

Registration Instructions - Bentley CONNECTION Client Steps to Complete User Registration

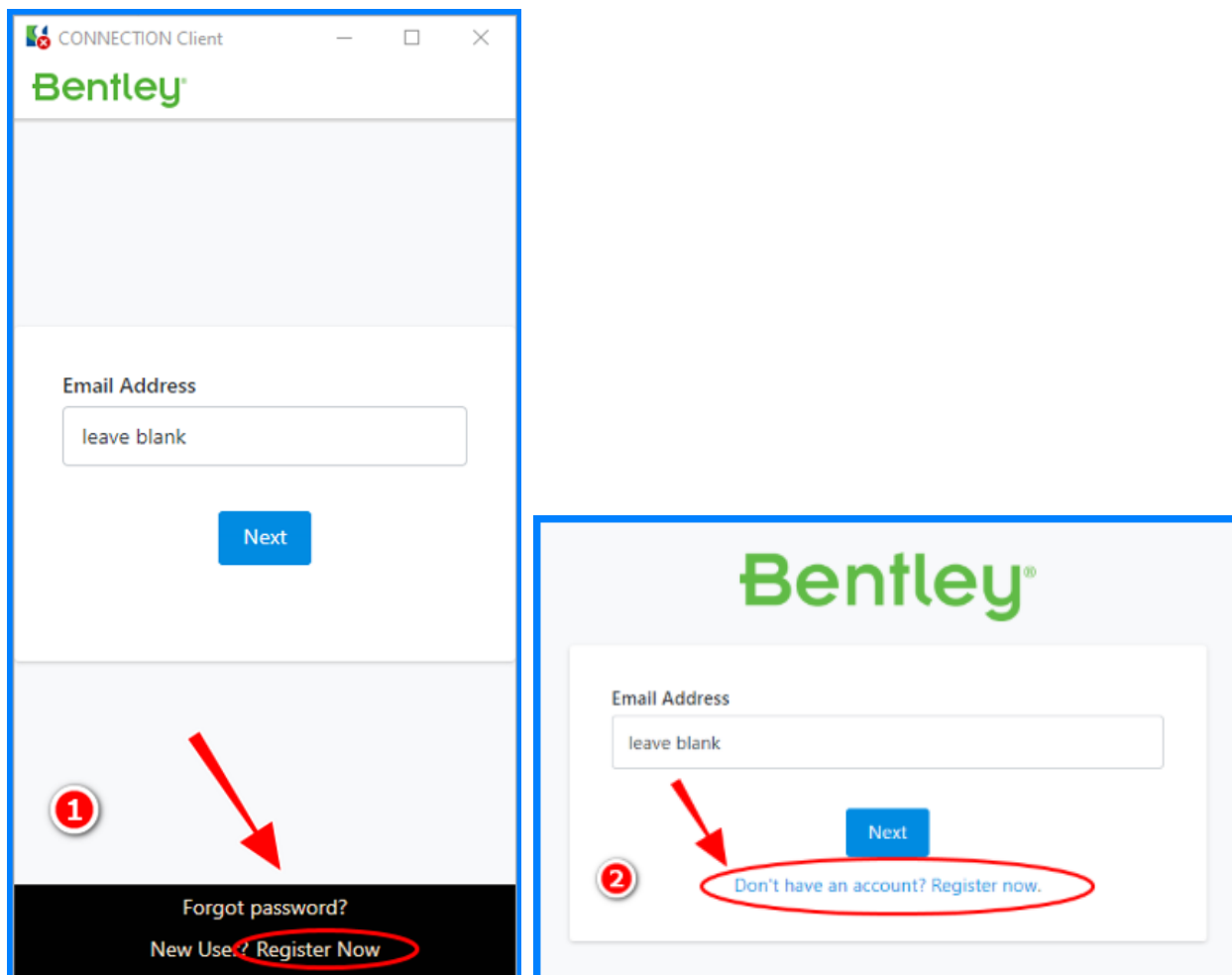
Choose the appropriate starting point that applies to you:

- New Bentley users should follow the "[Self Registration for New Users](#)" on this page.
- If you have an existing Bentley account but you forgot your password, skip to the "[Forgot Password](#)" steps on page 4.
- If you have an existing Bentley website password and need help signing in, then go to "[Signing into the CONNECTION Client](#)" on page 3.

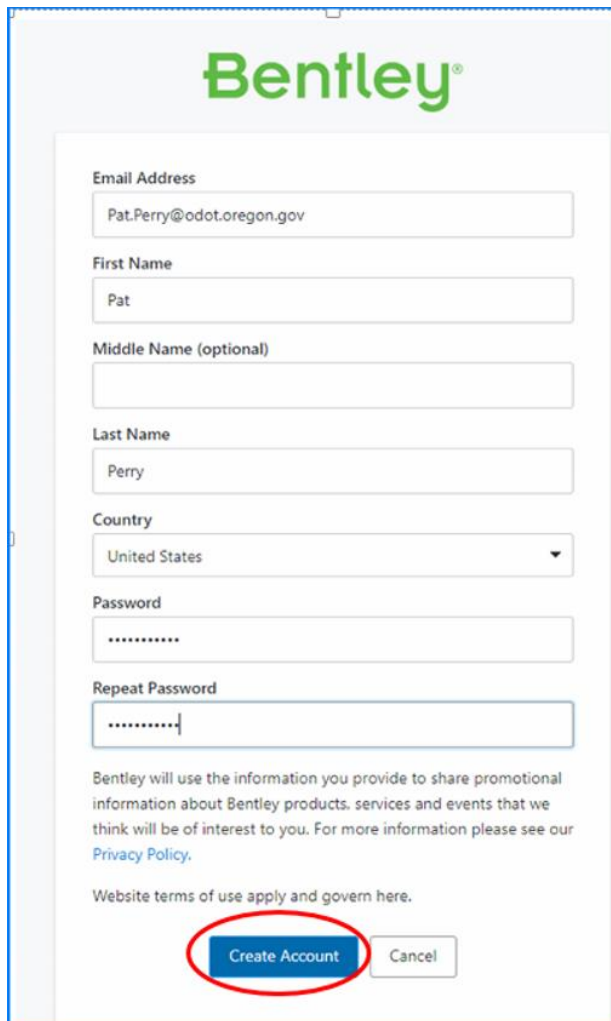
Self Registration for New Users

New users can self-register by following these steps:

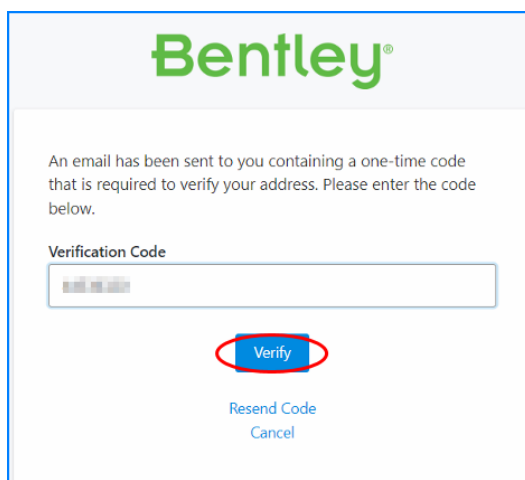
Click **Register Now** text near the bottom of the CONNECTION Client dialog. A web browser will open with a window prompting for an email address. Click the **Don't have an account? Register now.** link.



A blank information form will open. Complete the information form, and use your ODOT email similar to the example: **first.m.last@odot.oregon.gov**. Choose a password that will not change. Click on the Create Account button.



The image shows the Bentley account creation form. At the top is the Bentley logo. Below it are several input fields: Email Address (containing 'Pat.Perry@odot.oregon.gov'), First Name (containing 'Pat'), Middle Name (optional) (empty), Last Name (containing 'Perry'), Country (a dropdown menu showing 'United States'), Password (masked with dots), and Repeat Password (masked with dots). Below the password fields is a paragraph of text: 'Bentley will use the information you provide to share promotional information about Bentley products, services and events that we think will be of interest to you. For more information please see our [Privacy Policy](#).' Below this is another line of text: 'Website terms of use apply and govern here.' At the bottom are two buttons: 'Create Account' (highlighted with a red circle) and 'Cancel'.



The image shows the Bentley verification screen. At the top is the Bentley logo. Below it is a paragraph of text: 'An email has been sent to you containing a one-time code that is required to verify your address. Please enter the code below.' Below this is a 'Verification Code' input field (containing a blurred code). Below the input field are two buttons: 'Verify' (highlighted with a red circle) and 'Resend Code' (with a 'Cancel' link below it).

An email with a verification code will be sent to your work email. This may take a few minutes to receive the automated email from Bentley. Enter the **Verification Code** and click "**Verify**" to complete the account creation process.

Once the password is set up you may close your internet browser – it is not necessary to log in using the browser.

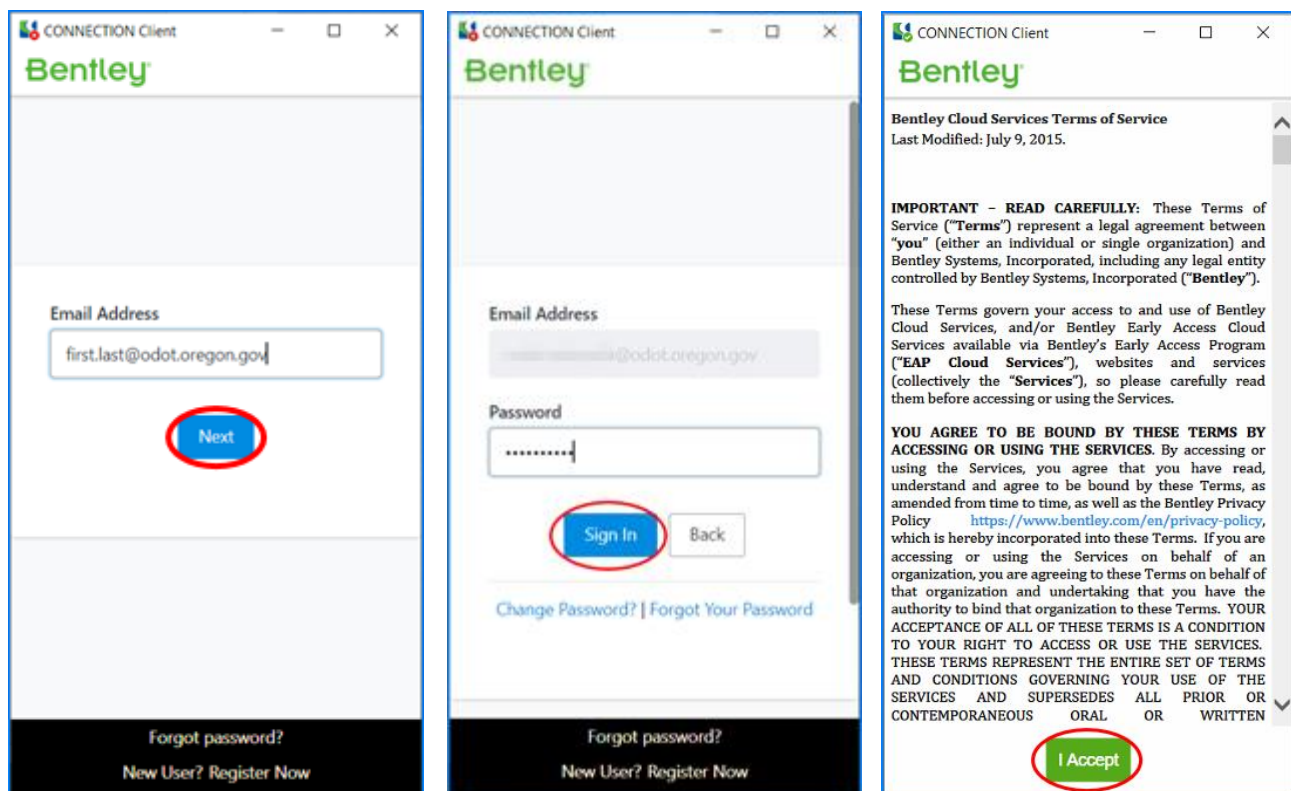
Continue on the next page with [Signing into the CONNECTION Client](#).

Signing into the CONNECTION Client

Normally then CONNECTION Client will prompt you to sign in. If needed you can launch and sign into the CONNECTION Client from the Start menu, desktop icon, or in the system tray; see images at the right for desktop and system tray icons.



Once the app is launched, you will be prompted to the sign in using your email address and password.



If prompted, click the **I Accept** button to accept the Bentley Cloud terms of service.

Forgot Password

If you don't have a current password, click on the **Forgot password?** link at the bottom of the CONNECTION Client app as shown in the left image below (1). Your internet browser will open and you'll see a dialog with Email Address and Password fields – click the **Forgot Your Password** link at the bottom of the dialog box as shown in the right image below (2). Follow the remaining steps in your browser.

CONNECTION Client

Bentley®

Email Address

Forgetful.Folks@odot.oregon.gov

Next

1

Forgot password?

New User? Register Now

Bentley®

Email Address

Forgetful.Folks@odot.oregon.gov

Password

Sign In

Back

2

Change Password | **Forgot Your Password**

Don't have an account? Register now

Bentley®

1 Request 2 Validate 3 Recover

Enter your email address to reset your password or unlock your account.

Email Address

Forgetful.Folks@odot.oregon.gov

3

Send Request

Cancel

Bentley®

1 Request 2 Validate 3 Recover

Enter your new password.

New Password

Confirm New Password

4

Reset

Cancel

Support

If you have any questions on the registration process, please contact one of these resources:

- Computer Support Desk at 503-986-3800 or Computer_Support.ODOT@odot.oregon.gov
 - EAST (Engineering Applications Support Team) at odot.east@odot.oregon.gov
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FAQ – Frequently Asked Questions

Q: Do I need CONNECTION Client installed if I don't use Bentley applications?

A: No. If you do NOT use Bentley applications, you can request the software be removed.

Q: Are ODOT employees allowed to accept the Bentley Cloud terms of service that the CONNECTION Client presents?

A: Yes. The Oregon Department of Justice determined that ODOT's contract with Bentley supersedes the Bentley Cloud terms of service, so ODOT employees and internal contractors may click the "I Accept" button.

Q: Why does the CONNECTION Client keep popping up on my computer, and how do I get it to just go away?

A: There are a few common reasons. One, the connection to the license server has disconnected and should be re-established by simply signing in using the password you created. Once the connection is re-established with the license server, the pop up should remain minimized on subsequent login sessions.

Q: What if I am not signed in or working offline when the license expires?

A: You will not be able to run Bentley programs until the next time you sign in manually.

Q: What if the CONNECTION Client does not look correct when signing in.

A: Right click on the dialog box and select Refresh.