

Intel® Hybrid Cloud Management Portal Update FAQ

Audience: Public

Purpose: Prepare for the launch of the Intel® Hybrid Cloud Platform multi-user/multi-tier update

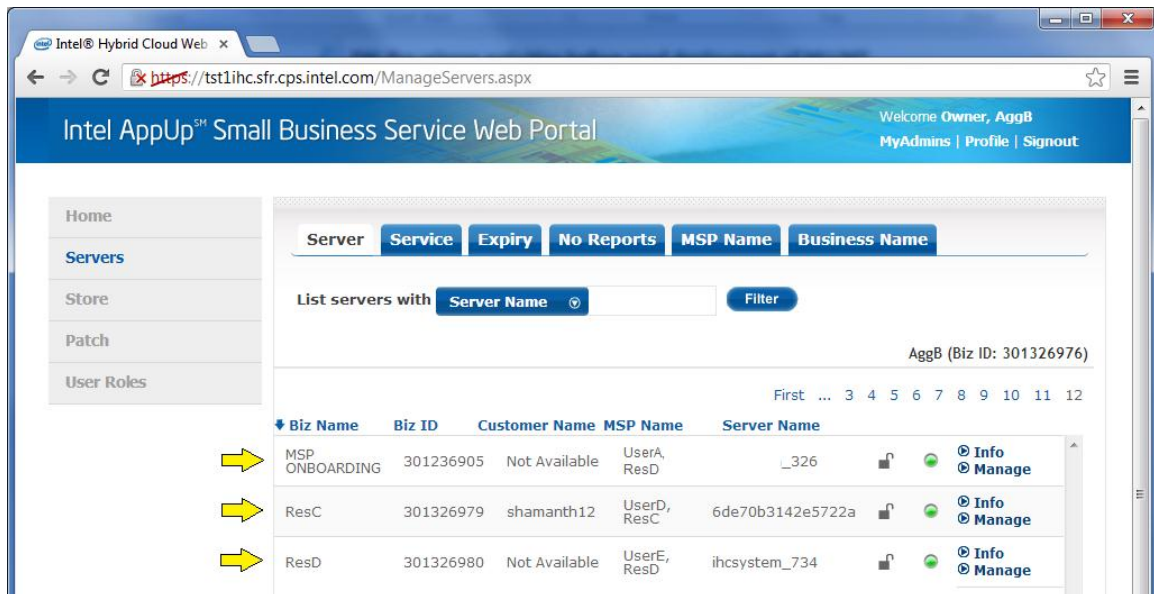
Version: Final

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What's new in the Intel® Hybrid Cloud management portal?

- **Multi-User Update:** The new multi-user update applies to both resellers and aggregators. This means you can now add additional users to your management portal account without sharing your personal login information. The new users are assigned to an access level that provides them with the access they need to do their job.
- **Multi-Tier Update:** In addition to the multi-user update, aggregators will also be able to view and manage all of their reseller's servers from their own portal account. When a new reseller creates and registers an Intel Hybrid Cloud account through the Intel provided registration URL (not the general Intel® Hybrid Cloud registration site – contact Intel Customer Support if you don't have the unique URL), those accounts will automatically be mapped to the aggregator's portal account. The reseller can view and manage their own servers, but the aggregator can also view and manage all of their reseller's servers.



The screenshot shows the Intel AppUp Small Business Service Web Portal. The page title is "Intel AppUpSM Small Business Service Web Portal" and the user is logged in as "Owner, AggB". The page displays a list of servers with the following columns: Biz Name, Biz ID, Customer Name, MSP Name, and Server Name. The list is filtered by "Server Name".

Biz Name	Biz ID	Customer Name	MSP Name	Server Name			
MSP ONBOARDING	301236905	Not Available	UserA, ResD	_326	🔒	🟢	Info Manage
ResC	301326979	shamanth12	UserD, ResC	6de70b3142e5722a	🔒	🟢	Info Manage
ResD	301326980	Not Available	UserE, ResD	ihcsystem_734	🔒	🟢	Info Manage

Who is impacted by this update?

- This update applies to all Intel® Hybrid Cloud management portal resellers and aggregators.

What is a “Reseller”?

- Resellers (e.g., Managed Service Providers, VARs, ISVs, and System Integrators) sell and support our solution to their SMB customers. The Reseller is the 1st level of support for their customer, manages hardware and Intel Hybrid Cloud software subscriptions, and bills the customer for the Intel Hybrid Cloud subscription usage and hardware rental as appropriate.

Resellers generally fall into one of the following categories:

- a) Direct Resellers who sell to SMBs using Hardware and Hardware Leasing services available from the Intel Hybrid Cloud program
- b) Resellers who sell to SMBs who configure on their own Hardware, meeting Intel Hybrid Cloud Manufacturing methods, utilizing their own finance/leasing partners
- c) Resellers who sell to SMBs using Hardware available from an Aggregator, utilizing the Aggregator’s finance/leasing partners

What is an “Aggregator”?

- Aggregators sell to resellers and provide billing services to the Resellers who subscribe through them. Each month Intel provides usage for all Resellers under the Aggregators oversight, and the Aggregator bills & collects from the Resellers and pays Intel.

Aggregators generally fall into one of the following categories:

- a) Service Provider Aggregators who sell Intel Hybrid Cloud solutions to their Channel of Resellers, and wish to add Intel Hybrid Cloud solutions to their Catalog of offerings
- b) ISV Aggregators with a product or product line that they sell to their Channel of Resellers and want to add Intel Hybrid Cloud solutions (Custom or Standard) to augment their Catalog of offerings
- c) Hardware Aggregators who actively sell HW solutions to their Channel of Resellers, and wish to add Intel Hybrid Cloud solutions to their Catalog of offerings

How many user accounts can I add?

- The Intel® Hybrid Cloud management portal is flexible and can handle as many user accounts as you need. There is no known limit to the number of users that you can add to your portal account.

How many reseller accounts can I add?

- Reseller accounts can only be linked to an aggregator's account when the reseller registers through the unique Intel provided registration URL (provided to the reseller by the aggregator). Aggregators cannot add resellers to their account; they can only add and manage users to their portal.

Can I control what my users see and do in the portal?

- Absolutely! Users are assigned to one of four different access levels. These levels control what users can see and do:

No Access – When a user with this access level logs into the portal, they will see a message on the screen notifying them to contact the Admin for access. All features of the page are disabled and the user will not have access to anything.

Basic Access – This allows the user to view the dashboard and the servers tab.

Technical Access – These users have Basic Access plus the ability to remotely manage servers and apply patches.

Management Access – These users can do everything a Technical Access user can plus activate servers and applications, order from the store, and add additional users to the portal.

Owner (not a selectable access level) – The owner is a special access level that is automatically assigned to the portal account which was used to purchase the first IHC server. The Owner has full access and can also edit/modify the roles of their users and delegate administrative access.

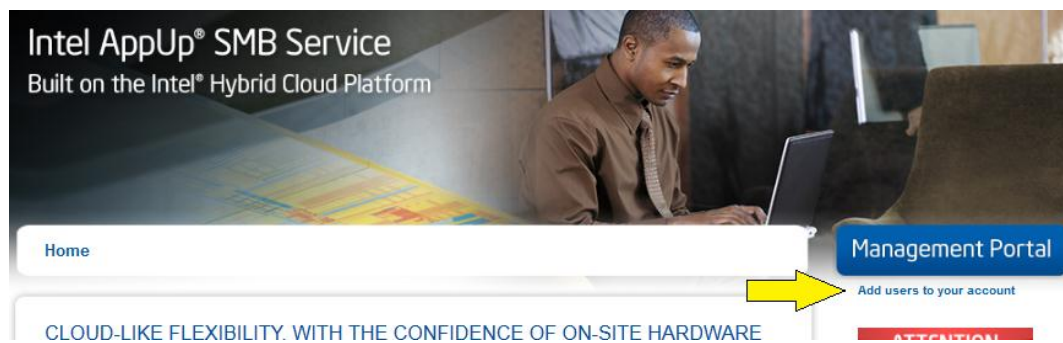
Admin Role - The Admin role is a special access level that is delegated by the owner of the MSP Business. Admins can add users to the MSP's portal and edit/modify the roles of existing users.

With multiple users, who gets Intel Hybrid Cloud e-mail alerts?

- All users in your management portal will receive e-mail alerts. Future releases may provide more control to selectively assign alert notification to specific users.

How do I add users?

- Adding a user is easy. Simply log into the Intel® Hybrid Cloud website (<https://hybridcloud.intel.com>), then click the “Add users to your account” link (see picture below). After the request has finished processing, you can assign the user an access level



How do I delete users?

- Deleting a user is easy, too. Simply change their access level to “No Access”. Users with “No Access” will see the following screen:

**You donot have access to this resource.
Please contact your administrator to get access.**

- Users with the “No Access” access level will be able to get a list of Administrators but all other features are locked out. To completely remove an account, please contact Intel Customer Support.

I have an Intel® Hybrid Cloud 2.x/3.x platform; can I still take advantage Management Portal update?

- Yes, since this is an update to the web management portal only, it is platform independent. You do not need to perform any server updates to take advantage of this new feature.

Who do I contact if I need access to my servers?

- Access to manage servers is provided through the “Technical Access” and higher access levels. To change your access level, contact the owner of your company or a delegated admin. If the owner’s email address has changed and there is no one available with admin level access, please contact Intel Customer Support for further assistance.

Where should I go for more information?

- For more details on any of the information presented here, please see the *Intel Hybrid Cloud 3.7 User Guide* posted at:
<http://www.intel.com/support/motherboards/server/hybrid/sb/CS-031729.htm>.