



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 '):

ACCESS YOUR PERSONAL SPACE

A screenshot of a web application window titled "Licensing Management App" with a "Support" link in the top right corner. The main content area is titled "Customer Portal - Get your License". It contains two input fields: "Email" with the placeholder text "Please type your email address" and "Order Number" with the placeholder text "Please type your Order Number specified in the order confirmation email. If you have made several orders, any order number will do.". Below the fields is a blue button labeled "Login to my Customer Portal". At the bottom center, there are small icons for the United Kingdom, Germany, and France, followed by the text "Partners / Resellers".

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:

Licensing Management App Home Orders Logout

Your activation key is: NAQR-HVW5.

Licences

Application	Numéro de Série / Computer	Jours	Utilisateurs	Edition	Numéro de Commande	Date	Support?	Actions
TSplus	P30	-	3	Enterprise	11408	2020-01-27	Voir	Détails
TSplus	P65	-	10	Enterprise	JWT19	2019-05-29	Voir	Détails
TSplus	P24	-	25	Enterprise	JWT18	2018-10-19	X	Détails
TSplus	P6E	-	10	Enterprise	JWT17	2017-09-25	X	Détails
TSplus	P62	-	5	Enterprise	JWT16	2016-09-30	Voir	Détails

« Préc 1 Suiv »

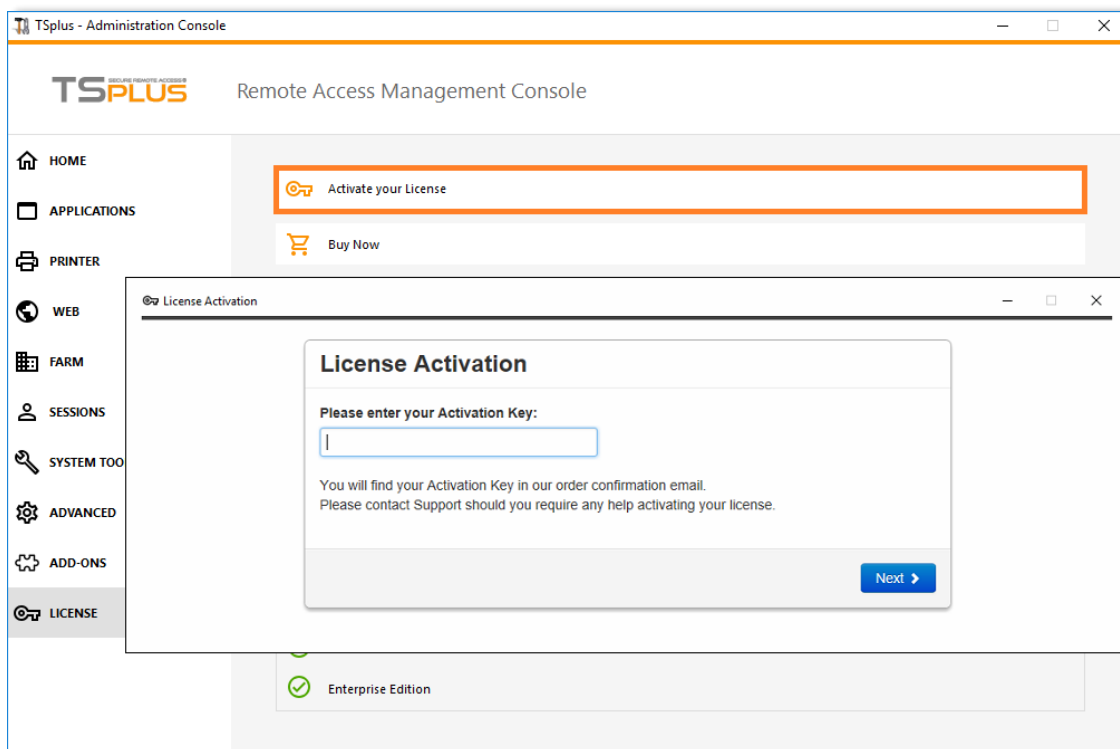
Supports

Application	Numéro de Série / Computer	Utilisateurs	Edition	Numéro de Commande	Date	Duration (years)	Actions
TSplus	P65	10	Enterprise	JWT20	2020-06-03	1	Détails
TSplus	PF3	25	Enterprise	JWT20	2020-06-03	1	Détails
TSplus	P30	3	Enterprise	11408220	2020-01-27	3	Détails
TSplus	P65	10	Enterprise	JWT19	2019-05-29	1	Détails
TSplus	P24	25	Enterprise	JWT18	2018-11-06	2	Détails
TSplus	P24	5	Enterprise	JWT17	2017-10-11	1	Détails
TSplus	P62	5	Enterprise	JWT160930-9510-42210	2016-09-30	1	Détails

« Préc 1 Suiv »

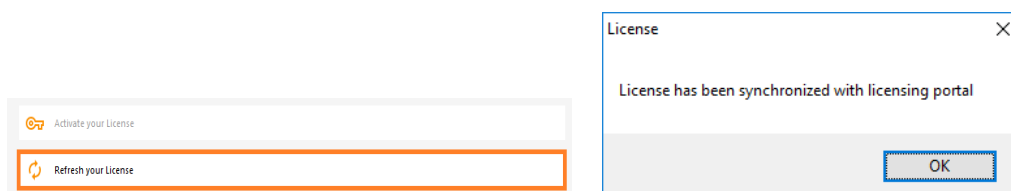
USER GUIDE **Customer Portal**

- 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.

Licensing Management App				Home	Orders	Logout
Details						
Date	Name	Country	City			
2016-09-30	[REDACTED]	FR	[REDACTED]			
Contacts						
Date	First Name	Last Name	Email			
2016-09-30	[REDACTED]	[REDACTED]	[REDACTED]			
Orders						
Date	Reference	Total	Actions			
2019-05-29	JWT [REDACTED]	EUR 704.11	Details			
2018-11-06	JWT [REDACTED]	EUR 467.41	Details			
2018-10-19	JWT [REDACTED]	USD 440.00	Details			
2017-10-11	JWT [REDACTED]	EUR 43.26	Details			
2017-09-25	JWT [REDACTED]	USD 308.00	Details			
2016-09-30	JWT [REDACTED]	EUR 312.97	Details			

- 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:

Licensing Management App			Home	Orders	Logout
Order Details					
Date	Reference	Total			
2019-05-29 08:46:18	JWT [REDACTED]	EUR 704.11			
Order Items					
Product	SKU	Quantity	Subtotal		
TSplus Enterprise edition - 10 users	T-ENT-10	1	EUR 601.80		
Update/Support services for TSplus Enterprise edition - 10 users - 1 year	S1Y-T-ENT-10	1	EUR 102.31		

USER GUIDE **Customer Portal**

ORDERS PAGE

ADD WORKSTATIONS TO YOUR TSPLUS REMOTE WORK LICENSE

- You can add additional workstations to your Remote Work licence directly on the Customer Portal, under the “Upgrade” column:

Licenses

Software	Serial Number / Computer ID	Days	Users	Edition	Order Number	Date	Support?	Actions	Upgrade
Remote Work	999999	-	5	-	-	2020-11-26			

« Prev 1 Next »

- The upgrade page opens in a new web browser tab and allows workstations to be added to an existing Remote Work license.

The following example adds 3 workstations to a 5 workstation license. The total price is calculated based on the number of workstations added and the time remaining in the current support period:

Licensing Management App Home Orders Logout

Upgrade license Remote Work assigned to computer SRV-TEST-RWORK (#999999)

License Detail

5 workstations

Support and Update Services: 05/11/2022

Additional workstations

3

Price includes Support and Update Services for the remaining period.

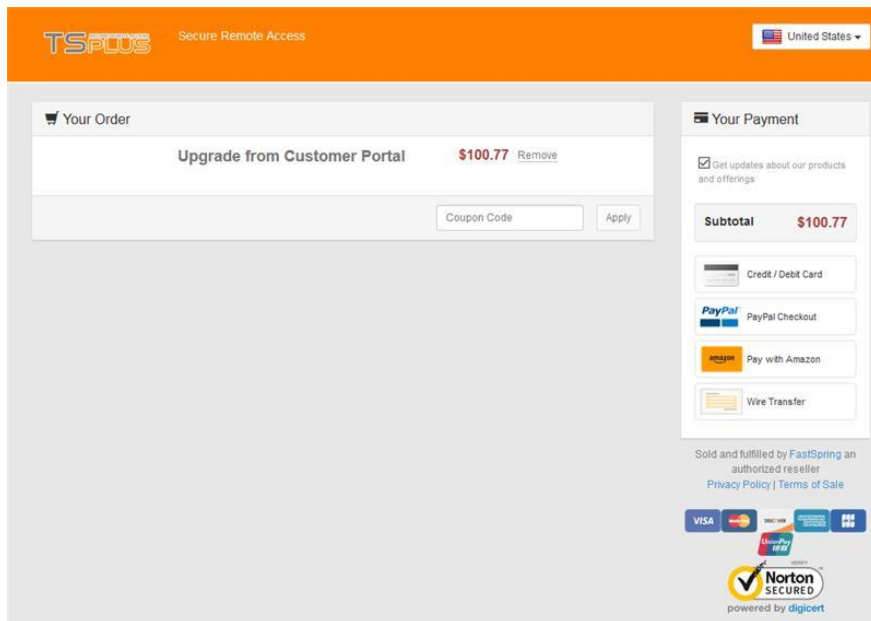
Buy for \$100.77

USER GUIDE **Customer Portal**

ORDERS PAGE

ADD WORKSTATIONS TO YOUR TSPLUS REMOTE WORK LICENSE

- When you click on the “Buy” button, you will be redirected to the Fastspring order website in order to complete your purchase:



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

Go to TSplus Customer Portal