Getting Started - Basic Functions Tutorial

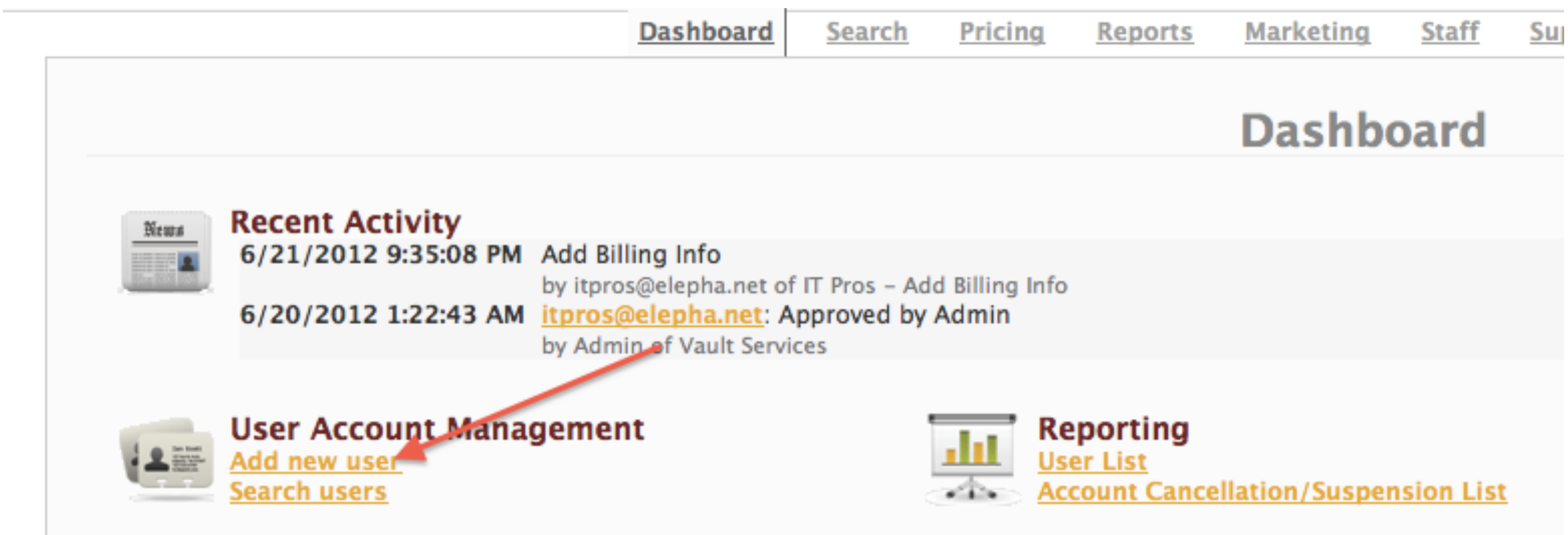
Get familiar with creating new users, reporting, and invoices.

Content

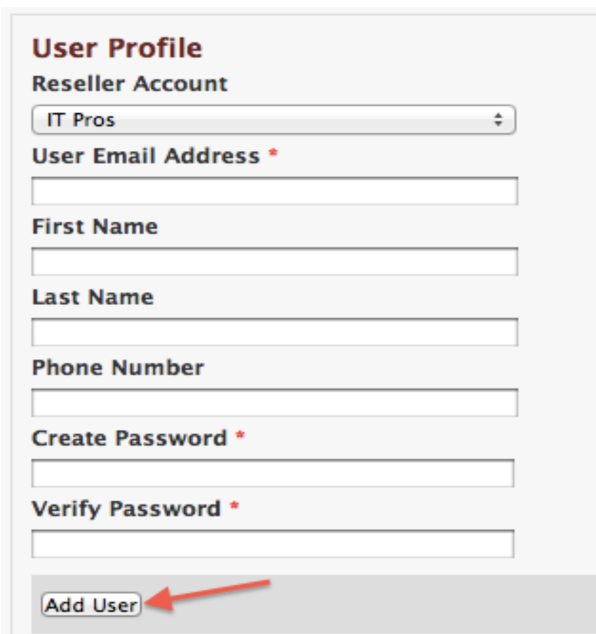
* Creating new user accounts
* User overview
* Individual user details
* Invoices

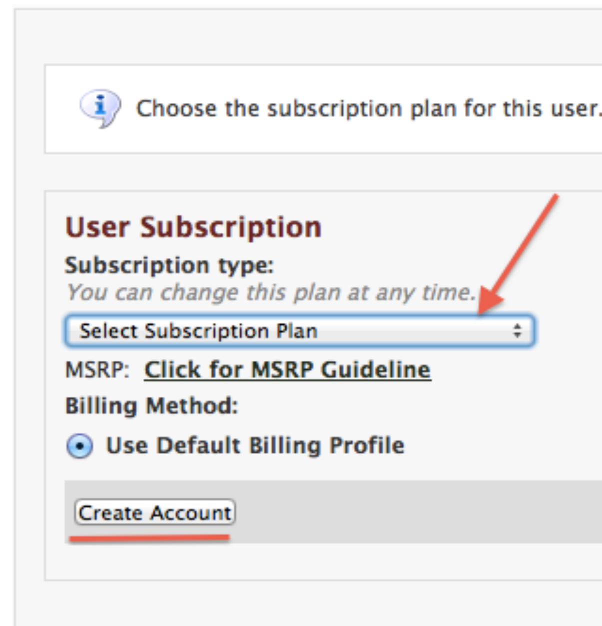
Creating new user

To create a new user, let's go to Dashboard. Click *Add new user* under the *User Account Management* section.



Use your end-user's email address to create their account. They will use this email address to access their account. They will have the ability to change their password at later time. Once done, click *Add user*.

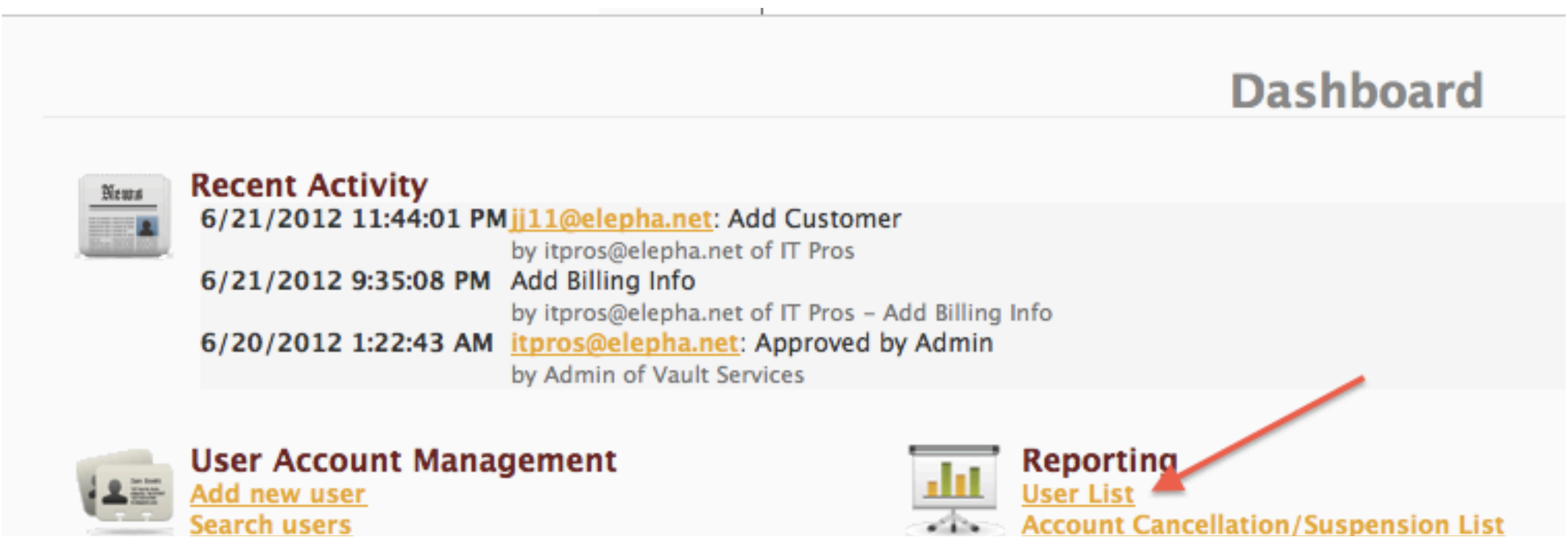




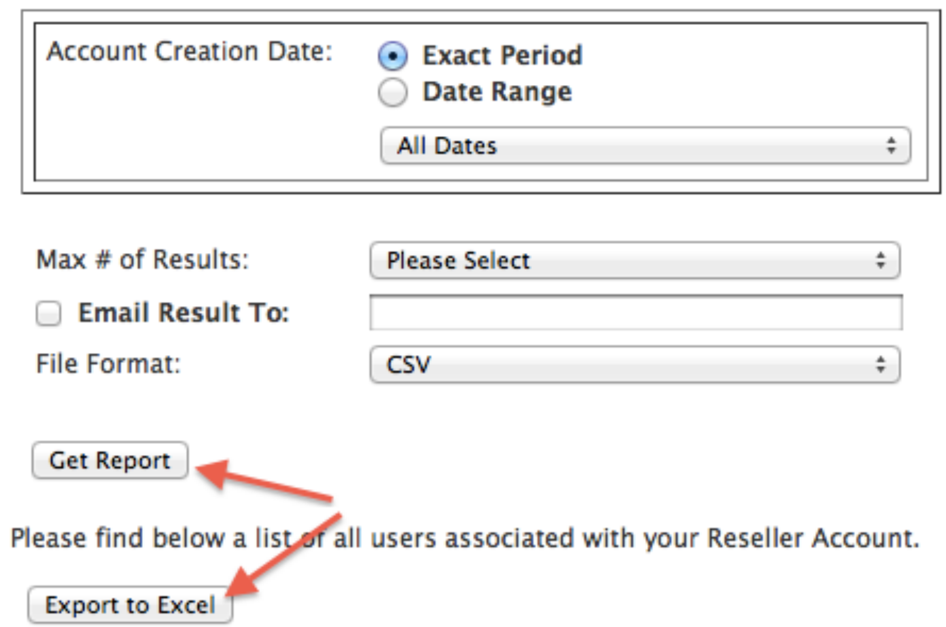
The subscription plan you select will not have any affect for your billing purposes. This is just so the end-user knows what plan they are subscribed to. Once you click *Create Account*, you will receive confirmation that an account has been created. That's it! The account is now ready to be used. Go ahead and provide the log-in credentials to your end-user.

User Overview

To see a general overview of all your users, click *User List* under the *Reporting* section.



You can see this report on the web, e-mail the report as a csv. file, or export it as an Excel file. If you would like to email, check the Email box and enter the email address where you would like this report to be sent to. To view it on the web, just click *Get Report*.

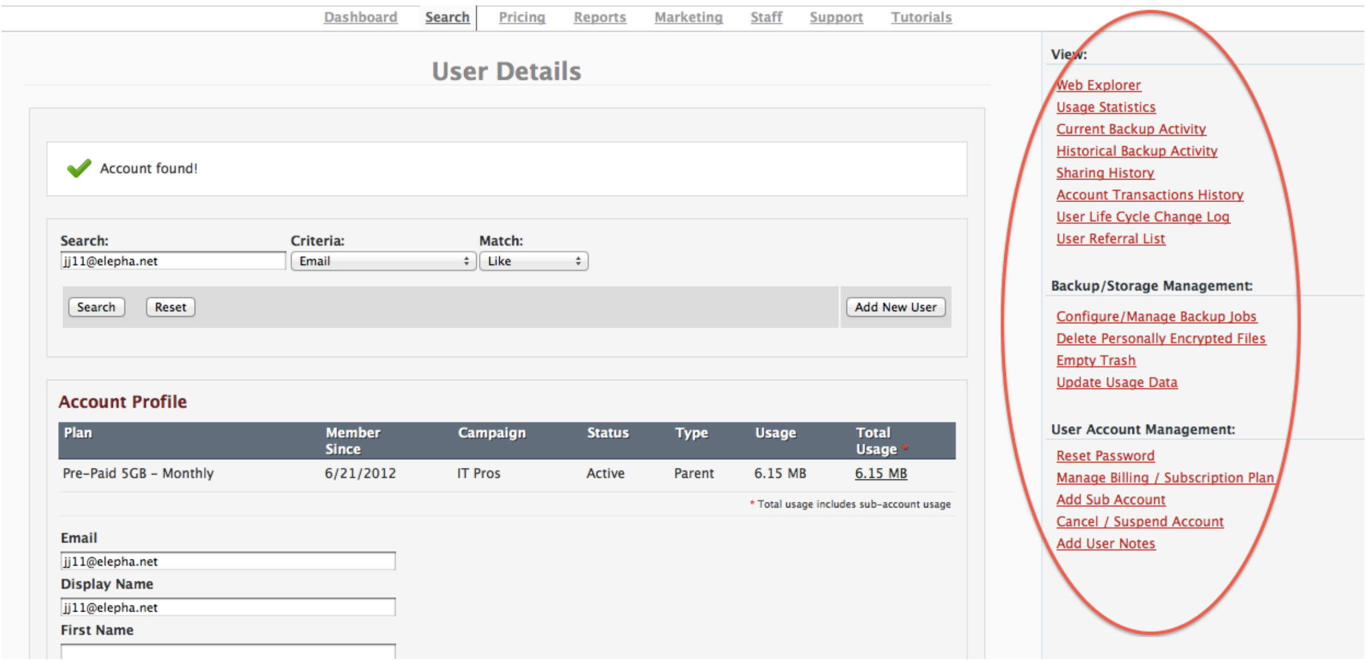


You should use this report to take a quick look at all your end-users' accounts status. Please pay attention to the the *Life Cycle State, Account State, Account Capacity,* and *Usage*. The *Bonus Storage* is a promotional offer that we are currently working on. For the moment, this factor will not be applicable to you.

Registration Date	Email	Life Cycle State	Type	Subscription Type	Account State	Account Capacity	Bonus Storage	Usage	Usage Report Date
6/21/2012 11:44:01 PM	ii11@elepha.net	New Subscribed - Reseller	Parent User	Pre-Paid 5GB - Monthly	Active	5.00 GB	0 bytes	7.03 MB	6/25/2012 12:00:00 AM
6/20/2012 1:22:43 AM	itpros@elepha.net	Lead	Parent User		Active	1.00 GB	0 bytes	N/A	

To see individual user details, just click on a user's e-mail address.

The *User Details* window provides you with an individual user's details. Admin tools are available on the right hand side, allowing you to make changes to a user's account as well as seeing their backup progress/reports.



View:

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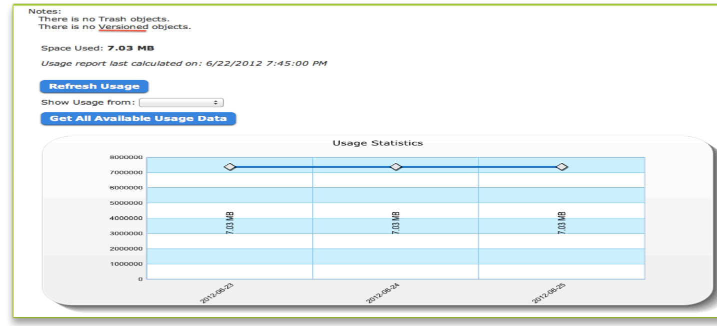
- Web Explorer
- Usage Statistics
- Current Backup Activity
- Historical Backup Activity
- Sharing History
- Account Transactions History
- User Life Cycle Change Log
- User Referral List



Backup/Storage Management:

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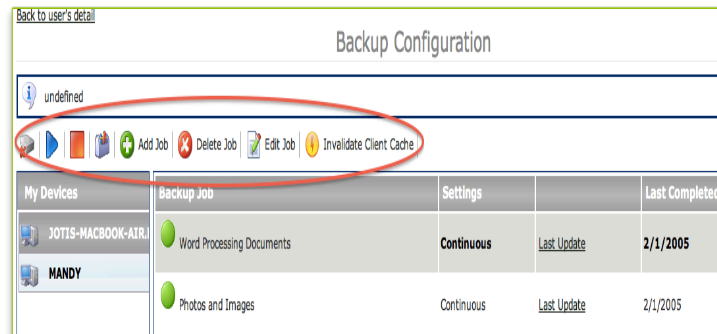
- Configure/Manage Backup Jobs
- Delete Personally Encrypted Files
- Empty Trash
- Update Usage Data



User Account Management:

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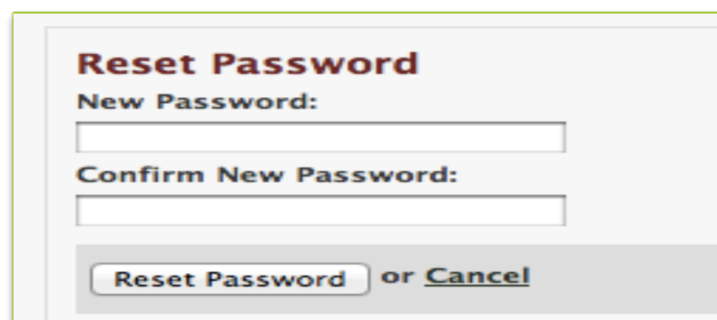
- Reset Password
- Manage Billing / Subscription Plan
- Add Sub Account
- Cancel / Suspend Account
- Add User Notes



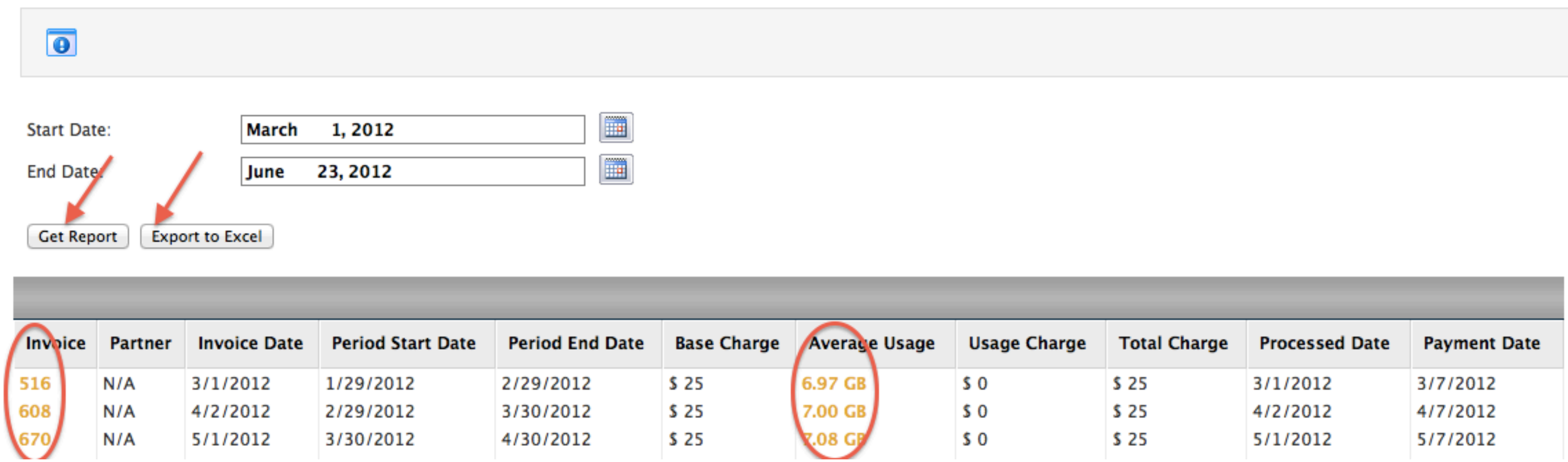
1. Usage Statistics
    - Shows a graph of total storage over time
    - Shows amount of versioned objects and trash objects
    - Click *Get All Available Usage Data* to see more detailed view of data storage
2. Configure Manage Backup Jobs
    - Allows you to add and edit backup jobs for an end-user
    - You can also throttle upload speed via *Network and Encryption Key Settings*
    - Ability to delete devices
3. Reset Password
    - If an end-user forgets their password, you can assign them a new password using this tool

Invoices

From *Dashboard*, you can access your *Invoices*. An invoice is generated on the second day of each month *and it is processed on the seventh day of each month. This timing delay is intended to give you ample time to go over the invoice and understand the charges.*

Select a time period to view any invoices for your account. You can view the *Invoices* on the web or export them to Excel. This view will give you a general view of your invoice.

- To see a detailed breakdown of price for any invoice, simply click on the *Invoice* number.
- To see a detailed breakdown of usage for any invoice, simple click on the *Average Usage*.



Invoice	Partner	Invoice Date	Period Start Date	Period End Date	Base Charge	Average Usage	Usage Charge	Total Charge	Processed Date	Payment Date
516	N/A	3/1/2012	1/29/2012	2/29/2012	$ 25	6.97 GB	$ 0	$ 25	3/1/2012	3/7/2012
608	N/A	4/2/2012	2/29/2012	3/30/2012	$ 25	7.00 GB	$ 0	$ 25	4/2/2012	4/7/2012
670	N/A	5/1/2012	3/30/2012	4/30/2012	$ 25	7.08 GB	$ 0	$ 25	5/1/2012	5/7/2012

Detailed Price Breakdown

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Partner Portal

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Vault Services
1100 Glendon Ave., 17th Floor
Los Angeles, CA 90024
USA

INVOICE SUMMARY

Invoice ID: 753
Invoice Date: 6/1/2012

This is an invoice to **N/A** for your reseller account with Vault Services.
Your credit card, ending in **X-4626**, will be charged **$25.00** on **6/7/2012**, based on the usage details below.
This charge covers your account for the month of **May**.

USAGE SUMMARY

Period: 4/30/2012 - 5/30/2012
Average usage: 7.08 GB
Details: Click for Account Breakdown

PAYMENT SUMMARY

Payment Date: 6/7/2012
Amount: No Payments Made to Date

PRICING DETAILS

Description	Calculation	Price per month
Tier 0 Storage	Partner Storage	$ 25.00
Additional storage	N/A	$ -
	Total	**$ 25.00**

QUESTIONS?

Please contact us at resellers@vaultservices.net with questions or feedback.

- You can view an invoice by price breakdown here or print it.
- *Pricing Details* shows you a break down of the different tiers that your aggregated data storage have utilized.

Detailed Data Usage Breakdown

Average Usage will show the average data stored by a user within the invoice period. It also shows the usage percentage of the subscription plan that a user is assigned to. This can give you an indication if a user requires less or more data for their near future needs.

INVOICE SUMMARY

Invoice ID: 753
Period: 4/30/2012 – 5/30/2012
Total Average usage: 7.08 GB

Export to Excel

Email	Date Registered	Subscription	Average Usage	Usage Percentage
iotitest2@yahoo.com	10/13/2011 7:56:39 PM	Pre-Paid 5GB – Monthly	6.95 GB	98.16 %
iattoffresno2@yahoo.com	10/8/2011 1:33:31 AM	Pre-Paid 5GB – Monthly	133.07 MB	1.84 %
navjotkang@umail.ucsb.edu	10/7/2011 7:04:20 PM	Pre-Paid 10GB – Monthly	0 bytes	0.00 %

These are just some of the most basic tools available to you as a Vault partner that we want to get you familiar with to start. You will find that there are many more useful tools available to you that are not covered in this tutorial.

We are also always looking for creative ideas and feedback, so we can make this service even better for you and your end-users. If you like to tell us something, we are all ears!

If you have any other questions or need any assistance, just let us know.

resellers@vaultservices.net

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