Quick reference guide

Using the SMART software portal

About the SMART software portal

The redesigned SMART software portal is an online tool that allows administrators to manage SMART software subscriptions easily. The portal shows you a variety of subscription details such as renewal dates, the number of available seats, the number of seats assigned to users, and the subscriptions to which users are assigned.

Instructions for accessing the SMART software portal are emailed to the purchaser of a SMART software product. The purchaser can also have the access instructions sent to additional recipients.

✎ **NOTES**

- The SMART software portal is currently available only in English. For non-English support, contact your authorized SMART reseller.

- Although the SMART software portal supports only education product subscriptions, you can still view basic details of enterprise product licenses.

- The SMART software portal no longer provides information about the number of times a product key has been used to activate a device.

- For answers to some of the most frequently asked questions about SMART software portal, see the *SMART Software Licensing Portal FAQs* (smarttech.com/kb/171290).

About subscriptions

The SMART software portal has been redesigned to focus on subscriptions and users rather than product keys and activated computers. Subscriptions to a SMART software product include a number of seats (also known as users), which administrators assign to users in the SMART software portal. This entitles the user to sign in to the product and use it on any device on which software is installed.

✎ **NOTE**

To register for a SMART account, users need an existing Google or Microsoft account— ideally an account provided by their school or institution for Google Suite or Microsoft Office 365.
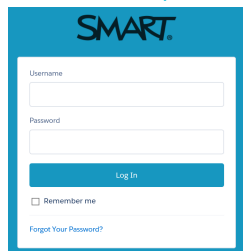
The SMART software portal now provides the ability to entitle users to activate and use
SMART software. The previous software portal provided only information about product keys.

Signing in to the SMART software portal

After the purchase of a SMART software subscription, the administrator receives an email with
sign in instructions.

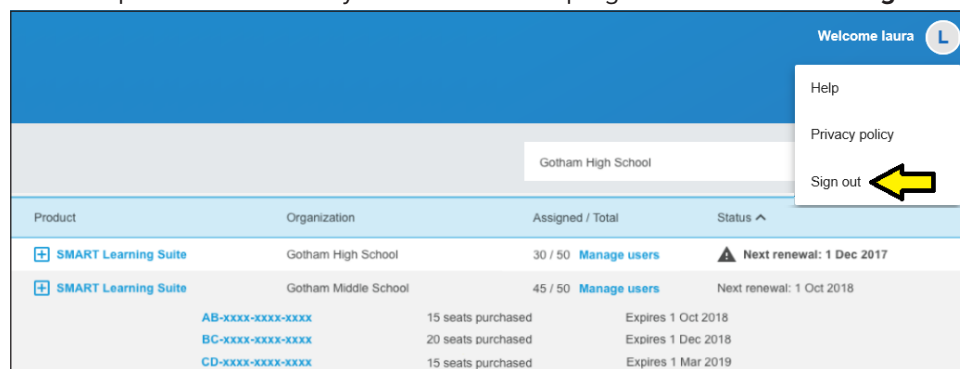▶ **To sign in to the SMART software portal**

1. Go to subscriptions.smarttech.com.

2. Enter your user name in the *User name* box.

3. Enter your password in the *Password* box.

4. Click **Sign In**.

▶ **To sign out of the SMART software portal**

Click the profile icon next to your name in the top-right corner and select **Sign out**.

Managing users

The SMART software portal allows administrators to manage assigned users by adding or
removing them from a subscription.

Adding users to a subscription

The SMART software portal allows you to entitle users to access SMART software by adding
their email addresses to a subscription. An entitlement by email system grants access to a

person, rather than to a specific installation of the software. This allows teachers to sign in through their SMART accounts and use SMART software on any device on which it's installed.
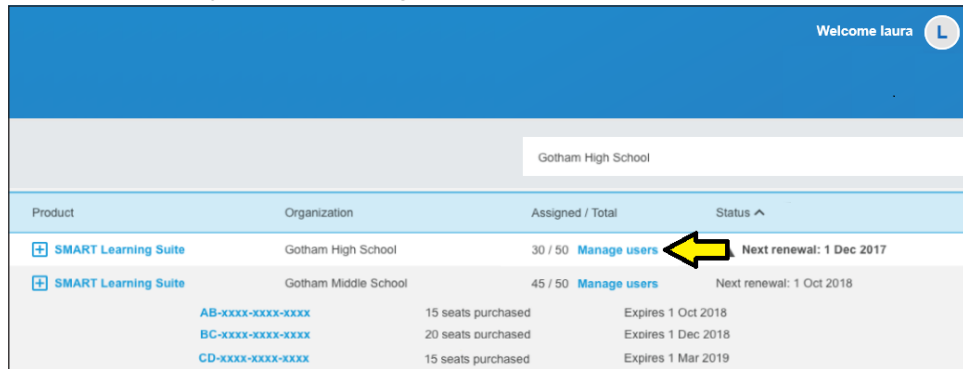

👉 **IMPORTANT**

Best practice when entitling users: Notify teachers of the email you have entitled and tell them to use that email as the user ID for their SMART account. This will ensure they can take advantage of entitlement by email.

There are two ways to add users: you can enter the email addresses individually or import a CSV file that contains a list of email addresses.

▶ **To add a user by typing their email address**

1. Click the **Manage users** link under the *Assigned/Total* field of the SMART software product to which you want to assign users.
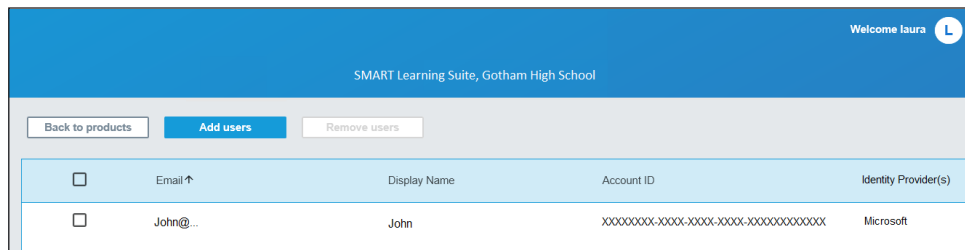

2. Click the **Add users** button.

3. Select **Type email addresses**.

4. Type the users' email addresses and click **Add**.

> 🖉 **NOTES**
>
> ○ Users sign in to SMART software using the email addresses you enter here.
>
> ○ The name a user entered when they created their SMART account appears in he *Display Name* column. This column is empty if a user has yet to sign into the product associated with the subscription
>
> ○ The *Identity/Provider(s)* column displays the name of the email service provider (Microsoft, Google or Software portal) associated to a user's SMART account. The column also indicates whether a user set up their account by associating their SMART software portal credentials. If a user has merged their SMART accounts (see smarttech.com/kb/171280), details of the merged accounts appear here (for example, "Microsoft/Google").

▶ **To add users by importing a CSV file**

1. Click the **Manage users** link under the *Assigned/Total* field of the SMART software product to which you want to assign users.

2. Click **Add users**.

3. Select **Import CSV file**.

4. Select the CSV file and click **Open**.

> 🖉 **NOTES**
>
> • Users sign in to SMART software using the email addresses you enter here.
>
> • Ensure the format of the CSV file complies with following:
>
>   ○ A single column of email addresses, with each address on its own line
>
>   ○ Do not include titles or headers
>
>   ○ Do not include spaces, commas or quotations

Removing users

The SMART software portal allows you to remove selected users or remove all users from the list.

✏️ **NOTE**

Removing a user from the list removes their entitlement to a subscription. However, all their data (such as SMART Learning Suite Online files, and so on.) will still be available to the user.


▶ **To remove a user**

1. Click the Manage users link under the *Assigned/Total* field of the SMART software product to which you want to remove users.

2. Select the user from the list by clicking the check box beside the email address.

3. Click the **Remove users** button on the main screen.
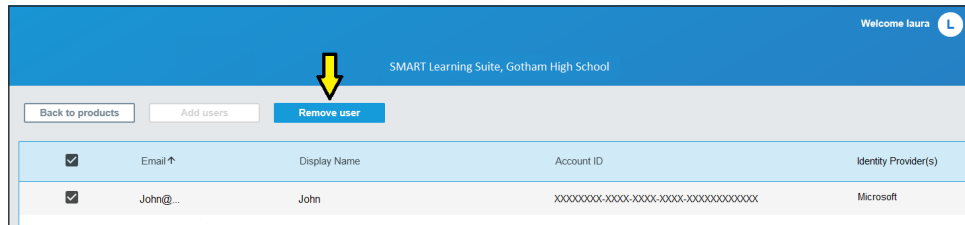
4. Click **Remove**.

▶ **To remove all users**

1. Click the Manage users link under the *Assigned/Total* field of the SMART software product to which you want to remove users.

2. Select the check box located under the main menu.
   All users will be selected.
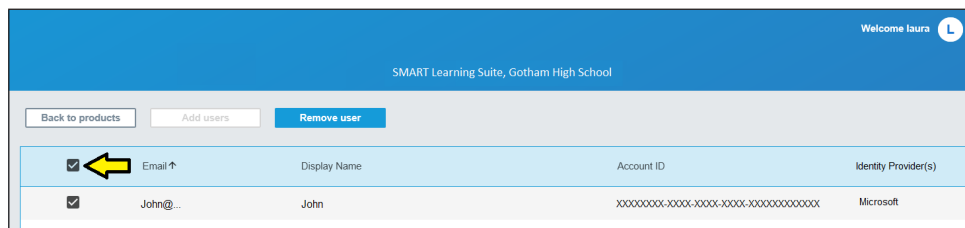
3. Click the **Remove users** button on the main screen.

4. Click **Remove**.

Viewing a subscription status
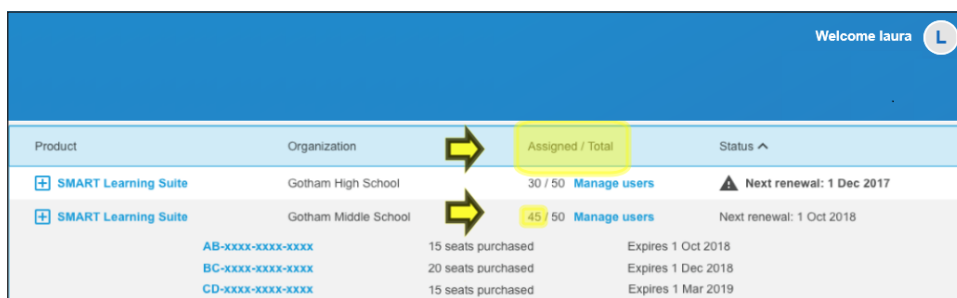
Administrators and channel partners can use the software portal's main screen to see details of their software subscriptions. The details include the product type, the number of assigned subscriptions, the number of available subscriptions, and upcoming renewal dates.

Assigned subscriptions

The Assigned column on the software portal's main screen shows the number of users assigned to a subscription. In this example, 45 of the 50 subscriptions have been assigned to users.

▶ **To view the number of assigned subscription users**

1. From the main SMART software portal page, navigate to the software product.

2. Locate the *Assigned / Total* link.

3. Locate the number under *Assigned*.
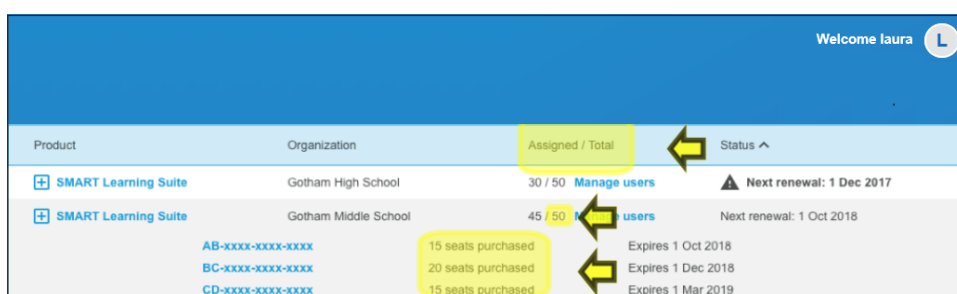
Total number of subscriptions

The Total number of subscriptions is the sum of all active product subscriptions. This number should be equal to the total number of seats purchased.

▶ **To view the number of total subscriptions**

1. From the main SMART software portal page, navigate to the software product for which you are seeking information.

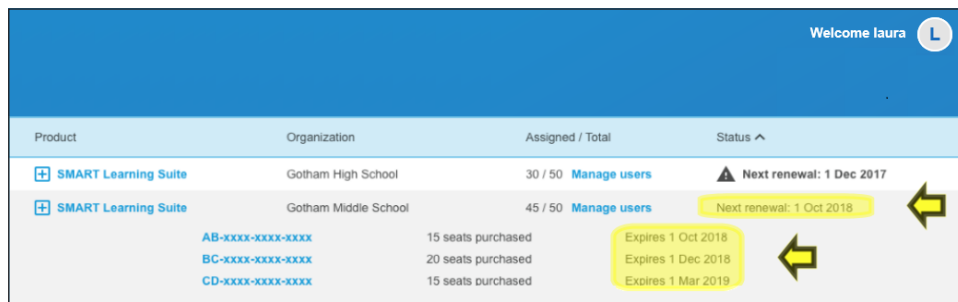2. Locate the *Assigned/Total* link.

3. Locate the number under *Total*.

Subscription renewal dates

The Status column in the software portal's main screen displays the renewal dates for your SMART software subscriptions. The subscription that expires the soonest appears first in the list.

▶ **To view renewal dates**

1. From the main SMART software portal page, locate the *Status* field.

2. Navigate to the software product.

3. Locate the renewal date under the *Status* field.
   This displays the renewal date of the subscription that expires the soonest.

4. Select the expand icon ⊞.
   This displays the list of assigned subscriptions along with the renewal dates.

Viewing subscription details

Administrators and channel partners can view the details of their software subscriptions.

▶ **To check the status of a subscription**

1. Select the SMART software product from the main menu.

2. Select the product by clicking the expand icon ⊞.
   A list of all the assigned subscriptions appears.

3. Select the specific subscription.
   A window with the subscription detail appears.