USER GUIDE

Logilab ELN Cloud SaaS – Activation of Trial Subscription by Customer

CONTENTS

1 Process Overview

Activating a subscription is applicable only when the user wants to complete the trial before its scheduled end date and to directly convert the trial subscription to 'Live' one.

For example, the trial period is 30 days.

Now the customer wants to end it on 25th day and to switch to Live subscription.

The Customer can choose to activate it from customer portal.

In this case, once the subscription becomes live, invoice will be generated and payment will be due.
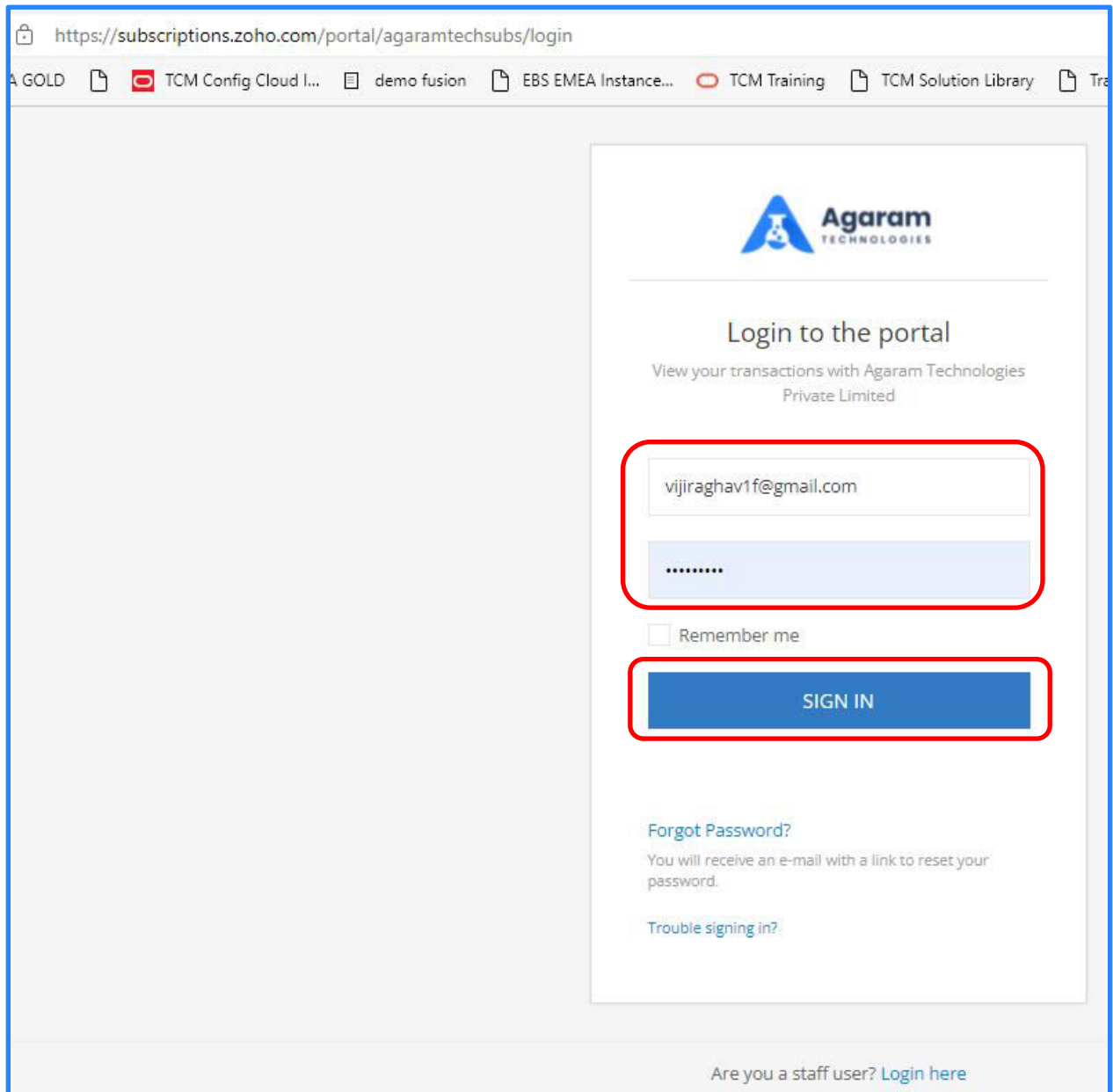
The step-by-step tasks in above-mentioned activities are described in detail in the following sections

2 Process Details

2.1 Customer User activates subscription

The user needs to login to Zoho Customer Portal by entering the username and password.

Click on 'SIGNIN' button.
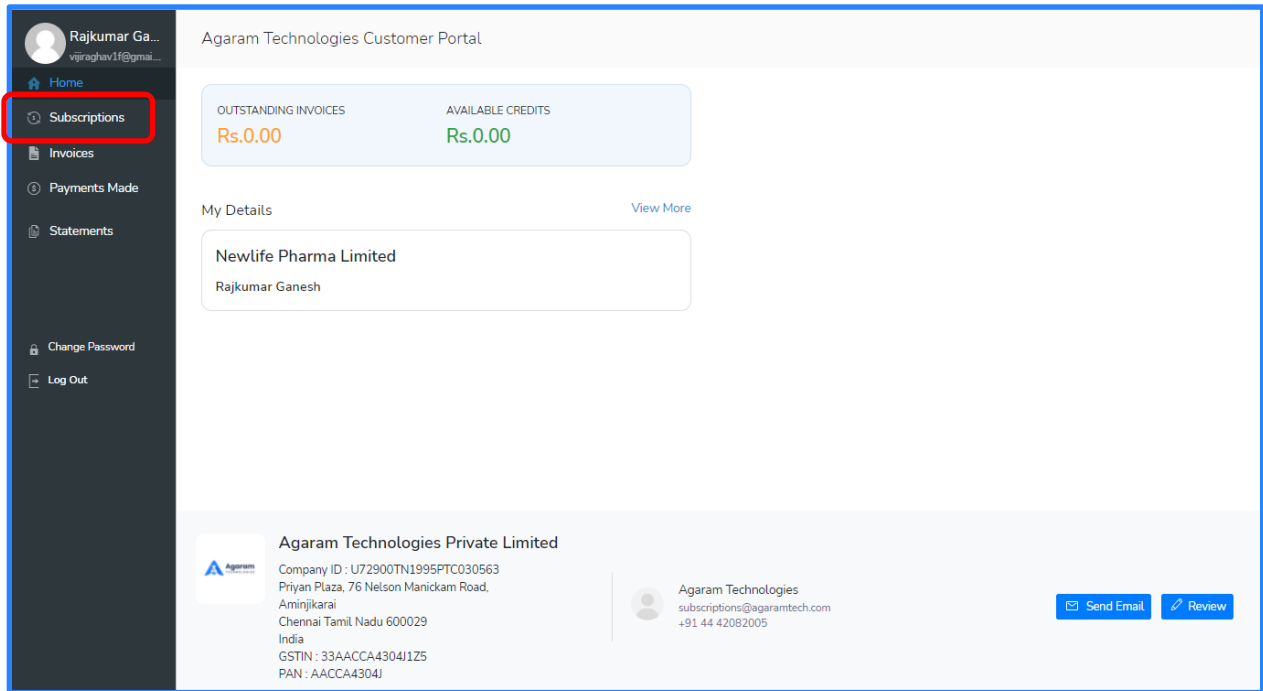
From the Home page of the customer portal, navigate to 'Subscriptions' page.
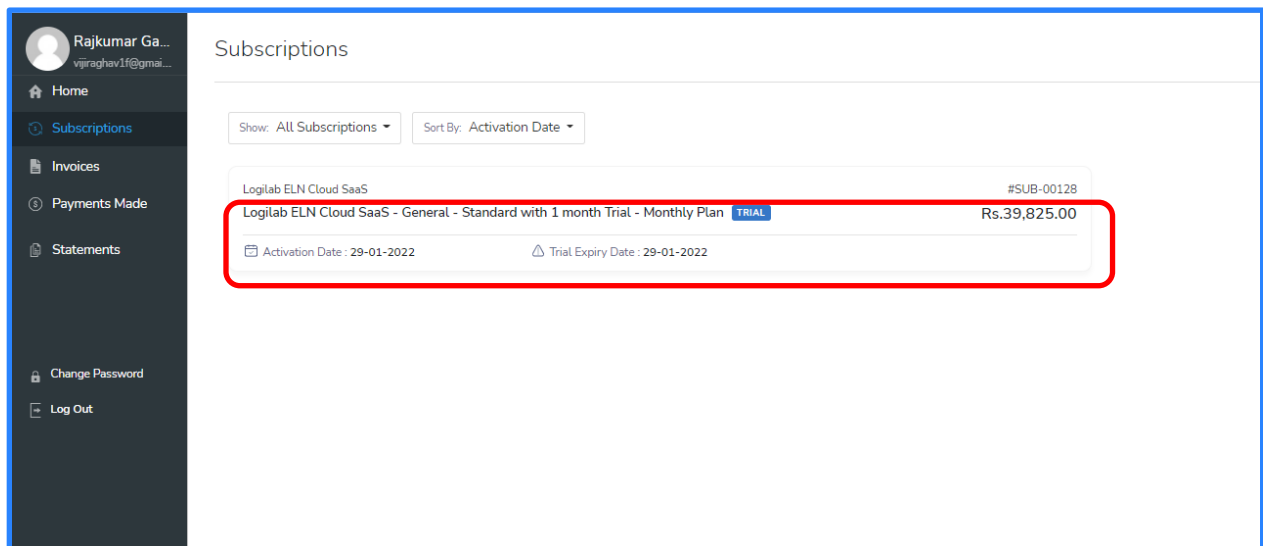
On the subscription page, click on the subscription which needs to be activated.

Click on 'Activate Subscription' button.

Subscription Preview will be displayed.

Verify the details of the subscription.

Click on 'Activate Subscription' button.

The message "Subscription has been updated successfully" is displayed. Navigate to 'Subscriptions' page to verify the current status.

Now the subscription has been activated from Trial to Live. It can be noticed that the subscription has been activated to 'Live'.

Click on 'Invoices' submenu to check for the invoice generated.

Since the subscription has been activated to 'Live' status, new invoice is generated with the due date as today.
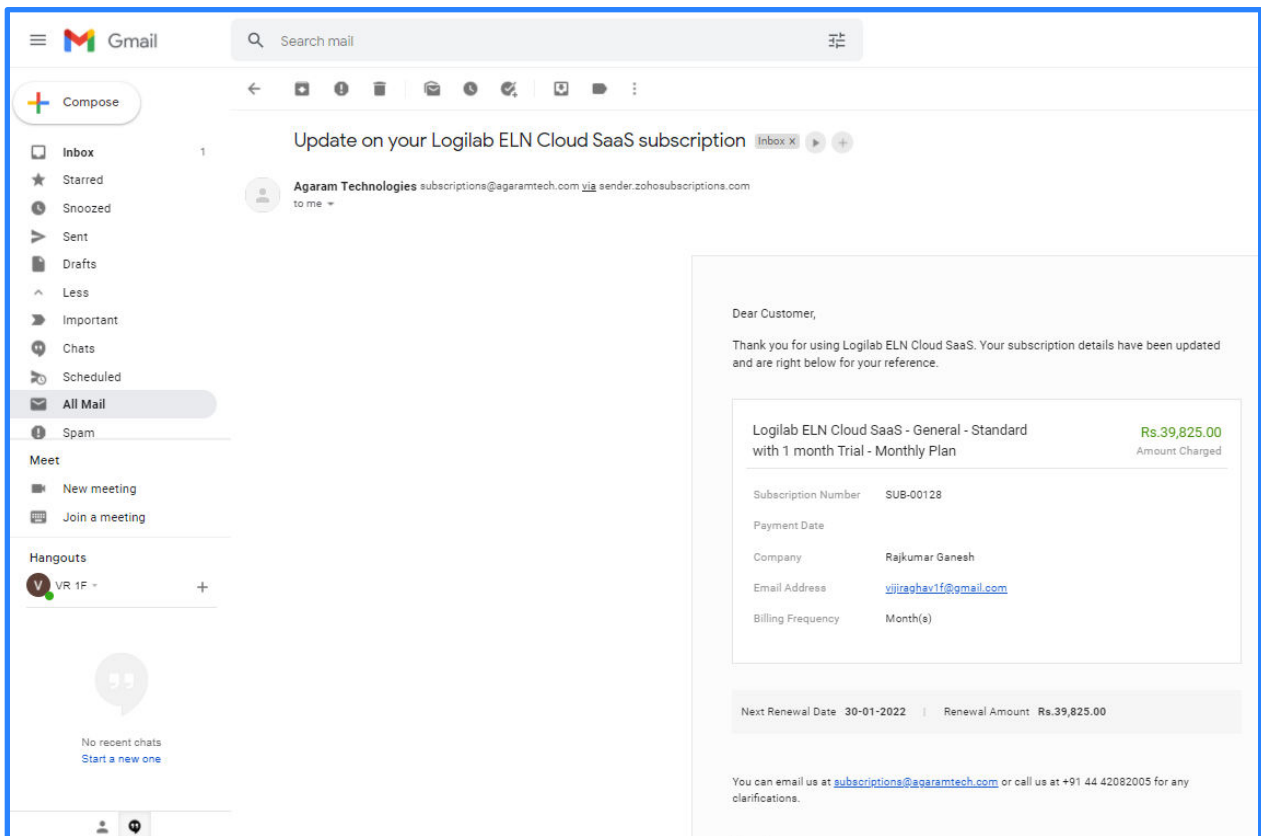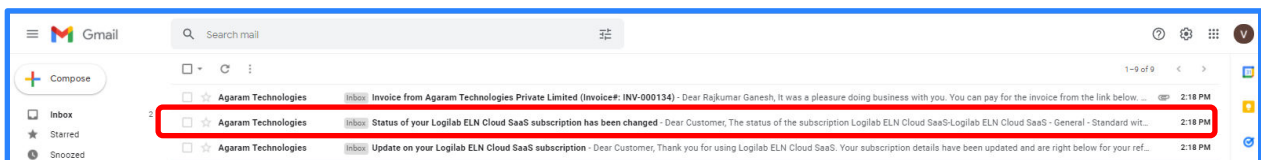
2.2 Customer User verifies the activation

In order to verify the activation, login to the registered email. Locate for the subscription update email notification.
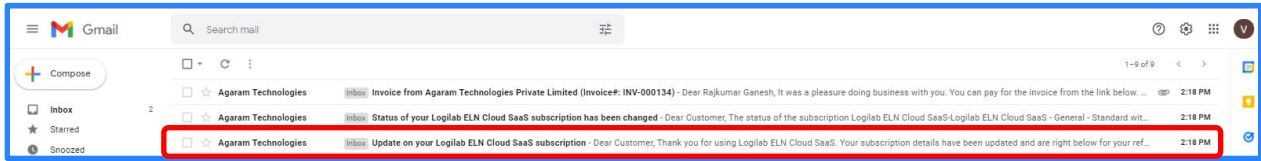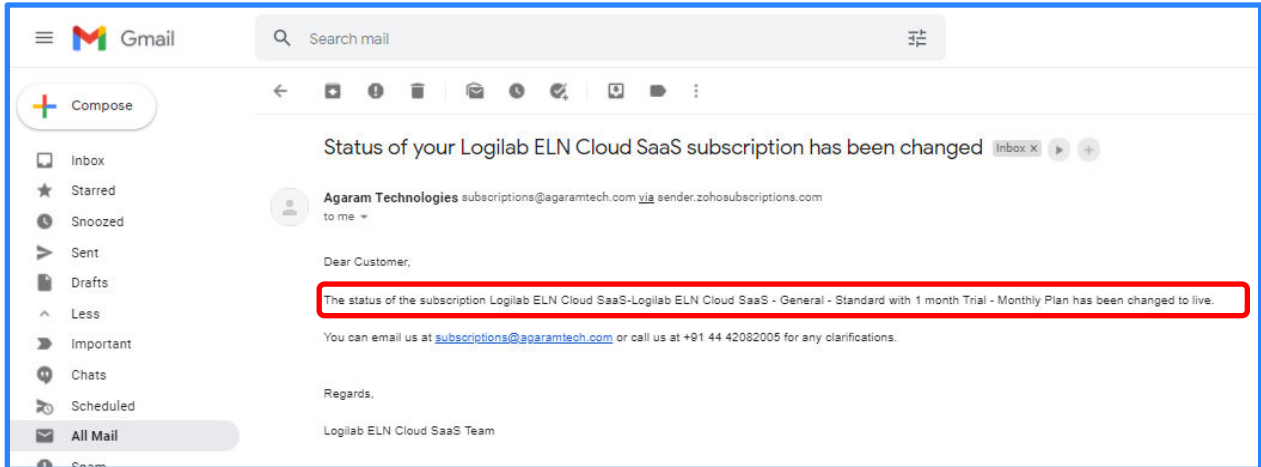

It shows that there is an update of the current subscription.
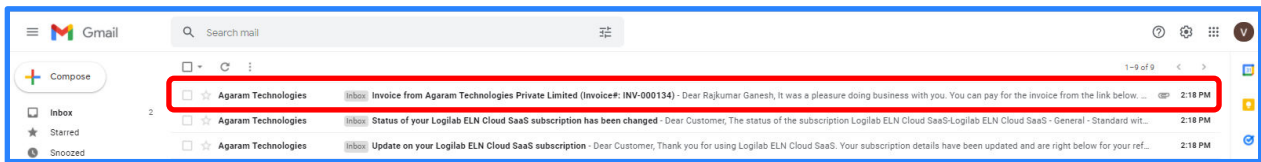

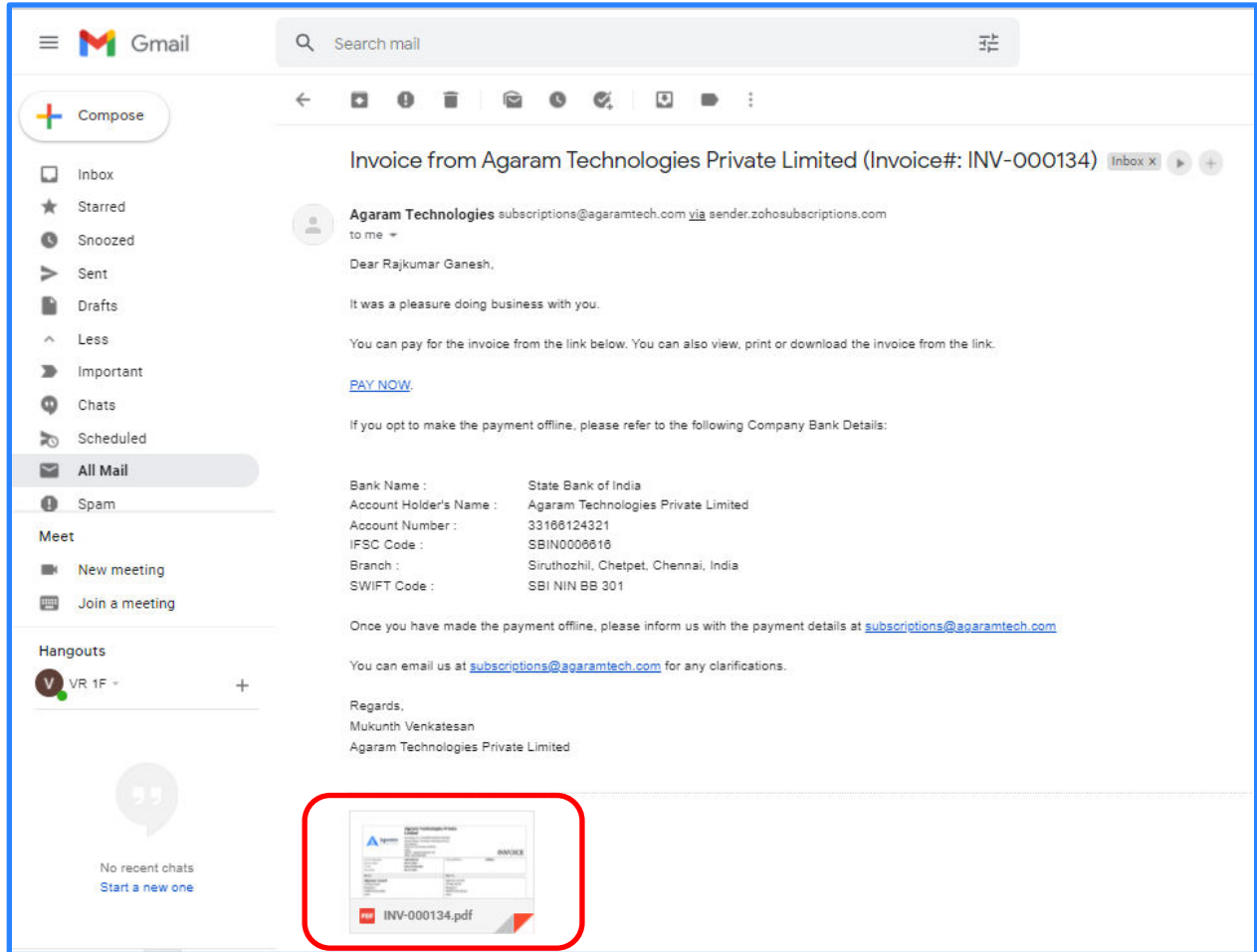Locate the email notification which shows the status change.

This email notification has the information that the subscription has been activated to 'Live' from 'Trial'
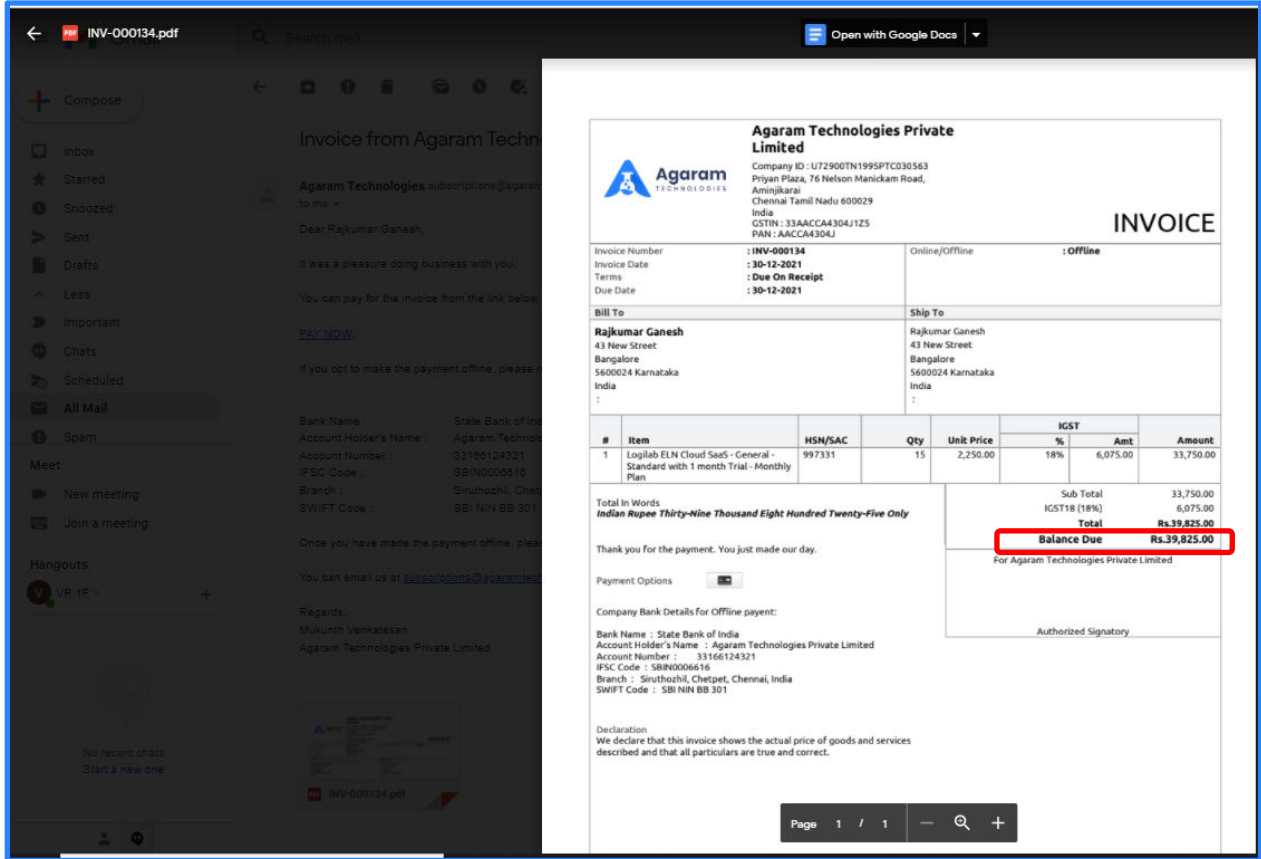
Navigate back to Inbox. Since the subscription has been activated to Live, invoice has been generated and notification email has been sent

From the invoice notification email, click on the button to download the Invoice report.

Open the invoice and verify the details.

Either the customer can choose to pay 'online' by clicking 'PAY NOW' link or choose to pay by offline mode and inform Receivables Administrator.

Please refer to the respective users guides for the detailed step-by-step instructions.