



# Fiery Account

## Frequently Asked Questions





## FAQs

### What is a Fiery Account?

It's an account for use with Fiery® products and services that opens up multiple benefits for Fiery users.

### What are the benefits of a Fiery Account?

Having a Fiery Account unlocks a host of business and productivity benefits. It lets you:

- Download Fiery software from Fiery Software Manager and keep it up to date.
- Take advantage of the free Fiery IQ™ applications to gain insights into your production to make data-driven decisions\*.
- Backup and share your Fiery Command WorkStation® workspace settings by storing them in the Fiery IQ cloud\*.
- Keep your Fiery makeready licenses safe and convenient in the Fiery IQ cloud\*.
- Explore the full benefits of Fiery Manage and Fiery ColorGuard™ for 30-days at no cost.\*

\* Availability and/or cost is dependent on the printer type you are connected to.

### Are the benefits of a Fiery Account the same for all Fiery server types and printer connections?

No. Users of Fiery XF and Fiery proServer do not see all the functions mentioned above\*. However, a Fiery Account will still streamline the download of software using Fiery Software Manager. Also, logging in to Fiery Software Manager provides an automatic Fiery Account log-in for Fiery Command WorkStation. This is helpful if you have printers supported directly by Fiery IQ as it allows you to administer the account from the same convenient location.

### When will it be available?

The Fiery Account becomes available in October 2023. It will be available on the same day of the English release of Fiery Command WorkStation 7.0, the worldwide release of Fiery IQ, and Fiery ColorGuard. As a Fiery user, we will keep you up to date.

### Is it mandatory to have a Fiery Account after this time in order to use Fiery products?

Once available, a Fiery Account will be required to download and update software using Fiery Software Manager 7.0 and later. You will also need a Fiery Account to take advantage of Fiery IQ cloud applications and services such as using Fiery Dashboard, or backing up Fiery Command WorkStation workspace settings.



Note that Fiery servers that ship with Fiery Command WorkStation 7 preinstalled don't require the operator or installer to have an account to start using the server. It's also important to understand that the general, everyday use of Fiery Command WorkStation, as one example, does not require you to be logged in to your Fiery Account, although staying logged in means you will have immediate access to all Fiery Account functionality.

The most convenient place to create a Fiery Account is from within Fiery Software Manager. The details you'll use to create a Fiery Account are as an employee of the company the Fiery server(s) belongs to. This is critical because you'll need to correctly associate your account with your company information to ensure that company resources are accessible to all co-workers who have a Fiery Account.

### **Is a Fiery Account free?**

Yes, totally free for all users.

### **I have an EFI IQ account. Is it the same?**

No, they are not the same. A Fiery Account is a new type of account.

However, if you're already an EFI IQ user, your existing IQ account credentials will work right away with your new Fiery Account, there's nothing else to do.

### **What do EFI IQ account holders need to do?**

Absolutely nothing apart from understanding the switch, and that all users will have a Fiery Account created, and that any company associations will be preserved.

### **Does the EFI IQ account go away completely?**

Yes, in theory, however older versions of some software will still refer to the EFI IQ account – but as mentioned, account credentials work for both an EFI IQ account, and a Fiery Account.

### **Does that mean EFI IQ goes away?**

Quite the opposite. EFI™ IQ™ is rebranded to Fiery® IQ™. EFI IQ cloud services become Fiery IQ cloud services. A Fiery Account is the means to authenticate yourself, and access these applications and services.

### **Which details are required to set up a Fiery Account?**

To complete the first step, all you need is your name, company email address, to set a password, and to choose your country of residence. This enables you to download Fiery software from Fiery Software Manager. However, there is an important second step that's needed to unlock all the benefits of a Fiery Account which is associating it with a company.



### **Why do I need to associate my Fiery Account with a company?**

If you think about it, your company has many shared resources. Printers, different client workstations, licenses, and so on. As you and your co-workers all want to monitor and share those same resources, a company association is the common denominator that allows you to do that.

### **What is "a company"?**

Most of the time, "a company" is simply the organization you work for which owns the printers and resources that you wish to monitor and share.

However, if you work for a larger organization with multiple sites, it could be that "a company" is a site. Therefore, your organization may have multiple "companies" that are available to associate with, such as; *FieryPrint-London*, *FieryPrint-Paris*, *FieryPrint-New York*, and *FieryPrint-Rome*. However, if the intention is to monitor printers and potentially share resources for all sites together, the "company" can simply be *FieryPrint*.

### **How do I associate my Fiery Account with a company?**

If you create a Fiery Account from within Fiery IQ, or your company already has an EFI IQ account, a company association already exists as this connection is required during the sign-up process.

If you create a Fiery Account from within Fiery Software Manager, Fiery Command WorkStation, or from [fiery.com](https://fiery.com), there are 2 possibilities when you enter your company information. 1- If we find a match, you can send a request to join that company to one of the account administrators to approve. 2- If there is no existing company to associate with, simply create a new company. The process is just a few simple steps.

Note: If you create a company, you become one of the administrators, but you can change your role later once you've defined another administrator.

### **Can I check if my company is already associated with a Fiery Account?**

There is no need to check upfront as the system checks for a company match automatically when you enter your company details.

### **Can I be associated with more than one company account with a single email address?**

Yes, but you can only be an Admin or Operator in a single company. You can have a Support role at as many companies as you like.



### **What are the different role levels for a Fiery Account?**

Roles are assigned to Fiery Account holders when a Fiery Account gets associated with a company. These roles then exist, and are defined in Fiery IQ. They can be Admin, Operator, or Support.

### **Who actually “owns” the “company account”?**

The Fiery Account holder who creates a company automatically becomes an administrator. Additional users can be invited as an “Operator,” “Support,” or “Admin.” Whenever another user requests to join a Fiery Account, all administrators of the “company account” receive that request and any of them can accept the new user and assign a role. The ownership of a “company account” is shared with all administrators of a company – so the ones that have the role of Admin.

### **Can I disassociate my Fiery Account from a company?**

Yes. Account holders can disassociate from a company, create another company, and/or join/associate with a different company.

### **What do we do when someone who has a Fiery Account associated with our company leaves the company?**

Important is that the person leaving the company is not the only administrator. In that case, another user should be switched from Operator to Admin. If multiple administrators exist in the company, then the Fiery Account of the person leaving can be simply disassociated with the company.

### **Once I’m logged in to my Fiery Account, do I stay logged in?**

Yes, here are a few examples of the persistent log-in nature of Fiery Account:

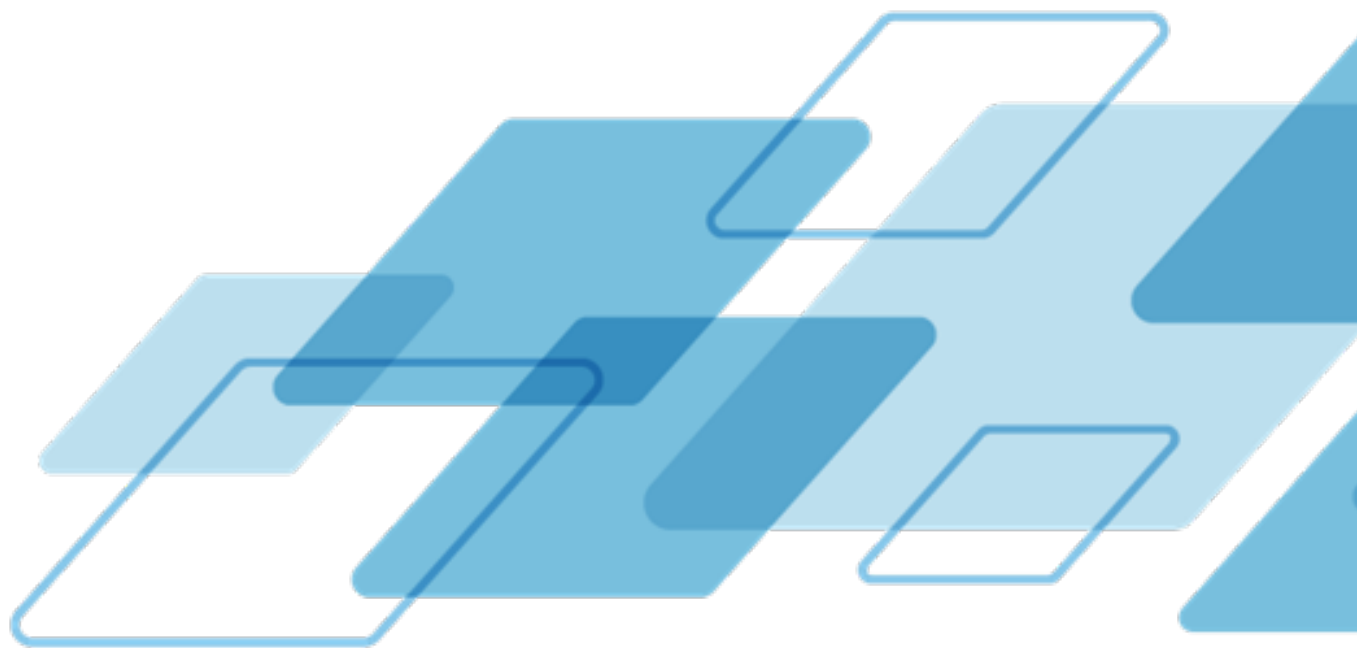
If you are logged into Fiery Software Manager, and then open Fiery Command WorkStation, you are automatically logged into your Fiery Account. If you quit and relaunch Command WorkStation while logged in, you will still be logged in when it reopens.

Note that there is a difference between being logged into your Fiery Account, and logging into a Fiery server when connecting it to Command WorkStation.

The same applies for using your Fiery Account credentials to log into Fiery IQ. Unless you log out, you stay logged in for subsequent sessions.

Note that if your account has been idle for over 25 days, you will be required to log in again.

Updated: 20<sup>th</sup> September 2023



For more information, please visit [fiery.com](https://fiery.com).



Nothing herein should be construed as a warranty in addition to the express warranty statement provided with Fiery, LLC products and services.

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