Why Is My Device Being Disabled?

A **disabled** device means that the device is prevented from sending data to the server. In the **MyFridgeOnline portal**, a disabled device is shown on the **Devices** page on the checkbox in the **Enabled** column This typically happens when:

- Your account has **no active subscription**, or
- The account has more devices than the quota allows, for the device type.

> **Note:** A new MyFridgeOnline account remains inactive until a subscription is purchased or redeemed.

Step-by-Step: What To Do?

1. Verify Subscription and Quota

1. Log in to the **MyFridgeOnline portal**.
2. Click **Account** in the side navigation.
3. Under **Account Information** or **Subscriptions**, check for:
    - An active subscription plan.
    - Your current quota usage for that device type

2. Purchase or Redeem Additional Quota

If no valid quota is found, you need to either **purchase** a subscription or **redeem** a voucher.

a) Purchase from the Online Store

1. Go to the MyFridgeOnline Store
2. Choose the subscription or device/data package you need.
3. At checkout:
    - Enter your email address
    - Enter your **Company Code** (found under **Account > Account Information**) in the **Company** field.
    - Click **Pay Now**.

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You will receive an email confirmation. The subscription will be applied automatically.
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Or

b) Redeem a Subscription Voucher

1. Go to the MyFridgeOnline Store (If you already have a subscription voucher, skip ahead to point 5)
2. Choose the subscription package you need
3. Leave the Company field blank and enter your email.
4. You will receive a voucher code by email instead.
5. Return to the **MyFridgeOnline portal**.
6. Click **Account > Redeem**.
7. Enter your **voucher code** and submit.
8. Your new quota will be applied to your account.

3. Re-enable the Device

Once a new subscription or quota is active:

1. Go to **Devices** page.
2. Click on the three dots icon, then click **Edit**.
3. Click the checkbox to re-enable your device.
4. The device status should change from Red (Offline) to Green (Online) when it checks in again.

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