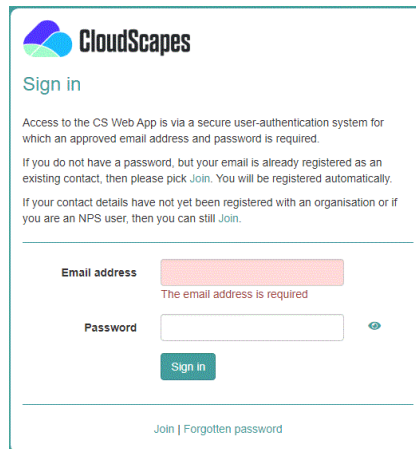


### CS Web App - Access

Access to the CS Web App is controlled via an authenticated username and password associated to an existing organisation's account. User details are recorded in a Contacts table accessible to an organisation's designated Main Contact &/or Administrator.

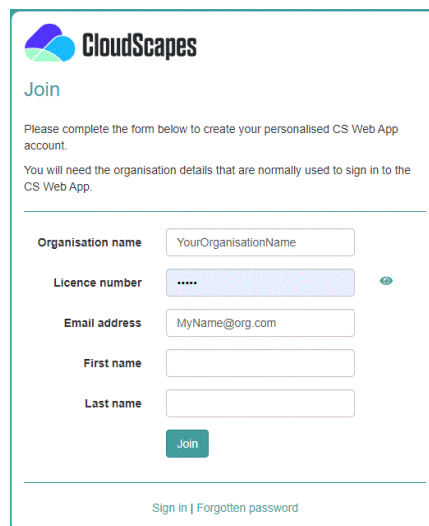
### Accessing your CSD Account

Customers are able to gain access using the URL: <https://palette.csdhub.com/logon.aspx> or by selecting the Customer Login via the [CSDhub website](#) where users will be confronted by an initial Sign In that requires a valid Email address and Password...



The screenshot shows the 'Sign in' page of the CloudScapes application. At the top left is the CloudScapes logo. Below it is the heading 'Sign in'. A paragraph explains that access is via a secure system requiring an approved email and password. It also provides instructions for users who do not have a password but are already registered (they should pick 'Join') and for new users (they can still 'Join'). The form contains two input fields: 'Email address' (with a red error message 'The email address is required') and 'Password' (with a toggle eye icon). A green 'Sign in' button is positioned below the password field. At the bottom, there are links for 'Join' and 'Forgotten password'.

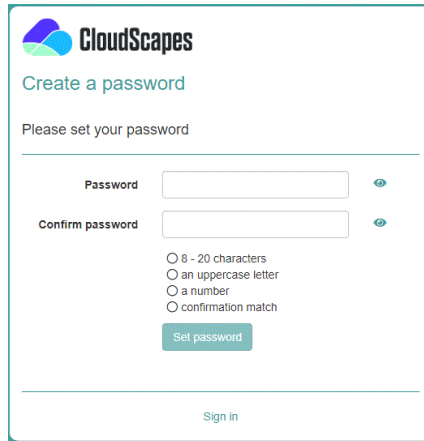
New users or existing users who do not have a password, should pick the **JOIN** link from the Sign In window. Enter your unique CSD credentials Organisation name and Licence number.



The screenshot shows the 'Join' page of the CloudScapes application. At the top left is the CloudScapes logo. Below it is the heading 'Join'. A paragraph asks the user to complete the form to create a personalised CS Web App account. It notes that the user will need organisation details normally used for sign in. The form includes several input fields: 'Organisation name' (with placeholder 'YourOrganisationName'), 'Licence number' (with a blue background and a toggle eye icon), 'Email address' (with placeholder 'MyName@org.com'), 'First name', and 'Last name'. A green 'Join' button is located below the first and last name fields. At the bottom, there are links for 'Sign in' and 'Forgotten password'.

Add your email address and name and pick JOIN.

If the Email address matches one that already exists under the Organisation's Contacts, registration of the user is automatic. A link is provided by email or users are able to complete sign in from the same browser session. Create a personalised CS Web App password as prompted and pick Set Password.



If the Email address does NOT match one that already exists under the Organisation’s Contacts, authentication is required prior to registration. An email is sent automatically to the organisation’s Main Contact and Administrator email addresses and requires authentication to let the new user create a personalised password to access CS Web App.

**Hi Peter Smith**

You have been contacted as a user has requested access to your organisation's (YourOrganisationName) CS Web App account.

**Their details**

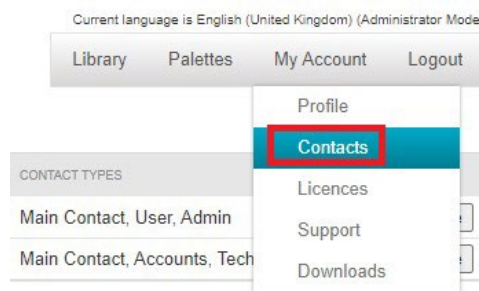
- Simon Staples
- S.staples@YourOrg.com

To accept this request please go to this URL:

[https://\\*\\*\\*\\*\\*/23456097865jhuyhoooolkjhthii0](https://*****/23456097865jhuyhoooolkjhthii0)

This link will expire in 72 hours.

Clearly there is benefit in avoiding authentication when new users attempt to access the CS Web App so Administrators are advised to create approved user details in advance by accessing My Account – Contacts from the CS Web App **when logged in as an Administrator**.



From here, Administrators are able to Add, Edit and Remove users and to define Contact roles.

## CSD Update and Install Service

The CSD Update and Install Service has been created to make it easier for users to install our products and to access the latest builds and features without the need for manually checking, downloading and installing. Once installed, the CSD Buddy App will monitor your installed CSD products and notify you of any available updates, which then can be run automatically without the

*Install CSD Applications\_AutoInstall.docx 2021-09-20*

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need for separate downloads and installations. You can also check for updates at any time by Right-mouse clicking the CSD Buddy App from the taskbar and selecting “Check for Updates”.

The CSD Update Service currently manages all CSD applications.

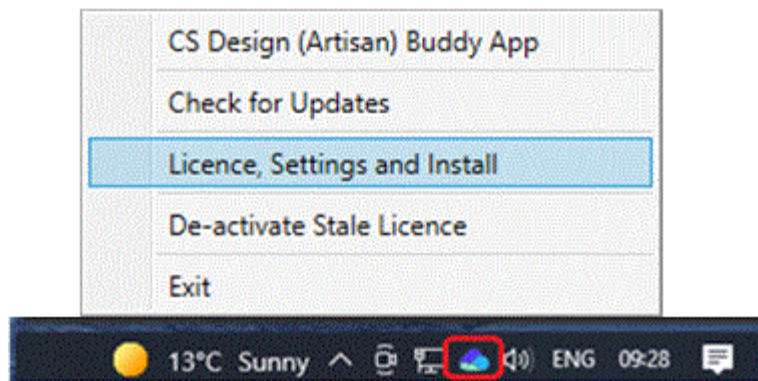
After logging in you can download CSD Update Service from:

My Account - Downloads

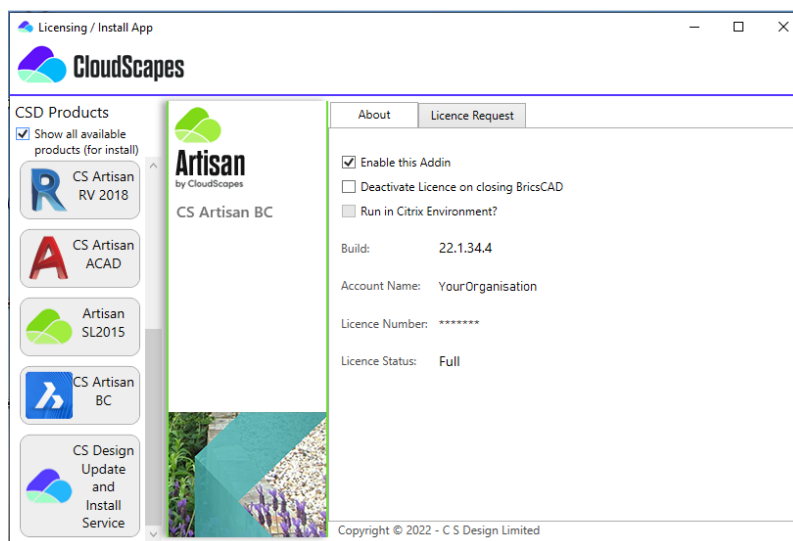
Once downloaded, install the CSD Update Service with full administrator privileges. This will create an update service and launch the CSD Buddy App in the service icon area (taskbar) of your desktop for each user as they login.

### Install CloudScapes products (Artisan RV, Artisan) via CS Buddy App

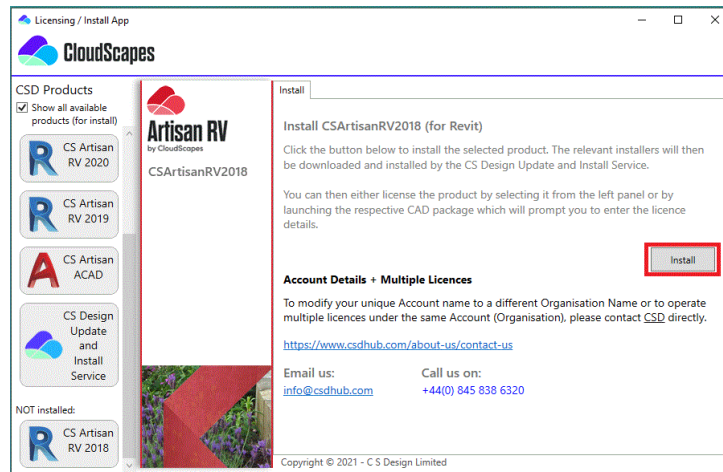
Use the CSD Buddy App to install the required products by right clicking the Buddy App icon in the taskbar and selecting “Licence, Settings and Install” and follow any on screen instructions.



Pick ‘*Show all available CSD Products*’ and select the required program from the ‘NOT installed’ list...



Select the new product from the ‘NOT installed’ list and pick Install...



### Note

- Installing a new CS Artisan RV (Revit) version will automatically uninstall any previously installed version prior to installing the latest version.
- CS Artisan ACAD and CS Artisan BC are provided as single installs for any current AutoCAD or BricsCAD version.
- Installing CS Artisan ACAD or Artisan BC will automatically uninstall previous version-specific licences if these have been installed. Only CS Artisan ACAD or CS Artisan BC will appear in the list of Installed products.
- Program files are installed to the following locations...

#### CS ArtisanRV (Revit)

C:\ProgramData\Autodesk\ApplicationPlugins\ArtisanRV.bundle

#### CS ArtisanACAD (AutoCAD)

C:\ProgramData\Autodesk\ApplicationPlugins\ArtisanACAD.bundle

### Licensing the product

When Revit / AutoCAD / BricsCAD is run for the first time with the respective Add-In / Plugin installed, you will be asked to authorise your licence. Enter your login credentials (as above), select 'Full' if you have purchased a subscription or 'Trial' for a time-limited version and pick:

'Submit Request'

Alternatively, you can request a licence by using the "Request Licence" tab in the same "Licence, Settings and Install" form you used to install the product from.

Once installed, it's a good idea to check for updates by Right clicking the Buddy App icon in the taskbar and selecting "Check for Updates".

**Note that the Buddy App needs to be operational for licensing and needs to be installed initially with full administrator privileges.** There is no requirement for users to manually download or install updates as the CSD Auto Update service is designed to handle this service in the background using pre-authorisation.



## CSD Applications Installation Instructions

In addition to the instructions above, full read/write access is required to C:\Artisan Documents, where user-defined Artisan settings files and palettes are stored.

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