



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 interface. At the top left, it says "Licensing Management App" and at the top right, "Support". The main heading is "Customer Portal - Get your License". Below this, there are 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 input fields is a blue button labeled "Login to my Customer Portal". At the bottom center, there are small icons for flags (UK, Germany, France, Spain) and a link labeled "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. You can also view your Activation Key :

Licensing Management App
Home Orders
Logout

Your activation key is: **NAQR-HW5**

Licences

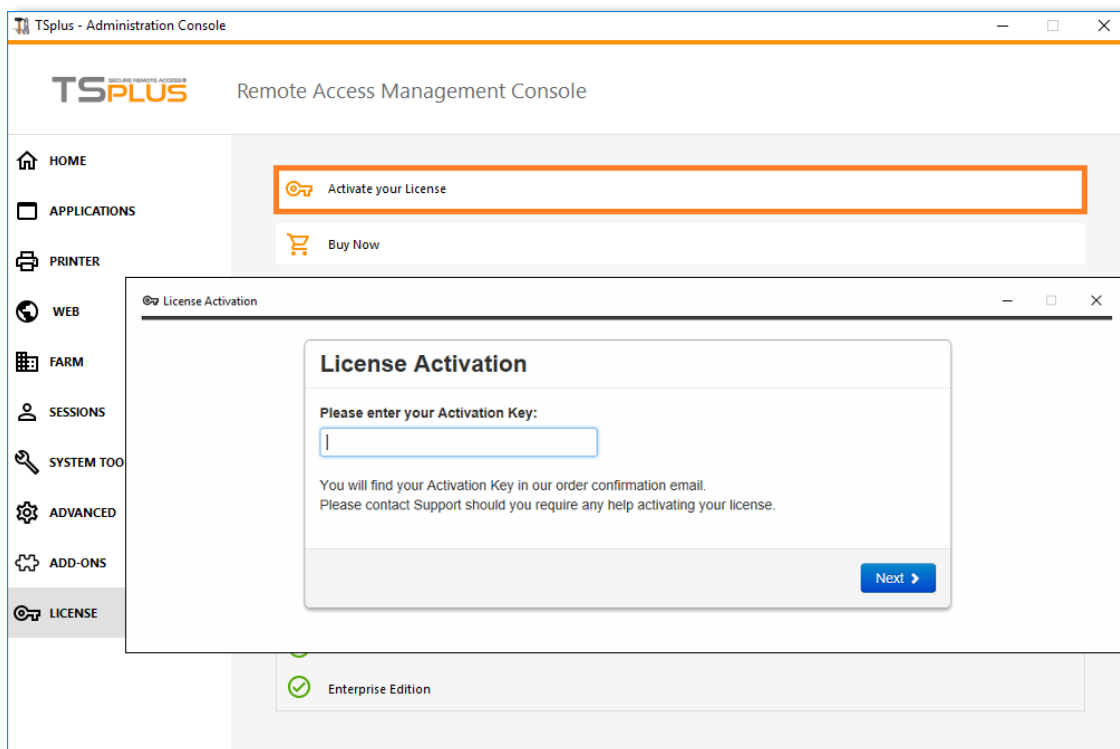
Application	Numéro de Série / Computer	Jours	Utilisateurs	Edition	Numéro de Commande	Date	Support?	Actions
TSplus	P30	-	3	Enterprise	11408	2020-01-27	<input type="checkbox"/>	<input type="button" value="Voir"/> <input type="button" value="Détails"/>
TSplus	P65	-	10	Enterprise	JWT19	2019-05-29	<input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

Supports

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

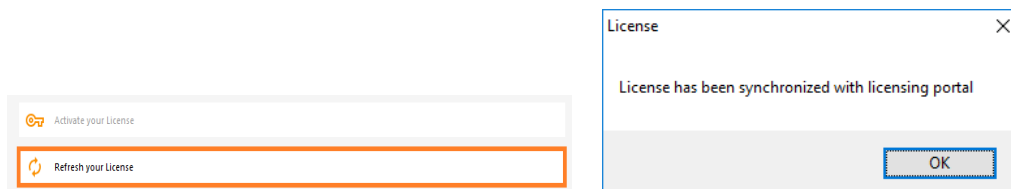
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- You will need to copy and paste it on TSplus or TSplus Add-Ons Administrator Tools, on the License tab. Click on the « Activate your license » button :



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.

- After the License activation, in order to refresh your License data, simply click on the « Refresh your License » button, it will synchronize information with our Licensing Portal :



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.

The screenshot shows the 'Orders' page in the Licensing Management App. It features three main sections:

- Details:** A table with columns: Date (2016-09-30), Name (redacted), Country (FR), and City (redacted).
- Contacts:** A table with columns: Date (2016-09-30), First Name (redacted), Last Name (redacted), and Email (redacted).
- Orders:** A table listing multiple orders with columns: Date, Reference (JWT), Total, and Actions (Details button).

Date	Name	Country	City
2016-09-30	[REDACTED]	FR	[REDACTED]

Date	First Name	Last Name	Email
2016-09-30	[REDACTED]	[REDACTED]	[REDACTED]

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:

The screenshot shows the 'Order Details' page in the Licensing Management App. It features two main sections:

- Order Details:** A table with columns: Date (2019-05-29 08:46:18), Reference (JWT [REDACTED]), and Total (EUR 704.11).
- Order Items:** A table with columns: Product, SKU, Quantity, and Subtotal.

Date	Reference	Total
2019-05-29 08:46:18	JWT [REDACTED]	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