FlowJo Portal License Information

FlowJo Software Download

- FlowJo installer downloads can be found at [https://www.flowjo.com/solutions/flowjo/downloads](https://www.flowjo.com/solutions/flowjo/downloads). Please download the correct version for your system (Mac or PC). Please note, the newer versions of FlowJo only support 64 bit operating systems. Most modern computers use 64 bit operating systems.
- Once you install the latest version of FlowJo, agree to the license terms, select “Use your FlowJo Portal account”, and then click Done. Enter your FlowJo Portal ID and password to start your analysis in FlowJo.
- If you need help downloading FlowJo, go to [https://docs.flowjo.com/flowjo/installation/installweb_exe/](https://docs.flowjo.com/flowjo/installation/installweb_exe/) or contact FlowJo support at flowjo@bd.com.

FlowJo Portal Account Creation

- Go to [cloud.flowjo.com](https://cloud.flowjo.com) and then click create account on the bottom left corner of the popup.
  - Anyone who wants to use FlowJo must have a portal account regardless if they are using a shared computer account.
  - The FlowJo Portal account is not the license itself therefore creating an account will not cause you to get billed.

FlowJo Portal Licenses

- There are two types of portal licenses available: individual and shared computer.
  - **Individual licenses** can be used only by the one person associated with the license but can be used on multiple computers (up to four different computers).
    - Note: the license cannot be used on multiple computers at the same time. Close the software when you are done using it to prevent being locked out on another computer.
    - Users with individual licenses can also use a shared computer license with their account
    - You can see your active devices in the “Manage Devices” tab in the FlowJo portal.
  - **Shared computer licenses** can be used by multiple users but only one the one specific computer associated with the license.
    - Everyone using the shared computer license must have their own FlowJo Portal account
    - All users who are working from home should request an individual license. They should not use a shared computer license. Shared computer seats are intended for shared lab computers located on campus.
    - The main user associated with the shared computer license will also be allowed to remove an authorized device from the list in order to replace it with a new one, but this operation can only be performed 4 times per year for any individual account.
- In order to use your portal license, open FlowJo on your computer’s desktop, click the Preferences button on the upper right of the FlowJo Workspace. Click the License button in the upper right of the Preferences window. Click the FlowJo Portal Sign In button in the upper right of License Preferences. Enter your FlowJo Portal ID and password and you are ready to begin using FlowJo.
Requesting a FlowJo Portal License

- Follow the steps on our website: https://shared-resources.dhvi.duke.edu/dhvi-core-facilities/dhvi-flow-cytometry/instruments-services/duke-flowjo-site-license.
- If you requested an individual license, you will receive an invitation to create your portal account from FlowJo.
  - Note: if you already have an account, just log in.
- If you requested a shared computer license, you will not receive an invitation from FlowJo.
  - The license will already be activated with the HWA you provided in the JotForm.
  - You will need to create a portal account to use the shared computer by going to cloud.flowjo.com
    - Note: you will not receive an invitation from FlowJo to create an account; this is solely for individual computer licenses.

Frequently Asked Questions

- I did not receive an invitation to create my account; when will I receive it?
  - If you requested an individual license and did not receive an invitation, contact DHVI.RTP.Flow@duke.edu.
  - If you requested a shared computer license, you will not receive an invitation.
- Can I receive another invitation if the one I got did not work?
  - Yes, contact DHVI.RTP.Flow@duke.edu for another invitation.
- I received multiple invitations to create my account; which one do I use?
  - Use the invitation that was sent to you last.
  - Note: there was an error in the FlowJo portal and the multiple invitations will not lead to an error in billing.
  - If you received a Matched_token error, contact DHVI.RTP.Flow@duke.edu for another invitation.
- Do I get billed for everyone who creates a FlowJo Portal account?
  - You only are billed for the actual licenses that you requested. You are not charged for FlowJo Portal accounts.
- Why did I receive an error message when logging into FlowJo Portal account in FlowJo software?
  - For shared computer licenses, you must be on the computer associated with the license.
  - For individual licenses, you can only have FlowJo open on one computer at a time.
- Can I change the name or the computer associated with the license?
  - Yes, contact DHVI.RTP.Flow@duke.edu.
- Why is the FlowJo Portal website not working once I log in?
  - The FlowJo Portal website works best in Google Chrome, and will frequently have issues in other browsers.
- How much is a license?
  - Portal licenses are $360/year and are prorated daily.