

KNOWLEDGE BASE ARTICLE

Manage Subscription for Vitextra Online Products



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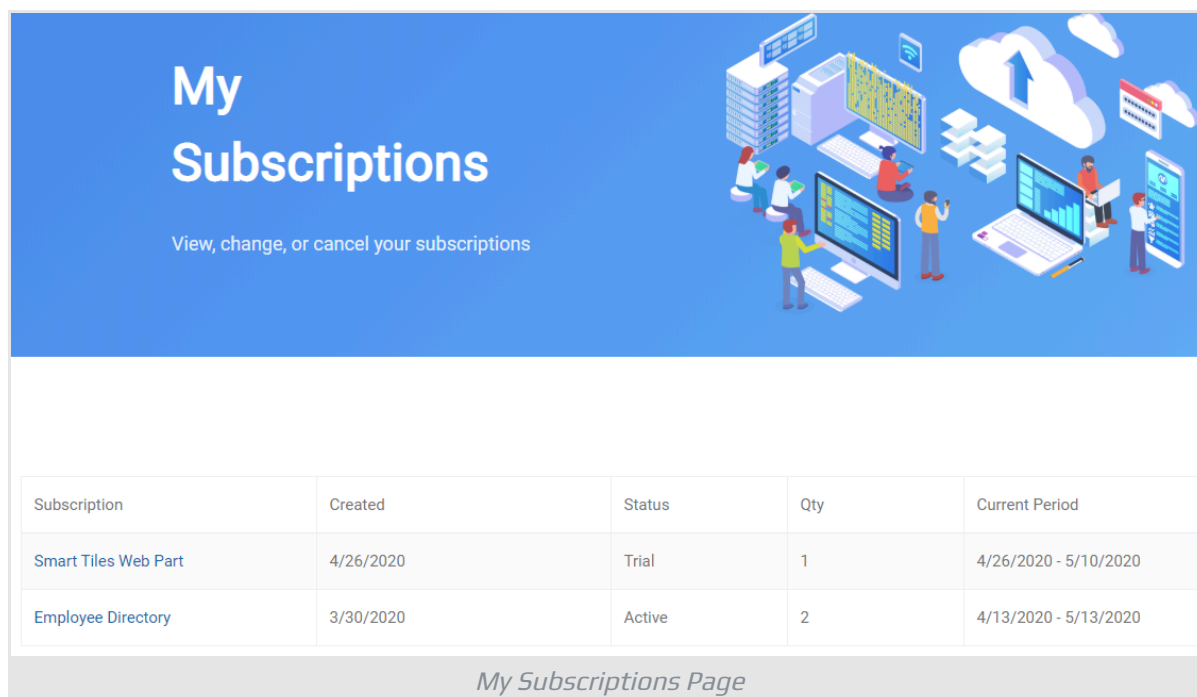
Vitextra provides solutions and products for SharePoint Online and Microsoft Teams on subscription-based offerings. This article describes how to manage your Subscription to Vitextra products.

Note

You do not need to purchase Vitextra products in case of trial version utilization. The free 14-days trial period starts automatically when you deploy the product to your Microsoft 365 environment.

View Subscriptions

Log in to your account and go to **Account - My Subscriptions**. This page displays all your subscriptions both current and canceled.



| Subscription | Created | Status | Qty | Current Period |
|----------------------|-----------|--------|-----|-----------------------|
| Smart Tiles Web Part | 4/26/2020 | Trial | 1 | 4/26/2020 - 5/10/2020 |
| Employee Directory | 3/30/2020 | Active | 2 | 4/13/2020 - 5/13/2020 |

My Subscriptions Page

Select the subscription to view details and manage it.

Manage Subscription

On Subscription Page, you can manage license assignments, change license count, or cancel the entire subscription.

Subscription Details

| Subscription | Created | Usage |
|------------------------------------|-----------|-------------|
| Employee Directory | 3/30/2020 | 2 used of 2 |


License Assignment

[ASSIGN LICENSE](#)

Tenant

| | |
|--|------------------------|
| Name: Production TenantId: b15c212a-dc66-5777-9992-90948310589c | REMOVE |
| Name: Sandbox TenantId: 61f504ea-0014-4602-8cc0-07283cd0ce9e | REMOVE |

Recurring Details

Active
04/13/2020 - 05/13/2020
Amount \$9 / month
Payment Method:
 *7777
DAVID SMITH
EXP. 11/2021

Manage Subscription

[ADD/REMOVE LICENSES](#)
[CANCEL SUBSCRIPTION](#)

Vitextra Subscription Details

Add or Remove License

To add a new license or remove an unused one:

- 1 Click **Add/Remove** licenses button under *Manage Subscription* heading
- 2 Use the up/down arrows to change the number of licenses for the subscription
- 3 Select **Update Subscription** to submit changes.

Add/Remove Licenses ×

Your license total will be updated after you press Update Subscription. Vitextra will bill you at the same billing dates. New license count is billed at the new interval, starting on the day of the change.

Current
Total licenses 2

New
Total licenses

CLOSE UPDATE SUBSCRIPTION

Change License Count Dialog

 **Warning**

You can not remove a license from a subscription if it's assigned to an Office 365 tenant.

Assign License

The license must be assigned to each Office 365 tenant where the product is used.

To assign a license to your tenant:

- 1 Go to **Assign License**
- 2 Type in the Name and ID of your tenant
- 3 Select **Submit**

Assign License ×

Name *

TenantId *

[How to get Tenant ID](#)

Assign License Dialog

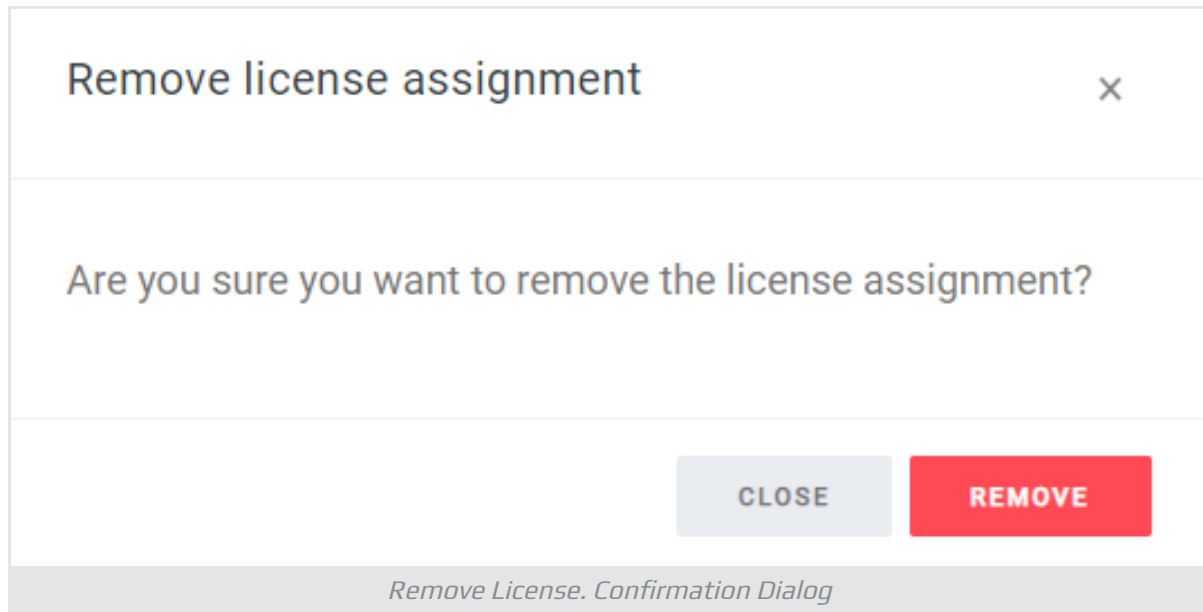
The new assigned license will appear in the list immediately.

Remove License

You can unassign the license from the tenant.

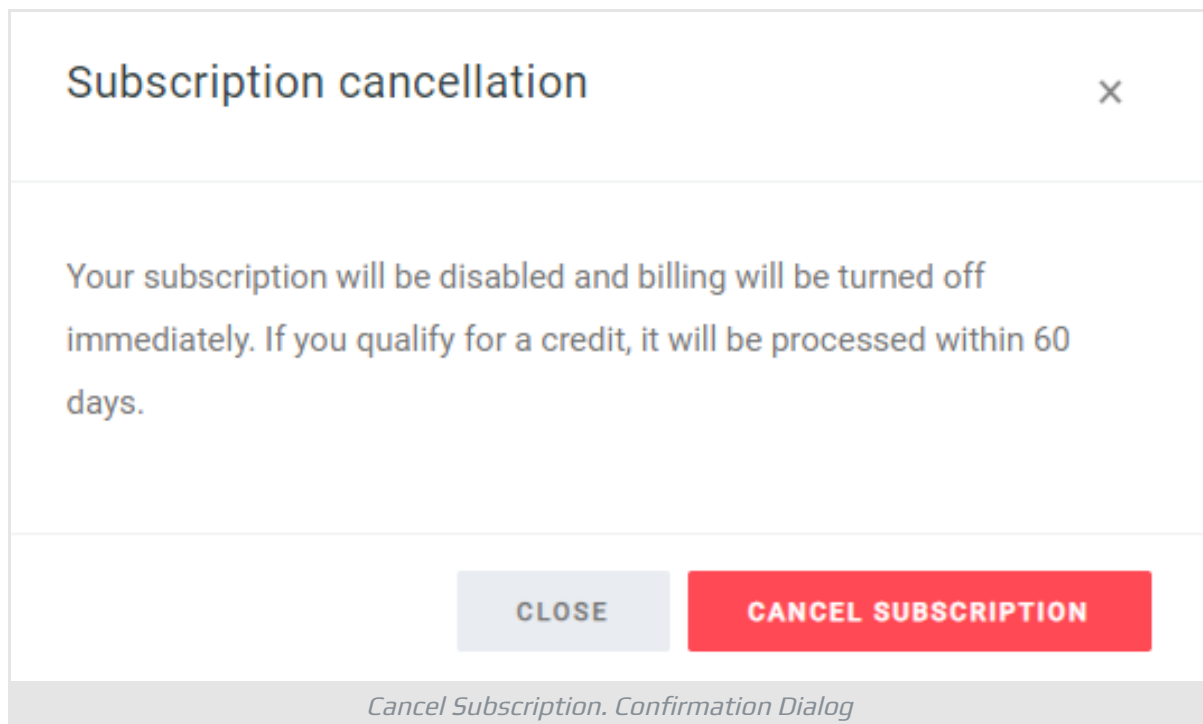
To remove the assigned license:

- 1 Click **Remove** next to the assignment you want to remove
- 2 Select **Remove** to confirm the action



Cancel Subscription

To cancel the subscription go to **Cancel Subscription** and confirm the action.



What happens when you cancel a subscription

If you cancel your subscription before the end of your term, the subscription moves directly into an inactive state. Billing for the subscription will be turned off immediately.

 **Warning**

You can not reactivate the disabled subscription. You need to set up a new subscription to keep using the product.