

# **NovaTech Solutions — Account Management Guide**

## **Creating and Managing Your Account**

To create a NovaTech account, visit [novatech.com/register](http://novatech.com/register) and provide your name, email address, and a password. Passwords must be at least 8 characters long and include at least one uppercase letter, one lowercase letter, and one number. After registration, you will receive a verification email — click the link to activate your account.

You can manage your account settings at [novatech.com/account](http://novatech.com/account). From there you can update your name, email, password, phone number, profile photo, and notification preferences. Changes to your email address require re-verification.

**Account Recovery:** If you lose access to your account and cannot reset your password via email, contact [support@novatech.com](mailto:support@novatech.com) with your full name, the email address on the account, and the last 4 digits of the payment method on file. Our team will verify your identity and help restore access within 24 to 48 hours.

## **Two-Factor Authentication**

We strongly recommend enabling two-factor authentication (2FA) for your NovaTech account. 2FA adds an extra layer of security by requiring a verification code in addition to your password.

To enable 2FA, go to Account Settings, then Security, then Two-Factor Authentication, and click Enable. You can choose from the following methods:

**Authenticator App (recommended):** Use any TOTP-compatible app such as Google Authenticator, Authy, or Microsoft Authenticator. Scan the QR code displayed on screen and enter the 6-digit verification code to complete setup.

**Hardware Security Key:** We support FIDO2/WebAuthn security keys such as YubiKey. Insert your key and follow the on-screen instructions. You can register up to 5 security keys per account.

**Backup Codes:** When you enable 2FA, you will receive 10 one-time backup codes. Store these in a safe place — each code can be used once to access your account if you lose access to your primary 2FA method. You can regenerate backup codes at any time from your security settings.

If you lose access to all 2FA methods and backup codes, contact support for identity verification and 2FA reset. This process takes 48 to 72 hours for security purposes.

## **Team and Organization Management**

If you are on a Team or Enterprise plan, your team administrator can manage users from the Admin Console at [admin.novatech.com](https://admin.novatech.com).

**Adding Users:** Click "Add User" and enter the person's email address. They will receive an invitation email and must create a NovaTech account (or link an existing one) to join your team. You can assign roles such as Member, Manager, or Administrator.

**Removing Users:** When you remove a user from your team, their access to shared team resources is immediately revoked. Their personal files remain in their individual account. If you need to transfer their files to another team member, use the "Transfer Ownership" option before removing the user.

**Role Permissions:** Members can access shared files and channels. Managers can create channels, manage members within their department, and view team analytics. Administrators have full control including billing, security settings, user management, and organization-wide settings.

**Single Sign-On (SSO):** Team and Enterprise plans support SSO via SAML 2.0. Supported identity providers include Okta, Azure Active Directory, Google Workspace, and OneLogin. SSO setup is available in the Admin Console under Security, then Single Sign-On. Our support team can assist with configuration.

## **Billing and Payment**

NovaTech accepts the following payment methods: Visa, Mastercard, American Express, Discover, PayPal, and bank transfer (Enterprise plans only).

Your subscription is billed on the same day each month (or year for annual plans). You can view your billing history and download invoices at [novatech.com/account/billing](https://novatech.com/account/billing).

**Payment Failures:** If a payment fails, we will attempt to charge your payment method again after 3 days. If the second attempt fails, your account will be placed in a grace period of 7 days with full access. After the grace period, your account will be restricted to read-only mode — you can view your data but cannot create or edit content. Your data is preserved for 90 days. Update your payment method to restore full access immediately.

**Invoices:** Invoices are generated automatically for each payment and sent to your account email. Enterprise customers can request custom invoicing with purchase order numbers — contact [billing@novatech.com](mailto:billing@novatech.com).

**Tax:** Prices listed on [novatech.com](https://novatech.com) are exclusive of applicable sales tax. Tax is calculated based on your billing address and applied at checkout. Enterprise customers may provide a tax exemption certificate — email it to [billing@novatech.com](mailto:billing@novatech.com).