



Account Owner Portal Guide

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1. INTRODUCTION

The “Powered by Nine” Web Portal is a URL based self serve web portal that enables MSPs’ accounts and clients to sign-up and then manage their “Powered by Nine” services. It includes account center, billing, reporting, password modifications, computer client creation and modification, remote restore, software download, and support links

2. SIGNING UP FOR THE POWERED BY NINE SERVICE

2.1 New Users

For new clients who have not been provided a Client Name and Password begin the signup process by click “New Clients”

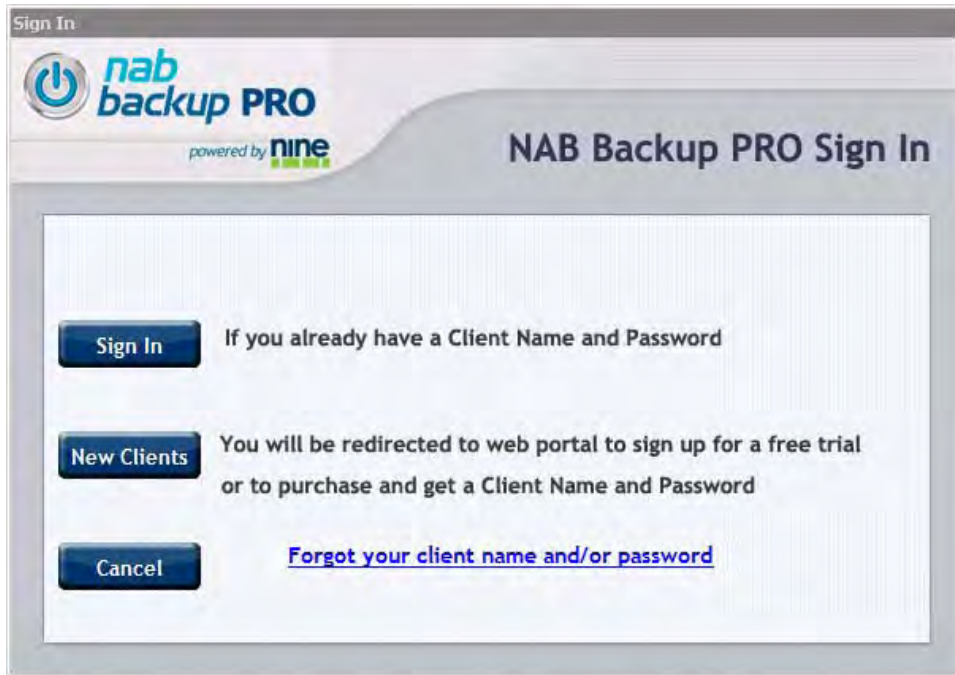


Figure 1: Client Sign In

Sign Up: **1** **2** **3**

I want to protect:

Laptops/Desktops **Servers**

ONE is data backup and recovery for a single computer (Laptops/Desktops). If you need to add more than one computer, adjust the quantity accordingly. To add a server, please click on Servers to sign up for PRO.

Capacity (storage quota)	Unlimited	2GB
Monthly Cost	\$8	Free
Number of Computers	<input type="text"/>	1
Billing Options	<input checked="" type="radio"/> Monthly <input type="radio"/> Yearly <input type="radio"/> Biennially	<input checked="" type="radio"/> Monthly <input type="radio"/> Yearly <input type="radio"/> Biennially

Buy This **Free Trial**

* ONE is intended to protect a PC's internal hard drive only. If we suspect abuse of unlimited, we may disable use of service.

Continue

Next Step: Create Account

Figure 2: Signup Portal Add Clients Page

Select the number of Laptop/Desktop and Server clients on this page

- 1) The first page of the sign up portal is where the user selects the number of clients they will need to purchase. The Laptop/Desktop client "One" and the Server client "Pro" can be found under their own tabs.
- 2) In the Number of Computers tab enter in the number of client machines you will be installing too. Each machine will need its own unique Alias that will be configured after purchase.
- 3) After you have selected the clients you will need click "Continue" to move to the next page.

**Users can add clients as needed in the Account Owner portal.*

Sign Up: 1 2 **3**

Protection selected:

Laptop/Desktop Systems	Unlimited	Monthly	Qty:3	\$15.00
ONE				

To start protection service right away, please fill out payment detail form below and have your agreement with the [Terms and Conditions](#).

Payment details: (all fields required)

name on card:


card type: VISA
 MasterCard
 American Express

card number (no dashes):

expiration date: Month: Year:

cvv code:

I accept the above Terms and Conditions

 or [Cancel](#)

Next Step: Configure Software!

Figure 4: Signup Portal Payment Page

Page three of the signup portal is for entering credit card information for billing. This page will be skipped if no billing information is required.

- 1) Protection Selected will show the type of clients purchased (One or Pro), the number of clients purchased and the amount to be billed (per month)
- 2) Enter your credit card information into the Payment details section
- 3) Clicking Buy Now will complete the Sign Up process and bring you to the client configuration screen.

Configure Computer Clients

Double click the following ONE or PRO client(s) to configure each one
Computer Client Names can be anything you want to use as a client name on the individual computer. However, it has to be **unique**.
Typical example would be an email address or actual computer name. You do not have to configure purchased clients now.

ONE Laptop/Desktop Clients

Page 1 of 1 | | Displaying Client 1 - 1 of 1

Client Name	Capacity	Duration	Renew Date	Amt
(not configured)	2G	Monthly	2010-06-09	\$0

PRO Servers Clients

Page 1 of 1 | | Displaying Client 1 - 1 of 1

Client Name	Capacity	Duration	Renew Date	Amt
(not configured)	2G	Monthly	2010-06-09	\$0

Figure 5: Configure Computer Clients screen

In the configuration section of the signup process the user will assign client aliases for each of the clients that were purchased in the prior steps. Client configuration can be performed at a later time in the Account Owner Portal. However you will not be able to login to the software until you have assigned a client alias. Please keep in mind that the client alias must be unique.

- 1) Click on one of the (not configured) lines in the table and then click configure to bring up the client configuration module.

A screenshot of a Windows-style dialog box titled "Configure name and password". The dialog box has a light blue background and a close button (X) in the top right corner. It contains three input fields: "Client name:", "Password:", and "Password Confirm:". Below the input fields are two buttons: "Configure" and "Cancel".

Figure 6: Client Configuration Screen

- 1) Enter a Client name. This name will be used as the login name for the Client software as well as the client user portal. Each Client name must be unique.
 - 2) Passwords have no specific restrictions, however we recommend using at least 8 characters including a combination of letters, numbers, and special characters
- When you have finished configuring the clients click Finish to complete the sign up process

3. NAVIGATING THE ACCOUNT OWNER PORTAL

3.1 Account User Portal

The account user portal is the master administrator portal for all clients listed in its group. For example if during the signup process the E-mail entered in step 1 was demo@demo.com then every client (One and Pro client name) set up will be managed by this portal.

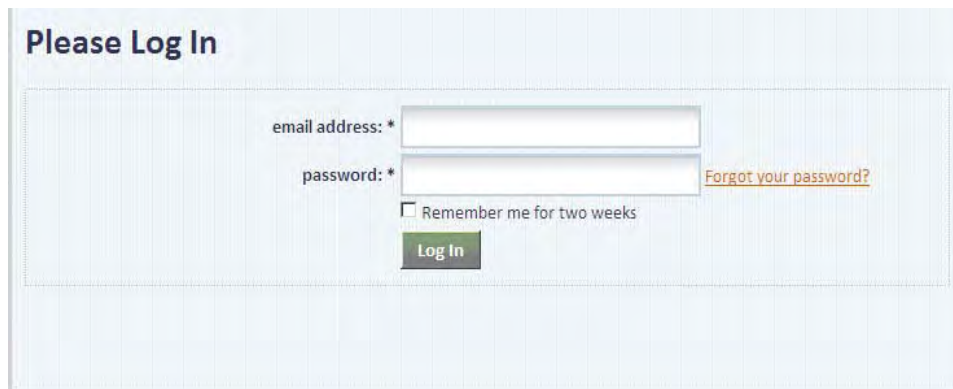


Figure 7: Account Owner Log In screen

- 1) Enter the E-mail address of the Account User
- 2) Enter the Password of the Account User
- 3) Click Log In to enter the Account User portal



Figure 8: User Portal Banner

The User portal banner allows the user to manage many functions of the backup solution from one location. Each Tab corresponds to an area of the portal for performing specific actions. In the next section an in depth explanation of each will be provided.

Home: The home tab will bring the user back to the Account Center

Account Info: Account Info is the area to update the contact e-mail information as well as updating the password. All User name and password restrictions apply in these fields.

Billing Info: Credit card information for billing can be updated here. Powered by Nine does not show existing billing information.

Account Owner Portal Guide

System Review/Update: Clients can be added in this tab. Any un-configured tab from the sign up process is shown here.

Download Software: download the One or Pro client in this tab

Support: This button will bring you to you the support webpage.

3.1.1 The Home Tab



Figure 8: User Portal Home Page

The User Account Center displays the E-mail address of the Account User as well as the company name (if provided during sign-up). The clients currently associated with the User Account are listed in the respective category (Laptop/Desktop, or Server)

- 1) To change a password of a user, highlight the Client name and select Reset Password. A dialogue box will open asking you to specify the new password.

3.1.2 Updating Account Info Tab

View/Edit Account Information

Update account: (* indicate required fields)

email address: *

company name:

Update Account

new password: *

confirm new password: *

Change Password

Figure 9: Account Info screen

Use this section to update the account information. You can change the User Portal login e-mail, and password in this section.

- 1) Enter New E-mail address in the E-mail address field. *Note: the new e-mail address must be unique in the system
- 2) Adding a company name to the account helps make support needs easier to resolve
- 3) To change your password, enter the new password into the corresponding field. The password change will be reflected next time you log into the administration portal.

3.1.3 Updating Billing Info

Update billing information

(* indicate required fields)

name on card: *

card type: * VISA
 MasterCard
 American Express

card number (no dashes): *

expiration date: * Month: Year:

cvv code: *

Update Billing Information

Figure 10: Update Billing screen

Credit card information for billing can be updated here. Nine Technologies does not show existing billing information.

- 1) Credit card information will be verified by issue bank.
- 2) Billing information is not saved in our system
- 3) If the user has a profile Id in Authorize.net, it will be updated with new billing information; if the user does not have a profile Id, a new one will be generated in Authorize.net.

3.1.4 Managing Clients in the System Review/Update Tab

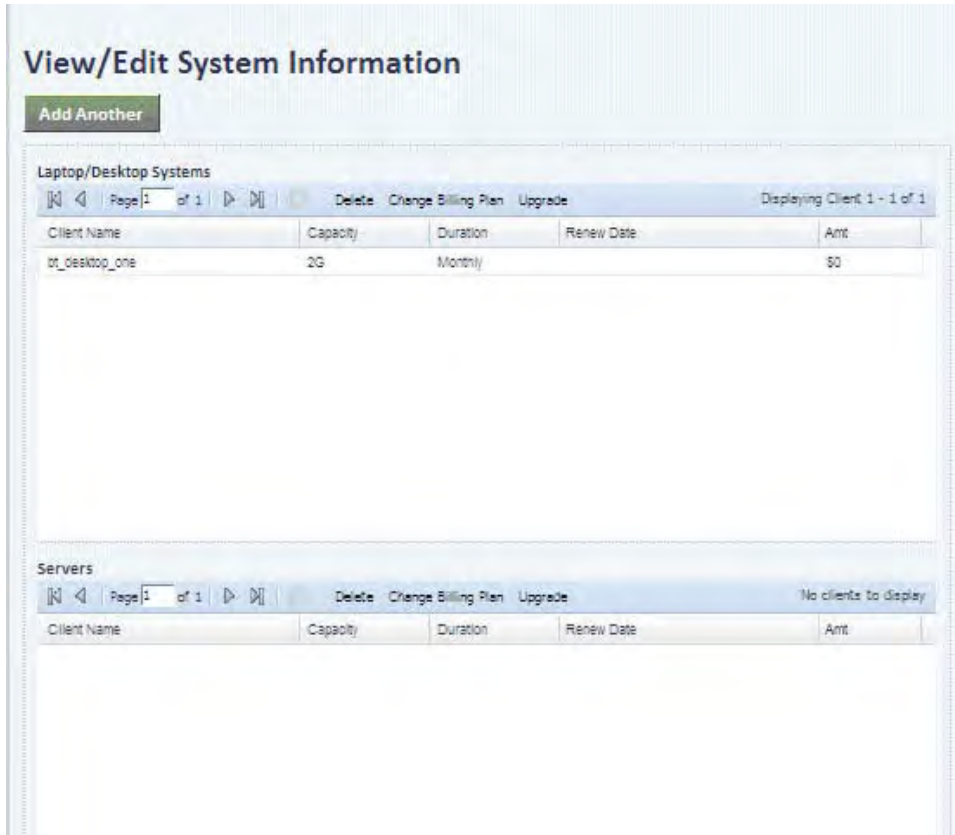


Figure 11: System Review/Update page

System Review/Update allows account owners to add clients to their account, delete clients that are no longer in use, change billing cycles, and upgrade individual clients

3.1.4.1 Add Clients:

Add Other

I want to protect:

Laptops/Desktops Servers

ONE is data backup and recovery for a single computer (Laptops/Desktops). If you need to add more than one computer, adjust the quantity accordingly. To add a server, please click on Servers to sign up for PRO.

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[Buy This](#) [Buy This](#)

* ONE is intended to protect a PC's internal hard drive only. If we suspect abuse of unlimited, we may disable use of service.

[Buy Now](#) or [Cancel](#)

Next Step: [Modify Fe](#)

Figure 12: Additional Client selection page

To purchase additional client licenses click the Add Another box. Users will be brought to the client selection website where additional clients can be added in the same manner as used during client sign up.

- 1) Laptop and Desktop clients are added under their respective tabs. To add clients enter the number of machines you will need. Users will need one client per machine being protected by the backup solution.
- 2) After the number of machines has been selected click Buy This to add the machines to your purchase. Users can edit the number of clients prior to finalizing the purchase.
- 3) Click Buy Now after client selection is complete. Users will be brought to the payment screen where payment details are entered and the transaction finalized.

3.1.4.2 Unconfigured Clients

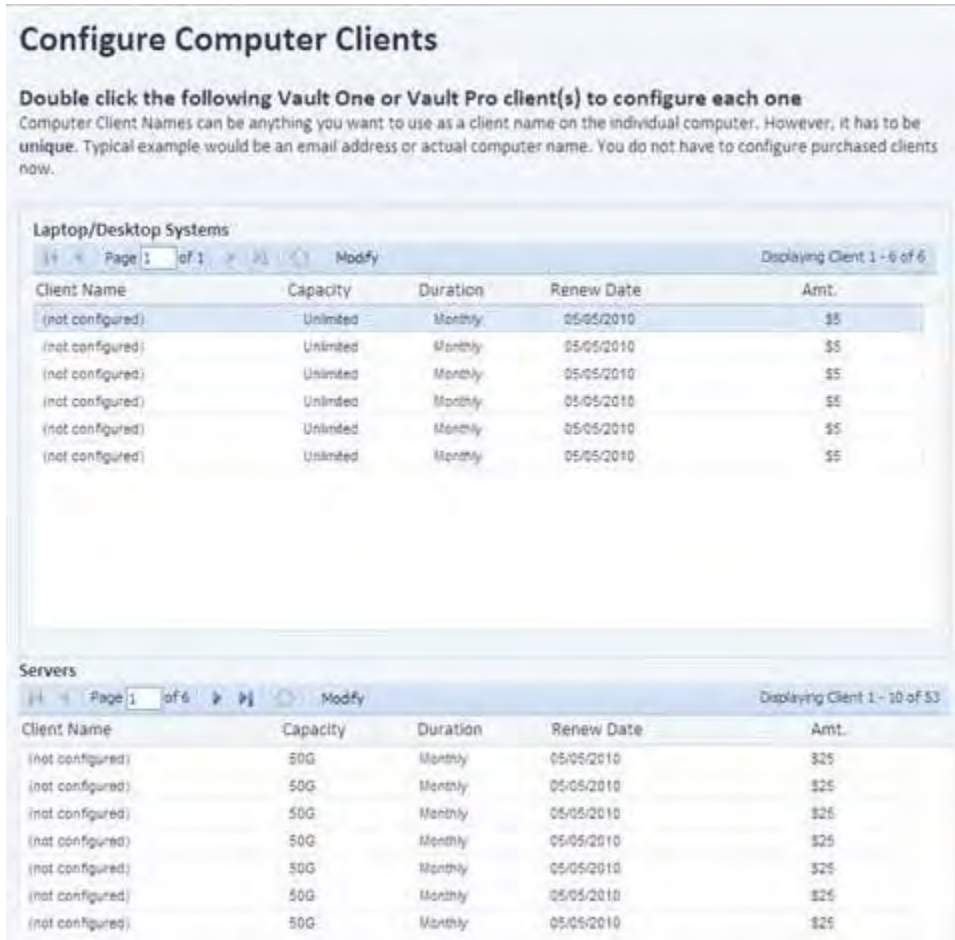


Figure 13: Configure Client selection page

Clients that are purchased during setup but not configured can be set up in this screen in the same manner as during sign up.

- 1) Click on a (not configured) client name in the table. Then click modify to bring up the client configuration screen



A dialog box titled "Configure name and password" with a close button (X) in the top right corner. It contains three input fields: "Client name:", "Password:", and "Password Confirm:". At the bottom, there are two buttons: "Configure" and "Cancel".

- 2) Enter the Client Name, and Password. Then click configure to complete the process. The newly configured client name will appear in your Account Review/Update screen.

3.1.4.3 Deleting Clients

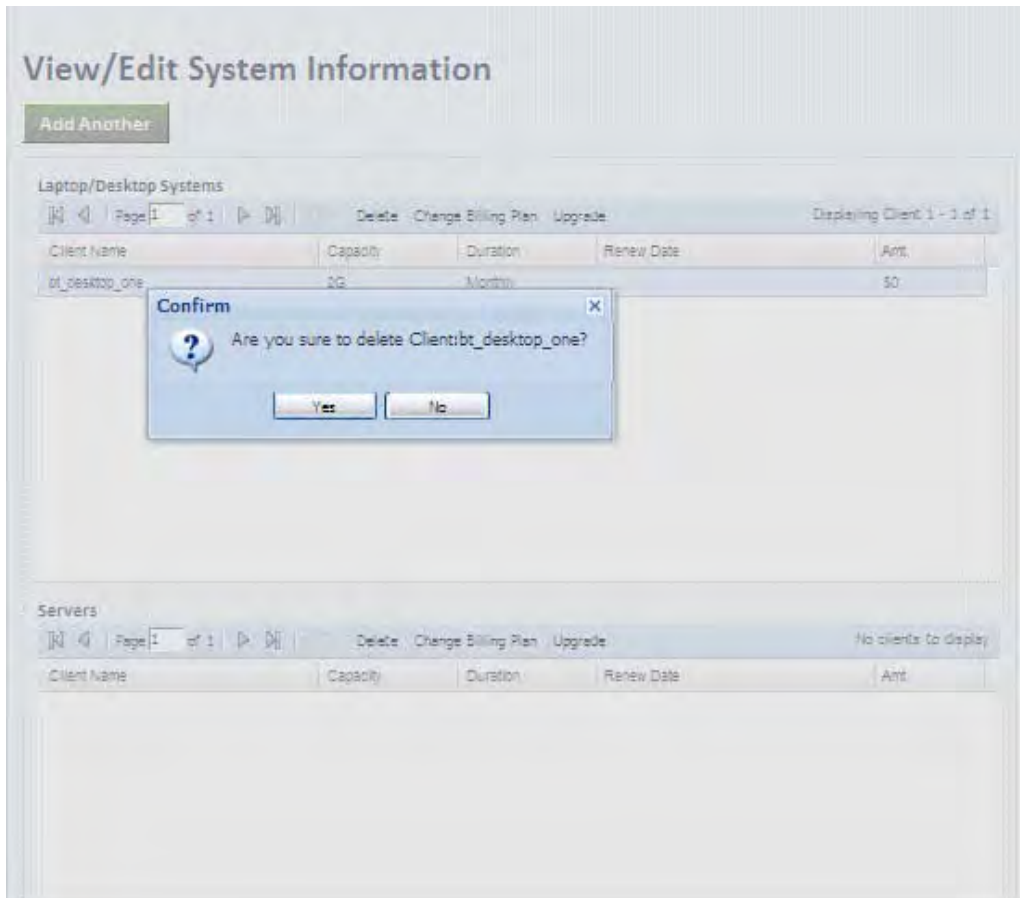


Figure 14: Delete Client Confirmation

- 1) To delete a client from your Account select the client name in the View/Edit Systems Information table and click the Delete button.
- 2) A confirmation screen will appear asking the user to confirm deletion. Click Yes to complete the client deletion. Click No to cancel

3.1.4.4 Change Billing Plan for clients

Account owners can update the billing cycle information in this section.

Change Billing Plan

Your current billing plan is "Monthly", select a new billing plan below. Note that it will take effect at the end of your current billing plan (Jun 19, 2010).

If you want to cancel the current billing plan and switch to the new plan immediately, please contact our customer support.

Monthly
This is your current plan. Your next bill date is Jun 19, 2010

Yearly
You will be billed yearly starting on Jun 19, 2010, after that your projected next billing date would be Jun 19, 2011.

Biennially
You will be billed biennially starting on Jun 19, 2010, after that your projected next billing date would be Jun 19, 2012.

[Confirm Change](#)

Figure 15: Change Billing Plan

- 1) To update a billing cycle click on the client name and select billing cycle.
- 2) Select the billing timeframe Monthly, Yearly, Semiannually

3.1.4.5 Upgrading Clients

Clients can be upgraded to larger storage pools by using this feature. Prior to upgrading a client users must have updated their billing information. See section 3.1.3 for instructions on adding billing information.

- 1) Select the client name in the System Review/Update tables. Then click the upgrade button.
- 2) Select the storage pool the client is being upgraded to.

3) Click Upgrade and Pay to finalize upgrade

3.1.4.6 Upgrading from One to Pro

Upgrading from One version to Pro version is not allowed. If you want to upgrade your One client to Pro you must purchase a new Pro license, uninstall your old One software and install the new Pro version.

3.1.5 Download Software

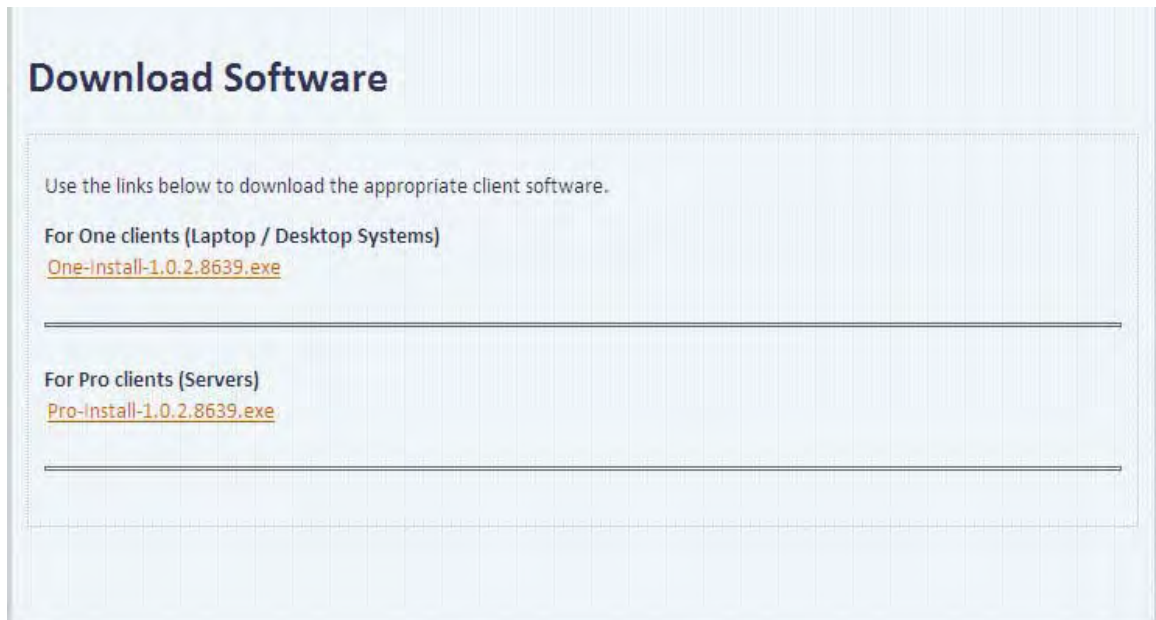


Figure 16: Software Download page

The Download Software tab displays the available clients for download. Clicking the link will begin the download.

* One can only be installed on non-server based Operating Systems. If you need to install on a server OS (windows server 2003, 2008, Home Server) use the Pro client.

* Client Alias are tied to the One and Pro clients. If you set an Alias for a One client and attempt to use it on a Pro client you will receive a login failure.

3.1.6 Support

Clicking the support tab will redirect the user to the software support website.

4. FAQ

- 1) *I am unfamiliar with some of the terms of this user guide. Could you explain what Alias, Client and Account Owner are?*

Alias: Alias refers to the Client name used for logging into to One or Pro software

Client: Client refers to the powered by nine software. Each individual installation of the software is a client

Account Owner: The account owner is the user name (email account) that all alias/clients are listed under. The account owner is tied to the e-mail address used during the purchase of the One and Pre clients. The Account Owner account is different than the user account as User accounts do not have the ability to make changes to individual clients and settings such as billing.

- 2) *I do not see an Unconfigured Clients button in the Account Review/ Update screen. Where is this located?*

The Unconfigured Clients button will only appear if clients are not configured after purchase.

- 3) *I am trying to add more than 1000 clients but am unable to do so. Does powered by nine support large numbers of clients*

Yes, powered by nine is an infinitely scalable system and has capacity for a large number of clients. Our self-signup portal is designed for smaller users. Should you need more than 1000 clients please contact your sales representative.

- 4) *Are client names and passwords case sensitive?*

Yes, Client names and passwords must be type exactly as they appear in the Account Center.