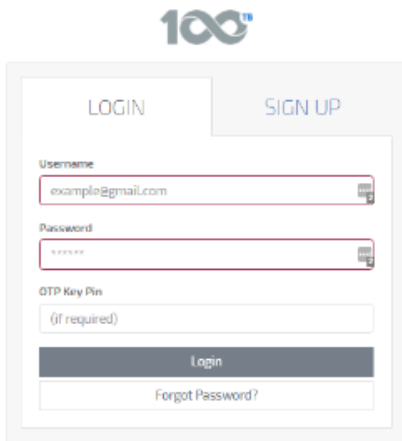


Submitting Cancellation Requests In Console

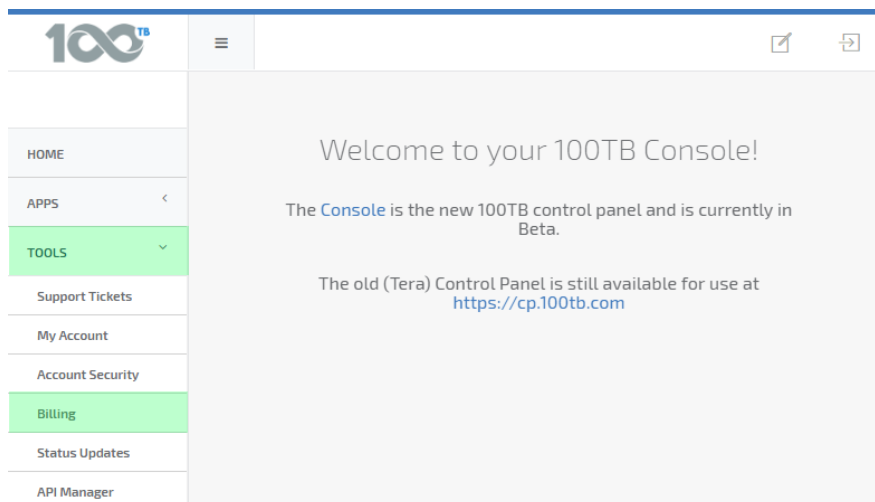
Have a service you no longer need or use? You can quickly submit a cancellation in your Console account.

Log into your Account: <https://console.100tb.com/#/>



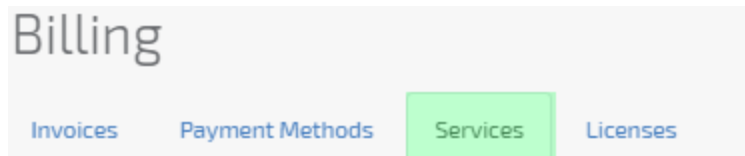
The screenshot shows the 100TB logo at the top. Below it are two tabs: "LOGIN" and "SIGN UP". The "LOGIN" tab is active. The form contains three input fields: "Username" with the value "example@gmail.com", "Password" with masked characters, and "OTP Key Pin" with the text "(if required)". Below the fields is a "Login" button and a "Forgot Password?" link.

Expand the "TOOLS" tray from the menu on the left hand side of your screen, and then click on the "Billing" tab:



The screenshot shows the 100TB console dashboard. On the left is a navigation menu with items: HOME, APPS, TOOLS (expanded), Support Tickets, My Account, Account Security, Billing (highlighted), Status Updates, and API Manager. The main content area displays a welcome message: "Welcome to your 100TB Console! The Console is the new 100TB control panel and is currently in Beta. The old (Tera) Control Panel is still available for use at <https://cp.100tb.com>".

When the "Billing" page loads, find the tab at the top and click on "Services".



The screenshot shows the "Billing" page with a navigation bar containing four tabs: "Invoices", "Payment Methods", "Services" (highlighted), and "Licenses".

You should see a list of your current and active services. If the service is available to cancel, you'll see a red "Cancel" button to the right of the service.

Billing Console / Tools / Billing

Invoices **Payment Methods** **Services** Licenses

ID #	Description	Started	Price
SW0000	1 Core / 0.5GB RAM / 25GB SSD / 2TB Bandwidth--Setup Fee	11/30/2016	\$0.00 Cancel
SW0000	1 Core / 0.5GB RAM / 25GB SSD / 2TB Bandwidth	11/30/2016	\$5.00
SW0000	1 Core / 1GB RAM / 35GB SSD / 3TB Bandwidth	11/22/2016	\$10.00
SW0000	CLOUD NODE	10/17/2016	\$20.00
SW0000	1 Core / 0.5GB RAM / 25GB SSD / 2TB Bandwidth	10/10/2016	\$5.00
SW0000	1 Core / 1GB RAM / 35GB SSD / 3TB Bandwidth	11/02/2015	\$10.00

Previous 1 Next

EXAMPLE

A confirmation window will then pop-up. You may need to check that you don't have any pop-up blockers installed on your browser. If you do have a pop-up blocker installed, then allow console.100tb.com to show pop-ups. You must complete the fields with the necessary information in order for the cancellation request to be finalized.

STEP 1: Once you see the pop-up, select a cancellation reason from the drop down.

Confirm cancellation of service # XXXXXXXX

We're really sad to hear you're cancelling this service. Is there any particular reason why?

Technical Support
▼

Price
▼

- Technical Support
- Response Times
- Account/Billing
- Network Speed
- Product Did Not Match My Needs
- Reliability/Uptime
- Turning Off Site
- Can't Afford
- Wasn't Able To Get My Website Up And Running
- Turning Off Site Temporarily, I'll Be Back
- Changing To A Different Package
- Web Designer/Developer Prefers Different Host
- My Client Cancelled Their Services With Me

Abort Cancellation
Submit Cancellation

Continue to Step 2 to complete your cancellation request.

STEP 2:

Confirm cancellation of service # 49250

We're really sad to hear you're cancelling this service. Is there any particular reason why?

Turning Off Site Temporarily, I'll Be Back

Please be detailed with the reason for cancelling the service.

Reason for Cancellation goes here

Abort Cancellation

Submit Cancellation

You will see a confirmation notification after clicking "Submit Cancellation".



Contact Support

If you have questions about this process or others, please contact our support team by opening a chat or by [creating a ticket](#) within your Console account.