

HOW TO MANAGE YOUR LICENSES AND USERS IN MY.SYMETRI.COM



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LICENSE PORTAL OVERVIEW

When you have created and/or logged in with your Symetri ID on <https://my.symetri.com/> you will get this overview.

You will see “My license.” The Company licenses and Users are for admin only. There are 3 license types that could be available. Single-User, Borrowed, Multi-User.

SYMETRI

ADDNODE GROUP

SYMLIC1 - Internal Lic.
SYMLIC1

Users

Licenses

My licenses



My licenses

Filter by company

Type	License details	Company	Expires	Activ.	Deactiv.	Devices
Single	Naviate Zero	SYMLIC1 - Internal Lic.	31 Dec 2024	0 / 2	0 / 5	
Multi	Naviate Accelerate	SYMLIC1 - Internal Lic.	31 Dec 2024	0 / 99		
Multi	Naviate Architecture	SYMLIC4 - EDU Lic.	30 Dec 2023	0 / 369		
Multi	Naviate Architecture	SYMLIC1 - Internal Lic.	31 Dec 2024	5 / 99		Show 5
Multi	Naviate Architecture	SYMLIC3 - POC Lic.	30 Jun 2023	3 / 200		Show 3

When you log in as an admin on the account you should get this dialogue presented. You need to click accept before entering the portal and get access to all the licenses for your company.

SYMETRI
ADDNODE GROUP

Authorize App

Hi Jan Tore Bugge,

Account License Portal is requesting access to your Symetri Europe account.

- Profile: access to your profile and email
- Account: manage your account
- Allow offline access

Decline

Accept

2

COMPANY OVERVIEW (ADMIN ONLY)

You have 2 different Tabs in the company overview.

LICENSES

In the Licenses Tab you will see all licenses registered to your company, Single User licenses and Multi-User licenses (Network).

For each product you will see the available license type, expiration date and total seats on that license.


<div> <div>SYMETRI</div> <div>ADDNODE GROUP</div> </div> <div> <div>SYMLIC1 - Internal Lic.</div> <div>SYMLIC1</div> </div> <div> <div>Users</div> <div>Licenses</div> </div> <div> <div>My licenses</div> <div></div> </div>			
Licenses			
Single user			
Product ↑	Expires	Expires in	Seats
Naviate Architecture	31 Dec 2024	574 days	5
Naviate Cloud Manager	31 Dec 2024	574 days	10
Naviate Cloud Manager Pro	31 Dec 2024	574 days	10
Naviate LiveChat	31 Dec 2024	574 days	15
Naviate Plant 3D	31 Dec 2024	574 days	10
Naviate Simple BIM	31 Dec 2024	574 days	10
Naviate Zero	31 Dec 2024	574 days	20
Multi user			
Product ↑	Expires	Expires in	Seats
Naviate Accelerate	31 Dec 2024	574 days	100
Naviate Architecture	31 Dec 2024	574 days	100
Naviate Bimfire	31 Dec 2024	574 days	100
Naviate Cloud Manager	31 Dec 2024	574 days	100
Naviate Cloud Manager Pro	31 Dec 2024	574 days	100
Naviate Core	31 Dec 2024	574 days	100
Naviate Daylight	31 Dec 2024	574 days	100

When you click the “+” icon on the left side, you will get more information about that specific license you click on.

Information like Product, License Key, borrowed licenses, how many are activated (Multi-User), Assigned users and you can see which devices are using it.

Naviate Architecture		31 Dec 2024	574 days	100	
License	Expires	Activ.	Assigned users	Devices	
In use	4FD825-2450AE-40FF9E-61FCA6-B33F67-3C5EF5	5 / 99	250	Show 5	
Borrowed	988F56-32D687-40CDBA-97967B-18A801-8DC20E	10 May 2023	1 / 1	Symetri Kurs	Show 1

Devices list looks like this when you click “Show,” PC name and when they activated the use of the license.

Devices	
<div> <input type="text"/>  </div>	
Name	Activated
<input type="text"/>	30 May 2023
<input type="text"/>	05 Jun 2023
<input type="text"/>	05 Jun 2023
<input type="text"/>	05 Jun 2023
<input type="text"/>	05 Jun 2023
<div>Close</div>	

USERS

This is an overview of existing users that have been added to your company. When you click here for the first time, it will only be you as an Admin that will be in this overview.

When you have an extensive list of users in your directory, you can filter them by using the search field next to your “Invite Users” button.

You will also have views as “All users,” “Not Verified” and “Administrators” available as Quick Views in this overview.

You also have filter option like “Filter by permission,” “Filter by tag” just next to the search field.

SYMETRI

ADDNODE GROUP

SYMLIC1 - Internal Lic.

SYMLIC1

Users

Licenses

My licenses

Users

Filter by permission

Filter by tag

Find user

Invite users

All users

Not verified

Administrators

Rows per page: 20

1-20 of 407

<

>

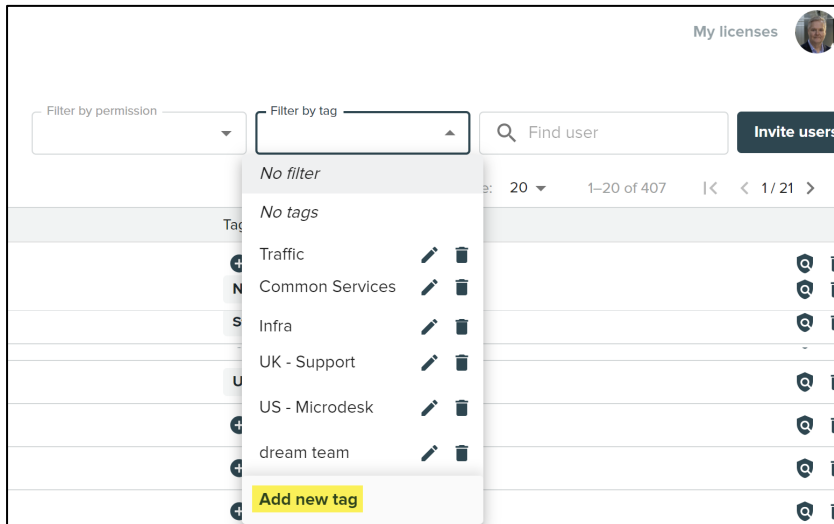
1/21

>


<input type="checkbox"/>	Name ↑	Email	Tags		
<input type="checkbox"/>	DT				
<input type="checkbox"/>	AS				
<input type="checkbox"/>	DK		Nexus user		
<input type="checkbox"/>	ET		Nexus user		
<input type="checkbox"/>	AB				
<input type="checkbox"/>	AC				
<input type="checkbox"/>	AG				
<input type="checkbox"/>	A		IRE - AE	Infra	
<input type="checkbox"/>	AM		UK - AE	Infra	
<input type="checkbox"/>	AD		Bimfire NFR		
<input type="checkbox"/>	AD			Infra	
<input type="checkbox"/>	AD		US - Microdesk		

CREATING TAGS

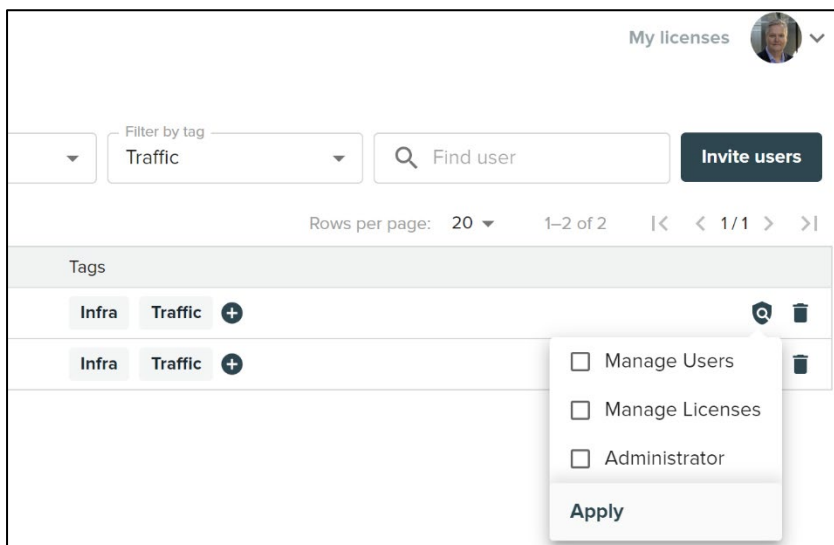
Go to “Filter by tag” and create the tags you need to. It could be whatever you would like to tag your users with. Like discipline, city, country or even department.



PERMISSIONS

By clicking this  icon, you get access to the permissions you can set on your users.

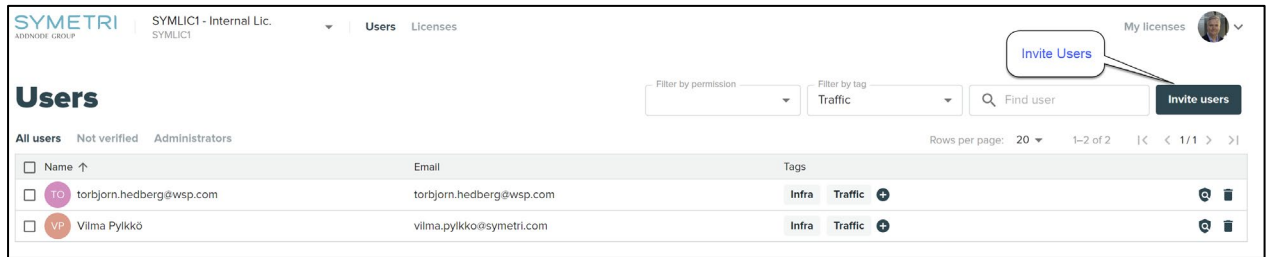
You can choose between “Access to Dashboard, Contracts, Users, Licenses or Administrator.”



HOW TO INVITE USERS TO YOUR COMPANY (ADMIN ONLY)

As an admin at your company, you will have the possibility to add users to your company.

Click the “Invite Users” button in the Users overview.



ADD USERS ONE-BY-ONE

When you have clicked the “Invite Users” button you will have two choices. This is the first one, adding users by typing their email addresses.

Type the email addresses on the users you would like to invite to your company and click the “+” icon, add another and do the same. When you are ready press the “Invite Users” button

Invite users

Import CSV

Add one or multiple email addresses by pressing Enter or clicking the add button. When you are done, click the Invite Users button to send the invite emails.

SYMLIC1 - Internal Lic.

User email*

jan.tore.bugge@symetri.com

X

jtb@symetri.com

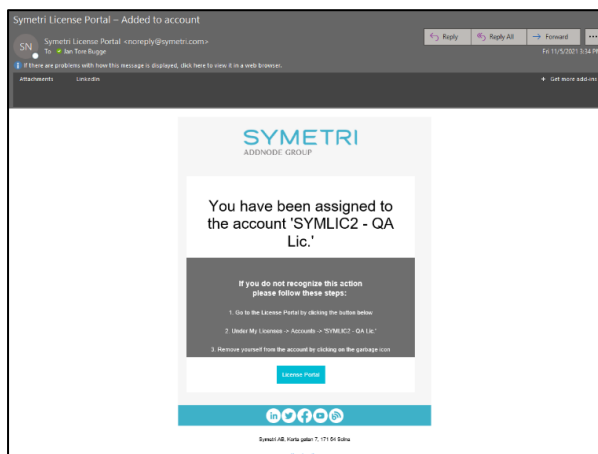
X

+

Invite Users

Cancel

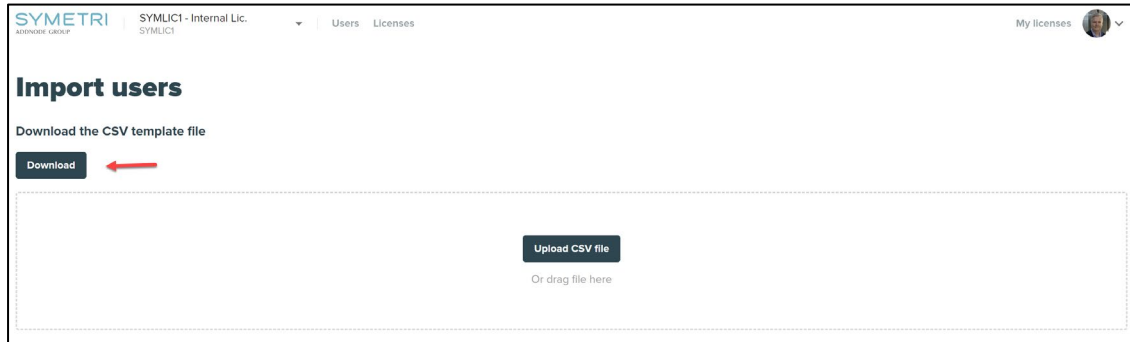
The users you have invited will now get a welcome email from Symetri that he or she must accept. The invitation is valid for 5 days. If the invited user fails to do so, you need to contact Symetri to help you re-send those invites.



ADD USERS USING CSV IMPORT

When you have a lot of users you would like to invite to your company, we would recommend using the “Import CSV” option.

Please download the CSV template file we have provided so you get the correct setup.

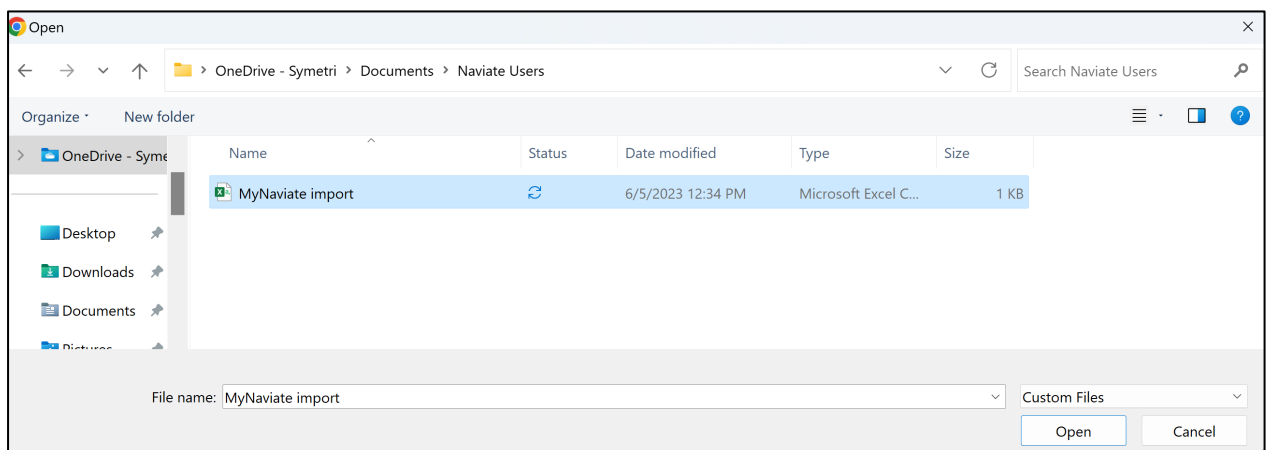


THE TEMPLATE LOOKS LIKE THIS

You need to write the email address as mandatory. The other fields can be left out if you do not want to use them. Then again having that information already in place when importing will save you a lot of time adding them to Tags or even a License during this invitation (import).

	A	B	C	D	E	F	G	H	I
1	email	name	givenName	familyName	locale	company	newsletter	tags	licenses
2	john.doe@company.com	John Doe	John	Doe	Unknown	Company XYZ	TRUE	Tag1, Tag2	LicenseKey1, LicenseKey2
3									
4									

When that CSV file is done, you are now ready to do the upload.



You will get a preview before you decide to import the users, with the relevant fields populated according to what you have typed in the CSV file. So, you need to verify that it is as expected.

Import users

Download the CSV template file

[Download](#)

Your CSV file was uploaded for preview. You can preview the data below.

When you are done, complete the import to create the user accounts. New users will get an invite email automatically.

[Import 1 users](#) [Reset](#)

Email ↑	Name	Given name	Family name	Locale	Company	Newsletter	Tags	Licenses
john.doe@company.com	John Doe	John	Doe	Unknown	Company XYZ		2	2

All invited users will appear as not verified until they have accepted the invitation. As said earlier, it is valid for 5 days.

Users

Filter by permission Filter by tag Find user [Invite users](#)

All users **Not verified** Administrators

Name ↑	Email	Tags
ML mlourens	mlourens@microdesk.com	+
ST stodwyer	stodwyer@gmail.com	+
SY symetrtraining5	symetrtraining5@outlook.com	+

Not Verified

COMPANY OVERVIEW (ADMIN ONLY)

Assign / unassign users to a license

From the overview you choose the “Licenses” Tab and click on the arrow on the right side in the license overview.

Licenses

Single user

Product ↑	Expires	Expires in	Seats
Naviate Architecture	31 Dec 2024	574 days	5

Multi user

Product ↑	Expires	Expires in	Seats
Naviate Accelerate	31 Dec 2024	574 days	100
Naviate Architecture	31 Dec 2024	574 days	100

When you have clicked you will be presented with this page. Here you can see assigned and not assigned user on that specific Naviate product. Use the search field to narrow down the list if you have many users.

Users assigned to Naviate Architecture (Multi) 1 seats used

Search: jan. Filter by tag

☒ Jan Tore Bugge jan.tore.bugge@symetri.com

☐ [redacted] [redacted]

☐ jan.tore.bugge@cad-q.no jan.tore.bugge@cad-q.no

Buttons: Unassign all, Assign all, Save changes, Cancel

Choose users to add /remove by clicking the box next to the email address.

Users assigned to Naviate Architecture (Multi) 1 seats used

Search: jan. Filter by tag

☒ Jan Tore Bugge jan.tore.bugge@symetri.com

☐ [redacted] [redacted]

☒ jan.tore.bugge@cad-q.no jan.tore.bugge@cad-q.no

Buttons: Save changes, Cancel, Assign all, Unassign all

The user will automatically be assigned or unassigned by doing this operation.

Users assigned to Naviate Architecture (Multi) 2 seats used

Search: jan. Filter by tag

☒ Jan Tore Bugge jan.tore.bugge@symetri.com

☒ jan.tore.bugge@cad-q.no jan.tore.bugge@cad-q.no

☐ [redacted] [redacted]

Buttons: Save changes, Cancel, Assign all, Unassign all

MY LICENSES (ALL USERS)

Every user has their own area named “My Licenses.”

This is the page where every user can have a quick overview of what type of licenses they have been assigned. It could be a Single-User, Multi-User, Borrowed. All that information is presented in one single view. If you have licenses from several companies, you can use the “Filter by Company” the get ones you would like to see.

Type	License details	Company	Expires	Activ.	Deactiv.	Devices
Single	Naviate Zero	SYMLIC1 - Internal Lic.	31 Dec 2024	0 / 2	0 / 5	
Multi	Naviate Accelerate	SYMLIC1 - Internal Lic.	31 Dec 2024	0 / 99		
Multi	Naviate Electrical	SYMLIC1 - Internal Lic.	31 Dec 2024	0 / 100		
Multi	Naviate Fabrication	SYMLIC1 - Internal Lic.	31 Dec 2024	1 / 100		Show 1
Multi	Naviate HVAC & Plumbing	SYMLIC4 - EDU Lic.	30 Dec 2023	0 / 383		
Multi	Naviate MEP	SYMLIC1 - Internal Lic.	31 Dec 2024	1 / 99		Show 1
Multi	Naviate Site & Landscaping	SYMLIC3 - POC Lic.	30 Jun 2023	0 / 200		

UNASSIGN MYSELF FROM A LICENSE

You will in this view have the possibility to Unassign yourself from the license or borrow the license (Multi-User).

To Unassign yourself from this license if it is not needed or assigned you by mistake, go to “My Licenses” and click on the 3 dots far to the right side of the license. Then choose unassign.

Type	License details	Company	Expires	Activ.	Deactiv.	Devices
Multi	Naviate Structure 765795-829697-4207A5-A28B78-089D4B-E9767F	SYMLIC2 - QA Lic.	31 Dec 2024	0 / 10		

BORROW A LICENSE

In the same license view, you can borrow the licenses you have been assigned to.

Type	License details	Company	Expires	Activ.	Deactiv.	Devices
Multi	Naviate Structure 765795-829697-4207A5-A28B78-089D4B-E9767F	SYMLIC2 - QA Lic.	31 Dec 2024	0 / 10		

You click the “Borrow License” button and pick the date for how long you would like to borrow the license. Max borrowing is set to the expiration of the Naviate Subscription contract.

Borrow license until

June 2023
<
>

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

Borrow
Cancel

License borrowed

Open your product to activate the borrowed license.
After activation, the borrowed license can be used offline.

Close

SYMETRI
ADDNODE GROUP

SYMLIC1 - Internal Lic.
SYMLIC1

Users
Licenses

My licenses

Filter by company
SYMLIC1 - Internal Lic.

Type	License details	Company	Expires	Activ.	Deactiv.	Devices
Single	Naviate Zero	SYMLIC1 - Internal Lic.	31 Dec 2024	0 / 2	0 / 5	
Multi	Naviate MEP	SYMLIC1 - Internal Lic.	31 Dec 2024	1 / 99		Show 1
Borrowed	Naviate Architecture	SYMLIC1 - Internal Lic.	31 Dec 2024	7 / 99		Show 7

Depending on the company settings, borrowing might not be available. Then you will be presented with this message. So please contact one of the account admins.

Unable to borrow license

Borrowing licenses is not allowed for this account.
Please contact your account administrator.

Close

RETURN A LICENSE

Repeat the same process as you did on borrowing a license to return the license. It will immediately be available for others to use in your company.

SYMETRI
ADDNODE GROUP

SYMLIC1 - Internal Lic.
SYMLIC1

Users
Licenses

My licenses

Filter by company
SYMLIC1 - Internal Lic.

Type	License details	Company	Expires	Activ.	Deactiv.	Devices
Multi	Naviate MEP C1B7DB-97C6E4-4F85AF-FA32C3-3B918A-AA549F	SYMLIC1 - Internal Lic.	31 Dec 2024	1 / 99		Show 1
Borrowed	Naviate Architecture C5147C-BFA5D5-4E0E8F-F8C9CB-93F405-2168E7	SYMLIC1 - Internal Lic.	31 Dec 2024	7 / 99		Show 7

Return

Return license?

You will have to borrow it again to use Naviate
Architecture again.

Return

Cancel