



# Customer Manual for MyDQS 2.0

- International Version -

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## 1. General Information

You can find the DQS Group customer portal at: [www.mydqs.com](http://www.mydqs.com).

If you want to **get access** to the DQS customer portal myDQS for the first time, please **contact your DQS customer service**.

Based on your professional email address, you will then be registered and an invitation email will be sent to you with further instructions.

In case you already have an account and have forgotten your password, please use the **"Lost password"** function on the login screen.

If you do not receive an email to reset your password, please contact your **DQS customer service**.

In case of technical problems, please contact the service desk by email at [servicedesk@dqs.de](mailto:servicedesk@dqs.de).

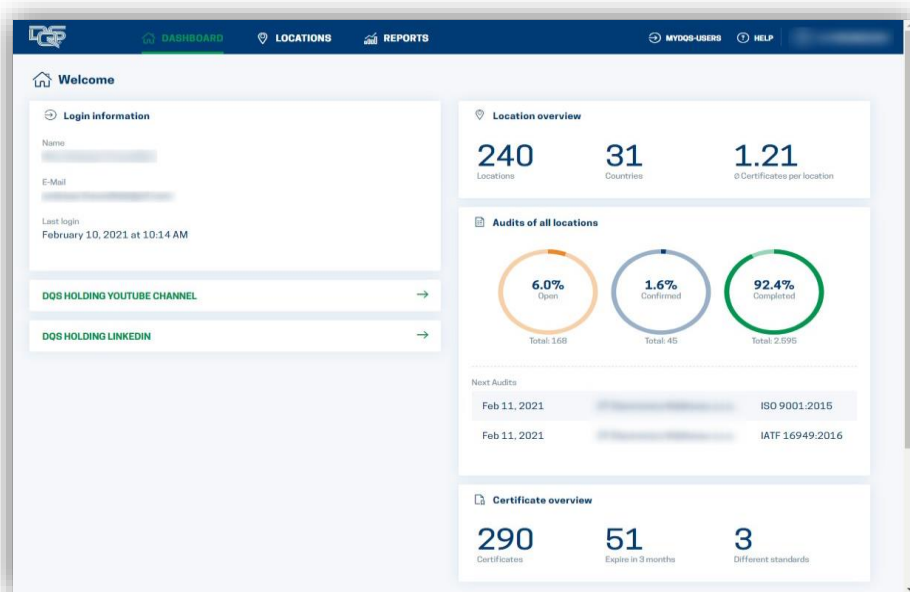
Frequently asked questions can be found in the **"Help"** section of the MyDQS website.

**Addendum:** User name is always your e-mail address (shared with DQS)

## 2. Global Menu

### 2.1 Dashboard

The Dashboard is the entry page of the customer portal. As a **customer**, here you will see a synopsis of the information of all locations you are authorized for. Below is a sample:



## 2.2 Locations

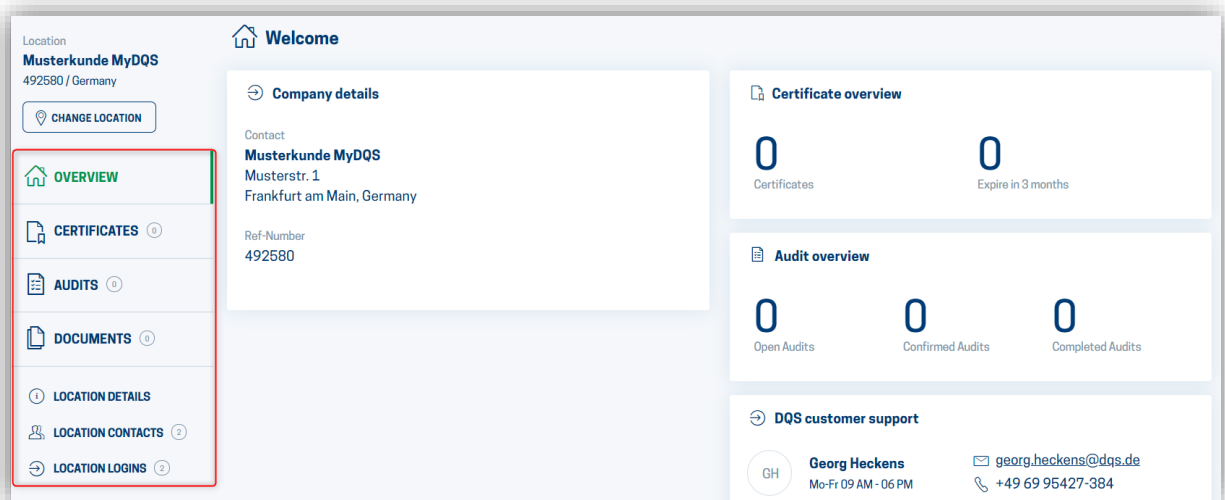
To change the location, please use the "LOCATIONS" button:



Then select the desired location from the list:



You will now be transferred to the local section for that location. All information listed here always refers to **the currently selected location**. Various information is available via the left-hand menu:



## 2.2.1 Certificates

The certificates and their validity. Click on each certificate to see more details and the document in PDF format:

Certificates			
STANDARD ↓	DATE OF ISSUE	DATE OF EXPIRY	
GDPMD	Apr 6, 2020	Apr 5, 2021 ⚠ Still 2 months	→
ISO 13485	Apr 6, 2020	Apr 5, 2023	→
ISO 9001:2015	Apr 6, 2020	Apr 5, 2023	→
↓ PDF   ↓ CSV   ↓ EXCEL			

## 2.2.2 Audits

Overview of audits open, confirmed, and completed. Click on each audit to see more details and related documents in PDF format:

Audits

OPEN AUDITS3

CONFIRMED AUDITS5

COMPLETED AUDITS0

DATE ↑	STANDARD
Mar 16, 2021 - Mar 20, 2021	GDPMD →
Mar 16, 2021 - Mar 20, 2021	ISO 13485 →
Mar 16, 2021 - Mar 20, 2021	ISO 9001:2015 →

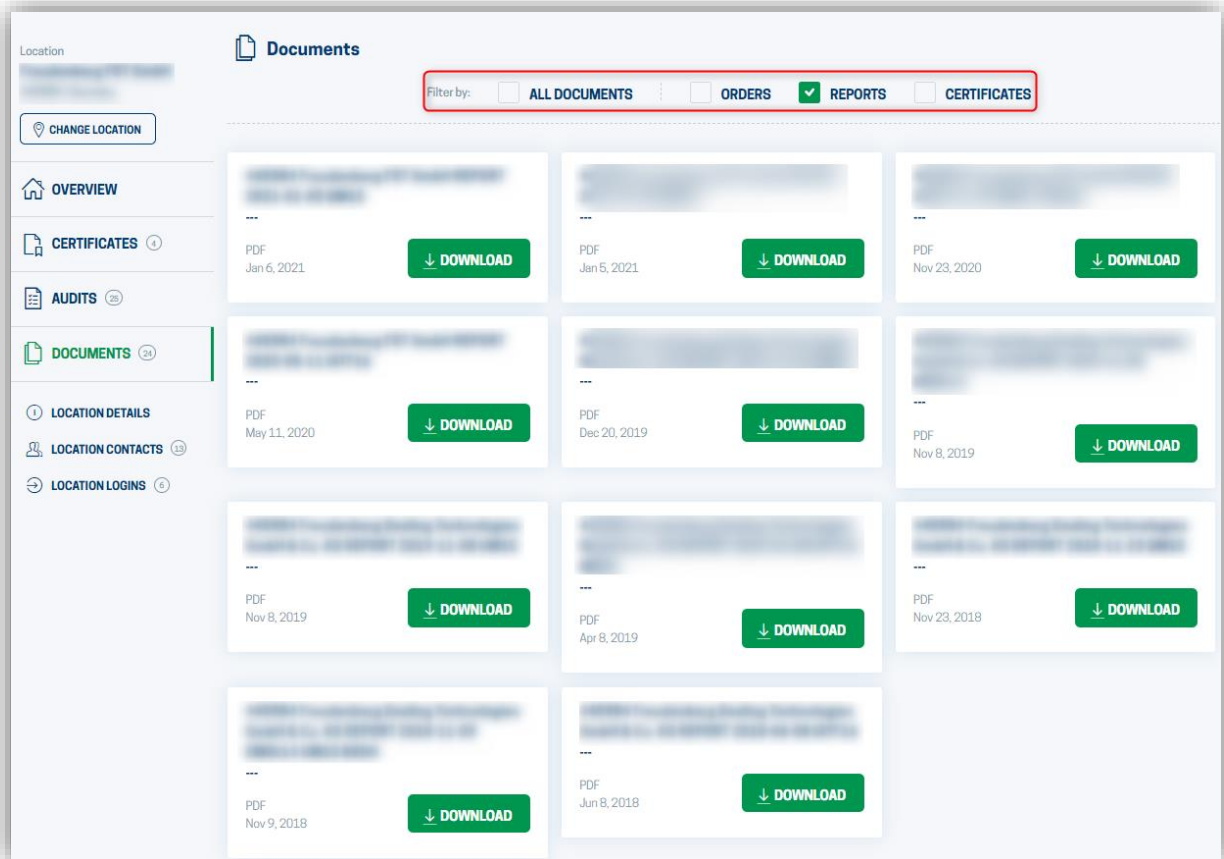
↓ PDF

↓ CSV

↓ EXCEL

## 2.2.3 Documents

You have the possibility to filter by document types. The sorting order is set from "Newest" to "Oldest".



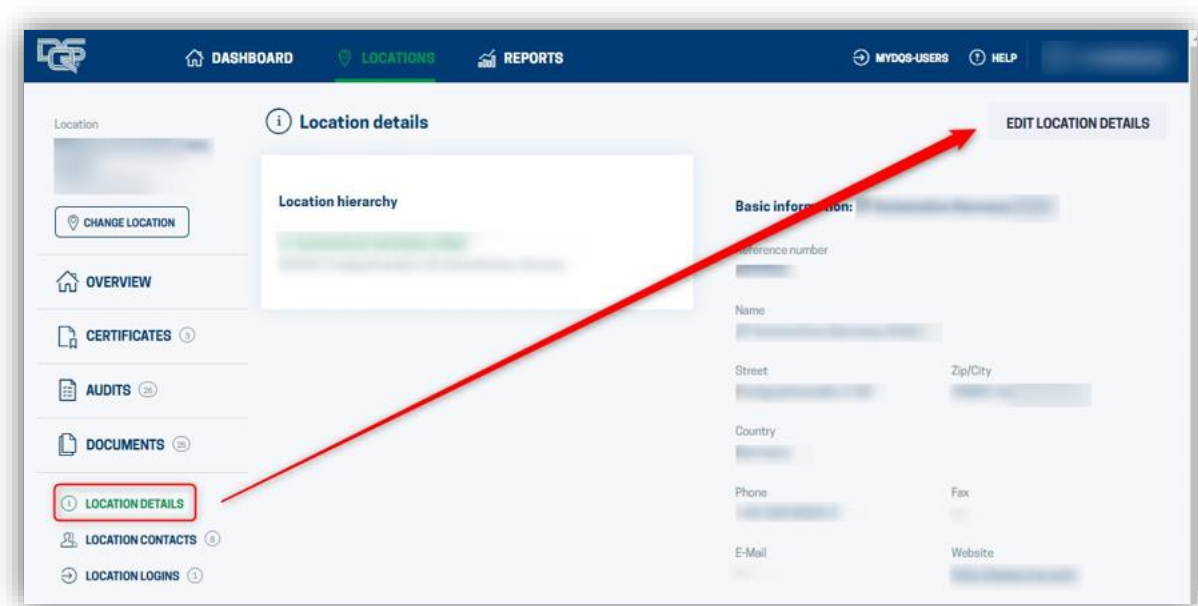
## 2.2.4 Location details

The location details are separated into two areas:

- **Basic data:** In the location details, you and the customer have an overview of their basic data for the selected location, which is imported from the CDB.
- **Location hierarchy:** Here the customer can quickly jump to subordinate locations by clicking on them.

### 2.2.4.1 Change basic data

This function is only visible to customers who have “write” authorizations to the location.



In the **location hierarchy**, customers can quickly jump to subordinate locations and make changes to the master data here as well.

#### **Notice:**

Changes to master data are communicated to your account manager.  
Changes will become visible only after review and approval.

### 2.2.5 Location contacts

Overview of all contacts and their function at the location.

#### 2.2.5.1 Enter location contact

This function is only visible for customers with "write" authorization for that location.

**Location Contacts**

ADD NEW CONTACT

NAME	FUNCTION	PHONE	E-MAIL
Mr. Max Musterkunde	Agent for quality management	+49 69 5427 - 450	max.musterkunde@dev.dqs.de
Mrs. Ute Musterkunde	Corporate Quality Manager	+49 69 5427 - 450	ute.musterkunde@dev.dqs.de

↓ PDF ↓ CSV ↓ EXCEL

Here you can see a list of all your company contacts for this site. Please click on a contact to obtain more information about that contact. Site contacts do not have access to the customer portal but are displayed to auditors and employees as contact addresses. To create an account, please select Site logins from the menu.

### Notice:

A new contact is communicated by mail to your account manager. Changes will become visible only after review and approval, and will then be available to create a login.

## 2.2.6 Location logins

Here you will find an overview of all users who have access to this location in MyDQS. Logins with a flag icon are company admins for your organization.

**Location logins**

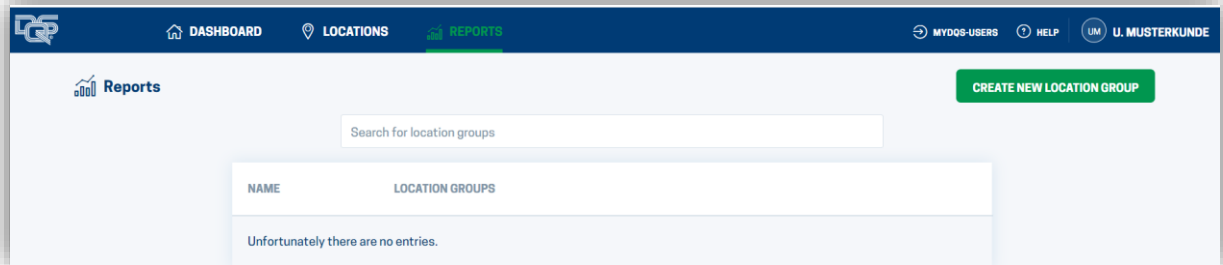
NAME	E-MAIL	PHONE
Ute Maria Musterkunde	ute.musterkunde@dev.dqs.de	

↓ PDF

Here you can see an access list for this site in the customer portal.

## 2.3 Reports

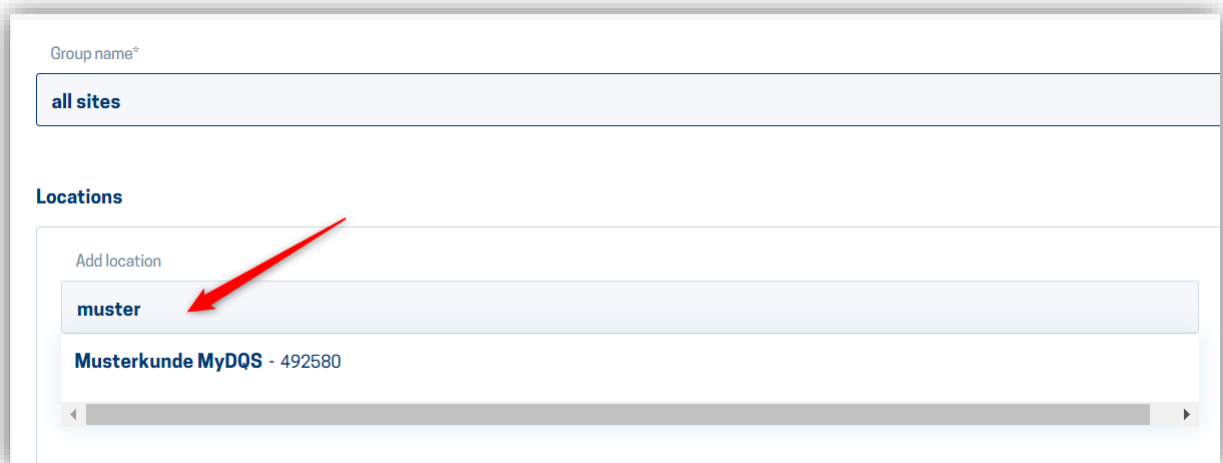
Here you have the possibility to compile individual information about the separate procedures.



At first, you need to create individual groups containing the desired locations.

### 2.3.1 Create new location group

Use the "Add new location group" button. Name the location group according to your wishes and add the locations with one click from the drop-down list. If you want to add all locations to the location group, click on them one after the other in the selection list. Locations that are already in the list are no longer displayed in the selection.



The trash can next to the location name can be used to remove locations from the group.

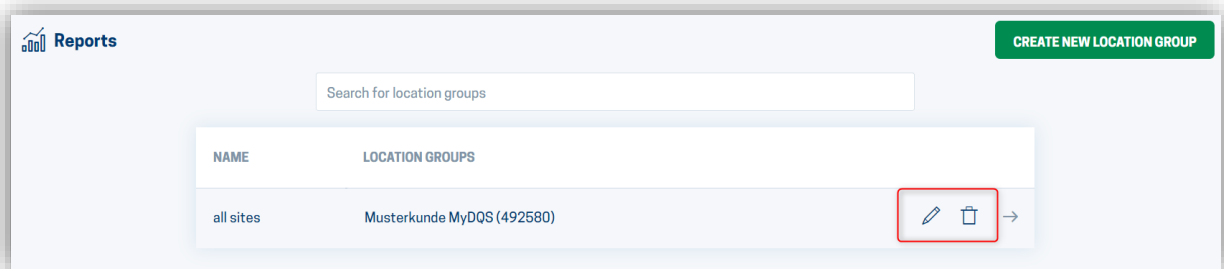


Save the location group via the "Add group" button.

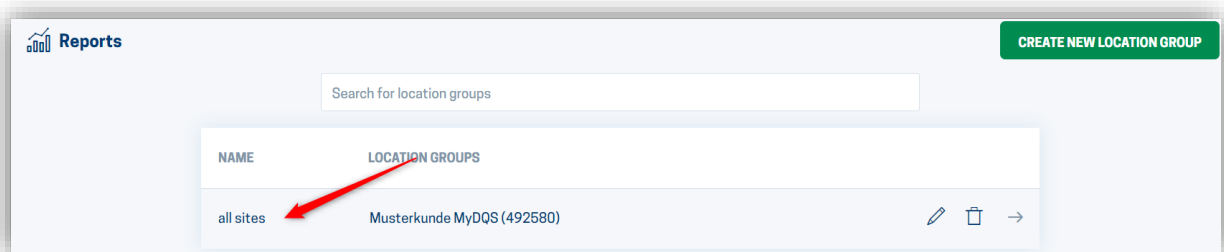


## 2.3.2 Delete or edit location groups

Existing groups can be deleted or edited using the icons on the right side of the list of sites:

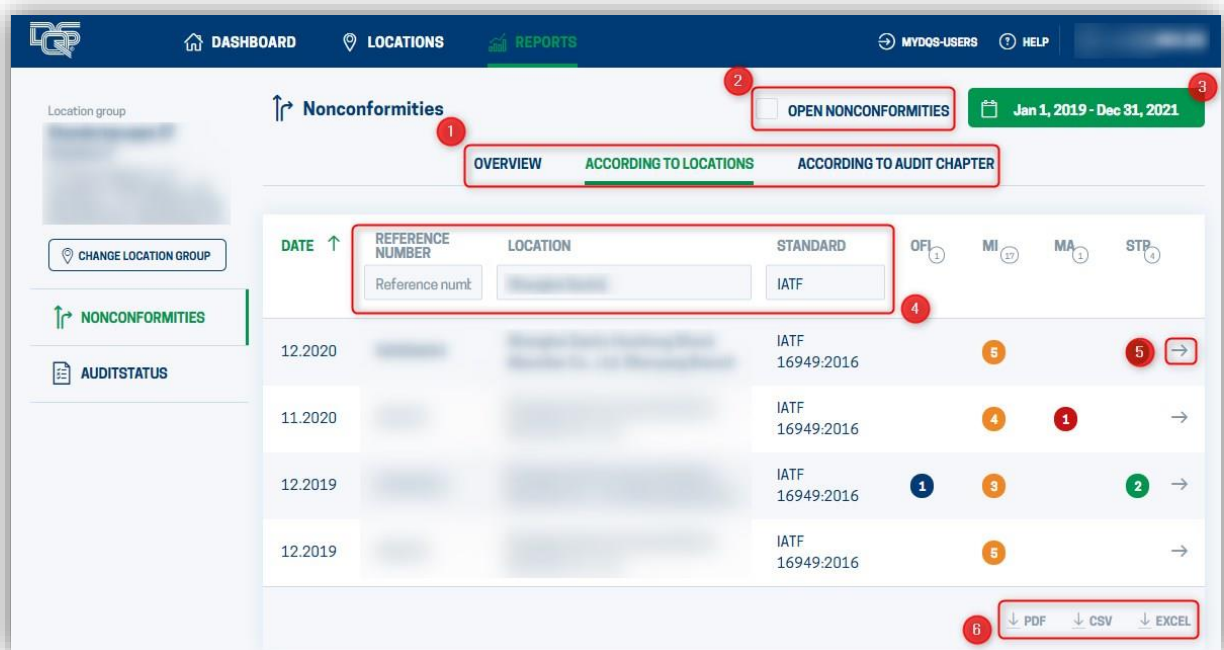


Click on the name to jump to the location group.



## 2.3.3 Nonconformities

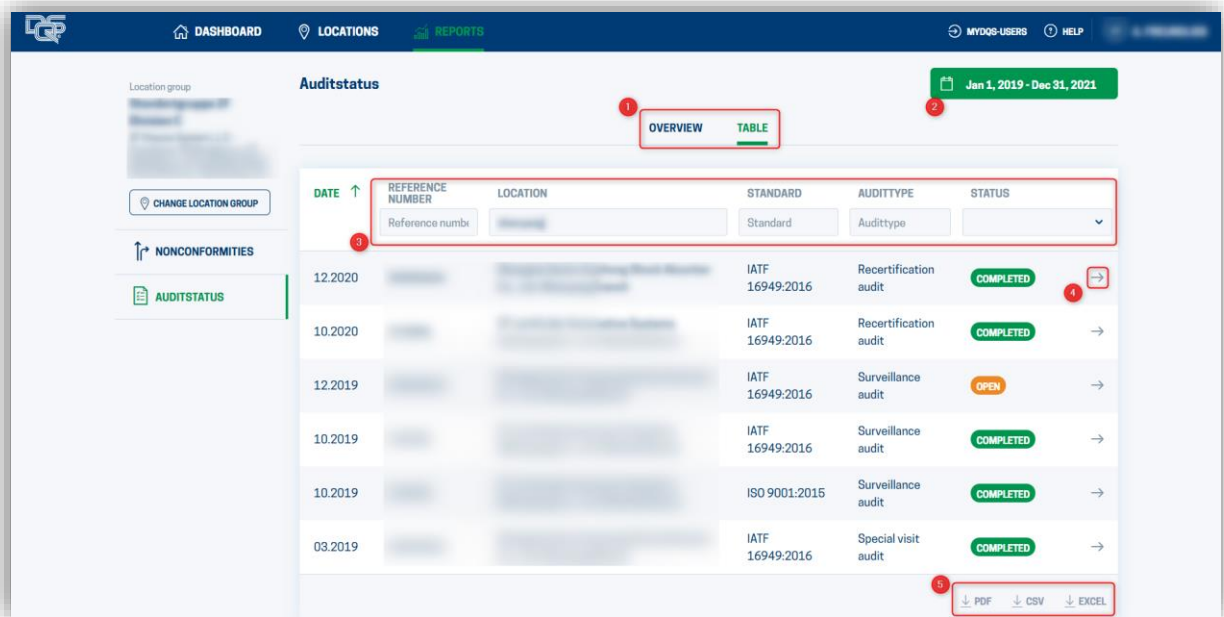
The following functions are available in the nonconformities section:



1. Overview according to location or audit chapter
2. Filter for open nonconformities
3. Define data time periods
4. Filter by columns
5. Detailed information about the location and the nonconformities
6. Export the list

### 2.3.4 Auditstatus

The following functions are available in the Auditstatus section:



1. Overviews graphically or in table form
2. Define data time periods
3. Filter by columns
4. Detailed information about the location
5. Export the list

**Notice:**

If you have any questions about the information displayed, please contact your account manager.

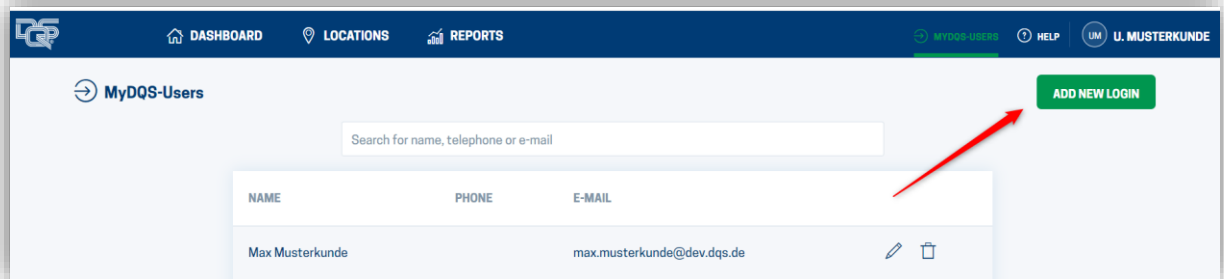
## 3. Login and User administration (company-admin role only)

The Login administration can be found in the global menu, sub-item “MyDQS-Users“. This menu item is only visible if you have been designated as company-admin for your company. Please contact your account manager for this.



### 3.1 Create login

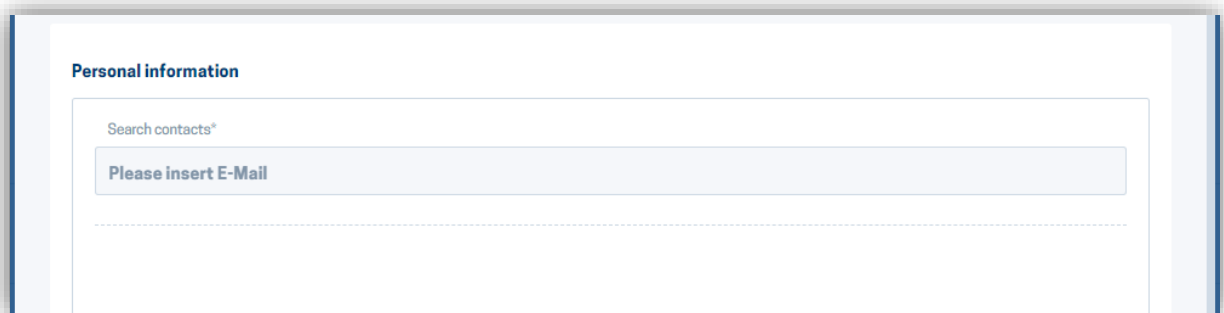
To create a new login, click on “add new login”:



However, for a login to be created, the user must exist as a contact in our system. Therefore, either add the contact to the location contacts at a location of your choice (see Chapter 2.2.6.1) or inform your DQS customer service about the new contact. This is a protective measure and is intended to prevent the creation of unauthorized access.

#### 3.1.1 Select contact

Enter the e-mail address of the contact for whom you want to create a login in the contact search field and select from the results list:



**Personal information**

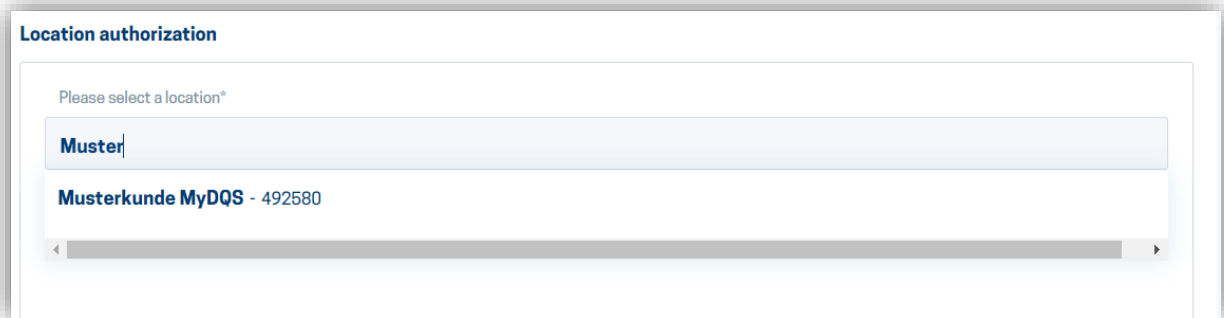
Search contacts\*

Please insert E-Mail

Add the corresponding personal data of the customer where it was not transferred automatically from the system.

### 3.1.2 Define authorizations

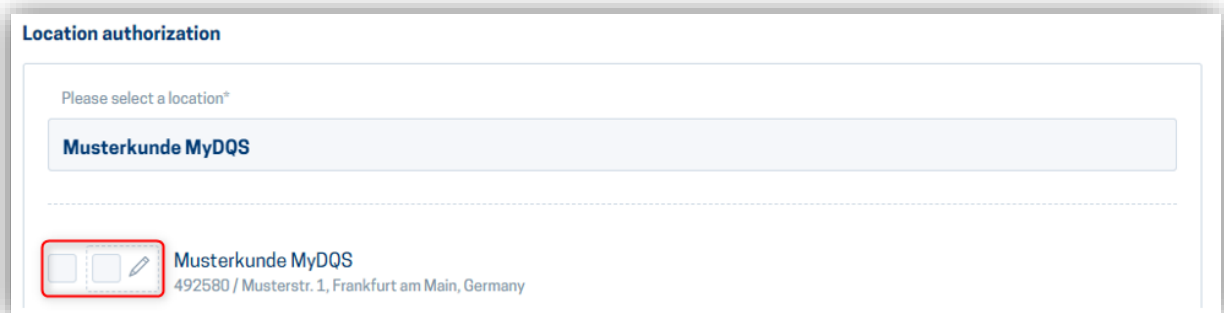
In the last step, please define the authorizations for each reference no. to which the new login needs to have access. To do this, enter the reference no. in the search field or select the desired location from the drop-down list.



The screenshot shows a 'Location authorization' window. At the top, it says 'Please select a location\*'. Below this is a search input field containing the text 'Muster'. A dropdown menu is open, showing a single result: 'Musterkunde MyDQS - 492580'.

If you select the top entry, the authorizations will be inherited downwards.

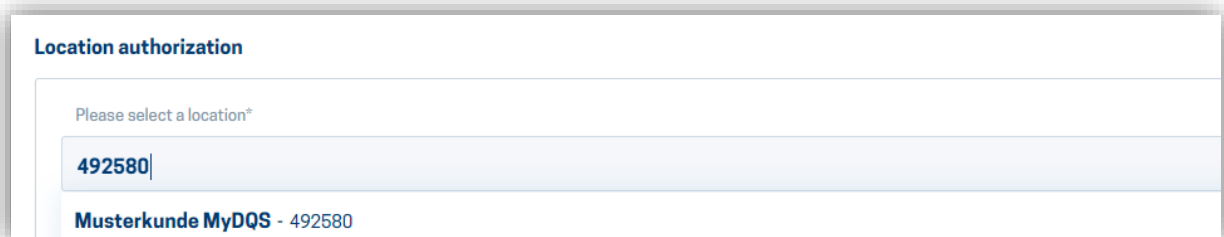
**Authorizations - Read / Write:** The **front** checkbox grants "**Read**" access to the location. The back checkbox with the pencil icon grants "**Write**" access to the location. (When "Write" is selected, "Read" is automatically selected as well).



This screenshot shows the 'Location authorization' window with 'Musterkunde MyDQS' entered in the search field. Below the search results, there are two checkboxes: the first is checked (Read) and the second is unchecked (Write). The location name 'Musterkunde MyDQS' and its address '492580 / Musterstr. 1, Frankfurt am Main, Germany' are displayed.

### 3.1.3 Authorizations for additional locations

In some cases, locations may not be displayed in the hierarchy, for example in the case of large corporate structures that the portal cannot map in depth. It is still possible to give the user access to these locations. To do this, select the additional location from the drop-down menu or enter its reference number in the search field. The corresponding authorization area of the selected location will then open.

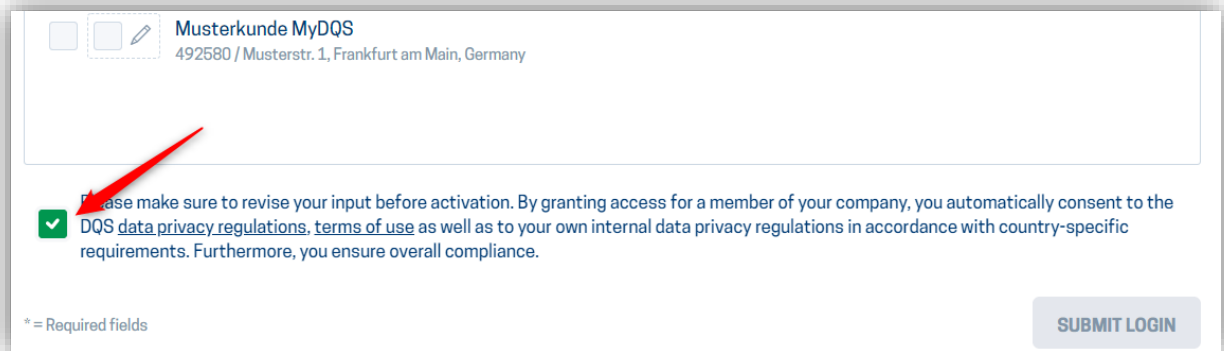


The screenshot shows the 'Location authorization' window. The search input field contains the reference number '492580'. The dropdown menu shows the result 'Musterkunde MyDQS - 492580'.

Here, too, set the corresponding check marks for “Read” or “Write” access. This can be repeated for all stored locations.

### 3.1.4 Confirm and save

Once you have authorized all the desired locations, confirm your entries:

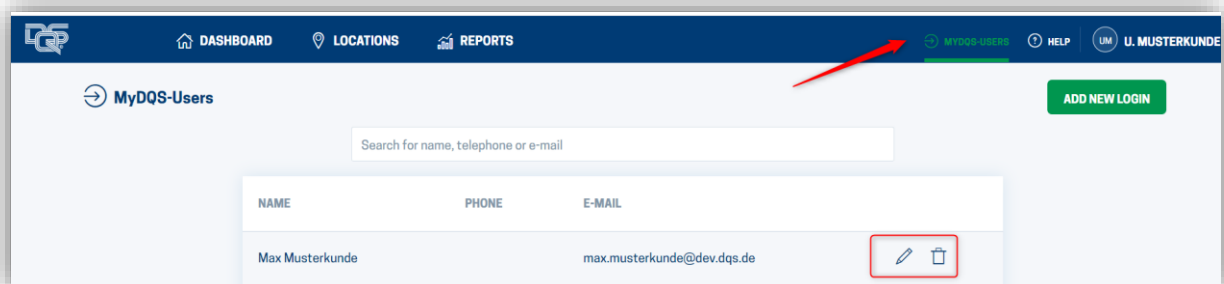


The screenshot shows a form for 'Musterkunde MyDQS' with the address '492580 / Musterstr. 1, Frankfurt am Main, Germany'. A red arrow points to a green checkmark icon next to a confirmation message: 'Please make sure to revise your input before activation. By granting access for a member of your company, you automatically consent to the DQS data privacy regulations, terms of use as well as to your own internal data privacy regulations in accordance with country-specific requirements. Furthermore, you ensure overall compliance.' A 'SUBMIT LOGIN' button is located at the bottom right. A legend indicates '\* = Required fields'.

A mail to activate the login will be sent automatically to the selected mail address.

### 3.2 Edit or delete login

Editing and deleting logins regardless of location is done through the "MyDQS Users" menu item in the global menu. Find the corresponding login via the search field and use the pencil icon to edit or the trash can icon to delete the login.



The screenshot shows the 'MyDQS-Users' interface. A red arrow points to the 'MYDQS-USERS' menu item in the top navigation bar. Below the navigation bar, there is a search field labeled 'Search for name, telephone or e-mail'. A table lists users with columns 'NAME', 'PHONE', and 'E-MAIL'. The first row shows 'Max Musterkunde' with email 'max.musterkunde@dev.dqs.de'. To the right of this row are icons for editing (pencil) and deleting (trash can), which are highlighted with a red box.

NAME	PHONE	E-MAIL
Max Musterkunde		max.musterkunde@dev.dqs.de

#### Final Notice:

Compliance with GDPR (General Data Protection Regulation) is a top priority for DQS. The GDPR aims to strengthen personal data protection in Europe, and impacts the way we all do business.

Accordingly, all data will be stored exclusively on own German servers in order to guarantee compliance with European data protection laws.