



mycopernic

Search, Access, Connect. From Anywhere.

Getting started with myCopernic

myCopernic is a portal from which it is possible to access multiple services and tools that enable you to search, access and connect to the important data that help you do business. With its easy user interface, myCopernic acts as a single point of access and administration tool for all your useful Web services.

Access your myCopernic account at: <https://mycopernic.com>

Enter your Username and Password.

The screenshot shows the myCopernic sign-in interface. At the top, there is a blue header with the mycopernic logo and the tagline "Search, Access, Connect. From Anywhere. The central point of access to all the data that matters to you." Below this is a white sign-in box with a blue header that says "Sign in". The main content area contains the following elements:

- A prompt: "Please enter your user name and password."
- Fields for "User name:" and "Password:".
- Checkboxes for "Remember my user name" and "Remember my password".
- A "Sign in" button.
- Links for "Forgot your user name?" and "Forgot your password?".
- A link for "Don't have an account? Sign up".

To the right of the sign-in form is a promotional box with the mycopernic logo and the tagline. It lists three key features: "Search your data and find the right information fast", "Access files or emails, no matter where they are stored", and "Connect to any PC from anywhere". It also includes a call to action: "Register now for mycopernic™ on the Go! and stay tuned for upcoming services!".

At the bottom of the page, there is a footer with the text: "© 2009 Copernic Inc. All Right Reserved. Privacy Policy".

Once logged into myCopernic, the welcome page is a central point from which you can perform many actions, get information and access the settings pane.



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Please use the screenshot below to get a detailed description of each element available on the welcome page. Dragging your mouse over an element will provide a quick tip. Clicking on the item will display more information.

The screenshot displays the mycopernic user interface. At the top, there is a navigation bar with the mycopernic logo and the tagline "Search, Access, Connect. From Anywhere." On the right side of the navigation bar, there is a notification icon with the number "1", the user name "John Smith", and a help icon. Below the navigation bar, there are four tabs: "my Home", "my Profile", "my Domain", and "Message Center". The main content area is divided into several sections:

- Stay Up-to-Date With the Convenient Message Center:** A tile showing a message notification from "John Smith" with "1 Unread" and a "View All" link.
- Manage Your Account And Services:** A tile with a navigation menu including "Home", "My Profile", and "My Domain". Below the menu, there are sections for "My Self", "My Settings", and "Usage Log". A "My Info" section contains input fields for "First Name", "Last Name", "Street Address", and "City/Town".
- Search and Access:** A tile featuring the "myCopernic on the Go!" logo and a search bar.
- User information:** A sidebar section displaying "Name: John Smith" and "Last login: Today, 08:33 AM". It also includes a link to "Download the myCopernic connector".
- Tips & Tricks:** A section with the text: "The Message Center will notify you of any alerts, important information or news about myCopernic and all its products. Make sure you check it out once in a while." Below this, it states: "myCopernic on the Go! can also be accessed with your iPhone, smartphone or PDA."
- myCopernic Services:** A section with the text "Click on image to access service" and a "myCopernic on the Go!" banner. The banner includes a search bar with the text "Search my remote PC:" and a "Search" button. An "Available" dropdown menu is also present.

At the bottom of the page, there is a footer with the text: "© 2009 Copernic Inc. All Right Reserved. Privacy Policy".



Profile Settings

Profile settings and preferences can be managed through the *My Profile* pane. This pane is divided into three sections:

Myself

From this tab, manage your account information, including your display name and password.



TIP: When changing your password, make sure you update your login information in the connector so you can continue to access your computer content remotely.

My Settings

My Settings can be used to set your search preferences. Preferences can be set differently whether you access myCopernic from a PC with a Web browser or from a mobile device.

Send an e-mail copy of all messages: enabling this option will ensure that a copy of all the messages received in the Message Center is sent to your e-mail address provided in your Profile settings.

Search results per page: indicates the number of search results to be displayed on one page. Note that for a better display, the picture search does not take this setting under consideration.

Picture preview size: indicates the size of the image thumbnails displayed in the result list. Sizes possible: small, medium or large.

Default Category: this indicates the search category selected by default when performing a search. Available categories are:



All



E-mails



Files



Organizer



Pictures



Music



Videos



Contacts



History



Favorites



TIP: The default category is the one that will be used when launching a search from the service tile on the myCopernic welcome page.



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Usage Log

The usage log provides information on the latest activity that took place on your account. The more services you have access to, the more information will be displayed here. Make sure to visit the usage log once in a while.

If you ever encounter a connection issue using myCopernic, visit the usage log in order to make sure that the connector is enabled and working properly.



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my Domain

The *my Domain* pane is only available to Administrators and is used to buy/renew licenses, to manage your current users as well as invite new users to join myCopernic. In this section, you can also change multiple settings for all the users.



TIP: The my Domain tab is only available to administrators that bought a minimum of two licenses.

Buying and renewing licenses

In the *Manage Services* pane, you have the possibility to add and renew licenses for the different services offered in myCopernic.

When buying new or more licenses for services, the price of each license will be calculated based on the remaining time left of your current subscription. This way, all your licenses will expire at the same time and managing them will be much easier.

When the time comes to renew your licenses, you will receive a message in the *Message center* indicating that your licenses will expire in a few days. When you receive this message, you can go to the *Manage Services* page and follow the same procedure as buying new licenses.

Licenses that are not renewed will be automatically cancelled. If you have renewed fewer licenses than the number currently used for your users, you will have to redistribute the renewed licenses to the users in your user list.

Managing existing users

In the *Manage Users* tab, you can attribute and manage licenses for the different users you have invited. You can choose to activate/deactivate the different services you have licenses for independently for each user.

You also have the possibility to change the user type. You can choose between a standard user or you can give them the administrator status. Giving administrator status will give users the same rights than you currently have and let them manage licenses, users and global settings through the *my Domain* tab.

The last thing you can do on this page is to deactivate or delete existing users. Deactivating will keep their information available but will not be using a license. Deleting the users will permanently delete their information. If you wish to give access to a deleted user later on, you will have to re-invite them to your domain.



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Inviting new users

If you want to add someone to your domain, you can simply send them an invitation from the *User Invitation* tab in *my Domain*. You will be prompted with a screen asking for their first name, last name and e-mail. You will also be able to attach a personalized invitation message. After sending the message, you will see a pending invitation until the person accepts to join your domain or refuses. You will receive a notification in your *Message center* once the user has accepted or declined your invitation.

Domain settings

There are global settings you can change in the *my Domain* settings pane. You can easily restrict searches to certain categories as well as limit the download and e-mail attachment size.

Maximum file download size: indicates the maximum size for results to have the "download" action button available. It will not be possible to forward or e-mail documents larger than the provided size. Maximum size possible is 100 MB.

Maximum e-mail attachment size: indicates the maximum size for results to have the "send by e-mail" action button available. It will not be possible to forward or e-mail documents larger than the provided size. Most e-mail servers do not allow more than 10 MB.

Available search categories: indicates the list of categories available to launch searches in the myCopernic services. This list will be applied to all users in the same domain.



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Message center

The Message center is where notifications, alerts and other important messages regarding your myCopernic account or services can be found. It is a good idea to visit the Message center on a regular basis.

Messages regarding new features, new services, service activity, account expiry, etc. will be found here.



TIP: The quick menu available in the header of all screens in myCopernic will notify you if you have unread messages.

Please use the screenshot below to get a detailed description of each element available on the welcome page. Dragging your mouse over an element will provide a quick tip. Clicking on the item will display more information.

The screenshot shows the myCopernic Message Center interface. At the top, there is a navigation bar with the myCopernic logo and the tagline "Search, Access, Connect. From Anywhere." On the right side of the navigation bar, there is a notification icon with the number 3, a user profile dropdown for "John Smith", and a help icon. Below the navigation bar, there are tabs for "my Home", "my Profile", "my Domain", and "Message Center". The "Message Center" tab is active. Below the tabs, there is a "Show: All" dropdown menu. The main content area displays a list of messages under the heading "All (3)". The list has columns for "Subject", "Received", "From", and "Action".

Subject	Received	From	Action
Invitation accepted by John Smith (jsmith@newco.com)	Jun 18, 2009 04:10 PM	myCopernic	[Delete]
Invitation accepted by Jeffrey Tatum (jtatum@newco.com)	Jun 22, 2009 02:02 PM	myCopernic	[Delete]
Your new licenses are available	Jun 25, 2009 05:08 PM	myCopernic	[Delete]
Invitation accepted by Doris Hagood (dhagood@newco.com)	Jun 26, 2009 10:05 AM	myCopernic	[Delete]
Invitation accepted by Terry Suavez (tsuavez@newco.com)	Jun 26, 2009 01:37 AM	myCopernic	[Delete]

At the bottom of the message list, there is a "Delete All" button. At the very bottom of the page, there is a copyright notice: "© 2009 Copernic Inc. All Right Reserved. Privacy Policy".



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Services

myCopernic services are web-based applications that can only be accessed through your myCopernic account and that provide solutions to your data accessibility needs.

Services are added over time to provide more and more ways to find and access the specific data that you need to accomplish your day-to-day tasks.



- View, download or forward remote files and emails as easily as if you had them on hand
- Use the power of your desktop search tool to quickly find the data you need
- Access your computer data from any mobile device

Service Status

When a service is available, it will appear on the myCopernic welcome page displayed after logging in. Services that you are subscribed to are displayed differently than the ones you do not have access to.

A visual cue will be displayed on the services to rapidly indicate whether they are available to be used or not.

Available 

When a service is available and ready to be used, its status will appear as available.

Unavailable

If a service is unavailable, its status will indicate it clearly.

If a service cannot be used, it will appear as unavailable. Here are the possible causes for a service to be unavailable:



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You are not subscribed to the service

In order to gain access to new services and be able to use them, a subscription is required. You can subscribe in one of the following ways:

- If your account is managed by an administrator
Please contact your administrator. Your administrator will be able to subscribe and assign the newly acquired access to your account.
- If you are the administrator of your account
 1. Go to [my Domain](#)
 2. In the Manage Services tab, you will be able to purchase new user accesses, renew your current users and subscribe to new services.

Your access was removed by the administrator

If your account is managed by an administrator, it is possible that your access to the service has been revoked. Please contact your administrator.

Your subscription has expired

Subscriptions are valid for a full year. If you have not renewed your subscription before the expiration date, accessing the service will not be possible. Renew your subscription in order to regain access to the service.



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Connector

Enabling the connector

myCoperNIC works with a software application, called the myCoperNIC connector, which is installed on your computer and connects to the myCoperNIC servers in order to enable the service.

Once the myCoperNIC connector is installed, you must enable the service on your computer by logging in to your account. When logged in, the service will make your computer content available through your mobile or remote PC.



TIP: Don't forget to leave your computer turned on so you can access your information remotely.

To enable the connector

Start the software, whether from the desktop shortcut, the Windows Program Files menu or double-click the tray icon located in the Windows system tray. The application window appears.

First time users must enter their user name and password in the appropriate boxes (when you need to log in again, simply click **Enable**).

Click **OK**.

That's it! You are ready to make your first search.



TIP: If you are having trouble enabling the connector, please refer to the Troubleshooting page.



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Overview of the connector interface


The connector is needed for the myCopernic services to work and its interface provides access to commands and customization options.


Home

The home page displays the status of the service and account information.

Possible status:

 Connected: displayed when connected in to myCopernic with your login information.

 Disconnected: displayed when the connector is not connected to myCopernic.

 Offline: displayed when the connector cannot establish a connection to myCopernic.

 Connecting: displayed when the connector is establishing a connection to myCopernic.

 Disconnecting: displayed when the connector is cutting off the connection to myCopernic.

To change user account:

1. Click **Change Account**.
2. Enter your user name and password in the appropriate boxes.
3. Click **OK**.

Options

Select or clear the check box to enable or disable the corresponding option.

General

- **Start application when computer starts:** Starts the connector when you log on to Microsoft Windows.
- **Automatically reconnect upon connection failure:** Tries to reconnect in case of server failure and when you are no longer connected to the network and then connect again.
- **Preferred Desktop Search application:** Lets you decide which Desktop Search application to use for searches. Only the supported and installed Desktop Search tools are listed.



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Send by e-mail

- **Enable the Send by mail command:** Allows you to send files by e-mail via your mobile. Your computer will send e-mails, not the mobile.
- **Send files/emails using:** Name of the service used to send e-mails.
- **Change:** Click the Change link to set up the service used to send e-mails. The E-mail Configuration window will open.

Help menu

The **Help** menu offers these commands:

- **Help Contents:** Click it or hit F1 to display myCopernic's help topics.
- **myCopernic Home Page:** Opens myCopernic's home page.
- **About myCopernic connector:** Displays software version and applicable copyrights.



Configuring e-mail settings

In some of the myCopernic services, an option to send search results by e-mail is available. By default, this option is not enabled. Follow the steps below in order to enable the possibility of sending search results by email.



TIP: When using the Send by e-mail option, your computer will be the device that actually sends the file, preventing your mobile to be overloaded with a large file transfer.

Setting up the Send by e-mail option

Email configuration

Please specify your email server configuration

SMTP Server: **Port:**

Sender address:

Sender name:

Server required authentication

User name:

Password:

1. In the application interface, click **Options**.
2. Select the **Enable "Send by E-mail" command**.
3. Click the **Change...** link if the window does not automatically open.
4. To configure Outgoing Mail Server (SMTP) settings:
 - a. In the **SMTP Server** box, enter the server name.
 - b. If necessary, change the port number in the corresponding box.
 - c. Enter the sender address (for example: name1@boxmail.com).
 - d. If desired, you can use SMTP authentication by selecting the check box.
 - e. Enter your user name and password.
5. Click **OK** to close the window.



TIP: Send by e-mail action is disabled (grayed out) if the size of the file to attach to the e-mail is larger than the "Maximum e-mail size" set in the domain management settings of myCopernic.



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Connector requirements

The connector is a software application that must be installed on your computer. It uses your desktop search application to find and make the computer's content available remotely.

System Requirements

- A computer with broadband Internet access
- Microsoft Windows XP SP2 or higher (32-bits)
- A supported desktop search application

Desktop Search tool

myCopernic connector uses your desktop search tool to find the information that you request and makes it available for you from anywhere, through your myCopernic account. In order to do so, a supported desktop search application must be installed on the client computer.

When a search is performed or when trying to access or preview a file remotely, the connector will query the index to find the right information in a flash. Without an indexing tool, the connector cannot locate the information.

Supported desktop search applications:

- Copernic Desktop Search 3.0 or higher
- Windows Desktop Search



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myCopernic connector connectivity troubleshooting

If the connector is unable to connect to the servers, please review the possible causes below to help you diagnose the issue.

Your system may not meet the minimum requirements

Here are the minimum requirements for myCopernic connector:

- A computer with broadband Internet access
- Microsoft Windows XP or Vista
- A supported Desktop Search application (Copernic Desktop Search 3.0 or higher or Windows Desktop Search)

Your computer may not be connected to the Internet

An Internet connection is necessary for the application to be able to contact the servers.

If you accessed this troubleshooting page on the computer running the connector, your Internet connection is working properly.

Otherwise, to know if your Internet connection is working properly, please proceed to the following verifications:

Check your network connection

 *Windows XP*

1. Click on the "Start button", then go to Control Panel
2. Double click on "Network Connections"
3. Make sure your Network connection is enabled and connected



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Windows Vista

1. Click on the “Start button”, then go to Control Panel
2. Click on “Network and Internet”
3. Click on “Network and Sharing Center”
4. Make sure your Network connection is enabled and connected

Check if you can browse web pages

1. Open a new browser window
2. Make sure you are able to browse to a web page (on <http://www.copernic.com> for example)

Your user name and password may not be valid

For the connector to be able to connect to the servers, you must use an existing account with **valid login information**. Make sure your user name and password are entered correctly by:

- Making sure Caps lock is off on your keyboard
- Re-typing your login information



TIP: When typing your user name and password, remember that the user name is case insensitive and the password is case sensitive.

A personal firewall may be blocking the connection

Your computer may have an active firewall that is blocking the connector from connecting to the server. Make sure it is not blocked by checking these settings in your firewall settings:

- myCopernic must be set as an exception so that it will not be blocked

The myCopernic service may be unavailable

It is possible for the myCopernic service to be temporarily unavailable. Please try connecting again at a later time.



TIP: If the problem persists and you have checked the possible causes above, you may contact the myCopernic support team.



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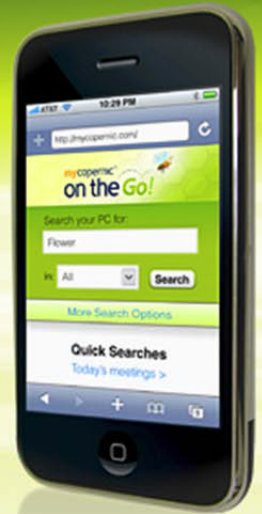
About myCopernic

myCopernic and services

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Copernic, Copernic Desktop Search, Copernic Mobile, myCopernic and the Copernic logo are registered trademarks of Copernic Inc. Other product and brand names may be trademarks or registered trademarks of their respective owners.

For more information, refer to [FAQ](#) section on our [Web site](#). If you are having trouble connecting to the service, refer to the Troubleshooting page. If you want to submit an idea, suggest a feature or simply share your comments, please [contact us](#). If you need to report a problem, use our [support form](#).



myCopernic on the Go!

myCopernic on the Go! allows you to search and access your computer's content from virtually any mobile device (phone, PDA, etc.). Providing remote access to content such as files, e-mails, organizer items, music and pictures stored on your PC, on the Go! was designed with the mobile devices' usability and bandwidth particularities in mind. Its lightweight and friendly user interface seamlessly adapts your computer's content for quick and easy viewing on your mobile device.

Key features

Core Functionalities

- Allows users to remotely search for content stored on their home/office computer.
- Provides access to documents, e-mails, e-mail attachments, organizer items, pictures, music, movies, contacts, etc.

Result Actions

- Displays compact versions of images to fit phone screens.
- Allows users to download remote files.
- Allows instant dialing of phone numbers found in address books.

Search

- Displays preview of found items with text excerpts, picture thumbnails and metadata.
- Breaks file and e-mail previews into multiple pages for quick display.

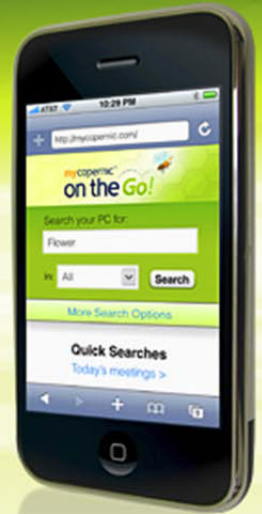
Security

- Protects users' content with secure login.
- Uses encrypted connections to ensure users' privacy.



TIP: If you do not find an answer to your inquiry in the help pages, please check out the FAQ page or contact our support team.

mycopernic™ on the Go!



Interface overview

myCopernic on the Go! can be accessed with a remote computer, using a web browser, as well as a mobile device. Since it uses a Web interface, myCopernic on the Go! can be accessed by virtually any device equipped with a Web browser and an Internet connexion.

The interface seamlessly adapts to the device used to connect in order to provide the best user experience possible. There are three categories of devices that myCopernic detects and adapts its interface consequently:

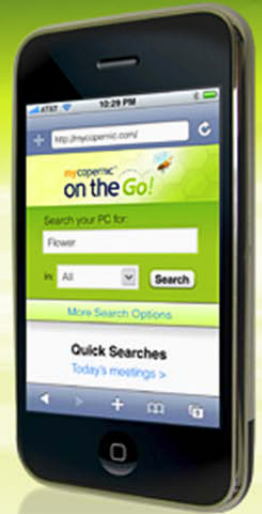
- PC
- iPhone
- smartphone

PC interface

The PC interface is the one offering the most options as it has more space to display elements. However, in a desire to keep the interface as user friendly and clutter-free as possible, it is still lightweight and provides only the most common options used when performing a search.



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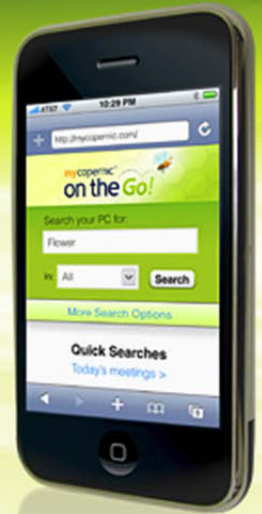


iPhone interface

Although the iPhone still provides a larger range of usability features than the smartphone, it still has less space than a PC screen. The interface has been adapted to fit the iPhone screen and make the most of the device's features.



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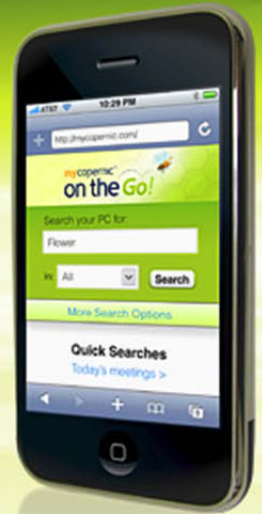


Smartphone interface

Here, the smartphone category includes any Web-enabled mobile phone or PDA. For a complete list of the supported devices, please visit our [FAQ page](#). Although smartphones can easily browse Web pages, the screen is usually smaller and browsing must be simplified in order to ease the use of the service.



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Advanced search options

Search options can be used as they would in a desktop search tool in order to make your search faster and more relevant.

Refine fields

Refine fields are used in order to narrow your search down to a smaller number of results. The fields depend on the category selected to perform the search.

By default, the refine fields are hidden. In order to use the refine fields:

1. In the search section of the interface, click on the link *More search options*.
2. Insert the necessary information in the provided fields.
3. Press enter or click the *Search* button in order to launch the search

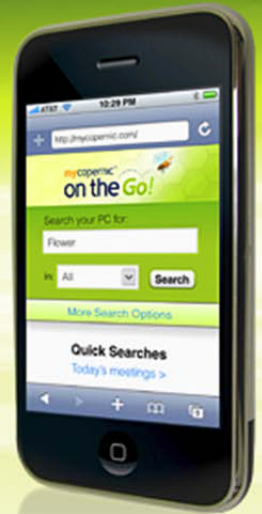
See the list of refine fields to know how you can narrow your search down.

Quick searches

Quick searches are pre-saved searches that give the possibility of launching fast searches in one click. These may come in handy while using a mobile device, where typing a search term may not as easily done as on a PC. The quick searches currently available are:

- **Today's emails:** retrieves all the emails and attachments sent and received today.
- **Today's calendar:** retrieves all the meetings and appointments from today's calendar saved in MS Outlook.
- **Tasks due today:** retrieves all the tasks that are due today in your MS Outlook task list.

mycopernic™ on the Go!



Recent searches

Saving your recent searches enables you to quickly launch one of these searches without having to retype the search terms. This may save valuable time, especially when accessing myCopernic on the Go! with a mobile device. Note that the result list is not saved, only the search terms are.

Only the 3 most recent searches are preserved.



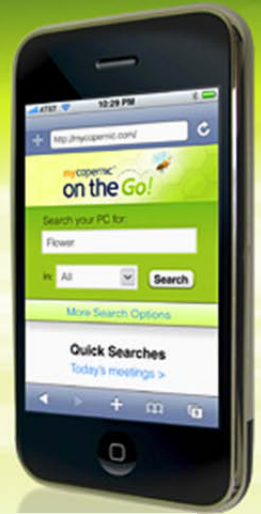
TIP: *My Profile* settings enable you to configure your search experience.











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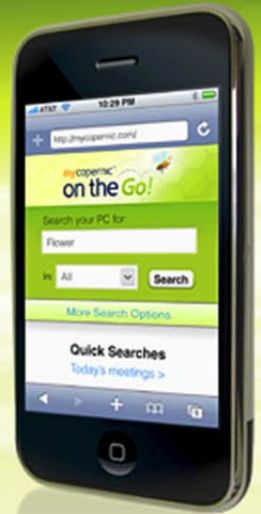
Refine fields













Here are the available refine fields for each search category.



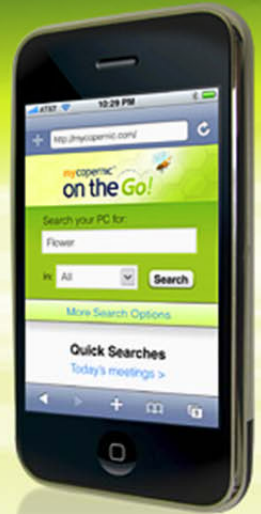
Advanced search fields	Description	Applies to
Album	Finds music files containing the specified keywords in the Album field.	 Music
Artist	Finds music files containing the specified keywords in the Artist field.	 Music
Company	Finds contacts containing the specified keywords in the Company field.	 Contacts
Date	<p>Find items that were created or modified: Today, Yesterday, This week, This month, This year.</p> <p>Is (specify a date): Finds files that were created or modified on the specified date.</p> <p>After (specify a date), Before (specify a date), Between (specify two dates).</p> <p>NOTE: This week, month and year refer to civil week, month and year and NOT the past week, month or year.</p> <p>The default choice Any means that the date is not a filtering factor.</p>	 Files  Emails  Organizer  Pictures  Videos  History
Duration	<p>Finds items that have a duration corresponding to the specified value.</p> <p>Any: Finds items of any duration.</p> <p>Less than 4 minutes: Finds items having a duration of less than 4 minutes.</p> <p>Between X and Y minutes: Finds items having a duration of at least X minutes and at most Y minutes.</p> <p>More than 80 minutes: Finds items having a duration of more than 80 minutes.</p>	 Videos



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Advanced search fields	Description	Applies to
Email Address	Finds contacts containing the specified keywords in the Email Address field.	 Contacts
File Name	Finds documents containing the specified keywords in the name of the file.	 Files
File Type	To find documents of a specific file format, click the desired format in the list or type the extension in the text box. The default choice Any means that the file type is not a filtering factor.	 Files
From	Find email messages from a specific person or group.	 Emails
Genre	Finds music files containing the specified keywords in the Genre field.	 Music
Name	Finds contacts containing the specified keywords in the Name field.	 Contacts
Website	Finds favorites items containing the specified keyword in the name of the page.	 Favorites
Size	Any: Finds files of all sizes. Small, Medium or Large file sizes vary for each category. Refer to the information provided in the drop down list to determine which file size is best suited for your search.	 Files  Pictures  Videos
Subject	Finds email messages containing the specified keywords in the Subject field.	 Emails
Title	Finds music files containing the specified keywords in the Title field.	 Music

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Advanced search fields	Description	Applies to
To	Find email messages sent to a specific person or group.	 Email
Type	<p>Calendar: Finds any appointment or meeting from the MS Outlook calendar containing the specified keywords in the search field.</p> <p>Tasks: Finds all tasks from MS Outlook containing the specified keywords in the search field.</p> <p>Notes: Finds all notes from MS Outlook containing the specified keywords in the search field.</p>	 Organizer