

Cancel a Subscription

If you wish to cancel your hosted service with Apptix so that you are no longer billed for our services, you may do so by cancelling subscriptions via the *Subscription Management* options in the Control Panel.

Once the *cancel subscription* option has been submitted, you will no longer be billed for the subscription services. Additionally, you and your users will no longer have access to the Apptix infrastructure for the cancelled subscription(s).

1. Log into the Control Panel.

The Apptix Control Panel's main dashboard displays:

The screenshot displays the Apptix Control Panel dashboard. At the top, the Apptix logo is on the left, and the user's account information (Subscriber: (Account ID: 1024809), Subscription: SharePoint Enterprise - 10GB 500 Users:1037467) and a Logout button are on the right. A navigation menu includes Home, Users, Exchange, SharePoint, More Services, Account (highlighted), and Help & Support. The main content area is divided into several sections: Service Information (Subscription: SharePoint Enterprise - 10GB 500 Users (ID:1037467), IP addresses: 0 unit used of 1 unit, Diskspace: 40.3 MB used of 10 GB, SharePoint Sites: 1 unit used of 1 unit), Exchange (managing mailboxes, public folders, etc.), SharePoint (viewing and managing sites and users), More Services (managing special features), Account (Outstanding Invoices: \$ 0.00, Financial Documents, Payment Methods, Admins, Change Password, Subscriptions), Users (Create and manage users, Assign services to created users), Store (buy additional services, domains, etc.), and Domains (Manage your domains and domain names).

2. Select the **Account** tab from the menu bar.

The **Account** dashboard displays:

Panel > **Account** Refresh Up Level

This is where you set up and manage your account information, user data and subscriptions.

Store

- Buy More Services**
You can order new service or subscription here.
- Register New Domain**
Start the wizard to get new domain names registered. Further they can be used for hosting your websites and e-mail, applications, etc.
- Buy Additional Resources**
Here you can buy more resources to improve your services.
- Change Service Plan**
You can change your service plan here.

Account

- Financial Documents**
Outstanding Invoices: \$ 0.00
- Payment Methods**
Manage your payment methods (credit cards, bank accounts) here. Auto payments: **Off**
- Account Settings**
Here you can edit account profile and manage email notifications.
- Admins**
Here you can manage your Control Panel Administrator accounts.

Subscriptions

- Subscriptions**
Manage service subscriptions.
- Registered Domains**
Manage domain name registrations.

3. Select the **Subscriptions** option.

The **Subscription Management** screen displays a list of all your subscriptions with Aptix:

Panel > Account > **Subscription Management** Help Refresh Up Level

[Buy New Subscription](#)

2 total Select Columns | Export To Excel

ID	Subscription Name	Start Date	Expiration Date	Status	Service Status
1037467	SharePoint Enterprise - 10GB 500 Users	07-Feb-2012	07-Aug-2012	Active	Running
1041313	Premier Email - 25GB - 25+ User Plan (abcdco.com)	10-Jul-2012	10-Aug-2012	Active	Running

2 total Select Columns | Export To Excel

4. Click any subscription in the **Subscription Name** column in order to access its details.

NOTE: You can cancel one subscription without affecting your other hosting services/subscriptions.

The **Subscription Details** screen for the selected subscription displays:

The screenshot shows the 'Subscription Management' interface for a 'SharePoint Enterprise - 10GB 500 Users' subscription. The page includes navigation tabs for 'General', 'Resources', 'Service Status History', and 'Service Props'. The 'Main' section displays the following details:

ID	1037467
Status	Active
Subscription Period	1 Month(s) (07-Feb-2012 - 07-Aug-2012)
Auto Renew	On
Recurring Fee	\$ 0.00
Service Plan	SharePoint Enterprise - 10GB 500 Users

The 'Billing Settings' section displays:

Billing Period	1 Month(s)
Last Billing Date	19-Jul-2012
Next Billing Date	07-Aug-2012

At the bottom of the page, there are five buttons: 'Renew Subscription', 'Switch Plan', 'Switch Subscription Period', 'Cancel Subscription', and 'Turn Off Auto Renew'.

5. Click the **[Cancel Subscription]** button to begin the process of cancelling the selected subscription and ending billing for this service.

The screen changes to enable you to review exactly what you are cancelling and to enter comments:

Panel > Account > Subscription Management > SharePoint Enterprise - 10GB 500 Users >

SharePoint Enterprise - 10GB 500 Users

Refresh Up Level

General Resources Service Status History Service Props

Misc

Subscription: 1037467

Order Type: CL Cancellation Order

Order Date: 25-Jul-2012

Total: \$ 0.00

Reason Code: Just Testing

Comment:

Order Details

2 total [Select Columns](#) [Export To Excel](#)

ID	Description	Detail Type	Quantity	Unit of Measure	Duration	Duration Period	Unit Price	Discount Amount	Extended Price
1	Refund for Additional Resource 'SharePoint Secure SSL' according prices of Plan 'SharePoint Enterprise - 10GB 500 Users' for 0,38 month (s).	Resource Recurring Refund	-1.00	Item	0,38	month(s)	\$ 0.00	\$ 0.00	\$ 0.00
2	Refund for Additional Resource '\web Parts - Site Builder Pack' according prices of Plan 'SharePoint Enterprise - 10GB 500 Users' for 0,38 month (s).	Resource Recurring Refund	-1.00	unit	0,38	month(s)	\$ 0.00	\$ 0.00	\$ 0.00

2 total [Select Columns](#) [Export To Excel](#)

*Required fields

- You must enter something in the **Comment** input field and then click the [**Place Cancellation Order**] button to finalize the cancellation of the selected subscription.

A confirmation message displays to verify the cancellation of the subscription service.