

Licensing Portal User Guide

Digital Okta Marketplace Member Panel



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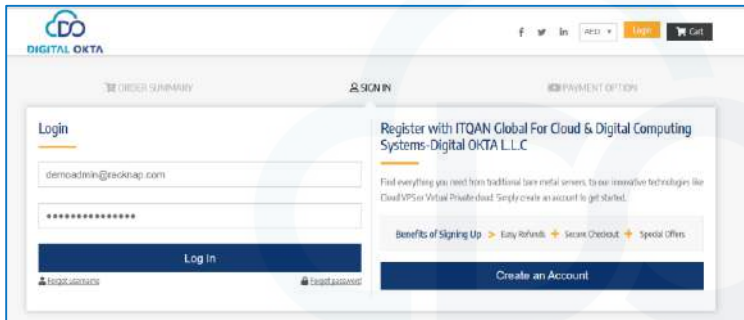
Overview

In this user guide, you will find detailed information on how to use our one-step self-service licensing portal. You will be able to buy new products, add and remove licenses and monitor Azure consumption.

Registration Steps for New Customers

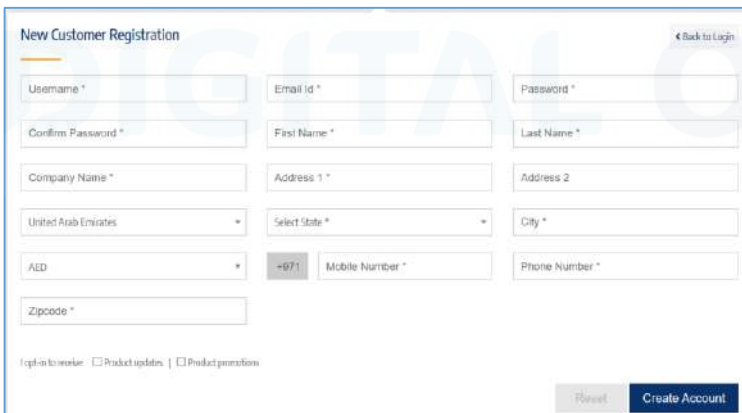
In the case of new customer below steps need to be followed:

- Go to Our Market Place URL: <https://mp.digitalokta.ae/>
- Click on Create an account



The screenshot shows the Digital OKTA user interface. On the left, there is a 'Login' section with a text input field containing 'demoadmin@reacknap.com', a password field with masked characters, and a 'Log In' button. On the right, there is a 'Register with ITQAN Global For Cloud & Digital Computing Systems-Digital OKTA L.L.C.' section. It includes a sub-header, a paragraph of text, and a 'Benefits of Signing Up' section with icons for 'Easy Returns', 'Secure Checkout', and 'Special Offers'. A 'Create an Account' button is located at the bottom right of the registration section.

- Enter all the required information



The screenshot shows the 'New Customer Registration' form. It contains several input fields: 'Username *', 'Email id *', 'Password *', 'Confirm Password *', 'First Name *', 'Last Name *', 'Company Name *', 'Address 1 *', 'Address 2', 'United Arab Emirates' (dropdown), 'Select State *' (dropdown), 'City *', 'AED' (dropdown), '+971' (dropdown), 'Mobile Number *', 'Phone Number *', and 'Zipcode *'. At the bottom, there are checkboxes for 'opt-in to receive: Product updates | Product promotions', a 'Reset' button, and a 'Create Account' button.

Login Guidelines:

- The customer needs to enter the username and password provided to him during onboarding.
- There can be two or more user accounts with same email ID, but the username needs to be unique for each.
- In case of **forgot password** or **username**, you will be able to reset them through the login page.
- For **forgot username**, User needs to enter the registered email ID and account ID. User will receive the username on his mail.
- For **forgot password**, he needs to enter his registered username to be able to reset the password.

Overview of the Member Panel Dashboard

From your member panel dashboard, you get quick access to the most critical sections of your member panel:

<https://managemp.digitalokta.ae/memberp/>

My Dashboard: It is a customer control panel from where all information can be accessed and managed by the customer.

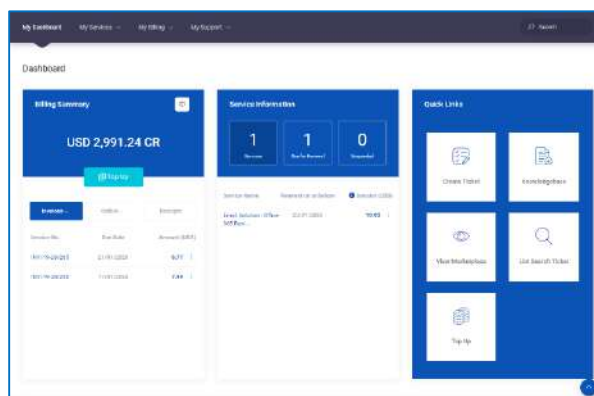
My Services section: From here, the customer can view and manage his services.

My Billing section: From here, the customer can manage details related to his billing, manage renewals, view invoices, orders, receipts, etc.

My Support section: From here, get access to different support options, submit a ticket, view mail communication and check announcements.

Profile section: From here, the customer can view and edit his personal information, set preferences, make sub-users and more.

Here' a screenshot of the home page:



My Services

Overview

Home >> My Services

The section contains information about all the services of a customer.

To access My services:

- Go to Home.
- Click on List/Search from the My Services menu.

A new page will open. Here, you can see the following:

Current Services

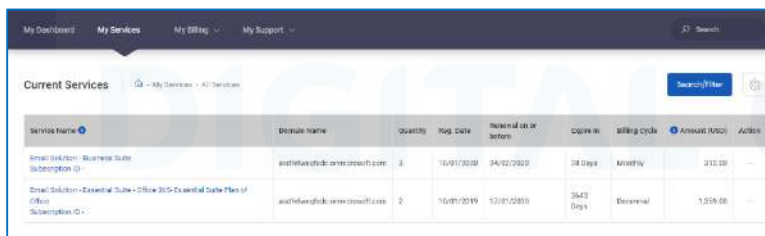
Home >> My Services >> All Services

This section will give an overview of all your current services.

In this list, the information about each service is displayed in the below-given sequence.

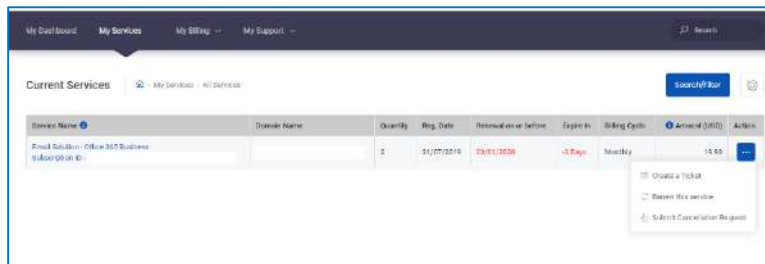
Service Name – Domain Name (associated with the service) – Registration Date – Renewal on or before – Expire In - Billing Cycle – Amount – Action

See screenshot of the current services section:



Service Name	Domain Name	Quantity	Reg. Date	Renewal on or before	Expire In	Billing Cycle	Amount (USD)	Action
Small Solution - Business Suite Subscription (1)	small@okta.com	1	15/01/2020	04/02/2023	28 Days	Monthly	232.00	...
Small Solution - Essential Suite - Office 365 - Essential Suite Plus of Office Subscription (2)	small@okta.com	2	16/01/2019	12/01/2023	365 Days	Biannual	1,556.00	...

On the right-hand side of these details, for every service, you can find an overflow menu icon that consists of a list of quick actions. You can do the following here:



Service Name	Domain Name	Quantity	Reg. Date	Renewal on or before	Expire In	Billing Cycle	Amount (USD)	Action
Small Solution - Office 365 Business Subscription (1)		1	31/07/2019	23/01/2024	-3 Days	Monthly	12.00	<ul style="list-style-type: none"> Create a Ticket Renew this service Submit Cancellation Request

You can do the following here:

- Create a Ticket
- Renew this service
- Submit Cancellation Request

View the complete details of a service

To view the complete details (including renewals, add-ons and management options) of a particular service, click on the service name from the Current Services' page.

This will open a new window with details of the service.

Service Details

In the Service Details tab, you get the complete details of that particular service including the billing details, passwords (if any) and Value Added Services.

The information is arranged in the following sequence: Service - Domain - Reg. Date - Due Date - Amount (INR) - Action

You will find three tabs under this section:

In the Service Details tab, you get the complete details of that particular service including the billing details, passwords (if any) and Value Added Services.

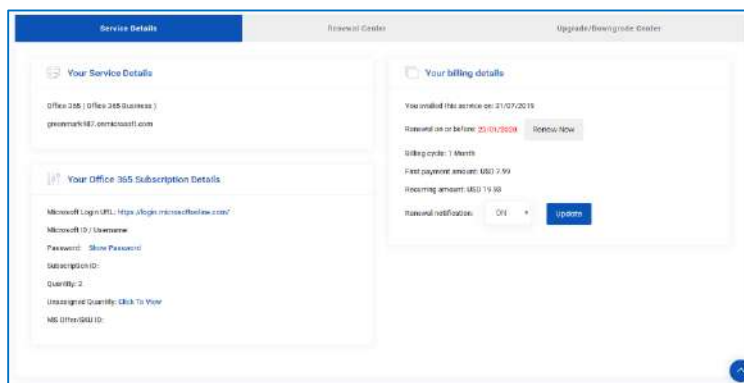
The information is arranged in the following sequence: Service - Domain - Reg. Date - Due Date - Amount (INR) – Action

You will find three tabs under this section:

➤ **Service Details**

In the service details tab, you will get the complete details of that service including the billing details, subscription details etc.

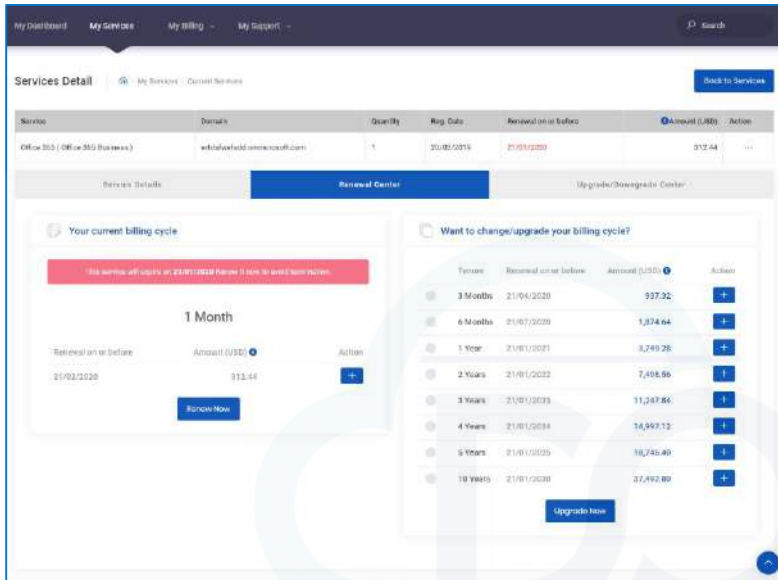
See screenshot:



➤ Renewal Center

In the renewal center tab, you can view the renewal details of the service and renew the service as well. You can also upgrade the billing cycle of your service per the available billing cycles.

To renew a service:



Tenure	Renewal on or before	Amount (USD)	Action
3 Months	21/04/2020	937.32	+
6 Months	21/07/2020	1,874.64	+
1 Year	21/01/2021	3,749.28	+
2 Years	21/01/2022	7,498.56	+
3 Years	21/01/2023	11,247.86	+
4 Years	21/01/2024	14,997.12	+
5 Years	21/01/2025	18,746.40	+
10 Years	21/01/2030	37,492.80	+

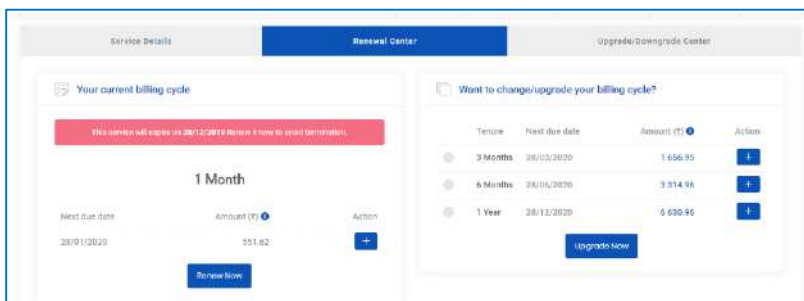
In the centre in the Renewal Centre tab, you can view the next due date and the amount to renew the service.

- Click on the Renew Now button to renew the service.

To Upgrade Billing Cycle:

On the right-hand side in the Renewal Centre tab, you can change or upgrade the billing cycle of your service based on the available billing cycles.

- Click on the No. of Months/Years you want to change or update your billing cycle to and
Then click on the Upgrade Now button.



Tenure	Next due date	Amount (USD)	Action
3 Months	28/03/2020	1,656.95	+
6 Months	28/03/2020	3,314.96	+
1 Year	28/12/2020	6,630.96	+

➤ Upgrade/Downgrade Centre

In the Upgrade Centre tab, you can upgrade/downgrade your plan/billing cycle and add more resources to your service.

The Upgrade Centre provides different options for different services. But, generally, you get the following two option:

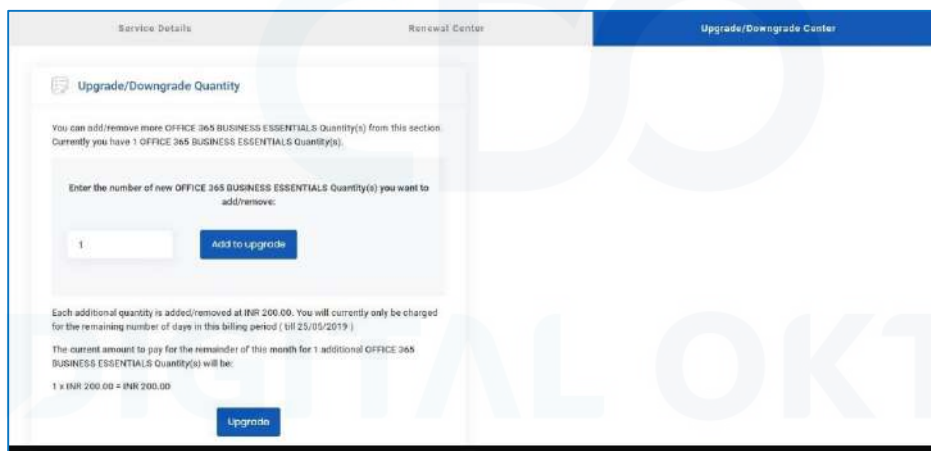
- Upgrade/Downgrade Quantity

In the Upgrade Quantity section, you can add more accounts to your service if the service is available based on quantity.

Enter the number of accounts that you want to add or remove.

On clicking on Add to Upgrade, Upgrade option will appear. As soon as the admin clicks on it, a new order is generated, once the order is paid then licenses (Number of quantities added) is updated and displayed in the service section of the client.

See sample screenshot of the Upgrade/Downgrade Centre section:



Pro-rata billing

Under Prorate billing, for any additional service license upgrade, the customer is billed taking in account the number of days remaining in his service billing cycle and the price per license.

Prorate Billing:

To calculate the per day price of any additional service license, the following method is followed:

Per day price of additional service license = Billing Cycle's Price / Billing cycle days

Then,

The price of additional service license = Number of days remaining in the billing cycle X Per Day Price of additional service license.

For example: For a service, **Billing cycle Price is 274 Rs per month.** (Billing cycle pricing can be checked in Plan pricing under Packages section in settings)

The number of days in the billing cycle is **30**, and the purchase date is **20/01/2019** to **19/02/2019**.

Per day price of additional service license = Billing Cycle's Price / Billing cycle days or,

274/30 (here)

Thus, **Per day price of additional service license = 9.13 Rs. (approx.)**

If the customer buys one more service license on 5/02/2019, the additional license will be billed as:

Remaining days in the billing cycle = 15 days

Per new service license price = Number of days remaining in the billing cycle X Per day price of additional service license i.e.

= 15 days X 9.13 Rs.

= 137 Rs.

Please note that same process will be used in case of service license downgrade.

*The information used in the example is for indicative purpose only. Actual calculations may vary depending upon the parameters used.

Set Upgrade/Downgrade permission for Sub-Contacts

In the Upgrade/Downgrade section, you can set permission for sub-contacts.

There are two scenarios to set permission for sub-contacts:

1. Service provider end customer
2. Partner end customer

Service provider end customer

Home >> Clients >> Customers >> Sub Contacts >> Add New Sub Contact

- Go to Sub Contacts (tab) page.
 - Under Permissions list, there is Products/Services Actions checkbox.
 - Check the Upgrade/Downgrade Quantity under Products/Services checkbox.
 - If the Upgrade/Downgrade Quantity is checked, the tab will show in the customer panel.
 - If the Upgrade/Downgrade Quantity is unchecked, the tab will not show in the customer panel.
- If sub contact user does not have billing permission in the Upgrade/Downgrade Quantity case, then the user will be allowed to place the order but not make the payment.
 - If sub contact user has billing permission in the Upgrade/Downgrade Quantity case, then the user will be allowed to place the order as well as make the payment.

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Clients
Product/Services
Marketing
Sales
Billing
Support
Reports

Home > Clients > Customers > **Sub Contacts**

Client : #7 - Utpala Utpala (kbgp) Available Credit: USD 0.00

[Summary](#)
[Profile](#)
[KYC Form](#)
[Sub Contacts](#)
[Products/Services](#)
[Domains](#)
[Invoices](#)
[Orders](#)
[Receipts](#)
[Ledger](#)
[Tickets](#)
[Email Logs](#)
[Notes](#)
[Log](#)

[Document Vault](#)
[Phone Verification](#)
[Services Due for Renewal](#)

[Add New Sub Contact](#)

Username *	<input type="text"/>		
First Name *	<input type="text"/>	Last Name	<input type="text"/>
Email ID *	<input type="text"/>	Password *	<input type="text"/>
Company Name *	<input type="text"/>	Activate Sub Contact	<input type="checkbox"/>
Address 1 *	<input type="text"/>		
Address 2	<input type="text"/>		
Country *	<input type="text" value="Select"/>	State/Region *	<input type="text" value="Select"/>
City *	<input type="text"/>	Zipcode *	<input type="text"/>
Mobile Number *	<input type="text"/>	Landline Number *	<input type="text"/>

Email Notifications General Invoice Support Product Domain

Permissions

<input type="checkbox"/> Billing		
<input type="checkbox"/> Place New Order	<input type="checkbox"/> View Quotation Details	<input type="checkbox"/> View Quotations List
<input type="checkbox"/> View Receipt Details	<input type="checkbox"/> View Invoice List	<input type="checkbox"/> View Ledger
<input type="checkbox"/> View Orders List	<input type="checkbox"/> View Order Details	<input type="checkbox"/> View Receipt List
<input type="checkbox"/> Cancel Order	<input type="checkbox"/> View Invoice Details	
<input type="checkbox"/> Domains		
<input type="checkbox"/> Modify Domain (Domain Control Center)		
<input type="checkbox"/> Product/Services Actions		
<input type="checkbox"/> Upgrade/Downgrade Quantity		
<input type="checkbox"/> Profile		
<input type="checkbox"/> Modify Profile	<input type="checkbox"/> View Profile	
<input type="checkbox"/> Tickets		
<input type="checkbox"/> Create Ticket	<input type="checkbox"/> View Ticket List	<input type="checkbox"/> Give Rating On Ticket Reply
<input type="checkbox"/> Add Attachment On Ticket	<input type="checkbox"/> Can Reply On Ticket	<input type="checkbox"/> View Ticket Details

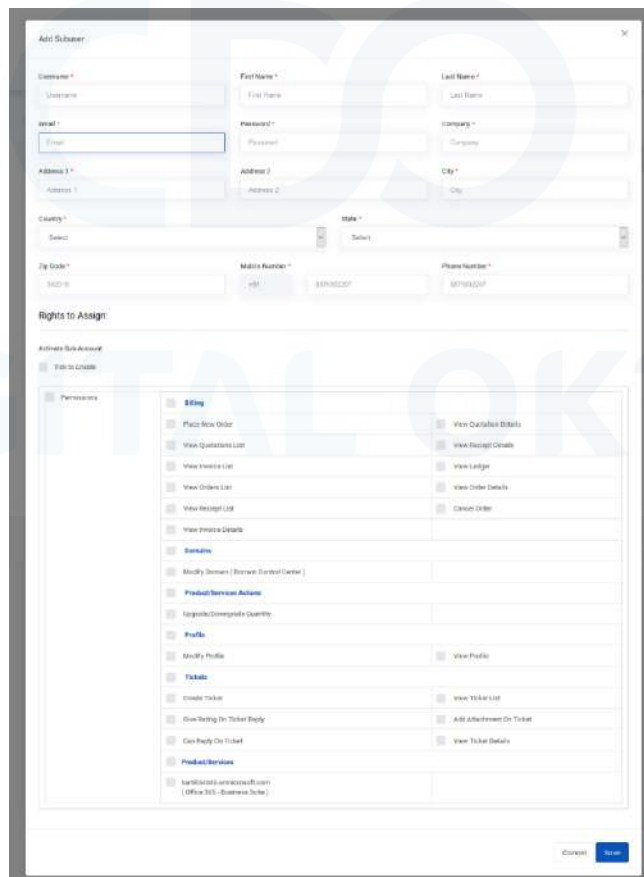
[Save](#) [Cancel](#)

Powered By [Bashop](#)

Client Panel

Profile >> Subuser >> Add/Edit Sub User

- Go to Subuser(tab) page.
 - Under Permissions list, there are Products/Services Actions checkbox.
 - Check the Upgrade/Downgrade Quantity under Products/Services checkbox.
 - If the Upgrade/Downgrade Quantity is checked, the tab will show in the customer panel.
 - If the Upgrade/Downgrade Quantity is unchecked, the tab will not show in the customer panel.
- If sub-user does not have billing permission in the Upgrade/Downgrade Quantity case, then the user will be allowed to place the order but not make the payment.
 - If sub-user has billing permission in the Upgrade/Downgrade Quantity case, then the user will be allowed to place the order as well as make the payment.



Add Subuser

Username *
First Name *
Last Name *

Email *
Password *
Company *

Address 1 *
Address 2 *
City *

Country *
State *

Zip Code *
Mobile Number *
Phone Number *

Rights to Assign

Assign Role Account
 Full Control

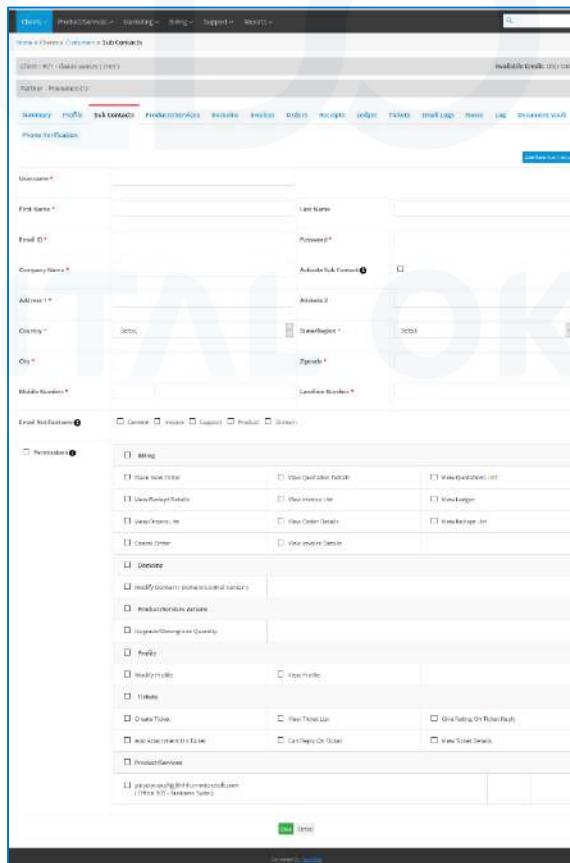
Permissions	Editing	View Details
<input type="checkbox"/> Place New Order	<input type="checkbox"/> View Quotations List	<input type="checkbox"/> View Quotation Details
<input type="checkbox"/> View Invoice List	<input type="checkbox"/> View Order List	<input type="checkbox"/> View Receipt Details
<input type="checkbox"/> View Invoice List	<input type="checkbox"/> View Product Details	<input type="checkbox"/> View Ledger
<input type="checkbox"/> View Receipt List	<input type="checkbox"/> Modify Domain (Browse Control Center)	<input type="checkbox"/> View Order Details
<input type="checkbox"/> View Product Details	<input type="checkbox"/> Product Service Action	<input type="checkbox"/> Cancel Order
<input type="checkbox"/> Upgrade/Downgrade Quantity	<input type="checkbox"/> Profile	
<input type="checkbox"/> Profile	<input type="checkbox"/> Tickets	<input type="checkbox"/> View Profile
<input type="checkbox"/> Tickets	<input type="checkbox"/> Close Ticket	<input type="checkbox"/> View Ticket List
<input type="checkbox"/> Close Ticket	<input type="checkbox"/> Give Reply On Ticket Reply	<input type="checkbox"/> Add Attachment On Ticket
<input type="checkbox"/> Give Reply On Ticket	<input type="checkbox"/> Product/Services	<input type="checkbox"/> View Ticket Details
<input type="checkbox"/> View Ticket Details		

Cancel Save

Partner end customer

Home >> Clients >> Customers >> Sub Contacts >> Add/Edit Sub Contact

- Go to Sub Contacts (tab) page.
 - Under Permissions list, there are Products/Services Actions checkbox.
 - Check the Upgrade/Downgrade Quantity under Products/Services checkbox.
 - If the Upgrade/Downgrade Quantity is checked, the tab will show in the customer panel.
- If the Upgrade/Downgrade Quantity is unchecked, the tab will not show in the customer panel.
 - If the sub contact user does not have billing permission in the Upgrade/Downgrade Quantity case, then the user will be allowed to place the order but not make the payment.
 - If sub contact user has billing permission in the Upgrade/Downgrade Quantity case, then the user will be allowed to place the order as well as make the payment.

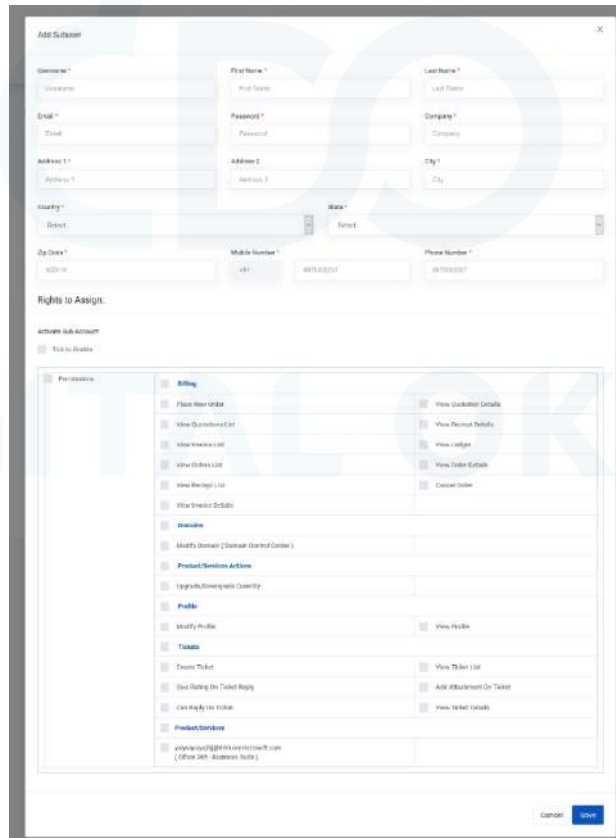


The screenshot shows the 'Add/Edit Sub Contact' form. The 'Permissions' section is expanded to show the 'Billing' sub-section. The 'Upgrade/Downgrade Quantity' checkbox is checked under the 'Products/Services' section.

Client Panel

Profile >> Subuser >> Add/Edit Sub User

- Go to Subuser(tab) page.
 - Under Permissions list, there are Products/Services Actions checkbox.
 - Check the Upgrade/Downgrade Quantity under Products/Services checkbox.
 - If the Upgrade/Downgrade Quantity is checked, the tab will show in the customer panel.
 - If the Upgrade/Downgrade Quantity is unchecked, the tab will not show in the customer panel.
- If sub-user does not have billing permission in the Upgrade/Downgrade Quantity case, then the user will be allowed to place the order but not make the payment.
 - If sub-user has billing permission in the Upgrade/Downgrade Quantity case, then the user will be allowed to place the order as well as make the payment.



Add Subuser

Username*
 Email*
 Address 1*
 Country*
 Zip Code*

First Name*
 Last Name*
 Password*
 Address 2
 City*
 State*
 Mobile Number*
 Phone Number*

Company*
 Company
 City
 City
 State
 State
 Mobile Number*
 Phone Number*

Rights to Assign:

Activate Sub-Account
 Tick to Enable

Permissions	Billing	Product/Service Actions	Profile	Tickets	Product/Service
<input type="checkbox"/> View Dashboard List	<input type="checkbox"/> Place New Order	<input type="checkbox"/> Upgrade/Downgrade Quantity	<input type="checkbox"/> Modify Profile	<input type="checkbox"/> Create Ticket	<input type="checkbox"/> Upgrade/Downgrade Quantity
<input type="checkbox"/> View Invoice List	<input type="checkbox"/> View Account Details	<input type="checkbox"/> View Product Details	<input type="checkbox"/> View Profile	<input type="checkbox"/> View Ticket List	<input type="checkbox"/> View Dashboard Details
<input type="checkbox"/> View Billing List	<input type="checkbox"/> View Invoice	<input type="checkbox"/> View Order Details	<input type="checkbox"/> View Profile	<input type="checkbox"/> Add Attachment On Ticket	<input type="checkbox"/> View Account Details
<input type="checkbox"/> View Renewal List	<input type="checkbox"/> Cancel Order			<input type="checkbox"/> View Ticket Details	
<input type="checkbox"/> View Renewal Details					
<input type="checkbox"/> Modify Domain (Domain Owner Control)					
<input type="checkbox"/> Product/Service Actions					
<input type="checkbox"/> Upgrade/Downgrade Quantity					
<input type="checkbox"/> Profile					
<input type="checkbox"/> Modify Profile			<input type="checkbox"/> View Profile		
<input type="checkbox"/> Tickets					
<input type="checkbox"/> Create Ticket				<input type="checkbox"/> View Ticket List	
<input type="checkbox"/> Edit Rating On Ticket Reply				<input type="checkbox"/> Add Attachment On Ticket	
<input type="checkbox"/> Can Reply On Ticket				<input type="checkbox"/> View Ticket Details	
<input type="checkbox"/> Product/Service					
<input type="checkbox"/> Upgrade/Downgrade Quantity					

Cancel Save

Search/Filter Service

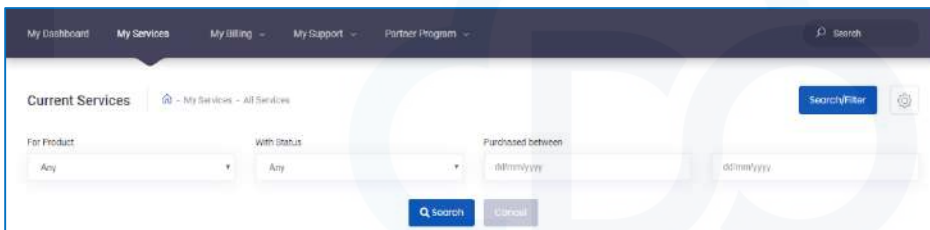
In the Service Details tab, you get the complete details of that particular service including the billing details, passwords (if any) and Value Added Services.

The customer can also filter his services based on several parameters.

To search/filter services:

- Click on the Search/Filter button located in front of the current services.
- This will open a search form. You can filter based on Product, Status and Purchased date.
- After selecting the desired filter, click on the Search button.

See the sample screenshot of the search/filter section:



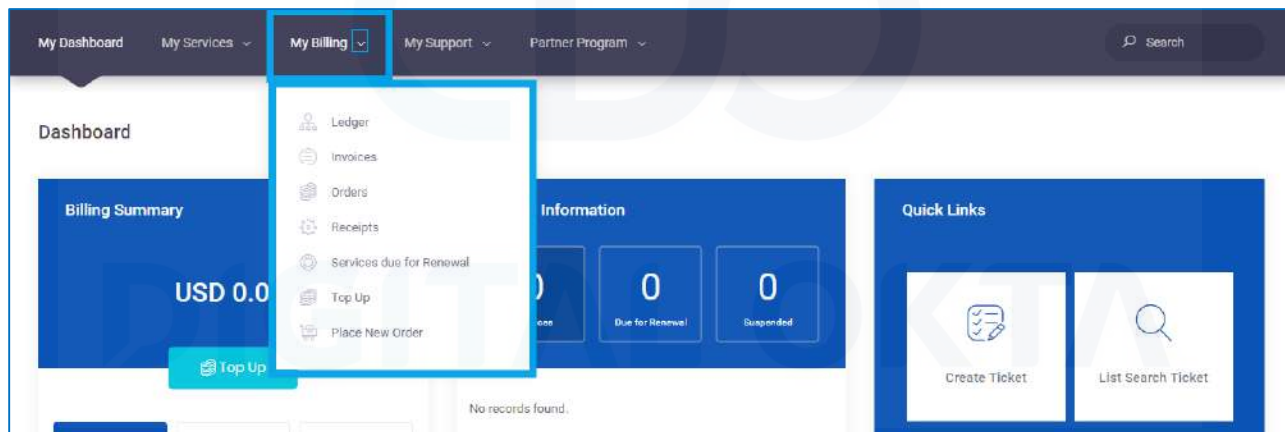
The screenshot shows a user interface for managing services. At the top, there is a navigation bar with links for 'My Dashboard', 'My Services', 'My Billing', 'My Support', and 'Partner Program'. A search icon is visible in the top right corner. Below the navigation bar, the 'Current Services' section is displayed. It includes a breadcrumb trail 'My Services - All Services' and a 'Search/Filter' button. The search form contains three main filters: 'For Product' with a dropdown menu set to 'Any', 'With Status' with a dropdown menu set to 'Any', and 'Purchased between' with two date input fields. At the bottom of the form, there are 'Search' and 'Cancel' buttons.

Adjacent to the search/filter button on the current services page, you will find a gear icon with different filters like - **All**, **Due for Renewal**, **Suspended**, **Terminated**, **Expired** and **Pending Delete Restorable** along with the number of count for each filter. You can filter the services directly from here too.

My Billing

- My Ledger - The Ledger section lists all the transactions that you have made. Here, you can view and export ledger.
- My Invoices - The Invoices section lists all your generated invoices. Here, you can view and download invoice details.
- My Orders - The Orders section lists all the orders that you have placed.
- My Receipts - The Receipts section lists all the receipts generated for your transactions.
- My Services Due for Renewal - The Services Due for Renewal section lists all your services that are due for renewal or need to be renewed in a short while.
- Top-up - Through this section, the customer can add fund in his account.
- Place New Order - Through this section, the customer can place an order for a new product.

See the screenshot of the My Billing section:



My Ledger

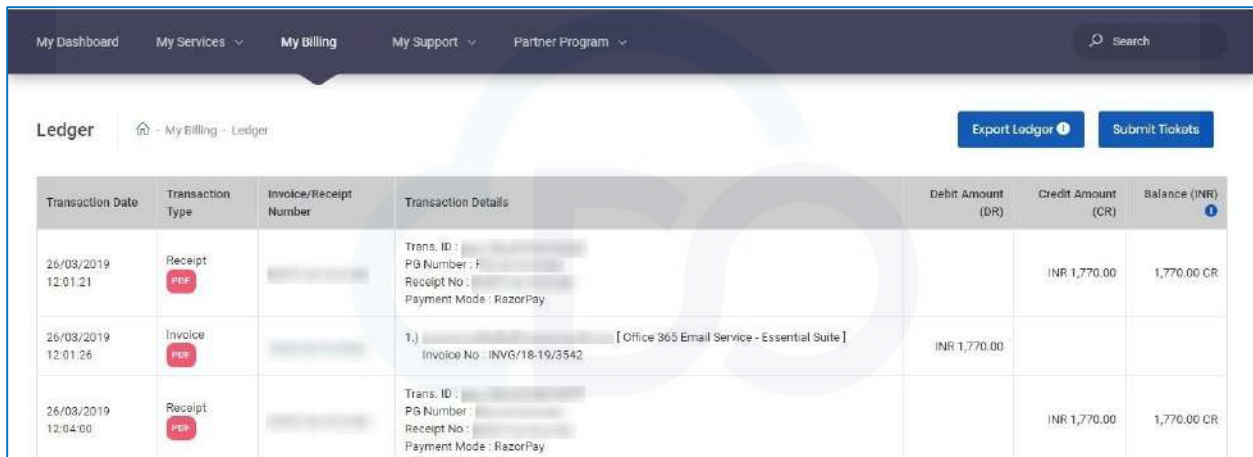
Overview




Home >> My Billing >> Ledger

To access the Ledger section from your member panel dashboard:

- Click on the My Billing tab on the member panel dashboard and then click on Ledger on My Billing menu.

See screenshot for the Ledger section:



Transaction Date	Transaction Type	Invoice/Receipt Number	Transaction Details	Debit Amount (DR)	Credit Amount (CR)	Balance (INR)
26/03/2019 12:01:21	Receipt 	[Redacted]	Trans. ID : [Redacted] PB Number : F [Redacted] Receipt No : [Redacted] Payment Mode : RazorPay		INR 1,770.00	1,770.00 CR
26/03/2019 12:01:26	Invoice 	[Redacted]	1.) [Redacted] [Office 365 Email Service - Essential Suite] Invoice No : INVG/18-19/3542	INR 1,770.00		
26/03/2019 12:04:00	Receipt 	[Redacted]	Trans. ID : [Redacted] PB Number : [Redacted] Receipt No : [Redacted] Payment Mode : RazorPay		INR 1,770.00	1,770.00 CR

The Ledger section lists all the transactions that you have made.

Here, the information about each transaction in the ledger is listed in the below-given sequence.

- Transaction Date – Transaction Type – Invoice/Receipt Number – Transaction Details – Debit Amount – Credit Amount – Balance (Current balance in your account where CR = Credit Balance, DR = Debit Balance)

Here, the customer can also do the following:

Download Receipt/Invoice: To download any receipt or invoice click on the PDF button provided in the Transaction Type column below every transaction.

View or Download Invoice: Click on an Invoice number to open it. You can either directly view it here or click on the Download button to download the invoice.

Export Ledger

To export the complete transaction details in the ledger in a CSV (Excel) file:

- Click on the Export Ledger button.

Submit Tickets

The customer can also raise support tickets from here.

- Click on Submit Ticket button adjacent to the Export Ledger button.
- Create a ticket form will open.

You can check the entire process of creating a new ticket here.

My Invoices

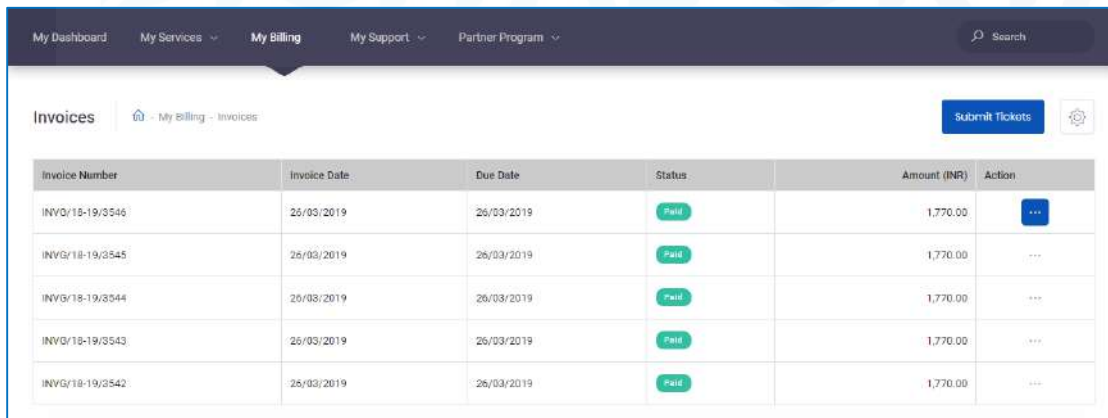
Overview

Home >> My Billing >> Invoices

To access the Invoices section from your member panel dashboard:

- Click on the My Billing tab on the member panel dashboard and then click on Invoices under My Billing menu.

See sample screenshot:



Invoice Number	Invoice Date	Due Date	Status	Amount (INR)	Action
INVO/18-19/3546	26/03/2019	26/03/2019	Paid	1,770.00	...
INVG/18-19/3545	26/03/2019	26/03/2019	Paid	1,770.00	...
INVG/18-19/3544	26/03/2019	26/03/2019	Paid	1,770.00	...
INVO/18-19/3543	26/03/2019	26/03/2019	Paid	1,770.00	...
INVG/18-19/3542	26/03/2019	26/03/2019	Paid	1,770.00	...

The Invoices section lists all your generated invoices. Here, your invoices are categorized in two sections viz.

- Paid
- Unpaid

Here, the information about each invoice is listed in the below-given sequence.

- Invoice Number – Invoice Date – Due Date – Status (Paid/Unpaid) – Amount – Action

View Complete Details of an Invoice

To view the complete details of an invoice:

- In front of the Invoice which you want to open, under Action Column, you will find an overflow menu. Select View Invoice from the overflow menu.

See sample screenshot of the Complete Invoice Details window:

S.No.	Description of Goods.	SAC/HSN Code	QTY	UOM	Rate (AED)	Total (AED)	Taxable Value (AED)
1	digitalektaest.onmicrosoft.com (Office 365 - Office 365 Business Essentials) Subscription ID : B03146E9-5889-48E7-8773-94268460C1A9 Billing Cycle: Annually (16/05/2020 - 15/05/2021)	N/A	1	N/A	211.54	211.54	211.54
						Subtotal	AED 211.54
						VAT 5.00%	AED 10.58
						Invoice Total	AED 222.12

Download an Invoice as PDF

To download an invoice in a PDF format:

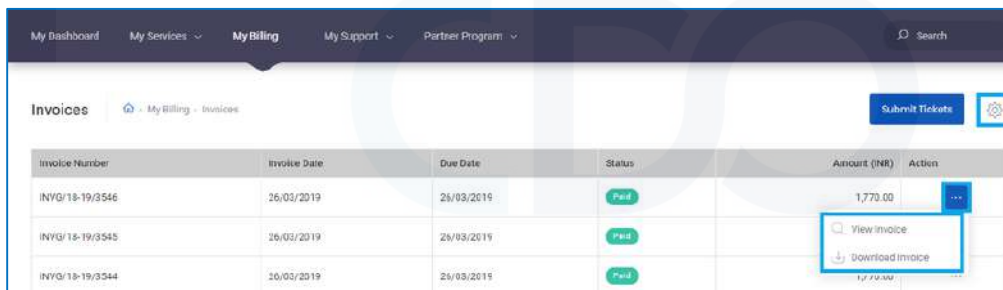
- Click on View invoice from the Actions column.
- Then, click on the Download Invoice button to download it in the Default PDF format.

Filter Invoices based on Paid/Unpaid categories

To filter an invoice based on Paid/Unpaid:

- Click on right top Gear Icon >> Paid for all paid invoices.
- Click on right top Gear Icon >> Unpaid for all Unpaid invoices.

See sample screenshot:



Invoice Number	Invoice Date	Due Date	Status	Amount (INR)	Action
INV0/18-19/3546	26/03/2019	26/03/2019	Paid	1,770.00	...
INV0/18-19/3545	26/03/2019	26/03/2019	Paid		
INV0/18-19/3544	26/03/2019	26/03/2019	Paid	1,770.00	

You can also Submit Ticket from here using the **Submit Ticket** button provided next to the gear icon on top.

My Orders

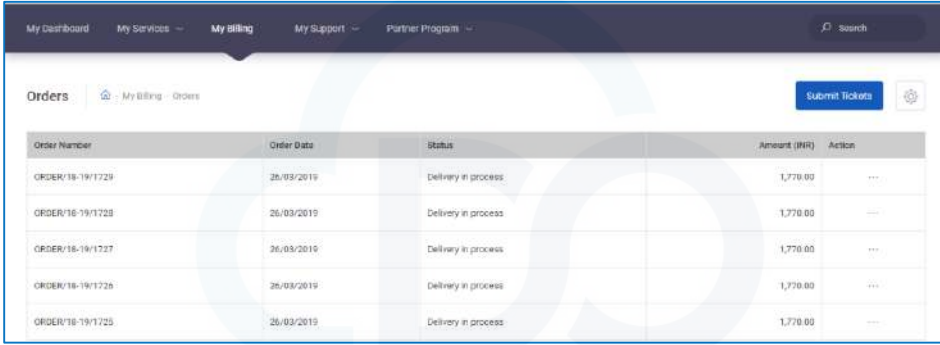
Overview

Home >> My Billing >> Orders

To access the Orders section from your member panel dashboard:

- Click on the My Billing tab on the member panel dashboard and then click on Orders button on the My Billing menu.

See screenshot of the Orders section:



Order Number	Order Date	Status	Amount (KHR)	Action
ORDER/18-19/1729	26/03/2019	Delivery in process	1,770.00	...
ORDER/18-19/1728	26/03/2019	Delivery in process	1,770.00	...
ORDER/18-19/1727	26/03/2019	Delivery in process	1,770.00	...
ORDER/18-19/1726	26/03/2019	Delivery in process	1,770.00	...
ORDER/18-19/1725	26/03/2019	Delivery in process	1,770.00	...

The Orders section lists all the orders that you have placed.

The Orders section is categorized into five sections viz. - All, Due for Payment, Delivery in Process, Delivered, Cancelled.

Here, the information about each order is listed in the below-given sequence.

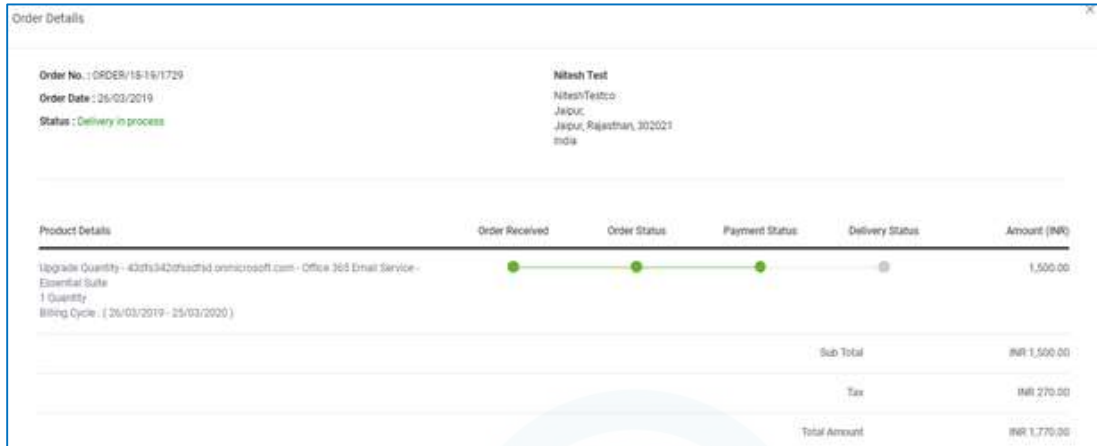
- Order Number – Order Date – Status – Amount – Action

View Complete Details of an Order

To view the complete details of an order:

- Click on View Order under the Actions column in the Orders list.
- It will open the full details of that order in a modal pop up.

See screenshot:



Product Details	Order Received	Order Status	Payment Status	Delivery Status	Amount (INR)
Upgrade Quantity - 43dts342ofsa07d.onmicrosoft.com - Office 365 Email Service - Essential Suite 1 Quantity Billing Cycle : (26/03/2019 - 25/03/2020)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	1,500.00
					Sub Total
					Tax
					Total Amount

If the Status of the Order is “Due for Payment”, the customer will get the additional options to:

Pay Order: By clicking on this, the customer can make payment for the order.

Cancel Order: The customer can also cancel the order by clicking on this button.

- Use the gear icon provided at the top right corner to filter the orders based on various parameters.
- Use Submit Ticket button near to the gear icon to raise tickets from here.

Cancel Order

To cancel one or more order:

- Select the order(s) you want to cancel.
- Click on Cancel Order tab.
- It should ask for confirmation. Once done, an Invoice Cancellation pop up will appear with Cancellation Reason and Description options.
- Select a cancellation reason from the drop-down and describe the cancellation reason in detail in the text area.
- Next, click on the Save button. This will save data and cancel the selected order.

If an invoice is already cancelled or is not generated for an order, then invoice cancellation popup will not be displayed.

My Receipts

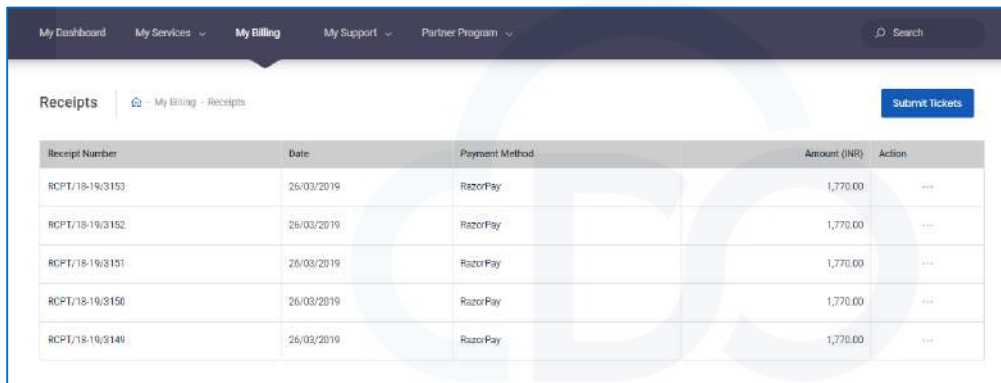
Overview

Home >> My Billing >> Receipts

To access the Receipts section from your member panel dashboard:

- Click on the My Billing tab on the member panel dashboard and then click on Receipts on the My Billing menu.

See screenshot of the receipts section:



Receipt Number	Date	Payment Method	Amount (INR)	Action
RCPT/18-19/3153	26/03/2019	RazorPay	1,770.00	...
RCPT/18-19/3152	26/03/2019	RazorPay	1,770.00	...
RCPT/18-19/3151	26/03/2019	RazorPay	1,770.00	...
RCPT/18-19/3150	26/03/2019	RazorPay	1,770.00	...
RCPT/18-19/3149	26/03/2019	RazorPay	1,770.00	...

The Receipts section lists all the receipts generated for your transactions.

Here, the information about each receipt is listed in the below-given sequence:

- Receipt Number – Date – Payment Method – Amount


View Complete Details of a Receipt

To view the complete details of a receipt:

- From the Action column, click on the overflow menu in front of the receipt you want to see. Click on View Receipt from the menu.
- This will open a modal box with Receipt details.

See screenshot:

Receipt
✕



ITQAN Global For Cloud & Digital Computing Systems-Digital OKTA L.L.C
 Emirates Post Building, 16th Street Corner 29th & 54th Street, Khalifa Commercial Center, Khalifa City A, Abu Dhabi, United Arab Emirates, 145581, [+971 26147033](tel:+97126147033)
 TRN: 1009212071000093
 Cell: [+971 \(2\) 6147033](tel:+97126147033)
 Fax:

Receipt No
DORCPFY20-23

Dated
16th May 2020

Description
payment Done
Trans. ID : TESR
PG Number :
Receipt No. : DORCPFY20-23

Received
with thanks from Jehan Abu Eid by NetworkInternational credit amount AED 222.12

Close
Download Receipt

Download the Receipt

From the Action column, click on the overflow menu in front of the receipt you want to download. Click on Download Receipt from the menu.

You can also Submit Tickets from here using the Submit Ticket button on the top right corner.

See Screenshots

Transaction	Date	Due Date	Receipt / PG Registration	Description	Bank Amount	Order Amount	Order Status	Payment Status	Verification Status
Invoice Details Customer Information ID: 102388 Name: Subodh Singh Company: NetworkInternational	31/05/2019	31/05/2019		Microsoft 365 Setup Microsoft 365 - Essential Suite - new setup order amount from networkinternational.com Billing Cycle: Annually 1 Quantity View Details	AED 1,770.0	AED 1,770.0	PAID	UNPAID with invoice	Not Verified
Invoice Details Customer Information ID: 102387 Name: Subodh Singh Company: NetworkInternational	31/05/2019	31/05/2019		Microsoft 365 Setup Microsoft 365 - Essential Suite - NetworkInternational Billing Cycle: Annually 1 Quantity View Details	AED 1,770.0	AED 1,770.0	PAID	UNPAID with invoice	Not Verified
Invoice Details Customer Information ID: 102387 Name: Subodh Singh Company: NetworkInternational	31/05/2019	31/05/2019		Microsoft 365 Setup Microsoft 365 - Essential Suite - NetworkInternational Billing Cycle: Annually 1 Quantity View Details	AED 1,770.0	AED 1,770.0	PAID	PAID	Not Verified

Invoice Cancellation

Canceling an order would imply canceling the invoice along with it. Please provide invoice cancellation reason and description.

Cancellation Reason * Select

Description * Description

Cancellation description maximum length is 2000 characters.

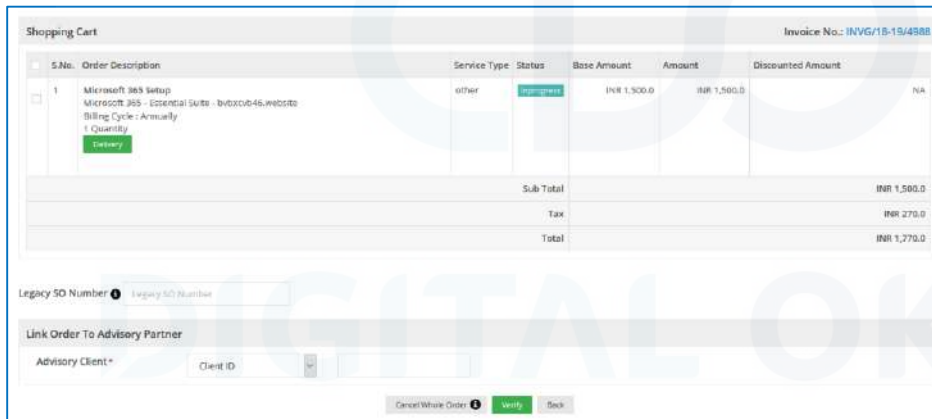
Save
Cancel

To cancel one order:

- Go to Order Detail page.
- Click on Cancel Whole Order tab.
- It should ask for confirmation. Once done, an Invoice Cancellation pop up will appear with Cancellation Reason and Description options.
- Select a cancellation reason from the drop-down and describe the cancellation reason in detail in the text area.
- Next, click on the Save button. This will save data and cancel the selected order.

If an invoice is already cancelled or is not generated for an order, then invoice cancellation popup will not be displayed.

See Screenshots



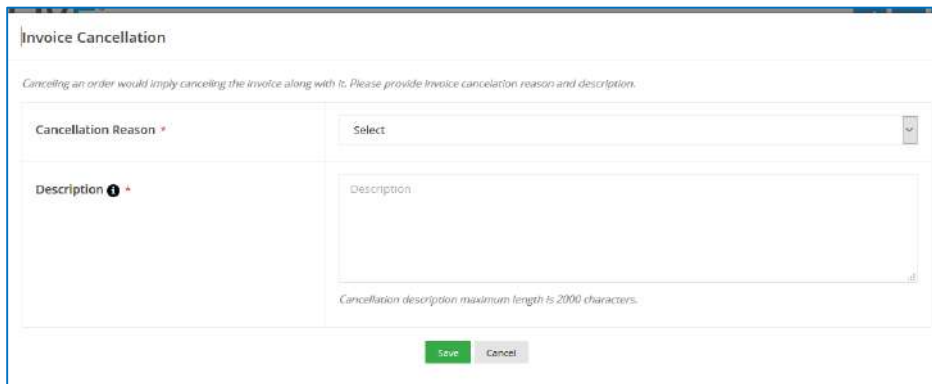
Shopping Cart Invoice No.: INVG/18-19/4888

S.No.	Order Description	Service Type	Status	Base Amount	Amount	Discounted Amount
1	Microsoft 365 Setup Microsoft 365 - Commercial Suite - bytzcub-66.webcode Billing Cycle - Annually 1 Quantity Legacy	other	In Progress	INR 1,500.0	INR 1,500.0	NA
Sub-Total					INR 1,500.0	
Tax					INR 270.0	
Total					INR 1,770.0	

Legacy SO Number

Link Order To Advisory Partner

Advisory Client*



Invoice Cancellation

Canceling an order would imply canceling the invoice along with it. Please provide invoice cancellation reason and description.

Cancellation Reason

Description

Cancellation description maximum length is 2000 characters.

My Services due for renewal

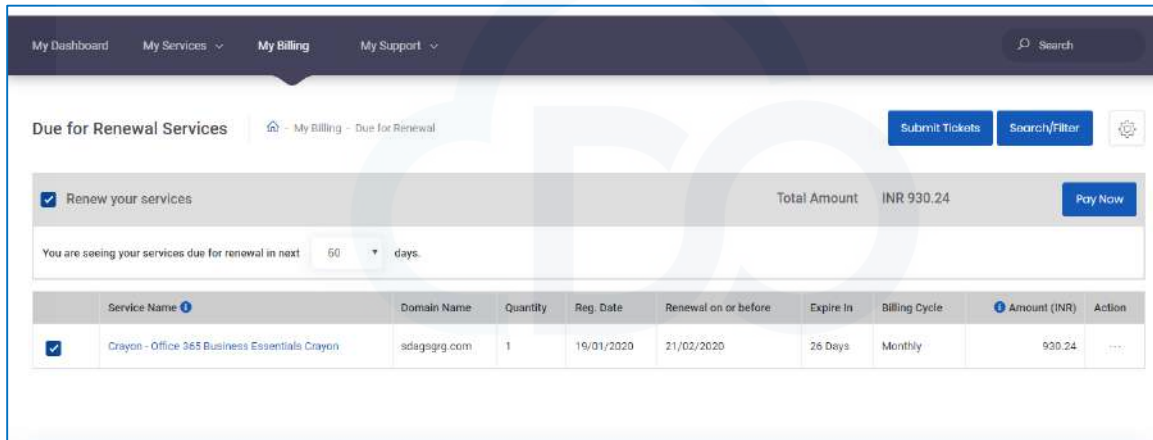
Overview

Home >> My Billing >> Services Due for Renewal

To access the Services Due for Renewal section from your member panel dashboard:

- Click on the My Billing tab on the member panel dashboard and then click on Services Due for Renewal button on the My Billing menu.

See screenshot of the services due for renewal section:



Service Name	Domain Name	Quantity	Reg. Date	Renewal on or before	Expire In	Billing Cycle	Amount (INR)	Action
<input checked="" type="checkbox"/> Crayon - Office 365 Business Essentials Crayon	sdgagrg.com	1	19/01/2020	21/02/2020	26 Days	Monthly	930.24	...

The Services Due for Renewal section lists all your services that are due for renewal or needs to be renewed in a short while.

The information about each service due for renewal is listed in the below-given sequence.

- Service Name – Registration Date – Due Date – Amount

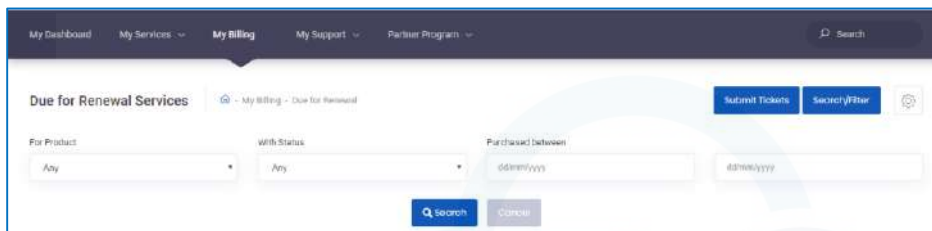
On the right-hand side of these details, for every service, you can access a drop-down list of quick links. Using these links, you can do the following:

- Create a Ticket (for the respective service)
- Renew this service
- Submit Cancellation Request

On the right top just on the left to Gear Icon there is a button called “Search / Filter”. Using this option, we can perform the advance searching on the service renewal table based on the following three inputs as following:

- For Product
- With Status
- Purchase Date (between any provided range of dates)

See a sample screenshot of “Search / Filter”:

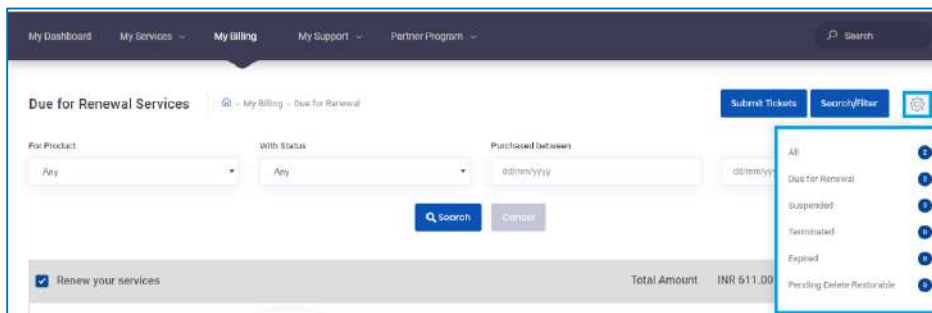


The screenshot shows the 'Due for Renewal Services' page. At the top right, there are buttons for 'Submit Tickets' and 'Search/Filter', and a gear icon. Below these are three search filters: 'For Product' with a dropdown menu set to 'Any', 'With Status' with a dropdown menu set to 'Any', and 'Purchased between' with two date input fields. A 'Search' button and a 'Cancel' button are located below the filters.

On the right top Gear Icon Using this option, we can perform data filter on the service renewal table based on the following six categories:

- All
- Due for Renewal
- Suspended
- Terminated
- Expired
- Pending Delete Restorable

See screenshot:



The screenshot shows the 'Due for Renewal Services' page with the search filter dropdown menu open. The dropdown menu lists six categories: 'All', 'Due for Renewal', 'Suspended', 'Terminated', 'Expired', and 'Pending Delete Restorable'. Each category has a corresponding radio button and a plus-minus icon. The 'All' category is selected. Below the dropdown menu, there is a 'Renew your services' checkbox and a 'Total Amount' of INR 611.00.

Use Submit Tickets button provided near the Search/filter option to raise a new ticket.

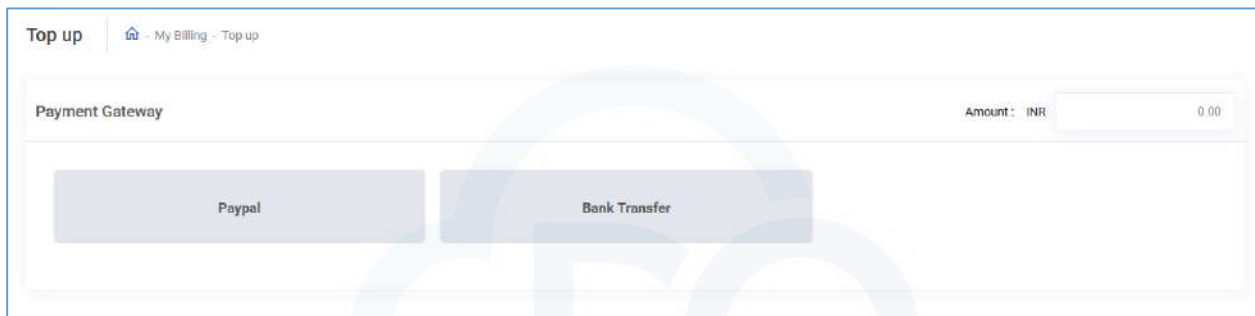
Top-up

Overview

Home >> My Billing >> Top-up

- Click on the My Billing button on the member panel navigation menu and then click on Top Up button on the My Billing menu.

See sample screenshot:



A new form will open with available payment gateways.

- Fill the amount.
- Select payment gateway
- After selecting the payment gateway, a confirm pop up box will appear to proceed with the chosen payment gateway.

The amount will be credited in your account.

Place New Order

Overview

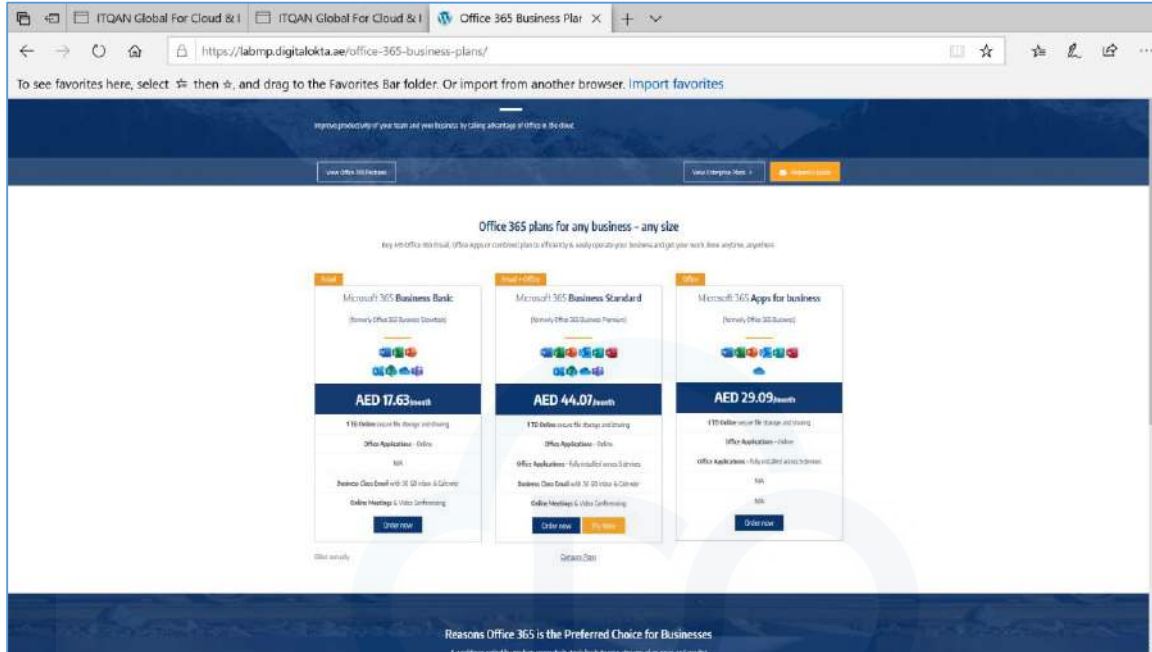
Home >> My Billing >> place new order

To access the Place New Order section from your member panel dashboard:

- Click on the My Billing button on the member panel navigation menu and then click on Place New Order button on the My Billing menu.

This will take the customer to the marketplace from where he can place any order.

See sample screenshot

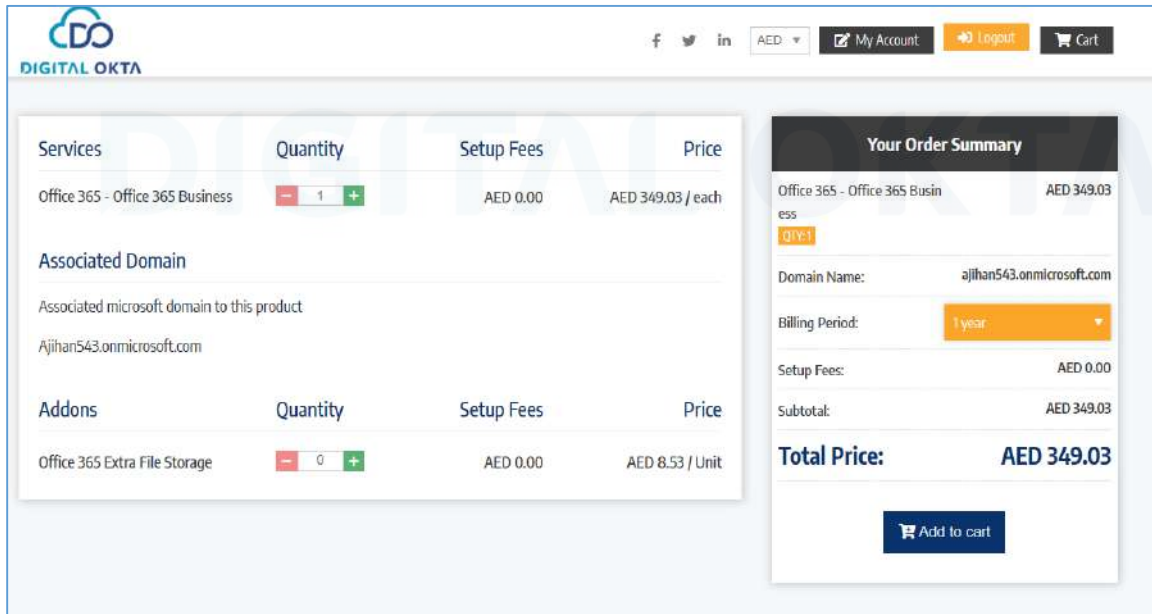


Office 365 plans for any business - any size

Microsoft 365 Business Basic (Formerly Office 365 Business Essentials) **AED 17.63/month**

Microsoft 365 Business Standard (Formerly Office 365 Business Premium) **AED 44.07/month**

Microsoft 365 Apps for business (Formerly Office 365 Business) **AED 29.09/month**



Services	Quantity	Setup Fees	Price
Office 365 - Office 365 Business	1	AED 0.00	AED 349.03 / each

Associated Domain

Associated microsoft domain to this product

ajjihan543.onmicrosoft.com

Addons	Quantity	Setup Fees	Price
Office 365 Extra File Storage	0	AED 0.00	AED 8.53 / Unit

Your Order Summary

Office 365 - Office 365 Business **AED 349.03**

Domain Name: **ajjihan543.onmicrosoft.com**

Billing Period: **1 year**

Setup Fees: **AED 0.00**

Subtotal: **AED 349.03**

Total Price: AED 349.03

[Add to cart](#)

ORDER SUMMARY
PAYMENT OPTION

Product	Quantity/Quota	Duration	Price
Office 365 <small>Office 365 Business (for Ajlhan543.onmicrosoft.com)</small>	1	1 year	AED 349.03
Office 365 <small>Office 365 Business (for Ajlhan543.onmicrosoft.com)</small>	1	1 year	AED 349.03

Apply Promo Code:

Subtotal: AED 698.06

5.00% VAT: AED 34.90

Total Price: AED 732.96

ORDER SUMMARY
PAYMENT OPTION

Payment Summary

Order Amount	Previous Due	Credit Adjusted	Net Payable
AED 732.96	AED 4,012.80	AED 0.00	AED 4,745.76

Payment Method

N-Genius [Pay using credit/debit cards]

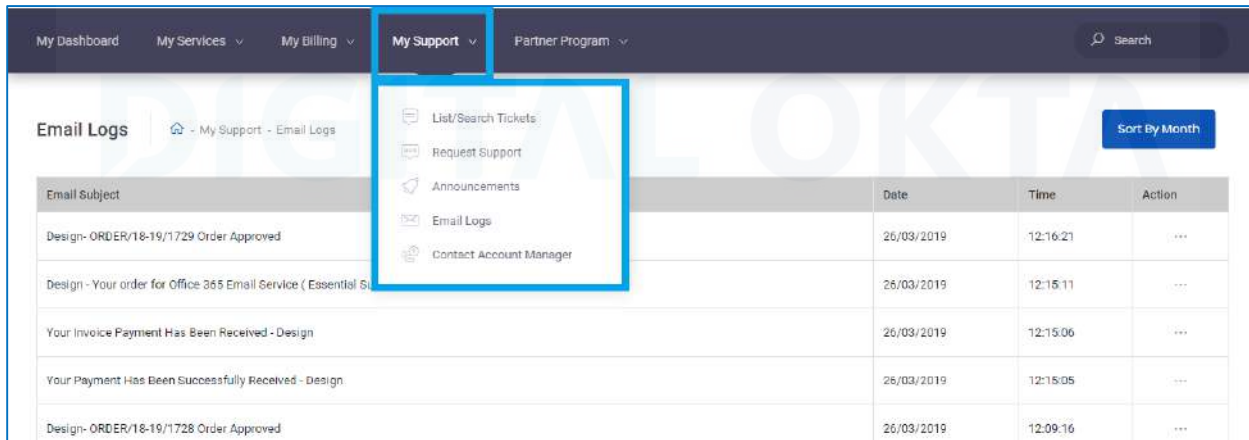
Pay Using Bank Transfer

My Support

- **List/Search Tickets** - This section lists essential information about your open tickets and Services under maintenance. You get your support pin and client ID here.
- **Request Support** - My Tickets section lists all your support tickets that you have raised. You can view, reply, escalate, close and view your older tickets as well.
- **Announcements** - Announcements section lists all the announcements made about your services/products by your service provider.
- **Email Logs** - Email Logs section lists all the emails that have been exchanged between you and your service provider.

The customer can also directly contact his account manager from here by clicking on the **“Contact Account Manager”** option in the My Support menu. This will redirect him to his email.

See sample screenshot:



Email Subject	Date	Time	Action
Design- ORDER/18-19/1729 Order Approved	26/03/2019	12:16:21	...
Design - Your order for Office 365 Email Service (Essential S...	26/03/2019	12:15:11	...
Your Invoice Payment Has Been Received - Design	26/03/2019	12:15:06	...
Your Payment Has Been Successfully Received - Design	26/03/2019	12:15:05	...
Design- ORDER/18-19/1728 Order Approved	26/03/2019	12:09:16	...

List/Search Tickets

Overview

Home >> My Support >> List/Search Tickets

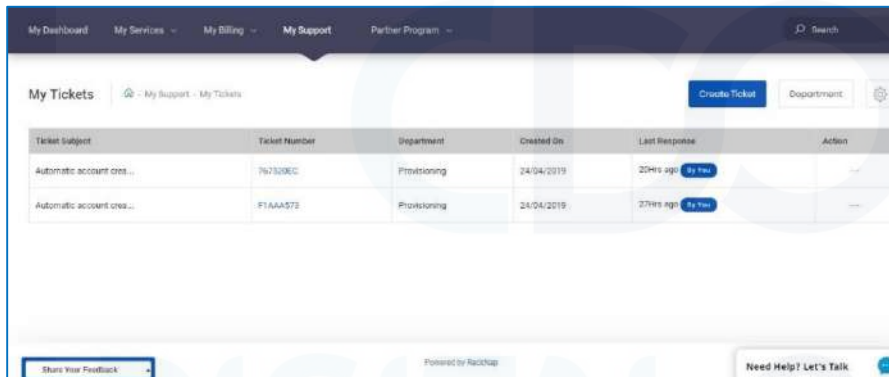
Through this section, the customer can view all his tickets, post reply to an existing ticket, create a new ticket or escalate tickets.

List/Search Tickets

To access the List/Search tickets section:

- Go to Home.
- Select List/Search Tickets from the My Support Menu.

See sample screenshot:



Ticket Subject	Ticket Number	Department	Created On	Last Response	Action
Automatic account crea...	F67308C	Provisioning	24/04/2019	20hrs ago	...
Automatic account crea...	F1AAA57E	Provisioning	24/04/2019	27hrs ago	...

The information in this section is arranged in the following sequence:

Ticket Subject - Ticket Number - Department - Created On - Last Response – Action

Ticket Subject: The issue which was raised while creating a ticket is shown as the subject of the ticket.

Ticket Number: The ticket number is generated when you create a ticket.

Department: It will list the department to which the issue is addressed.

Created On: This will show the date on which the ticket was raised.

Last Response: It will show the time when the last response was made to the ticket.

Additional Actions: The overflow menu in front of the ticket will list the additional things that can be done here:

- *See Latest Response:* You can see the latest response to the ticket.
- *Close this ticket:* This will change the ticket's status to close.
- *Escalate this ticket:* You can escalate this ticket to higher authorities like Duty Manager, Support Manager, Support HOD, Company Management.

Search/filter tickets

A customer can also apply filters in this section to narrow down the list of tickets. He can apply a filter based on Department button which is provided on the top of the ticket lists. (Please refer first screenshot)

He can also filter based on Ticket status:

- Click on the gear icon near the Department button and filter from the available categories of ticket - All, Awaiting your response, Awaiting, and Closed.

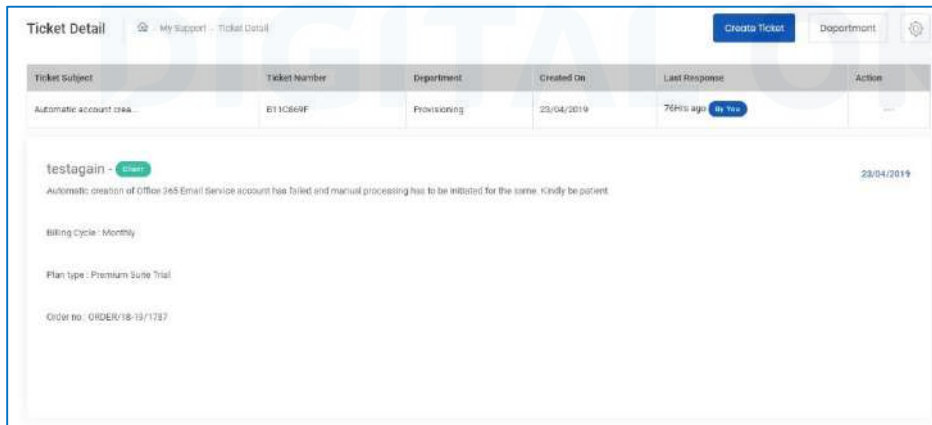
Ticket Details

To access the details of a ticket:

- On the ticket's list/search page, click on a ticket number to open it.

This section will provide details related to created ticket like ticket subject, ticket number, department, the date on which the ticket was created, time duration since the last response was made on the ticket and some additional actions.

See sample screenshot:



Ticket Subject	Ticket Number	Department	Created On	Last Response	Action
Automatic account crea...	E11C669F	Provisioning	23/04/2019	76Mts ago My View	

testagain - Open 23/04/2019

Automatic creation of Office 365 Email Service account has ticket and manual processing has to be initiated for the same. Kindly be patient

Billing Cycle - Monthly

Plan type : Premium Suite Trial

Order no : ORDER/18-19/1737

Here, the customer can do the following:

In the Action column, on clicking the overflow menu, the customer will find the following options:

See Latest Response: Clicking on this will take the customer to the bottom of the page where he can see the latest response if any.

Reply Ticket: This will again take the customer to the bottom of the page, where he can enter his reply and click on Post Reply button to post his reply.

Whenever a reply is posted then a confirmation mail will be sent to a customer, and all the admins will also receive an email along with attachments (if any). If a customer does not get the required response from the ticket, live chat & direct call

Escalate Ticket: This option provides facility to a customer to raise a ticket to higher authorities like Duty Manager, Support Manager, Support HOD

Request Support

Overview

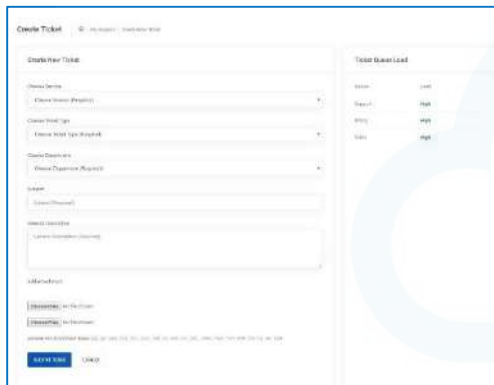
Home >> My Support >> Request Support

Through this section, the customer can raise a new ticket for his service-related issues and concerns.

To access the section:

- Go to Home.
- Select Request Support from the My Support menu.

See sample screenshot:



Ticket Details	
Issue	Low
Severity	High
Priority	High
Status	Open

Create a new ticket

- Select a service from the Choose Service drop-down.
- Select a ticket type from the Choose ticket type drop-down.
- Select a department from the Choose Department drop-down.
- Enter the subject of the ticket.
- Provide a brief description.
- You can also add attachments.
- Once done, click on Submit Ticket.

- Whenever a customer submits the request for ticket creation, then a ticket will be created in the automation platform, and an email will be sent to the customer with confirmation that a ticket has been generated.
- All admins will also receive emails that a customer has generated ticket along with attached files (if any). This created ticket will be visible in the ticket lists section.

Announcements

Overview

Home >> My Support >> Announcements

To access the Announcements section from your member panel dashboard:

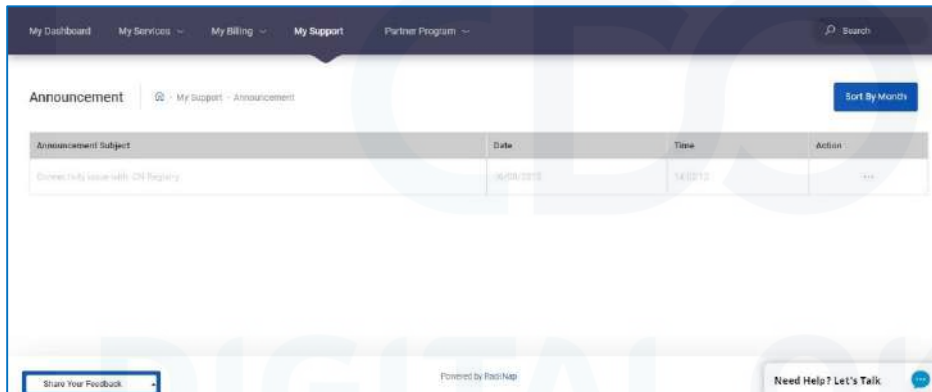
- Click on My Support tab on the member panel dashboard and then click on Announcements from the My Services menu.

The Announcements section lists all the announcements made for your information by your service provider.

Here, the information about each announcement is displayed in the below-given sequence.

- Announcement Subject – Date – Time – Action

See a sample screenshot of the Announcements section:



Announcement Subject	Date	Time	Action
Domain link issue with CN Registry	05/08/2018	14:02:13	...

View an Announcement in Detail

To view any announcement in detail:

- From the overflow menu in the Action column, select See Announcement Detail. It will open a modal box with complete details of the announcement.

View Announcements of a Month

To view the complete list of announcements for a particular month:

- Select the month for which you want to see the announcements from the Sort by Month drop-down. (Please refer first screenshot)
- This will open the list of announcements made in that particular month.

Email Logs

Overview

Home >> My Support >> Email Logs

To access the Email Logs section from your member panel dashboard:

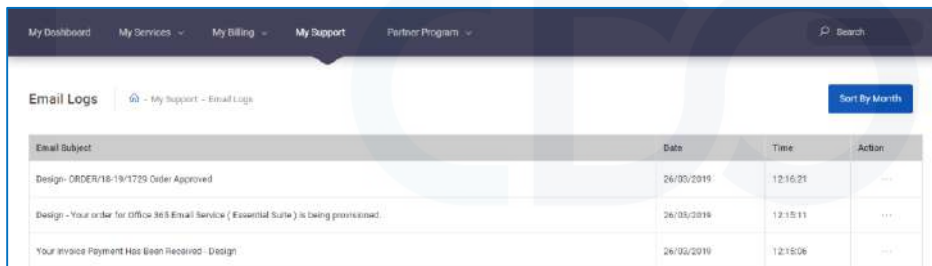
- Click on My Support tab on the member panel dashboard and then click on Email Logs on the My Services menu.

The Email Logs section lists all the emails that have been exchanged between you and your service provider.

Here, the information about each email is displayed in the below-given sequence:

- Email Subject – Date – Time – Action

See a sample screenshot of the Email Logs section:



Email Subject	Date	Time	Action
Design- ORDER/18-19/1729 Order Approved	26/05/2019	12:16:21	...
Design - Your order for Office 365 Email Service (Essential Suite) is being provisioned.	26/05/2019	12:15:11	...
Your Invoice Payment Has Been Received- Design	26/05/2019	12:15:06	...

View an Email Log in Detail

To view any email log in detail:

- From the overflow menu in the Action column, click on See Email Logs Details.

View Email Logs of a Month

To view the complete list of email logs for a particular month:

- Select the month for which you want to view the email logs from the Sort by Month drop-down list.
- - This will open the complete list of email logs for that particular month.

My Profile

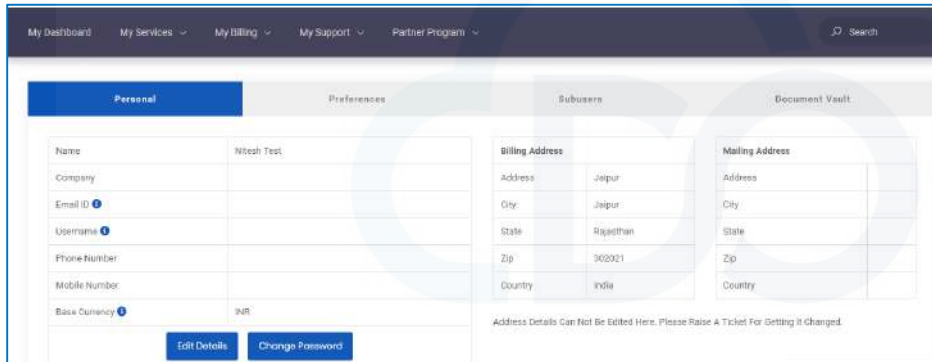
Personal Information - In this section, you can view and edit your personal details, your professional details and change account password.

Preferences - In this section, you can manage your preference settings for receiving Emails/SMS/Notifications related to your products or services.

Sub users - Sub users are the additional users to your account that can be given separate login credentials and granted limited permissions.

Document Vault - In this section, you can upload your identity verification documents.

See sample screenshot:



The screenshot shows the 'Personal' tab selected in the 'My Profile' section. The interface includes a navigation bar at the top with links for 'My Dashboard', 'My Services', 'My Billing', 'My Support', and 'Partner Program'. Below the navigation bar, there are four tabs: 'Personal', 'Preferences', 'Subusers', and 'Document Vault'. The 'Personal' tab is active and displays a form with the following fields:

Name	Nitech Test	Billing Address		Mailing Address	
Company		Address	Jaipur	Address	
Email ID		City	Jaipur	City	
Username		State	Rajasthan	State	
Phone Number		Zip	302001	Zip	
Mobile Number		Country	India	Country	
Base Currency	INR	Address Details Can Not Be Edited Here. Please Raise A Ticket For Getting It Changed.			

At the bottom of the form, there are two buttons: 'Edit Details' and 'Change Password'.

Personal Information

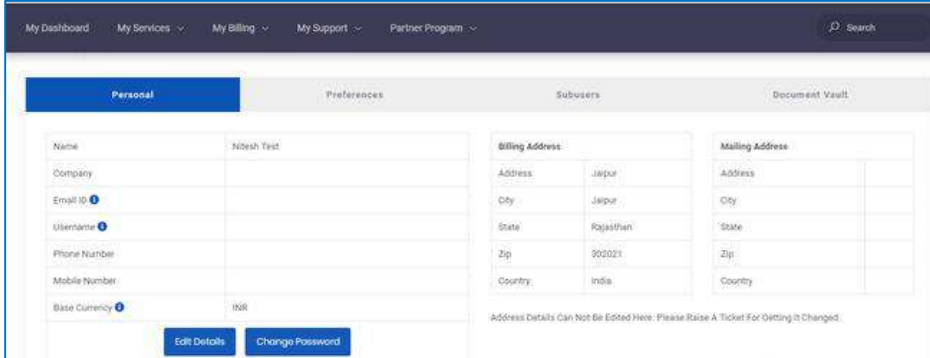
Overview

Home >> My Profile >> Personal

To view and edit your personal profile details in the Profile section:

- Click on My Profile from the top right corner of the screen where your profile pic is located.
- This will open the My profile section. You will find four tabs - Personal, Preferences, Subusers, Document Vault.
- Click on the Personal tab in the Profile section.

See screenshot of the Personal Profile Details section



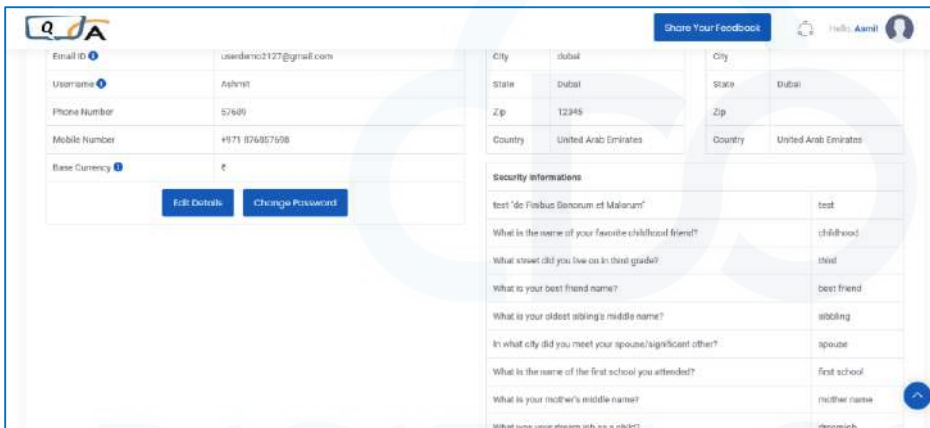
My Dashboard My Services My Billing My Support Partner Program Search

Personal Preferences Subusers Document Vault

Name	Nish Test	Billing Address:	Mailing Address:
Company		Address	Address
Email ID		City	City
Username		State	State
Phone Number		Zip	Zip
Mobile Number		Country	Country
Base Currency	INR	Address Details Can Not Be Edited Here. Please Raise A Ticket For Getting It Changed.	

Edit Details Change Password

See screenshot of the Personal Profile Details section (When a user answers security questions)



QJA Share Your Feedback Hello Asmit

Email ID	usendmc2127@gmail.com	City	dubai	City	Dubai
Username	Ashmit	State	Dubai	State	Dubai
Phone Number	57609	Zip	12345	Zip	
Mobile Number	+91 876807598	Country	United Arab Emirates	Country	United Arab Emirates
Base Currency	₹	Security Information			

test "de Finibus Bonorum et Malorum"	test
What is the name of your favorite childhood friend?	childhood
What answer did you see on in third grade?	third
What is your best friend name?	best friend
What is your oldest sibling's middle name?	sibling
In what city did you meet your spouse/significant other?	spouse
What is the name of the first school you attended?	first school
What is your mother's middle name?	mother name
What was your dream job as a child?	dreamjob

Edit Details Change Password

Users who give answers to security questions will be able to see the security questions list in **Personal Profile Details** section.

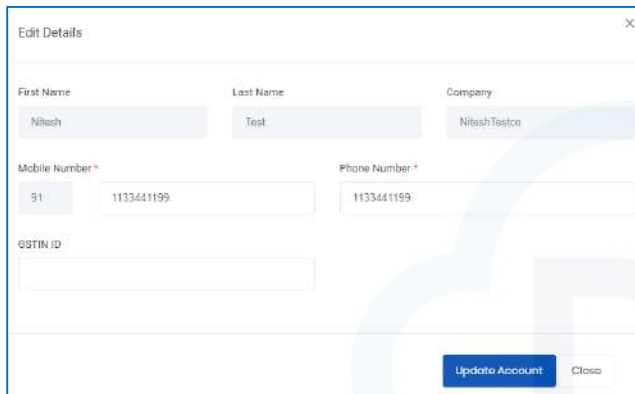
Users who do not to give answers to security questions won't see security questions list on their screen. (as shown in the first screenshot above)

Edit Personal Details

To edit your personal details:

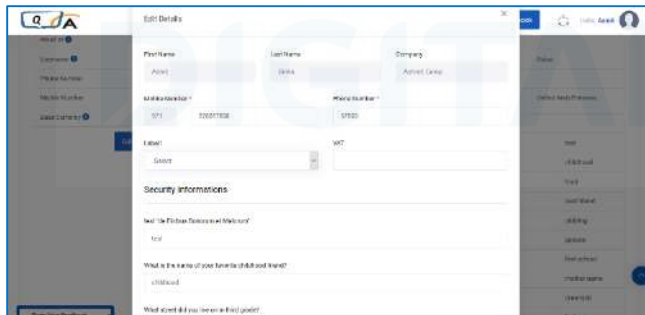
- Click on the Edit Details button in the Personal Information section.
- Enter/Edit the details in the Edit Personal Details window that appears.
- Click on the Update Account button.

See screenshot of the Edit Personal Details section



By default, users cannot edit their **First Name**, **Last Name**, and **Company** from this section. If you want to change any of these, you have to raise a ticket in the support section.

See screenshot of the Edit Personal Details section (When a user answers security questions)



Users who give answers to security questions will be able to see security information in **Edit Personal Details** section. Users can update the answers to security questions from here.

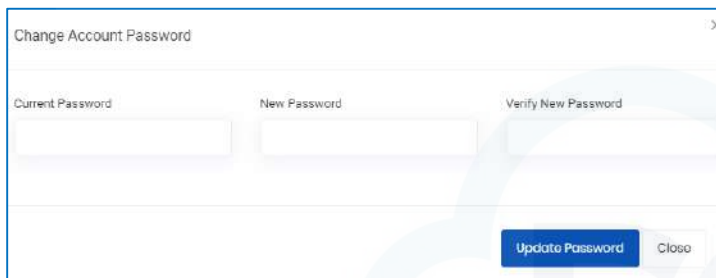
Users who do not to give answers to security questions won't see security information on their screen. (as shown in the first screenshot above)

Change Your Account Password

To change your Member panel account password:

- Click on the Change Password button in the Personal Information section.
- Enter the current and new passwords in the Change Account Password window that appears.
- Click on the Update Password button.

See screenshot of the Change Account Password window:



The screenshot shows a modal window titled "Change Account Password" with a close button (X) in the top right corner. Inside the window, there are three input fields: "Current Password", "New Password", and "Verify New Password". Below these fields, there are two buttons: "Update Password" (in blue) and "Close".

Preferences

Overview

Home >> Profile >> Preferences

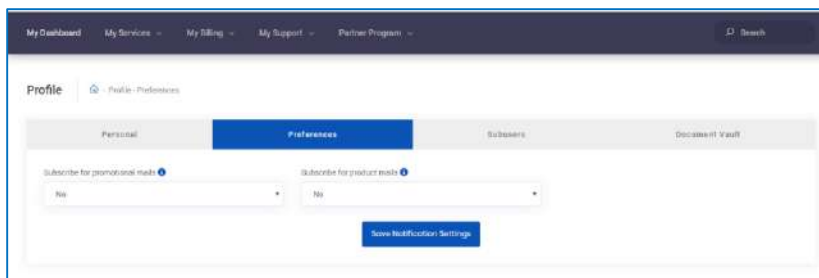
To manage your preference settings for receiving Emails/SMS/Notifications related to your products or services:

- Click on the Preferences tab in the Profile section.

In this section, you can:

- Set your preferences about receiving SMS and Email notifications related to different services.

See screenshot of the Notification Settings section:



The screenshot shows the "Profile" page with the "Preferences" tab selected. Under the "Preferences" tab, there are two sections for notification settings. The first section is "Subscribe for promotional mails" with a dropdown menu set to "No". The second section is "Subscribe for product mails" with a dropdown menu also set to "No". Below these sections, there is a blue button labeled "Save Notification Settings".

To select your preferred notification settings

- Select an option from the drop-down list in front of a particular service.
- Click on the **Save Notification Settings** button to save the changes made.

Sub users

Overview

Home >> My Profile >> Subusers

To manage the Sub users of your account:

- Click on the Sub users tab in the Profile section.

Sub users are the additional users to your account that can be given separate login credentials and granted limited permissions.

Add a New Sub User Account

To add a new sub-user to your account:

- Click on the Add New Subuser button in the Sub users section.
- This will open up the Add New User window.
- Enter the details of the new sub-user.
- Tick Activate Sub-Account to enable the new sub-user account.
- Assign the rights and permissions by tick marking them.
- Click on the Save button.

Guidelines for adding Zip-code (same to be followed while editing sub-user account):

- It allows alphabets and digits with space and hyphen (-) character only.
- It provides space, the hyphen in between for field zip-code which are mandatory (count space, hyphen for length of the field)
- Max length will be as per the brand setting from admin panel if zero then no limit on length.
- No hyphen or space allowed in starting or ending of the zip-code.

Edit a Sub User Account

To edit the details or permissions of a sub-user account:

- Click on the Sub user account name in the Sub users section.
- Click on the **Edit User** button.
- This will open the **Edit User** window.
- Make the desired changes in the sub-user details and permissions.
- Click on the **Update** button.

Delete a Sub User Account

To delete an existing sub-user account:

- Click on the Sub user account name in the Sub users section.
- Click on the **Delete User** button.

Document Vault

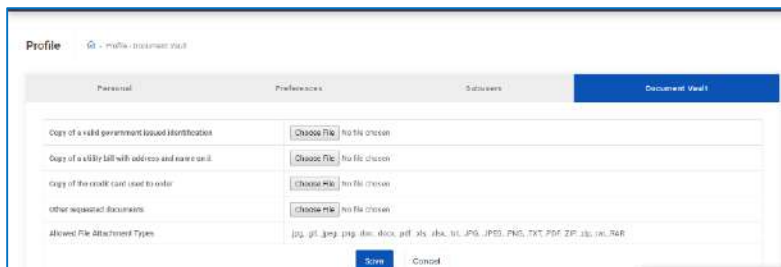
Overview

Home >> My Profile >> Document Vault

To submit your identity verification documents:

- Click on the Document Vault button in the Profile section.
- Click on the Choose File button in the section related to your document (Government Issued Identification/Utility Bill/Credit Card/Other Requested Documents).
- Browse and select a file to upload.
- Click on the Upload button.

See screenshot of the Identity Verification section:



The screenshot shows a web interface titled "Profile" with a sub-header "myProfile - document vault". There are four tabs: "Personal", "Preferences", "Subusers", and "Document Vault" (which is active). The "Document Vault" section contains a form with the following fields:

Copy of a valid government issued identification	<input type="button" value="Choose File"/> No file chosen
Copy of a utility bill with address and name on it	<input type="button" value="Choose File"/> No file chosen
Copy of the credit card used to order	<input type="button" value="Choose File"/> No file chosen
Other requested documents	<input type="button" value="Choose File"/> No file chosen
Allowed File Attachment Types	jpg, gif, jpeg, png, bmp, docx, pdf, xls, xlsx, ppt, pptx, zip, rar, tar, rar

At the bottom of the form, there are two buttons: "Save" and "Cancel".