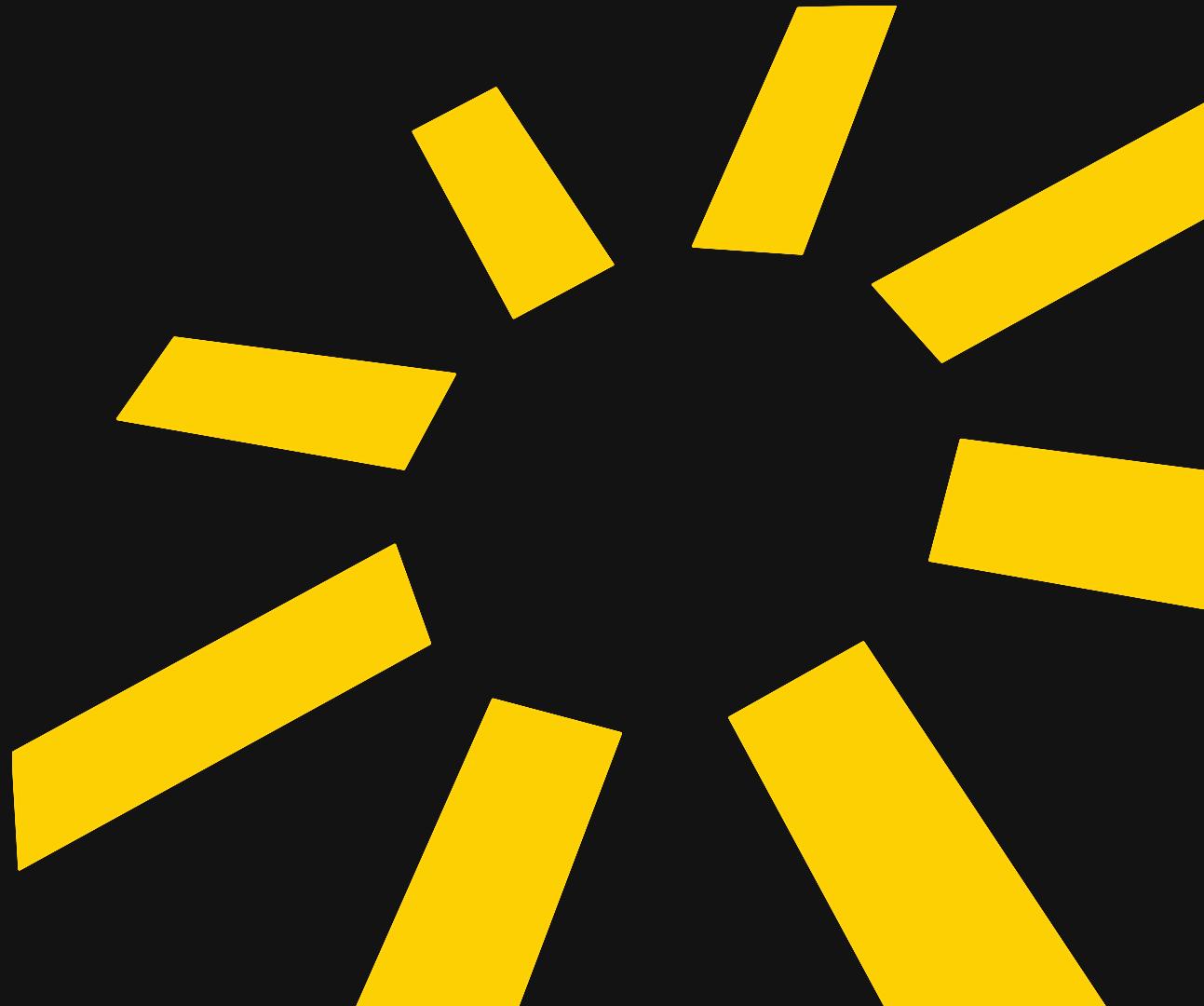




New IGEL Portals:  
Cloud Services Portal  
IGEL License Portal



# What's Changing?

- The IGEL License Portal is merging into the IGEL Cloud Services Portal
- Please review our [FAQ](#) to understand how to manage your License account in the new IGEL License Portal
- The IGEL Cloud Services Portal is getting an UI & UX overhaul with improved functionality and look

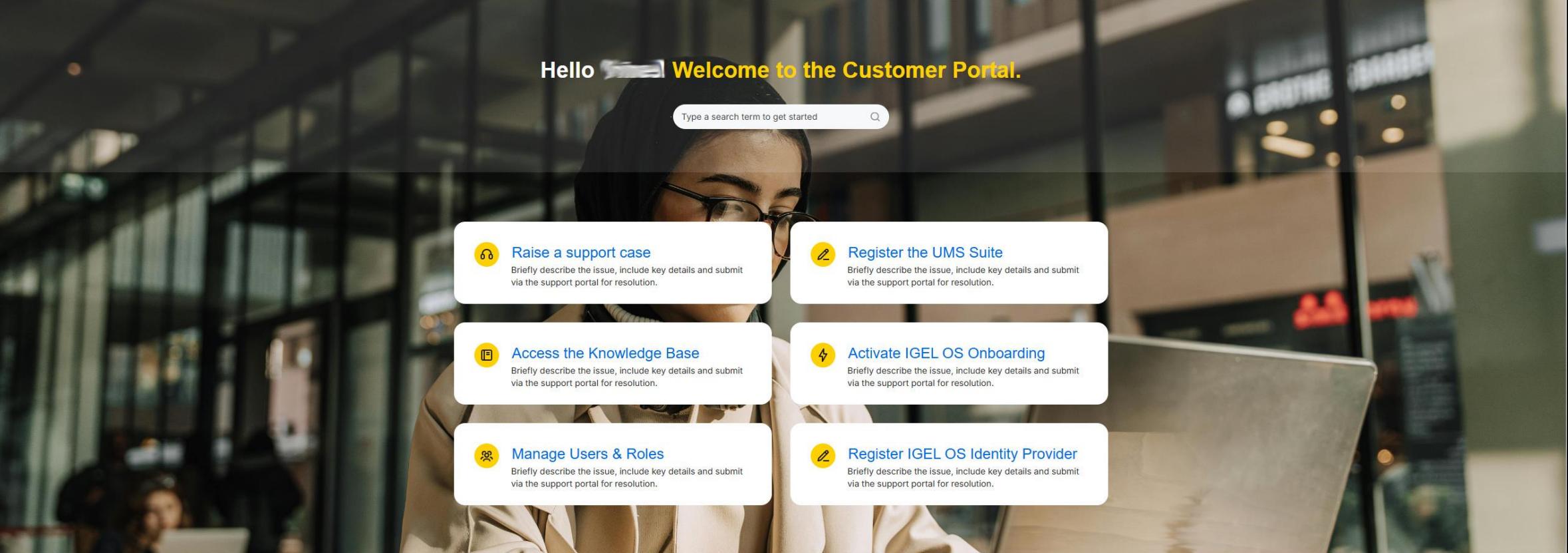
# When?

- The existing IGEL License Portal ([activation.igel.com](https://activation.igel.com)) will be unavailable starting Friday, 30<sup>th</sup> January at 18:00 (GMT+1) / 17:00 (UTC) / 12:00 (ET) / 09:00 (PT) and will complete on Monday, 2<sup>nd</sup> February 2026
- No licensing services or functions will be available during the planned outage
- The changes to the Cloud Services Portal go live on the 2<sup>nd</sup> of February, together with the integrated functionality of the IGEL License Portal

# Cloud Services Portal

- New UX/UI to provide IGEL customers a better experience
  - Dedicated sections for OS12 Registration and Administration
  - Cleaned up record look and feel
  - Better form flows

# Updated Landing Page



IGEL Customer Portal Services ▾ Support Level Priority Call on Hotline +

Hello [REDACTED] **Welcome to the Customer Portal.**

Type a search term to get started  Q

**Raise a support case**  
Briefly describe the issue, include key details and submit via the support portal for resolution.

**Register the UMS Suite**  
Briefly describe the issue, include key details and submit via the support portal for resolution.

**Access the Knowledge Base**  
Briefly describe the issue, include key details and submit via the support portal for resolution.

**Activate IGEL OS Onboarding**  
Briefly describe the issue, include key details and submit via the support portal for resolution.

**Manage Users & Roles**  
Briefly describe the issue, include key details and submit via the support portal for resolution.

**Register IGEL OS Identity Provider**  
Briefly describe the issue, include key details and submit via the support portal for resolution.

**Still need help?**  
Launch UMS, go to Licensing, and follow the prompts to register your IGEL account and activate licenses.

**Igel License Portal**  
Go to Igel License Portal, to manage your Subscription Keys and Devices.

# Consolidated Drop Down Menu



# IGEL License Portal: Now a part of the Cloud Services Portal

- Two portals now combined into one space & place
- SSO for Licensing Portal now available
- No longer need to register a UMS twice
- Why the change?
  - Unification of systems lowers barrier to entry
  - Update of UI/UX to be inline with IGEL branding and standards
  - Increased scalability

# New Landing Hub

**IGEL**  
License Portal

Company:  All

UMS Feature Level: Standard (Legacy) Global account ID:

**License Summary**  
A snapshot of your IGEL licensing status

**Used Licenses**  
6136

**Available Licenses**  
295391

**Expiring & Expired Licenses**  
29

License Type	Count
IGEL Subscription License	5004
Workspace Edition	586
Enterprise Management Pack	525
Workspace Edition Add-on IGEL Advanced Device Red 20	20
Universal Desktop Converter	1
Workspace Edition Add-on IGEL Agent for Impr...	150045
IGEL Subscription License	145128
Workspace Edition	142
Enterprise Management Pack	56
Workspace Edition Add-on IGEL Advanced Device Red 20	1

**UMS Licenses**  
A snapshot of your UMS licenses for WE/EMP

**UMS**   
554/281



# Licenses Overview

IGEL License Portal

Company: [REDACTED] All Search license portal... Global account ID: Standard (Legacy)

IGEL License Portal / Hub / Licenses

## Licenses

This is a list of your subscription keys and available product packs. You can manage your keys here.

Subscription Key	Licenses Used	Start Date	End Date	Tags	Comment	Expiration Status	...
HC-[REDACTED]	5005/150000	2025-11-19	2030-11-18				...
I-[REDACTED]	0/4	2025-11-18	2025-11-30		⚠️ Expired		...
HC-[REDACTED]	2/50	2025-11-18	2029-11-29				...
UDC3-[REDACTED]	1/1	2025-11-06	2028-11-05		testing comments		...
I-[REDACTED]	0/1	2025-10-29	2028-10-28				...
IAR-[REDACTED]	0/10	2025-11-05	2025-12-05		⚠️ Expired		...
EMP-[REDACTED]	0/10	2025-10-09	2026-01-13		⚠️ Expired		...
WE-[REDACTED]	0/10	2025-10-09	2026-01-13		⚠️ Expired		...
I-[REDACTED]	0/1	2025-10-29	2028-10-28		Tagging is fun		...
I-[REDACTED]	2/40	2025-11-20	2028-11-19				...

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# UMS ID

IGEL License Portal / Hub / UMS ID

## UMS ID

This is a list of your UMS ID's and Product Packs.

[Hub](#)[Licenses](#)[UMS ID](#)[Reports](#)[Redeem](#)

Search anything...

Q

UMS ID	Licenses Used	Product Packs	Certificate	Auto assign	
<a href="#">UMS</a>	5682/301017	26	<a href="#">Show</a>	<a href="#">on</a> <a href="#">off</a>	...

< 1 - 1 of 1 > | 10 ▾

IGEL Cloud Services

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Help  
Knowledge Base  
English

# Reports

IGEL License Portal

Company:  All

UMS Feature Level: Standard (Legacy) Global account ID:

IGEL License Portal / Hub / Reports

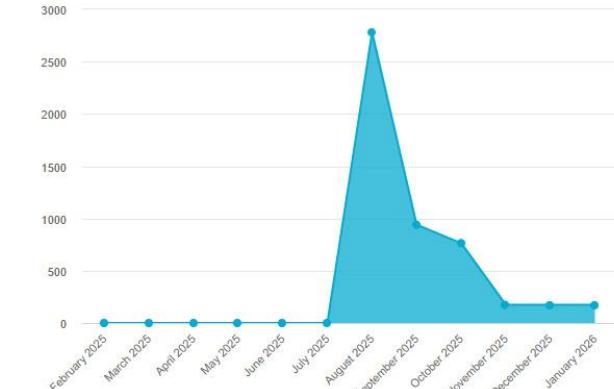
## License Usage Report

Licenses in company per type

[Download data](#)

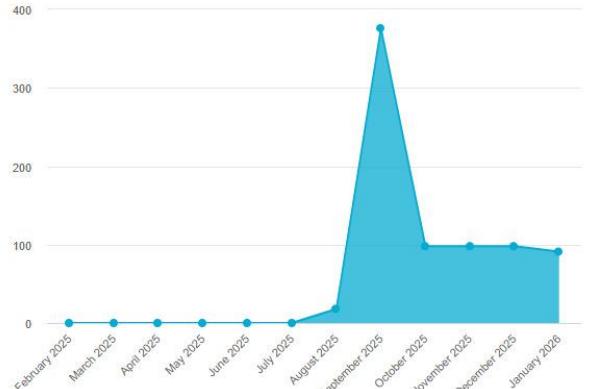
[Hub](#) [Licenses](#) [UMS ID](#) [Reports](#) [Redeem](#)

### Licenses total



Month	Total Active
February 2025	0
March 2025	0
April 2025	0
May 2025	0
June 2025	0
July 2025	0
August 2025	2800
September 2025	1000
October 2025	700
November 2025	100
December 2025	100
January 2026	100

### Licenses Used



Month	Total in Use
February 2025	0
March 2025	0
April 2025	0
May 2025	0
June 2025	0
July 2025	0
August 2025	0
September 2025	380
October 2025	100
November 2025	100
December 2025	100
January 2026	100

Type	Total Active	Total in Use	Total Expired
Enterprise Management Pack	73	3	0
IGEL Subscription License	1	0	0
Workspace Edition	100	88	0

### UMS Usage Report

If you have any questions or issues please raise a Support Case for assistance.