



# **How to Refresh MyCalyx Digital Key**



# How To Refresh MyCalyx Digital Key When You Add Or Remove User Licenses

If you adjust your licenses, (i.e. purchase/remove additional user licenses), you may need to refresh the ***MyCalyx Digital Key*** for your PointCentral administration site to reflect the proper amount of licensed users. Although PointCentral will automatically check for an updated digital key every couple of days, please complete the following steps if you need to manually refresh the MyCalyx Digital Key for your PointCentral administration site to reflect the proper amount of licensed users.

# Refresh MyCalyx Digital Key

1. Log into your PointCentral Administration site.
2. From the left Navigation Menu, go to **Configuration**, then **Parameters**.
3. Click the **Refresh Digital Key** button in the MyCalyx Digital Key section and then click **Save**. This will communicate with your MyCalyx.com site from the PointCentral administration site to reflect the proper amount of licensed users.

The screenshot shows the PointCentral Administration interface. In the top navigation bar, 'Configuration' and 'Parameters' are highlighted with red boxes. A red arrow points from 'Parameters' to the 'MyCalyx Digital Key' section in the main content area. In this section, the 'Refresh Digital Key' button is circled in red, and another red arrow points from it to a 'Save' button, which is also circled in red. The 'MyCalyx Digital Key' field shows 'Last received on Monday'.

Parameter	Value	Action
Admin Username	pdsadmin@focusitinc.co <small>Must be a valid email address.</small>	Save
Admin Password	<input type="password"/> Confirm: <input type="password"/> <small>The password must: - Be at least 8 characters long. - Contain only lower or upper case letters (a-z, A-Z) or numbers (0-9). - Contain at least one letter (a-z, A-Z) and at least one number (0-9).</small>	Save
Account ID	<input type="text"/>	Save
MyCalyx Digital Key	Last received on Monday <input type="text"/> Refresh Digital Key	Save
Default File Type for Mobile	<input checked="" type="radio"/> Borrower <input type="radio"/> Prospect	Save
Organization Security Key	<input type="text"/>	Save
Forced Password Expiration	<input type="checkbox"/> Force passwords to expire every <input type="text"/> days	Save
User Lock Out	Maximum No. Failed Logins: <input type="text" value="5"/> Lock Out Period (Minutes): <input type="text" value="15"/>	Save



To reference the  
**Calyx Knowledge Base**  
for this topic,  
use the link below.

[Refresh MyCalyx  
Digital Key...](#)



## Helpful Links



Below are some helpful links to help you find your way around focusIT and Calyx.

### Support Request Form

<http://www.focusitinc.com/submit-a-case>

or call us at (480) 346-1299 option 1 or email us at [support@focusitinc.com](mailto:support@focusitinc.com)

### Other Helpful Links

- focusIT Support - <http://www.focusitinc.com/support>
- focusIT Contact Page - <http://www.focusitinc.com/ContactUs>
- focusIT Solutions Page - <http://www.focusitinc.com/solutions.html>
- focusIT Self Help Page - <http://www.focusitinc.com/selfhelp>
- Calyx Support - <http://www.calyxsupport.com/contact>
- Calyx Training - <http://www.calyxsoftware.com/support/training.asp> or <http://www.calyxsupport.com/Training>
- MyCalyx Webinar - <http://www.calyxsoftware.com/downloads/mycalyxunveiled.wmv> or <http://www.calyxsupport.com/MyCalyx>
- Calyx Knowledge Base - <http://kb.calyxsupport.com/kb>
- Calyx Message Board - <http://messageboard.calyxsupport.com>
- Calyx User Guide/ Download Page - <http://www.calyxsupport.com/downloads/index.htm>

*System questions or issues, please email : [support@focusitinc.com](mailto:support@focusitinc.com)  
or call 480-346-1299 Option 1 (Hours of Operation are 7 days a week from 5:00 AM to 10:00 PM PST)*

