-Subscription for multi-user

The customer wants to continue using an already installed product under a subscription for multi-user

(network) license

1. Is the license type single-user or multi-user?

The customer originally installed the product as an individual product

3. What caused the subscription to change?

New subscription purchased

Customer let their original subscription lapse and then purchased a *new* subscription for the same product, for a collection, or for an LT Suite

> 3a. Is the new subscription (that the customer purchased)

YES Customer purchased a new subscription to an LT Suite

> 1. Contract manager assigns user to the collection, AND

2. End User uninstalls and reinstalls the product, applying the new serial number and product key during installation

an LT Suite?

Customer purchased a new subscription to the same product or to a collection

1. Contract manager assigns user to the collection, AND

NO

2. End Users update the serial number inside the installed product, BUT

 No need to uninstall and reinstall

1. Contract manager/admin replaces the license file on the server.

2. Contract Manager assigns users (to cloud services only, this is optional.)

3. End Users check out a new license.

No need to uninstall and reinstall

Reinstall Software After a Change to a Subscription?

-Subscription for single-user—

The customer wants to continue using an already installed product under a subscription for single-user (Named User) license

> 2. Was the product the customers wishes to continue using originally installed from a Design & Creation Suite?

Use this chart to identify next steps after a change to the customer's subscription, specifically when the customer will need to:

- reinstall software

Ask the customer these 3 questions...

YES-

The customer originally installed the product from a Suite

> 3. What caused the subscription to change?

Subscription to Subscription Switch

Customer purchased a subscription "switch" from their reseller, switching from an individual product to an industry collection

New subscription purchased

Customer let their original subscription lapse and then purchased a *new* contract for the same product or for a collection

1. Contract manager assigns user to the collection, that's

- No need to uninstall and reinstall.
- No need to update the serial number inside the installed product (although harmless to do so)

1. Contract manager assigns user to the collection, AND

2. End User uninstalls and reinstalls the product, applying the new serial number and product key during installation

reactivate software by entering a new serial number - simply be added as a Named User on the new subscription

