



User Guide

October 2021

Online Resource Center

CATCH Intelligence ORC User Guide

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GETTING STARTED

This document outlines the procedure for using the CATCH Intelligence Online Resource Center (ORC).

For questions, problems, or a list of files needed to maintain your software environment, please contact CATCH Intelligence Technical Support at: techsupport@catchintelligence.com.

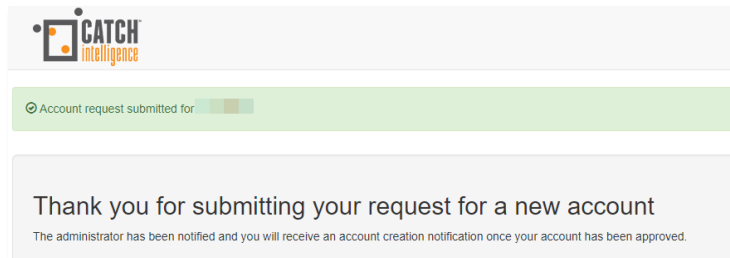
ACCESSING THE CATCH INTELLIGENCE ONLINE RESOURCE CENTER

Online Resource Center (ORC) credentials are obtained through self-service request by interested customers. To request credentials:

1. Navigate to <https://software.catchintelligence.com>.
2. Select the button near the bottom of the page that is labeled **Request an Account**.
3. Complete the sign-up form.

*Please note that * indicates a required field.*

4. Once all fields are completed, verify that you are not a robot in the Captcha field and submit your request.

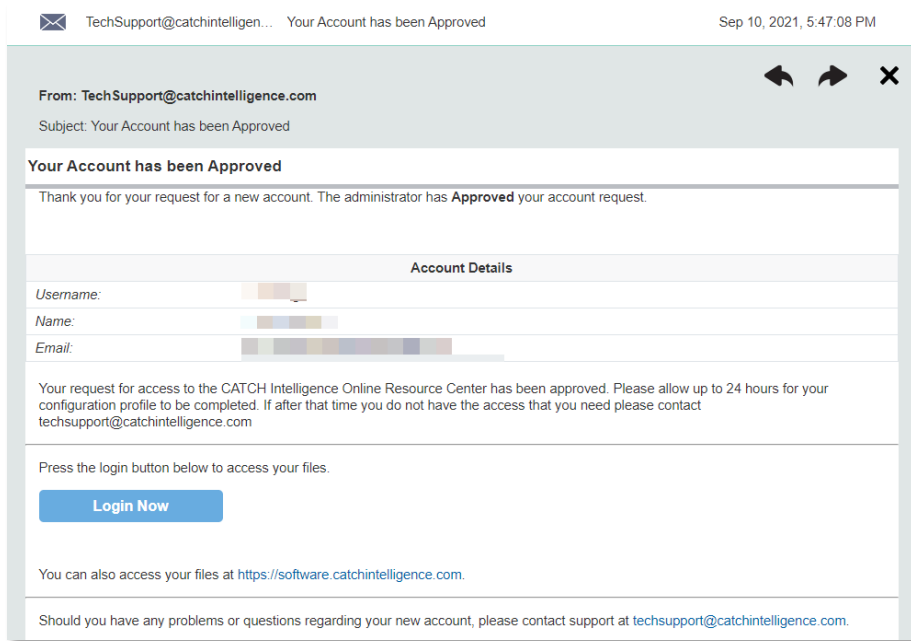


Requests are reviewed and processed during business hours. You should receive a response within a few hours. If there is any concern regarding your request, please contact the support team at techsupport@catchintelligence.com.

ACTIVATING YOUR ACCOUNT ON THE ONLINE RESOURCE CENTER

Once your account has been approved, a notification will be sent to you with a link to complete the configuration for your account. It is also possible that your request could be rejected if our administrators are unable to identify or qualify you. If that happens, the notification will contain an explanation and, as always, you can contact CATCH Tech Support to rectify any problem.

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To complete account setup:

1. Click the link within your email notification.
2. On the web page, click the button labeled **Login Now**.
3. On the following page, complete the final steps for your account configuration. Completing these steps will enable you to reset your account password if it becomes necessary.
4. There are a variety of questions available that will help us to establish your identity. Select two questions and provide the answers to them in the space provided.
5. Then, select the **Update** button and your account configuration is complete.
6. The browser page will then refresh and show your home page on the ORC.

Security Questions for [Redacted]

Please select and answer two security questions for your account. You will be asked these questions if you ever need to reset your account password.

Security Question #1

Question #1

Answer #1

Security Question #2

Question #2

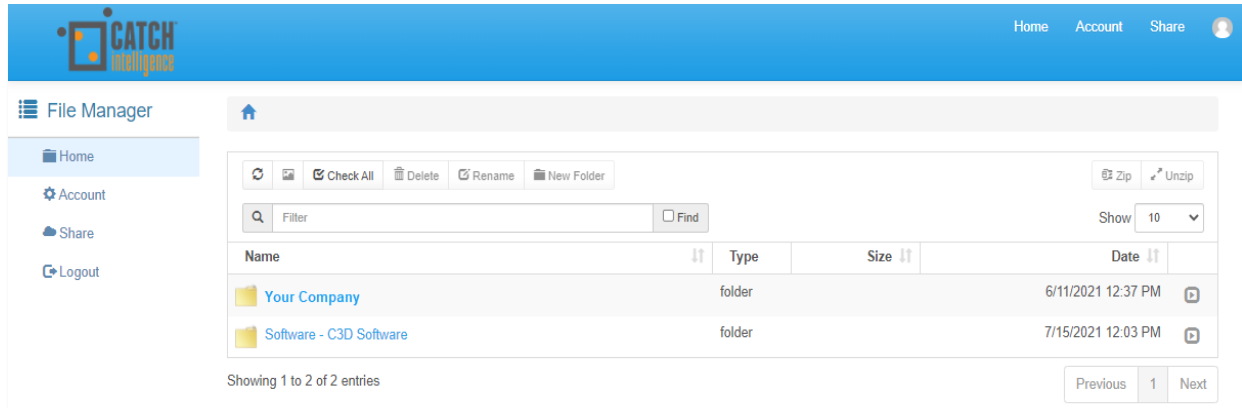
Answer #2

[Update](#)

Your account is now set up, and you are ready to start downloading software. The next screen that you will see is your Home Page. This page shows the top-level folders for software files to which you have been

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granted access. You may also see a folder with the name of your organization. This folder offers **download** as well as **upload** rights in the event that you need to share files with CATCH consultants that are either too large to be sent via email or need to be delivered in a secure manner, or both.

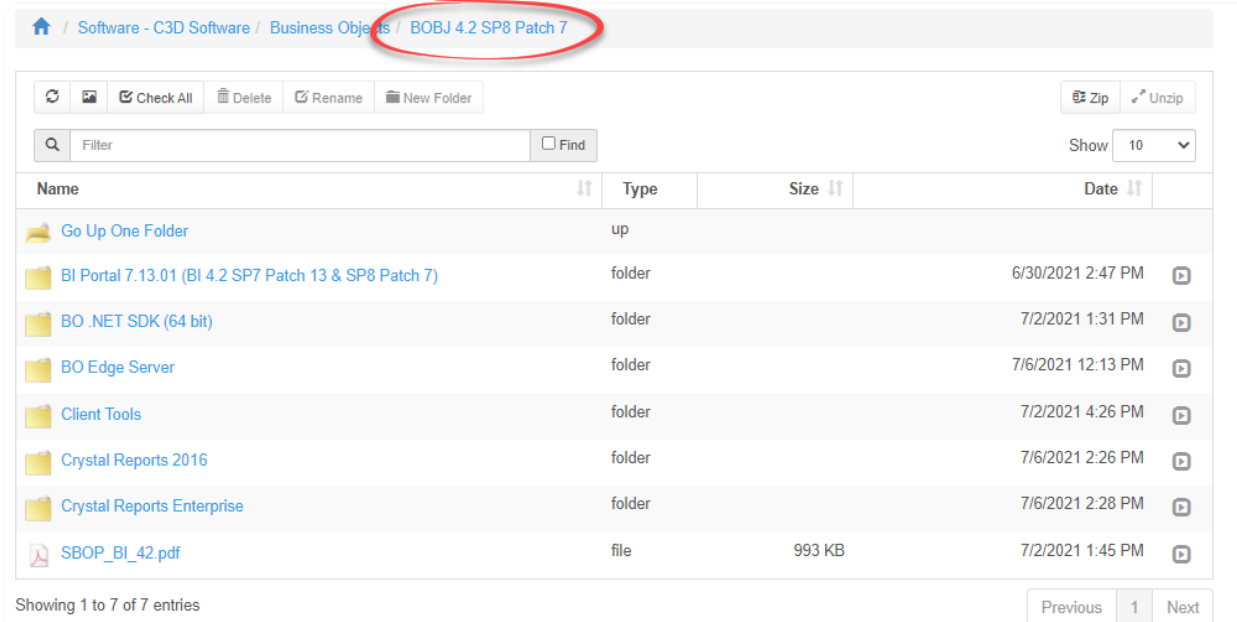


From this page, drill down to the software that you need to download by clicking on the adjacent yellow folder icon.

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NAVIGATING THE ONLINE RESOURCE CENTER

Software on the ORC is organized by product within a given patch level, in general. For example, selecting **Software – C3D Software > Business Objects > BOBJ 4.2 SP8 Patch 7** will open up the page pictured below. From this page you can download all of the software that is appropriate for a single given patch level.

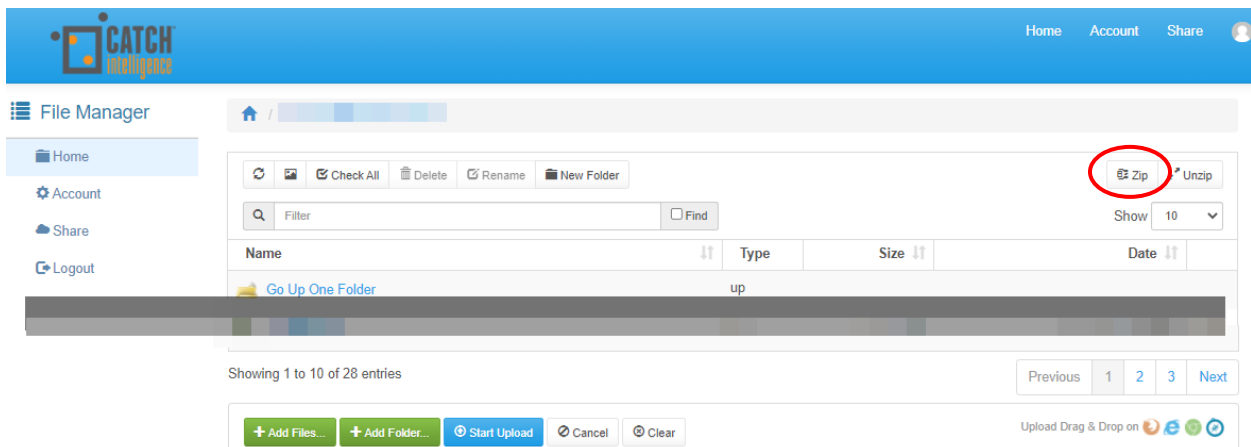


There are situations where this level of “lock-step” organization is simply not possible. In those cases, the files are organized by **Application > Support Pack (SP) > Patch**. If you have difficulty locating any particular piece of software for download, contact CATCH Tech Support for assistance.

DOWNLOADING FROM THE ONLINE RESOURCE CENTER

Downloading individual files: After navigating to the correct folder, left-click the file to start the download.

Downloading multiple files simultaneously as a compressed file: Click on the desired files, and then click the **Zip** button in the upper right-hand corner.



YOUR ORGANIZATION'S PRIVATE FOLDER

In most cases, our customers are provided with a private folder for the passing of large files in a secure manner. Large files can be uploaded to and downloaded from this secure location. If your company has that need and you do not see a private folder, please contact CATCH Tech Support and one will be provided for you.

Because the ORC is hosted on our private servers located in the secure CATCH Datacenter at our Omaha corporate office, our customers enjoy peace of mind regarding the security of their valuable data. Access to customer files are provided on an as-needed basis only and for the purpose of serving our customers' requirements.

NOTIFICATIONS FROM THE ORC

We have provided a means of notification for certain activities that occur within the ORC. These allow subscribers to receive an email notification when a new file has been uploaded into a specific folder, or a sub-folder created, etc. Please contact CATCH Tech Support with your request to be added to one of these groups. Be sure to let us know the exact software for which you would like to receive update notifications or other details regarding your specific need.

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Appendix A. Document History

This section provides a history of major changes to the document.

Date	Description
10/2021	Initial issue for new CATCH Intelligence ORC.

NOTES



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