

Waters™

Customer Digital Software Delivery and License

Quick Start Guide

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Overview

The Waters digital delivery platform provides customers the following:

- A process to access the software and license, with the ability to view software maintenance contract status.
- Email notification and access to the latest version of software if you have the current software maintenance plan.
- Access to service releases, feature releases, hotfixes, and other key software updates in a single view.
- The ability to view the latest release notes and installation guides together with appropriate software versions.
- The ability to search and share software entitlements securely within your organization.

Obtain access to the digital delivery platform

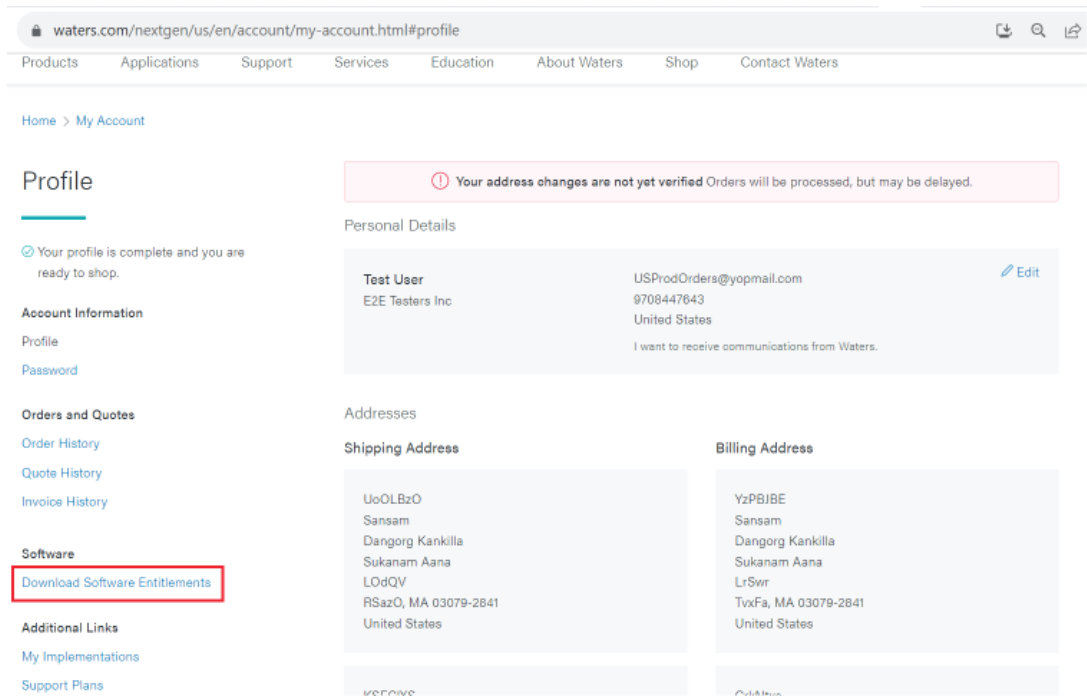
To ensure that you have access to digital delivery platform, contact the software manager. Software managers are responsible for digital entitlements for the business owner, the system administrator, or someone responsible for implementing new versions and licenses. The software managers have the ability to securely manage and grant access to software entitlements to others, and provide a control to manage the software assets from Waters without having direct access to the platform.

How to access the digital delivery platform

To create the account, proceed as follows:

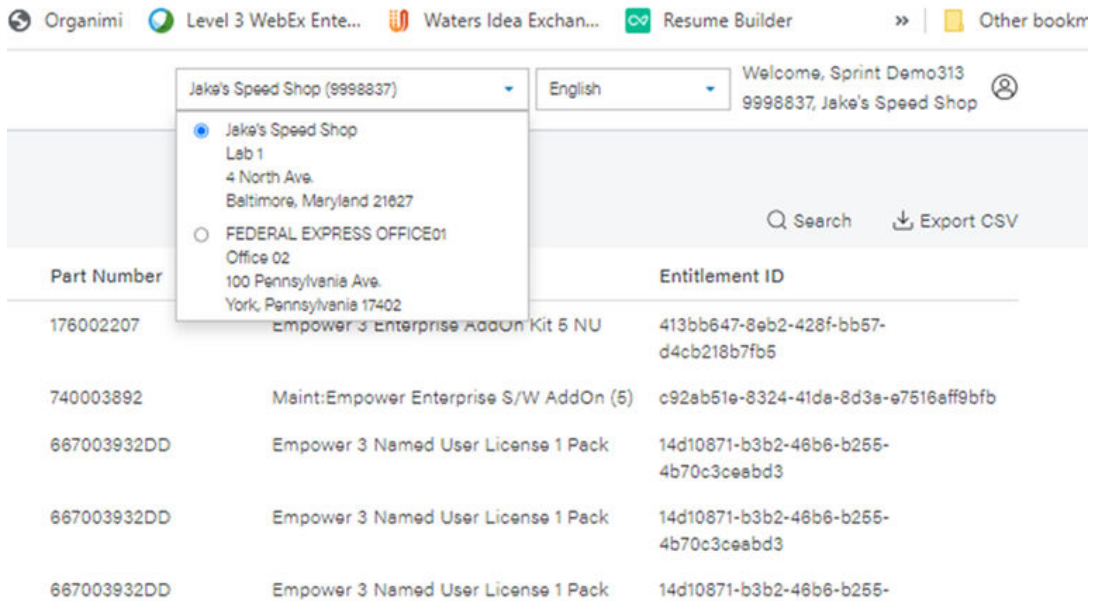
1. Contact a Waters sales representative and provide them your software manager's details (contact name and email address) for your organization.
2. Ensure that the software managers have created registered user accounts on www.waters.com using the same email address provided to our Waters sales representatives.
3. When the account is created, a **Download Software Entitlement** link is visible within their registered user account Profile page on www.waters.com.

Figure 1: Software entitlement download link



Note: If you are a software manager across multiple accounts with Waters, you will see a drop-down list to switch between the accounts to view the digital assets purchased under the various accounts.

Figure 2: Multiple accounts list



Notifications from the digital delivery platform

All software managers listed on the account receive the following email communications from the platform:

- When you are added as a Software Manager on the given account by the Waters sales team, you receive a welcome email. This is a one-time email.
- Entitlement email for any Point Of Sale (POS) order.
- Product version update emails for software products that you currently have under software contract.

Notes: If you already have a registered user account on waters.com, further registration action is not required and the link is displayed within your profile page.

Notifications from no-reply@waters.com are official emails from Waters and the new digital software delivery platform. The following are email examples.

Figure 3: Welcome email

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Dear JohnnyApple,

Congratulations, a contact has been created for you with the following details:

Software Manager Information

Software Manager: <Email ID>

Customer: <Customer Name>

Log in to the link below to complete the registration process to access your software downloads and license entitlements:

<https://www.waters.com/nextgen/us/en/account/create-account.html>

Sincerely,
Waters Corporation

[Support](#)

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Figure 4: Entitlement email



Entitlement Certificate

Dear Mark Harnois,

An entitlement has been created/modified for you with the following details:

EID: abcf3690-0e98-4a0f-8856-9bff60adfe36

Entitlement Details

Start Date: Jan 17, 2023 End Date: Never expires
Customer: <Customer name> Contact: <Email ID>

Associated Products

Product Name: Empower 3 Enterprise AddOn Kit 5 NU Product Key: XXXXXXXX-XXXX-XXXX-XXXX-XXXXXXXXXXXX

Quantity: 2 Remaining Quantity: 2

Start Date: Jan 17, 2023 End Date: Never expires

Status: Enable

Follow the steps below to manage and download your entitlement(s):

- Access the Waters Digital Software Delivery and License Entitlement platform at <https://www.waters.com/nextgen/us/en.html>
- Log on using your waters.com account credentials and click the Download Software Entitlements link to access the platform.

For further assistance, contact us using the following details:

- https://www.waters.com/waters/en_US/Contact-Waters-US/nav.htm?localContactPage=Y&type=contact_us&cid=10007882&locale=en_US

Sincerely,
Waters Corporation

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Figure 5: Version update email

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As a key value to your Waters Software Maintenance Plan, you are receiving updates to products during the maintenance period, so you can protect your data and your organization.

Please be advised that <Product Part Number> <Product Description> <Version> is now available for you to download within the Waters Digital Software Delivery platform, accessible on Waters.com under your web registration profile.

The latest Waters software releases often offer new features and fixes for your application, as well as refreshes to the underlying and supported technology stacks when needed, for increased productivity as well as enhanced data durability. For assistance with your upgrade, please contact your local Waters team.

For further assistance, contact us using the following details:

- https://www.waters.com/waters/en_US/Contact-Waters-US/nav.htm?localContactPage=Y&type=contact_us&cid=10007862&locale=en_US

Sincerely,
Waters Corporation

Help videos

The following are links to Digital Software Delivery and License Entitlement Help videos to get started. To access the latest information and Help videos, position the pointer over your name in the top-right corner of the login window within the digital platform and select the Help link from the drop-down list.

- <https://videos.waters.com/category/videos/introduction>
- <https://videos.waters.com/category/videos/orders-tab>
- <https://videos.waters.com/category/videos/products-tab>
- <https://videos.waters.com/category/videos/downloads-tab>
- <https://videos.waters.com/category/videos/instrument-drivers>
- <https://videos.waters.com/category/videos/digital-licensing>