

Managing MyHS Account

New features have been added to MyHS for users running HS4:

- Cloud Recording
- Cloud Backup (monthly, weekly, daily)
- Additional Systems
- Additional Users

Subscriptions

Once you are logged into MyHS via the Manage Account button, you will see one of our four plans, Basic, Premium, Premium Plus, Premium Pro.

Basic Plan

The Basic Plan is free for everyone and anyone that signs up for MyHS and has a HomeSeer license.

To upgrade your Basic plan, click the Subscribe button.

The Basic plan includes 1 system, 1 user (your primary login), 1 cloud connected camera for recording with 7 days of recording.

The Basic plan does not include cloud backups.

Basic

- 1 System
- 1 User per System
- 1 Camera per System
- 7 Day Recording

[Subscribe](#)

Choosing a Plan

The Subscribe button will bring up a plan selection screen. Your options will include all 3 plans broken into Monthly or Yearly payments.

Your plan will automatically renew. If you wish to cancel, you can cancel at anytime. Once your subscription runs out, you will no longer be charged. Please contact sales@homeseer.com for any additional plan management.

Select a Plan...

Premium

5 Systems | 5 Users | 1 Camera per System | 7 Day Recording | Monthly Backup

Monthly - \$3.00 Yearly - \$29.95

Plus

5 Systems | 10 Users | 5 Cameras per System | 14 Day Recording | Weekly Backup

Monthly - \$5.00 Yearly - \$49.95

Pro

10 Systems | 50 Users | 10 Cameras per System | 30 Day Recording | Daily Backup

Monthly - \$10.00 Yearly - \$99.95

Credit or Debit Cards

Card Number	MM / YY	CVC
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By submitting payment, you verify that you are at least 18 years old and you agree to our [Privacy Policy](#). Your subscription will automatically renew but you may cancel at any time.

Cancel

Submit

Currently Plus and Pro are not available but will be once HS4 is released.

Here is an outline of the plans

	Basic	Premium	Premium Plus	Premium Pro
Systems	1	5	5	10
Users	1	5	10	50
Cameras (per system)	1	1	5	10
Recordings	7 days	7 days	14 days	30 days
Backup Retention	NONE	Monthly	Weekly	Daily
Data Cap	5GB	50GB	150GB	400GB

Cost	FREE	\$3.00	\$5.00	\$10.00
Monthly	FREE	\$29.95	\$49.95	\$99.95
Yearly	FREE	\$6	\$10	\$20
Yearly Savings				

Premium Plans

Once you have Subscribed to a Premium plan, the plan restrictions will change.

Listed will be your limits and restrictions. See above for those details.

Clicking Update Payment will allow you to change your payment method. If you need to update your plan or change it, please contact sales@homeseer.com.

Premium

- 5 systems
- 5 users
- 1 camera per system
- 7 day recording
- Monthly Backup
- renews 9/21/2020

[Update Payment](#)

[Cancel](#)

Canceling a Subscription

As mentioned earlier, you may cancel your plan at any time and once the plan expires, we will not longer charge you and access to Premium features will no longer be available on your expire date.

If you choose to restore your subscription before the expiration date, simply click Restore.

canceled 6/1/2020
expires 9/21/2020

[Restore](#)

Account

Within the account section you will see the user you have logged in as and a button to Change Password.

You may need to logout and log back in to confirm your allow HomeSeer Tech Support Access does get changed.

Account

myhs@homeseer.com

[Change Password](#)

Allow HomeSeer Tech Support Access

Systems and Users

Basic Plan

Clicking on the your system will bring your system.

The Basic plan does not allow for additional users.

Change Primary System will allow you to swap out an older HS system for a new system (ie. upgrading from HS3 to HS4).

Delete will allow you to fully delete your MyHS account. **Proceed with caution.**

Systems and Users

123456(HomeSeer)

Delete

No additional users.

Change Primary System

Premium Plans

Premium plans will have the ability to add multiple systems and users.

Systems and Users

12345(HomeSeer)

hs@homeseer.com

Jon Smith

Skywalker

1 2

← Paging for Users (per System)

100000(HS4)

hs@homeseer.com

1 2

← Paging for Systems

Primary

Edit

← Edit the User

Edit

Edit

Delete

← Delete the System

Edit

Add System

Add User

Change Primary System

Removing Systems

Delete will allow you to delete the respective system. Once you have deleted all of your additional systems, you will be allowed to fully delete your MyHS account. **Proceed with caution.**

Editing Users

Clicking Edit will bring you to another page where you can enable or disable HomeSeer or HSTouch access and enable or disable access to any of the systems on your MyHS account.

Paging for Systems and Users

You will see two systems per page and each system will be clickable which brings you directly to that system.

Reaching Limits

Once you have reached your limit on systems and users, your button will change to "Limit Reached" for each System or User limit you have reached, respectively.

Limit Reached

Limit Reached

Change Primary System

Cameras

All cameras within HomeSeer are accessible from HomeSeer Mobile for a live view but only selected cameras, up to a certain number, can be enabled for cloud recordings.

Basic Plan

The Basic plan allows for one camera for your one system. You will also have access to 7 days worth of recording.

Cameras

123456(HomeSeer)

Garage

Recordings

Premium Plans

Premium plans allow for 5 (Premium, Plus) or 10 (Pro) cloud cameras per system.

Cameras

123456(HomeSeer)

No cameras found for this license.

100000(HS4)

Backyard

Garage

Frontyard

1 2

← Paging for Cameras (per System)

1 2

← Paging for Systems

Recordings

Recordings

← Navigate to Recordings (per system)

Paging for Cameras

Similar to Systems and Users you will see two sets of paging. The first paging is for your systems. The second paging is for cameras per system. The maximum per page is three cameras.

Choosing Cloud Cameras

To enable your camera for cloud recording, navigate to SetupCameras. Check the box that says Cloud Access.

Frontyard (HOMESEER) IP:192.168.1.42

✓ Cloud Access

Username

admin

Password

.....

Auto Backup Settings

Basic

Free users do not have Auto Backup Settings as backup retention is not available to the Basic plan.

Premium

The Premium plan will allow you to choose a day of the month and a time of that day for the monthly backup.

Auto Backup Settings

Choose Day/Time of the Month:

Current: Every 30th of the month at 12:00 AM

Save

Plus

Auto Backup Settings

Choose Day/Time of the Week:

Current: Every Monday of the month at 6:00 AM

Save

Pro

The Pro plan will allow you to choose what time of day for the daily backup

Auto Backup Settings

Choose Time of the Day:

Current: Every day at 12:00 AM

Save

Backups

<information regarding backups>

Basic Plan

Basic plans do not allow for cloud backups. For more information on Premium plans, [click here](#).

Backups

Click [Subscribe](#) above to move to a Premium plan for cloud backups, cloud cameras, and additional users and systems. [Click here for more info!](#)

Premium Plans

Premium plans allow for cloud backups.

Backups

1 2 ← Paging for Systems

123456(HomeSeer)

No backups found for this license.

100000(HS4)

6/3/2020 3:32:35 AM

6/2/2020 3:32:37 AM

6/1/2020 3:32:38 AM

5/31/2020 3:32:44 AM

5/30/2020 3:32:38 AM

1 2 3 ← Paging for Backups (per System)

Download backup



← Delete backup

Paging for Backups

Similar to Systems and Users you will see two sets of paging. The first paging is for your systems. The second paging is for backups per system. The maximum per page is five backups.

Enabling Cloud Backups

Navigate to ToolsBackup/Restore from your HomeSeer system. Check the Auto Cloud Backup option to enable.

Once backups are available you will be able to restore.

You will also see your Subscription Type and Backup Frequency from this section.

Cloud

RESTORE...

✓ Auto Cloud Backup [more info](#)

Subscription Type: Premium

Backup Frequency: Monthly

Restoring Cloud Backups

Selecting Restore... will bring up a prompt to select a date. Once a date is selected you will have the option to restore that backup by checking the button and clicking Execute.

Restore Data

Select Date

6/2/2020

Select backup to restore.

3:31 AM

Click "Execute" to prepare the system to be restored. The data will be restored when the system is restarted. After the file is retrieved you may download the zip file.

CLOSE

EXECUTE

Questions?

For more information, do not hesitate to contact sales@homeseer.com

For troubleshooting, contact support@homeseer.com or give us a call at 6034712816.