**HOW TO ACCESS SOFTWARE THROUGH ROCPORTAL**

How to Access a Cloud License for the First Time

Before accessing a Cloud license for the first time, the Identity String associated with your RocPortal account must be applied to the local licensing runtime on your device. This will link your RocPortal account to your current device and authorize it.

Note: You only need to click "Authorize Device" once. After your ID has been activated, no further action is required. Please note that only one device per user can be authorized.

Before beginning, ensure that the computer you want to access the software on is the computer you are using and complete the steps below:

1. Download the program to your computer. Select Program Downloads > Download.
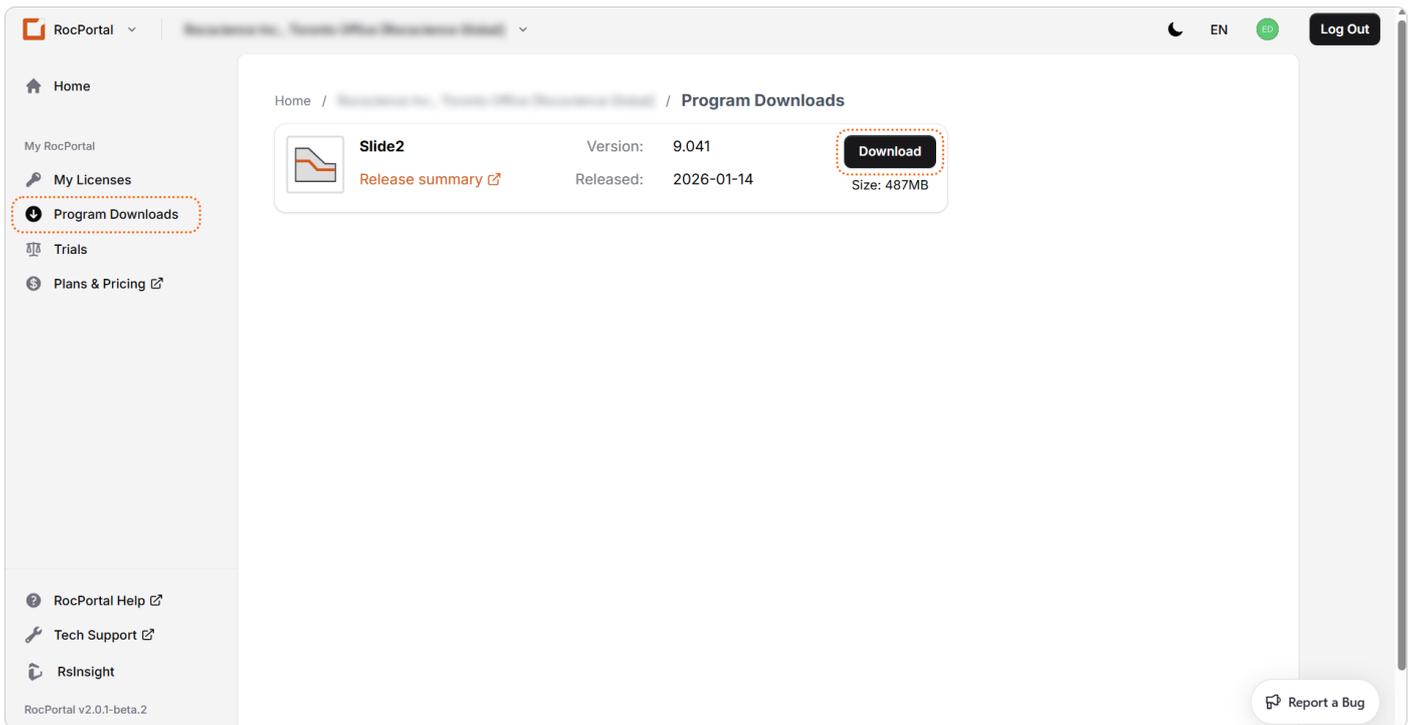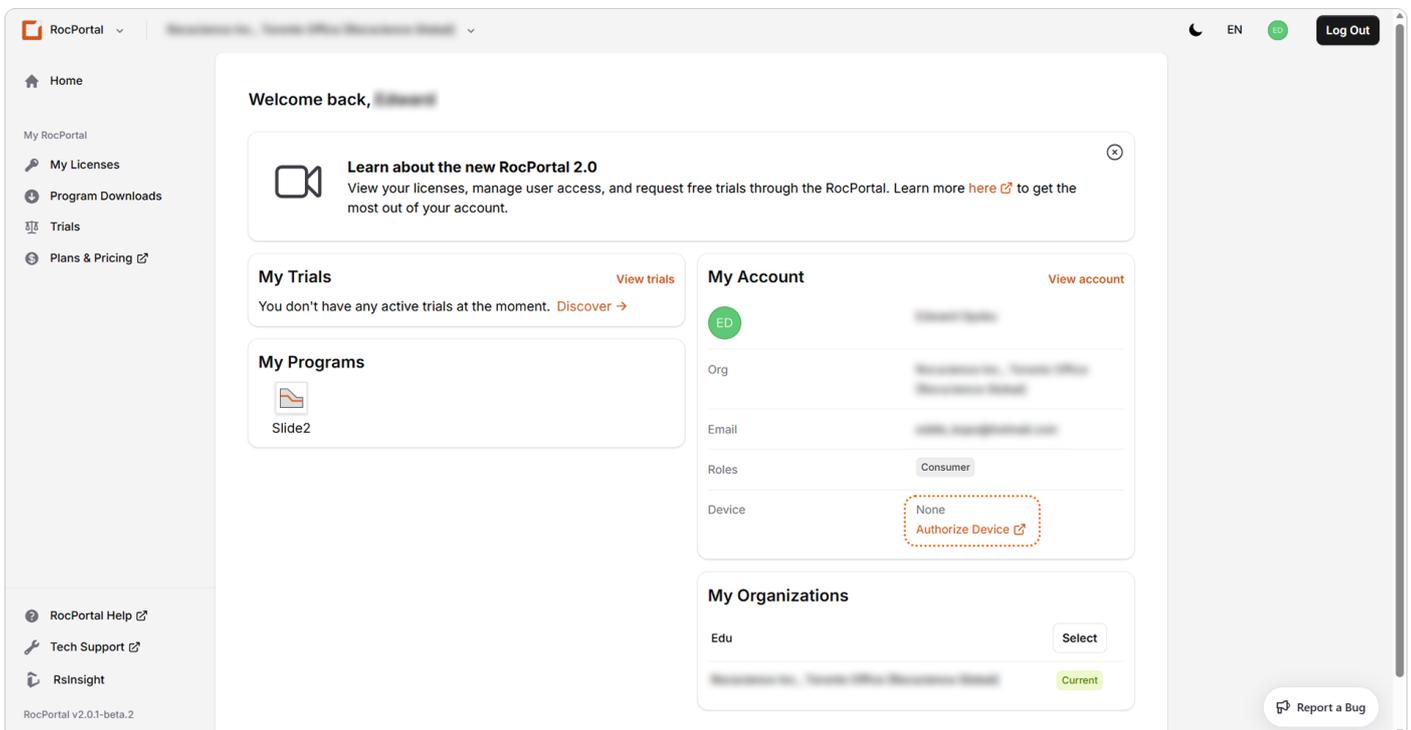
2. Install the software. Open the downloaded file and follow the Installation Wizard to finish the software installation.
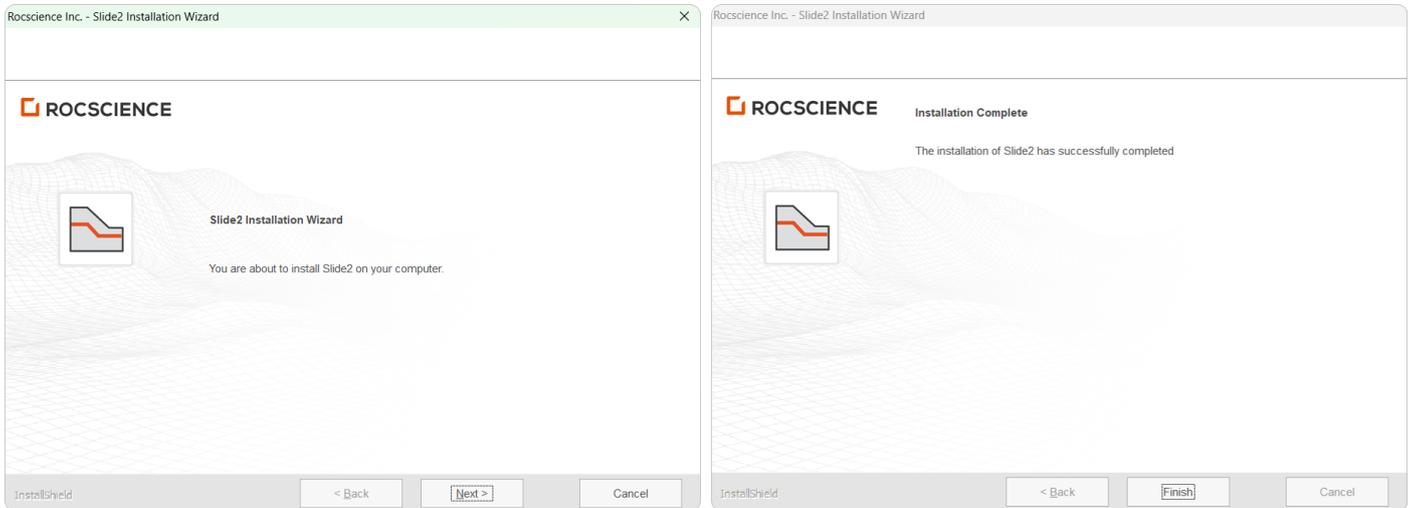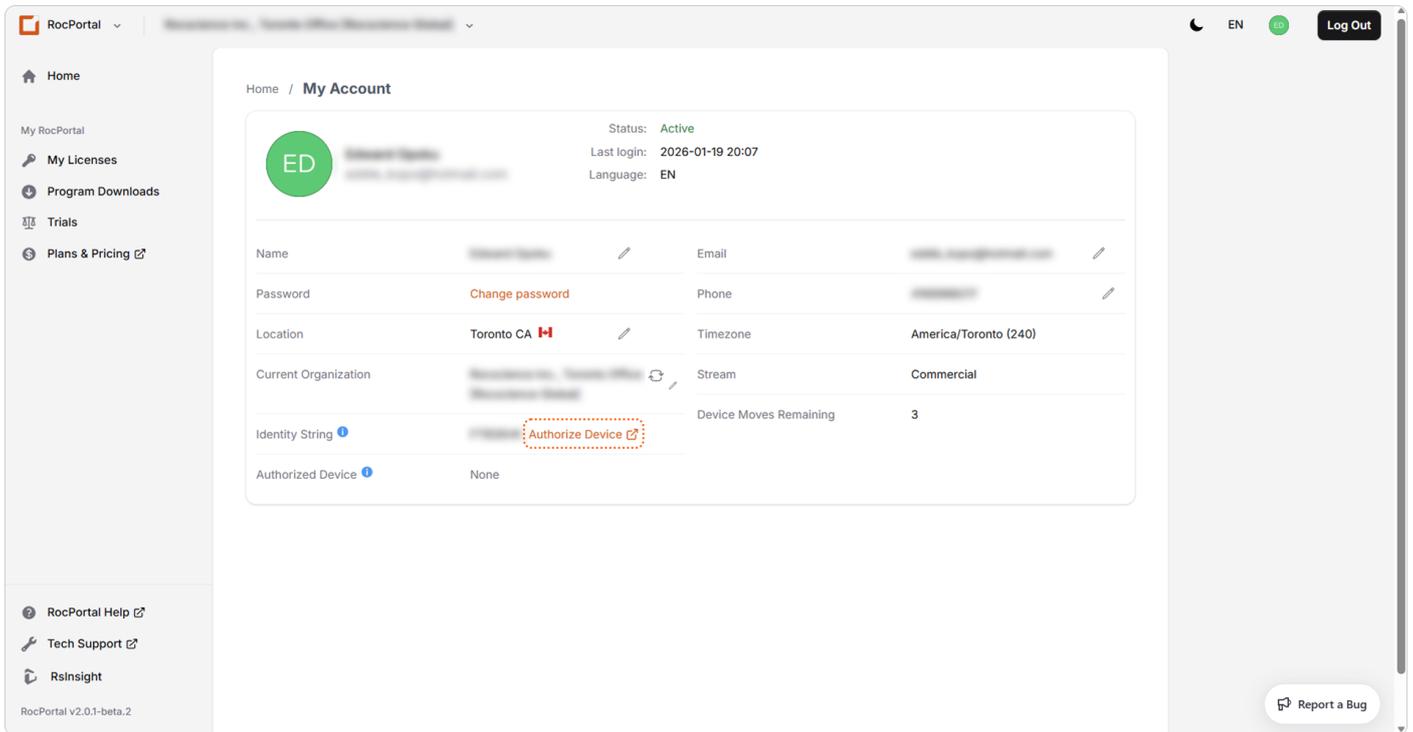

3. Go to your RocPortal account to proceed with device authorization.

4. There are two different ways to click the "Authorize Device" button.

4.1. Go to your Home page and click the "Authorize Device" button under the My Account options.

4.2. Alternatively, go to Home > My Account, and then click the "Authorize Device" button.


5. A new browser tab or window should open with the following prompt: "Click Install to allow access to the application on this machine". Proceed by clicking Install and you will see "Success!" message.

Note: If you do not see "Success!", please contact support.

Click 'Install' to allow access to the application on this machine.

Install   Cancel

Success! You can safely close this tab and start using the application.
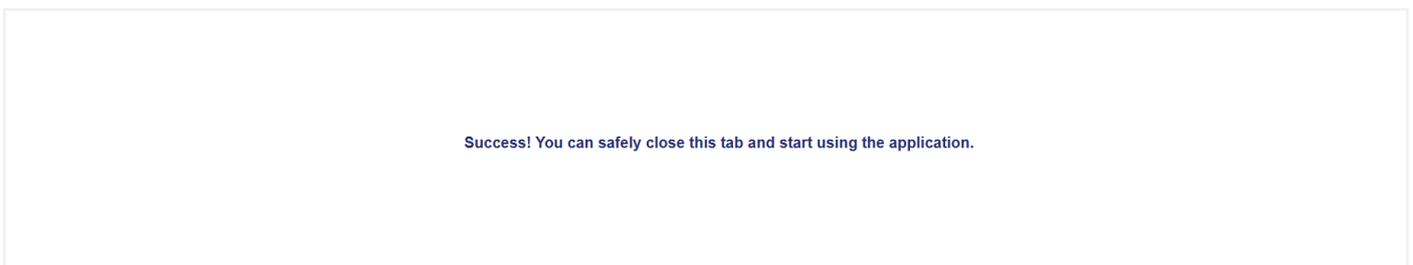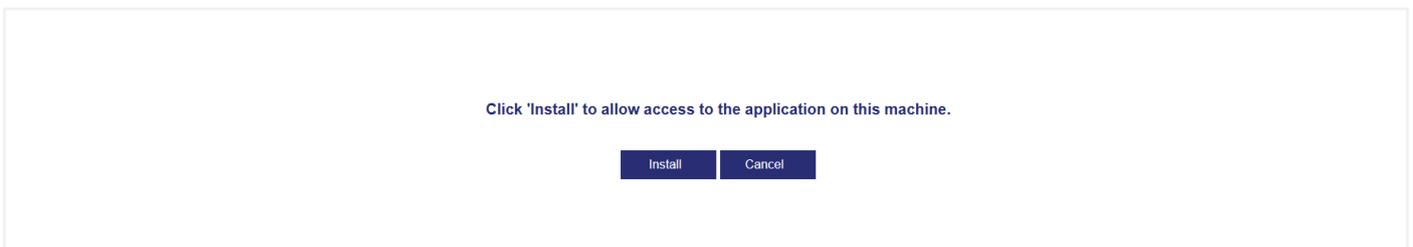
6. You can now run any software program that you are assigned to.
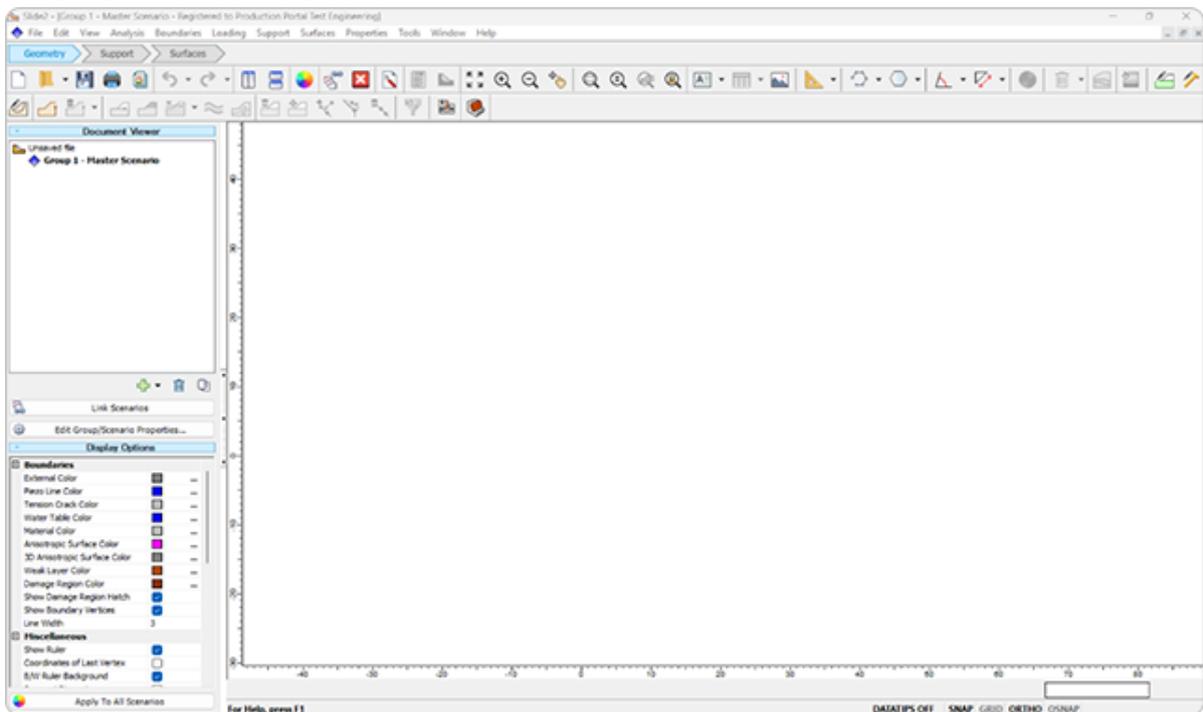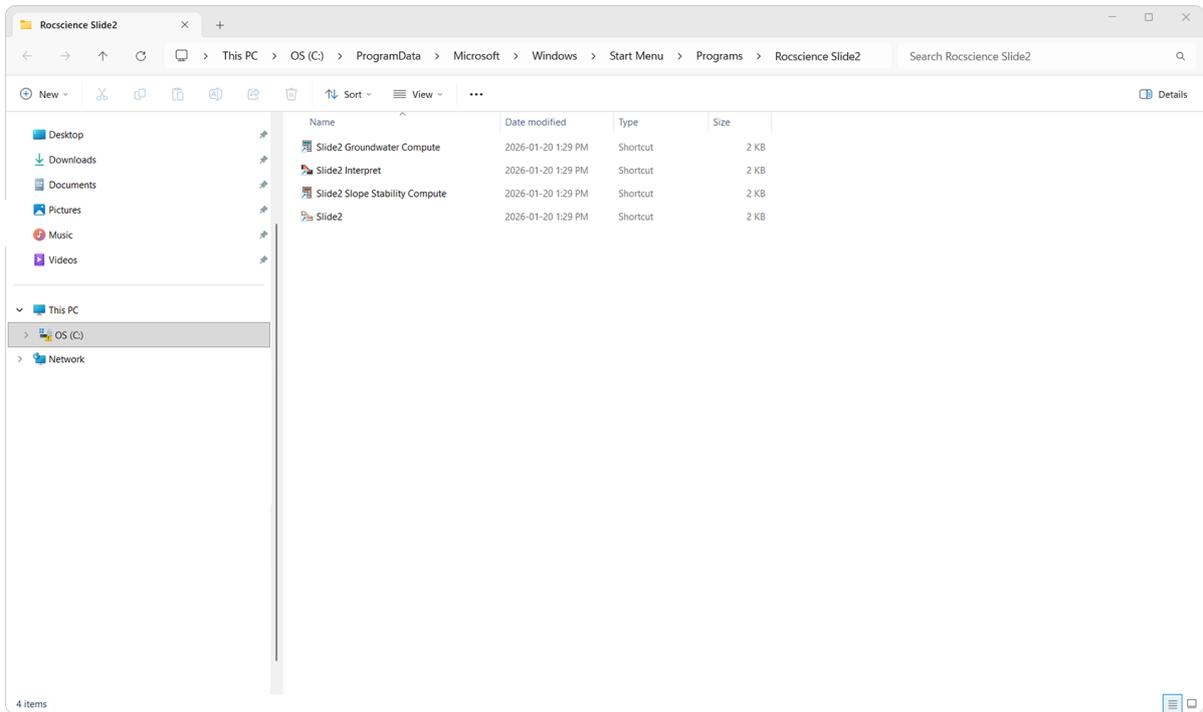
After you run the software program for the first time, your device name will appear in the My Account page of the RocPortal beside the Authorized Device field.

You only need to authorize the device once. To use any other programs assigned to you, you simply need to download and install them.

If you receive a "Page Not Found" or "404 error" after clicking on Authorize Device, make sure you install the latest versions of the assigned Rocscience programs and then try again. If you continue to have issues, please contact support.