

# A Complete Guide on Hexnode Partner Portal Subscription



hexnode

Hexnode's Reseller Partner program is a dedicated project aimed at empowering businesses to create new revenue opportunities by selling Hexnode's UEM solution to their clients. This program entitles the resellers to competitive discounts and complimentary benefits. Through this program, each reseller is granted access to a web console known as the Hexnode Partner portal. Through this web instance, reseller partners can register new deals, create UEM portals for the clients, access support resources, and more.

Hexnode Partner portal also facilitates resellers to pay UEM subscriptions on behalf of their customers. The **Payments** tab, a dedicated section in the Partner portal, provisions resellers to procure paid UEM licenses for their clients. Additionally, the reseller can also upgrade the pricing plans and renew the subscriptions of the current customers through this web portal. Note that the customers can access all the features in Hexnode through the reseller-created Hexnode portal free of cost for the initial 30-days. Once the free trial is deactivated, the resellers can purchase licenses for their clients on a per device basis through the Partner portal.

## Hexnode Pricing Plan

The strategies, methodologies and techniques employed by business organizations differ from each other. Therefore, the device management requirements of these organizations will also be different. So, Hexnode offers five different flavors of the same UEM solution in an incrementing pattern of its features, that is, each new flavor with more features than the previous. These flavors include Express (with the least features), Pro, Enterprise, Ultimate and Ultra (with all the Hexnode features).

While subscribing, you can choose the required UEM flavor for your customers. If a customer wants to upgrade/downgrade their current subscription plan, it can also be facilitated through the Hexnode Partner Portal.

Note that the maximum number of technicians who can moderate the UEM portal is different for each pricing plan. However, the resellers can purchase additional technician licenses during the subscription.

## How to subscribe with Hexnode

To secure device licenses for a UEM customer account created through the Hexnode Partner portal,

1. Login to the Hexnode Partner Portal.
2. Go to **Payments > Subscriptions**. This will take you to the Subscriptions page, from

- where you can subscribe/renew your account. This page also lists the details like portal name, device count, current edition, billing cycle and much more.
3. Identify the portal that is to be subscribed to and click on **Subscribe** corresponding to the portal name. This will display a new page with details regarding the status of the trial account.
  4. Choose **Monthly** or **Annual** based on when the customer wants to renew the subscription. Note that the Annual plan is the most economical plan among the two alternatives. A customer can save up to \$0.2/device/month when billed annually.
  5. Choose the preferred pricing plan and click on **Subscribe** corresponding to the selected plan.
  6. On the **Subscription Details** page, review the selected pricing plan and the current status of the portal. If you want to change the plan, click on **Change Plan** to go back.
  7. Input the total number of devices the customers are planning to deploy in the **Total device count** tab
  8. Input the number of additional technicians that you want to purchase in the **Add ons Technicians** tab. Each technician will cost you \$30/month or \$300/year based on the billing cycle.
  9. Go to *Payments Summary* on the *Subscription Details* page and click **Pay**.
  10. In the *BILLING DETAILS*, provide the client company name and company email address. The reseller details as specified under **Payments > Billing > Billing details** will get auto-populated.
  11. Next, select the payment mode.
    - **Credit/Debit card** – Provide the card details and click on **Checkout** to complete the payment. The credit card/debit card details can be added under **Payments > Billing**. This card will be charged for all the portals managed via the Hexnode Partner portal. A temporary authorization charge of up to \$1 may be charged while adding or updating the card. This will be reversed and will be removed from the statement within 7 to 10 business days. The accepted card networks are Mastercard, Visa, American Express, Diners Club International and Discover.
    - **International bank transfer** – A pro forma invoice will be generated while clicking on **GENERATE INVOICE**. You can make the payment within 30 days. You can download the invoice by clicking on the **DOWNLOAD INVOICE** button. Once the payment is done, upload the proof of payment under **Payments > Subscriptions > Renew/Upgrade > Subscription > Upload Proof of Payment**. The payment status will be changed from **Pending/Awaiting Verification** to **Success** only on verifying the payment by Hexnode. This may take up to 2 business days.

- **Domestic bank transfer** – A pro forma invoice will be generated while clicking on **GENERATE INVOICE**. You can make the payment within 30 days. Once the payment is done, upload the proof of payment under **Payments > Subscriptions > Renew/Upgrade > Subscription > Upload Proof of Payment**. The payment status will be changed from **Pending/Awaiting Verification** to **Success** only on verifying the payment by Hexnode. This may take up to 2 business days.
- **Check** – A pro forma invoice will be generated while clicking on **GENERATE INVOICE**. Write a check with the full amount (in USD) as mentioned in the invoice. You can make the payment within 30 days. Once the payment is done, upload the proof of payment under **Payments > Subscriptions > Renew/Upgrade > Subscription > Upload Proof of Payment**. The payment status will be changed from **Pending/Awaiting Verification** to **Success** only on verifying the payment by Hexnode. This may take up to 2 business days. Handwritten checks will not be accepted. Payment via check is only available for Pro and higher subscriptions or if the minimum purchase amount is \$324. For additional purchases via check, a minimal payable amount of \$100 is required.
- **Purchase Order (via Bank Transfer)** – A pro forma invoice will be generated while clicking on **GENERATE INVOICE**. You can make the payment within 30 days. Once the payment is done, upload the proof of payment under **Payments > Subscriptions > Renew/Upgrade > Subscription > Upload Proof of Payment**. The payment status will be changed from **Pending/ Awaiting Verification** to **Success** only on verifying the payment by Hexnode. This may take up to 2 business days.
- **Purchase Order (via Check)** – A pro forma invoice will be generated while clicking on **GENERATE INVOICE**. Write a check with the full amount (in USD) as mentioned in the invoice. You can make the payment within 30 days. Once the payment is done, upload the proof of payment under **Payments > Subscriptions > Renew/Upgrade > Subscription > Upload Proof of Payment**. The payment status will be changed from **Pending/Awaiting Verification** to **Success** only on verifying the payment by Hexnode. This may take up to 2 business days. Handwritten checks will not be accepted. Payment via check is only available for Pro and higher subscriptions or if the minimum purchase amount is \$324. For additional purchases via check, a minimal payable amount of \$100 is required.

**Note:**

- Only Credit/debit card payment is accepted for the monthly subscriptions.
- An online transaction fee of \$0.30 will be charged for Credit/Debit card payments.

12. Under Purchase Summary, check the box if you agree to the terms of the Hexnode SaaS agreement and click on **CHECKOUT**.

## How to renew a Hexnode subscription?

Renewing the subscription is similar to purchasing a new subscription. To renew the Hexnode subscription for your client,

1. On your Hexnode Partner portal, go to **Payments > Subscription**.
2. Identify the portal and click on **Renew/Upgrade**.
3. On the **Subscription** page, review and edit the current subscription and billing details
4. Identify the portal that is to be renewed. Click on **Renew/Upgrade** corresponding to the portal. It displays all the details regarding the active subscription and the billing details. You can also cancel your Hexnode subscription from this page.
5. Click on **Change Plan**.
6. Choose a subscription plan and a billing cycle based on the client's requirements. Click on **Pay**.
7. Select the payment mode and complete the transaction.

## Invoice Catalog

The entire history of the payments processed through the Partner portal is listed under the Invoice Catalog. Navigate to **Payments > Invoice** Catalog to land on this page. You can even download the payment invoice from this page. This page lists the portal name, invoice ID, purchase date, paid date, amount, payment mode and status for each payment made.

## Hexnode wallet

Suppose you have paid your portal subscription for the current billing period. Say, you no longer require all the features in the current plan. In such an instance, Hexnode lets you downgrade the plan immediately without waiting for the current subscription to expire. This is the same in the case if you want to cut down the number of devices or technicians. When downgrading the plan/reducing the license count, your Hexnode Wallet will be refunded with the additional amount that was debited based on your initial subscription. This amount can be used for any subsequent payments.