

## faq for relatia time & billing licensing

### General:

Relatia Time and Billing is licensed per GoldMine user. When you purchase a Relatia Time and Billing license, you will receive a License Code and License Key which is necessary to install Relatia Time and Billing. Subsequent licenses are available as add-on's to your original license for which you will receive a different License Code and Key. (Please keep these Codes and Keys in a safe place, should you ever need to re-install Relatia Time and Billing. We require proof-of-purchase to provide those to you, if lost.) Relatia Time and Billing licenses lock themselves to the GoldMine serial number on which they were first installed. These licenses will be rejected if transferred or synchronized to another GoldMine system having a different serial number. Relatia Time and Billing licenses are stored in GoldMine's database and synchronize to all users, so it's not necessary to install the licenses or add-ons at each user's workstation. Because of that, be sure to synchronize all users before AND after you make changes to the license data.

1. [How many Relatia Time and Billing licenses do I need?](#)
2. [How many GoldMine licenses do I need?](#)
3. [I only need 3 licenses. In what increments are Relatia Time and Billing licenses sold?](#)
4. [User xyz will only use Relatia Time and Billing occasionally.](#) Can xyz share a license with user abc?
5. [I've added more members to my staff.](#) How do I increase the number of Relatia Time and Billing licenses?
6. [I can't find the original email you sent me that contained my license number and Key Code.](#) How can I find out what my license number is? How can I get to my Licensing Console on relatia.net?
7. [User xyz has left the company.](#) Can I re-use xyz's license?
8. [I don't have to enter a long License Code and Key for every user, do I?](#)
9. [How long is a Relatia Time and Billing license valid? What does it include?](#)

### Answers:

1. How many Relatia Time and Billing licenses do I need?  
  
Relatia Time and Billing is licensed by user. Each GoldMine user who wants to run Relatia Time and Billing will need a Relatia Time and Billing license.
2. How many GoldMine licenses do I need?

GoldMine users are the basis for Relatia Time and Billing licenses. You cannot have more Relatia Time and Billing users than you have GoldMine users without purchasing license add-ons to GoldMine. If you need additional GoldMine licenses, contact your GoldMine reseller or The Maple Group (770) 664-4455 or via email at [sales@themaplegroup.com](mailto:sales@themaplegroup.com).

3. I only need 3 licenses. In what increments are Relatia Time and Billing licenses sold?

You may purchase licenses in any denomination, from 1 user to 255 users.

4. User xyz will only use Relatia Time and Billing occasionally. Can xyz share a license with user abc?

Yes, but you may not want to. User xyz would have to login to GoldMine as user abc. Any work they did with Relatia Time and Billing would be attributed to user abc. This information would appear on reports and in History records in GoldMine. Also user abc would appear on the Charge Summaries which are sent to the client to explain charge details and work performed. Thus, it would not be possible to tell the work due to user abc from that due to user xyz. This would be confusing for your accounting staff, leading to problems reimbursing (or paying) employees. And cause queries from your clients, questioning why your invoices showed a different person claiming to have done work at their site. In addition, the statistics in the Metrics console would no longer be accurate.

5. I've added more members to my staff. How do I increase the number of Relatia Time and Billing licenses?

When you purchased your initial licenses of Relatia Time and Billing, you were sent an email containing a link to a page on our website. There you will find the details of the license(s) you've purchased and a link to allow you to quickly purchase additional licenses without having to fill out a detailed form. These additional licenses may be added to Relatia Time and Billing by logging on to GoldMine as a user with Master rights, running the Billing Report -> Help -> About and clicking the button "License Info...". This will bring up a dialog box from which you may view the status of all licenses, 'Add-On' master licenses and add/subtract individual user licenses.

Once you've added the 'master' licenses, you may login new users and they will automatically be assigned individual licenses from the pool of master licenses. Please remember to synchronize any changes you make to all users through the usual methods in GoldMine.

6. I can't find the original email you sent me that contained my license number and Key Code. How can I find out what my license number is? How can I get to my Licensing Console on relatia.net?

Run the Billing Report from GoldMine. Choose Help -> About. Click on the button "License Info..." to view your license number(s). In your Internet browser go to [www.relatia.net/Licconsole.asp](http://www.relatia.net/Licconsole.asp). Enter the license number in the Relatia Customer Login box and you will be taken to your company's console from which you can purchase additional licenses.

7. User xyz has left the company. Can I re-use xyz's license?

Yes. Log on to GoldMine as a user with Master rights. Run the Billing Report -> Help -> About and click the button "License Info...". This will bring up a dialog box from which you may view the status of all licenses, 'Add-On' master licenses and add/subtract user licenses. Here you can find the user who no longer needs a Relatia Time and Billing license and you may 'remove' them. If you want to be sure the just freed license goes to a particular user, you may 'add' them from this same dialog. Otherwise, when a user who does not have a Relatia Time and Billing license logs in for the first time they will automatically be assigned a license from the pool. Please remember to synchronize any changes you make to all users through the usual methods in GoldMine.

8. I don't have to enter a long License Code and Key for every user, do I?

No. Purchase only the licenses you need and this single License Code and Key will form a 'pool' from which individual user licenses are assigned. This assignment process will happen automatically as each user is first introduced to Relatia Time and Billing. You may also intervene if you like. (see 7 above).

9. How long is a Relatia Time and Billing license valid? What does the license include?

Your license does not expire. It entitles you to software patches, minor version updates, discounted major version upgrades and access to technical support. (see [support](#) on our website).