



User Guide



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2 Dashboard

User Settings 2.1

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Dashboard



Menu Current View

Cart User

User Settings

Quote ID	Status	Amount	Expires
SO17074	🟢	\$1,562.50	EXPIRES IN 26 DAYS
SO17073	🟢	\$450.00	EXPIRES IN 26 DAYS
SO17071	🟡	\$600.00	EXPIRES IN 26 DAYS
SO17070	🟢	\$750.00	EXPIRES IN 26 DAYS

Company	Product	Users	Version	Due
Tangerine Company	Flex2SQL for MS SQL Server Enterp...	5 users	v 15	DUE IN 2 DAYS
Crimson Consulting	Flex2Crystal Multi-User Deployment ...	5 users	v 2	DUE IN 8 DAYS
Rand Associates	BTR2SQL for Oracle Enterprise	5 users	v 6	DUE IN 16 DAYS

Need to order a new license?

New Order

Need to see your previous license?

Download License

Have questions? We have answers.

Submit a Ticket

Quote ID	Status	Amount	Expires
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Need to order a new license?

New Order

Need to see your previous license?

Download License

Have questions? We have answers.

Submit a Ticket

Dashboard

User Settings — Change Password

The dashboard features a sidebar menu with 'Menu', 'Dashboard', 'Orders', 'Technical', and 'Admin'. The main content area is divided into two columns. The left column, titled 'Quotes', lists four items with their IDs, prices, and expiration dates. The right column, titled 'Support Renewals', lists three companies with their user counts and renewal dates. Below these are three action cards: 'Need to order a new license?' with a 'New Order' button, 'Need to see your previous license?' with a 'Download License' button, and 'Have questions? We have answers.' with a 'Submit a Ticket' button. A user profile dropdown is visible in the top right corner.

Quote ID	Price	Expires In
SO17074	\$1,562.50	EXPIRES IN 26 DAYS
SO17073	\$450.00	EXPIRES IN 26 DAYS
SO17071	\$600.00	EXPIRES IN 26 DAYS
SO17070	\$750.00	EXPIRES IN 26 DAYS

Company	Users	Version	Due In
Tangerine Company	5 users	v 15	DUE IN 2 DAYS
Crimson Consulting	5 users	v 2	DUE IN 8 DAYS
Rand Associates	5 users	v 6	DUE IN 16 DAYS

 To view user's info, click profile

The profile page shows the user's name 'Jona Agcaoili' and company 'Jona Design'. It contains two main sections: 'Profile Info' and 'Company Info'. The 'Profile Info' section includes fields for Name, Phone, Contact Type, Email, Password, and Confirm Password. The 'Company Info' section includes fields for Name, Address, Country, State, City, Zip, Main Phone, and Company Fax. A 'Save' button is located at the bottom right of the form. A user profile dropdown is visible in the top right corner.

Field	Value
Name *	Jona Agcaoili
Phone *	7178745500
Contact Type	Technical
Email *	jonaa@mertechdata.com
Country *	United States
State	Pennsylvania
City *	Philadelphia
Zip *	19122
Main Phone *	7178745500

 Need to change your password? Update your password and click save.



3 Orders

New Order 3.1

Select Product 3.1.1

Select Database 3.1.2

Select Edition 3.1.3

Order Details | Shopping Cart 3.1.4

Payment Info | Complete Order 3.1.5

Add Users 3.2

Version Upgrade 3.3

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Order History 3.5

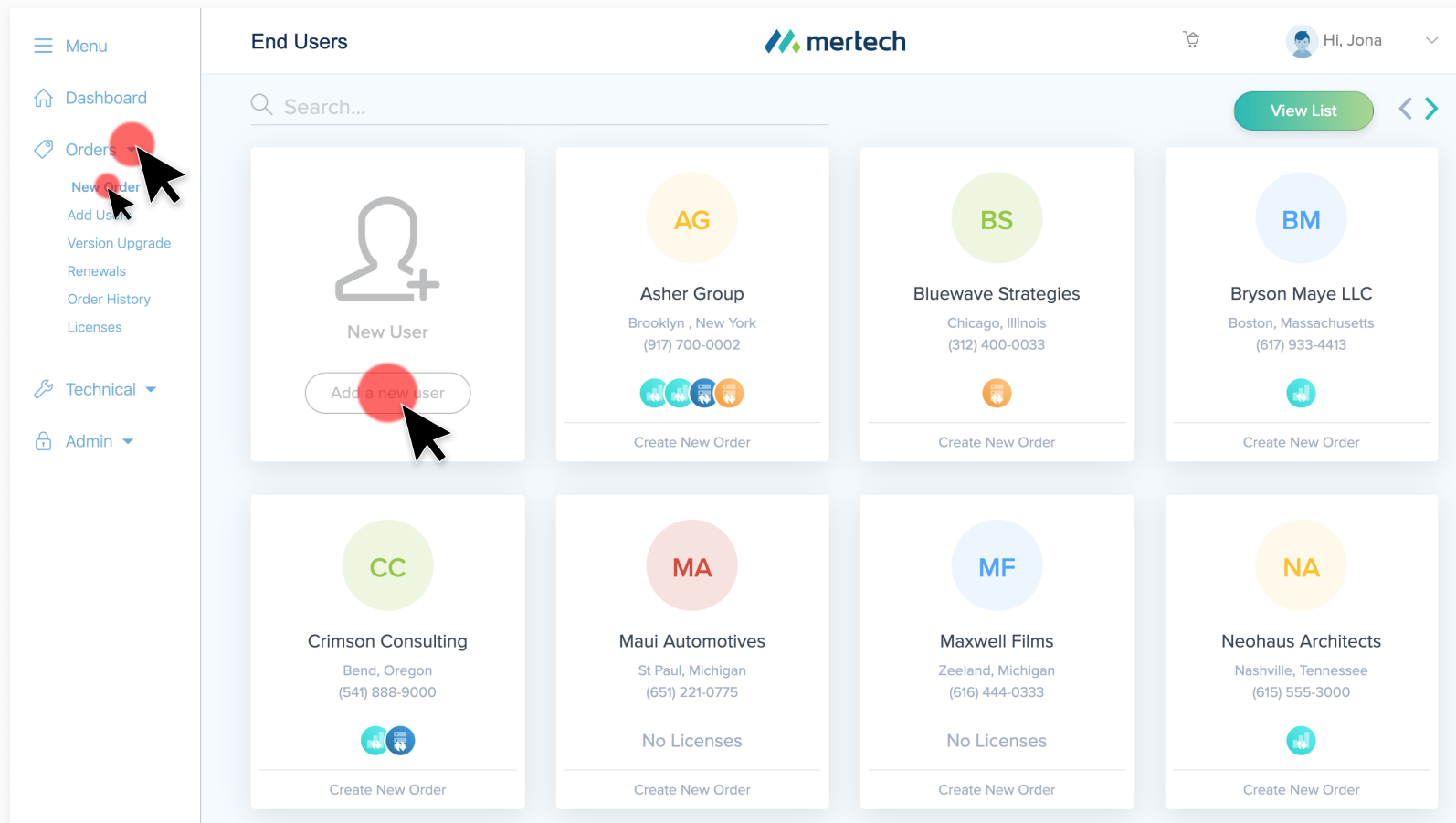
Licenses 3.6



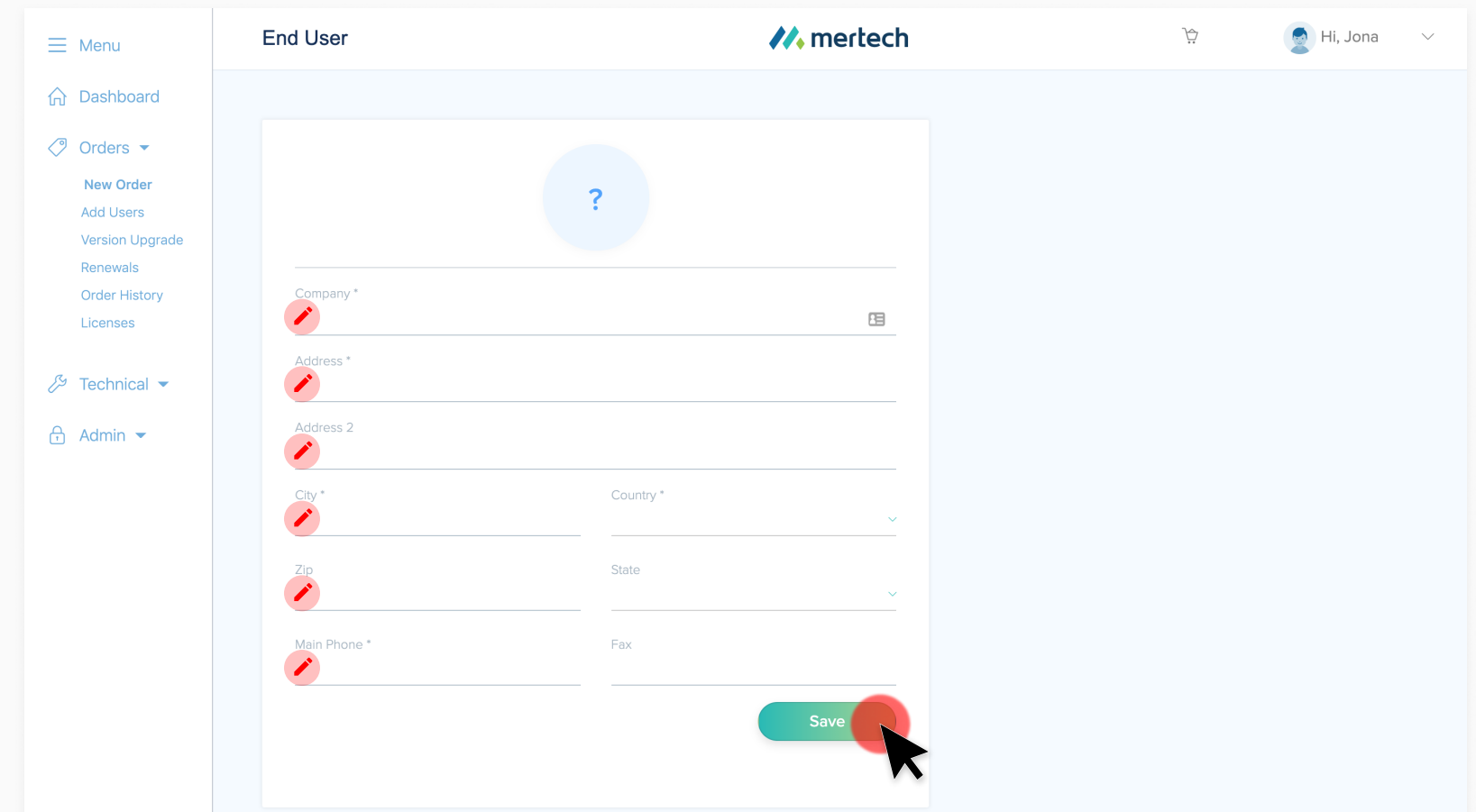
3.1 New Order

Orders

New Order



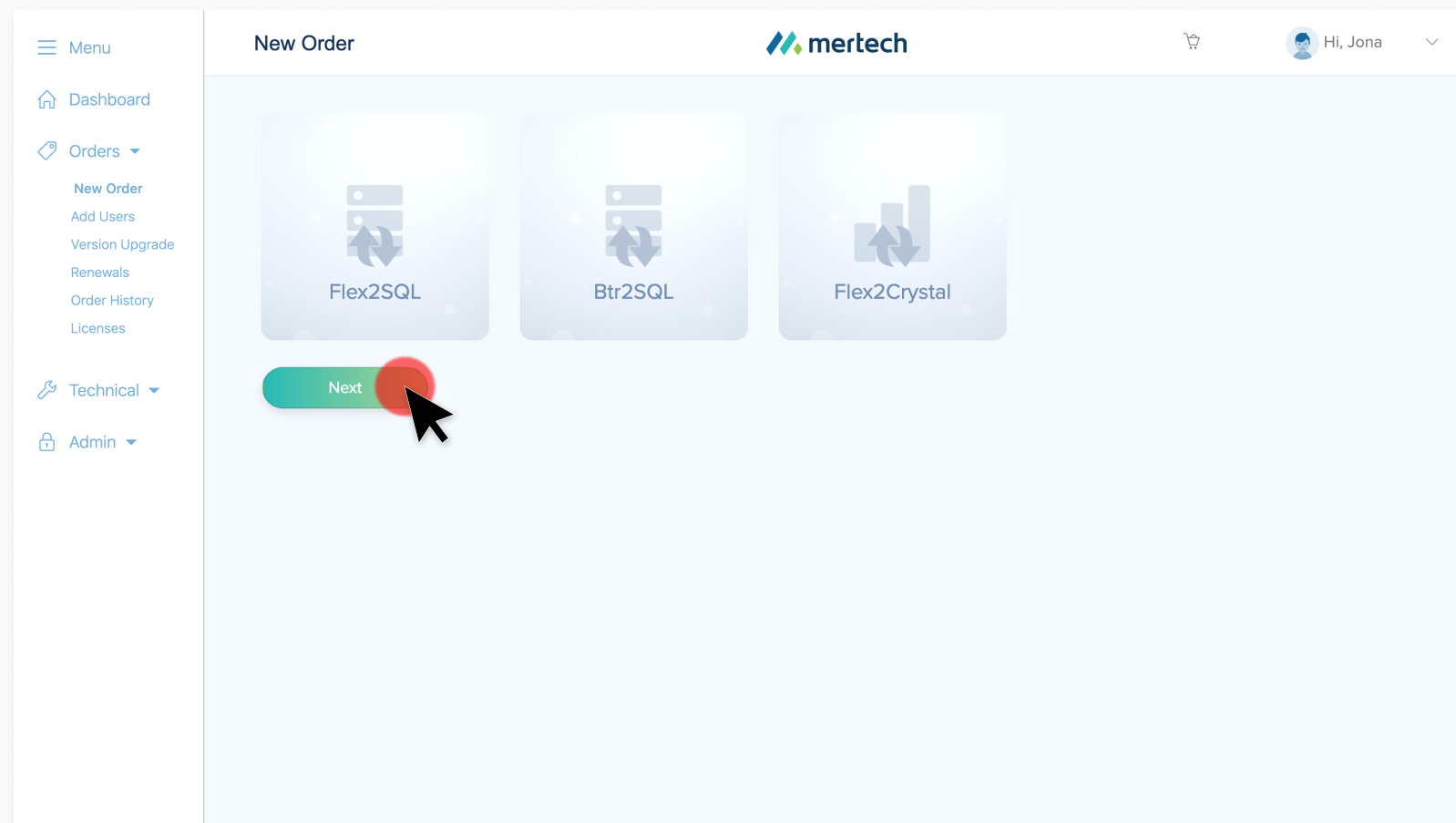
+ Add new end user or select existing end user



+ Add new end user's company info and click save

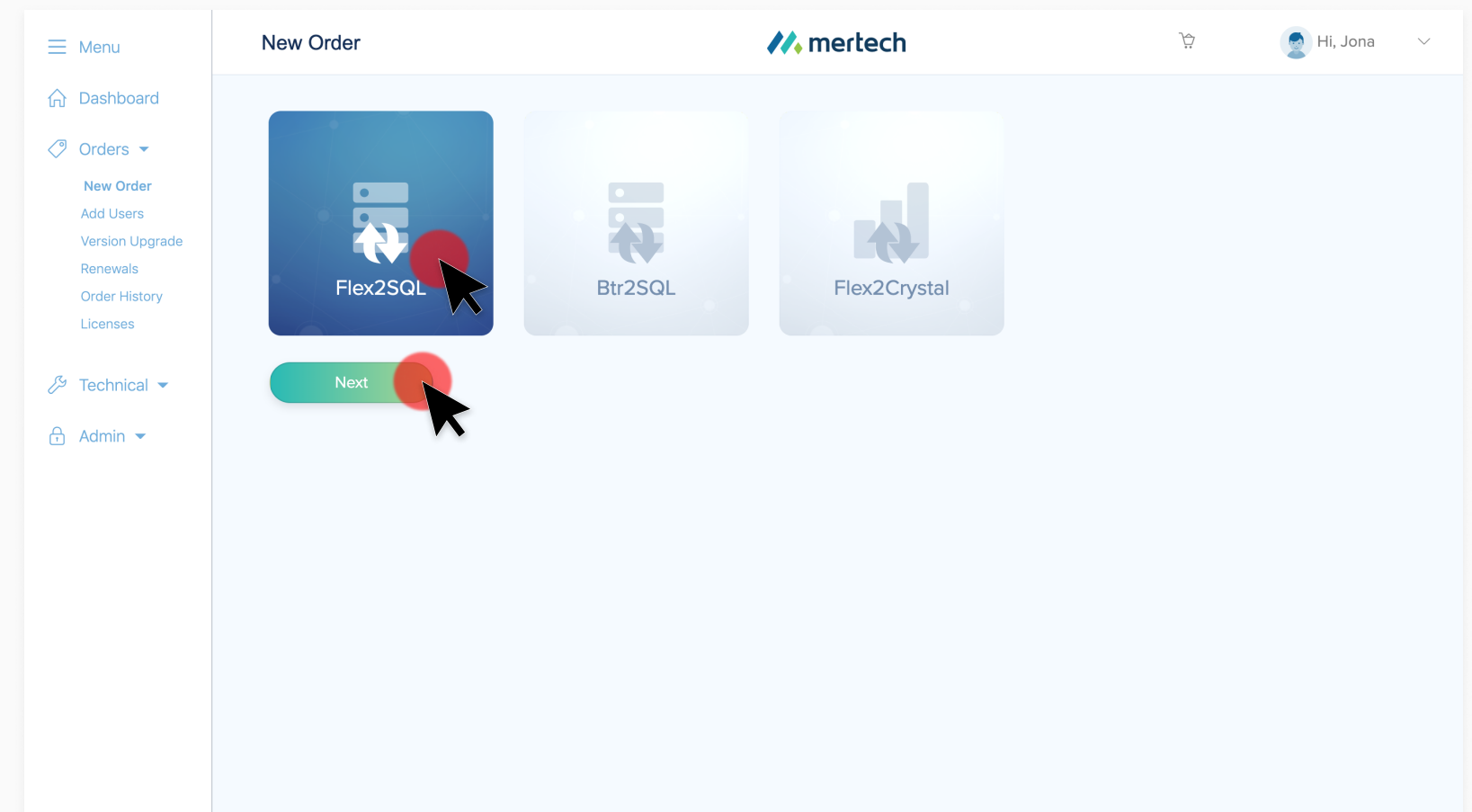
New Order

Select product



Step 1

Select product and click next

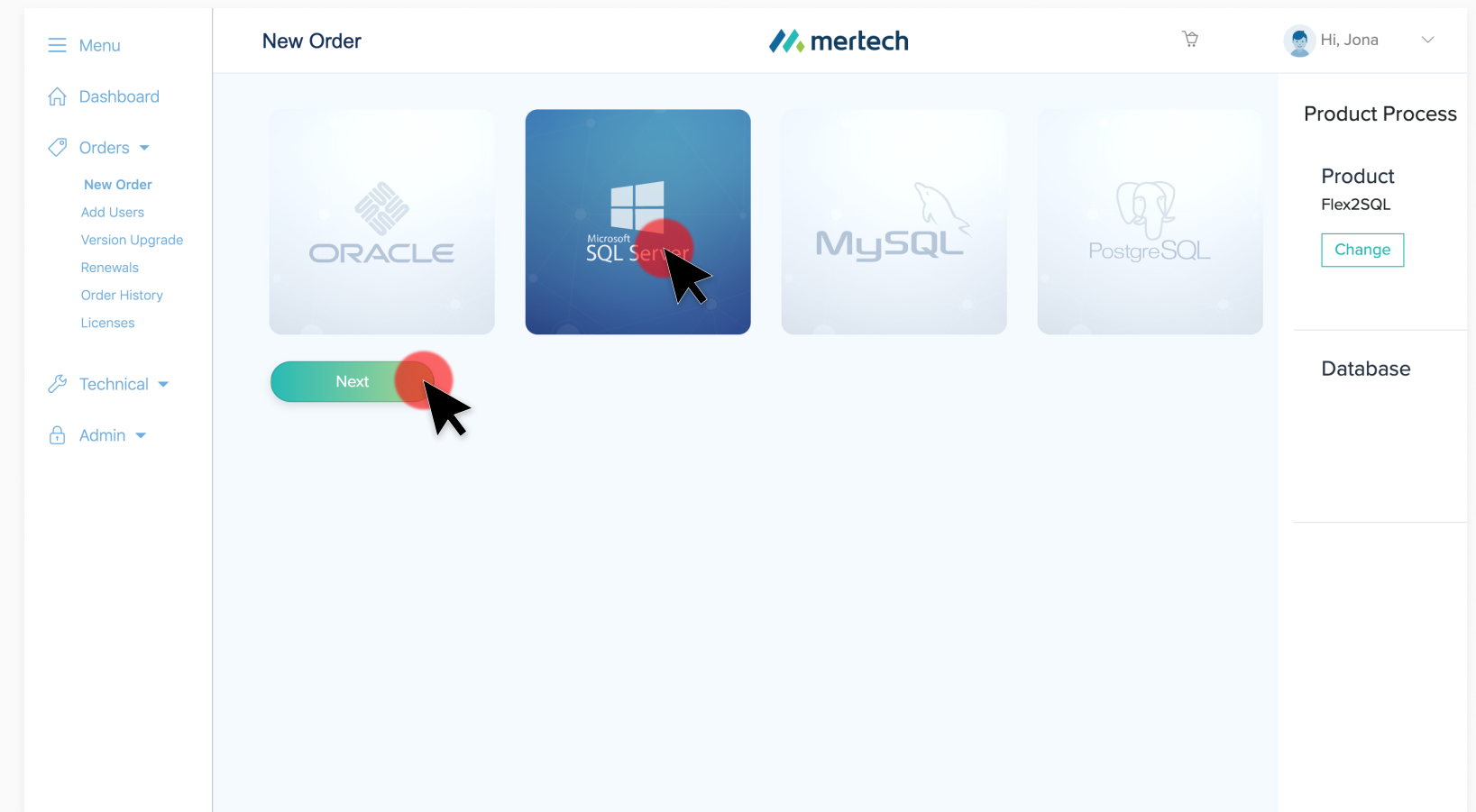
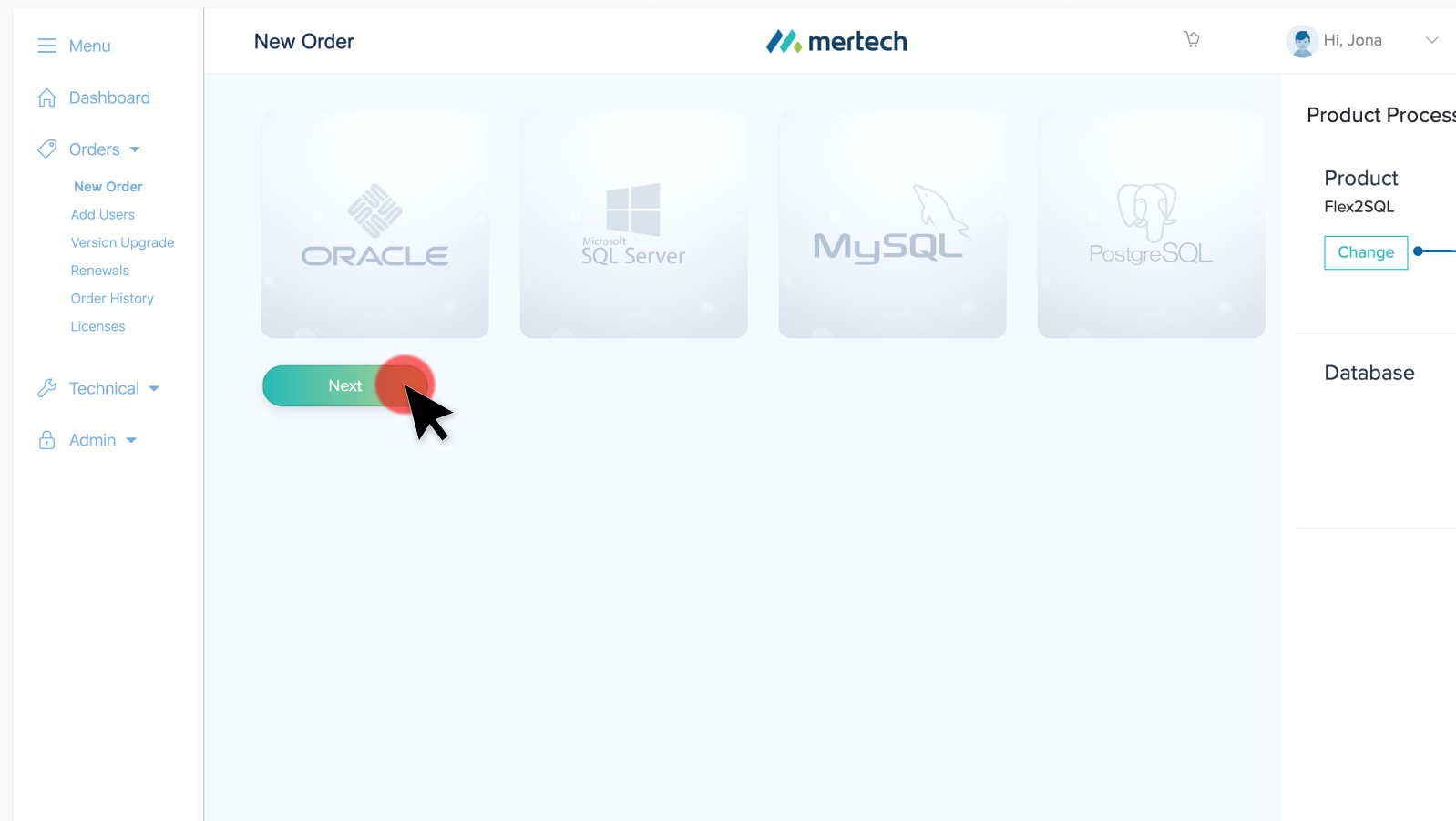


Product selected

New Order

Select database

Edit



Step 2

Select database and click next (not all products have database)

Database selected

New Order

Order details — Shopping cart

Order Details

Product Flex2SQL [Change](#) Server Microsoft SQL Server [Change](#)

Operating System Windows Edition Enterprise [Change](#)

Number of Users 5 Product Version 15

[Cancel](#) [Add to Cart](#)

 Please verify your order and click add to cart

Shopping Cart

END USER AND PRODUCT	VERSION	LICENSE	SUPPORT	USERS	TOTAL
Flex2SQL for MS SQL Server Enterprise Neohaus Architects	15	\$1,125.00	\$281.25	5	\$1,406.25


PO Number

Order Notes...

[Empty Cart](#) [+ Add Item](#)

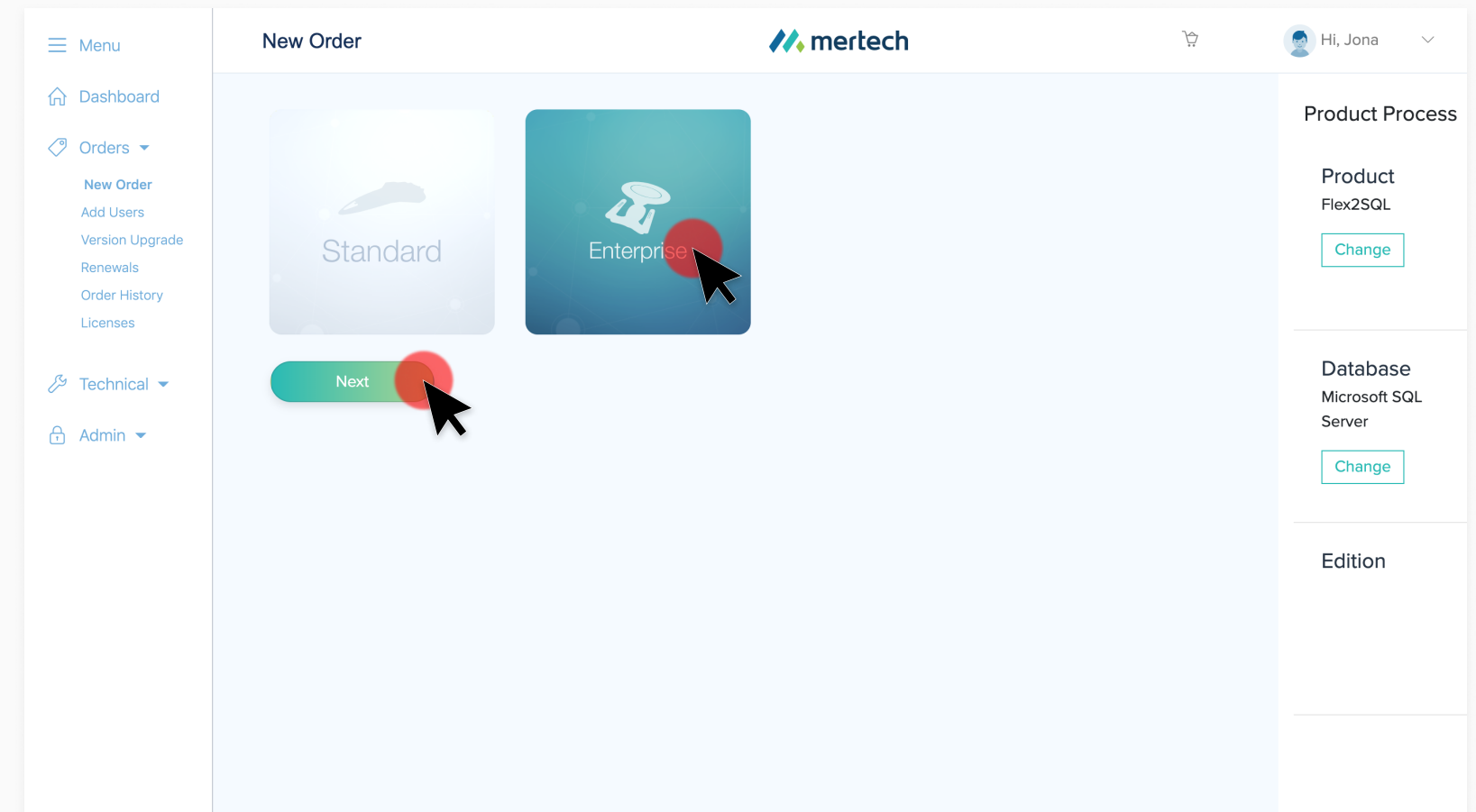
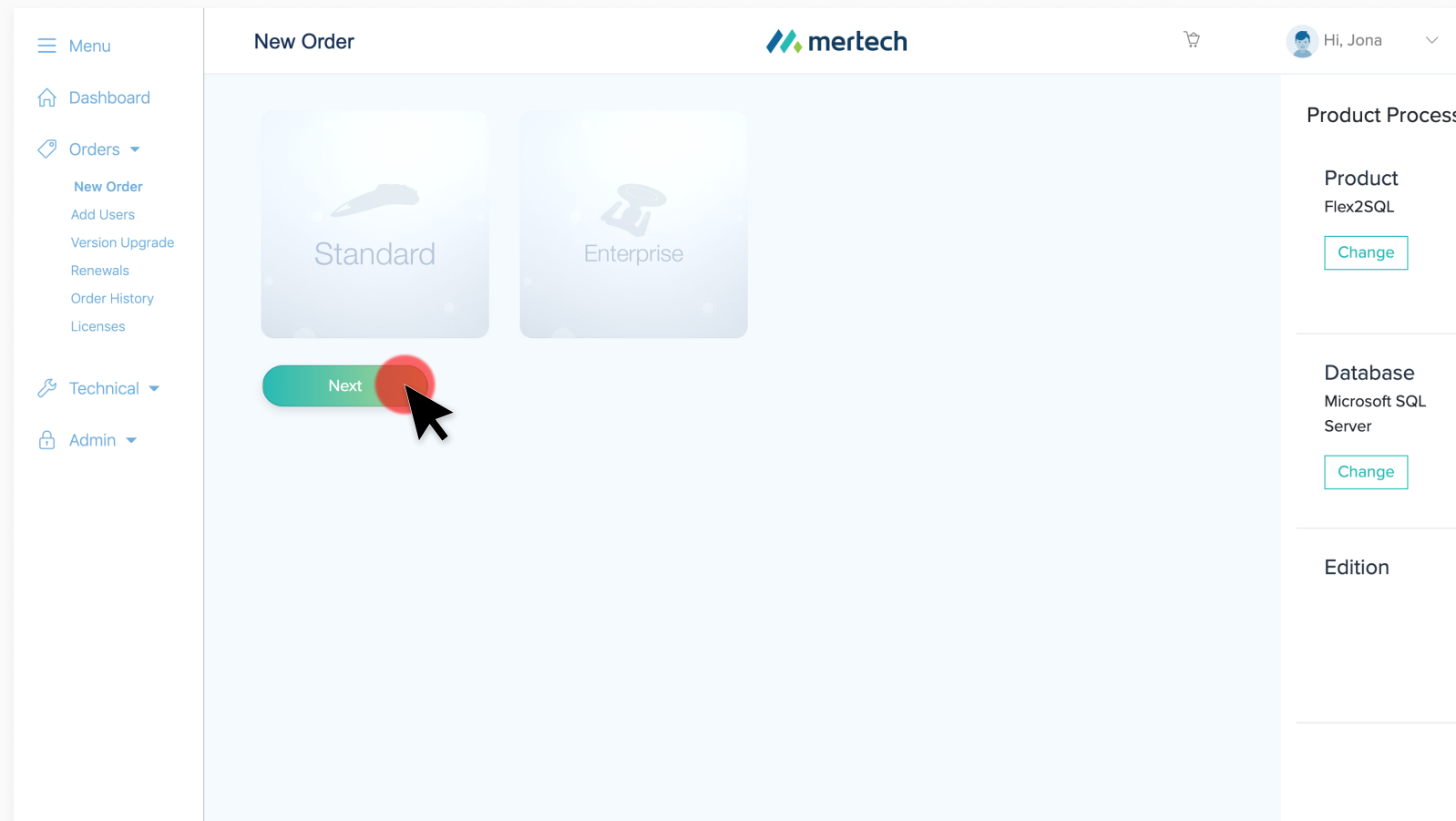
Subtotal: \$1,406.25
Tax: \$0.00
Total: \$1,406.25

[Secure Checkout](#)


 Click secure checkout to purchase product. PO# and notes may be added at this time prior to clicking checkout.

New Order

Select edition



Step 3

 Select database edition and click next
(only Oracle and MS SQL Server have database editions)

 Edition selected

New Order

Payment information — Complete order

The screenshot shows the checkout page with the following details:

- Payment Information Form:** Fields for CARD NUMBER, FIRST NAME, LAST NAME, EXPIRY MONTH, EXPIRY YEAR, CCV CODE, BILLING ADDRESS, CITY, COUNTRY, STATE, and ZIP CODE. Red error icons are present on the CARD NUMBER, FIRST NAME, LAST NAME, CCV CODE, BILLING ADDRESS, and ZIP CODE fields.
- Product Summary:** Flex2SQL for MS SQL Server Enterprise, Neohaus Architects, \$1,406.25.
- Summary:** Subtotal: \$1,406.25, Tax: \$0.00, Total: \$1,406.25.
- Buttons:** "Back to shopping cart" and "COMPLETE ORDER".

Fill out your payment information

End user and product

The screenshot shows the checkout page with the following details:

- Payment Information Form:** Fields for CARD NUMBER, FIRST NAME, LAST NAME, EXPIRY MONTH, EXPIRY YEAR, CCV CODE, BILLING ADDRESS, CITY, COUNTRY, STATE, and ZIP CODE. All fields are filled out.
- Product Summary:** Flex2SQL for MS SQL Server Enterprise, Neohaus Architects, \$1,406.25.
- Summary:** Subtotal: \$1,406.25, Tax: \$0.00, Total: \$1,406.25.
- Buttons:** "Back to shopping cart" and "COMPLETE ORDER". A mouse cursor is clicking the "COMPLETE ORDER" button.

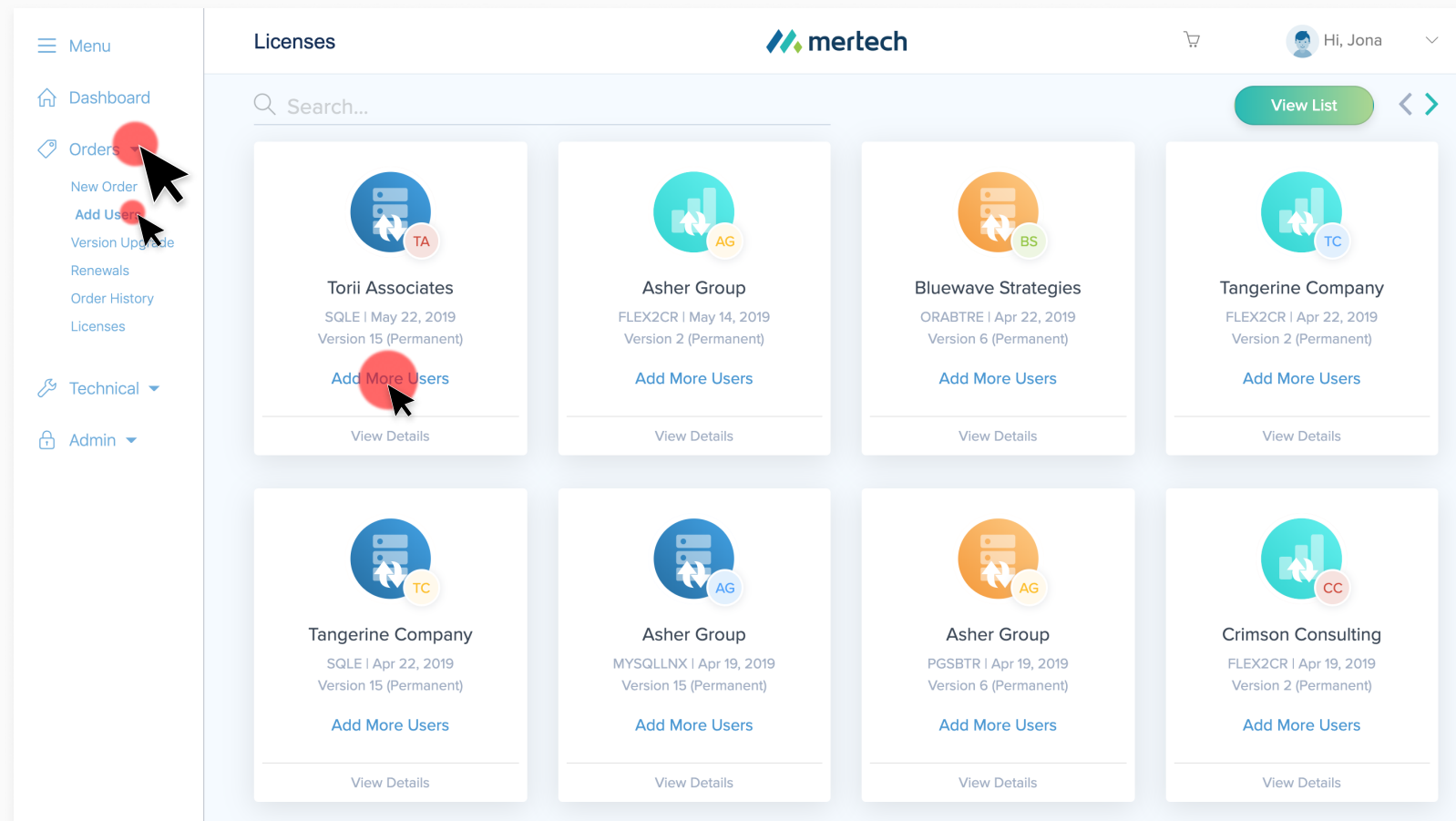
Verify payment information and click complete order. If credit card is selected, a permanent license code will be issued. If check or wire transfer is selected, a time-limited license code will be issued and a permanent license code will be issued when payment is received.



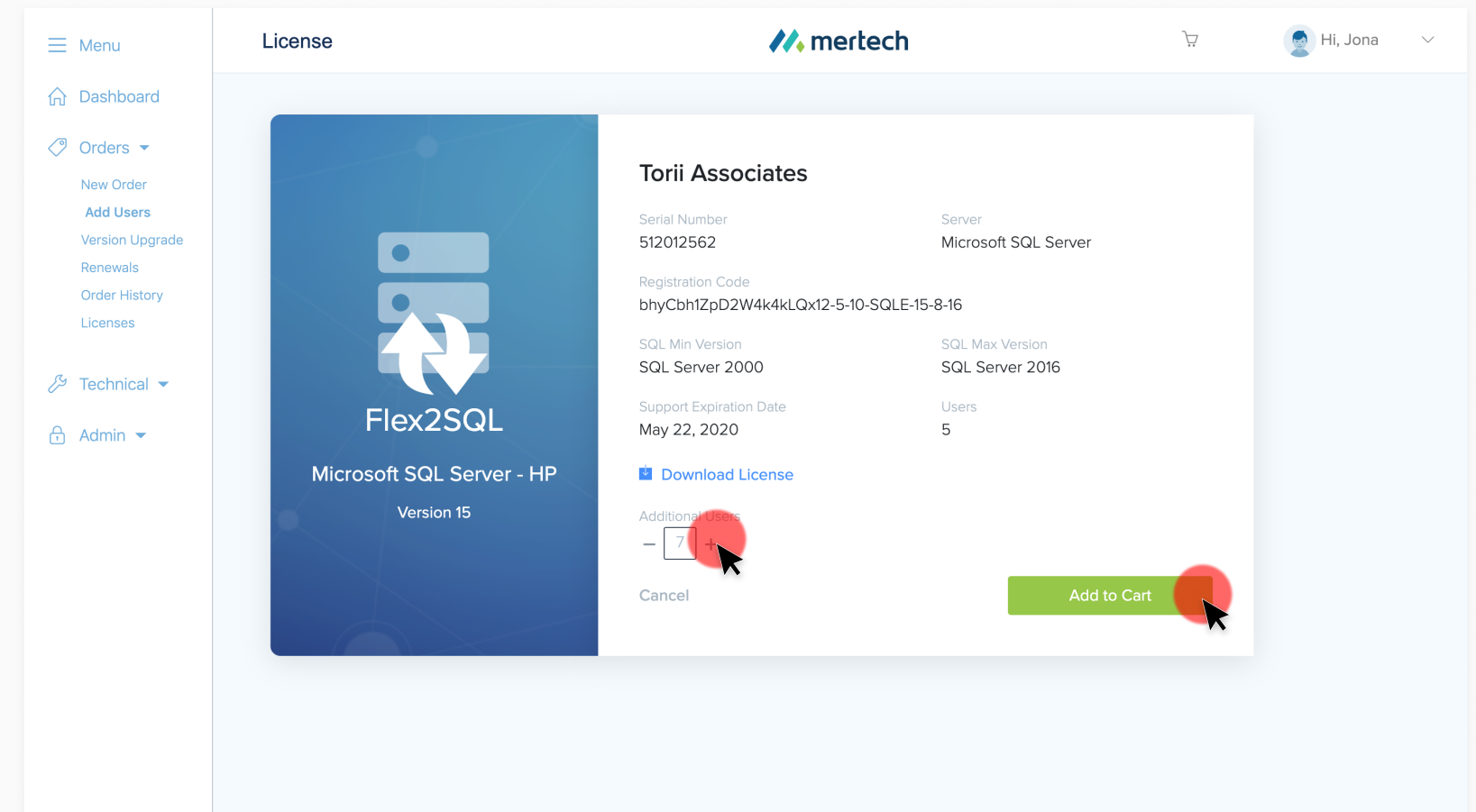
3.2 Add Users

Orders

Add Users To Existing License



Select licenses to add users



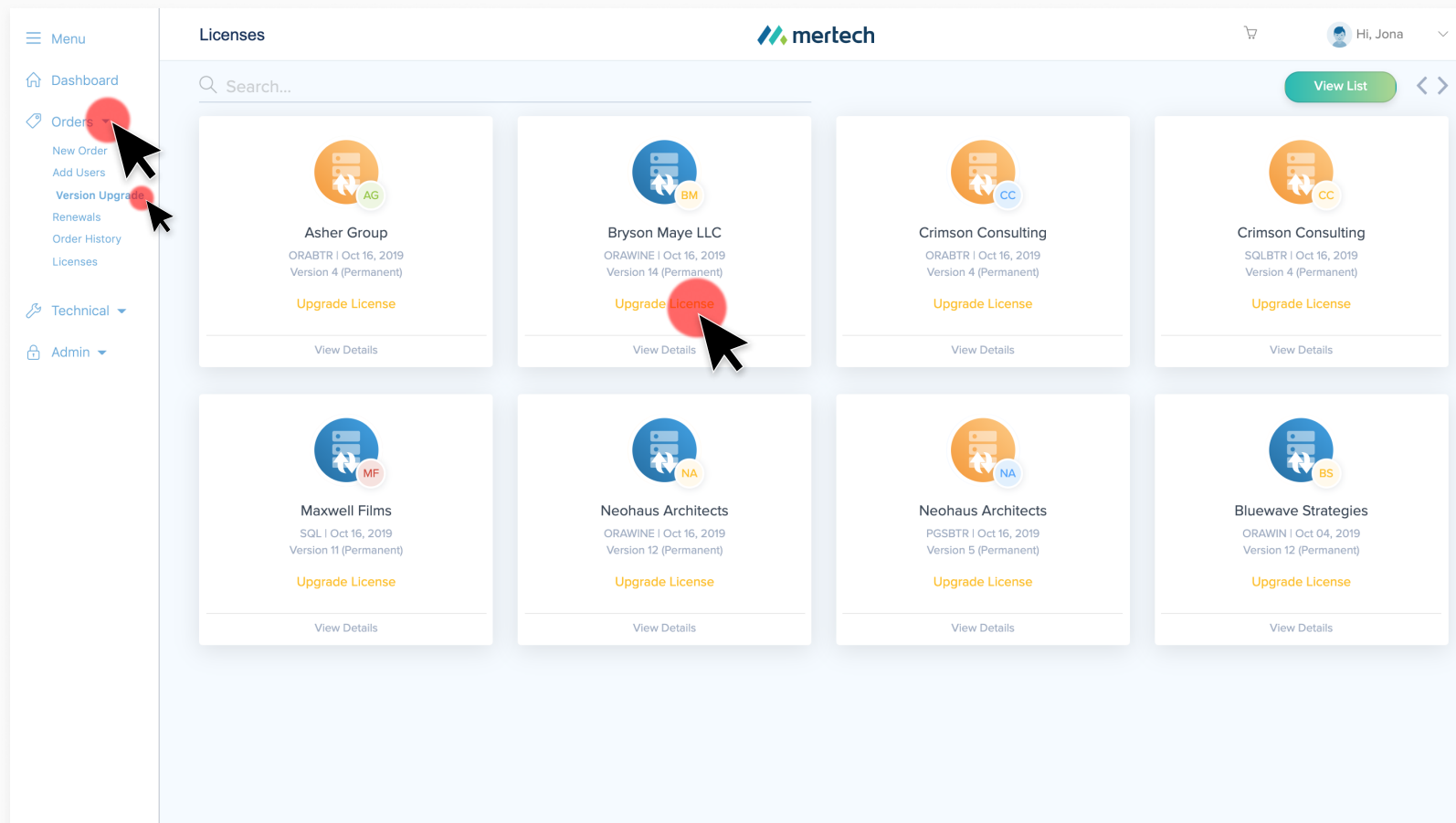
Enter the total amount of users for this license and click add to cart



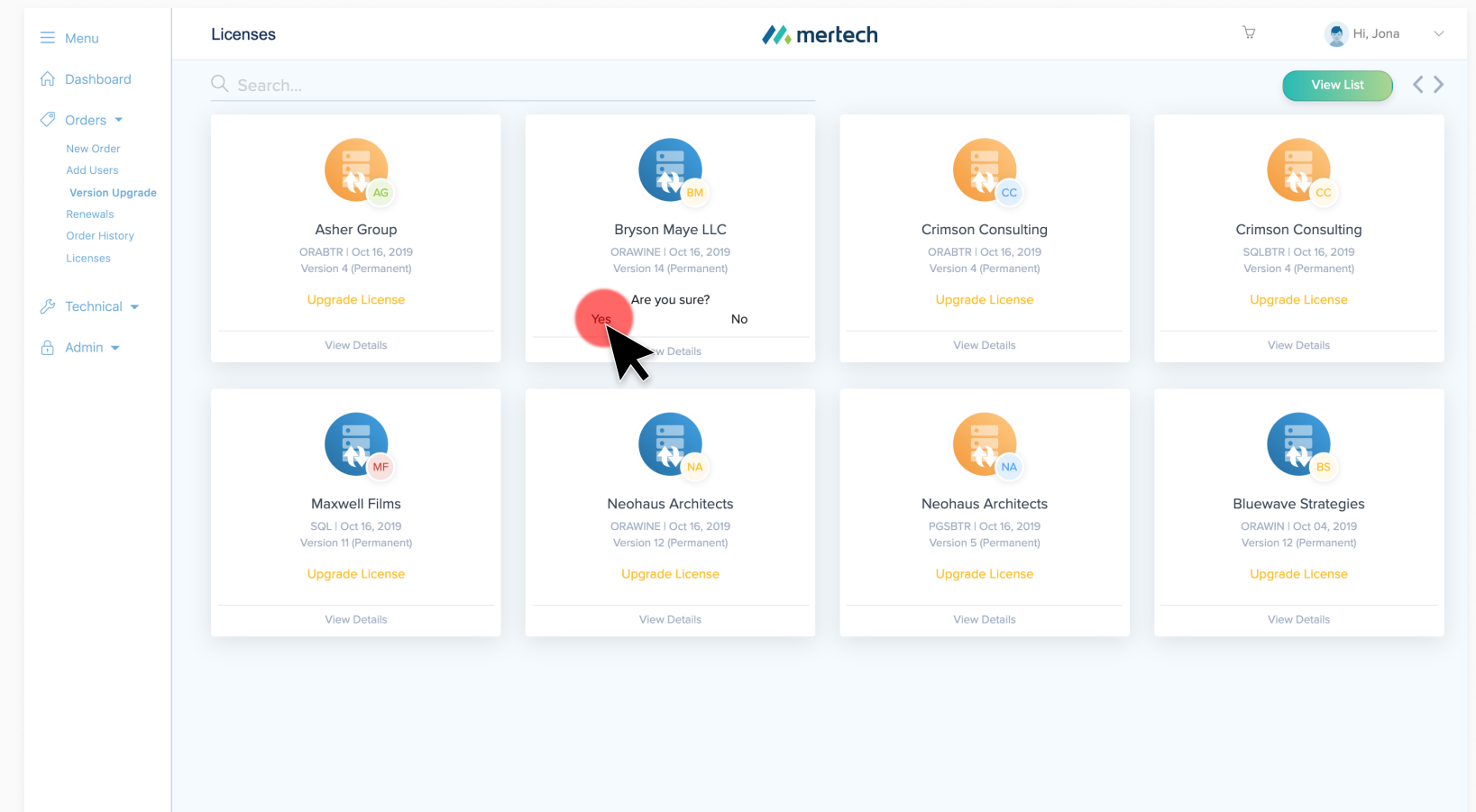
3.3 Version Upgrade

Orders

Version Upgrade



 Select license to upgrade



 Click yes to upgrade your license



3.4 Renewals

Orders

Renewals

The screenshot shows the MERTech Renewals interface. On the left, a navigation menu has 'Renewals' highlighted with a red circle and an arrow. The main content area displays five contract cards: Tangerine Company (TC), Crimson Consulting (CC), Rand Associates (RA), Bluewave Strategies (BS), and Asher Group (AG). Each card shows the contract name, product details, and expiration date. The RA card is selected, indicated by a red circle and an arrow pointing to the 'Select to Renew Support' button at the bottom of the card. At the top right, there are buttons for 'Renew Selected' and 'View List'.

 Select a contract or contracts to renew support

This screenshot shows the same MERTech Renewals interface as the previous one, but with the 'Renew Selected' button highlighted in green and a red circle with an arrow pointing to it. The RA contract card is still selected. The 'Renew Selected' button is now active, indicating the next step in the process.

 Once contract is selected, click renew



3.5 Order History

Orders

Order History

Order History

INVOICE NO.	DATE	TOTAL
35793	May 22, 2019	\$1,406.25
35777	May 14, 2019	\$611.29
35773	Apr 22, 2019	\$3,093.75
35772	Apr 22, 2019	\$1,406.25
35771	Apr 22, 2019	\$3,093.75
35770	Apr 22, 2019	\$1,406.25
35769	Apr 19, 2019	\$1,406.25
35768	Apr 19, 2019	\$750.00
35767	Apr 19, 2019	\$3,093.75
35766	Apr 19, 2019	\$3,093.75

 List of order history

Search for a specific order

View more

Order History

INVOICE NO.	DATE	TOTAL
35793	May 22, 2019	\$1,406.25
35777	May 14, 2019	\$611.29
35773	Apr 22, 2019	\$3,093.75
35772	Apr 22, 2019	\$1,406.25
35771	Apr 22, 2019	\$3,093.75
35770	Apr 22, 2019	\$1,406.25
35769	Apr 19, 2019	\$1,406.25
35768	Apr 19, 2019	\$750.00
35767	Apr 19, 2019	\$3,093.75
35766	Apr 19, 2019	\$3,093.75

 Click order number to view information



3.6 Licenses

Orders

Licenses

Search for a specific license

View more

The screenshot shows the 'Licenses' page in the mertech application. The page features a search bar at the top with the text 'Search...' and a 'View List' button. Below the search bar is a grid of license cards. Each card displays a company name, license details, and a primary action button. A red circle highlights the 'View Details' button for Bluewave Strategies, and a mouse cursor points to it. The left sidebar contains navigation options: Menu, Dashboard, Orders (with a red circle and mouse cursor), New Order, Add Users, Version Upgrade, Renewals, Order History, Licenses (with a red circle and mouse cursor), Technical, and Admin.

Company	License Details	Action
Torii Associates	SQLLE May 22, 2019 Version 15 (Permanent)	Upgrade License
Asher Group	FLEX2CR May 14, 2019 Version 2 (Permanent)	Add More Users
Bluewave Strategies	ORABTRE Apr 22, 2019 Version 6 (Permanent)	Upgrade License
Tangerine Company	FLEX2CR Apr 22, 2019 Version 2 (Permanent)	Add More Users
Tangerine Company	SQLLE Apr 22, 2019 Version 15 (Permanent)	Upgrade License
Asher Group	MYSQLLNX Apr 19, 2019 Version 15 (Permanent)	Add More Users
Asher Group	PGSBTR Apr 19, 2019 Version 6 (Permanent)	Add More Users
Bryson Maye LLC	FLEX2CRD Apr 19, 2019 Version 3 (Subscription)	Add More Users

Click view details to download license

The screenshot shows the 'License' details page in the mertech application. The page displays the details for a license for Bluewave Strategies. A red circle highlights the 'Download License' button, and a mouse cursor points to it. The page includes a 'Btr2SQL' logo, license details, and an 'Add to Cart' button.

Field	Value
Serial Number	511412503
Server	Oracle
Registration Code	1ZSJpDLQG9G91ZS.JSLQx2f-5-10-ORABTRE-6-1001-1201
SQL Min Version	Oracle Database 10g Release 1
SQL Max Version	Oracle Database 12c Release 1
Support Expiration Date	Apr 22, 2020
Users	5

Download license



4 Technical

Downloads 4.1

Help Tickets 4.2

Create First Ticket 4.2.1

Create New Ticket 4.2.2

Add Comments | Upload files 4.2.3



4.1 Downloads

Technical

Downloads

<https://www.mertechdata.com/downloads-area-full>

The screenshot shows the 'End Users' dashboard. On the left, a navigation menu has 'Technical' highlighted with a red circle and a mouse cursor. The main area displays a grid of user cards. Each card includes a company logo, name, location, phone number, and a 'View Details' button. A 'New User' button is also visible.

The screenshot shows the 'List of Downloads' page. At the top, there are navigation links for 'Products', 'Services', 'Resources', 'Case Studies', and 'About Us'. Below this, there are four category buttons: 'Flex2SQL', 'BTR2SQL', 'Flex2Crystal', and 'Miscellaneous'. The 'Flex2SQL' category is selected, showing two sub-sections: 'Flex2SQL Version 15.0' and 'Flex2SQL Version 14.1'. The 'Flex2SQL Version 15.0' section is highlighted with a red circle and a mouse cursor. Below the sub-sections, there are links for 'Full Install', 'Release Notes', 'Programmer's Guide', 'Quick Start Guide', 'Updated Deployment Components', and 'Updated Tools'.

 To view the list of products, select downloads

 Click product to download



4.2 Help Tickets

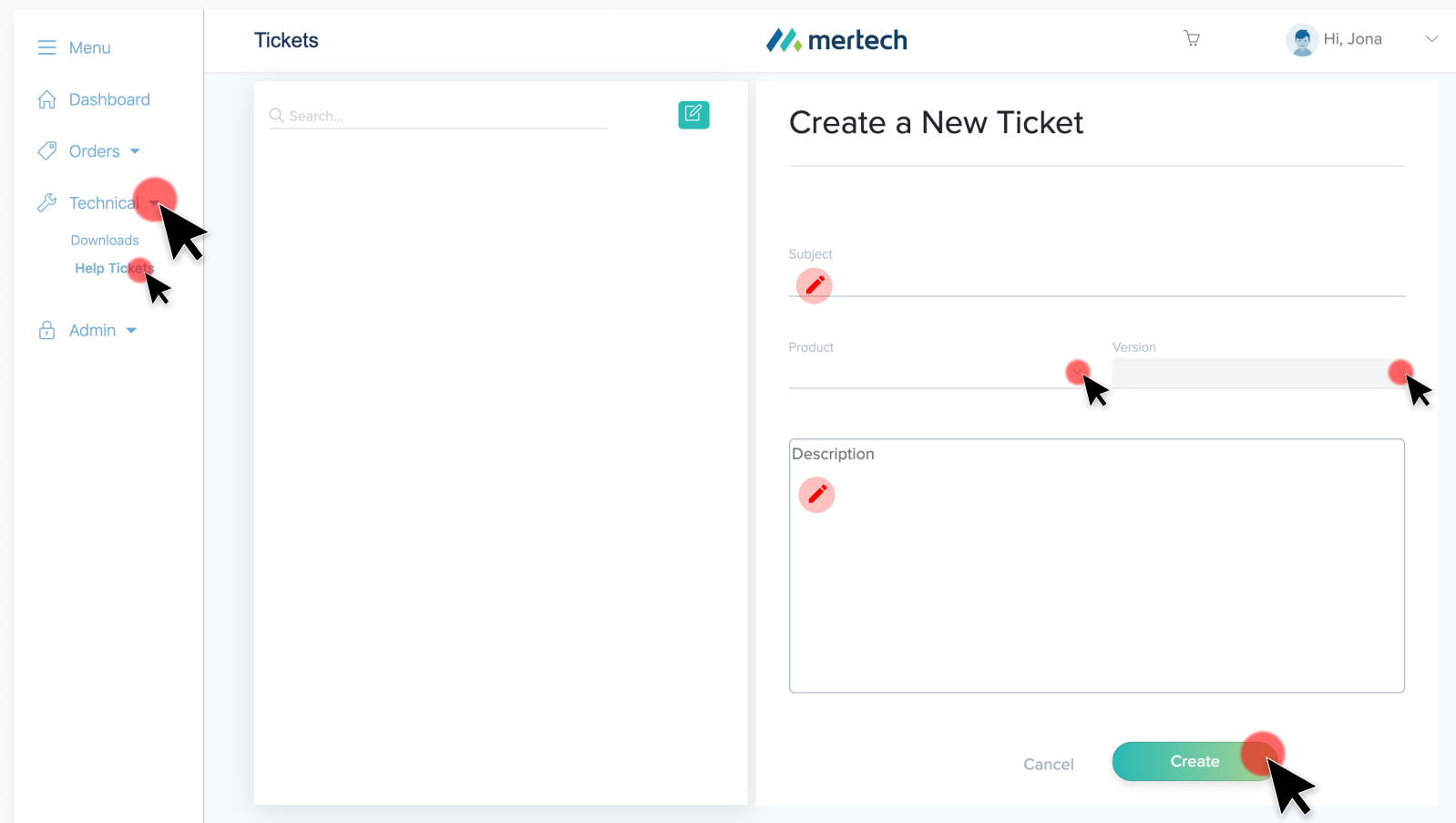
Create First Ticket 4.2.1

Create New Ticket 4.2.2

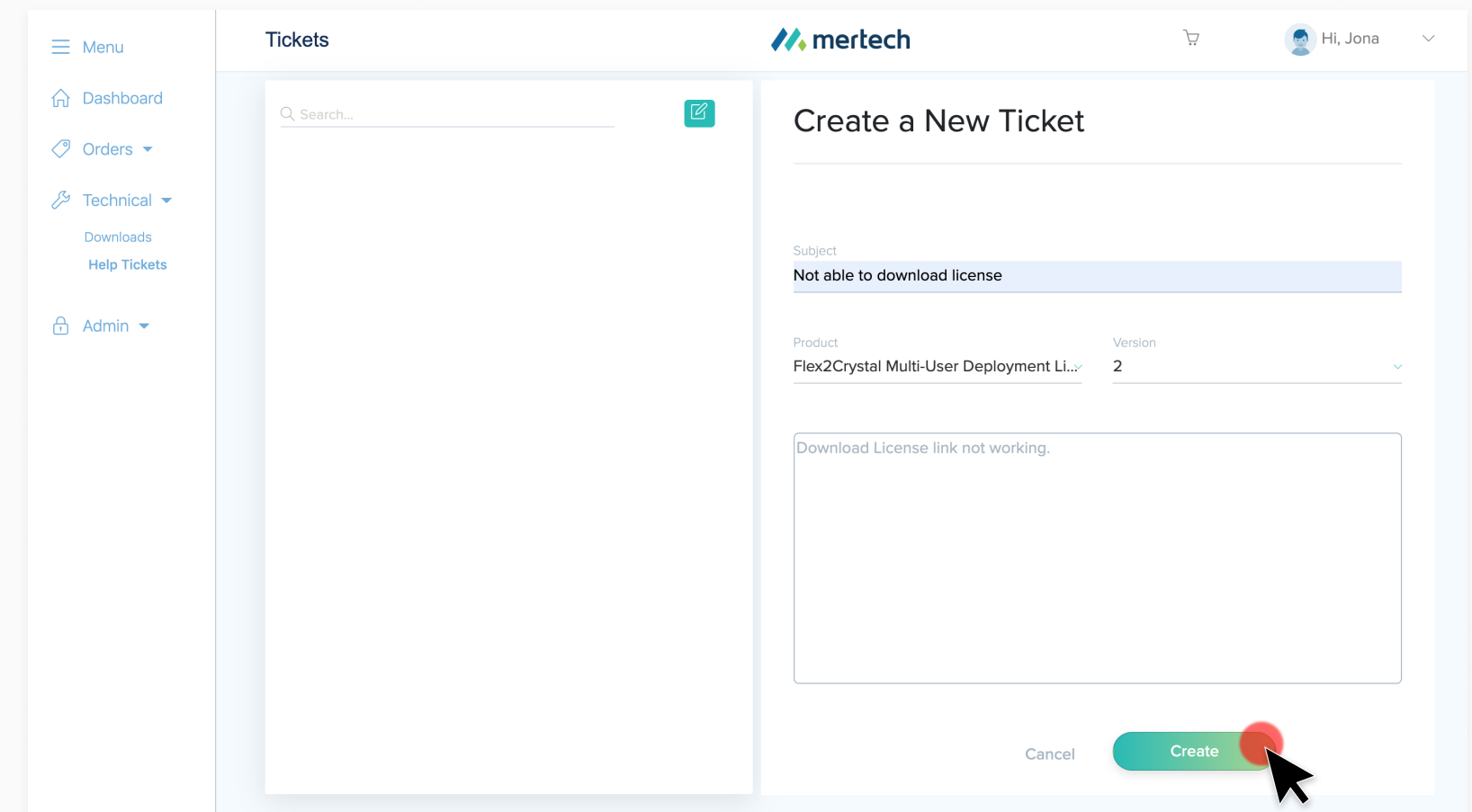
Add Comments | Upload files 4.2.3

Technical

Help Tickets — Create First Ticket



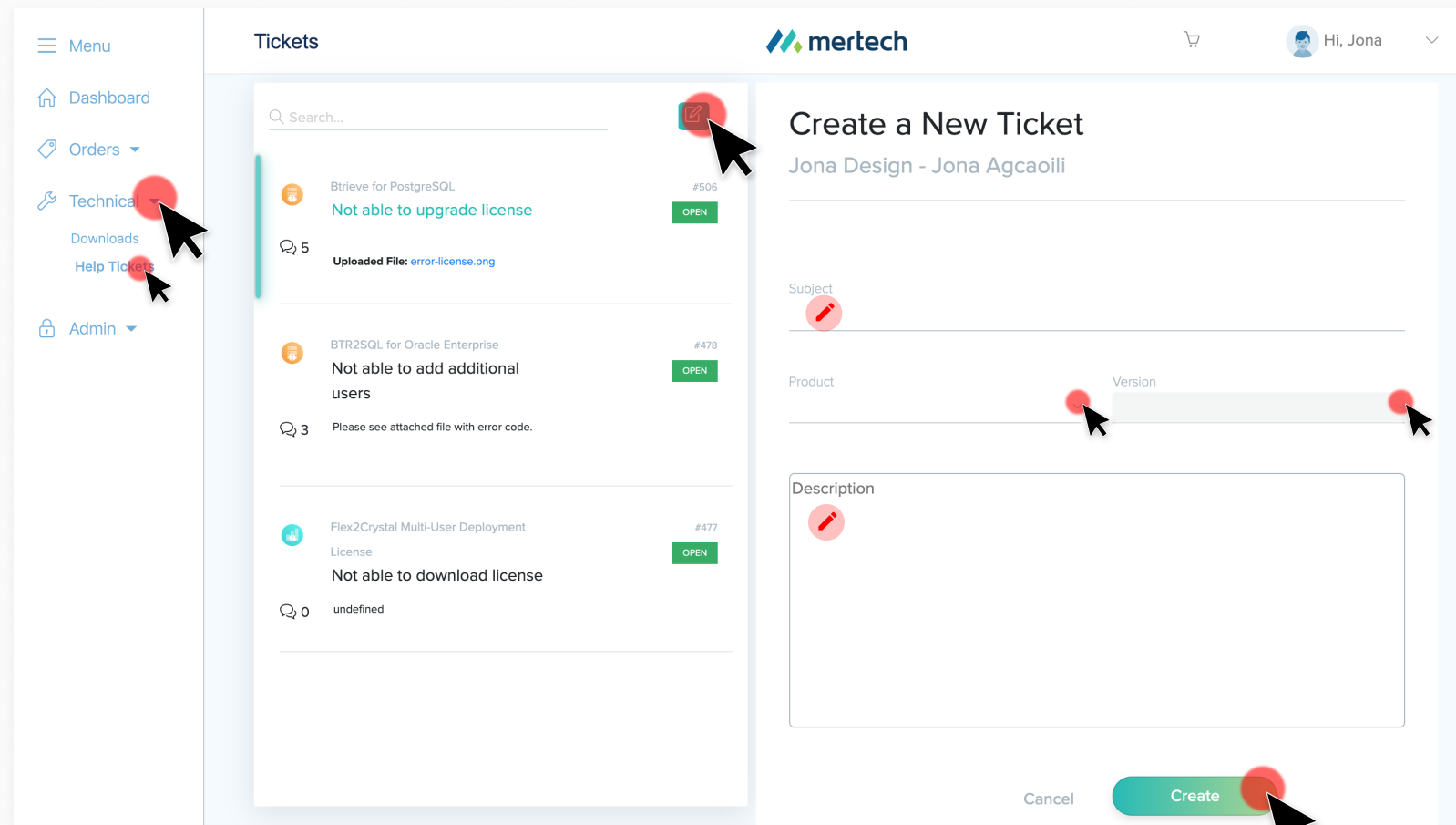
First time creating a ticket? Create a ticket here.



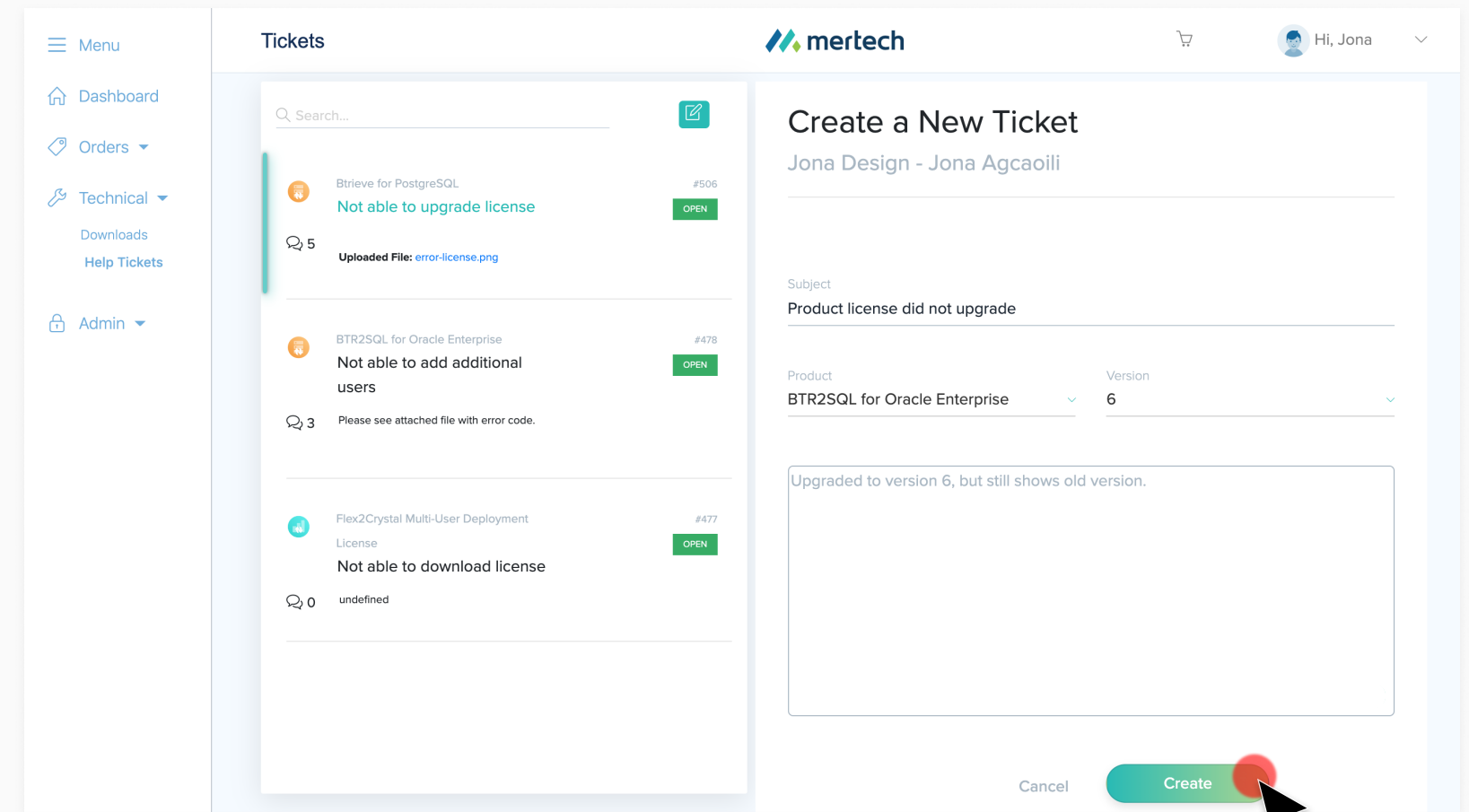
Fill out information and add a detailed description of your issue.

Technical

Help Tickets — Create New Ticket



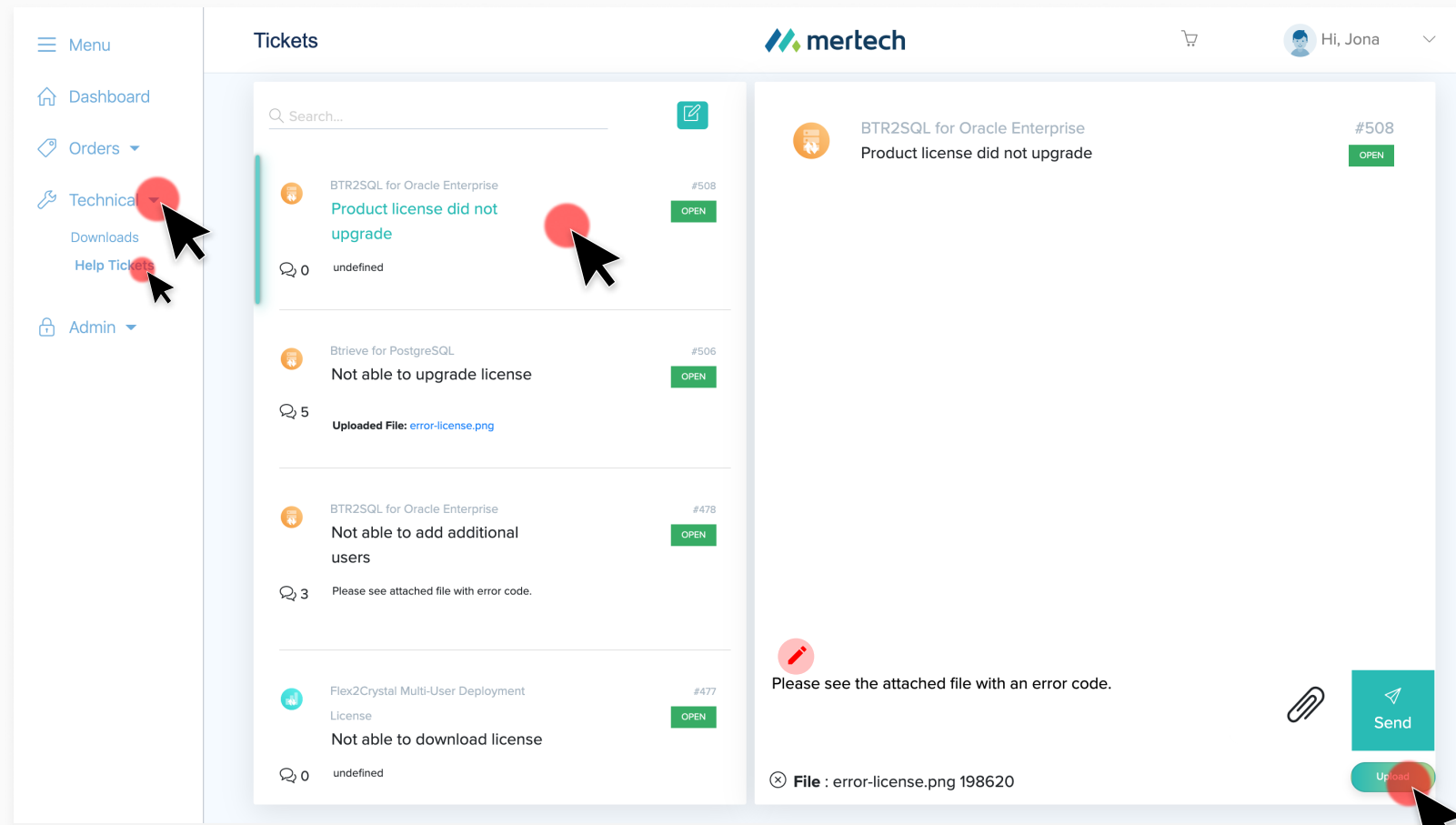
To create a new ticket, click on the  icon.



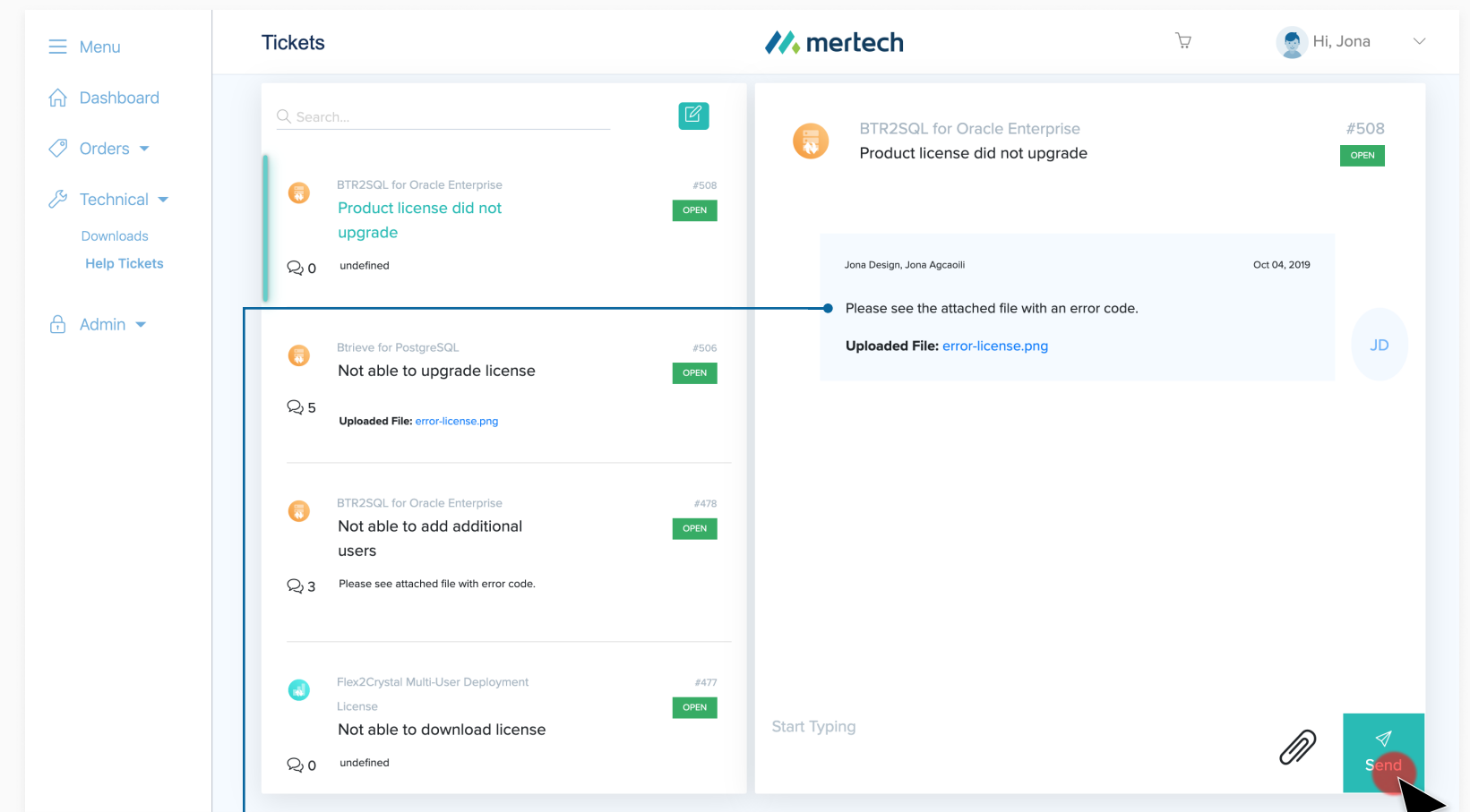
Fill out information and add a detailed description of your issue.

Technical

Help Tickets — Add Comments — Upload Files



Select issue to add comments and upload files



Your comment and file will show up here



5 Admin

Logins 5.1



5.1 Logins

Admin

Logins

The screenshot shows the 'Logins' page in the mertech admin interface. The page header includes the mertech logo, a shopping cart icon, and a user profile 'Hi, Jona'. A 'View List' button is located in the top right corner. The main content area features three cards: a 'New Login' card with a lock icon and an 'Add a new login' button, and two existing login cards for Juliette Alpha and Jona Agcaoili, both marked as 'ACTIVE'. The left sidebar has 'Admin' and 'Logins' highlighted with red circles and arrows.

+ Add new login

The screenshot shows the 'Manage Login' page in the mertech admin interface. The page header includes the mertech logo, a shopping cart icon, and a user profile 'Hi, Jona'. The main content area features a form for adding new login info, including fields for Name, Phone, Contact Type, Password, and Active status. There are also sections for 'Access and Functions' and 'Download Licenses & Access Support Only'. A 'Save' button is in the bottom right. A red circle and arrow highlight the 'Save' button.

+ Add new login info, select access and click save

