

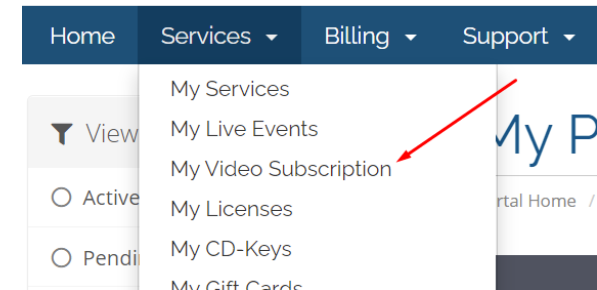
Managing a Membership Service

During an ongoing Event, your viewer may request support from you because of an IP change to their connection or their browser crashed and require it to be locked again.

Customer Event Management

Upon activation of an **Event (Service)**, the customer is provided an **Event Ticket ID** mapped to the purchase.

Your customer can find the **Event Ticket ID** but logging into the **Client Area Services (Tab) My Live Events**.



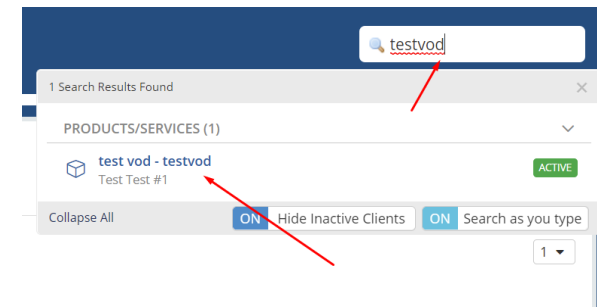
Click on the **Active** button of the Membership.

Showing 1 to 1 of 1 entries				
Product/Service	Pricing	Next Due Date	Status	
Membership Name testvod	\$0.00 USD Monthly	2021-06-01	Active	
Showing 1 to 1 of 1 entries				

On the following page, your customer will find the **Membership ID** at the bottom of the page.

Membership ID	testvod
Product/Service	Hidden - test vod
Plan Name	Plan 2
Subscription Duration	Never Expire

When you paste that Membership ID into the WHMCS Admin search (Top right hand corner), the system will return the Service page link of the associated service that your customer had purchased.



Click on the blue link to goto that service.

Membership Service Page (Admin)

On the service page, you will find important functions under **Module Commands** that will help you run your **Membership** smoothly. It also contains important information regarding this membership.

- [Customer Event Management](#)
- [Membership Service Page \(Admin\)](#)

Order #	679 - View Order	Registration Date	2020-10-27										
Product/Service	test vod	First Payment Amount	0.00										
Server	Test Stream VOD	Recurring Amount	0.00 <input type="checkbox"/> Auto Recalculate on Save										
Domain	testvod	Next Due Date	2021-06-01										
Dedicated IP		Termination Date											
Username	testvod	Billing Cycle	Monthly										
Password	sND2yL0T13V	Payment Method	PayPal View Invoices										
Status	Active	Promotion Code	None (Change will not affect price)										
Module Commands	Create Suspend Unsuspend Terminate Reset All Download Count												
Activation Date	2021-04-08 07:05												
Download Count	Video ID#35 - 1 Reset Count												
Addons	<table border="1"> <thead> <tr> <th>Reg Date</th> <th>Name</th> <th>Pricing</th> <th>Status</th> <th>Next Due Date</th> </tr> </thead> <tbody> <tr> <td colspan="5">No Records Found</td> </tr> </tbody> </table>			Reg Date	Name	Pricing	Status	Next Due Date	No Records Found				
Reg Date	Name	Pricing	Status	Next Due Date									
No Records Found													

Function	
Create	This will provision the Service to the customer. If the service is not provisioned, the customer will not be able to view it
Suspend / Unsuspend	If the service is suspended for a particular customer, this customer will not longer be able to view the content under this membership
Terminate	This will terminate the membership from accessing any content
Reset all Download count	This will reset all video's download count for this service

Beneath the **Module Commands**, you will find the membership activation date and the ability to reset a single video's download count.