StreamOne Ion Enterprise

TD SYNNEX Cloud Platform

**TD SYNNEX**

Welcome to your cloud journey with TD SYNNEX and StreamOne® ION

TD SYNNEX offers a wide range of cloud solutions that can increase your profitability and make your business even more scalable. Here you have access to our product catalog, our channel programs, our tools, and services that can accelerate your cloud business.

StreamOne® Ion is a unique platform that enables cloud provisioning, management, and order processing, automating the billing process and giving you flexibility and autonomy. Explore our platform and understand what you can achieve with the services we offer.
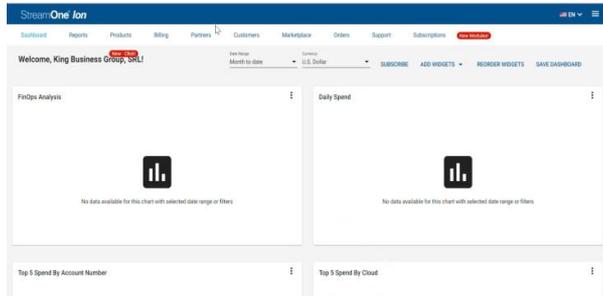
We have created this brief tutorial with the main features of the applications, but for any questions, please contact our team. We will be happy to help.
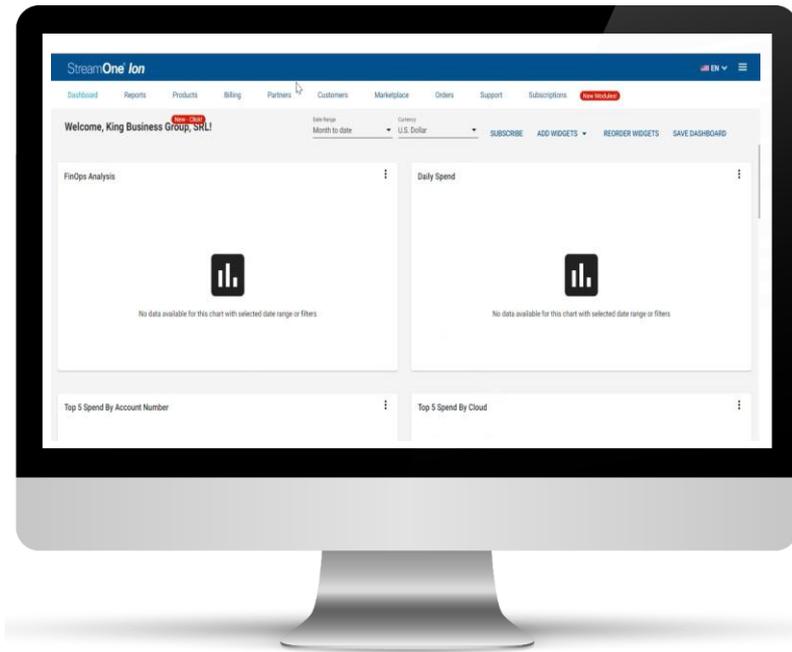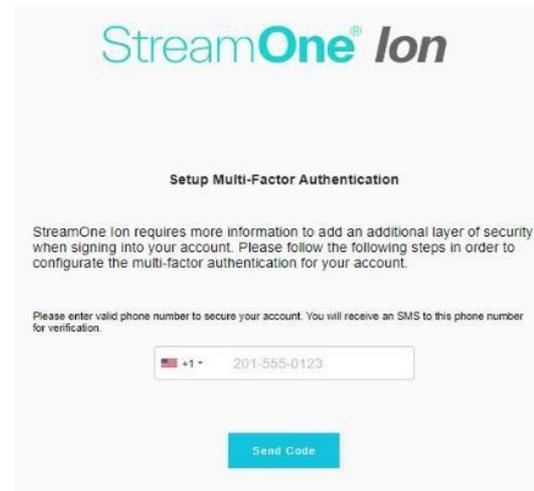
First Access

How to log in to StreamOne® Ion

1. Access your account in StreamOne Ion Enterprise and select the Cloud option

If you do not have access to StreamOne® Ion, click here and complete the form with your details to request the enablement of your access.

2. Configure your multi-factor authentication (MFA) by entering your phone number and following the steps.

*Customers in Venezuela, configure Authenticator app, NOT phone number

Google Partner - Create an identity in the cloud (new partners)

Identity
pool setup

Google Cloud

Steps to create your Cloud ID: follow these steps if you don't have an existing Google Workspace or Cloud Identity.

Step 1 - Follow the link below and enter the required information.

https://workspace.google.com/gcpidentity/signup/welcome?sku=identity basic

Step 2: Once the administration console is configured and you have logged in, you will be asked to verify ownership of your domain. Follow the steps and add the generated TXT or CNAME (faster) to your DNS configuration as a record.

Step 3: After returning to your administration console and confirming the verification process, you can start adding users who will work with the GCP platform and projects and set their administrator rights to the necessary / required rights.

For any help, please refer to
https://cloud.google.com/identity/docs/set-up-cloud-identity-admin

Google Partner – Handshake Process

Contact your TD team SYNNEX to coordinate the creation of the
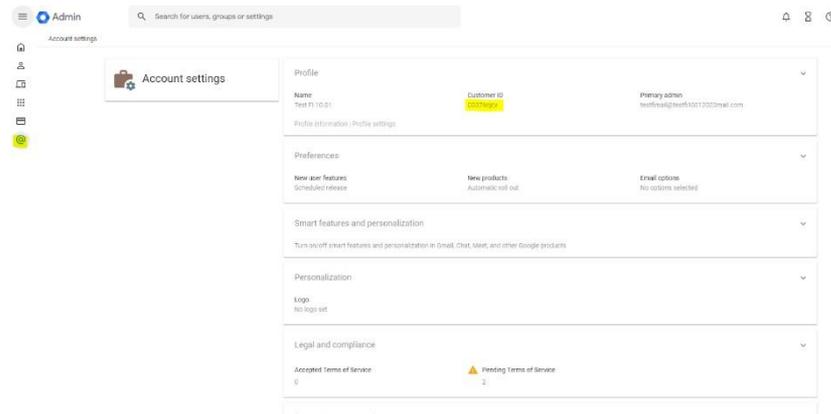
For the team to be able to create the link for connection for you, send an email to your contact with your cloud ID.

Here's how you find it:

1. Go to admin.google.com

    2. Then, on the left, click on the symbol @ and click on "account settings"

3. Copy your client ID and send it to your TD SYNNEX contact so they can use it to create a link that sends you back to complete the onboarding process from Google's side.

4. The link will connect your cloud ID to your account
    partner advantage and then to TD SYNNEX

Google Partner /Customer – Transfer Token Process

To associate your client's workspace Finally, we must complete the Transfer Token process.

Enter Reseller's Public Identifier

C▮▮▮▮▮▮▮

CONFIRM RESELLER IDENTIFIER

Example: C123456ab-

Here's how you find it:

1. Go to

2. Log in as Admin or Super Admin

3. Enter the Code according to your country, which is the combination of our Distributor code – Your reseller code

4. Confirm to TD Synnex the TT (in case the order is manual)

5. Enter the TT into the StreamOne Ion Console when is completing the order.

https://support.google.com/a/answer/7643790?hl=en

6. TT processes with Cloud Identity must always create a ticket to our support team*

Google Partner /Customer – Transfer Token Process

Code by country:

Your code

Country	Code
Central América and Caribbean	C039uo06j-
Panama	C01g3e0de
Costa Rica	C04jbo8bi
Colombia	C01na8jx9
Ecuador	C00to8yvz
Peru	C01qyfzjq
Uruguay	C015294cx
Paraguay	C03o0r4k9
Argentina	C00zsw4w0
Chile	C03br7hmi

Operates in StreamOne®

Log in and transact in StreamOne® Ion
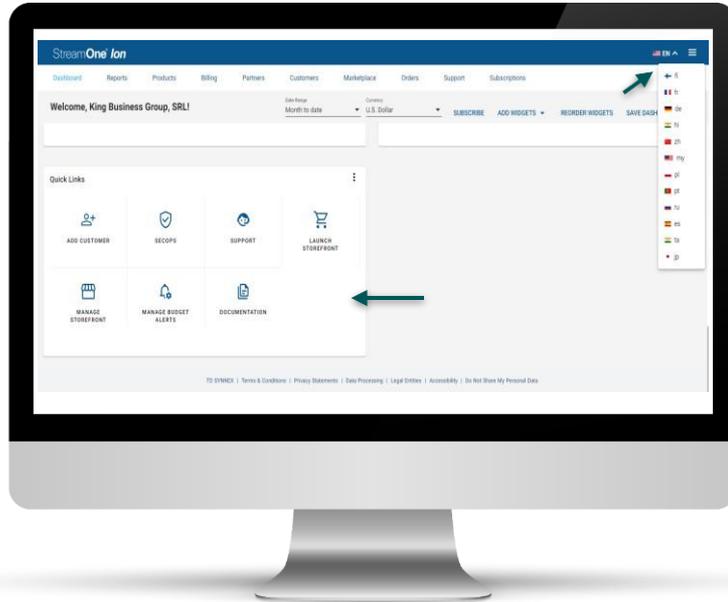
1. Select the language you need
2. Request the programs your operation needs to work with
3. Add your customer
4. Select the Cloud Providers
5. Order for your customer.

Request the programs your operation needs to work with

1. Go to the "Partner" section"
2. Go to "Programs"
3. Select the Google programs and click on "Request Access"
4. Accept the terms and conditions agreement that appears
5. Enter your **Reseller Domain Name**
6. We will receive your request and it will be approved so you can start transactions.

Add your customer

1. Click on add customer
2. Fill in the end customer's details including their address with the postal code
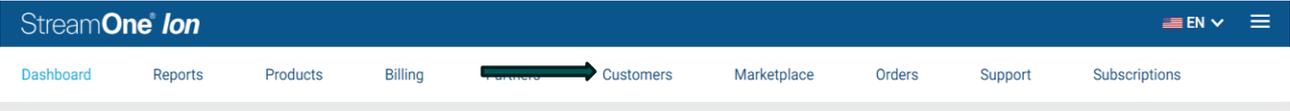3. Click on the SAVE button

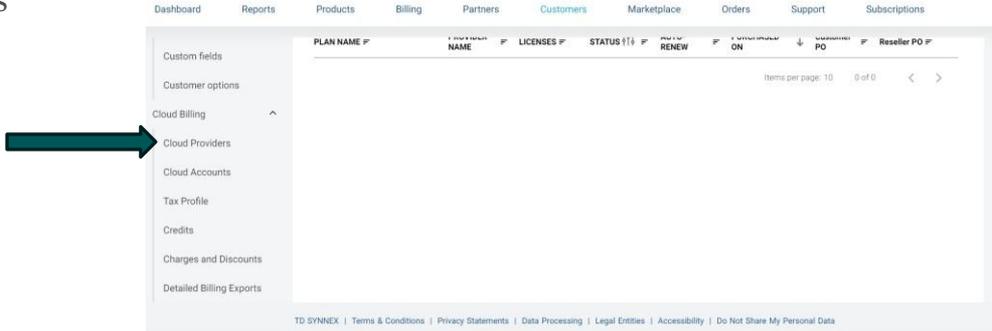4. Please validate the address
5. Customer successfully activated

Select the Cloud Providers

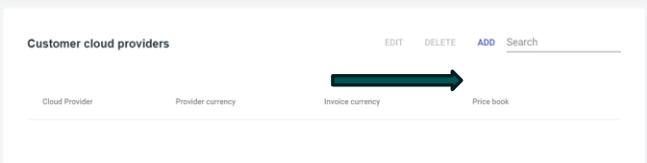1. Go to the "Customers" section"

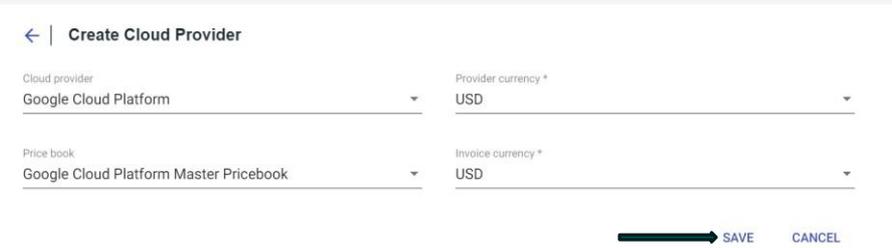2. Double click on the customer you are going to configure
3. Select "Cloud Providers"
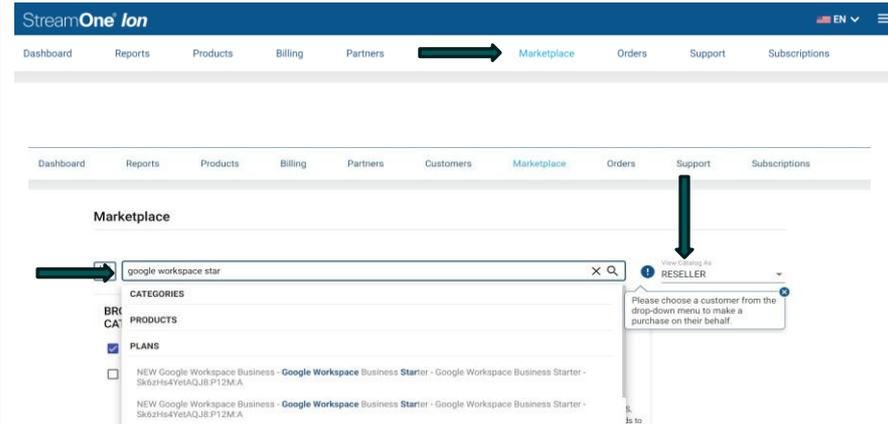
Select the Cloud Providers

4. Click on "ADD"

Customer cloud providers   EDIT   DELETE   ADD   Search

Cloud Provider   Provider currency   Invoice currency   Price book

5. Select: Cloud Provider, Provider Currency, Price Book, Invoice Currency (always USD)

← | **Create Cloud Provider**

Cloud provider
Google Cloud Platform   ▼

Provider currency *
USD   ▼

Price book
Google Cloud Platform Master Pricebook   ▼

Invoice currency *
USD   ▼

SAVE   CANCEL

*To operate with Google, you must always add Google Cloud Platform and Google Workspace, regardless of whether you only plan to operate with one of them.
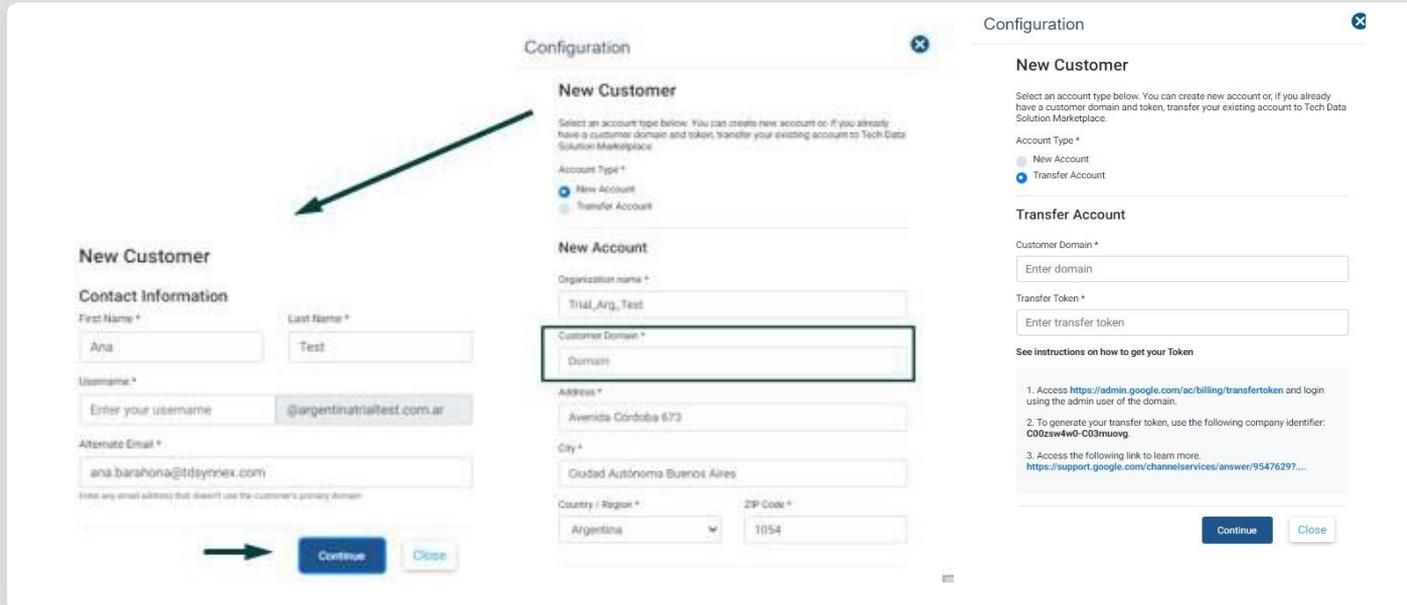
(GWP) Order licenses for your Customer

1. Click on Marketplace
2. Create new order
3. Select end customer from the dropdown list
4. Search for the product by full name or SKU
5. Select the product
6. Add the product to the cart
7. Configure the purchase type

(GWP) Order licenses for your Customer

8. Add your client's domain

![Handbook created by Cloud Success Center – V 3.0 Ana Barahona]

(GWP) Order licenses for your Customer

9. Complete the purchase

(GWP) Order licenses for your Customer

Manage your licenses by increasing, changing the renewal type, changing the license type, or assigning licenses to users from the console.
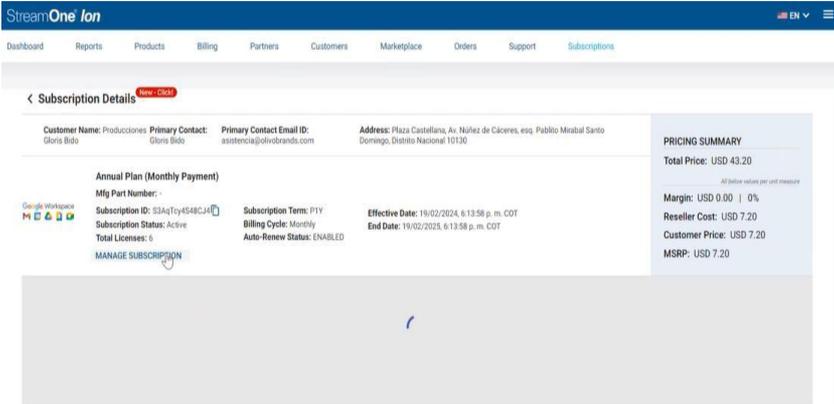
Manage Subscription	• Increase or decrease seats • Change renewal type • Activate or Suspend
Users and License	Assign new licenses to existing users and create new users
Upgrade / Downgrade Entitlement	Change the license type according to product improvement availability

Manage Console of

End Customers

Manage your Clients' console

- In a browser, open admin.google.com/enduserdomain

- Log in with your Google Partner user

- Manage the console, users, and licenses of your end customer.
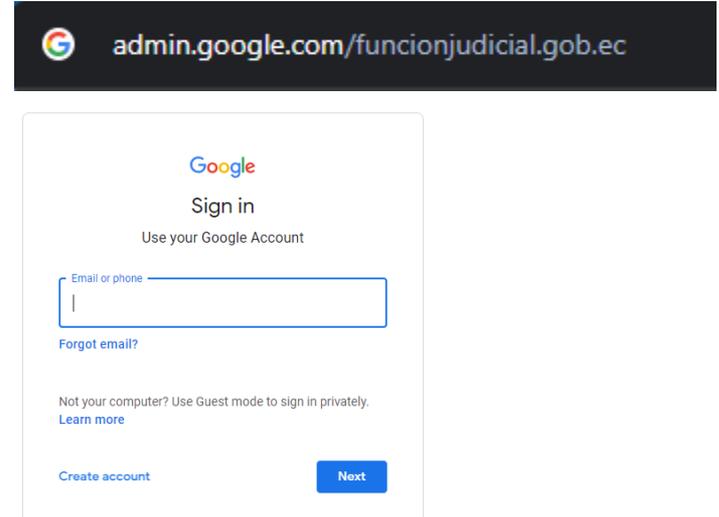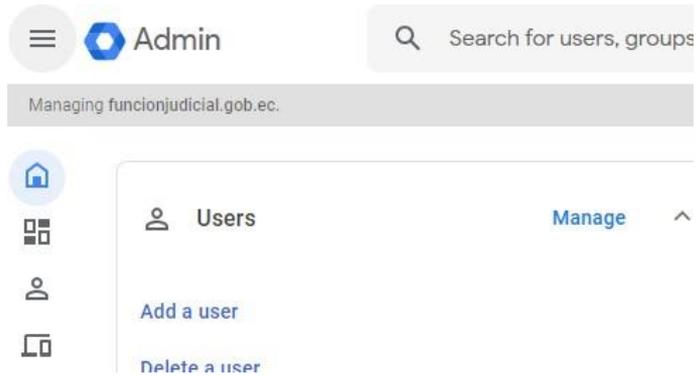
Other added values of StreamOne® Ion

StreamOne® Ion Main Menu

StreamOne® Ion

| Tablero | Informes | Productos | Facturación | Socios | Clientes | Mercado | Orders | Asistencia | Suscripciones |

Tablero: Tracking of performance through a dashboard that summarizes your purchases and

Informes: Graphical analysis shopping

Productos: Visualization of the complete catalog of cloud products.

Facturación: Billing issued by licenses or consumpti
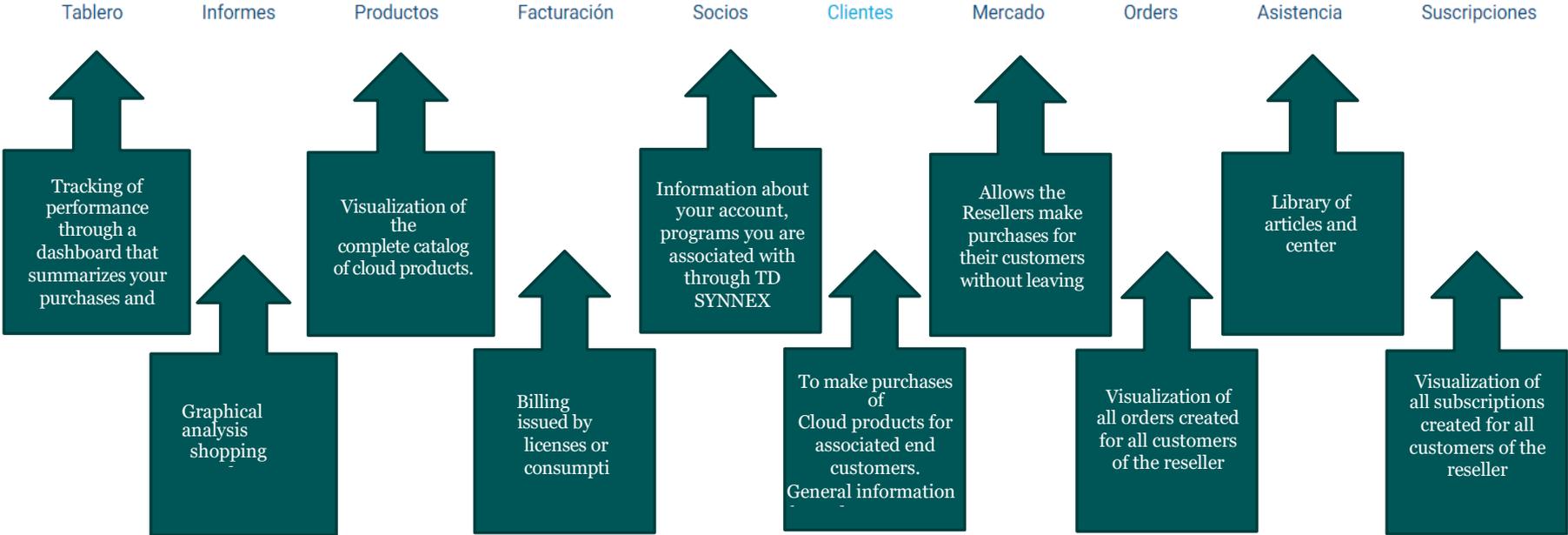
Socios: Information about your account, programs you are associated with through TD SYNNEX

Clientes: To make purchases of Cloud products for associated end customers. General information

Mercado: Allows the Resellers make purchases for their customers without leaving

Orders: Visualization of all orders created for all customers of the reseller

Asistencia: Library of articles and center

Suscripciones: Visualization of all subscriptions created for all customers of the reseller

How can I get the details of my bill?

1. Go to the billing menu

2. Select the option according to the information you need.

3. You can search and filter as needed.

4. Select the period you need

5. Download the consumption or licenses summary, general or by end customer.
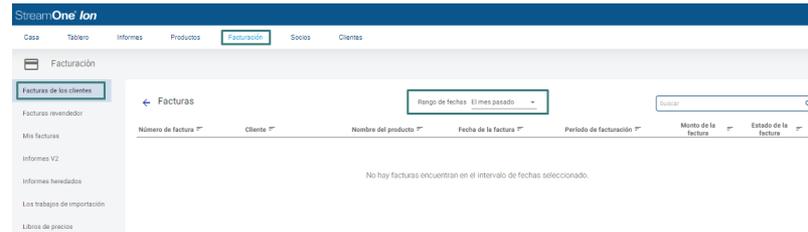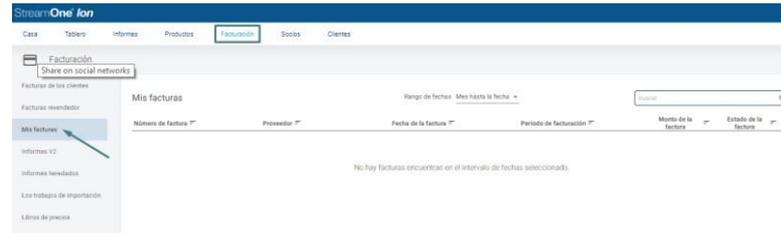
*This section is still under development

Password Recovery

1. From the login screen, click on Forgot your password
2. Enter your email with which the account was registered
3. Click on submit and you will receive an email
4. Follow the indicated steps
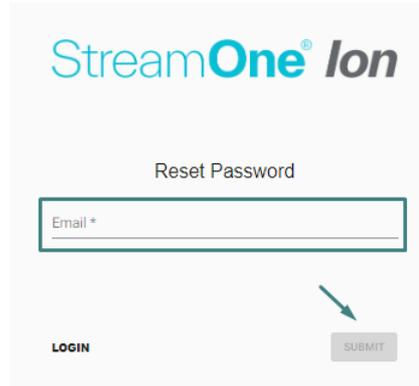5. Log in again with your new password
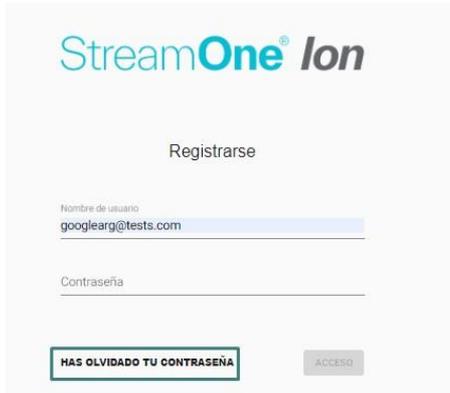
Frequently Asked Questions

Help Desk | Cloud Success Center

Cloud Success Center

TD SYNNEX

The Power of Us is You.

StreamOne® Ion

Are the prices in your quote
not the ones shown?

Is your order
with error or rejected?

Do you have questions about
the use of the platform?

Do you need to know more
about the platform?

Submit a ticket via: Help
Desk | Cloud Success Center

You will receive an automatic
response that generates a ticket
number starting with **CSCS-**, and
we will provide a **response**,
follow-up, and/or solution to your
concern within a maximum of **2
business days**.

Cloud Success Center
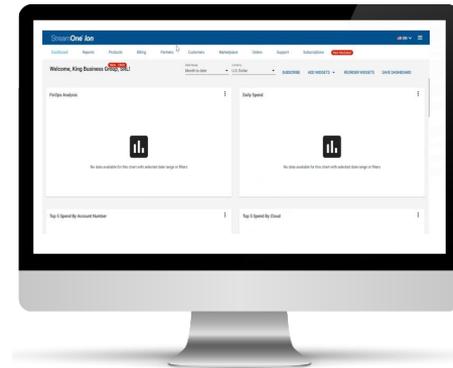
TD SYNNEX
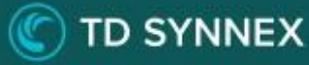
The Power of Us is You.

StreamOne® Ion

Have you recently joined as a Partner?

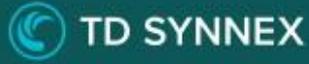Have you received training on our added values of self-management?

Do you need to know more about them?

Submit a ticket via: Help Desk | Cloud Success Center

Cloud Success Center

How do I generate a transfer token from the console of Google?

Transfer a subscription to a reseller

Remember to include TDSYNNEX Reseller as the identifier
Public ID– Partner Reseller Public ID

Do you need our Public Reseller ID?

Submit a ticket via:
Help Desk | Cloud Success Center

Cloud Success Center

TD SYNNEX

The Power of Us is You.

StreamOne® Ion

Submit a ticket via: Help Desk | Cloud Success Center

You will receive an automatic response that generates a ticket number starting with **CSCS-** and we will respond, follow up, and/or resolve your query within a maximum of 2 business days.

Do you have questions about your invoice?

Do you need to know more about Google billing?