COMODO
Creating Trust Online®

Comodo
Accounts Management

Software Version 24.0

Reseller Portal Guide

Guide Version 24.0.120318

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1. The Reseller Portal

The Comodo reseller program lets you generate long-term revenues by reselling Comodo's proven range of security and productivity solutions.

To access the reseller portal:

- Login to CAM at **https://accounts.comodo.com**

- Click 'Services > 'Reseller Portal' (top-left):
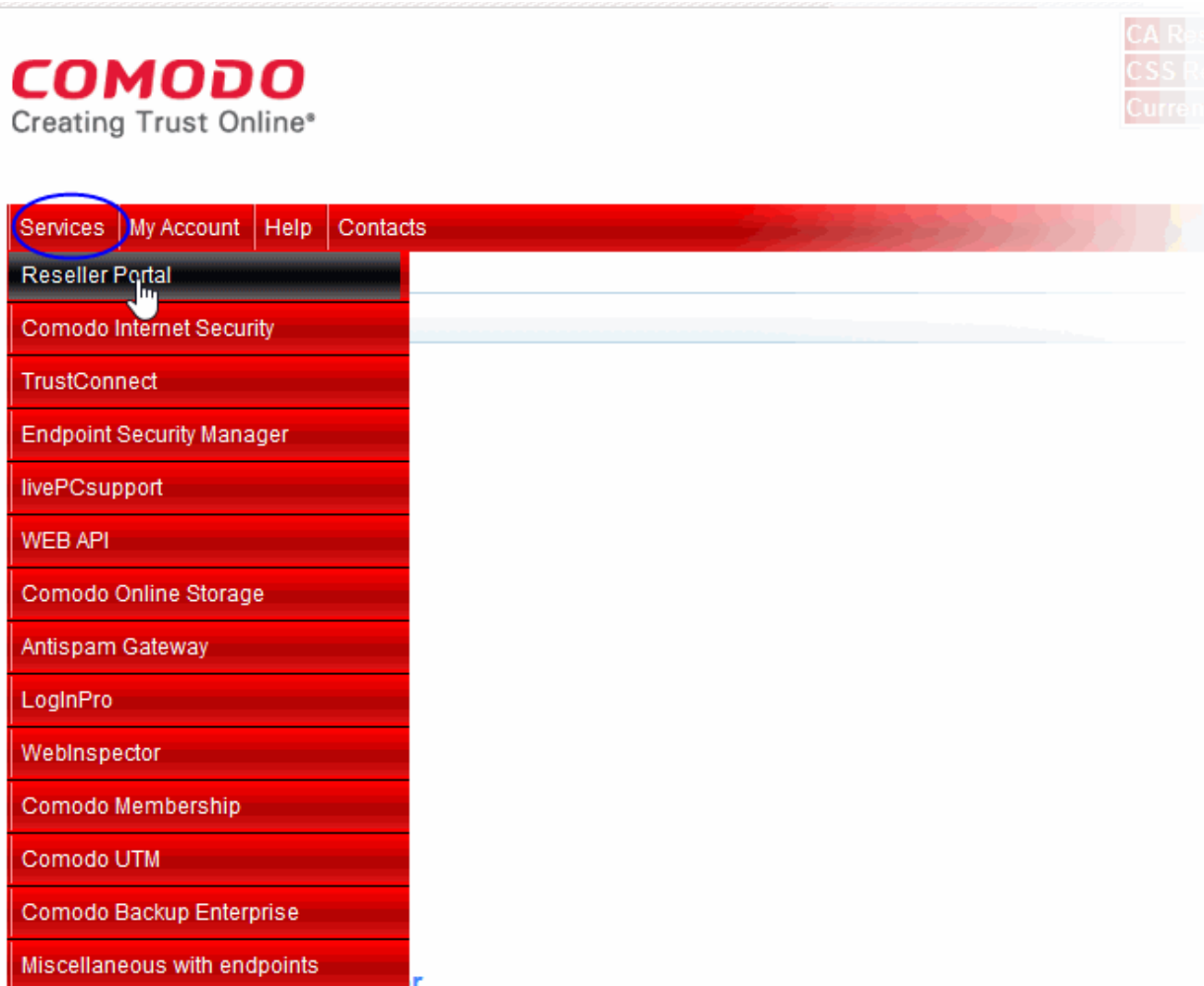
If you haven't yet signed up, please visit **https://accounts.comodo.com/reseller/management/create_account**

The first time you log into CAM you will need to agree to the Comodo Security Solutions license agreement.

After logging in, you will be taken to the reseller portal:

Click 'Services' > 'Reseller Portal' to return to this page at anytime.

The following links take you through the main areas of the interface:

- **Account snapshot and Deposit Funds**
- **Buy Comodo products licenses**
- **Manage licenses and license keys**
- **View customer activation history**
- **UTM device management**
- **Manage distribution companies**
- **Email Template Management**

1.1. Account Snapshot and Deposit Funds

- The 'Account Snapshot' area shows how much funds you have and a summary of licenses that you have purchased and activated.

- Deposited funds can be used to buy licenses for Comodo products at discounted prices.

Deposit Funds:

- You can only authorize customer orders if you have sufficient funds in your account for the purchase.

- You may top up your account at any time in the 'Account Snapshot' area.

- Funds are not withdrawn from your account until you have personally authorized the sale.

To deposit additional funds:

- Click 'Deposit funds to CSS account' in the 'Account Snapshot' pane

- Enter the amount you want to deposit and your payment card details.

    - Click 'Use existing credit card' if you have already added your card details to your account. See **Manage Credit Cards** for help to add a card.

    - If you are using a new card, enter your card name, number, expiry date and CVV code in the respective fields.

- Check 'I'm not a robot' to complete the verification process

- Click 'Deposit'

The amount will be added to your account.

1.2. Buy Comodo Product Licenses

- The 'Purchase Licenses' panel shows licenses which are available for purchase and resale.

- You can use your account funds to purchase a license. You can instantly top-up your account using your credit or debit card.

Purchasing involves three steps:

- **License Selection**

- **Order Confirmation**

- **Order Summary**

Step 1 - License Selection

- Click the product you want to buy in the 'Purchase Licenses' pane:
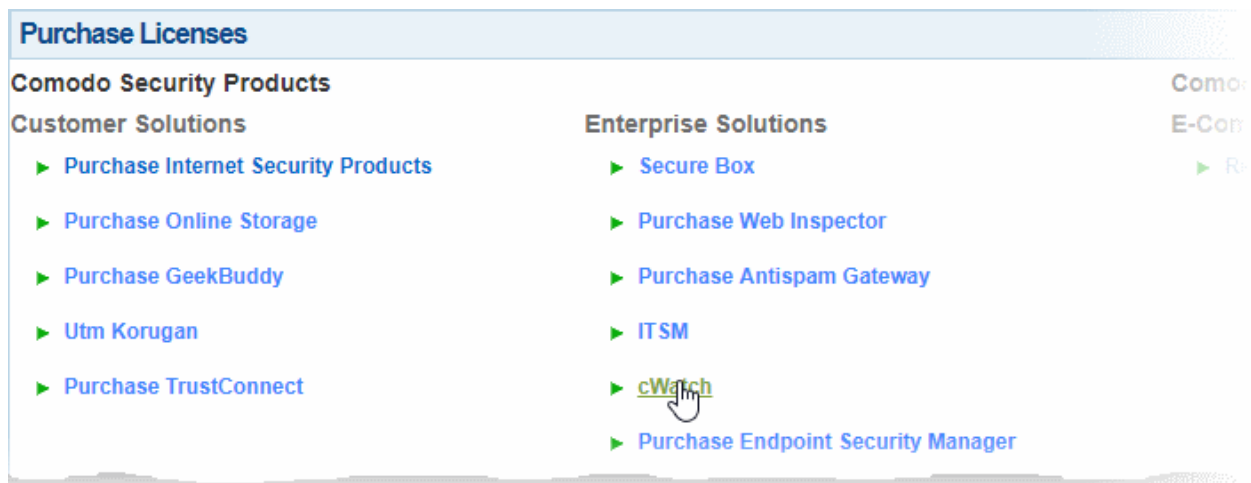
- Next, choose the type, quantity and term of license you wish to resell. The total price will be calculated automatically.

- **External Order Number** (optional) - Enter the purchase identifier from your own management systems. This entry is for your own reference

- **Select Company purchase for** (optional) - If relevant to your setup, choose the distributor for whom you are making this order. This field is only shown if you have added distributor companies to your account. See **Manage Distribution Companies** for more details.

- **Active license after purchase** - Will enable the license for your customer immediately after the purchase is complete. You will have to enter your customers details. Licenses will need to be manually activated if this option is not selected.

- **Renew automatically** - Will auto-renew these licenses when they expire. Charges will be deducted from your CSS account balance.

- Click 'Continue' after completing all required fields. Charges will be deducted from your balance. You will be taken to the **license confirmation page**.
  - If you do not have sufficient funds for the purchase, you can instantly deposit money via credit/debit card.

Make an instant top-up to your account

- Click the 'Credit/Debit Card' button in the 'Deposit Funds' pane

- Enter the amount you want to deposit in the 'Deposit Amount' field. The amount should, of course, be enough to cover the purchase when added to your existing balance.

- Enter your credit/debit card details:

    - If you have already added the card you want to use, click 'Use existing credit card'. All card details will be auto-populated.

    - If you are using a new card, enter your card number, name, expiry date and CVV code in the respective fields.

- Click the 'I'm not a robot' checkbox to complete the verification process.

- Click 'Deposit'
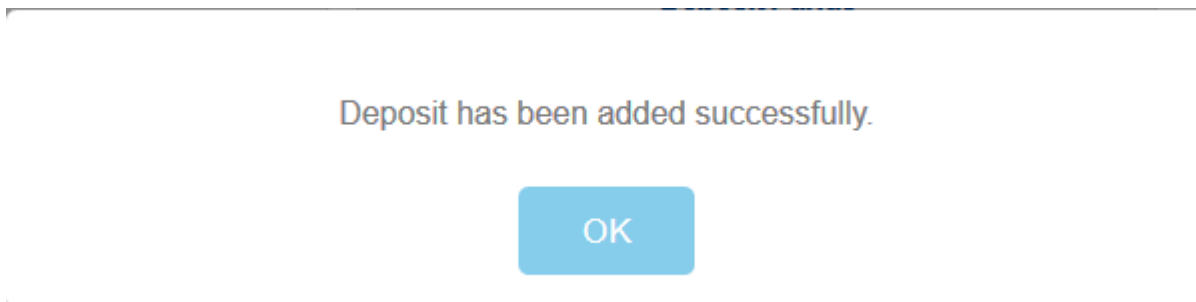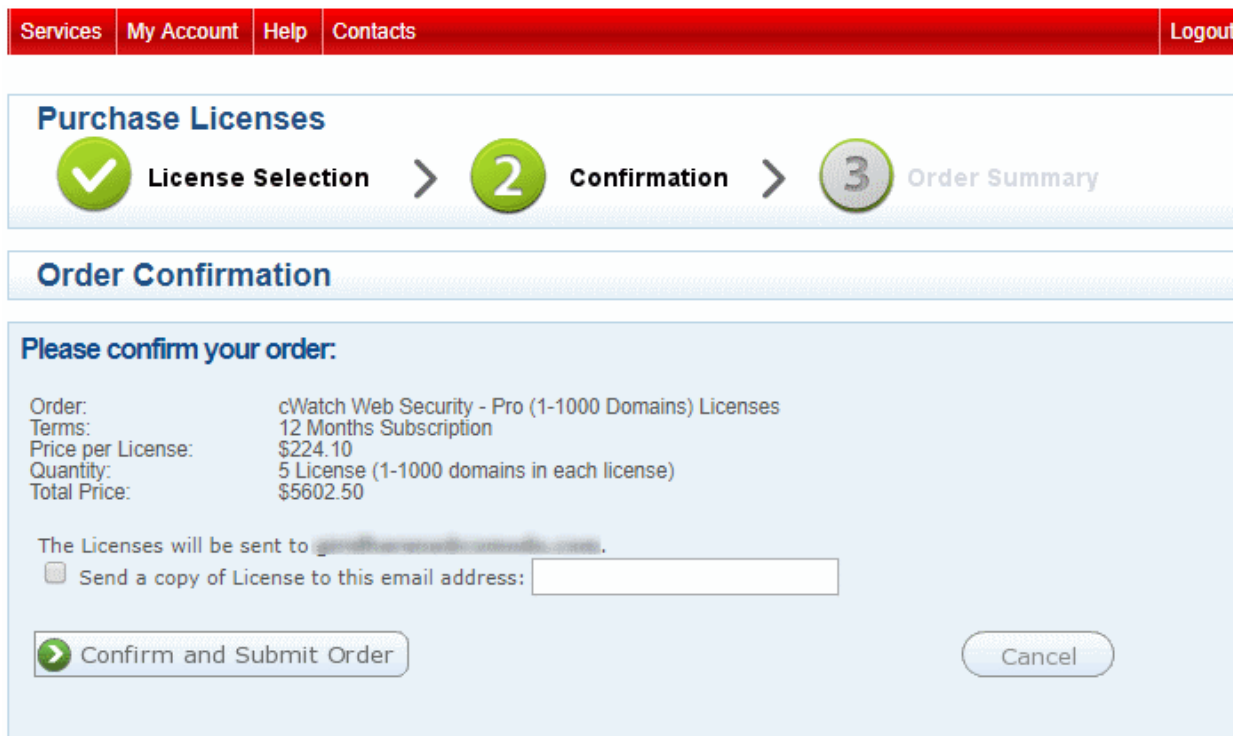
The funds will be added to your CSS account balance.

- Click 'Continue' to proceed to the **license confirmation page**.

Step 2 - Order Confirmation

Next, review and confirm your order details:

- Click 'Confirm and Submit Order' to place the order

- Click 'Cancel' if you do not want to continue with the order

Step 3 - Order Summary

After successfully submitting your order, your product license keys will be sent to you by email.

1.3. Manage Licenses and License Keys

The 'Purchased Licenses' screen shows licenses you have bought which are available for resale.

- Each order is listed as a separate row. Within that, you can own multiple licenses of a certain license type. Each row displays details like the product name, number of licenses purchased, number of licenses activated by users, number of licenses available for resale and more.

- Clicking 'Activation Codes' for an order type expands the row and displays license keys for the order. It also lets you get the activation link for each license. This link should to be sent to your customer upon a sale.

- You can export a list of all order license keys as a .csv file. This will be useful to quickly activate customer licenses without needing to login to your Comodo account.

Click 'Purchase History' in the 'Quick Links' pane to view previously purchased licenses.

- Use the search fields to filter entries by purchase date, order number, product name and more.

Licenses Purchased - Column Descriptions		
Column Header		**Description**
Order Date		Precise date and time at which the order was processed.
Order Number		The serial number assigned to that order by CAM.
Product Name		The product and version for which the licenses were purchased.
Terms		The validity period of the licenses purchased.
Purchased		The total number of licenses purchased in that order.
Remaining		The number of licenses that are yet to be activated and are therefore available for resale.
Renewable		The number of licenses activated and which can be renewed.
Disabled		The number of licenses that were disabled for various reasons.
Endpoints Count		Total number of endpoints covered by the licenses purchased in that order.
Amount		Total amount deducted from your balance for that order.
Actions	Activation Codes	Allows you to view license keys and get activation links to send to your customers. See the explanation under **Viewing and Managing License Keys** for more details.
	Orders	View details of the orders for the product. See the explanation under **Viewing Order Details for a License Type** for more details.

Viewing and Managing License Keys

- To view your license keys and their activation status, click 'Activation Codes' in the row of an order

The list of license keys included in that order will be displayed.

Activation Codes - Column Descriptions	
Column Header	**Description**
License Activation Date	Date at which the license was activated for the customer. Shown only for activated/used license keys.
Subscription to date	The expiry date of the license. The date till which the license is valid depends on the date at which it was activated. Shown only for activated/used license keys.
Activation Code	The license key.
Renew Automatically	Indicates whether the license is set for auto-renewal.
Is Reseller's recurrent	Indicates whether the license will be auto-renewed from the reseller's account. Applicable only for licenses set for auto renewal.
Distribution Company	Shows the distributor organization on whose behalf the license was purchased (If applicable for your company).
Actions	Show Activation Link	Clicking 'Show Activation Link' shows the URL for activating the license. You can send this URL to your customer for them to activate the license themselves. Displayed only for licenses that are yet to be activated. See **Viewing Activation Link for a License** for more details.
	Change Billing State	Allows you to set an activated license for auto-renewal. Displayed only for activated licenses. See **Configuring a License for Auto-Renewal** for more details.

	Show License Info	Clicking 'Show License Info' expands the row and displays complete details of the license.

- Click 'Download Activation Codes' to download the list of license keys

Your license keys and activation links will be exported to a .csv file. License activation links can be sent to your customers as required.

- Click 'Resend Email' to receive the list of license keys as email

An email containing the list of license keys will be sent to your email address registered with your CSS account.

Viewing Activation Link for a License

- Click the 'Show Activation Key' link in the row of the license to view the URL for activating the license.

You can send this link to your customer through any out-of band communication method like email. Once they click the link, they will be taken to Comodo account sign-up page for activating the license for free.

Configuring a License for Auto-Renewal

Any activated license can be set for auto-renewal. Upon expiry of the license, it will be renewed automatically, from your account. The cost of the renewal will be deducted from your existing CSS account balance. You can also cancel auto-renewal at any time.

- To configure auto-renewal for an activated license, click 'Change Billing State'

- Click 'Submit 'in the confirmation dialog
- To cancel auto-renewal for a license, click 'Change Billing State'

- Click 'Submit 'in the confirmation dialog

Viewing Order Details for a License Type

- To view the details of an order, click 'Orders' in its row

The list of orders placed for that license type will be displayed with detail like date, payment type, amount etc.

- To view full details of an order, click the 'Details' link in the row of the order.

1.4. View Customer Activation History

The 'Customer Activations History' screen shows licenses that have been activated for your customers.

- Click 'Customer Activations History' in the 'Quick Links' pane to view a list of activated licenses.

- Each license is shown on a separate row with details like the product name, subscription ID, expiry date and more.

- You can manually renew licenses that are due to expire and configure any license for auto-renewal.

- Use the search fields to filter entries based on purchase date, order number, product name and more.

Customer Activation - Column Descriptions	
Column Header	**Description**
Date	The date of activation of the license for the customer.
Order Number	The serial number assigned for the activation by CAM.
Product Name	The product and version tor which the license is activated.
Terms	The validity period of the license.
Expiration Date	The date till which the license is valid.
Subscription ID	The subscription identity number assigned for the license activation by CAM.
Activation Code	The activated license key .
Reseller Company	Your reseller/distributor organization, on behalf of whom the license was

		purchased.
Automatically Renewable		Indicates whether the license is set for auto-renewal.
Actions	Renew License	Allows you to manually renew the license view the license. See **Renewing a License** for more details.
	Change Billing State	Allows you to set the license for auto-renewal. See **Configuring a License for Auto-Renewal** in the previous section for more details.
	Show License Info	Clicking 'Show License Info' expands the row and displays complete details of the license.

Renewing a License

Licenses that are due for renewal can be manually renewed from the 'Customer Activations' interface.

> **Note**: Manual renewal is applicable only for licenses that are not set for auto-renewal. The cost of the renewal will be deducted from your CSS account balance.

To renew a license

- Click 'Renew License' in the row of the license

You will be taken to the license renewal page:

- The price will be calculated automatically.
- Purchase Order Number - Enter the order number of the renewal from your own management systems for reference. (optional)
- If you have sufficient balance on your CSS account, click 'Continue'. You will be taken to the **Order Confirmation page**.
- If you do not have sufficient funds for the renewal, you can instantly deposit money via credit/debit card.

Make an instant top-up to your account

- Click the 'Credit/Debit Card' button in the 'Deposit Funds' pane

- Enter the amount you want to deposit in the 'Deposit Amount' field. The amount should, of course, be enough to cover the purchase when added to your existing balance.
- Enter your credit/debit card details:
  - If you have already added the card you want to use to CAM, click 'Use existing credit card'. All card details will be auto-populated. For more details on adding cards, see **Manage Credit Cards**.
  - If you are using a new card, enter your card number, name, expiry date and CVV code in the respective fields

- Click 'I'm not a robot' checkbox to complete the verification process

- Click 'Deposit'

Deposit has been added successfully.

OK
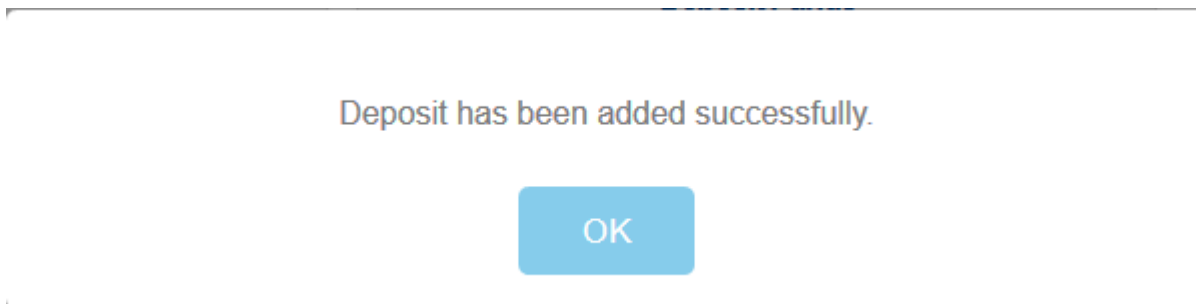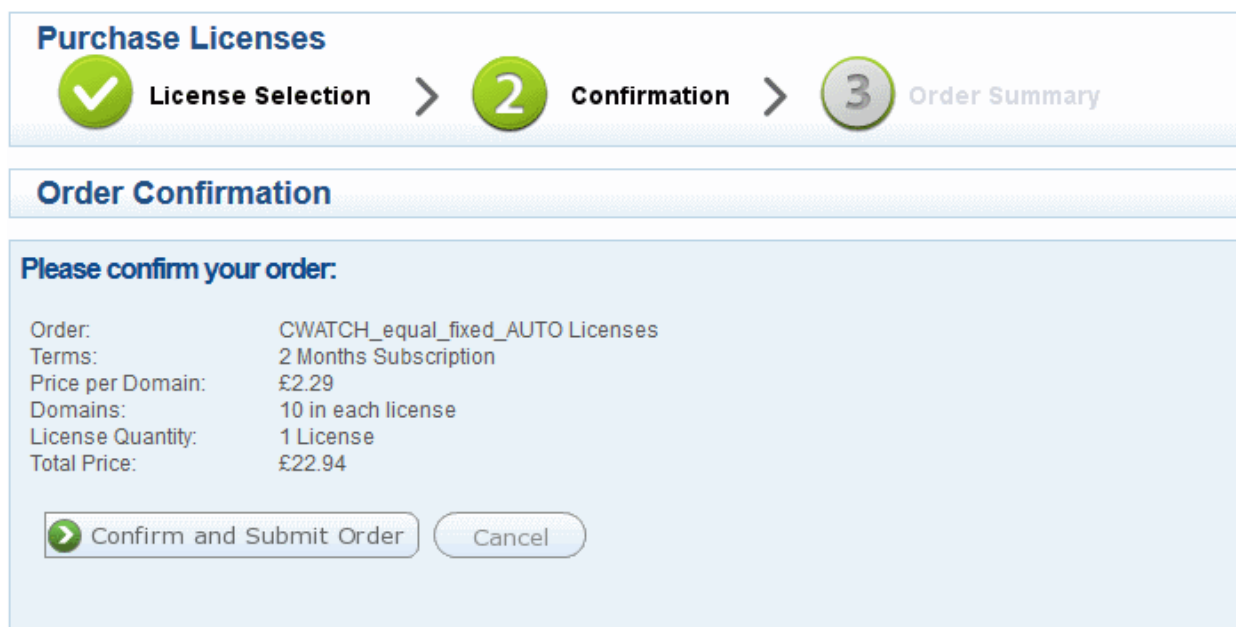
The funds will be added to your CSS account balance, allowing you to continue the renewal process.

- Click 'Continue'. You will be taken to the **Order Confirmation page**.

Order Confirmation

The next step displays the summary of your order.

Purchase Licenses

License Selection > 2 Confirmation > 3 Order Summary

Order Confirmation

Please confirm your order:

Order:	CWATCH_equal_fixed_AUTO Licenses
Terms:	2 Months Subscription
Price per Domain:	£2.29
Domains:	10 in each license
License Quantity:	1 License
Total Price:	£22.94

Confirm and Submit Order   Cancel

- Review your order and click 'Confirm and Submit Order'

The amount will not be deducted from your balance until you confirm the order.

The order summary page will be displayed.

1.5. UTM Device Management

The 'UTM Device' link is available to resellers who have bought Comodo Unified Threat Manager. The 'Device Management' interface allows you to monitor UTM devices.

- Click 'Services' > 'Reseller Portal'

- Click 'Device Management' in the 'Quick Links' box on the right

- This will open a list of UTM devices that you have added

- Each license is shown on a separate row with details like the product name, device type, order number and more.

- Use the search fields to filter entries by purchase date, order number, product name and more.

UTM Devices - Column Descriptions		
Column Header		**Description**
Order Date		Precise date and time at which the order was processed.
Order Number		The serial number assigned to that order by CAM.
Product Name		The product and version for which the licenses were purchased.
Device Type		The device type of the license.
Terms		The validity period of the licenses purchased.
Purchased		The total number of licenses purchased in that order.
Remaining		The number of licenses that are yet to be activated and are therefore available for resale.
Renewable		The number of licenses activated and which can be renewed.
Disabled		The number of licenses that were disabled for various reasons.
Amount		Total amount deducted from your balance for that order.
Actions	Devices	Allows you to view purchased devices, send an email. See the explanation under **Viewing and Managing Devices** for more details.
	Orders	View details of the orders for the product. See the explanation under **Viewing Order Details for a UTM device** for more details.

Viewing and managing UTM devices

- To view your available devices and their activation status, click 'Devices' in the row of an order

The list of devices included in that order will be displayed:

Support UTM Devices - Column Descriptions		
Column Header	**Description**	
Product Name	Name of the UTM device.	
Device ID	The distinctive number associated with a device.	
Purchase Date	Date when the license was purchased for the customer.	
Activation Date	Date at which the license was activated for the customer. Shown only for activated/used license keys.	
Activation to Date	The expiry date of the license. The date till which the license is valid depends on the date at which it was activated. Shown only for activated/used license keys.	
Support	Display the device support status: activated, Not Activated, Expired.	
Distribution Company	Shows the distributor organization on whose behalf the license was purchased (If applicable for your company).	
Supports	Support device status option for current device license.	
Actions	Show Info	Clicking 'Show Info' expands the row and displays complete device support details.
	Purchase Support	Clicking the 'Purchase Support' opens the UTM device support purchase page.
	Change Support State	Enable/disable the device support status.

- Click Buy More' to open the purchase UTM device license subscription page.
- Click 'Resend Email' to receive the subscription email. The email will be sent to your email address registered with your CSS account.

Viewing Order Details for a UTM device

• To view the support details of an order, click 'Orders' in its row

The list of orders placed for that license type will be displayed with detail like date, payment type, amount etc.

• To view full details of an order, click the 'Details' link in the row of the order.

1.6. Manage Distribution Companies

Distribution companies are partner organizations that distribute your licenses to their customers. When placing an order, you can specify a distribution company on whose behalf you are making the purchase. The distribution company record will be added to the license details and displayed in the portal for effective tracking, activation and renewal of licenses.

The 'Distributing Companies' interface allows you to add and manage these partner organizations.

- Each organization is shown on a separate row with details like their address, contacts, contact email and more. You can switch an organization between active and inactive states and edit their details at anytime.

- Click 'Distributing Companies Management' in the 'Quick Links' pane to view a list of added distribution companies.

To add a new organization

- Click 'Create New'

The 'Create Distributing Companies' form will open:

'Create Distributing Companies' form - Form Parameters	
Parameter	**Description**
Name	Enter the name of the reseller/partner organization.

Address	Registered address of the organization.
Contacts	Names of your contact in the distributor organization.
Email	Enter the email address of the primary contact of the organization.
Is Active	Enable or disable the distributor. Only active organizations will be available for selection when placing an order.

- Complete all details and click 'Create'

The organization will be added to the list of distribution companies. You can now place orders on behalf of the newly added organization.

- To edit the details of an organization, click 'Edit' in the row of the organization.

The 'Update Company' form will appear, It is similar to **Create Distributing Companies' form**. Edit details as required and click 'Update'.

- To switch the 'active' status of an organization, click 'Toggle Active' in the row of the organization.

1.7. Email Template Management

- By default, Comodo Account Manager will automatically send product activation mails to customers that purchase a license.
- The email template section allows you to:
  - o Disable emails from Comodo so that you may handle the communication yourself
  - o Modify the content of the mails as required.
- Each product comes with its own set of emails which you can edit/enable/disable

Enable/Disable auto-emails

- Click 'Services' > 'Reseller Portal'
- Click 'Email Template Management' in the 'Quick Links' box on the right
- This will open a list of product activation emails. These mails are sent to customers when they purchase a license.
- You can enable or disable all mails for a product, or specific license types.
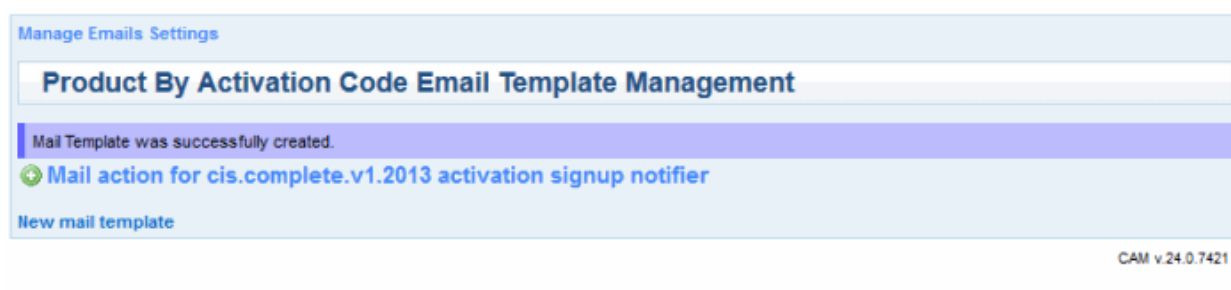
- Click 'Manage Email Setting' link
- Use the switches on the right to activate/deactivate a mail

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- If you deactivate a mail then you should prepare your own communication to your customers.

Email templates

- As an alternative to disabling a mail, you may want to replace the mail content with your own.

To update a template

- Click 'Services' > 'Reseller Portal'
- Click 'Email Template Management' in the quick links box
- Click 'New email template'
- The mail editor will open:

- **Product –** Choose the license type whose activation email you want to modify
- Create a name for the template and enter the subject line
- Paste the HTML text and text versions of your mail in the fields provided
- Edit the mail as required
- Click 'Submit' to apply your changes. The created template is listed in the interface

After saving, you will return to the list of custom templates.

- Click '+' to the left of the template name to view and edit template details:

- Click 'Add Product' to add another license type to this template

- Click 'Activate' to overwrite the default Comodo template with your new version.

2. My Account

- The 'My Account' page is a hub from which you can access all major areas of the interface.

- You can return here at any time by clicking the 'My Account' button in the top menu.

See the following links for help with each section:

- **Change Your Password**
- **Change Lock out Time**
- **Change Your Email Address**

- **Manage Credit Cards**

- **View your Purchase History**

- **View your Balance and Deposit History**

- **Request Parent User**

- **Sign up to Comodo Services**

2.1. Change Your Password

1. Click 'Change Password' in the 'User Details' box on the right:

2. Enter your existing password in the 'Old Password' field.

3. Enter your new password in the 'New Password' field and re-enter to confirm.

4. Click 'Submit'.

Your password is now changed. Use your new password the next time you login to CAM.

2.2. Change Lock out Time

- Comodo will temporarily disable access to your account if the wrong password is entered a certain number of times.

- You can set how long account access should be disabled after such failed login attempts.

To lockout your account temporary

- Click the Change Lock Out Time' in the 'User Details' box on the right

'Change Lock Out Time' warning will appear:

- Set up lockout time for current account: from 30 up to 150 minutes
- Click 'Yes, do it!'
- Click 'OK' in the confirmation dialog.

2.3. Change Your Email/Billing Email Addresses

To change your contact email address

1. Click 'Change Email/Billing email Addresses' in the 'User Details' box on the right

The 'Old Email Address' field will show the address currently associated with your account:

2. Enter your new contact email address in the 'New Email Address' text box and re-enter to confirm.

3. Enter your new email/ billing address in the 'New Email Address' / 'New Billing Email Address' text-box and re-enter to confirm.

4. Type your current password to authenticate the request.

5. Click 'Submit'.

6. The contact email /billing address associated with your account will be changed. All future email/billing communications will be sent to the new email/billing address.

Important note: Your 'login' email address remains unchanged.

2.4. Manage Credit Cards

• Comodo Accounts Manager automatically saves credit/debit cards that you use to make purchases or deposit funds.

• You are given the option to use a saved card whenever you make a deposit or a purchase.

• The card management area lets you view card information and any purchases/deposits made using each card.

• You can also add new cards and set the default payment card.

• Click 'Credit Card Management' in the 'User Details' box on the right.

• Each card is shown on a separate row. The following sections explain more about:

    • **View payment details**

    • **Add a new card**

- **Automatic recurrent of credit card payment**

To view payments made with a card

- Click the 'Details' link in the row of the card.

A list of payments and deposits is displayed. It also displays any future payments that will be made using the card for licenses with auto-renewal.

- Click 'Orders' to view a list of licenses purchased with the card:

- Click 'Details' to view expanded information about the transaction.

To add a new card

There are three ways to add a credit card:

- Click 'My Account' then 'Credit Card Management' on the right

- Click 'Add Credit Card'

- Enter the details of the card you wish to add and click 'Submit'

  OR

- Click on your CSS reseller balance in the top-right corner

- Click the 'Credit/Debit Card' button in the 'Deposit Funds' box

- Enter the amount you wish to deposit and complete your card details

- Click the 'Deposit' button

  OR

- Click 'Services' > 'Reseller Portal'

- Click 'Deposit funds to CSS account' in the 'Account Snapshot' area

- Enter the amount you wish to deposit and complete your card details
- Click the 'Deposit' button
- New cards will be added to your account and will be available for selection whenever you are making a payment.

Tip: Setting a card as default, allows CAM to choose this card by default if you choose 'Select my credit card' while making a deposit or a purchase.

To set automatic recurrent transfer fund period

- Click 'Extend payment' in the row of the subscription

  This will pre-populate your credit card details when your are renewing a subscription, purchasing additional online storage space or subscribing for other Comodo products or services.

- The 'Renew' dialog will appear:

Recurrent Payment Period - Table of Parameters	
Parameter	**Description**
Current Payment Method	The credit card currently set for auto-payment during renewal.

Recurrent product period	The interval at which payments are required.
Automatic Renewal Program	Enable or disable license auto-renewal.
New Credit Card	The drop-down displays the credit cards saved and associated with your account. Choose the card to be used for payments during successive renewal cycles of the license To add a new credit card, click 'Add Credit card' and enter its details.
Your payment will be processed on	The date at which the next payment is due to renew the license.

- Click 'Renew' when you have completed all details in the form.
- The changes will be saved. Your new card will be charged from the next renewal cycle onwards.

    Also see changing **Credit card for Auto Renewal** and **Disable Auto Renewal**.

2.5. View Subscription History

The subscriptions interface lists Comodo licenses you have purchased and their validity periods. You can also stop auto-renewal of licenses from this interface.

To view the list of products enabled for your account

- Click 'Subscription History' in the 'User Details' box on the right.

Comodo Subscriptions - Column Descriptions		
Column Header		**Description**
Product Title		The product type or service that you purchased.
License Key		The license key used for activating the subscribed product.
State		Indicates whether the license is valid or expired.
Next Payment		Displays the date and time at which the next payment is due for renewal of the license. (Applicable only for licenses set for auto-renewal).
Actions	Orders	Expands the row and displays the complete details of the order placed for purchasing the license.
	Change Credit Card	By default, the credit card details used for purchasing the license is saved for receiving payment during renewal of the license. Clicking the 'Change Credit Card' link allows you to change the credit card to be used for the next cycle of renewal. (Applicable only for licenses set for auto-renewal). See the explanation under **Changing Credit Card for Auto Renewal** for more details.
	Cancel Automatic Renewal	Allows you to stop auto renewal of the license. The license will be valid for the current cycle and will not be renewed when it expires. (Applicable only for licenses set for auto-renewal).

Changing Credit Card for Auto Renewal

Comodo Accounts Manager saves the the credit card that you used for purchasing a license and sets it as default to be used for the successive renewals of the license if the license is enabled for auto-renewal. If you want a different card to be used for renewal during the next cycle you can change it at anytime from the Comodo Subscriptions interface.

To change the credit card details

- Click 'Change Credit Card' in the row of the license

The 'Change Credit Card' dialog will appear:

Change Credit Card dialog - Table of Parameters	
Parameter	**Description**
Current Payment Method	Displays the credit card currently set for auto-payment during renewal
Automatic Renewal Program	Allows you to enable or disable auto-renewal of the license
New Credit Card	The drop-down displays the credit cards saved and associated with your account. • Choose the card to be used for payments during successive renewal cycles of the license For more details on credit cards associated with your account, refer to the section **Manage Credit Cards**. • To add a new credit card, click 'Add Credit card' and enter its details.
Your payment will be processed on	Displays the date at which the next payment is due for renewal of the license.

• Enter the details and click 'Change Credit Card'

The changes will be saved. Your new card will be charged for renewal from the next renewal cycle onwards.

Disable the auto renewal service

- Click 'Cancel Automatic Renewal' to stop automated payments for this product:

- Click 'OK' to confirm to disable automatic renewals

2.6. View your Balance and Deposit History

'CSS Balance History' is a record of all transactions made on your account. The page also allows you to top-up your account at any time using your credit/debit cards.

To view the list of products enabled for your account

- Click 'CSS Balance History' in the 'User Details' box on the right.

CSS Balance History - Column Descriptions	
Column Header	**Description**
Operation Type	The transaction made. Indicates whether the operation is a deposit or charge.
Amount	The amount deposited or debited. The debited amount will be indicated with a negative sign.
Description	A short description of the transaction.
Transaction identifier	The transaction identification number.
Order	The order number for which the amount is debited. Applicable only for charged deducted.
Topup order	The order number generated for depositing funds to your account
Created at	The date and time of transaction.

Add Funds to your Account

You can top-up funds to your CSS reseller account. You will be able to purchase Comodo product licenses only if you have sufficient funds in your account.

Make an instant top-up to your account

- Click the 'Credit/Debit Card' button in the 'Deposit Funds' pane

The 'Credit Card Details' pane will open:

- Enter the amount you want to deposit in the 'Deposit Amount' field.

- Enter your credit/debit card details:

- • If you have already added your credit card details to your CAM account, click 'Use existing credit card'. All card details will be auto populated from your card set as default. For more details on adding cards, see **Manage Credit Cards**.
    - • If you are using a new card, enter your card number, name, expiry date and CVV code in the respective fields
- • Click 'I'm not a robot' checkbox to complete the verification process
- • Click 'Deposit'

Deposit has been added successfully.

OK
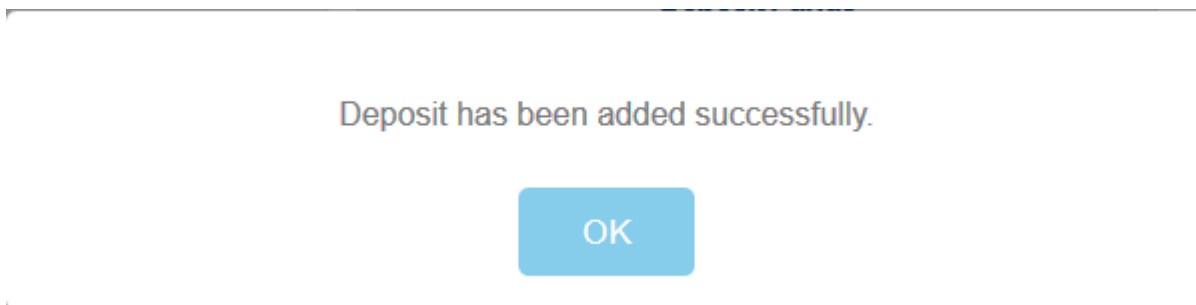
The funds will be added to your CSS account balance.

2.7. Request Parent User

- • You can associate multiple Comodo accounts under a single parent account. Once done, you will be able to access all accounts with a single login.
- • All orders available on the child accounts will become visible under the single login.
- • You need to designate one account as the 'parent' and the others as 'child' accounts.
- • Example flow:
    - • Login into the child account
    - • Click 'Request Parent User' in the child account
    - • Log into the parent account and approve the request.
    - • The subscription history of both accounts will be visible under the parent login.

The rest of this section covers this process in more detail:

To set a parent user for a child account

- • Login to your child account at https://accounts.comodo.com
- • Click 'Request parent user' on the right

Request parent user

Please enter parent user's login

Submit   Cancel

User Details
Change Password
Change Lock Out Time
Change Email/Billing email
Addresses
Credit Cards Management
Subscription History
CSS Balance History

Request parent user
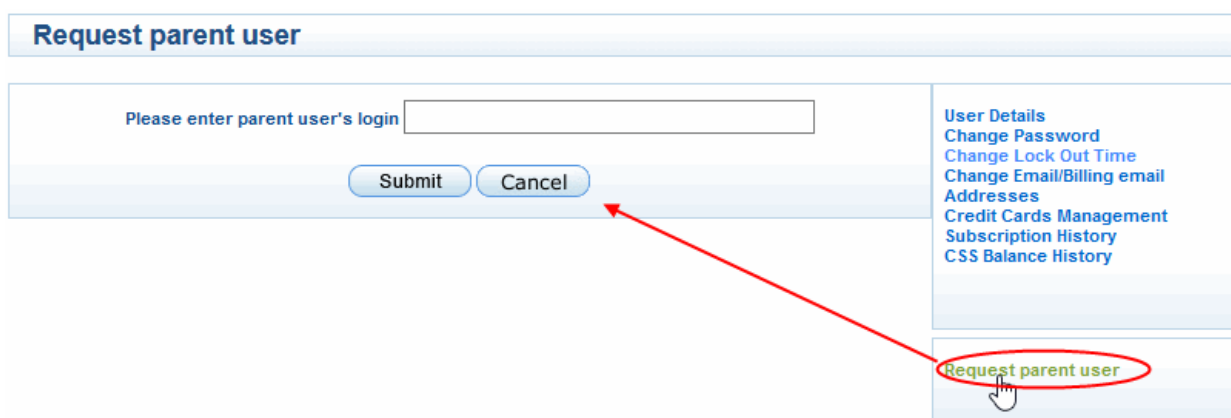
- Enter the username of the parent user account you want to associate your account with and click 'Submit'

- The parent user will receive a email containing the request:
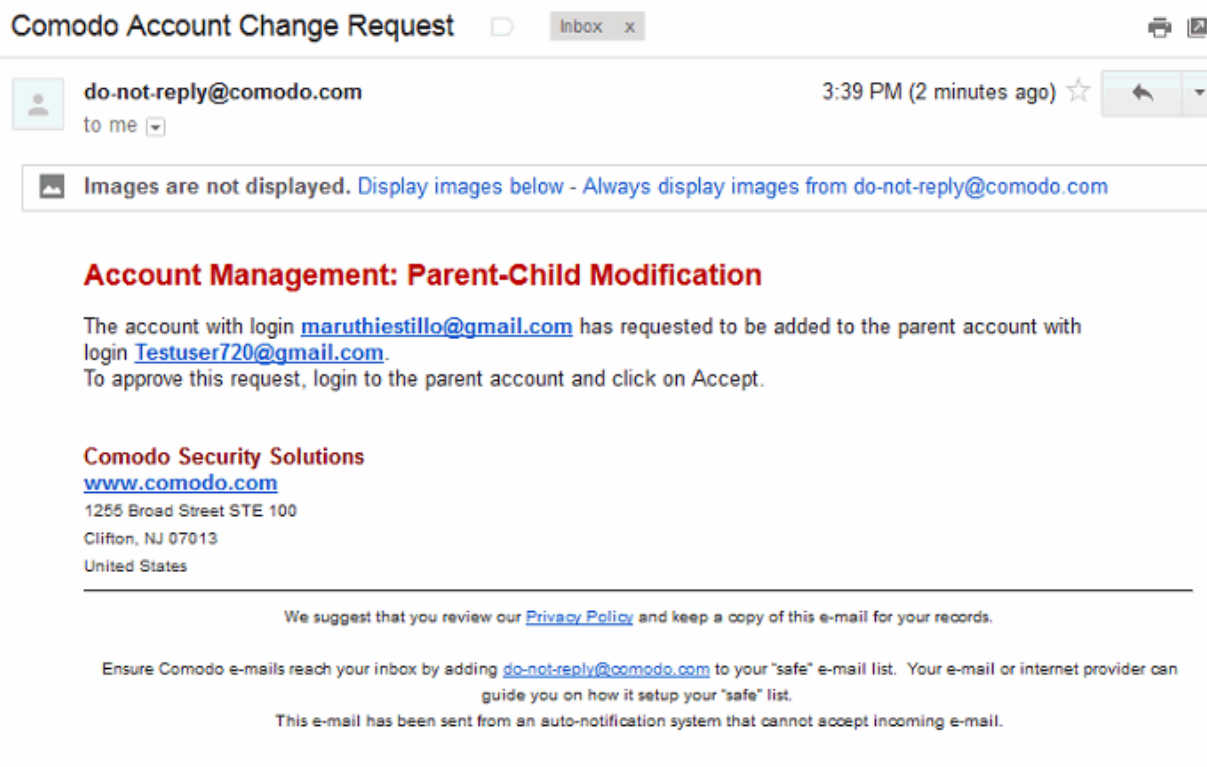
- Next, login to CAM as the parent user
- Click 'Accept child user request(s)' on the right
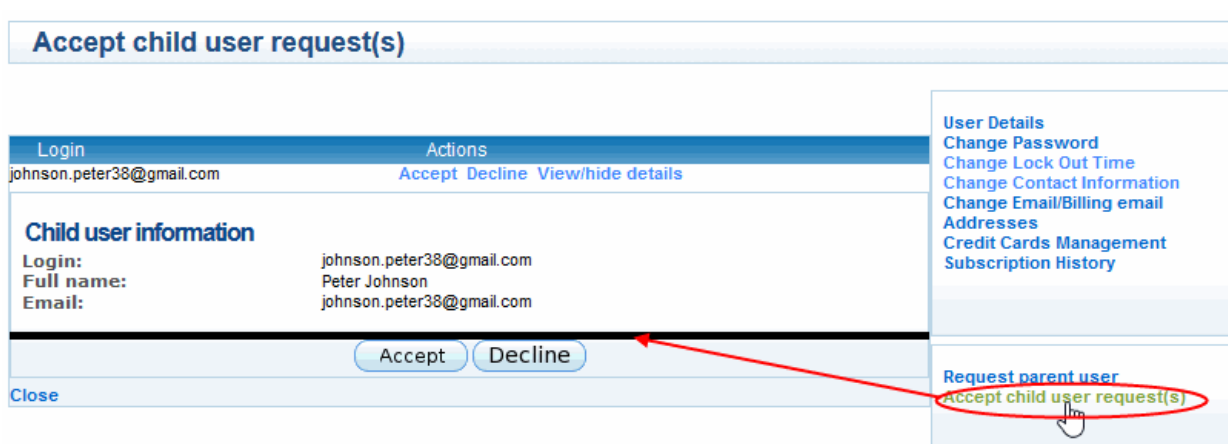
The 'Accept child user request(s)' pane will open with a list of requests from the child accounts.

- Click 'Accept' to associate the child account with your parent account

Your child account will be associated with your parent account.

- To dissociate your account from the parent user account, click 'Remove parent user' on the right

Your parent account information will be displayed.

- Click 'Remove' to dissociate your account.

2.8. Sign up to Comodo Products and Services

Your CAM account allows you to subscribe for products and services from Comodo. Comodo hosts a variety of enterprise and desktop applications for efficient network security and management, threat management, cyber security and more. For more details on the products offered, see **www.comodo.com**.

To sign up for a Comodo Product

- Login to your CAM account and click the 'My Account' tab
- Click the product you want to sign up for from the list on the left

You will be taken to the sign up page for the respective product. Purchasing licenses involves three steps:

- **Product Selection**
- **Order Confirmation**
- **Order Summary**

Step 1 - Product Selection

- Select the product variant from the drop-down at the top
- Select the number of domains/endpoints/servers to be covered and the period from the respective drop-downs
- Your contact information will be pre-populated. Edit, if required.

- Choose your payment method and complete payment details. Fields marked with a * are mandatory.
  - Click 'Select my Credit Card' to use a card already added to your CAM account. See **Manage Credit Cards** for more details.

- • Amount of bonuses to use - Enable this option If you want to use your accumulated bonus points. Your current bonus balance is shown at the top-right of the CAM interface. Enter the amount of points you wish to use in the field.

- • Click the 'I'm not a robot' checkbox to complete the verification process

- • Communication options - choose whether or not you'd like to receive information about Comodo products and special offers

- • Read and accept the terms and conditions by selecting 'I accept the Terms and Conditions'

- Click 'CONTINUE'

Step 2 - Order Confirmation

The next step displays the summary of your order.

- Review your order and click 'Place Order'
- Click 'Cancel' and restart the process, to change the items

Step 3 - Order Summary

Your order will be processed and the purchase will be completed. The license keys for the products you purchased will be sent to you by email.

COMODO
Creating Trust Online®

✓ Signup Information 〉 ✓ Confirmation 〉 ③ Order Summary

Order #426240-12

Comodo Security Solutions, Inc.
1255 Broad Street
Clifton, NJ 07013
United States
support.comodo.com

Thank you for your purchase. Your order is complete and the confirmation will be sent to your email shortly.

Subscription Details	
Product Name	License Key
CWATCH_lim_fixed_AUTO	49ff9b82-386d-48bd-a85a-fe45017a1feb
INVOICE NUMBER 426240-I12	SUBSCRIPTION ID 2dcb932d8e

Order Details	
ORDER NUMBER	426240-12
ORDER DATE	July 19, 2017
ORDER TOTAL	$39.63
SUBSCRIPTION EXPIRES ON	September 19, 2017

Product Details:	
NUMBER OF DOMAINS	3 Domains
PRICE PER DOMAIN	$13.21

Payment Details:
Credit/Debit card ending in 4242

How to get started: We will send you an email explaining how to download and install your Comodo Software. You will be asked to enter your License Key during the installation process.

You can access your Comodo Account via https://accounts.comodo.com/account/login. This login provides you with the ability to modify you password, add subscriptions for other products, change billing and contact information, and review the ongoing status of your service.

3.Manage Comodo Membership

The membership program allows you to quickly earn 'Comodo Money' by promoting Comodo products to your friends and contacts. Comodo money can be used to purchase Comodo products at discounted rates.

Manage Your Comodo Membership

- Click the 'Comodo Membership' tab or click 'Services' button then select 'Comodo Membership' from the menu.

The 'Top 10 referral bonuses' table at the top displays a list of products ordered by your contacts using the reference link you sent. The table also shows the amount they paid for the product and the bonus points you received from them. You can use this bonus points while making your purchases, subscriptions and renewals.

The Comodo Membership Subscriptions displays a list of your subscriptions to the service with their details. It also allows you to send referral links to your contacts from Comodo.

Comodo Membership Subscriptions - Column Descriptions	
Column Header	**Description**
Product Name	The type of Comodo Membership program that you subscribed to.
License Key	The license key for the subscription.
Customer %	The percentage of your contacts that subscribed for Comodo products/services from your referral with respect to the total number of contacts to whom you sent referral mails.
Referral %	The percentage bonus you received based on purchases made by your referrals.
Expired at	The expiry date of the subscription.
Status	States whether your Comodo Membership license is valid or expired.
Actions	View	Expands the row to display the full details of the subscription.

To send referral mails to your contacts

- Click 'View referral links' at top right of Comodo Membership Subscriptions table to see a list of sign up URLs which can be shared with friends:

The list of Comodo products and services will be displayed.

Referral urls list

Most popular

Product title	Period	Referral link	Send an Email
Comodo Internet Security Complete 10	any period	Copy Url to Clipboard	Click to send
CIS Premium	any period	Copy Url to Clipboard	Click to send
Comodo Internet Security Pro 10	any period	Copy Url to Clipboard	Click to send

DNSCOM

Product title	Period	Referral link	Send an Email
101domains	12 months	Copy Url to Clipboard	Click to send
DNSCOM Unlimited 50m	1 month	Copy Url to Clipboard	Click to send
100 Domain / 100mm queries	1 month	Copy Url to Clipboard	Click to send
Premium Pro Discounted 12m	12 months	Copy Url to Clipboard	Click to send

Antispam Gateway

Comodo Backup Enterprise

Secure Box

WebInspector

- Click on a product/service to view a list of available license types
- Click 'Click to send' next to the item you wish to refer to your friends.

Recipient Name:
Email:

Send   Cancel

- Enter the name and email address of your contact and click 'Send'

An email will be sent to your contact to subscribe to the product you referred.

Below is an example of the type of mail they will receive:

From do-not-reply@comodo.com   ↩ Reply   ↩ Reply All ▾   → Forward   ✉ Archive   ⌀ Junk   ⃠ Delete   More

Subject **Comodo Friends Program - Referral**   4:54 PI

To Giridharan

COMODO
Creating Trust Online®

Dear Jane,

Your friend **coyoteewile@yahoo.com** has recommended that you download **101domains** from Comodo. With **101domains**, you receive award winning protection for your computer so that you never have to worry about viruses and other malware.

Don't just take **coyoteewile@yahoo.com** and our word for it.

Comodo Internet Security achieved a perfect score for Protection in the prestigious AV-TEST labs April 2013 test.   It is also currently ranked #1 out of 36 security suites in the ongoing Matousec.com Proactive Internet Security Challenge 64.

You get a full suite of antivirus, spyware, firewall and cutting edge technologies.

However, you will also receive 24/7 support for all your computer issues and a warranty that guarantees your computer will never be harmed by a virus or malware.

Comodo is the ONLY antivirus backed by a warranty that ensures you will never have to worry about being harmed by a computer virus or malware again.

If you download now, you will be enrolled in the Comodo Friends program and receive rewards toward the purchase of other fine Comodo products.

To make computer security one less problem in your life, just click on the link below

https://accounts.comodo.com/dnscom/management/signup?referral=N4FfACnLKhZ4wJhckWhRvfqSC6uGC0mt& identifier=dnscom.10mm.101domains&pricing=2077_12&pricing_term=2077_12&prod=&afl=N4FfACnLKhZ4wJhckWhRvfqSC6uGC0mt_48

About Comodo Security Solutions

Comodo Security Solutions is a global innovator of cybersecurity solutions, protecting critical information across the digital landscape. Comodo provides complete, end-to-end security solutions across the boundary, internal network and endpoint with innovative technologies solving the most advanced malware threats. With over 80 million installations of its threat prevention products, Comodo provides an extensive suite of endpoint, website and network security products for MSPs, enterprises and consumers.

Continual innovation and a commitment to reversing the growth of zero-day malware, ransomware, data-breaches and internet-crime distinguish Comodo Security Solutions as a vital player in today's enterprise and home security markets.

About Comodo Cybersecurity

In a world where preventing all cyberattacks is impossible, Comodo Cybersecurity delivers an innovative cybersecurity platform that renders threats useless, across the LAN, web and cloud. The Comodo Cybersecurity platform enables customers to protect their systems and data against even military-grade threats, including zero-day attacks. Based in Clifton, New Jersey, Comodo Cybersecurity has a 20-year history of protecting the most sensitive data for both businesses and consumers globally. For more information, visit comodo.com or our **blog**. You can also follow us on **Twitter** (@ComodoDesktop) or **LinkedIn**.

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