



License Requests

The license request form is used to change the number of [user licenses](#) on your site.

Your team can raise a license request at any time [here](#).

When purchasing licenses, our accounts team will provide a quote for your approval before proceeding and applying them to your Intranet for use.

Filling out the request

When submitting a license request, you will be asked to enter the following information:

InfoCapture > Add/Remove User Licenses > **Submit Request** Find ⓘ

☰ ⚙️ 📡

• - required fields

Request

Ⓜ System URL*

License/contract type* Perpetual License with Annual Support and Maintenance Contract
 SAAS License

Ⓜ Current number of user licenses*

Add or remove user licenses* add
 remove

Ⓜ Number of user licenses to add or remove*

Ⓜ Additional Notification Recipients

Comments

Please see information [here](#) regarding adding/removing user licenses

Add file Choose file

or select from pre-uploaded...

Maximum file upload size is 500 Mb

Description

System URL

Enter the URL of your Intranet for which you wish to change the license for

License/contract type

Select your contract type:

- Perpetual License (means your site is hosted on premise)
- SAAS License (means we host your site)

If you are unsure, make your best guess, as our accounts team will confirm this when providing a quote.

Current number of user licenses

Enter the number of licenses on your system.

The current max total can be found by navigating to **Admin > System > License** on your site as detailed [here](#).

Add or remove user licenses

Select whether you want to remove or purchase licenses. (When purchasing, there is a minimum of 5 users)

Additional notification recipients

Enter an email address if you wish for another user on your team to be notified about changes in the ticket.

(To be able to open and add notes to the ticket, they will need a [Discover account](#))

Comments

Provide any additional information you feel necessary to accompany your request, e.g. if your site uses extranets and this impacts where you want license changes to be applied, or any other special considerations.

Add File

We do not require any documentation from you to process a license change, however if there is a supporting file you would like to share with us you can upload it here.

Created on 6 March 2026 by [Hannah Door](#)

Tags: [intranet](#), [license](#), [user guide](#)