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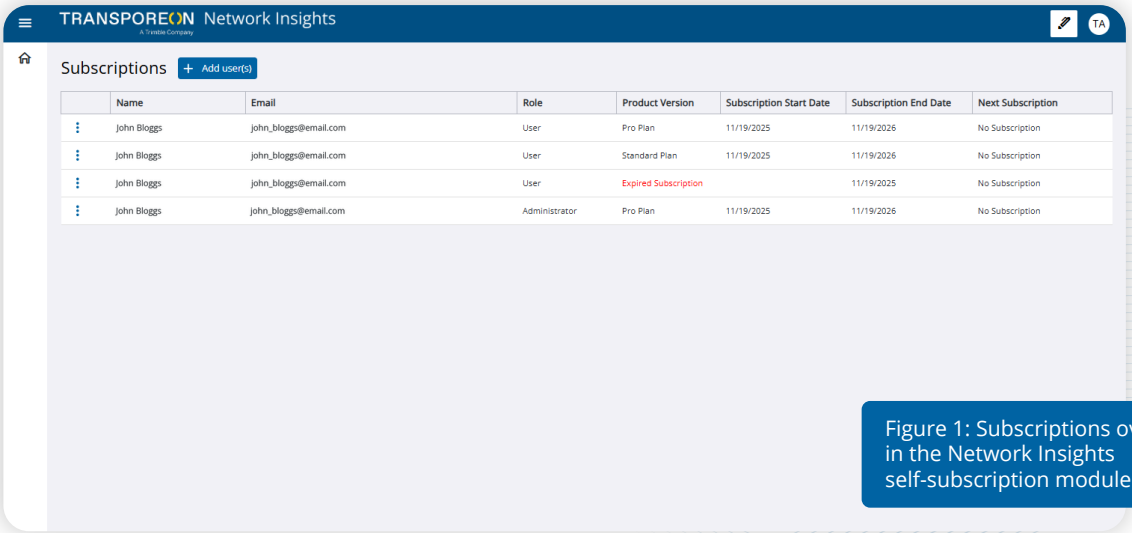
Activating and Using Network Insights via Self-Subscription

Welcome to Network Insights

Network Insights is your all-in-one analytics platform for shippers using Transporeon's Transport Assignment, Time Slot Management, or Visibility products. It enables you to analyze carrier arrival punctuality in Time Slot Management, monitor on-time performance at consignee level, evaluate transport acceptance times and average prices, and track carbon emissions across various levels—all through clear, actionable dashboards without the need for spreadsheets or IT support. To make activation as simple as possible, Network Insights uses a self-subscription model that puts you in control. This guide walks you through everything you need—from initial setup to managing users and subscriptions.



Name	Email	Role	Product Version	Subscription Start Date	Subscription End Date	Next Subscription
John Bloggs	john_bloggs@email.com	User	Pro Plan	11/19/2025	11/19/2026	No Subscription
John Bloggs	john_bloggs@email.com	User	Standard Plan	11/19/2025	11/19/2026	No Subscription
John Bloggs	john_bloggs@email.com	User	Expired Subscription		11/19/2025	No Subscription
John Bloggs	john_bloggs@email.com	Administrator	Pro Plan	11/19/2025	11/19/2026	No Subscription

Figure 1: Subscriptions overview in the Network Insights self-subscription module.

Why Self-Subscription?

With self-subscription, you can:

- Activate NI instantly—no sales or support tickets required
- Start with a free trial to explore full functionality (with PRO version features)
- Add users and assign plans directly using the self-subscription module
- Track costs and control upgrades with real-time transparency

*Note: Dashboards go live typically within 1–2 hours, so you can start exploring insights the same day.

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Getting Started in 4 Simple Steps

1. Initial Access Requirements

Before you begin, make sure:

- Your company has a Transporeon platform account
- At least one team member is assigned the Self-Service Administrator role on the platform — this person will act as your Company Administrator and manage activation and user onboarding

2. Product Activation

Steps for the Administrator:

1. Log into Network Insights using your Transporeon credentials
2. Click “Start Free Trial” or activate a paid subscription
3. Your 30-day trial begins immediately, giving you full PRO access
4. You can upgrade to a paid plan anytime—either during or after the trial

3. User Onboarding

Once activated, you can start adding your team. Steps for the Administrator:

1. Go to the Self-Subscription module via the pencil icon in the top right corner
2. Click “Add Users” inside the Self-Subscription module
3. Select users from your Transporeon company account
4. Added users will receive email invitations and can log in immediately
5. You’ll see all active users on your Subscription Dashboard

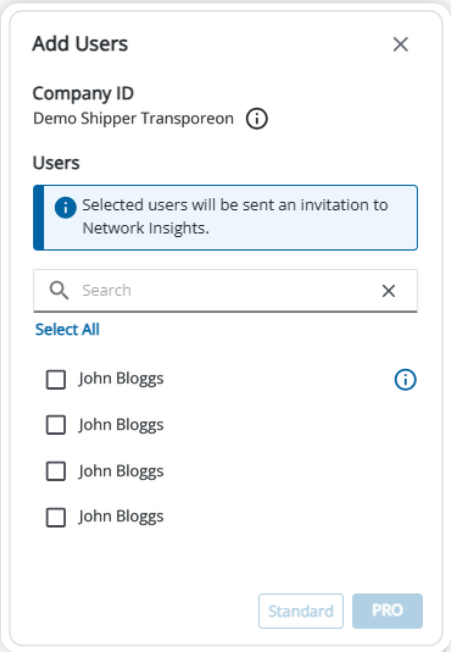

Figure 2: Opening the Add Users dialog from the self-subscription module.

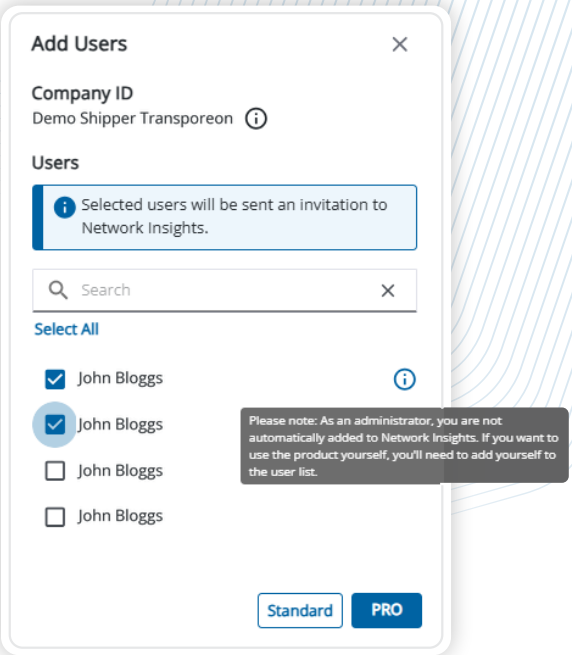

Figure 3: Selecting users and choosing a Standard or PRO plan before sending invitations.

4. Subscription Management

You're now in full control of your subscriptions.

As a company Admin you can:

- Assign, upgrade, downgrade, or reassign user plans in real-time
- Track user activity, costs, and subscription end dates
- Cancel or adjust plans before renewal

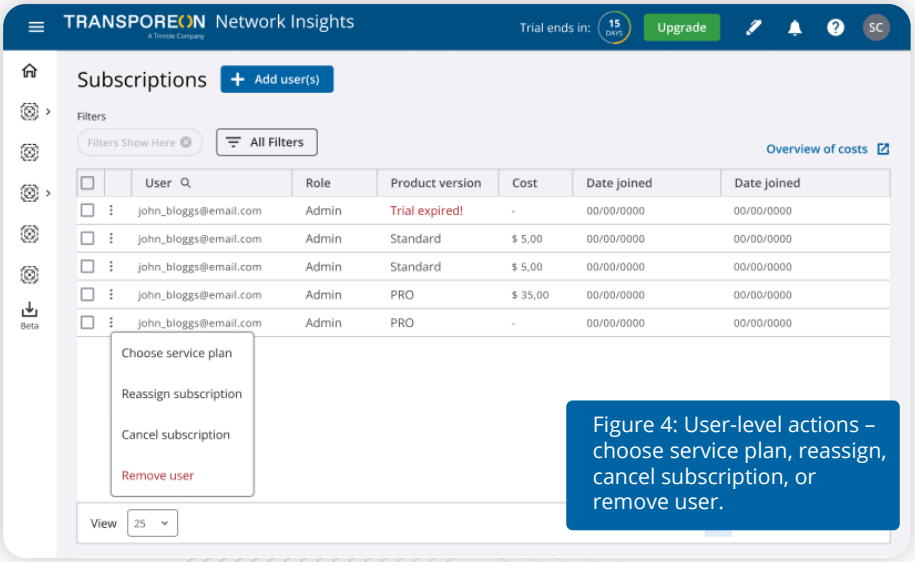

Figure 4: User-level actions – choose service plan, reassign, cancel subscription, or remove user.

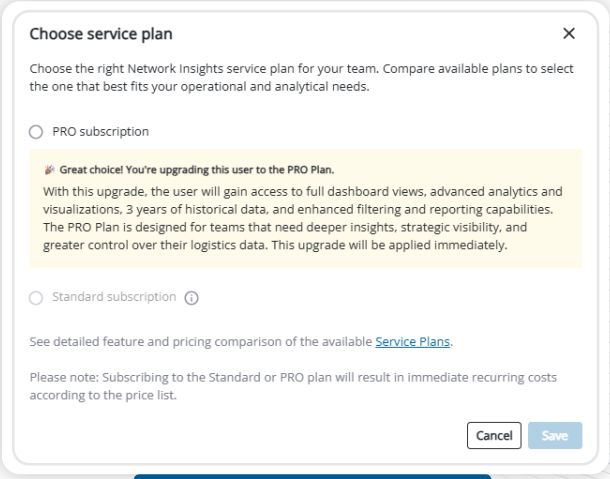

Figure 5: Example of upgrading a user from Standard to PRO subscription.

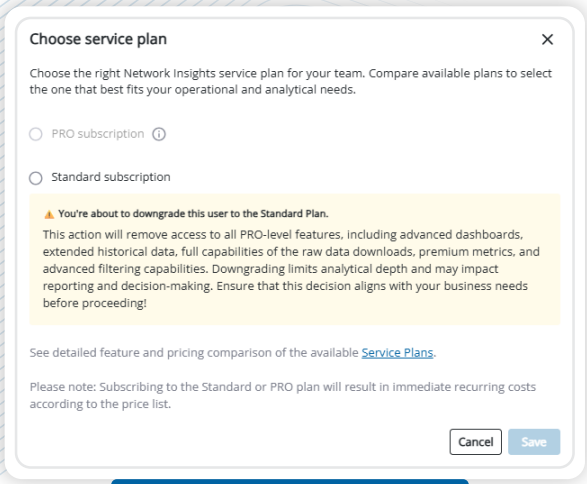

Figure 6: Example of downgrading a user from PRO to Standard subscription.

After the Trial: What Happens Next?

At the end of the trial:

- All users will lose access unless subscriptions are assigned
- You can assign plans in bulk or individually
- If you subscribe during the trial, access continues seamlessly

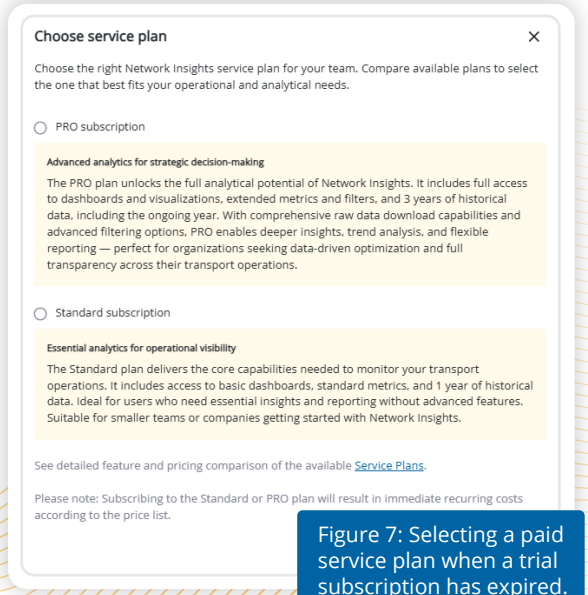

Figure 7: Selecting a paid service plan when a trial subscription has expired.

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Understanding Access & Troubleshooting

Once your trial is activated and users are onboarded, it's important to understand how access works and what to expect in case of common setup issues.

The next two sections will help you:

- Know what users see during login
- Understand when and why access may be denied
- Quickly resolve any common errors with confidence

User Access Flow

User Action	Outcome
Receives invitation via email	Logs in using Transporeon credentials
Has active subscription	Full access to dashboards + data download
No subscription or trial expired	Access denied → needs admin to assign a plan

Common Issues & Fixes

Issue	Fix
User can't log in	Make sure they're invited + have a valid Transporeon account
Can't add a user	Must be under the same company account and have a valid TP account
Can't delete a user	Wait until their subscription expires or reassign it
Admin rights not appearing	Contact support to validate role

You're All Set!

You now have everything you need to activate Network Insights and bring your team onboard. Start exploring dashboards, monitor on-time performance, and take control of your transport data—on your terms.