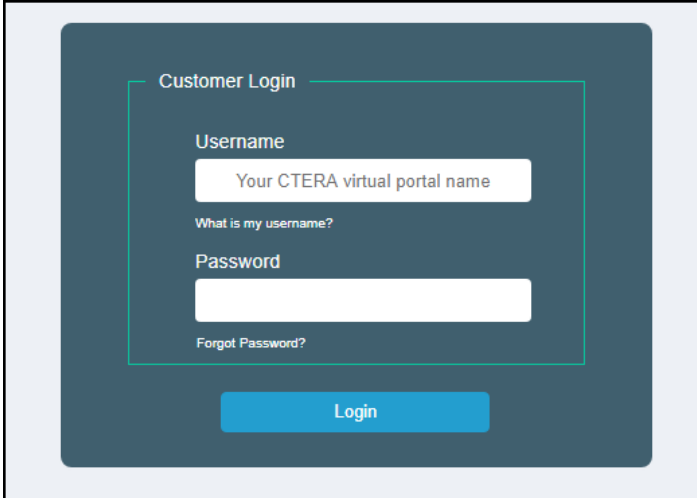


Subscribe to CTERA CloudCare Monthly Billing

Customers with CTERA Edge Filers (gateways) connected to Cteraportal.com can receive cloud care services on a monthly basis for upgrades and hardware replacements. This option is specifically for customers who are denied support due to expired Cloud Care support services.

Step-by-step guide

1. Go to <https://billing.ctera.com> and log in using your virtual portal name (without **.cteraportal.com** as part of the name).



Customer Login

Username

Your CTERA virtual portal name

What is my username?

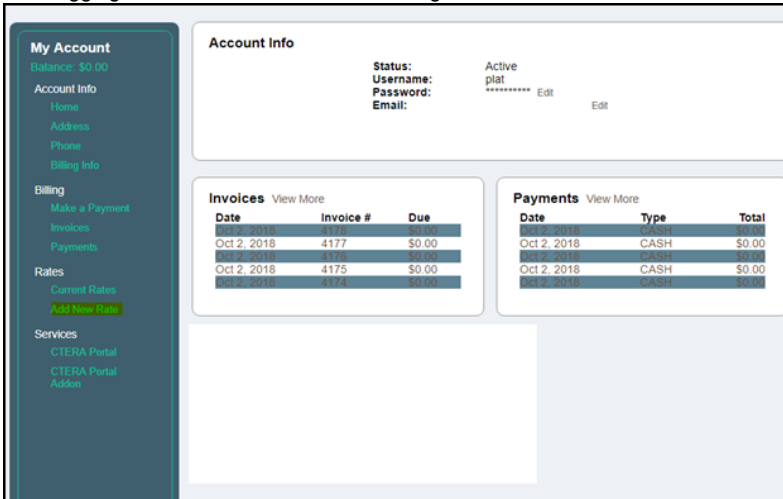
Password

Forgot Password?

Login

If you don't know your password, click **Forgot Password** and your password will be emailed to the email address CTERA has on record for your account.

2. After logging in to the CTERA Customer Billing Portal, select **Rate > Add New Rate** in the lefthand side navigation area.



My Account
Balance: \$0.00
Account Info
Home
Address
Phone
Billing Info

Billing
Make a Payment
Invoices
Payments

Rates
Current Rates
Add New Rate

Services
CTERA Portal
CTERA Portal
Addon

Account Info

Status: Active
Username: plat
Password: ***** Edit
Email: Edit

Invoices View More

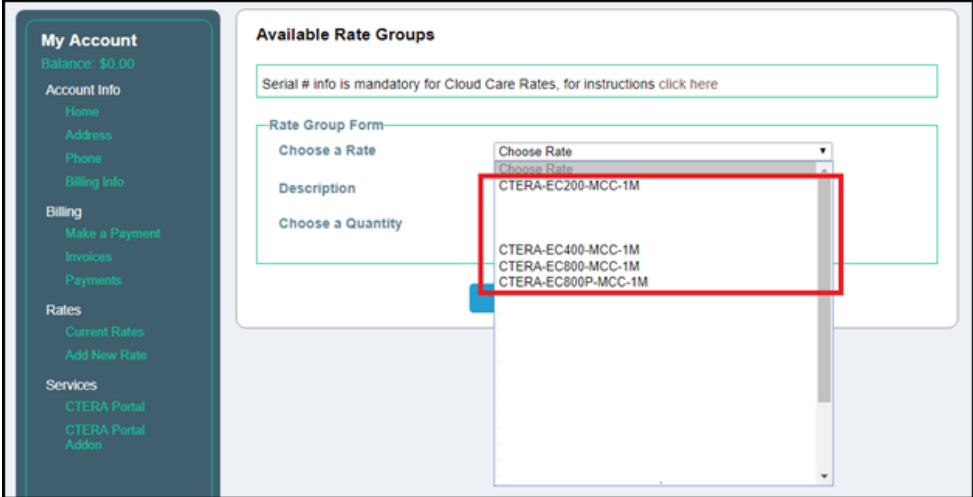
Date	Invoice #	Due
Oct 2, 2018	4175	\$0.00
Oct 2, 2018	4177	\$0.00
Oct 2, 2018	4175	\$0.00
Oct 2, 2018	4175	\$0.00

Payments View More

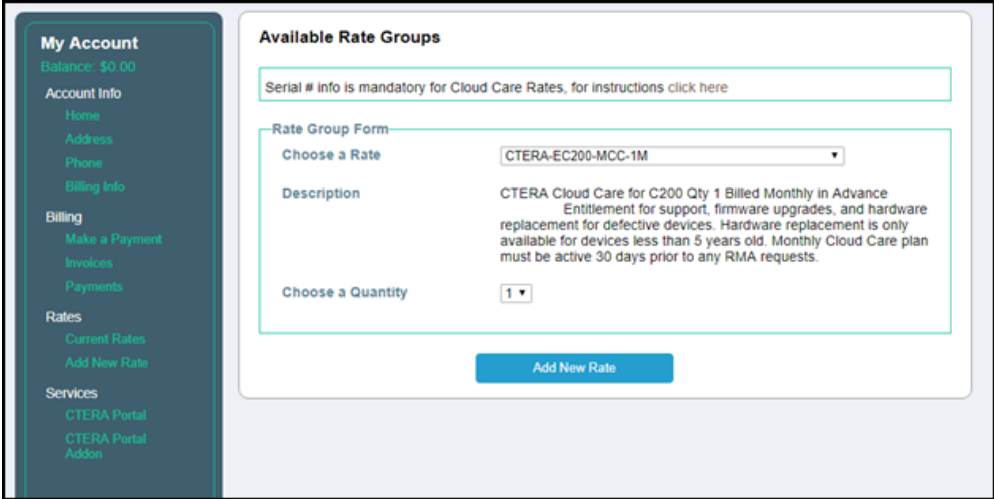
Date	Type	Total
Oct 2, 2018	CASH	\$0.00
Oct 2, 2018	CASH	\$0.00
Oct 2, 2018	CASH	\$0.00

3. In the image below, **Cloud Care Rates** are shown in the red box via the dropdown menu. Once a rate is selected, you see the description and pricing details for each of these plans from the **Available Rate Group** screen. For

example, **CTERA-EC200-MCC-1M** stands for the CTERA MSP CloudCare for a C200 for 1 month. Selecting **CTERA-EC200-MCC-1M** from the dropdown shows the price/month for support, firmware upgrades, and hardware replacement for defective devices.



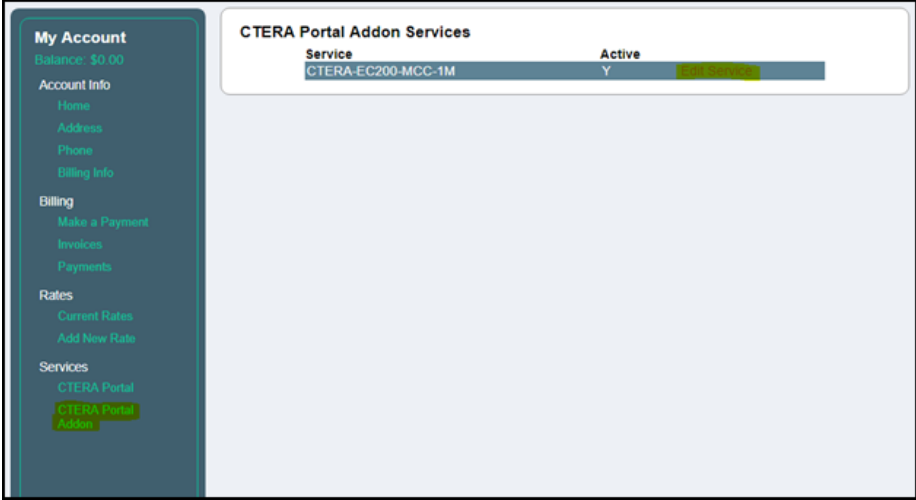
4. Select the CloudCare rate and quantity you want to add from the dropdown menus.



5. Click **Add New Rate**.

Note: Hardware replacement is for devices 5 years old or less. However, you can still purchase support and firmware upgrades for devices older than 5 years.

6. After adding the rate to your account, click **Services > CTERA Portal Addon** in the navigation area.



7. Edit the CloudCare service associated with the new CloudCare plan and enter the Serial # of the appliance being covered in the **Addon Comment** field.

Edit CTERA Portal Addon Service

Please complete the following info. Fields denoted with an (*) are mandatory.

Edit CTERA Portal Addon Service

Active Status	Yes
Addon Name	CTERA-EC200-MCC-1M
Addon Comment *	Serial No. S17620000123
Portal Name	plat
Portal Type	Reseller

Update Service

8. Click **Update Service** to save the Serial # of the CTERA Gateway that you are covering with this CloudCare Plan.

If you are interested in prepaying CloudCare for multiple years on certain appliances, the rates are even more favorable. Contact CTERA support (support@ctera.com) for details.

Note the following:

- A discounted monthly MSP Cloud Care is available to CTERA Partners and MSPs that provide **first line of support** to customers and are hosting those devices and customers on cteraportal.com.
- CTERA reserves the right to refuse support or RMA for events that occurred before the CloudCare subscription was activated.
- Monthly CloudCare Plans may only be subscribed once per device/Serial # in a 12 month period.

This model allows CTERA to provide you and your customers with optimal prices.

Related Articles

[Setup Autopay for cteraportal.com](#)