



USER GUIDE

**RDS-TOOLS
CUSTOMER PORTAL**

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USER GUIDE **Customer Portal**



INTRODUCTION

- Thank you for your interest in our products. As an RDS-Tools customer, you can now view and manage all of your orders and licenses on the [RDS-Tools 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 these fields is a blue button labeled "Login to my Customer Portal". At the bottom of the page, there are small icons for various countries (UK, Germany, France, Italy) and a link for "Partners / Resellers".

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HOME PAGE

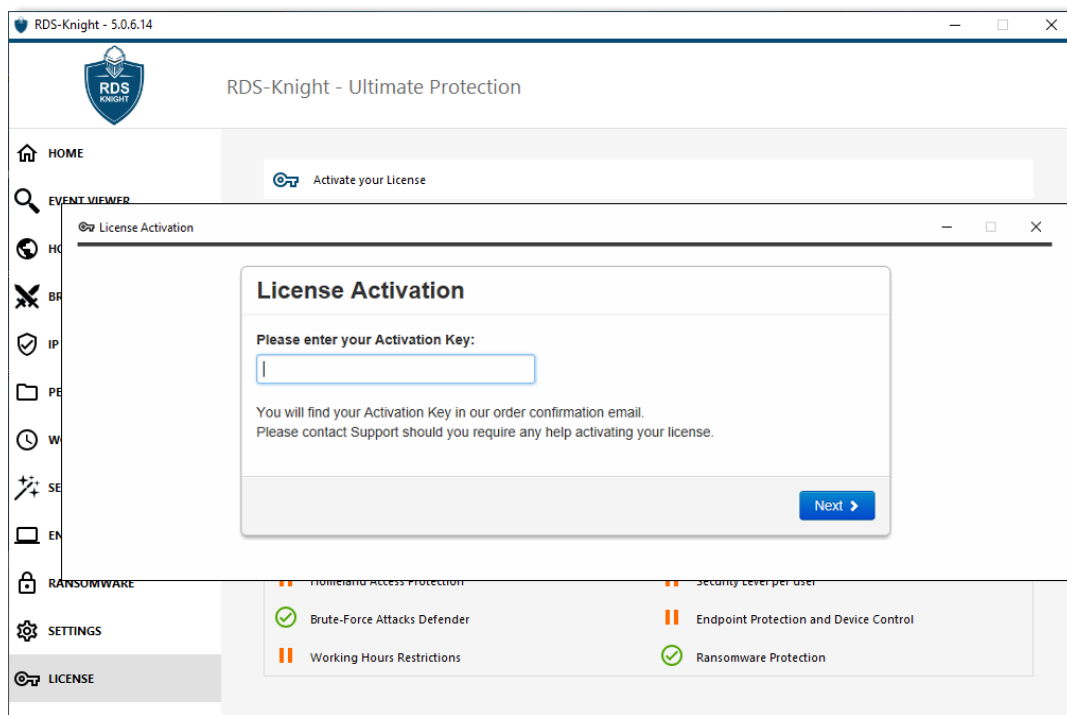
LICENSES AND SUPPORT

- 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 :

The screenshot shows the 'Licensing Management App' interface. At the top, there are navigation links for 'Home' and 'Orders', and a 'Logout' button. A message box displays the activation key: 'Your activation key is: NAQR-HW55'. Below this, the 'Licences' section contains a table with columns: Application, Numéro de Série / Computer, Jours, Utilisateurs, Edition, Numéro de Commande, Date, Support?, and Actions. The table lists two licenses: RDS-Knight (P65, 1 user, Ultimate edition, order JWT20, date 2020-01-27) and ServerGenius (PF3, 10 users, Business edition, order JWT20, date 2019-05-29). Below the table is a pagination control showing '« Préc 1 Suiv »'. The 'Supports' section contains another table with columns: Application, Numéro de Série / Computer, Utilisateurs, Edition, Numéro de Commande, Date, Duration (years), and Actions. It lists two support entries: RDS-Knight (P65, 1 user, Ultimate edition, order JWT20, date 2020-06-03, duration 1 year) and ServerGenius (PF3, 10 users, Business edition, order JWT20, date 2020-06-03, duration 1 year). Below this table is another pagination control showing '« Préc 1 Suiv »'.

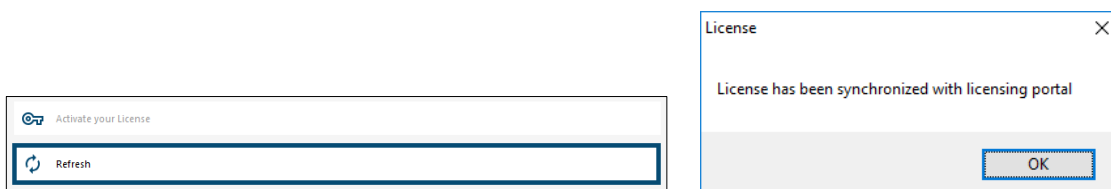
- You will need to copy and paste it on RDS-Tools Administrator Tools, on the License tab. Click on the « Activate your license » button :

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N.B: For previous 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 sales@rds-tools.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.

Licensing Management App Home Orders Logout

Details

Date	Name	Country	City
2016-09-30		FR	

Contacts

Date	First Name	Last Name	Email
2016-09-30			

Orders

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 43.26	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 of the Actions column:

Licensing Management App Home Orders Logout

Order Details

Date	Reference	Total
2019-11-05 20:25:05	JWT	USD 100.00

Order Items

Product	SKU	Quantity	Subtotal
RDS-Knight Essentials edition	K-ESS	2	USD 100.00

[Go to RDS-Tools Customer Portal](#)