



Quick Start Guide to:

## Managing your Account Service Level

This Quick Start Guide explains the Account Management Main Menu options.

In order to access the Account Management Main Menu, click the Manage Account button from the Swiftpage Connect Portal.

Swiftpage   
Connect

Account Management  
Main Menu

Account Name is: rs\_121211\_spe

Select an Account Management Activity

1	<input type="radio"/> Change Credit Card Information (no price change)
2	<input type="radio"/> Change the Service (features, maximum users and send limits)
3	<input type="radio"/> Reallocate the Service among Existing Users
4	<input type="radio"/> Add a User to the Account
5	<input type="radio"/> Cancel the Account (stops all usage and charges)
6	<input type="radio"/> Suspend the Account (stop all usage but keep the account)
7	<input type="radio"/> Provide your Reseller's Name
8	<input type="radio"/> Delete a User from the Account (7 UserIDs in account)

Submit

1. The **Change Credit Card Information** option allows you to update your current billing information, including contact, credit card number and billing address.

2. **Change the Service** allows you to manage your account service level. Select this option if you would like to change your account's service level, alter the number of users, or select a Drip Marketing package.
3. **Reallocate the Service among Existing Users** allows you to manage the send limit and functionality options for each user.
4. Select **Add a User to the Account** if you would like to create a new User ID.
5. **Cancel the Account** prompts a message asking you to confirm that you would like to cancel the account. If you decide within 25 days to reactivate the account, you must call the Billing department at 303-978-1000 ext. 403 to reactivate the account.
6. **Suspend the Account** allows you to temporarily suspend charges and activity until you decide to reactivate the account. Access to your Swiftpage account is not available while the account is suspended (this includes reports and scheduled campaigns). Note: there is no limit on how long you can suspend an account.
7. **Provide your Reseller's Name** allows you to register a Reseller for your account.
8. **Delete a User from the Account** provides you with the option of deleting a User ID.