



The 3D Organon **Account Center**

v1.2

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

Email

Password

Success!  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.

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

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



Change your Theme (Light, Dark).



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

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



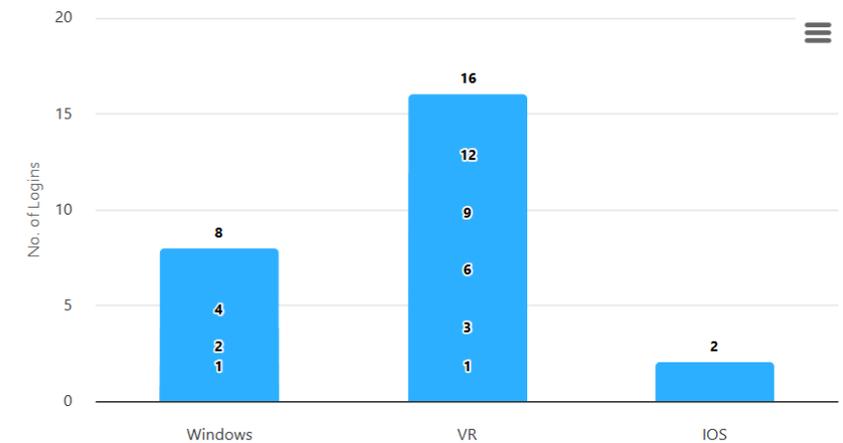
Click here to sign out or modify your account settings, such as changing your password.



Hello George

Device Statistics

24-Apr-2025 - 23-May-2025





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



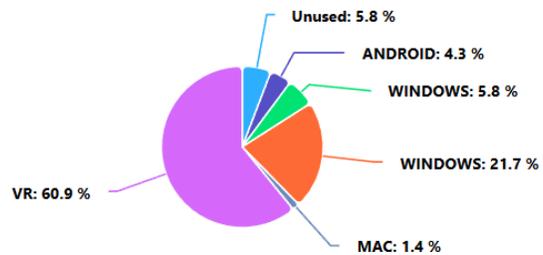
Dashboard

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	[REDACTED]	ACGCYP [REDACTED]	01-Aug-2026
EN-3DOANATD-PD-MEDIS1000-CDYTZBG000	[REDACTED]	WGYRBJ [REDACTED]	22-May-2025

License Key Manager



Server Time: 3-Mar-2026 13:24:08 (GMT+02:00)



Dashboard

License Manager

Support

License Manager

Home - License Manager

Search for a specific license key.

You can view the status of your license keys by selecting "All," "Used," or "Unused". You can also filter results by **Product**, **Platform**, **Module** (add-on), or **Status** (Active or Expired). Once your filters are set, click "Search" to display the results.

Search by key, description

Use All Product All Platform All Modules All Status All

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

Search

Reset

Volume Seats Devices

KEY ^	PASSCODE	PLATFORM	PRODUCT	EXPIRATION	DESCRIPTION	ACTIONS
EN-3DOANATVRP-PD-MEDIS1000-BXL- Tier 1 Enterprise Subscription XR Imaging Pro Vision Trainer	- User Signed	PC-powered VR	3D Organon XR Premium	01 May 2028	-	Actions
EN-3DOANATVRP-PD-MEDIS1000-DHQ- Tier 1 Enterprise Subscription XR Imaging Pro	32168272567- george@3dorganon.com	PC-powered VR	3D Organon XR Premium	31 Dec 2026	-	Actions
EN-3DOANATVRP-PD-MEDIS1000-EV1- Tier 1 Enterprise Subscription XR Imaging Pro	- User Signed	PC-powered VR	3D Organon XR Premium	21 May 2026	-	Actions
EN-3DOANATVRP-PD-MEDIS1000-IVH- Tier 1 Enterprise Subscription XR Imaging Pro	- User Signed	PC-powered VR	3D Organon XR Premium	03 Apr 2026	-	Actions



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.

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

Search

Reset

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

Volume Seats Devices

Search by key, description

Use All

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

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

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

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.

- Assign Passcode
- Revoke
- Restrictions
- Kiosk Mode



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

Dashboard

License Manager

Support

License Manager

Home - License Manager

Kiosk Mode allows you to fully control what users can access within the application. You can assign specific Scenes or Scene Sequences that students will see immediately upon launching the app (Students can double click on anatomical structures and read the definitions). In this mode, students are restricted to viewing only the assigned model/s and cannot navigate to other content or make any changes.

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

Kiosk Mode

Kiosk Mode



Type *

Select a Type

anatomy_scene

anatomy_sequence

File *

Select a File

Cancel

Submit

To enable **Kiosk Mode** for a license key, please follow the steps below:

First, ensure that the scenes or sequences have already been created within the software. You can find detailed instructions in the User Manuals available in our [Knowledge Base](#).

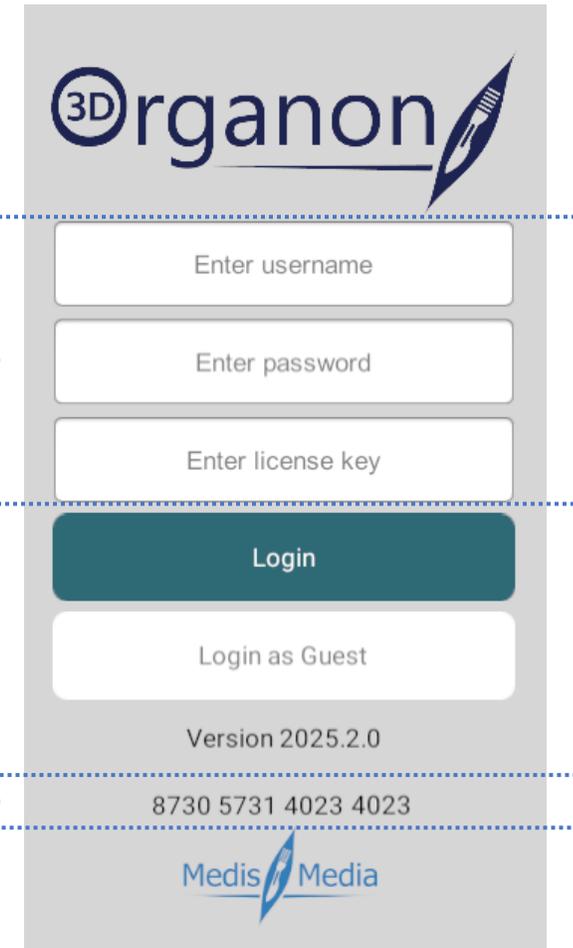
Then:

1. Click Actions and select Kiosk Mode.
2. Turn on the toggle to enable Kiosk Mode.
3. Choose either "anatomy_scene" or "anatomy_sequence."
4. Select the file you have created from the File section and click Submit.

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 screenshot shows the 3D Organon login interface. 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 enclosed in a dashed blue box. Below the input fields is a dark teal 'Login' button. Underneath the button is a 'Login as Guest' option. Below that, the version 'Version 2025.2.0' is displayed. At the bottom of the dashed blue box is the license key '8730 5731 4023 4023'. Below the license key is the Medis Media logo. A solid blue line connects the text 'There are TWO ways to log in to a device:' to the dashed blue box. Another solid blue line connects the italicized text 'Method 2 is especially recommended...' to the license key area.

Passcode Login | 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

In the pop-up window, enter the passcode displayed on the device’s login screen. Then, add a description to identify the device, this could be the device’s Serial Number, a custom name, or any other unique identifier.

Search by key, description

Volume Seats **Devices**

PASSCODE ^

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

Add Passcode x

8730573140231912

01 | Meta Quest 3 | Serial Number: 230YC01F8R02DR

Cancel Submit

+ Add new device

DESCRIPTION ACTION



Hello
George



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



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



Hello
George

Passcode Login | 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

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.

Passcode Login | How to assign a passcode to a license key

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.

Assign Passcode

Search Passcode

2054892794015024	info.3dorganon@gmail.com	Lab_01_PC_01	<input checked="" type="checkbox"/>
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Cancel Submit

On the Device Login Screen
Do not enter any information on the login screen. Wait for 10 seconds and then click **Login**.
If the software does not launch, **restart** the headset and try again.

Manual Login | 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

If you are using the Manual login method and need to use a license key on a different device (or if you have performed a factory reset on a device) you must first revoke the license key. After revoking, log in to the device using your credentials.

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

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

Managing Seat Licenses



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-

100

Windows desktop/ Apple macOS, Android/
Apple iOS

3D Organon | Student

01 Feb 2028 -

Tier 1 Enterprise Subscription

Actions

View

Assign
Passcode

Click on the Actions button and then click on **“View”**.



Hello
George

Managing Seat Licenses



Dashboard

Support Tickets

License Manager

Support

Details

Back



Order Reference: HXENF
Key: EN-3DOANATD-PD-MEDIS1000-ARUWB
Type: Seat
Total Seats: 100
Total No. of Logins: 66
Subscription: 12 months
Expiration Date: 01 Feb 2028
Notes:

Total number of logins recorded to date.

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

Seats Logged-In Seats Assigned Devices

+ Add Emails

+ Upload XML

EMAIL

ACTION

support@3dorganon.com



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



Hello George



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

Dashboard

License Manager

Support

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

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View the Status of each Ticket.

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



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