

# Getting Started - Basic Functions Tutorial

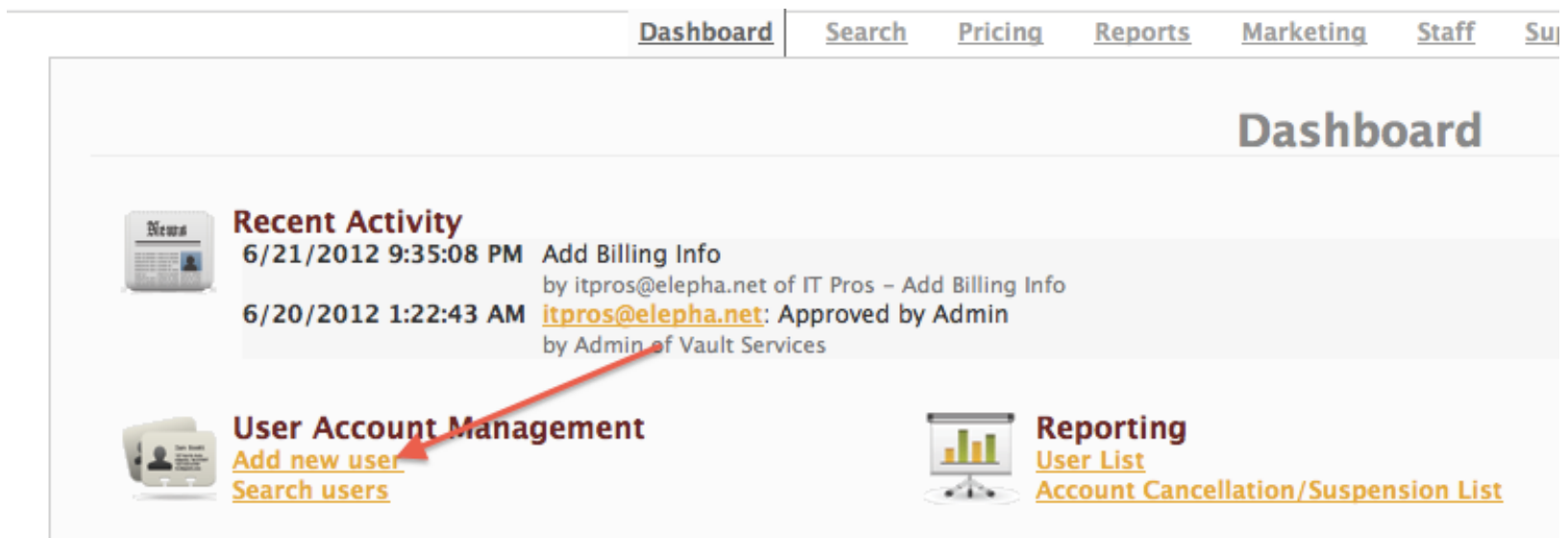
Get familiar with creating new users, reporting, and  
invoices.

# 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.



The screenshot displays a web dashboard interface. At the top, there is a navigation bar with tabs for [Dashboard](#), [Search](#), [Pricing](#), [Reports](#), [Marketing](#), [Staff](#), and [Su](#). The main content area is titled "Dashboard" and contains several sections:

- Recent Activity**: A list of recent events, including "Add Billing Info" by [itpros@elepha.net](mailto:itpros@elepha.net) and "Approved by Admin" by Admin of Vault Services.
- User Account Management**: A section with a red arrow pointing to the [Add new user](#) link, and other links for [Search users](#).
- Reporting**: A section with a bar chart icon and links for [User List](#) and [Account Cancellation/Suspension List](#).

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*.

**User Profile**  
Reseller Account  
IT Pros  
User Email Address \*  
First Name  
Last Name  
Phone Number  
Create Password \*  
Verify Password \*  
Add User

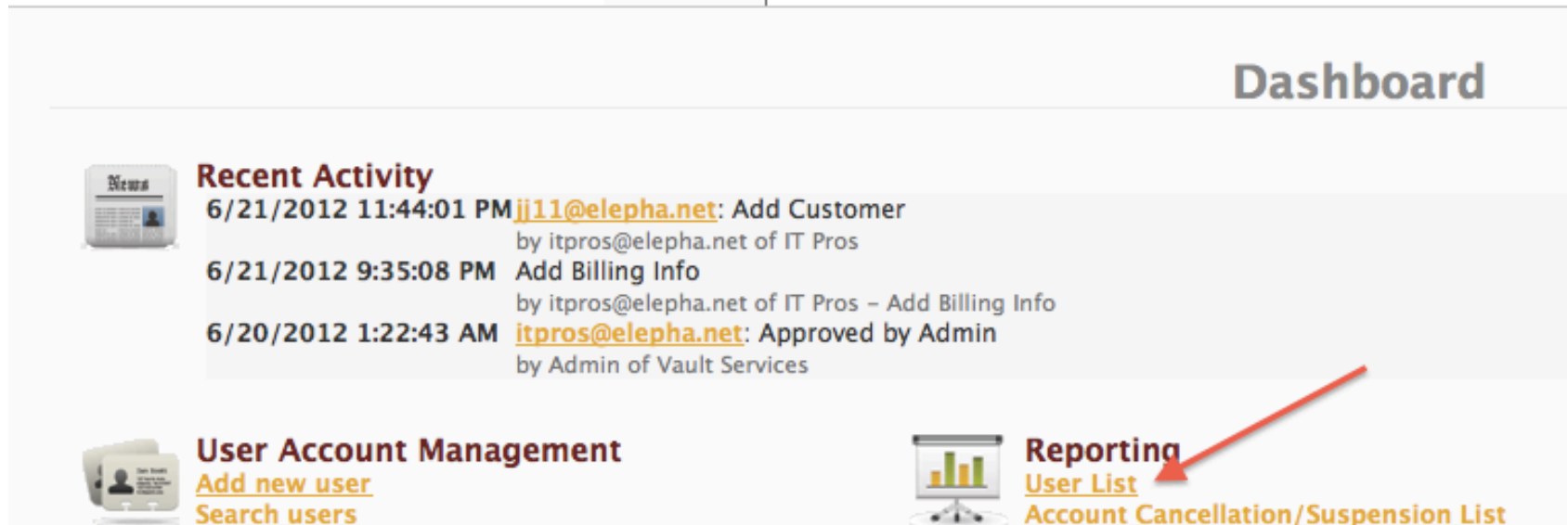


Choose the subscription plan for this user.  
**User Subscription**  
Subscription type:  
*You can change this plan at any time.*  
Select Subscription Plan  
MSRP: [Click for MSRP Guideline](#)  
Billing Method:  
 Use Default Billing Profile  
Create Account


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.




**Dashboard**

 **Recent Activity**

- 6/21/2012 11:44:01 PM [jj11@elepha.net](#): Add Customer  
by itpros@elepha.net of IT Pros
- 6/21/2012 9:35:08 PM Add Billing Info  
by itpros@elepha.net of IT Pros – Add Billing Info
- 6/20/2012 1:22:43 AM [itpros@elepha.net](#): Approved by Admin  
by Admin of Vault Services

 **User Account Management**

- [Add new user](#)
- [Search users](#)

 **Reporting**

- [User List](#)
- [Account Cancellation/Suspension List](#)

A red arrow points from the **Reporting** section to the [User List](#) link.

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*.

Account Creation Date:  Exact Period  
 Date Range  
All Dates

Max # of Results: Please Select  
 Email Result To:  
File Format: CSV

Get Report

Please find below a list of all users associated with your Reseller Account.

Export to Excel

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	<u>Life Cycle State</u>	Type	Subscription Type	<u>Account State</u>	<u>Account Capacity</u>	Bonus Storage	<u>Usage</u>	Usage Report Date
6/21/2012 11:44:01 PM	<a href="#">ii11@elepha.net</a>	New Subscribed - Reseller	Parent User	Pre-Paid 5GB - Monthlv	Active	5.00 GB	0 bytes	7.03 MB	6/25/2012 12:00:00 AM
6/20/2012 1:22:43 AM	<a href="#">itoros@elepha.net</a>	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.

Dashboard Search Pricing Reports Marketing Staff Support Tutorials

### User Details

✓ Account found!

Search:  Criteria:  Match:

#### Account Profile

Plan	Member Since	Campaign	Status	Type	Usage	Total Usage
Pre-Paid 5GB - Monthly	6/21/2012	IT Pros	Active	Parent	6.15 MB	<b>6.15 MB</b>

\* Total usage includes sub-account usage

Email:

Display Name:

First Name:

View:

- [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:

- [Configure/Manage Backup Jobs](#)
- [Delete Personally Encrypted Files](#)
- [Empty Trash](#)
- [Update Usage Data](#)

User Account Management:

- [Reset Password](#)
- [Manage Billing / Subscription Plan](#)
- [Add Sub Account](#)
- [Cancel / Suspend Account](#)
- [Add User Notes](#)



## View:

[Web Explorer](#)

[Usage Statistics](#)

[Current Backup Activity](#)

[Historical Backup Activity](#)

[Sharing History](#)

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[User Life Cycle Change Log](#)

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## Backup/Storage Management:

[Configure/Manage Backup Jobs](#)

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[Empty Trash](#)

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## User Account Management:

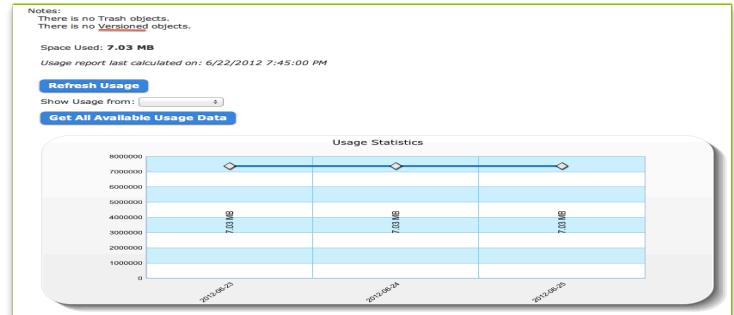
[Reset Password](#)

[Manage Billing / Subscription Plan](#)

[Add Sub Account](#)

[Cancel / Suspend Account](#)

[Add User Notes](#)



[Back to user's detail](#)

### Backup Configuration

undefined

[Add Job](#) [Delete Job](#) [Edit Job](#) [Invalidate Client Cache](#)

My Devices	Backup Job	Settings	Last Completed
JOTIS-MACBOOK-AIR	Word Processing Documents	Continuous	<a href="#">Last Update</a> 2/1/2005
MANDY	Photos and Images	Continuous	<a href="#">Last Update</a> 2/1/2005

### Reset Password

New Password:

Confirm New Password:

[Reset Password](#) or [Cancel](#)



## 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.



## User Account Management

[Add new user](#)

[Search users](#)



## Reporting

[User List](#)

[Account Cancellation/Suspension List](#)



## Your Reseller Account

[General](#)

[Edit Billing Profile](#)

[Invoices](#)



## Marketing

[Vault Services Solution](#)


[Vault Services Account Features](#)


[Vault Services How it Works](#)

[Vault Services Why Backup to the Cloud?](#)

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*.

Start Date:  

End Date:  

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



[Print this page](#)

[Back](#)

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	\$ -
		<b>Total \$ 25.00</b>

## QUESTIONS?

Please contact us at [resellers@vaultservices.net](mailto: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
<a href="#">iotitest2@vahoo.com</a>	10/13/2011 7:56:39 PM	Pre-Paid 5GB - Monthlv	6.95 GB	98.16 %
<a href="#">iattoffresno2@vahoo.com</a>	10/8/2011 1:33:31 AM	Pre-Paid 5GB - Monthlv	133.07 MB	1.84 %
<a href="#">naviotkano@umail.ucsb.edu</a>	10/7/2011 7:04:20 PM	Pre-Paid 10GB - Monthlv	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***

