



Deprecation of Social Sign-On FlexRadio SmartLink

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Changing from Social Sign-On in SmartLink to Email Sign-On

At FlexRadio, we are committed to continuous improvement. This means-as we design things and learn how they work and how people interact with them, sometimes we learn our design can be improved.

We have identified an area like this related to our SmartLink functionality. Specifically, the Social Sign-On feature. This feature ideally helps minimize initial setup friction by utilizing an existing login with which the User is already familiar (Google, Facebook, etc). Unfortunately, what we have found is this has created more problems than it has solved as users frequently open helpdesk tickets frustrated that they either can't log into their SmartLink account or their radio isn't showing up as expected. This happens when one login method is used to create the account and register the radio and then another is used when trying to access the radio via SmartLink.

In an effort to simplify this part of the SmartLink experience, we have made the tough decision to remove the Social Sign-On option and rely strictly on the email/password account type moving forward. This should help simplify the SmartLink experience for both radio registration and logging in from SmartSDR clients (Windows, and iOS).

Q: What do I need to do if I'm not using SmartLink or I'm using it with an email/password login?

A: Nothing. No change is necessary.

Q: Which version of SmartSDR does this apply to.

A: It applies to all SmartSDR Versions (Windows and iOS) but the change happens on our Systems, not SmartSDR. No update is required. At a certain date, which will be communicated at a later time, Social Sign-On will no longer be possible.

Note: You can continue to use your GMAIL email address as an email address to log into your SmartLink account. This is different from using Google Social Sign In to log into SmartLink.

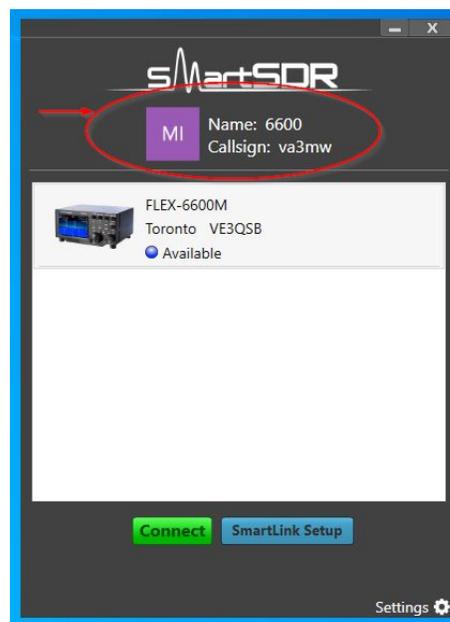
You do not need to, nor should you use your GMAIL Email address password. Use a unique password that you have not used anywhere else when creating your SmartLink Email Login.

Instructions

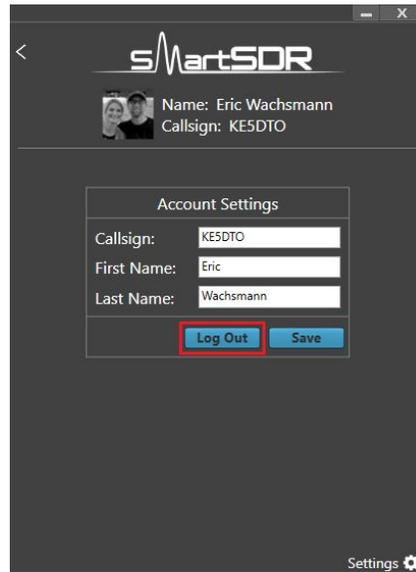
Do not do this procedure if you are not able to authenticate your radio by physically going into Transmit by using the Mic or a CW Key physically attached to the radio.

Windows:

1. In SmartSDR for Windows, open the **Radio Selection** Window. If SmartSDR is already running, you can use the **Settings** > **“Choose Radio / SmartLink Setup...”** menu option.
 - a. Answer **Yes** to disconnect the current radio session if asked.
2. Click on the account info at the top of the Radio Selection Window.



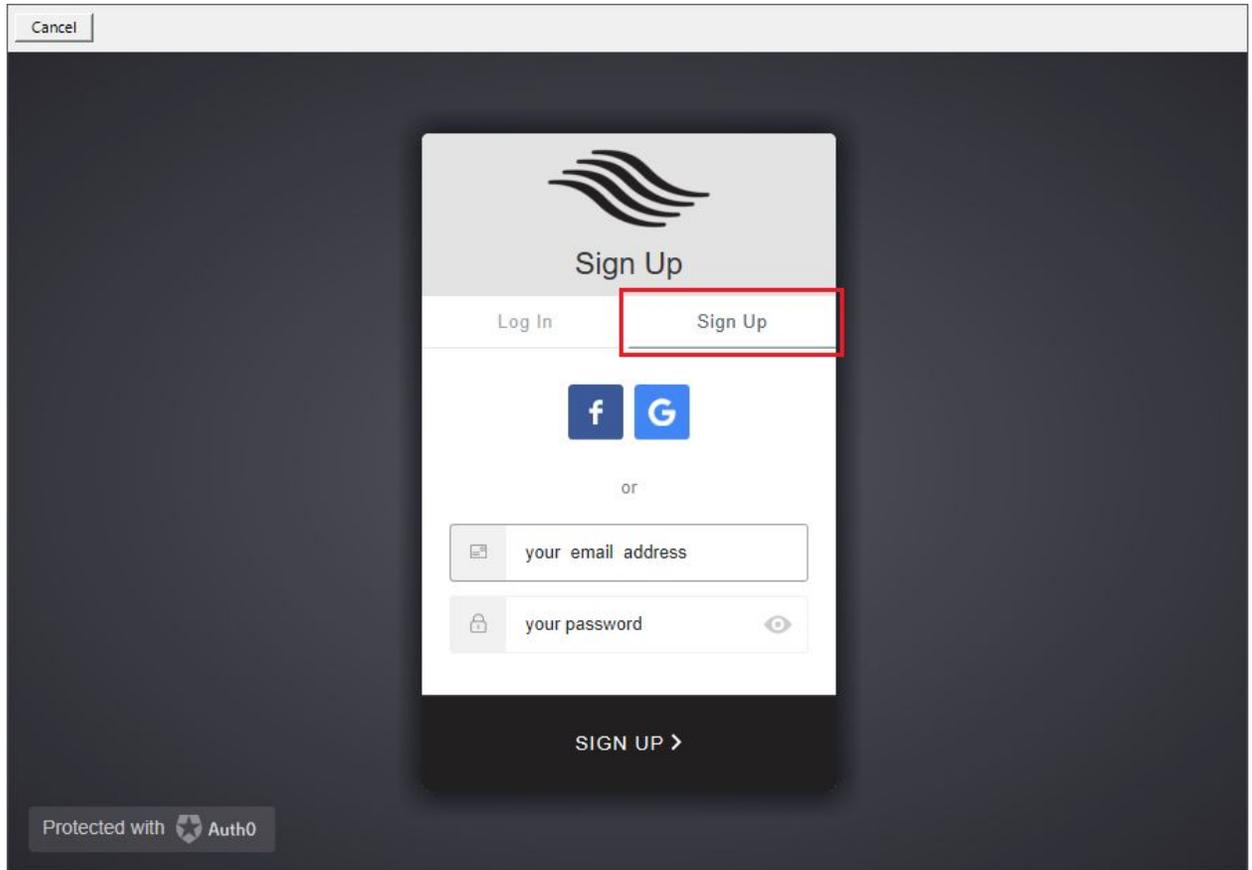
3. Click the **Log Out** button.



4. Now click the **Log In** button.

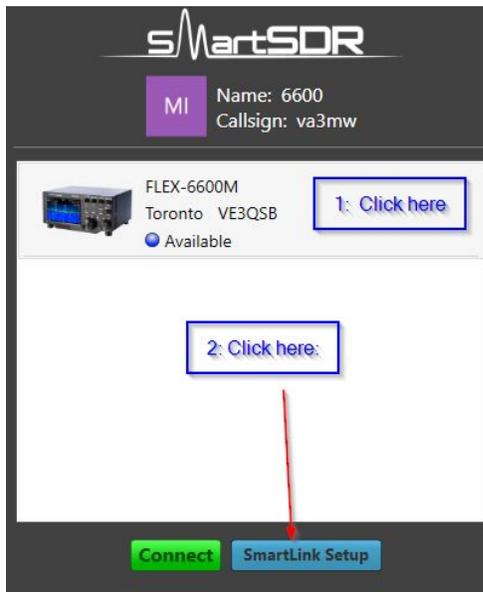


5. When prompted with the SmartLink Login page, make sure to choose the **Sign Up** option.

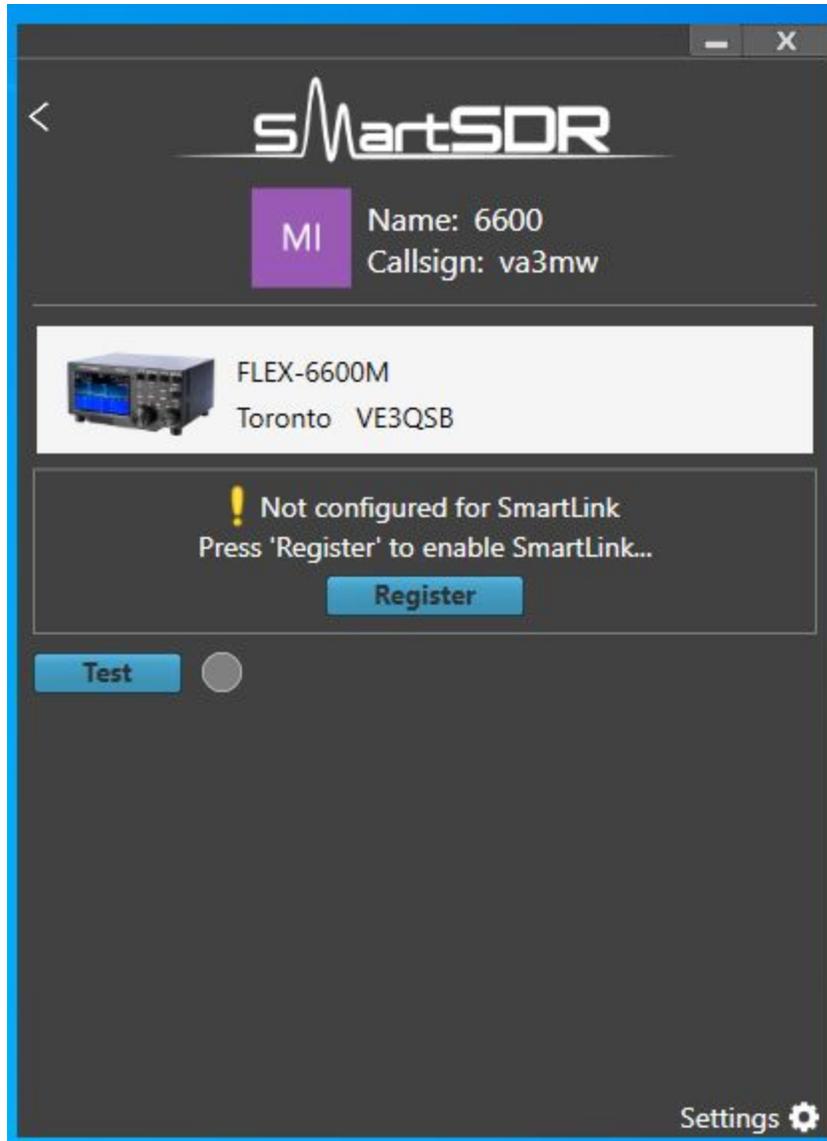


6. Type in your desired email address and any password (this does not and should not be your personal email password), then click the **SIGN UP >** button at the bottom.
7. **IMPORTANT:** Your account is now created, but there's one more step. You will need to register your radio with your new SmartLink account.
8. Click the **BACK** arrow to return to the list of available radios

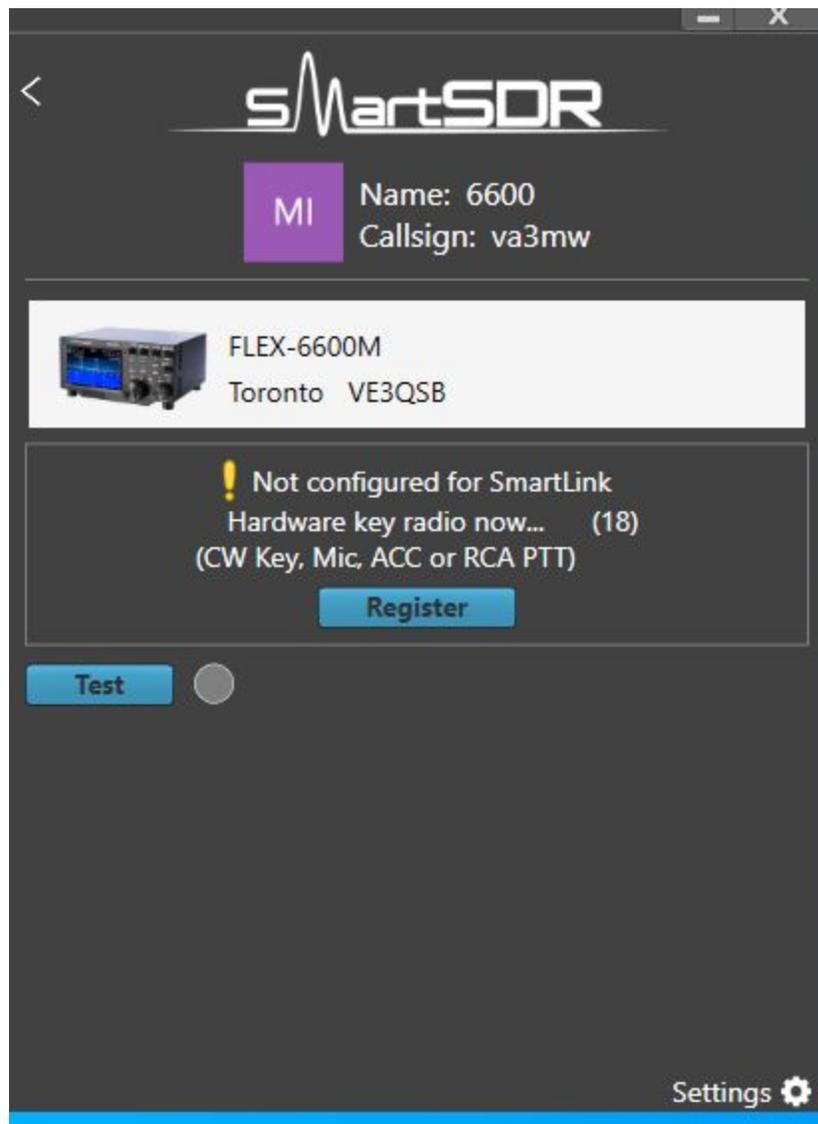
9. Select your radio and click the **blue SmartLink Setup** button.



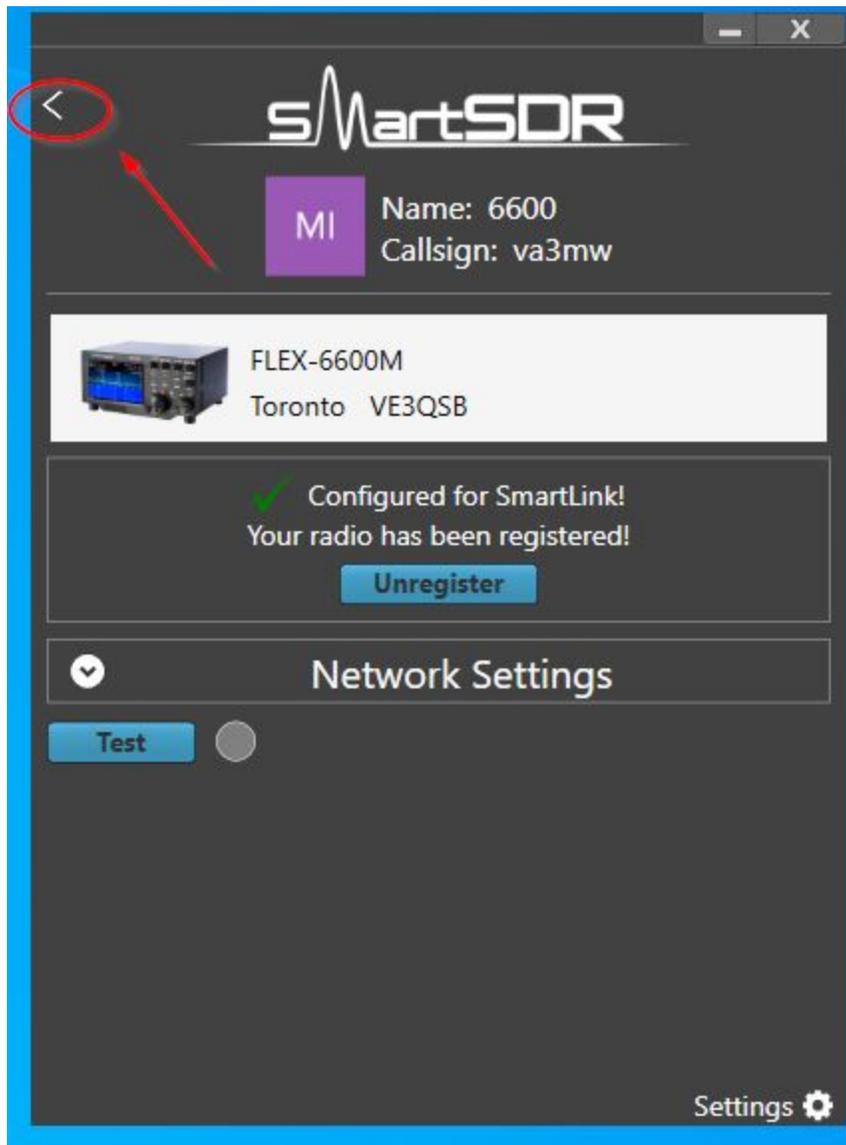
10. Click the blue **Register** button to associate your radio with your newly created SmartLink account



11. Click on Register and click the PTT on your Microphone or activate your CW key. Keep an eye on the count down timer. You have lots of time to make this happen.



12. Select Back



13. Now, you are able to select your radio and continue to operate normally.

Maestro / M Model:

1. If your Maestro/M Model is already running, open the Main **Menu > Radio** Tab and press the **Change Radio** Button (Maestro) or the **Change Version** Button (M Model). This will take you back to the startup section to configure SmartLink.
2. If you are already logged into SmartLink, click the Icon in the lower right (it may show some initials in a Purple square) and then click on the **Log Out** button.
3. Click the **Log In** button.
4. When prompted with the SmartLink Login page, make sure to choose the **Sign Up** option.
5. Type in your desired email address and password, then click the **SIGN UP >** button at the bottom.
6. IMPORTANT: Your account is now created, but there's one more step. You will need to register your radio with your new SmartLink account. Click the **Save** button to return to the main screen.
7. Select your radio and click the **SmartLink Setup** button.
8. Follow the on screen instructions on how to re-register your radio for SmartLink
9. Select the **<Radio** in the upper left corner
10. Select **Operate** to Operate the radio normally.

**** Note that this step requires physical access to the radio to key the radio in order to prove physical proximity to the radio. This is a security measure. ****

Refer to the [SmartSDR Software V2 User Guide](#) Chapter 8 on SmartLink for more details if you are using Version 2 of SmartSDR.

Refer to the [SmartSDR Software V3 User Guide](#) Chapter 9 on SmartLink for more details if you are using Version 3 of SmartSDR.

Refer to the [SmartSDR for iOS manual](#) Chapter 3.9. "Remote access using SmartLink™"

Should you have any questions or concerns, please feel free to contact our support team. <https://helpdesk.flexradio.com/hc/en-us/articles/202118688-How-to-Submit-a-Request-for-Technical-Support>