

# What to expect

## Provisioning and Implementation

After processing your order, the AppDirect Marketplace will provision your licenses. You should receive an email from LogicMonitor providing you with your login credentials and critical information to get started with your LogicMonitor portal.

Within 24 hours, you should receive a second email from LogicMonitor inviting you to schedule a kickoff call with their team. LogicMonitor will be able to assist you with product implementation and ongoing support.

If you do not receive an email with your credentials, please reach out to AppDirect for assistance at [help@appdirect.com](mailto:help@appdirect.com).

In the AppDirect Marketplace, [visit the Billing section](#) to view and download your invoices or update your payment method.

## Activation

Both the [Support](#) and the Training icon in your LogicMonitor portal offer additional content to help explain the platform's features and functionality. Additional product documentation can be accessed through the [Support Center](#) on the LogicMonitor website and includes:

- [Technical Support Overview](#)
- [Accessing Support Resources](#)
- [LogicMonitor Academy](#)
- [LogicMonitor Community](#)

## Need help?

[LogicMonitor provides 24x7x365 support](#) for all customers via phone, chat, and online ticket channels based on the support package you have purchased. To submit a support request, please use [LogicMonitor's Support Center](#) and refer to this [guide](#).

For any questions regarding the AppDirect Marketplace, please contact [help@appdirect.com](mailto:help@appdirect.com).

