e-mail address.

6. Indicates whether a member is also a Workgroup Administrator for this workgroup.

7. Sorts the administrators either to the top or bottom of the listing.

8. When this checkbox is checked, buttons (9) and (10) become active, and may be applied to the corresponding member/s.

   Note
   This field is not available to the member who is viewing the workgroup. For example, in the above screenshot, "John Doe" is viewing the workgroup, and therefore checkbox (8) is not available for this member.

9. This button assigns or revokes a member's administrator privileges (see Sections 4.5.4 and 4.5.5).

10. This button removes a member's user account from a workgroup (see Section 4.5.3).

    Note
    There is no button for adding a member to a workgoup. To add a member, provide a join code to the user (refer to Section 4.5.2).

4.5.2. Adding Members to a WorkGroup

Individuals become members of workgroups to obtain access to the associated licenses and products, and/or to become WorkGroup Administrators of the workgroup. A user's account is joined to a workgroup by applying a "join code", which is generated and provided by the workgroup administrator.

The Administrator will assist an individual to join a workgroup as follows:

a. Generate a join code (Section 4.4.2).

b. Provide the following to the user:

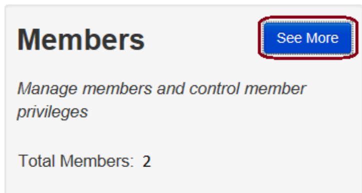
- The join code.
- The applicable setup instructions, as follows:
    - PSCAD X4
    - PSCAD V5
    - Enerplot
    - FACE
    - PRSIM
    - The Initializer
    - WorkGroup Administrator

4.5.3. Removing Members from a WorkGroup

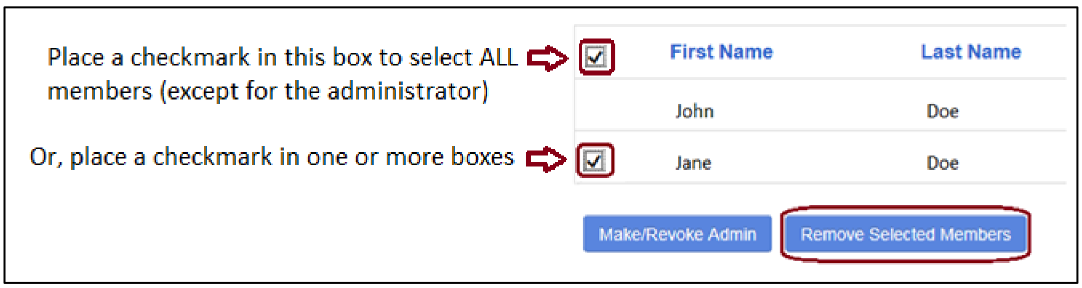
There are two ways to remove a member from a workgroup:

a. If the individual is currently a member of the workgroup, his membership may be removed as follows:

- Select a workgroup for display (Section 4.1).
- In the “Members” field, select “See More”.



- Place a checkmark next to the member/s to be removed from the workgroup, and select “Remove Selected Members”. For example:



- The member Jane Doe will be removed from the workgroup.

  Note
  A user cannot remove his own membership from a workgroup. Membership may only be removed by another member.

b. If the individual is not already currently a member of the workgroup, he may be given a join code that specifies when his membership will automatically end, as follows:

- Enter an “End Date” as per Section 4.4.2, Step (e) Note (4).

4.5.4. Assigning WorkGroup Administrator Privileges

More than one administrator may manage a workgroup, and redundancy is recommended to help ensure that an administrator is always available.

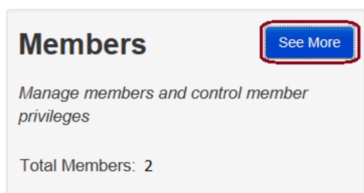
There are two methods for providing administrator privileges to an individual, as follows:

a. **Use a Join Code**:

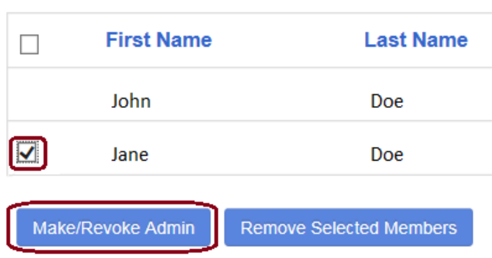
- Generate a join code as per Section 4.4.2, ensuring to check the “Admin” checkbox at Step (e), substep (5).
- Invite the member to join the workgroup as per Section 4.5.2.

b. **Directly Assign Administrator Privileges**:

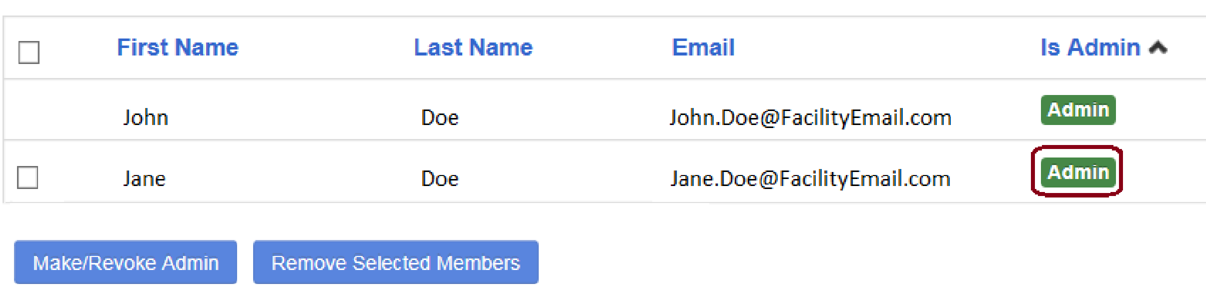
- Select a workgroup for display (Section 4.1).
- In the “Members” field, select “See More”.



- Place a checkmark next to the member to be assigned as administrator, and select “Make/Revoke Admin”. For example:



- The selected member will be assigned administrator privileges, as determined by the added “Admin” symbol. For example, Jane Doe has been granted administrator privileges:

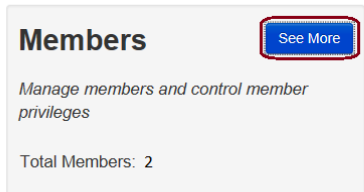


4.5.5. Revoking WorkGroup Administrator Privileges

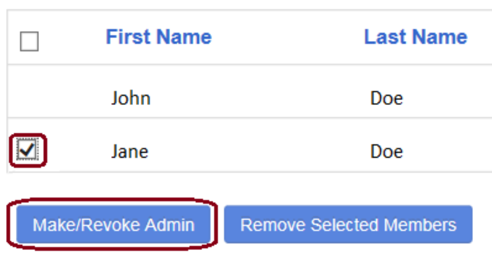
Revoke workgroup administrator privileges from a member as follows:

a. Select a workgroup for display (Section 4.1).

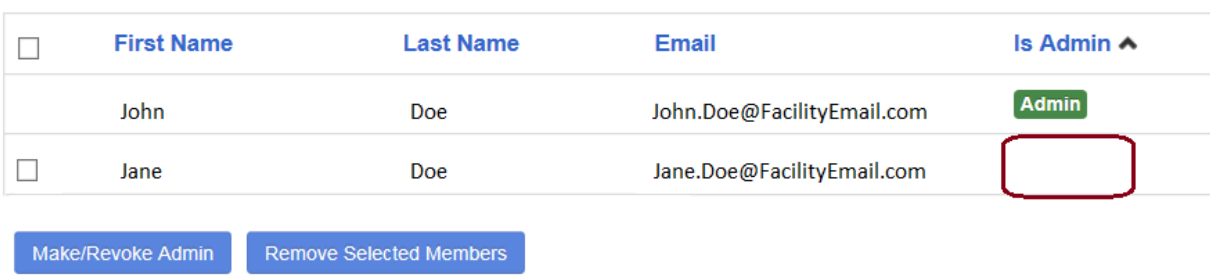
b. In the “Members” field, select “See More”.



c. Place a checkmark next to the member to have administrator privileges revoked, and select “Make/Revoke Admin”. For example:



d. The “Admin” symbol, along with Administrator privileges, will be removed. For example, Jane Doe no longer has administrator privileges in the following view:



5. Resolving Issues

5.1.1. For MyCentre Registration or Usage Issues

Refer to this article.

5.1.2. For MyCentre Login Issues

Refer to this webpage.

5.1.3. To Contact the MHI Support Desk

For any general issues, contact our support desk at support@mhi.ca

DOCUMENT TRACKING

Rev.	Description	Date
0	Initial	11/Feb/2020