

PCCW Global



Your guide to becoming a
Console Connect
Private Label reseller

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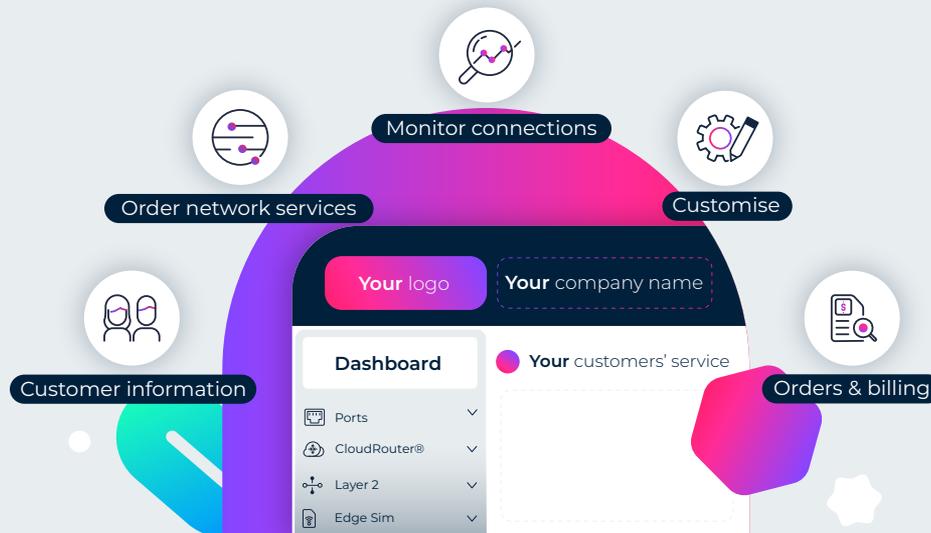
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1. What is Console Connect Private Label

Console Connect Private Label is a ready-to-use management portal that has been specially designed to help accelerate your reselling journey with Console Connect.

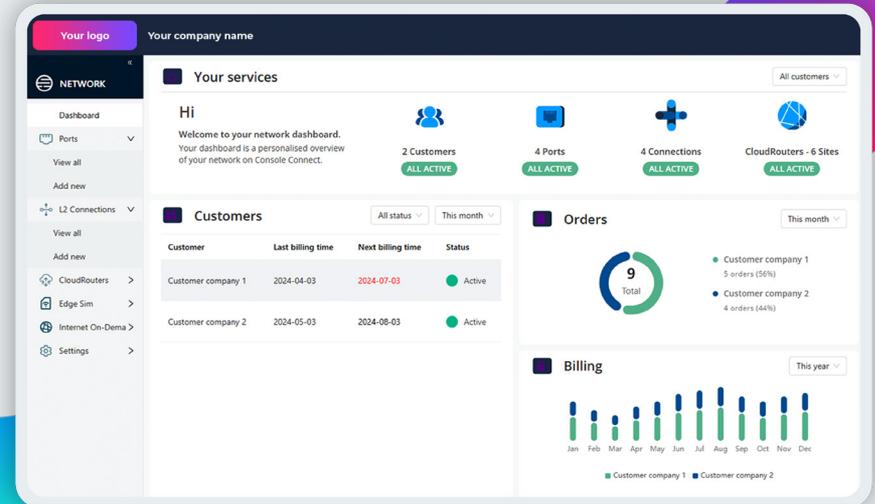
The customisable portal lets you easily quote, order, and manage Console Connect services on behalf of your customers. Through a single dashboard, you can view essential information in real-time about your Console Connect services, helping you gain a deeper understanding of your customers' needs and make more informed decisions.

Customise the user interface to provide a seamless experience for your customers that helps them stay updated on the status of their services at all times.



2. How to get started as a reseller with Console Connect Private Label

- Sign up and become an official Console Connect reseller.
- After signing the service agreement, we will get you set up with a customised portal, which can feature your logo, brand colours, domain, price book (if applicable) and customer accounts.
- Here are some essential things you need to get started:
 - Your company needs to provide us with a logo and desired colour theme.
 - Your company needs to have at least one person who is setup as an Account Administrator for Console Connect, enabling them to delegate administration functions to other company members.
 - You need to provide an email for your customers in order to get them setup with a view-only role of their services. Please note that this account will not be able to purchase products directly on Console Connect or become an Account Administrator.



3. Console Connect Private Label Features

3.1 Dashboard

There are several dashboards available to you and your customers.

3.1.1 When you first log in, you will see an overview of information about your customers and their products.

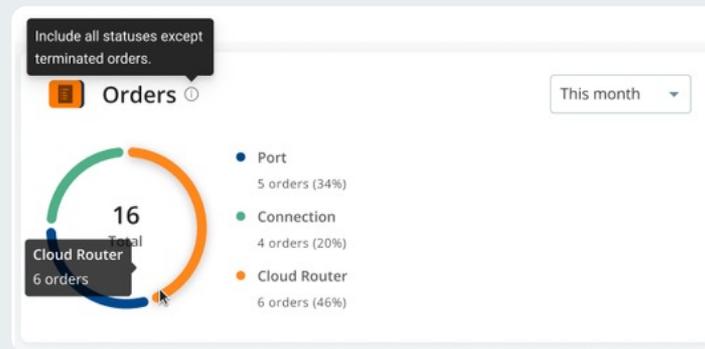
3.1.1.1 At the top, you will see the number of active customers and the total number of active ports, connections and CloudRouters®.



3.1.1.2 On the left, you can view the number of customers and the current status of each customer. The portal provides status classification and users can filter by company creation time.

Customer	Last billing time	Next billing time	Status
Customer company 1	2024-04-03	2024-12-03	Active
Customer company 2	2024-05-03	2025-08-03	Active
Customer company 3	2024-04-03	2025-03-03	Active

3.1.1.3 On the right, you will see the number of orders placed by all customers, which may be in 'submit', 'active', or 'in process' status. This only includes current orders and not ones that have since been deleted. The chart allows you to filter by time.



3.1.2 You can also switch to a dashboard for one of your customers, where you can find an overview of information about the customer and its products.

3.1.2.1 At the top, you can see the total number of active ports, connections and CloudRouters® of that particular customer.

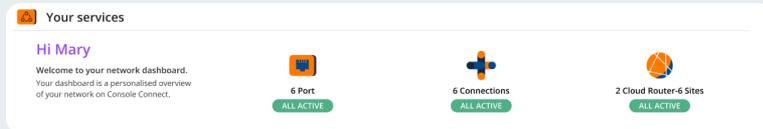


3.1.2.2 On the left, you can see the number of orders placed for the customer, which may be in 'submitted', 'active', or 'processed' status. This only includes current orders and not ones that have since been deleted. The chart allows you to filter by time.

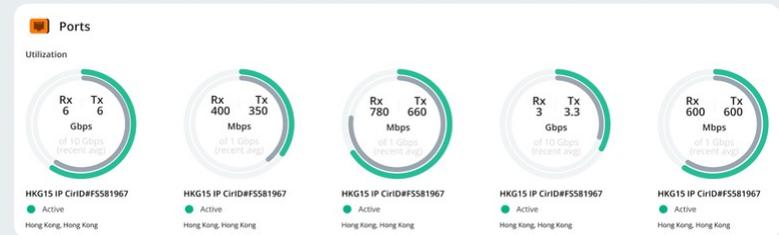


3.1.3 Another dashboard is available to your customer, which gives them an overview of information about its products.

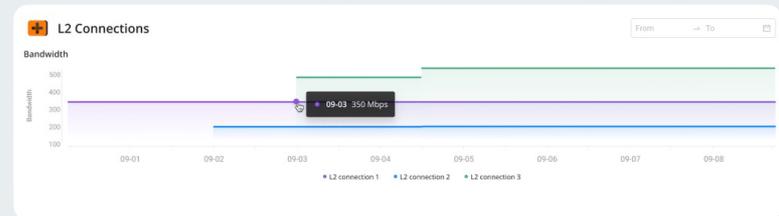
3.1.3.1 At the top, your customer can view its total number of active ports, connections and CloudRouters®.



3.1.3.2 Your customer can view the current utilisation of its active ports.

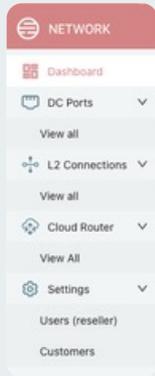


3.1.3.3 Your customer can view the current utilisation of its active connections.

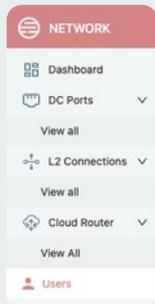


3.2 Navigation bars

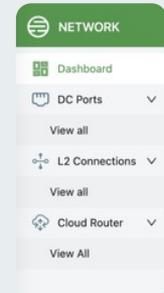
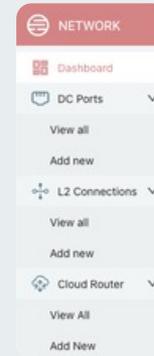
There are several navigation bars available to you and your customers.



The first navigation bar provides a view of all your customers' active ports, connections and CloudRouters®. Within this navigation, you can find 'Settings', where you are able to add new customers.



A different navigation bar is available to your customers.

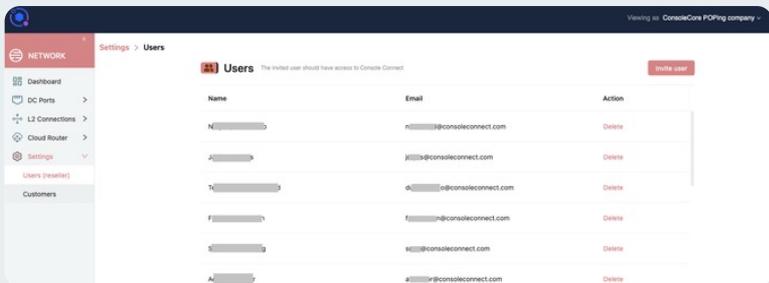


Your customer can either log in with a user name and password, or use SSO. Please note a more limited navigation bar will appear for customers if they use SSO. This navigation does not include an entry point to buy products.

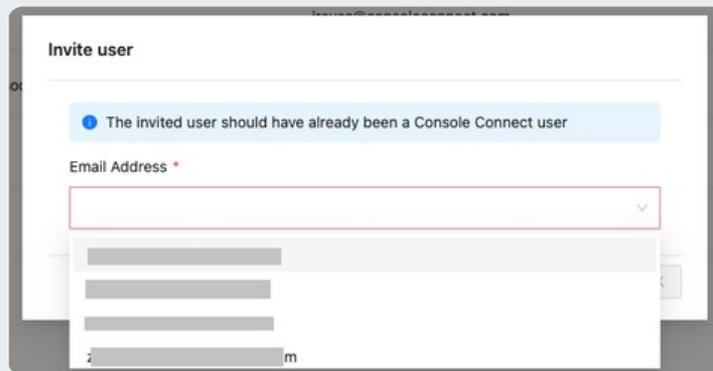
3.3 User management

The portal enables you to invite other eligible users to the Console Connect Private Label platform.

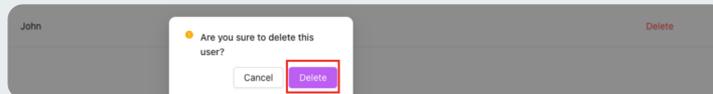
On the list page, you can see all the users currently allowed to log in to the platform. The portal allows you to invite other users to join the platform, or gives you the ability to delete existing users.



3.3.1 Click the 'Invite user' button, and you can select an option from the drop-down box. (Note: The drop-down box will only display the names of users who already have access to the Console Connect platform. If you need to invite a new user to the platform, please ask them to first register with Console Connect or contact the support team for help)



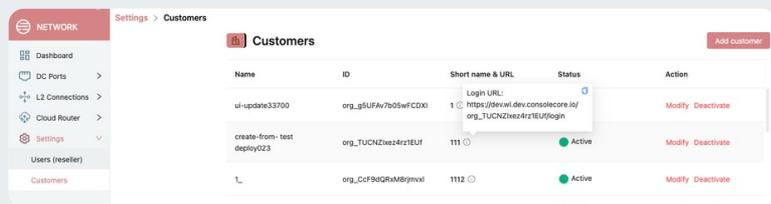
3.3.2 Click the 'Delete' button and this will immediately remove a user from the list.



3.4 Customer management

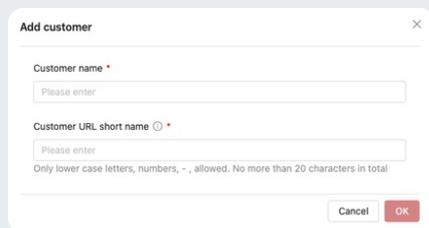
Users can manage customer information under the Customer page.

3.4.1 Users can view information on customers in the list page. In the short name&url column, you will be able to view the login url used by the customer company when they log in.



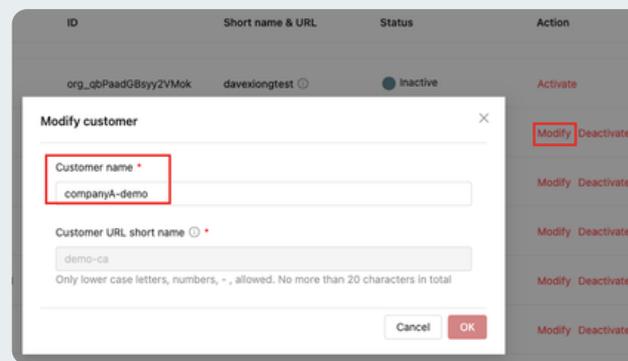
3.4.2 The 'Add Customer' button enables you to add a new customer.

You only need to provide two pieces of information: the name of the customer company and the short character for them to use a login url. Please note that once the short character for the login url has been created, it cannot be changed. This short character is unique so please ensure the short character is not used by others.



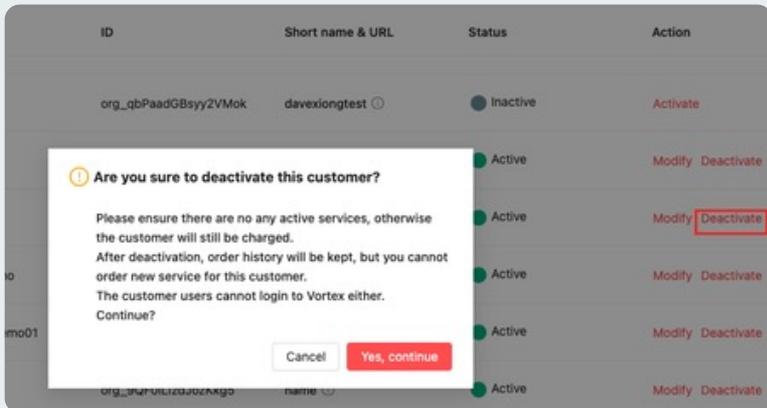
Please note that we currently allow the creation of a maximum of 200 customer companies. Please contact the support team if you need to create more.

3.4.3 You can change the company name for a customer in the Customers list. Remember, you are only allowed to change the company name, not its short character.

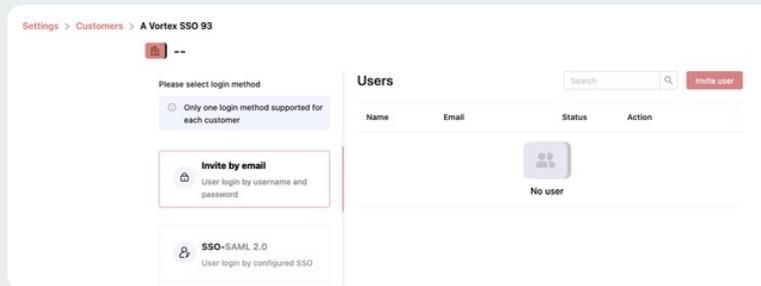


3.4.4 You can change the customer company status to inactive. Please make sure that all services purchased for an inactive customer have been deleted, otherwise Console Connect will continue to invoice for these services.

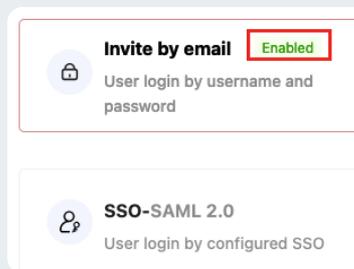
Once the status changes, your customer will not be able to log in to the system any more, and you will not be able to purchase any new products for the customer unless it is reactivated.



3.4.5 You can also manage the login mode of each customer.

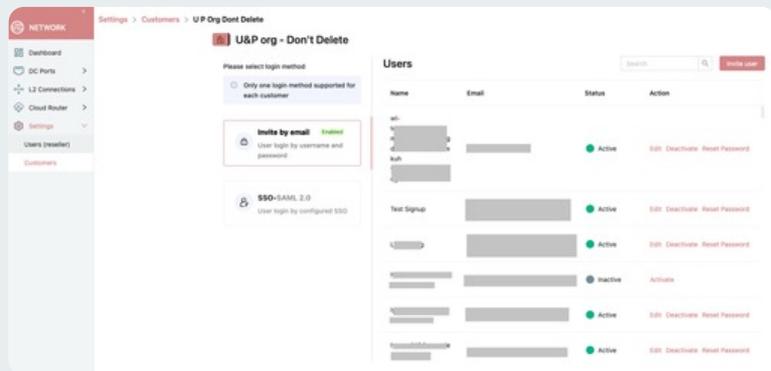


User can tell which login mode the customer is using by the identifier on the left.



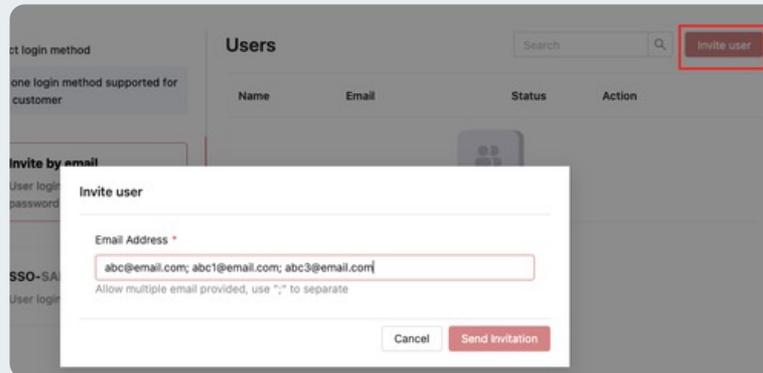
3.4.6 The customer can log in with a user name and password.

3.4.6.1 You will be able to view your customer's username, password and login mode, as well as view which users can log in to the system. You can also invite new users to log in to the system.



3.4.6.2 Click the 'Invite user' button to invite new users for the customer. Customers can enter multiple email addresses manually, and the system will send invitation letters to these email addresses. Invited users will need to register their information.

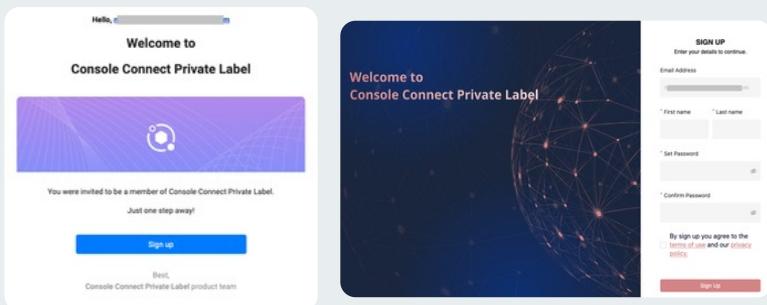
Once the user receives the invitation, the user name will be displayed under the user list. Please note that our current maximum for the login list for one customer is 200 users.



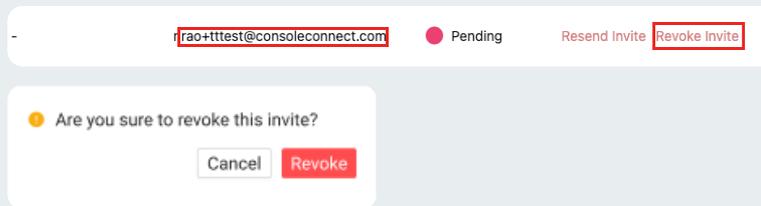
3.4.6.3 Before the new user completes the registration, you will only be able to see their email in the list. The user must complete the registration within 7 days, otherwise the invitation will need to be resent.

Name	Email	Status	Action
*** gcplqmtzwdgfems wcsi			
qwli+1@consolecon nect.com	qwli+1@consoleconnect.com	Active	Edit Deactivate Reset Password
-	newabe@email.com	Pending	Resend Invite Revoke Invite
-	qwli+2121@consoleconnect.com	Expired	Resend Invite

3.4.6.3.1 Users who receive the invitation are required to provide their username and password to complete the registration process.



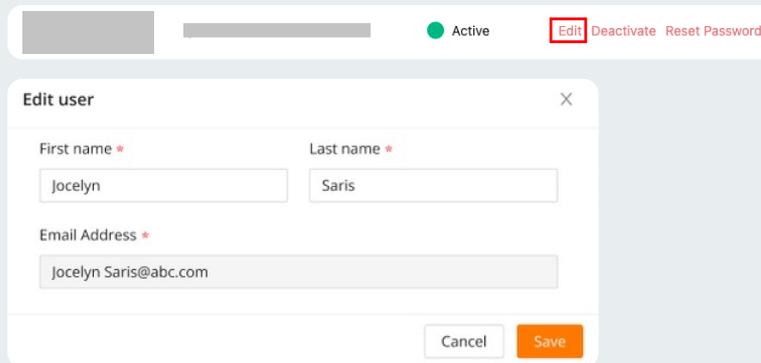
3.4.6.3.2 If the user has not completed the registration and you do not want the user to access the login system, you can initiate the revoke invite function.



3.4.6.3.3 If the user does not complete the registration within 7 days, you can send the email invitation again. If the user cannot find the invitation email, the reseller can also send the email again through the Resend Invite function.



3.4.6.4 You can edit the name of the registered user.



3.4.6.5 You can deactivate a user to prevent them from logging into the system.



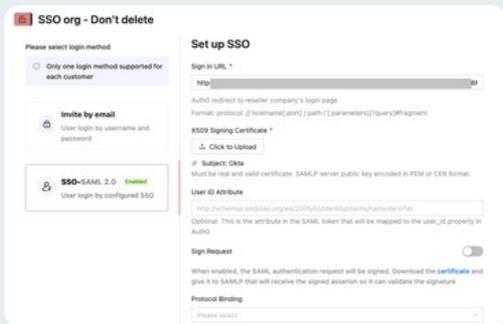
3.4.6.6 You can help users send reset password emails.



3.4.6.7 You can reactivate an inactive user. Note that a new activation will not send a new email. Users should log in with the original password or reset the password themselves.

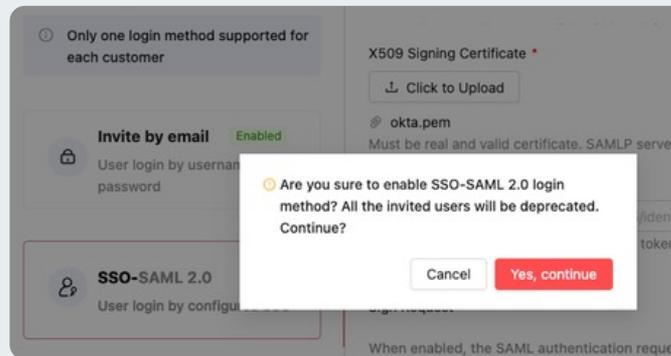
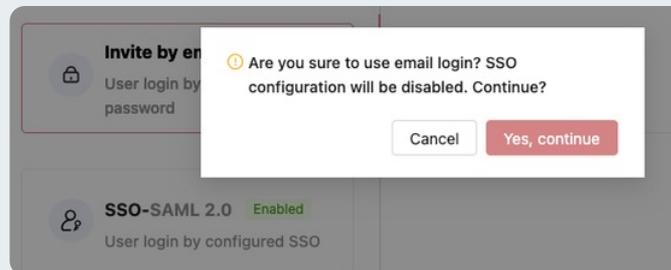


3.4.7 Your customers can also log in with SSO. We currently support SSO login using SAML 2.0. You only need to input the customer's SSO configuration to complete the configuration.



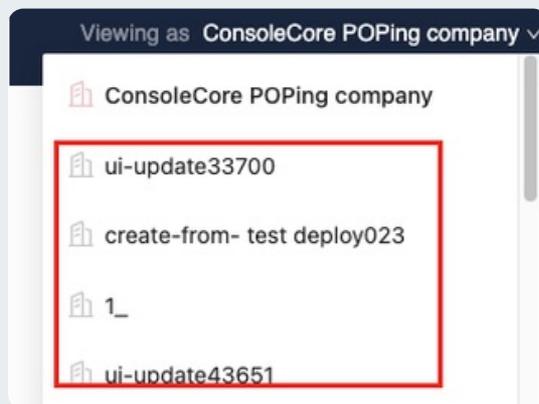
3.4.8 Your customer has the option to change their login mode.

Please note that once the switch is successful, the original login information will be deleted without retention.



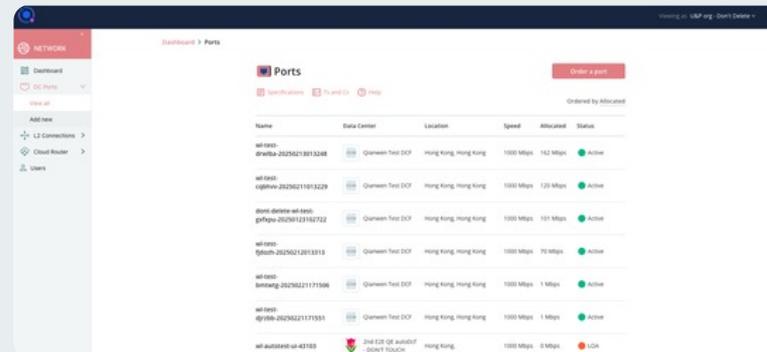
3.5 Ordering and management of Console Connect services

You need to switch to the customer's company page in order to manage their services.

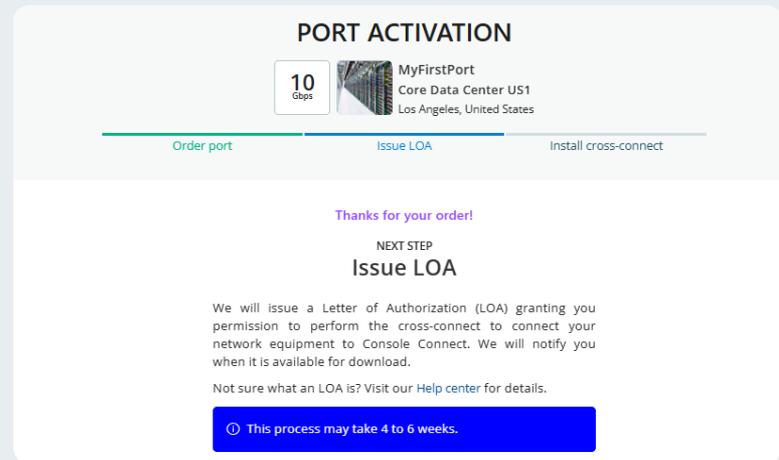
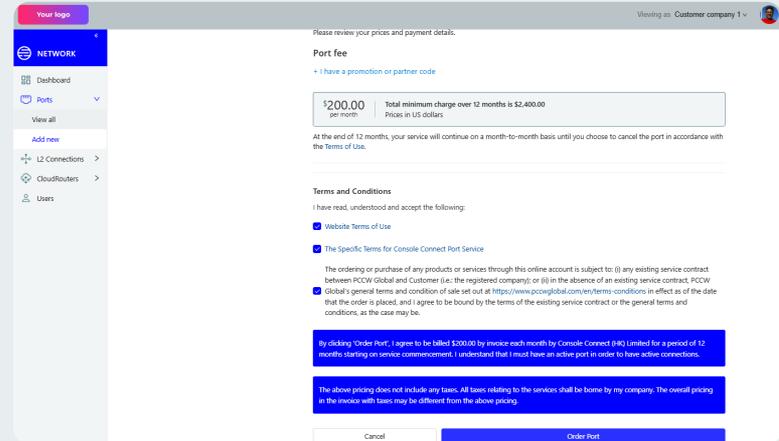
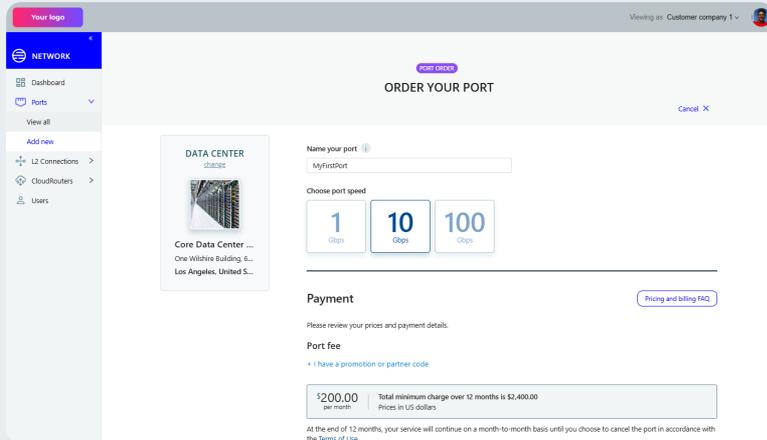
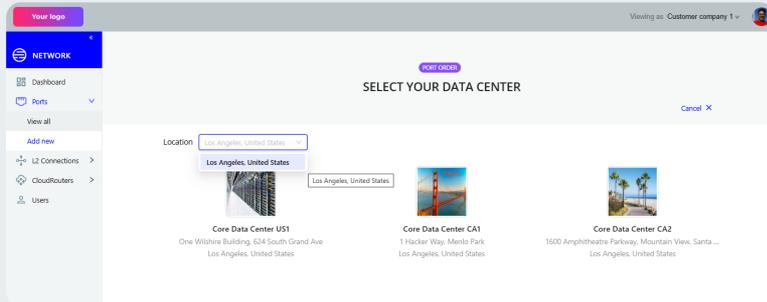


3.5.1 After switching to the customer company mode, you can manage the company, and check on the status of products purchased by the customer. The user journey for placing an order is the same as Console Connect.

3.5.2 Let's take purchasing a port as an example. All ports you have purchased for a customer can be seen in the list page, and their status information can be displayed.



3.5.3 You can purchase ports on behalf of your customer. Our process is highly consistent with Console Connect, and we only use the method of retrieving the desired DCF by city and country.



3.5.4 You can view detailed information on each active port, which is also highly consistent with the Console Connect.

This portal provides the ability to edit the port name, change the port status, as well as view details on ports, connections and port utilisation. Billing information is only available via Console Connect.

Active Physical Port

eASPNet Cloud IDC

Rx Tx
207 122
Kbps
of 1 Gbps (recent avg)

Port: 390 Mbps

Active since Thu, Feb 11, 2021, 6:28 AM

Summary | Connections | Utilization

Summary

Data center	Metro
eASPNet Cloud IDC - Taipei	Taipei, tw
Speed	Media type
1000 Mbps	Copper
External services	Available VLAN ranges
500 Mbps	100 - 999 1006 - 4000

Connect with a cloud partner

Google Cloud | AWS | Azure

Active Physical Port

HKG MEGA I

Rx Tx
388 388
bps
of 1 Gbps (recent avg)

Port: 660 Mbps

Active since Tue, Jan 3, 2023, 6:35 AM

Summary | Connections | Utilization

You have no connections

Connect with a cloud partner

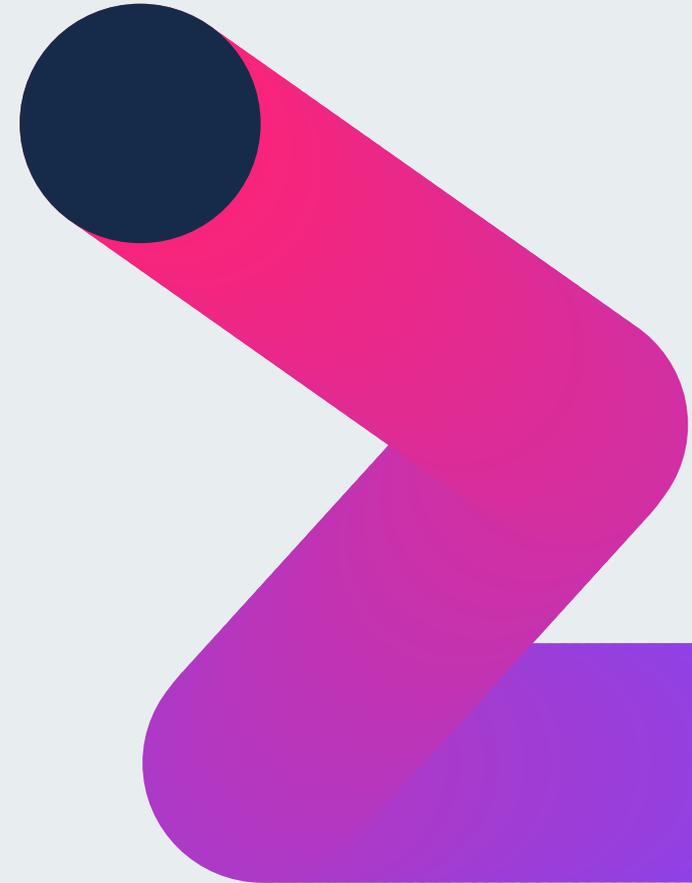
Google Cloud | AWS | Alibaba Cloud | IBM Cloud

Utilization: Last 30 days (UTC)

Min: 309.8 bps (Fri, 4 Apr) | Average: 393.9 bps | Max: 508 bps (Wed, 9 Apr)

Please find some related information on Console Connect and Console Connect products below:

- [How to sign up and get registered on Console Connect](#)
- [How to order a port](#)
- [How to provision a Layer 2 connection](#)
- [How to provision a CloudRouter@](#)



How do I **sign up?**

- Take control
- Cut complexity
- Make interconnection effortless

Easy as a click! Try it for free:

Register now

Australia

Level 3 | 200 Mary Street | Brisbane QLD 4000 | Australia

United Kingdom

7/F 63 St. Mary Axe | London EC3A 8AA | UK

France

2/F 16 rue Washington | 75008 Paris | France

Greece

340 Kifisias Avenue/340 Olimpionikon | Neo Psychiko 154 51 | Athens | Greece

Germany

Schillerstr. 31 | 60313 Frankfurt/M. | Germany

United States

475 Springpark Place | Suite 100 | Herndon | VA 20170 | USA

Singapore

6 Temasek Boulevard | #41-04A/05 | Suntec Tower Four | 038986 | Singapore

Hong Kong

20/F, Telecom House | 3 Gloucester Road | Wan Chai | Hong Kong

Japan

3/F Marunouchi Mitsui Building | 2-2, Marunouchi 2-chome | Chiyoda-ku | Tokyo 100-0005 | Japan

South Africa

Building 12 | 1 Woodmead Drive | Woodmead | Johannesburg 2191 | South Africa

UAU, Dubai

Office 504 & 505 | Level 5 | Arjaan Business Tower | Dubai Media City | Dubai

Have other questions we didn't cover?

Join our community of experts.



www.consoleconnect.com

Talk to us: sales@consoleconnect.com