USER GUIDE

TSPLUS CUSTOMER PORTAL

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 you gave 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

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:
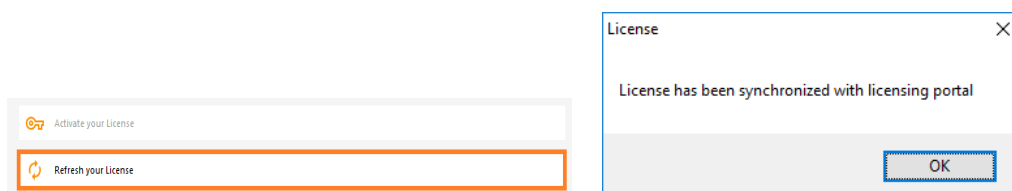
USER GUIDE Customer Portal

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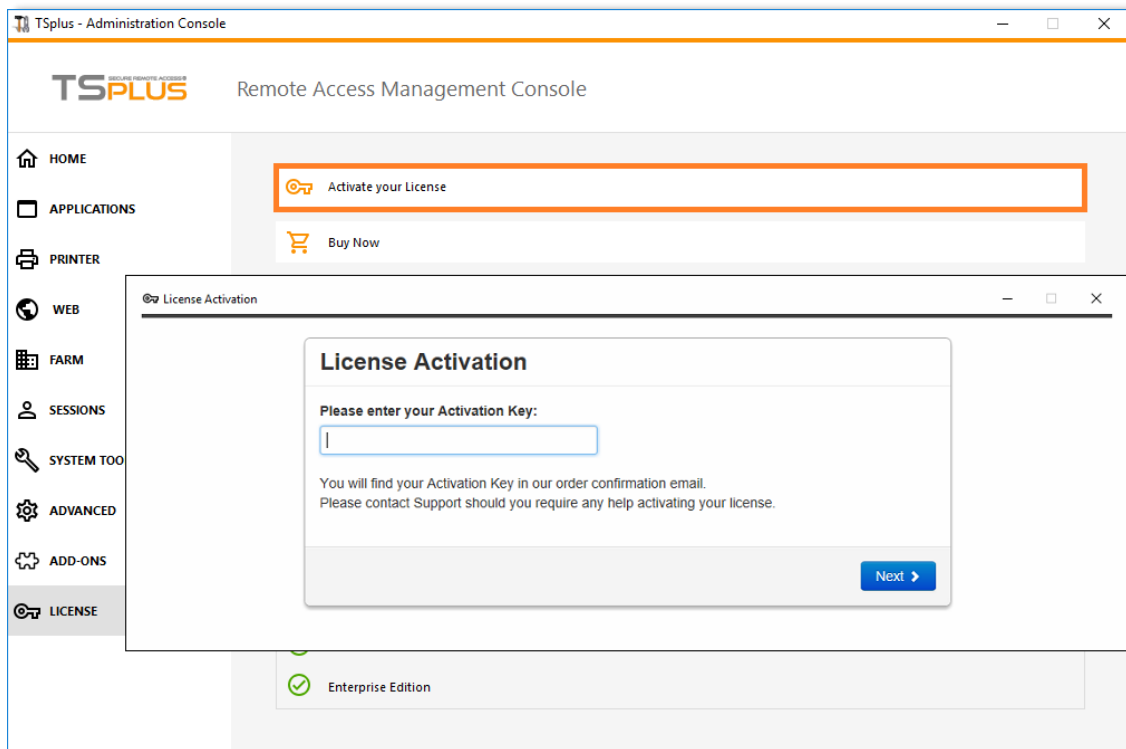
N.B: For previous TSplus/TSplus Add-Ons releases, you can still download your License and Support (.lic) files by clicking on the Details button, located in the Actions column or on the View button on the Support column.

- 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.

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 licence directly on the Customer Portal, under the Computer column:
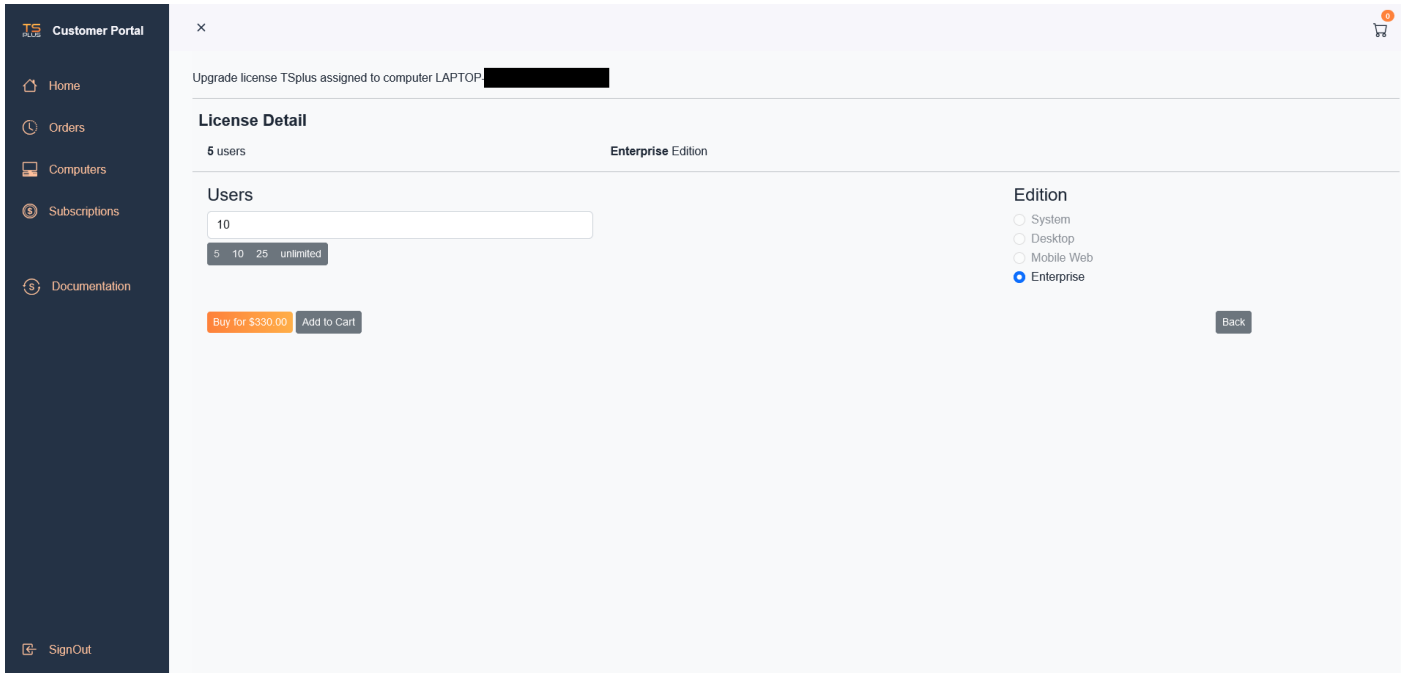

- The upgrade page opens in a new web browser tab and allows more users to be added to an existing license for example or simply Upgrade your Edition.

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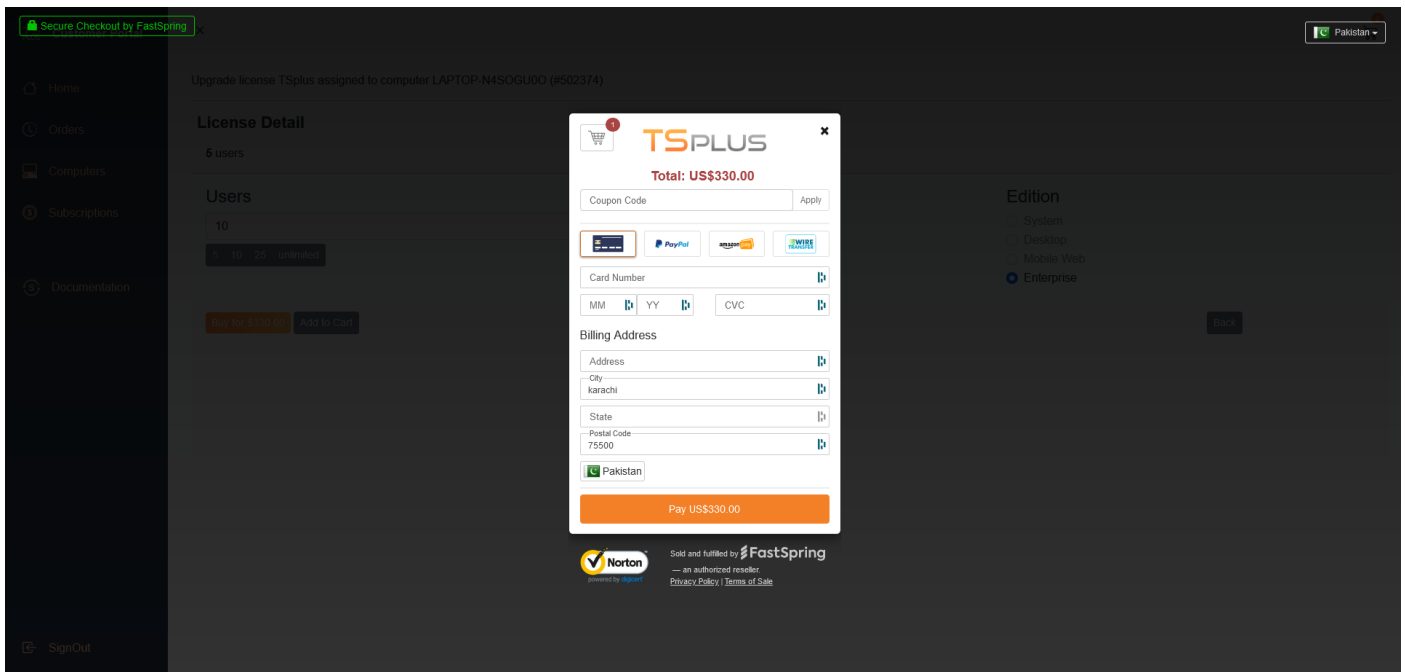
USER GUIDE Customer Portal

ORDERS PAGE

ADD USERS TO YOUR TSPLUS REMOTE ACCESS LICENSE

- When you click on the "Buy" button, you will get a Fastpring 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