



**TS** SECURE REMOTE ACCESS  
**PLUS**

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 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

A screenshot of a web login page titled "LICENSE PORTAL" with the subtitle "Manage your Licenses". The page features a text input field labeled "Email address / Login". Below the field is a small instruction: "Please enter your purchase order email or your login". There is a checked checkbox labeled "Remember Me" and an orange "Login" button at the bottom of the form.

# 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:

**Customer Portal**

Home  
Orders  
Computers  
Subscriptions  
Documentation  
SignOut

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

Search for licenses

**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.

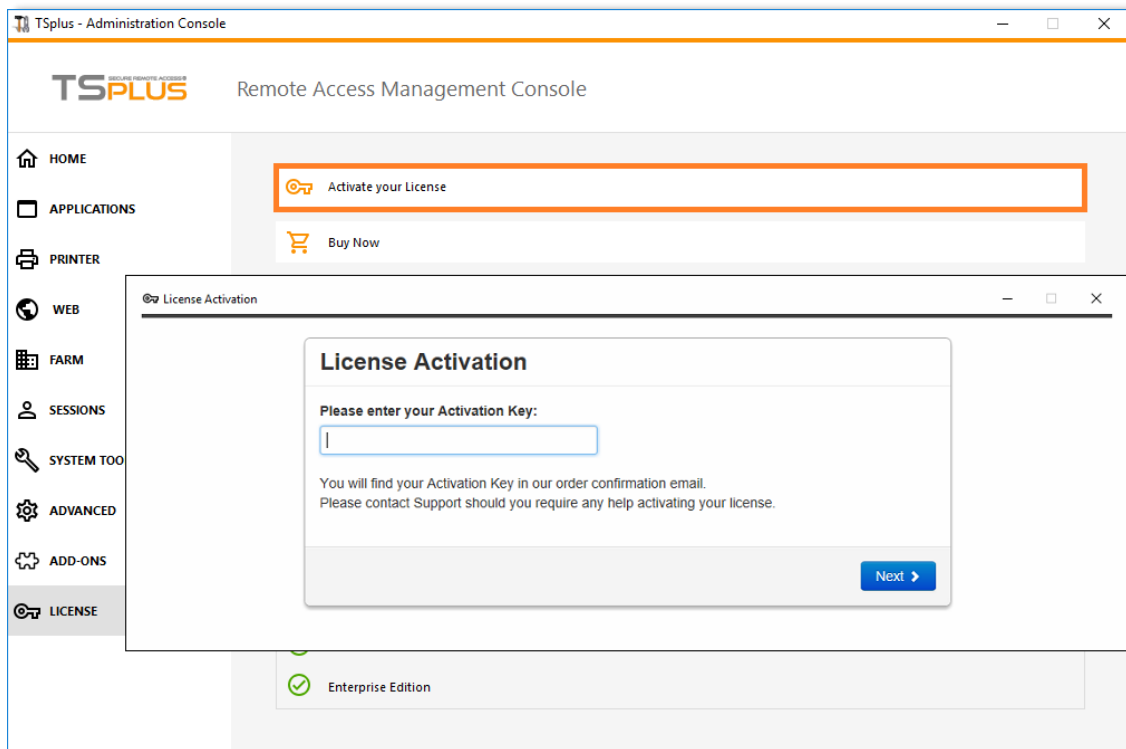
License Support [Purchase Licenses](#) [Renew All Supports](#)

Product	Date	Order Number	Computer	Support	Comment
TSplus Advanced Security Essentials unlimited users	2019-07-24	JWT	✓ 00000 <a href="#">Upgrade</a> <a href="#">Details</a>	<a href="#">Buy Support</a>	<a href="#">Edit</a>
TSplus Advanced Security Essentials unlimited users	2019-07-24	JWT	✓ 00000 <a href="#">Upgrade</a> <a href="#">Details</a>	<a href="#">Buy Support</a>	<a href="#">Edit</a>
TSplus Advanced Security Essentials unlimited users	2019-08-15	JWT	✓ P00 <a href="#">Upgrade</a> <a href="#">Details</a>	<a href="#">Buy Support</a>	<a href="#">Edit</a>
TSplus Advanced Security Essentials unlimited users	2019-07-24	JWT	✓ P31 <a href="#">Upgrade</a> <a href="#">Details</a>	<a href="#">Buy Support</a>	<a href="#">Edit</a>

Previous 1 Next

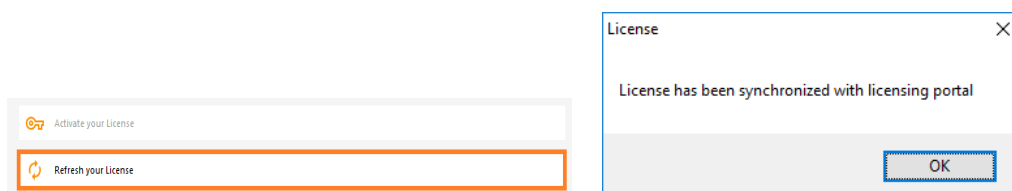
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- You will need to copy and paste it on TSplus or TSplus Add-Ons Administrator Tools, on the License tab. Click on the « Activate your license » button :



*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:



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## 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.

The screenshot shows the 'Orders' page in the Customer Portal. On the left is a dark sidebar with navigation links: Home, Orders, Computers, Subscriptions, Documentation, and SignOut. The main content area has a light blue header with a close button and a shopping cart icon. Below the header, there are three sections: 'Details', 'Contacts', and 'Orders'. Each section contains a table with data rows.

Details			
Date	Name	Country	City
2019-07-24	[REDACTED]	NL	[REDACTED]

Contacts			
Date	First Name	Last Name	Email
2019-07-24	[REDACTED]	[REDACTED]	[REDACTED]

Orders			
Date	Reference	Total	Actions
2019-08-15	JWT19 [REDACTED]	EUR 152.24	<a href="#">Details</a>
2019-07-24	JWT19 [REDACTED]	EUR 138.45	<a href="#">Details</a>

The screenshot shows the 'Order Details' page in the Customer Portal. It features the same sidebar as the previous screenshot. The main content area has a light blue header with a close button and a shopping cart icon. Below the header, there are two sections: 'Order Details' and 'Order Items'. Each section contains a table with data rows.

Order Details			
Date	Reference	Total	Currency
2019-08-15 09:41:24	JWT [REDACTED]	EUR 152.24	EUR

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

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## 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:

Product	Date	Order Number	Computer	Support	Comment
TSplus Advanced Security Essentials unlimited users	2019-07-24	JWT	✓ 00000 <a href="#">Upgrade</a> <a href="#">Details</a>	<a href="#">Buy Support</a>	<a href="#">Edit</a>

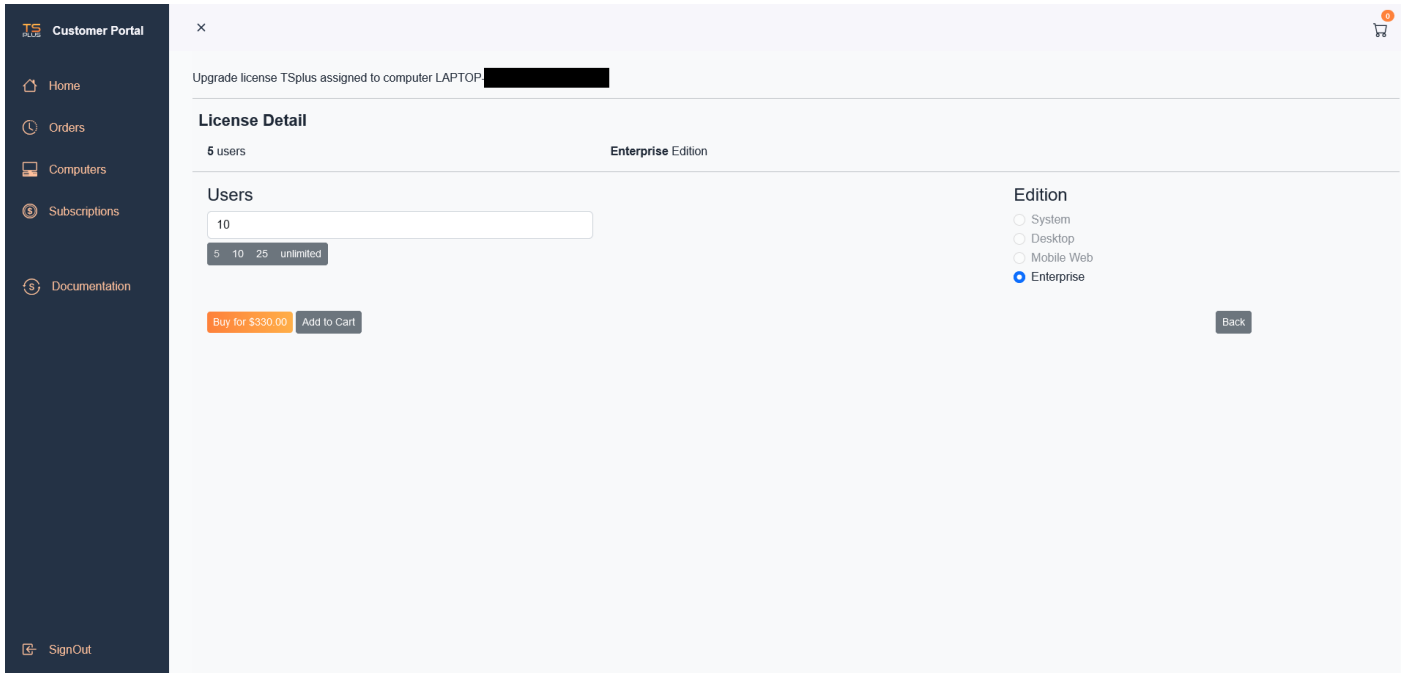
- The upgrade page opens in a new web browser tab and allows more users to be added to an existing license for example or simply Upgrade your Edition.

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

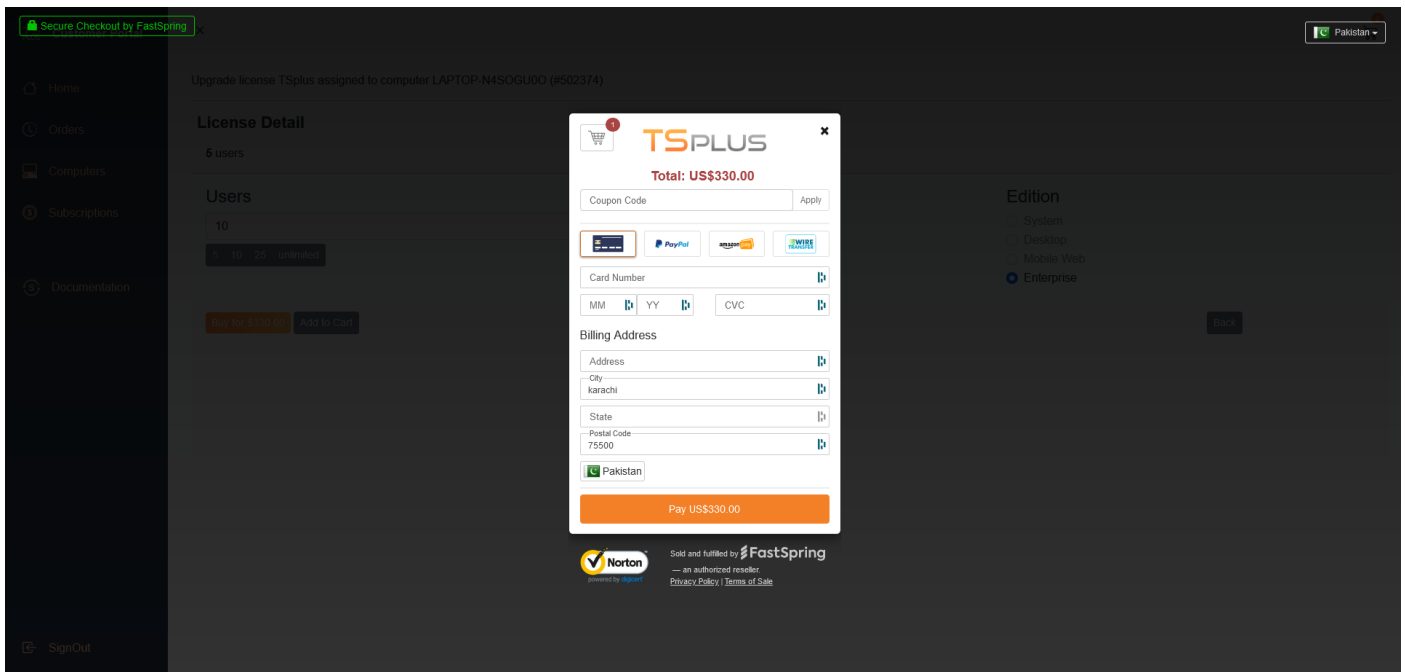
# USER GUIDE **Customer Portal**

## 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](mailto:support@tsplus.net). Don't forget to include your purchase Email Address or Order Number when contacting us!

Go to TSplus Customer Portal