What to expect

Provisioning

After processing your order, the AppDirect Marketplace will provision your licenses. Expect contact from your AppDirect Sales Specialist, as they will coordinate an Activation call with you and the Spot setup team to move your account to a production environment. This call generally takes place within 1-3 business days after provisioning is complete.

If you do not receive an email within the expected timeline, please reach out to AppDirect for assistance at help@appdirect.com

In the AppDirect Marketplace, visit the Billing section to view your invoices or update your payment method.

Next steps

Activation

We ask that someone from your company with access to the AWS Management account be present during Activation to perform the changes needed to activate your Spot subscription.

To learn more about Spot and to prepare yourself for use post-activation, please consult these user guides and documentation.

Need help?

Our team is here to assist you with any inquiries related to Spot or the AppDirect Marketplace itself. If you encounter any issues or need assistance of any kind with your purchase, please contact us at help@appdirect.com.

Information may be updated over time. For the most up to date information, please consult the associated Help Center Article. Please note this information is specific to Spot by NetApp only. December 2025/ Mike Mitchell

1