



## Quick Guide to MCS Dealer Area

Dear MCS-reseller,

MCS has always had high standards with regard to support on our products. This letter is to inform you about the possibilities of our dealer area in order that you will have the best possible support needed to successfully use our products.

Since 2004, MCS has a 'password protected dealer area', which is very useful for technical assistance. This can be found on <http://mcs-support.info/support>

Through our dealer area, the MCS-reseller has access to many technical support documents, such as software, firmware, documentation etc. of our entire product line. For commercial use, we also provide datasheets and an up-to-date pricelist for all our products. The dealer area is only accessible for customers. Some of the documents have version numbers. It is very easy to notice if a newer version is available on the Dealer Area.

For general information, you can use our website [www.mcs-nl.com](http://www.mcs-nl.com)

This 'quick guide' will help you registering or accessing the Dealer Area or help you retrieve your lost account details. Please follow the steps on these pages for a successful use of our Dealer Area.

Requesting an account

Login / accessing

Password retrieving

MCS will also keep you updated about our products. On a regular basis, we will send a technical newsletter to all registered members on the dealer area to inform them about the changes and updates on the Dealer Area.

We will hope to see you soon on our Dealer Area.

MCS support

## Requesting an account

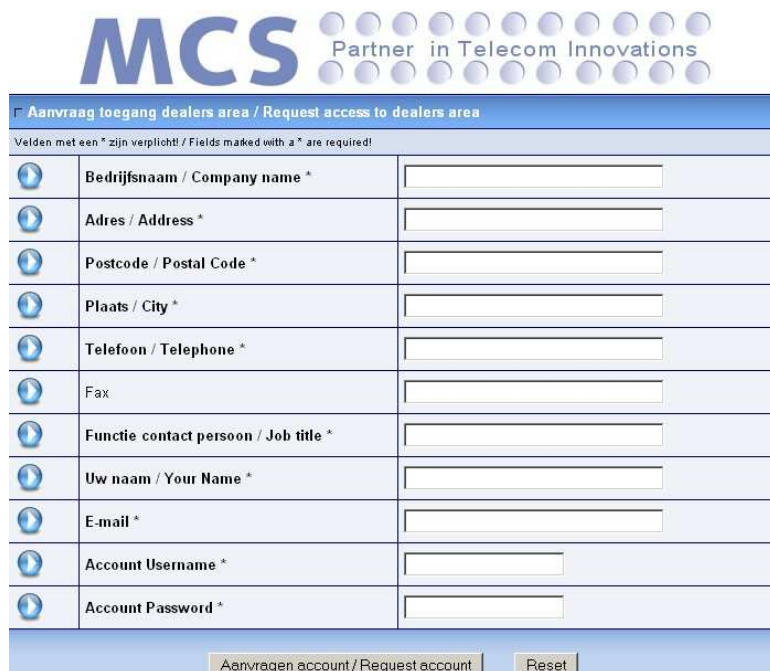
For requesting a new account for the Extranet (Dealer area), you need to open a web browser and go to: [www.mcs-nl.com](http://www.mcs-nl.com).

Please choose the required language by clicking the language icon for English or Dutch. Click the “Register” button in the right top screen of your browser.



The following screen will be opened in your browser. Please fill out your details for a successful register.

**Note:** choose a password which has at least six characters. A strong password holds specific characters or some digits. Be aware that these details are case sensitive.



When all details are filled out, click the “Request account”

We will receive your request and will approve this within one working day.

Your (new) account will be valid for 12 months. Although for some accounts could be made temporary and be active for one week or less. After twelve months you can request an extension.

You can login now.

**Note:** only dealers (customers) of MCS will be approved. End-users will not be able to receive an account. The need to contact their dealer/supplier for the necessary information.

**Note:** Save & store your login & password details in a save location. Your account is personal.

## Login / accessing

For accessing the Extranet (Dealer area), you need to open a web browser and go to: [www.mcs-nl.com](http://www.mcs-nl.com).

Please choose the required language by clicking the language icon for English or Dutch. Click the “Login” button in the right top screen of your browser.



The following screen will be opened in your browser. Depending on the type of browser, you can enter your login name and password. You can also type the following link in your browser and directly access the Extranet: <http://mcs-support.info/support/>. Click okay when these are entered correctly.



Up: Firefox

Left: Internet Explorer

You will now be able to enter the Extranet and download the files from the following locations. All technical details are available at the directory: “technical”. By further specifying the product manufacturer and type, you can download the information by clicking on the file (link).

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**Note:** Most documentation is in Dutch right now. We are currently in the process to translate these documents. This is a slow process and will take up quite some time.

## Password retrieving

When a password or login details are lost, we are able to provide you, your current details. For this you need to open a web browser and go to: [www.mcs-nl.com](http://www.mcs-nl.com).

Please choose the required language by clicking the language icon for English or Dutch. Click the “Forgot Password” button in the right top screen of your browser.



The following screen will be opened in your browser:



**Control panel dealers area**

**Toegang tot Uw account / Access Your Account :**

Account Username

Account Password

**Wachtwoord vergeten / Forgot Password :**

E-mail

**Account opzeggen / Cancel Your Account :**

Account Username

Account Password

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Please fill out your email address needed to retrieve your account details. Click on the button “e-Mail Password”. Your details will be send to the email specified.

When you wish to cancel your account, please fill in your username and password. We will confirm your cancellation by the email used in creating your account.

**Note:** when the email address is not the same as the email address used for creating your account, no password or details will be send.

**Note:** for the situation that you encounter a problem or an error, you van contact us by phone.  
MCS: +31 (0) 10.437.55.55