KNOWLEDGE BASE ARTICLE

How to Manage Your Vitextra Subscription

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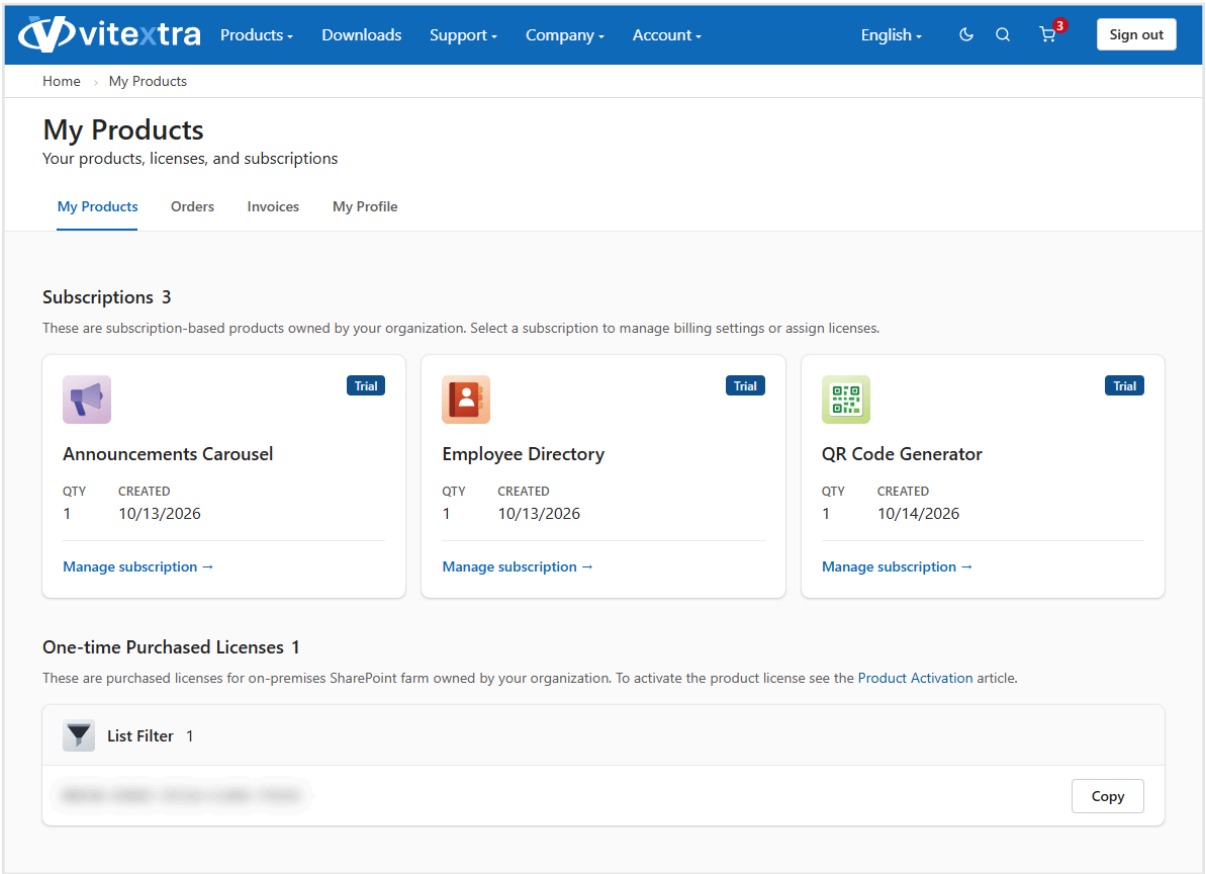
Vitextra provides subscription-based products for SharePoint Online and Microsoft Teams. This article describes how to manage your subscription to Vitextra products.

Note

You don't need to purchase a Vitextra product to use the trial version. The free 14-day trial starts automatically when you deploy the product to your Microsoft 365 environment.

View Subscriptions

Sign in to your account and go to **My Subscriptions**. This page shows all your subscriptions, both current and canceled.

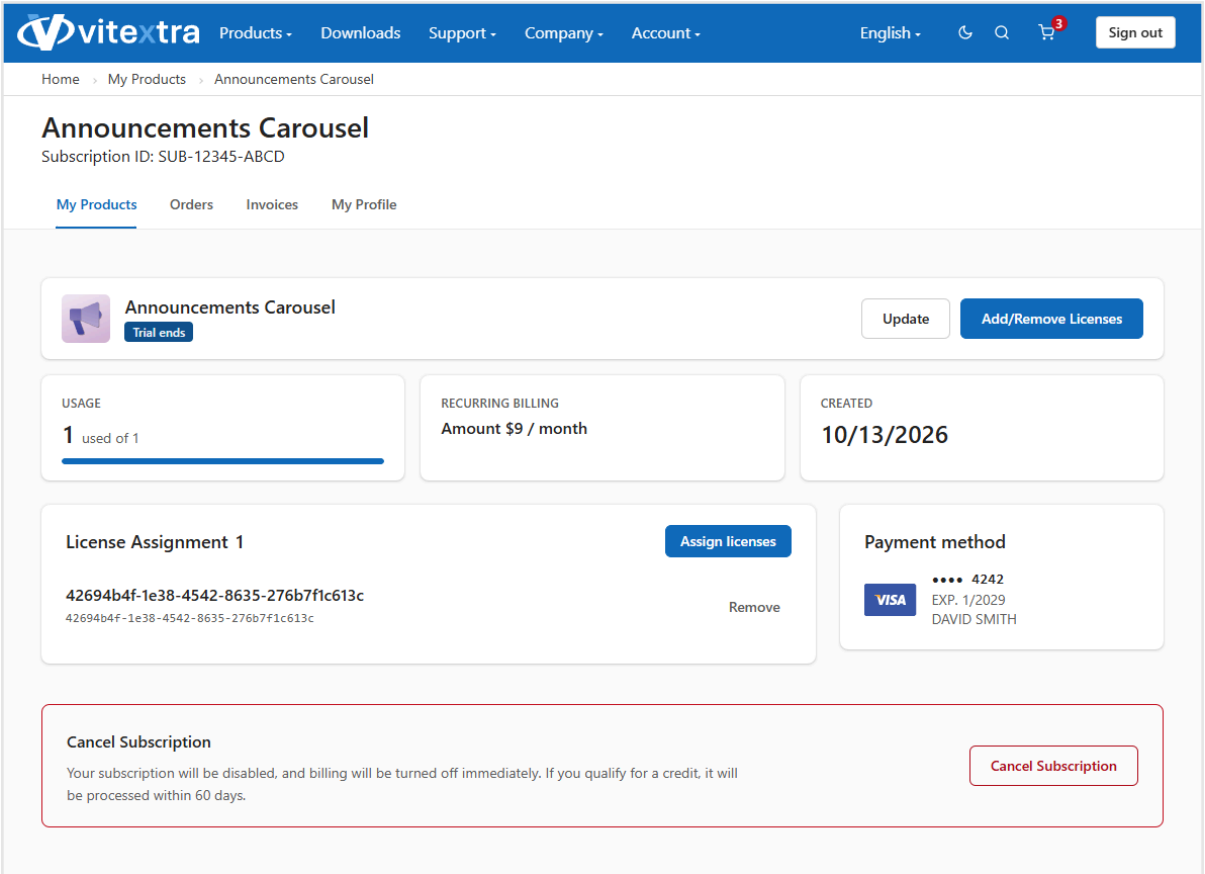


My Subscriptions Page

Select a subscription to view its details and manage it.

Manage Subscription

On the subscription page, you can manage license assignments, change the number of licenses, or cancel the entire subscription.

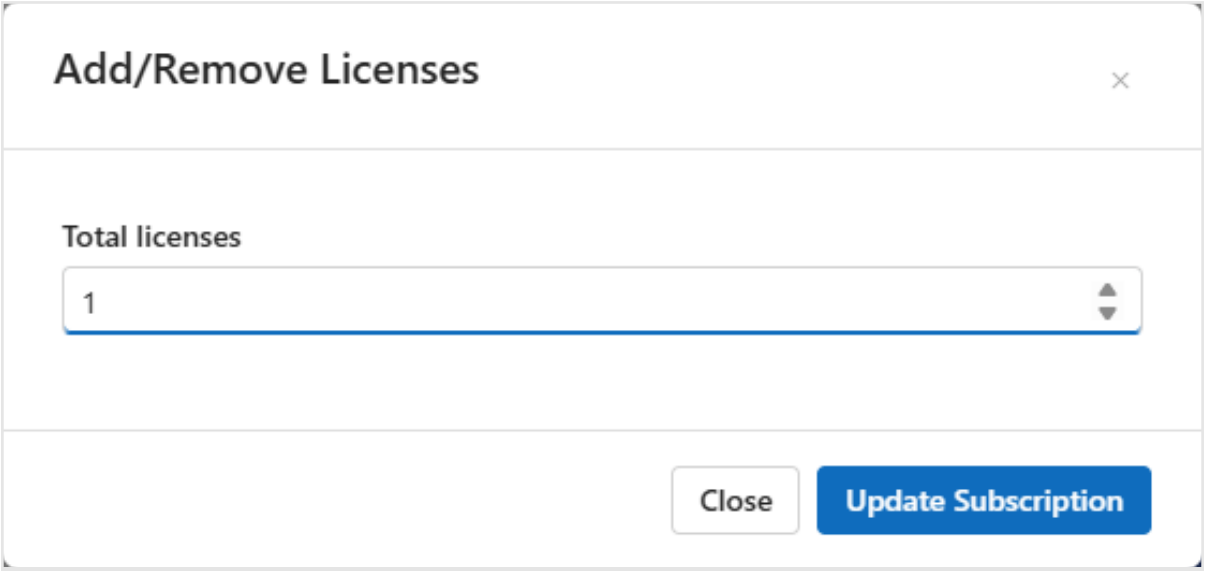


Vitextra Subscription Details

Add or Remove License

To add a new license or remove an unused one:

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



Change License Count Dialog

Warning

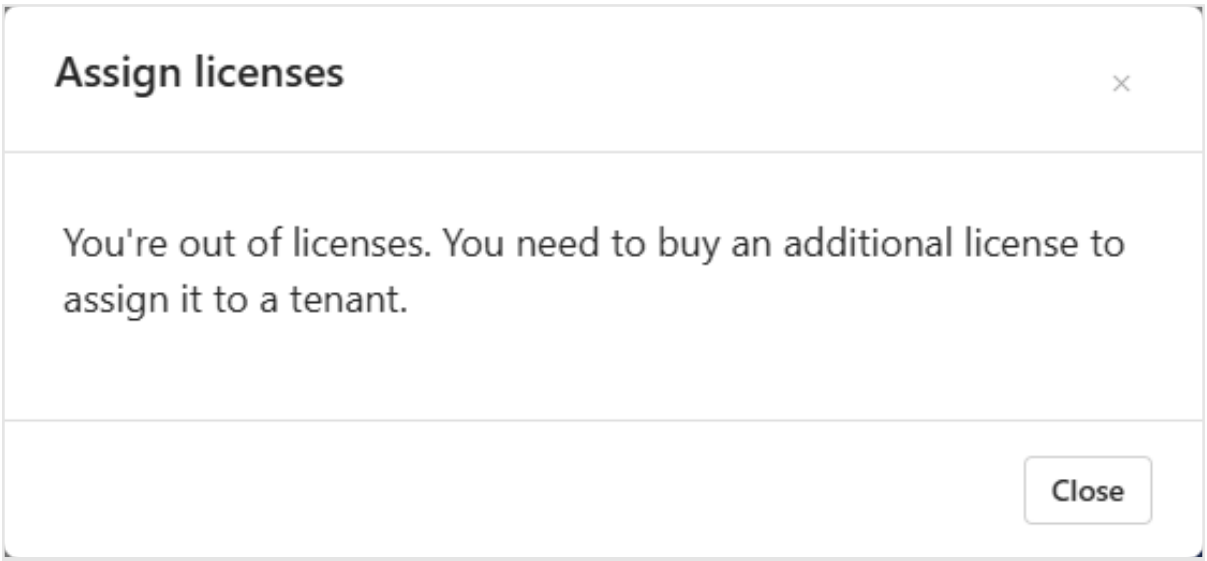
You cannot remove a license from a subscription while it is assigned to a Microsoft 365 tenant.

Assign License

A license must be assigned to each Microsoft 365 tenant where the product is used.

To assign a license to your tenant:

1 Go to **Assign License**.
2 Enter the name and ID of your tenant.
3 Click **Submit**.



Assign License Dialog

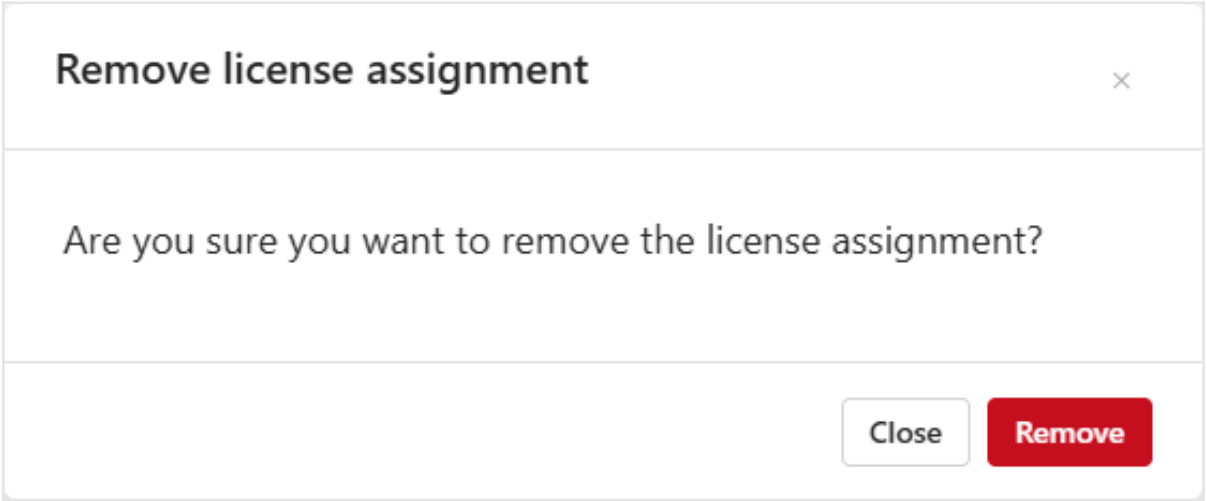
The newly assigned license appears in the list immediately.

Remove License

You can unassign a license from a tenant.

To remove an assigned license:

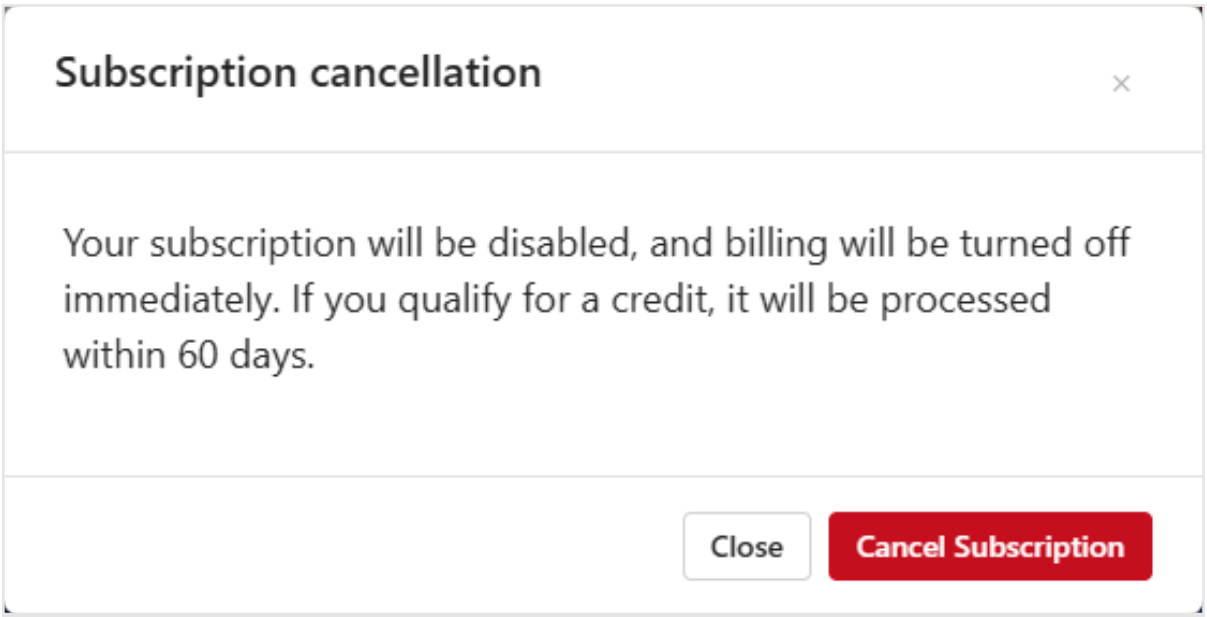
1 Click **Remove** next to the assignment you want to remove.
2 Click **Remove** again to confirm.



Remove License. Confirmation Dialog

Cancel Subscription

To cancel a subscription, go to **Cancel Subscription** and confirm.



Cancel Subscription. Confirmation Dialog

What happens when you cancel a subscription

If you cancel your subscription before the end of your term, it moves immediately to an inactive state, and billing is turned off right away.

Warning

You cannot reactivate a canceled subscription. To keep using the product, you need to set up a new one.