# How to Assign and Remove a Bot License

Adding and removing bot licenses is done in the Bots Settings section of the MSPbots app. This article is a step-by-step guide on how to do this.

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## **Background information**

You can start assigning bot licenses to users after purchasing an MSPbots package with your required number of bots. Once a bot is properly configured and activated, the recipients of bot notifications should start receiving messages according to the set schedule. If a user is not receiving the bot alert, you may have to check if a license has been properly assigned to this user.

## Prerequisites for assigning bot licenses

You must have the following to be able to assign and remove bot licenses:

- A Business Intelligence (BI) package subscription
- A Business menigence (B) package subscription
   Sufficient number of purchased bots for your users
- Admin role and permissions
   Only licensed and paying users can open bot notifications.

### Assigning a bot license

- 1. Log in to the MSPbots app and go to Bots on the sidebar.
- 2. Navigate to Setting and select Assign License.

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3. In the window Customize your purchase plan, click the +Add link and select the user who needs a license.

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#### Removing a bot license

- 1. Log in to the MSPbots app and go to Bots on the sidebar.
- 2. Navigate to Setting and select Assign License.
   3. In the window Customize your purchase plan, click the +Add link and select the user whose license needs to be removed. Notice that the checkmark beside the name will be removed.
- 4. Click Save.

#### **Related Topics**

- MSPbots Pricing List
  Frequently Asked Questions on Bots Billing and Licenses
  MSPbots Paywall and Billing Setup