

## Installation of OneVision Web Certificate

OneVision offers a customer portal to customers with valid service contract. To prevent misuse and to facilitate the online helpdesk, you need to install a web certificate once, prior to your first visit to the OneVision customer portal.

The URL for the customer portal is: **<https://service.onevision.com>**  
(please note that cookies have to be enabled; also note that the address is "https" and not "http")

### Supported Browsers and OS

Any browser that supports security certificates can be used to access the OneVision customer portal. We tested the most commonly used ones. You will find a guideline on how to install the certificate for these browsers in the following sections. If you want to install the certificate and access the customer portal with other browsers or versions, please contact the OneVision helpdesk.

The used Operating System is of no importance for accessibility of the customer portal.

### Installation Requirements

You need a certificate plus password. OneVision AAW (department "Auftragsabwicklung", i.e. order processing) sent you an email that contains an attachment with file extension ".p12". This file is your **certificate**. For security reasons, the **password** that is required during installation of the certificate is sent separately.

Please start the installation of the certificate only after having received both items.

You may install the certificate on as much machines as required.

### Legal Notice

This login certificate and password have been issued exclusively for your company based on your company's Software Support and Maintenance Agreement. You are explicitly prohibited from using the web certificate after the expiration of your Software Support and Maintenance Agreement. Neither login certificate or password are permitted to be transferred to any unauthorized third party.

You have the sole responsibility for all transactions and declarations, as well as for any use which is conducted under this login certificate and password. If you suspect misuse of the login certificate and/or password or if the login certificate and/or password are lost, please notify us immediately. We will be happy to provide you with a new login certificate and password and block your previous data. In all other respects we refer to the "Legal Notice for the Download Service" that is available in the customer portal <https://service.onevision.com/index.php?id=93>.

### Support

If you encounter difficulties in either installing the certificate or in accessing the customer portal due to other reasons, please contact our helpdesk.

USA & Canada: [Support.us@OneVision.com](mailto:Support.us@OneVision.com)/+1.201.938.0500

UK & Ireland: [Support.uk@OneVision.com](mailto:Support.uk@OneVision.com)/+44. 24.7632.3180

Latin America: [Support.br@OneVision.com](mailto:Support.br@OneVision.com)/+5511.5504.8220

France&Spain: [Support.fr@OneVision.com](mailto:Support.fr@OneVision.com)/+33 1 41 34 01 60

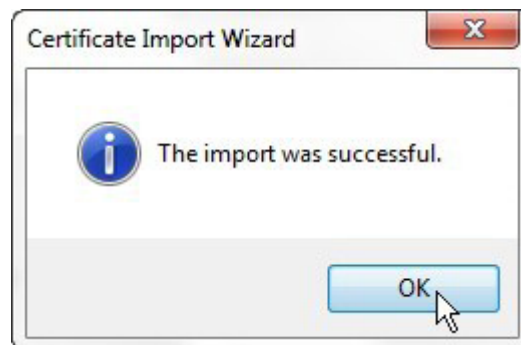
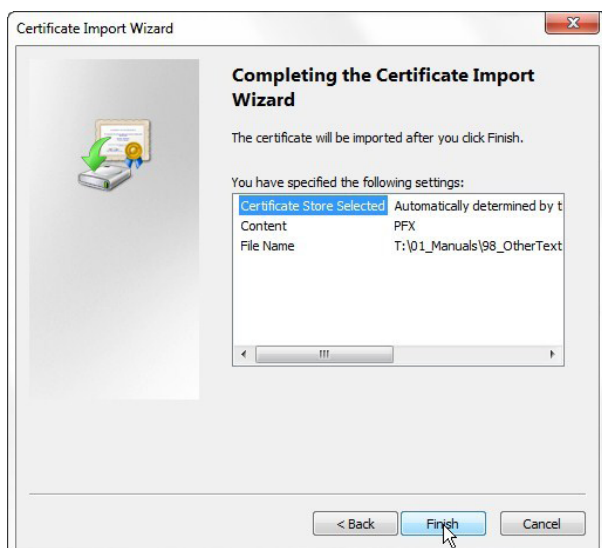
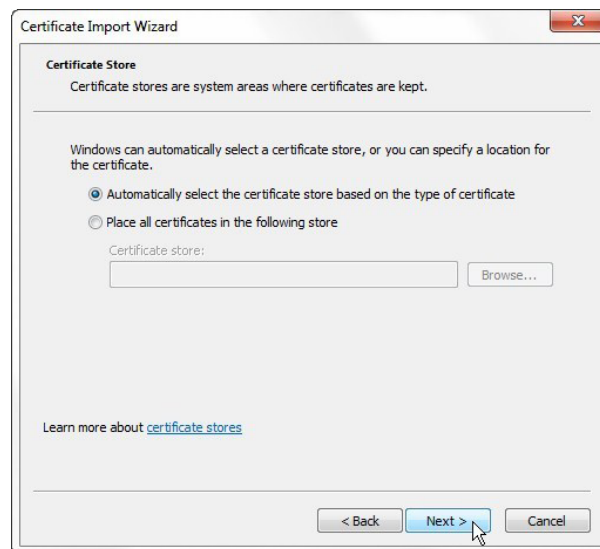
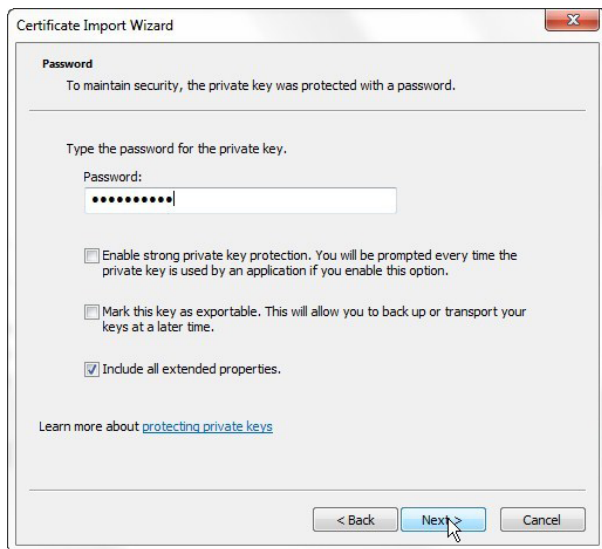
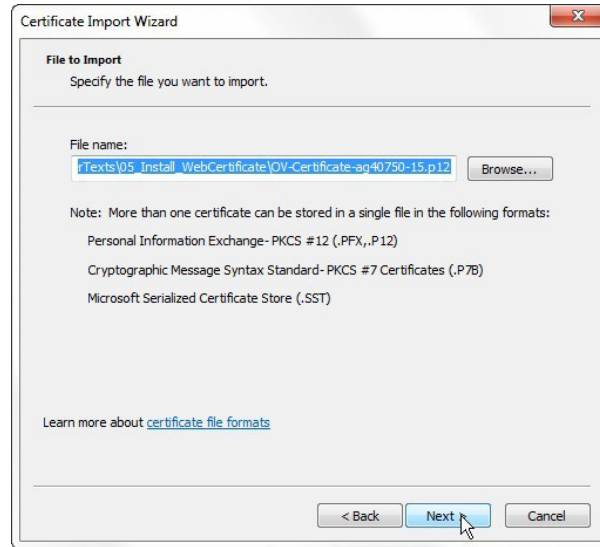
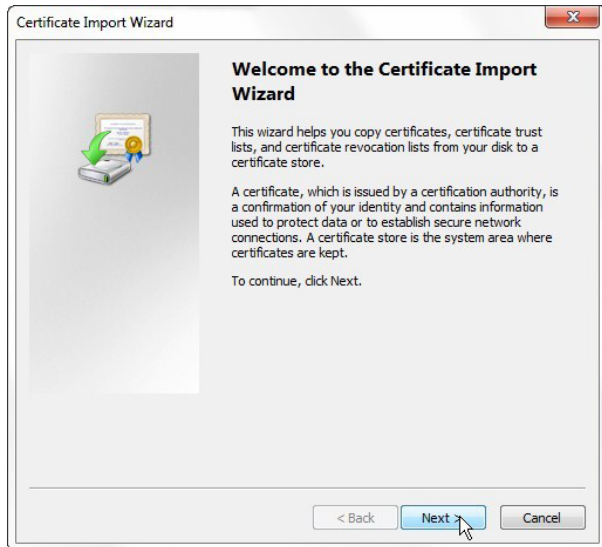
India: [Support.in@onevision.com](mailto:Support.in@onevision.com)/+91 124 463 5967

Asia Pacific: [Support.apac@onevision.com](mailto:Support.apac@onevision.com)/+65 9699 8395

Germany & Worldwide: [Support.ce@OneVision.com](mailto:Support.ce@OneVision.com)/+49 941 78004 560

## Installation of Certificate for Windows 7

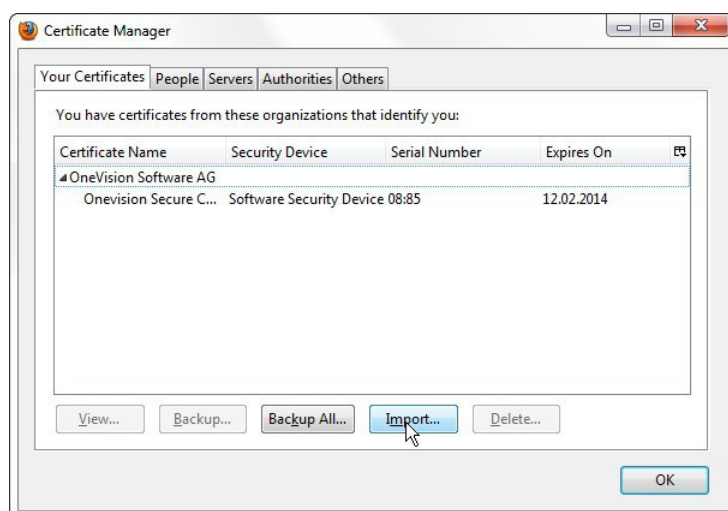
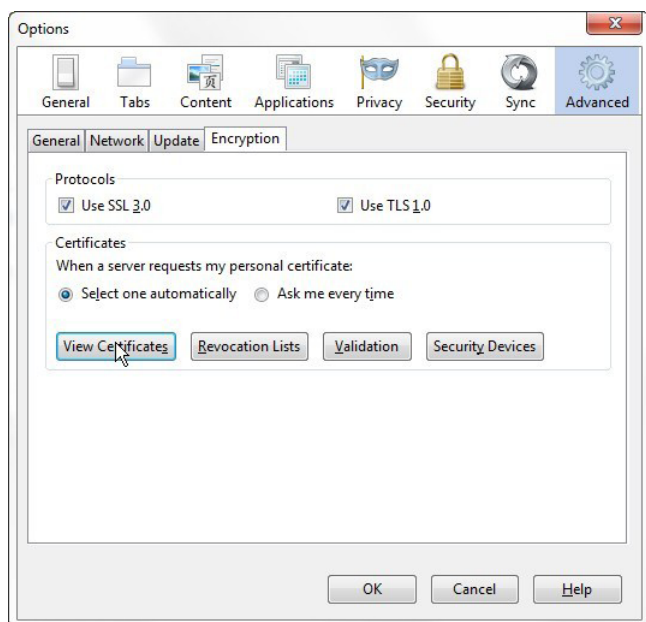
Double-click the certificate (file extension “.p12”). A wizard will open. Just follow it.



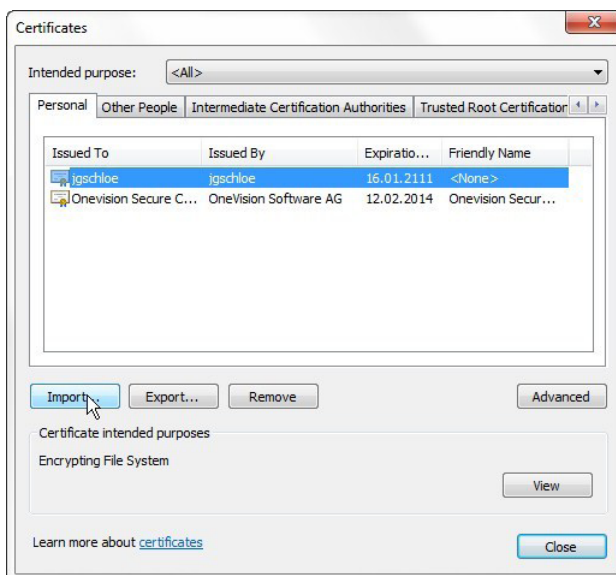
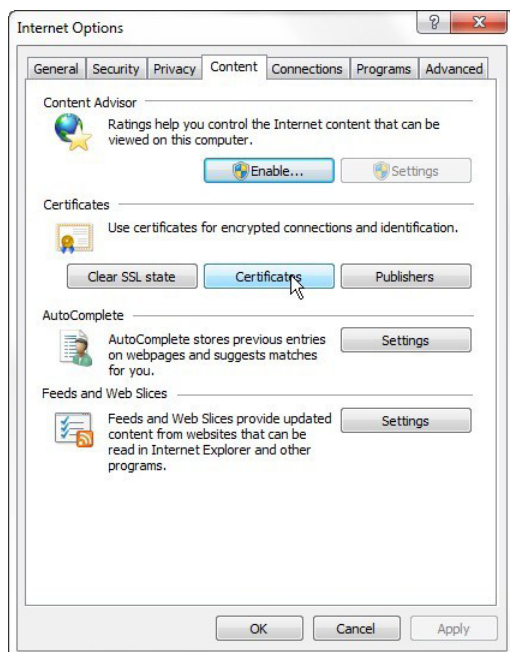
## Installation of Certificate for older Windows versions

Open your browser, go to the certificate section and install the certificate. You need to install the certificate into every browser that you want to use for accessing the OneVision customer portal

### Firefox



### Internet Explorer



## Installation of Certificate for Mac

Double-click the certificate file (extension “.p12”). A wizard will open that assists you during installation. You can view previously installed certificates or type in the required password. Click OK to complete the installation. Select the key chain “System” for the OneVision certificate.