



Xactimate Subscription Renewal FAQ

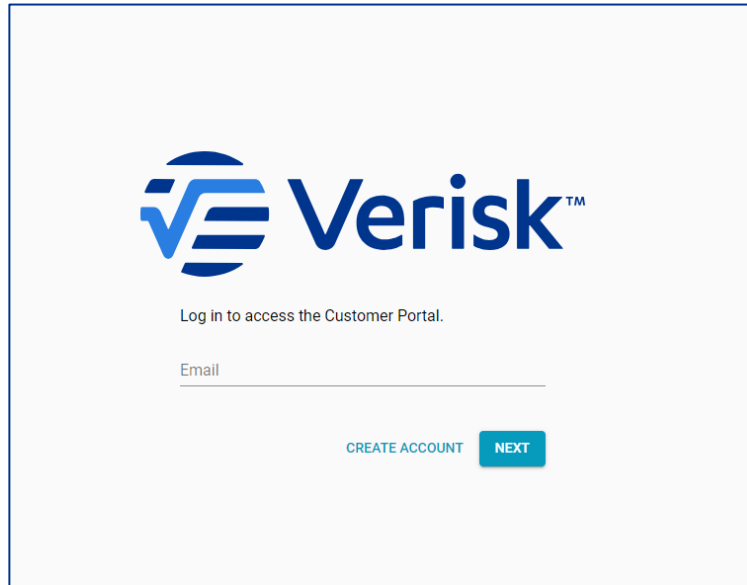
2024

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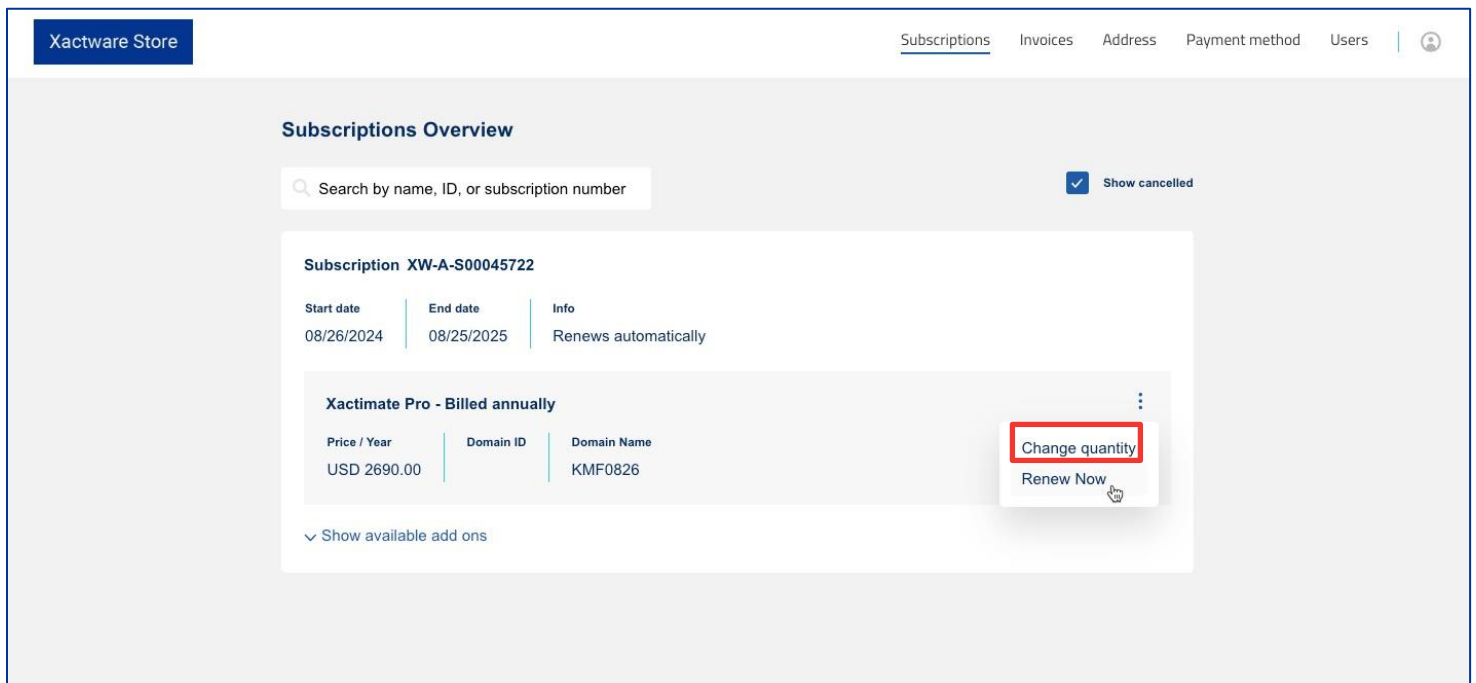
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Where do I go to renew my Xactimate Subscription?

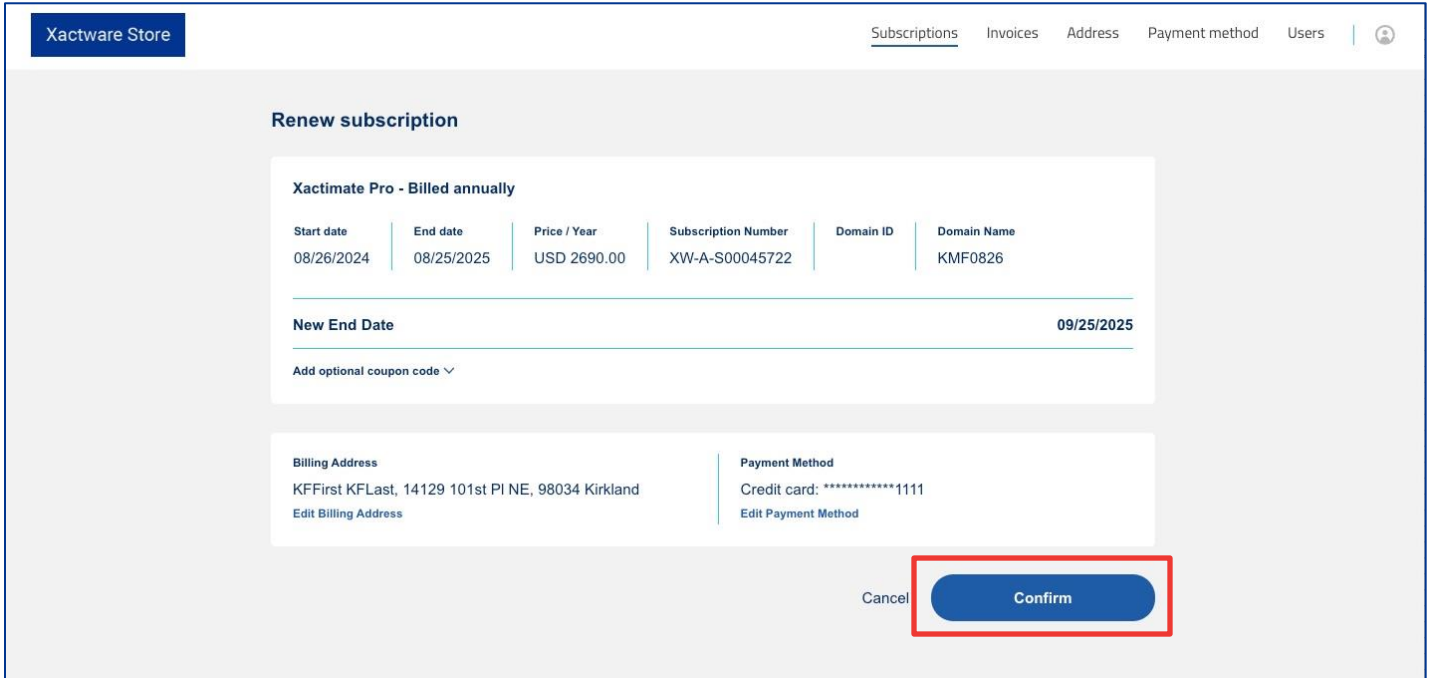
Visit the new [Customer Portal](#) and sign in with your Xactware ID.



Locate your subscription on the **subscriptions page** and select **renew now**.



Select **Confirm** to renew your subscription.



Xactimate Pro - Billed annually

Start date	End date	Price / Year	Subscription Number	Domain ID	Domain Name
08/26/2024	08/25/2025	USD 2690.00	XW-A-S00045722		KMF0826

New End Date 09/25/2025

Add optional coupon code ▾

Billing Address
KFFirst KFLast, 14129 101st PI NE, 98034 Kirkland
[Edit Billing Address](#)

Payment Method
Credit card: *****1111
[Edit Payment Method](#)

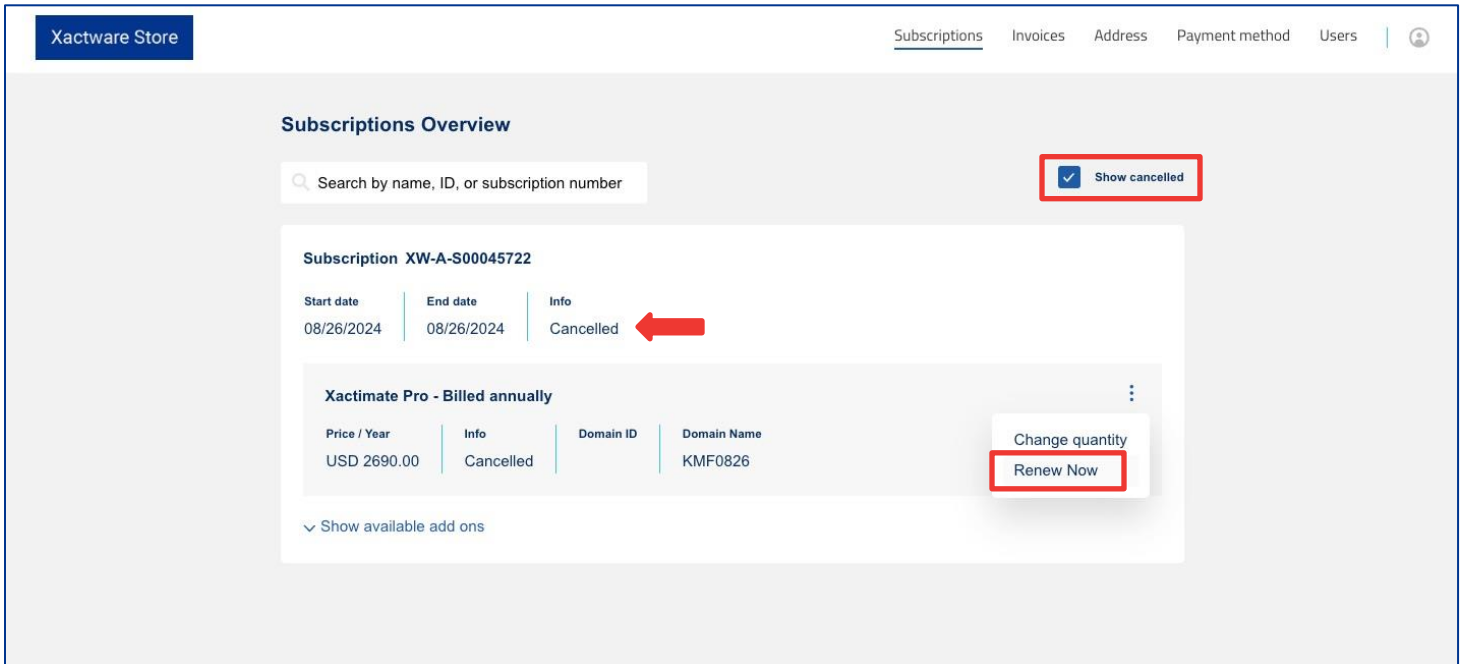
Cancel **Confirm**

I've logged into the Customer Portal and don't see any subscriptions?

We migrated customer account data recently to a new system. We observe some accounts did not have an email address for the billing contact on the account. The most likely reason you don't see subscriptions after logging is because your account is missing a billing contact. Contact 800-758-9228 or pesbillingxactware@verisk.com for help updating the contact information on your account.

My subscription has been cancelled. Can I still renew from the Customer Portal?

Yes. From the **subscription page** check the box next to **show cancelled**. Locate your subscription and then select **renew now**.



The screenshot displays the 'Subscriptions Overview' page in the Xactware Store. At the top, there is a search bar with the placeholder text 'Search by name, ID, or subscription number'. To the right of the search bar is a checkbox labeled 'Show cancelled', which is checked and highlighted with a red box. Below the search bar, there is a card for 'Subscription XW-A-S00045722'. This card contains a table with columns for 'Start date', 'End date', and 'Info'. The 'Info' column shows 'Cancelled', with a red arrow pointing to it. Below this card is another card for 'Xactimate Pro - Billed annually'. This card contains a table with columns for 'Price / Year', 'Info', 'Domain ID', and 'Domain Name'. The 'Info' column shows 'Cancelled'. To the right of this card is a dropdown menu with options 'Change quantity' and 'Renew Now', where 'Renew Now' is highlighted with a red box. At the bottom of the page, there is a link that says 'Show available add ons'.

I'm used to renewing my subscription by providing a key code. Why don't I need a key code to renew now?

We've moved to a new system for selling and managing subscription software. Key codes are no longer required to activate and renew Xactimate service.

Can I modify my subscription during the renewal process?

No, modifications to the subscription are not possible during the renewal process. However, after renewal, customers can modify subscriptions in the customer portal.

I want to change the billing terms of my subscription before renewing. How do I do this?

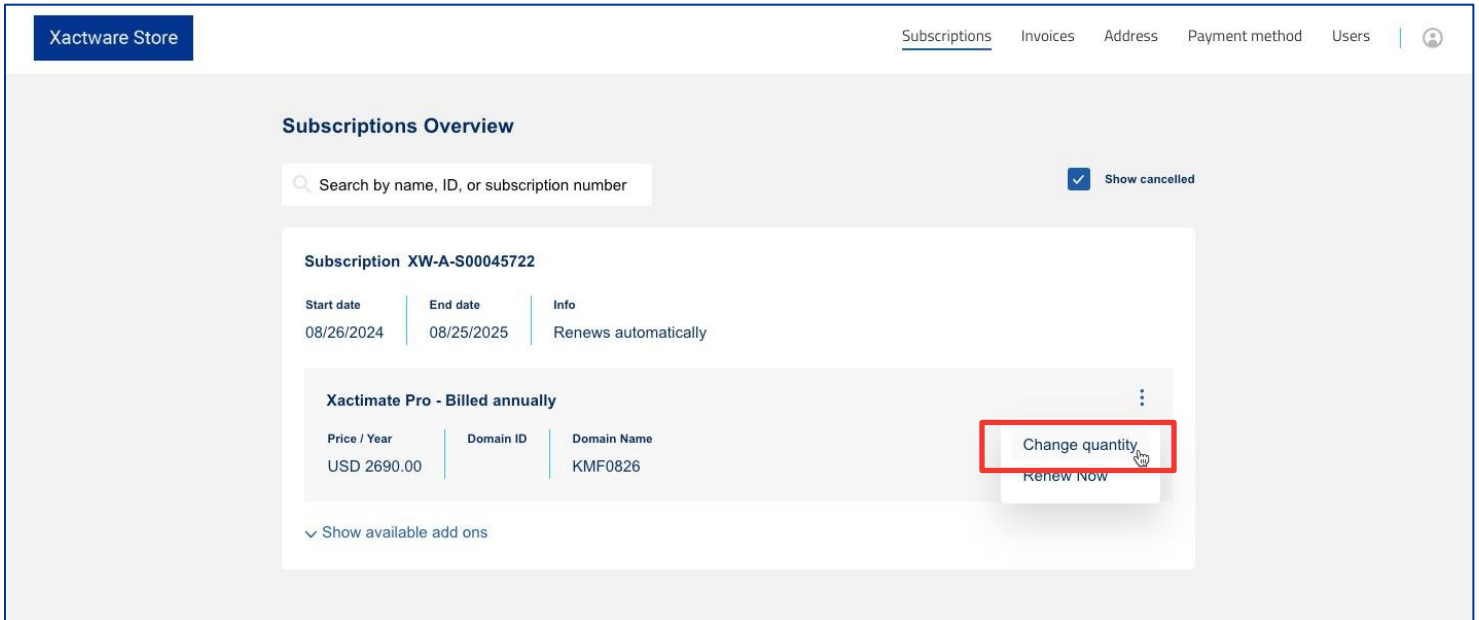
If you want to change the billing terms for your subscription (e.g., change from bill annually to bill monthly), please contact Sales at 800-424-9228.

I renewed my subscription and am unable to login to Xactimate. It says my subscription is expired. What happened?

You may be experiencing a sync issue. Please contact Sales at 800-424-9228, or Support at 800-710-9228, or use live chat available from the [eService Center](#) 24/7 (except Christmas Day and New Year's Day).

I want to increase the number of licenses for my subscription. How do I do this?

From the **Customer Portal** locate your subscription and select **change quantity**.



I want to decrease the number of licenses for my subscription. How do I do this?

Please contact Sales at 800-424-9228 to remove licenses.

Will my renewed subscription automatically renew in the future?

Yes, after renewing, the subscription will renew automatically.

How do I cancel my subscription?

Please contact Sales at 800-424-9228 to cancel your subscription.

What if I don't see my subscription in the Customer Portal?

Contact Sales at 800-424-9228.

I have questions that are not answered here. Where can I get help?

- Sales: 800-424-9228
- Support: 800-710-9228
- Free live chat support, available 24/7 (except Christmas Day and New Year's Day) from the [eService Center](#).

I've logged into the Customer Portal and don't see any subscriptions?

We recently updated our system, which involved migrating customer account data. During this process, we discovered that some accounts lack an email address for the billing contact. If you can't see your subscriptions after logging in, it's likely because your account is missing this crucial billing contact information.

To resolve this issue and update your account details, please reach out to our support team:

- Phone: 800-758-9228
- Email: pesbillingxactware@verisk.com

I renewed my subscription and am unable to login to Xactimate. It says my subscription is expired. What happened?

You may be experiencing a sync issue. Please contact Sales at 800-424-9228, or Support at 800-710-9228, or use live chat available from the eService Center 24/7 (except Christmas Day and New Year's Day).