Parallels

Parallels Desktop for Mac Business Edition

Licensing Guide

v19

Contents

C H A P T E R 1

Introduction

This guide describes how to sign up for a Parallels® account and register a Parallels Desktop Business Edition subscription. It then describes how to use your new Parallels Account to manage your business subscriptions and licenses.

Sign Up and Register a Subscription

After you purchase a Parallels Desktop for Mac Business Edition subscription, you need to register it in Parallels My Account. The registration will provide you with the ability to manage your subscriptions, licenses, and Parallels Desktop installations in one place.

In This Chapter

Create a Parallels Account and Register a Subscription

Before you can activate Parallels Desktop Business Edition on Mac computers, you need to create a Parallels account and register your subscription. The instructions below describe how to do it.

Personal vs. Business Account

There are two types of Parallels accounts:

- **Personal account** is used to manage subscriptions to Parallels consumer products. The account is also required to manage Parallels business products.

- **Business account** is registered to your organization and is used to manage business products, such as Parallels Desktop for Mac Business Edition. A business account is created for your organization when you register a business subscription for the first time.

What you should read next

- If you are a new customer and don't have a Parallels account, continue reading this section.

- If you already have a personal account (but not a business account), you may skip to **Create a Business Account** (p. 8).

- If you already have both personal and business accounts, you may skip to **Register a Subscription** (p. 9).

Create a Parallels Account

1 Visit Parallels My Account at https://my.parallels.com/.

2 On the **Sign In** page, select **I am a new user**.

3 Enter your email address, your first and last names, and a password. This will create a personal Parallels account for you.

4 Click **Sign Up** and follow the onscreen instructions.

5 In the dialog that opens after you create a personal account, type your Parallels Desktop Business Edition license key that you received with your subscription and click **Register**.

6 You will now be asked to create a business account for your organization. In the **Provide your business details** dialog, enter your company name, address, and phone number.
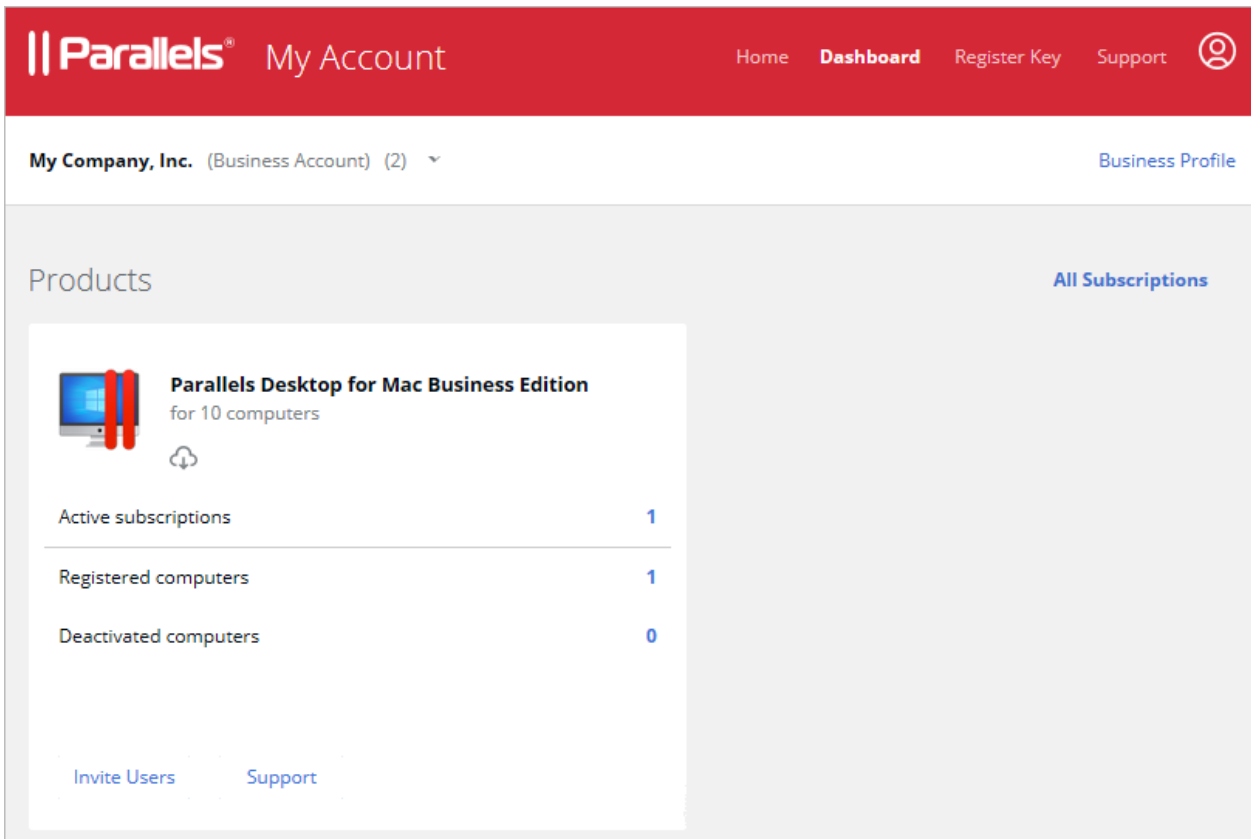
7 Click **Register**.

8 You will now be taken to **Dashboard**, which is the home page of your Parallels account where you can see your registered Parallels products.

Hint: To return to the **Dashboard** from any other area of Parallels My Account, simply click the **Dashboard** link on the page header at any time.

Summary

After completing the steps above:
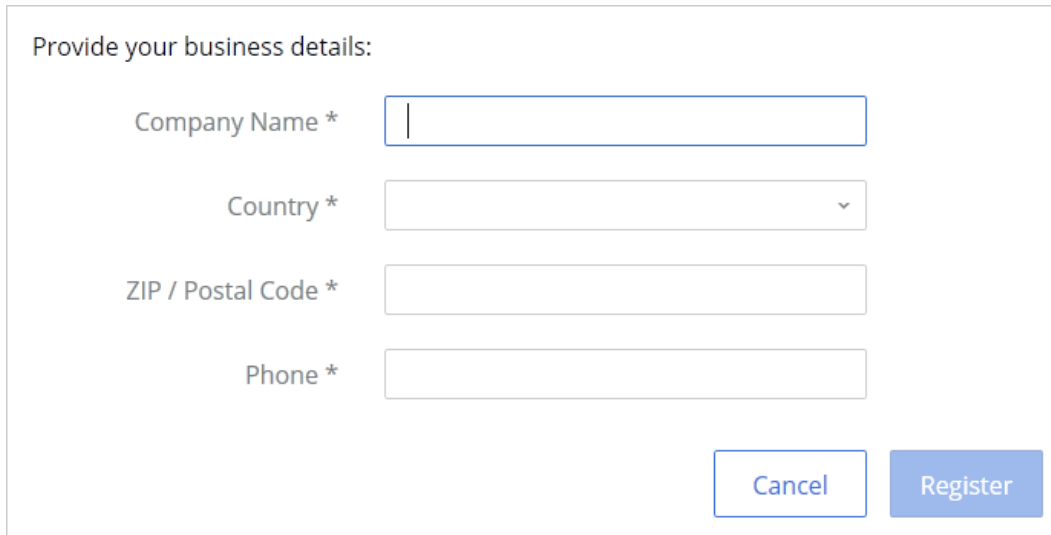
- A personal Parallels account is created for you.

- A business Parallels account is created for your organization to which you are assigned as the account administrator.

- Your Parallels Desktop Business Edition license key is registered and can be used to activate Parallels Desktop on Mac computers in your organization.

Create a Business Account

If you already have a personal Parallels Account (but not a business account) and would like to register a business subscription, do the following:

1 Visit Parallels My Account at https://my.parallels.com.

2   Sign in using your email address and password.

3   Click **Register Key** on the page header.

4   Input your Parallels Desktop Business Edition license key and click **Register**.

5   In the **Provide your business details** dialog, enter your company name, address, and phone number.

6   Click **Register**.

7   You will now be taken to **Dashboard** where you can see your registered Parallels products.

Summary

After completing the steps above:

- A business Parallels account is created for your organization to which you are assigned as the account administrator.

- Your Parallels Desktop Business Edition license key is registered and can be used to activate Parallels Desktop on Mac computers in your organization.

- You can manage your business subscription(s) by signing in to your personal account and then selecting the business account from the drop down list in the upper left.

Register a Subscription

If you would like to register a business subscription using your existing business account, do the following:

1   Sign in to Parallels My Account using your personal account email address and password.

2   Click **Register Key** on the page header.

3   Input your license key and enter a name you would like to use for the subscription in your Parallels Account.

4   Click **Register**.

Your subscription is now registered and can be used to activate Parallels Desktop Business Edition on Mac computers.

Subscription Duration

When you receive your Parallels Desktop Business Edition license key, your subscription becomes effective immediately. When you activate Parallels Desktop on a Mac computer using the license key that came with your subscription, it will stay active for the duration of the subscription.

You should renew your subscription in advance of the expiration date to avoid any unintended service interruption. If you miss the expiration date and don't renew your subscription, Parallels Desktop will stop working on your users' computers.

License Renewal and Update

A Parallels Desktop Business Edition license is renewed automatically via the Internet. When Parallels Desktop is running on a Mac, it sends a license renewal request to the Parallels Licensing Server at random intervals. Once a license update is available, it is automatically downloaded and installed. Please note that if the license key expires, Parallels Desktop will continue to run on a Mac until it checks in with the Parallels Licensing Server. This could be anywhere from a few minutes to seven days.

Parallels Desktop uses port 443 (the standard SSL port) to communicate with the Parallels Licensing Server from which it obtains license updates.

C H A P T E R 3

Manage Subscriptions, Licenses, and Computers
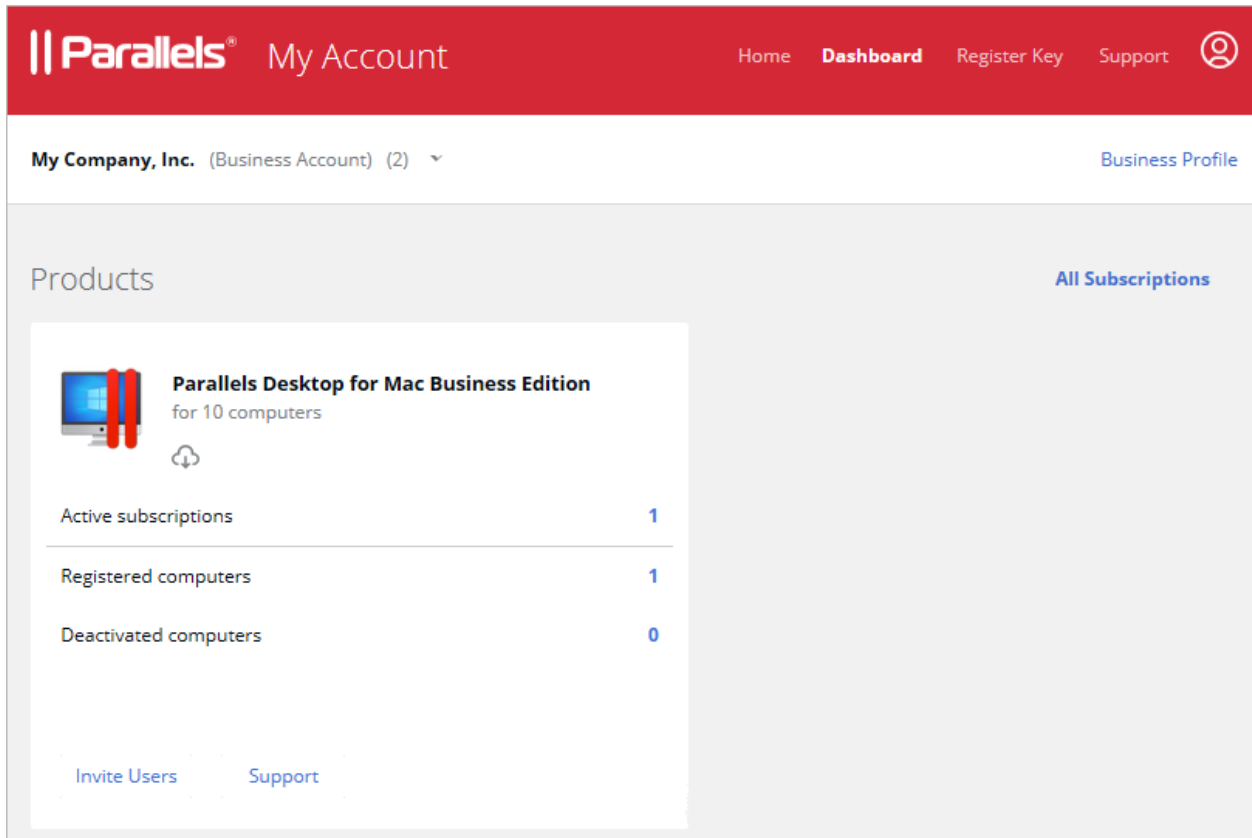
This chapter describes how to use your Parallels Account to manage your subscriptions, licenses, and computers with active Parallels Desktop installations.

In This Chapter

View Subscriptions and Subscription Details

Your registered Parallels subscriptions are displayed on the **Dashboard** page. To go to this page at any time, click the **Dashboard** link in the upper right hand corner of the screen (the red area).

Each Parallels product that you own has its own product card (a rectangular area with the product name at the top) with some information in it, as well as links and buttons that you can interact with. We'll talk about some of them later in this guide.

To see the list of subscriptions, click the **Active subscriptions** row inside the **Parallels Desktop for Mac Business Edition** product card. The page opens displaying the subscription list.

You can filter the list by clicking the **Display** drop-down menu and choosing from **All**, **Active**, **Expiring soon**, or **Expired**. You can also sort the list by clicking the **Arrange by** drop-down menu and choosing a desired option.

To see subscription details, click the subscription name. This opens the page containing the subscription information.

The page contains the following information:

- The **Status** section displays the current subscription status, renewal info, activation and expiration dates. The **Order History** link displays your purchase order history.

- The **Products** section displays Parallels products included in the subscription and the number of licenses for each product. The **Contract Details** link opens a dialog where you can see your contract details and your sales representative information.

- The **License Keys** table displays the primary license key included in your subscription and one or more additional license keys (also known as sublicenses), if any. You create additional license keys yourself by clicking the **Create License Key** link above the list. For more information, see **Create Additional License Keys** (p. 15). To sort the License Keys list by one of the license properties, click the desired column heading.

The 🖉 link (at the top of the page) allows you to change the subscription name. Click the link and then edit the name. When done, click the green check mark icon so save the name.

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The 👤+ link is used to invite users via email to install and activate Parallels Desktop on their computers. See **Invite Users to Install Parallels Desktop** (p. 21).

The ⚙ link on each license key row opens a dialog where you can see the license keys properties and manage license administrators. For more information, see **Managing License Administrators** (p. 35).

Activation Using a Corporate Account

Starting from Parallels Desktop 18, 'Activation using corporate account' (sometimes referred as SSO-activation) option became available.

This option works best for Medium and Enterprise size organizations that have an identity provider (e.g., Azure AD) and rely on it to automate applications license management routines. With SCIM integration (optional) licenses from contractors and people who left the company and removed from the identity provider directory will be automatically revoked. There is also an option to automatically revoke licenses from people who are not using the product for a long time.

The license key is also not used in this scenario, so there are less chances for it to be misused.

There are three major steps to enable this option:

1 This option works only if you purchased a special license type. Please check your license certificate for details and contact your sales representative if you have questions. Note that the minimum purchase for this license type is 50 licenses and it is not available as an online purchase from parallels.com.

2 IT team has to setup integration between your identity provider (Azure AD, Okta, Ping Identity, or others) and Parallels My Account by using the "Configure SSO-based activation" guide that is available at https://www.parallels.com/products/business/resources/. If there is no guide for your identity provider, it is recommended to follow the one for Azure AD.

3 To provide your employees with the best user experience use the deployment capabilities described in this guide or simply share this link with users: https://parallels.com/directdownload/pd?experience=sso.

Create Additional License Keys

When you purchase a subscription, you receive a single license key with it. In many business situations a single license key may not be flexible enough. For this reason, Parallels provides you with the ability to create additional license keys (also known as sublicenses) linked to your Primary license key. When creating a license key, you can allocate a desired number of licenses to it and specify a custom expiration date.

> **Note:** Starting from Parallels Desktop 18, 'Activation using corporate account (SSO)' option became available. This option works only if you purchased a special license type and setup integration with your identity provider in Parallels My Account. Please check your license certificate for details. This license option doesn't offer the "sublicenses" functionality.

Planning for license keys

Additional license keys are useful in these typical scenarios:

- You want to grant a division of your organization the ability to use a limited number of your available licenses. You can create a license key with a required number of licenses and give it to the administrator of that division.

- You want to give a license key to a temporary employee or a consultant. To do so, you can create a license key with a single individual license and a specific expiration date. When the license key expires, it becomes invalid and the license goes back to the Primary license key pool.

- You are an educational organization and want to activate Parallels Desktop for a group of students for the duration of a specific term. You can create a new license key at the beginning of each term. At the same time, the key that you used for the previous term expires and the licenses contained in it go back to the Primary license key pool.

For additional information, please also see **License Renewal and Update** (p. 10).

License allocation

When allocating a maximum number of individual licenses to a license key, you need to decide whether they should be reserved or allocated dynamically:

- If licenses are reserved, only the given license key can use them. This is a good option when you need to guarantee that the license key can activate a specific number of Parallels Desktop copies.

- If licenses are allocated dynamically, the license key will have to compete for them with the Primary license key and other dynamic keys (if any). You can use this option when you have to use unique license keys in different offices of your organization but don't want to strictly limit their license usage.

Creating a license key

To create an additional license key:

1 On the **Dashboard**, locate the **Parallels Desktop for Mac Business Edition** product card and click on **Active Subscriptions**.

2 Select a subscription (if you have more than one) and click the area where the number of computers (licenses) is displayed.

3 On the **Subscription Details** page, click the **Create License Key** button.

License Keys (3)						Create License Key	
Name	Type ↑	Quota	Used (3)	Available	Expires On		
Primary Key	Primary	6	0	6	10/19/2021	👤+	⚙
Parallels Toolbox Business	Dynamic	1	1	0	10/19/2021	👤+	⚙
Sublicense 1	Reserved	3	2	1	10/19/2021	👤+	⚙

4 The dialog opens where you can specify the license key properties:

License Key 2 ✎

General   Configuration Profile   License Administrators

Quota of Licenses (available licenses 10 out of 10) *   1

Type *   Dynamic ⌄

Renew with Subscription   ✔

Expiration Date   10/19/2021

Cancel   Save

5 On the **General** tab, specify a license key name, click the ✎ icon and then type a name.

6 Use the **Quota of Licenses** field to specify the number of licenses to allocate to this license key.

7 Use the **Type** drop-down menu to select a license allocation type. See the **License allocation** subsection above for details.

8 Select the **Renew with Subscription** option works as follows:

- If selected, the license key will have the same expiration date as the Primary license key. If the Primary key expires and is renewed, this additional license key will be renewed as well.

- If cleared, you can specify a desired expiration date for the license key using the **Expiration Date** field. Once the date is reached, the key becomes invalid and individual licenses allocated to it will go back to the Primary license key pool.

9 Click **Save** to create and save the new license key.

10 Back on the **Subscription Details** page, review the new key in the **License Keys** list. The **Name** column displays the automatically generated key that you can use to activate Parallels Desktop on Mac computers.

Modify or delete a license key

To modify or delete a license key that you created earlier, open the **Subscription Details** page and click the ⚙ icon (the last column in the list). Use the dialog that opens to modify the license key properties. To delete a license key, click **Delete Key**.

Please note that when you modify or delete a license key, it may affect Parallels Desktop installations in your organization. For example, if you decrease the number of individual licenses allocated to the key, some of the active Parallels Desktop installations may be deactivated. When you delete a license key, all installations that use it will be deactivated. If you want to keep installations activated under this key to keep functioning, you can move them to a different key, learn more at **Move a Parallels Desktop Installation to a Different License Key** (p. 29).

For additional information, please also see **License Renewal and Update** (p. 10).

> **Note**: You can assign one or more administrators to manage a license key. For example, if you create a license key to be used by a specific division in your organization, you can invite the administrator of that division to join the business account and give them rights to manage that particular license key and the Parallels Desktop installations that are (or will be) activated using it. For the complete information, please see **Inviting Users to Join a Business Account** (p. 33) and **Managing License Administrators** (p. 35).

Using Configuration Profiles

A configuration profile in Parallels Desktop for Mac Business Edition is a set of parameters that can be applied remotely to a Parallels Desktop installation and modify the appearance or behavior of Parallels Desktop according to organization policies. Configuration profiles are created in an organization's Parallels business account. You must be the administrator of the account to create and manage configuration profiles. License administrators (admins who are allowed to manage specific licenses) cannot manage configuration profiles.

At the time of this writing, configuration profiles can be used to enable and configure the following functionality in Parallels Desktop for Mac Business Edition:

- **Provisioning a corporate virtual machine image**

- **Enabling major version upgrades**

Configuration profiles and the functionality that can be managed through them are described in detail in **Parallels Desktop for Mac Business Edition IT Administrator's Guide**, the **Using Configuration Profiles** section. Please refer to that guide for complete information. Below is a quick overview of how to create and apply a configuration profile in Parallels My Account.

Create a configuration profile

To create a configuration profile:

1 Log in to your Parallels business account.

2 In the **Parallels Desktop for Mac Business Edition** product card, click **Registered computers**.

3 Click the **More** item in the main menu (at the top) and choose **Configuration Profiles** as shown on the screenshot below.
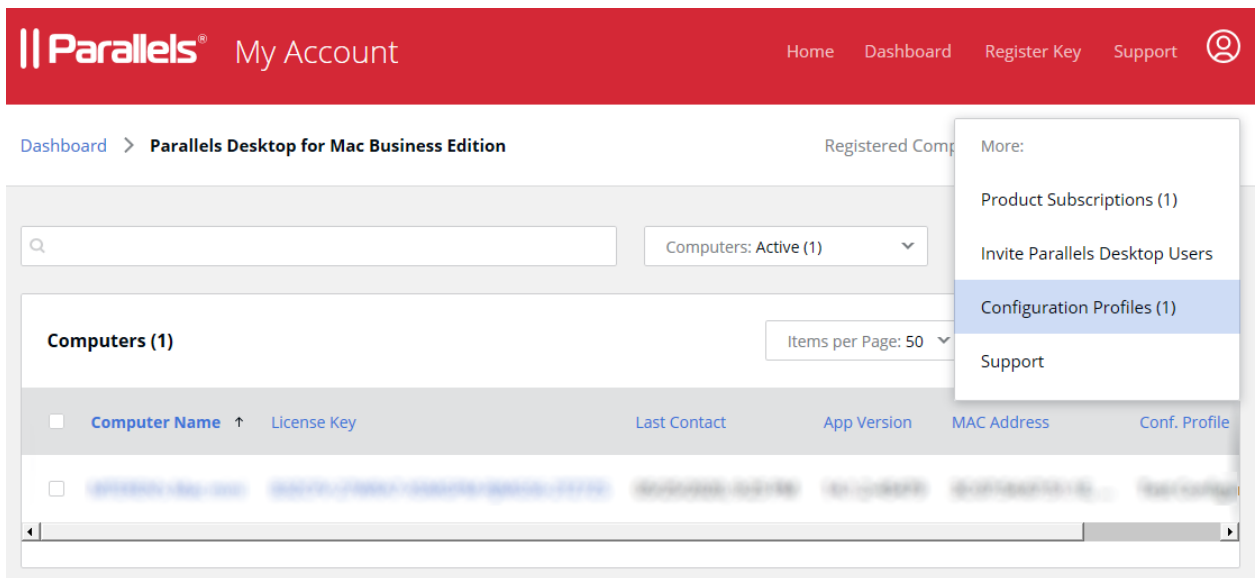
4 The page listing configuration profiles opens. If you haven't created any profiles yet, the list will be empty.

5   Click the **Create Profile** button. A dialog opens where you can configure the profile.
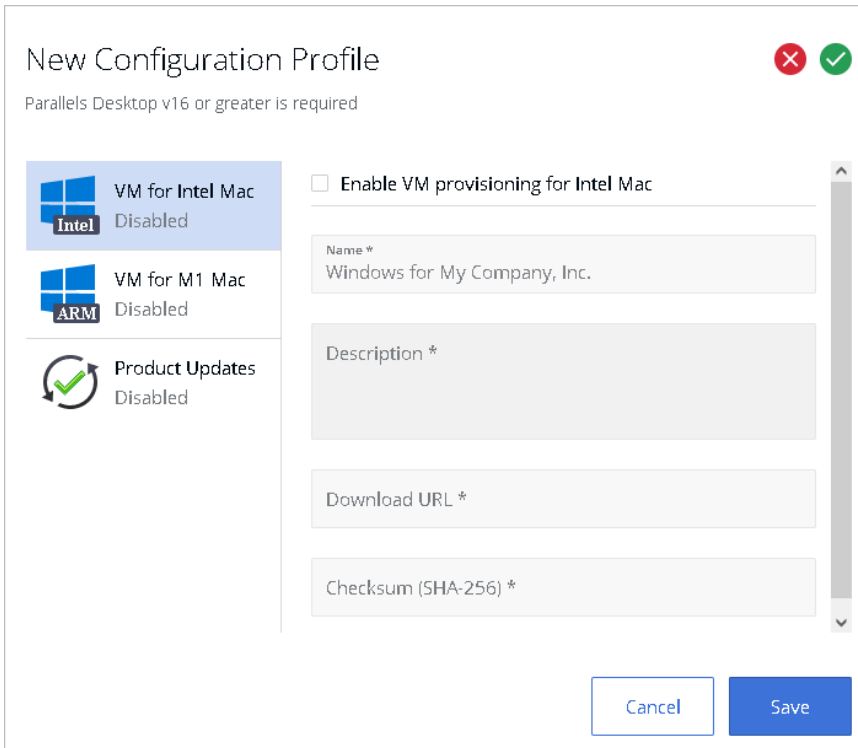
6   To replace the default profile name (top left), simply erase the default name and type a new one.

7   The payloads are listed in the left pane. To configure a payload, select it and then specify the necessary settings in the right pane. Each payload has the "Enable..." option at the top of the right pane. This option enables or disables a payload, but doesn't change or discard the payload settings. When a payload is enabled, it is included in the configuration profile when the profile is sent to Mac computers. When a payload is disabled, it is not included, so Mac computers don't receive it.

8   When done, click **Save** to save the configuration profile.

Apply a configuration profile to a license key

Once a configuration profile is created, it needs to be applied to a license or sublicense key. Below is a quick overview of how it's done.

To apply a configuration profile to a license or sublicense key:

1   In Parallels My Account, click **Dashboard** in the top menu and then click **Active subscriptions** inside the **Parallels Desktop for Mac Business Edition** product card.

2   Click a subscription to open a page containing the subscription information.

3   In the **License Keys** list, choose a license or sublicense key and click the "gear" icon at the end of the row. This opens a dialog containing the license key information and settings. In the dialog, select the **Configuration Profile** tab.
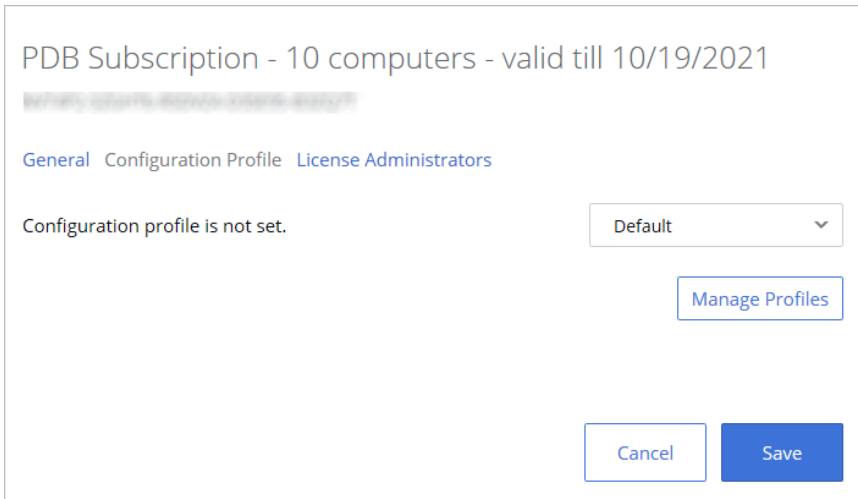
4   Initially, the tab page will say that "Configuration profile is not set" and the drop-down menu next to it will contain the "Default" profile. This is because you haven't applied a custom configuration profile to this license key yet.

> **Info:** "Default" is a built-in profile that Parallels Desktop is using internally. It doesn't contain any of the payloads that you can configure when you create a custom profile. If you don't have any custom profiles assigned to a license key, the "Default" profile is used.

5   Expand the drop-down menu and select the configuration profile that you created earlier.

6   Click **Save**.

For detailed information about configuration profiles, please see **Parallels Desktop for Mac Business Edition Administrator's Guid**e, the **Using Configuration Profiles** section.

Invite Users to Install Parallels Desktop

There are a number of ways you can install and activate Parallels Desktop Business Edition on computers in your organization. You can use the deployment package to mass deploy Parallels Desktop or you can send an invitation email to your users with instructions on how to download and install Parallels Desktop on their computers. This section describes how to use the invitation email. For the description on how to mass deploy Parallels Desktop using the deployment package, see the **Parallels Desktop Business Edition Administrator's Guide**, which can be download from https://www.parallels.com/products/business/resources/ https://www.parallels.com/products/business/resources/.

To invite users to install Parallels Desktop via email:

1   On the **Dashboard** page, locate the **Parallels Desktop for Mac Business Edition** product card and click the **Invite Users** button.

2 In the dialog that opens, select a license key that you want to use to activate Parallels Desktop on users' computers and click **Next**.

3 In the **Invite Parallels Desktop Users** dialog, specify the following options:

- **Language of Invitation:** Select a language for the instructions in the invitation email.

- **Invitation Expires in:** Use the drop-down list to select when the invitation should expire. After it expires, the temporary activation code included in it will no longer work.

- **Email address:** Type a user's email address and click **Add**. Repeat for all intended users. You can also prepare a CSV file containing email addresses of your users and then drag and drop it here (or click **Select File** and brows for the file). The CSV file must contain a single column (a valid email address) with multiple rows (one email address on each row). Please note that if the number of users included in this list exceeds the number of available licenses for the specified key, the activation of Parallels Desktop will happen on a first-come, first-served basis.

- The **Download Invitations** button allows you to save the invitation email information to a CSV file. The information includes email addresses that you specified, a temporary activation code (generated individually for each user), and the Parallels Desktop download URL (also generated individually for each user). As an example, you can use the information in the downloaded file to create your own invitation email or to answer helpdesk questions, should any arise.

> **Hint:** To see how the invitation email looks and to test it, you can send it to yourself first.

4 Click **Send Invitations** to send the email to users.

The invitation email that the specified users will receive contains the following information:

- Installation instructions and a link from which a user can download the Parallels Desktop installation file.

- The temporary activation code. The code will be used automatically when a user installs Parallels Desktop on their computer. If for any reason automatic activation fails, the user can use the code included in the mail to manually activate Parallels Desktop. Please note that this is not the actual license key that you selected when you created the invitation email. This is only a temporary activation code with a limited scope and duration. The real license key is never shown to your Parallels Desktop users.

Once the users install and activate Parallels Desktop on their computers, you can see the list of active installations in your Parallels Account. Read on to learn how to do it.

View Active Parallels Desktop Installations

To view computers with active Parallels Desktop installations:

1 On the **Dashboard** page, locate the **Parallels Desktop for Mac Business Edition** product card and click the **Registered Computers** row.

2 The page opens displaying the list of active computers.

Note: Not all available columns are displayed in the **Computers** list by default. To see additional columns, click the ⚙ icon and select the columns you want displayed. To hide a column, deselect it. You may need to scroll the list horizontally to see all columns.

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Use the **Display** drop-down menu to see all, expiring soon, or expired installations. The list will be filtered according to the option that you select.
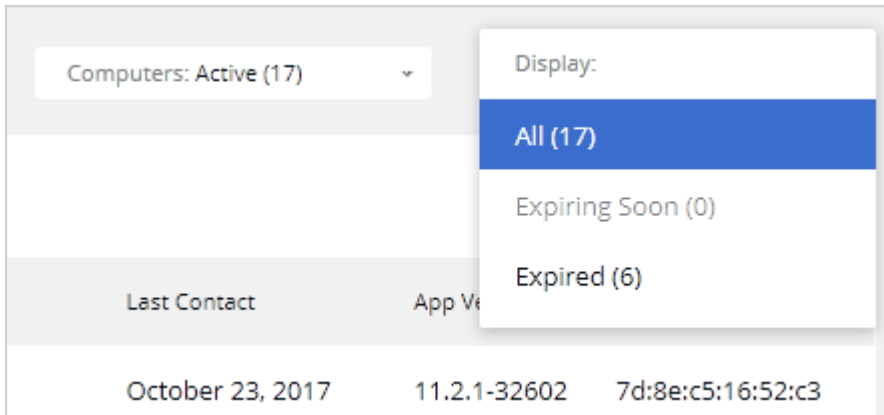
Use the **Computers** drop-down menu to filter the list by computer status. You can choose from the following:

- **All** — display all known computers, active or not.
- **Active** — display only computers on which Parallels Desktop is active.
- **Deactivated** — display computers on which Parallels Desktop has been deactivated. For more info, see **Deactivate Parallels Desktop on a Computer** (p. 26).
- **Blacklisted** — Display blacklisted computers. For more info, see **Blacklist a Computer** (p. 27).

View and Modify Computer Information

To see the information about an individual computer, click the computer name in the computer list. A dialog opens displaying the information about the computer.

The computer alias (in the upper left hand corner) can be modified by clicking the ✏ icon in the upper right.

The dialog is split into two tab pages, **General** and **Hardware**. The **General** tab page contains such information as Parallels Desktop status (activated or not), version, host OS version, Parallels Desktop activation key and date, etc. The **Last Contact Date** field contains the date and time Parallels Desktop last contacted Parallels Licensing Server. By examining this date, you can see (for instance) whether the user actually runs Parallels Desktop or not.

The actions that you can perform on the **General** tab page include the following:

- **Deactivate Parallels Desktop on the computer** — click **Deactivate**. You can also deactivate one or more computers from the master computer list. To do so, select the checkbox (the first column in the computer row) for computers you want to deactivate, then click the **Actions** drop-down menu above the computer list and choose **Deactivate**.

- **See the corresponding subscription and license key info** — click on the activation key.

- **Attach a note** — type a note in the **Notes** box. You can later see this note in this dialog and also in the master computer list (see the other screenshot above). To see the note in the master list, you need to make the **Notes** column visible by clicking on the "gear" icon and selecting the column.

The **Hardware** tab page displays information about the computer hardware, including serial number, MAC addresses, and IP addresses.

If you make any changes in this dialog, click **Save** to save them. When the changes are saved, click **Cancel** to close the dialog.

Deactivate Parallels Desktop on a Computer

To deactivate Parallels Desktop on a computer and to release the license that it's using, do one of the following:

- **Method 1:** In the main computer list, select one or more computers (select a checkbox in the first column), then click the **Actions** drop-down menu and choose **Deactivate**.
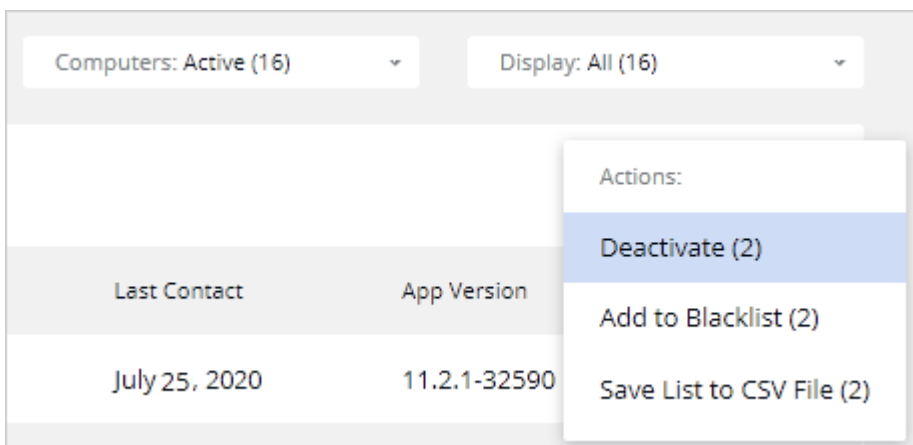
- **Method 2:** On the **Dashboard**, click **Registered computers**, then click on the computer name, and then click **Deactivate**.

To view the list of deactivated computers, in the main computer list, expand the **Computers** drop-down menu and choose **Deactivated**.
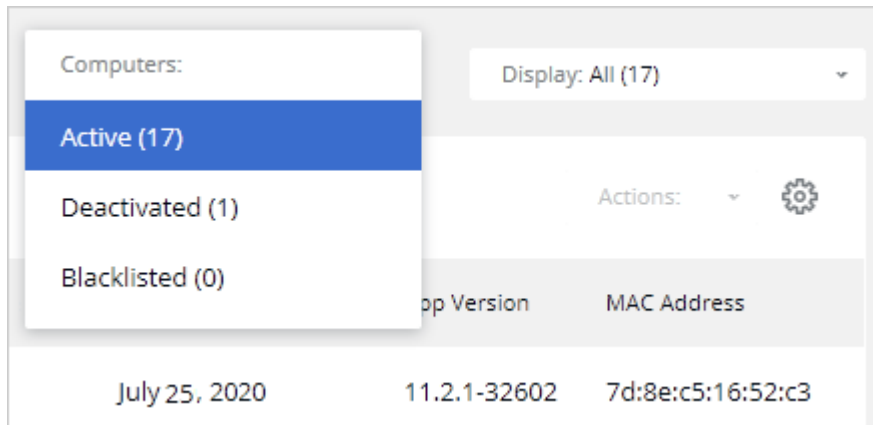
Note: Parallels Desktop Business Edition will continue to run on the affected computer until the computer checks in with the Parallels Licensing Server. This could be anywhere from a few minutes to seven days. If you have access to the computer, you can deactivate the license on it immediately by logging in to it and executing `prlsrvctl update-license` in Terminal.

Alternatively, you can execute the `prlsrvctl deactivate-license` command on a Mac computer. This will deactivate the license and will update the license status in Parallels My Account automatically.

Blacklist a Computer

Blacklisting a computer deactivates Parallels Desktop on it and makes re-activation using the same license key impossible. To re-active Parallels Desktop on a blacklisted computer, the user will need to use a different license key. You (the administrator) can remove the computer from the blacklist at any time, in which case the same license key can be used again.

To blacklist a computer, in the main computer list, select one or more computers (select a checkbox in the first column), then click the **Actions** drop-down menu and choose **Add to Blacklist**.

To view the list of blacklisted computers, in the main computer list, click the **Computers** drop-down menu and choose **Blacklisted**.
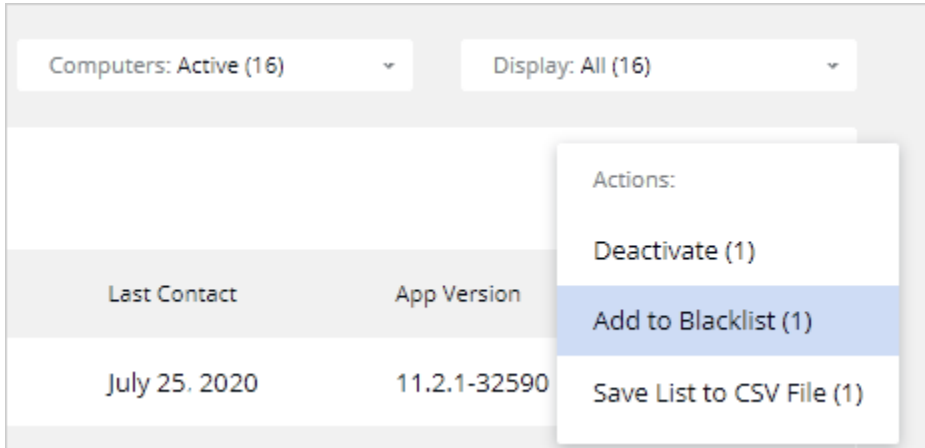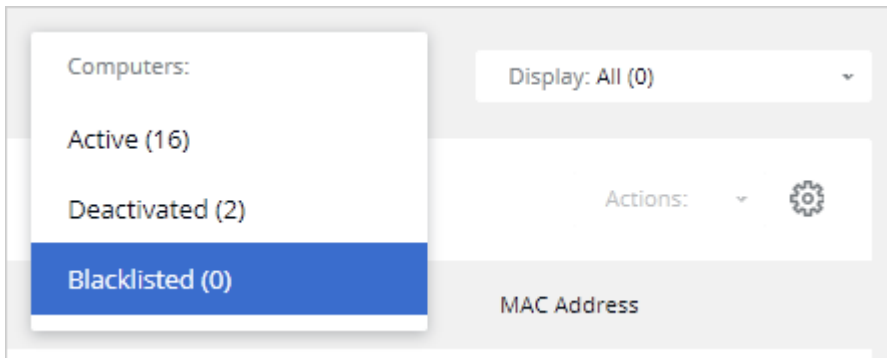

To remove one or more computers from the blacklist, select the computer(s) and click **Actions** > **Remove from Blacklist**.
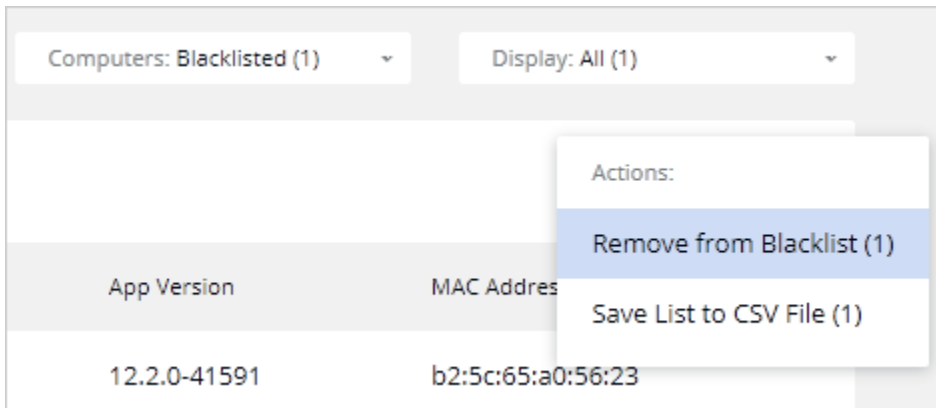
Move a Parallels Desktop Installation to a Different License Key

If you have more than one license key (including additional keys that you create yourself), you can move an active Parallels Desktop installation from one license key to another. For example, if the current license key has expired or will expire soon, you can reactivate Parallels Desktop on an affected computer using a different license key.

> **Hint:** To see computers where the license has expired or will expire soon, go to **Dashboard** > **Registered computers**, click the **Display** drop-down menu (top right) and choose **Expiring Soon** or **Expired**.

Another example is when you don't want to use a particular additional license key anymore (e.g. it has become known to an unauthorized person) and you want to delete it. In this case, you can move Parallels Desktop installations that use it to a different license key and then delete the key in question. For the information on how to delete a license key, see the **Create Additional License Keys** / **Modify or delete a license key** (p. 15).

To reactivate Parallels Desktop using a different license key:

1   Navigate to **Dashboard** > **Parallels Desktop for Mac Business Edition** > **Registered computers**.

2   In the main computer list, select one or more computers by clicking the checkbox in the first column.

3   Click the **Actions** drop-down menu and choose **Reactivate Computers**.

4   In the dialog that opens, select a license key that you want to use to reactive Parallels Desktop on the selected computer(s).

5   Click the **Reactivate...** button.

Parallels Desktop will be reactivated on the computer using the selected license key the next time it contacts Parallels Licensing Server. If the old license key has already expired, Parallels Desktop will contact Parallels Licensing Server the next time it is started on the computer.

Export a Computer List to a File

To export a computer list to a CSV file, do the following:

1   If necessary, filter the list by clicking the **Computers** drop-down menu and selecting from **Active**, **Deactivated**, or **Blacklisted**. Note that only the computers that are displayed in the list can be included in the file.

2 Select one or more computers that you want to include in the file. To select all computers, select the checkbox on the table header.

3 Click the **Actions** drop-down menu and choose **Save List to CSV File**.

Computers: Active (15)	˅	Display: All (15)	˅

Actions:

Deactivate (1)

Last Contact	App Version	Add to Blacklist (1)
July 25, 2017	11.2.1-32590	Save List to CSV File (1)
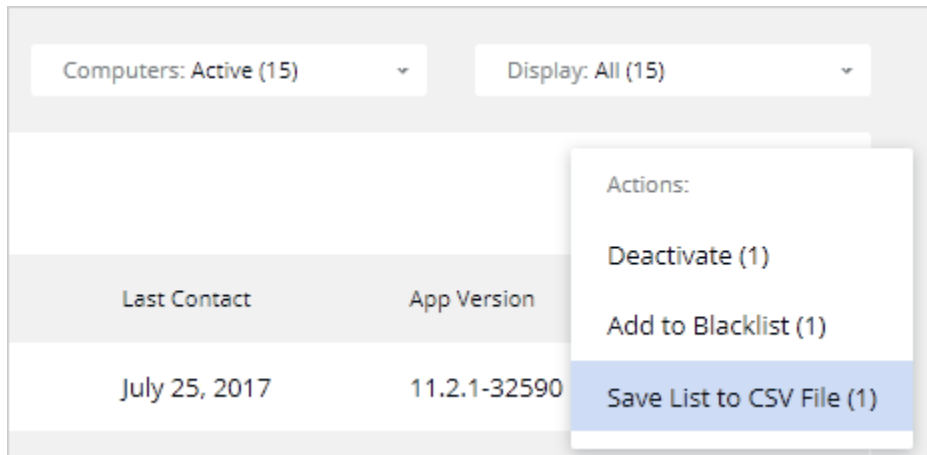
C H A P T E R 4

Manage Accounts

Read this chapter to learn how to manage your Parallels accounts.

In This Chapter

Switching Between Accounts

When you log in to Parallels My Account, you use your personal account credentials. Once logged in, you can switch between your personal and your organization's accounts by clicking the drop-down menu in the upper left hand corner and choosing an account.

When you select an account, the **Dashboard** is automatically populated with Parallels product(s) registered with the account.

When you select a business account, the **Business Profile** item is added to the navigation area of the page.
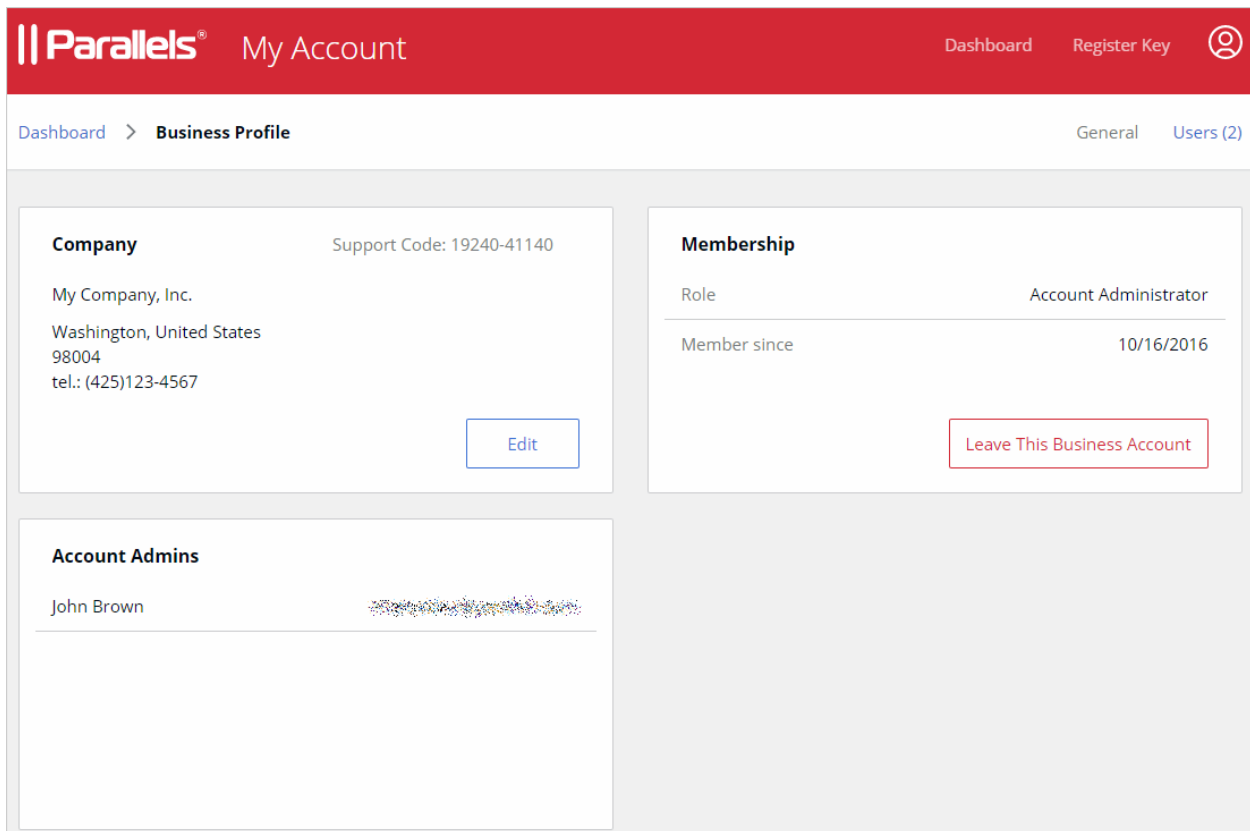
Clicking the **Business Profile** item opens the page where you can view and manage your organization's business account.

Clicking on the ⊚ icon on the page header, opens a menu where you can view and select the following:

- Your name and email address.

- **Personal Profile**. Open a page where you can view and modify your personal information.

- **Security Settings**. Opens a page where you can view your account security settings.

- **Logout**. Logs you out of Parallels My Account.

Viewing and Modifying the Business Profile

To view and modify the business profile of your organization, click the **Business Profile** item in the upper right hand corner. This opens the **Business Profile** page.

Click the **Edit** button to open the **Edit Company Information** dialog. You can modify any information on that page. When done, click **Save**.

The **Membership** area of the **Business Profile** page displays your role (e.g. Account Administrator) and the date your account membership began. The **Leave This Business Account** button allows you to terminate your business account membership. Please note that if you are the only administrator on this account, you must invite at least one more user to be an account administrator before you can leave the account.

The **Account Admins** section lists account administrators. For more information, see **Inviting Users to Join a Business Account** (p. 33).

Inviting Users to Join a Business Account

As the administrator of a business account, you can invite other users in your organization to join it. Once a user joins the account, you can grant them rights to manage all or specific license keys.

To invite a user to join the business account:

1   On the **Dashboard** page, click **Business Profile** in the upper right and then click **Users** (also in the upper right).
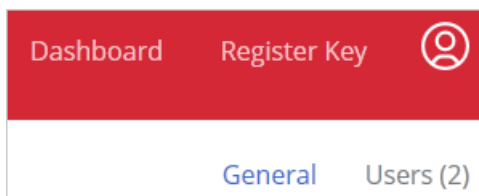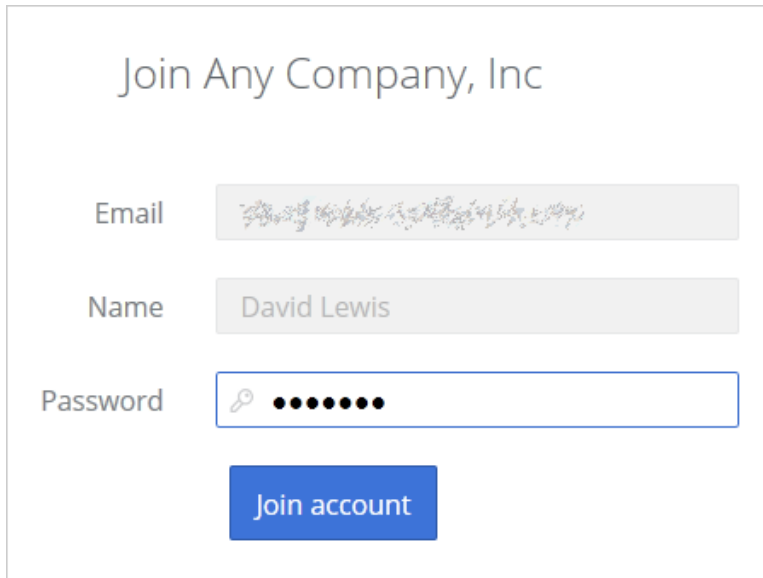
2   The **Business Account Users** list is displayed:

3   Click **Invite Users**.

4   In the dialog that opens, select a language of invitation, then type the email address of a user and click **Add**. Repeat for more users as needed. Once the list of users is complete, click the **Send Invitations** button.

When a user receives the email, it will contain instructions and a link to join the business account. Clicking on the link will open the following Parallels My Account dialog in a web browser:

If the user already has a personal account, he/she will need to enter their current password. If the user doesn't have an account, they must choose and type a password to create a personal account. The user then clicks **Join account** to join and log in to Parallels My Account.

Types of business account membership

There are two types of business account membership:

- **Regular Member**. When a user accepts the invitation, they are initially granted privileges of a regular member. A regular member cannot manage any of the subscriptions or licenses and must be either promoted to the account administrator (see below for details) or granted rights to manage a particular license key (see **Managing License Administrators** (p. 35)).

- **Account Administrator**. An account administrator has full privileges to administer all of the available subscriptions and licenses.

To promote a user to the administrator of the business account, do the following:

1 Open the **Business Account Users** list (see above) and click the user name you want to promote.

2   The dialog displaying the user membership information opens.

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Active	Block
Email	
Role	Regular Member **Account Administrator**
Notes	

Delete   Cancel   **Save**

3   Click the **Role** drop-down menu and select **Account Administrator**.

4   Use the **Notes** box to enter a note if desired and click **Save** to save the information.

The user needs to log off and then log on again for the new role to take effect.

Managing License Administrators

As an administrator of a Parallels business account, you can control which license keys other users of the account can manage. To be able to do so, you first need to invite one or more users to join the account (p. 33).

Please note that if a user has full administrative rights in the business account, they can manage any of the subscriptions and license keys that your organization owns. The license administration functionality described below applies only to account users who have been assigned a role of Regular Member. To see which role a user is assigned, navigate to **Dashboard** > **Business Profile** > **Users** and click on a user name. In the user details dialog, examine the **Role** field, which could be either **Regular Member** or **Account Administrator**.

To invite a new license key administrator:

1   On the **Subscription Details** page (**Dashboard** > **Active subscriptions** and then click on a subscription), choose a license key to which you want to assign a license key administrator. You can select the primary key or any of the additional keys.

2   Click on the "gear" icon at the end of the key row.

3   In the dialog that opens, select the **License Administrators** tab.

4   Click **Manage Users**.

5   A page opens listing existing users. To add a new user, click **Invite Users**.

6   Enter the user email address and click **Add**.

7   Click **Send Invitation**.

8   Back in the Business Account Users list, click the new user and in the dialog that opens choose **License Administrator** in the **Role** drop-down menu.

The user can now perform management tasks on the license key (if the role is Licensee Administrator), including inviting users to install Parallels Desktop, see registered computers, deactivate or blacklist a computer, and others.

Blocking and Removing Members of a Business Account

You can block or remove a user from the business account:

- When you block a user, the user's access to the account is revoked, but the user remains a member of the account and can be unblocked. You can use this functionality to temporarily block users when you need to perform maintenance of the account or some other similar task.

- When you remove a user, he/she is completely removed from the business account. You can later invite the user to join the business account again if needed.

To block or remove a user from the business account:

1   Make sure your business account is selected on the **Dashboard** and click **Business Profile** in the upper right.

2   Click **Users** in the upper right.

3   Click on a user name.

4   In the dialog that opens, click **Remove**.

The user will receive an email saying that their business account membership has been canceled.

Support Services

As a Parallels business customer you get 24/7 business-class technical support with your Parallels Desktop Business Edition subscription. If you have an issue with deploying or using Parallels Desktop, contact Parallels Support at any time either by phone or online. You can also see popular topics or search the Parallels Knowledge Base for a solution right from your Parallels business account.

In This Chapter

Get Support

To open the **Support** page in Parallels My Account:

1 Click **Support** on the page header (the red area).

2 Click the **Parallels Desktop for Mac Business Edition** card.

3 Click a category that best suits your inquiry.

4 To see popular topics, expand a subcategory and click on a link to a topic. To search for a solution for an issue, type the issue description in the box at the top of the page.

If you haven't found a solution for your issue, you can request support as follows:

1 On a support category page (steps 3, 4 above), type a short issue description and click **Request Support**. Note that you need to type a description or the **Request Support** button will not take you to the next step.

2 Select a support method (a messenger, phone, chat, etc.) and follow the onscreen instructions (see the notes below).

When contacting Parallels Support by email, phone or Skype, you'll need a ticket ID, which is displayed on the screen when you select one of these support methods. You can place a call immediately or you can click **Book a Call** to book it for another time. You can also see a ticket ID by clicking **Support** on a page header and then clicking the **My Tickets** link in the upper right. See **Managing Support Tickets** (p. 38) for more info.

When using email you can add additional watchers (other administrators of your Parallels business account) to receive notifications via email. To do so, on the **Create Support Request** page select the **Add Watchers** tab, then select an administrator and click the **Add** button. See also **Adding Watchers to a Support Ticket** (p. 38).

Managing Support Tickets

Every time you request support, a support ticket is created for you. To view your support tickets (current and closed):

1 Click **Support** on the page header (the red area).

2 Click the **Parallels Desktop for Mac Business Edition** card.

3 Click **My Tickets** in the upper right. The **My Tickets** page opens displaying your current and closed support tickets.

The **Status** column displays the current ticket status, which is updated as the work on the ticket progresses. To filter the list on ticket status, click the drop-down menu in the upper right and select a status.

The **Actions** column contains links that allow you to perform the following actions on a ticket:

- **Reply** — (current tickets). Allows you to send a message to Parallels Support and attach one or more files if necessary.

- **Close** — (current tickets). Closes a ticket.

- **Reopen** — (resolved tickets). Reopens a ticket.

- **Survey** — (resolved tickets). Opens a survey page where you can rate your satisfactions with the Parallels products and services and to leave a feedback message.

Creating a new support ticket

When you open the **My Tickets** page, the link in the upper right changes to **New Ticket**. The link does exactly the same as the instructions in the beginning of this chapter — it opens a page where you can select a Parallels product and then create a support ticket.

Adding Watchers to a Support Ticket

By default, all administrators of a Parallels business account can view and manage support tickets, but only you (the ticket owner) will receive email notifications about it. You can add other account administrators as watchers of a support ticket, so they can too receive email notifications.

To add ticket watchers:

1 Click **Support** on the page header (the red area).

2   Click the **Parallels Desktop for Mac Business Edition** card.

3   Click **My Tickets** in the upper right.

4   Select a ticket and click on the **Subject** column value (usually a combination of your company name and the issue description that you used when you created a ticket).

5   In the dialog that opens click the **Ticket Watchers** tab.

6   Select an account administrator in the drop-down menu and then click **Add**.

7   Click **Done**.

To remove a watcher from a ticket, repeat the steps described above, but this time click the (X) icon next to the watcher and then click **Done**.

Downloads and Documentation

To see the available Parallels Desktop Business Edition downloads, including installation files and documentation:

1   On the **Dashboard**, click the **Active Subscription** row inside the **Parallels Desktop for Mac Business Edition** product card.

2   Click **Download** at the top of the page.

This will open the **Download** page from where you can download additional Parallels Desktop software and documentation. The version selector at the top (a drop-down menu) allows you to select a Parallels Desktop version for which you would like to see the available downloads.

Note that you can also open the **Download** page by clicking **Support** on the page header (the red area), then clicking the **Parallels Desktop for Mac Business Edition** card, and then clicking **Downloads & Documentation**.