

Dear Imaris users,

As the Imaris team is adjusting to changes due to the outbreak of the SARS-CoV-2 virus we realize many of our customers are dealing with changes in their daily routines too.

While some of your lab work may be put on hold, we would like to make it easier for you to conduct data analysis with Imaris from home. In addition to our [FREE Imaris Viewer](#) we are expanding access to our Satellite Licenses for **greater flexibility during the outbreak and lab closures**.

Satellite Licenses allow for analysis work away from your lab/core facility workstation on a temporary basis. As of now Satellite Licenses policies are changing until the effects of the outbreak reduce:

- Two (2) concurrent Satellite Licenses are available for each Imaris license within a maintenance contract.
- The duration of these licenses can be adjusted on a per site basis by the Site Leader of the account. The default duration is 7 days with a 30-day maximum.
- Satellite licenses are available to users who are registered to the license account within our database.
- Registered users can issue a satellite license via our Customer Portal. Detailed instructions are available below.
- Please note: Site Leaders can use the Customer Portal to adjust the user list via "Manage User". Restricting the list will give Site Leaders complete control over issuance of Satellite Licenses. Please contact your local Support team if you have questions.

Issuing Satellite Licenses:

- Go to our [home page](#).
- Click on "Login" at the top of the page. A new tab for the Customer Portal will open.
- Please enter your registered email address and password to login. It's easy to receive a new password by clicking on the "Forgot Password" link and following the instructions.
- Once inside the Portal select the appropriate Facility (i.e. account) if more than one is listed.
- Then click on "Satellite Licensing" on the left-hand side of the page.
- Please read this page as it details the license specifics. Users have access to licenses of the Imaris version (e.g. 9.5) currently applied to their primary Imaris installation.
- Click on the link "To create a new satellite license."
- On the new page use the check box to choose which product you will generate a satellite license. Fill in the additional details and then click the "Create Satellite License" button. If licenses are available, you will receive an order-id (character string) for use within Imaris.

Downloading, Installing, and Licensing Imaris:

- You can find the latest version of Imaris within the Customer Portal as well, under Downloads.
- Then follow the Installation and Licensing instructions found [here](#).

Best Regards,
Meredith Price
Imaris Business Manager
meredith.price@bitplane.com