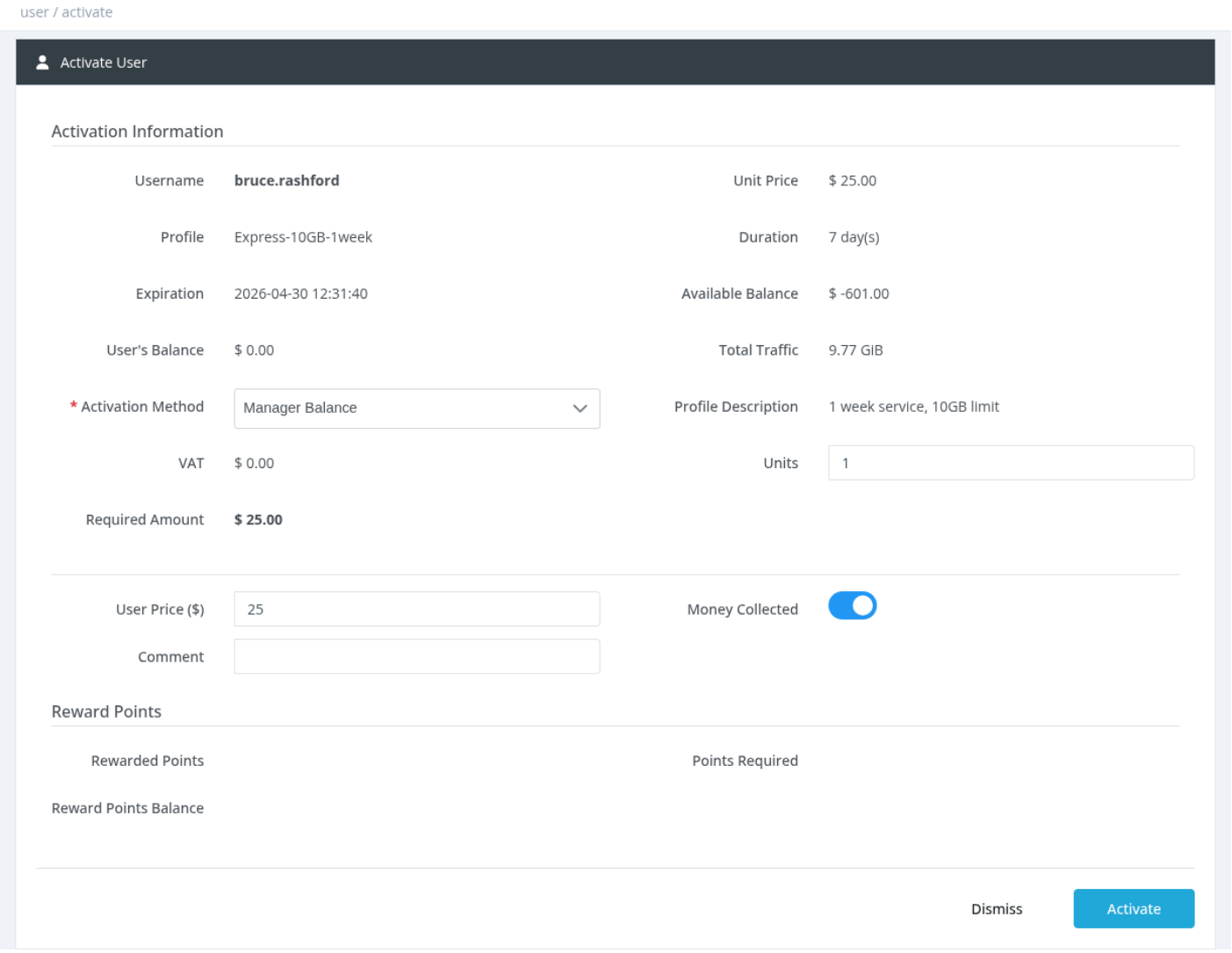
Activating a User

Activate renews the user's subscription on the user's **current profile** for one period (or several periods) and charges for it. To activate on a different profile, change the profile first (Changing Service Profile).

Open it from *Users List* → *Actions* → *Activate* or the **Activate** button on the user's Overview.



Fields

Field	Description

Username, Profile, Expiration	The user, the profile that will be activated, and the current expiration.
Unit Price	Your price for one period of this profile (from the price list, after your discount).
Duration	Length of one period (for example 30 day(s) or 1 month(s)).
Available Balance	Your manager balance.
User's Balance	The user's wallet balance.
Total Traffic / Download / Upload	The quota included in the profile (hidden if unlimited).
Activation Method	How the activation is paid. See below.
VAT	Tax amount, based on the profile's VAT setting.
Units	Number of periods to activate at once (Manager Balance only). For example 3 units of a 1-month profile = 3 months.
Required Amount	Total that will be charged: (Unit Price + VAT) × Units.
User Price	The price you charge the subscriber. It is used for invoices and debts.
Money Collected	ON: the subscriber has paid you. OFF: the User Price is recorded as a **debt** on the user (see Deposit, Withdrawal and Pay Debt).
Comment	Optional note saved with the activation.
Reward Points	Points you will receive, points required and your points balance (if reward points are used).

Activation methods

Method	Who pays	Permission
Manager Balance	Your manager balance is charged the Required Amount. Parent managers receive their commission.	Users - Activate using manager balance
Prepaid Card	Enter a **Card Number** (PIN) of a recharge card. The card value must match the profile price. No manager balance is used.	Users - Activate using voucher
User Balance	The user's wallet pays you the user price; then your manager balance is charged as above.	Users - Activate using user balance

Method	Who pays	Permission
Reward Points	Your reward points are used. The profile must allow activation via reward points.	Users - Reward Points System

If you have the *Billing* permission, a **Confirm Activation** window lets you **issue an invoice** for the user. The invoice PDF is downloaded automatically.

How the new expiration is calculated

- **User still active:** the period is added to the current expiration, so no paid days are lost.
- **User expired** (or the profile has *Resets Expiration On Activation* ON): the period starts now.
- If the profile has *Fix Expiration Time* ON, the time of day is set to the profile's expiration time.
- Days owed from earlier **debitable extensions** are deducted from the new period.

The profile's traffic quota is added. Whether the remaining quota is kept depends on the profile's *Carry Over Remaining Quota* and *Quota Addition Mode* settings (see the Profile Form page).

After activation

- If *Disconnect On Activation* is enabled in Settings, an online user is disconnected after a few seconds so the new profile takes effect.
- An activation SMS, email, Telegram or app notification is sent if these are enabled.
- The activation appears in *Reports → Activations* and in the user's History.

Bulk activation

Tick **more than one** user in the Users List and click **Actions → Activate**. A table shows each user's profile, expiration and required amount, the **Total Price** and your **Available Balance**. Click **Activate All**.

- Every user is activated for **1 unit** from your **Manager Balance**.
- Users are processed one by one. At the end you see how many were activated and how many failed (for example because of insufficient balance).

Common errors

Message	Cause
Insufficient Balance	Your balance (plus your debt limit) or the user's balance is lower than the required amount.
Invalid Profile Price	The profile price is 0 for you. Only a system administrator can activate a 0-price profile.
Profile is disabled	The profile has been disabled.
Manager is disabled	Your manager account is disabled.
access denied	You don't have the permission for the selected activation method.

Required permission: Users - Activate, plus the permission for the activation method

---

Revision #2
Created 2023-06-14 07:41:31 UTC by Admin
Updated 2026-11-07 20:28:47 UTC by Admin