



TSPLUS

USER GUIDE

TSPLUS CUSTOMER PORTAL

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USER GUIDE **Customer Portal**



INTRODUCTION

- Thank you for your interest in our products. As a TSplus customer, you can now view and manage all of your orders and licenses on the TSplus Customer Portal by entering the Email Address used during purchase and one of your Order Numbers (Order Numbers begin with 'JWT ') (the input will appear after you entered a valid email) :

ACCESS YOUR PERSONAL SPACE

The screenshot shows a login page for the 'LICENSE PORTAL'. The title 'LICENSE PORTAL' is in bold, with 'PORTAL' in orange. Below it, the subtitle 'Manage your Licenses' is in a smaller font. There is a text input field labeled 'Email address / Login'. Below the input field, there is a small blue icon of a person. Below the icon, there is a line of text: 'Please enter your purchase order email or your login'. Below this text, there is a checkbox with a blue checkmark and the text 'Remember Me'. At the bottom, there is an orange button labeled 'Login'.

USER GUIDE Customer Portal

HOME PAGE

LICENSES AND SUPPORT

- Once logged in, you can see your License and Support purchases with the corresponding Software name, Serial Number, Number of users, Edition, Order Number, Date of purchase and Duration of your Support and Update Services. You can also view the Activation Key related to your order:

TSPLUS Customer Portal

Home Orders Computers Subscriptions Documentation SignOut

Hello, Documentation
Your activation key is : XXXX-XXXX-XXXX-XXXX

Search for licenses Search

Missing Update and Support Services.
Update and Support Services allow to download updates and fixes.
It also allows to contact our support team in case of issues. To protect your licenses, these services shall be subscribed.

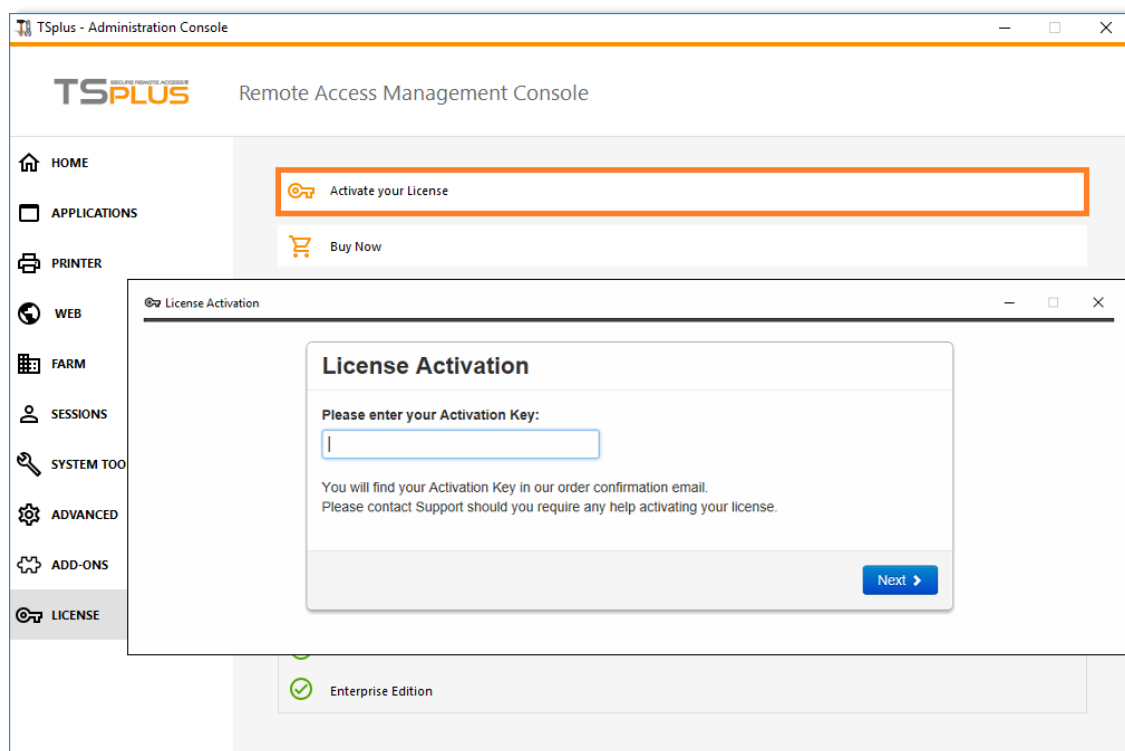
License Support Purchase Licenses Renew All Supports

Product	Date	Order Number	Computer	Support	Comment
TSplus Advanced Security Essentials unlimited users	2019-07-24	JWT	✓ 00000 Upgrade Details	Buy Support	Edit
TSplus Advanced Security Essentials unlimited users	2019-07-24	JWT	✓ 00000 Upgrade Details	Buy Support	Edit
TSplus Advanced Security Essentials unlimited users	2019-08-15	JWT	✓ P00 Upgrade Details	Buy Support	Edit
TSplus Advanced Security Essentials unlimited users	2019-07-24	JWT	✓ P31 Upgrade Details	Buy Support	Edit

Previous 1 Next

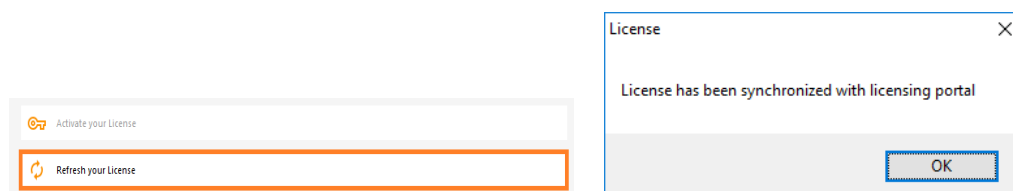
USER GUIDE Customer Portal

- You will need to copy and paste it on TSplus or TSplus Add-Ons Administrator Tools, on the License tab. Click on the « Activate your license » button :



NOTE: For previous TSplus/TSplus Add-On releases, you can still download your License and Support (.lic) files by clicking on the Details button, located in the Actions column or on the View button on the Support column.

- Following the License activation, simply click on the « Refresh your License » button to refresh your License data. Your licensing information will be synchronized with our Licensing Portal. Refreshing your license information may be required to complete the upgrade of your TSplus license or a rehost:



USER GUIDE Customer Portal

ORDERS PAGE

GET INTO DETAILS

- On the Orders Page, you can view your orders Details, with the Date, Name, Country and City of the Order, as well as your purchase Contact Name and Email Address.

TSPLUS

Customer Portal

Home

Orders

Computers

Subscriptions

Documentation

SignOut

Details

Date	Name	Country	City
2019-07-24		NL	

Contacts

Date	First Name	Last Name	Email
2019-07-24			

Orders

Date	Reference	Total	Actions
2019-08-15	JWT19	EUR 152.24	Details
2019-07-24	JWT19	EUR 138.45	Details

TSPLUS

Customer Portal

Home

Orders

Computers

Subscriptions

Documentation

SignOut

Order Details

Date	Reference	Total	Currency
2019-08-15 09:41:24	JWT	EUR 152.24	EUR

Order Items

Product	SKU	Quantity	Subtotal
TSplus Advanced Security Essentials edition	K-ESS	3	EUR 152.24

USER GUIDE Customer Portal

ORDERS PAGE

UPGRADE YOUR TSPLUS LICENSE

- Each order has a unique reference. The total cost for each order is displayed and you can view the Order Details and Items by clicking on the Details button of the Actions column:
- You can upgrade your license directly on the Customer Portal, under the Computer column:

Product	Date	Order Number	Computer	Support	Comment
TSplus Advanced Security Essentials unlimited users	2019-07-24	JWT	✓ 00000 Upgrade Details	Buy Support ▾	Edit

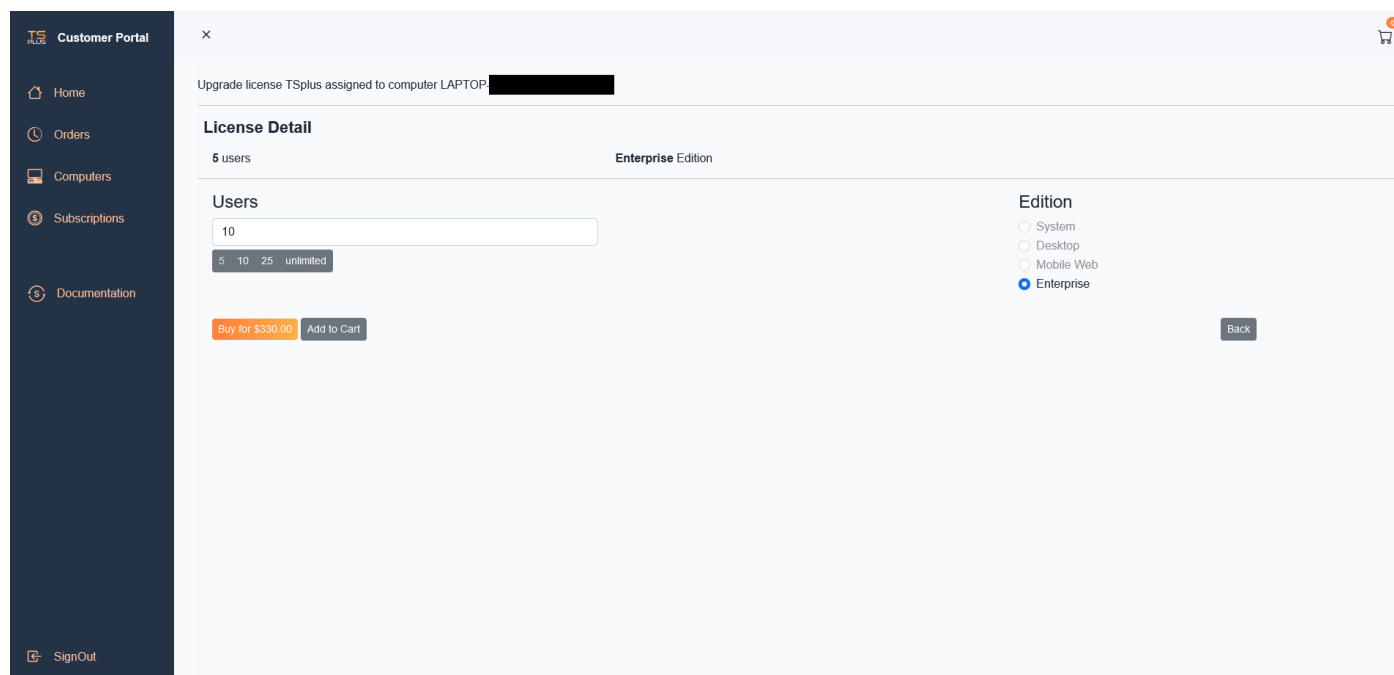
- The upgrade page opens in a new web browser tab and allows more users to be added to an existing license for example or simply Upgrade your Edition.

The following example adds 5 users to the license. The total price is calculated based on the number of users added:

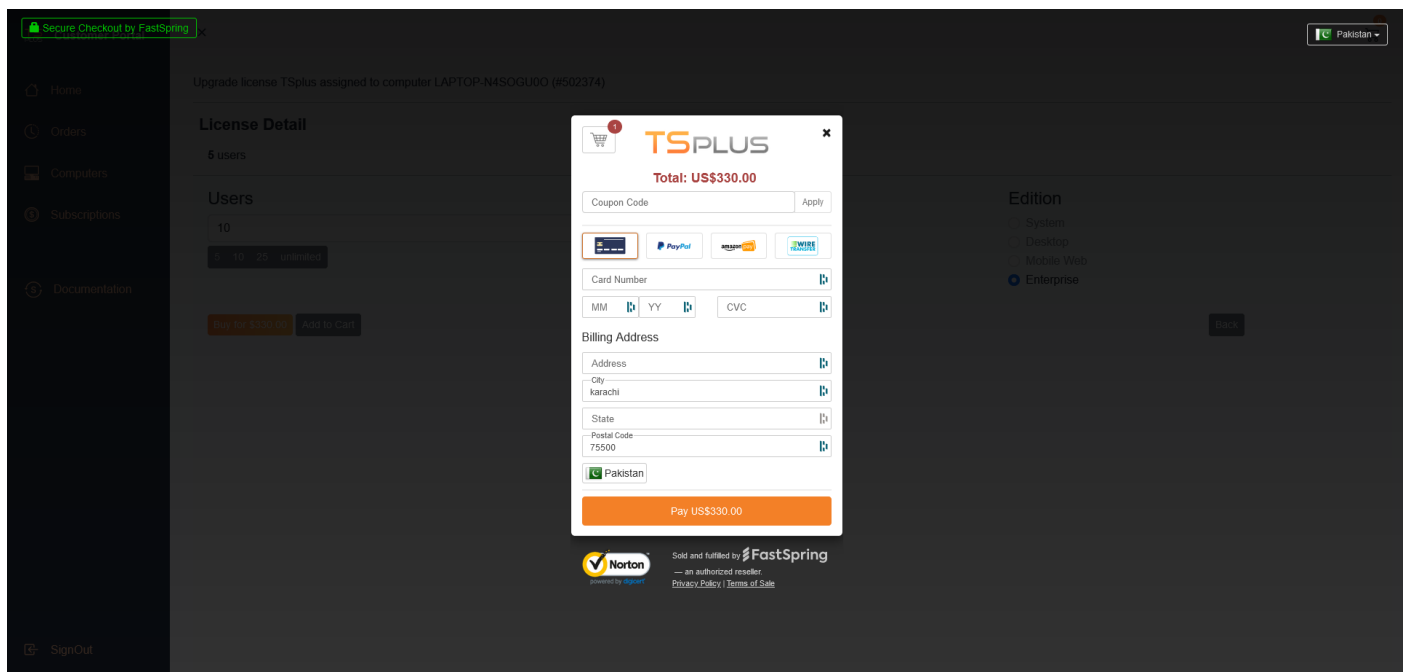
USER GUIDE Customer Portal

ORDERS PAGE

ADD USERS TO YOUR TSPLUS REMOTE ACCESS LICENSE



- When you click on the “Buy” button, you will get a FastSpring popup where you can complete your purchase:



If you have any questions concerning your Orders, Licenses and Support Files, contact us at support@tsplus.net. Don't forget to include your purchase Email Address or Order Number when contacting us!

Go to TSplus Customer Portal