Reseller Documentation

2023

Summary
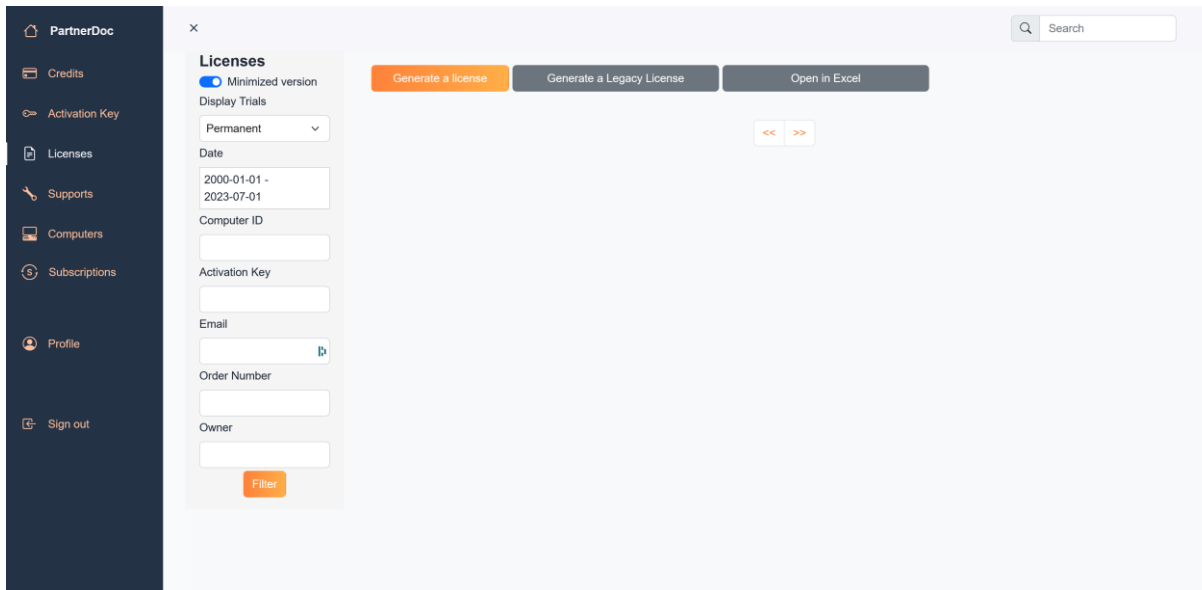
1- Connection to the License Portal

- Launch your Internet browser and go to the Internet address that you received.

- Type your login (or the email associated with your account) and password to access to the application. (The password input will show when you entered a valid login)

2- Create an Activation Key

When you log-in, you will first see this page. However, you have no licenses yet. To generate one, you will need an Activation Key. In order to do so, you can click on the orange button "Generate a License" or simply go to the Activation Key page by using the left navigation bar.

First go to Generate an Activation Key. On this page you can set :
- The name
- The Key, you can choose a "Random" one randomly generated, or you can set your own, but you must follow this format XXXX-XXXX-XXXX-XXXX .

Then click "Add"

3 - Assign a License / Support

You have a fresh Activation Key. You will want to assign licenses or supports. To do so :
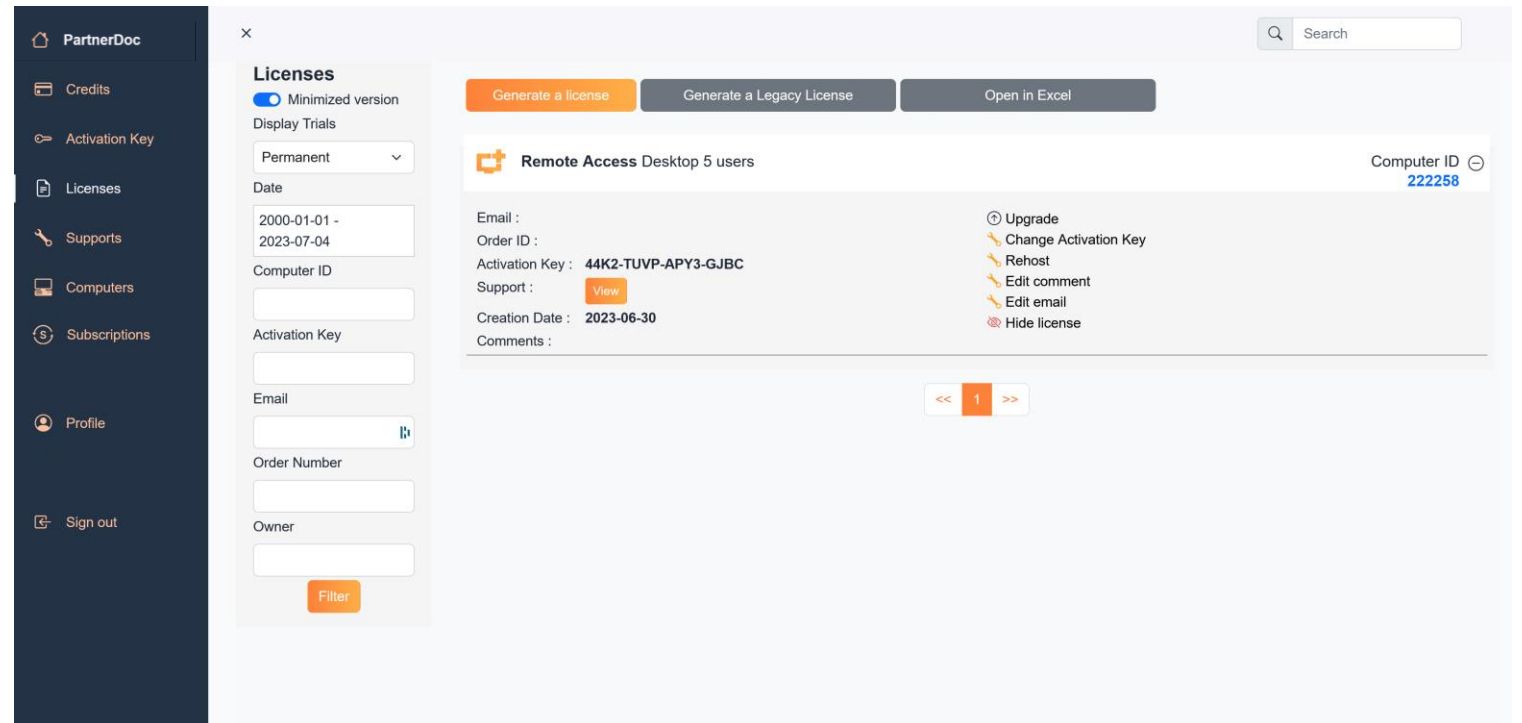
1. Click on the product you want.
2. Trial or permanent depending on your needs. If you chose "trial" you will have to set the duration of this one.
3. Check if you have enough credits to generate the element. You will be warned if not.
4. Complete the form with the inputs required.

4- Check for your licenses / support

On this page you see your licenses.
In addition to that, you can :

- Upgrade (if you need a higher number of users for example)
- Edit (email or comment)
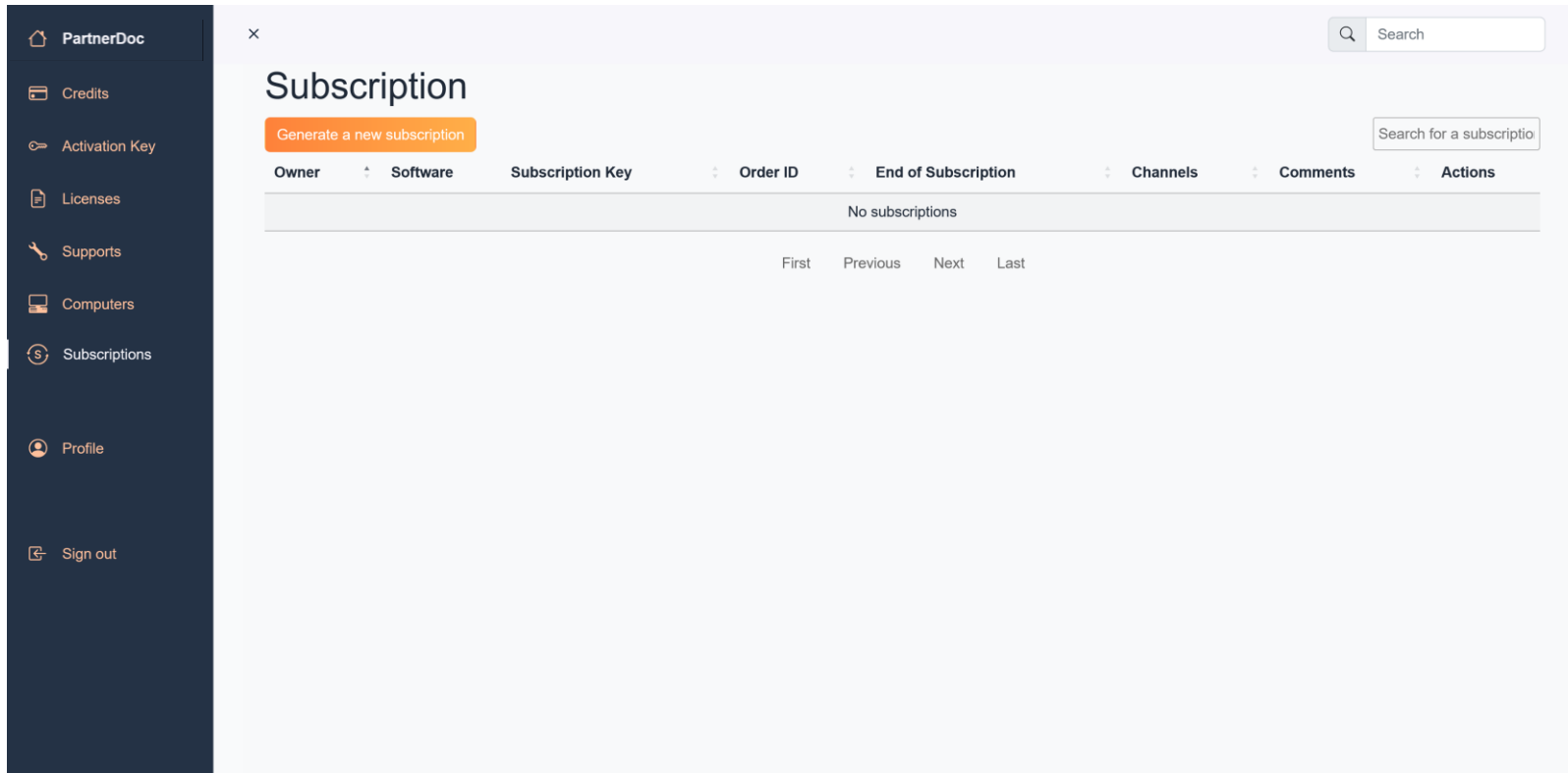- Delete your license (only if not activated on a device)

Support

Manage your supports :

On this page you can track your support subscriptions or those of your resellers.
- With the filters, track the expired ones by changing the "End of Support" date range to a past date.
- Upgrade (edition, users)
- Extend an existing one, if your support is still valid (or expired) but you want to extend the period, click on this button
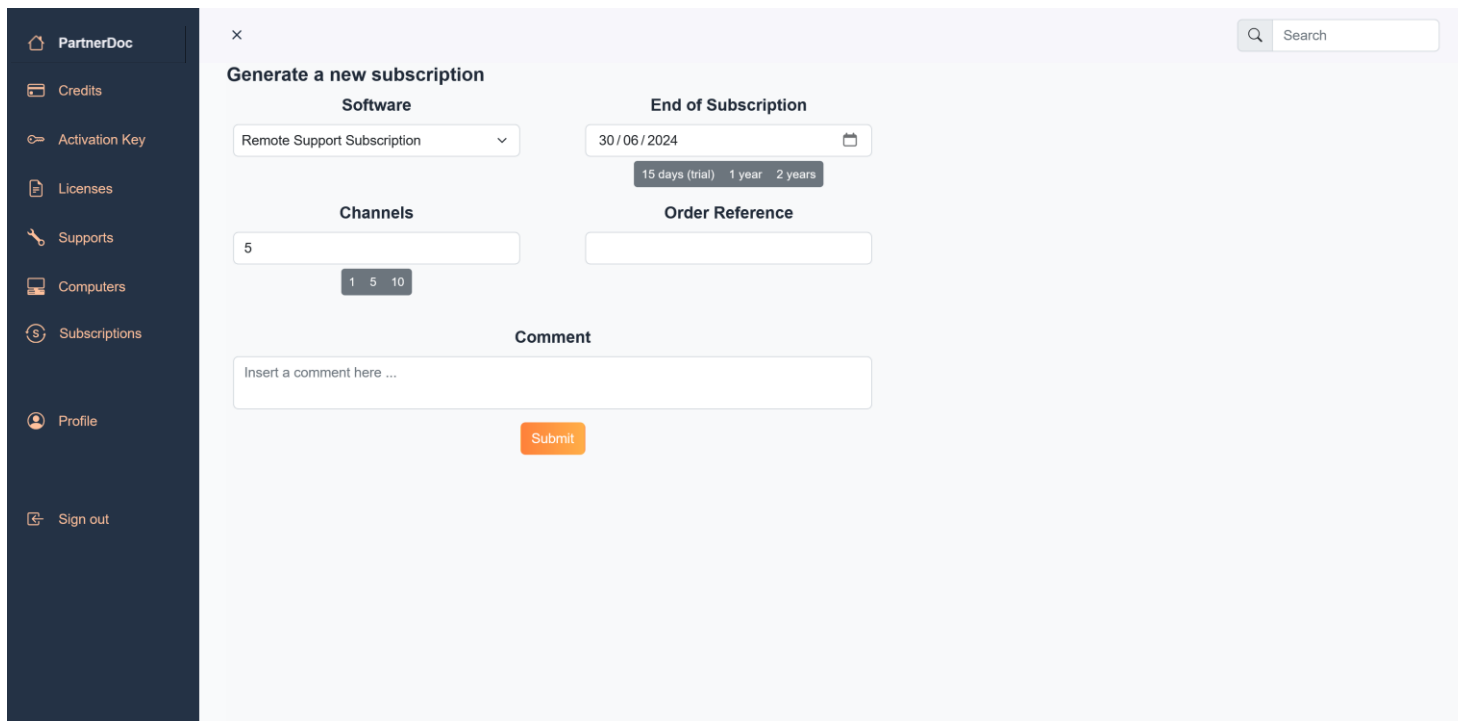
5- Subscriptions

Since the release of Remote Support (2022), there is a new page dedicated to this new model. It will give you the possibility to generate a subscription for Remote Support.

Generate a Subscription

To generate a subscription, you will have to complete the following form. For the moment you can only set "Remote Support" as a Software.
The **Channel** input means the concurrent sessions the customer can access at the same time.
Then click on Submit.