

Reseller Documentation

2023

Summary

1. [Connection to the License Portal](#)
2. [Create an Activation Key](#)
3. [Assign a License / Support](#)
4. [Check for your licenses / support](#)
5. [Subscriptions](#)

LICENSE PORTAL

Manage your Licenses

Email address / Login

Please enter your purchase order email or your login

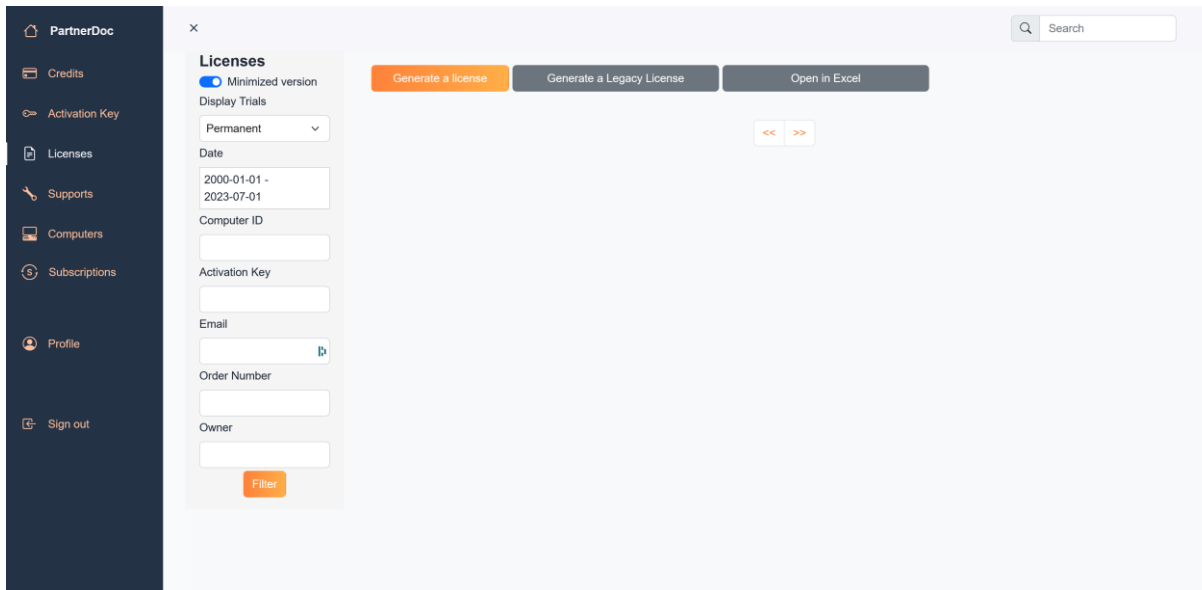
☒ Remember Me

Login

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



The screenshot shows the PartnerDoc Licenser web application. On the left is a dark blue navigation bar with the following menu items: PartnerDoc, Credits, Activation Key, Licenses, Supports, Computers, Subscriptions, Profile, and Sign out. The main content area is titled 'Licenses' and features a 'Minimized version' toggle (currently on). Below this is a 'Display Trials' section with a 'Permanent' dropdown menu and a 'Date' field showing '2000-01-01 - 2023-07-01'. There are also input fields for 'Computer ID', 'Activation Key', 'Email', 'Order Number', and 'Owner'. A 'Filter' button is located at the bottom of the form. At the top of the main content area, there are three buttons: 'Generate a license' (orange), 'Generate a Legacy License' (gray), and 'Open in Excel' (gray). A search bar is located in the top right corner of the main content area.

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.

The screenshot shows a web application interface with a dark blue sidebar on the left containing navigation links: PartnerDoc, Credits, Activation Key, Licenses, Supports, Computers, Subscriptions, Profile, and Sign out. The main content area is titled 'Add a new Activation Key' and features a search bar at the top right. The form includes a 'Name:' field with a copy icon, a 'Comments:' text area, a 'Key:' field, a 'Random' button, and an 'Add' button.

PartnerDoc

Credits

Activation Key

Licenses

Supports

Computers

Subscriptions

Profile

Sign out

×

Search

Add a new Activation Key

Name:

Comments:

Key:

Random

Add

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 .

Then click “Add”

3 - Assign a License / Support

The screenshot shows the 'Assign license(s)/support(s) to "Reseller Documentation" (44K2-TUVP-APY3-GJBC)' form. The form includes a 'Customer Email' field with the value 'customer@company.com', a 'Comments' text area, and an 'Assign' button. Below the form, there are sections for 'Supports available' and 'Remote Access'. The 'Supports available' section contains a table with columns 'Edition', 'Users', 'Years', and 'Quantity'. The 'Remote Access' section includes 'Credits available : 95', 'License' options (Permanent, Trial), 'Edition' options (System, Desktop, Mobile Web, Enterprise), 'Users' and 'Quantity' input fields, and 'Updates & Support Services' with a text input field containing 'j / mm / aaaa'.

Edition	Users	Years	Quantity
Desktop	5	1	1

Remote Access
Credits available : 95

License:
☒ Permanent
☐ Trial

Edition:
☒ System
☐ Desktop
☐ Mobile Web
☐ Enterprise

Users: Quantity:

Updates & Support Services:

You have a fresh Activation Key. You will want to assign licenses or supports. To do so :

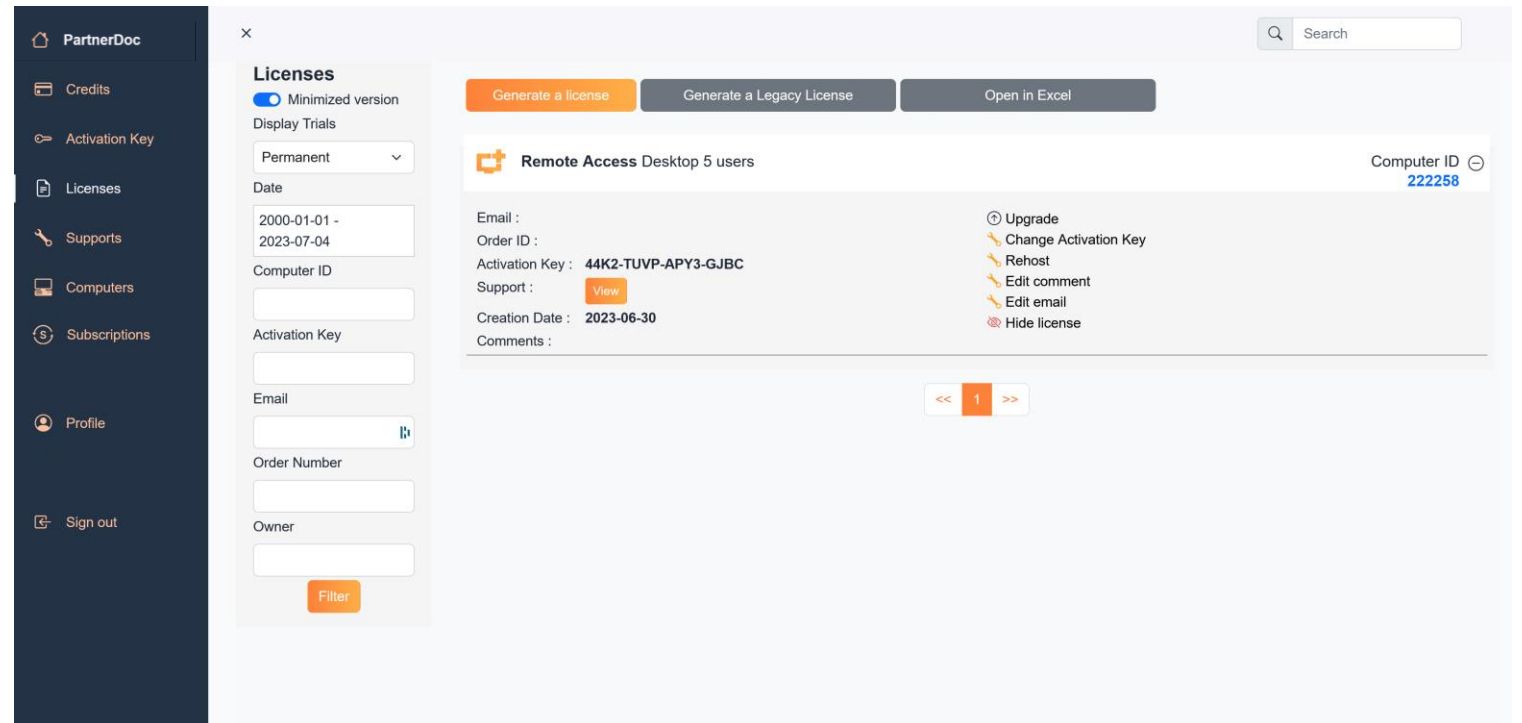
1. Click on the product you want.
2. Trial or permanent depending on your needs. If you chose "trial" you will have to set the duration of this one.
3. Check if you have enough credits to generate the element. You will be warned if not.
4. Complete the form with the inputs required.

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

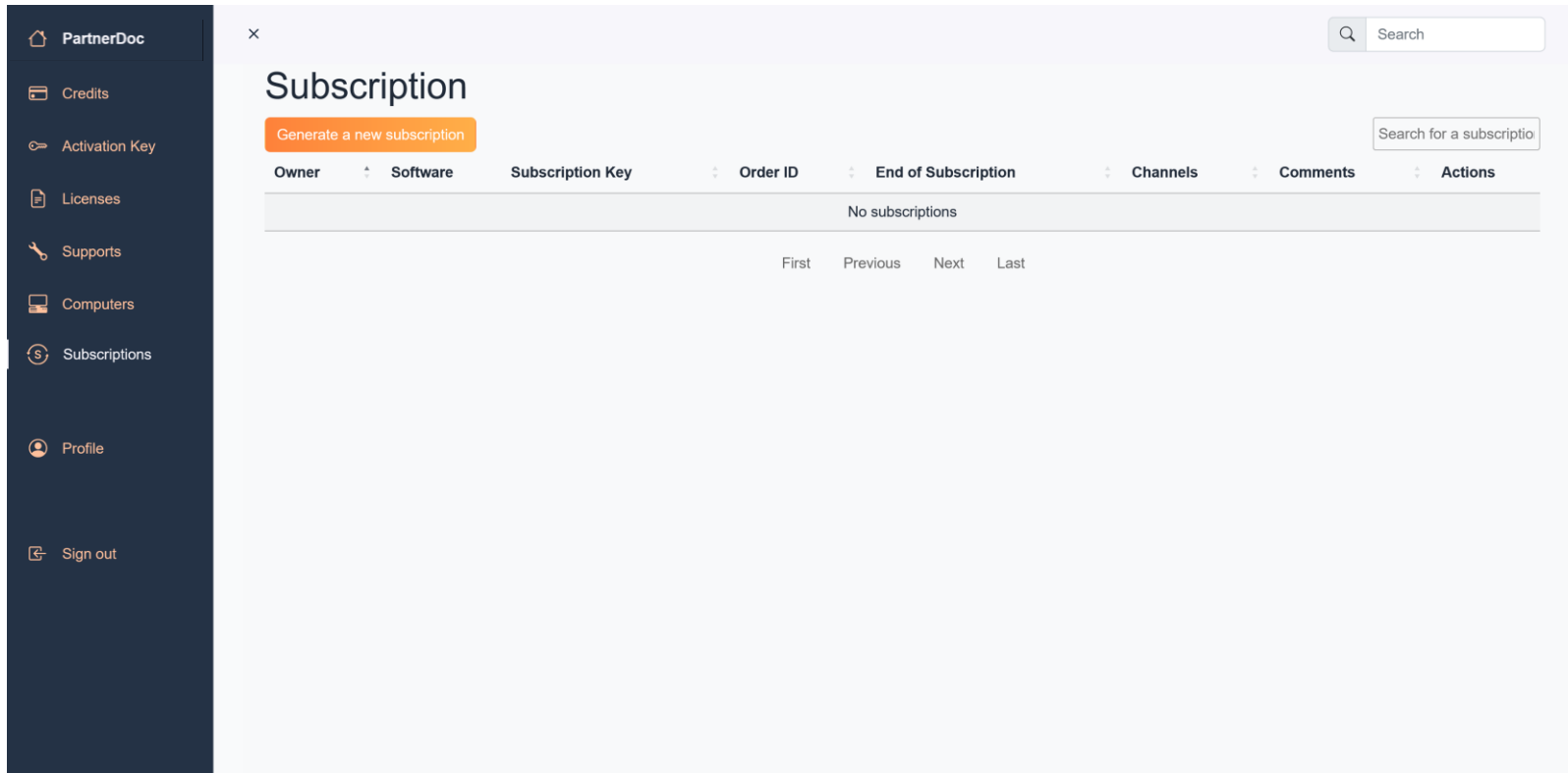
The screenshot shows the 'Supports' management page in the PartnerDoc application. On the left is a dark sidebar with navigation links: PartnerDoc, Credits, Activation Key, Licenses, Supports, Computers, Subscriptions, Resellers, Profile, and Sign out. The main content area has a 'Supports' header with a 'Minimized version' toggle. Below this are filters for 'Date range of creation' (2000-01-01 to 2023-07-13), 'End of Support date' (2000-01-01 to 2028-07-12), 'Computer ID', 'Activation Key' (2TGH-5BWJ-UQV2-CI), 'Email', 'Order Number', and 'Owner'. A 'Filter' button is at the bottom of these filters. At the top right of the main area are buttons for 'Generate a support', 'Generate a Legacy Support', and 'Open in Excel', along with a search bar. The central part displays a table with one entry titled 'Remote Access Mobile Web 5 users'. The table shows details for a support instance: Owner (PartnerDoc), Email, Order ID, Activation Key (2TGH-5BWJ-UQV2-CBZN), End of Support (2024-07-12, 1 year), Creation Date (2023-07-12), and Comments. To the right of the table entry are action buttons: Upgrade, Extend, Change Activation Key, Edit comment, Edit Email, Delete Support, and Hide support. A pagination bar at the bottom of the table shows '<< 1 >>'.

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

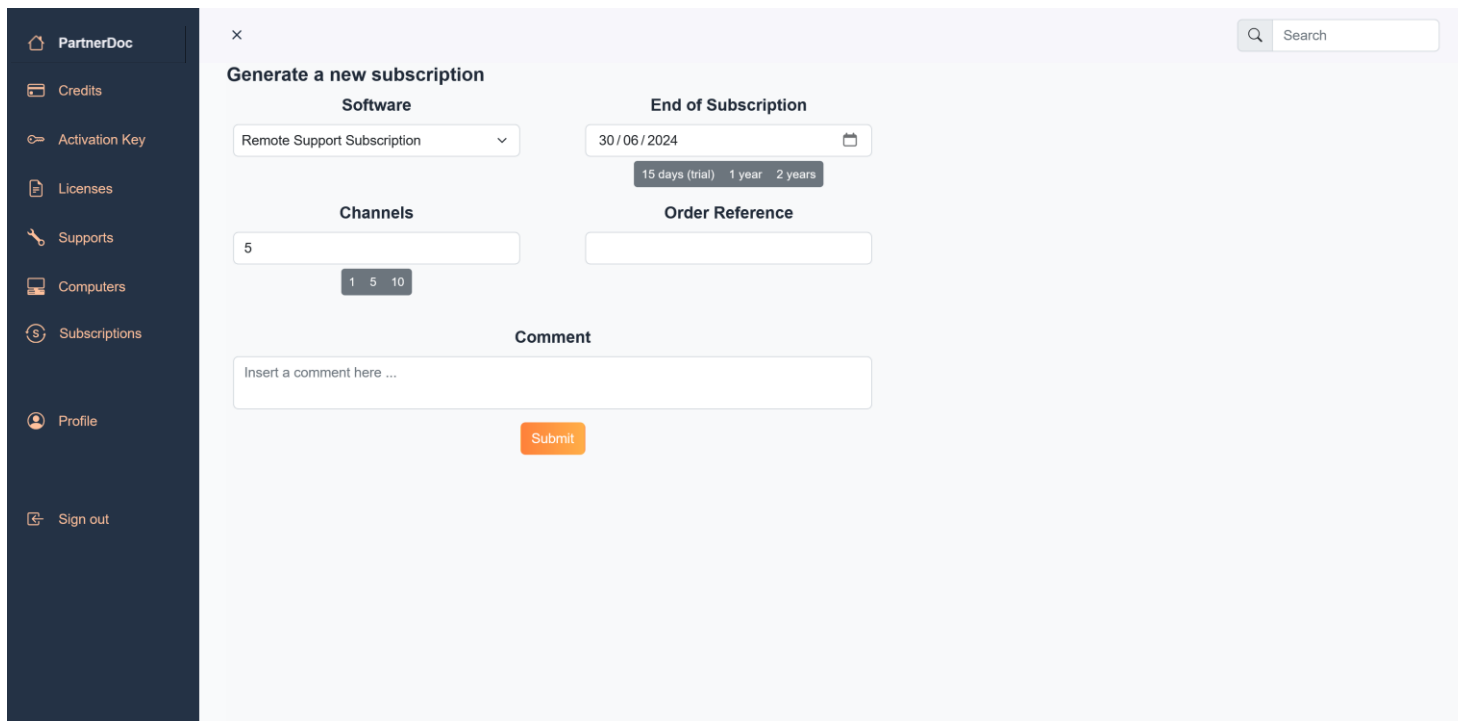


The screenshot shows the 'Subscriptions' page in the PartnerDoc application. On the left is a dark blue sidebar with navigation links: PartnerDoc, Credits, Activation Key, Licenses, Supports, Computers, Subscriptions (highlighted), Profile, and Sign out. The main content area has a light blue header with a close button (X) and a search bar. Below the header, there's a 'Generate a new subscription' button and another search bar labeled 'Search for a subscription'. A table with columns: Owner, Software, Subscription Key, Order ID, End of Subscription, Channels, Comments, and Actions is displayed. The table body shows 'No subscriptions'. At the bottom of the table are pagination links: First, Previous, Next, and Last.

Owner	Software	Subscription Key	Order ID	End of Subscription	Channels	Comments	Actions
No 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



The screenshot shows a web application interface for generating a subscription. On the left is a dark blue sidebar with the following menu items: PartnerDoc, Credits, Activation Key, Licenses, Supports, Computers, Subscriptions, Profile, and Sign out. The main content area is a light gray modal window titled 'Generate a new subscription' with a close button (X) in the top left and a search bar in the top right. The form contains the following fields and options:

- Software:** A dropdown menu with 'Remote Support Subscription' selected.
- End of Subscription:** A date input field showing '30 / 06 / 2024' with a calendar icon. Below it are three buttons: '15 days (trial)', '1 year', and '2 years'.
- Channels:** An input field containing the number '5'. Below it are three buttons: '1', '5', and '10'.
- Order Reference:** An empty input field.
- Comment:** A text area with the placeholder text 'Insert a comment here ...'.
- Submit:** An orange button located at the bottom center of the form.

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.