

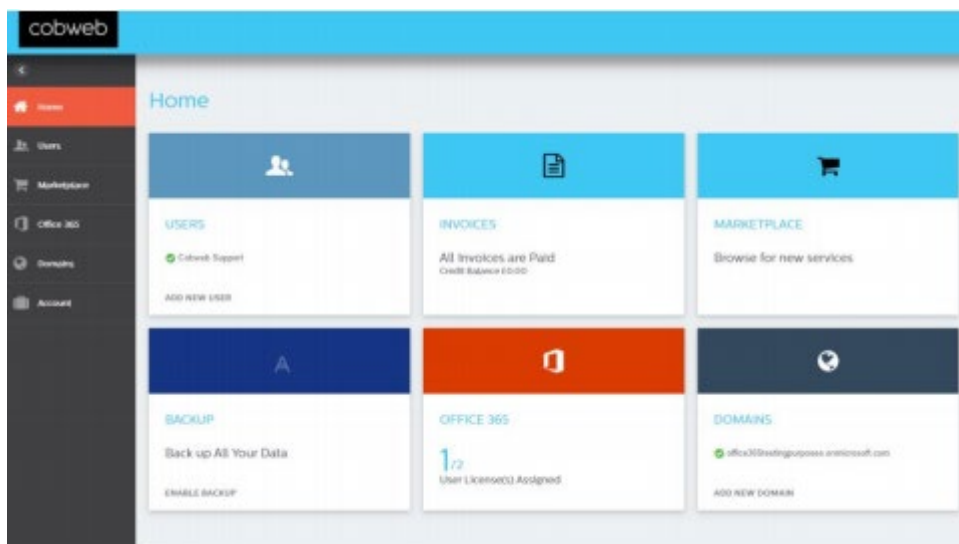
This guide will help administrator users manage their Cobweb CORE account. It will include how to:

- View orders and invoices
- Manage licences under an existing subscription
- Manage payment methods (including adding a new payment method)
- Manage your account profile
- Action logs

Viewing orders and invoices:

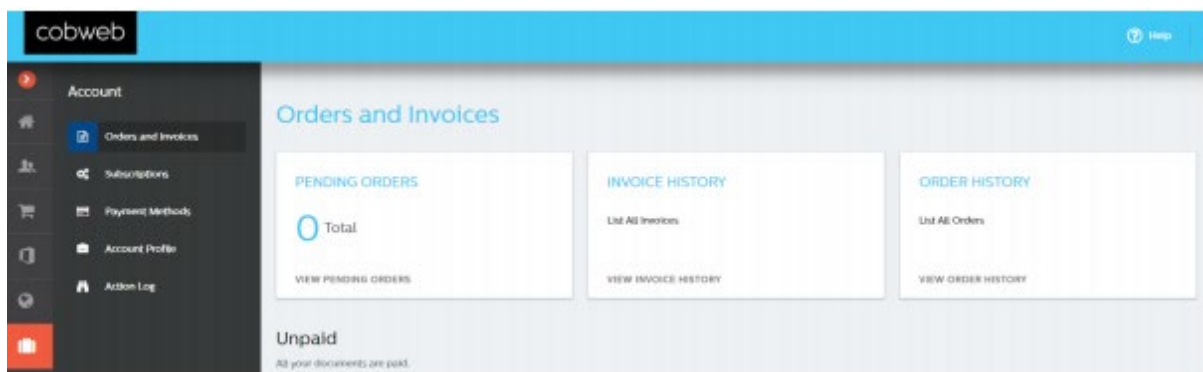
To view orders and invoices please follow the steps below:

1. Login to Cobweb CORE as an administrator.
2. Click **Account** in the left navigation pane.



3. Click **Orders and Invoices**.

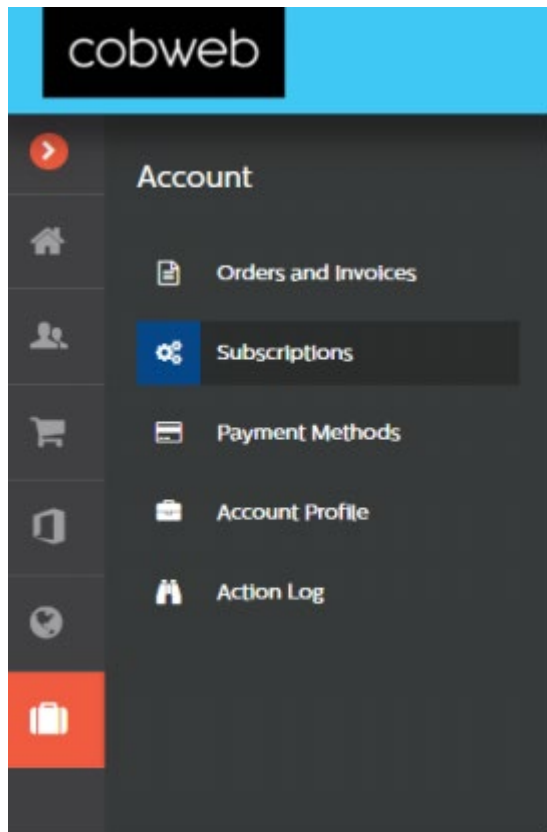
This screen will present any pending orders you may have and will include your invoice and order history.



Managing licences under an existing subscription:

To manage your existing subscriptions please follow the steps below.

1. Login to Cobweb CORE as an administrator.
2. Click **Account** in the left navigation pane, then **Subscriptions**.



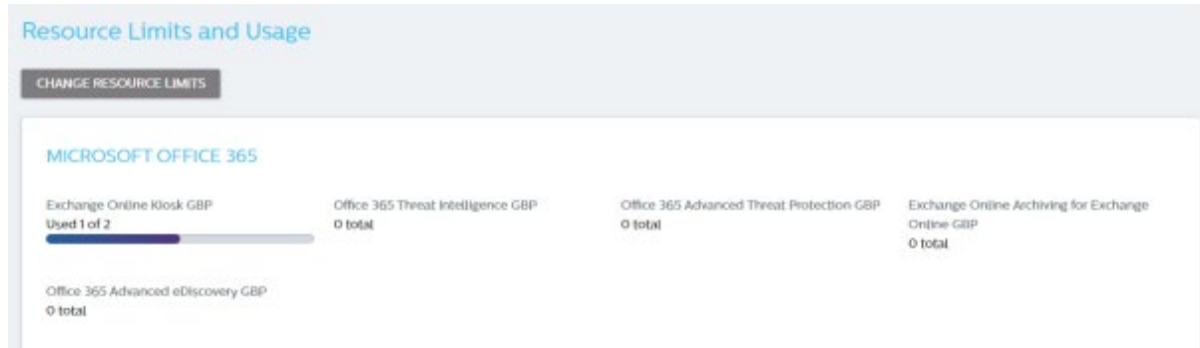
3. Here you will be presented with a list of subscriptions you have active, suspended or terminated.
4. Click on the subscription you wish to manage.

Subscriptions

| ID | TITLE | STATUS | HOT ACTION | SERVICES |
|---------|---|------------|------------|------------|
| 1000263 | Exchange Online Kiosk Expires on: Jun 13, 2019 | Active | | Office 365 |
| 1000029 | Office 365 Enterprise E1 Subscription is terminated and the data related to the service is removed | Terminated | | |
| 1000028 | Office 365 Enterprise E1 Subscription is terminated and the data related to the service is removed | Terminated | | |

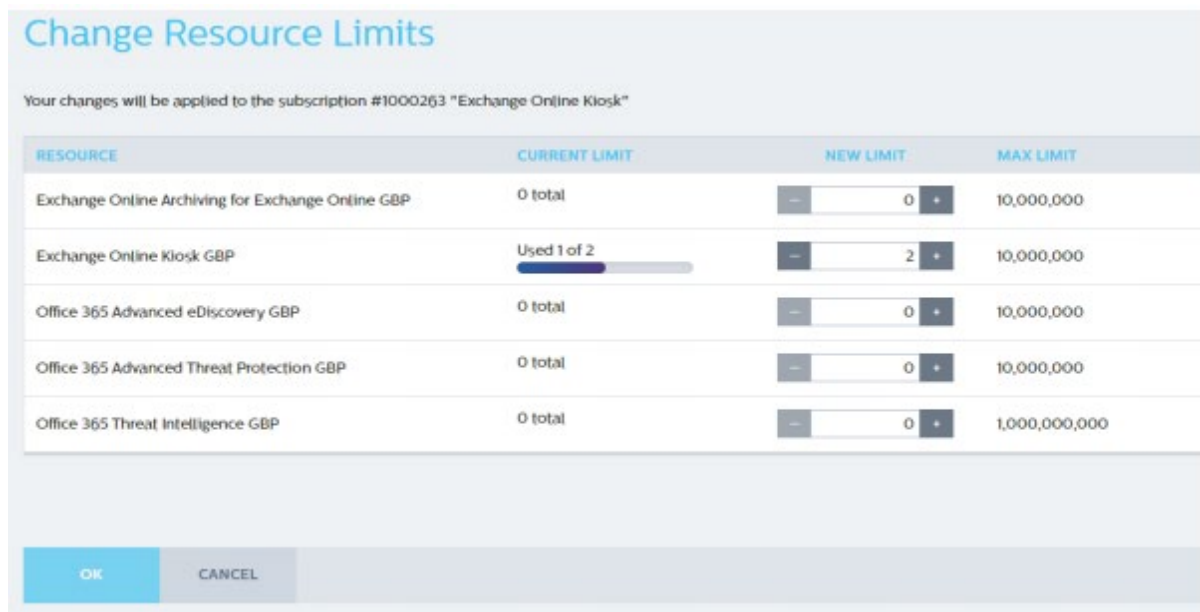
Managing your account and existing subscriptions

5. Under resource limits and usage, click **change resource limits**.



6. To increase your licence quantity, click the “+” button alongside the resource. To downgrade any licences, click the “-“ button

Once the new licence quantities have been selected, click **OK**.



Your order will be placed and will provision automatically. You can check the order status by clicking the **binoculars** icon in the top right corner.

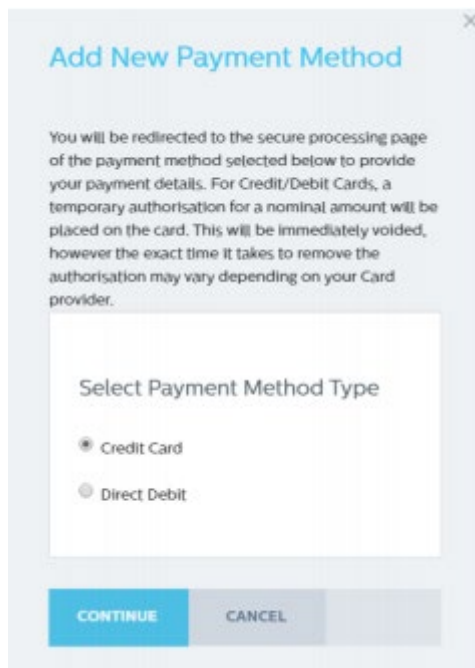
Managing payment methods:

To manage your current payment methods please follow the steps below.

1. Login to Cobweb CORE as an administrator.
2. Click **Account** in the left navigation pane.
3. Click **Payment methods**.

Adding a new payment:

1. To add a new payment method, click **add new payment method** button.
2. This will prompt you to select either credit card or debit card.



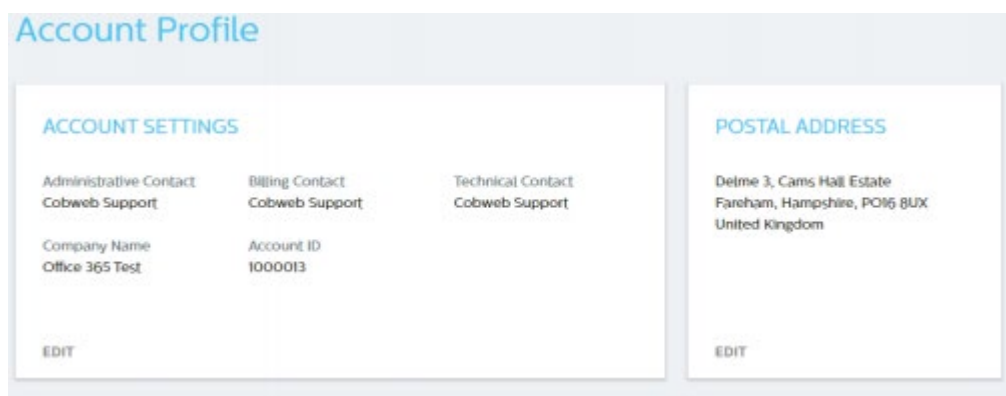
3. Select as necessary and follow the on-screen prompts.
4. Please note, if adding a new credit card, you will be prompted to pay £1.00 to verify your account details are correct. This £1.00 charge will then be refunded once verification is complete.

Managing your account and existing subscriptions

Managing your account profile:

To manage and update your account profile in Cobweb CORE, please see the below steps.

1. Login to Cobweb CORE as an administrator
2. Click **account** in the left navigation pane, then **account profile**.
3. To update any details under account settings or postal address, simply click the **Edit** button at the bottom of each tile.



Action Log:

The action log within Cobweb CORE keeps an audit of all activity which has taken place within your CORE control panel.

1. Login to Cobweb CORE as an administrator.
2. Click **account** in the left navigation pane, then **action log**.

You will now be presented with a table containing the below information.

- Date the action took place
- The action which was undertaken
- The status of each action
- The user who completed the action
- What services the action was in relation to

An example can be seen below:

| DATE | ACTION | STATUS | USER | SERVICES |
|------------------------|---|---------------|----------------|----------|
| Jun 14, 2018, 11:00 AM | Failed to add Payment Method | ● FAILED | System | |
| Jun 14, 2018, 10:56 AM | Order CUKCH000009 Processed Upgrade/Downgrade of Resources, Order Total: £0.00 | ● COMPLETED | System | |
| Jun 14, 2018, 10:56 AM | Subscription Resource Limits Changed Exchange Online Kiosk | ● COMPLETED | Cobweb Support | Account |
| Jun 14, 2018, 10:56 AM | Processing Order CUKCH000009 Upgrade/Downgrade of Resources, Order Total: £0.00 | ● IN PROGRESS | System | |

Managing your account and existing subscriptions

You can also search for actions within the log files. Simply click **show search** which is highlighted below:

Action Log

This is a list of all actions performed by all users registered in your account.

1-40 of 42 Next Page **Show Search**

| DATE | ACTION | STATUS | USER | SERVICES |
|------------------------|--|-------------|----------------|----------|
| Jun 14, 2018, 11:00 AM | Failed to add Payment Method | FAILED | System | |
| Jun 14, 2018, 10:56 AM | Order CUKCH000009 Processed Upgrade/Downgrade of Resources, Order Total: £0.00 | COMPLETED | System | |
| Jun 14, 2018, 10:56 AM | Subscription Resource Limits Changed Exchange Online Kiosk | COMPLETED | Cobweb Support | Account |
| Jun 14, 2018, 10:56 AM | Processing Order CUKCH000009 Upgrade/Downgrade of Resources, Order Total: £0.00 | IN PROGRESS | System | |
| Jun 14, 2018, 10:56 AM | Changing Subscription Resource Limits | IN PROGRESS | Cobweb Support | Account |

By clicking **show search**, you can filter by date and status which will help refine your search results.

Date: From To

Action:

Status:

User:

Services: