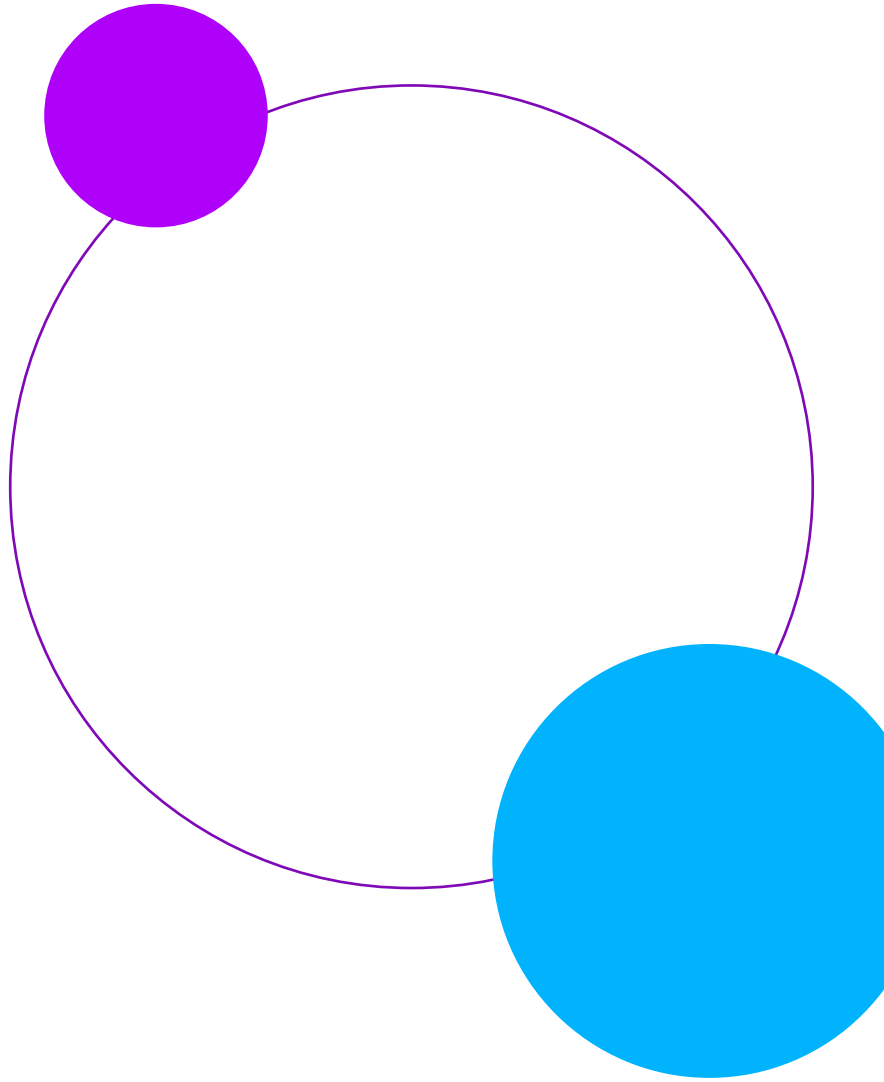
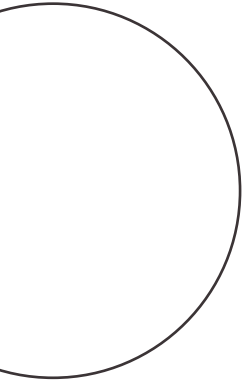




Kentico



Kentico Client Portal guide.

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Purpose of this document

This document is intended to be a useful set of tips and links for new clients — both business and technical users. We're continually investing time in our self-service portals, and in this guide you will learn how to use our [Client Portal](#).

Client Portal

The purpose of this portal is to let you look after your maintenance, generate license keys, and register new licenses. You can download release notes associated with released versions and manage upgrades.

If you have any suggestions on how we can improve this, please [let us know](#).

Recommended approach for logins

We recommend that you use a shared company email (e.g. support@mydomain.com or kentico@mydomain.com) that will be available to all of your aliases and register it in the Client Portal. This email should be able to receive and send emails and also be monitored and available to everyone that you want to access the Client Portal. If you have already established logins, but you would like to make changes to these, please contact your account manager at sales@kentico.com.

If you are also a Kentico Partner and would like to have your partner discount displayed in your Client Portal account, please use the same main user account information to log into both the Client and Partner Portals. The portals will then synchronize and show your partner margin discounts for renewals and other prices.

Communicating with Kentico

Our technical support is available 24/7 and we do our best to solve your issues within 24 hours. If you are experiencing any technical issues, please submit a support issue at <https://www.kentico.com/services/support/submit-a-question>. Please make sure your project has valid maintenance and specify the domain of the project you are raising your question for.

The Kentico Sales team is ready to answer your questions regarding Kentico, pricing, licensing, generating license keys, and more. They can also provide information about other services such as [premium support](#), [training](#), and [consulting](#).

The Sales team can be contacted by email at sales@kentico.com or by phone:

- US & Canada: +1-866-328-8998
- UK & Ireland: +44-(0)204-548-4647
- EMEA: +420-511-180-920
- APAC: +61-0280-061-286

Note: please contact only one address at any given time. This avoids sending the same query multiple times to multiple addresses and will allow us to direct your query to the right person in a timely manner.

My Client Portal account

Create account

1. Go to <https://client.kentico.com/>
2. Click **Sign up now**

Logon

[Forgotten password?](#)

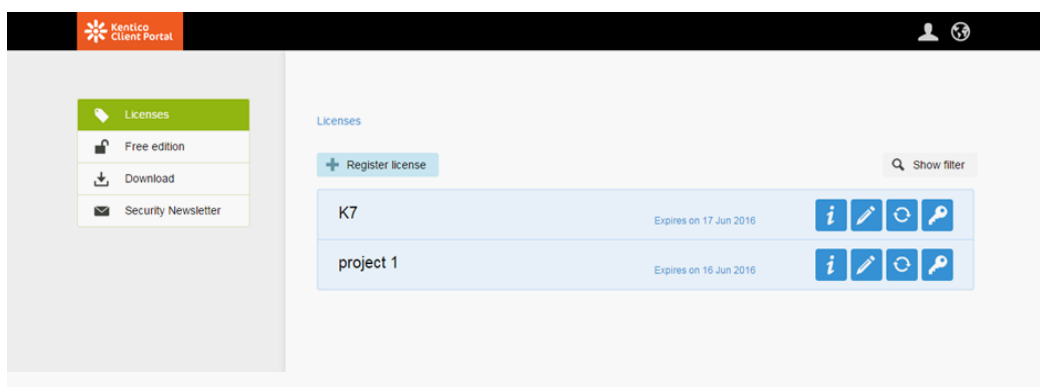
User name: **Password:**

Remember me **Log on**

Not a member yet? **Sign up now!**

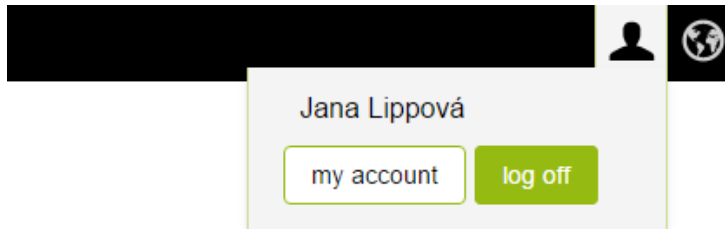
3. Fill in the form and click **Register**

You will receive an email containing instructions to finish your registration. When you finish the registration process please log in.



Managing my account

1. Click the profile icon
2. Click **my account**



3. Update your contact details

My account

Username: **E-mail:**

First name: **Last name:**

Nickname: **Date of birth:**

Signature: **Avatar:**

Time zone: **Gender:**

Receive notification about answer submitted to your question (DevNet).

4. Change your password
 - a. Enter your existing password
 - b. Pick new password
 - c. Confirm password by retyping it
 - d. Click Change password

Your existing password:

New password:

Password strength:

Confirm password:

Register a license

To start developing your project, you need to register your license. We recommend that you use a shared company email that will be available to all of your aliases and register it in the Client Portal. This email should be available to everyone that you want to access the Client Portal. If you are also a Kentico Partner and want to have your partner discount displayed in your Client Portal account, please use the same main user account information to log in to both Client and Partner Portal.

Licenses

<p>Serial number*</p> <input type="text"/>	<p>Project name*</p> <input type="text"/>
<p>Renewal notification email*</p> <p><input checked="" type="radio"/> use license owner's account email</p> <p><input type="radio"/> specify other renewal notification email</p> <input type="text" value="jana1@kentico.com"/>	<p>Client*</p> <p><input type="radio"/> New client</p> <input type="text"/>
	<p><input checked="" type="radio"/> Existing client</p> <input type="text" value="XX"/>

My project

Client ABC
Expired on 4 Feb 2015

To register your license, click **Register license**.

1. Enter your **Serial number** and **Project name**
2. Specify who should be notified about **renewals**. Note: the license owner is always notified even if a different renewal notification email is specified
3. Click **OK**

Now the license is registered to you. If you cannot see your license under the 'Licenses' section, it might be in your colleague's profile, which is why we suggest you use a shared email. For any help, please contact your account manager at sales@kentico.com.



Edit license

In this section you can change your project name and add email addresses of people who should be notified about renewals. It also informs you about how many more license keys you can generate.



Renew the license's maintenance

All Kentico perpetual licenses include a one-year maintenance contract for all software updates, upgrades, and 24/7 support, with the option to purchase ongoing maintenance for subsequent years.

Under the Kentico **subscription** license model, software maintenance is included in the price of all paid and active subscriptions.

Maintenance covers:

- Unlimited 24/7 technical (phone and email) support during your maintenance period
- All major and minor upgrades released during your maintenance period

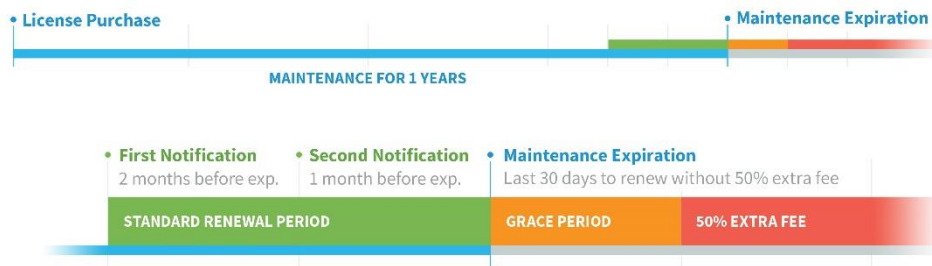
Renewing a subscription license

The subscription licenses are renewed solely with your account manager at sales@kentico.com in a timely manner. The owner of the license and the renewal contact are notified no later than 30 days prior to the expiration of the license. Additional notifications are sent five days before and on the day of the expiration.

Please note that a manual step may be required from you after the subscription is renewed. For projects running on Kentico version 12, you will need to update your license key in Kentico manually (please read the [Using license keys](#) section). For projects running on Kentico Xperience 13 and above, license keys are updated automatically.

Renewing a perpetual license

Below, you can see the process for renewal and notifications of perpetual licenses.

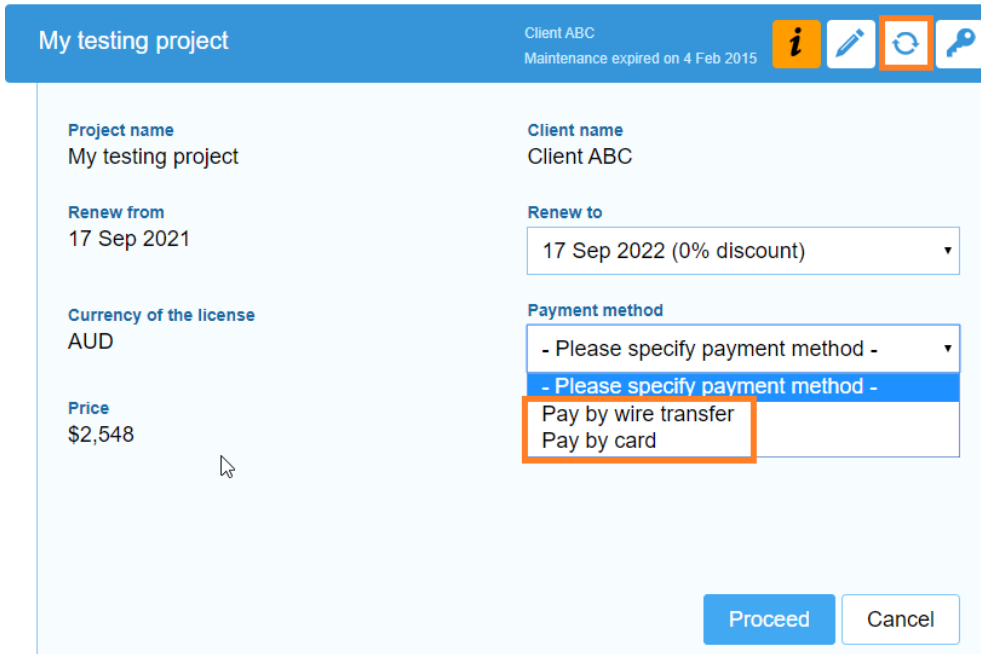


The Late Renewal Surcharge is only applied to all maintenance agreements that are left to lapse +30 days after the expiry date. It is an additional 50% of all lapsed months/years added to the annual maintenance cost. Once the surcharge has been paid the maintenance reverts back to the normal annual rate.

Once you click on the Renew icon;

1. Choose **Renew to** (based on the number of years you are renewing, an extra discount will be applied)
2. Choose your preferred **payment method**

3. Click Proceed



The screenshot shows a web form for renewing a license. The header bar is blue and contains the text 'My testing project' on the left, 'Client ABC' and 'Maintenance expired on 4 Feb 2015' on the right, and four icons: an information icon, a pencil, a refresh icon, and a key icon. The main form area is light blue and contains the following fields:

Project name My testing project	Client name Client ABC
Renew from 17 Sep 2021	Renew to 17 Sep 2022 (0% discount)
Currency of the license AUD	Payment method - Please specify payment method - - Please specify payment method - Pay by wire transfer Pay by card
Price \$2,548	

At the bottom right of the form are two buttons: 'Proceed' (highlighted in blue) and 'Cancel'.

Based on the payment method, you will navigate to one of the following pages:

Pay by wire transfer

Fill in your details and click submit. Your account manager will be sent an email in our system with details of the licence renewal that you'd like to make. An invoice will be created and emailed to you.

Pay by card

You will be redirected to a MyCommerce payment platform to renew your license.

Once you have completed the payment an invoice/receipt will be sent to your email address.

License keys

You can generate these types of license keys:

Full domain key

A full domain key is a main domain URL. The license key will be generated immediately, but will use up the site limit from the purchased license.

Non-production license key

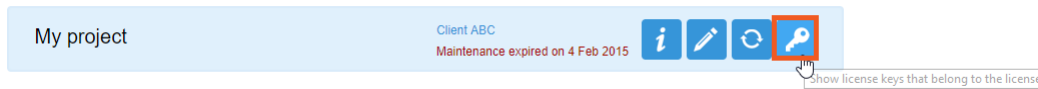
Domain names with special prefixes (dev, staging, test) for one of the existing main domains are allowed. For other domain names, a 7-day key is provided immediately and, after Kentico approval, expiration can be prolonged.

Alias license key

The license key won't use up the license site limit and can be still generated for any domain name, but will require Kentico approval. A 7-day key is provided immediately for your convenience.

Generating new license keys

A new license key for a production or development website is managed by clicking **Show license keys that belong to this license**.



To request a new key:

1. Click **New license key**,
2. Pick one of the options for a license type,
3. Enter your **domain name**,
4. **Select version**,
5. Click **Create**.

Licenses > My project

[+ New license key](#) [↑ Upgrade all keys to the latest version](#) [Export keys](#) [Show filter](#)

Generate full license key

License key will be generated immediately, but will use up site limit from purchased license.

Ask for a domain alias

License key won't use up the license site limit and still can be generated for whatever domain name, but will require our approval. 7-day key is provided immediately for your convenience.

Ask for a non-production key

Domain names with special prefixes (dev, staging, test, admin, cms) for one of existing main domains are allowed automatically. For other domain name, 7-day key is provided immediately and after our approval expiration can be prolonged.

Enter your domain name

Select version

Doesn't require approval.

[Create](#) [Cancel](#)

Note: If you have asked for a development license that looks like a production URL (e.g., mcdonalds.com), it will not be approved. Please use development domains such as:

- dev1.preview.yourdomain.com
- client1.dev.yourdomain.com
- mcdonalds.dev.yourdomain.com
- mcdonalds.test2.yourdomain.com
- mcdonaldsproject

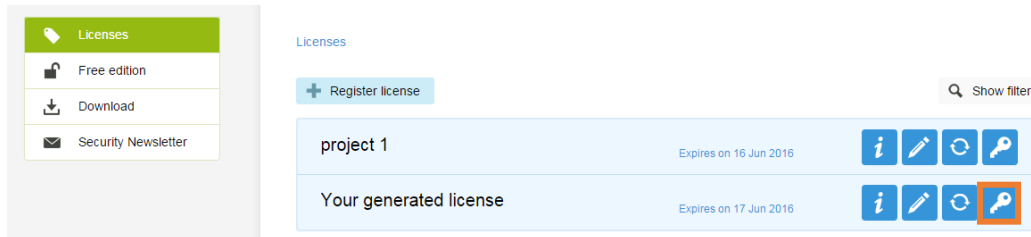
You can have as many development licenses for different versions as you like.

Find a few basic examples of how it all works at <https://www.kentico.com/end-user-license-agreement>.

Finding generated license keys

When you log in you will be directed to a 'Licenses' section where you will see your registered licenses.

1. Click **Show license keys that belong to the license**

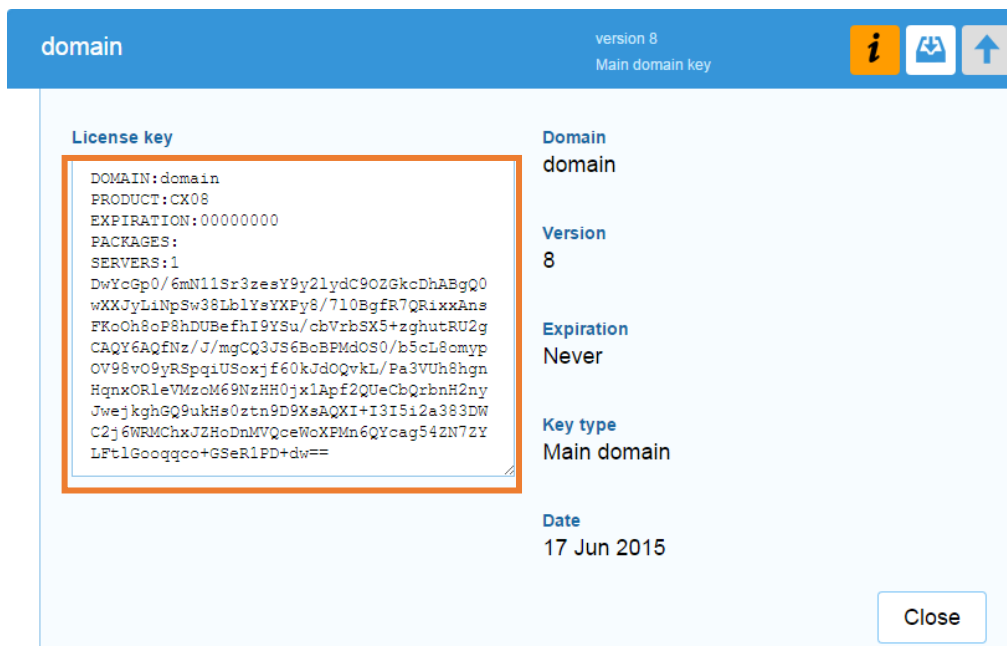


2. Click **Show information about license key**

Licenses > My project



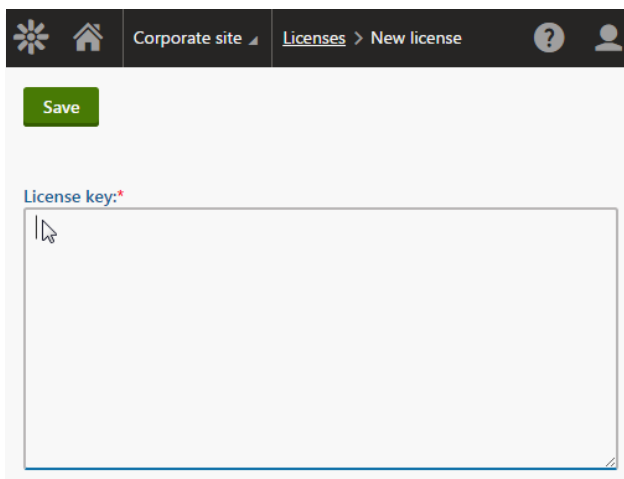
3. **Copy the license key**



Using license keys

To start developing your project, you need to enter the license key in the Kentico application. To get started:

1. Go to the **Kentico application**
2. Open **Application list**
3. **Search** for Licenses
4. Click **New license**
5. Paste in your **License key**
6. Click **Save**.



You are now ready to use Kentico on the given domain.

Renewing license keys for Kentico subscription licenses.

Please note that a manual step may be required from you after the subscription is renewed. For projects running on Kentico version 12 or older, you will need to update your license key in Kentico manually as described above in this section. For projects running on Kentico Xperience version 13 and above, license keys are updated automatically.

To update your license key manually, please follow the section [Generating new license keys](#) on page 11. To use the generated license key in Kentico, please follow the section Using license keys on page 13 of this guide.

License key information

Here you can see info about your license, such as project name, expiry date, and more.

Archive of keys

You have the option to archive your created license keys if you are no longer using them. You can retrieve them at a later date.

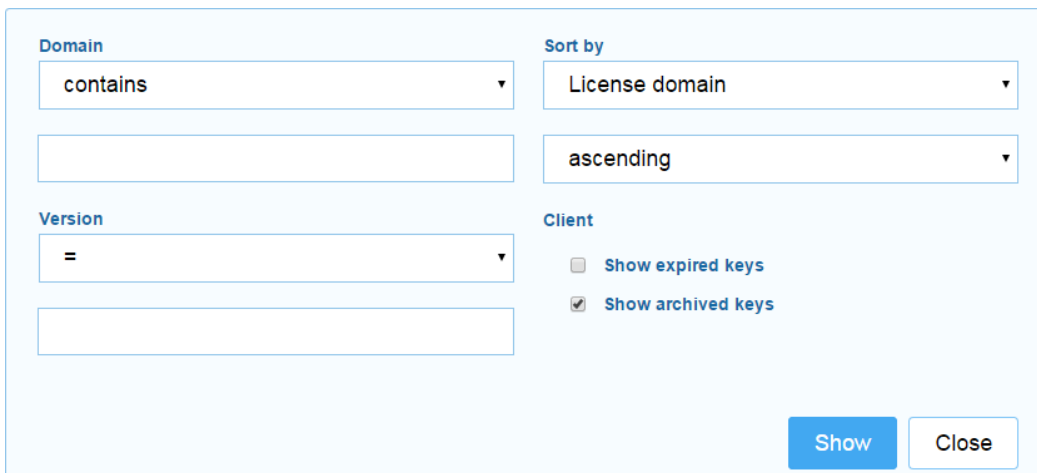
Archiving license keys

1. Click **Show license keys that belong to this license** action button
2. Then click **Archive the license key**
3. Confirm your decision by clicking **Yes, I do**
4. Your key is now archived



Accessing archived keys

1. Click **Show license keys that belong to this license** action button
2. Click **Show filter** in the upper right corner
3. Select **Show archived keys** box.



Domain	Sort by
contains ▼	License domain ▼
	ascending ▼
Version	Client
= ▼	<input type="checkbox"/> Show expired keys
	<input checked="" type="checkbox"/> Show archived keys
	Show Close


4. Click **Show**
5. Now you can see all the keys you have archived

Upgrading

A valid maintenance gives you access to:

- 24/7 technical support
- Free upgrades to new versions

To upgrade:

1. Click **Show license keys that belong to the license**
2. Locate the license key you wish to upgrade,
3. Click **Upgrade the license key** 
4. From the **Upgrade to version** drop-down menu, pick your desired version
5. Click **Upgrade**

Your license key is now upgraded to a newer version. To use it in Kentico, please follow the section [Using license keys](#) on page 13 of this guide.

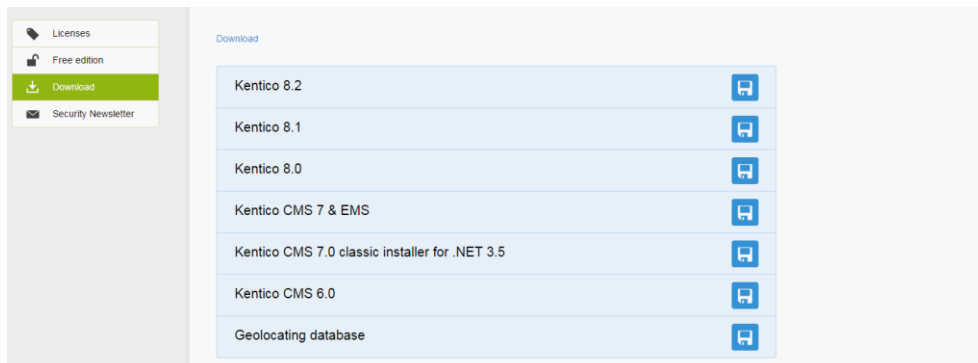
When upgrading from one version to another in Kentico, you can have more license keys for the same domain at the same time (upfront) in the different versions whilst upgrading, and it will not have an impact on the running instance.

During the upgrade process, you will have to manually replace the old version key (any Kentico perpetual license version or subscription licenses running on version 12 and older) with the upgraded license key in the Kentico installation. For active Kentico subscription licenses running on version 13 and higher, upgraded license keys will update automatically.

Downloads

You can access all released versions of Kentico and the release notes under Downloads.

1. Click **Download**

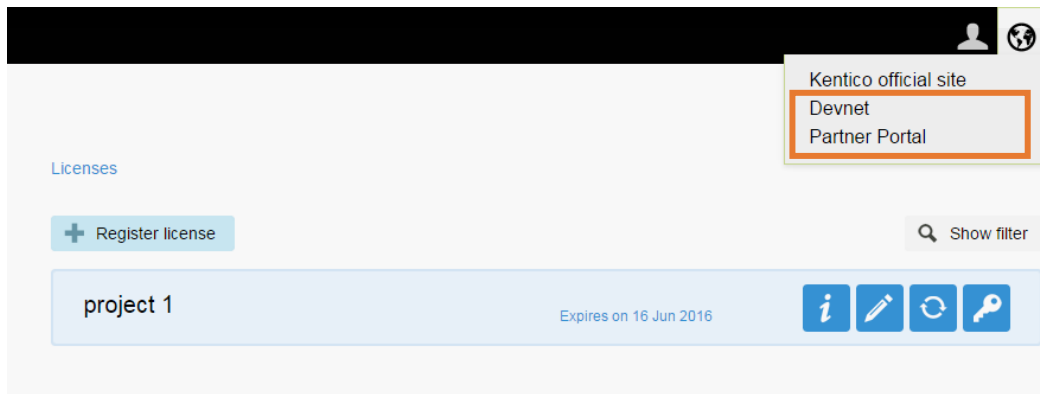


2. Find a version that you would like to download
3. Click **download** under the version's heading

The upgrade packs from older versions are available at <https://devnet.kentico.com/download/upgrades>.

Connect to other portals

From the top right of the Client Portal you can easily switch between other portals if you use the same main user account information to log in.



DevNet

Learn more about the Kentico platform and share knowledge and experience with other community members in DevNet (the Kentico Developer Network). You can also access all of our documentation, downloads, latest news, and much more.

Partner Portal

If you are a partner you can access the Partner Portal, where you can find information about our partnership, upcoming events, webinars, and more. If you would like to become a partner, please visit <https://www.kentico.com/partners>.