

# LICENSING FAQ: User License Model for Citrix Cloud Services and Enterprise SaaS

This document is intended for use by Citrix partners and customers and answers frequently asked questions about User licensing. The User license model is offered on Citrix Cloud services and Enterprise SaaS. This document contains the license reassignment policy, the process and the default reassignment/release intervals.

User licenses give Users access to the relevant service from an unlimited number of devices. Unless otherwise noted for your service, licenses cannot be manually assigned to Users. License assignment is done automatically by the service. Please note that once a license is assigned, it cannot be reassigned to another User until after 30 days of inactivity.

How does Citrix assign User licenses?

A licensed User requires a unique user ID. Unless otherwise noted for your service, if a User connects to the service, a User license is automatically license assigned to the User. Note: A User license is assigned to the User, not to the user's device(s).

What happens if a User exits my organization or is absent for a protracted period of time?

The service will automatically release any license after 30 days of inactivity.

How do I know how many licenses my organization has purchased?

All purchased licenses are available to review and access at any time (24x7) from your secure "Manage Licenses" toolbox found on your My Account page on [www.citrix.com](http://www.citrix.com).

What happens if I exceed my purchased User license count?

In scenarios where you exceed your purchased User license count, any additional licenses used must be purchased within 30 days of first use. Any overdraft capability is offered as a convenience, not as a license entitlement. Citrix reserves the right to remove any overdraft features in new product releases.