

How to Access your Documents on Digitaly Core



For **NEW USERS**, accessing your document for the first time is a 3-step process: **Register, Activate, and Login**
Note, you only need to register your account once

New Users	How to Access your Documents for the First Time
Register	<ul style="list-style-type: none"> – You will be sent notification via email when your document is ready for you to access and share – Click on the link in the email which will bring you to the registration page https://core.digitaly.net/#/user/register – Fill out the short form – Be sure to use the same email the one the notification from IADT was sent
Activate	<ul style="list-style-type: none"> – After registering, you will receive an email containing a link – follow the instructions and click on the link which will activate your account and direct you back to the login page – This email can take some time to arrive, please be patient – If you have not received your link, check your spam or junk folder – Activating your account in this way is done only ONCE – The activation step is important as it confirms that you are the owner of the email address that you have used when registering.
Login	<ul style="list-style-type: none"> – Clicking on the link in the activation email brings you to the login page. – Use the email address and password you have just created

For **RETURNING USERS**, please follow the instructions below

Returning Users	How to Access your Documents
Click	<ul style="list-style-type: none"> – Click in to https://core.digitaly.net/#/user/login – Log in using your email and password that you set up during registration with Digitaly
Link	<ul style="list-style-type: none"> – Once logged in, you can also link your account to LinkedIn, Google+, or Facebook accounts, or simply link a second email address from your profile settings (click dropdown menu beside your name at the top right of the screen).

Password Resetting and Others Issues	
How to Reset Your Password	<ul style="list-style-type: none"> – On the Login page, click the Can't Log In? icon – You will receive an email, follow the link, this will allow you to change your password – Log in using your email and new password
No activation email received	<ul style="list-style-type: none"> – Check your spam or junk folder – Resend your activation email. – This is the same process as that to reset your password – except that a different process will be engaged in the background: <ul style="list-style-type: none"> • On the Login page, click the Can't Log In? icon • You will receive an email, follow the link, this will bring you to the login page which completes the activation of your account • Log in using your email and new password

<p>At Login page, error message “Wrong details or account has not been activated”</p>	<ul style="list-style-type: none"> – Make sure you have registered an account with Digitary (see above) – Recheck the details you are entering on the login page – If your email details look correct, click the Can’t Log In? icon – Provided you have already registered with Digitary, you will receive an email, follow the instructions – this will offer you the opportunity to activate your account or, if this has already been done, you will be asked to reset your password.
<p>No documents visible</p>	<ul style="list-style-type: none"> – Please ensure you have registered your account using the same email to which notification from IADT was sent. This is the single biggest reason for not being able to see your documents – If you are logging in with a provider, (LinkedIn, Google, or Facebook), please make sure you have verified your email: <ul style="list-style-type: none"> • Log in with the provider / from the dropdown menu next to your name, go to your PROFILE SETTINGS / under EMAIL ADDRESSES click VERIFY • You will be sent an email; follow the instructions to verify your email address
<p>Verifier (the recipient of your document share) tells you they cannot see your document</p>	<ul style="list-style-type: none"> – Ensure that, if prompted, the verifier is entering their own email address (ie the email address to which you sent the share), NOT your email address – Ensure your share is not expired or disabled. Check this by going into SHARING / click on your share to view details – From here, you can click EDIT to change your share details
<p>Has my document been viewed?</p>	<ul style="list-style-type: none"> – From SHARING in the menu bar, click on your share to view details – Scroll down to and click on the VIEW ACTIVITY section which will allow you to see the activity on your share, such as when it was created and who has viewed your share – From DOCUMENTS in the menu bar on the left hand side, click on the document to view details of that document. You can see if/how many times your document has been viewed from the share details at the top of the page
<p>Can I change the details of my share, eg remove the PIN?</p>	<ul style="list-style-type: none"> – From SHARING in the menu bar, click on your share to view details – Here you will be able to edit the parameters of your share, such as PIN code, expiry date – You can also DISABLE your share so that the share recipient will no longer be able to view your document; you can subsequently RE-ENABLE your share using the same button. – Additionally, you can copy the share URL and resend that to your share recipient. By copy/pasting into a browser and entering the associated email and PIN (if applicable) it will allow your share recipient to view your document