

IWD
RETAIL SOFTWARE



SUPPORT@IWD.IO

LOS ANGELES | NEW YORK | PARIS | SINGAPORE

DISPLAY DESKTOP APP GUIDE

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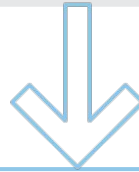
CONTEXT



END OF FLASH

As you may know, web browsers will no longer be supporting Flash Player by the end of this year. The current version of Display - Version 4 - relies on that technology.

Because of this change, the IWD team has developed the Display Desktop App.



NEW SOLUTION

Instead of using Display on your browser, you will now access it via a desktop application. The only change is on the way you *access* your platform, the Display usage and features remain identical.

WHAT ABOUT NETWORK AND USER MANAGEMENT?

Display Desktop Application is for Display users only.
Network and user management parts are still working on your browser.

ACCESSIBLE ONLY ON
DISPLAY DESKTOP APP :



DISPLAY

ACCESSIBLE ON
YOUR BROWSER:



NETWORK



INSTALLATION



TECHNICAL REQUIREMENTS

Display Desktop Application works on Windows and MAC operating systems.

- Windows 7 and later, it only support 64-bit version of windows

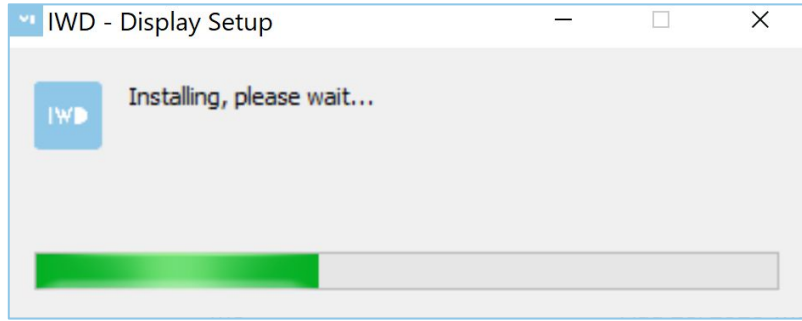


- Mac OS X Yosemite 10.10 and later





Display Desktop Application is a software that must be downloaded and installed on your computer. After downloading the installer https://dl.iwd.io/IWD_Display_installer.exe, click on it to start the installation.



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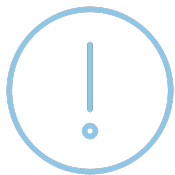
The installer will automatically install IWD-Display at :

C:\Users\[User]\AppData\Local\Programs\iwd-display\IWD - Display.exe

Once installed, the application will open automatically.

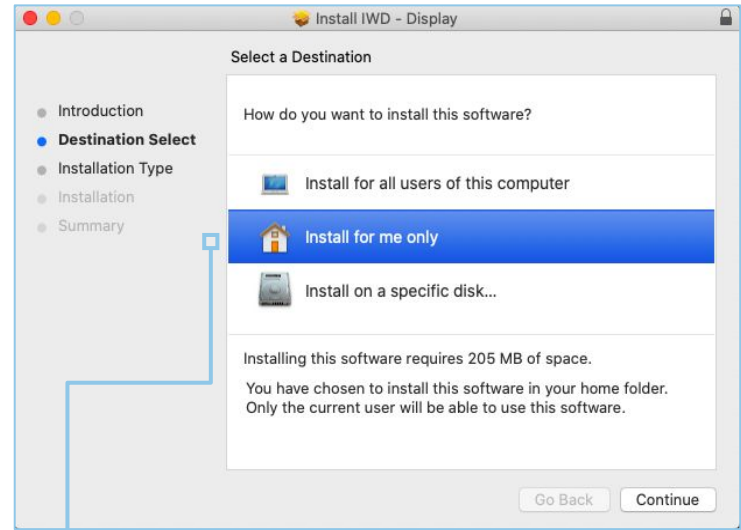
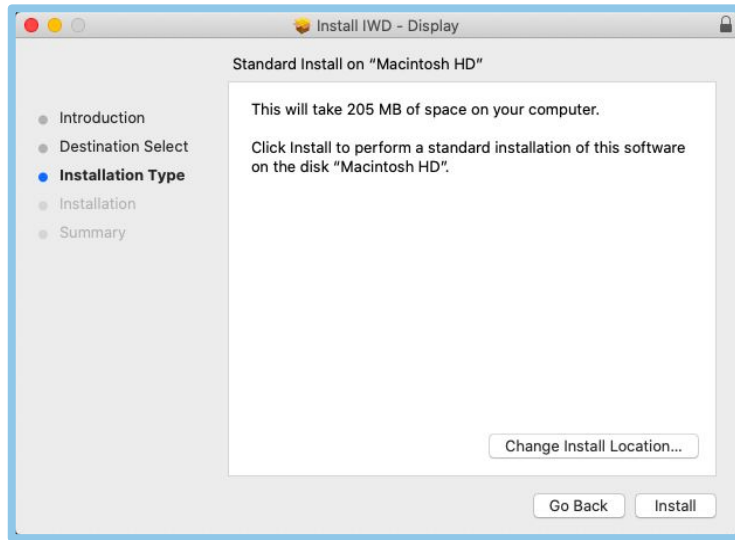


WARNING FOR DISPLAY 3D USERS ON WINDOWS

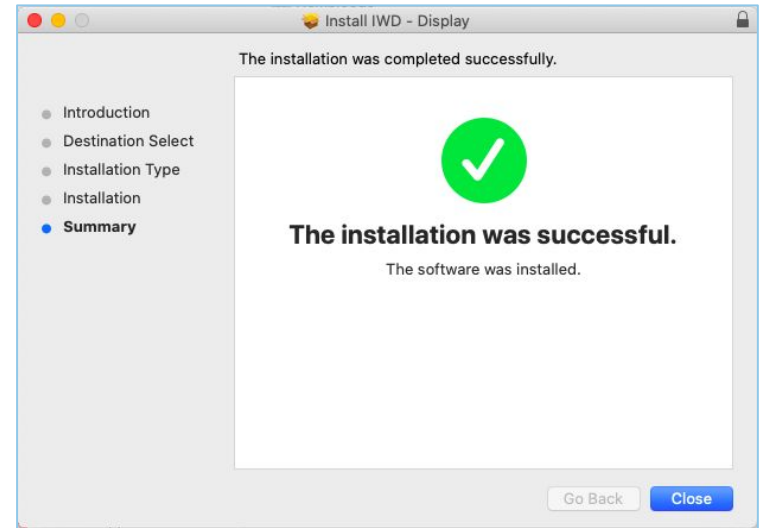
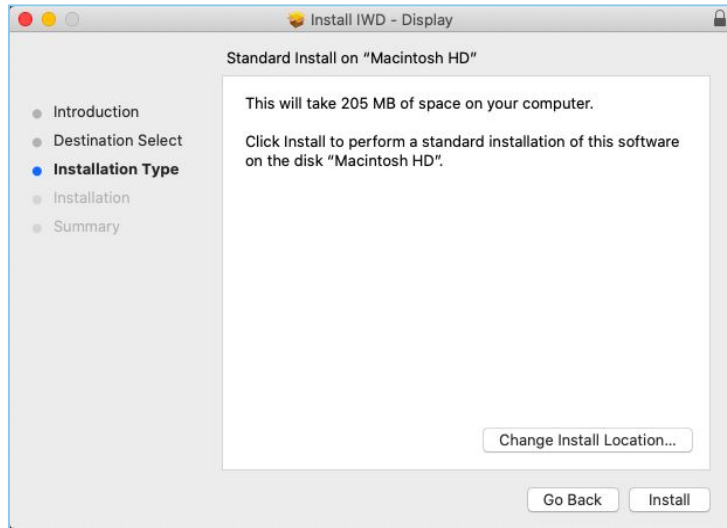


Please do not rename the `IWD - Display.exe` file: it can lead to issues with Display 3D compatibility.

Display Desktop Application is a software that must be downloaded and installed on your computer. After downloading the installer https://dl.iwd.io/IWD_Display_installer.pkg, follow the instructions:



At this step, make sure to choose the option "Install for me only".






After you installed the application, it will be located at

```
~/Applications/IWD - Display.app.
```



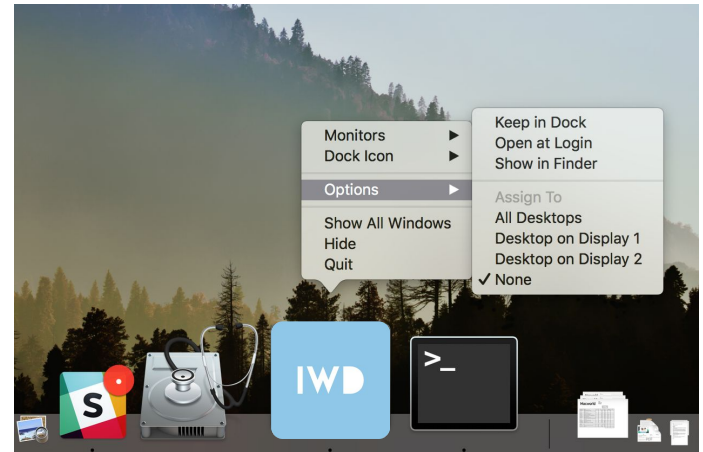
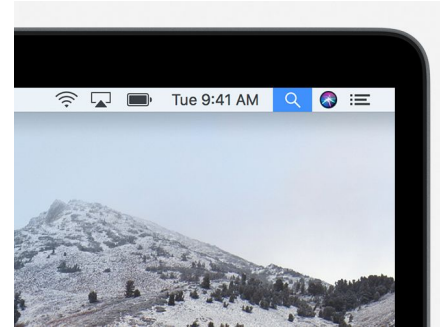


To easily find your application you can use spotlight :

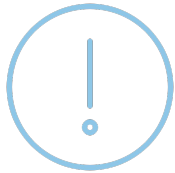
- Click  in the upper-right corner of the menu bar or press command-space bar to open spotlight.
- Enter "Display" on the search bar.

Don't hesitate to also add DDA on your dock :

- Once the application is open you can right click or control click on the icon on the dock.
- From the options that appear choose Options > Keep in Dock



MAC-OS - WARNING



- If you already have a version of `IWD - Display.app` on your file system, please delete it before installing the new one. Older versions could interfere with the installation of the new version. (Make sure there is no old Display.app files in dist/mac).
- Do not rename the `IWD - Display.app` file, it can lead to issues with Display 3D compatibility.



SETTINGS



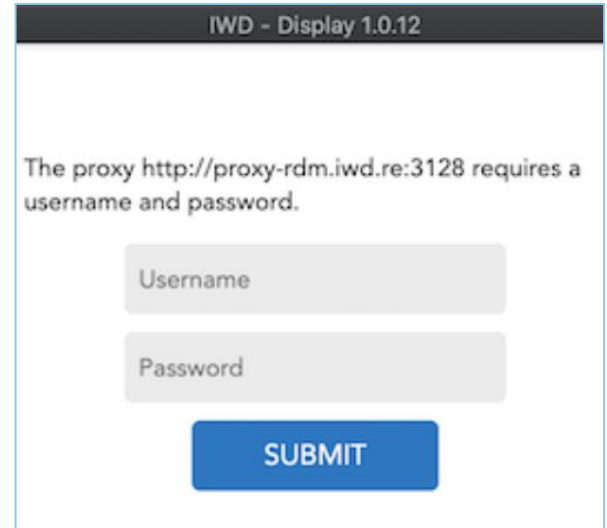
PROXY

CREDENTIALS

The application uses the proxy configuration defined in the user's operating system.

The vast majority of users will not see this message, but if you do, please contact your IT department about the proxy credentials.

This window will be displayed until the credentials are entered correctly.



IWD - Display 1.0.12

The proxy `http://proxy-rdm.iwd.re:3128` requires a username and password.

Username

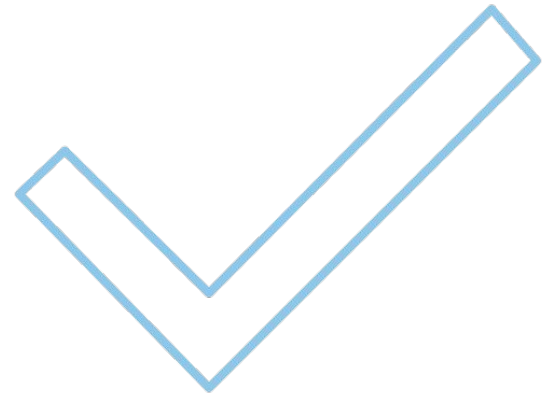
Password

SUBMIT

SINGLE SIGN-ON

For users using SSO, no additional setup is required after installing the Display Desktop App.

You will sign in as usual and the application will work normally.



UPDATE



When a new version of the Display Desktop Application becomes available, it will download automatically when you open it and install it once the app is closed.

You will be notified of the update:

A new update is ready to install

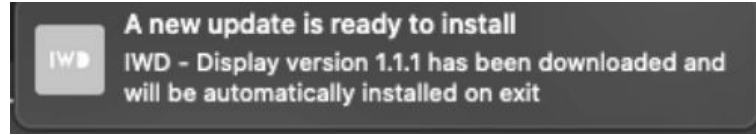
IWD - Display version 1.1.0 has been downloaded and will be automatically installed on exit

You must restart your application to benefit from the new update.



When a new version of the Display Desktop Application becomes available, it will download automatically when you open it and install it once the app is closed.

You will be notified of the update:



You must restart your application to benefit from the new update.



CONNECTION

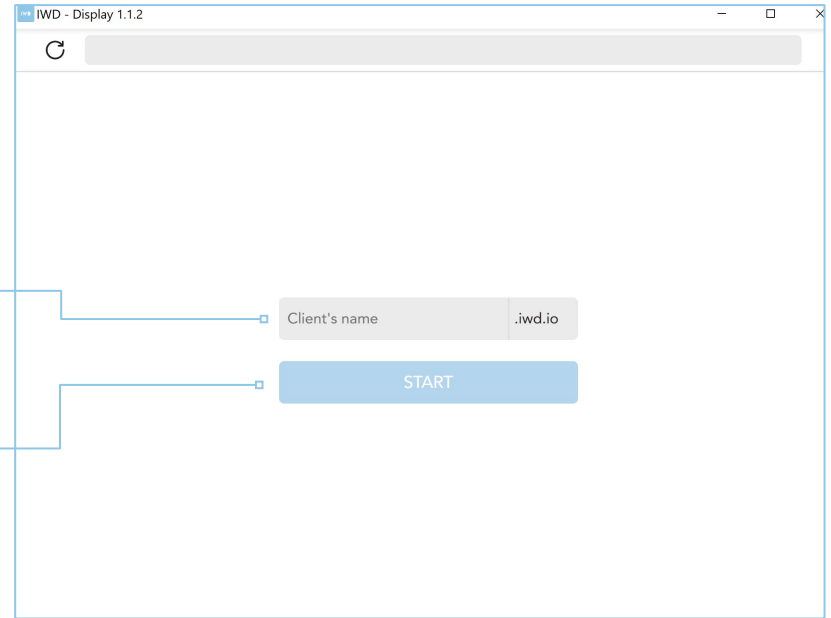


LAUNCH THE APPLICATION DIRECTLY

The application can be launched manually by clicking on the application's icon.

When you launch the application, you land on a page asking you to enter the name of your Display platform.

Please enter the name of your platform (only your brand's name, not the full URL) and click on "START".



The screenshot shows a web browser window titled "IWD - Display 1.1.2". The browser's address bar is empty. The main content area of the browser displays a simple form. At the top of the form is a text input field with the placeholder text "Client's name" and a ".iwd.io" domain suffix. Below this input field is a blue button with the text "START" in white. Two blue lines with small square endpoints point from the text on the left to the input field and the "START" button respectively.

LAUNCH THE APPLICATION DIRECTLY

On the landing page a URL field is also available, where you can paste a full URL



https://yourbrand.iwd.io

then press **Enter** .



LAUNCH THE APPLICATION DIRECTLY

Then log-in by typing your email and password.

Your credentials remain unchanged.

If you do not remember your password, just click on the link "Forgot password" to receive a new password by email.

EMAIL

pauline.frey@iwd.io

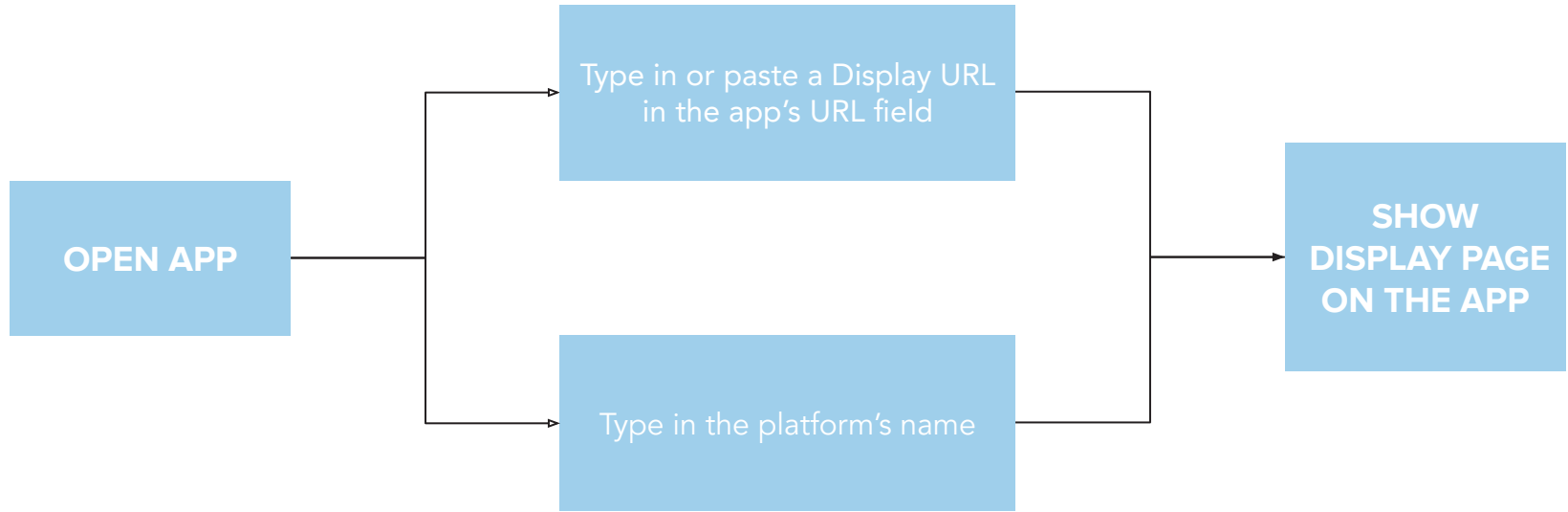
PASSWORD

LOGIN

[FORGOT PASSWORD?](#)

The image shows a login form with three main components: an email input field containing 'pauline.frey@iwd.io', a password input field which is currently empty, and a blue 'LOGIN' button. Below the password field is a blue link labeled 'FORGOT PASSWORD?'. Blue lines with small square endpoints connect the text on the left to the corresponding elements in the form: one line connects 'Then log-in by typing your email and password.' to the email field, another connects 'Your credentials remain unchanged.' to the password field, and a third connects 'If you do not remember your password, just click on the link "Forgot password" to receive a new password by email.' to the 'FORGOT PASSWORD?' link.

LAUNCH THE APPLICATION DIRECTLY




REDIRECTION FROM THE BROWSER

If you try to access your Display platform from the browser, you will be redirected to a new page after login, to prevent the usage of Display from your browser.

On this page find the links to:

- Download the Display Desktop Application if you have not installed it yet;
- Be redirected to the application (if already installed);
- Access Network (if you are a Network user).

We recommend launching the Display Desktop App yourself instead of using the browser redirection, so your session stays open longer and you do not have to enter your email and password too often.



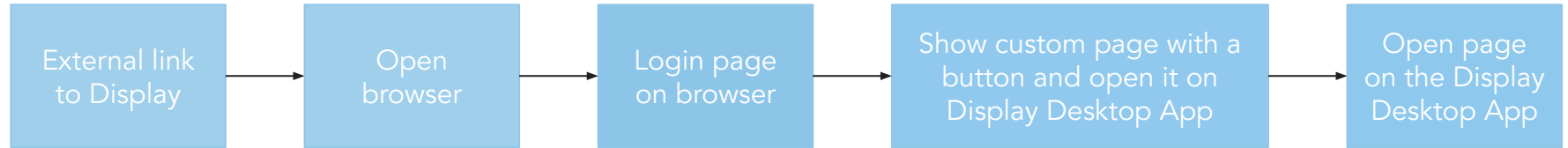
To access Display you must temporarily install and use the "IWD - Display" application.
The IWD team is currently working on a brand new version of Display that will be available in your browser soon.

[OPEN IN DISPLAY APP](#)
[INSTALL THE APP](#)

You can access Network as usual:

[ACCESS NETWORK](#)

ACCESS THE APP FROM THE BROWSER





FAQ



CAN SOME USERS WORK ON DDA AND OTHERS ON THE BROWSER DURING THE PILOT PHASE ?

Yes

During the pilot phase it is possible to have users using Display Desktop Application while other users using the browser. Everything is synchronised between the application and the browser so no data will be lost.

However, it is not recommended for a same user to switch between the application and the browser. This can lead to errors and requires more frequent logins.

CAN I OPEN MULTIPLE PAGES ?

Yes

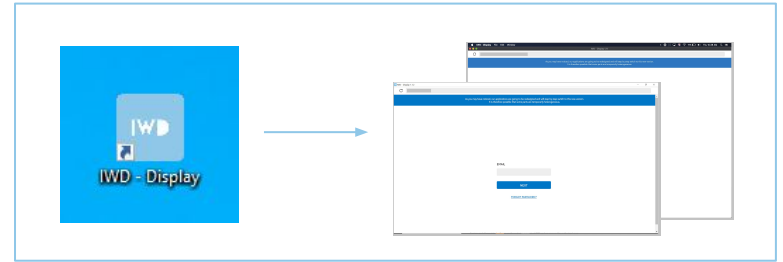
The application allows you to open several windows simultaneously. You can have one window open to access the database part and another one for the guidelines, for instance.

ON WINDOWS

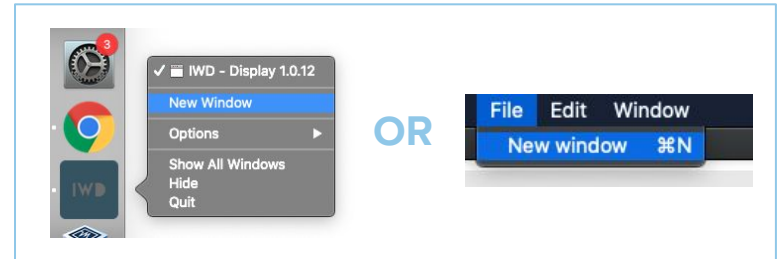
Open the app again by double clicking on the app's icon.

ON MAC-OS

Open a new window from the dock or from the menu (shortcut Cmd+N).



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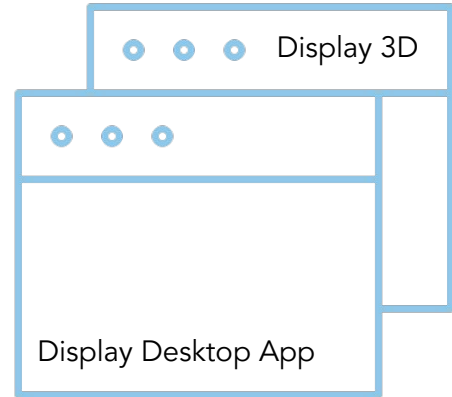


HOW DOES DISPLAY 3D WORK NOW ?

There are no changes for Display 3D.

You can launch it from Display Desktop App and work on it as usual.

It will open another application in parallel.



WHAT CAN I ACCESS VIA THE APPLICATION'S URL FIELD ?



The URL field works only for

IWD Display platform URLs.



The Help center, Network, Directory (user management pages) or external links are not accessible from the Display Desktop Application.

HOW CAN I LOGIN TO A DIFFERENT PLATFORM?

Thanks to the auto login when you launch the Display Desktop Application, you will be automatically redirected to the last platform you accessed.

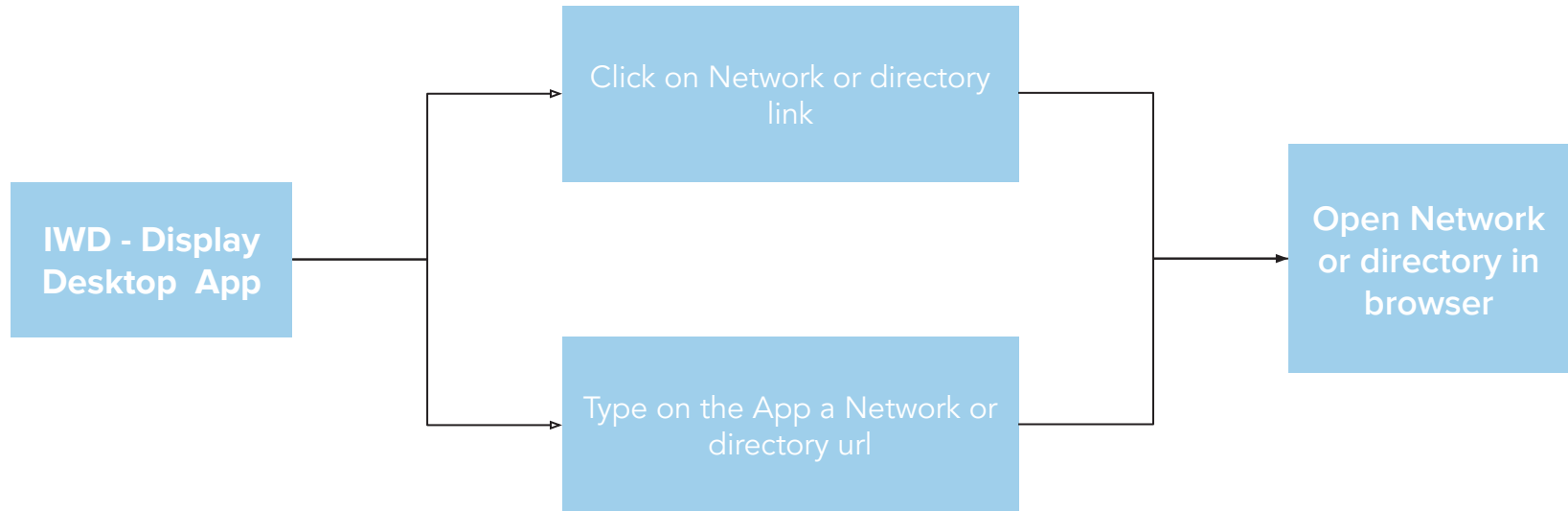
If you need to login to another platform, you can type this new platform URL in the URL field.

To logout and go back to the landing page, click on "exit" on the top right corner of your screen :



HOW TO ACCESS DIRECTORY OR NETWORK FROM DISPLAY DESKTOP APP ?

If you try to access Network or the directory from Display desktop app you will be redirected to the browser



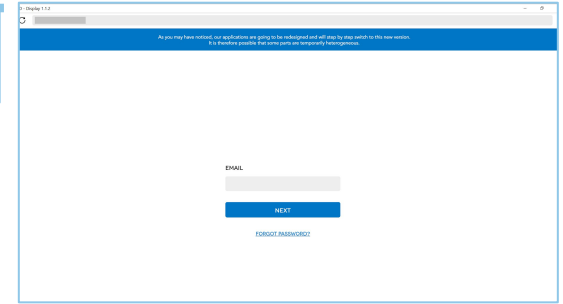
WHAT IS MY CURRENT DISPLAY VERSION ?



ON WINDOWS

The version number is displayed on the top left corner of the application window

IWD - Display 1.1.2



ON MAC-OS

The version number is displayed on the top center of the application window

IWD - Display 1.1.1

