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USER GUIDE **Customer Portal**



MARKETING DOCUMENTATION

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

Licensing Management App
Support

Customer Portal - Get your License

Please type your email address

Please type your Order Number specified in the order confirmation email.
If you have made several orders, any order number will do.

Partners / Resellers

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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.

The screenshot shows the 'Licensing Management App' interface. At the top, there are navigation links for 'Home' and 'Orders', and a 'Logout' button. The main content is divided into two sections: 'Licenses' and 'Supports'.

Licenses Table:

Software	Serial Number	Days	Users	Edition	Order Number	Date	Support?	Actions
TSplus	P65	-	10	Enterprise	JWT	2019-05-29	<input type="checkbox"/>	<input type="button" value="View"/> <input type="button" value="Details"/>
TSplus	P24	-	25	Enterprise	JWT	2018-10-19	<input checked="" type="checkbox"/>	<input type="button" value="Details"/>
TSplus	P6E	-	10	Enterprise	JWT	2017-09-25	<input checked="" type="checkbox"/>	<input type="button" value="Details"/>
TSplus	P62	-	5	Enterprise	JWT	2016-09-30	<input type="checkbox"/>	<input type="button" value="View"/> <input type="button" value="Details"/>

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Supports Table:

Software	Serial Number	Users	Edition	Order Number	Date	Duration (years)	Actions
TSplus	P65	10	Enterprise	JWT	2019-05-29	1	<input type="button" value="Details"/>
TSplus	P24	25	Enterprise	JWT	2018-11-06	2	<input type="button" value="Details"/>
TSplus	P24	5	Enterprise	JWT	2017-10-11	1	<input type="button" value="Details"/>
TSplus	P62	5	Enterprise	JWT	2016-09-30	1	<input type="button" value="Details"/>

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- You can now view all License and Support Details and 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.
- 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!

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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.

Date	Name	Country	City
2016-09-30		FR	

Date	First Name	Last Name	Email
2016-09-30			

Date	Reference	Total	Actions
2019-05-29	JWT	EUR 704.11	Details
2018-11-06	JWT	EUR 467.41	Details
2018-10-19	JWT	USD 440.00	Details
2017-10-11	JWT	EUR 43.28	Details
2017-09-25	JWT	USD 308.00	Details
2016-09-30	JWT	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 in the Actions column:

Date	Reference	Total
2019-05-29 08:46:18	JWT	EUR 704.11

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

[Go to TSplus Customer Portal](#)