

Extend Citrix Cloud service subscriptions

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This article describes how purchased subscriptions for Citrix Cloud services expire and how you can extend your subscription.

In this article, *monthly subscriptions* refer to services that are purchased on a month-to-month basis. *Annual subscriptions* refer to services that are purchased on a yearly basis. *Multiannual subscriptions* refer to services that are purchased on a multi-yearly basis.

NOTE:

Citrix Service Providers (CSPs) can extend their subscriptions by submitting a zero-dollar purchase order to their CSP distributor. For more information about CSP product renewals and licensing, refer to the *Citrix Service Provider Licensing Guide for Citrix Cloud*, available through the [Citrix Partner Central](#) web site.

Before expiration

For monthly subscriptions, Citrix Cloud does not send notifications prior to expiration.

For annual and multiannual subscriptions, Citrix Cloud notifies you at certain intervals when your existing subscription approaches expiration. These notifications alert you to extend the subscription and avoid service interruption. The following notifications appear in the Citrix Cloud management console:

- 90 days before expiration: A yellow banner appears, showing the services that need to be extended and their expiration dates. This notification appears in the console every seven days or until the service is extended.
- Seven days before expiration: A red banner appears, showing the services that need to be extended and their expiration dates. This notification appears in the console until the service is extended.

You can dismiss these notifications when they appear; however, they will reappear after seven days.

Citrix also sends you an email notification that includes a list of the services that need to be extended and their expiration dates. Citrix sends this notification at the following intervals:

- 90 days before expiration
- 60 days before expiration
- 30 days before expiration

- Seven days before expiration
- One day before expiration

After expiration: Service block and data retention

Citrix retains any data that you added to the service for 90 days after the service expiration date. If you extend your subscription before the 90-day retention period ends, your administrators and users can access the service with your data intact. Your extended subscription starts as follows:

- For monthly subscriptions, the start date of your first month's subscription is the date you purchase the extension. Afterward, your subscription automatically renews on the first day of each subsequent month.
- For annual and multiannual subscriptions, the start date of your extended subscription is the day immediately following the date of expiration. For example, if your subscription expires on September 30, and you extend the subscription on October 23, the start date of the extended subscription is October 1.

If you don't extend your subscription before the 90-day retention period ends, Citrix resets the service and deletes any data that you added. If you agreed to allow Citrix to manage your cloud deployment (for example, when using Citrix Essentials services or the Azure Quick Deploy option in Citrix DaaS), Citrix performs the following actions after the 90-day retention period ends:

- Removes all customer-related data from Citrix databases.
- Deletes all resources related to Citrix Cloud services, including Citrix-managed VMs, that Citrix provisioned in your cloud environment. For a description of the Citrix-managed components that are included in specific Citrix Cloud services, refer to the service's documentation.

Customer-managed Azure subscriptions

If you are using your own Azure subscription with a Citrix Cloud service, the service installs an app when you connect your Azure subscription to the service. If you don't extend your Citrix Cloud service subscription, Citrix does not remove this app from your Azure subscription after the 90-day retention period ends. You must delete this app to remove the service completely from your Azure subscription. You can delete the app using one of the following methods:

- If administrators are not yet blocked from accessing the service, delete this app from within the service.
- If administrators are blocked from accessing the service, delete this app from within the Azure portal.

Purchase service extensions

To extend your subscription to Citrix Cloud services, contact your Citrix sales representative. To find your sales representative, use the following steps:

1. Sign in to your Citrix account.
2. Select **Quoting (DOTI)** and then select **Transactions**. Your sales representative and their email address are displayed near the top of this view.

Alternatively, visit the [Citrix Customer Service](#) page for contact information in your geographical region.

To complete the purchase, your sales representative needs the Organization ID for your Citrix Cloud account. To find your Organization ID, sign in to your Citrix Cloud account. Your Organization ID is displayed in the following places:

- In the customer menu, in the upper-right corner of the Citrix Cloud console.
- On the **Account Settings** page.


Account settings

- Details
- Notifications
- Orders

Account details

Account settings apply to all administrators added to the account.

Information

Account name ⓘ
Example Corp. 

Org ID ⓘ
12345678

CCID ⓘ
xyz12345

Region
Citrix Cloud United States

Example Corp.

Organization ID: 12345678

Account settings

Administrator

administrator@example.com

My settings

English (US)

Sign out