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How to download documentation from Geneko website

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This User Manual is made for users of Geneko's products. It contains detailed information on the process of registering, logging and downloading documents and software from www.geneko.rs web site.

1 If you are not registered user of technical support, hover over the **Support** section in the main menu bar and you will be presented with the window (as shown on Figure 1) where you can register on the website by clicking on **Register as a new user.** Alternatively, you can register by clicking on the link **Register** above the main menu. Registration and login processes are explained in the section 2 and 3 of this manual.

If you have already registered as a user, you can log in by entereing your credentials into **Email** and **Password** fields and click on the **Log In** button.

If you forgot your password, you can always ask for the new one by clicking on the **Forgot Password** link. You should then enter your email address used when registered on the website and the new password will be sent to you to the same email address.
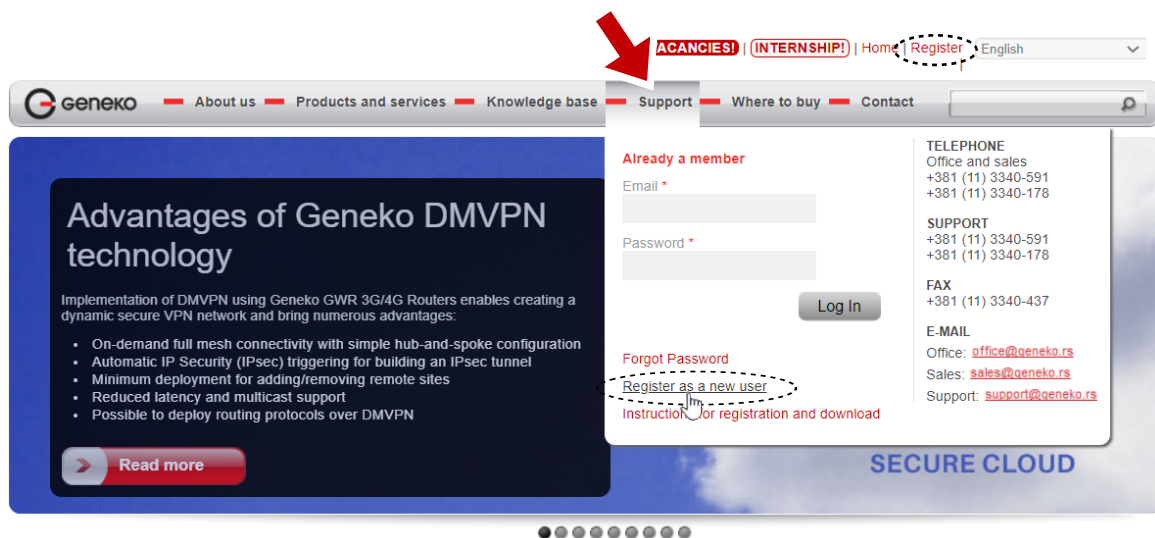

Figure 1 – Links for registering on the website

2 After clicking on the link **Register as a new user** or **Register** the following window will appear (Figure 2) where you are asked to enter your data. The required fields are marked with an asterisk.

In the **Products** section you will choose one or more product groups for which you want to download the documentation by checking the checkboxes next to their titles.

Optionally, you can accept to be subscribed to the mailing list for receiving emails on selected product groups; otherwise you can uncheck the box for this option. At the end, click the **Submit** button.

Figure 2 – Enter your data

3 After the form REGISTRATION FOR TECHNICAL SUPPORT is submitted, the window for logging in will appear (Figure 3-1) with the information: *Authorization link is sent by mail.*

Figure 3-1 – Sign in window prior to account activation

Open the e-mail message with the subject *Activation* which you will receive in a couple of seconds at the e-mail address used for the registration. Click the button **Activate** (Figure 3-2).

Figure 3-2 – E-mail message for the account activation

Login page will appear in your web browser with the information: *Authorization complete* (Figure 3-3). Enter your e-mail and password (provided for the registration) in the appropriate fields and click the **Log In** button.

Figure 3-3 – Login window upon account activation

4 After successful registration you will be shown your dashboard (Figure 4) where you can manage your account.

On your dashboard you will be presented with the information which tells you to contact Technical support in order to access the Download section of the website. You will need to send the request to Geneko technical support via e-mail or by phone call (Mon-Fri 8AM-4PM CET):

E-mail: Fill in the field **Send us your comment** at the dashboard and click **Send** button or send us an e-mail at the one of the following e-mail addresses:

- for fiscal devices: *fcrsupport@geneko.rs*
- for GWR routers: *gwrsupport@geneko.rs*
- for AVL devices: *avlsupport@geneko.rs*
- for other products: *support@geneko.rs*

Phone: +381 11 3340-591, 3340-178
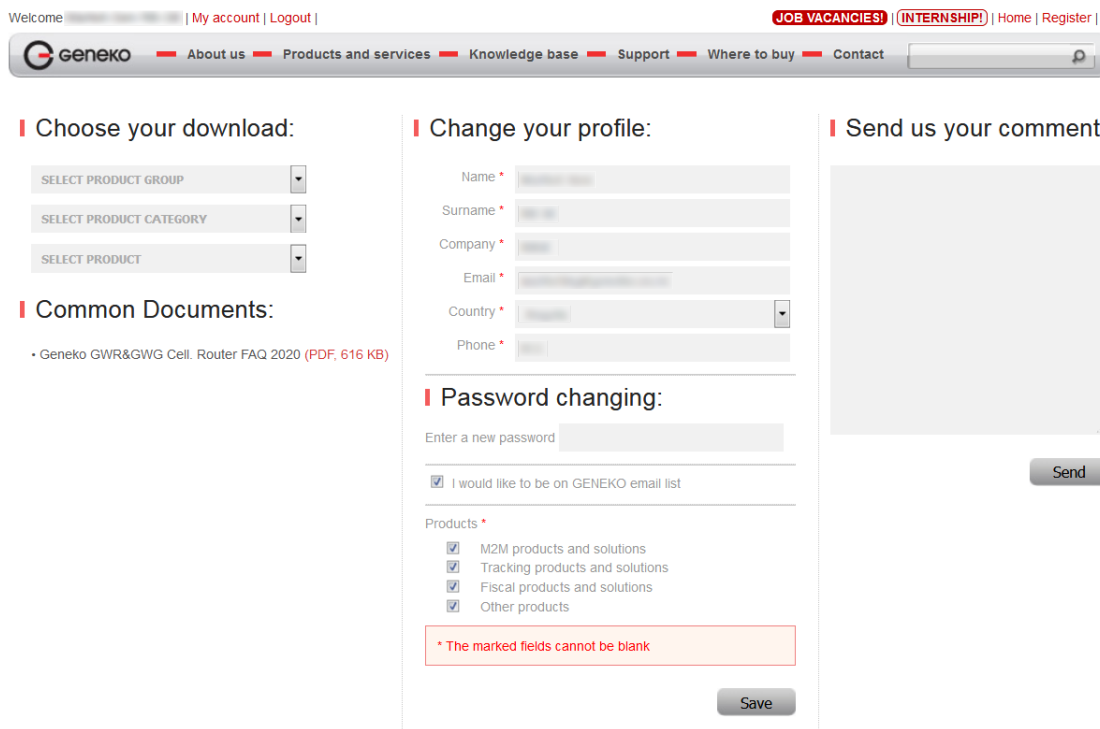

Figure 4 – Dashboard for the registered user before full access is granted

5 After you receive confirmation from Geneko technical support that you are granted the access, you will be able to access the Download section of the website upon log in. On the left side of the dashboard you will be shown the menu **Choose your download** where you can choose which document you want to download (Figure 5). More on how you can access specific file you can read in the sections 6 and 7 of this manual. On the left side you will also find the section **Common Documents** where you can find links to most frequend downloaded documents.

In the middle of the dashboard you can find sections **Change your profile** and **Password changing** where you can change your profile data and password. After you make changes, you have to click **Save** button to save your new data. Fields marked with an asterisk (*) must not be empty.

On the right side there is a **Send us your comment** form field where you can type your message and send it by clicking on the **Send** button.

Figure 5 – Registered user's dashboard after access is granted

6 In order to choose your file for download, you will have to choose from the dropdown menus *from top to bottom*. First, you choose *Product Group*, then *Product Category* and finally the *Product* itself for which you want to download the document (Figure 6)
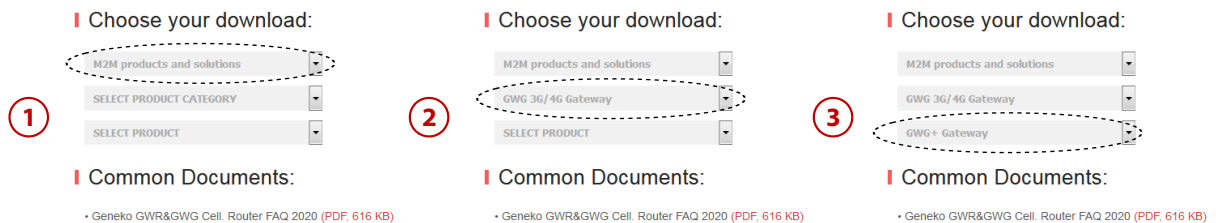

Figure 6 – Process of selecting the product for which documentation is to be downloaded

7 After choosing the product you want to download documents for, in the middle of the screen you will be shown the links to available documents for the product (Figure 7).

In our example, we selected *GWG Gateway* as the product. By clicking on each of the links you will download one document.
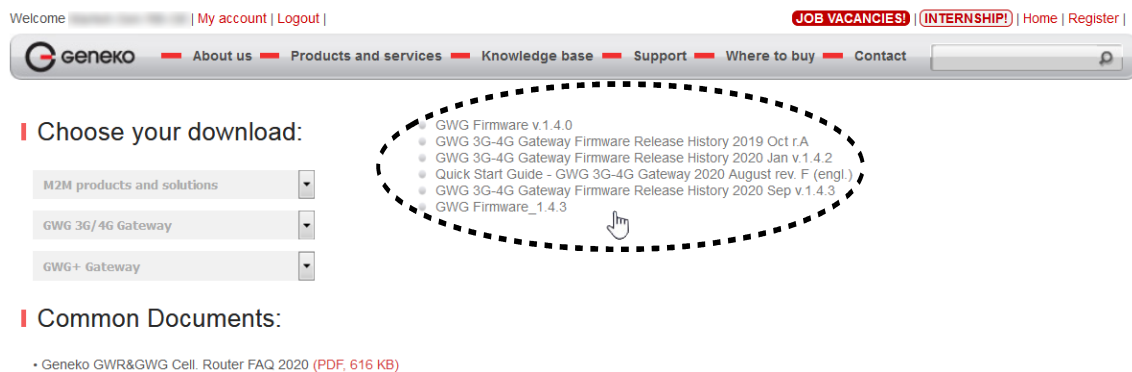

Figure 7 – Links to available documents (in the middle)

8 After you downloaded the documentation, you can log out from your account by clicking **Logout** link in the web page header (Figure 8).
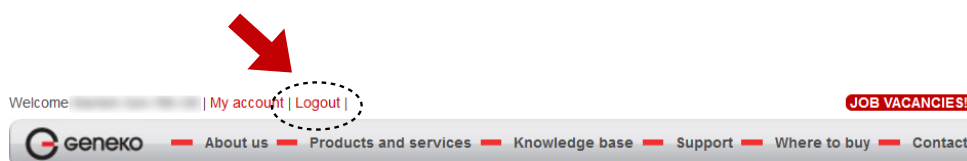

Figure 8 – Logging out from the account

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