

**COMODO**  
Creating Trust Online®



# Comodo Accounts Management

Software Version 0.5

## Reseller Portal Guide

Guide Version 0.5.053119

Comodo Security Solutions  
1255 Broad Street  
Clifton, NJ 07013

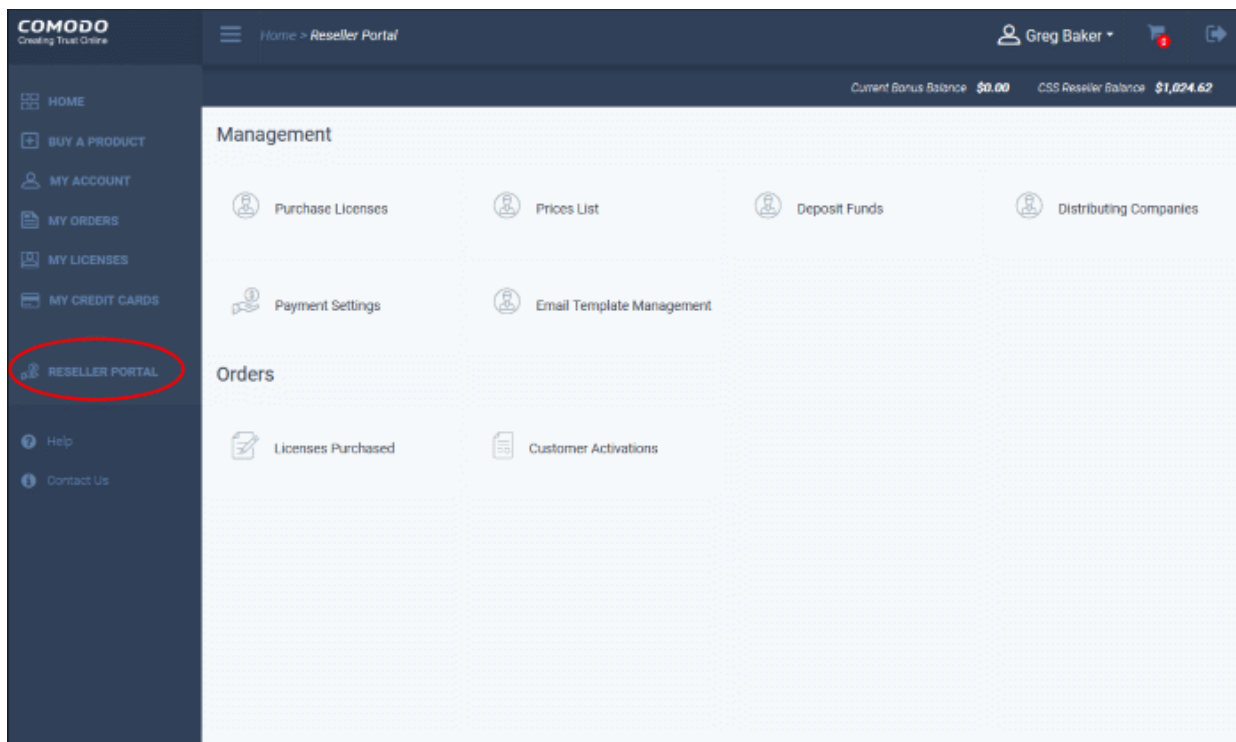
## Table of Contents

|  |    |
|--|----|
| 1.The Reseller Portal.....                 | 3  |
| 2.Sign up for a Reseller Account.....      | 4  |
| 3.Manage your Reseller Account.....        | 6  |
| 3.1.Buy Product Licenses.....              | 7  |
| 3.2.View Price List.....                   | 9  |
| 3.3.Deposit Funds.....                     | 10 |
| 3.4.Manage Distributors.....               | 11 |
| 3.5.Configure Payment Settings.....        | 13 |
| 3.6.Email Template Management.....         | 14 |
| 3.7.Manage Licenses and License Keys ..... | 17 |
| 3.8.View Customer Activation History.....  | 24 |
| 4.Manage your CAM Account.....             | 28 |
| About Comodo Security Solutions.....       | 29 |

## 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.

- Login to CAM at <https://cam.comodo.com>
- Click 'Reseller Portal' in the left-menu or on the home screen



Note – Please follow these steps if you have not yet created a Comodo account:

- Visit <https://cam.comodo.com/login>
- Enter your email address in the 'Create Comodo Account' section
- Click 'Sign Up'
  - See '[Sign up for a CAM Account](#)'

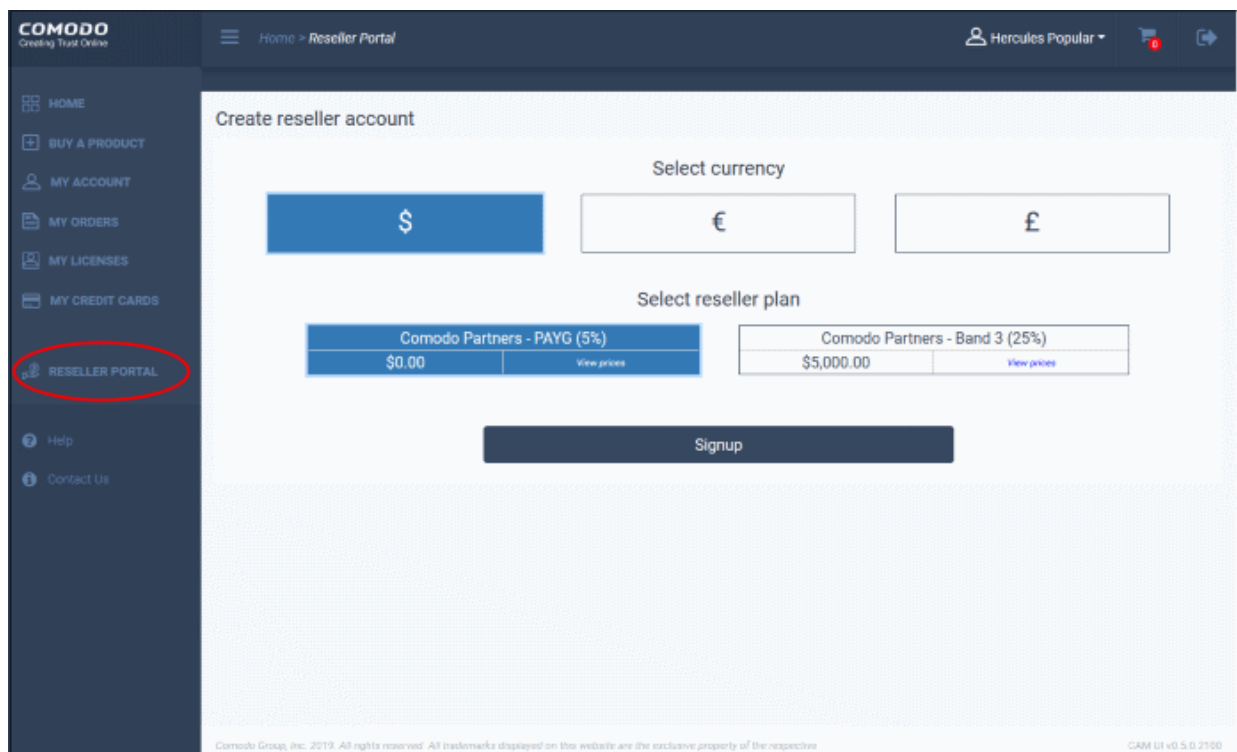
Click the following links for more information:

- [Sign up for a Reseller Account](#)
- [Manage your Reseller Account](#)
  - [Buy Comodo Product Licenses](#)
  - [View Price List](#)
  - [Deposit Funds](#)
  - [Manage Distributors](#)
  - [Configure Payment Settings](#)
  - [Email Template Management](#)
  - [Manage Licenses and License Keys](#)
  - [View Customer Activation History](#)
- [Manage your CAM Account](#)

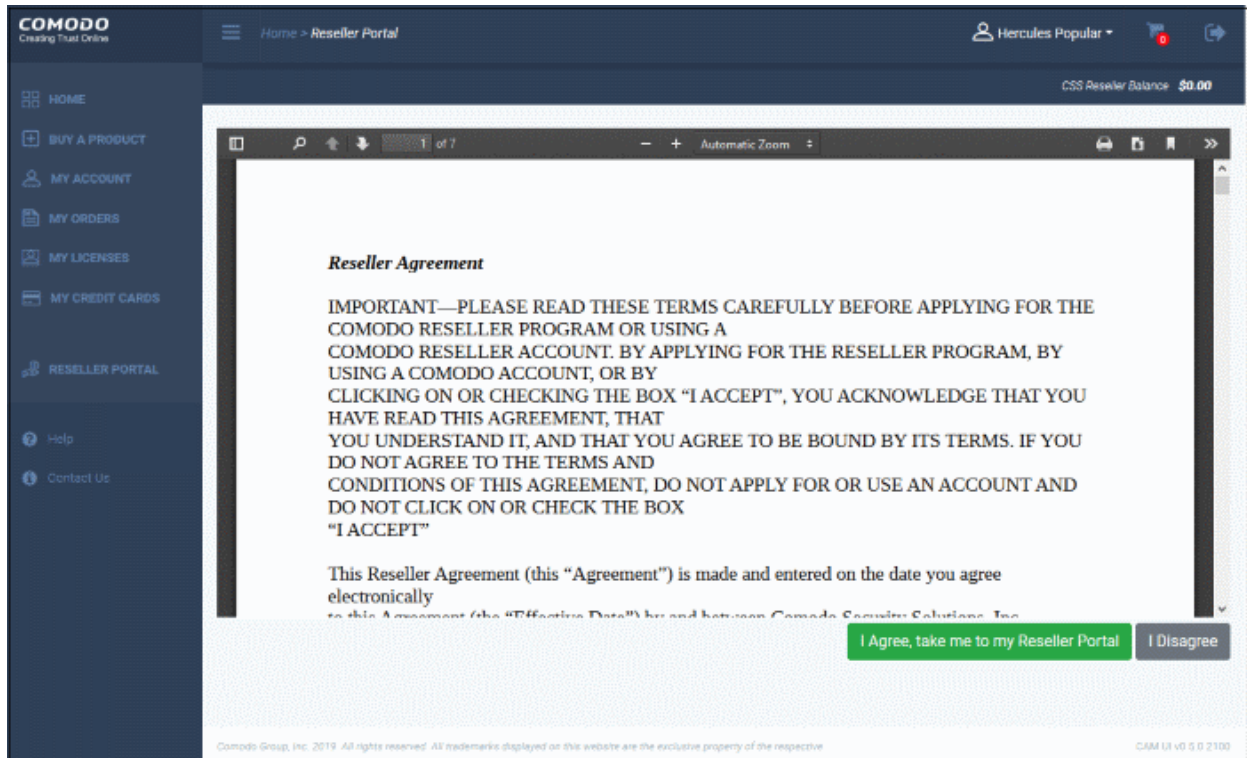
## 2. Sign up for a Reseller Account

You can enroll for a reseller account in a few, quick of steps:

- Login to CAM at <https://cam.comodo.com>
- Click 'Reseller Portal' in the left-menu or on the home screen
- This will open the create account screen for new resellers:

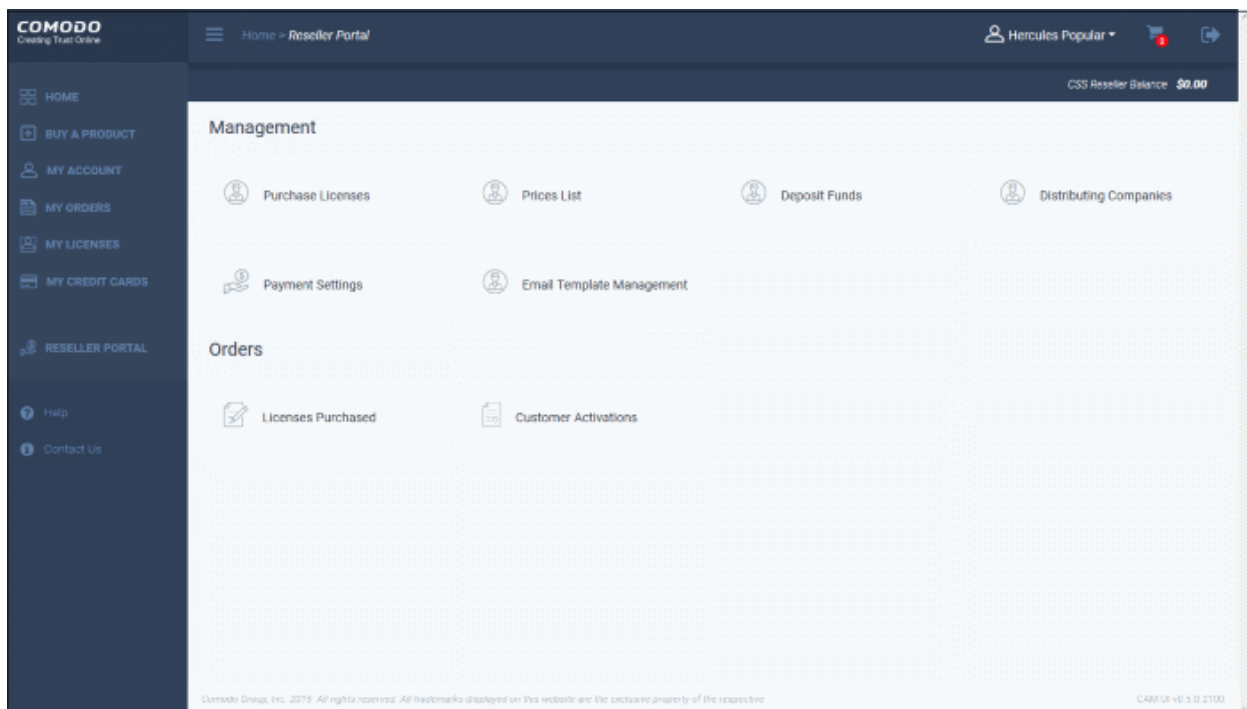


- Select your currency – Choose your payment preference. Options available are US dollar, Euro and British Pounds.
- Select a reseller plan – Discounted prices offered for Comodo products:
  - **Comodo Partners – PAYG (5%)** - Pay-as-you-go. No deposit required. Pay for licenses when you need them. 5% discount over retail prices.
  - **Comodo Partners – Band 3 (25%)** - Deposit \$5000 to gain 25% discount over retail prices, forever. The money you deposit remains 100% yours and is used to purchase product licenses.
- Click 'Signup'



- Read the reseller agreement then click 'I Agree, take me to my Reseller Portal'.

You will be taken to the reseller portal management page:



- Note – You cannot modify the currency or reseller plan after sign-up. Please contact Comodo if you want to update these settings.

## 3. Manage your Reseller Account

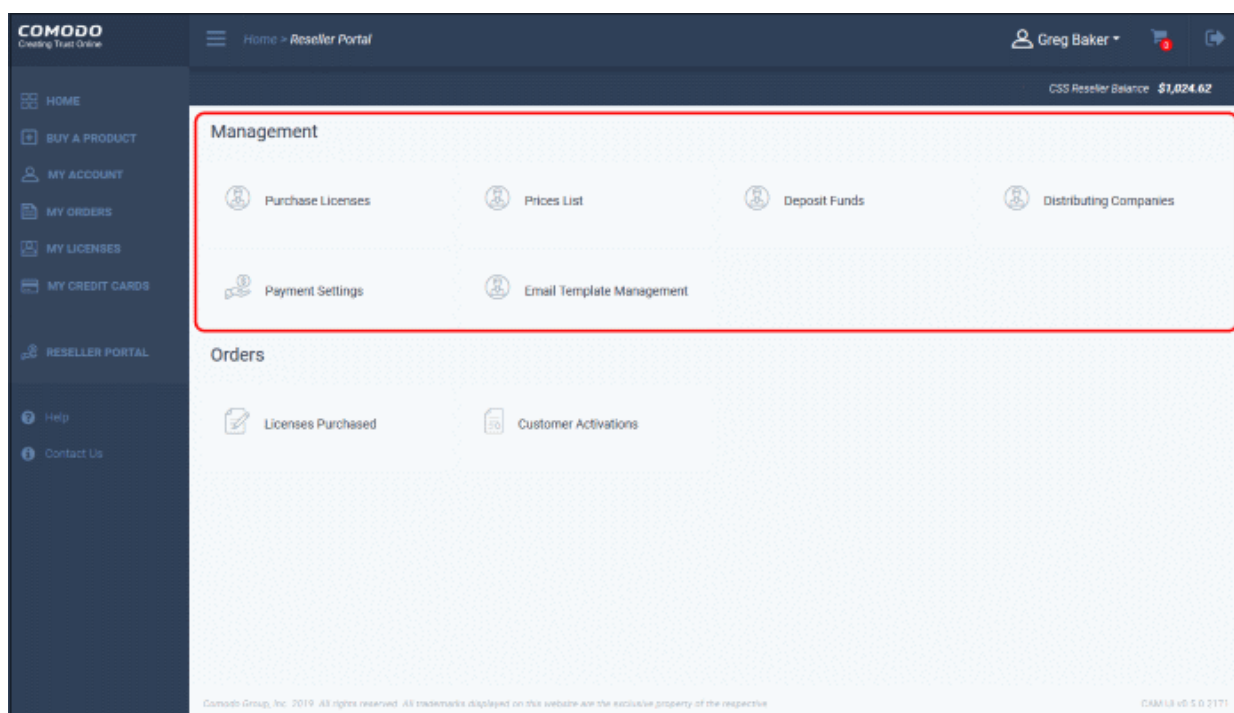
- Login to your account at <https://cam.comodo.com>
- Click 'Reseller Portal' in the left-menu or on the home screen

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

The reseller portal has two main sections:

- **Management** - Buy Comodo products, view prices, deposit funds, manage distribution companies, configure payment settings, and manage email templates
- **Orders** - View purchased licenses and customer activation history



Click the following links for help with each area:

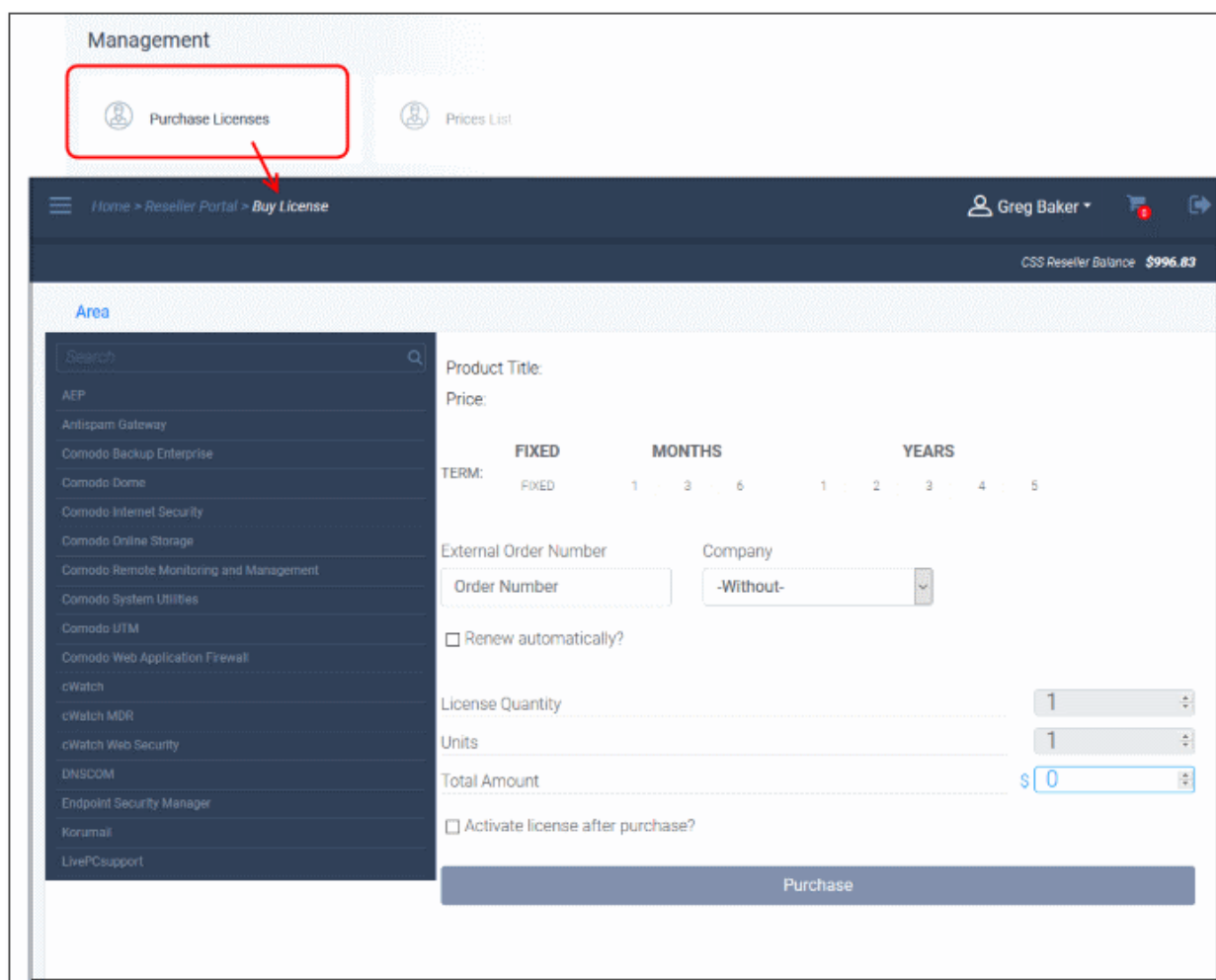
- **Purchase Licenses** - Buy Comodo products for distribution.
- **Prices List** - View your current buy prices
- **Deposit Funds** – Top up your account funds.
- **Distributing Companies** - Manage organizations that allocate your license to their customers.
- **Payment Settings** - Configure how your payments are made.
- **Email Template Management** - Manage emails to your customers.
- **Licenses and License Keys** – Manage purchased licenses
- **Customer Activation History** – View and manage license activations

## 3.1. Buy Product Licenses

- The 'Buy License' screen shows licenses which you can purchase and resell to your customers.
- You can use your account funds to purchase a license. You can instantly top-up your account using a credit or debit card.
  - You can only authorize customer orders if you have sufficient funds for the purchase.
  - Funds are not withdrawn from your account until you have personally authorized the sale.

### Purchase Licenses for Distribution

- Login to your account at <https://cam.comodo.com>
- Click 'Reseller Portal' in the left-menu or on the home screen
- Click the 'Purchase Licenses' tile:



- Select a product and plan from those available on the left. Use the search box to find a specific product.
- Configure your purchase in the right-hand pane:



The screenshot shows the 'cWatch Web Security' product page. On the left, a search bar is followed by a list of product variants. The main form on the right displays the following details:

- Product Title:** cWatch Web Security - Pro PAID (1 Domain) (1 Domains)
- Price:** \$9.40
- TERM:** A selection interface with 'FIXED' and 'MONTHS' tabs. Under 'MONTHS', options 1, 3, and 6 are visible, with '1' selected.
- External Order Number:** A text input field labeled 'Order Number'.
- Company:** A dropdown menu currently showing '-Without-'.
- Renew automatically?
- License Quantity:** A dropdown menu set to '1'.
- Units:** A dropdown menu set to '1'.
- Total Amount:** A dropdown menu showing '\$ 9.40'.
- Activate license after purchase?
- Purchase:** A dark blue button at the bottom right.

- Next, choose the type, quantity and term of license you wish to resell. The total price will be calculated automatically.
  - **Term** – Select the license period
  - **External Order Number** (optional) - Enter the purchase identifier from your own management systems. This entry is for your own reference
  - **Company** (optional) - If relevant to your setup, choose the distributor for whom you are making this order. See '**Manage Distributions**' if you want further help with this.
  - **Renew automatically** - Auto-renew this license when it expires. Payment is deducted from your account balance.
  - **License Quantity** – Enter the number of licenses you want to purchase.
  - **Units** – Product-specific variable. Example units are domains, users and endpoints. Enter the number of units you want to purchase.
  - **Total Amount** – Calculated automatically according to your input.
  - **Active license after purchase** - Will enable the license for your customer immediately after the purchase is complete. You will have to enter your customer's details. If you disable this option then you need to manually activate the license after purchase.
- Click 'Purchase'.
- If you do not have sufficient funds, you can instantly deposit money via credit/debit card.

You will see a summary of your order:



Purchase Completed
✕

---

### Order Details

Comodo Order Number: **741840-69**

Product Name: **cWatch Web Security - Pro PAID (1 Domain)**

Terms: **1 Year**

Price: **\$94.91**

Quantity: **3 License(s) (1 Unit(s) in each license)**

Total Price: **\$284.72**

Close
View Available Licenses

- **View Available Licenses** – Shows the activation key for each license and brief license details:

| Activation Code                      | From | To | Auto Renew | Recurrent | Distribution Company | Actions |
|--------------------------------------|------|----|------------|-----------|----------------------|---------|
| 59f3596c-bb5d-41e4-9848-bd72884ce8fa |      |    | FALSE      | FALSE     |                      | ☰       |
| 90d254e4-0a9d-4404-a93f-1f7c64605230 |      |    | FALSE      | FALSE     |                      | ☰       |
| 9a165c27-af27-4e3a-96fd-fab5a037fecb |      |    | FALSE      | FALSE     |                      | ☰       |

- Click the button in the 'Actions' column to copy the activation link or activate the license.
- See '**Manage Licenses and License Keys**' for more help with this.

## 3.2. View Price List

The price list shows your discounted buy prices for various Comodo products

- Login to your account at <https://cam.comodo.com>
- Click 'Reseller Portal' in the left-menu or home screen
- Click the 'Price List' tile

The screenshot shows the 'Price List' page in the Comodo Reseller Portal. The page is divided into two main sections: 'AEP' and 'Antispam Gateway'. Each section contains a table with columns for 'Product', '1M', '3M', '6M', '1Y', '2Y', '3Y', '4Y', '5Y', and 'Fixed price'.

| AEP  |        |         |         |         |         |         |          |          |             |
|--|--------|---------|---------|---------|---------|---------|----------|----------|-------------|
| Product  | 1M     | 3M      | 6M      | 1Y      | 2Y      | 3Y      | 4Y       | 5Y       | Fixed price |
| Advanced Endpoint Protection Premium Edition (1-99)      | \$3.80 | \$11.43 | \$22.83 | \$27.95 | \$62.99 | \$83.35 | \$111.15 | \$129.68 | -           |
| Advanced Endpoint Protection Premium Edition (100-499)   | \$3.42 | \$10.26 | \$20.52 | \$23.35 | \$56.89 | \$75.83 | \$100.04 | \$116.71 | -           |
| Advanced Endpoint Protection Premium Edition (1000-9999) | \$3.04 | \$9.12  | \$18.24 | \$20.64 | \$53.39 | \$66.99 | \$88.92  | \$103.74 | -           |
| Advanced Endpoint Protection Premium Edition (1000-999)  | \$3.23 | \$9.69  | \$19.33 | \$21.49 | \$53.54 | \$70.95 | \$94.45  | \$110.23 | -           |

| Antispam Gateway  |          |          |    |            |            |            |    |    |             |
|---|----------|----------|----|------------|------------|------------|----|----|-------------|
| Product   | 1M       | 3M       | 6M | 1Y         | 2Y         | 3Y         | 4Y | 5Y | Fixed price |
| Antispam Gateway - 1 Additional Domain                    | \$3.93   | \$35.88  | -  | \$93.73    | \$168.71   | \$224.54   | -  | -  | -           |
| Antispam Gateway - 1 TB mail archiving storage licenses   | \$118.75 | \$356.25 | -  | \$1,187.50 | -          | \$3,562.50 | -  | -  | -           |
| Antispam Gateway - 1.5 TB mail archiving storage licenses | \$64.13  | \$163.89 | -  | \$615.60   | \$1,108.88 | \$1,948.83 | -  | -  | -           |
| Antispam Gateway - 10 GB mail archiving storage licenses  | \$4.28   | \$10.91  | -  | \$41.84    | \$73.87    | \$88.50    | -  | -  | -           |
| Antispam Gateway - 100 GB mail archiving storage licenses | \$23.75  | \$63.44  | -  | \$105.25   | \$335.45   | \$444.62   | -  | -  | -           |
| Antispam Gateway - 100 GB mail archiving storage licenses | \$28.53  | \$64.13  | -  | \$222.28   | -          | -          | -  | -  | -           |
| Antispam Gateway - 2 Additional Domains                   | \$17.85  | \$68.15  | -  | \$187.45   | \$337.42   | \$449.89   | -  | -  | -           |
| Antispam Gateway - 2 GB mail archiving storage licenses   | \$3.88   | \$9.06   | -  | \$31.01    | -          | -          | -  | -  | -           |
| Antispam Gateway - 200 GB mail archiving storage licenses | \$33.25  | \$74.81  | -  | \$208.25   | -          | -          | -  | -  | -           |
| Antispam Gateway - 25 GB mail archiving storage licenses  | \$4.41   | \$11.02  | -  | \$41.55    | \$74.81    | \$93.51    | -  | -  | -           |

- Scroll down the page to view the full list.

## 3.3. Deposit Funds

The deposit funds area lets you top-up your account balance. You can only purchase licenses if you have sufficient funds in your account. Note – 'Pay-as-you-go' resellers need not deposit funds.

- Login to your account at <https://cam.comodo.com>
- Click 'Reseller Portal' in the left-menu or the home screen
- Click the 'Deposit Funds' tile.

The screenshot shows the 'Deposit Funds' page in the Comodo Reseller Portal. On the left, there is a 'DEPOSIT FUNDS' form with fields for 'Payment amount', 'Name on card', 'Card number', 'Expiry Date', 'Security code', and 'Verify Code'. There are also icons for VISA, Mastercard, American Express, and Discover, along with a 'USE EXISTING' button. On the right, there is a table showing recent deposits:

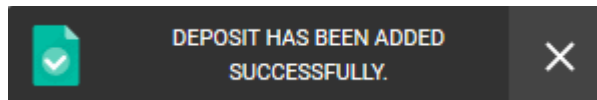
| Operation type | Amount     | Description                           | Order number | Created At        |
|----------------|------------|---------------------------------------|--------------|-------------------|
| DEPOSIT        | \$1,000.00 | Deposit funds to CAM from credit card | 741840-65    | 2019-05-24 12:... |
| DEPOSIT        | \$37.99    | Deposit funds to CAM from credit card | 741840-64    | 2019-05-24 12:... |

Below the table, it says '2 Found' and there is a pagination control showing '1'.

- **Deposit Funds** - Enter the amount you want to deposit and your payment details
- **Use Existing** – Use a card already added to your account. [Click here](#) to find out how to add credit cards.

- **Payment amount** – Enter the amount you want to deposit. Please ensure the amount is sufficient to cover future purchases.
- Check 'I'm not a robot' to complete the verification process.
- Complete the credit card form and click 'Pay'.

The following confirmation is shown:



- Your reseller account will be updated with the new funds.

The table on the right shows previous transactions:

| Operation type | Amount     | Description                           | Order number | Created At        |
|----------------|------------|---------------------------------------|--------------|-------------------|
| DEPOSIT        | \$1,000.00 | Deposit funds to CAM from credit card | 741840-65    | 2019-05-24 12:... |
| DEPOSIT        | \$37.99    | Deposit funds to CAM from credit card | 741840-64    | 2019-05-24 12:... |

- **Operation type** – Transaction type. Options are:
  - Deposit – Amount credited to your reseller account.
  - Refund Deposit – Balance returned after a request from you.
  - Refund – License canceled by Comodo after a request from you. Purchase cost credited to your account.
- **Amount** - The value of the transaction.
- **Description** – Short summary of the transaction
- **Order number** – Transaction reference
- **Created at** – The date and time of the transaction

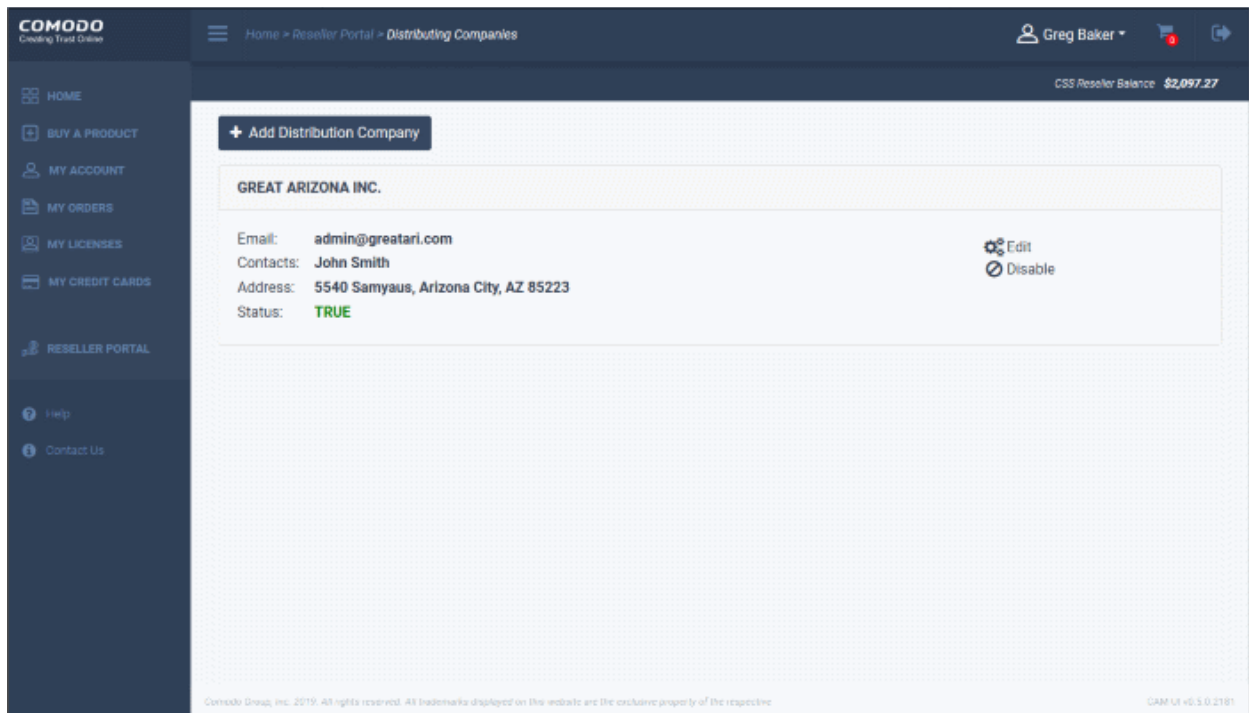
Note – You can also setup automatic fund deposits in 'Reseller Portal' > 'Payment Settings'. See '**Deposit Funds**' in '**Configure Payment Settings**' for help with this.

## 3.4. Manage Distributors

- A distribution company is a partner of yours who distributes your licenses to their customers.
- When placing an order, you can specify a distribution company on whose behalf you are making the purchase.
- The name of the distribution company is added to the license details.

Open the 'Distributing Companies' interface:

- Login to your account at <https://cam.comodo.com>
- Click 'Reseller Portal' in the left menu or the home screen
- Click the 'Distributing Companies' tile
- The management page shows all distribution companies that you have already added:



- Click 'Add Distribution Company' to register a new distributor.

**ADD DISTRIBUTION COMPANY**

**Name**

**Email**

**Contacts**

**Address**

**GREAT ARIZONA INC.**

Email: **admin@greatari.com**  
Contacts: **John Smith**  
Address: **5540 Samyaus, Arizona City, AZ 85223**  
Status: **TRUE**

- Enter the name and contact email address of the distributor.
- Optional - enter the names of your contacts at the company, and the company's full mailing address.
- Click 'Submit'

The organization will be added to your list of distributors. You can now place orders on behalf of the company.

+ Add Distribution Company

**GREAT ARIZONA INC.**

Email: **admin@greatari.com** ⚙️ Edit

Contacts: **John Smith** 🚫 Disable

Address: **5540 Samyaus, Arizona City, AZ 85223**

Status: **TRUE**

**GREAT EAST DISTRIBUTORS**

Email: **alicegwd@greateast.com** ⚙️ Edit

Contacts: **Alice Greenwood** 🚫 Disable

Address: **887 Tolmer DR Sanford, FL 32771**

Status: **TRUE**

- **Edit** - Modify the distributor's name, email, contacts or address.
- **Disable / Enable** - Activate or deactivate the company. Only activated distributors can be named in an order.

## 3.5. Configure Payment Settings

The payment settings section allows you to:

- Charge payments to a credit card if you have insufficient funds for a purchase or renewal
- Configure automatic billing and deposits

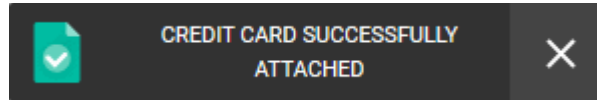
Open the interface:

- Login to your account at <https://cam.comodo.com>
- Click 'Reseller Portal' in the left-menu or the home screen
- Click the 'Payment Settings' tile

**Payment settings** – Use a credit card to pay the outstanding amount if you have insufficient funds for a purchase.



- If selected, your credit card is automatically charged for the balance if you not have enough funds to complete a purchase/renewal.
- Select 'Without Credit Card' if you do not want automatic top-ups
- Click 'Submit'
- The selected card is saved and confirmation message shown:



- You can add new credit cards in the 'My Credit Cards' section.

**Automatic Billing Options** – Set a day on which Comodo will collect any outstanding payments each month. Payment is drawn first from your deposited funds then, if required, from your card.

- **Enabled** – Activate automatic billing
- **Payment type** – Two options are available:
  - **Option 1 - Select Existing Credit Cards** – Outstanding payments will be charged to a saved card on the billing day.
    - Select the credit card.
    - **Billing day** – Set the day on which Comodo will deposit funds to your account and/or take payments. This date applies to the 'Pay in Full' and 'Deposit Funds' settings below. Valid days are 1 to 28.
    - **Pay in full** – Pay all outstanding charges on the date above. Funds will be drawn from your account first. Any remaining amount is charged to the selected card.
    - **Deposit Funds** – Add a set amount of money to your account funds on the date above.
      - The amount you specify is charged to your card on billing day and deposited in your account funds.
      - This is a recurring charge which takes place every month until canceled.
      - You also have the option to manually add funds to your account. Click 'Reseller Portal' > 'Deposit Funds' to do this. See '**Deposit Funds**' if you need help.
    - **Pay in full and deposit funds** – Funds are drawn from your deposit first and any remaining amount charged to the selected card. Your account is also topped up with the amount entered the field below.
    - **Amount** – Specify how much you want to deposit into your account.
  - **Option 2 – Purchase Order** – A Comodo admin sets a debt limit for your reseller account. An invoice is sent for the outstanding amount on the billing day you set.
    - **Billing day** – Enter the day on which Comodo will charge you every month. Note – Valid days are 1 to 28.
    - **Pay in full** – This is automatically enabled for purchase order payment type. On the billing day, Comodo deducts money from your available funds and sends you an invoice for the full amount.
- Click 'Save'

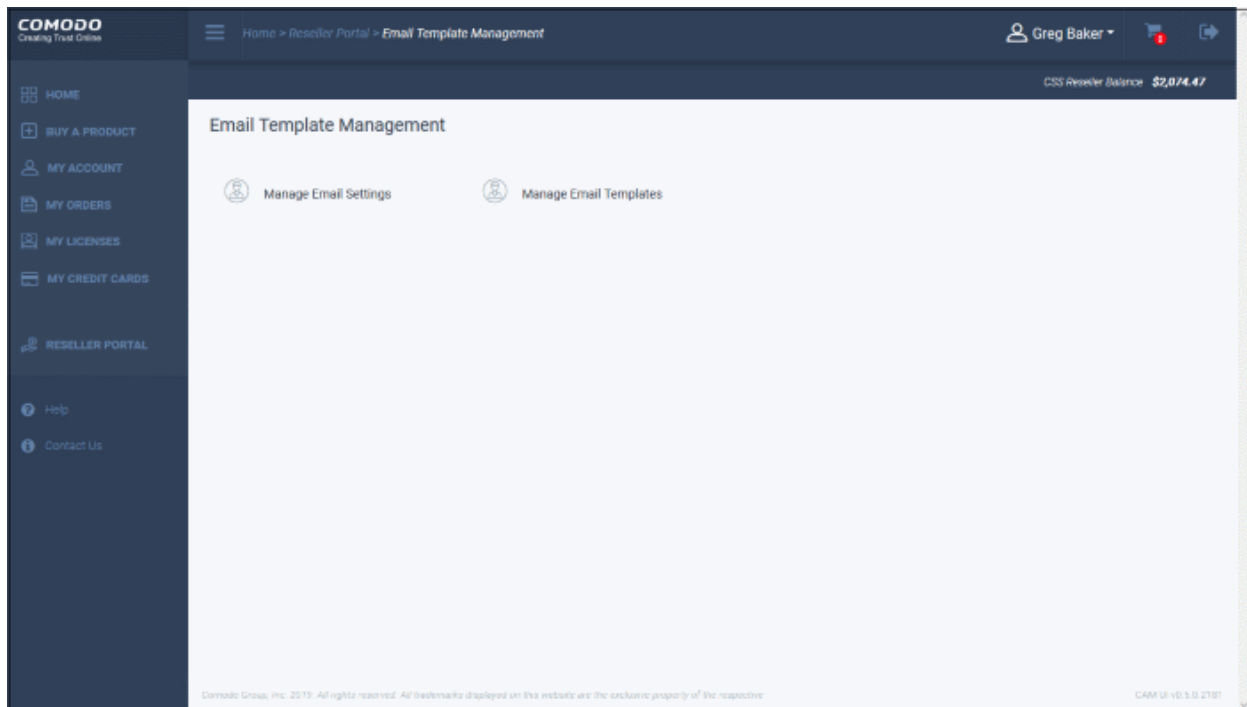
## 3.6. Email Template Management

- By default, Comodo Account Manager will automatically send product activation mails to customers that purchase a license.
- The email template section allows you to:
  - Disable emails from Comodo so that you can handle the communication yourself

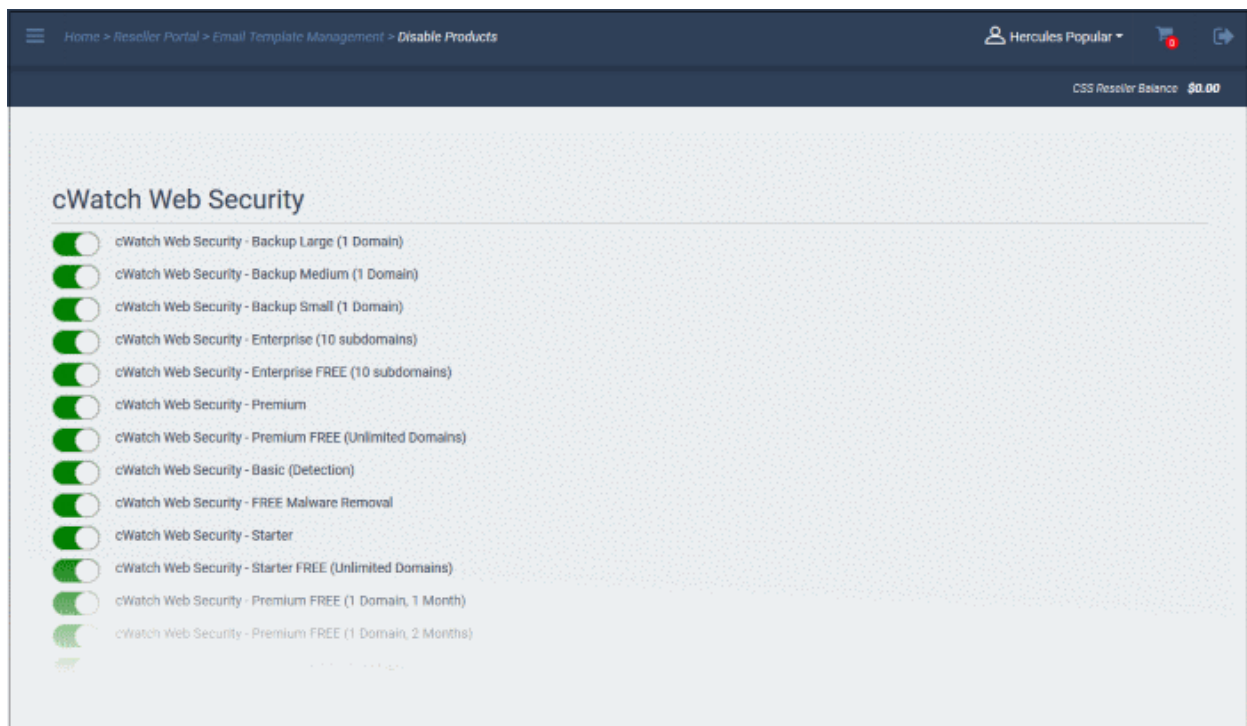
- Modify the content of the mails as required.
- Each product comes with its own set of emails which you can edit/enable/disable

## Enable/Disable auto-emails

- Login to your account at <https://cam.comodo.com>
- Click 'Reseller Portal' in the left menu or the home screen
- Click the 'Email Template Management' tile



- Click 'Manage Email Setting' tile





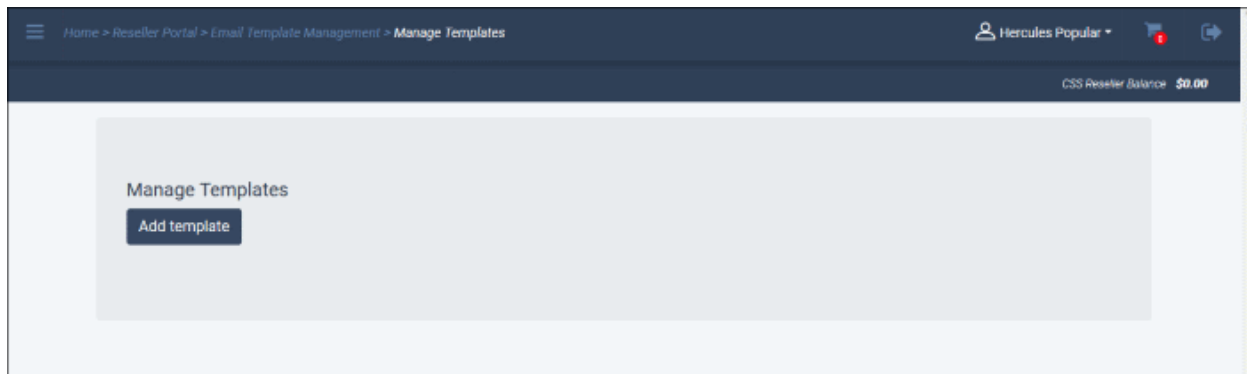
- Use the switches on the left to activate/deactivate a mail
- If you deactivate a mail then you should prepare your own communication to your customers.

## Email templates

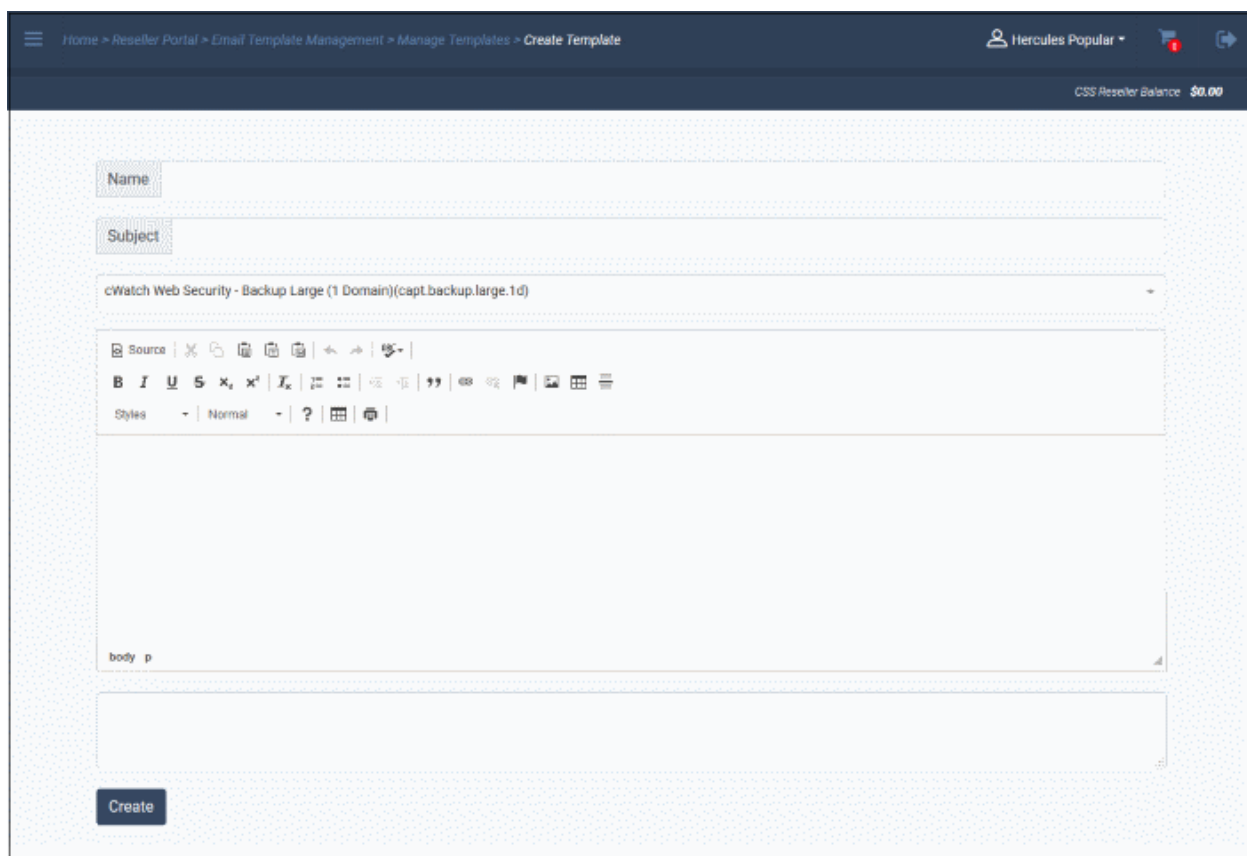
- As an alternative to disabling a mail, you can replace the mail content with your own.

## Update a template

- Login to your account at <https://cam.comodo.com>
- Click 'Reseller Portal' in the left menu or the home screen
- Click the 'Email Template Management' tile > 'Manage Email Templates' tile



- Click 'Add template'
- The mail editor will open:

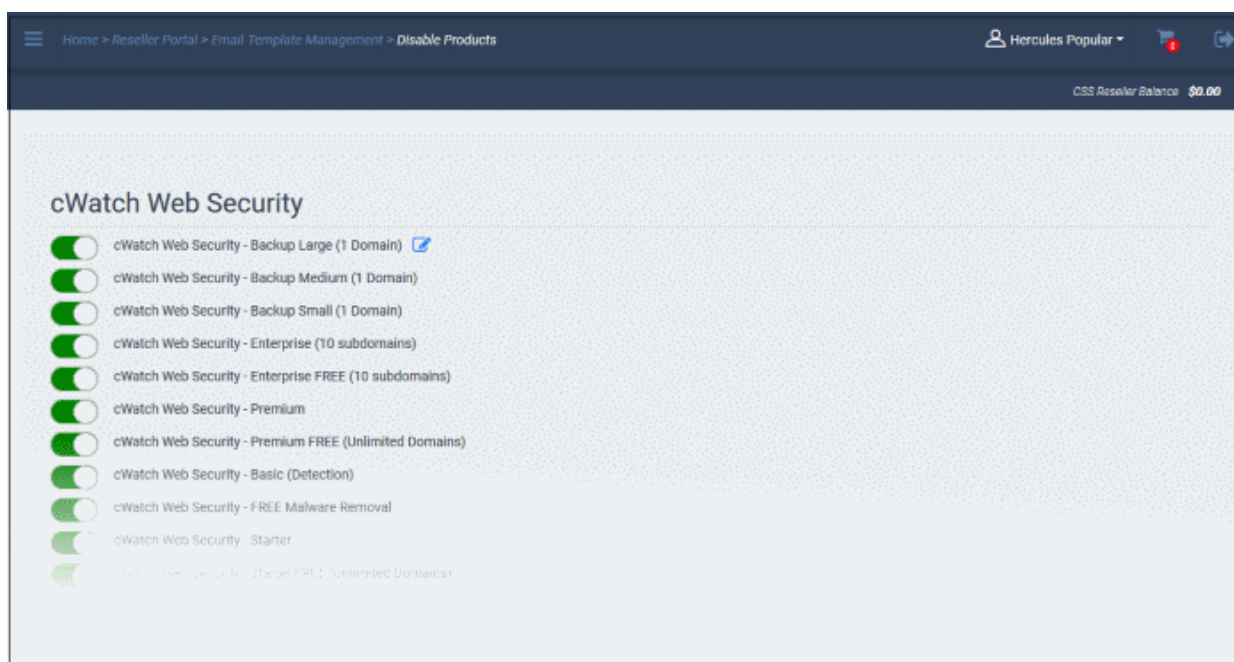


- Name – Enter a label for the template
- Subject - Short description of the email template

- Select the product from the drop-down
- Paste the HTML text in the top field
- Enter the text in the lower field
- Edit the mail as required
- Click 'Create'

The updated template will be listed.

- Click 'Manage Email Settings' tile in the 'Email Template Management' screen



- The edit icon will be available beside the updated email template.

## 3.7. Manage Licenses and License Keys

'My Licenses' shows licenses you have bought which are available for resale.

- Each order is listed as a separate tile. You can have multiple licenses for the same product. Each row shows the product name, number of active licenses, number of licenses available for resale, and more.
- Click the arrow on the right to get the activation code and more. The activation code link should be sent to your customer after a sale.
- You can export a list of license keys as a .csv file. This is useful to activate customer licenses without needing to login to your Comodo account.

### Open licenses purchased screen

- Login to your account at <https://cam.comodo.com>
- Click 'Reseller Portal' in the left-menu or on the home screen
- Click the 'Licenses Purchased' tile:

COMODO  
Creating Trust Online

Home > Reseller Portal > Licenses Purchased

Greg Baker

CSS Reseller Balance \$2,074.47

HOME

BUY A PRODUCT

MY ACCOUNT

MY ORDERS

MY LICENSES

MY CREDIT CARDS

RESELLER PORTAL

Help

Contact Us

Order Dates: Today x

Order Start Date: 2019-05-29

Order End Date: 2019-05-29

Distribution Company: Select...

Order Number: [input]

External Order Number: [input]

Product Title: [input]

Activation Code: [input]

Activation Code State: All x

Only select orders for reseller: Select...

Show available for renew licenses only:

Search Export Reset

**ORDER NUMBER:741840-74**

Order Date: 2019-05-29 08:18:36 +0100

Activation Codes Count: 1

Remaining Count: 1

Renewable Count: 0

Disabled Count: 0

Product Name: COS\_FIXED2\_AUTO

Terms: 12 days

- Use the search fields to filter entries by purchase date, order number, product name and more.
- Click 'Search' after selecting / entering the parameters. Results are shown below the search area.
- Click 'Export' to save your orders as a .csv file
- Click 'Reset' to return to default search parameters

## View order details

- The lower pane shows each order as a tile
- Today's orders are shown by default

An example tile is shown below:

**ORDER NUMBER:741840-69**

Order Date: 2019-05-28 06:58:34 +0100

Activation Codes Count: 3

Endpoints Count: 1

Remaining Count: 2

Renewable Count: 0

Disabled Count: 0

Product Name: cWatch Web Security - Pro PAID (1 Domain)

Terms: 12 months

Price: \$284.72

- Click the arrow on the right to view more options:

**ORDER NUMBER:741840-69**

- [+ Buy More](#)
- [✉ Resend Email](#)
- [📄 Orders](#)

- [📄 Download Activation Code](#)
- [📄 Show License Keys](#)

- **Buy More** – Clicking this link will open the buy licenses page. See '[Buy Product Licenses](#)'
- **Resend Email** – Sends you a duplicate of the order confirmation mail which contains your customer's activation code.
- **Orders** – The purchase details is shown:

| User       | Order Number | Date       | Product                                   | Amount   | Payment Type | State     |
|------------|--------------|------------|---|----------|--------------|-----------|
| Greg Baker | 741840-69    | 2019-05-28 | cWatch Web Security - Pro PAID (1 Domain) | \$284.72 | CSS balance  | Processed |

- User – Reseller's name
- Order Number – Purchase reference number
- Date – Purchase date
- Product – Name of the purchased item
- Amount – Product purchase cost
- Payment Type – How the amount was paid to Comodo. Available methods are 'CSS balance' (your account funds) and 'Credit card'.
- State – Two actions are available:
  - Processed – License purchased and amount paid to Comodo
  - Refunded – Amount returned after canceling an active license
- **Download Activation Code** - Click this link to save the activation codes as a CSV file.

**Please select columns you want to export** ✕

Activation Code
 Recurrent
 Activation Code Link

Export

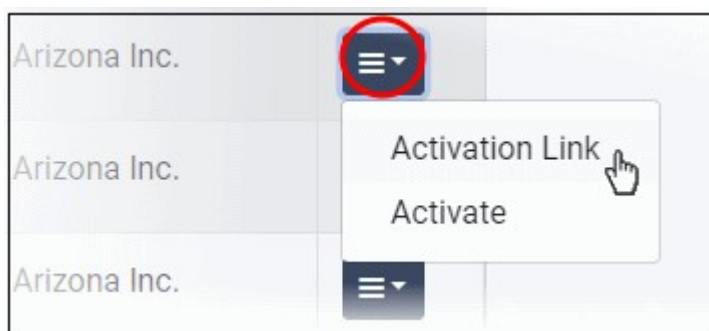
- Activation Code - License details
- Recurrent - Indicates whether the license will be auto-renewed from the reseller's account. Applicable only for licenses set for auto renewal.
- Activation Code Link – The URL that the customer should use to activate the product license
- Click 'Export' to save the details as CSV file.
- **Show License Keys** – Click this link to view details of licenses in the order, copy activation link URL and activate the license.

| Activation Code                      | From       | To         | Auto Renew | Recurrent | Distribution Company | Actions |
|--------------------------------------|------------|------------|------------|-----------|----------------------|---------|
| a64ecd8b-6769-4b22-bcd7-562edf134408 | 2019-05-30 | 2021-05-30 | TRUE       | TRUE      | Great Arizona Inc.   |         |
| 31398347-6dc1-474f-8925-00f0c8b562ed |            |            | FALSE      | TRUE      | Great Arizona Inc.   | ☰       |
| efb6581b-2278-44fc-97aa-b48ca4225f5d |            |            | FALSE      | TRUE      | Great Arizona Inc.   | ☰       |
| 42ef558b-79e2-4169-8490-5ebae64de70e |            |            | FALSE      | TRUE      | Great Arizona Inc.   | ☰       |

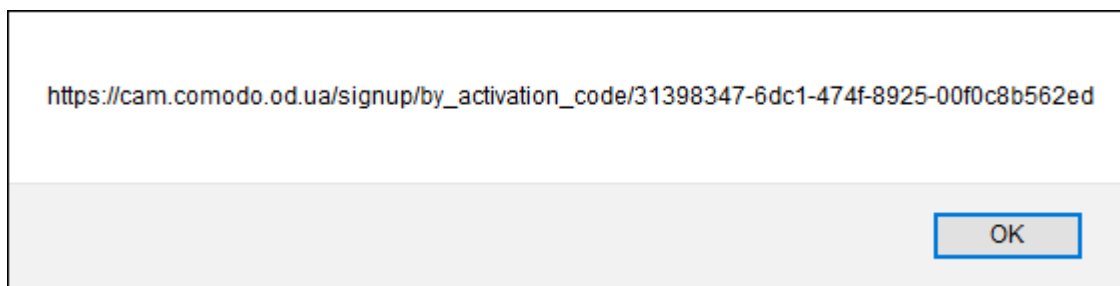
- Activation Code - License details
- From – License validity start date
- To – License validity end date
- Auto Renew:
  - True – Renew automatically (recurrent) is enabled *and* license is activated.
  - False - Renew automatically (recurrent) is not enabled. Shows false even if the license is activated.
- Recurrent:
  - True – Renew automatically is enabled.
  - False – Renew automatically is not enabled.
- Distribution Company – Name of the reseller's partner organization. This will be blank if you have not selected any distributor at the time of purchase.
- Actions – The drop-down option in a license row allows you to:
  - **Copy the activation link**
  - **Activate the license**
  - **Enable / disable auto-renewal for the license**

### Copy the activation link

- Click the drop-down and select 'Activation Link'



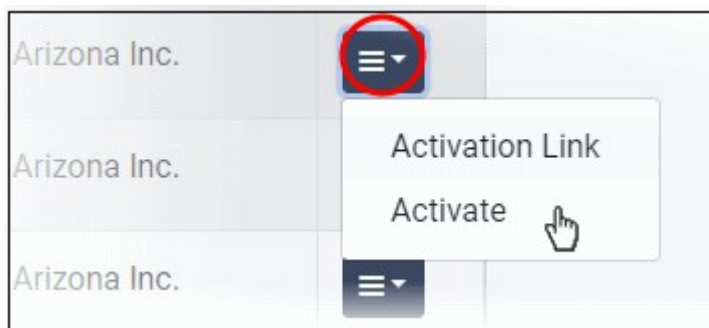
The activation link URL is shown:



- Copy and send the URL to your customer for activation.
  - Customer should click the link and sign up for the product.
- Click 'OK' to close the dialog.

## Activate the license

- Click the drop-down and select 'Activate'



The activate license form is shown:

### Activate License ✕

Activate for existing customer?

Email

First Name

Last Name

Country

State

- Activate for existing customer – Select this if the organization has a Comodo account.
  - Enter the registered email and click 'Activate'
- New customer – Complete the form and click 'Activate'
  - Customer receives an email about product activation.

### Enable / disable auto-renewal

- You can enable / disable auto-renewal for a license

#### Enable auto-renewal

- Note – You can enable / disable auto-renewal for an activated license only
- Click the drop-down and select 'Change Billing State'



| Activation Code                      | From       | To         | Auto Renew | Recurrent | Distribution Company | Actions              |
|--------------------------------------|------------|------------|------------|-----------|----------------------|----------------------|
| 59f3596c-bb5d-41e4-9848-bd72884ce8fa | 2019-05-29 | 2020-05-29 | FALSE      | FALSE     |                      | ⋮                    |
| 90d254e4-0a9d-4404-a93f-1f7c64605230 |            |            | FALSE      | FALSE     |                      | Change Billing State |
| 9a165c27-af27-4e3a-96fd-fab5a037fecb |            |            | FALSE      | FALSE     |                      | ⋮                    |

The change billing state dialog is shown:

## Change Billing State

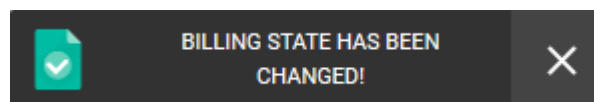
✕

Automatically Renew is deactivated for  
**59f3596c-bb5d-41e4-9848-bd72884ce8fa**  
 Are you sure you want to activate ?

Submit

- Click 'Submit'

Auto-renew is enabled for the license and a confirmation message is shown:

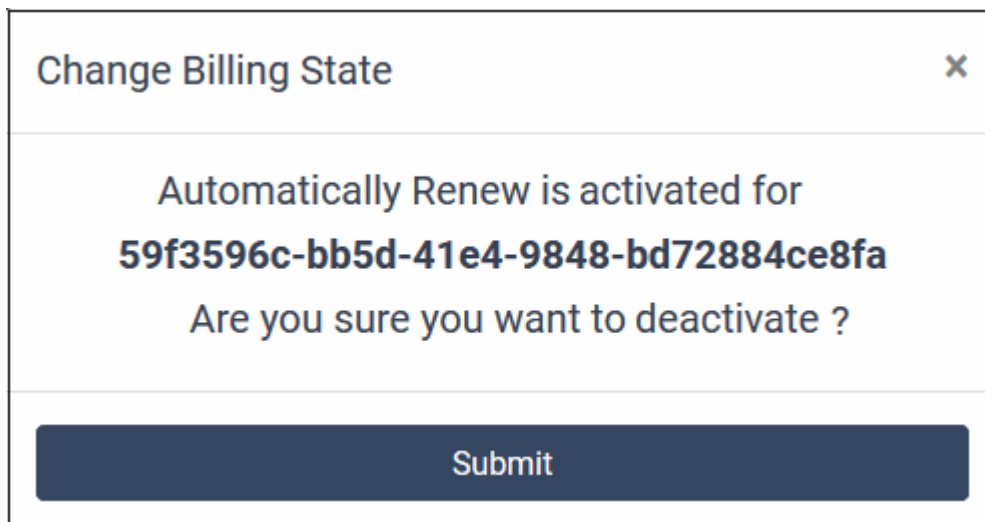


### Disable auto-renewal

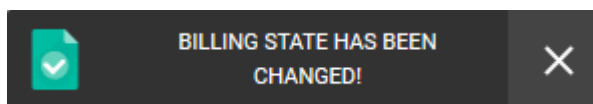
- Note – You can only enable / disable auto-renewal for active licenses.
- Click the drop-down and select 'Change Billing State'

| Activation Code                      | From       | To         | Auto Renew | Recurrent | Distribution Company | Actions              |
|--------------------------------------|------------|------------|------------|-----------|----------------------|----------------------|
| 59f3596c-bb5d-41e4-9848-bd72884ce8fa | 2019-05-29 | 2020-05-29 | TRUE       | TRUE      |                      | ⋮                    |
| 90d254e4-0a9d-4404-a93f-1f7c64605230 |            |            | FALSE      | FALSE     |                      | Change Billing State |
| 9a165c27-af27-4e3a-96fd-fab5a037fecb |            |            | FALSE      | FALSE     |                      | ⋮                    |

Click 'Submit' in the confirmation dialog:



Auto-renew is disabled for the license and a confirmation message is shown:



## 3.8. View Customer Activation History

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

- Each license is shown on a separate tile. Each tile specifies the product name, subscription ID, expiry date and other details.
- Click the arrow on the right to renew, upgrade or change auto-renew options.
- You can export a list of customer activations as a .csv file.

### Open the customer activations screen

- Login to your account at <https://cam.comodo.com>
- Click 'Reseller Portal' in the left-hand menu or the home screen
- Click the 'Customer Activations' tile:

The screenshot shows the 'Customer Activations' search interface. It features a sidebar with navigation options like 'HOME', 'BUY A PRODUCT', 'MY ACCOUNT', 'MY ORDERS', 'MY LICENSES', 'MY CREDIT CARDS', and 'RESELLER PORTAL'. The main area contains a grid of search filters:
 

- Order Dates:** This Month
- Order Number:** (text input)
- Expiry Dates:** Select...
- Subscription ID:** (text input)
- Reseller Order Dates:** Select...
- Reseller Recurrent:** All
- Available For Renew:** (toggle switch)
- Order Start Date:** 2019-05-01
- External Order Number:** (text input)
- Expiry Start Date:** Expiry Start Date
- Activation Code:** (text input)
- Reseller Order Start Date:** Reseller Order Start Date
- Orders For Reseller:** Select...
- Order End Date:** 2019-05-30
- Reseller Order Number:** (text input)
- Expiry End Date:** Expiry End Date
- Product Title:** (text input)
- Reseller Order End Date:** Reseller Order End Date
- Distribution Company:** Select...

 At the bottom, there are 'Search', 'Export', and 'Reset' buttons.

- Today's activations are shown by default under the search fields.
- Use the search fields to filter entries by date, order number, product title and more.
- Click 'Export' to save customer activations as a .csv file
- Click 'Reset' to return to default search parameters

### View customer activations details

- The lower pane shows each activation as a tile
- Today's activations are shown by default

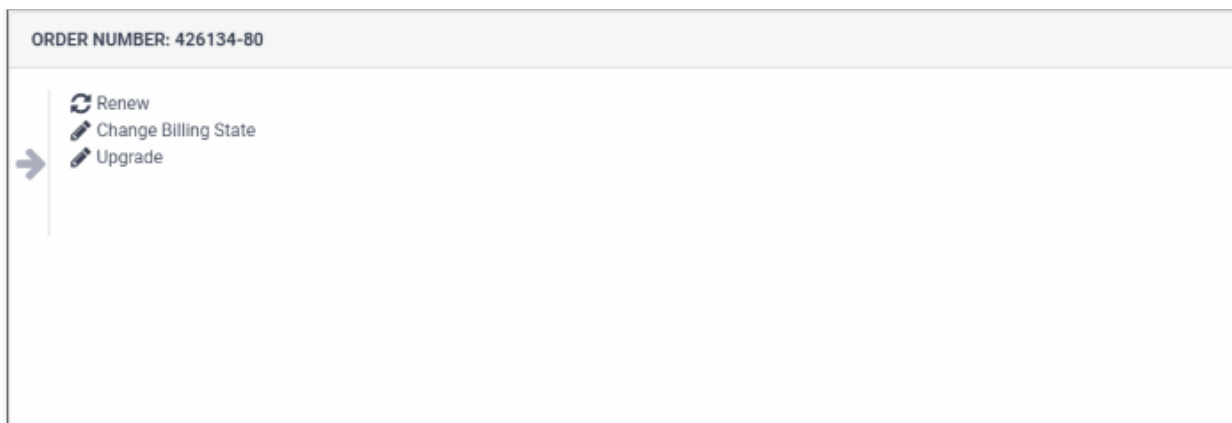
An example tile is shown below:

The example tile shows the following details for Order Number 426134-80:
 

- Product Name:** CIS Upgrade from11
- Order Date:** 2019-05-30 09:57:50 +0100
- Reseller Order Number:** 426134-79
- Reseller Order Date:** 2019-05-30
- Customer Name:** reseller09 reseller09
- Customer Email:** reseller09@oddish.comodo.od.ua
- Activation Code:** 7ceda56b-b88f-462d-b05a-d5435cc496f6
- Subscription ID:** 3080154afd
- Expire Date:** 2019-06-30
- Terms:** 1 month
- Auto. Renewable:** FALSE
- Valid:** TRUE

 A left-pointing arrow is located on the right side of the tile.

- Click the arrow on the right to view more options:

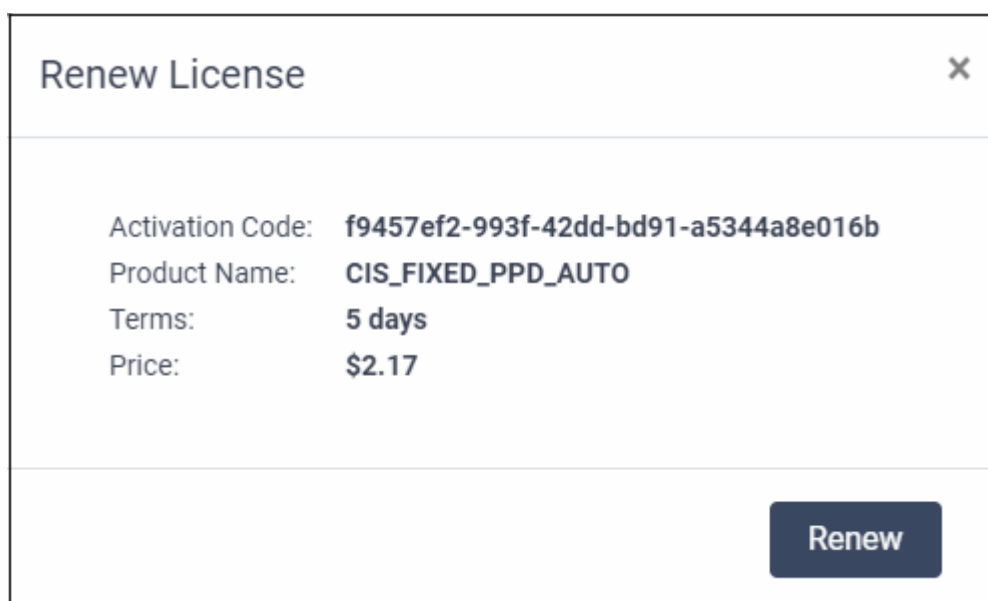


- **Renew** – Click this to activate a license. Renewal option is shown from 15 days before expiration date.
- **Change Billing State** – Allows to enable / disable auto-renew status
- **Upgrade** – Purchase a license with more features. Example upgrades include more users, domains, endpoints, and so on.

## Renew a license

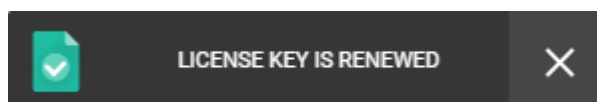
- Click the 'Renew' link

The renew license dialog appears:



- Click 'Renew'

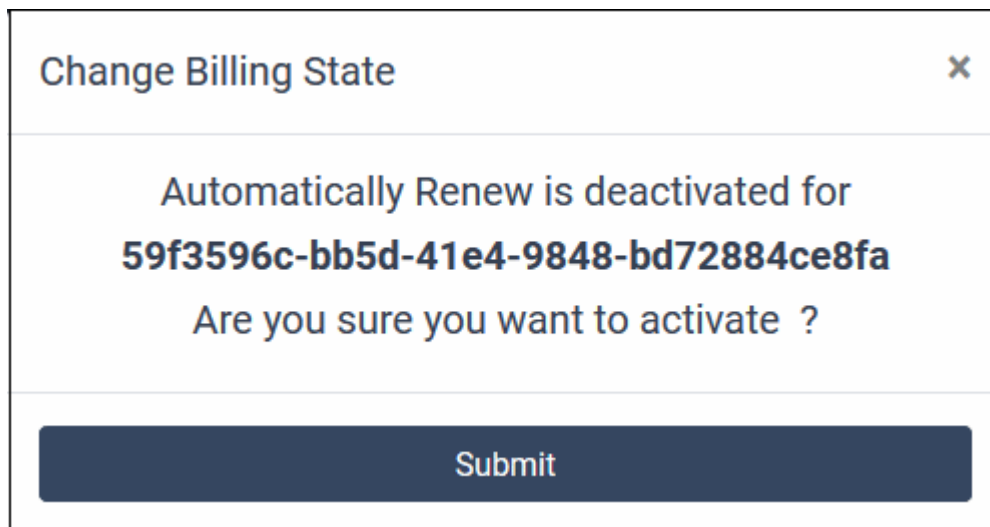
The license is renewed and a confirmation message shown:



## Change Billing State

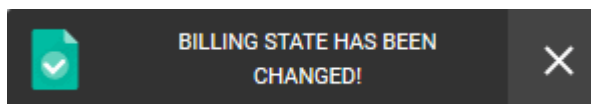
- Click the 'Change Billing State' link

The change billing state dialog is shown:



- Click 'Submit'

Auto-renew is enabled for the license and a confirmation message is shown:



## Upgrade

You can upgrade the license to add more users / endpoints / domains as appropriate.

- Click 'Upgrade'

| Product Title                                      | Period    | Quantity | Original Price | Discount Price | Action  |
|--|-----------|----------|----------------|----------------|---------|
| Advanced Endpoint Protection Premium Edition (...) | 60 months | 999      | \$115,913.97   | \$115,571.97   |         |
| Advanced Endpoint Protection Premium Edition (...) | 36 months | 999      | \$74,515.41    | \$74,173.41    | Upgrade |
| Advanced Endpoint Protection Premium Edition (...) | 24 months | 999      | \$56,303.64    | \$55,961.64    |         |
| Advanced Endpoint Protection Premium Edition (...) | 12 months | 999      | \$33,116.85    | \$32,774.85    |         |
| Advanced Endpoint Protection Premium Edition (...) | 6 months  | 999      | \$20,379.60    | \$20,037.60    |         |

- Select the number of users / endpoints in the quantity column
- Click 'Upgrade'
- If you have sufficient funds in your account, the process will be completed. Else, you have to deposit amount and complete the upgrade.

## 4. Manage your CAM Account

A Comodo accounts manager (CAM) account allows you to manage both your personal licenses and licenses for your reseller account.

See the following links for help to use the CAM interface:

- [Introduction to Comodo Accounts Manager](#)
- [Sign up for a CAM Account](#)
- [The Main Interface](#)
- [Manage your CAM Account](#)
  - [Update your Account Details](#)
  - [Change your Password](#)
  - [Change Lock Out Time](#)
  - [Change your Email / Billing Email Addresses](#)
  - [Request Parent](#)
- [Switch to Old CAM Interface](#)
- [Purchase Comodo Products](#)
- [View your Orders](#)
- [View your Subscription History](#)
- [Manage your Credit Cards](#)
- [Comodo Support](#)
- [Contact Us](#)
- [Logout of CAM](#)

## 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](https://www.comodo.com) or our [blog](#). You can also follow us on [Twitter](#) (@ComodoDesktop) or [LinkedIn](#).

1255 Broad Street

Clifton, NJ 07013

United States

Tel : +1.877.712.1309

Tel : +1.888.551.1531

<https://www.comodo.com>

Email: [EnterpriseSolutions@Comodo.com](mailto:EnterpriseSolutions@Comodo.com)