

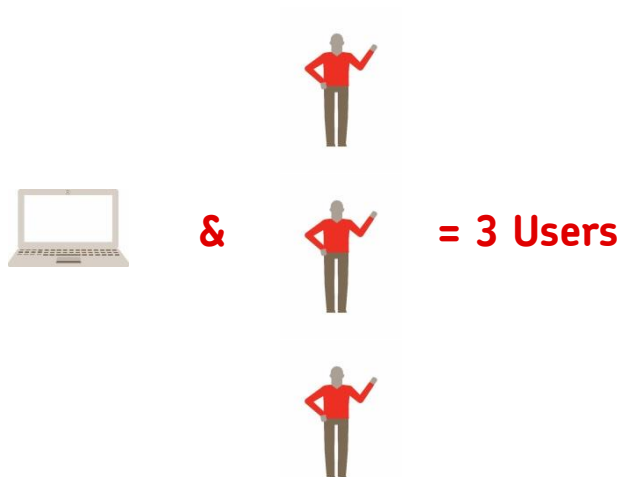
User

What is it?

“**User** is an **individual** authorised by an **End User** to use a **Solution**”.

How does it work?

A couple of simple examples are shown below:



Cont..

What else do I need to know?

Clarification regarding User, issued April 2016.

There are certain circumstances where it would be appropriate to consider multiple 'individuals' as only one User and therefore only charge one User fee. Some examples are:

- Where an individual leaves an End User organisation (such as on resignation) and is replaced by another individual.
- An individual User is on maternity or paternity leave and is replaced by another individual for a period of time, returning at the end of their leave.
- An individual has a period of sick absence and is replaced by someone else until the indisposed individual returns (the period of time could be one day, one week etc.).

In the above examples we will not regard the additional or replacement individual as an additional User, and will only require one User licence fee to be returned.

We have created some new scenarios (within the 'Licensing your customers' section) to describe when one User fee applies - [view the scenarios](#).

