



Sharedband

Portal Training for Resellers

Part 3: Creating portal user accounts

Creating a new Portal User

- There are two types of Portal User that can be created. A 'User' account and a 'Reseller' account.
- A User account enables you to provide your customer with online administrative access to their own company should you wish to (provided the user account has been created and linked to the previously created sub-company).
- A Reseller account enables you to give your engineers their own login to the portal to administer accounts.

To create a 'User' portal user

- Click Portal User Management ⁽¹⁾
- Click Add User ⁽²⁾

The screenshot displays the Sharedband Portal interface. At the top, the Sharedband logo and 'Sharedband Portal' are visible, along with version information and user status. The left sidebar contains a menu with 'Portal User Management' highlighted. A red arrow labeled '1' points to this menu item. The main content area is titled 'Portal User Management' and features an 'Add User' button, a search input field, and 'Search' and 'Reset' buttons. A red arrow labeled '2' points to the 'Add User' button. Below the search area, a blue message box states 'No portal users have been added'.

- When the 'Add Portal User' panel appears, input the user's Name ⁽¹⁾ and Email address ⁽²⁾
- Input a password ⁽³⁾ It **must** be a secure password with a minimum of 8 characters (including upper case, lower case and at least one numeric digit).
- Select the Account type as User ⁽⁴⁾
- Click Add Account ⁽⁵⁾

The screenshot shows the Sharedband Portal interface. At the top, the logo and name 'Sharedband Portal' are on the left, and 'Version 1.0.3', 'Logged in as Sharedband Reseller Account', and 'Logout' are on the right. A left-hand navigation menu includes 'View Accounts', 'Company Management', 'Portal User Management' (highlighted), 'Line Visibility', 'Bandwidth Usage', 'Bandwidth Overages', 'Reporting', 'Service Status', and 'Support'. The main content area is titled 'Add Portal User' and contains a form with the following fields: 'Name *' with the value 'User1', 'Email address *' with the value 'User1@TestCompany1.com', 'Password *' with masked characters '.....|', and 'Account Type *' with a dropdown menu set to 'User'. Red arrows with numbers 1 through 4 point to each of these fields. Below the form are two buttons: 'Add Account' and 'Cancel'. A red arrow with the number 5 points to the 'Add Account' button. At the bottom of the page, a footer contains the text '© 2007-2014 Sharedband Ltd. All rights reserved.'

You **must** then link the user to their company:

- Click Companies tab (1)
- From the dropdown select the Company you wish to link the user to (2)
- Click the Plus button (3)

Sharedband Portal

Version 1.0.3 Logged in as [redacted] Logout

View Accounts

Company Management

Portal User Management

Line Visibility

Bandwidth Usage

Bandwidth Overages

Reporting

Service Status

Support

Edit Portal User - User1

Information Companies **1**

Deleted access to TestCompany1

Companies this user has access to. Select companies from the drop-down and press the + button to add more.

Company Name ↑

Select a Company

TestCompany1

2

3

To create a 'Reseller' portal user

- Click Portal User Management (1)
- Click Add User (2)

The screenshot displays the Sharedband Portal interface. At the top, the Sharedband logo and 'Sharedband Portal' are on the left, and 'Version 1.0.3', 'Logged in as [username]', 'Account', and 'Logout' are on the right. The left sidebar contains several menu items: 'View Accounts', 'Company Management', 'Portal User Management' (highlighted with a red arrow and the number '1'), 'Line Visibility', 'Bandwidth Usage', 'Bandwidth Overages', 'Reporting', 'Service Status', and 'Support'. The main content area is titled 'Portal User Management' and features an 'Add User' button (highlighted with a red arrow and the number '2'), a search input field with the placeholder text 'Search portal users...', and 'Search' and 'Reset' buttons. Below these elements is a light blue message box that reads 'No portal users have been added'. At the bottom of the page, a footer contains the text '© 2007-2014 Sharedband Ltd. All rights reserved.'

- When the 'Add Portal User' panel appears , complete the reseller's Name ⁽¹⁾ and Email address ⁽²⁾
- Input a password ⁽³⁾ It **must** be a secure password with a minimum of 8 characters (including upper case, lower case and at least one numeric digit).
- Select the Account type as Reseller ⁽⁴⁾
- Select the reseller's Permissions ⁽⁵⁾:

'Technical: Read Only Access' allows modification of NOC accounts but will not allow users to create or delete them.

'Technical: Full Access' allows creation, modification and deletion of NOC accounts.

The screenshot shows the 'Add Portal User' form in the Sharedband Portal. The form is titled 'Add Portal User' and is located on the right side of the page. The left side of the page contains a navigation menu with the following items: View Accounts, Company Management, Portal User Management (highlighted), Line Visibility, Bandwidth Usage, Bandwidth Overages, Reporting, Service Status, and Support. The form fields are: Name (Reseller1), Email address (Reseller@yourcompany.com), Password (masked with dots), Account Type (Reseller), and Permissions (Technical: Full Access). Red arrows point to each field with numbers 1 through 5. A tooltip for 'Technical: Full Access' is visible, stating 'The permission given to the portal user for this account'. The page header includes the Sharedband logo, 'Sharedband Portal', 'Version 1.0.3', 'Logged in as S...', and 'Logout'.

➤ Click the 'Add Account' button.

Sharedband **Sharedband Portal** Version 1.0.3 Logged in as _____ Logout

View Accounts

Company Management

Portal User Management

Line Visibility

Bandwidth Usage

Bandwidth Overages

Reporting

Service Status

Support

Add Portal User

Name *


Email address *

Password *

Account Type *

Permissions *

Add Account Cancel



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You must then link the reseller to the reseller's Company account:

- Click Companies tab (1)
- From the dropdown select your reseller's Company Name (2)
- Click the Plus button (3)

Sharedband Portal

Version 1.0.3 Logged in as S... Logout

View Accounts

Company Management

Portal User Management

Line Visibility

Bandwidth Usage

Bandwidth Overages

Reporting

Service Status

Support

Edit Portal User - Reseller1

User Reseller1 successfully added

Information Companies 1

Companies this user has access to. Select companies from the drop-down and press the + button to add more.

Company Name ↑

Select a Company

2

+

3

Records 1 to 0 of 0 | Records per page 10

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Sharedband

Portal Training for Resellers

Thank you for viewing

If you have any questions please visit our knowledgebase at <http://support.sharedband.com/kb> or contact our support department by ticket or phone