



mycloudstore

***Partner portal
user guide***

Definitions:

Partner portal – reseller portal to manage users & get subscription reports etc, reseller uses this portal to log into the customer portal by impersonating a user on the customer tenant

Customer Portal – used to manage customer tenants, users, add subscriptions, as a reseller you will navigate to the customer portal by impersonating your customer etc

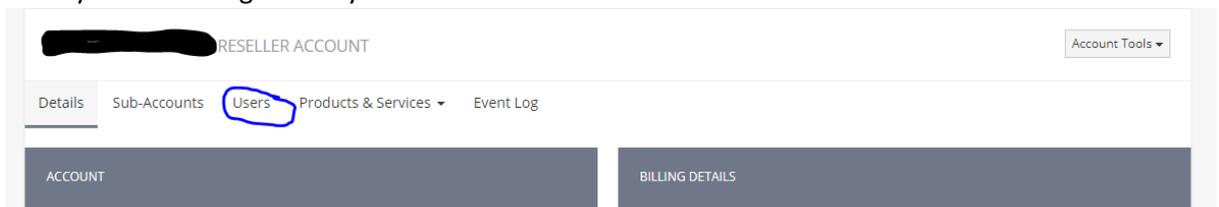
Sub-Account – Reseller’s customer tenant

Login to Mycloudstore partner portal:

- Goto <https://partner.mycloudstore.co.nz>
- Complete the login fields using the username & password emailed to you by the Mycloudstore team
- On the landing page you’ll see some usage stats as well as recently created tenants and licenses nearing renewal dates
- Simply type your reseller name into search box at the top of the screen to go to the main menu for managing your account

Add new Partner Portal users

- Once you have navigated to your reseller account details screen click on the users’ tab



- From here you will be able to add a new user to both partner and customer portal by clicking on 'add new' and completing the form – for partner portal users you can assign a password, for users of the customer portal users will get an activate your account email where they will need to reset a password.

CUSTOMER PORTAL USERS								Add New
Name	Email	Mobile	Status	Admin	Master Admin	Impersonate		
ST	simontabrum@gmail.com		Active Last Login N/A	Disable ✓	✓	Delete	Edit	Launch (CPS)

Showing 1 to 1 of 1 entries

PARTNER PORTAL USERS					Add New
Name	Email	Status	CSP Admin		
ST	simontabrum@gmail.com	Active Last Login 22/08/18 01:48 PM	Disable ✓	Edit Password	

Showing 1 to 1 of 1 entries

Manage your customer tenants:

- You can either search for your customer using the search box at the top of your landing screen or go to the top 'Accounts' drop-down menu & list all.
- Once you've found the customer you'd like to manage go to the users tab – NB: you may find that exceed has pre-populated this with a default Master Admin user default.masteradmin@mycloudstore.co.nz – you can change/edit this user to something more relevant to the customer by clicking on the edit button under the impersonate column, generally this would either be ITsupport@customer.co.nz or an admin email for the account

CUSTOMER PORTAL USERS								Add New	
Name	Email	Mobile	Status	Admin	Master Admin	Impersonate			
Master Admin	default.masteradmin@mycloudstore.co.nz		Active Disable Last Login N/A	✓	✓	Delete	Edit	Activate (CP3)	

Showing 1 to 1 of 1 entries

- Once you have the correct Master admin details in the user field for the customer click on the button to activate CP3

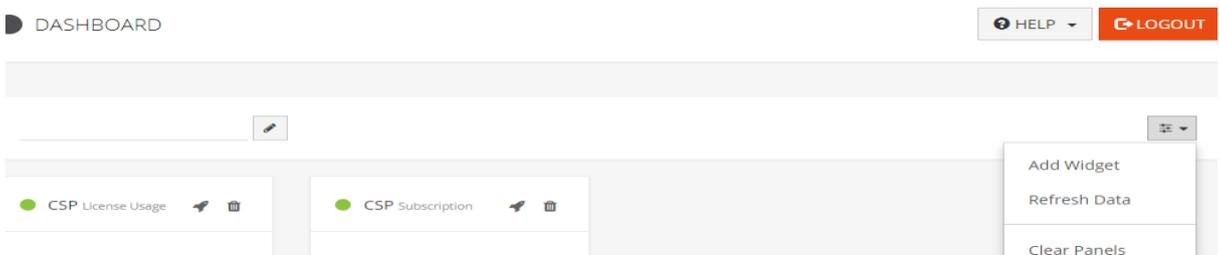
CUSTOMER PORTAL USERS								Add New	
Name	Email	Mobile	Status	Admin	Master Admin	Impersonate			
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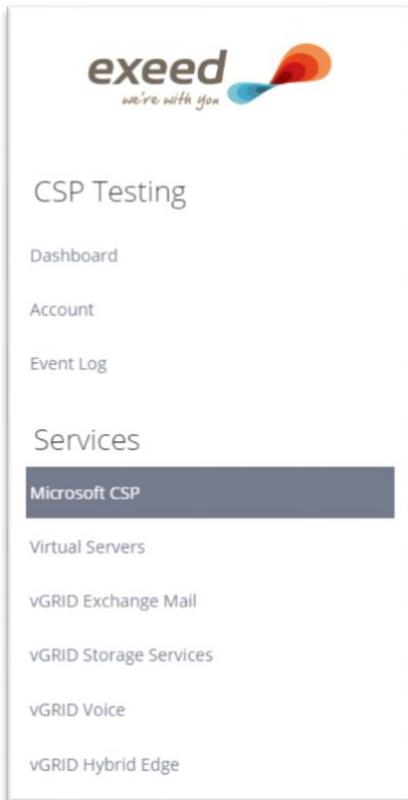
- Once the user is active the button will turn green and will change to Launch CP3, click on this and you will open the customer portal for that specific customer

Navigate customer portal

- The landing dashboard will generally be blank you can add widgets (there are more to come) by navigating to the widget button on the left of this screen.

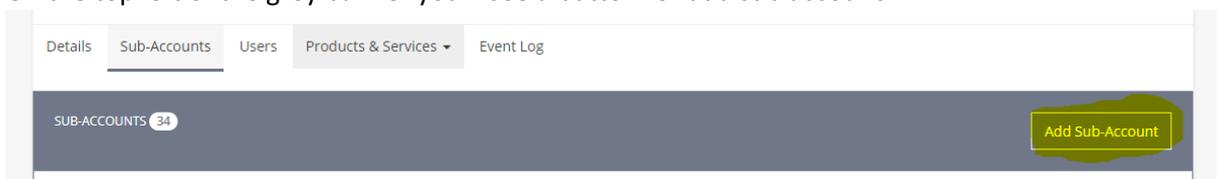


- The "Microsoft CSP" menu option is listed as the first item under the Services category on the sidebar menu. simply open this and follow the guide in the Customer portal user guide

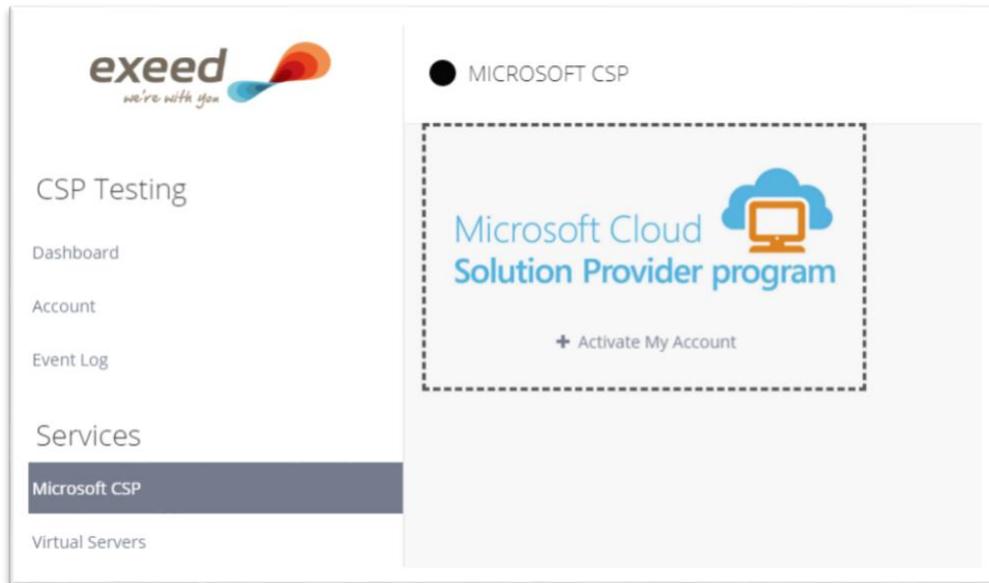


Add new CSP tenants (Sub-Account)

- From your reseller details screen navigate to 'sub-accounts'
- On the top left of the grey banner you'll see a button for add sub account



- Complete the form and allocate master admin rights for support and management of the customer tenant for the new account (this will generally be your IT support team – e.g. ITsupport@reseller.com)
- Once set-up the new sub account will show in your sub account list so click on the sub account/users/launch CP3 to launch the customer portal, scroll to and click on Microsoft services and you will see the screen below



- When creating a new Microsoft tenant, you will be asked to add a unique domain name that serves as an identifier for the tenant. It does not become the domain name (unless you want it to be so) as you will continue to have the option of adding any relevant domain names during the setup process. The domain name will be checked immediately for availability so please adjust if your first option is not available (see below)

Primary Domain Name *

enet123.onmicrosoft.com

○ validating...

Primary Domain Name *

enet123.onmicrosoft.com

❗ enet123.onmicrosoft.com is not available

Primary Domain Name *

enet123456.onmicrosoft.com

✔ enet123456.onmicrosoft.com is available

- Once you have the domain name set-up follow the process in the Customer Portal user guide to add users/licenses etc to the tenant

Getting reports

- We've created 2 types of reports that are exportable in .xls format a 'subscription report' and 'user report' you can get these for each of your customers individually or for your entire customer base

- To get these reports navigate to your customer or reseller landing screen highlight products and services and then click on CSP Report

The screenshot shows a web interface for generating a CSP Report. At the top, there are navigation tabs: 'Details', 'Users', 'Products & Services' (which is selected and has a dropdown menu), and 'Event Log'. The dropdown menu for 'Products & Services' is open, showing 'CSP Report' as the selected option. Below the navigation is a dark grey header bar with the text 'CSP REPORT' on the left and three buttons: 'Usage Chart', 'Export Subscription', and 'Export Users'. The main content area is titled 'Subscriptions' and contains a table with the following data:

Description	Licenses	Renew on date	Price
Office 365 Business Premium ⓘ	1/1	12/01/2019	\$17.30
Exchange Online (Plan 1) ⓘ	19/19	12/04/2019	\$5.50

- From here you can select the report you are after and down load it.