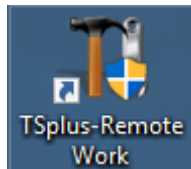


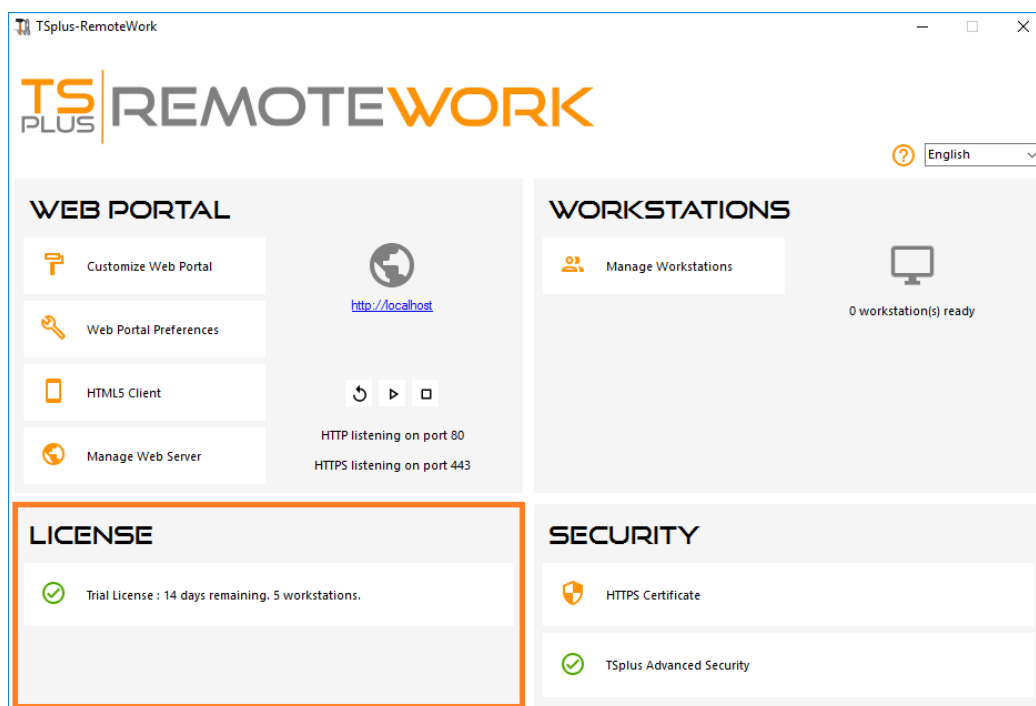
Activating Your License

Locate the Administrator Tool on your desktop :

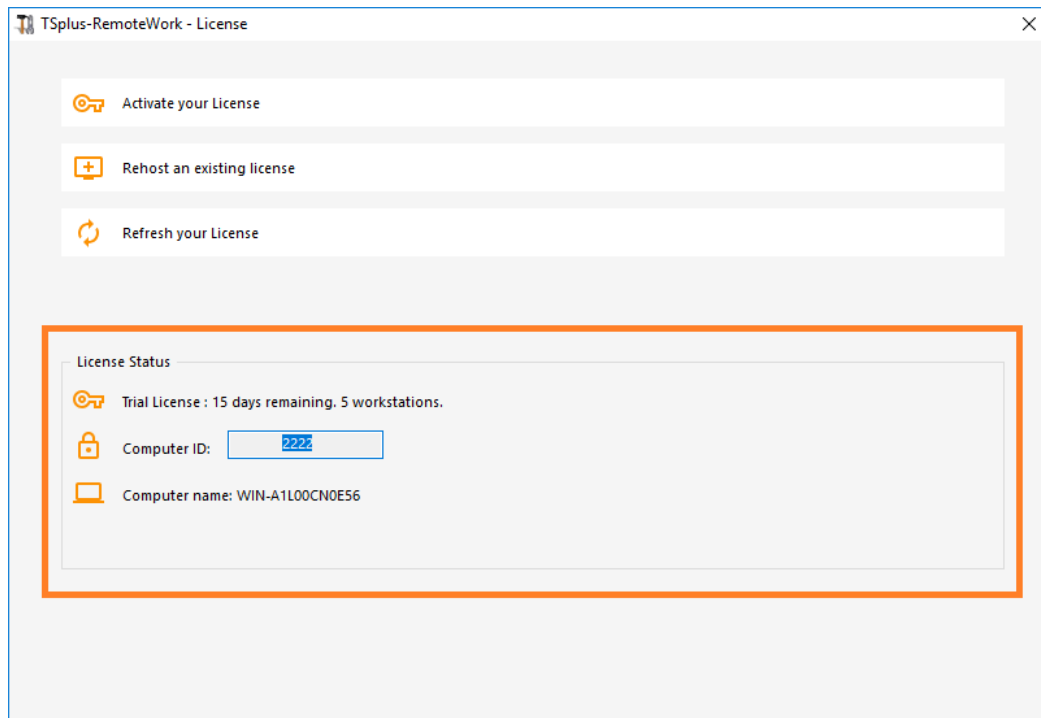


- If you cannot find the admin tool shortcut, it should be located in the desktop folder on the administrator account used to download TSplus Remote Work. You can also find the TSplus Remote Work folder on this path: 'C:\Program Files (x86)\TSplus-RemoteWork\UserDesktop\files'.

Double-click on it, then click on the license tab:

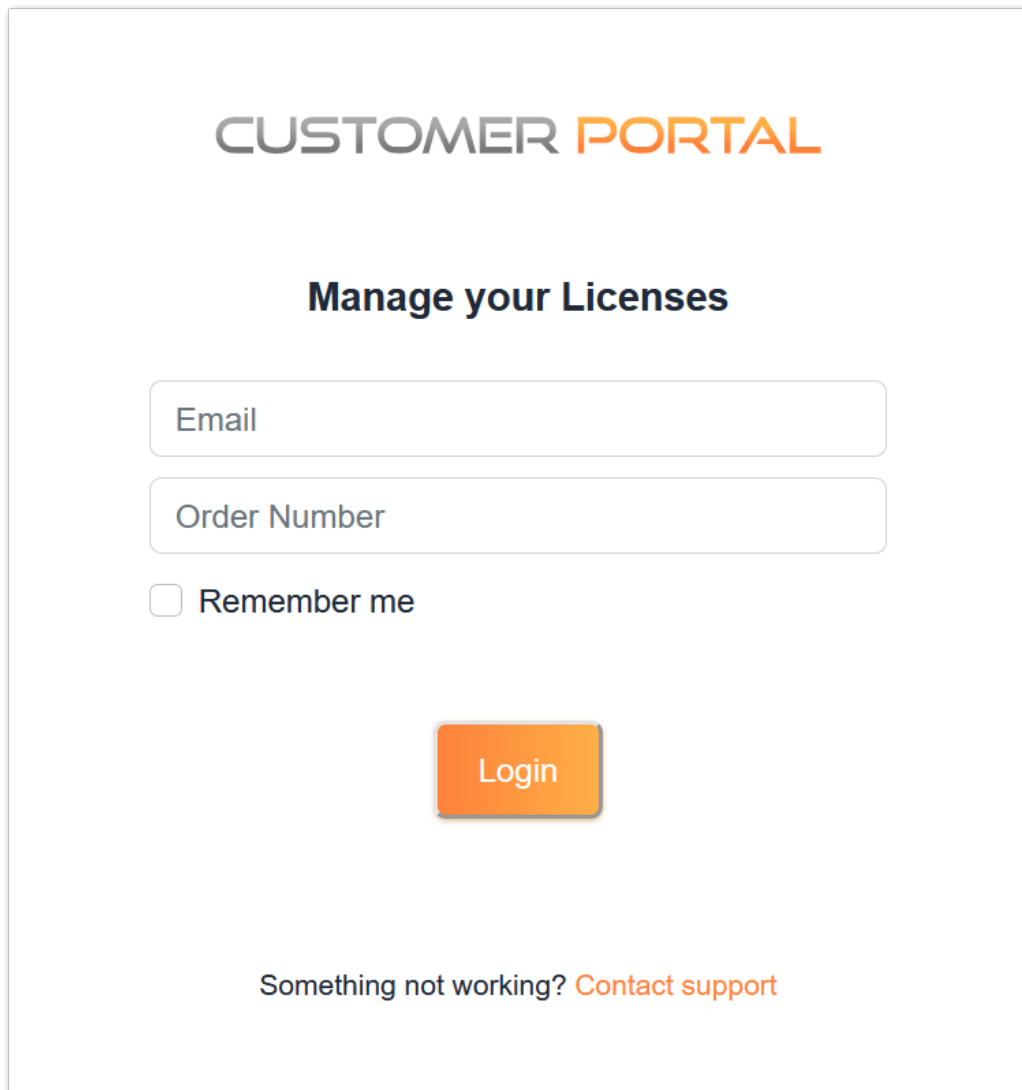


Here you can see the status of your TSplus Remote Work license, as well as your Computer ID and Computer Name:



Activating your license

When you order a license, connect to our [Licensing Portal](#) and enter your Email Address and your Order Number:



The screenshot shows a web interface for the 'CUSTOMER PORTAL'. The title 'CUSTOMER PORTAL' is at the top in a large, bold, sans-serif font, with 'CUSTOMER' in grey and 'PORTAL' in orange. Below the title is the heading 'Manage your Licenses' in a bold, dark blue font. There are two input fields: 'Email' and 'Order Number', both with light grey borders and placeholder text. Below these fields is a checkbox labeled 'Remember me'. A prominent orange 'Login' button is centered below the form. At the bottom, the text 'Something not working?' is followed by a link 'Contact support' in orange.

CUSTOMER PORTAL

Manage your Licenses

Email

Order Number

☐ Remember me

Login

Something not working? [Contact support](#)

[Download the Customer Portal User Guide](#) for more information about how to use it.

Your activation key will be displayed at the top of the dashboard:

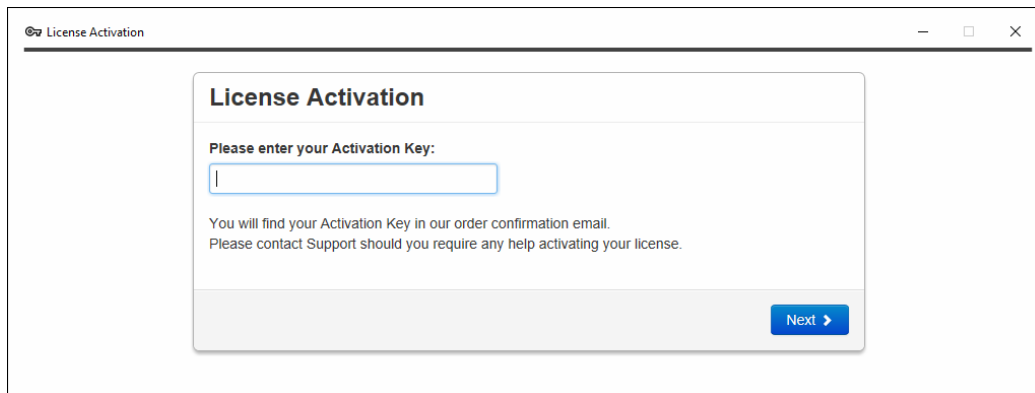
Licensing Management App Home Orders Logout

Your activation key is: NAQR-

Licences

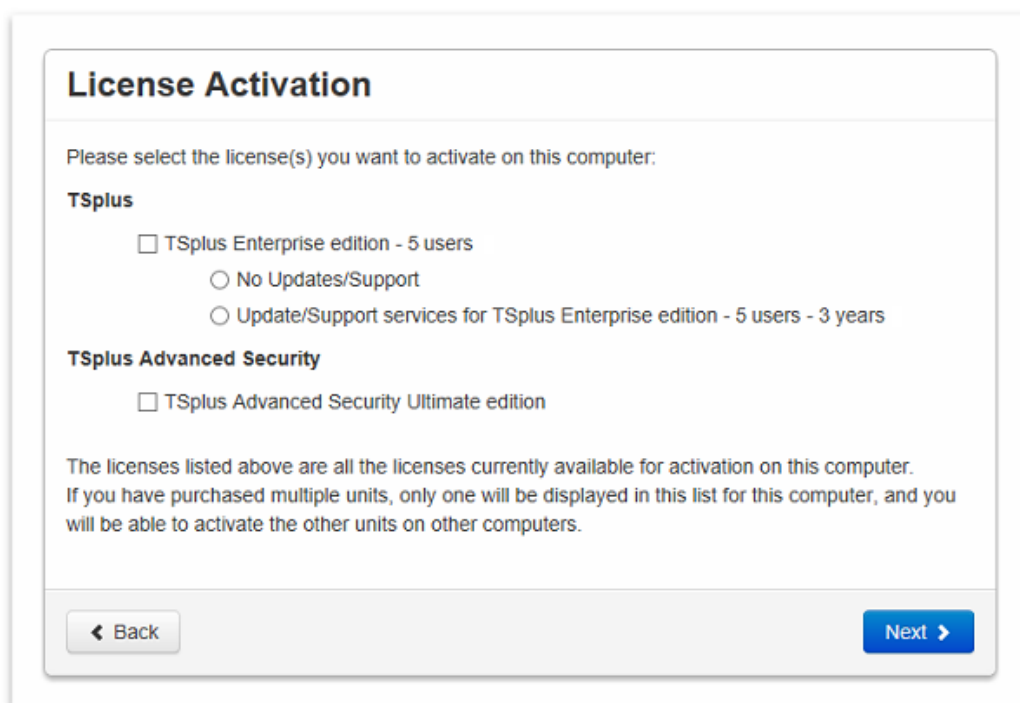
Application	Número de Série / Computer	Jours	Utilisateurs	Edition	Número de Commande	Date	Support?	Actions
TSplus	P30	-	3	Enterprise	11408	2020-01-27	Voir	Détails
TSplus	P65	-	10	Enterprise	JWT19	2019-05-29	Voir	Détails
TSplus	P24	-	25	Enterprise	JWT18	2018-10-19	X	Détails
TSplus	P6E	-	10	Enterprise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

You can then go to the License Tile of the AdminTool, click on the "Activate your License" button, enter this activation key and click on "Next" .



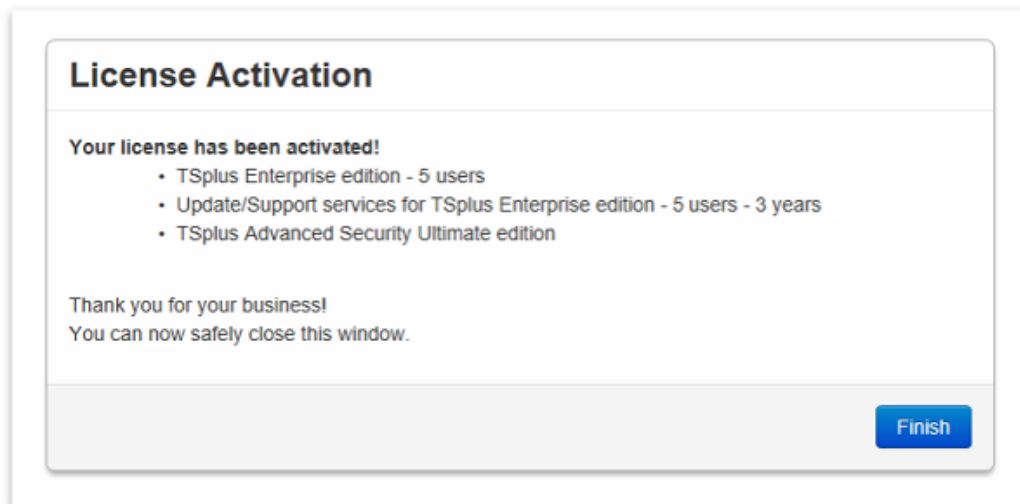
The screenshot shows a window titled "License Activation". Inside, there is a section titled "License Activation" with the instruction "Please enter your Activation Key:". Below this is a text input field. Further down, it says "You will find your Activation Key in our order confirmation email. Please contact Support should you require any help activating your license." At the bottom right, there is a blue "Next >" button.

You will get a list of all the available licenses/supports assigned to this activation key, i.e. all licenses/supports not activated yet:

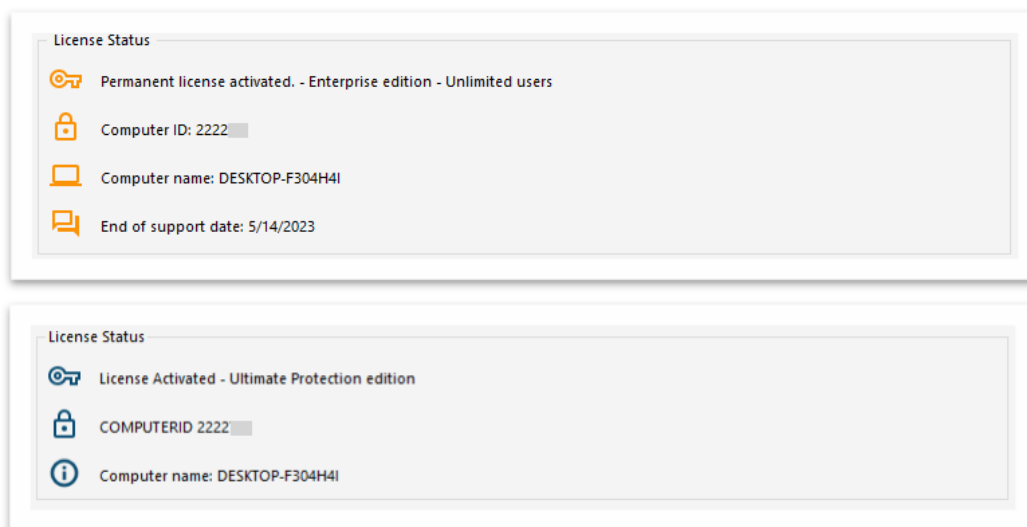


The screenshot shows a window titled "License Activation". Inside, there is a section titled "License Activation" with the instruction "Please select the license(s) you want to activate on this computer:". Below this, there are two sections: "TSplus" and "TSplus Advanced Security". Under "TSplus", there are three options: "TSplus Enterprise edition - 5 users" (checkbox), "No Updates/Support" (radio), and "Update/Support services for TSplus Enterprise edition - 5 users - 3 years" (radio). Under "TSplus Advanced Security", there is one option: "TSplus Advanced Security Ultimate edition" (checkbox). At the bottom, there is a note: "The licenses listed above are all the licenses currently available for activation on this computer. If you have purchased multiple units, only one will be displayed in this list for this computer, and you will be able to activate the other units on other computers." At the bottom left, there is a "Back" button, and at the bottom right, there is a blue "Next >" button.

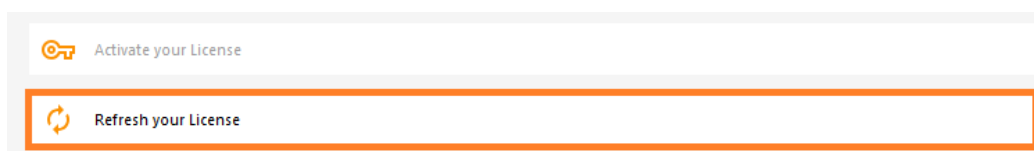
Check one or more items and click on the "Next" button. Please note that you can activate several products at the same time by checking several products/support!

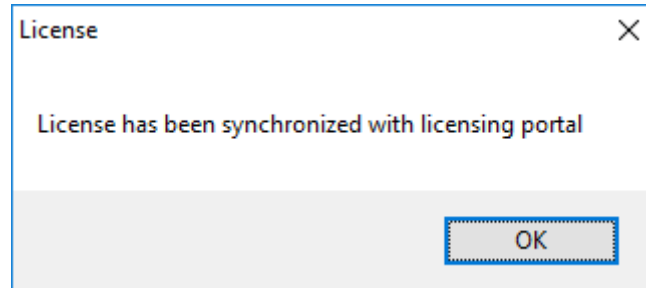


All your products/support are now activated (in this example, both TSplus with support and TSplus Advanced Security have been activated at once).



Refresh your License Data by clicking on the corresponding button at the bottom of the page, it will synchronize information with our Licensing Portal:





N.B: You can still download license.lic files on the Licensing Portal for TSplus Legacy Versions. [Download the Customer Portal User Guide](#) for more information about how to use it:

License Activation

If you are using a recent version of TSplus then license activation is very easy:

- Open TSplus AdminTool
- Click on the "License" tab
- Click on the "Activate your license" button
- Enter your Activation Key: **6BAP-**

Legacy License File

If you are using a legacy version of TSplus then you will need a license file to activate your product.

Please only do this for:

- TSplus version 12 or lower
- TSplus Long Term Support (LTS) 12
- TSplus Long Term Support (LTS) 11

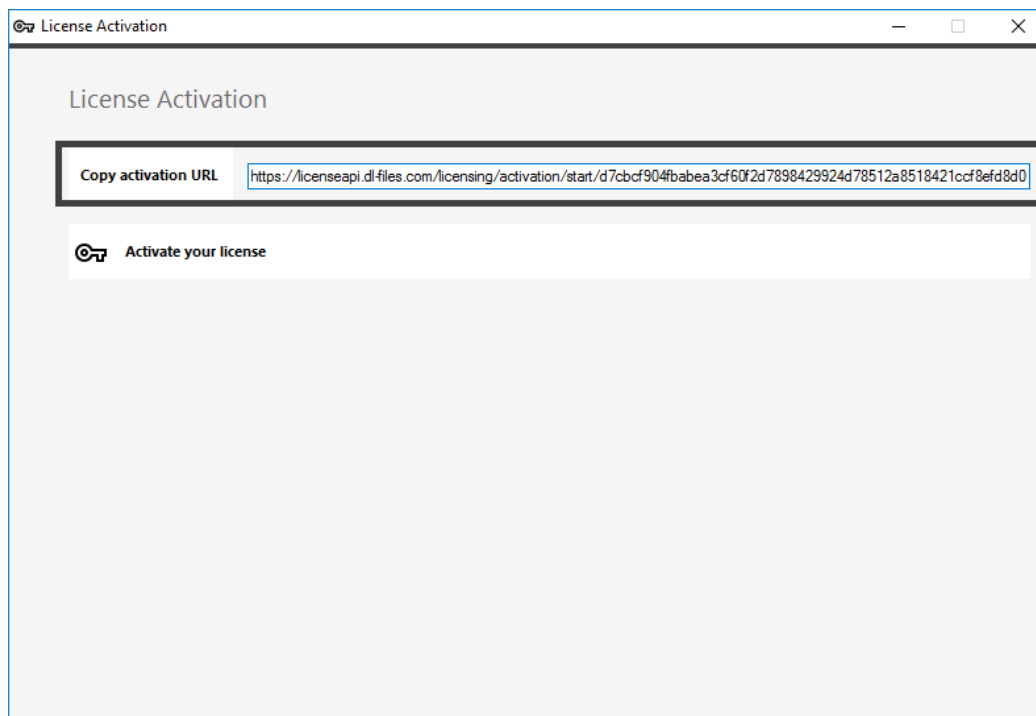
Serial Number:

Apply Serial Number

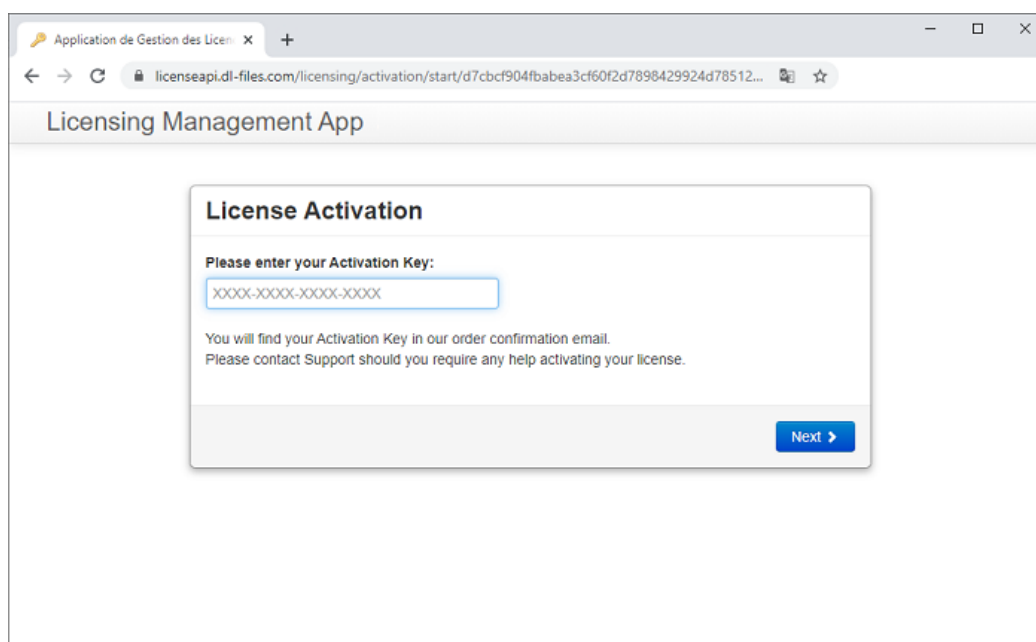
Offline Activation

If the server does not have access to internet when activating, an offline activation process will start.

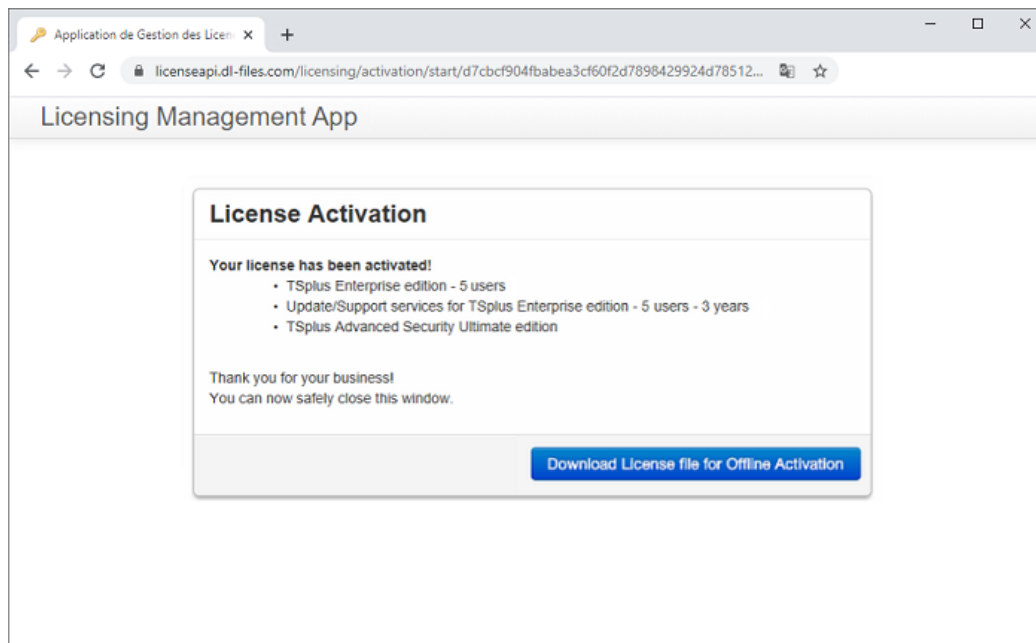
It will display a quite long URL address. Copy this URL on an internet-connected computer browser and access it in order to retrieve a license file:



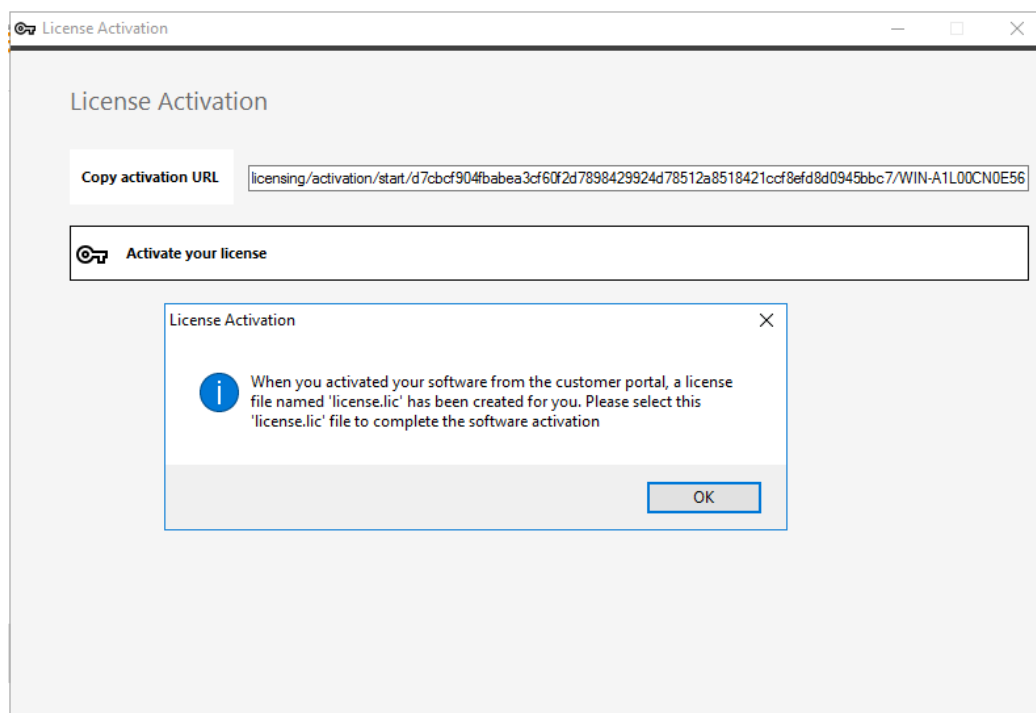
Enter your Activation Key:

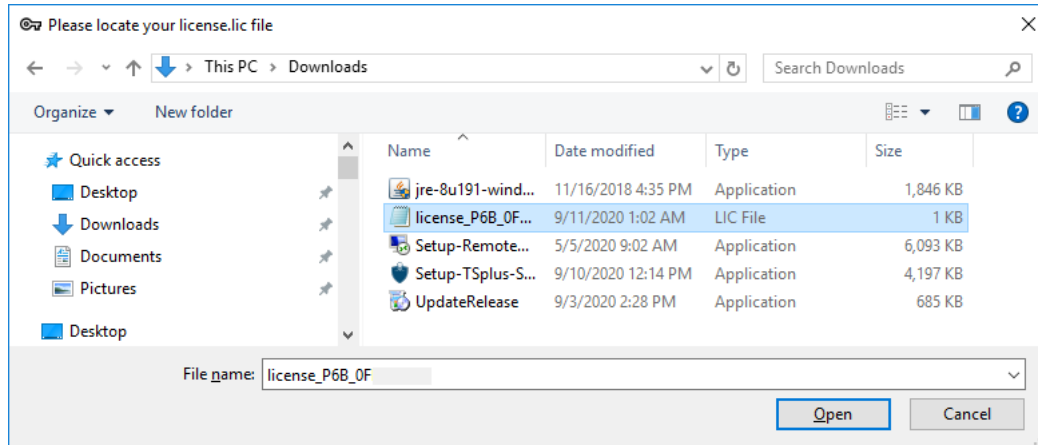


Your license is then validated. Download the license file by clicking on the corresponding button:

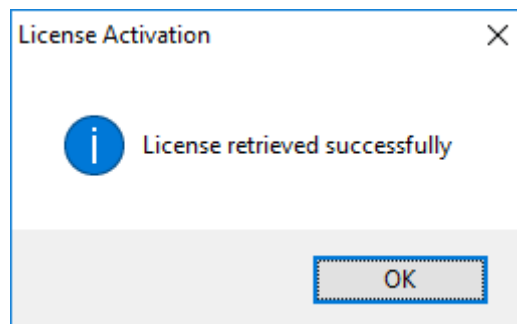


This license file must then be copied back to the server in order to finish the offline activation process::





A message will confirm that your license was retrieved successfully:

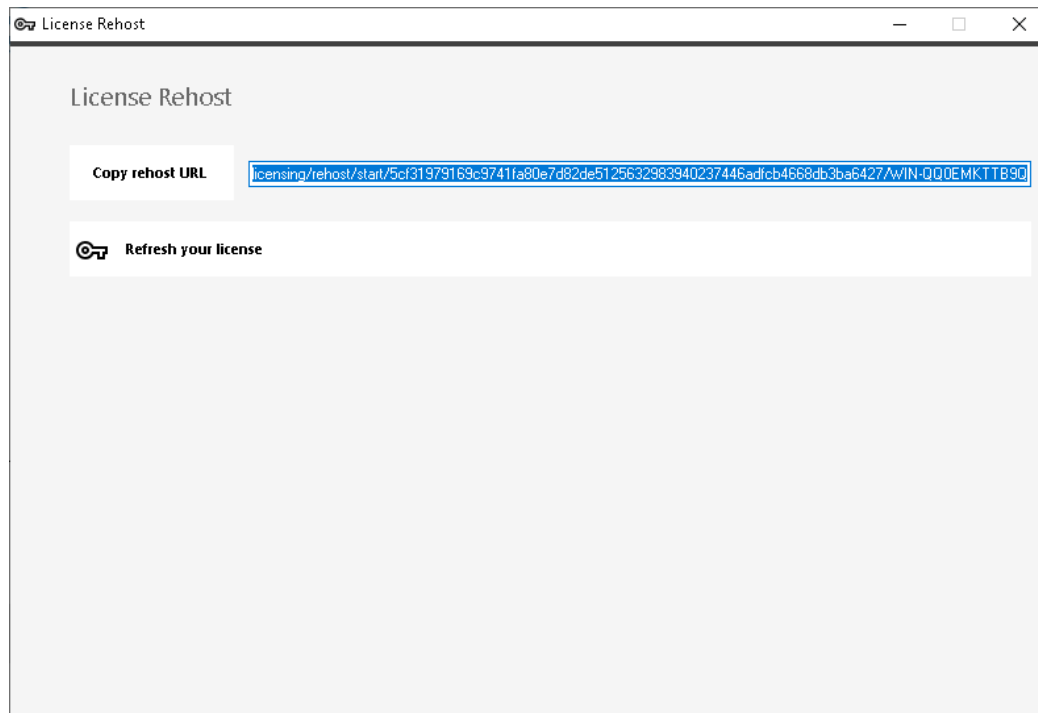


You will then have to select the corresponding licenses / support to activate and a message confirming that all your products/support are now activated.

Rehost

Offline Activation can also be done for rehosting licenses.

When the server does not have Internet access, the 'rehost an existing License' button will present the offline rehost page:



The process is the same as Offline Activation.