



Partner- Reseller Guide

claranet

Business Backup
powered by Data
Deposit Box 

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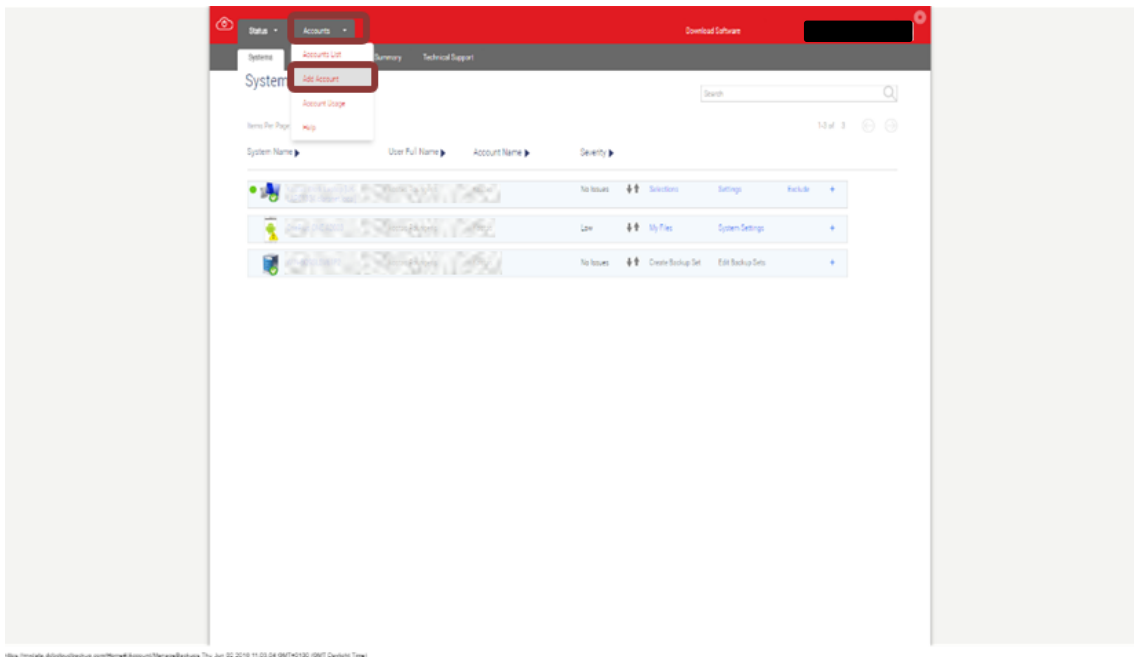
2. Introduction

This document is intended to provide step-by-step instructions for existing partners/resellers in order to create, manage and delete accounts using the Business Backup powered by DDB web portal, which is located at: <https://mydata.ddbcloudbackup.com/>.

If you want to get information and step-by-step instructions on how to install and configure the service, please refer to the service *User Guide*.

3. Setting up Customer Accounts

1. From the main portal view, Click Accounts and then Add Account.



2. Fill in the required information in the form. Remember, this will automatically create the account and an administrator user for this account, able to create other users.

The screenshot shows the 'Add Account' form with a red box highlighting the input fields. The form includes fields for Account Name, Account Number, First Name, Last Name, Email Address, User Name, and Phone Number. A 'Save' button is located at the bottom right of the form.

Account Name:

Account Number:

First Name:

Last Name:

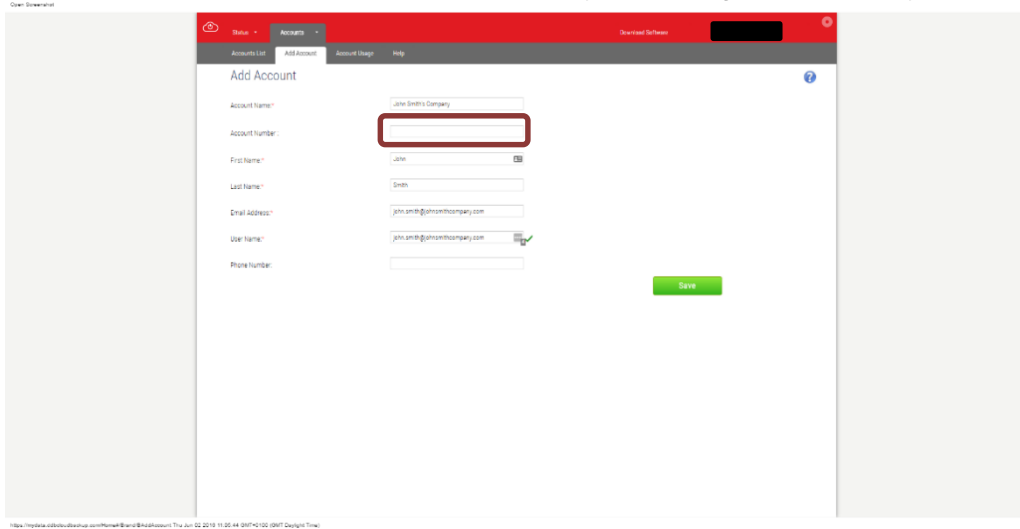
Email Address:

User Name:

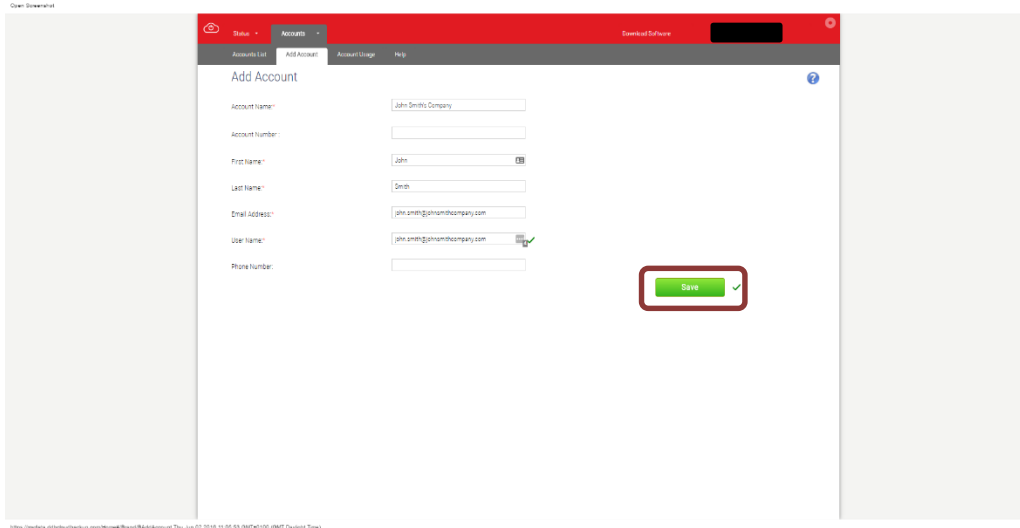
Phone Number:

Save

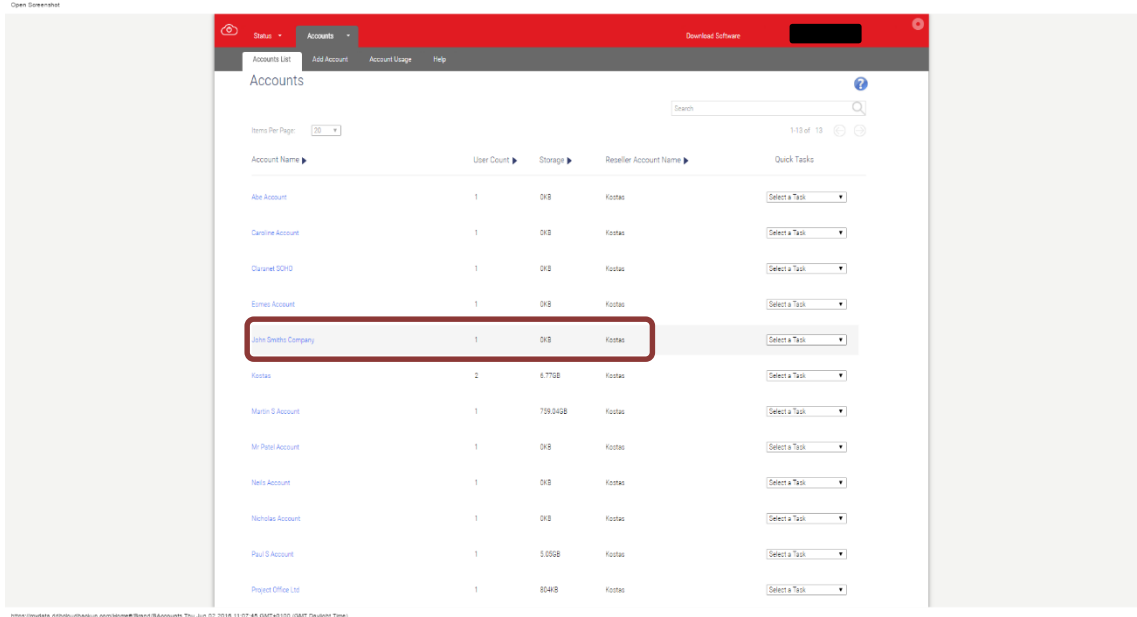
3. The account number can be left blank and a unique key will be assigned automatically.



4. When completed, select **Save** and an automated invitation email will be sent to the Customer.



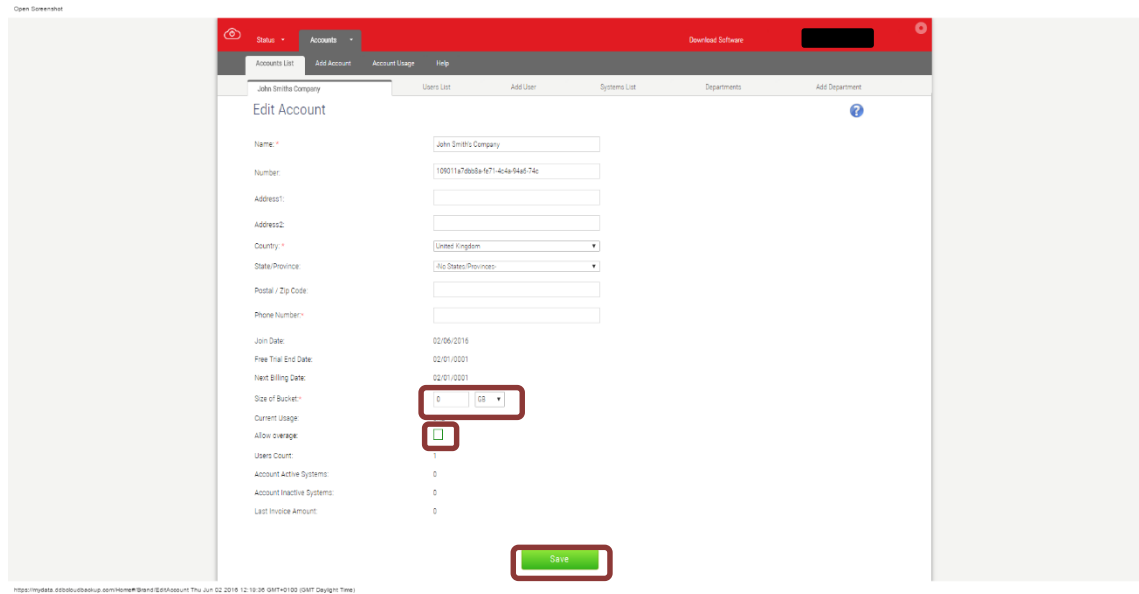
5. The account is now created and you can see it listed on the **Accounts List**.



- By clicking on the name of the account, you will be steered to the account's page, where you will be able to edit their information and storage allowance.

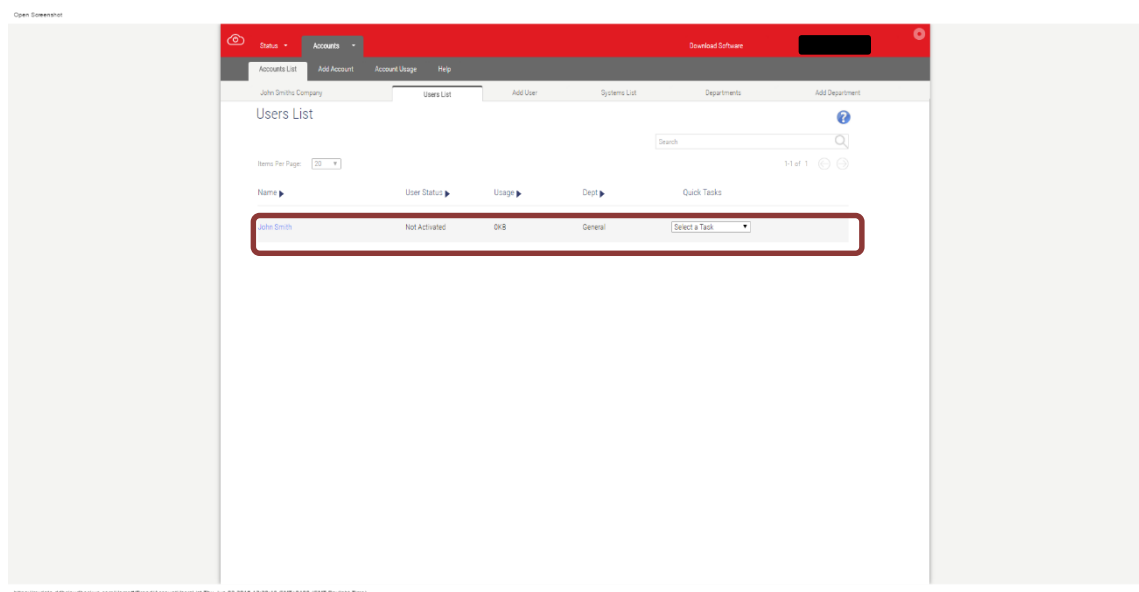
By default, the storage size is set to 0 and the **Allow overage** tick-box will not be selected. In order to enable the users of this account to back up data, you need to select the **Allow overage** option, or enter an amount for the **Size of Bucket**. Select **Save** in order to apply the changes.

Please note that if you set a specific amount in the **Size of Bucket** without the **Allow overage** option selected, the Customer will only be allowed to back up files to this volume.

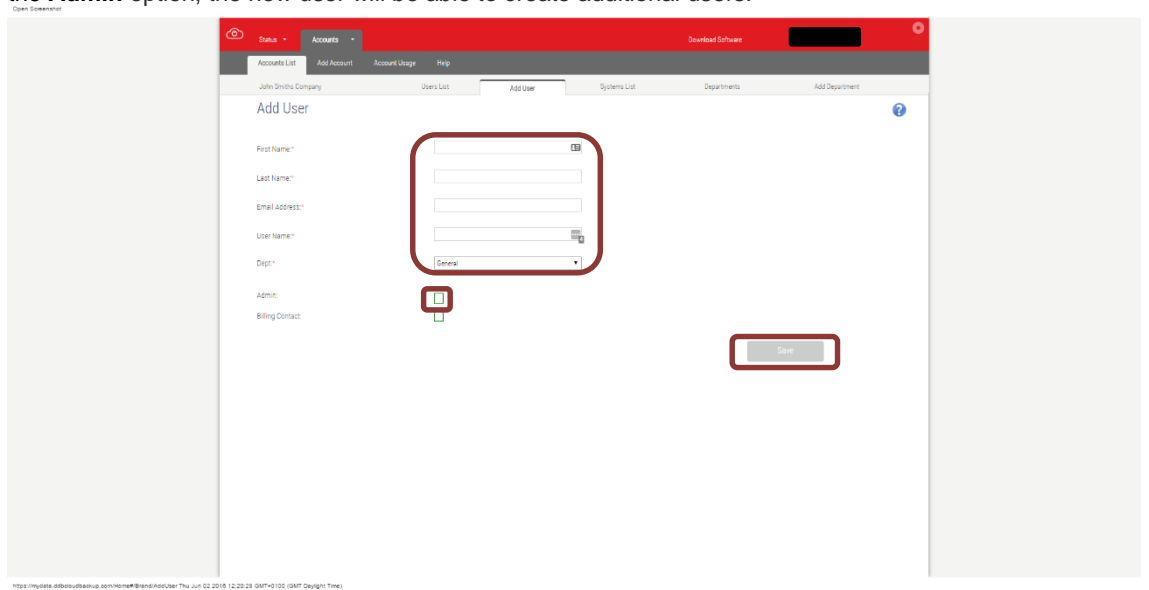


4. Setting up Additional Users for Customer Accounts

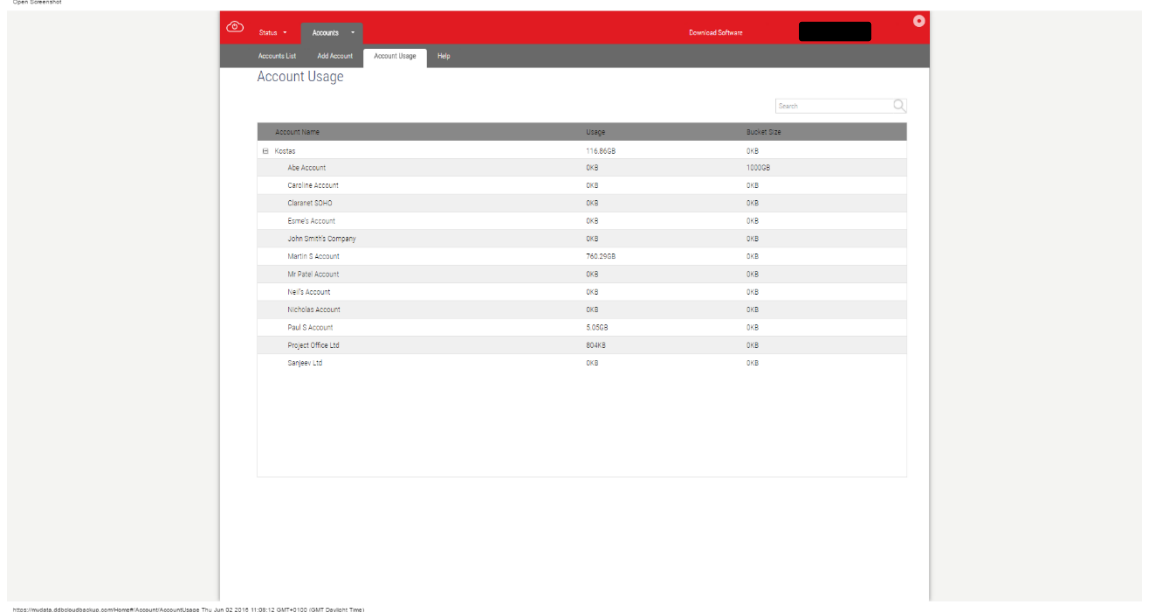
- Navigating to **Users List**, will show you all the users of this account. Note that the initial user that we created above is listed as the only user.



2. Selecting the **Add User** tab will enable you to add more users for this account. By selecting the **Admin** option, the new user will be able to create additional users.



3. From the **Accounts** menu you can navigate to **Account Usage**, where you will be able to see a list of all the accounts you have created with current usage amounts.



5. Suspending and Deleting Customer Accounts

1. In order to delete a customer account, you can navigate to Accounts List and from the **Quick Tasks** option select **Cancel Account** or **Suspend Account**. Please note that cancelling an account disables the account and removes all Customer's data after 7 days. Suspending an account will just disable it.

The screenshot displays the 'Accounts List' page. The table contains the following data:

Account Name	User Count	Storage	Reseller Account Name	Quick Tasks
[Redacted]	1	0KB	Kostas	Select a Task
[Redacted]	1	0KB	Kostas	Select a Task
[Redacted]	1	0KB	Kostas	Select a Task
[Redacted]	1	2.91GB	Kostas	Select a Task
[Redacted]	1	1.11MB	Kostas	Select a Task
[Redacted]	1	0KB	Kostas	Select a Task
test reseller	1	0KB	Kostas	Cancel Account Select a Task Suspend Account Cancel Account Select a Task
[Redacted]	1	0KB	Kostas	Select a Task

6. Promoting an Account to Reseller

1. From the same **Quick Tasks** menu you can select **Promote To Reseller**, if you want your account to be able to create their own accounts under their level.