

PERKINELMER INFORMATICS DOWNLOAD CENTER NAVIGATION AND ADMINISTRATION GUIDE

Contents

Welcome to the Download Center	3
Accessing your software	3
Logging in	3
Product List	4
Product Information page	4
Product Download page	5
Activation Codes	6
Viewing order history	6
Downloading an order	7
Order Line Detail	7
Product Search	8
Account and User Administration	8
Account Administrators	8
Accounts Members page	9
Adding a member	10
Cancelling a member	11
Changing a password	12
Email Preferences	13
Product Preferences feature	13
Download Preferences	14
Your Profile Page	15
Customer Support	15

Welcome to the Download Center

The PerkinElmer Download Center is a self-service portal from where you can manage your account, members, downloaded software, access licenses, and order history. This guide provides an overview of the features and administrator instructions to assist you through your Download Center experience.

Accessing your software

In this section, we describe the process that is used to access your software.

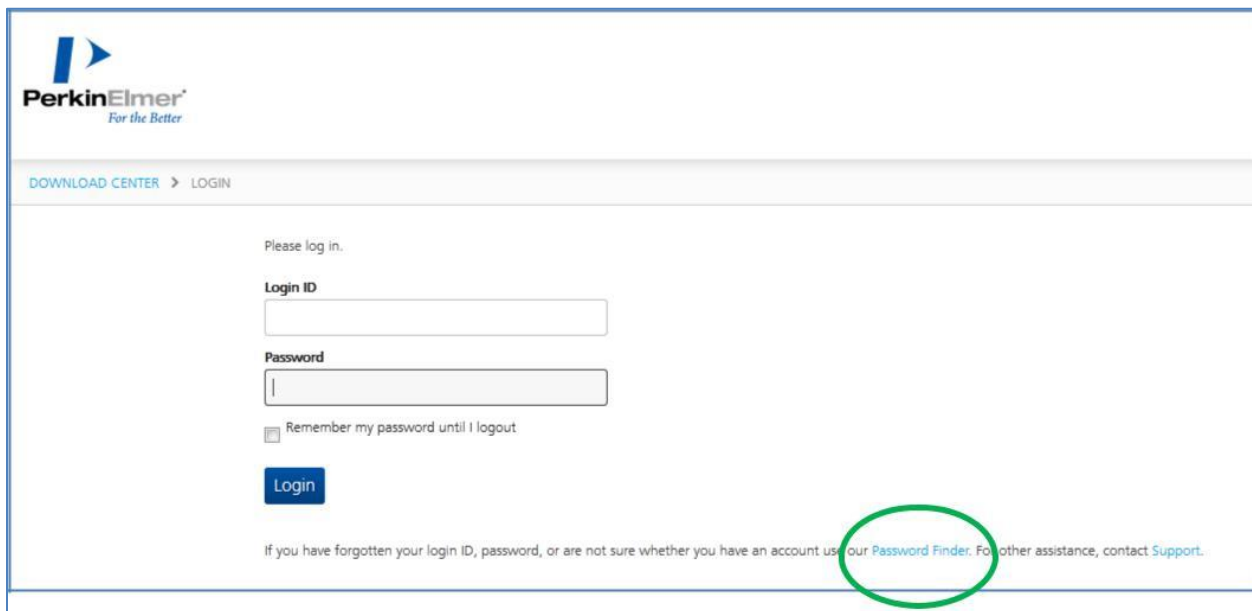
Logging in

To access your downloads and view your orders, click the following URL:

<https://perkinelmer.flexnetoperations.com/control/prkl/login>

The Login window opens. Enter you Login ID and Password (your email address is your Login ID). Click **Login**.

If you forgot your password, click the Password Finder option, as shown in Figure 1.



The screenshot shows the PerkinElmer Download Center login page. At the top left is the PerkinElmer logo. Below it, the breadcrumb navigation reads "DOWNLOAD CENTER > LOGIN". The main content area contains the text "Please log in." followed by two input fields: "Login ID" and "Password". Below these fields is a checkbox labeled "Remember my password until I logout". A blue "Login" button is positioned below the checkbox. At the bottom of the page, there is a line of text: "If you have forgotten your login ID, password, or are not sure whether you have an account use our [Password Finder](#). For other assistance, contact [Support](#)." The "Password Finder" link is circled in green.

Figure 1 Selecting Password Finder option

Product List

After logging in, you see the Product List page, which shows you the list of your products that are available to download via clickable links, as shown in Figure 2. After you select a particular product catalog, you can see any of its related products and versions to which you are entitled.

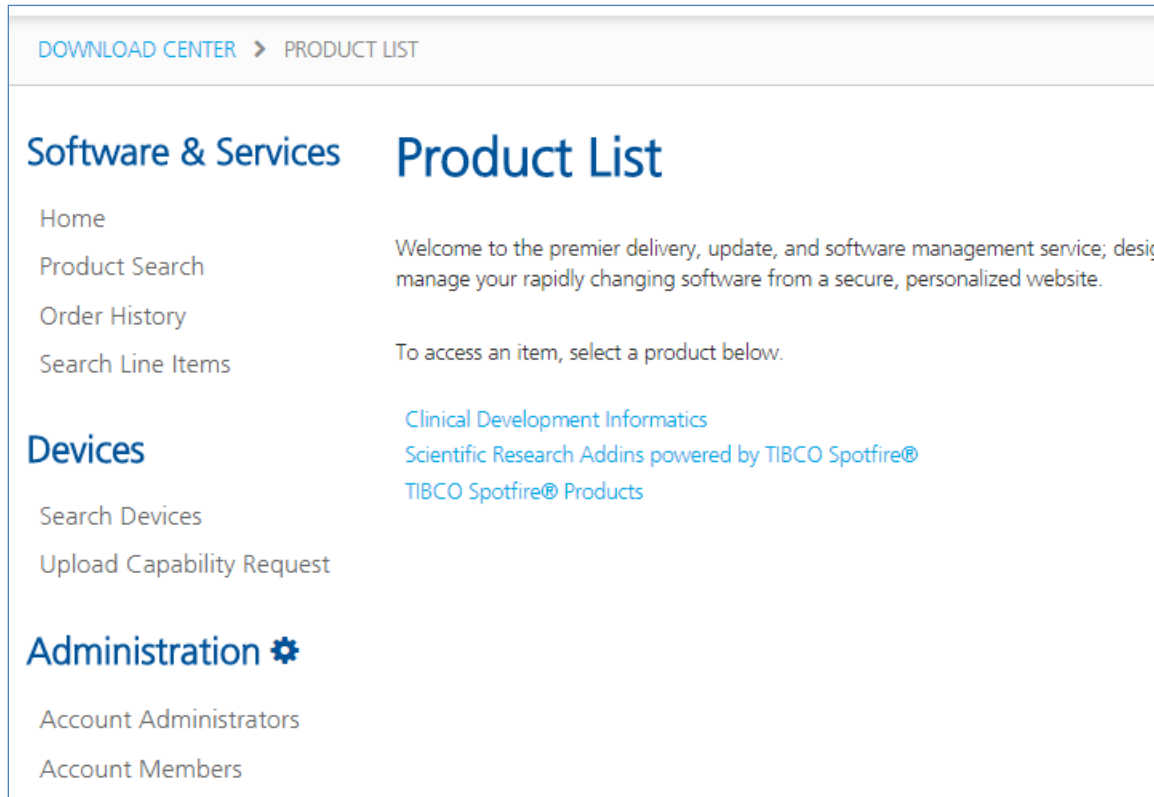


Figure 2 Product List page

Product Information page

The Product Information page lists all the software that is available for download. The most recent product release versions under your account are available by clicking the **Latest Version** tab and older releases are available by clicking the **Prior Versions** tab.

Note: If software expires (as in the case of trials and subscriptions), PerkinElmer removes the software from the Download Center and you no longer have access to that software.

To access the downloadable files, click the corresponding Product Description link, as shown in Figure 3.

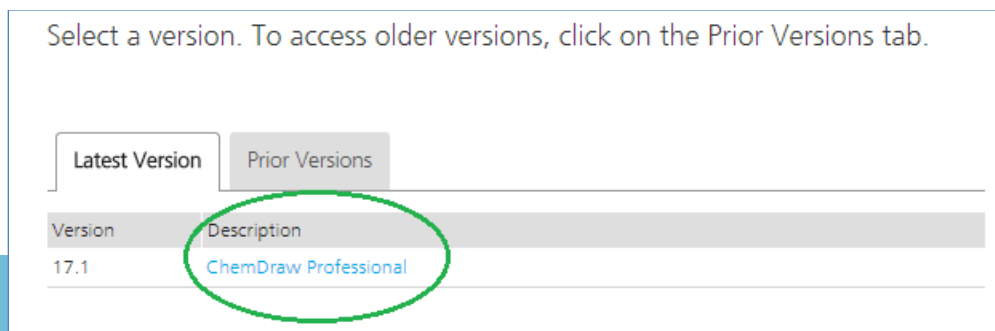


Figure 3 Selecting Latest Version option

Product Download page

In the Product Download page, click the File Name link that you want to download, as shown in Figure 4.

Change Password			
Email Preferences			
Product Preferences			
Download Preferences			
Your Profile			
Get Help ⓘ			
Download Help			
User Guide			
Table of Contents			

File Description	File Size	File Name
+ ChemOffice Professional	369.6 MB	cop17.0.exe
+ ChemDraw Professional - MAC	56.7 MB	cdpf170.dmg
+ Mnova ChemDraw Edition - WIN	161 MB	MestReNova-LITE-CDE-12.0.1-20212.msi
+ Mnova ChemDraw Edition - MAC	86.1 MB	MestReNova-LITECDE-12.0.1-20212.dmg
+ ChemOffice/ChemDraw Product Activation User Guide	385 KB	ChemDrawProduct Activation User Guide.pdf

Figure 4 Selecting file to download

Click + or – for Advanced download options, as shown in Figure 5. For more information about how to enable the Mass Download feature, see “Download Preferences” on page 17.

File Description	File Size	File Name
– Advanced Connector for SAS 1.0 Advanced Download Options	35.2 MB	Advanced Connector for SAS.exe
MDS Signature 310c36221f6fe7567a504193e3160ddd		
+ Installation Guide - Connector for SAS	1.6 MB	PerkinElmer_Advanced_Connector_for_SAS_1.0_Installation_Guide.pdf

Figure 5 Advanced download options

In the Advanced Download Options window, other methods that are available to download your software are listed, as shown in Figure 6.

Advanced Download Options

Advanced Connector for SAS 1.0.0

FTP Clients

Since most third-party FTP client software will work with our servers you can use your favorite FTP client software. Each application will have a different interface to establish the FTP connection.

Use this information to connect to the server and navigate through the files available to you:

server	esd.flexnetoperations.com
login	fowles@perkinelmer.com
password	**your password**
path	7355177
file name	Advanced_Connector_for_SAS.exe

Note: Only the files for which you have accepted the license agreement will be made available.

Figure 6 Advanced Download Options window

Activation Codes

If your product requires an Activation Code, click on order history tab on the left navigation pane (Figure 7) then click on the applicable order number and scroll down to the activation code on the right side (Figure 8). Note, this code will activate both WIN & MAC platforms.

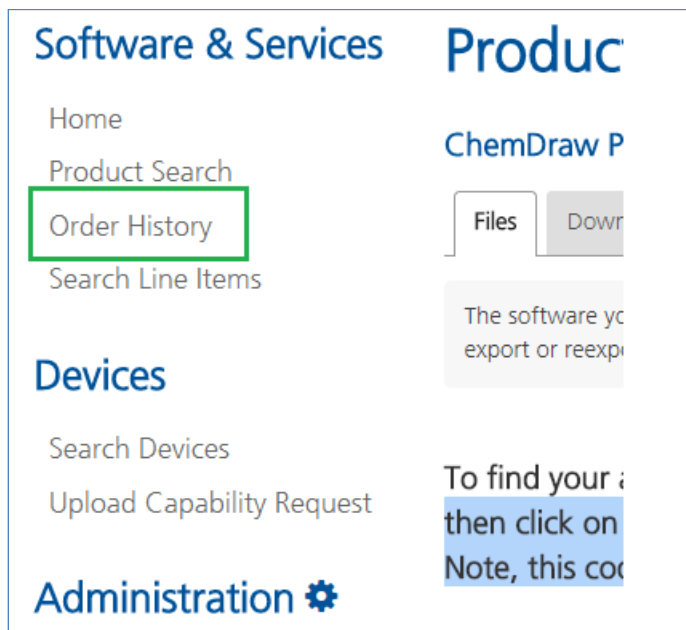


Figure 7 Order History

License/Support Expiration Date	Ordered Quantity	Product Description	Manufacturer Part Number	ActivationCode
01/29/2021	20	ChemOffice Professional, Named User, Subscription includes Bronze Support. (Includes Metrelab)	INF02077	F308-0B4C-C9C3-3CD7

Figure 8 Activation Code

Viewing order history

You can view your order history by clicking the **Order History** link in the left of the window. To drill into the line item detail of your order, click the Order Number hyperlink, as shown in Figure 9.

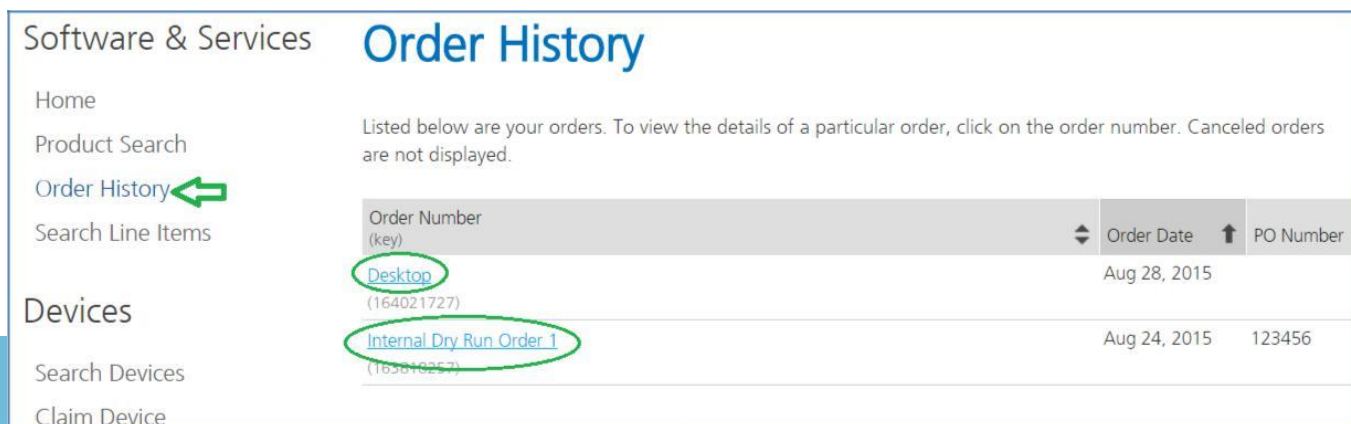



Figure 9 Accessing order history information

Downloading an order

From the main Order History page, you can choose to download an entire order by hovering over the  button and clicking **Download**, as shown in Figure 10.

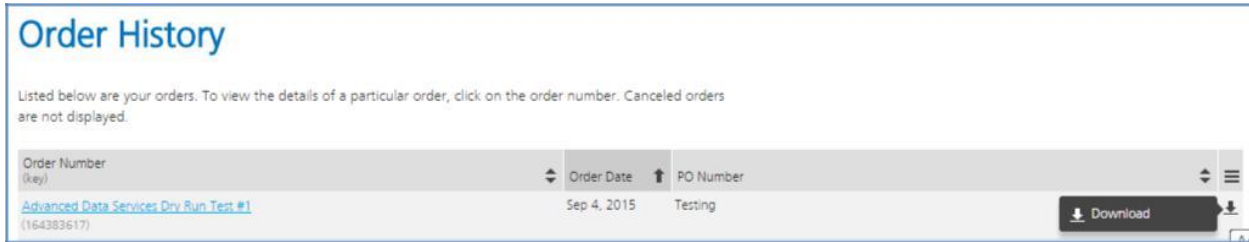


Figure 10 Download option

Order Line Detail

To view your order line detail, click the + or – to view the versions that are available to download, as shown in Figure 11.

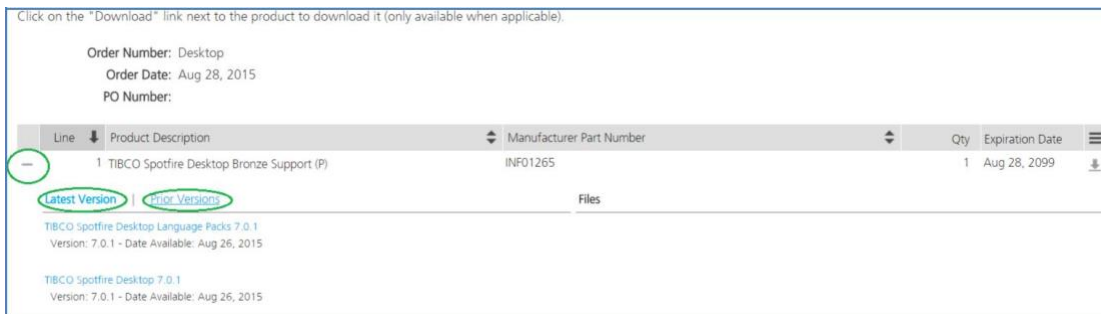


Figure 11 Order Line Detail window

Product Search

In the Product Search window, you can search your available products and files. As shown in Figure 12, enter a phrase or word and click **Search**.

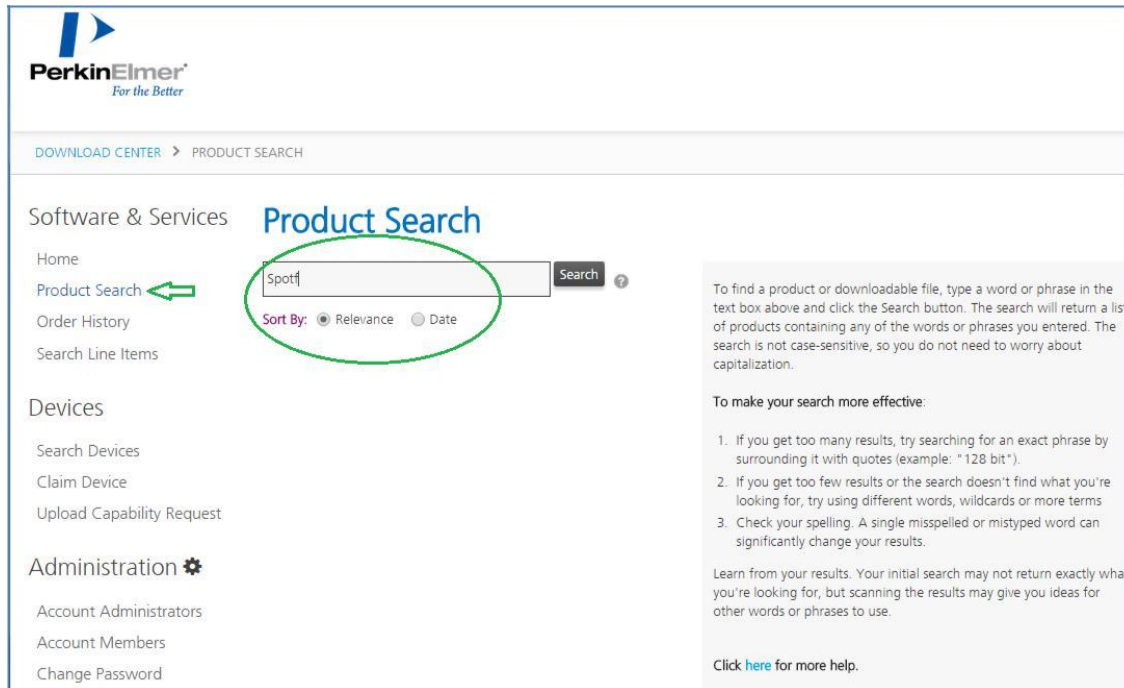


Figure 12 Product Search window

Account and User Administration

****Important:** Some functions that are described in this section are only available to the Account Administrator. ******

From the Administration section in the left navigation bar, you can manage your Download Center account, profile, password, and member permissions.

Account Administrators

The Account Administrators page is visible to all members and lists the name of each Administrator on their account, as shown in Figure 13.

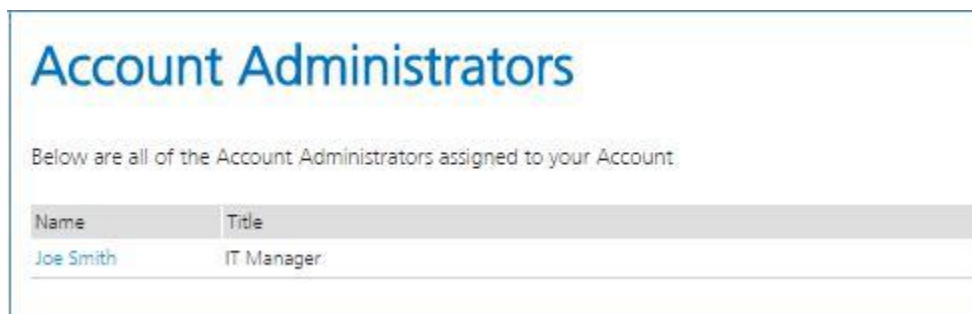
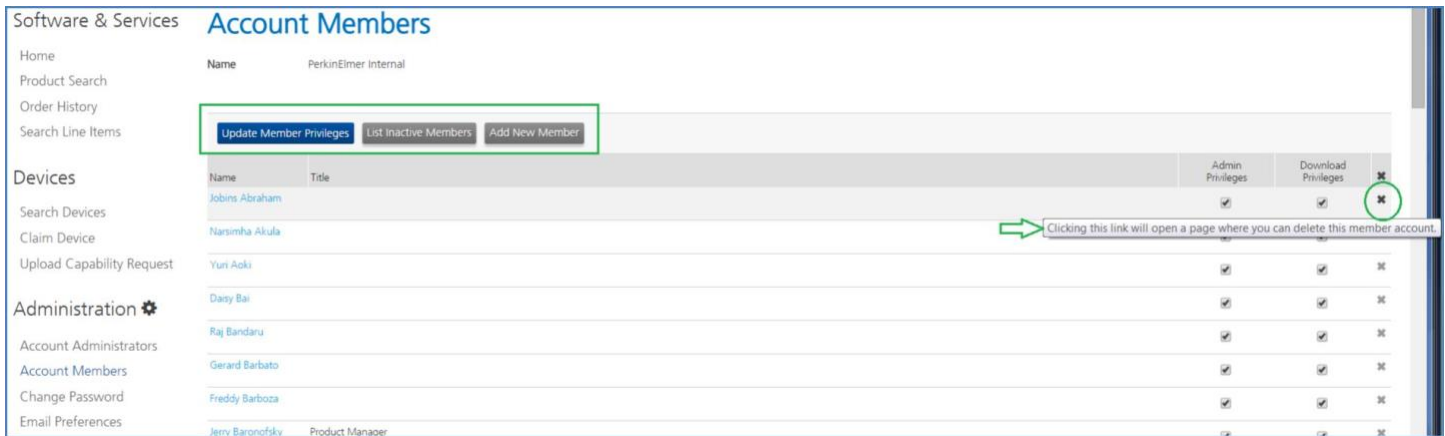


Figure 13 Account Administrators page

Accounts Members page

****Important:** This feature is enabled for Account Administrators only.**

In the Account Members page, you can add or delete members, entitle members to download software, or grant the member administrative rights. Select the options to the right of the members name to enable or disable privileges, as shown in Figure 14.



The screenshot displays the 'Account Members' page. On the left is a navigation menu with categories like 'Software & Services', 'Devices', and 'Administration'. The main content area shows a table of members. At the top of the table are three buttons: 'Update Member Privileges', 'List Inactive Members', and 'Add New Member'. The table has columns for 'Name', 'Title', 'Admin Privileges', 'Download Privileges', and a delete icon. A tooltip is visible over the delete icon for 'Jobins Abraham', stating: 'Clicking this link will open a page where you can delete this member account.'









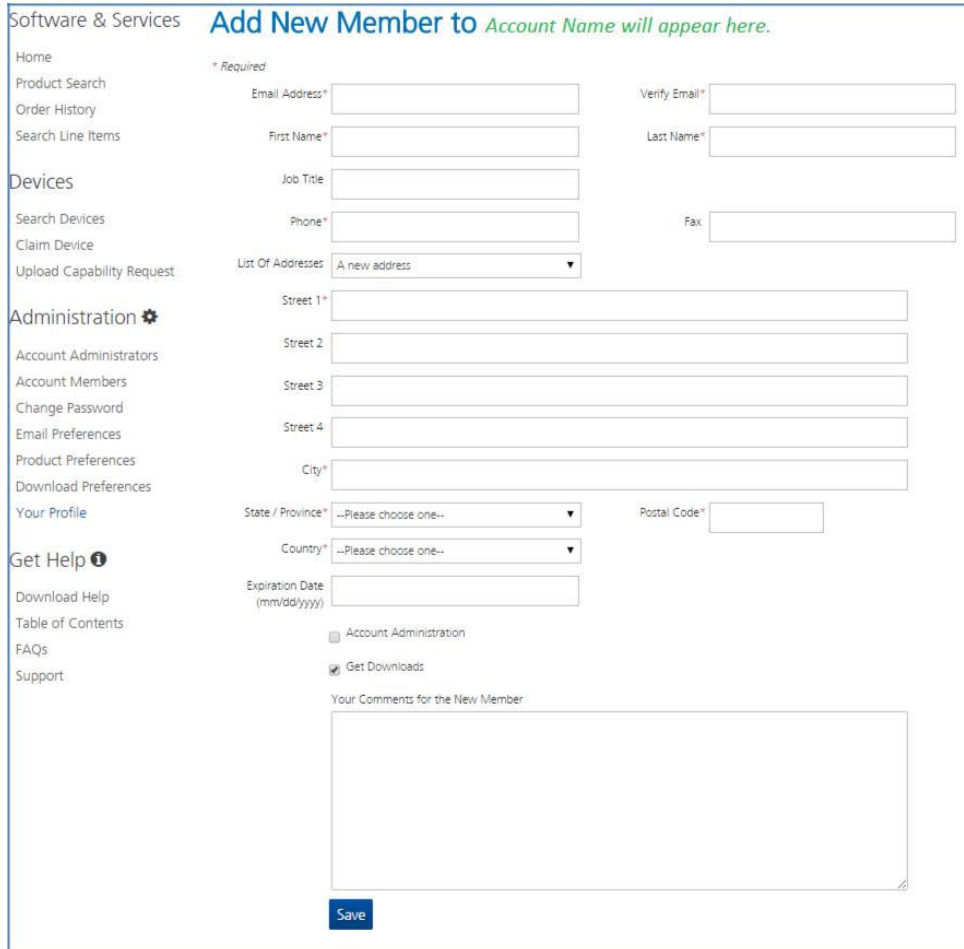
Name	Title	Admin Privileges	Download Privileges	
Jobins Abraham		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Nansimha Akula		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Yuni Aoki		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Daisy Bai		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Raj Bandaru		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Gerard Barbato		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Freddy Barboza		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Jeky Baronofsky	Product Manager	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Figure 14 Account Members page

Adding a member

Click **Add New Member** and enter the required members' information in the Add New Member page, which is shown in Figure 15. Ensure that all required fields (denoted by an *) are completed; then, click **Save** at the bottom of the page.



Software & Services **Add New Member to** *Account Name will appear here.*

Home

Product Search

Order History


Search Line Items

Devices

Search Devices

Claim Device

Upload Capability Request

Administration 

Account Administrators

Account Members


Change Password

Email Preferences

Product Preferences

Download Preferences

Your Profile

Get Help 

Download Help

Table of Contents

FAQs

Support

* Required

Email Address*

Verify Email*

First Name*

Last Name*

Job Title

Phone*

Fax

List Of Addresses:

Street 1*

Street 2

Street 3

Street 4

City*

State / Province*

Postal Code*

Country*

Expiration Date (mm/dd/yyyy)

Account Administration

Get Downloads

Your Comments for the New Member

Figure 15 Add New Member page

This page allows you to designate which members can have Admin and Download Privileges. As shown in Figure 16, select the wanted options for the accounts and then, click **Save** button to entitle the new member.

Devices	Name	Title	Admin Privileges	Download Privileges	X
Search Devices	Jobins Abraham		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Claim Device	Narsimha Akula		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Upload Capability Request	Yuri Aoki		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Administration	Daisy Bai		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Account Administrators	Raj Bandaru		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Account Members	Gerard Barbato		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Figure 16 Managing Admin and Download privileges

Canceling a member

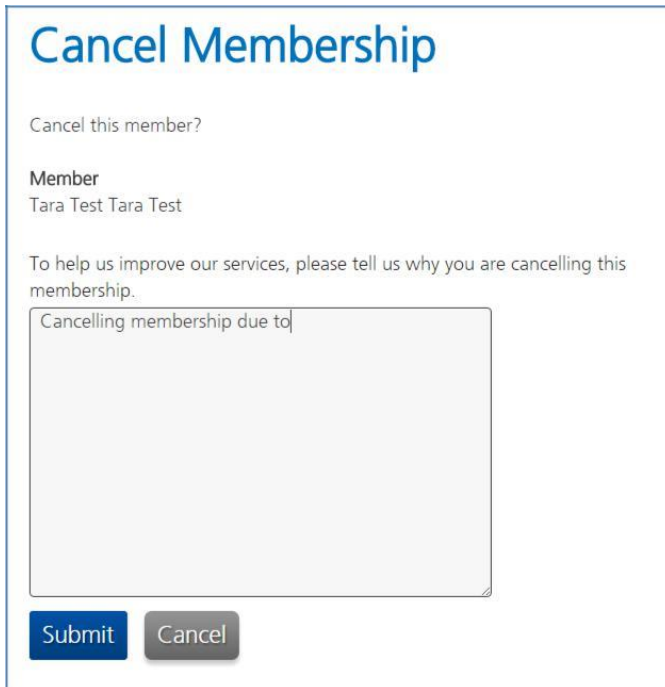
You can cancel a member by clicking **X** in the member's row in the right-most column, as shown in Figure 17.

Update Member Privileges List Inactive Members Add New Member					
Name	Title	Admin Privileges	Download Privileges	X	
Doug Slago		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Manny Spencer		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Jason Stephens		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Volha Subotnitskaya		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Rich Talbot		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Jack Tanner		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Shinichi Tanno		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Tara Test Tara Test		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Alex Themelis		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Clicking this link will open a page where you can delete this member account.

Figure 17 Removing a member

As shown in Figure 18, the Cancel Membership window opens in which you are prompted to provide information about why this member is being cancelled. After the information is entered, click **Submit**. (Click **Cancel** if you want to keep the member.)



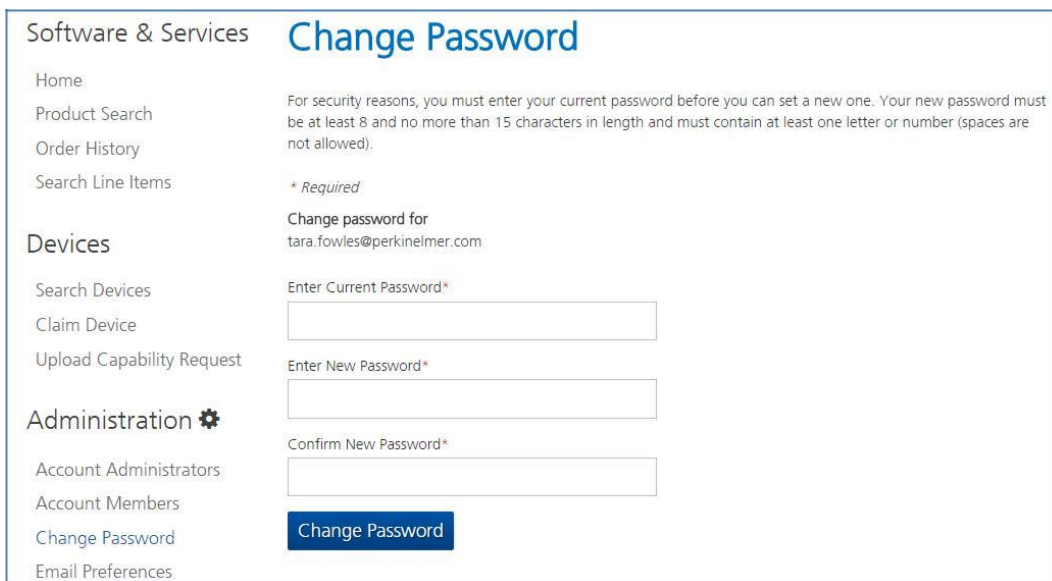
The screenshot shows a window titled "Cancel Membership". It contains the following elements:

- A heading "Cancel Membership" in blue.
- A question "Cancel this member?"
- A section labeled "Member" with the text "Tara Test Tara Test".
- A prompt: "To help us improve our services, please tell us why you are cancelling this membership."
- A text input field with the placeholder text "Cancelling membership due to".
- Two buttons at the bottom: "Submit" (blue) and "Cancel" (grey).


Figure 18 Cancel Membership window

Changing a password

Your password can be changed at any time by using the Change Password window, as shown in Figure 19.



The screenshot shows a window titled "Change Password" with a sidebar on the left. The sidebar contains the following menu items:

- Software & Services
 - Home
 - Product Search
 - Order History
 - Search Line Items
- Devices
 - Search Devices
 - Claim Device
 - Upload Capability Request
- Administration 
 - Account Administrators
 - Account Members
 - Change Password
 - Email Preferences

The main content area of the window contains the following text and form elements:

- Section heading: "Change Password"
- Text: "For security reasons, you must enter your current password before you can set a new one. Your new password must be at least 8 and no more than 15 characters in length and must contain at least one letter or number (spaces are not allowed)."
- Text: "* Required"
- Text: "Change password for tara.fowles@perkinelmer.com"
- Text: "Enter Current Password*" followed by a text input field.
- Text: "Enter New Password*" followed by a text input field.
- Text: "Confirm New Password*" followed by a text input field.
- A blue "Change Password" button at the bottom.

Figure 19 Change Password window

Email Preferences

In the Email Preferences window, you can select the type of system emails you want to receive, as shown in Figure 20.

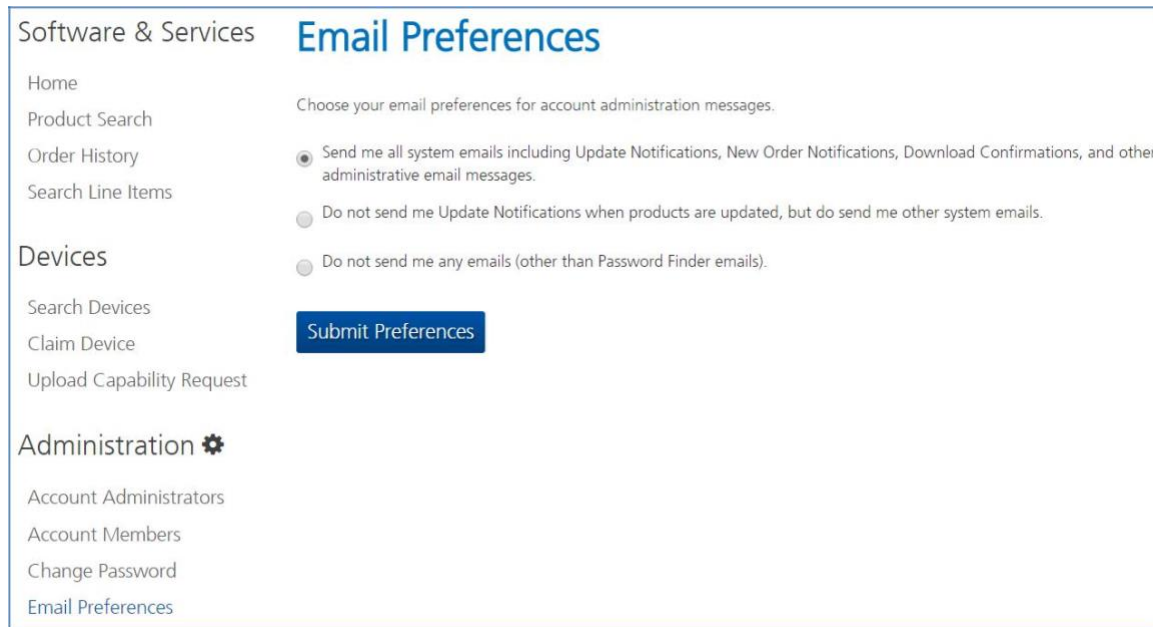


Figure 20 Email Preferences window

Product Preferences feature

The Product Preferences feature allows you to opt-out of receiving specific product line email notifications and remove those notifications from your navigational view.

As shown in Figure 21, click the options in the Email and View columns on the right to customize your Download Center experience and notifications.

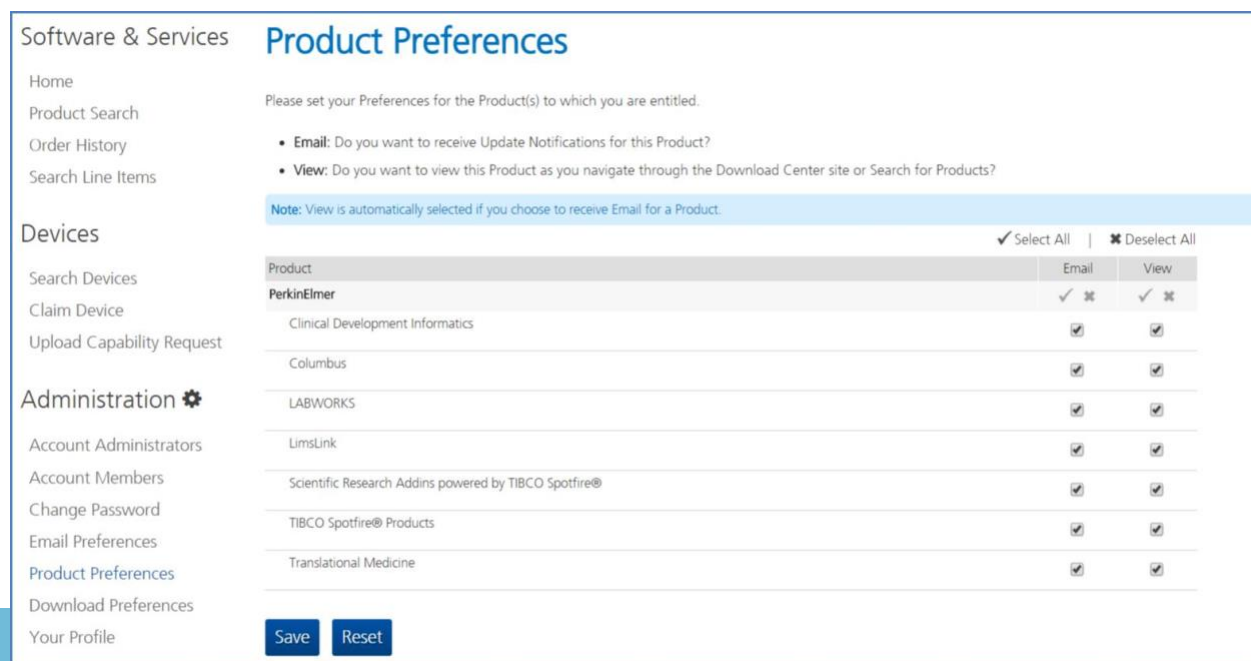
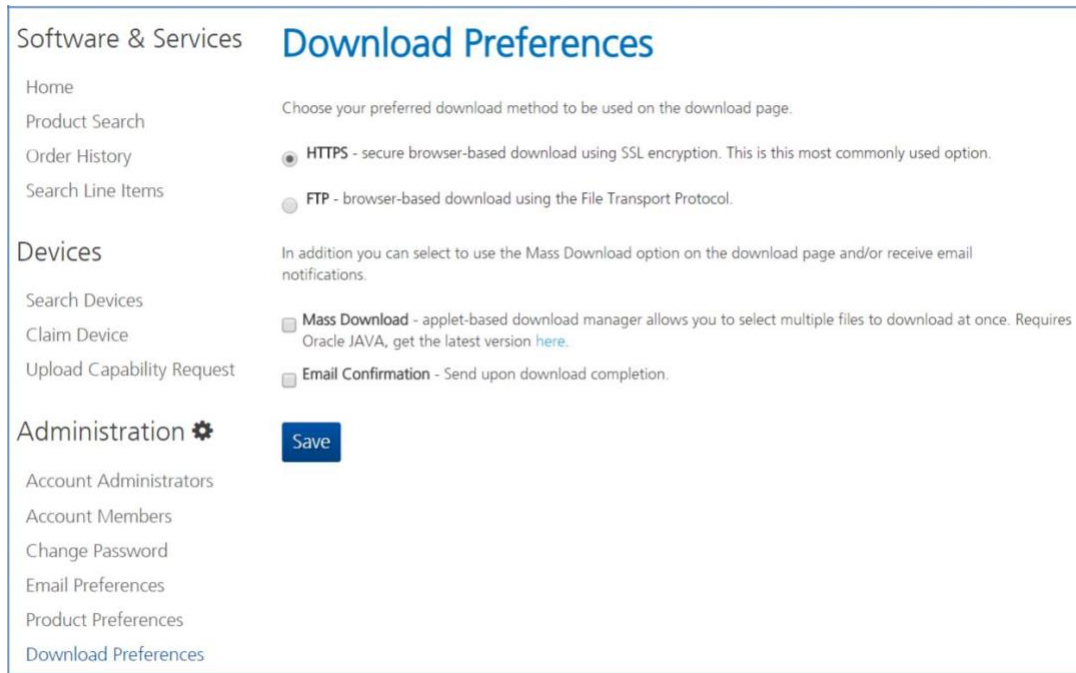


Figure 21 Product Preferences options

Download Preferences

Select the download preference that works best for you, as shown in Figure 22.



The screenshot shows the 'Download Preferences' page. On the left is a navigation menu with sections: 'Software & Services' (Home, Product Search, Order History, Search Line Items), 'Devices' (Search Devices, Claim Device, Upload Capability Request), and 'Administration' (Account Administrators, Account Members, Change Password, Email Preferences, Product Preferences, Download Preferences). The main content area is titled 'Download Preferences' and contains the following text: 'Choose your preferred download method to be used on the download page.' Below this are two radio button options: 'HTTPS - secure browser-based download using SSL encryption. This is this most commonly used option.' (which is selected) and 'FTP - browser-based download using the File Transport Protocol.' Below this is another instruction: 'In addition you can select to use the Mass Download option on the download page and/or receive email notifications.' This is followed by two checkbox options: 'Mass Download - applet-based download manager allows you to select multiple files to download at once. Requires Oracle JAVA, get the latest version [here](#).' and 'Email Confirmation - Send upon download completion.' At the bottom of the main content area is a blue 'Save' button.

Figure 22 Download Preferences options

Your Profile Page

By using the Profile page, you can maintain your own user login information, as shown in Figure 23. After you enter your information, click **Submit** to save any changes.

Note: You must contact Support to change your email address.

Software & Services

Your Profile

- Home
- Product Search
- Order History
- Search Line Items

- Devices
- Search Devices
- Claim Device
- Upload Capability Request

- Administration
- Account Administrators
- Account Members
- Change Password
- Email Preferences
- Product Preferences
- Download Preferences
- Your Profile

- Get Help
- Download Help
- Table of Contents
- FAQs
- Support

If you need to change either your email address or company name, please contact [customer service](#). For all other changes, edit the fields below and click on 'Submit Membership Info'. Your member profile will be updated immediately.

* Required

Email Address tara.fowles@perkinelmer.com	Company PerkinElmer Internal
First Name* <input type="text" value="Tara"/>	Last Name* <input type="text" value="Fowles"/>
Job Title <input type="text"/>	
Phone* <input type="text" value="9788359258"/>	Fax <input type="text"/>
Street 1* <input type="text" value="940 Winter St"/>	
Street 2 <input type="text"/>	
Street 3 <input type="text"/>	
Street 4 <input type="text"/>	
City* <input type="text" value="Waltham"/>	
State / Province* <input type="text" value="Massachusetts"/>	Postal Code* <input type="text" value="02451"/>
Country* <input type="text" value="USA"/>	
<input checked="" type="checkbox"/> Account Administration <input checked="" type="checkbox"/> Get Downloads	
Update	

Figure 23 Your Profile page

Customer Support

Our customer support organization is dedicated to helping you with any problems you may be having downloading or using the software.

Contact PerkinElmer Informatics Support via any of the methods listed on our Contact Page: <http://informatics.perkinelmer.com/Support/Contact/>