Resellers & Distributors Quick Setup Guide

Introduction

This guide gives a quick overview of what you need to do to setup as a Reseller or Distributor and subsequently create end user accounts. For a more detailed guide, please visit the help section in your portal.

Creating your Master (Parent) Account

Login to https://mywebportal.cloud

- Sign up as a Reseller
- Sign up as a Distributor

Points to Note:

- Resellers and Distributors can create "Sub" Resellers (Unlimited Reseller Tiering) and Customers

- These login details are to manage your accounts via https://mywebportal.cloud only. They cannot be used to create backup sets on any device. To backup data and to use the features please create a customer account – see below.

- You will receive an OTP (MFA – Multi Factor Authentication) everytime you login which can be disabled in the "My Profile" section of your portal.

* Please note, OTP is sent via the AWS SES Service, if this is not received please check your Junk/Spam folder or Network Firewall Settings.

Portal Setup – After Login

1) Choose your storage quota in TB
2) Choose your Storage Provider
   - Our Storage
   - Storage to your own Cloud Storage account of either AWS S3, Azure Block Blob Hot, Google Standard, Backblaze or Wasabi *(skip point 3 if this option is chosen)*
3) Choose Storage Region
4) Select Currency

Whitelabel and Billing Setup

1) Goto the top right drop down menu under your name and click on White Label Settings, change whatever is needed on this page and save.
2) Goto the Billing Template section and create a new template so you can assign this to your accounts

DO NOT create any accounts until you have completed the below two steps otherwise any accounts created will not see your whitelabel settings or your costs set:

Setup your White Label Settings

Setup your Billing Template

Creating Sub Reseller Accounts

(If you are a Reseller with only end customers, please skip this step and see creating customer accounts below)

This will be applicable mainly to Distributors who have a network of Resellers. When you create any Sub Reseller they will be emailed and given a temporary portal password to login to the portal. Once they login to the portal, they need to follow these steps:

1) Change their portal account password
2) Choose their Storage Provider
   - Our Storage
   - Storage to their own Cloud Storage account of either AWS S3, Azure Block Blob Hot, Google Standard, Backblaze or Wasabi *(skip points 3 if this option is chosen)*
3) Choose Storage Region
4) Select Currency

* To note, a sub-reseller cannot change their storage quota or device quota unless a request is sent to their Parent. However they will control all other Parental settings for any accounts created under them.

Creating Customer Accounts

These accounts are what are needed to login to a “customer” portal to create file backup manually sets via the portal or login and create after downloading the software client via the link on the bottom right of the portal. They can also be used to login to the mobile apps. Any accounts created will follow the parental reseller or distributor settings i.e. storage provider, storage region and currency wherever applicable.

When you create any customer account an email will be sent with a temporary portal password to login to the portal. Once they login to the portal, they need to follow these steps:

1) Change their portal account password
2) Confirm their Encryption Password to a) keep same as the Account Password or b) create a new one

* Please note we CAN NOT reset the Encryption Key password only Account Password, if the Encryption Key password is lost then the backups will have to be re-created unless the user authorizes us to store the password.*

Creating Backup Sets

The customer account details are unique to the user therefore it can be used across all devices and managed under a single account. The 3 ways to create backup sets are:

- Manually via the Web Portal
- Automatic via the Software Client (Download Links are bottom right in the portal)
- Mobile Backup via the Apps on Play Store and App Store – called Mobile365

When a backup set is created you can determine the schedule, number of versions (default is unlimited) and retention period (default 90 days) if applicable. The backup sets that can be created are:

- Files & Folders
- Databases (MS SQL, mySQL, Oracle and MongoDB)
- VMware (Host)
- Hyper-V (Host)
- Docker
- Image Snapshot
- Microsoft 365

Backups can also be created for iOS and Android Mobiles after downloading the Apps from the App Store or Google Play store. The min file size chargeable is 4KB therefore any files less than 4KB will be charged at 4KB.

Sync Drive / Share / Edit Docs Online

Any files stored in the Sync Drive will be able to be accessed from any device or via the portal. All files can be shared via email regardless if they are in the Sync Drive or not. In the Web Portal any Document stored can be edited.

Retention and Unlimited

In the Policy tab of both the Web Portal and Software client, you can change the time for how long you want data stored before it gets auto-deleted plus the number of versions of files kept i.e. generations.

By default, any data that gets deleted from the backups will move to Retention where it stays for 90 days. After 90 days this data auto-deletes however data stored in Retention is still charged as part of your quota (i.e. stored + retention).

By default, generations is set to unlimited.

There is an option to create new policies that either changes how long you want data stored for or how many generations of the data you want to keep. Go to Create New Policy in your Portal or Client to do this.

For any support issues please contact cp365@backupeverything.co.uk