

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.

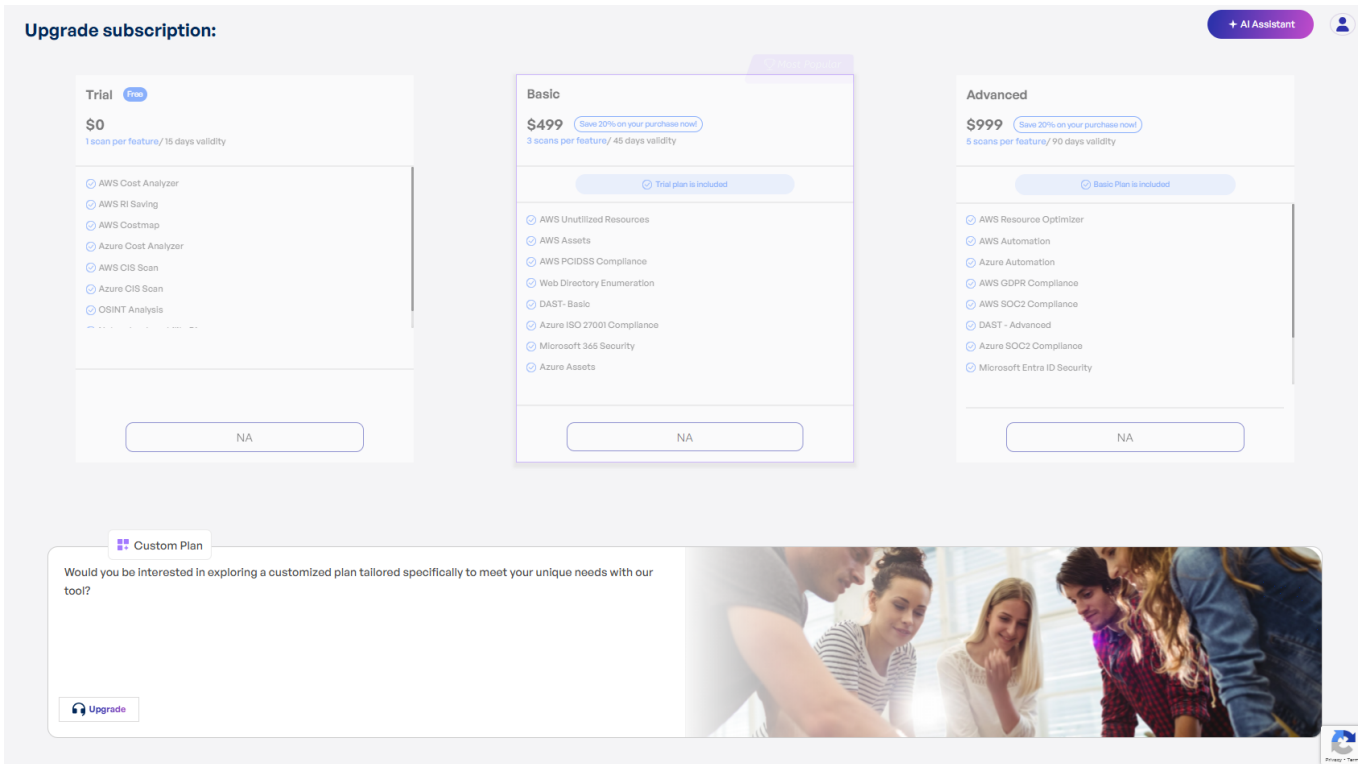
The screenshot displays the 'Subscription Overview' page. At the top right, there is a '+ AI Assistant (1)' button and a user profile icon. Below this, three summary cards are shown: 'Your Subscription' (Advanced), 'Expiry Date' (12-09-2025), and 'Status' (Active). An 'Upgrade Subscription' button is located to the right of the status card. Below these cards is a table with the following structure:

Features	Allocated	Remaining
CloudOps		
Cloud Security		
Cyber Security		
Workload Security		
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'.

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.

The screenshot shows a 'Request' pop-up form with a close button (X) in the top right corner. The form contains the following elements:

- Subject ***: A text input field with the placeholder text 'Please enter subject'.
- Description ***: A larger text area with the placeholder text 'Please enter description'.
- Submit**: A blue button with white text, highlighted with a red oval.

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