A group of six diverse business professionals (three men and three women) are gathered around a conference table in a modern office setting. They are all smiling and looking towards a laptop screen in the foreground, which is being held by a person whose hands are visible. The scene is brightly lit, suggesting a window in the background. The overall atmosphere is collaborative and positive.

# StreamOne Ion Enterprise

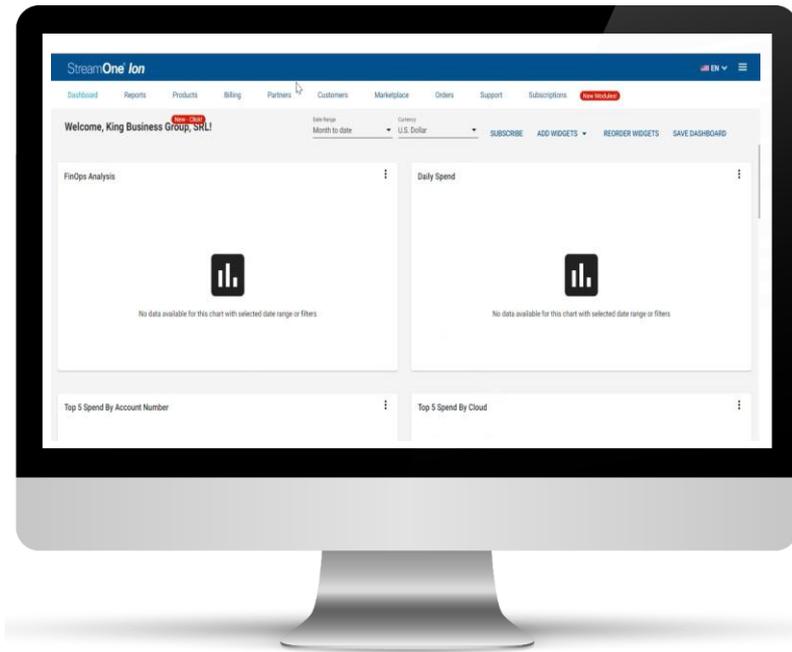
TD SYNEX Cloud Platform

## Welcome to your cloud journey with TD SYNEX and StreamOne® ION

TD SYNEX 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.

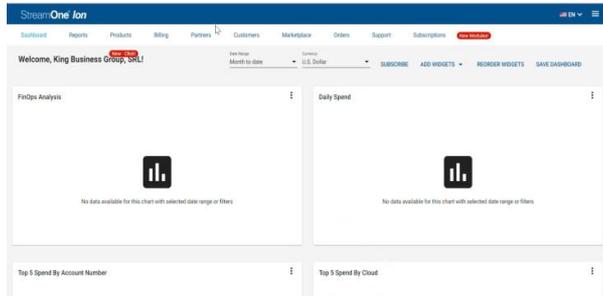
We have created this brief tutorial with the main features of the applications, but for any questions, please contact our team. We will be happy to help.



# First Access

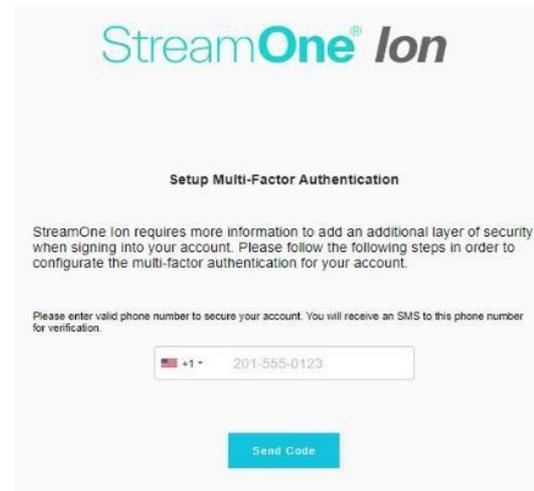
# How to log in to StreamOne® Ion

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)



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=identitybasic>

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.

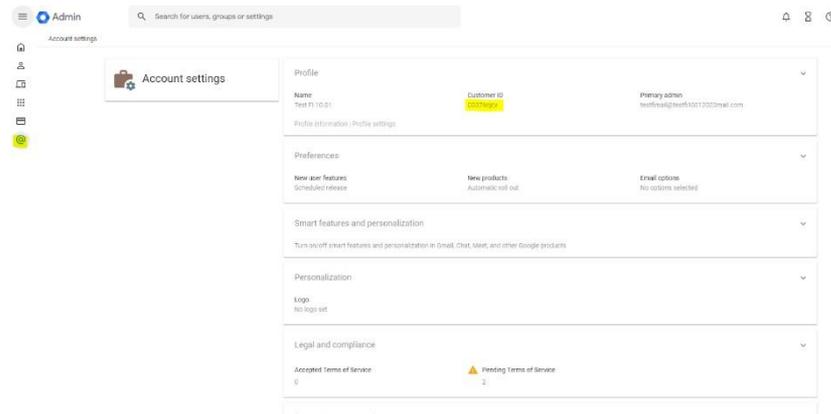
Step 3: After returning to your administration console and confirming the verification process, you can start adding users who will work with the GCP platform and projects and set their administrator rights to the necessary / required rights.

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](https://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.**



***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:

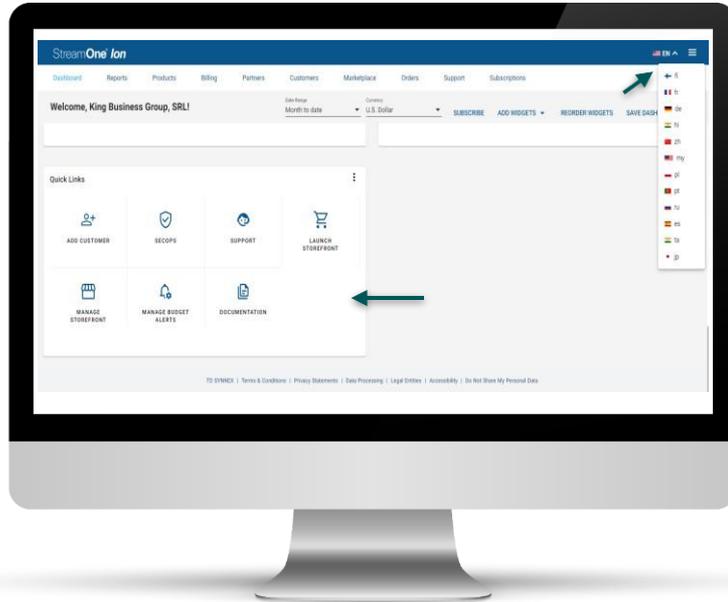


The screenshot shows the Google Admin console interface. On the left sidebar, the 'Account settings' menu item is highlighted with a red box. In the main content area, under 'Account settings', the 'Profile' section is visible. The 'Customer ID' field is highlighted with a red box, showing a partial ID 'C01-'. The 'Primary admin' field is also visible.

Country	Code
Central América and Caribbean	C039uo06j-
Panama	C01g3e0de
Costa Rica	C04jbo8bi
Colombia	C01na8jx9
Ecuador	C00to8yvv
Peru	C01qyfzjq
Uruguay	C015294cx
Paraguay	C03o0r4k9
Argentina	C00zsw4w0
Chile	C03br7hmi

**Operates in StreamOne®**

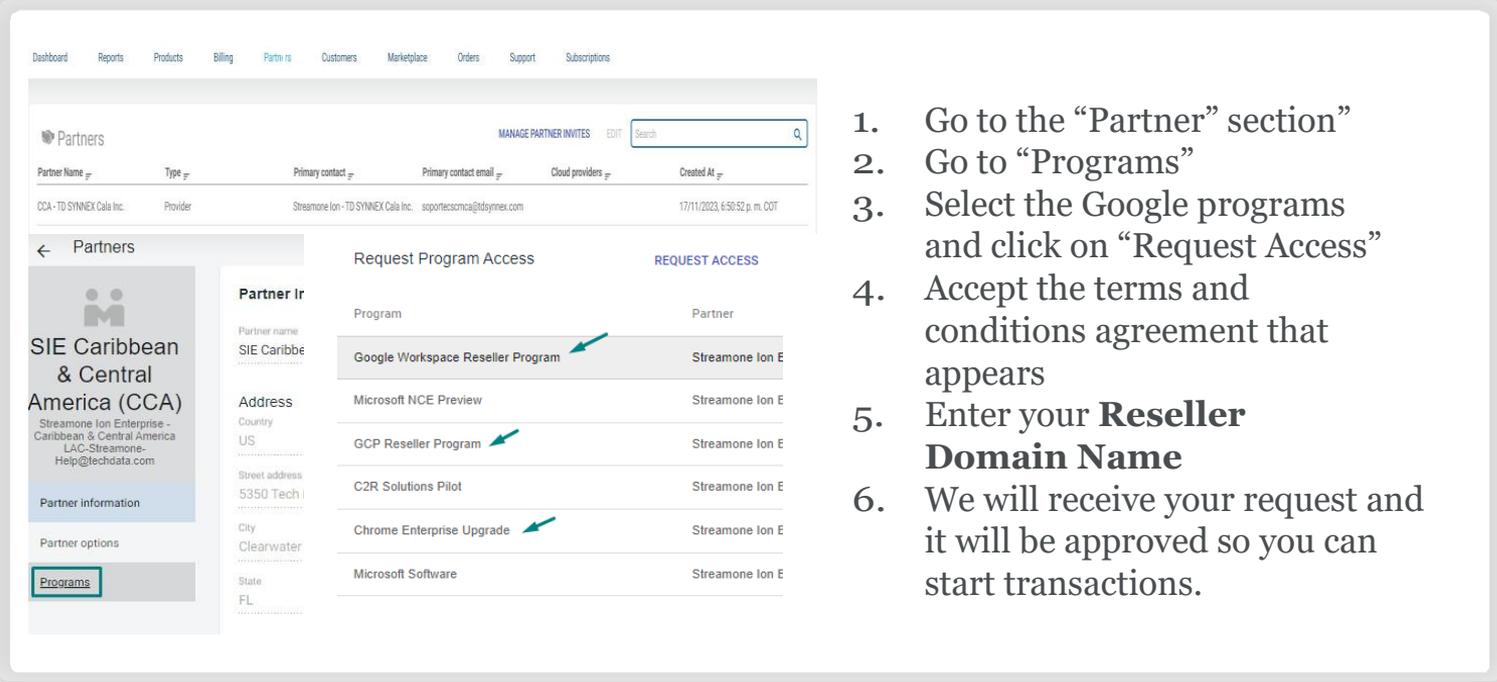
# Log in and transact in StreamOne® Ion



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

Handbook created by Cloud Success Center – V 3.0 Ana Barahona



The screenshot shows the 'Partners' section of the TD SYNnex portal. On the left, a partner profile for 'SIE Caribbean & Central America (CCA)' is displayed, with a 'Programs' tab highlighted. The main area shows a 'Request Program Access' table with the following data:

Program	Partner
Google Workspace Reseller Program	Streamone Ion E
Microsoft NCE Preview	Streamone Ion E
GCP Reseller Program	Streamone Ion E
C2R Solutions Pilot	Streamone Ion E
Chrome Enterprise Upgrade	Streamone Ion E
Microsoft Software	Streamone Ion E

Green arrows point to the 'Google Workspace Reseller Program', 'GCP Reseller Program', and 'Chrome Enterprise Upgrade' rows.

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

Quick Links

← | Add customer

**Company Details**  
Organization Name \*  
GOOGLE\_EU\_ARTEST

**Admin Contact Details**  
Name \*  
Google EU Test  
Title \_\_\_\_\_  
Phone \*  
555555555

**Address Details**  
Country \*  
Argentina  
Street address \*  
Barrio Simon Bolivar  
Suite # \_\_\_\_\_  
City \*  
Buenos Aires  
State \*  
Buenos Aires  
Zipcode \*  
B1406  
Credit threshold  
0  
 Enable marketplace threshold

SEND INVITATION

ADD CUSTOMER

SAVE CANCEL

4. Please validate the address
5. Customer successfully activated

**Address Validation**

The address you entered may be incorrect or incomplete. Please review our suggestion below and choose which version you'd like to use.

**Entered Address:**  
Argentina  
Barrio Simon Bolivar  
Buenos Aires, B  
B1406  
Edit address

**Suggested Address:**  
Argentina  
Calle Simon Bolivar  
Buenos Aires, Buenos Aires

USE SELECTED ADDRESS

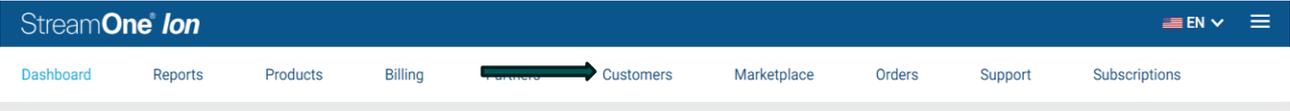
**Successfully saved**

Customer Status: ACTIVE

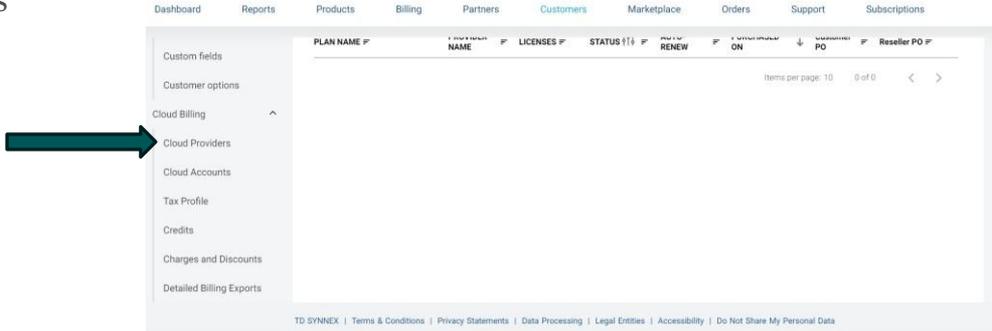
OK

# Select the Cloud Providers

1. Go to the “Customers” section”

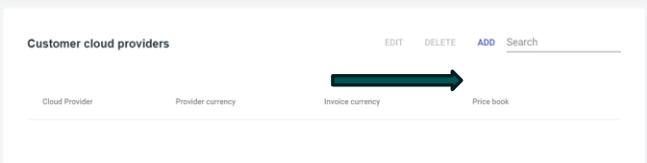


2. Double click on the customer you are going to configure
3. Select “Cloud Providers”

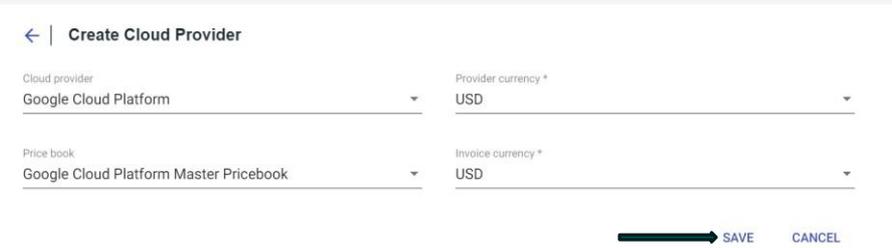


# Select the Cloud Providers

4. Click on “ADD”

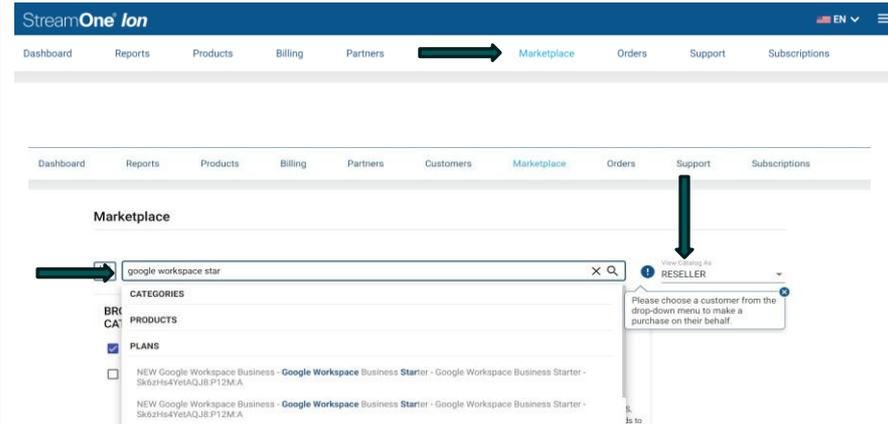


5. Select: Cloud Provider, Provider Currency, Price Book, Invoice Currency (always USD)



**\*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

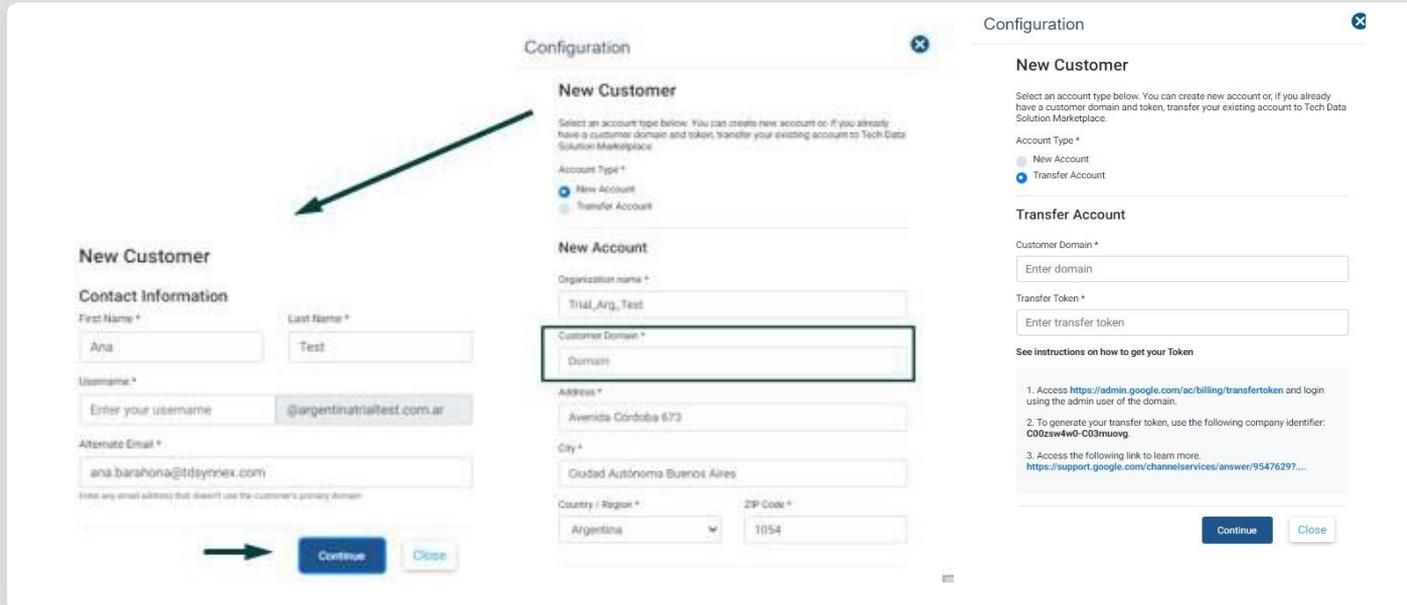


The screenshot shows the StreamOne Ion user interface. At the top, a navigation bar includes 'Dashboard', 'Reports', 'Products', 'Billing', 'Partners', 'Marketplace', 'Orders', 'Support', and 'Subscriptions'. A green arrow points to the 'Marketplace' tab. Below this, a secondary navigation bar includes 'Dashboard', 'Reports', 'Products', 'Billing', 'Partners', 'Customers', 'Marketplace', 'Orders', 'Support', and 'Subscriptions'. A green arrow points to the 'Marketplace' tab in this bar. The main content area is titled 'Marketplace' and features a search bar with the text 'google workspace star'. A green arrow points to the search bar. Below the search bar, a dropdown menu is open, showing 'CATEGORIES', 'PRODUCTS', and 'PLANS'. Under 'PLANS', there are two entries for 'NEW Google Workspace Business - Google Workspace Business Starter'. A green arrow points to the first entry. To the right of the search results, a tooltip is visible with the text 'Please choose a customer from the drop-down menu to make a purchase on their behalf.' and a 'RESELLER' button. A green arrow points to the 'RESELLER' button.

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



**Configuration**

**New Customer**

Select an account type below. You can create new account or, if you already have a customer domain and token, transfer your existing account to Tech Data Solution Marketplace.

Account Type \*

New Account

Transfer Account

---

**New Account**

Organization name \*

Trial\_Arg\_Test

Customer Domain \*

Domain

Address \*

Avenida Córdoba 673

City \*

Ciudad Autónoma Buenos Aires

Country / Region \*      ZIP Code \*

Argentina      1054

---

**Configuration**

**New Customer**

Select an account type below. You can create new account or, if you already have a customer domain and token, transfer your existing account to Tech Data Solution Marketplace.

Account Type \*

New Account

Transfer Account

---

**Transfer Account**

Customer Domain \*

Enter domain

Transfer Token \*

Enter transfer token

**See instructions on how to get your Token**

1. Access <https://admin.google.com/ac/billing/transferstoken> and login using the admin user of the domain.
2. To generate your transfer token, use the following company identifier: **C00zsw4w0-C03muovg**.
3. Access the following link to learn more: <https://support.google.com/channelservices/answer/95476297...>

# (GWP) Order licenses for your Customer

**Price Breakdown for All Products**

	Price	Margin
<b>MSRP</b>		
MSRP	USD 0.00	
<b>Reseller Cost</b>		
Monthly Recurring Charge	USD 0.00	0.00%
Annual Recurring Charge	USD 0.00	0.00%
<b>First Billing Period Charge</b>		
<b>Customer Price</b>		
Monthly Recurring Charge	USD 0.00	
Annual Recurring Charge	USD 0.00	
<b>First Billing Period Charge</b>		

**Place Your Order**

## 9. Complete the purchase

Your order has been successfully placed!

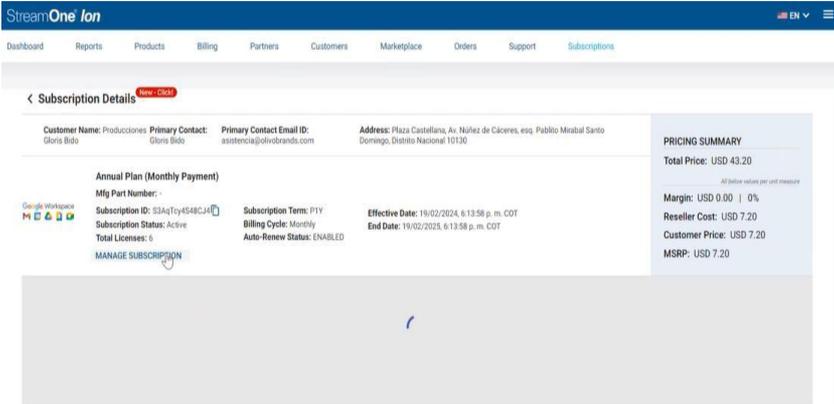
[CLOSE](#)

You can view the product(s) by navigating to [Manage Products](#).

Order Details				
Product Name	Plan Name	Duration	Quantity	Price
NEW Google Workspace Business	Google Workspace Business Plus (Monthly)	Trial Plan	1	USD 0.00
<b>Total</b>				<b>USD 0.00</b>

# (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.

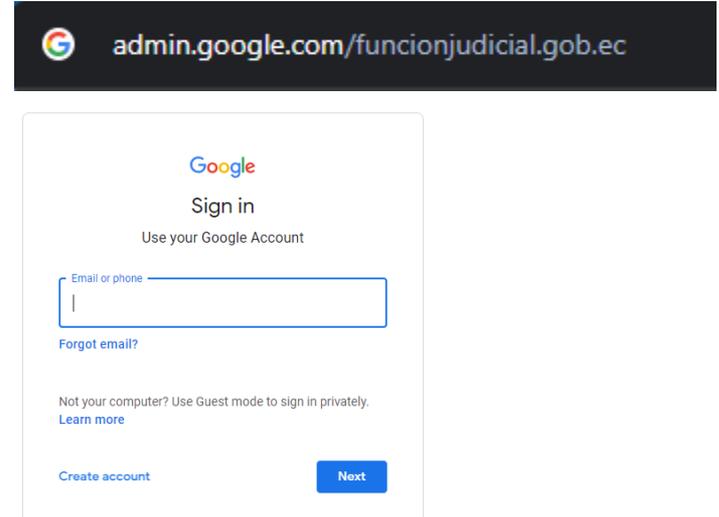
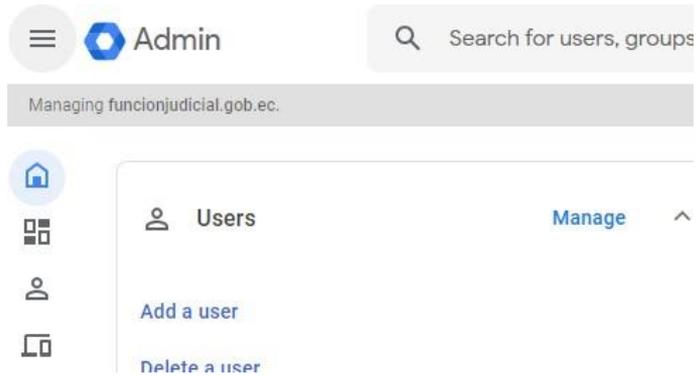


Manage Subscription	<ul style="list-style-type: none"> <li>• Increase or decrease seats</li> <li>• Change renewal type</li> <li>• Activate or Suspend</li> </ul>
Users and License	Assign new licenses to existing users and create new users
Upgrade / Downgrade Entitlement	Change the license type according to product improvement availability

# **Manage Console of End Customers**

# Manage your Clients' console

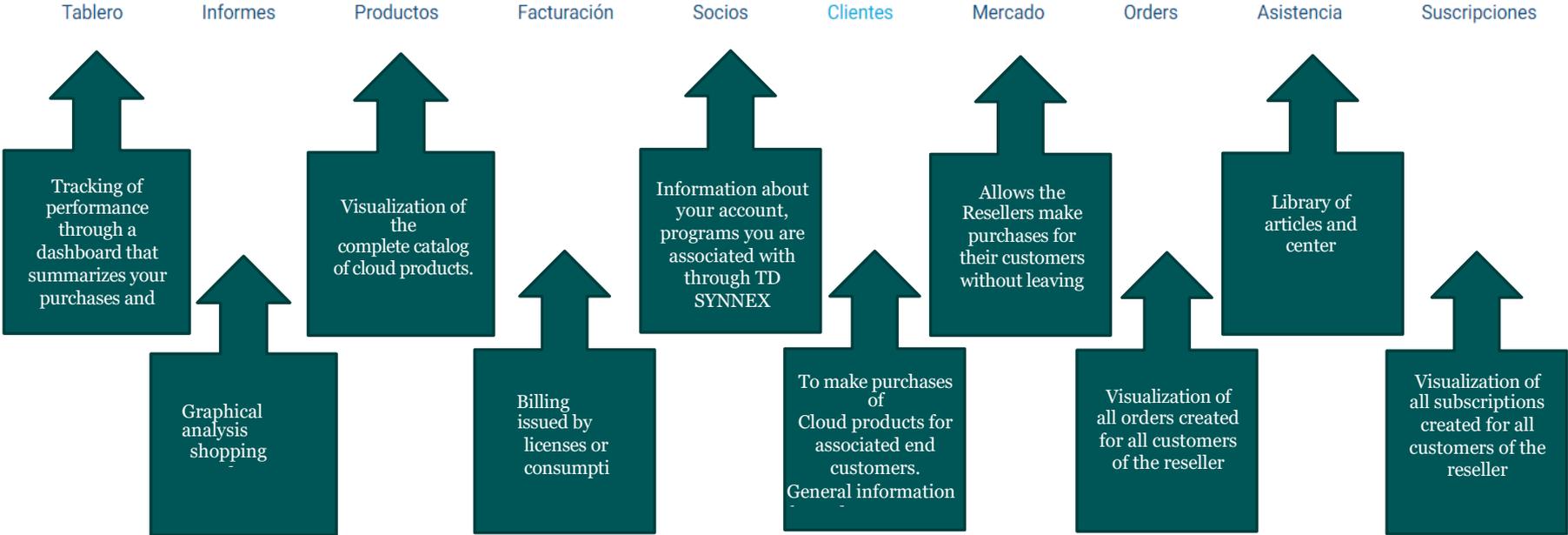
- In a browser, open [admin.google.com/enduserdomain](https://admin.google.com/enduserdomain)
- Log in with your Google Partner user
- Manage the console, users, and licenses of your end customer.



**Other added values of  
StreamOne® Ion**

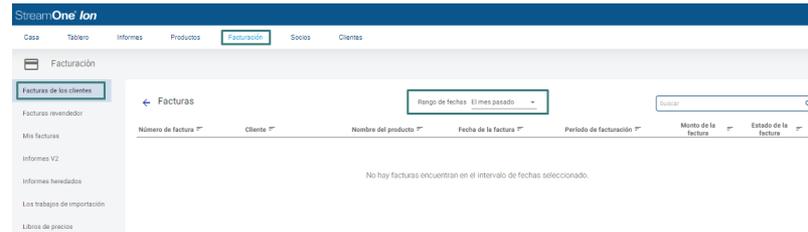
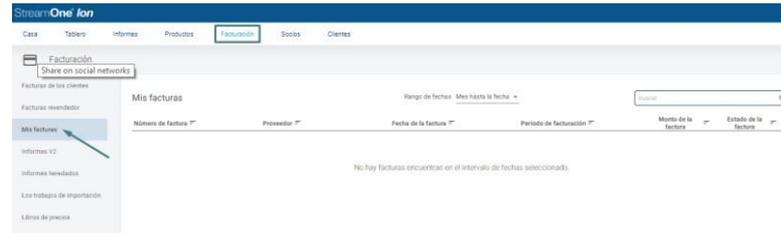
# StreamOne® Ion Main Menu

## StreamOne® Ion



# How can I get the details of my bill?

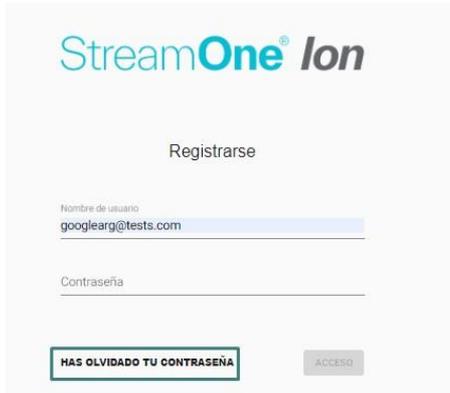
1. Go to the billing menu
2. Select the option according to the information you need.
3. You can search and filter as needed.
4. Select the period you need
5. Download the consumption or licenses summary, general or by end customer.



\*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



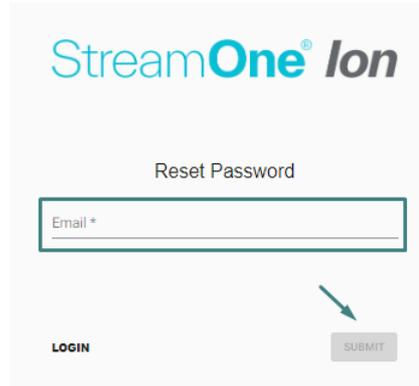
StreamOne<sup>®</sup> Ion

Registrarse

Nombre de usuario  
googlearg@tests.com

Contraseña

**HAS OLVIDADO TU CONTRASEÑA**



StreamOne<sup>®</sup> Ion

Reset Password

Email \*



StreamOne<sup>®</sup> Ion

Registrarse

Nombre de usuario  
googlearg@tests.com

Contraseña  
\*\*\*\*\*

**HAS OLVIDADO TU CONTRASEÑA**

# Frequently Asked Questions

[Help Desk | Cloud Success Center](#)

# Cloud Success Center



The Power of Us  
is You.

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?

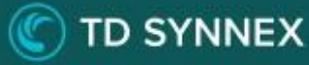
Do you need to know more  
about the platform?

StreamOne<sup>®</sup> 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 provide a **response**, follow-up, and/or solution to your concern within a maximum of **2 business days**.

# Cloud Success Center



The Power of Us  
is You.

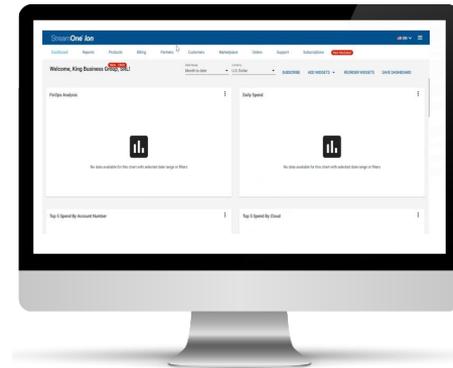
Have you recently joined as a  
Partner?

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

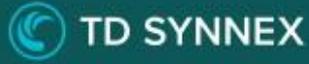
Do you need to know  
more about them?

StreamOne<sup>®</sup> Ion

Submit a ticket via: [Help  
Desk](#) | [Cloud Success Center](#)



# Cloud Success Center



The Power of Us  
is You.

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



The Power of Us  
is You.



**Do you have questions  
about your invoice?**

**Do you need to know  
more about Google  
billing?**

StreamOne<sup>®</sup> 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.