



User guide

Microsoft 365 License and Seat Audit: the Windows app and the portal

Windows app and portal 0.1.0 · October 2026

The newest version of this guide is on the website, under User guide.

Contents

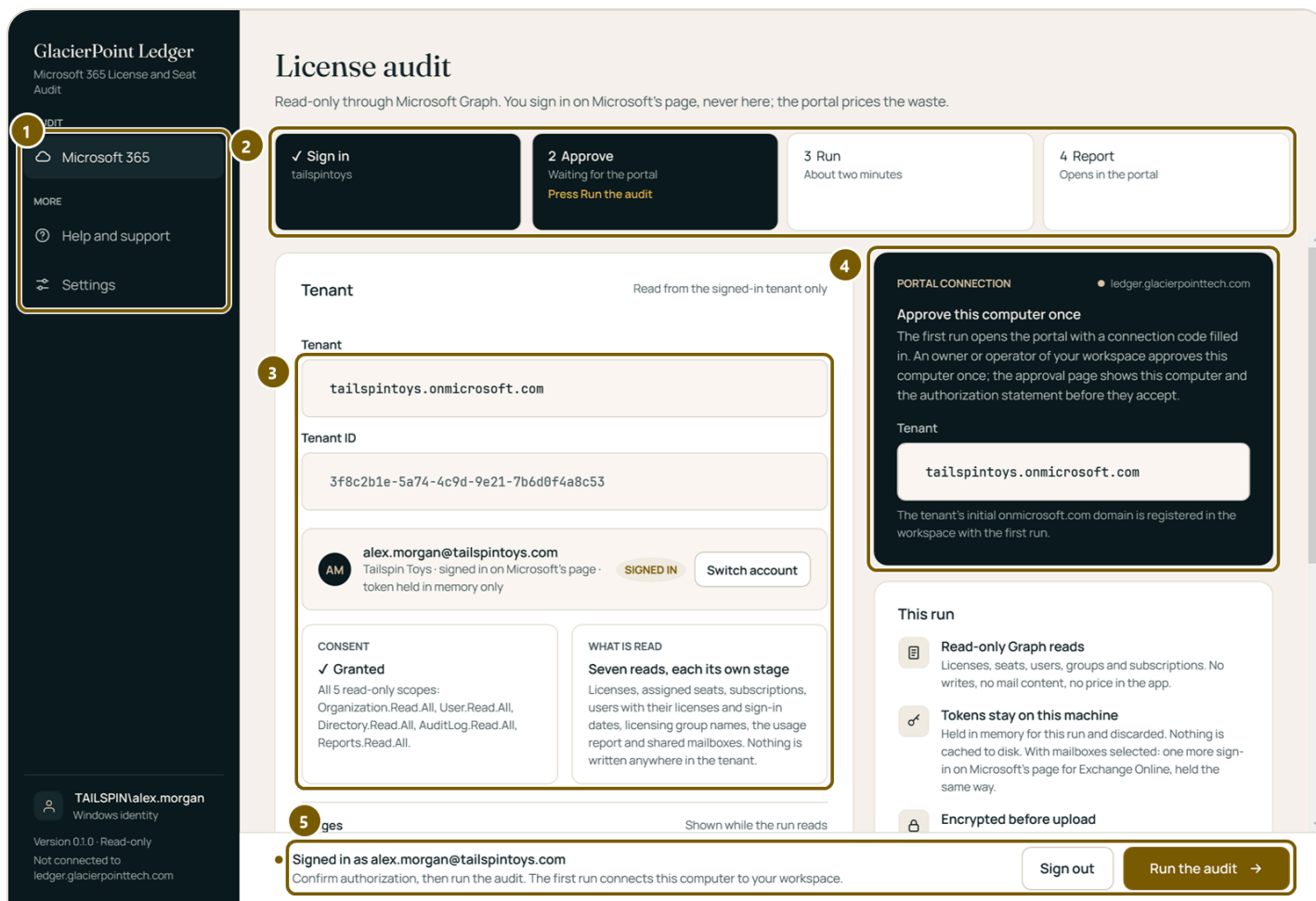
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1. About this guide

GlacierPoint Ledger reads the licenses and seats of a Microsoft 365 tenant and prices what is unused: licenses bought and not assigned, licensed accounts nobody uses, users who pay twice for the same service, guests and shared mailboxes holding licenses, assignment errors and subscriptions about to end. It only reads; nothing in the tenant is ever changed. It has two parts:

- **The Windows app** runs on a computer of yours. It signs in to Microsoft as you, reads the tenant, seals what it read on that computer and uploads it. It never sees a price.
- **The portal**, in your browser, holds your workspace: your team, your tenants and every run. It runs the eleven checks, prices them, and shows the report, the lists behind each figure, the CSV files and the PDF. It never signs in to your tenant.

This guide is for the administrator who looks after one or more tenants, for an organization of their own or for customers. It follows the order in which you meet things: install and connect, sign in, run, read the report, then the parts you set up once.



The Windows app. The pictures in this guide show a sample tenant, Tailspin Toys, and its administrator, Alex Morgan.

- 1 The menu: **Microsoft 365** (the audit), **Help and support** and **Settings**. Its foot shows your Windows account, the app version and the portal the app is connected to.
- 2 The four steps of a run: **Sign in**, **Approve**, **Run**, **Report**. The steps that are done or under way are dark; the line in color says what to do next.
- 3 The tenant you signed in to, its ID, the account and what the app may read (the **Consent** card).
- 4 The connection to the portal: approved once per computer, the first time you run.
- 5 The footer: what is happening now, **Sign out**, and **Run the audit**.

Light or dark. The website and the portal follow the setting of your computer until you use the switch with a sun and a moon at the top of a page; your browser remembers the choice. The app has the same choice under **Settings, Appearance**. The pictures in this guide show the light colors.

The app and this guide use the same words. A **run** is one reading of one tenant at one moment. A **check** is one of the eleven questions the portal asks of a run, such as "licenses bought and not assigned". A **SKU** is one license product, such as Microsoft 365 E3.

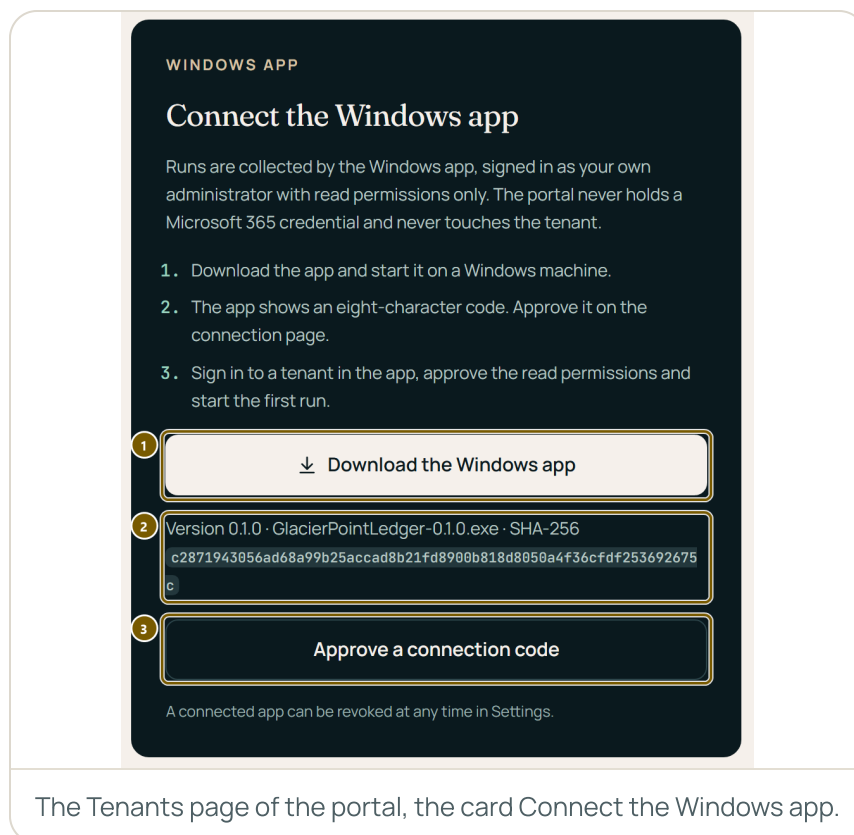
2. Install and connect the Windows app

What you need

- A workspace in the portal. **Start free** creates one with your work email; colleagues are invited later, in Settings.
- A Windows 10 or Windows 11 computer, 64-bit.
- An account of the tenant that can read the directory. Global Reader is enough; the app asks for read permissions only.

Download the app

Sign in to the portal. The card **Connect the Windows app** is on the Tenants page, the first page you see.



The Tenants page of the portal, the card Connect the Windows app.

- 1 **Download the Windows app** saves `GlacierPointLedger-0.1.0.exe`. It is a single program; there is nothing else to install. Start it.
- 2 The version, the file name and its SHA-256 checksum, to compare with `Get-FileHash` if you want to be sure the file is the one the portal offers. The **Download** page shows the same.
- 3 **Approve a connection code** opens the page where you approve the app (below).

Connect the app to your workspace

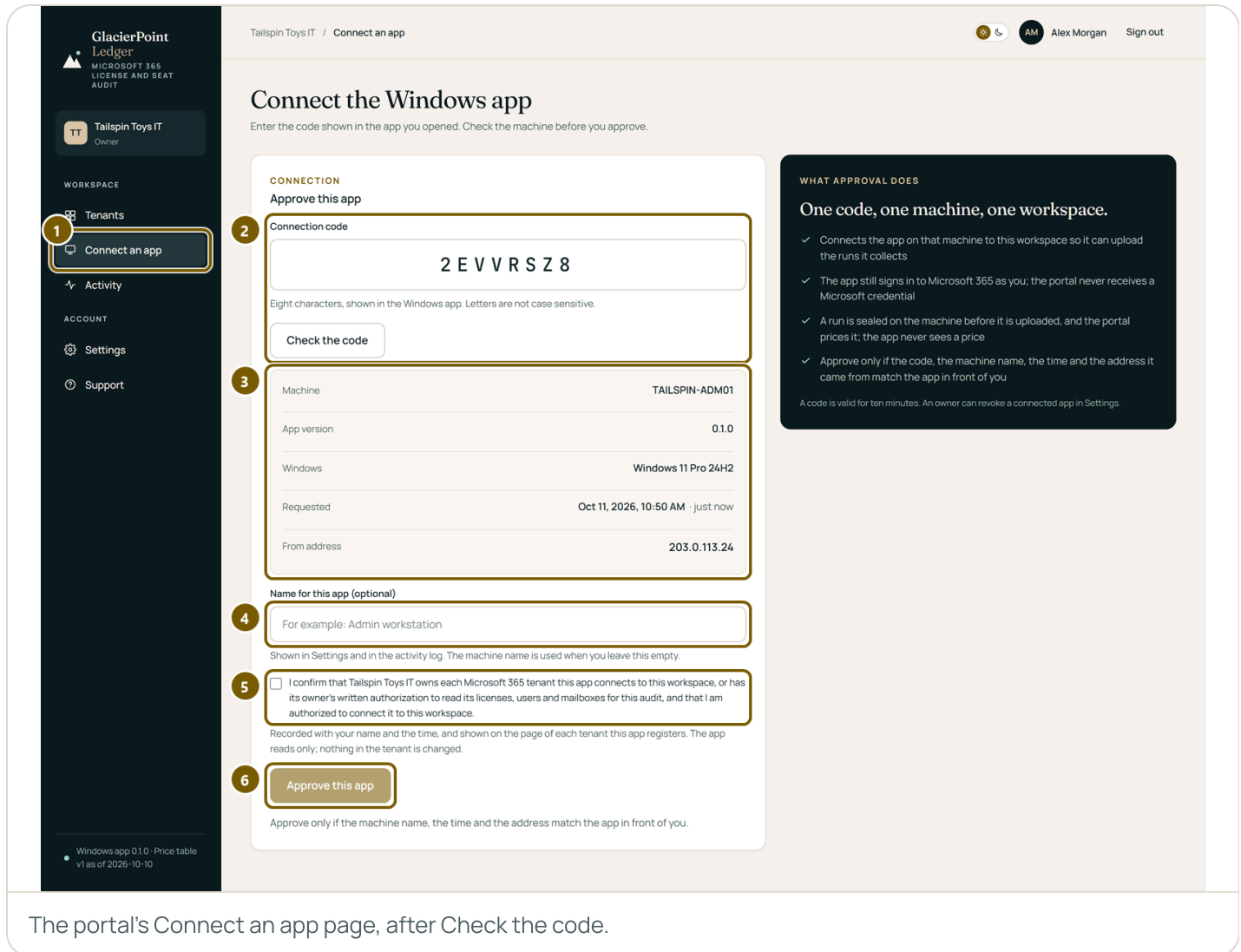
Connecting is done once per computer, the first time you press **Run the audit** (section 4). The app asks the portal for an eight-character code, copies it to the clipboard and opens the portal's **Connect an app** page in

your browser with the code filled in.



- 1 The connection code.
- 2 Copies the code again, if you need to type it in the portal yourself.
- 3 Enter the code only on the portal, never on a Microsoft page. The app says when it has copied the code.

In the portal, sign in if asked. Only an owner or an operator of the workspace can approve.



The portal's Connect an app page, after Check the code.

- 1 **Connect an app** in the portal's menu opens this page at any time.
- 2 The code from the app. Type it and choose **Check the code** if the page did not open with it.
- 3 The computer that asked: its name, the app version, Windows, when and from which address. Approve only when they are the computer in front of you.
- 4 A name for the app, such as "Admin workstation", shown in Settings and in the activity log. Leave it empty to use the machine name.
- 5 The authorization statement: your organization owns each tenant this app connects, or has its owner's written authorization to read it, and you may connect it. It is recorded with your name and the time and shown on the page of each tenant the app registers.
- 6 **Approve this app** becomes available once the statement is ticked. Within a few seconds the app shows that it is connected and the run goes on.

An owner can revoke a connected app at any time in the portal's **Settings**, under **Connected apps**.

The Terms of Service

When the portal has a version of the Terms of Service in force, the app shows it before its first connection to that portal, and again when a new version comes into force.

TERMS OF SERVICE

Before this app connects

ledger.glacierpointtech.com asks you to accept its Terms of Service, version 2026-11-01, before this app connects to it.

1

By continuing you accept the GlacierPoint Ledger Terms of Service, version 2026-11-01, for your organization.

Read the [Terms of Service](#). Our [Privacy Policy](#) explains how we handle your data.

Accept: the app remembers this for this portal and version and sends the version with the connection; a new version asks again. Quit: the app closes and nothing is connected or read.

2

Quit

Accept

Before the first connection: accept the Terms, or quit.

- 1 What you accept, for your organization, and the version. The links open the Terms of Service and the Privacy Policy on the website.
- 2 **Accept** remembers the version for this portal and sends it with the connection. **Quit** closes the app; nothing is connected or read.

3. Sign in and grant the read permissions

The app signs in on Microsoft's own page in your browser. No password is typed in the app; the sign-in is held in memory for the run and discarded when it ends.

Read-only through Microsoft Graph. You sign in on Microsoft's page, never here; the portal prices the waste.

1

1 Sign in
Microsoft's page
Press Sign in to Microsoft

2 Approve
Waiting for the portal

3 Run
About two minutes

4 Report
Opens in the portal

Tenant

Read from the signed-in tenant only

Step 1 of 4. Opens Microsoft's sign-in page in your browser; sign in there with an account that can read the directory (Global Reader is enough). No password is typed in this app, nothing is cached, and no code is needed unless the browser cannot be opened.

2

Sign in to Microsoft →

Tenant

Tenant ID

Not signed in
Sign in on Microsoft's page to read the tenant. The token is held in memory only. NOT SIGNED IN

CONSENT
Checked after sign-in
Five read-only Graph scopes: three required, two optional (sign-in dates, the usage report).

WHAT IS READ
Seven reads, each its own stage
Licenses, assigned seats, subscriptions, users with their licenses and sign-in dates, license group names, the usage report.

3

This run

Read-only Graph reads
Licenses, seats, users, groups and subscriptions. No writes, no mail content, no price in the app.

Tokens stay on this machine
Held in memory for this run and discarded. Nothing is cached to disk. With mailboxes selected: one more sign-in on Microsoft's page for Exchange Online, held the same way.

Encrypted before upload
Sealed here with AES-256-GCM to the portal's key. The portal evaluates and prices; the document itself is not kept there.

4

☐ I authorize a read-only license audit of the signed-in tenant, uploaded sealed to ledger.glacierpointtech.com.
Nothing in the tenant is changed. The token is discarded when the run ends.
Optional reads are chosen under Settings: the usage report when the tenant has no sign-in dates; no mailboxes.

5

Not signed in
Sign in with Microsoft to read the tenant identity, then authorize and run.

Sign out

Run the audit →

The app before the sign-in.

- 1 Step 1 of 4, with what to do next.
- 2 **Sign in to Microsoft** opens Microsoft's sign-in page. Sign in there with an administrator account of the tenant. Microsoft's page names the app the sign-in is for; that is expected.
- 3 **This run**: read-only Graph reads, tokens that stay on this computer, and a run that is encrypted before it is uploaded.
- 4 The authorization box. After the sign-in it names the tenant: tick it to confirm that you may audit that tenant, read-only.
- 5 **Run the audit** becomes available once you are signed in and the box is ticked.

The read permissions

The app asks for five read-only Microsoft Graph permissions. Three are required: **Organization.Read.All** (subscriptions and SKUs), **User.Read.All** (users and their licenses) and **Directory.Read.All** (licensing groups and assignment states). Two are optional: **AuditLog.Read.All** gives the last sign-in dates, and **Reports.Read.All** the Microsoft 365 usage report. The **Consent** card says which are granted.

1 alex.morgan@tailspintoys.com
Tailspin Toys - signed in on Microsoft's page - token held in memory only SIGNED IN Switch account

2 CONSENT
✓ Required scopes granted
The optional stages are skipped until these are granted:
• AuditLog.Read.All (optional)
• Reports.Read.All (optional)
Granted: 3 of 5 (Organization.Read.All, User.Read.All, Directory.Read.All).
Grant consent
Opens Microsoft's consent page with the five read-only scopes. Tick "Consent on behalf of your organization" there only if other people in the organization will run this app.

3 WHAT IS READ
Seven reads, each its own stage
Licenses, assigned seats, subscriptions, users with their licenses and sign-in dates, licensing group names, the usage report and shared mailboxes. Nothing is written anywhere in the tenant.

4 This run
Read-only Graph reads
Licenses, seats, users, groups and subscriptions. No writes, no mail content, no price in the app.
Tokens stay on this machine
Held in memory for this run and discarded. Nothing is cached to disk. With mailboxes selected: one more sign-in on Microsoft's page for Exchange Online, held the same way.
Encrypted before upload
Sealed here with AES-256-GCM to the portal's key. The portal evaluates and prices; the document itself is not kept there.

5 I authorize a read-only license audit of

Signed in as alex.morgan@tailspintoys.com
An optional scope is not granted; its stage is skipped. Grant consent in the Consent card, or confirm authorization to continue anyway.

Sign out Run the audit →

Signed in, with the two optional permissions not granted yet.

- 1 The account you signed in with and its organization. Check that it is the tenant you meant; **Switch account** signs in again with another.
- 2 The permissions that are missing and the ones that are granted. A stage that needs a missing optional permission is skipped, and the report says so.
- 3 **Grant consent** opens Microsoft's consent page with the five read-only permissions. Tick "Consent on behalf of your organization" there only if other people in the organization will run the app.
- 4 Tick the authorization box to go on with the permissions you have.
- 5 **Run the audit** starts the run.

4. Run the audit

A run reads the tenant and changes nothing in it. It takes about two minutes for most tenants. The app reads in seven stages, one after the other, and shows each as it goes.

Read-only through Microsoft Graph. You sign in on Microsoft's page, never here; the portal prices the waste.

✓ Sign in
tails Pintoys

✓ Approve
Connected: Tails pin Toys

1
3 Run
Stage 4 of 7: Users

4 Report
Opens in the portal

✓ **Granted**
All 5 read-only scopes:
Organization.Read.All, User.Read.All,
Directory.Read.All, AuditLog.Read.All,
Reports.Read.All.

Seven reads, each its own stage
Licenses, assigned seats, subscriptions,
users with their licenses and sign-in
dates, licensing group names, the usage
report and shared mailboxes. Nothing is
written anywhere in the tenant.

2
Organization ✓ Tails pin Toys
name, domains, country · Organization.Read.All

SKUs ✓ 7 SKUs
every subscribed SKU, kept whole · Organization.Read.All

Subscriptions ✓ 4 subscriptions
ends and trials; skipped when not available · Organization.Read.All

Users Reading... 2,000 users read
licensed users and guests, sign-in dates with P1 · User.Read.All

Groups Waiting
names of licensing groups · Directory.Read.All

3
Usage report Waiting
last activity to the day, when needed · Reports.Read.All

Mailboxes Waiting
shared, room and equipment, through Exchange Online · Exchange Online

4
Optional reads are chosen under Settings: the usage report
when the tenant has no sign-in dates; no mailboxes.

5
Cancel Sign out Run the audit →

• **Reading the tenant · stage 4 of 7**
Users: 2,000 users read. Nothing in the tenant is changed.

Tokens stay on this machine
Held in memory for this run and discarded. Nothing is
cached to disk. With mailboxes selected: one more sign-
in on Microsoft's page for Exchange Online, held the
same way.

Encrypted before upload
Sealed here with AES-256-GCM to the portal's key. The
portal evaluates and prices; the document itself is not
kept there.

☒ I authorize a read-only license audit of
tails Pintoys.onmicrosoft.com, uploaded sealed to
ledger.glacierpointtech.com.
Nothing in the tenant is changed. The token is discarded
when the run ends.

A run at stage 4 of 7.

- 1 The stage under way.
- 2 The stages every run reads: the organization, the subscribed SKUs, the subscriptions, the users and guests with their licenses (and their sign-in dates when the tenant has Entra ID P1 or P2), and the names of licensing groups. Each says what it read.
- 3 The two optional stages. The **usage report** gives the last activity of each user, to the day, across Exchange, OneDrive, SharePoint and Teams. The **mailboxes** stage reads the shared, room and equipment mailboxes through Exchange Online: sizes and holds only, never mail.
- 4 Which optional reads this run makes, and where to change them.
- 5 **Cancel** stops the run; nothing is uploaded.

The usage report and the mailboxes

The optional reads are chosen in the app's **Settings**, under **What a run reads**.

What a run reads

The organization, the subscribed SKUs, the subscriptions, the licensed users and guests, and the names of licensing groups are always read. The two optional reads:

- 1 ☐ **Always read the Microsoft 365 usage report**
Without this the report is read only when the tenant has no Entra ID P1 (no sign-in dates). Last activity across Exchange, OneDrive, SharePoint and Teams, to the day.
- 2 ☐ **Read shared, room and equipment mailboxes**
Through Exchange Online: one more browser sign-in, then Get-EXOMailbox and Get-EXOMailboxStatistics in a hidden PowerShell with the ExchangeOnlineManagement module. Sizes and holds only; no mail is read.

The app's Settings, What a run reads.

- 1 **Always read the Microsoft 365 usage report.** Without it, the report is read only when the tenant has no Entra ID P1, so has no sign-in dates (section 5, "The P1 note").
- 2 **Read shared, room and equipment mailboxes.** One more sign-in on Microsoft's page, for Exchange Online, held in memory like the first.

When the run is done

The app seals what it read on your computer, uploads it to your workspace and opens the run's page in your browser.

REPORT

1

Your report is ready

63 users (45 licensed, 3 guests), 7 SKUs, 5 mailboxes. Run k3Pq9vXz2Lm8Rt4Yw6Nb1Hc7Jd5Fg0Sa. The portal evaluated the eleven checks and priced the waste; the figures are on the run page.

Run page: <https://ledger.glacierpointtech.com/portal/run?id=k3Pq9vXz2Lm8Rt4Yw6Nb1Hc7Jd5Fg0Sa>

2

Open report →

The run is uploaded and the report is ready.

1 The run is in the portal. The sign-in was discarded; another run signs in again.

2 Opens the run's page again, if you closed it.

5. Read the report

In the portal, open **Tenants** and choose a tenant. Its page shows the newest run; a list at the top opens an older one.

The screenshot displays the 'Tailspin Toys' tenant page. At the top, the tenant name 'Tailspin Toys' is shown with a URL 'tailspintoys.onmicrosoft.com' and a 'Watch plan' button. To the right are 'Your prices' and 'Download the PDF' buttons. The main content area is divided into several sections:

- 1 POTENTIAL SAVINGS:** Shows a large '\$2,001' with a subtext '\$24,012 a year, at Microsoft list prices'.
- 2 UNASSIGNED LICENSES:** Shows '10007' with a subtext 'Bought and not assigned to anyone'.
- DISABLED OR STALE USERS:** Shows '9' with a subtext 'Licensed accounts nobody uses'.
- OVERLAPPING LICENSES:** Shows '25' with a subtext 'Users paying twice for the same service'.
- 3 OVER TIME:** Titled 'Potential savings per run', it states 'The trend appears from the second run. Each run adds a point.'
- 4 THIS RUN Run facts:** A detailed section for the current run, including:
 - Finished: Oct 11, 2026, 10:22 AM · 29 minutes ago
 - Result: Complete (with a green checkmark)
 - Signed in as: alex.morgan@tailspintoys.com
 - App: GlacierPoint Ledger · 0.1.0
 - Users: 46 licensed of 64, 3 guests
 - Price table: Version 1, list prices as of 2026-10-10
 - Kept until: No limit on this plan
- 5:** A section showing various checks that were read, such as 'organization: read', 'skus: read', 'subscriptions: read', 'users: read', 'groups: read', 'usage: skipped', and 'mailboxes: read'.

At the bottom of the page, a caption reads: 'The top of the tenant's page: the savings card and the facts of the run.'

- 1 Potential savings:** what the unused and doubled licenses cost a month, and a year, at the prices of this run. A license that falls under several checks is counted once.
- 2** The three headline counts: licenses bought and not assigned, licensed accounts nobody uses (disabled or stale), and users paying twice for the same service.
- 3 Over time:** the potential savings of each run, from the second run on.
- 4 Run facts:** when it finished, the result, the account, the app, how many users, the price table and how long the run is kept.
- 5** What each stage read. **Skipped** means a stage was not needed or not chosen, and the checks that depend on it say so.

The checks

Below the card, each check has a section: unassigned licenses, disabled users still licensed, stale users, users who never signed in, overlapping licenses, add-ons without a base license, guests with licenses, shared, room

and equipment mailboxes with licenses, license assignment errors, service plans turned off, and subscriptions ending.

1

Unassigned licenses

Reduce the subscription by the unassigned units at the next renewal, or assign them before buying more.

2

✓ 6 rows

\$1,270 a month

3

CSV

4

LICENSE	BOUGHT	ASSIGNED	UNASSIGNED	TRIAL	ENDS	A MONTH
Microsoft 365 E3	120	104	16	No	Aug 17, 2027, 10:22 AM	\$624
Microsoft 365 E5	25	19	6	Yes	Oct 31, 2026, 10:22 AM	\$360
Microsoft 365 Copilot	20	14	6	No	Nov 25, 2026, 9:22 AM	\$180
Microsoft Teams Phone Standard	15	8	7	No		\$70
Exchange Online (Plan 1)	40	31	9	No	Mar 10, 2027, 9:22 AM	\$36
Microsoft Power Automate Free	10000	37	9963	No		\$0

One check: unassigned licenses.

- 1
- The check and what to do about it, in one sentence.
- 2
- How many rows, and what they cost a month. Checks that have no price, such as assignment errors, show the count only.
- 3
- CSV downloads the whole list (section 6).
- 4
- The rows: the users, licenses or mailboxes behind the figure, with the facts that put each one there, most expensive first.

A user who is stale after the number of days set for the tenant (90 unless you change it, section 8) is listed under **Stale users**; a user who never signed in at all, created more than 30 days ago, under **Users who never signed in**. In the Preview each list shows its first 5 rows; the count and the cost are always complete.

The limits of the run

1

READ THIS

Limits of this run

Every figure is per month at the prices of this run: your own price per SKU where you set one, else Microsoft's list price in US dollars. A license held by a user who falls under several checks is counted once.

The end of the report: Limits of this run.

- 1
- Limits of this run says what the figures rest on: the prices used, and that a license is counted once. Every note about a check that could not run, or ran on less, is repeated here, so the block is the one place to read before you hand the report on.

The P1 note. Microsoft records last sign-in dates only in tenants with Entra ID P1 or P2. Without them, Ledger uses the Microsoft 365 usage report instead, and the stale section and the limits block say: last activity comes from the usage report; it covers Exchange, OneDrive, SharePoint and Teams to the day; sign-ins to other apps are not seen. If the usage report could not be read either, or it hides user names, the stale and never-signed-in checks cannot run, and the note says how to enable them: grant the usage-report permission at the next run, turn off "Display concealed user, group, and site names in all reports" in the Microsoft 365 admin center, or add Entra ID P1.

6. Exports and the PDF

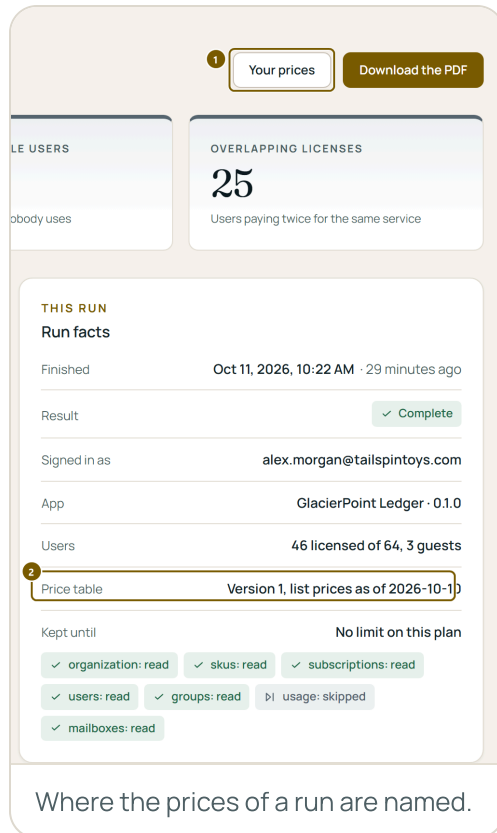
Every check exports its whole list as a CSV file with the **CSV** button of its section (mark 3 of the picture in section 5). The whole report is one PDF.

The screenshot shows the 'Tailspin Toys' tenant page. At the top, there's a header with the tenant name, a URL, a 'Watch plan' button, and a 'Download the PDF' button (marked with a circled '1'). Below the header are four summary cards: 'POTENTIAL SAVINGS' (\$2,001), 'UNASSIGNED LICENSES' (10007), 'DISABLED OR STALE USERS' (9), and 'OVERLAPPING LICENSES' (25). Each card has a brief description of the metric. Below the cards, a caption reads 'The head of the tenant's page.'

- 1 **Download the PDF:** the report of the run shown, with the tenant's name, the date, the run's ID and the version and date of the price table, ready to hand to whoever pays for the licenses.
- A CSV holds every row of one check, with the columns the section shows. It opens in Excel or any spreadsheet.
 - Exports come with a plan. In the Preview the buttons say so, and the page still shows every count and cost.
 - The activity log of the workspace records that a run was exported and in which format, never the content.

7. Your own prices

Figures are priced at Microsoft's list prices in US dollars, from a price table signed by GlacierPoint. If you pay less (an enterprise agreement, a partner discount), set your own price per SKU: from then on, your price wins over the list price.



- 1 **Your prices** opens the prices of this tenant. Settings has the same, under each tenant: **Set your prices per SKU**.
- 2 The price table this run was priced with: its version and the date of its list prices.

The prices page lists every SKU of the table, the ones in this tenant first, with the list price a month per user and a field for your price. Type your price, or leave the field empty to use the list price, and choose **Save**. The next run of the tenant is priced with these figures; runs already made keep the prices they had. Owners and operators set prices; your own prices come with a plan.

8. Stale days and alerts

Each tenant has its own settings in the portal: open **Settings** in the portal's menu.

Tailspin Toys
tailspintoys.onmicrosoft.com 1 run kept

1 **Display name**
Tailspin Toys

2 **A user is stale after**
90 days

Days without a sign-in or activity before a licensed user counts as stale. Applies to the next run.

3 **Alert when the savings change by more than**
\$
100
or %
20

Watch and MSP plans: the owners are emailed when the potential savings of a run differ from those of the previous run by more than this amount or this share of the previous figure, whichever is larger.

Currency label
USD

Shown next to every figure on the report. A label only: prices are not converted. USD at launch.

Your prices
4 **Set your prices per SKU**

Your own price per SKU wins over the list price when the waste is priced.

5 **Save changes** **Delete tenant**

Settings, one tenant.

- 1 The name the portal and the report show for the tenant.
- 2 **A user is stale after:** 30, 60, 90 (the default) or 180 days without a sign-in or activity. It applies to the next run.
- 3 **Alert when the savings change by more than** an amount or a share of the previous figure (100 dollars or 20 percent unless you change them); the larger of the two decides. With Watch and MSP, the owners are emailed when a run differs from the one before by more than that, and when a subscription is about to end.
- 4 **Set your prices per SKU** (section 7).
- 5 **Save changes.** Every change on this page is written to the activity log.

The same page lists the **connected apps** (revoke one at any time), the workspace and its **members**: invite a colleague by email as a viewer (reads runs and reports), an operator (also connects apps, changes tenant

settings and sets prices) or an owner (also deletes tenants, revokes apps, buys plans and manages members).

9. Plans

Every workspace starts as the free **Preview** for one tenant. All eleven checks run in every plan; the plans differ by how long you keep the full lists, whether you can export and price with your own figures, whether runs are scheduled and watched, and how many tenants you manage.

1

Try it first.

Every workspace starts as the free Preview: one tenant, up to 3 runs, no card needed. You get the savings card with every headline figure, and every check with its count and its cost, with the first 5 rows of each list. History is kept 30 days. Export and prices of your own come with a plan.

Start free

ONE TENANT

For a cleanup, or for the whole year

2

One-time

For a cleanup: one tenant, 30 days, no subscription

\$79_{once}

30 days, one tenant

For an administrator or a consultant who wants the full lists now.

- ✓ Runs on demand for 30 days
- ✓ Every row of every check, with the facts that put a user there
- ✓ CSV per check and the PDF report
- ✓ Your own price per SKU
- ✓ Then back to the Preview; the runs stay readable for 30 days

Buy the One-time report

3

RECOMMENDED

Watch

\$15_{a month}

\$180 a year, billed in advance; or \$15 month by month

For a tenant you look after all year: the waste figure watched, and a mail when it moves.

- ✓ Everything in One-time, all year
- ✓ Scheduled runs: weekly, or daily at most
- ✓ Alerts when the waste figure changes or a subscription ends soon
- ✓ History and the trend of monthly waste, 400 days
- ✓ "Since last run": what was fixed, what is new

Choose Watch

The plans for one tenant, on the Pricing page.

- 1 Preview**, free: one tenant, up to 3 runs, the savings card with every headline figure, and every check with its count and its cost, with the first 5 rows of each list. History is kept 30 days.
- 2 One-time**, \$79 per tenant, once: runs on demand for 30 days, every row of every check, the CSV files and the PDF, your own prices. Then the tenant returns to the Preview; its runs stay readable for 30 days.
- 3 Watch**, \$15 a month or \$180 a year billed in advance: everything in One-time, all year, plus scheduled runs, alerts, and the history and trend of 400 days.

MSP, \$99 a month plus \$9 a month per tenant: everything in Watch for every tenant of the workspace. To buy a plan, an owner opens the portal's **Settings**: each tenant shows its plan and **Purchase a plan**. The tenant is unlocked as soon as it is paid. Prices and the full comparison are on the [Pricing](#) page.

GlacierPoint Ledger user guide

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10. Scheduled runs

With Watch and MSP, a tenant can be read on a schedule, weekly or at most daily, so that the figure is watched and the alerts of section 8 can fire without anyone pressing Run.

RECOMMENDED

Watch

\$15

a month

\$180 a year, billed in advance; or \$15 month by month

For a tenant you look after all year: the waste figure watched, and a mail when it moves.

✓ Everything in One-time, all year

1 ✓ Scheduled runs: weekly, or daily at most

2 ✓ Alerts when the waste figure changes or a subscription ends soon

3 ✓ History and the trend of monthly waste, 400 days

✓ "Since last run": what was fixed, what is new

Choose Watch

What Watch adds, on the Pricing page.

- 1 Scheduled runs: weekly, or daily at most.
- 2 Alerts when the waste figure changes or a subscription is about to end.
- 3 The history and the trend of the monthly waste, for 400 days.

The Windows app's setup for scheduled runs is coming in this release: a scheduled run uses an app registration your organization owns and a certificate that stays on the computer that runs it. This section will show each step once it is in the app. Until then, run the audit by hand as in section 4; every run counts toward the history and the alerts of your plan.

11. Getting help

Two forms reach a person, who answers by email: **Technical Support** when something does not work as expected, and **Feature request** for something you would like the product to do. Every member can use them, on every plan, the Preview included.

The screenshot shows the 'Support' page in a web portal. On the left is a dark sidebar menu with 'Support' highlighted. The main content area is titled 'WRITE TO US' and 'Technical Support'. It contains a form with two radio buttons: 'Technical Support' (selected) and 'Feature request'. Below these are fields for 'Subject', 'Tenant (optional)', and a large 'Message' text area. A checkbox for 'Attach the diagnostics of my last run' is also present. A 'Send' button is at the bottom of the form. To the right of the form, a box titled 'WITH YOUR REQUEST' shows 'What we receive', including the email address 'alex.morgan@tailsintoy.com', portal version '0.1.0', and '5 of 5' requests left. Below this is a 'HELP' section with 'How it works' and 'FAQ' links. Numbered callouts 1-6 point to the menu, form options, subject/tenant/message fields, the diagnostics checkbox, the Send button, and the 'What we receive' box respectively.

The portal's Support page.

- 1 **Support** in the Account part of the portal's menu.
- 2 Choose the form.
- 3 A subject (one line), the tenant if it is about one, and the message: what happened, what you expected, and when. Please do not paste passwords, keys or the names of people in your tenant.
- 4 For Technical Support, attach the diagnostics file the Windows app writes. You see exactly what is sent before you send it.
- 5 **Send**. A copy is mailed to you; the activity log records that a request was sent, never its text.
- 6 What is sent with the request: the workspace, you, and the portal version.

In the Windows app, **Help and support** in the menu offers the same two forms and can attach the diagnostics of its last run. If neither works, write to support@glacierpointtech.com.

Not a customer yet? The [Pricing](#) page shows the plans, and the [FAQ](#) answers the common questions.