



Account & Subscriptions Overview

What is a Subscription?

- In the ElkConnect portal, a "subscription" refers to the service plan added to an Alarm Engine Control, enabling dealers to offer remote interactive services to their customers.
- There are two components to a subscription: a base plan provided by ELK and the subscription portion created by dealers/installers.

Installer Service/Subscription Plans				
These are the default service & subscription plans you offer to customers. Your customer Accounts have 'Subscriptions' that are associated to one of these plans below.				
Your Plan Name	Elk Plan	Plan Types	Cost per system	Actions
Demo Interactive Plan	Demo ElkConnect Interactive - Limit 1 per Dealer	 	###.##	
Test Demo Plan	ElkConnect Interactive	 	###.##	
⊕ Add Subscription Plan				

Subscription Types & Descriptions

- ELK Base Plans – These serve as the foundation for dealer/installer subscriptions. As of 2023, ELK offers two primary subscriptions:
 - ElkConnect Interactive: This base plan provides comprehensive interactive services via IP for a small monthly fee invoiced to the dealer/installer.
 - Demo ElkConnect Interactive: This base plan offers full interactive services via IP at no cost, allowing dealers to use it as a demonstration. Limit: 1 per dealer account.
- Dealer/Installer-Created Subscriptions: Dealers/Installers initiate the creation of these subscriptions during the dealer account setup process. They can choose the ELK base plan that best aligns with their requirements to establish a customer-facing subscription.

What is an Account?

- Accounts are your customer accounts, tied to the customer and not specifically the dealer/installer.
- Dealer/Installers can create new customer accounts by entering an email address and inviting the customer to register.
- If a customer already has an account with ElkConnect, the invite email will simply link to their existing account.
- The account enables the user to log in to the ElkConnect website and app.
- Deleting an account doesn't remove the login; it severs the association between the user and your dealer/installer account.

Subscriptions & Accounts Relationship

- In ElkConnect, Accounts and Subscriptions are tightly related. Subscriptions require an Account to be utilized.
- Accounts can have multiple Subscriptions, allowing customers to have more than one Control Panel assigned to them. For instance, a customer may have several locations.
- Control Panels are assigned to Subscriptions within an Account.
- Subscriptions can have multiple Control Panels, but the subscription cost is multiplied by the number of control panels assigned to it.

Subscriptions & Accounts Relationship - cont

- Subscriptions enable a customer account to access a control panel via the ElkConnect web portal or app.
- Accounts without a Subscriptions are not billed.
- Subscriptions without an assigned control are not billed.
- Removing the Subscription from an Account, removes access to the control for the end customer.
- Subscriptions can be removed from accounts at any time.
- When an account is removed, all assigned customer subscriptions are also removed.

Creating a Dealer/Installer Subscription

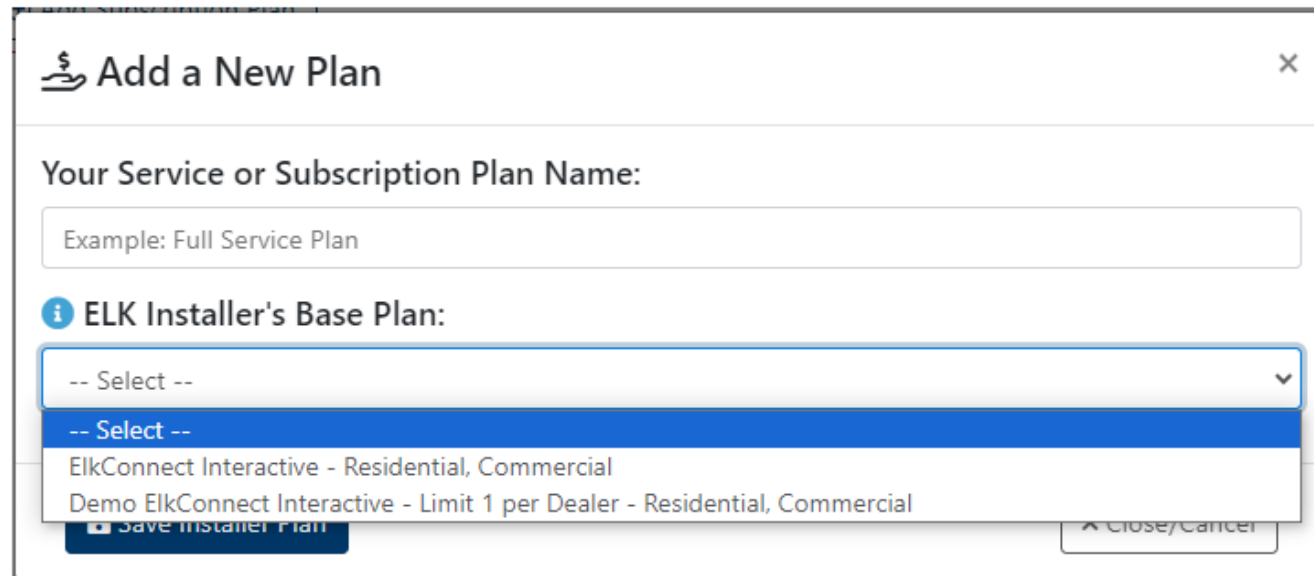
- To create a new dealer/installer subscription navigate to “Installer Settings” via the ElkConnect Dealer Portal. Locate and click “Add Subscription Plan”
- You will be presented with this pop up message.



The screenshot shows a modal window titled "Add a New Plan" with a close button (X) in the top right corner. The form contains two main sections. The first section is labeled "Your Service or Subscription Plan Name:" and features a text input field with the placeholder text "Example: Full Service Plan". The second section is labeled "ELK Installer's Base Plan:" with an information icon (i) to its left. Below this label is a dropdown menu currently displaying "-- Select --" with a downward arrow on the right. At the bottom of the modal, there are two buttons: a dark blue button on the left labeled "Save Installer Plan" with a save icon, and a light gray button on the right labeled "Close/Cancel" with a close icon (X).

Dealer/Installer Subscription - continued

- To create the subscription you need to name it. This is what your customers will see.
- Next you need to select the ELK base plan it will reference.
- Then click Save Installer Plan



The screenshot shows a dialog box titled "Add a New Plan" with a close button (X) in the top right corner. Inside the dialog, there is a section labeled "Your Service or Subscription Plan Name:" followed by a text input field containing the placeholder text "Example: Full Service Plan". Below this is a section labeled "ELK Installer's Base Plan:" with an information icon (i) to its left. Underneath this label is a dropdown menu currently showing "-- Select --". The dropdown menu is open, displaying three options: "-- Select --", "ElkConnect Interactive - Residential, Commercial", and "Demo ElkConnect Interactive - Limit 1 per Dealer - Residential, Commercial". At the bottom of the dialog, there are two buttons: "Save Installer Plan" on the left and "Close/Cancel" on the right.

Adding an Account

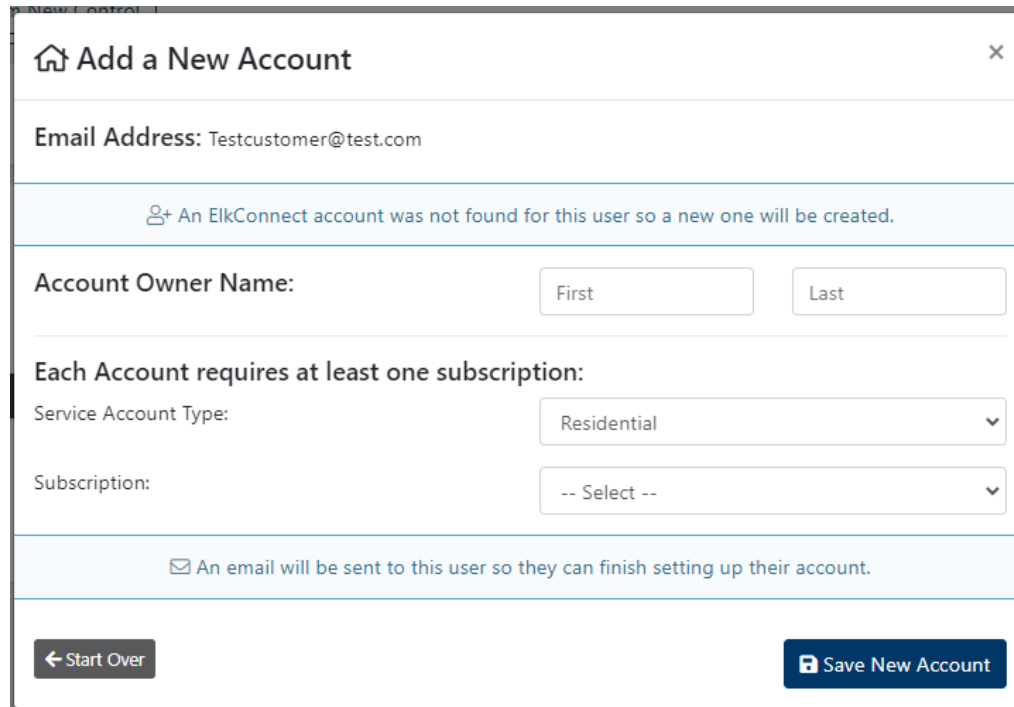
- Now that you have the subscription created. You will need to add an account to apply the subscription to. You can do this by navigating to the “Accounts” page and clicking “Add New Account”
- You will get this pop up, please enter your customer’s email and then click next.



The screenshot shows a modal window titled "Add a New Account" with a home icon and a close button (X). Inside the modal, there is a label "New Account Email Address:" followed by an information icon (i). To the right of the label is a text input field containing the email address "Testcustomer@test.com". At the bottom right of the modal is a dark blue button labeled "Next" with a right-pointing arrow.

Adding an Account - continued

- After clicking next you will be presented with the Add a New Account box. Enter the first and last name of the customer. Then select if it is residential or commercial. Then select your subscription you would like to assign to this account. Click save when completed.



The screenshot shows a web form titled "Add a New Account" with a close button (X) in the top right corner. The form contains the following elements:

- Email Address:** A text field containing "Testcustomer@test.com".
- Message:** A light blue bar with a person icon and the text: "An ElkConnect account was not found for this user so a new one will be created."
- Account Owner Name:** Two text input fields labeled "First" and "Last".
- Each Account requires at least one subscription:** A section header.
- Service Account Type:** A dropdown menu currently showing "Residential".
- Subscription:** A dropdown menu currently showing "-- Select --".
- Message:** A light blue bar with an envelope icon and the text: "An email will be sent to this user so they can finish setting up their account."
- Buttons:** At the bottom, there is a "Start Over" button with a left arrow and a "Save New Account" button with a save icon.

Account Details

- Now that you have the account created, you will be presented with the “Accounts Details” page. This is basic information about the account and subscription.

 Account Details

Owner Account Info

Name:

Test Test

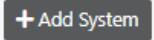
Email:

Testcustomer@test.com

 Test Test's Subscription

Demo Interactive Plan

Next Step: Add an Alarm Engine



Account Details - continued

- Next you need to add the Alarm Engine Control to the account. This will be added from your “Unassigned Inventory” which can be viewed from “Systems/Panels” to get the mac address if needed.
- Bottom right of the page, you will see the drop down to select the control to add. Start by typing the first of the mac, it will populate the list. Click on the control you want and then click save.

Next Step: Add an Alarm Engine

Find Alarm Engine By MAC

cc

CC031EB0340D

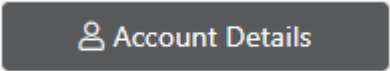
CC031EB03429 Elk Sales End User's Subscription

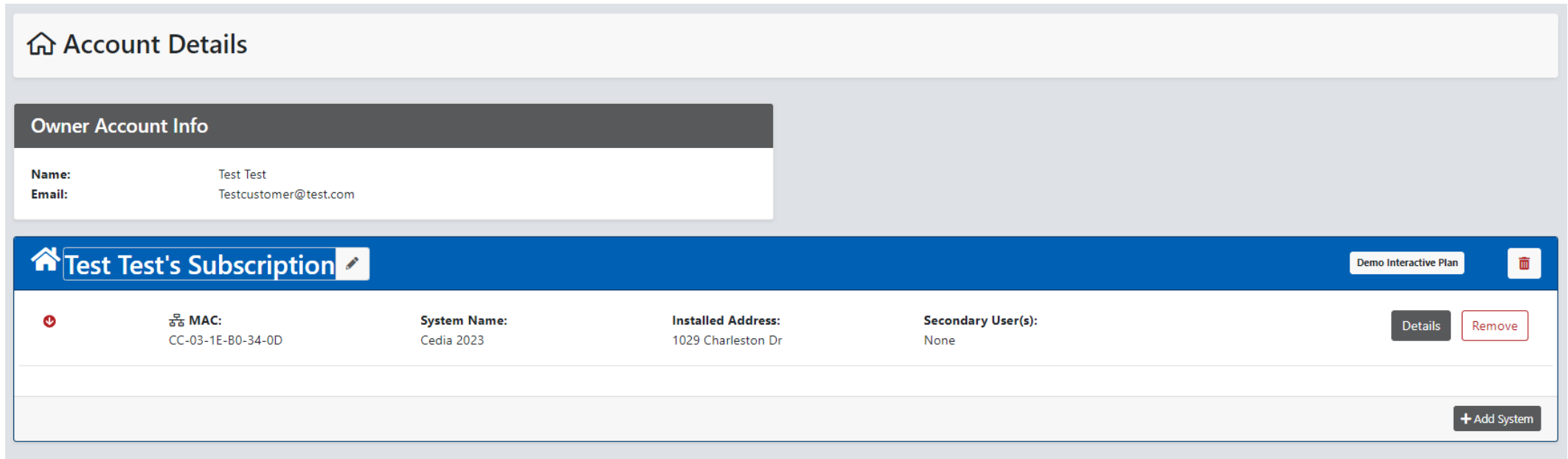
Save

Account Details - continued

- After clicking "Save" on the Account Details page, it will take you to the Control Details page. If the panel is online, it will prompt you for the installer pin to sync with the control. If it is offline, you will only see the control's basic information.
- We explore this page in more detail in another document. For now, please click on the "Accounts" link in the left-hand column to return to the Accounts page.

Account Details - continued

- From the Accounts list you can click the Accounts Details button to review the account you just created. 
- Once your viewing the accounts details you can confirm it looks similar to this.



The screenshot displays the 'Account Details' page. At the top, there is a breadcrumb navigation bar with a home icon and the text 'Account Details'. Below this, a dark grey header bar contains the text 'Owner Account Info'. Underneath, a white box displays the account owner's information: 'Name: Test Test' and 'Email: Testcustomer@test.com'. The main content area features a blue header bar with a home icon, the text 'Test Test's Subscription', and a pencil icon. To the right of this bar are two buttons: 'Demo Interactive Plan' and a trash icon. Below the blue bar is a table with one row of system information. The table has five columns: a status column with a red downward arrow icon, a 'MAC' column with the value 'CC-03-1E-B0-34-0D', a 'System Name' column with the value 'Cedia 2023', an 'Installed Address' column with the value '1029 Charleston Dr', and a 'Secondary User(s)' column with the value 'None'. To the right of the table are two buttons: 'Details' and 'Remove'. At the bottom right of the page is a '+ Add System' button.

Account Details

Owner Account Info

Name: Test Test
Email: Testcustomer@test.com

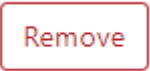
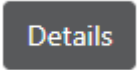
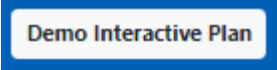
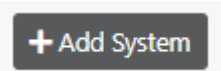
Test Test's Subscription

Demo Interactive Plan

⬇	MAC: CC-03-1E-B0-34-0D	System Name: Cedia 2023	Installed Address: 1029 Charleston Dr	Secondary User(s): None	Details Remove
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+ Add System

Account Details - continued

- To remove a Subscription from an Account. Just Click the trash can icon  on the Account Details page. This will remove the subscription and return the control to your unassigned inventory.
- Clicking the  button will remove the control from the subscription and return it to your unassigned inventory.
- Clicking the  button will take you to the Control Details page.
- Clicking on the dealer/installer subscription button  will allow to change the subscription for this Account.
- Clicking on the  allows you add a system to the subscription

Subscription Billing Overview

- This is just a brief overview of how subscriptions are billed; more details will be provided in another Billing Overview document.
- Subscriptions are billed monthly on the 1st of the following month in which they are active. You will be billed for each active Subscription you have on the 1st.
- If a subscription is added mid-month, it will be billed at the beginning of the next month. No pro-rated billing applies. If canceled mid-month, no pro-rated credits will be applied.
- Each month, you will receive an email with an invoice outlining all subscription details.
- Payment is via credit card only and is completed through the portal. Auto payment is available via the credit card module.

FAQ

- Is a subscription or account required for a dealer/installer to remote into a control?
 - No – Dealer/Installers can access their controls regardless of the subscription status.
- Are subscriptions or account required for creating Rules?
 - No – Dealer/Installers can create rules for systems that are online.
- Can a dealer/installer have more subscriptions than ELK offers base plans?
 - Yes – The dealer/installer can create as many plans as they like if they are choosing to offer different price tiers to their customers for service.
- Will there be more ELK base plans in the future?
 - Yes – As we build out the site, we will be adding more services like Cellular. The addition of these services will require additional base plan options.

Info and Links

- Visit www.elkproducts.com to access to our E27/ElkConnect knowledge center for more information.
- For pricing and general information contact us at sales@elkproducts.com
- For technical questions please contact us at techsupport@elkproducts.com