

How to verify that an additional service (add-on) has been activated on your account?

help.fractal.com/hc/en-us/articles/38985733283853-How-to-verify-that-an-additional-service-add-on-has-been-activated-on-your-account

At Fractal One, we offer a variety of additional services or **add-ons** designed to enhance the platform's functionality and tailor it to the specific needs of your operation. These services, such as advanced modules, integrations, or extended capabilities, are contracted in addition to your annual business plan.

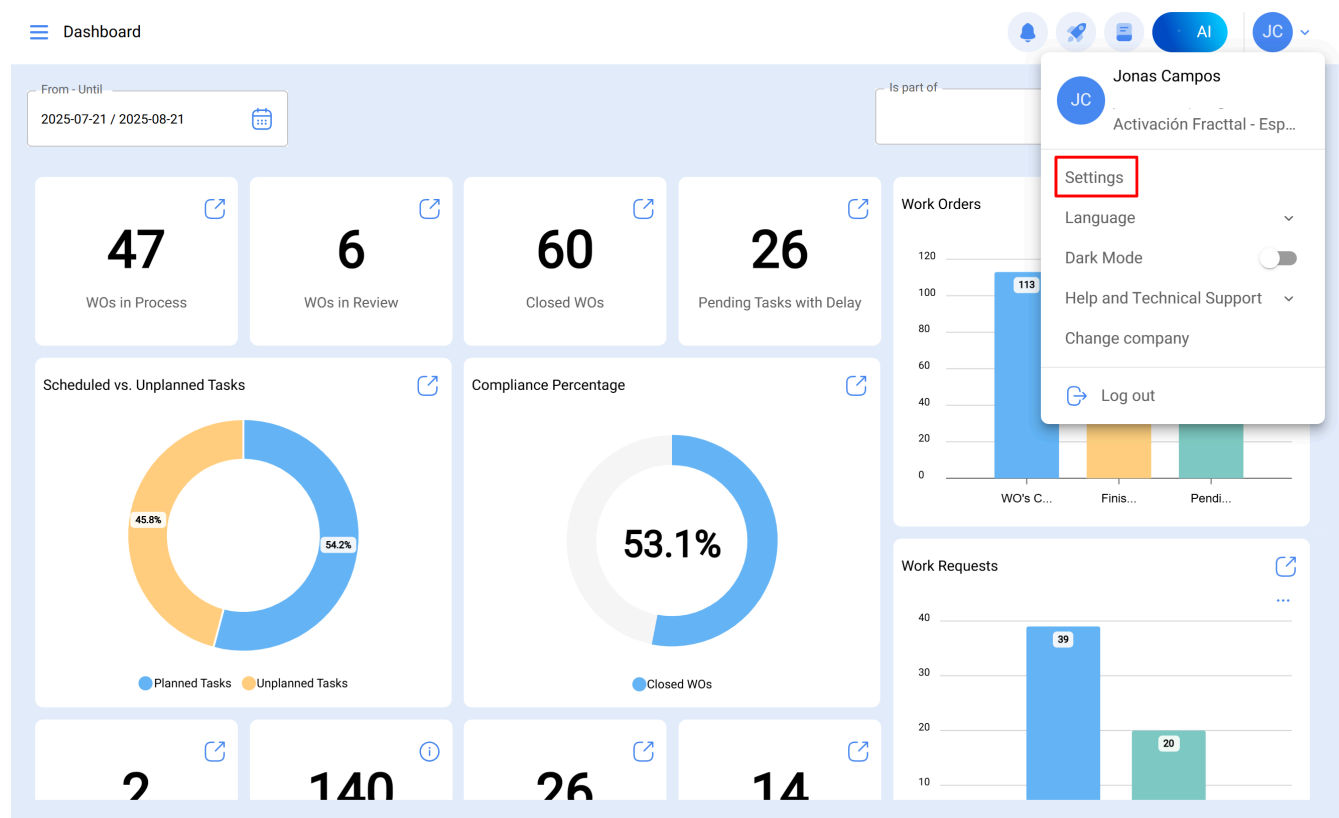
Once you have requested and contracted a new service, it is natural to want to ensure that it is already active and ready to be used by your team.

Verifying your active additional services

The process is very simple and is done from your account's administration menu. Follow these steps:

Step 1: Access Settings

Go to the main menu located on the left sidebar of the screen and click on the **Settings** icon.



Step 2: Enter the Account module

Select the **Account** option. This is the control center for all administrative and subscription information of your plan.

Settings

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Save

General

User Accounts

Business Calendar

Modules

Financial

Auxiliary Catalogs

Document Management

Transactions Log

Security

API Connections

Guest Portal

Account

Code

Name

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Email

Currency

Chilean Peso

Thousands separator

(.) The character used is a comma

Address

City

Bogota

State

Country

Colombia

Zip code

Time zones UTC

Latitude

Longitude

Search on the map

Cam. El Romeral

Agricovial S.A.

Mapa

Satélite

Atajos do teclado

Dados cartográficos ©2025

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Termos

Step 3: Explore the "General" and "Add-ons" tabs

Upon entering the **Account** module, you will see two main tabs: **General** and **Add-ons**.

General Tab: Here you can see a vital summary of your account and it is useful for quickly checking storage capacity, registered assets, plan type, and a summary of users.

Settings

AI

JC

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Save

General

User Accounts

Business Calendar

Modules

Financial

Auxiliary Catalogs

Document Management

Transactions Log

Security

API Connections

Guest Portal

Account

General

AddOns

General

Plan

SANDBOX

Number of Assets

25675 from 10000000

Storage capacity

2.4 GB from 1 TB

Used Whatsapp messages

321 Mensajes

WhatsApp messages used (Monthly)

47 Mensajes

Users

Number of User accounts

110

Total accounts created

67

Request accounts

6

Number of read only accounts

1

Limited technician accounts

6

Add-ons Tab:On this screen, you will see a list of all the additional services available in Fractal One.

Settings

+ AI

JC

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Account

General

AddOns

Enabled	Description
Yes	Transactions Log
Yes	Virtual Planner
Yes	Password security
Yes	Artificial Intelligence Bot
Yes	Multisite (For additional company)
Yes	Budgets
Yes	Maps
Yes	Bulk export data
Yes	Nested Maintenance
Yes	Corporate image of the client (Branding)
Yes	Chat

To confirm if a service is active on your plan, look for the add-on and verify that the status column shows **"Yes"**.

If it shows **"Yes"**, it means the service is contracted, activated, and ready to use on your platform.