

License True-Ups

Created by Mark Weideman on Sep 18, 2025

True-up licenses are issued temporarily to agents when there are no more licenses available in the agent's group (or distribution group) to assign to the agent. These true-up licenses allow the agents to be fully activated and working while the details for the purchase of more licenses are gathered.

We allow up to 30 days of grace on a case by case basis before we require payment for the true-up licenses. Note that true-up licenses can only be issued when other valid real licenses exist in the agent's group (or distribution group).

Users can find true-up licenses by navigating to the Agents page found under the Operations tab in the sidebar. On this page, look for the License Name column. In this column's filter you can search for the true-up licenses by typing in "true", "true-up", etc. After entering the filter, you will see any agent that has been issued a true-up license in the grid.

true-up filter.pngTrue-Up License.png

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