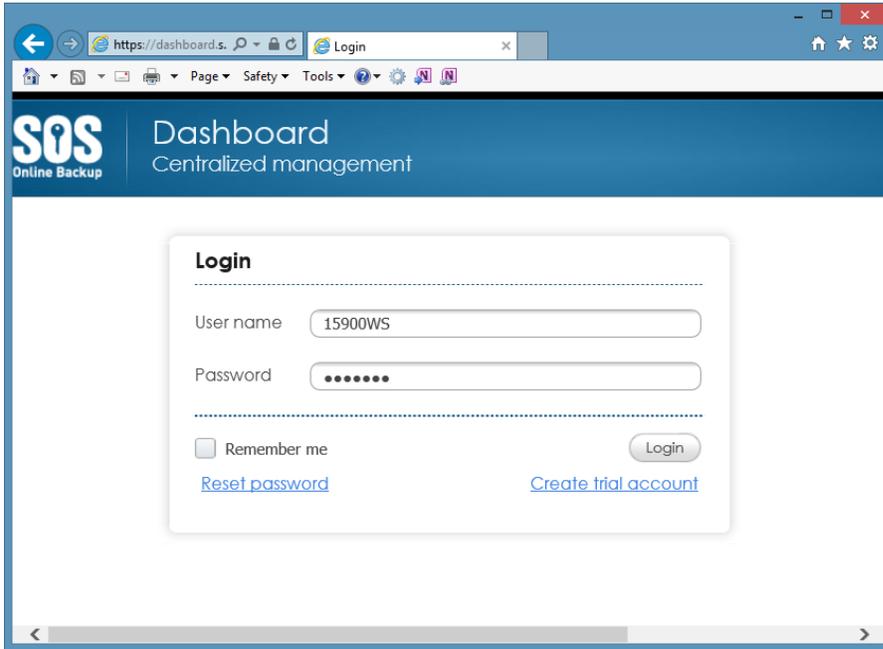


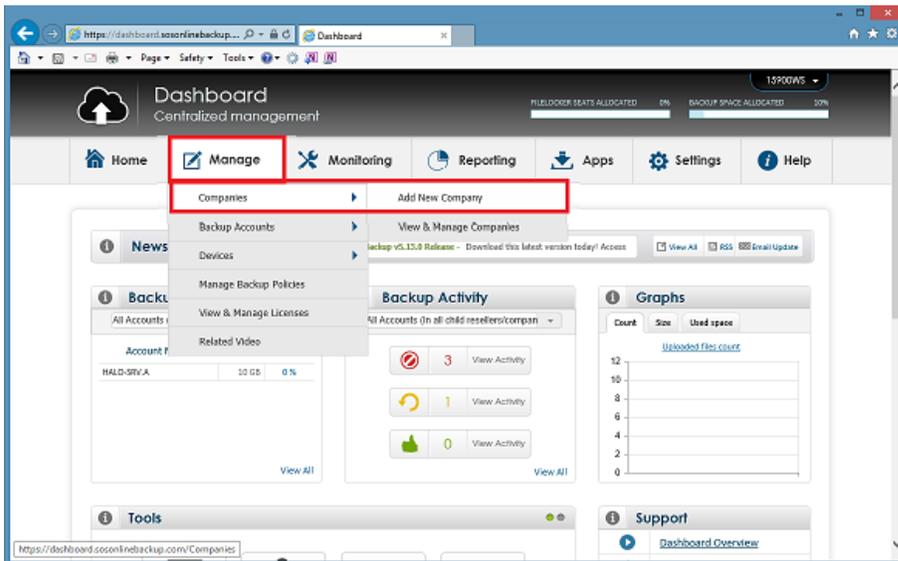
Infrascale – Creating a Customer Account Under a Partner Shell

Access the partner shell from the following link:

<https://dashboard.sosonlinebackup.com/Account/LogOn>



After access the Partner Shell select > Manage > Companies > Add New Company



Fill in the account information (Username, Password, Secret Question, etc.) **IMPORTANT --**

When allocating space keep in mind the following:

Company Level – Minimum is 5GB (Auto creates account at 5GB)

- Additional Backup Accounts under the Company Account have a 5GB Minimum
- Increments are 10GB, 25GB, 50GB at levels below 100GB
- Storage above 100GB is provisioned in 100GB Increments. Pax8 can support 50GB increments (150GB, 200GB, 250GB) by having the partner submit a support ticket to Pax8.

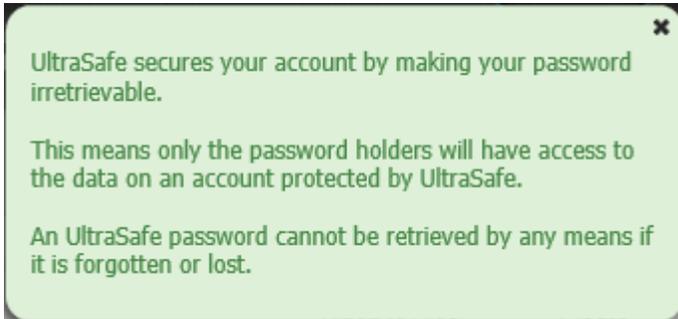
Username

Username can be an email address, however the best practice is to use something associated with the company account (in this case HighTech). This username is used to login to the Company Dashboard and SOS Online Backup and Restore Manager Agent. **A best practice tip for Partners** is to use a user name that is associated with the company as opposed to an email address. You can still use the **email field** to designate a company or partner admin contact (if the partner is going to manage the company account for their customer). The reason this is important is if you ever need to cancel the Company level account and then re-create it, you would not be able to re-use the username.

Create Company With Admin Backup Account ✕

Company Name	<input type="text" value="HighTech"/>
Quota In GB	<input type="text" value="10"/>
EGR Licenses	<input type="text" value="0"/>
SP v5 Licenses	<input type="text" value="0"/>
<input type="checkbox"/> Enable EndGuard	
Full Name	<input type="text" value="HighTech"/>
Email	<input type="text" value="kblanc@pax8.com"/>
Username <small>(usually same as email)</small>	<input type="text" value="HighTech"/>
Password	<input type="password" value="....."/>
Confirm Password	<input type="password" value="....."/>
<input type="checkbox"/> Is Ultrasafe ?	
Secret Question	<input type="text" value="What was your high school mascot?"/>
Secret Answer	<input type="text" value="Master Chief"/> ✕

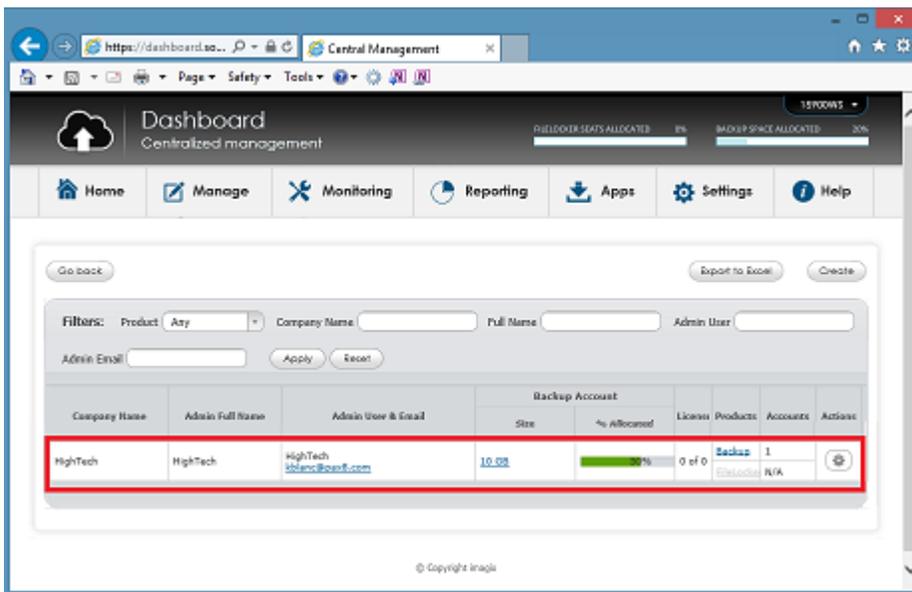
UltraSafe Accounts



On UltraSafe accounts, the key is held locally (the user knows their username and password) and no part of it is stored server side. **These accounts are unrecoverable should the password be forgotten.**

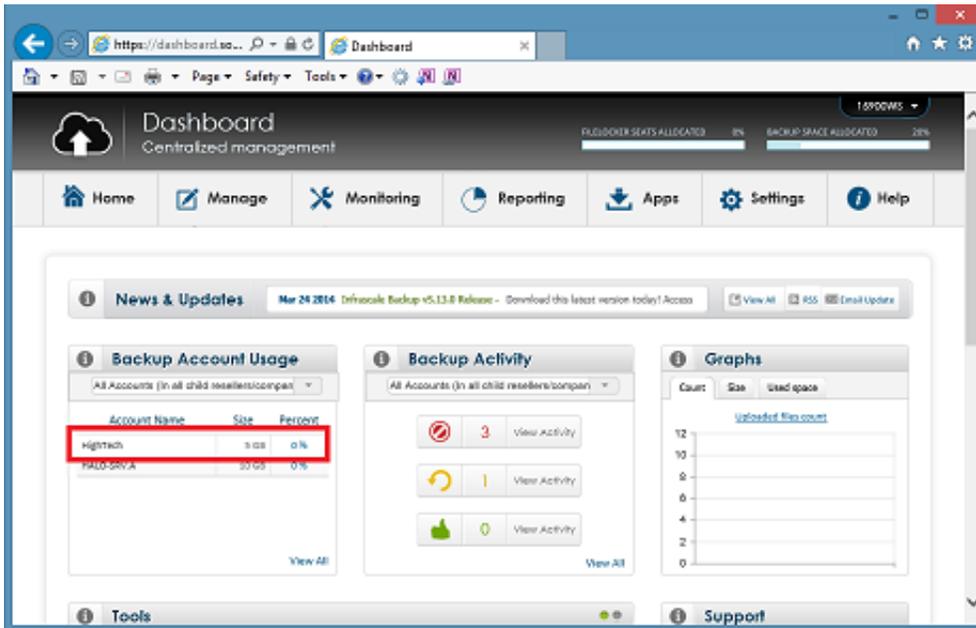
UltraSafe removes the security question from the account, and is used for HIPAA Compliance. If a user needs the data to be HIPAA Compliant, UltraSafe must be enabled. The password for UltraSafe accounts are only maintained by the end user setting it. We do not store UltraSafe password information and if the password is lost or forgotten the data in the account will be unrecoverable. The UltraSafe option cannot be enabled or disabled once the account is created.

This screen shot shows the new Company level account created under the partner shell.

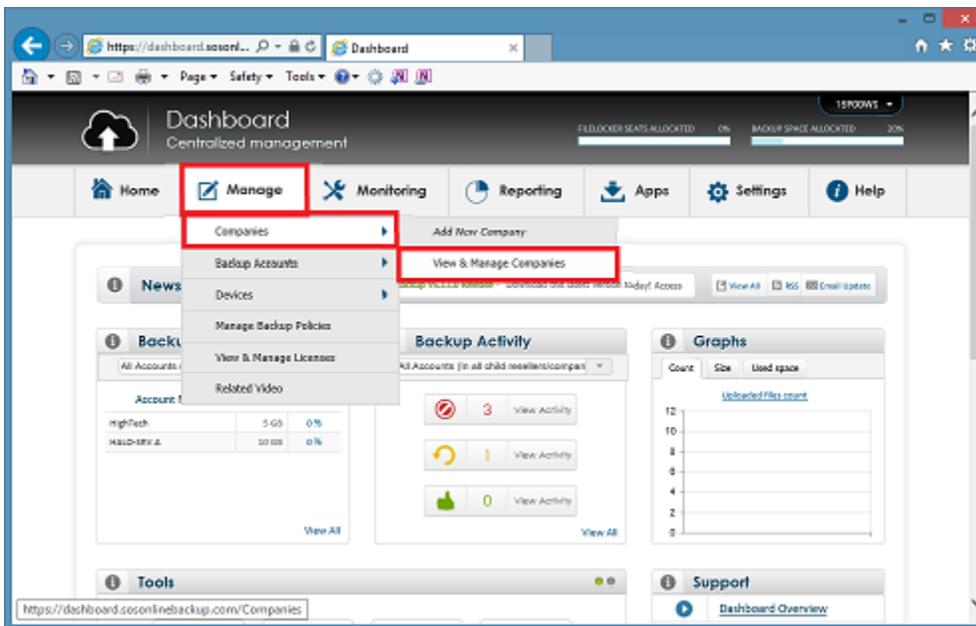


On the Home Screen you can also view the newly created backup account.

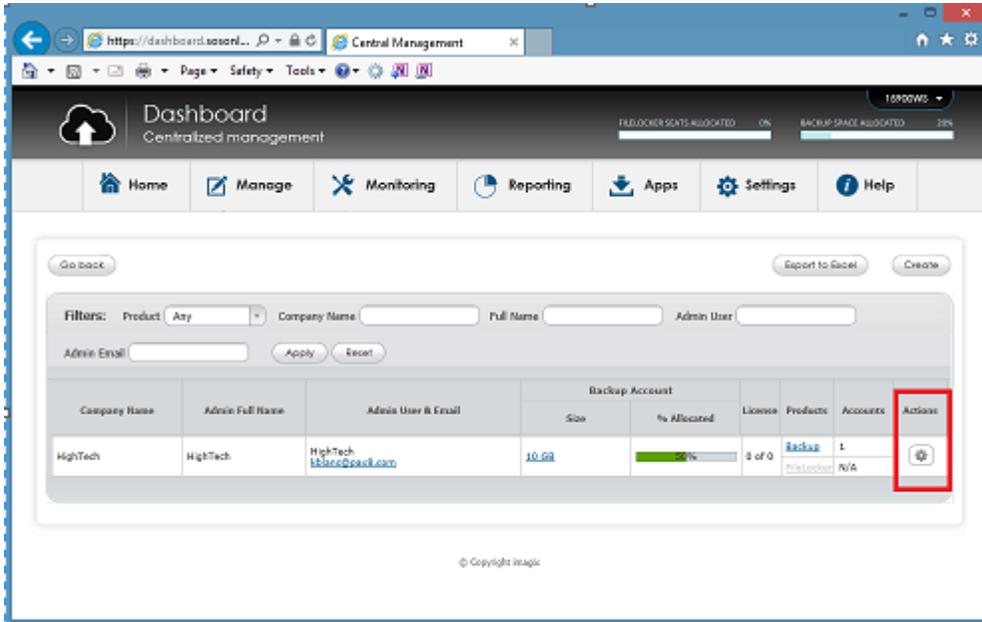
Important Tip – As you can see in the screen shot below and as previously mentioned the minimum amount of storage allocated is 5GB even though when you provisioned the Company account we selected 10GB.



In order to increase the allocation to the maximum you assigned (or 10GB) access the dashboard and select - **Manage > Companies > View & Manage Companies**

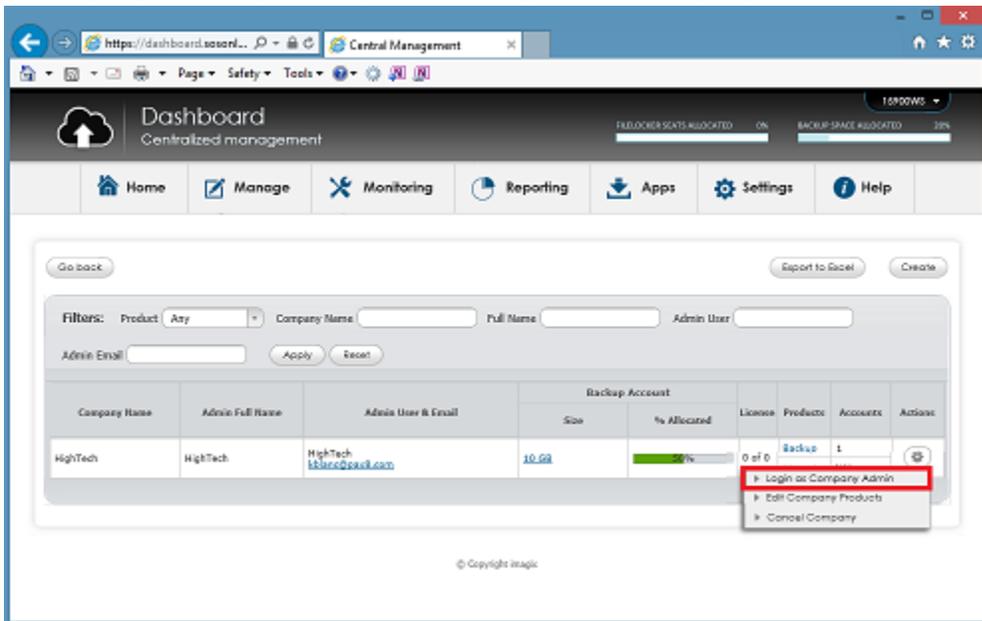


Select the little gear on the very right hand side of the Company that you want to edit the allocated storage on.



Select > Login as Company Admin.

This is going to allow you (the partner) to login to the Company Dashboard

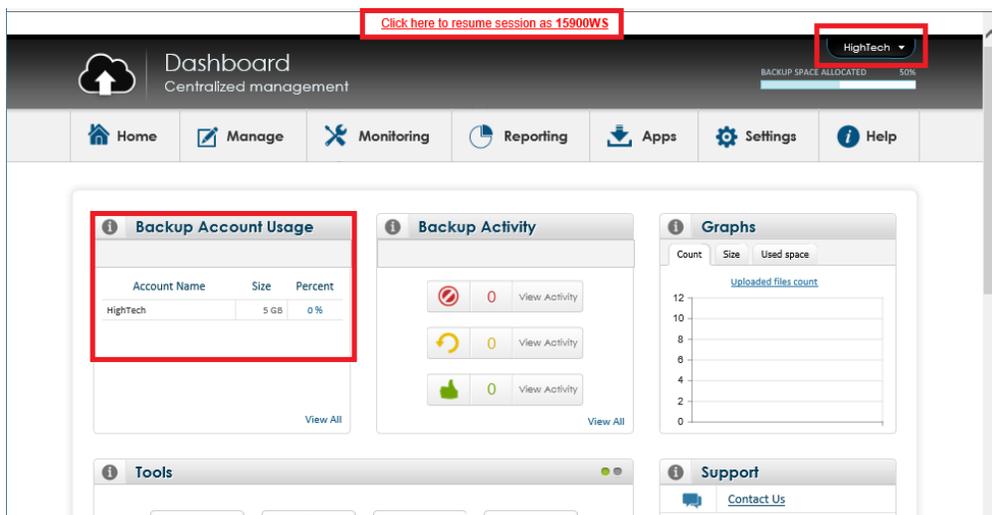


Upon accessing the company level dashboard a couple of navigation items need to be pointed out.

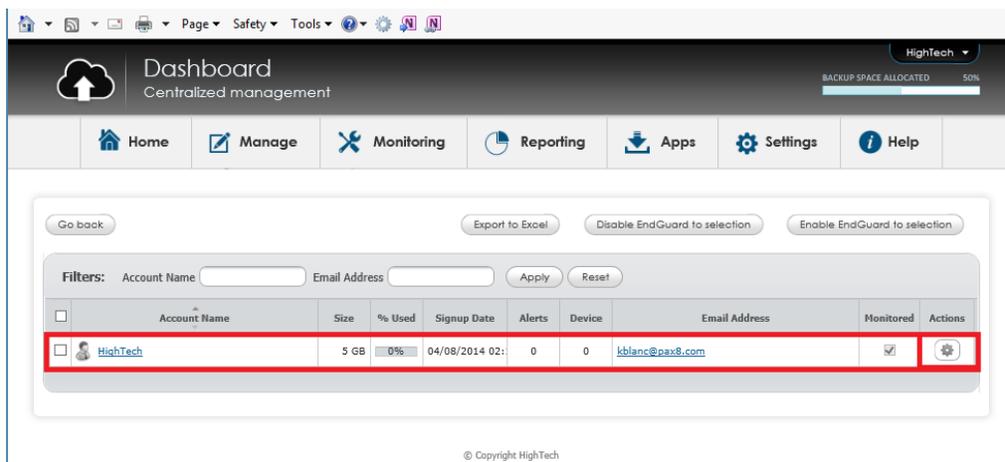
To navigate back to the Partner level click on the link – [Click here to resume session as](#) (Partner Account)

You can verify that you are working on the correct company account (in this case HighTech) in the upper right had corner of the screen.

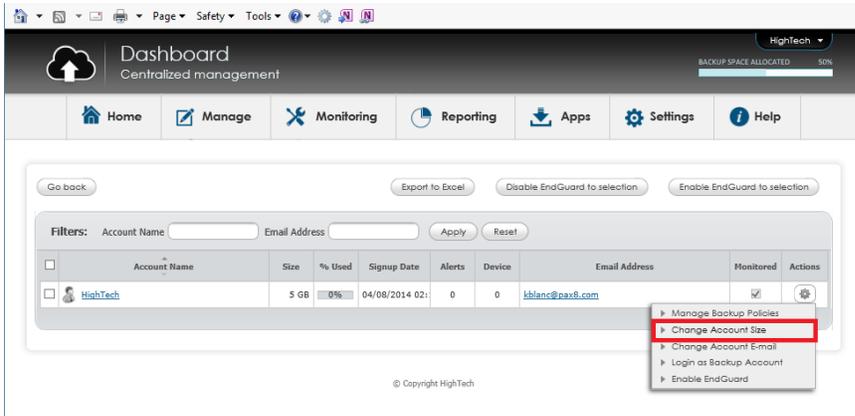
Lastly you can view the backup up account that was created when provisioning the Company Account. This is the account we will be editing the storage allocation for.



Select the little gear on the very right side of the backup account that you want to edit.

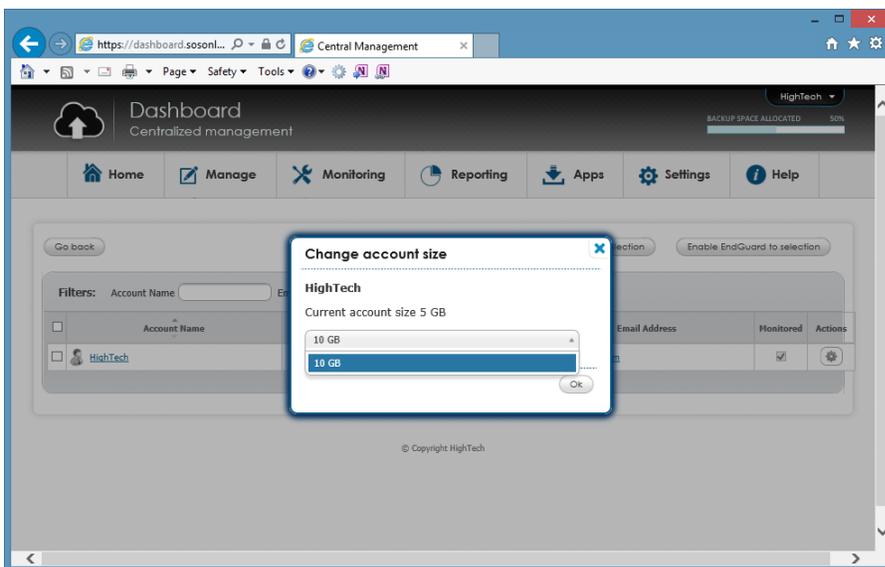


Select > Change Account Size



Edit the account size allocation and select > Ok

The system will now complete the allocation change to 10GB



You can verify on the Home page that the allocation amount has been updated.

 Backup Account Usage		
Account Name	Size	Percent
HighTech	10 GB	0 %