

The background of the top half of the page is a large, abstract graphic composed of overlapping, semi-transparent blue triangles and polygons, creating a dynamic, geometric pattern. The colors range from a deep navy blue to a light sky blue.

# SmartDraw

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SMARTDRAW SITE LICENSE:  
Admin Controls Guide

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**OVERVIEW**

## SITE LICENSE ADMIN CONTROLS

### AS THE SITE LICENSE ADMINISTRATOR YOU CAN:

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- Control which users can access your license
- Retain control of their documents should they leave your organization
- Consolidate multiple individual paid and trial accounts into one account that you control

### ISSUING ACCOUNTS

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Administrators control access. There are two principal methods of control:

1. Restricting the email addresses that can access an online account to a specific set of domains that you control
2. Restricting the email addresses that can access an online account to a specific set of email addresses that you supply.

### RESTRICTING ACCOUNT ACCESS

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After end users have created accounts, the Administrator can switch access to restricted email addresses and therefore restrict any further access to the account, unless you specifically authorize it.

### RETAIN DOCUMENT CONTROL

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As an administrator you may change the email address and password required to access any account and its documents. You can transfer the account and its documents to the email address of another person in your organization.

### CONSOLIDATE ACCOUNTS

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Any existing trial account can be turned into a licensed account by entering your site license key into the field provided by the UI in the editor. All documents are now controlled by the site license account. To transfer an existing licensed account to the site license, the user must transfer the license to the new account by logging in to their account.


In all cases, users can only do this if they meet the access criteria you have specified.


INITIAL SITE LICENSE SETUP WIZARD

# GETTING STARTED


## LOGIN TO YOUR ACCOUNT

Upon your initial purchase of a SmartDraw Site License, you have administrative control over how your team can access SmartDraw. You will be prompted in a welcome email to click LOGIN TO YOUR ACCOUNT. Another way to access your account is simply to login from [www.smartdraw.com/myaccount/](http://www.smartdraw.com/myaccount/).







SmartDraw  
Online Edition



Purchases &  
Downloads



User  
Profile



Account  
Security

## LOGIN TO YOUR ACCOUNT

Step	Action
1	1a) In the <i>“Thank you for Your Purchase”</i> email, click <b>LOGIN TO YOUR ACCOUNT</b> . OR 1b) Navigate to <a href="http://www.smartdraw.com">www.smartdraw.com</a> . Click <b>Login</b> .
2	Enter <i>the appropriate information</i> in the <b>Email Address</b> and <b>Password</b> fields. Click <b>Login</b> .
3	On the home page of your account, click <b>Purchases &amp; Downloads</b> .
4	In the <b>License Key</b> column, navigate to your license and click <b>XXXXX-XXXXX</b> [see <b>license detail</b> ].



### START THE INITIAL SITE LICENSE SETUP WIZARD

Begin your initial license setup. You're just a few clicks away from setting up your site license.

### IDENTIFY A SITE LICENSE ADMINISTRATOR

Determine whether you or a colleague will be the Site License Administrator.

Note: You can change the site license administrator at any time in the future.

### ***IDENTIFY A SITE LICENSE ADMINISTRATOR***

Step	Action
1	In the <b>Step 1: License Admin</b> screen, determine whether you or a colleague will be the Site License Administrator.
2	4a) If you are the Administrator, click <b>Keep This Email and Continue</b> . OR 4b) If a colleague is the Administrator, click <b>Transfer Admin Rights to New Email</b> . Enter <i>the appropriate email address</i> . Click <b>Continue</b> .  <b>4b Note:</b> <i>Transfer Admin Rights is a 2 Step process. First, the system will send an email invite to the New Administrator. Second, the New Administrator will be prompted to accept the invite.</i>

**ENABLE OR DISABLE AUTO PATCHING FOR WINDOWS**

From time to time SmartDraw Software may release an updated version of SmartDraw for Windows. By default these versions are automatically downloaded and installed to each desktop.

However, as an enterprise user you may choose to restrict this and roll out patches manually to ensure all users are kept at the same patch level.

Unchecking this box will prevent individual installations of SmartDraw for Windows from automatically patching themselves when an update becomes available.

## SmartDraw License Configuration

### Step 2: Global Preferences

Our recommended default settings have been applied to your license. If there are any features you wish to disable, you may do so now, or at any time in the future, by **unchecking** the options below.

#### Current Preferences

- Allow automatic patching of SmartDraw Windows on your user's desktops. [Learn More](#)
- Allow SmartDraw Windows users to save files to and load files from SmartDraw's online storage. [Learn More](#)
- Allow users to log in to the online edition with their browser using this license. [Learn More](#)
- Allow users to share online documents with users outside of this license. [Learn More](#)

**ENABLE OR DISABLE AUTO PATCHING FOR WINDOWS**

Step	Action
1	In the <b>Step 2: Global Preferences</b> screen, navigate to <b>Current Preferences</b> .
2	2a) To <b>enable</b> Auto Patching for Windows: Select <b>Allow automatic patching of SmartDraw Windows on your user's desktops</b> . OR 2b) To <b>disable</b> Auto Patching for Windows: De-Select <b>Allow automatic patching of SmartDraw Windows on your user's desktops</b> .

**ENABLE OR DISABLE SMARTDRAW WINDOWS AND ONLINE INTEGRATION**

SmartDraw for Windows has the ability to store and share files on an online account as well as edit them from any modern web browser. Even if this license does not have SmartDraw online edition on it your users may use the SmartDraw online edition trial or their own purchased license of SmartDraw to integrate with SmartDraw Windows on their desktop. By default, this integration is allowed so users can easily create and edit documents both online and offline with their browser or with the installed version of SmartDraw for Windows.

Unchecking this checkbox will prevent installed version of SmartDraw for Windows installed with this license key from loading files from or saving files online.

## SmartDraw License Configuration

### Step 2: Global Preferences

Our recommended default settings have been applied to your license. If there are any features you wish to disable, you may do so now, or at any time in the future, by **unchecking** the options below.

#### Current Preferences

- Allow automatic patching of SmartDraw Windows on your user's desktops. [Learn More](#)
- Allow SmartDraw Windows users to save files to and load files from SmartDraw's online storage. [Learn More](#)
- Allow users to log in to the online edition with their browser using this license. [Learn More](#)
- Allow users to share online documents with users outside of this license. [Learn More](#)

**Cancel and Exit**   **Apply Preferences and Continue**

**ENABLE OR DISABLE SMARTDRAW WINDOWS AND ONLINE INTEGRATION**

Step	Action
1	In the <b>Step 2: Global Preferences</b> screen, navigate to <b>Current Preferences</b> .
2	2a) To <b>enable</b> SmartDraw Windows and Online Integration: Select <b>Allow SmartDraw Windows users to save files to and load files from SmartDraw's online storage</b> .  OR 2b) To <b>disable</b> SmartDraw Windows and Online Integration: De-Select <b>Allow SmartDraw Windows users to save files to and load files from SmartDraw's online storage</b> .



**ENABLE OR DISABLE SMARTDRAW ONLINE**

SmartDraw online edition is a browser based version of SmartDraw for Windows Desktop that is included on your license. Users can log in to cloud.smartdraw.com and create, edit and share documents in their browsers and on their mobile devices. If your license also contains access to the installed version of SmartDraw for Windows, then users can smoothly transition between their desktop and online for editing documents. By default this feature is enabled, but if you wish to disable access the online edition completely, uncheck this box.

## SmartDraw License Configuration

### Step 2: Global Preferences

Our recommended default settings have been applied to your license. If there are any features you wish to disable, you may do so now, or at any time in the future, by **unchecking** the options below.

#### Current Preferences

- Allow automatic patching of SmartDraw Windows on your user's desktops. [Learn More](#)
- Allow SmartDraw Windows users to save files to and load files from SmartDraw's online storage. [Learn More](#)
- Allow users to log in to the online edition with their browser using this license. [Learn More](#)
- Allow users to share online documents with users outside of this license. [Learn More](#)

[Cancel and Exit](#) [Apply Preferences and Continue](#)

**ENABLE OR DISABLE SMARTDRAW ONLINE**

Step	Action
1	In the <b>Step 2: Global Preferences</b> screen, navigate to <b>Current Preferences</b> .
2	2a) To <a href="#">enable</a> SmartDraw Online: Select <b>Allow users to log in to the online edition with their browser using this license</b> .  OR 2b) To <a href="#">disable</a> SmartDraw Online: De-Select <b>Allow users to log in to the online edition with their browser using this license</b> .

**ENABLE OR DISABLE SHARING DOCUMENTS**

SmartDraw allows users to share documents with others. This is done by emailing a url link from the document owner to others (whether or not they are SmartDraw users) with whom they wish to share it. This could also include sending share links to users outside of your organization.

SmartDraw also includes a feature allowing a user to embed documents they have created in other websites such as blogs and social media. By unchecking this checkbox you will disable the embedding feature and restrict users to sharing documents only with other users of this license (i.e. they will not be able to share documents with outside users). Users will however still be able to receive shared documents from other users.

## SmartDraw License Configuration

### Step 2: Global Preferences

Our recommended default settings have been applied to your license. If there are any features you wish to disable, you may do so now, or at any time in the future, by **unchecking** the options below.

#### Current Preferences

- Allow automatic patching of SmartDraw Windows on your user's desktops. [Learn More](#)
- Allow SmartDraw Windows users to save files to and load files from SmartDraw's online storage. [Learn More](#)
- Allow users to log in to the online edition with their browser using this license. [Learn More](#)
- Allow users to share online documents with users outside of this license. [Learn More](#)

**Cancel and Exit**   **Apply Preferences and Continue**

**ENABLE OR DISABLE SHARING DOCUMENTS**

Step	Action
1	In the <b>Step 2: Global Preferences</b> screen, navigate to <b>Current Preferences</b> .
2	2a) To <b>enable</b> Sharing Documents: Select <b>Allow users to share online documents with users outside of this license</b> .  OR 2b) To <b>disable</b> Sharing Documents: De-Select <b>Allow users to share online documents with users outside of this license</b> .
3	To acknowledge your global preference settings click <b>Apply Preferences and Continue</b> .

### MAINTAIN CONTROL OF SMARTDRAW DOCUMENTS

As the license administrator you are able to maintain control of the online documents created by users associated with the license in the event of a termination.

This gives you the following abilities:

- You can edit user email addresses and change them to email addresses you control.
- You can lock users out of SmartDraw online edition.
- If a user account uses an email you control, you can use the "forgot password" feature to set a new password on their account which will allow you to access their documents.
- In the event of a termination, you can change the email address on a user's account to a new user and have that new user use the "forgot password" feature to set a password and gain access to the former users documents.

Note: Users are unable to edit their own email addresses to prevent them from hijacking a license and/or documents belonging to the company.

### ***MAINTAIN CONTROL OF SMARTDRAW ONLINE DOCUMENTS***

Step	Action
1	In the <b>Step 3: Online User Management</b> screen, review the information.
2	Click <b>Continue</b> .

INITIAL SITE LICENSE SETUP WIZARD: SMARTDRAW ONLINE

DETERMINE ONLINE USER MANAGEMENT PREFERENCES

With a SmartDraw Site License, you have control over who may sign up for the online edition under the license. Please choose one of the following options.

- Unrestricted
- Restricted to Email Domain
- Invite Only

*Note:* Only applies to the SmartDraw online edition. You can add users now, or at any time.

## SmartDraw License Configuration

### Step 3: Online User Management Preferences

With your SmartDraw license, you have control over who may sign up for the online edition under the license. Please choose one of the following options.

- Unrestricted** — Anyone may sign up under this license. (Not Recommended) [Learn More](#)
- Restricted to Email Domain** — Restrict sign up to email domains you specify. [Learn More](#)
- Invite Only** — Only users specified by the license administrator may use this license. [Learn More](#)

*Note:* Only applies to SmartDraw online edition. You can add users now, or at any time.



**DETERMINE ONLINE USER MANAGEMENT PREFERENCES**

Step	Action
1	In the <b>Step 3: Online User Management</b> screen, select <i>the appropriate option from the table below</i> .
2	Click <b>Continue</b> or <b>Add Users</b> if desired.

ONLINE USER MANAGEMENT OPTIONS TABLE

OPTION	DESCRIPTION
<p><b>Unrestricted</b></p> <p>— Anyone may sign up under this license.</p>	<p>Note, this is NOT recommended.</p> <p>In this mode any user who has possession of your site license key can use this license, including users outside of your organization. And they may do so with whatever email address they choose.</p> <p>This means that you will <b>not</b> be able to take over this users account in the event of a termination and you will <b>not</b> be able to recover any documents that they produce. You will still be able to see who is using this license and you will be able to remove and block users from using this license, but you will not have control over the documents created by those users whose email address you do not control.</p>
<p><b>Restricted to Email Domain</b></p> <p>— Restrict sign up to email domains you specify.</p>	<p>This is the most commonly used user management mode</p> <p>In this mode only users with an email address in one of the domains you specify will be able to use this license. This way you can restrict users to using email addresses that you have control over.</p> <p>In the event of a termination, you can use the “forgot password” feature to send a password reset code to that user’s email address (of which you presumably control) in order to reset their password. Also, you will be able to change users email addresses. Users will not be able to change their own email addresses (so they can't change it to one you don't control). You may specify as many email domains as you like. You will not be able to include public email services like @gmail.com or @hotmail.com, etc. The license administrator will still be able to manually add users to the license whose email addresses are outside of these domains for certain exceptions like consultants, etc.</p>
<p><b>Invite Only</b></p> <p>— Only users specified by the license administrator may use this license.</p>	<p>For managers that want explicit control over their user list. In this mode, only users that you as the license administrator specifically add to this license will be able to use it. This is the most secure, but results in the most work for the license administrator.</p> <p>You will be able to change users email addresses and therefore maintain control over their accounts. To add new users, you will have to manually add them through the license management interface.</p>

## DOWNLOAD YOUR SMARTDRAW SITE LICENSE

Congratulations! Your site license is now configured and your users can begin using it immediately. After downloading, you can install the software on your user's workstations, or you can provide them with access to the installer to do it for themselves. During the installation, you will be prompted for a license key.

### Manage your SmartDraw License - Download SmartDraw for Windows

You can download the SmartDraw installers for as long as your license is active.

The smaller installations come with only the most popular templates and symbols pre-loaded. Other content will be downloaded from our website automatically when the user accesses it. If you wish to avoid this "download on demand" operation, then download the "full" installs which are much larger, but have all the templates and symbols pre-loaded.

The MSI installer contains the full content and allows for remote unattended installation to users desktops. [Learn More.](#)

[Return to License](#)

[SmartDraw EXE installer full content \(539 MB\)](#)

[SmartDraw MSI installer full content \(1 GB\) / MSI Instructions](#)

## DOWNLOAD YOUR SMARTDRAW SITE LICENSE

Step	Action
1	<p>In the <b>SmartDraw Site License Configuration: Configuration Complete</b> screen, click <b><i>Click here to download your software link.</i></b></p> <p><b>Note:</b> <i>You will be prompted for a license key. Copy and paste your license key from this screen into the appropriate field.</i></p>
2	<p>Navigate below the Return to License button. Select the appropriate <b>SmartDraw installer.</b></p>

**SEND AN AUTO-GENERATED EMAIL TO YOUR NEW SMARTDRAW USERS**

In just a few clicks, you can send an auto-generated email to your SmartDraw users with instructions for them to create an account and login with this license.

The screenshot shows an email composition interface. On the left is a 'Send' button. To its right are three input fields: 'To...', 'Cc...', and 'Subject'. The 'Subject' field contains the text 'Our SmartDraw License'. Below the input fields is a large text area containing the following content:

Here is the information you need to get started using SmartDraw.

Click the link below to start using SmartDraw's online edition in your web browser. You will be asked to sign up by entering your email address and creating a password. Please use your work email address for this.

<http://cloud.smartdraw.com/signup/?l=...>

Thank you,  
Your administrator

**SEND AN AUTO-GENERATED EMAIL TO YOUR NEW SMARTDRAW USERS**

Step	Action
1	In the <b>SmartDraw Site License Configuration: Configuration Complete</b> screen, navigate to the <b>3rd paragraph</b> .
2	Click <b>Here is an email link</b> .
3	Enter <i>the appropriate email addresses</i> in the <b>To</b> field.
4	Click <b>Send</b> .



## MANAGING YOUR SITE LICENSE

### Manage your SmartDraw License

You are the administrator of this SmartDraw license. These pages allow you to manage its users and features.

At any time you may [re-run the initial license setup](#).

<p><b>Manage Online Users</b> View and edit users with access to SmartDraw (Online Edition)</p>	<p><b>Manage Desktop Users</b> View and manage SmartDraw for Windows desktop users</p>	<p><b>Set Preferences</b> Set global preferences for your license</p>
<p><b>View Invoices</b> See details of the orders related to this license</p>	<p><b>Transfer License</b> Transfer admin rights and management ability of this license to someone else</p>	<p><b>Customer Support</b> 800-768-3729 +1-858-225-3300 <a href="mailto:support@smartdraw.com">support@smartdraw.com</a></p>
<p><b>Single Sign On</b> SmartDraw supports Single Sign On via SAML.</p>		

When managing your Site License, you can easily return to this screen simply by clicking Return to License Page.

#### RE-RUN THE INITIAL LICENSE SETUP

As the license administrator you are able to manage users and features. In the case that you wish to re-run the initial license setup, you are a few clicks away.

#### RE-RUN THE INITIAL LICENSE SETUP

Step	Action
1	Navigate to the <b>Manage your SmartDraw Site License</b> screen.
2	Click <b><i>re-run the initial license setup</i></b> link.

#### SEARCH FOR AN ONLINE USER

Search for any particular user or group of users using the search functionality. The system will dynamically bring up the record(s) that meet your search criteria.

## Manage your SmartDraw Online Users

### User Management Preferences

You have control over who may sign up for SmartDraw's online edition under this license. Please choose one of the following options.

- **Unrestricted** — Anyone may sign up under this license. [Learn More](#)
- **Restricted to Email Domain** — Restrict sign up to email domains you specify. [Learn More](#)
- **Invite Only** — Only users with email addresses specified in the list below may use this license. [Learn More](#)

### SEARCH FOR A USER

Step	Action
1	In the <b>Manage your SmartDraw Site License</b> screen, click <b>Manage Online Users</b> .
2	Enter <i>the appropriate criteria</i> in the <b>Search Users</b> field.

**ADD A USER**

You may add one or more users by entering their names and email addresses.

You cannot add users that are already on another SmartDraw License. They must first change the email address on their old account or remove it from the old license. If you attempt to add a user who already owns an existing SmartDraw license you will receive the following error message: We could not add the following users to this license. Note, you cannot add users that are already on another SmartDraw License. They must first change the email address on their old account or remove it from the old license.

## Manage your SmartDraw Online Users

### User Management Preferences

You have control over who may sign up for SmartDraw's online edition under this license. Please choose one of the following options.

- Unrestricted** — Anyone may sign up under this license. [Learn More](#)
- Restricted to Email Domain** — Restrict sign up to email domains you specify. [Learn More](#)
- Invite Only** — Only users with email addresses specified in the list below may use this license. [Learn More](#)

	Email	Name	Documents
<input type="checkbox"/>	...@smartdraw.com (license owner)	...	1
<input type="checkbox"/>	...@smartdraw.com	...	1

**ADD A USER**

Step	Action
1	In the <b>Manage your SmartDraw Site License</b> screen, click <b>Manage Online Users</b> .
2	Click <b>Add Users</b> . You may add one or more users by entering their names and email addresses into the box. Enter or paste <i>one user per line</i> in the field.
3	<i>(Optional)</i> Select <b>Send an email to each added user with a link to setup their SmartDraw online account</b> .
4	Click <b>Save Users</b> . Click <b>X</b> to close window.

REMOVE A USER

Removing users from this license removes your ability to control that user account. You will no longer be able to edit their name/email address and you will no longer be able to gain access to their online documents. Additionally, they will keep any documents that they have in their account.

If you do not wish them to be able to access the documents on their account, you should disable their account instead of removing it. Or login to their account and delete all the files before removing them from the license.

**REMOVE A USER**

Step	Action
1	In the <b>Manage your SmartDraw Site License</b> screen, click <b>Manage Online Users</b> .
2	Click Add Users.
3	Select the appropriate email address(es).
4	Select Remove. <i>Note: You will be prompted with a final confirmation "Are you sure you want to remove the selected user(s)?"</i>
5	Select <b>Yes, Remove the User(s)</b> OR <b>No, Cancel</b> .

DISABLE OR RE-ENABLE A DISABLED USER

**DISABLE OR RE-ENABLE A DISABLED USER**

Step	Action
1	In the <b>Manage your SmartDraw Site License</b> screen, click <b>Manage Online Users</b> .
2	Click <b>Add Users</b> . Select the <i>appropriate email address(es)</i> .
3	To disable a user: Select <b>Disable</b> . <i>Note: The email address will be striked and "[disabled]" will appear after each email address that has been disabled.</i>
4	To re-enable a disabled user: Select the <i>disabled users</i> . Click <b>Enable</b> . <i>Note: The email address will no longer be striked and "[disabled]" will no longer appear after each email address.</i>

## EDIT EMAIL DOMAIN(S)

Only users with email addresses within predetermined domain(s) can use the Site License.

**RE-RUN THE INITIAL LICENSE SETUP**

Step	Action
1	In the <b>Manage your SmartDraw Site License</b> screen, click <b>Manage Online Users</b> .
2	Click <b>Edit Email Domains</b> .
3	Enter (or paste) <i>domains in the format @yourdomain.com in the box separated by commas, spaces, tabs or carriage returns</i> .
4	Click <b>Save Domains</b> .

## DETERMINE WHICH WINDOWS MACHINE(S) CAN USE SMARTDRAW

View and manage the desktops on which SmartDraw Windows is installed.

**DETERMINE WHICH WINDOWS MACHINE(S) CAN USE SMARTDRAW**

Step	Action
1	In the <b>Manage your SmartDraw Site License</b> screen, click <b>Manage Desktop Users</b> .
2	2a) Search by computer name: Enter <i>the appropriate criteria</i> in the <b>Search by Computer Name</b> field. OR 2b) Use the <b>Show</b> drop-down menu to display All, Enabled, or Disabled.
3	Select the <i>appropriate windows machines</i> .
4	Click <b>Return to License</b> .

## SET GLOBAL PREFERENCES

Enable and disable features of your Site License. These affect all users under your license.

If you'd like to have more information about each of the Global Preferences, simply click the Learn More link. Each Learn More link provides additional information regarding each of the preferences.

**SET GLOBAL PREFERENCES**

Step	Action
1	In the <b>Manage your SmartDraw Site License</b> screen, click <b>Set Preferences</b> .
2	2a) To accept the default settings, select <b>Apply Preferences</b> . OR 2b) To modify, deselect the <i>appropriate preference</i> . Select <b>Apply Preferences</b> . <b>Note:</b> <i>The message "Preferences Updated" will appear at the top of the screen.</i>
3	Click <b>Return to License</b> .

## VIEW INVOICES

See details of orders related to your site license.

**VIEW INVOICES**

Step	Action
1	Navigate to the <b>Manage your SmartDraw Site License</b> screen.
2	Click <b>View Invoices</b> .

**PRINT AN INVOICE**

The invoice will print to your default printer. If you prefer a pdf of the invoice simply select the appropriate printer setting.

***PRINT AN INVOICE***

Step	Action
1	In the <b>Manage your SmartDraw Site License</b> screen, click <b>View Invoices</b> .
2	Click <b>Print</b> . In the <b>Print</b> screen, select the <i>appropriate settings</i> .
3	Click <b>Print</b> . Click <b>Return to License Detail link</b> .

**TRANSFER ADMIN RIGHTS TO A COLLEAGUE**

Transferring admin rights is a 2 step process. First, the system will send an email invite to the New Administrator. Second, the New Administrator will be prompted to accept the invite.

During the transfer of admin rights process you will be prompted to confirm the transfer with the following message, "Are you sure you want to transfer the admin rights of this license?"

An email will be sent to the address you specified with a link to accept the transfer. You will remain the admin of this license until they do so."

Note: This will not affect other users on the license.

***TRANSFER ADMIN RIGHTS TO A COLLEAGUE***

Step	Action
1	In the <b>Manage your SmartDraw Site License</b> screen, click <b>Transfer License</b> .
2	Enter the <i>appropriate email address</i> in the <b>New Admin Email Address</b> field.
3	Click <b>Continue</b> .
4	Review the new admin's email address, the prompt, then click <b>Confirm Transfer</b> .

## SITE LICENSE SUPPORT

## CONTACT SITE LICENSE SUPPORT

## CALL SITE LICENSE SUPPORT

Our Site License Support Team is here to help. You can call 800-768-3729 (toll free) or 858-225-3300 Monday through Friday from 6 am to 5 pm PST. We will respond to you within about one business day.

The Site License Support Team can also be reached from within SmartDraw from within SmartDraw. Simply navigate to the top right hand corner of the Work Area and click the icon of the person with a headset. You'll have the option to call OR enter your Question or Request in the window. Then click Submit.

**CALL SITE LICENSE SUPPORT**

Step	Action
1	Navigate to the <b>Manage your SmartDraw Site License</b> screen.
2	Access the numbers listed below the <i>Site License Support</i> link.

## EMAIL SITE LICENSE SUPPORT

In just one click, the system will automatically prompt a new email to SmartDraw's Site License Support Team.

The auto generated email will be addressed to the Site License Support Team and the Subject line will automatically include your unique Site License ID to ensure a prompt response.

**EMAIL SITE LICENSE SUPPORT**

Step	Action
1	Navigate to the <b>Manage your SmartDraw Site License</b> screen, click <b>Site License Support</b> OR <a href="mailto:support@smartdraw.com">support@smartdraw.com</a> link.
2	Enter the <i>appropriate message</i> . Click <b>Send</b> .