

Updating the Licensing Spreadsheet

12/22/2023 10:58 am EST

Once a customer's license has been updated the license spreadsheet (LSS) must be updated. Please follow these instructions to update the LSS.

1. Visit the customer care SharePoint site.

<https://boldgroup.sharepoint.com/sites/customercare>

2. Select the Licensing button.

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3. This will load the support spreadsheet which contains all of the current licensing.

4. Find the customer from the list that has had their license renewed and update with the new expiring day. The 15-Day Notice tab will automatically update with the correct information.

5. Once the information has been updated, re-sort the table by the expiring day.

Additional Notes

There are a few instances where a customer discontinues service. For those entries, please update the customer's expiration to 12/12/2222 so that it auto-populates to the end of the list.