



## The 3D Organon **Account Center**

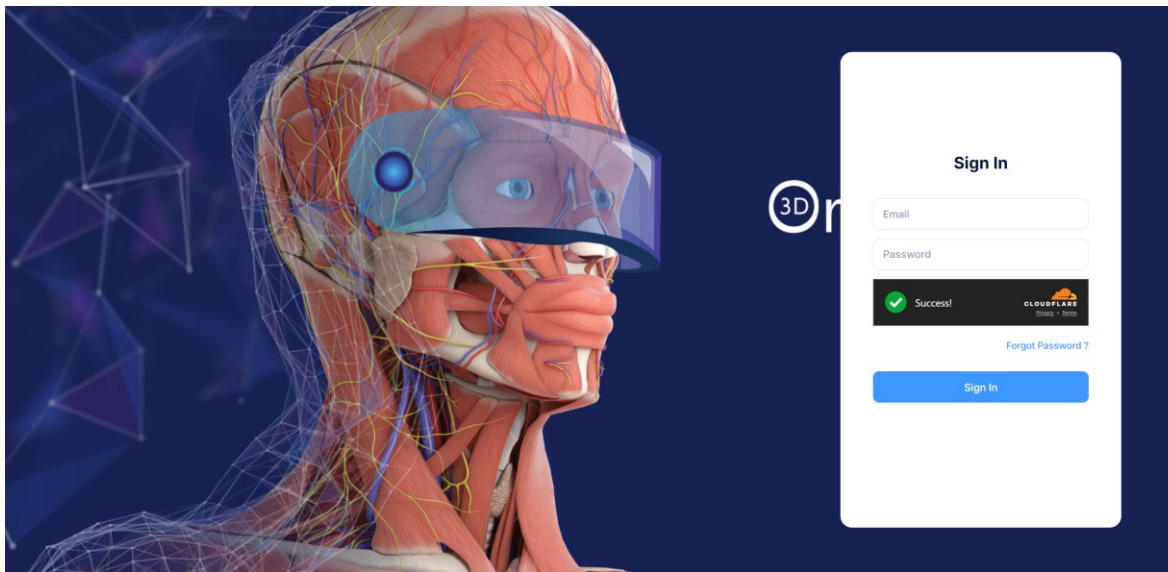
v1.1

Kindly continue reading, or click on a link to get directly to a specific section.


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# Login to the 3D Organon Account Center

- ❑ To get started, activate your 3D Organon account using the “**Welcome to 3D Organon**” email you received. Click the **activation link** in the email, which will take you to the 3D Organon portal where you can set your password and complete the activation process.
- ❑ Click [here](#) to access the 3D Organon Account Center.



### Sign In

 Success!

 CLOUDFLARE  
Privacy • Terms

[Forgot Password ?](#)

#### Login Credentials

**Username:** *your email*

**Password:** *created during the activation of your 3D Organon account; (you can reset it [here](#))*

Cloudflare verifies that users are human without requiring interaction.

**Note:** If you experience any difficulties logging in, please contact our Customer Support Team at [support@3dorganon.com](mailto:support@3dorganon.com).

# The Account Center Dashboard



Server Time: 14-May-2025 16:52:18 (GMT+03:00)

## Welcome to 3D Organon Dashboard

Home - Welcome to 3D Organon Dashboard

Dashboard

License Manager

Support

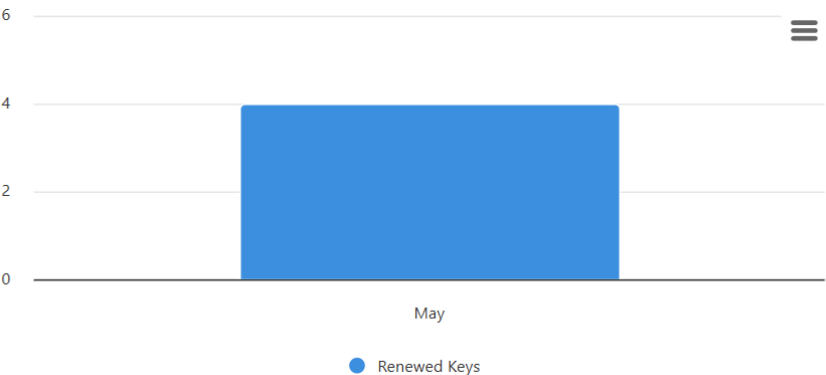
Select a specific date range or choose from daily, weekly, monthly, or yearly views to see the number of renewed license keys.

### Renewed License Key

24-Apr-2025 - 23-May-2025



Monthly



Click here to sign out or modify your account settings, such as changing your password.



Hello  
George

Choose a specific date range to view device statistics, including the number of logins broken down by device type.

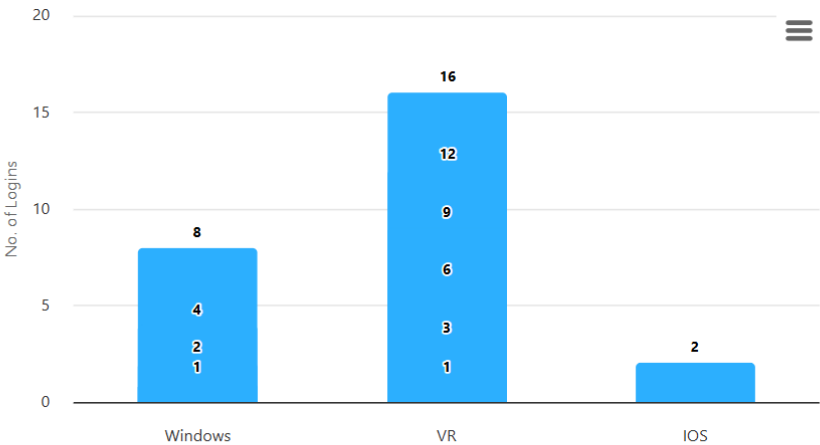
Receive notifications about your orders, including new purchases and renewals.



Change your Theme (Light, Dark).

### Device Statistics

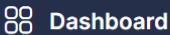
24-Apr-2025 - 23-May-2025



# The Account Center Dashboard



Server Time: 14-May-2025 16:52:18 (GMT+03:00)



Dashboard



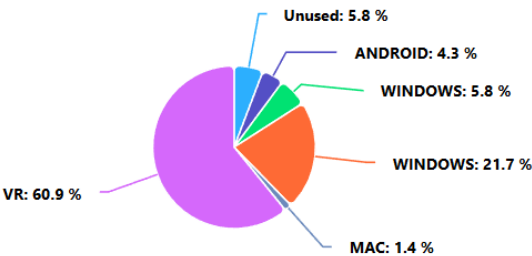
License Manager



Support

## Platform-wise Keys Used

1-Jan-2023 - 20-May-2025



Adjust the date to view the chart for a specific time range.

Scroll down to the "Platform-wise Keys Used" section to review the usage statistics for each platform in the chart. You can also adjust the date to focus on a specific timeframe.

Click the button to view the full chart in full screen mode, print it, or download it as an image.




Hello  
George



Server Time: 14-May-2025 16:52:18 (GMT+03:00)



 Dashboard

 License Manager

 Support

Scroll further down the page to locate the section displaying license keys with no recorded activity.

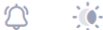
Keys with no activity

KEY	CUST. NAME	ORDER REFERENCE	EXP. DATE
EN-3DOANATD-PD-MEDIS1000-CHWOOR7000	Test Data	ACGCYP	01-Aug-2026
EN-3DOANATD-PD-MEDIS1000-CDYTZBG000	Test Data	WGYRBJ	22-May-2025

# License Key Manager



Server Time: 19-May-2025 15:06:12 (GMT+03:00)



Dashboard

License Manager

Support

## License Manager

Home - License Manager

Search for a specific license key.

View the status of your license keys by selecting "All", "Used" or "Unused", or filter by Product or Platform. Then click "Search" to display the results.

All

All

Used

Unused

Product All Platform All

5 license(s) expiring soon [Renewal](#)

Volume

Seats

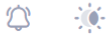
Devices

KEY	STATUS	FORM	PRODUCT	EXPIRATION	DESCRIPTION	ACTIONS
EN-3DOANATVRS-PD-MEDIS1000-SHJZ0Z	Tier 1 Enterprise Subscription XR Imaging Pro User Signed	Standalone VR	3D Organon XR   Premium	20 Nov 2025	-	Actions
EN-3DOANATVRS-PD-MEDIS1000-RXVJ8V	Tier 1 Enterprise Subscription User Signed	Standalone VR	3D Organon XR   Premium	21 May 2026	-	Actions
EN-3DOANATVRS-PD-MEDIS1000-RUXXUJ	Tier 1 Enterprise Subscription User Signed	Standalone VR	3D Organon XR   Premium	01 Jan 2026	-	Actions

# License Key Manager



Server Time: 19-May-2025 17:09:45 (GMT+03:00)



Dashboard

License Manager

Support

## License Manager

Home - License Manager

You will receive a notification showing which license keys are approaching their expiration date.

Search by key, description

Use All

5 license(s) expiring soon [Renewal](#)

Search

Reset

Volume

Seats

Devices

KEY ^

PASSCODE

PLATFORM

PRODUCT

EXPIRATION

DESCRIPTION

ACTIONS

EN-3DOANATVRS-PD-MEDIS1000-SHJZ0Z7000

Tier 1

Enterprise

Subscription

XR Imaging Pro

- User Signed

Standalone VR

3D Organon XR | Premium

20 Nov 2025

-



Actions

You can find all of your license keys under the **Volume** tab.

License key info. The last 10 characters can be used for login. Also check the network tier, license type, and any add-ons like XR Imaging Pro, Igloo Support, or Vision Trainer.

You can check if the login credentials (username, password, and license key) were used by looking for the status "**User Signed**". Alternatively, if a passcode was used to log in, it will display that passcode instead.

Check the expiration date of a specific license key.

Add a description to identify which device is using a specific license key. For example, include the device's Serial Number, a custom device name, or any other unique identifier. This will help you easily track and manage your licenses across multiple devices.

Click on "**Actions**" to link a device passcode with selected license key.



# License Key Manager | Adding Restrictions to a License Key



Server Time: 19-May-2025 17:09:45 (GMT+03:00)



Dashboard

License Manager

Support

## License Manager

Home - License Manager

Search by key, description

Use All

5 license(s) expiring soon [Renewal](#)

Search

Reset

Volume Seats Devices

KEY ^ PASSCODE PLATFORM PRODUCT EXPIRATION DESCRIPTION ACTIONS

EN-3DOANATVRS-PD-MEDIS1000-SHJZ0Z7000

Tier 1

Enterprise

Subscription

XR Imaging Pro

- User Signed

Standalone VR

3D Organon XR | Premium

20 Nov 2025

-

Actions

Assign  
Passcode

Revoke

Restrictions

Kiosk Mode

### Restrictions

Web tool



Cadaver images



Cancel

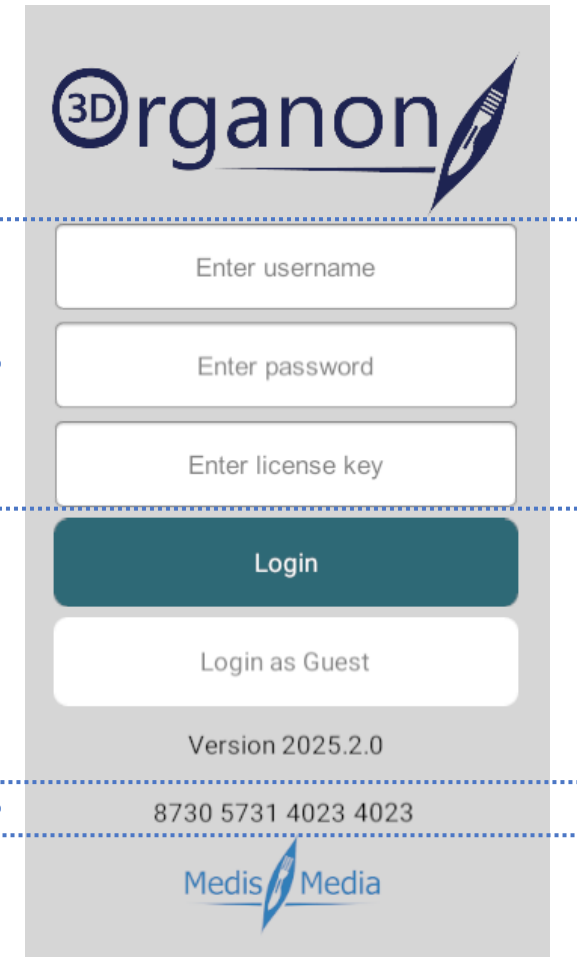
Submit

Click on "Actions" then select "Restrictions". From there, you can disable access to the Web tool or Cadaver images, preventing the user from viewing those features.

There are **TWO** ways to log in to a device:

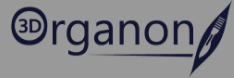
1. **Manual Login** – Enter your Username, Password, and License Key directly into the app.
2. **Passcode Login** – A unique passcode will appear on the login screen when launching the 3D Organon app. Entering this passcode allows login without typing the Username, Password, or License Key.

*Method 2 is especially recommended for users managing multiple devices, as it streamlines the login process and simplifies device management.*



The image shows a mobile app login screen for 3D Organon. At the top is the 3D Organon logo. Below it are three input fields: 'Enter username', 'Enter password', and 'Enter license key'. These three fields are grouped by a dashed blue line. Below the input fields is a dark teal 'Login' button. Under the button is a 'Login as Guest' button. Below that is the text 'Version 2025.2.0'. At the bottom, there is a passcode '8730 5731 4023 4023' displayed in a large font, which is also enclosed in a dashed blue line. At the very bottom is the Medis Media logo. Two blue lines with dots at the end point from the text on the left to the dashed blue boxes: one points to the input fields and the other points to the passcode.

# License Manager | How to add a new device



Server Time: 23-May-2025 18:01:37 (GMT+03:00)

Navigate to the Devices section and click on the “Add new device” button.

Dashboard

Support Tickets

License Manager

Support

## License Manager

Home - License Manager

Search by key, description

Volume

Seats

Devices

PASSCODE ^

### Add Passcode

8730573140231912

01 | Meta Quest 3 | Serial Number: 230YC01F8R02DR

Cancel

Submit

3 license(s) expiring soon [Renewal](#)

Search

Reset

+ Add new device

DESCRIPTION

ACTION

< >



Hello  
George

# License Manager | How to add a new device



Server Time: 27-May-2025 13:51:58 (GMT+03:00)



Dashboard

Support Tickets

License Manager

Support

## License Manager

Home - License Manager

Search by key, description

Product All Platform All Modules All

3 license(s) expiring soon [Renewal](#)

Search

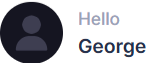
Reset

Volume Seats **Devices**

+ Add new device

PASSCODE ^	USER	DEVICE TYPE	DESCRIPTION	ACTION
2054892794015024	info.3dorganon@gmail.com	Windows	Lab_01_PC_01	

Once you have successfully added a new device, the next step is to assign a license key to it using its passcode.



Hello  
George

# License Manager | How to assign a passcode to a license key



Server Time: 19-May-2025 17:09:45 (GMT+03:00)



Dashboard

License Manager

Support

## License Manager

Home - License Manager

Search by key, description

Use All

5 license(s) expiring soon [Renewal](#)

Search

Reset

Volume Seats Devices

KEY ^

PASSCODE

PLATFORM

PRODUCT

EXPIRATION

DESCRIPTION

ACTIONS

EN-3DOANATVRS-PD-MEDIS1000-SHJZ0Z7000

Tier 1

Enterprise

Subscription

XR Imaging Pro

- User Signed

Standalone VR

3D Organon XR | Premium

20 Nov 2025

-



Actions

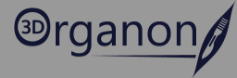
Assign  
Passcode

Revoke

Add a description to identify which device is using a specific license key.

Click on "Assign Passcode" to assign a passcode to a license key.

# License Manager | How to assign a passcode to a license key



Server Time: 27-May-2025 14:06:11 (GMT+03:00)



Dashboard

Support Tickets

License Manager

Support

## License Manager

Home - License Manager

Users can search for a passcode to assign, then select the Toggle to link this specific license key to the device.

Search by key, description

Use All Product All Platform All Modules All

### Assign Passcode

Search Passcode



2054892794015024

info.3dorganon@gmail.com

Lab\_01\_PC\_01



Cancel

Submit

Volume

KEY ^

g soon Renewal

Search

Reset

EXPIRATION

DESCRIPTION

ACTIONS



Hello  
George

# License Manager | How to Revoke a license key



Server Time: 19-May-2025 17:09:45 (GMT+03:00)



Dashboard

License Manager

Support

## License Manager

Home - License Manager

Search by key, description

Use All

5 license(s) expiring soon [Renewal](#)

Search

Reset

Volume Seats Devices

KEY ^	PASSCODE	PLATFORM	PRODUCT	EXPIRATION	DESCRIPTION	ACTIONS
EN-3DOANATVRS-PD-MEDIS1000-SHJZ0Z7000 Tier 1 Enterprise Subscription XR Imaging Pro	- User Signed	Standalone VR	3D Organon XR   Premium	20 Nov 2025	-	<a href="#">Actions</a>

Assign  
Passcode

Revoke

To revoke a specific license key, click “Actions” and then select “Revoke”.



Server Time: 27-May-2025 14:33:24 (GMT+03:00)



Dashboard

Support Tickets

License Manager

Support

## License Manager

Home - License Manager

**Seat licensing** refers to a bulk licensing option designed for educational institutions, allowing students to access the 3D Organon software from their personal devices (Desktop, Laptop, Tablet, Mobile).

Search by key, description

Product All Platform All Modules All

3 license(s) expiring soon [Renewal](#)

Search

Reset

Volume **Seats** Devices

You can find all of your seat license keys under the **Seats** tab.

KEY ^	SEATS	PLATFORM	PRODUCT	EXPIRATION	DESCRIPTION	ACTIONS
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EN-3DOANATD-PD-MEDIS1000-

Tier 1

Enterprise

Subscription

100

Windows desktop/ Apple macOS, Android/  
Apple iOS

3D Organon | Student

01 Feb 2028

-



Actions

View

Assign

Passcode

Click on the Actions button and then click on "View".




Hello  
George



# License Manager | Seat License keys



 Dashboard

 Support Tickets

 License Manager

 Support

## Details

Back

Order Reference: HXENF [REDACTED]  
Key: EN-3DOANATD-PD-MEDIS1000-ARUWB [REDACTED]  
Type: Seat  
Total Seats: 100  
Login Seats: 0  
Subscription: 12 months  
Expiration Date: 01 Feb 2028  
Notes:

Add new users individually by clicking the “Add Email” button, or upload an XML file to add all users at once.

You can view the email addresses associated with this seat license key and remove any users if needed.

Seats Logged-In Seats Assigned Devices

EMAIL

support@3dorganon.com

ACTION



+ Add Emails

+ Upload XML



Hello  
George



- Dashboard
- License Manager

Support

Server Time: 20-May-2025 17:57:46 (GMT+03:00)

## Support Tickets

Home - Support Tickets

Click the “**Create Ticket**” button and select one of the four categories (Technical Support, License Support, General Support, or Invoice Support) to open a new ticket.

Search by ticket id, st

Category Show All Status Show All

Search

Reset

+ Create Ticket

TICKET ID	CATEGORY	SUBJECT	DESCRIPTION	STATUS	CREATED AT	ACTION
52IDSE0Y	Invoice Support	Need Invoice for Recent Subscription Renewal	Please send me the invoice for our recent license ...	Open	20-05-2025 05:44 PM	Actions
FUL6I4GS	Generic Support	Request for Demo Session	I'm introducing 3D Organon to a new department a...	Open	20-05-2025 05:42 PM	Actions
DXJCFOP4	Technical Support	VR Controllers Not Responding	Meta Quest 3...	Closed	20-05-2025 05:41 PM	Actions

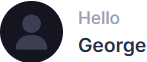
<

1

>

View the Status of each Ticket.

Click “**Actions**” to view the ticket and provide more details if necessary.



Hello George

