This documentation introduces the main features of the service and/or provides installation instructions for a production environment. Read through the documentation before installing or using the service.

Detailed information about how to use specific features within the service may be available at the Trend Micro Online Help Center and/or the Trend Micro Knowledge Base.

Trend Micro always seeks to improve its documentation. If you have questions, comments, or suggestions about this or any Trend Micro document, please contact us at docs@trendmicro.com.

Evaluate this documentation on the following site:

http://www.trendmicro.com/download/documentation/rating.asp
# Table of Contents

## Preface

Preface ................................................................................................................................. iii
About Trend Micro ........................................................................................................ iv
Document Conventions ................................................................................................... iv

## Chapter 1: Introduction

Welcome ............................................................................................................................. 1-2
Features and Benefits ....................................................................................................... 1-2

## Chapter 2: Using Customer Licensing Portal

Creating Accounts ........................................................................................................... 2-2
Making Changes to Your Products or Services ............................................................ 2-4
Merging Products ........................................................................................................... 2-6
Changing Your Account Information ............................................................................. 2-9
Changing the Password ............................................................................................... 2-9
Recovering Your Password ........................................................................................... 2-10

## Chapter 3: Getting Help

Contacting Trend Micro ................................................................................................. 3-2
Speeding Up the Support Call ....................................................................................... 3-2
Using the Support Portal ............................................................................................... 3-3
About Trend Micro .......................................................................................................... 3-3
Preface

The Customer Licensing Portal™ User's Guide provides details on how to use the platform and perform basic tasks. The preface includes the following topics:

• *About Trend Micro on page iv*
• *Document Conventions on page iv*
About Trend Micro

Trend Micro Incorporated provides virus protection, antispam, and content-filtering security software and services. Trend Micro helps customers worldwide stop malicious code from harming their computers.

Document Conventions

The Customer Licensing Portal™ User's Guide uses the following conventions.

<table>
<thead>
<tr>
<th>TABLE 1. Document Conventions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CONVENTION</strong></td>
</tr>
<tr>
<td>ALL CAPITALS</td>
</tr>
<tr>
<td>Bold</td>
</tr>
</tbody>
</table>
| Navigation > Path | The navigation path to reach a particular screen  
For example, File > Save means, click File and then click Save on the interface |
| Note | Configuration notes |
| Tip | Recommendations or suggestions |
| WARNING! | Critical actions and configuration options |
Chapter 1

Introduction

This section introduces Trend Micro\textsuperscript{TM} Customer Licensing Portal\textsuperscript{TM}, as well as its features and benefits.
Welcome

The Trend Micro™ Customer Licensing Portal™ helps you manage your accounts, customer information, and subscriptions, including those that you manage. From the Customer Licensing Portal, you can directly access the web consoles of Trend Micro solutions that you manage, including SafeSync for Business or Worry-Free Business Security Services.

Features and Benefits

These are some of the Customer Licensing Portal features and benefits.

• Add, renew, or make changes to your products/services easily

Using the Enter Your Key button, you can do the following:

- Convert your trial product to a full product
- Add seats
- Add new products or services
- Extend or renew your license
- Merge Products

Merge or consolidate certain products to make it easier to manage these products/services.
• Primary and Secondary Contacts

You can have primary and secondary contacts for your accounts to ensure that not just one contact will receive all the necessary information for your account.
Chapter 2

Using Customer Licensing Portal

This section provides information on how to use Trend Micro™ Customer Licensing Portal™.
Creating Accounts

Procedure

1. Open the Customer Licensing Portal website (https://clp.trendmicro.com) and click Don't have an account yet? Sign up now.
2. Select No, I am a first time user. to create a Trend Micro Business account.
3. Enter your Registration Key on the space provided.
4. Click Continue.

Check the information that displays.
5. Read the license agreement carefully then select the **I have read and accept the Trend Micro License Agreement**. option.

6. Click **Continue**.

7. Provide your account profile information.
8. (Optional) Add a secondary contact:
   a. At the bottom of the contact information, select the Add a secondary contact option.
      The secondary contact information will expand.
   b. Provide your secondary account profile information.
   c. Specify if you want the primary contact to receive the license renewal email.

9. Select the Send email notification before product maintenance expires option if you want either the primary or secondary contact to receive an email notification.

10. Click Continue.
    The Customer Licensing Portal page opens and you can start selecting products to deploy and install, or go directly to the web portal of the Software as a Service Offerings.

Making Changes to Your Products or Services

Use the Enter Your Key button to make the following changes:

- Convert your trial product to a full product
- Add seats
- Add new products or services
- Extend or renew your license

Procedure
2. From the Customer Licensing Portal page, click Enter Your Key.
3. Enter your registration key, activation code, or extension key.

4. Click Continue.
   
   Check the information that displays.
5. Read the license agreement carefully then select the **I have read and accept the Trend Micro License Agreement.** option.

6. Click **Continue**.

You should see the product under **My Products/Services**.

---

**Merging Products**

---

**Note**

Only Worry-Free for Business Security Service currently offers this feature.
You might have several subscriptions to the same service. You can merge or consolidate your accounts to manage the service from Customer Licensing Portal using a single account.

**Note**

If you have trouble merging your subscriptions, contact Trend Micro Technical Support for help.

**Procedure**

1. Sign into the Customer Licensing Portal website ([https://clp.trendmicro.com](https://clp.trendmicro.com)).

2. On the **My Product/Services** page, click **Merge Products**.

   ![Merge Products](image)

   The page will display the current product details.

3. Sign into the secondary account.
**Important**

The primary account will be the one that retains the product. If you want the secondary account to retain the product, sign out of the current account and sign into the secondary account before clicking **Merge Products**.

4. Wait a minute and the page will show what the new expiration date will be and the new number of seats if you continue merging the products.

![Merge Products](image)

**Note**

Customer Licensing Portal will retain the account name that you chose but the subscription type and configurations will come from the subscription with the most privileges.

5. Click **Merge** after you have verified and agree to the changes.

6. Click **OK** when the confirmation window appears.
Changing Your Account Information

Procedure

2. From the main menu, click My Account. Make the necessary changes.
3. Click Submit after making the changes or Restore to remove all the changes made.

Changing the Password

Regularly change your password to help keep your account secure.

Procedure

2. From the main menu, click My Account.
3. Click **Change password**.

4. Enter your old password once and your new password twice.

5. Click **Submit**.

---

**Recovering Your Password**

If you forgot your password or have no way of recovering an old password, you can ask the system to reset your password.

---

**Procedure**

1. Sign into the Customer Licensing Portal website ([https://clp.trendmicro.com](https://clp.trendmicro.com)).

2. Click **Forgot your password?**.

   The **Forgot Your Password?** page opens.
3. Type the account ID or email address you used to register to the site.

4. Type the Captcha ID.

5. Click the **Submit** button.

6. Check your email account Inbox and find the message from Trend Micro that contains a link for resetting your password.

7. Click the link in the message you opened in the previous step, then check the Account ID and email address in the new window that appears.

8. Enter the new password twice.

9. Click **Save > OK**.
Chapter 3

Getting Help

This sections the following topics:

• Contacting Trend Micro on page 3-2
• Speeding Up the Support Call on page 3-2
• Using the Support Portal on page 3-3
• About Trend Micro on page 3-3
Contacting Trend Micro

In the United States, Trend Micro representatives are available by phone, fax, or email:

<table>
<thead>
<tr>
<th>Address</th>
<th>Trend Micro, Inc. 10101 North De Anza Blvd., Cupertino, CA 95014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>Toll free: +1 (800) 228-5651 (sales)</td>
</tr>
<tr>
<td></td>
<td>Voice: +1 (408) 257-1500 (main)</td>
</tr>
<tr>
<td>Fax</td>
<td>+1 (408) 257-2003</td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.trendmicro.com">http://www.trendmicro.com</a></td>
</tr>
<tr>
<td>Email address</td>
<td><a href="mailto:support@trendmicro.com">support@trendmicro.com</a></td>
</tr>
</tbody>
</table>

• Worldwide support offices:
  

• Trend Micro product documentation:
  
  http://docs.trendmicro.com

Speeding Up the Support Call

To improve problem resolution, have the following information available:

• Steps to reproduce the problem
• Appliance or network information
• Computer brand, model, and any additional hardware connected to the endpoint
• Amount of memory and free hard disk space
• Operating system and service pack version
• Endpoint client version
• Serial number or activation code
• Detailed description of install environment
• Exact text of any error message received.

Using the Support Portal

The Trend Micro Support Portal is a 24x7 online resource that contains the most up-to-date information about both common and unusual problems.

Procedure


2. Select a product or service from the appropriate drop-down list and specify any other related information.

   The Technical Support product page appears.

3. Use the Search Support box to search for available solutions.

4. If no solution is found, click Submit a Support Case from the left navigation and add any relevant details, or submit a support case here:


   A Trend Micro support engineer investigates the case and responds in 24 hours or less.

About Trend Micro

As a global leader in cloud security, Trend Micro develops Internet content security and threat management solutions that make the world safe for businesses and consumers to exchange digital information. With over 20 years of experience, Trend Micro provides top-ranked client, server, and cloud-based solutions that stop threats faster and protect data in physical, virtualized, and cloud environments.

As new threats and vulnerabilities emerge, Trend Micro remains committed to helping customers secure data, ensure compliance, reduce costs, and safeguard business integrity. For more information, visit:
http://www.trendmicro.com

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