

# StreamOne Ion Enterprise

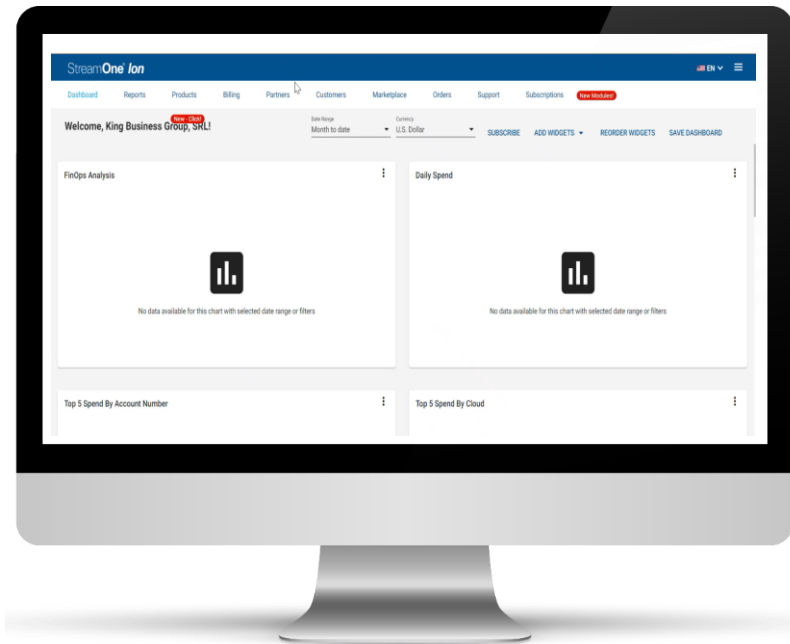
TD SYNnex Cloud Platform

# 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.

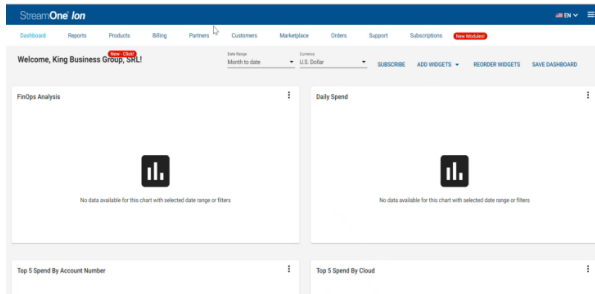
We have created this brief tutorial with the main features of the applications, but for any questions, please contact our team. We will be happy to help.



# First Access

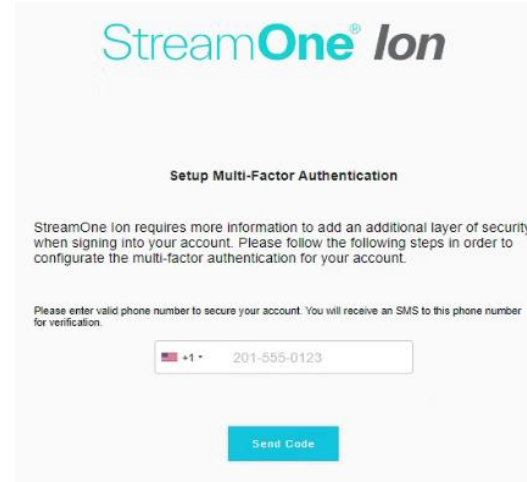
# How to log in to StreamOne® Ion

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 creation of your access.

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



# CSP Partner - Create a Cloud Identity (new partners)



Follow the steps below to acquire your MPN ID and become part of the Microsoft partner network

Step 1 – Go to the following link, and follow Microsoft's steps

<https://partner.microsoft.com/en-us/dashboard/account/v3/enrollment/introduction/partnership>

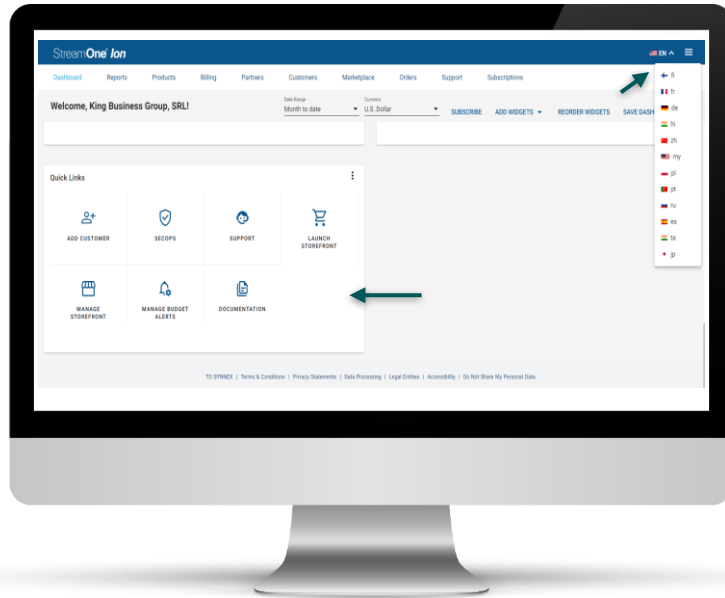
Step 2: Once you complete the enrollment and receive notification from MS, you must go to the following link and associate yourself as a TD Synnex partner

List each country

Once you have completed these steps, you can inform us to continue with our MarketPlace.

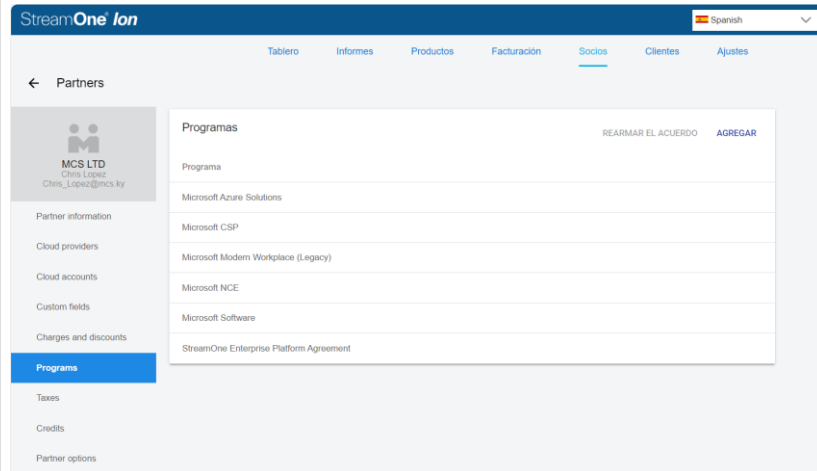
# Operate in StreamOne® Ion

# 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. Order for your customer.

# Request the programs your operation needs to work with



The screenshot shows the StreamOne lon interface for a partner named MCS LTD. The 'Partners' section is active, and the 'Programs' tab is selected. A list of programs is displayed, including Microsoft Azure Solutions, Microsoft CSP, Microsoft Modern Workplace (Legacy), Microsoft NCE, Microsoft Software, and StreamOne Enterprise Platform Agreement. Buttons for 'REARMAR EL ACUERDO' and 'AGREGAR' are visible at the top right of the list.

Programa
Microsoft Azure Solutions
Microsoft CSP
Microsoft Modern Workplace (Legacy)
Microsoft NCE
Microsoft Software
StreamOne Enterprise Platform Agreement

1. Go to the “Partner” section
2. Go to “Programs”
3. Select Microsoft programs and click “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 the SAVE button

## Agregar al cliente

### Company Details

Nombre de la Organización \*

MS CSP

### Admin Contact Details

Nombre \*

CSP Test

Título

Teléfono

111111111

Correo electrónico \*

MSCSP@TEST.com

### Address Details

País \*

Costa Rica

Dirección \*

BARRIO ALMENDRAES

Suite #

Ciudad \*

SAN JOSE

Espresso \*

SAN JOSE

Código postal \*

10101

☐ Habilitar el umbral del mercado

Umbral de crédito

0

ENVIAR INVITACION

GUARDAR

CANCELAR

4. Please validate the address
5. Customer 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:

Costa Rica  
BARRIO ALMENDRAES  
SAN JOSE, SAN JOSE  
10101

Edit address

☐

Suggested Address:

Costa Rica  
Barrio Almendraes  
San Jose, San Jose  
10101

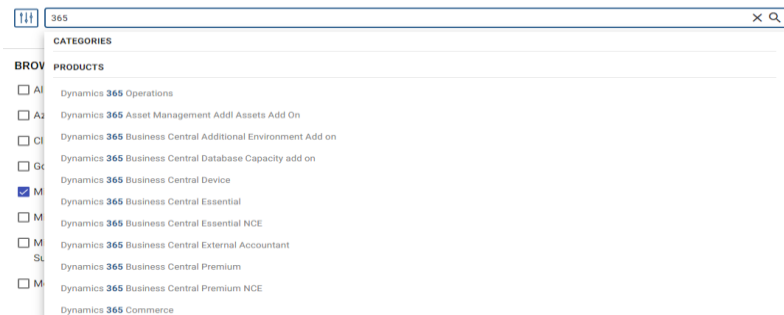
USE SELECTED ADDRESS

## Successfully saved

Customer Status: ACTIVE

OK

# Order licenses for your Customer



365

**CATEGORIES**

**PRODUCTS**

- ☐ Dynamics 365 Operations
- ☐ Dynamics 365 Asset Management Addl Assets Add On
- ☐ Dynamics 365 Business Central Additional Environment Add on
- ☐ Dynamics 365 Business Central Database Capacity add on
- ☐ Dynamics 365 Business Central Device
- ☒ Dynamics 365 Business Central Essential
- ☐ Dynamics 365 Business Central Essential NCE
- ☐ Dynamics 365 Business Central External Accountant
- ☐ Dynamics 365 Business Central Premium
- ☐ Dynamics 365 Business Central Premium NCE
- ☐ Dynamics 365 Commerce

**FILTERS**

Vertical: Commercial,

Subscription Term:

Billing Frequency:

1. Go to the Orders menu
2. Create new order
3. Select end customer
4. Select the product or search in the bar
5. Select the filter
6. Add the product to the cart

**SUMMARY**

Microsoft 365 Business Basic

Subscription Term: 1 Year




Customer Price: USD 6.00

[View More Details](#)

**ADD-ONS**

# Order licenses for your Customer Part 2

**Cart** Delete Cart | Save Cart For Later

Producto	Quantity	Término	Frequency	Price	Action
 <b>Microsoft 365 Business Basic</b>  <a href="#">Configuration Pending</a>	- 1 +	1 Year	Monthly	USD 72.00	

[+ ADD PRODUCTS](#)

## Configuration

### Microsoft Account Configuration

Company Name : **MS CSP TEST**

Please enter the Tenant ID if you already have a Microsoft account, else create new account.

☒ Link Existing Microsoft Account
 ☐ Create New Microsoft Account

Please provide your Microsoft Tenant Id.

Continue

Close

1. It will ask you to configure, you must click on it
2. Upon logging in, you must configure the tenant information
3. There you can select between a new or existing customer

# Order licenses for your Customer Part 3

1. When performing these steps, you will receive support from your commercial consultant.
2. For a new Tenant, you must fill in all customer data.

Configuration

Company Name : MS CSP TEST

Please enter the Tenant ID if you already have a Microsoft account, else create new account.

☐ Link Existing Microsoft Account
☒ Create New Microsoft Account

Contact Details

First Name \*

Enter First Name

Middle Name

Enter Middle Name

Last Name \*

Enter Last Name

Contact Number \*

111111111

Email ID \*

MSCSP@TEST.com

Country or Region \*

Address Details

Address 1 \*

Barrio Almendrares

Address 2

Enter Address 2

City \*

San Jose

Verify Address

Custom Domain

You will probably want a custom domain name for your business at some point. For now, choose a name for your domain using [onmicrosoft.com](#)

yourbusiness

.onmicrosoft.com

Check Availability

Company Registration ID

ID Number

Continue

Close

Configuration

Microsoft Account Configuration

Company Name : MS CSP TEST

Please enter the Tenant ID if you already have a Microsoft account, else create new account.

☒ Link Existing Microsoft Account
☐ Create New Microsoft Account

Please provide your Microsoft Tenant id.

Tenant Id

The field is required

Handbook created by Cloud Success Center – V 3.0 Ana Barahona

# Order licenses for your Customer Part 4

Price Breakdown for All Products

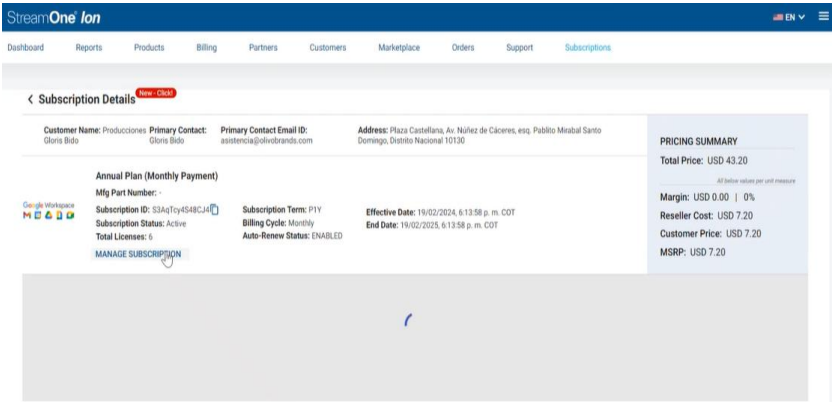
	Price	Margin
<b>MSRP</b>		
MSRP	USD 7.20	
<b>Reseller Cost</b>		
Monthly Recurring Charge	USD 7.20	0.00%
Annual Recurring Charge	USD 0.00	0.00%
<b>First Billing Period Charge</b>		
<b>Customer Price</b>		
Monthly Recurring Charge	USD 7.20	
Annual Recurring Charge	USD 0.00	
<b>First Billing Period Charge</b>		

10. Complete the purchase

Place Your Order

# (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 Entitlement	<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

## **Other added values of StreamOne® Ion**

# StreamOne® Ion Main Menu

StreamOne® Ion

Tablero

Informes

Productos

Facturación

Socios

Clientes

Mercado

Orders

Asistencia

Suscripciones

Performance tracking through a dashboard that summarizes your purchases and consumption within the

Graphical analysis of purchases and consumption

View the complete cloud product catalog.

Invoicing issued for licenses or consumption

Information about your account, programs you are associated with through TD SYNnex

Make Cloud product purchases for associated end customers.  
General information for end customers

Allows resellers to make purchases for their customers without leaving the portal

View of all orders created for all customers of the reseller

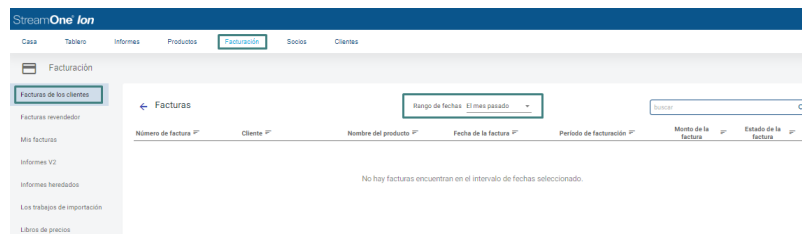
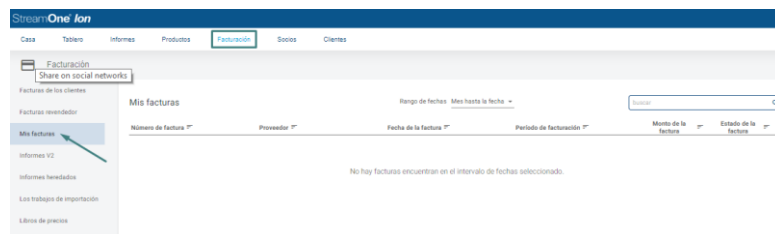
Article Library and Support Center

Viewing 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 part is still in 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



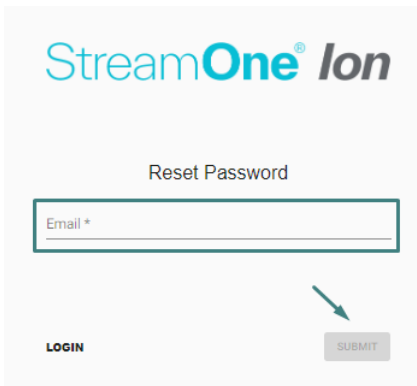
StreamOne<sup>®</sup> lon

Registrarse

Nombre de usuario  
googlearg@tests.com

Contraseña

**HAS OLVIDADO TU CONTRASEÑA** ACCESO

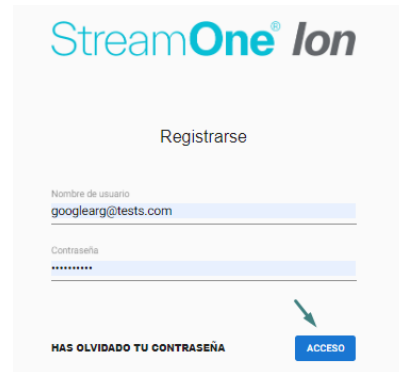


StreamOne<sup>®</sup> lon

Reset Password

Email \*

LOGIN SUBMIT



StreamOne<sup>®</sup> lon

Registrarse

Nombre de usuario  
googlearg@tests.com

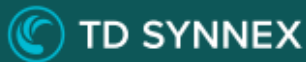
Contraseña  
\*\*\*\*\*

**HAS OLVIDADO TU CONTRASEÑA** ACCESO

# Frequently Asked Questions

[Help Desk | Cloud Success Center](#)

# Cloud Success Center



The Power of Us  
is You.

The prices of your quote?  
Aren't they the ones it shows?

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?

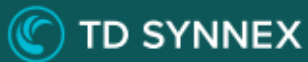


StreamOne<sup>®</sup> *lon*

Submit a ticket through: [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.

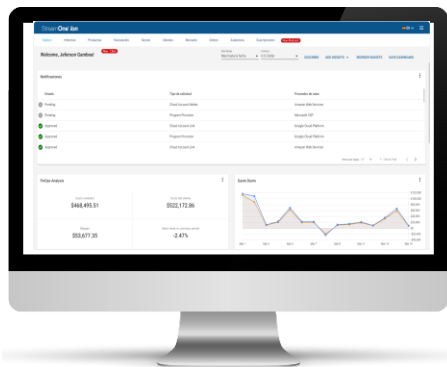
Have you recently joined as a Partner?

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

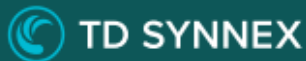
Do you need to know more  
about them?

StreamOne<sup>®</sup> Ion

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



# Cloud Success Center



The Power of Us  
is You.

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

[Transfer a subscription to a reseller](#)

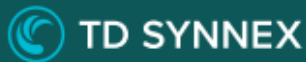
Remember to include as identifier TDSYNnex Reseller Public ID– Partner Reseller Public ID

Do you need our Reseller Public ID?

Submit a ticket through: [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 through: [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.