

Account and Subscription Management

Guidance on managing user credentials and subscriptions within the Xops 360 Platform.

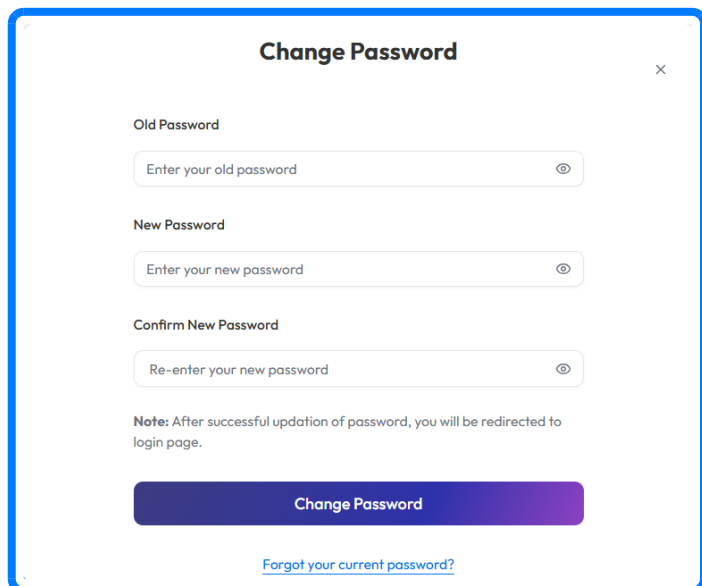
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Account Management

Updating User Credentials

Maintaining account security requires regularly updating user credentials. Follow these instructions to modify your password securely.

- **Log in to the Platform**
 - Access the platform and sign in using your credentials.
- **Access the Profile Page**
 - Locate the **user profile section** in the **bottom-left corner of the sidebar** where your email and avatar are displayed.
 - Click on it to open the **profile options menu**.
- **Select "Change Password"**
 - Within the Profile page, find the "Change Password" option.
- **Follow the Password Change Process**
 - Enter your current password for verification.
 - Provide a new password following the password policy guidelines (if applicable).
 - Confirm the new password by entering it again.
- **Save Changes**
 - Click on "Submit" to confirm the password change.
 - After successfully updating your password, you will be redirected to the login page.



The image shows a 'Change Password' form within a modal window. The form has three input fields: 'Old Password', 'New Password', and 'Confirm New Password'. Each field has a placeholder text and a toggle icon for password visibility. Below the fields is a note about redirection after a successful update, followed by a 'Change Password' button and a link for forgotten passwords.

Change Password ×

Old Password

Enter your old password

New Password

Enter your new password

Confirm New Password

Re-enter your new password

Note: After successful updation of password, you will be redirected to login page.

Change Password

[Forgot your current password?](#)

Forgot Password

Resetting your password is straightforward if you have forgotten it. Follow these steps to securely regain access to your account.

- **Open the Forgot Password Page**

Navigate to the login page and click on the “Forgot password?” link below the login form.

- **Enter Registered Email Address**

Provide your registered Email Address in the input field.

- **Request Password Reset Link**

Click on the "Send" button. A password reset link will be sent to your registered email.

- **Check Email Inbox**

Go to your email inbox and look for the password reset email. If not found, check your spam or junk folder.

- **Follow the Password Reset Link**

Click the reset link in the email to open the password creation page.

- **Set a New Password**

Enter your new password following the password guidelines. Confirm the new password by entering it a second time.

- **Complete the Process**

Click "Submit" or "Reset Password" to finalize the change. You can now log in with your new password.

“ Password Guidelines:

- Use at least **8 characters** (including alphanumeric and special symbols password required).
- Avoid common words, sequential numbers, or personal details.

Managing Subscriptions

Subscription Configuration

Directions for managing subscription details, including upgrades, downgrades, and cancellations.

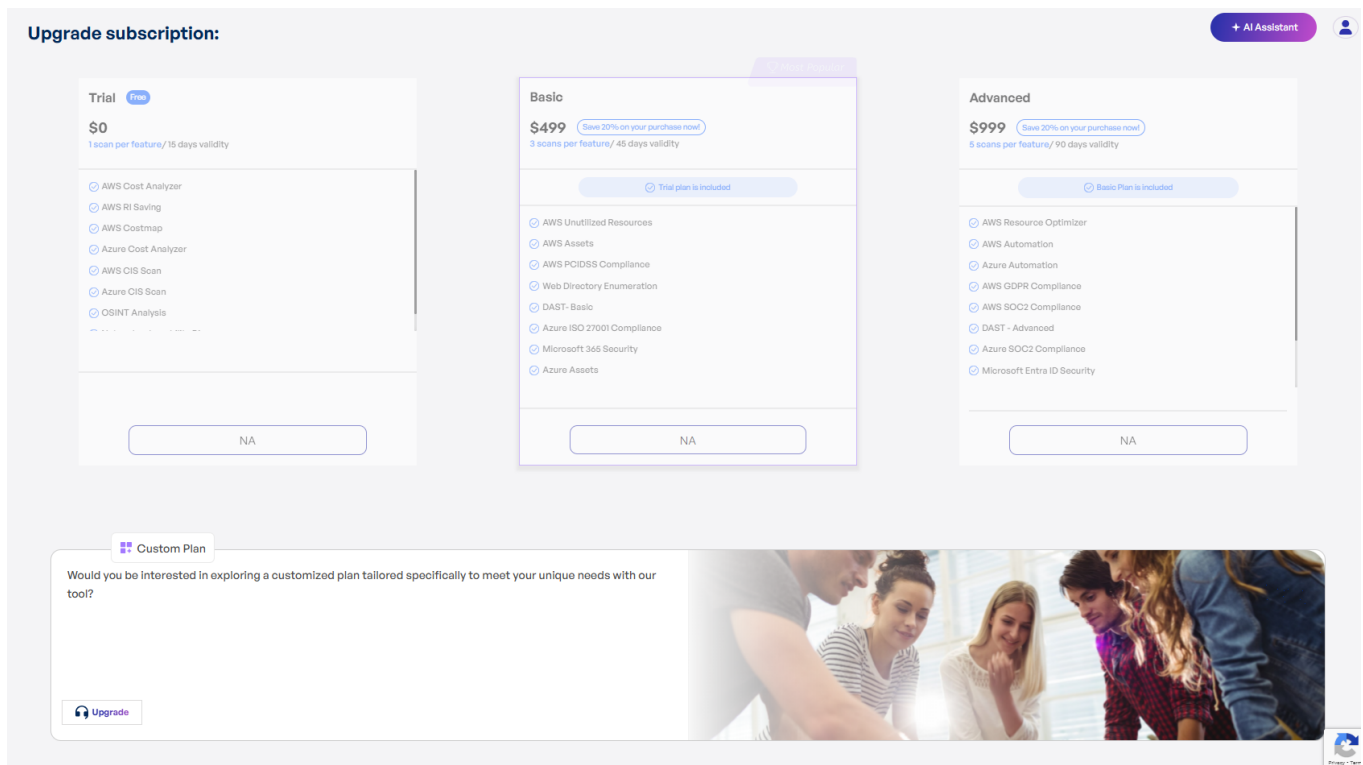
- **Log in to the Platform**
 - Access the platform and sign in using your credentials.
- **Access the Profile Page**
 - Locate the Profile icon or menu option in the top-right corner of the interface.
 - Hover on it to open the profile settings, to open a drop down menu.
- **Access the Subscription Menu**
 - From the list of options, select **Subscription**.
- **Redirect to the Subscription Page**
 - After selecting Subscription, the portal will automatically redirect you to the Subscription page where you can view and manage your subscription details.

The screenshot displays the 'Subscription Overview' page. At the top right, there is a '+ AI Assistant (1)' button and a user profile icon. Below the header, three summary cards are shown: 'Your Subscription' (Advanced), 'Expiry Date' (12-09-2025), and 'Status' (Active). An 'Upgrade Subscription' button is located to the right of these cards. Below the summary cards is a table with three columns: 'Features', 'Allocated', and 'Remaining'. The table lists five features: CloudOps, Cloud Security, Cyber Security, Workload Security, and AI Assistant. At the bottom of the table, there is a 'See All plans' button and a note: 'Click to see the clear comparison on each plans'.

Features	Allocated	Remaining
CloudOps		
Cloud Security		
Cyber Security		
Workload Security		
AI Assistant		

Upgrade subscription

- Currently not supporting downgrading or cancelling subscription plans. Users can only upgrade their subscription.



- Subscription upgrades cannot be processed directly through the portal. To upgrade your plan, click on **Upgrade** as shown in the image above. You will be prompted to submit a request by clicking the designated request form. Upon selection, a pop-up form will appear, requiring you to provide the following details:
 - Subject:** Specify the request type (e.g., "Upgrade to Advanced Plan").
 - Description:** Provide details about your upgrade request.
- Once submitted, our team will review your request and process the upgrade accordingly.

Request ✕

Subject *

Please enter subject

Description *

Please enter description

Submit