Licensing

This section explains how licensing works for our software, including which license types are available, what is permitted under each license, and any important limitations or usage rules. It also outlines how to activate and manage your license and links to the full legal terms and related articles for topics like billing, upgrades, and account management.

- Requesting a free Trial Version
- License Activation and Deactivation
- License Management
- Manage License Billing and Renewal

Requesting a free Trial Version

Getting a Trial License

Try **Qbitec for Revit** with a free 14-day trial and explore the full functionality of the plugin without any restrictions. During the trial period, all features are available so you can evaluate how the tools integrate into your workflow and improve your productivity in Revit.

The trial requires **no automatic subscription**. We only require some basic contact information and an email address to send you the login details for the trial license. It is simply an opportunity to test the software in your own projects and form your own assessment before deciding whether Qbitec for Revit is the right solution for you.

To get a single user trial license checkout the following page: https://qbitec.com/Trial

Getting a Team Trial

If you plan to use the software within a team, we can also provide a **team trial** that includes multiple users. This allows you to evaluate the plugin in a collaborative environment and explore features such as managing multiple licenses.

To get a team trial please contact us via email: info@qbitec.com

License Activation and Deactivation

Prequisites

Before you can activate the Qbitec for Revit plugin on your PC, you need valid license user credentials consisting of a **username (email address)** and a **password**. Please also check your spam folder if you have not received your login details.

For a **trial license**, the credentials will be sent directly to the email address you provided after requesting the trial on the website.

For a **purchased version** or a a **team trial**, the initial login credentials for each created user are managed by the license manager of the plugin. Through the web interface, the license manager can view the initial password as long as it has not yet been changed. If a user forgets their password, the license manager can reset it there.

More details about the license user management can be found here: **License Management**

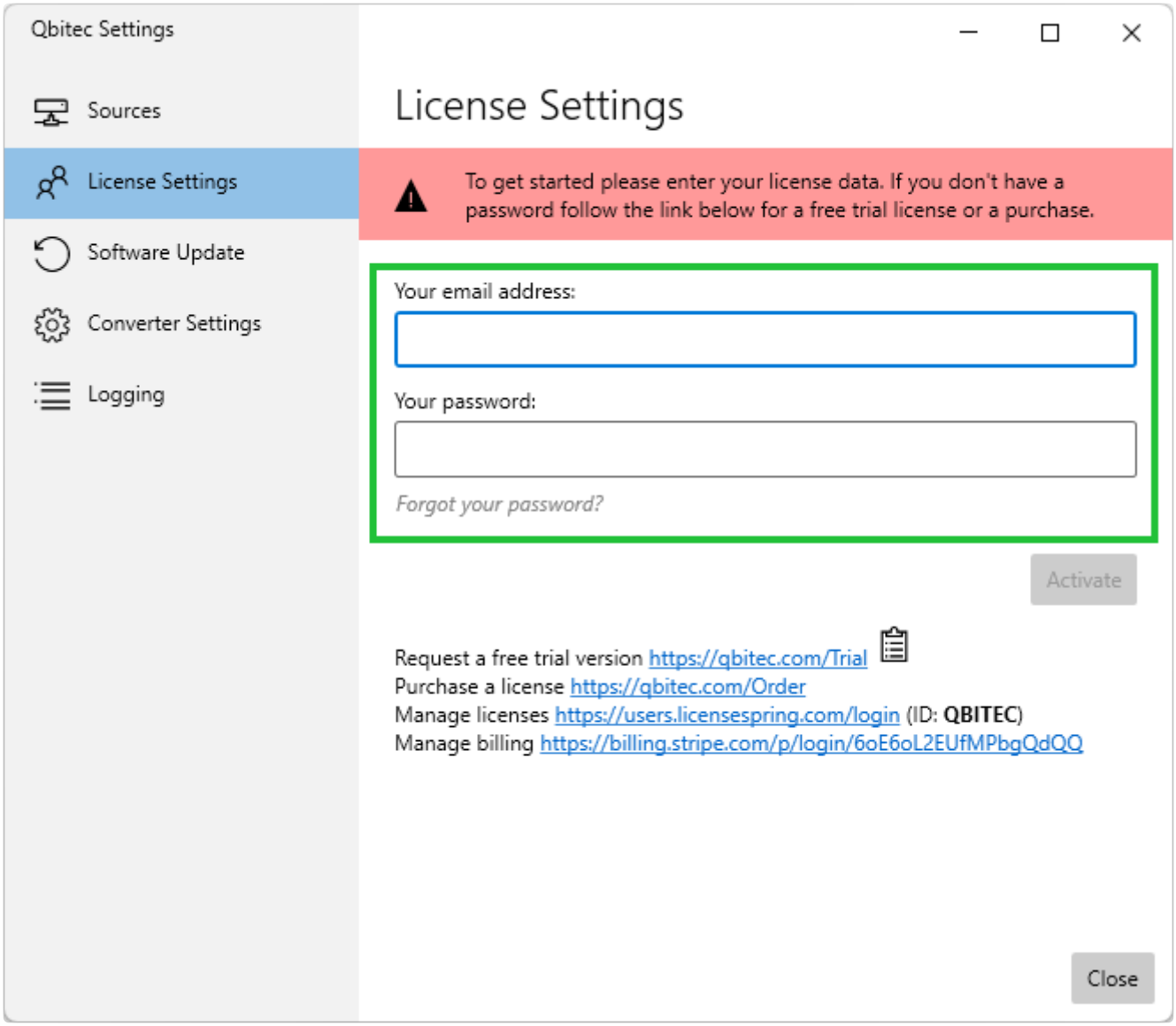
If you still encounter problems, please contact Qbitec support at: **support@qbitec.com**

License Activation

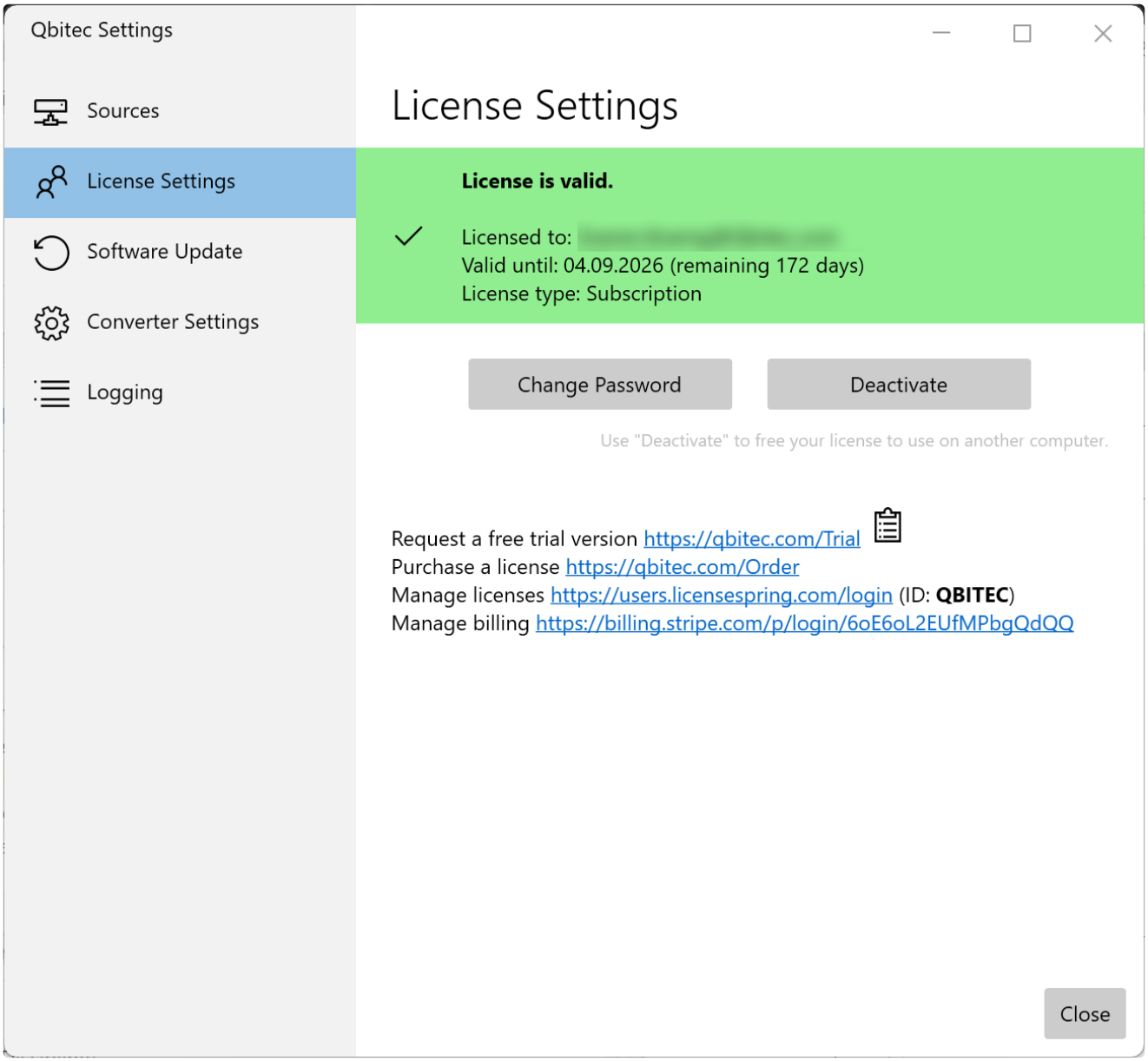
When using the plugin for the first time on a PC after installation, a warning triangle on the **Config/License** button in the Qbitec ribbon indicates that you need to activate your license before the plugin can be used.



Click the **Config/License** button to open the Qbitec Settings dialog. Enter your user email and the corresponding password in the designated fields, then click the **Activate** button.



If the activation was successful, the license information is displayed is now shown in the license settings like this:

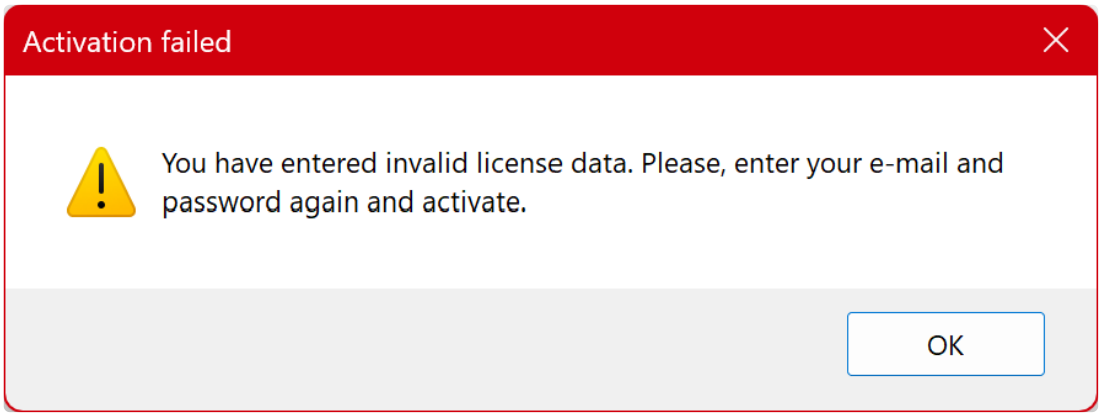


Troubleshoot Activation Failures

There can be multiple reasons why an activation could fail. Here are the most common ones together with possible solutions:

Incorrect credentials

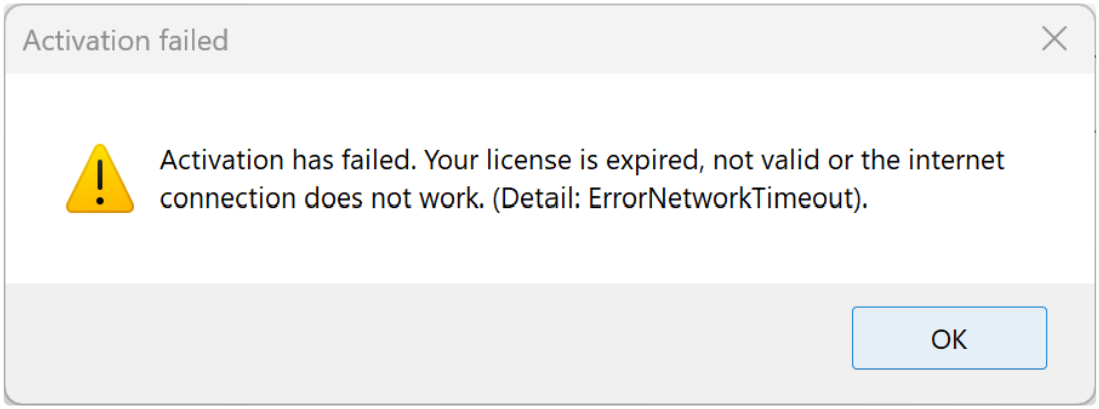
In case the entered login data was incorrect the following message is shown:



Please retry to enter the correct credentials. If you have lost/forgotten your password the associated license manger can reset the password of a specific user on the web interface. See Managing License for more Details: **License Management**

Internet Connection Problems

To activate a license, the plugin must be able to communicate to the license spring server. Here an example of a shown error message due to internet connection problems:



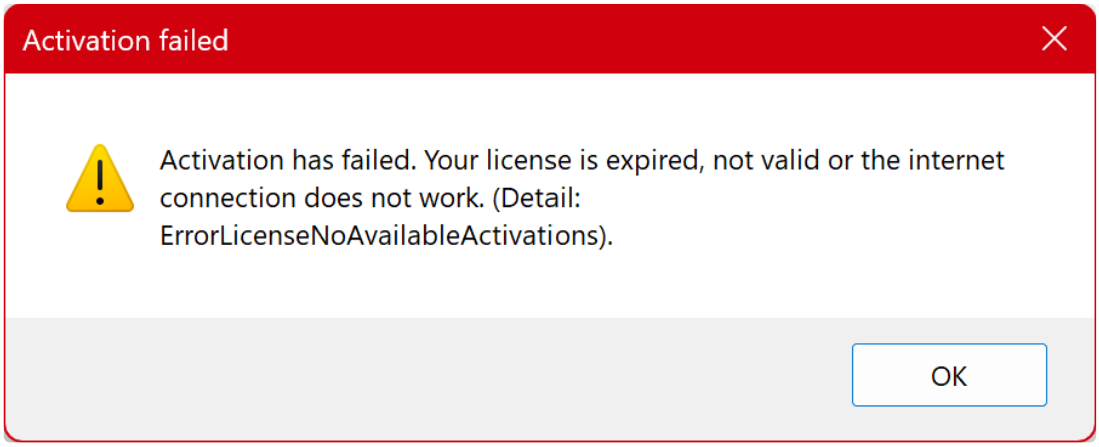
Before proceeding, first verify that you have a working internet connection, for example by visiting a website in your browser.

If you are unable to access the internet, try reestablishing your connection by checking your Windows network settings with the assistance of your company's IT administrator.

If your internet connection works in the browser but you are still unable to activate the plugin, a proxy server or firewall rule may be blocking communication with the integrated License Spring Server. Please refer to our section on **Advanced Installation Topics** for more details.

Expired or Invalid Licenses

If the activation failed because your license is expired or is already activated on a different machine you may end up with an error message like this:



First, check whether your license has expired or is still activated on another device. If necessary, deactivate the license on the other machine.

If you are unable to resolve the issue, please contact **support@qbitec.com** for further assistance.

Transferring a License to another PC

Once a license has been activated for a user on a workstation, it is bound to that machine. To transfer the license to a different workstation, it must first be deactivated on the original machine before it can be activated on the new one.

To do this, open the **License Settings** in the **Qbitec Settings** dialog. The currently active license will be displayed there. To deactivate it, simply click the **Deactivate** button.

If you cannot deactivate the license on the old machine — for example, if it is broken or inaccessible — you can also resolve the issue by logging into the license management portal at https://users.licensespring.com/login using your license user credentials and the company code *QBITEC.* For more details, see License Management

License Management

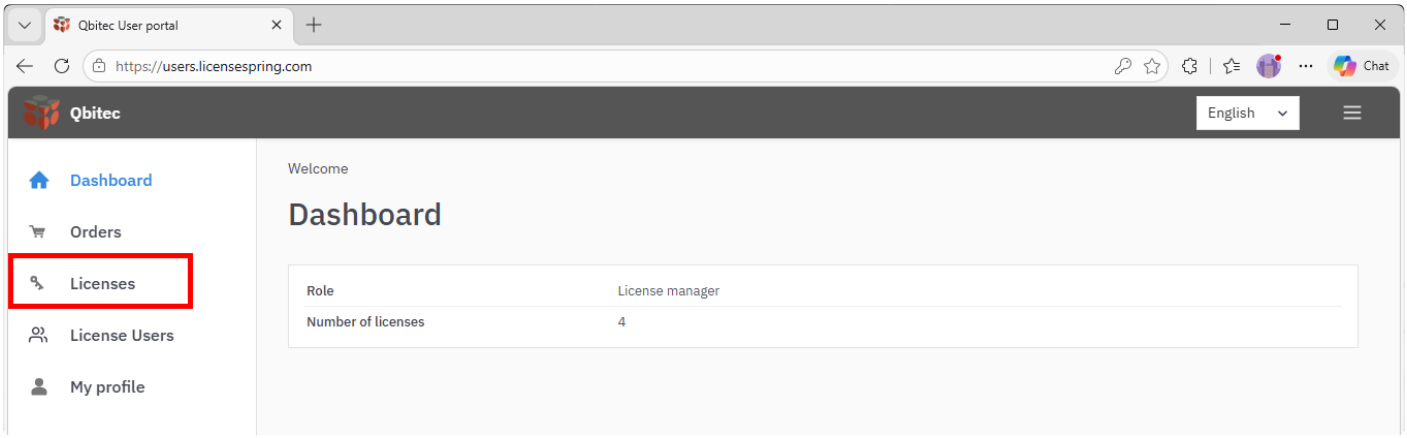
This page explains how to flexibly assign Qbitec licenses to individual users within a company.

Here's a 2-minute video that shows the process

Step-by-Step Process

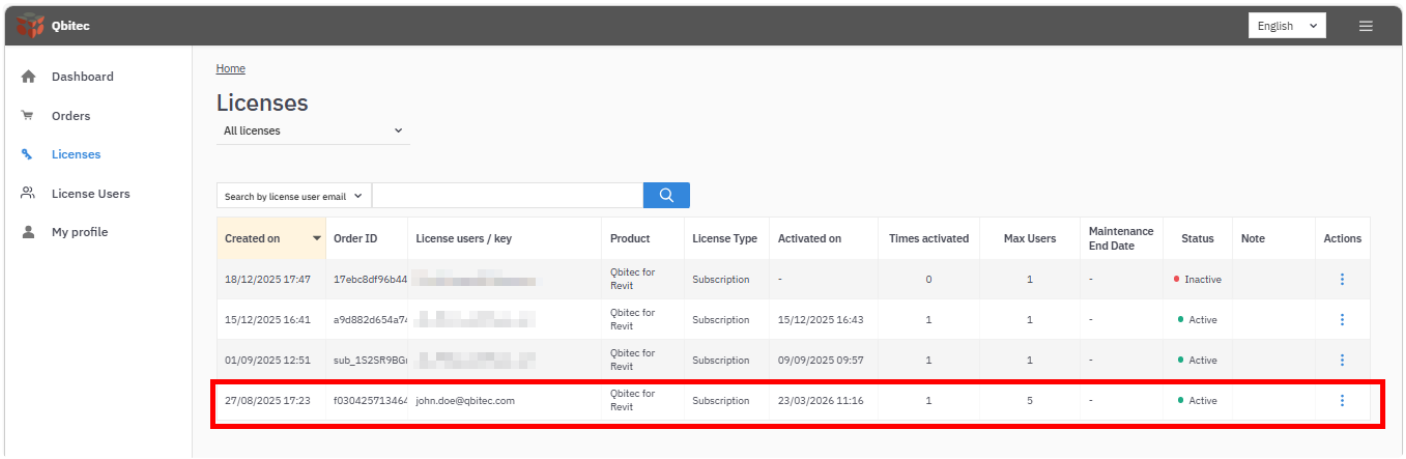
Log In & Dashboard

Access the licensing portal, LicenseSpring and log in using the Company code *QBITEC* along with the email and password provided in your registration email.



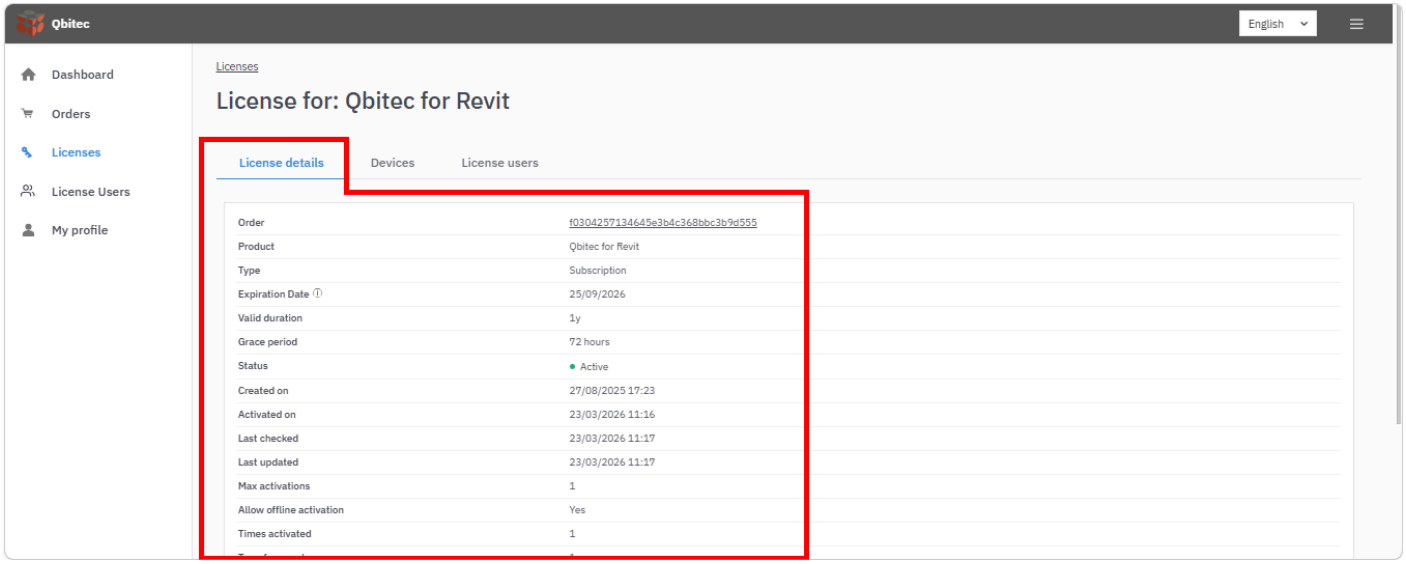
Licenses

The **Licenses** section provides an overview of all the licenses associated with your user account. Click on a row in the list to manage a particular license.



License details

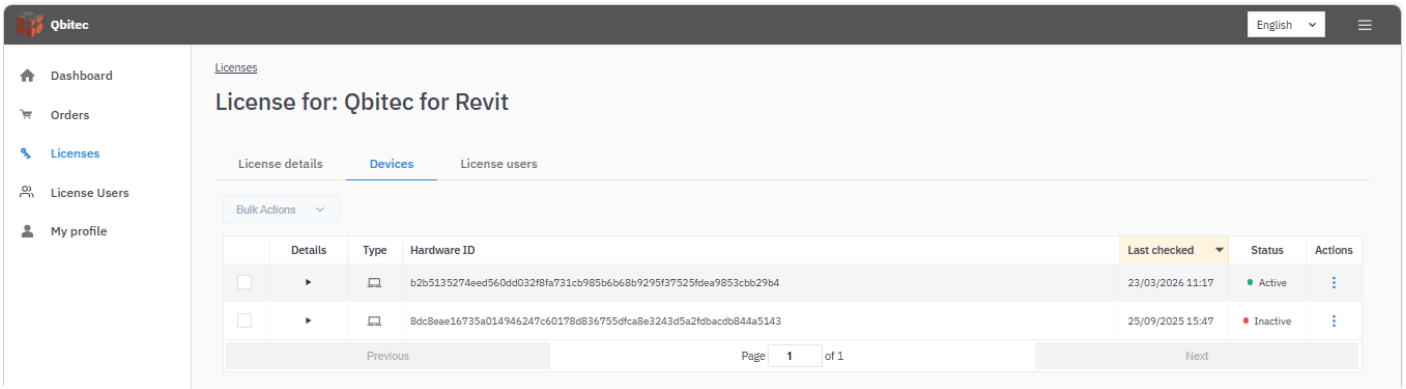
The **License details** page provides a concise overview of a software license, including its identity, type, and current status. It outlines the license lifecycle, such as creation, activation, expiration, and any grace period. The page also defines usage rules, including activation limits, device restrictions, and transfer permissions. Additionally, it shows user allocation and tracks activity like activation history and last validation.



Overall, it serves as a central snapshot for managing and monitoring license usage and compliance.

Devices

The Devices section provides an overview of all devices for which the license has been activated, as well as the current activation status.

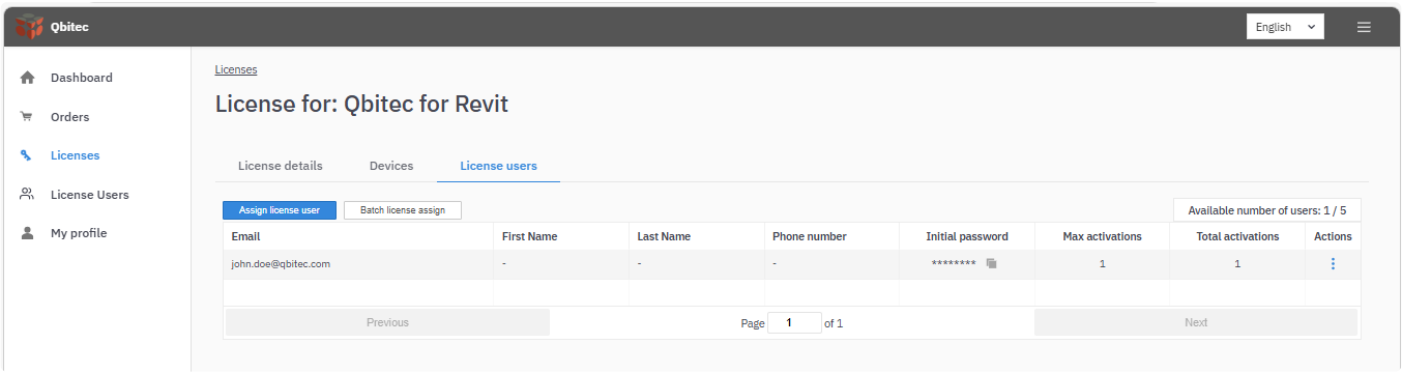


Use the **Actions** menu to **Reset** the license for a particular device. For example, if you want to use Qbitec on a new machine and don't currently have access to the old machine for which the license was activated, you can reset the license.

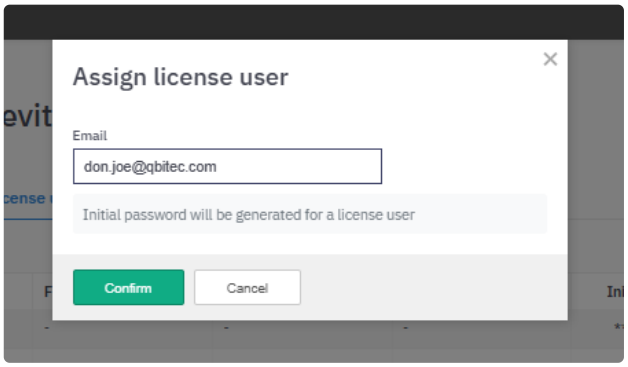
Select the **Details** drop-down menu to view more information about the device.

License users

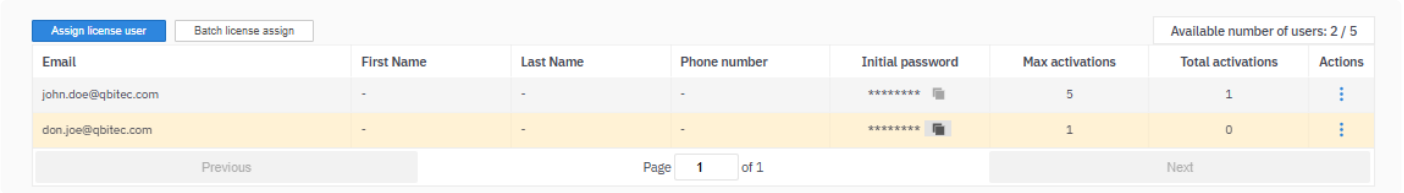
A license can be used by multiple users, and you can assign, reassign, or remove users here.



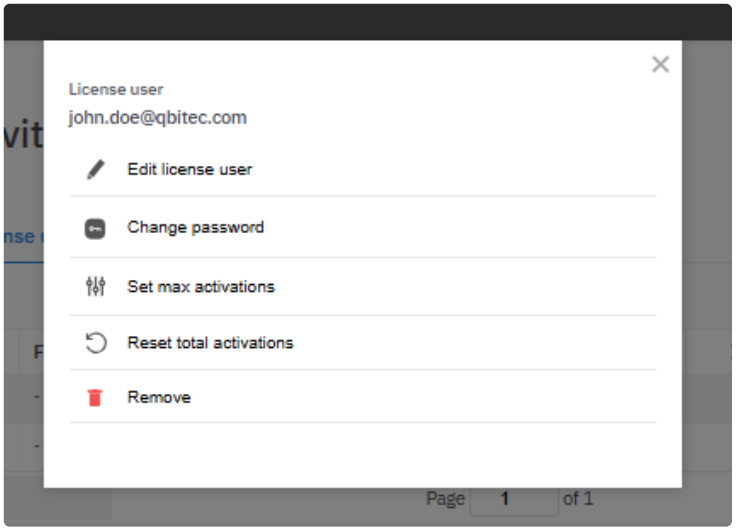
Select **Assign license user** and enter the email address of the new user:



A new license user will be created as long as the maximum number of license users is not exceeded (see **License Details**). Copy the **Initial password** and provide these credentials to the new license user, who will then be able to activate the license and change the initial password.



From the **Actions** menu, you can change the email address or password for the license user, or remove the user to make room for others. You can also reset the total activations for that user, which deactivates their license on any device. You can set the maximum number of activations to allow the user to activate the license on multiple devices, as long as the total number of activations for the license is not exceeded (see License Details).



If you need further assistance, contact the Qbitec support team support@qbitec.com

Manage License Billing and Renewal

Qbitec processes payments and subscriptions via the stripe service, one of the biggest financial service providers.

Stripe offers a customer portal, which allows you to:

- View your customer details
- View and download your past invoices
- View and change your current subscription
- Cancel your subscription
- Change your payment methods

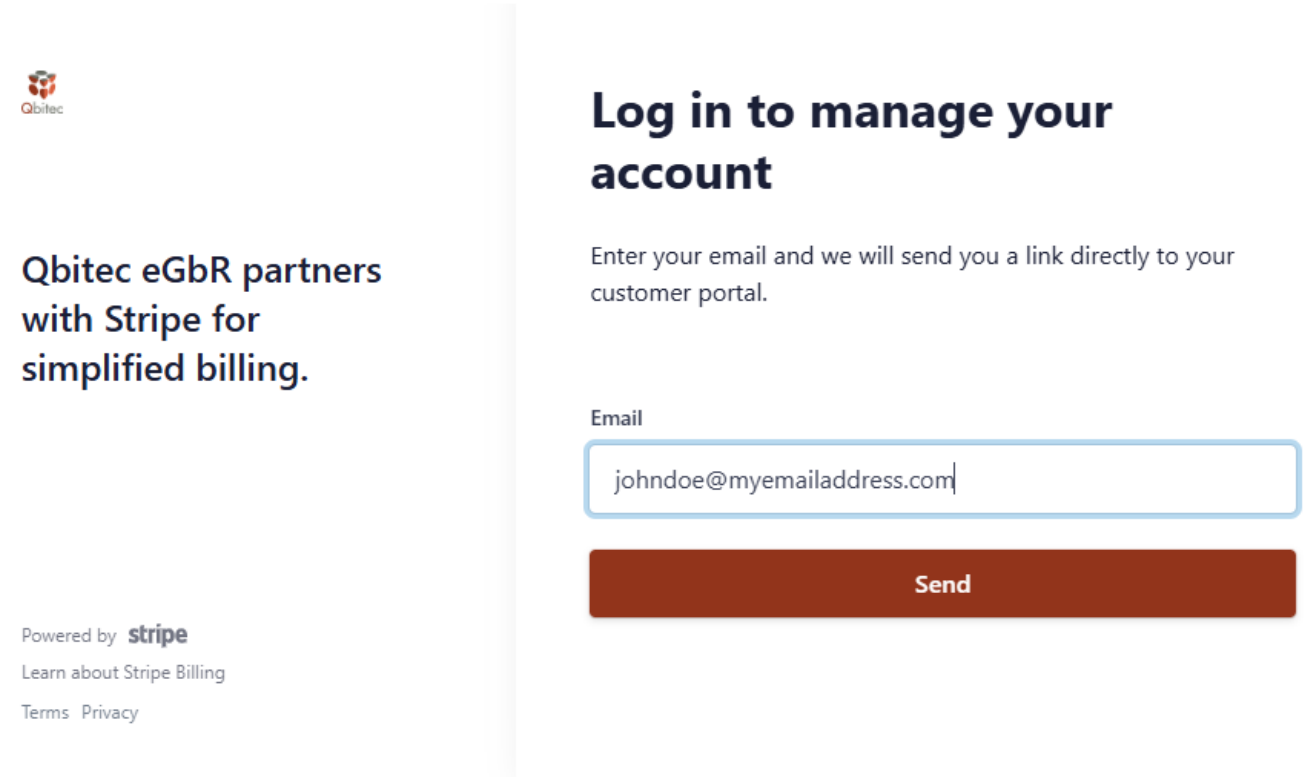
Accessing the customer portal

You can access the portal by using the link that was sent to you in the same email that contains your license credentials. The address is:

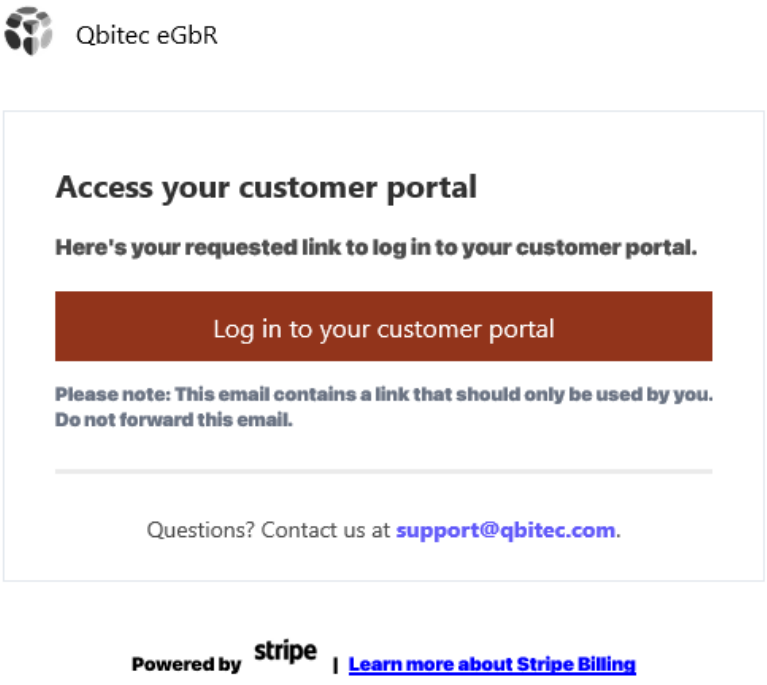
https://billing.stripe.com/p/login/6oE6oL2EUfMPbgQdQQ

Please follow these steps to log in:

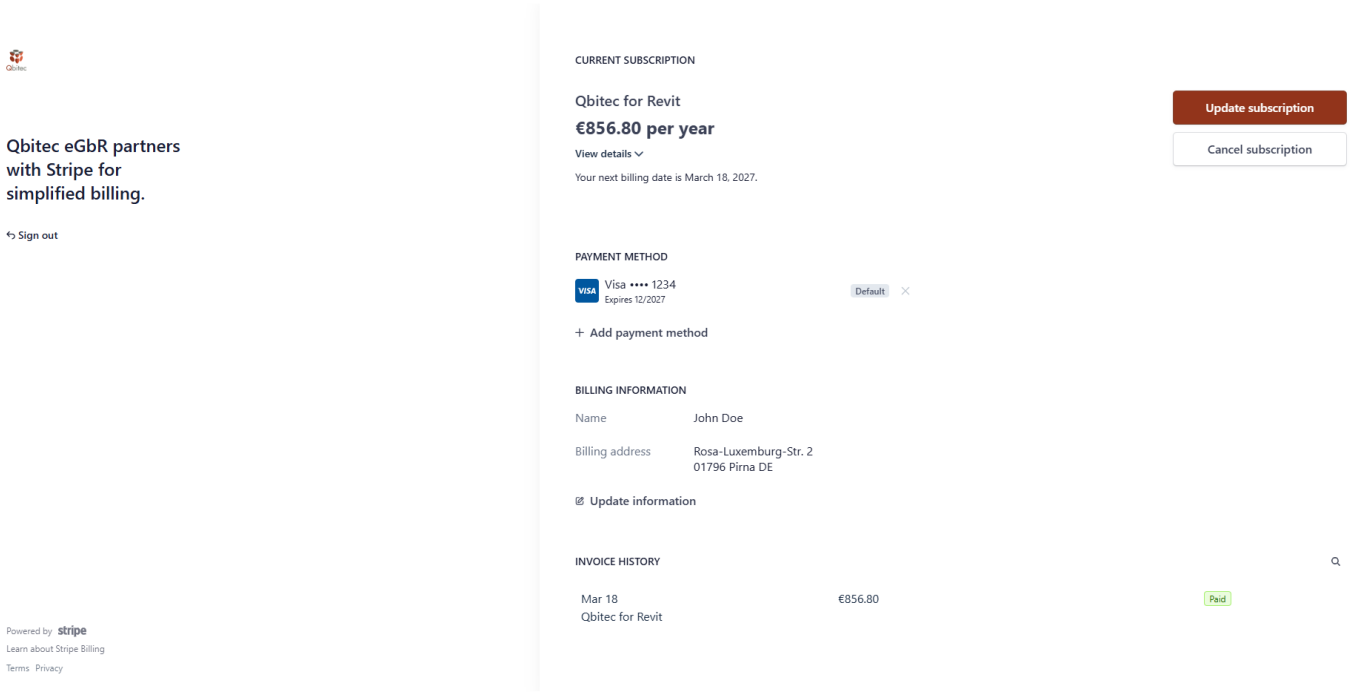
1. Enter the same email address you made the purchase with and click "Send"



2. In your email inbox find an email called "Your customer portal login link" from "Qbitec eGbR".



3. Click the button "Log in to your customer portal" to access the main page of the portal.



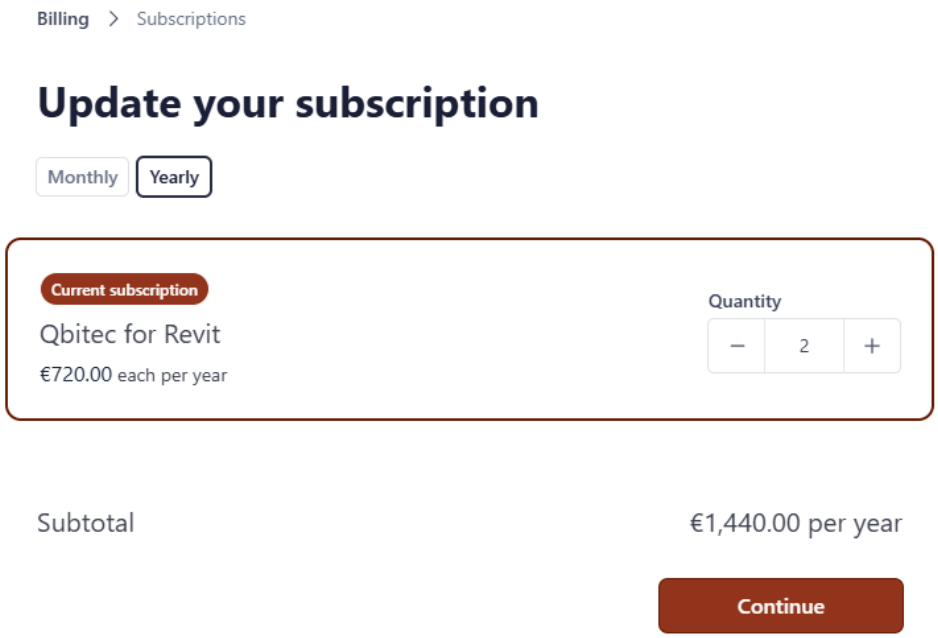
This page shows your current subscription, your currently active payment method, invoice address information and the invoice history, along with buttons to change or add information.

Updating your subscription

Clicking "Update subscription" on the main portal page opens a dialog to

- Update the quantity of your licenses and
- To change the billing cycle between annual licenses and monthly licenses

Before any changes take effect, you can review the effects on the licenses and the costs.



Updating the quantity

Clicking the "+" button will increase the number of licenses, while the "-" decreases the number of licenses.

If you **increase the quantity**, your new licenses will be available immediately. Your new licenses will be synchronized with the existing billing period and prorated (to the exact seconds).

For example: You start a yearly subscription on Feburary 12 for one license, which will be valid until Feburary 12 at the same time the following year. On May 10, you increase the amount to two licenses. Now both licenses will be valid until Feb 12 in the following year and then renew automatically. You will be charged the remaining amount until the end of the billing period (Feb 12), and then from the next period forward, both licenses will be charged fully. That means, if your first license started on Feb 12, 12:00 and the second license starts on May 1, 12:00, the remaining 278 days will be charged. For a yearly subscription cost of 720 EUR, this makes 720 * (278 / 365) = 548.38 EUR.

If you **decrease the quantity**, your current licenses will be available until the end of the current billing period. The amount of licenses you decreased will not be renewed for the next billing period.

For example: You start a monthly subscription on January 12 for two licenses. On Jan 26 you decrease that amount to one license. Both licenses will still be usable until including Feb 12 (at the same time you started your subscription), and from then, only one license will be available and you will be charged this one license going forward.

Switching plans

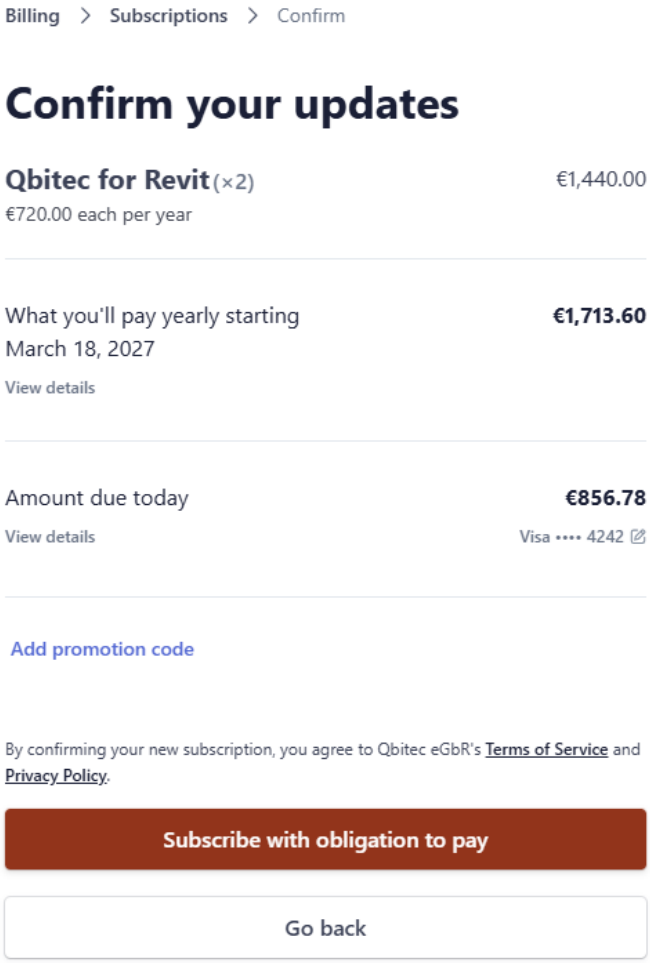
You can switch between the monthly and the yearly plan by clicking either "Monthly" or "Yearly" below the headline "Update your subscription". Beginning from the *next billing period* of the current plan, the changes will take effect. The new plan starts after the current plan ended.

For example: You start a monthly subscription on January 1. On Jan 15 you switch to a yearly subscription. On Feb 1, that means after the end of the billing cycle of your current monthly plan, the yearly plan starts taking effect and you will be charged 720 EUR for a yearly license that starts on Feb 1 until Jan 31 of the following year.

Reviewing and confirming your changes

After making modifications to your plan click the "Continue" button which leads you to a confirmation page. This page details:

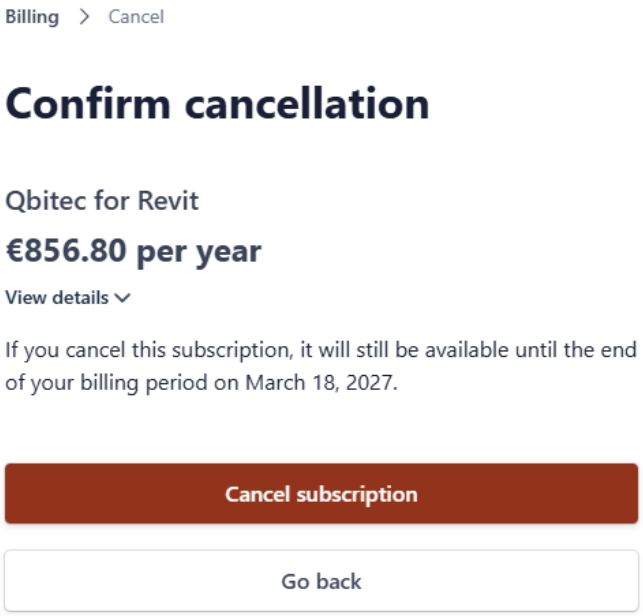
- What the changes will be,
- When the changes will take effect,
- What you will be charged,
- When you will be charged.



To confirm the changes click the button "Subscribe with obligation to pay" or click "Go back" to make further changes or cancel the process.

Cancelling your subscription

You can issue a cancellation of your subscription by clicking "Cancel subscription" from the portal's main page. Before the cancellation is issued, you can review the effects and the effective date of the cancellation.



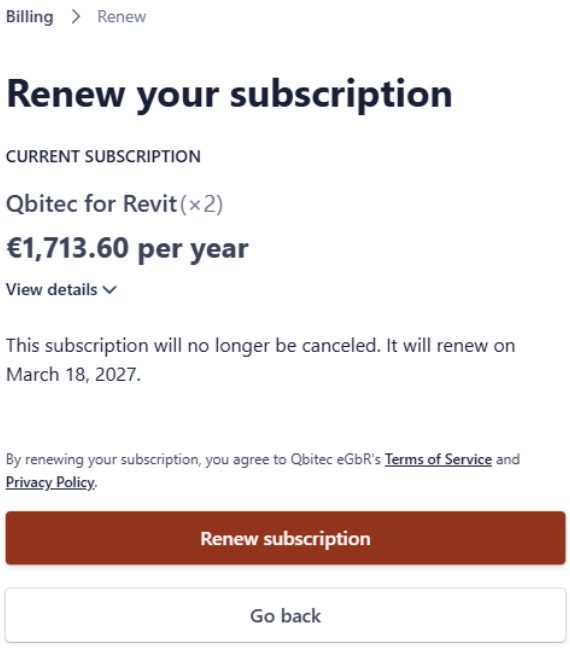
Cancellation takes effect *after the current billing cycle*, this means monthly subscriptions will be cancelled on the same day and the same time of the next month (exact to the second), and yearly subscriptions will be cancelled on the same day and the same time of the next year.

For example: You started a monthly subscription on January 12 and on September 20 you cancel your subscription. Your license will be valid until including October 12 and turn invalid at the same time of the day.

Pressing "Cancel subscription" confirms the cancellation.

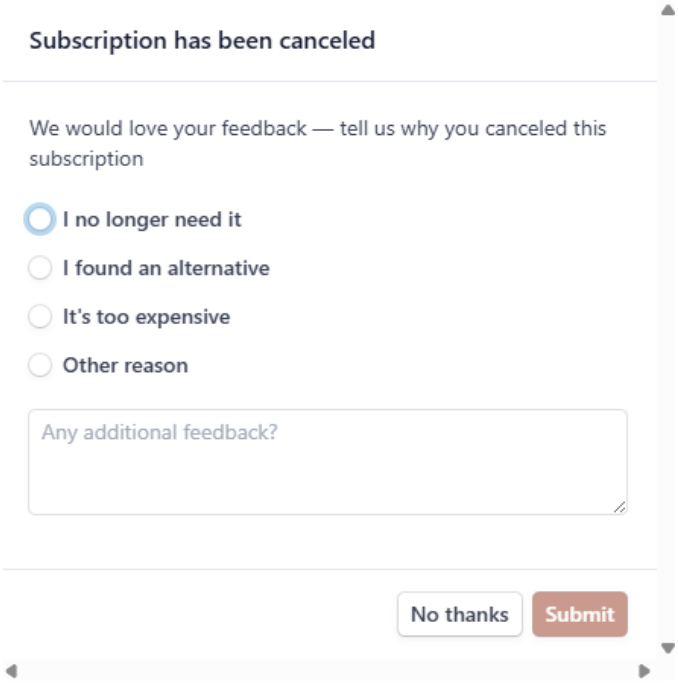
Revoking your cancellation

As long as your subscription is still active, you can revoke your cancellation. After your subscription has been cancelled, the "Cancel subscription" button on the portal's main page turns into a new button called "Don't cancel subscription". Clicking this button shows you a summary of the changes and effectively re-activates your subscription. Click "Renew subscription" to confirm.



Please help us make our addin better

We would love to understand better, how we can improve our product and our offer. After pressing "Cancel subscription" you will be asked to give optional feedback.



We would truly appreciate you letting us know what your reasons were and how we can improve. Also, feel free to always drop us an email. Thank you!

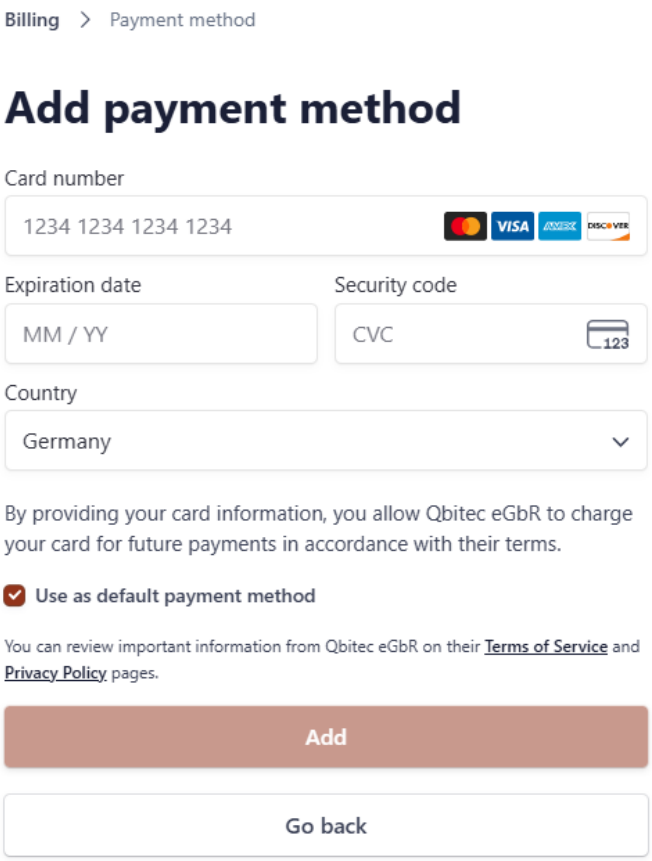
Reviewing and updating your payment methods

On the portal's main page you see your currently set up payment methods and their status. Here you can

- Change a payment method
- Add or remove payment methods
- Set a default payment method

Adding a payment method

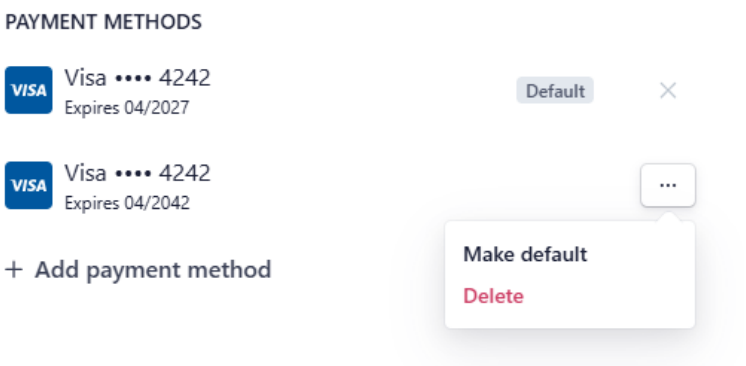
Below your listed methods click the "Add payment method" button. A new page opens with a credit card details form.



If you want to use this method as your default for the next billing, check "Use as default payment method". Once all details have been added, click "Add".

Removing a payment method

From the portal's main page click the "..." button next to one of the payment methods, then select "Delete". Note that you cannot delete your currently active default payment method.



Changing the default payment method

From the portal's main page click the "..." button next to one of the payment methods, then select "Make default".

Viewing and downloading your Invoices

On the very bottom of the portal's main page you find a section called "Invoice history".



Clicking one of the rows opens a new browser window, allowing you to download the invoice or the receipt as a PDF document.

