



What to expect

Provisioning

After processing your order, the AppDirect Marketplace will provision your Veeam licenses. Expect a confirmation email from Veeam containing license information and other relevant details within 48 hours.

Billing and invoices

In the AppDirect Marketplace, click [Manage Bills](#) to view your invoices or update your payment methods. For questions about the AppDirect Marketplace, please contact help@appdirect.com.



"The AppDirect Marketplace is your centralized hub for purchasing and provisioning software applications."

Get started with Veeam

Visit [Veeam's Knowledge Base](#) for comprehensive resources, including documentation, guides, forums, and FAQs. These resources are designed to help you get the most out of your Veeam products.

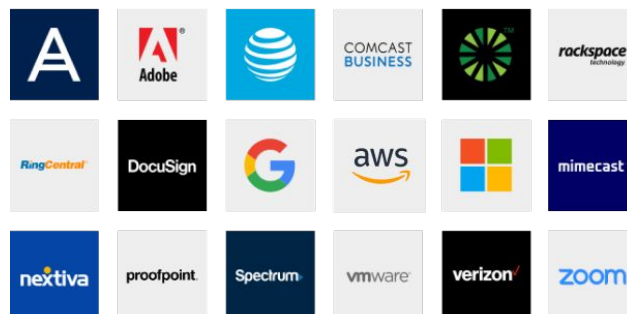


5 easy steps to activate

1

Confirmation Email

Keep an eye out for a confirmation email sent to your account admin's email address from Veeam. This email includes crucial information such as your license details. Please check your spam folder and verify that emails from Veeam are not being blocked by your email server settings.



2

Timeline

If you do not receive the confirmation email within 48 hours, it may indicate that Veeam has held the order due to potential issues. Should this occur, please reach out to AppDirect for assistance at help@appdirect.com. Our team will inquire about the status of your Veeam licenses.

3

Veeam Knowledge Base

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Accessing the AppDirect Marketplace, Billing and Licenses

[In the AppDirect Marketplace](#), click [Manage Bills](#) to view your invoices or update your payment methods. Within the AppDirect Marketplace, you can also assign your licenses to users, invite users onboard, access reporting, and shop for additional licenses or solutions.

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Need help?

Our team is here to assist you with any inquiries related to Veeam or the Marketplace itself. Should you encounter any technical difficulties or have questions regarding your purchase, please contact us at help@appdirect.com. If need be, AppDirect will escalate to Veeam on your behalf.

ABOUT APPDIRECT

AppDirect is a San Francisco-based B2B subscription commerce platform company that brings together technology providers, advisors, and businesses to simplify how they buy, sell and manage technology. More than 1,000 providers, 10,000 advisors and 5 million subscribers rely on the AppDirect ecosystem of subscription marketplaces to power their innovation, growth, and success. For more information about AppDirect, please visit www.appdirect.com.

