

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.

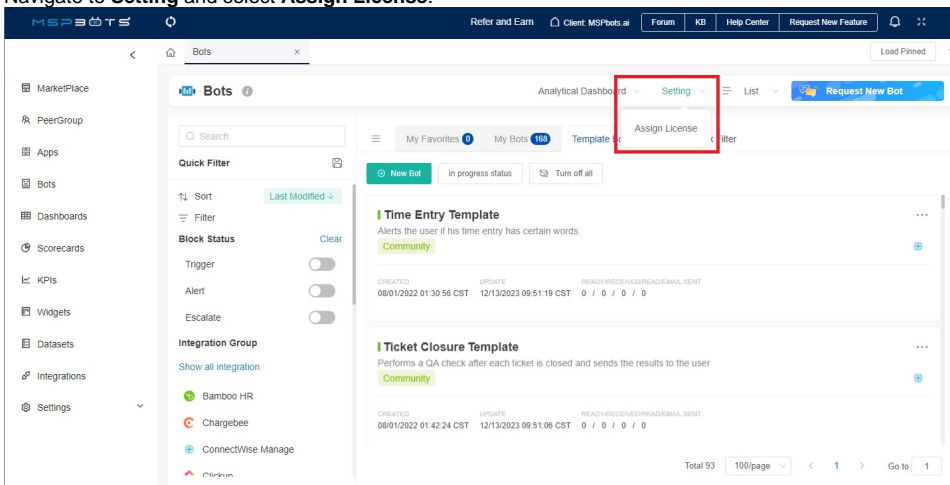
Prerequisites for assigning bot licenses

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

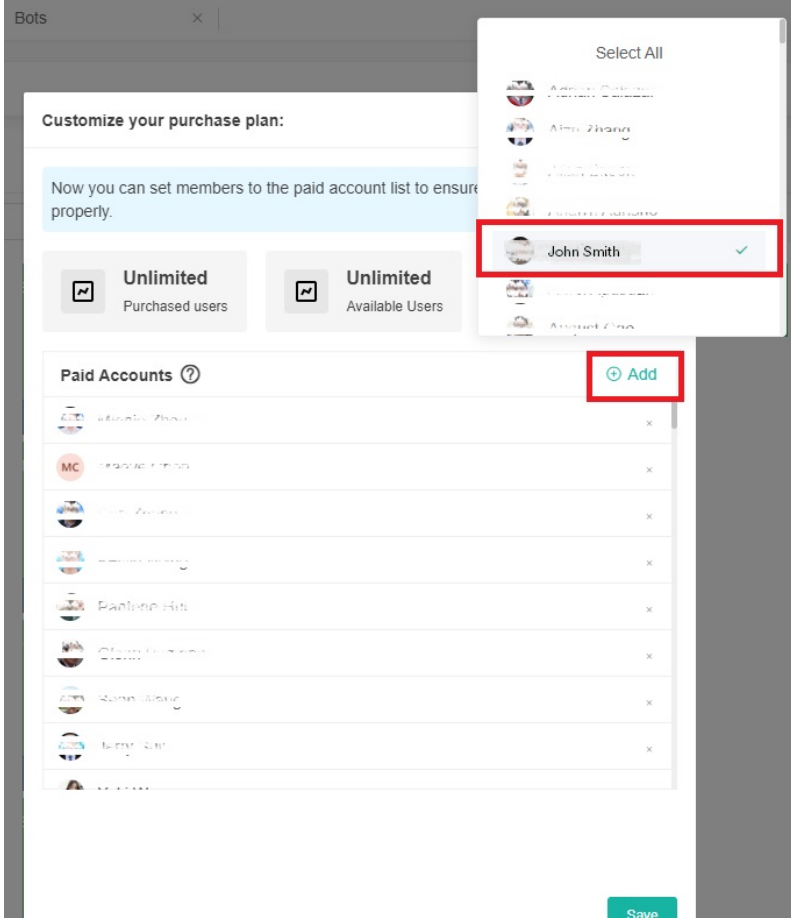
- A Business Intelligence (BI) package subscription
- Sufficient number of purchased bots for your users
- Admin role and permissions
Only licensed and paying users can open bot notifications.

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**.



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



4. Click **Save**.

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](#)