

inReach Support Center

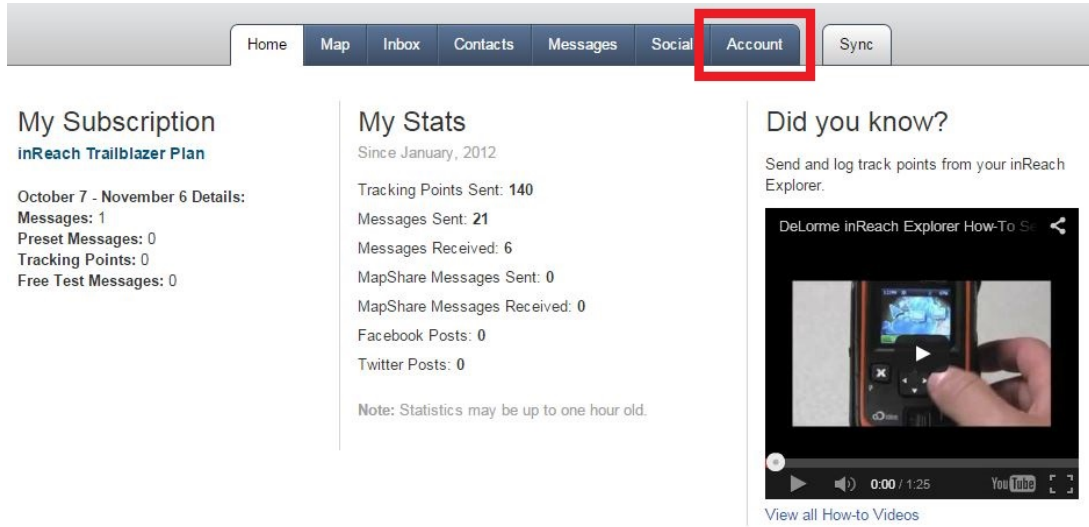
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Reactivating Service Plan in the Explore portal

Lu Parente - 2014-10-23 - 0 Comments - in Service/Account Management

Follow the steps below to reactivate your service plan or resume service in the Explore portal.

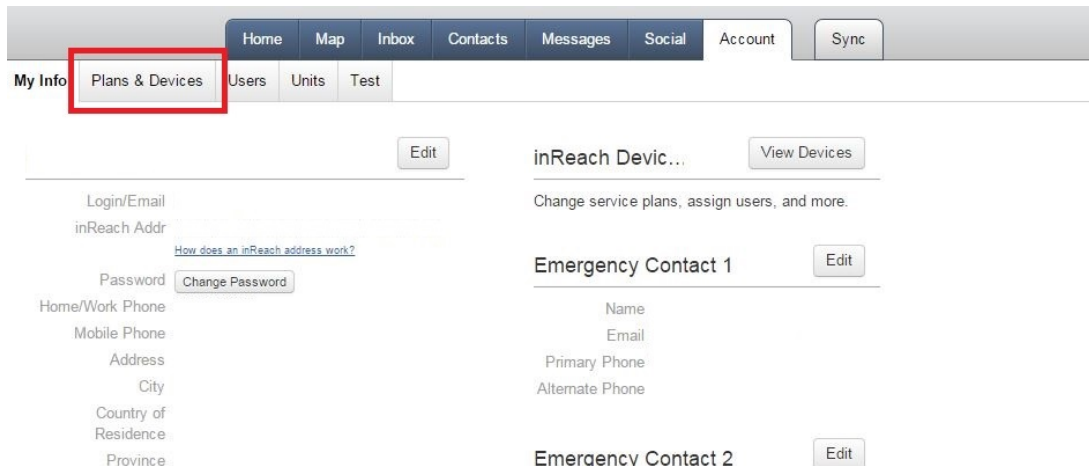
1. Click on the Account tab.



The screenshot shows the top navigation bar with tabs: Home, Map, Inbox, Contacts, Messages, Social, **Account** (highlighted with a red box), and Sync. Below the navigation bar, there are three main sections:

- My Subscription**: inReach Trailblazer Plan. October 7 - November 6 Details: Messages: 1, Preset Messages: 0, Tracking Points: 0, Free Test Messages: 0.
- My Stats**: Since January, 2012. Tracking Points Sent: 140, Messages Sent: 21, Messages Received: 6, MapShare Messages Sent: 0, MapShare Messages Received: 0, Facebook Posts: 0, Twitter Posts: 0. Note: Statistics may be up to one hour old.
- Did you know?**: Send and log track points from your inReach Explorer. Below this is a video player showing a hand interacting with an inReach Explorer device. The video title is "DeLorme inReach Explorer How-To S...".

2. From the Account tab, click the Plans & Devices sub-tab.



The screenshot shows the "Account" tab selected in the navigation bar. Below it, the "Plans & Devices" sub-tab is highlighted with a red box. The interface is divided into two main sections:


- My Info**: Includes fields for Login/Email, inReach Addr, Password (with a "Change Password" button), Home/Work Phone, Mobile Phone, Address, City, Country of Residence, and Province. An "Edit" button is located at the top right of this section.
- inReach Devic...**: Includes a "View Devices" button and a description: "Change service plans, assign users, and more." Below this are two "Emergency Contact" sections, each with fields for Name, Email, Primary Phone, and Alternate Phone, and an "Edit" button.

3. Click the Reactivate button under the desired device.

Home Map Inbox Contacts Messages Social Account Sync

My Info Plans & Devices Users Units Test

inReach Explorer ✎



IMEI	
Service Plan	Suspended
Plan Renewal	Nov 7th 2014
Assigned To	@gmail.com
Added	Jun 30th 2014
Synced	No (Last: Oct 23rd 2014)

[Devices Help](#)

Reactivate

Add Device

4. Click the desired plan and click the Change Service button.

Change Subscription Plan

Change your plan anytime. Note that plan changes can take a few minutes to take effect. Both your monthly plan fee and included data may be prorated. Please choose from one of the plans below:

inReach Canada Standard Plans

- inReach Safety Plan (\$19.95 CAD/month) [Plan Details](#)
Plan change will take effect immediately. (?)
- inReach Discover Plan (\$34.95 CAD/month) [Plan Details](#)
Your Current Plan
- inReach Trailblazer Plan (\$54.95 CAD/month) [Plan Details](#)
Plan change will take effect immediately. (?)
- inReach Unlimited Plan (\$74.95 CAD/month) [Plan Details](#)
Plan change will take effect immediately. (?)

Cancel Change Service

5. You will be asked to confirm the plan change. Once you have read the information presented, click the checkbox to agree to the plan then click the Continue button.

Confirm Plan Change

I agree to pay \$54.95 CAD/month (inReach Trailblazer Plan).

Cancel

Continue

6. Although its not required, it is still recommended that you sync your inReach device. Instructions for syncing can be found here (inReach Original device users do not need to sync):

- inReach SE+ and inReach Explorer+
sync: <http://support.inreachcanada.com/kb/articles/184>
- inReach SE and inReach Explorer
sync: <http://support.inreachcanada.com/kb/articles/185>