



5 Things You Didn't Know EOS Could Do for You

Jeff Smith | VP Client Services

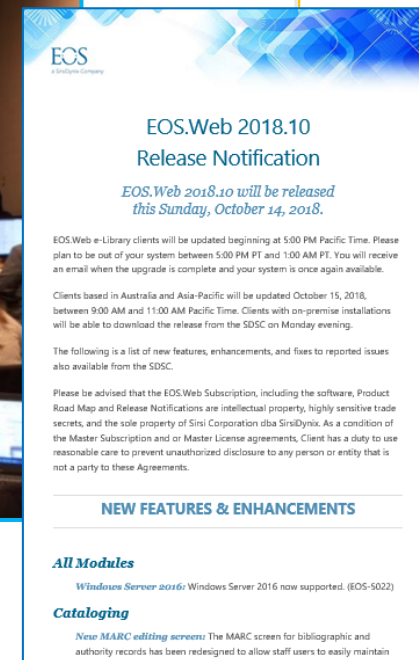
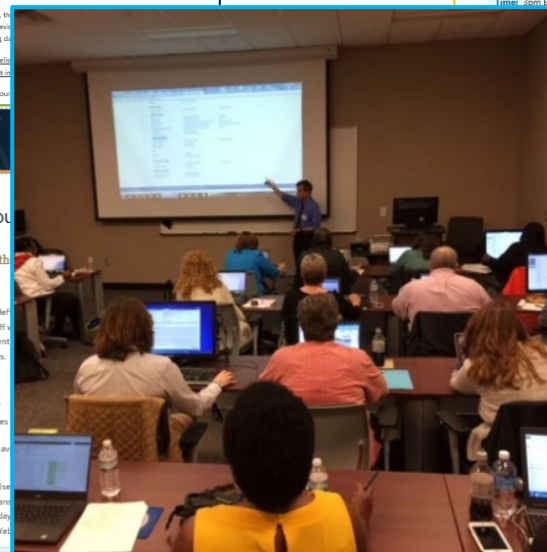
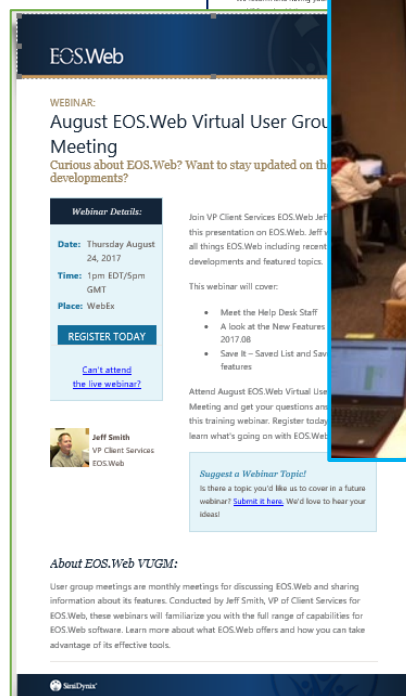
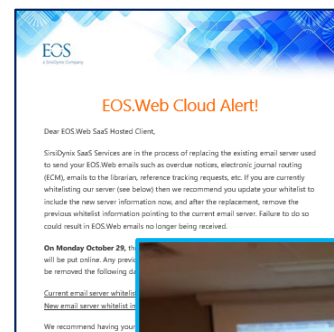


1

Webinars & Events – are you connected?

Are you receiving invitations for:

- Training
- User Group Meetings
- Webinars
- Release Notes
- SaaS Alerts




1

Webinars & Events – are you connected?

Update your Preferences

Jeff Smith

Jeff Smith | VP Client Services
800-288-8020 x7769 | jeff.smith@sirsidynix.com
SirsiDynix | www.sirsidynix.com
Cornerstone Corporate Center, 1902 Wright Place, 2nd Floor, Carlsbad, CA 92008-6583



This email was sent to the.aron.fatasil.Nardo@gmail.com. If you no longer wish to receive these emails you may [manage your subscriptions here](#).

Neither Sirsi Corporation, nor any of its affiliates, nor any of its or its affiliate's respective shareholders, directors, officers, employees, agents, representatives, successors or assigns (collectively, "Sirsi") makes any representation or warranty with respect to the information or materials contained in this email.

Email Address:

Webinars

Join our trainers and experts as they discuss new product information, conduct live Q&As, and present latest industry trends—all to help you stay up-to-date on all things related to your library.

Subscribe ☐

Newsletter

Discover upcoming customer events, unveil behind-the-scenes happenings, and read insightful words straight from our CEO, Bill Davison.

Subscribe ☐

Conference Events

Stay updated on product releases, enhancements, services, and demonstrations via library conferences across the globe. Discover the information you need to attend a conference near you.

Subscribe ☐

Customer Events

Our customer events take place worldwide and are designed to bring product information straight to you. With these detailed emails, you won't miss out on an event near you!

Subscribe ☐

Release Notes

We collect all the latest product update and release information for your products, and we will send notes your way once they're available.

Subscribe ☐

Emergency/Alert Emails

Stay updated with these alerts concerning important product information, future plans, and more.

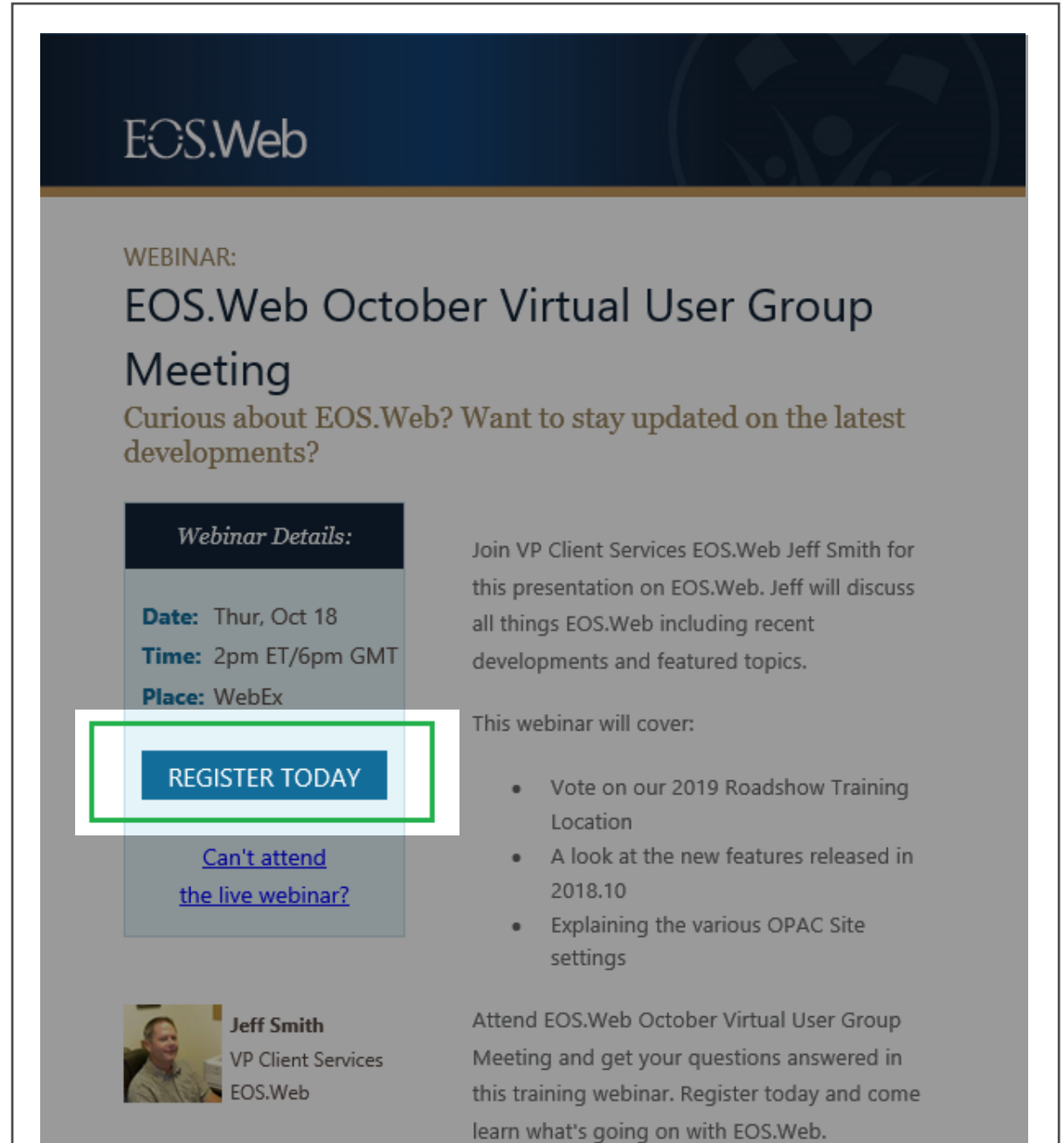
1

Webinars & Events – *are you connected?*

Unable to attend live?

No Problem!

- Register to attend live
- Automatically receive recording
- Same registration for both



The screenshot shows a webpage for an EOS.Web webinar. The header is dark blue with the 'EOS.Web' logo. The main content area is light gray. The webinar title is 'EOS.Web October Virtual User Group Meeting'. Below the title is a question: 'Curious about EOS.Web? Want to stay updated on the latest developments?'. A 'Webinar Details' box contains the date (Thur, Oct 18), time (2pm ET/6pm GMT), and place (WebEx). A prominent blue button with white text says 'REGISTER TODAY'. Below this button is a link: 'Can't attend the live webinar?'. To the right of the details box, there is a paragraph about joining VP Client Services EOS.Web Jeff Smith for a presentation on EOS.Web. Below this is a list of topics: 'Vote on our 2019 Roadshow Training Location', 'A look at the new features released in 2018.10', and 'Explaining the various OPAC Site settings'. At the bottom left, there is a small photo of Jeff Smith, VP Client Services EOS.Web. To the right of the photo is a paragraph encouraging registration for the training webinar.

EOS.Web

WEBINAR:
EOS.Web October Virtual User Group Meeting
Curious about EOS.Web? Want to stay updated on the latest developments?

Webinar Details:

Date: Thur, Oct 18
Time: 2pm ET/6pm GMT
Place: WebEx


REGISTER TODAY

[Can't attend the live webinar?](#)

Join VP Client Services EOS.Web Jeff Smith for this presentation on EOS.Web. Jeff will discuss all things EOS.Web including recent developments and featured topics.

This webinar will cover:

- Vote on our 2019 Roadshow Training Location
- A look at the new features released in 2018.10
- Explaining the various OPAC Site settings

 **Jeff Smith**
VP Client Services
EOS.Web

Attend EOS.Web October Virtual User Group Meeting and get your questions answered in this training webinar. Register today and come learn what's going on with EOS.Web.

1

Webinars & Events – are you connected?

Not the Topics you Need?

No Problem!

- Submit a topic
- Describe what you want covered
- Watch for webinar within 2 months

EOS.Web October Virtual User Group Meeting

Curious about EOS.Web? Want to stay updated on the latest developments?

Webinar Details:

Date: Thurs, Oct 18

Time: 2pm ET/6pm GMT

Place: WebEx

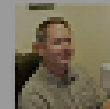
REGISTER TODAY

[Can't attend
the live webinar?](#)

Join VP Client Services EOS.Web Jeff Smith for this presentation on EOS.Web. Jeff will discuss all things EOS.Web including recent developments and featured topics.

This webinar will cover:

- Vote on our 2019 Roadshow Training Location
- A look at the new features released in 2018.10
- Explaining the various OPAC Site settings



Jeff Smith
VP Client Services
EOS.Web

Attend EOS.Web October Virtual User Group Meeting and get your questions answered in this training webinar. Register today and come learn what's going on with EOS.Web.

Suggest a Webinar Topic!

Is there a topic you'd like us to cover in a future webinar? [Submit it here](#). We'd love to hear your ideas!

2

Do you have a Special Collection?

KnowledgeBuilder classifies information that is not a good fit for a typical bibliographic record.

- Legal work products
- Internal documents
- Competitor Intelligence
- Archives
- Photo Collections



2

























Do you have a Special Collection?

Fully customize your database your way

- Create & name fields
- Define field properties (type, length)
- Specify if searchable
- Build as authorities
- Control field order





















Database: Works of Art Description:

Add | Add From Field Bank

	Field Name	Authority Type	Search Index Field
1.   	 Title of Work		
2.   	 Artist	Name	
3.   	 Date of Work	Series	
4.   	 Dimensions		
5.   	 Art Medium	Subject	
6.   	 Collection Notes		





















































Database: Archive Description:

Add | Add From Field Bank

	Field Name	Authority Type	Search Index Field
1.   	 Object Name		
2.   	 Date of Creation		
3.   	 Created By		
4.   	 Medium		
5.   	 Accession No.		

Database: Dublin Core KnowledgeBuilder Description: Dublin Core Metadata Element Set

Add | Add From Field Bank

	Field Name	Authority Type	Search Index Field
1.   	 Contributor		
2.   	 Coverage		
3.   	 Creator	Name	
4.   	 Date		
5.   	 Description		
6.   	 Format		
7.   	 Identifier		
8.   	 Language		
9.   	 Publisher		
10.   	 Relation		
11.   	 Rights		
12.   	 Source		
13.   	 Subject		
14.   	 Title		
15.	Type	Subject	
16.	Accession Method		

2

Do you have a Special Collection?

Example of a record

- Customize field names & order
- Supports:
 - Alphanumeric
 - Numeric
 - Date
 - HTML
 - Linked Record

Record 1 of 1 View | New Record | New Serial | Delete Record | Close Window

Record Edit System Dates Categories Options

☒ Title: End of the Trail
☒ System Information

Linked Media(1)

Edit Clone Save Reset

Works of Art

*Title of Work:
End of the Trail

Artist: Add
1. Fraser, James Earle (1876 - 1953)

Date of Work: Add
1. 7/15/1915

Dimensions: Add
1. 18' high

Art Medium: Add
1. Plaster

Collection Notes: Add
1.

* Indicates a Required Field

Clone Save Reset

Top Of Page

Close Window

2

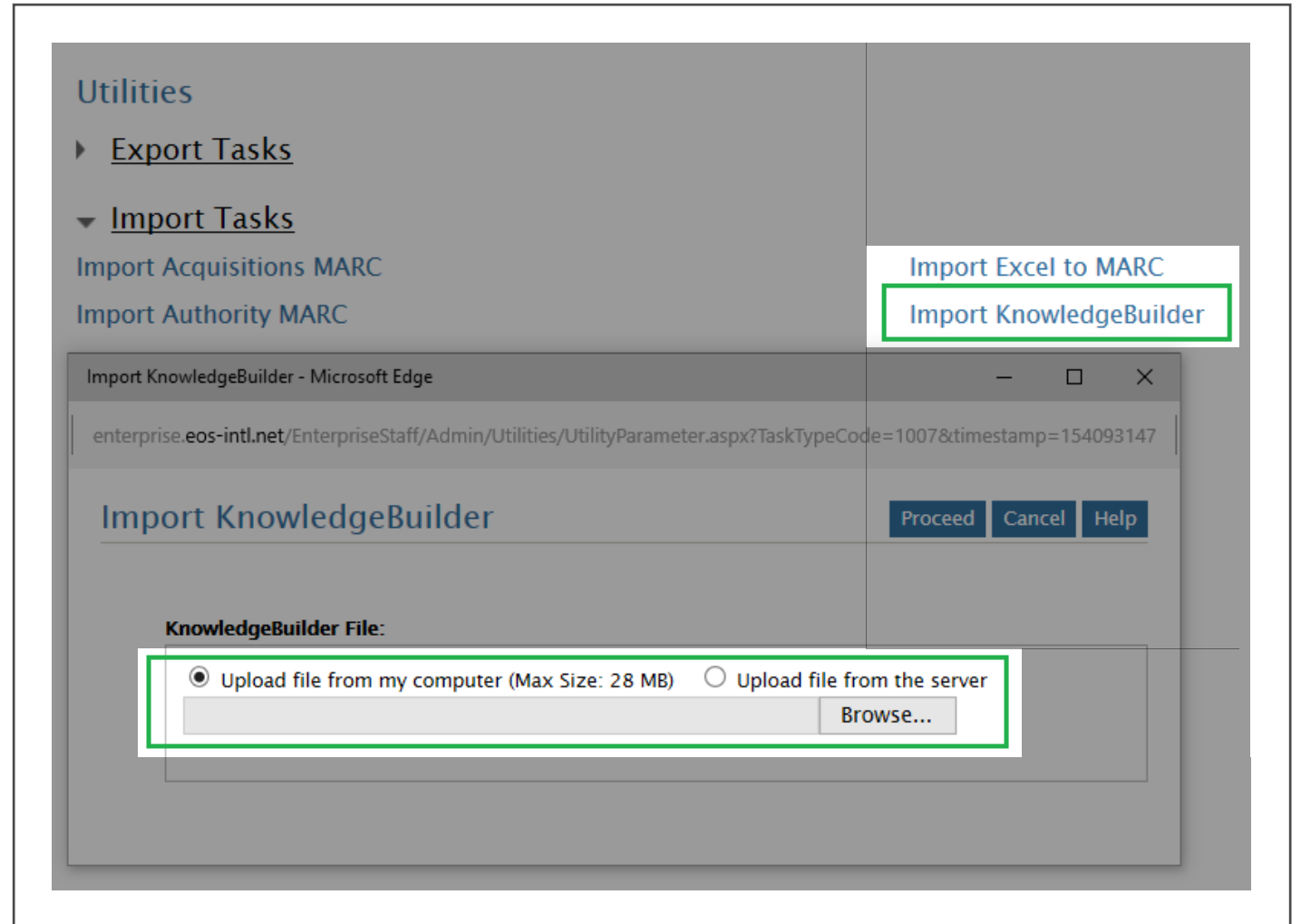
Do you have a Special Collection?

Import Task

Use to populate your collection database

Supports import of:

- XML records
- CSV records
- Customized import service



2

Do you have a Special Collection?

Search against a specific collection (database)

Select databases

☐ Check All

☐ Competitors

☒ Works of Art

☐ Internal Reports Database

☐ Laboratory Notebooks

☐ Objects Catalog

☐ Artifacts Catalog


View
Clear
EndNote
Add to cart

Page: [1 of 1]

☐ Titles: 0 Selected

Sort: Relevancy Ranking Descending

☐ 1.



Emigrants Crossing the Plains


Bierstadt, Albert (1830 – 1902)

1/1/1867

Oil on canvas

Emigrants Crossing the Plains.

☐ 2.



Morning of a New Day

Farny, Henry Francois (1847 – 1916)


1/1/1907

Oil on canvas

Morning of a New Day

Location	Volume	Status
Ottawa, ON		Available

☐ 3.



End of the Trail

Fraser, James Earle (1876 – 1953)

7/15/1915

Plaster

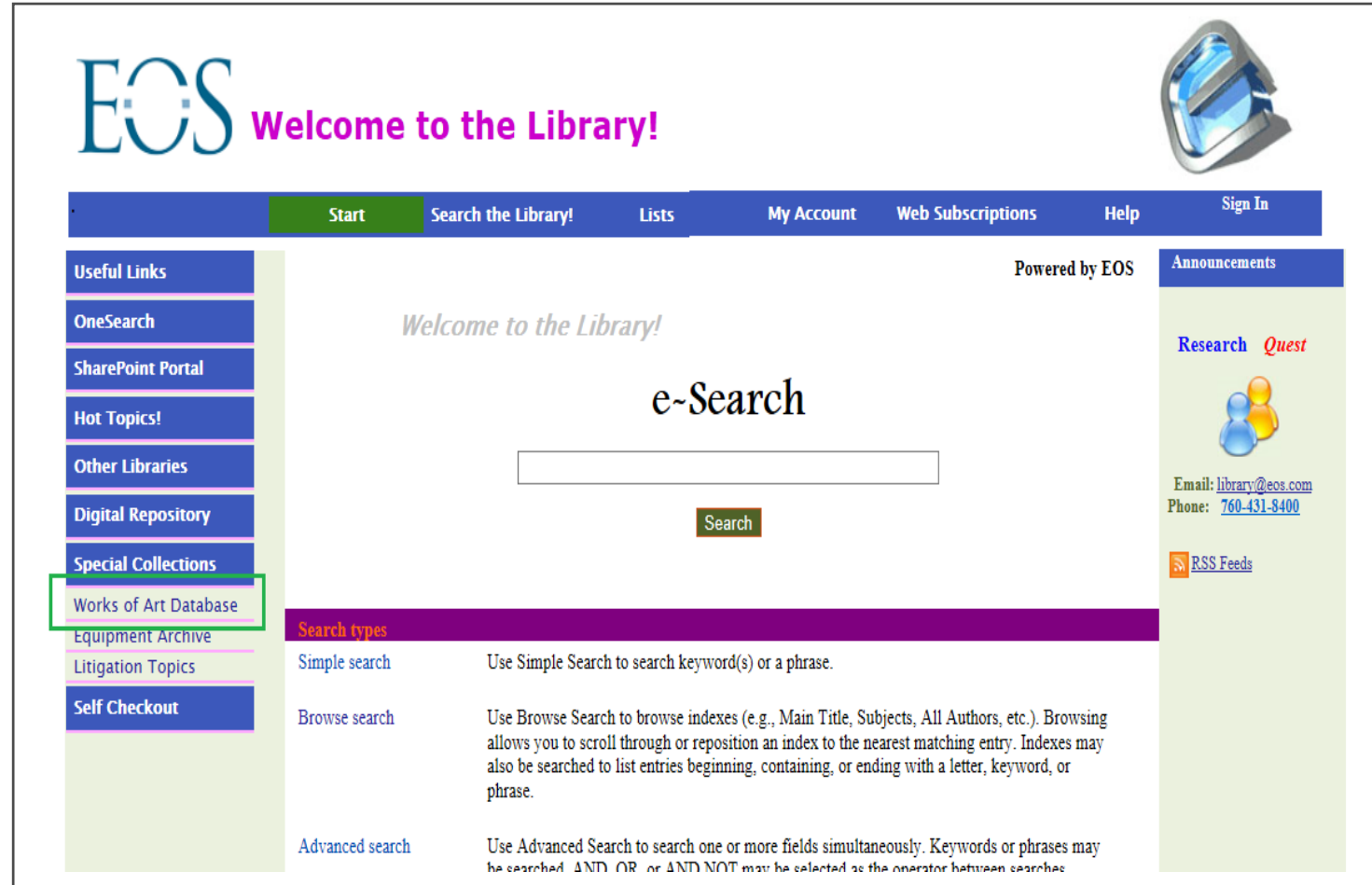
End of Trail

2

Do you have a Special Collection?

Drive users to your KnowledgeBuilder databases

- Create a Useful Link to the collection
- Limit searches to the collection
- Use Sites feature for collection-specific OPAC results lists



The screenshot shows the EOS library website. The header includes the EOS logo, the text "Welcome to the Library!", and a navigation bar with links: Start, Search the Library!, Lists, My Account, Web Subscriptions, Help, and Sign In. A sidebar on the left lists various links, with "Special Collections" highlighted and a sub-menu showing "Works of Art Database", "Equipment Archive", "Litigation Topics", and "Self Checkout". The main content area features a "Welcome to the Library!" message, an "e-Search" section with a search box and button, and a "Search types" section with three options: Simple search, Browse search, and Advanced search. The right sidebar includes "Announcements", "Research Quest", contact information, and "RSS Feeds".

EOS Welcome to the Library!

Start Search the Library! Lists My Account Web Subscriptions Help Sign In

Useful Links

OneSearch

SharePoint Portal

Hot Topics!

Other Libraries

Digital Repository

Special Collections

Works of Art Database

Equipment Archive

Litigation Topics

Self Checkout

Powered by EOS

Announcements

Research Quest

Email: library@eos.com
Phone: 760-431-9400

RSS Feeds

Welcome to the Library!

e-Search

Search

Search types

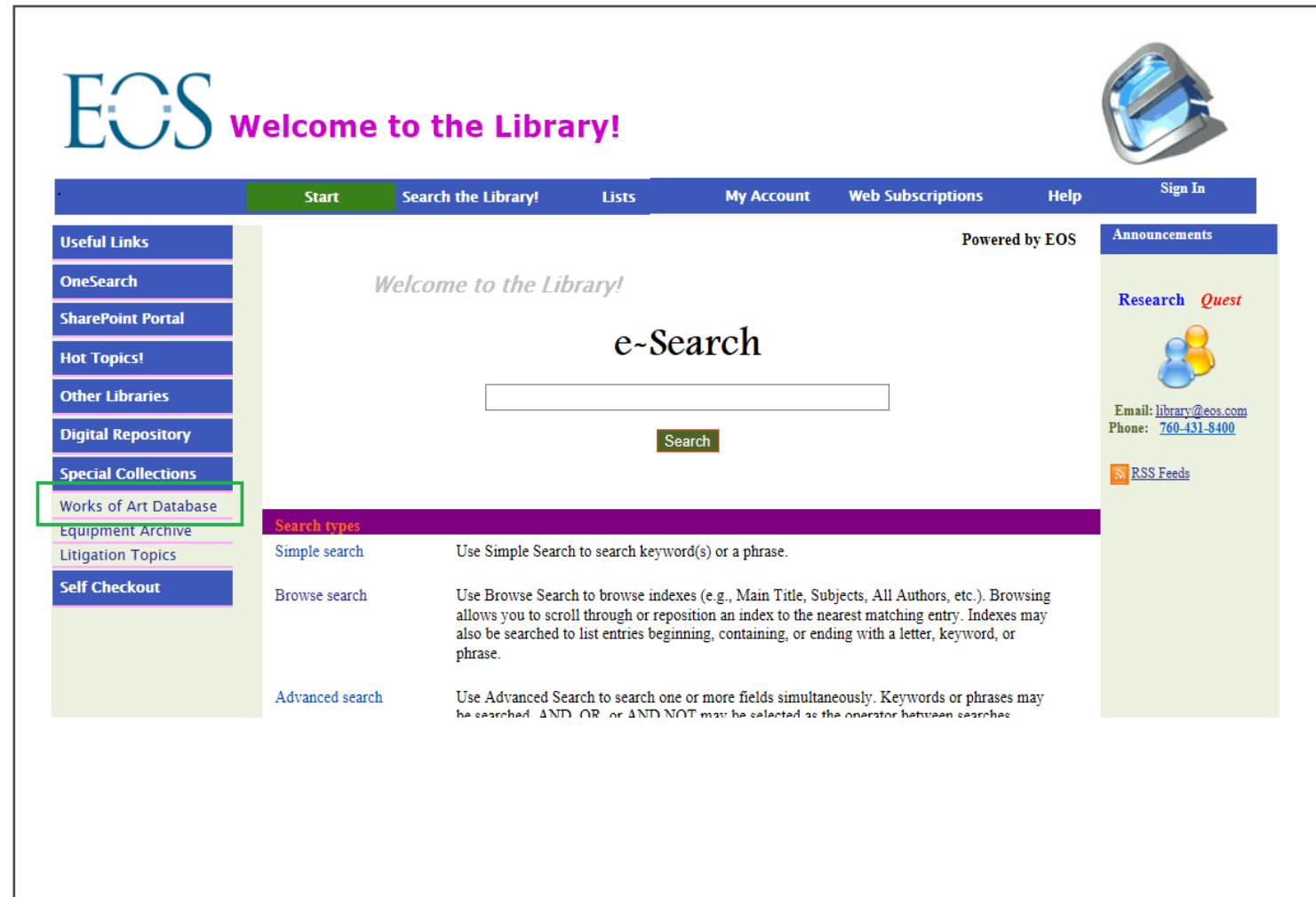
Simple search	Use Simple Search to search keyword(s) or a phrase.
Browse search	Use Browse Search to browse indexes (e.g., Main Title, Subjects, All Authors, etc.). Browsing allows you to scroll through or reposition an index to the nearest matching entry. Indexes may also be searched to list entries beginning, containing, or ending with a letter, keyword, or phrase.
Advanced search	Use Advanced Search to search one or more fields simultaneously. Keywords or phrases may be searched AND OR or AND NOT may be selected as the operator between searches

2

Do you have a Special Collection?

Drive users to your KnowledgeBuilder databases

- Create a **Useful Link** to the collection
- Limit searches to the collection
- Use Sites feature for collection-specific OPAC results lists



The screenshot shows the EOS library website. The header includes the EOS logo, the text "Welcome to the Library!", and a navigation bar with links: Start, Search the Library!, Lists, My Account, Web Subscriptions, Help, and Sign In. A "Powered by EOS" notice is also present. On the left, a "Useful Links" menu lists various resources, with "Special Collections" and "Works of Art Database" highlighted. The main content area features a "Welcome to the Library!" message, an "e-Search" section with a search bar and a "Search" button, and a "Search types" section with three options: Simple search, Browse search, and Advanced search. The right sidebar contains an "Announcements" section with a "Research Quest" link, contact information (Email: library@eos.com, Phone: 760-431-8400), and an "RSS Feeds" link.

EOS Welcome to the Library!

Start Search the Library! Lists My Account Web Subscriptions Help Sign In

Powered by EOS

Announcements

Research Quest

Email: library@eos.com
Phone: 760-431-8400

RSS Feeds

Welcome to the Library!

e-Search

Search

Search types

Simple search Use Simple Search to search keyword(s) or a phrase.

Browse search Use Browse Search to browse indexes (e.g., Main Title, Subjects, All Authors, etc.). Browsing allows you to scroll through or reposition an index to the nearest matching entry. Indexes may also be searched to list entries beginning, containing, or ending with a letter, keyword, or phrase.

Advanced search Use Advanced Search to search one or more fields simultaneously. Keywords or phrases may be searched AND OR or AND NOT may be selected as the operator between searches

Useful Links

OneSearch

SharePoint Portal

Hot Topics!

Other Libraries

Digital Repository

Special Collections

Works of Art Database

Equipment Archive

Litigation Topics

Self Checkout

2

Do you have a Special Collection?


Drive users to your KnowledgeBuilder databases

- Create a Useful Link to the collection
- Limit searches to the collection
- Use Sites feature for collection-specific OPAC results lists


View
Clear
EndNote
Add to cart

Page: [1 of 1]


☐ Titles: 0 Selected
Sort: Relevancy Ranking Descending


☐ 1.


Emigrants Crossing the Plains
Bierstadt, Albert (1830 – 1902)
1/1/1867
Oil on canvas
Emigrants Crossing the Plains.

☐ 2.


Morning of a New Day
Farny, Henry Francois (1847 – 1916)
1/1/1907
Oil on canvas
Morning of a New Day

Location	Volume	Status
 Ottawa, ON		Available

☐ 3.


End of the Trail
Fraser, James Earle (1876 – 1953)
7/15/1915
Plaster
End of Trail

2

Do you have a Special Collection?


Drive users to your KnowledgeBuilder databases

- Create a Useful Link to the collection
- Limit searches to the collection
- Use **Sites feature** for collection-specific OPAC results lists


View
Clear
EndNote
Add to cart

Page: [1 of 1]

☐ Titles: 0 Selected
Sort: Relevancy Ranking Descending


☐ 1.


Emigrants Crossing the Plains
Bierstadt, Albert (1830 – 1902)
1/1/1867
Oil on canvas
Emigrants Crossing the Plains.

☐ 2.


Morning of a New Day
Farny, Henry Francois (1847 – 1916)
1/1/1907
Oil on canvas
Morning of a New Day

Location	Volume	Status
Ottawa, ON		Available

☐ 3.


End of the Trail
Fraser, James Earle (1876 – 1953)
7/15/1915
Plaster
End of Trail

3

SAML and Security – our latest features

Are you aware of our latest
Security Enhancements?

Do you know where to find our
Security Hardening
documentation?

Does your organization use
SAML?



3

SAML and Security – our latest features

EOS.Web supports SAML!

- SP-Initiated
- IdP-Initiated
- EOS Project Managers available to integrate SAML with you!
- Nightly **automated** patron file upload utility (keep EOS.Web in sync with your HR system)



3

SAML and Security — our latest features

EOS.Web Security Hardening
documentation

Found on SirsiDynix
Support Center

Related Content

[EOS.Web® Online Help](#)

[GDPR Compliance in EOS.Web](#)

[EOS.Web Security Hardening Measures](#)

[EOS Security White Paper](#)



EOS.Web Security Hardening Measures

Know the full range of EOS.Web security features available to your library. The following is a list and brief description of available features. To learn more about an individual feature and how to implement it, log into the EOS.Web help portal and search the enhancement number (with quotations) or, when listed, follow the path directions. Note: Most features are available by default, but not implemented by default.

Password

Auto-update patron password when barcode changes: Any change to the patron barcode field in the patron record will update the patron password to match. (EOS-3830)

Manage patron password length and expiration: Determine the minimum length for patron passwords and the maximum age which indicates when passwords expire. (EOS-3160, EOS-3164)

Enable Save Password: An option is available to disable the ability for the user to have their password automatically saved when logging into the OPAC. (Maintenance / OPAC Preferences / Enable Save Password)

Set max. age and min. length for staff passwords: Enable global password defaults for staff users. The two settings available determine the minimum length for a password and the maximum age which indicates when the password would expire. (EOS-3103, EOS-3104)

Simple and advanced options for Enforce Complex Password: Enable simple or advanced complex passwords. Separate controls are available for library staff login to EOS.Web and for patron login to OPAC. (EOS-3105, EOS-3346)



Author: SirsiDynix is based in Lehi, Utah, and provides software to approximately 23,000 libraries worldwide.

**Denotes a feature offered as part of NIST 800-53 accreditation. Learn more about NIST.*

3

SAML and Security — our latest features

38 security features documented
for your convenience

Includes:

- Authentication & password controls
- System administration
- Web services

***Failed login account lock for staff and patrons:** A setup option can be enabled for staff login (EOS.Web) and/or patron login (OPAC Discovery) to lock a user or patron out of the login screen for a library-defined period of time and after a library-defined number of login attempts. (EOS-843, EOS-441N)

***Enforce entry of complex passwords for EOS.Web and OPAC Discovery:** A setup option can be enabled for staff login (EOS.Web) and/or patron login (OPAC Discovery) to enforce a complex password whenever the Change Password option is used to enter a new password. Requirements for a complex password are the password must contain at least 1 character from at least 3 of the following classes: lower case, upper case, 0-9, or !@#\$\$%^&*(). (EOS-218N)

***Change password on first login for staff and patrons:** A setup option can be enabled for staff login (EOS.Web) and/or patron login (OPAC Discovery) to force a password change. Once enabled, this option affects all users and patrons. (EOS-844, EOS-440N)

***Library-defined user session timeout:** A setup option is available to set the period of inactivity before a staff user is logged out of EOS.Web (session timeout). When a session timeout occurs, EOS.Web returns the user to the sign in screen on their next action after the period of inactivity has passed. By default, the period of inactivity is set

Track login attempts: An Admin report is available to report on OPAC Login Attempts that are both Successful and Unsuccessful. (Maintenance / Admin Reports / OPAC Login Attempts)

Staff user and patron account lockout based on period of disuse: Library administrators may choose to lock-out staff users or patrons based on disuse, no sign in for a library-defined period of time. Separate controls are available for library staff login to EOS.Web and for patron login to OPAC. Once locked out, the staff user or patron must contact the library and have the lock manually disabled in their user/patron record to be able to sign in again. (EOS-3217)

4

Annual Training Event

Have you attended one of
our 3-day training events?

- 2018 – Denver, CO
- 2017 – Washington DC
- 2016 – San Diego, CA
- 2019 - ?



4

3-Day Annual Training Event

½ day sessions on core modules

½ day session on premium modules

Come for 1, 2, or all 3 days



DAY 1 MORNING Cataloging Agenda

- New enhancements added Cataloging in the last year.
- Import from MARC file and Excel
 - Overview – Important Information
 - EOS Excel Format Setup
 - Step by Step import of Excel
- Electronic resources
 - Pros & Cons of using "Set"
 - Frequently asked questions
- Learn ways to clean-up records
 - Learn how to find and clean records
 - Edit Picklists
 - Use the Global Record
- Deletion File (brief overview)
- Cataloging Maintenance
 - Setup cataloging templates
 - Add/edit/look for/remove
- Cataloging Reports (selected reports)

DAY 1 AFTERNOON OPAC Agenda

- New enhancements added to OPAC
- Remodel your OPAC or create a new one
 - Overview of OPAC Templates
 - Controls
 - Add, edit, delete
- Add OPAC Slider
- OPAC Searching Features
 - Search limits, Search open
- How to create your own search
 - OPAC record permanent
 - Static record list
 - Dynamic saved search
 - RSS Feed saved search
 - Construct your own saved
- Searching Maintenance
 - Select fields to display in
 - Edit staff-side text features
- URL checker topics:
 - How to monitor, find and
 - Overview
 - URL Checker report
 - Troubleshoot report results
- OPAC Reports (selected reports)

DAY 2 MORNING Serials Agenda

- New enhancements added to Serials in the last year.
- Learn how to create serials records for simple to multifaceted serial titles
 - How to setup serials enumeration and pattern for
 - Regular (predicted) serials
 - Irregular (unpredicted) serials
 - How to use Supplement & Indexes
- Serials Check-In
 - Serials Check-in features
- Serials Reports (select reports)
- Electronic Serials
 - Electronic Content Management (ECM) – vendor routed emails
 - Overview and
 - Confirm emails

DAY 2 AFTERNOON Circulation Agenda

- New enhancements added
- Circulation Maintenance
 - Display
 - Patron Type
 - Notice
 - General
 - Retention
 - Holds
 - Prompt
 - Statistics
 - Due Date Type
- Circulation Inventory
 - Learn to do circulation
- Setup of the Self-Check
- Circulation Reports (selected reports)

DAY 3 MORNING Premium Modules

- New enhancements added to Premium Modules in the last year.
- Brief overview of all modules
- More in-depth training on one or more of these modules
 - BC Analytics
 - Classification Management
 - Content Aggregator
 - Electronic Content Management
 - Electronic Resource Management
 - Indexer
 - Inter-Library Loan
 - KnowledgeBuilder
 - NYLI Integration
 - Overdrive Integration
 - Reference Tracking

DAY 3 AFTERNOON Acquisitions Agenda

- New enhancements added to Acquisitions in the last year.
- Setup of Fund Accounts
 - Setup Fund Accounts
 - Understand how Fund Accounts update as line items are processed from beginning to end.
- Purchase Order & Line Item Records
 - Creating Purchase Order & Line Item records
 - Standing Orders
 - Invoices
- How to prepare Fund Accounts for your next fiscal budget year.
 - Using End Year Move Balance
- Acquisition Reporting
 - Acquisitions Reports (selected reports)
 - Print Excel feature: Purchase Order & Line Items

4

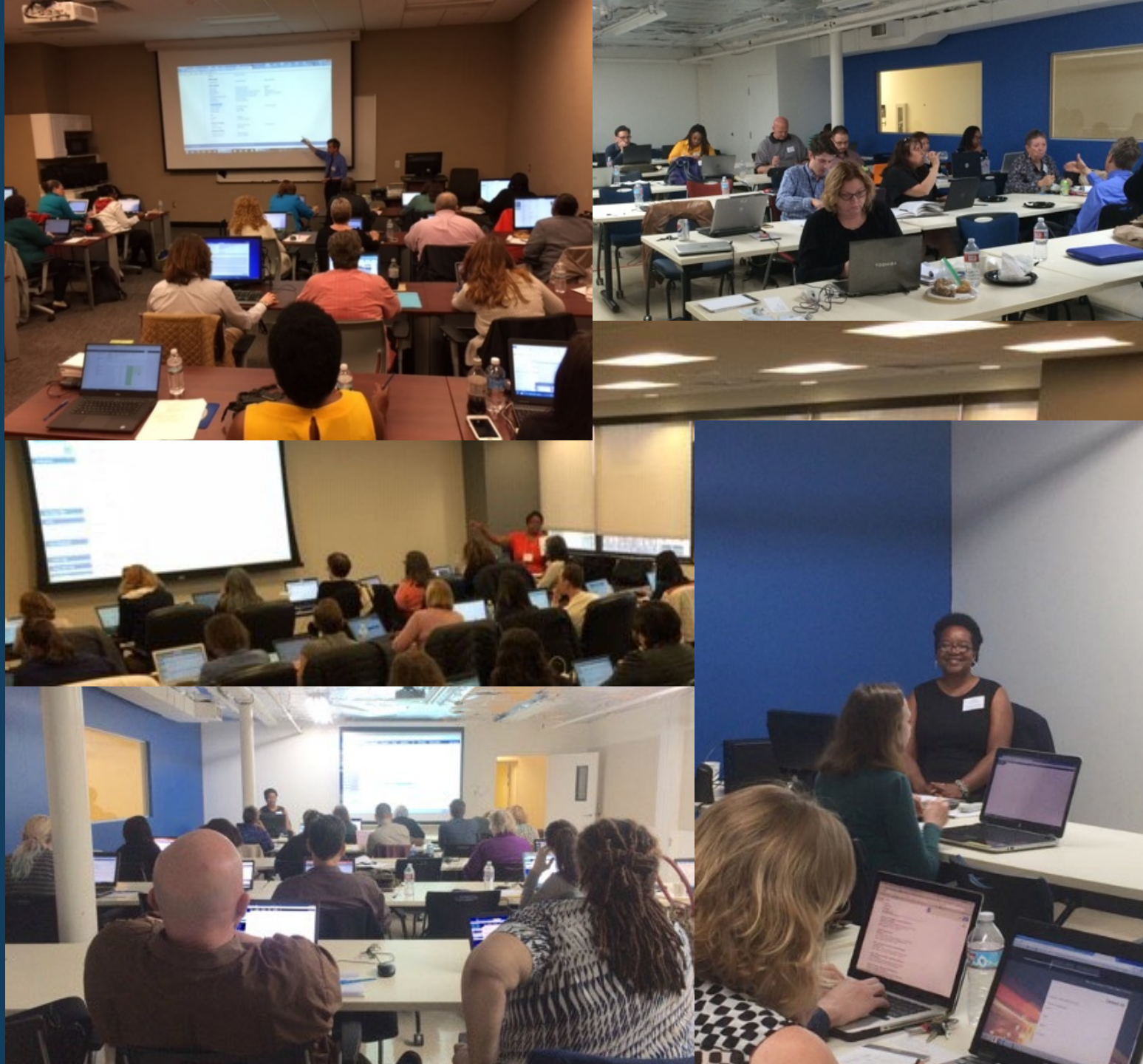
3-Day Annual Training Event

Affordably priced at \$169 pp/pd

Includes catered lunch

Get to know other EOS.Web users!

Discuss common challenges &
opportunities!



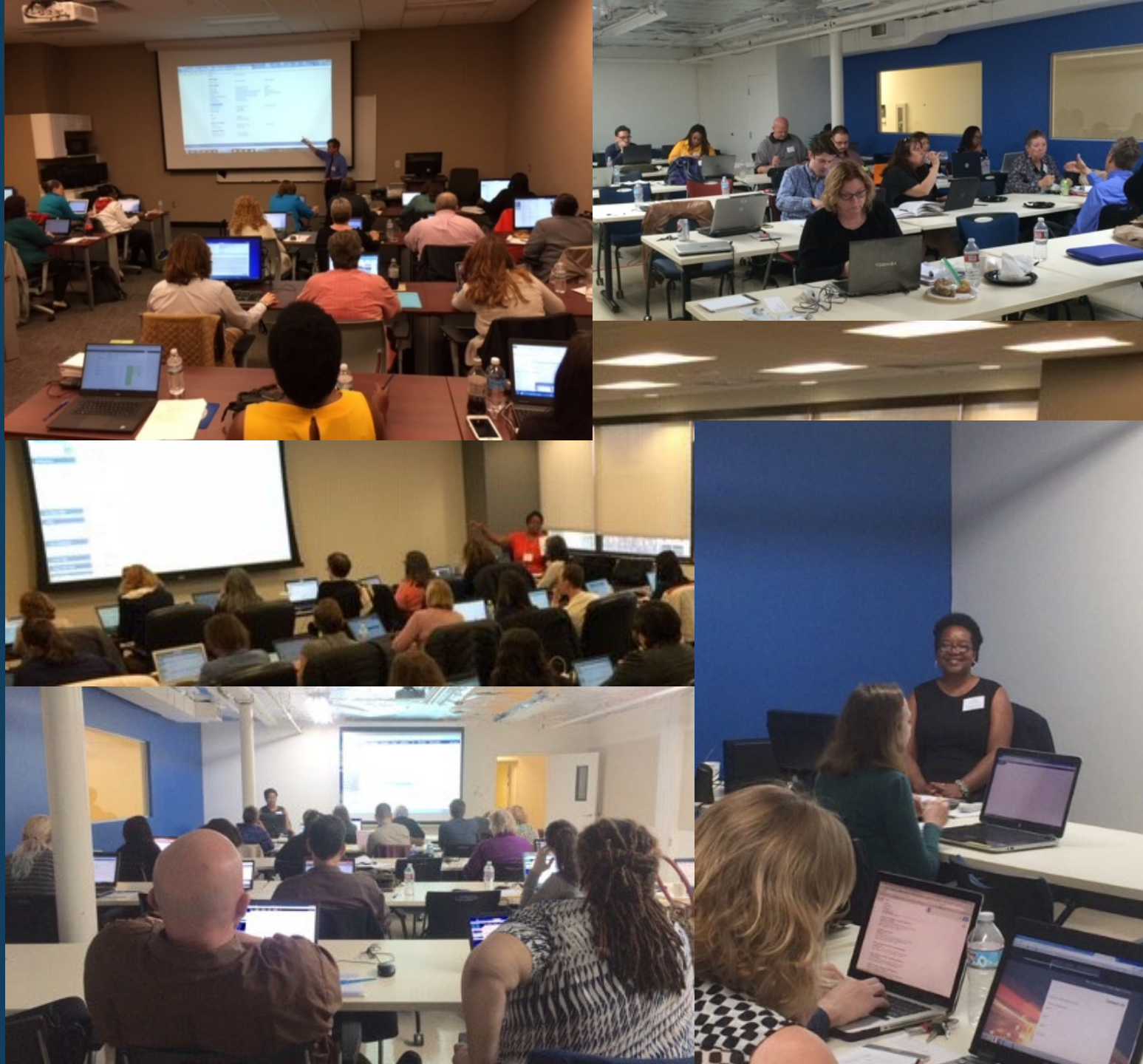
4

3-Day Annual Training Event

Take our annual training survey

Help us plan dates & location

Consider being a host site



4

New Administrator Training Event

Coming Soon –

2-day Administrator training

Covering the **hundreds** of settings, features, and controls of EOS.Web



Maintenance
General Settings
User Setup
Utilities
Scheduled Tasks
Completed Tasks
Pending Tasks
Admin Reports

Access Log
Course Listing
Media Usage
OPAC Access Log
OPAC Site Statistics
Password Expiration
Record Counts
Record Set Usage
Search Statistics Report
Search Statistics Report (Columns)
URL Checker Results (Columns)
URL Usage
URL Usage (Columns)
User/Patron Record Audit Log (Columns)
View Active User Session
View Current Users
Web Subscription Title Usage

Cataloging		
Assign Format	General	Material Format
Call Number Hierarchy	Google Scholar	Media Links Files
Category	Import Handling	RefWorks Format
Course Reserves	KnowledgeBuilder	Security Groups
Display	KnowledgeBuilder Field Bank	Shelf List Report
EasyMARC	Local Holdings	Template
EndNote Format	MARC Rules	
Excel Format	MARC Tags	

Setup		
Admin Settings	IP Authentication	Picklist Categories
Common Passwords	Label Printing	Product License
Complete Display Page Setup	Library Information	RSS
Currency	Library Schedule	RSS General Setup
Display	Locations	RSS Notice Setup
Edit Staff Side Text	Patron Profile Setup	Title List
Expansion	Patron Settings	Useful Links
ID Number	Picklist	User Settings

Circulation		
Audit	Notice	Retention
Display	Patron Type	Statistics
Due Date	Privacy	Traps
General	Prompt	
Hold	Receipts	

5

SirsiDynix Support Center (SDSC)

Are you online with SDSC?

We have our next generation
Help Portal waiting for you!



5

SirsiDynix Support Center (SDSC)

Click the Help icon (?) in EOS.Web

-or-

Navigate to
support.sirsidynix.com

The screenshot displays the SirsiDynix Support Center (SDSC) website. At the top, there is a navigation bar with links for Home, Products, Cases, Documents, Training, Community, Releases, Services, Account, and Admin. A search bar is located in the top right corner. Below the navigation bar, there are tabs for View, Edit, Translate, Track, and Access control. The main content area features a 'Messages and Alerts' section with a list of recent updates, including new mobile versions and release updates. To the right of this section is a 'Contact Support' button and a search bar for articles, cases, courses, and JIRA. Below the messages, there is a section for 'Free trainings for new Symphony and Horizon Library Directors and System Administrators' with an image of a person at a computer and a detailed announcement about new training sessions. Further down, there is a 'Track SirsiDynix Status at SirsiDynixStatus.com' section with a link to the status page and a brief explanation of its purpose. The bottom section is titled 'Strategic Partner Program' and includes an image of hands shaking, a link to the SPP Basecamp, and information about the program's benefits. On the right side of the page, there are several sidebar sections: 'Mentor 2.0' with a login button, 'Quick Links' with various resource links, 'May We Recommend...' with a list of blog posts, and 'Press Releases' with a link to the latest release.

5

SirsiDynix Support Center (SDSC)

The Dashboard page

(Products / ILS / EOS.Web)

All of your EOS.Web help topics

All on one page

Bookmark the Dashboard Page as:

<https://support.sirsidynix.com/products/eos-web>

[Home](#) [Products ▾](#) [Cases ▾](#) [Documents ▾](#) [Training ▾](#) [Community ▾](#) [Releases ▾](#) [Services ▾](#) [Account ▾](#)

Home > Products > ILS > EOS.Web

EOS.Web

[View](#) [Edit](#) [Track](#) [Access control](#)

Quick Links

- [Email EOS.Web Support](#)
- [Add Case / Manage Cases](#)
- [Discussion Forums](#)
- [Enhancements Forum \(Suggestions & Voting\)](#)
- [Roadmap \(New Features & Fixed Bugs\)](#)
- [Known Issues & Upcoming Enhancements](#)
- [Training Courses & Schedule](#)
- [Training Videos](#)
- [Training Guides](#)
- [EOS.Web Calendar \(Releases, Trainings, Events\)](#)
- [Download EOS.Web / View Current Release Notes](#)

Related Content

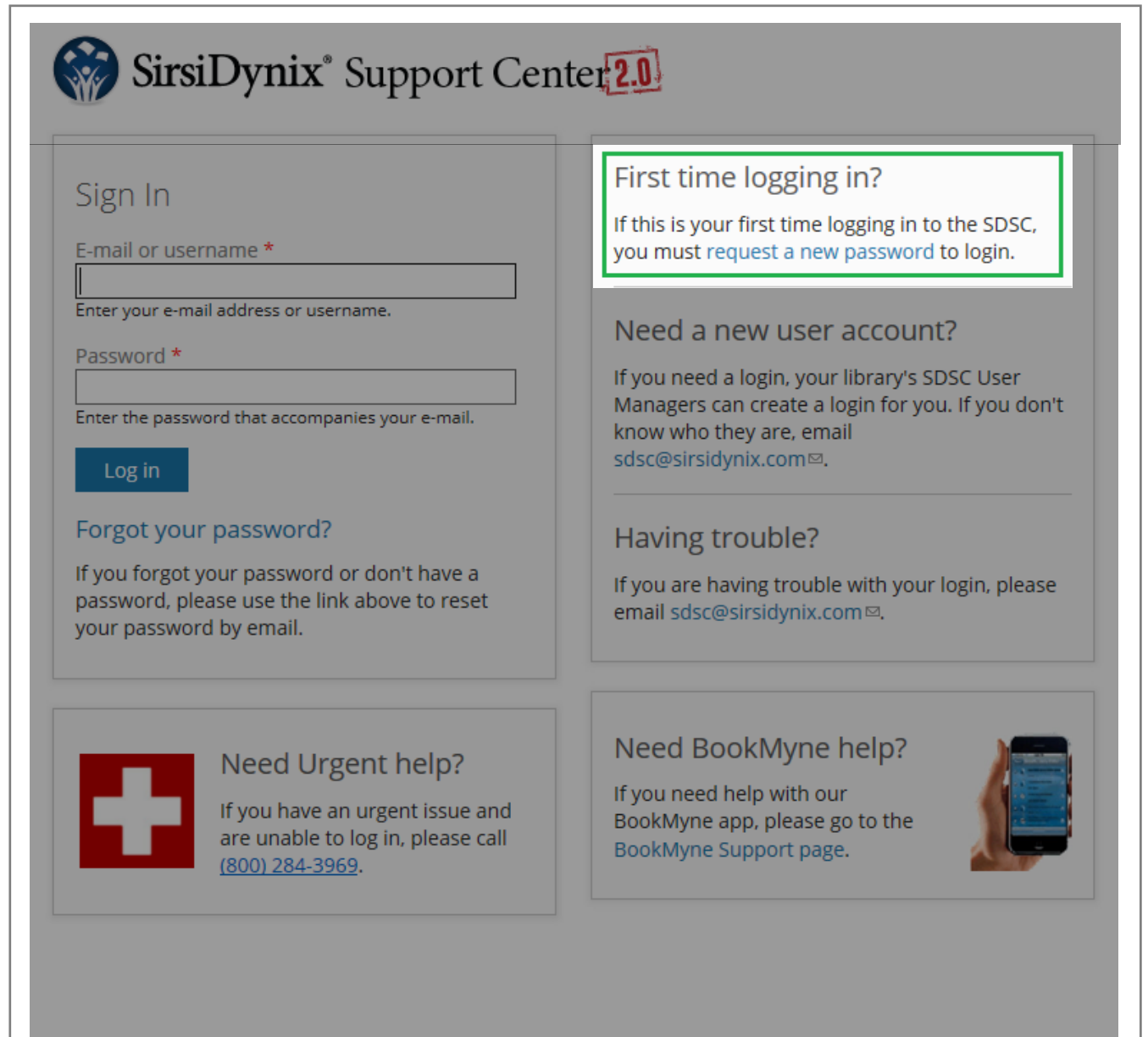
- [EOS.Web® Online Help](#)
- [GDPR Compliance in EOS.Web](#)
- [EOS.Web Security Hardening Measures](#)
- [EOS Security White Paper](#)
- [EOS.Web Release Notes - All Versions](#)
- [EOS.Web Label Specifications and Stock Number Suggestions](#)

5


SirsiDynix Support Center (SDSC)

No Account? - No Problem!

- Request a Password
- We will be in touch shortly
- Your SDSC Administrator can also activate your account for you



The screenshot shows the SirsiDynix Support Center 2.0 interface. It features a 'Sign In' section with input fields for 'E-mail or username' and 'Password', a 'Log in' button, and links for 'Forgot your password?'. To the right, there are three informational boxes: 'First time logging in?' (highlighted with a green border), 'Need a new user account?', and 'Having trouble?'. At the bottom, there are two more boxes: 'Need Urgent help?' with a red cross icon and 'Need BookMyne help?' with an image of a hand holding a smartphone.

 SirsiDynix® Support Center **2.0**

Sign In

E-mail or username *

Enter your e-mail address or username.

Password *

Enter the password that accompanies your e-mail.

[Log in](#)

[Forgot your password?](#)

If you forgot your password or don't have a password, please use the link above to reset your password by email.

First time logging in?


If this is your first time logging in to the SDSC, you must [request a new password](#) to login.

Need a new user account?

If you need a login, your library's SDSC User Managers can create a login for you. If you don't know who they are, email sdsc@sirsidynix.com.

Having trouble?


If you are having trouble with your login, please email sdsc@sirsidynix.com.

 **Need Urgent help?**

If you have an urgent issue and are unable to log in, please call [\(800\) 284-3969](tel:(800)284-3969).

Need BookMyne help?

If you need help with our BookMyne app, please go to the [BookMyne Support page](#).



5

SirsiDynix Support Center (SDSC)

Administrators control User Management
(Account / User Management)

Activate (or Add) Users at your library

Manage their Roles (permissions)

Contact our Help Desk for assistance
(eossupport@sirsidynix.com)

Inactive Users

List **Activate Users** Manage Roles Add User

Use the list below to create logins for existing users, or click the "Add User" tab above to add a new user.

Last ▲	First	Email	User Status	SDSC Login	Action
Abel	Reese	reese.abel@sirsidynix.com	Inactive	Inactive	Enable User
Abelovski	Tim	tim.abelovski@sirsidynix.com	Inactive	Inactive	Enable User
Adams	Melanie	melanie.adams@sirsidynix.com	Inactive	Inactive	Enable User
Adams	Karla	karla.schwarting@sirsidynix.com	Inactive	n/a	Create Login
Adams	Carolyn	carolyn.b.adams2@gmail.com	Inactive	Inactive	Enable User

Manage User Roles

List **Activate Users** **Manage Roles** Add User

Name	Training	Documents	Commun.	Cases	Case Mgmt	Services Mgmt	Account Mgmt
Abell, Thomas	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adams, Kathi	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Adams, Nick	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5

SirsiDynix Support Center (SDSC)

Administrators control User Management
(Account / User Management)

Activate (or Add) Users at your library

Manage their Roles (permissions)

Contact our Help Desk for assistance
(eossupport@sirsidynix.com)

Inactive Users

List **Activate Users** Manage Roles Add User

Use the list below to create logins for existing users, or click the "Add User" tab above to add a new user.

Last	First	Email	User Status	SDSC Login	Action
Abel	Reese	reese.abel@sirsidynix.com	Inactive	Inactive	Enable User
Abelovski	Tim	tim.abelovski@sirsidynix.com	Inactive	Inactive	Enable User
Adams	Melanie	melanie.adams@sirsidynix.com	Inactive	Inactive	Enable User
Adams	Karla	karla.schwarting@sirsidynix.com	Inactive	n/a	Create Login
Adams	Carolyn	carolyn.b.adams2@gmail.com	Inactive	Inactive	Enable User

Manage User Roles

List Activate Users **Manage Roles** Add User

Name	Training	Documents	Commun.	Cases	Case Mgmt	Services Mgmt	Account Mgmt
Abell, Thomas	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adams, Kathi	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Adams, Nick	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5

SirsiDynix Support Center (SDSC)

Administrators control User Management
(Account / User Management)

Activate (or Add) Users at your library

Manage their Roles (permissions)

Contact our Help Desk for assistance
(eossupport@sirsidynix.com)

Inactive Users

List **Activate Users** Manage Roles Add User

Use the list below to create logins for existing users, or click the "Add User" tab above to add a new user.

Last ▲	First	Email	User Status	SDSC Login	Action
Abel	Reese	reese.abel@sirsidynix.com	Inactive	Inactive	Enable User
Abelovski	Tim	tim.abelovski@sirsidynix.com	Inactive	Inactive	Enable User
Adams	Melanie	melanie.adams@sirsidynix.com	Inactive	Inactive	Enable User
Adams	Karla	karla.schwarting@sirsidynix.com	Inactive	n/a	Create Login
Adams	Carolyn	carolyn.b.adams2@gmail.com	Inactive	Inactive	Enable User

Manage User Roles

List **Activate Users** **Manage Roles** Add User

Name	Training	Documents	Commun.	Cases	Case Mgmt	Services Mgmt	Account Mgmt
Abell, Thomas	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adams, Kathi	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Adams, Nick	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Jeff Smith

VP Client Services

jeff.smith@sirsidynix.com

800-876-5484 x7769

More Resources

Jeff Smith

EOS.Web Help Desk

[\(eossupport@sirsidynix.com\)](mailto:eossupport@sirsidynix.com)





Thank You!

