

# Your guide to becoming a Console Connect Private Label reseller



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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

**console**connect

• Sign up and become an official Console Connect reseller.

**PCCW** Global

- 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.



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### 3. Console Connect Private Label Features

### 3.1 Dashboard

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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	<ul> <li>Active</li> </ul>
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.



NETWORK			
Dashboard		Dashboard	
C Ports	v	DC Ports	v
View all		View all	
Add new		Add new	
+ L2 Connections	v	on L2 Connection	s v
View all		View all	
Add new		Add new	
Cloud Router	v	Cloud Router	V
View All		View All	
Add New		Add New	
A Users			

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.

0				Viewing as ConsoleCore POPing company v
	Settings > Users	BUSERS The invited user should have access to Consele Co	met	Invite uper
Dashboard	>	Name	Email	Action
	>	N., b	n i@consoleconnect.com	Delete
Settings	~	A	i sliconsoleconnect.com	Delete
Users (reseller) Customers		1	di olificonsoleconnect.com	Delete
		F	t n@consoleconnect.com	Delote
		5	seggeconsoleconnect.com	Delete
		A	a reconsoleconnect.com	Delete

3.3.1 Click the 'Invite user' button, and you can select an option from the dropdown 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)

The invite	ed user should have already been a Console Connec	t user
Email Address	*	
		0
_		
-		
=		

 $3.3.2\ {\rm Click}$  the 'Delete' button and this will immediately remove a user from the list.

John	• Are you sure to delete this	Delete
	user? Cancel Delete	





### 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.

A			Settings > Customers			
	Dashboard			Customers		Add customer
0	DC Ports	>		Name	ID	Short name & URL Status Action
• <u>†</u> •	L2 Connections	>		ui-update33700	org_g5UFAv7b05wFCDXI	Login URL: 0 1 () https://dev.wik.ev.consoleccre.lo/ Modify Deactivate
50	Cloud Router	>				org_TUCNZIxez4rz1EUt/login
193	Settings			deploy023	org_TUCNZtxez4rz1EUf	111 O Active Modify Deactivate
	Customers			1	org CcE9dQBxM8rimyxi	1112 Active Modify Deactivate
	Cuatorina			-		

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.

Customer name *			
Please enter			
Customer URL sho Please enter	t name 💿 •		
Only lower case let	ers, numbers, - , allowed	No more than 20 character	s in total

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.

ID	Short name & URL	Status	Action
org_qbPaadG8syy2VMok	davexiongtest ③	Inactive	Activate
Modify customer			X Modify Deactivate
Customer name * companyA-demo			Modify Deactivate
Customer URL short name 🔿			Modify Deactivate
Only lower case letters, number	rs, - , allowed. No more that	n 20 characters in total	Modify Deactivate
		Cancel	Modify Deactivate





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 you 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.

<b>西</b>					
Please select login method	Users		Search	Q	Invite user
<ul> <li>Only one login method supported for each customer</li> </ul>	Name	Email	Status	Action	
Invite by email     User login by username and     password			No user		
& SSO-SAML 2.0 User login by configured SSO					

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.

NETWORK		U&P org - Don't Delete				
Dushboard	>	Please select login method	Users			arch Q Pulla user
12 Connections	>	<ul> <li>Only one login method supported for each customer</li> </ul>	Name	trui	Status	Action
Cloud Router Customers Customers	> ~	Control by small Ended User login by username and passed			Active	Edit Deactivate Reset Password
		& SSO-SAML 2.0 User login by configured SSO	ter Signa		Active	Edit Deactivate Reset Passeord
			-		Active	DdR. Deactivate Reset Password
			_		Plactive	Activates
			_		Active	Edit Deactivate Recei Password
			-	_	Active	Edit Deactivate Reset Password

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.

method	Users				Q Invite
gin method supported for ner	Name	Email	Status	Action	
by email			02 001		
gin Invite user					
Email Address *					
	bc1@email.com; abc	3@email.com			
abc@email.com; al					
Allow multiple email	provided, use ";" to :	separate			





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.

lsers		Se	arch	Q Invite user
Name	Email	Status	Action	
gcplqmztzwdgfems wcsl				
qwli+1@consolecon nect.com	qwli+1@consoleconnect.com	Active	Edit Deactiva	te Reset Password
2	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.

- rao+tttest@consoleconnect.com	Pending	Resend Invite Revoke Invite
Are you sure to revoke this invite?     Cancel Revoke		

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.

-	Pending	Resend Invite	Revoke Invite	

### 3.4.6.4 You can edit the name of the registered user.







3.4.6.5 You can de	eactivate a user to prev	ent them fro	m logging into the system.
		Active	Edit Deactivate Reset Password
3.4.6.6 You can he	elp users send reset pa	ssword emai	ls.
		Active	Edit Deactivate Reset Password
3.4.6.7 You can re send a new email password themse	activate an inactive use Users should log in wi lves.	er. Note that the origination of	a new activation will not al password or reset the Activate
		muetive	Notrate
3.4.7 Your custom using SAML 2.0. Y complete the con	ners can also log in with ou only need to input t figuration.	I SSO. We cur he customer	rrently support SSO login 's SSO configuration to
Please select login method Only one login method supported for each customer	Signin URL *	84	
Invite by email User login by username and password	Auth0 indirect to resetter company's login page Format: protocol :// hostmane[port] / path / [:parameters][?query X509 Signing Certificate * J. Click to Upliced	Pragment	
SSO-SAML 2.0 Frame User login by configured SSO	P Subject Dos     Must be real and valid certificate. SAMLP server public key encod     User ID Attribute     Intry Stichenias anticida, ingine(2005)/056/sounds(classic)aunoid     Optional: This is the attribute in the SAML loken that will be mapp     Autio	ed in PEM or CER format. profilar ed to the user_id property in	

cate and

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.

6	User login by c password	onfiguration will	Cancel	Yes, continue
2,	SSO-SAML 2.0	inabled		
Or	ly one login method suppo	orted for	509 Signing Cer	tificate *
Orea	ly one login method suppo ch customer Invite by email Ena	bled M	509 Signing Cer L Click to Uple okta.pem ust be real and v	tificate * oad valid certificate, SAMLP
Or ea	ly one login method suppo ch customer Invite by email Ena User login by usernan password	bled Are you sure to method? All the Continue?	509 Signing Cer L Click to Uple okta.pem ust be real and v enable SSO-SA invited users w	tificate * oad valid certificate. SAMLP ML 2.0 login vill be deprecated.

When enabled, the SAML authentication request will be signed. Down

give it to SAMLP that will receive the signed asserion so it can validate the signature

Sign Request

Protocol Binding



# 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.

Viewing as ConsoleCore POPing comp	any v
ConsoleCore POPing company	
🗈 ui-update33700	
n create-from- test deploy023	
<u>En</u> 1_	
司 ui-update43651	

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.

								Viewing as USP org - Don't Delete +
NETWORK	Dashboard 3 Ports							
Destioned		Ports					Order a port	
Di Di Porta V		🔛 Spectrators 🔛 71 a	neta () new				indexed by Allocated	
Additew		Name	Duta Center	Location	Speed	Aburnel	Status	
L2 Connections      Onucl Router      P		wi-cest- drwfba-20258213013248	Ganwen Test DOF	Hong Kong, Hong Kong	1000 Miles	162 Million	Aller	
Clars		w10est- og8hw-28256211013229	Ganwen Test DOF	Hong Kong, Hong Kong	1000 Mbps	120 Mbps	Active	
		dont-delete wi-test- gxfxpu-20250123102722	Ganwen Test DOF	Hong Kong, Hong Kong	1000 Mbps	101 Mops	Active	
		wi-cest- fjdeute-20250212013313	Quanwen Test DOF	Hang Kong, Hang Kong	1000 Mbps	70 Milips	Alline	
		wi-cest- bmowtg-20250321171506	Ganwen Test DOF	Hung Kong, Hung Kung	1000 Mbps	1 Miles	Attive	
		wi test- dyste-20230221171551	Ganwen Test DOF	Hong Kong, Hong Kong	1000 Mbps	1 Moga	Active	
		whautotest-un-43103	2nd t2t Qt autobr	rong tong.	1000 MBps	0 Mbps	. LOA	





Viewing as Customer company 1 v

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.



28 Dashboard



① This process may take 4 to 6 weeks.





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.



< ports	Active Physical Po	ort		
HKG MEGA I edit (SINGLE MODE FIBER) Port 660 Mbps Active since Tue, Jan 3, 2023, 6:	35 AM	Rx Tx 388 388 bps of 1 Gaps freent avg		
iummary Connections	Utilization You have no connecti	Active since Tue, Jan 3, 2023, 6:35 AM		of 1 Gbps (recent avg)
	Connect with a cloud p	Summary Connections Utili:	ration	
Google Cloud	aws	Jps	ast 30 days (UTC).	Rx D
C-D Albaba Cloud	IBM Cloud	0.001		
		0.0005		
		0.0004		
		0.0002		
		31. <sup>M</sup> ar 7. Åpr <b>Min:</b> 309.8 bps Fri, 4 Apr	14. Apr Average: 393.9 bps	21. Apr 28. Ap 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?





www.consoleconnect.com Talk to us: sales@consoleconnect.com