



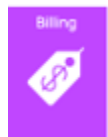
Hello! Welcome to the N-able Resource Center!

Here, you can access our N-able Knowledge Base, obtain technical training, view/pay invoices for N-central, standalone Backup, and Mail Assure, and much more!

Getting Started

The URL for the Resource Center is <https://community.n-able.com/>, and your user/password is unique to the Resource Center. You can reset your password by clicking on the “reset password” option in the form. ***Need assistance with N-able Resource Center credentials? Please log a case with our Customer Success Team at <https://success.n-able.com>***

Billing information, invoices, payments, payment methods, and usage reports can be accessed by clicking on the “Billing icon”



If you do not have the Billing icon available from the main screen, your account does not have Payment Portal Manager permissions, and will need to be granted from either a user with "Business Owner" permissions or you can log a ticket and an N-able team member will help you out.



Adding New Users

To add a new user to your Resource Center account, click on the “Users” icon

[View Cases](#)[Contact Us](#)

We're moving! The resources you currently access here are being migrated to our improved Partner Success Center at success.n-able.com - to be used for all your N-able resources, in a single tool.

In the coming months, be on the lookout for more information on where and how to locate specific components as they move. In the meantime, for more information, visit success.n-able.com (where you can login with the same credentials you've been using here via the **Log In With NRC** button) and check it out.

My Account - User Management

Legend
 User Administrator Business Owner Business User Technical User MSP Playbook User

Active Users | Inactive Users | Company Info

Name	Email	Roles	Unlock	Reset User	Disable User

[Add](#)

0/20 1/2

Select "Add", which will bring you to the following screen:



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My Account - User Management

Contacts

Select a user from the contacts below or add a new user.

[Add New](#)[Next](#)[Cancel](#)



The Resource Center will automatically detect users on your default email domain and suggest users that can be added. If the user you wish to add is on this list already, simply click "Select" next to their name, then "Next", and then on the fill in any contact information that is incomplete.

If the user you wish to add is not on this list, select "Add New", then fill in the user's contact info: first name, last name, email address, phone/mobile phone, and the user roles:

Business Owner—gives user full permissions to billing, edit other users, and license management

Technical User—gives the user permission to utilize technical resources in the Resource Center

License Manager—allows the user to modify licenses

Payment Portal Manager—gives the user the ability to view invoices and usage reports, as well as modify payment methods and make payments



My Account - User Management



Contact Info

First name:








Last name:

Email prefix: @ 

Phone:

Mobile phone:

User Role(s)

-  ☐ Business Owner
-  ☐ Business User
-  ☐ Technical User
-  ☐ User Administrator
-  ☐ Case Administrator
-  ☐ LicenseManager
-  ☐ Payment Portal Manager

Once the user's permissions have been set, select "Next" to go to the final screen, double-check the information for accuracy, then "Finish" to send a setup email to that user's designated email address.

My Account - User Management

Contact Info

First name:

Last name:

Email prefix: @

Phone:

Mobile phone:

User Role(s)

- ☐ Business Owner
- ☒ Business User
- ☐ Technical User
- ☐ User Administrator
- ☐ Case Administrator
- ☐ LicenseManager
- ☒ Payment Portal Manager



Viewing Invoices/Usage Reports

To view invoices and usage reports, click on the "Billing" icon.

If you have more than one product subscription, make sure you're viewing your up-to-date subscription by selecting the five-digit number (invoices billed via N-able Technologies, Inc.) or the nine-digit number starting with the letter "A" (invoices billed via N-able Solutions, ULC). Accounts starting with "0xxxxxx-001" are for legacy invoices (N-able Tech) dated 3/31/2020 or older.

In the billing screen, go to the "Outstanding Invoices" tab for invoices that are not yet paid and "Paid Invoices" to view invoices that are already paid, then select your five-digit account number. To view the invoice, click the invoice number or select the ellipses menu on the right, then "View Invoice".



to success.n-able.com (where you can login with the same credentials you've been using ne



My Account - Billing

Outstanding Invoices

Paid Invoices

Payment Methods

It looks like you have several accounts with us:

0408931-001

77217

[Outstanding Invoices](#)[Payment History](#)[Payment Method](#)[Return to Payment Portal](#)

Outstanding Invoices

Invoice Number	Invoice Date	Account Number	Company	Total Amount	Balance
INV01	02/01/2022	A0000 A0000 A0000 A0000 A0000		\$2,757.23	\$2,757.23 ...

To view the usage report for an invoice, navigate to the invoice in question, select the ellipses menu on the right, then select "Data Usage".

Outstanding Invoices

Invoice Number	Invoice Date	Account Number	Company	Total Amount	Total Balance
13751	9/30/2021	CAD-01		CAD 13.00	CAD 157.30 ...
14286	10/31/2021	CAD-01		CAD 14.30	CAD 157.30 ...
14678	11/30/2021	CAD-01		CAD 13.00	CAD 157.30 ...
14678	11/30/2021	CAD-01		CAD 39.00	CAD 157.30 ...
15126	12/31/2021	CAD-01		CAD 39.00	CAD 157.30 ...
15446	1/31/2022	CAD-01		CAD 39.00	CAD 157.30 ...

[Pay Balance](#)
[View Invoice](#)
[Data usage](#)



Managing Payment Methods and Making Payments

To manage payment methods, click on the Billing icon, then select the "Payment Methods" tab. To add a new card, input the card information under the "Add New Card" tab, then select "Save New Card".

Saved cards are only used on the account to which they were added.

A "Primary Card" is the saved card that is used for automatic payment on that account.

A card saved as the primary card cannot be removed until a new card has been designated as the primary card. Once a new card is saved as the primary card, simply remove the old card under the Saved Credit Cards tab. In the event you wish to remove all payment methods, please contact N-able Finance. (accountsreceivable@n-able.com)

To make a payment, navigate to the outstanding invoice in question, select the ellipses menu on the right, then select "Pay Balance".

To view previous payments, navigate to the paid invoice in question, select the ellipses menu on the right, then select "View Payment".

Manage Credit Cards

Saved Credit Cards 1

[Add New Card](#)

Set Automatic Payments



Cardholder First Name	Cardholder Last Name	Card Number	Expiration Date	Primary Card	Edit/Delete
		*****0576	07/2021	<input checked="" type="radio"/> Primary Card	Edit



Manage Credit Cards

[Saved Credit Cards 1](#) [Add New Card](#)

Billing Information

* Required field

First Name *

Last Name *

Address Line 1 *

City *

Country/Region *

State/Province *

Zip/Postal Code *

Email *

Outstanding Invoices

Invoice Number	Invoice Date	Account Number	Company	Total Amount	Total Balance	
13751	9/30/2021	CAD-01		CAD 13.00	CAD 157.30	...
14288	10/31/2021	CAD-01		CAD 14.30	CAD 157.30	...
14676	11/30/2021	CAD-01		CAD 13.00	CAD 157.30	...
14676	11/30/2021	CAD-01		CAD 39.00	CAD 157.30	...
15126	12/31/2021	CAD-01		CAD 39.00	CAD 157.30	...
15446	1/31/2022	CAD-01		CAD 39.00	CAD 157.30	...

[Pay Balance](#)
[View Invoice](#)
[Data usage](#)

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