SMART cloud Portal

User's guide

https://smart-cloud.net

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1. About SMART cloud portal

The self-service portal https://smart-cloud.net allows you to swiftly manage subscriptions[1], change the amount and add new licenses for Microsoft products.

2. Registration at the portal

In order to start using cloud-based Microsoft products, you need to register at the self-service portal https://smart-cloud.net.

To go to the main page of the portal, enter https://smart-cloud.net in your browser.

After the page has opened, click **"Register"** button at the top.
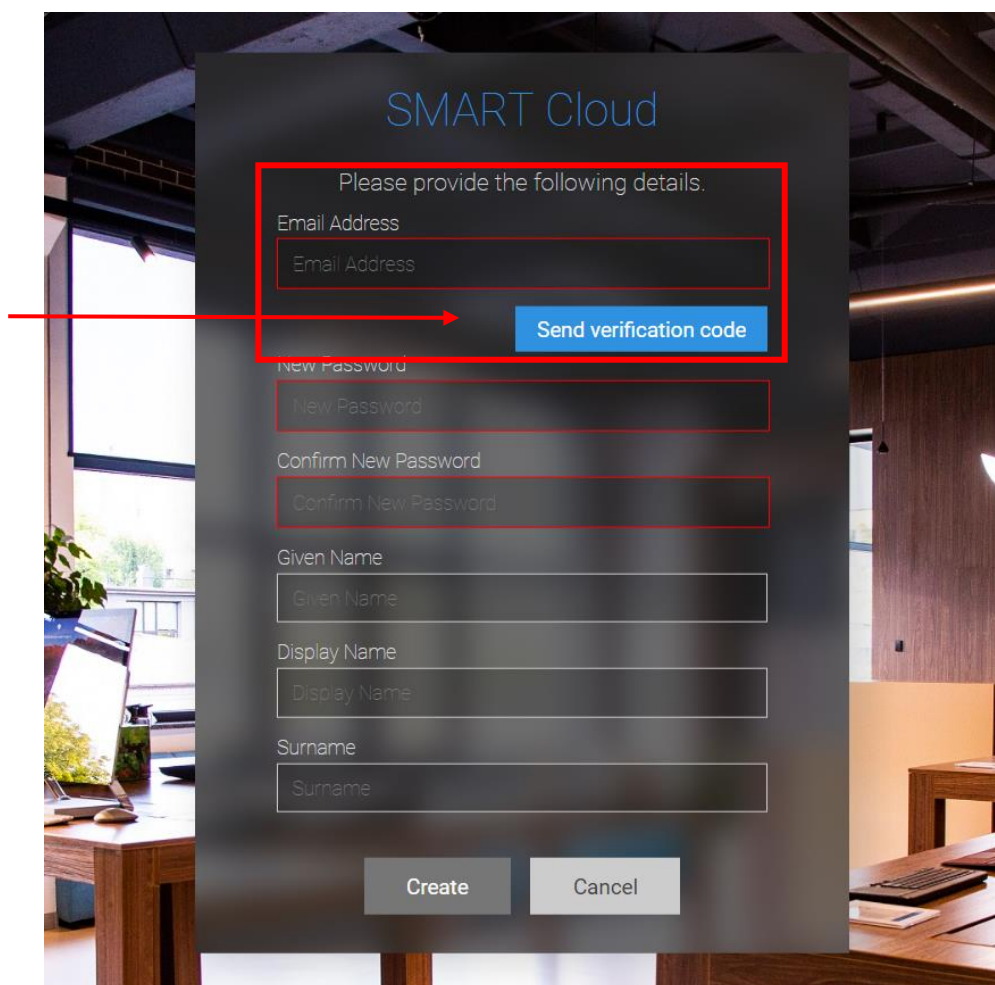

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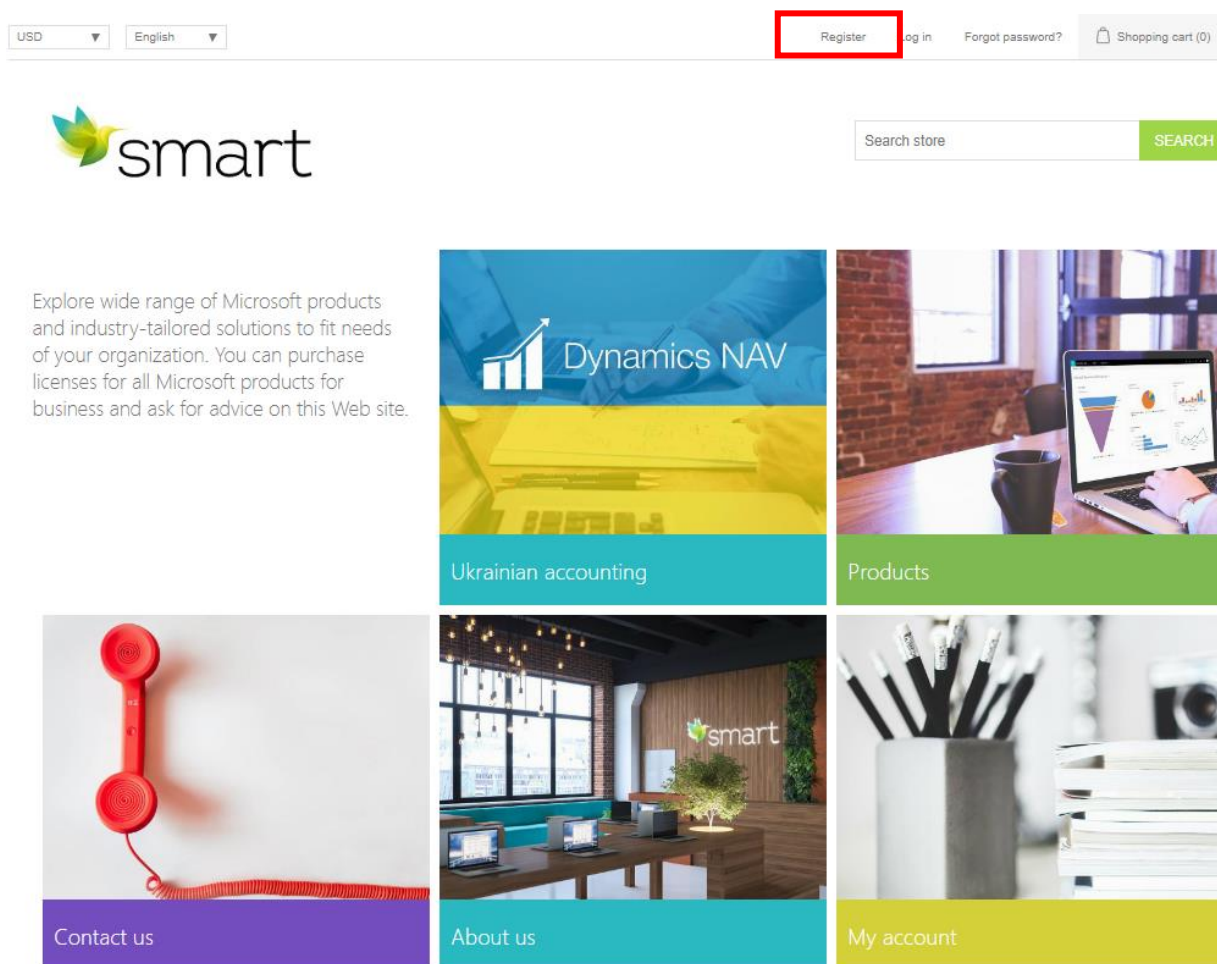
[1] Subscription – collective information about the customer and their organization, domain name and existing cloud services.

2.1 Creating an account at SMART cloud portal

During the registration, you need to provide the following details:

Field	Input format	Purpose
Your personal information		
1. Email Address*	Using the @ symbol	Used in order to contact the subscription owner if necessary (technical or billing matters)
and click **Send verification code** button		

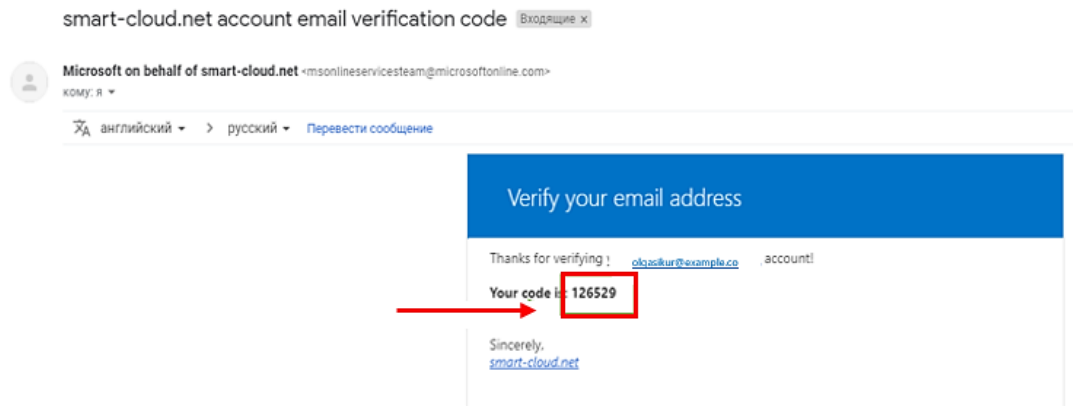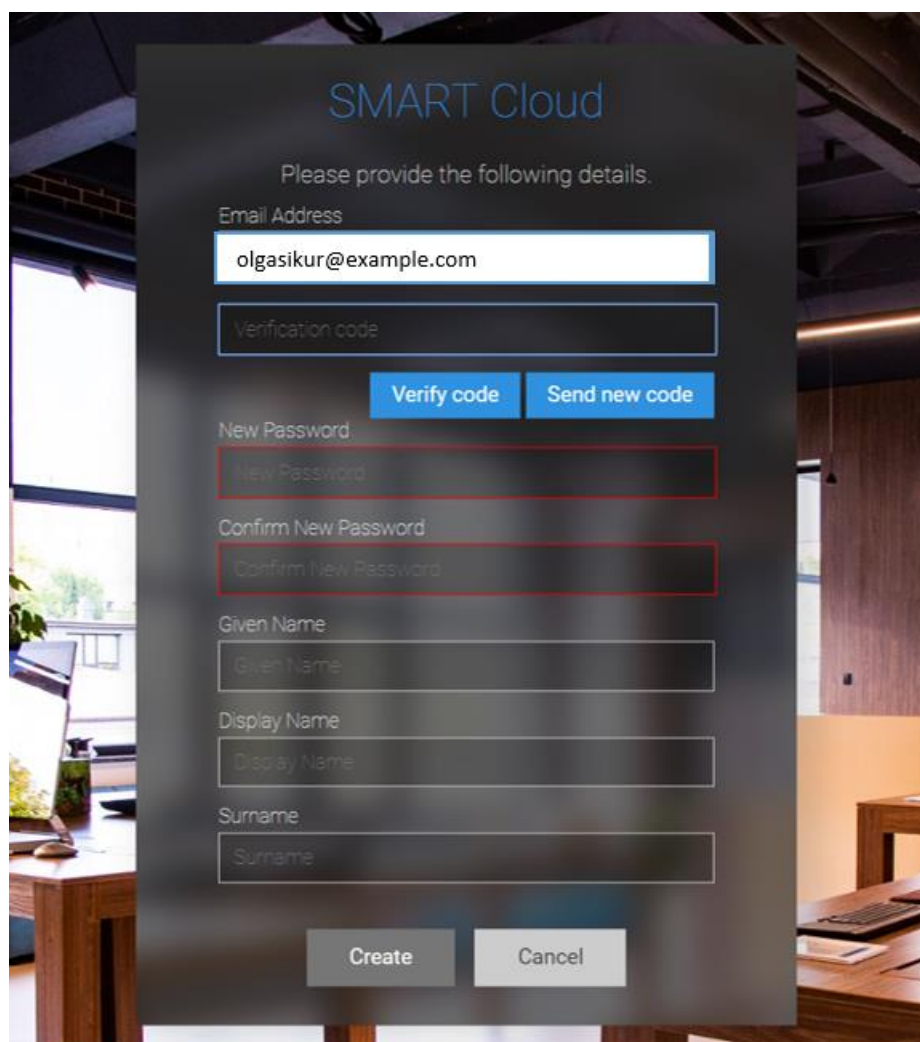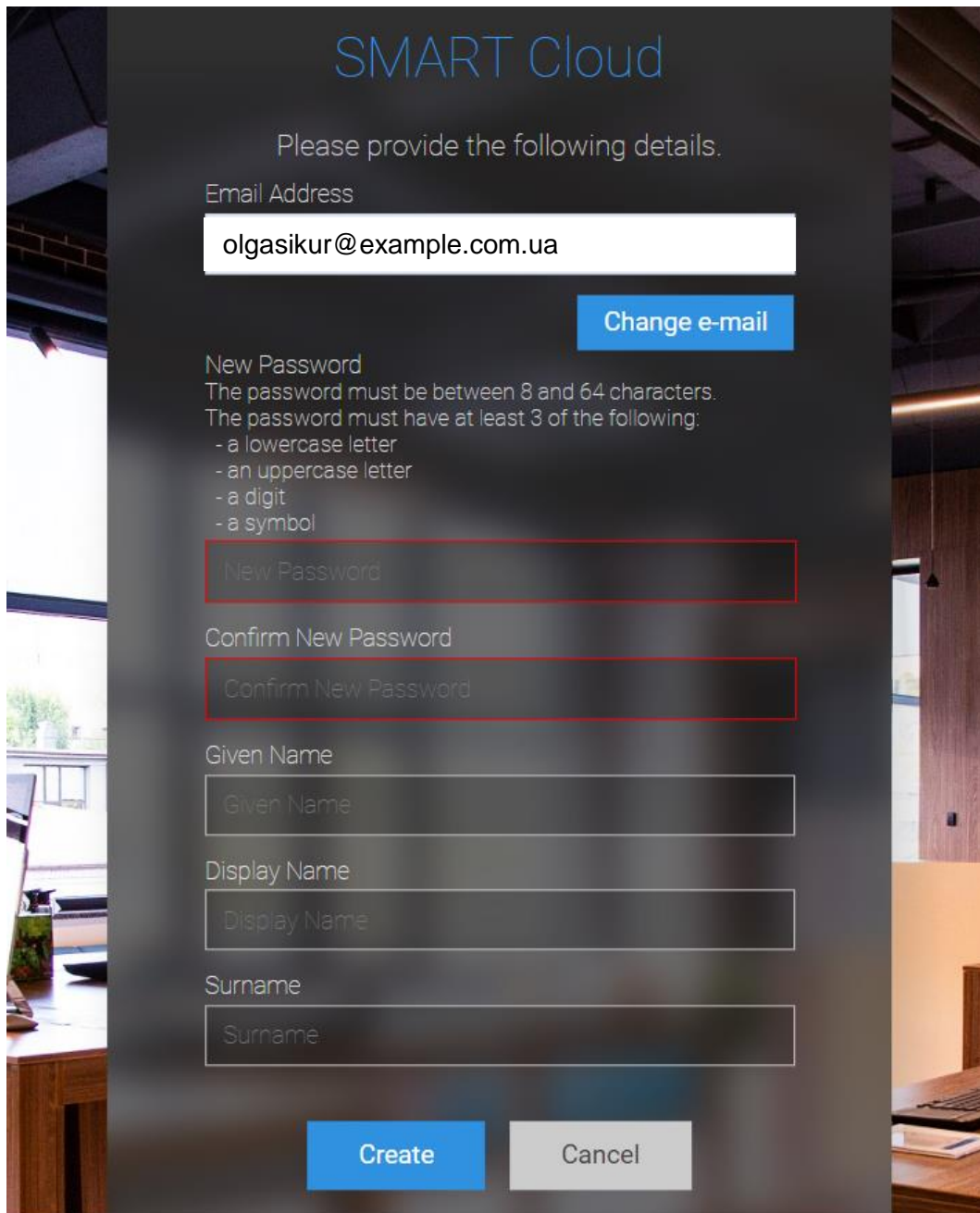## 2.2 Email verification

Verification code will be sent to the specified email. Enter this code in **Verification code** box of the registration form.

After entering the verification code, fill in the appropriate lines in the registration form.

You can also change your email if needed.
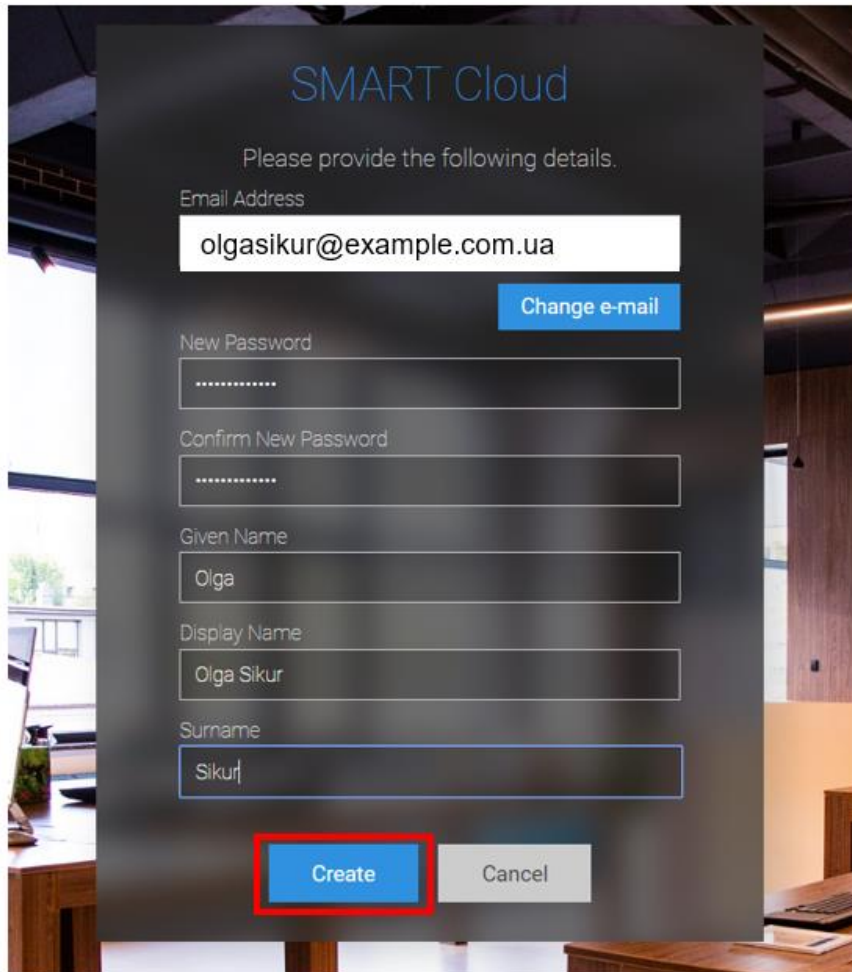
After the email verification, you will need to provide the following details and click **"Create"** button:

Field	Input format	Purpose
Your personal information		

2. New Password
 	
3. Confirm New Password
	The password must be from 8 to 64 symbols.
	The password must contain at least 3 of the requirements below:
	  - a lower-case letter
	  - a capital letter
	  - a number
	  - a symbol
		Used to protect the account and restore access.

4. Given Name	Latin characters only. Symbols are not allowed.	Used to create the account and for user authentication.
5. Display Name	Latin characters only. Symbols are not allowed.	Used to create the account for the further access to the self-service portal and subscription.
6. Surname	Latin characters only. Symbols are not allowed.	Used to create the account and for user authentication.
7. Phone Number	Country code – select from the dropdown list, enter the user's existing phone number to verify the account.	Verification provides necessary level of protection and is required each time the user logs in to his/her personal account.

Example of the account registration form:
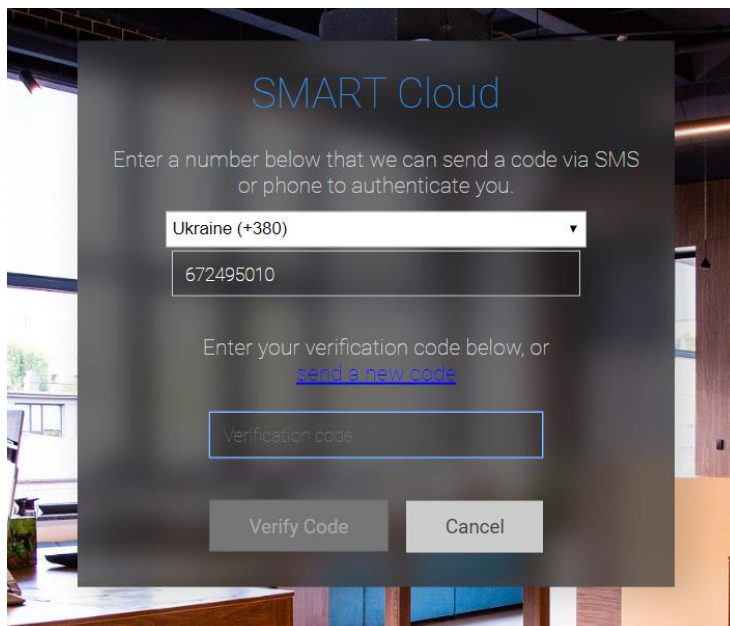
2.3 Completion of the registration form

In order to **register for the subscription,** you need to provide the following details:

Field	Input Format	Purpose
Information about the company		
Company's name*	Latin or Cyrillic characters, symbols are not recommended.	Company's legal name. Used for billing and the company's Office 365 profile.
You address		
Address*	Latin or Cyrillic characters.	It is necessary to use the correct address of your company, since the location of the Office 365 subscription depends on it. NB It is impossible to change the address after the registration.
Address (add.)		
Zip Code*		
City*		
Country*	Select from the dropdown list.	
Contact information		
Phone number*	Numbers, including the country code.	For an immediate communication with the subscription owner.
Domain registration		
Domain name*	Latin characters only. Symbols are not allowed. NB! It is impossible to change the domain name after the registration.	The domain name – a unique name of your subscription that is used to identify your organization among other Microsoft products' subscriptions.
Domain name confirmation*		

Example of a company's registration form for the subscription:

2.4 Domain name availability control:

During registration of the domain name (selection of the domain name), you need to check its availability.
If the domain is available, continue your registration.
If the domain is taken, you need to try another available name or add characters and numbers to the existing one.

2.5 Finishing Registration

In order to finish registration, accept Microsoft Cloud Agreement by checking the field "I accept the conditions" and press **"Register"** button.

In case your company has already registered and is using Microsoft cloud-based services (has an active tenant*.onmicrosoft.com), or if you are currently not interested in purchasing CSP products, you can skip this step and you **do not need** to register a new company subscription. Follow the link below in order to finalize your account registration.

After a successful registration you will receive a confirmation letter to the specified email.

We welcome you to SMART cloud.

Thanks so much for joining us.

Your username in Microsoft Online Services:

Your username in

For help with any of our online services, please email the store-owner: smartcloud@smart-it.com.

Note: This email address was provided on our registration page. If you own the email and did not register on our site, please send an email to smartcloud@smart-it.com.
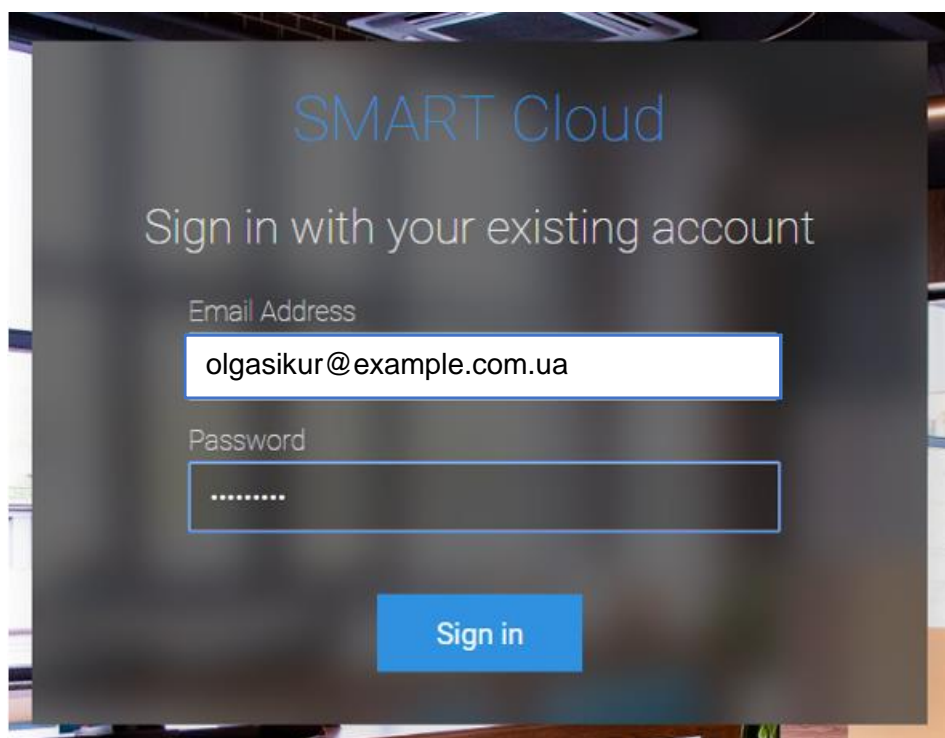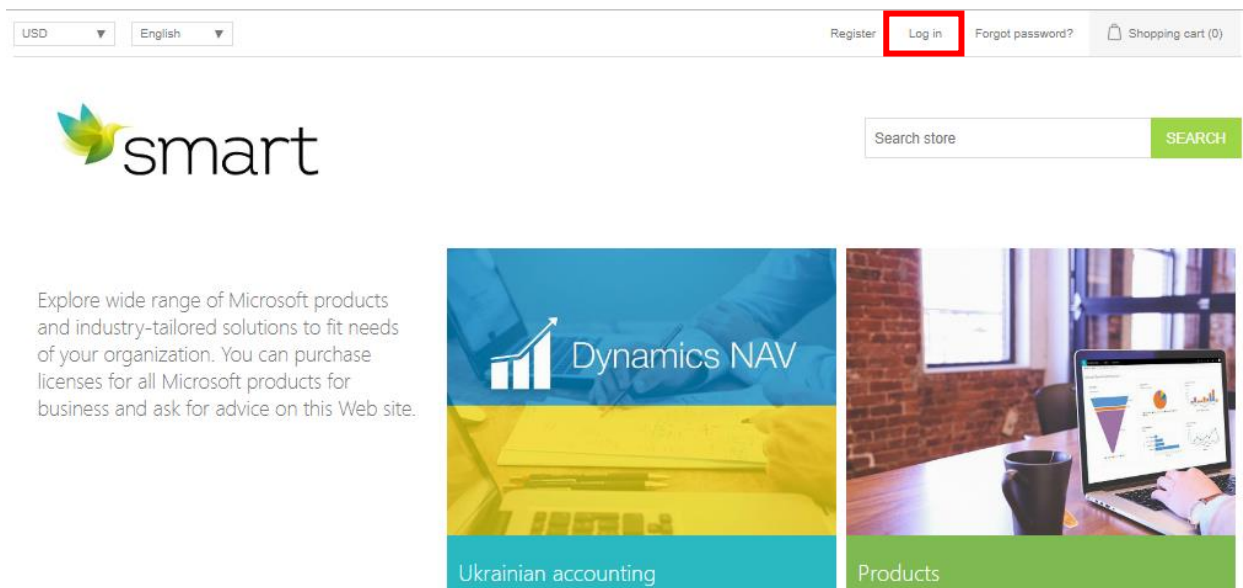
smart   less stress —
joy of success

Have a nice day!

3. Login to the portal

3.1 Login for existing users

To login to an existing account at the smart-cloud.net portal, you need to press **"Log in"** button in the top corner and enter your registration details (email and password used during registration) in the respective fields.

Select the **Send Code** authentication method in the popup window.
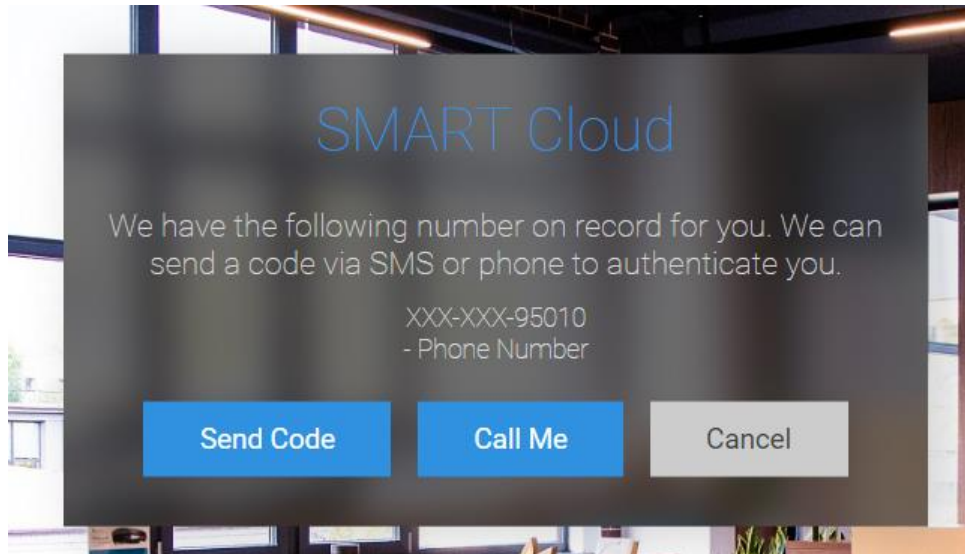
In order to finish authentication, you need to enter the verification code that will be sent to the registered phone number.
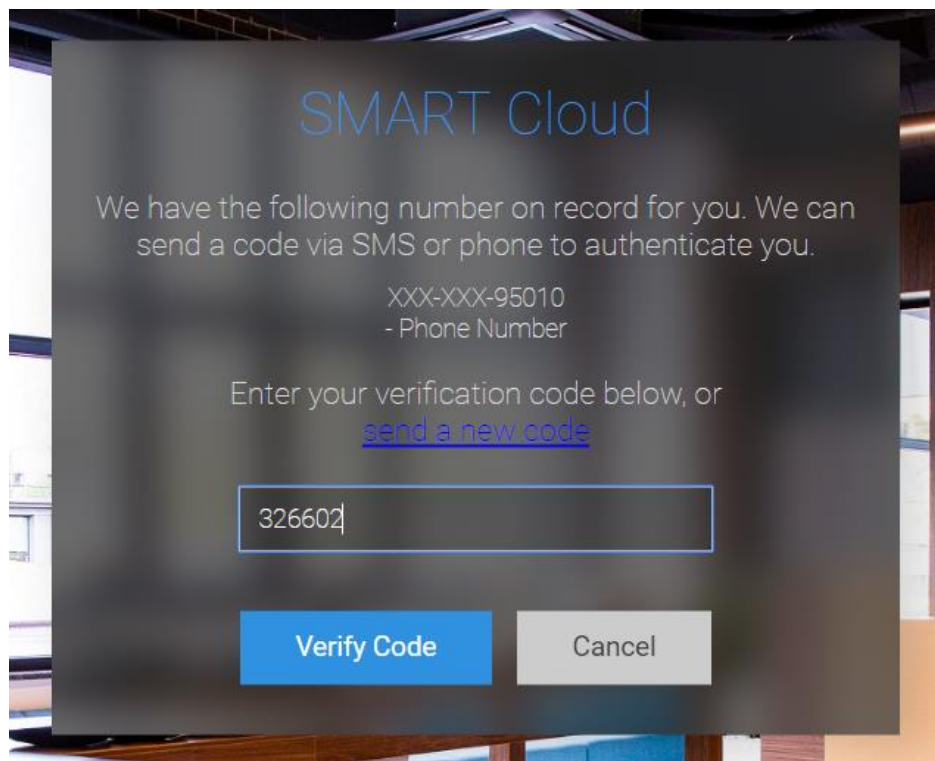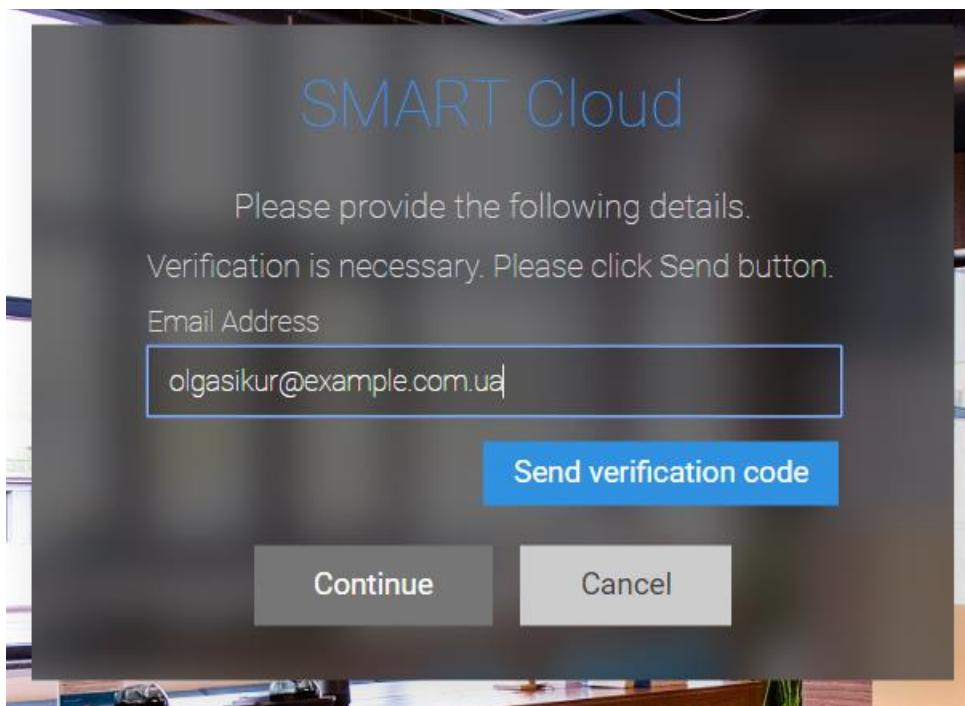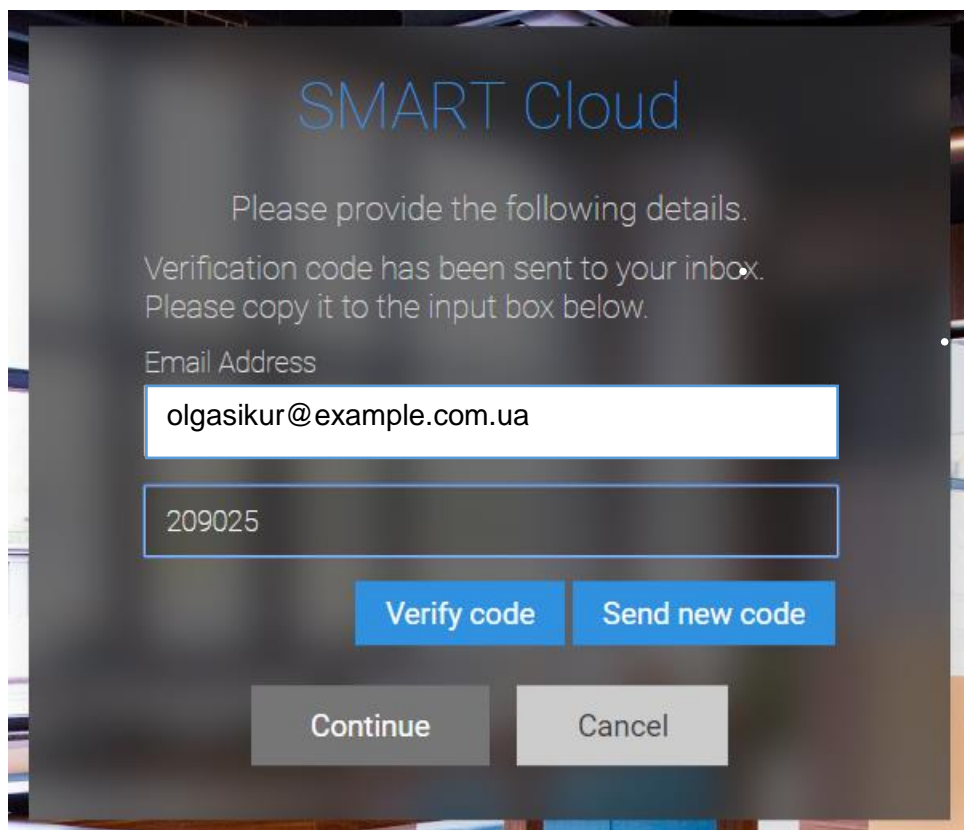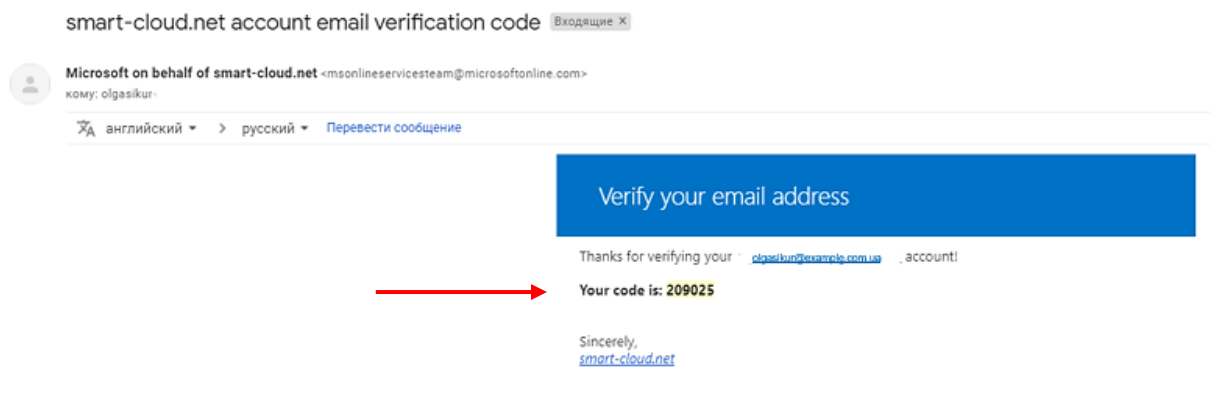
3.2 Password recovery

You can recover the password to enter the system if needed.
For this you need to press **"Forgot password?"** at the top of the page.
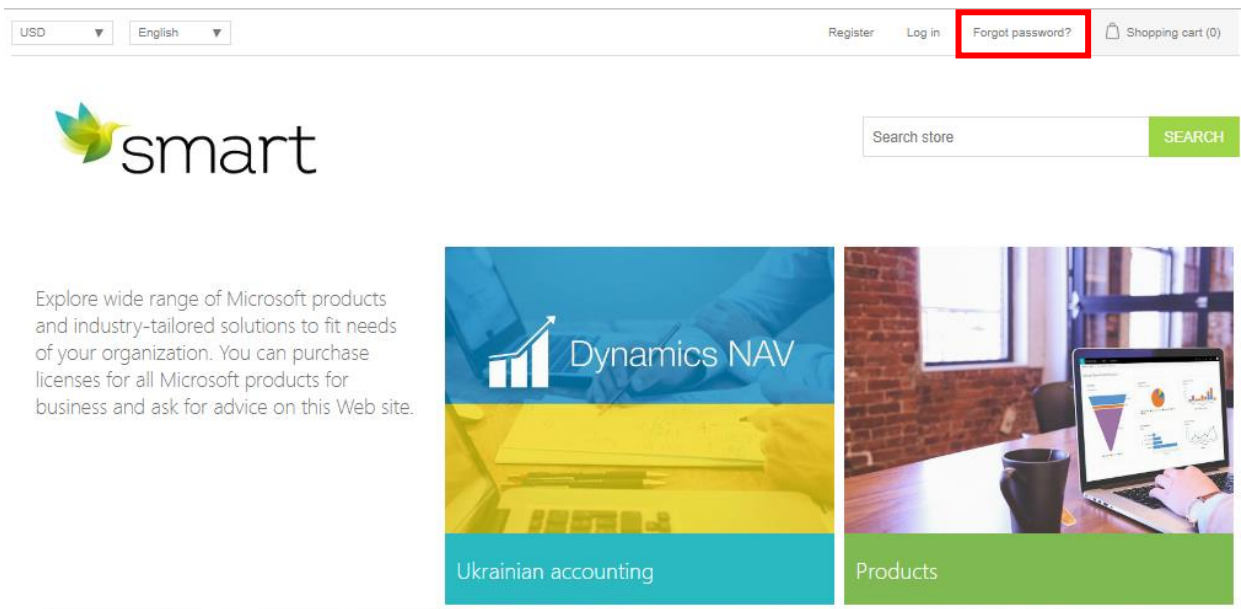
Next, enter the email used for registration.

You will receive an email with a verification code that you will need to enter in the field of the SMART cloud portal registration form.
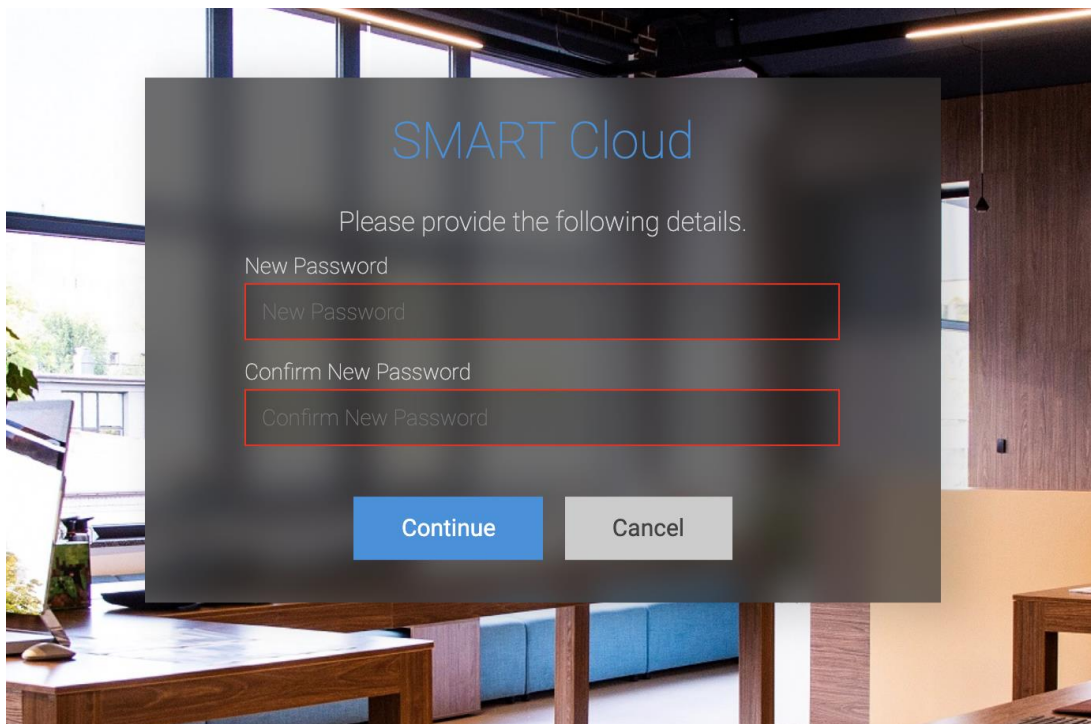
In the popup window, select the **Send Code** authentication method.
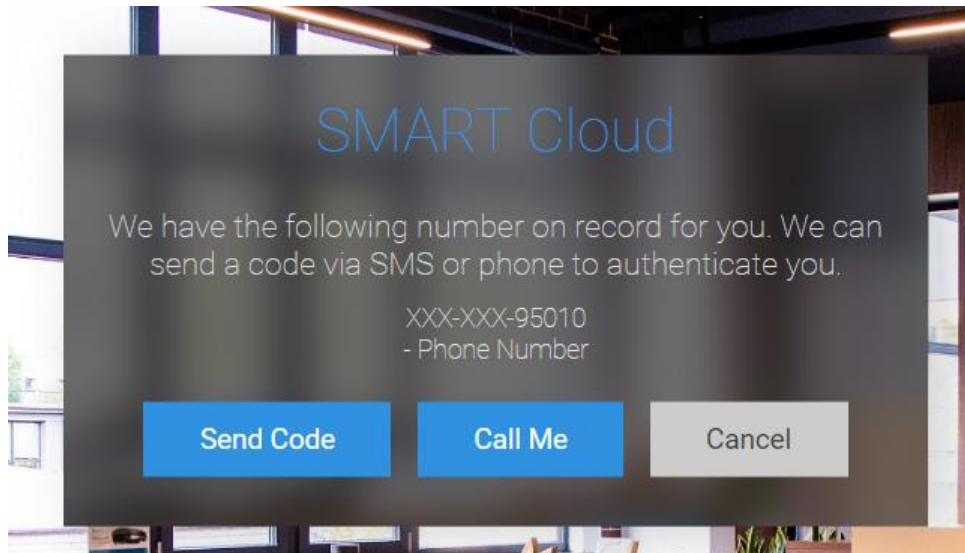
The verification code that will be sent to the registered phone number must be entered in the respective field of the form.
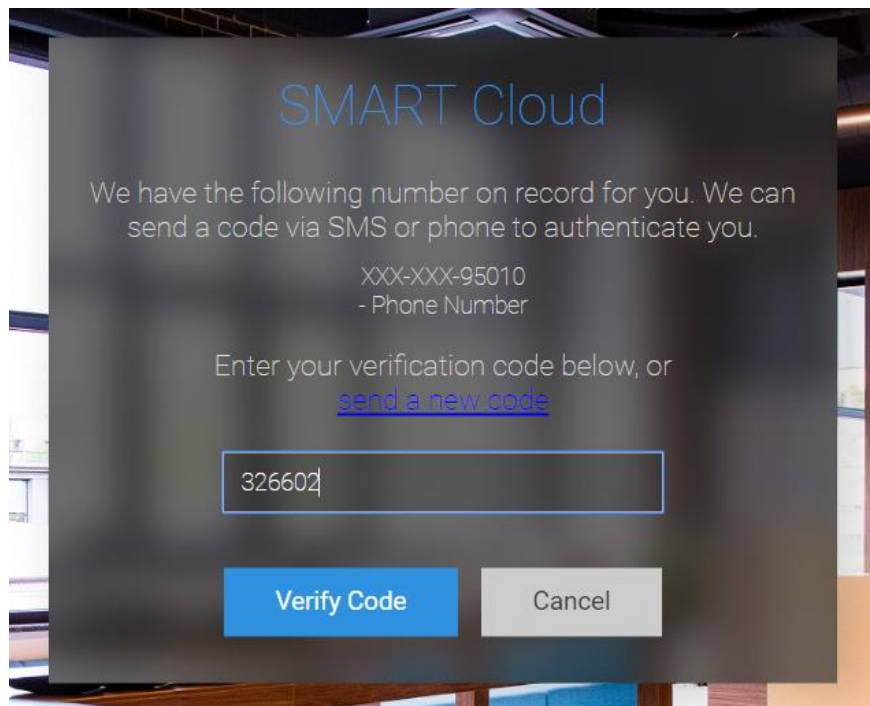
After authentication, enter the new password in order to login to SMART cloud portal.

3.3 Access to personal data

Having logged in, click the username at the top of the screen to access your personal account. In the **"My account"** section, the user has access to all personal data, purchase history as well as password reset feature.
To reset password, go to the "Change password" section and follow the standard procedure as if you forgot the password (instructions above in Section 3.2).

4. Order placement
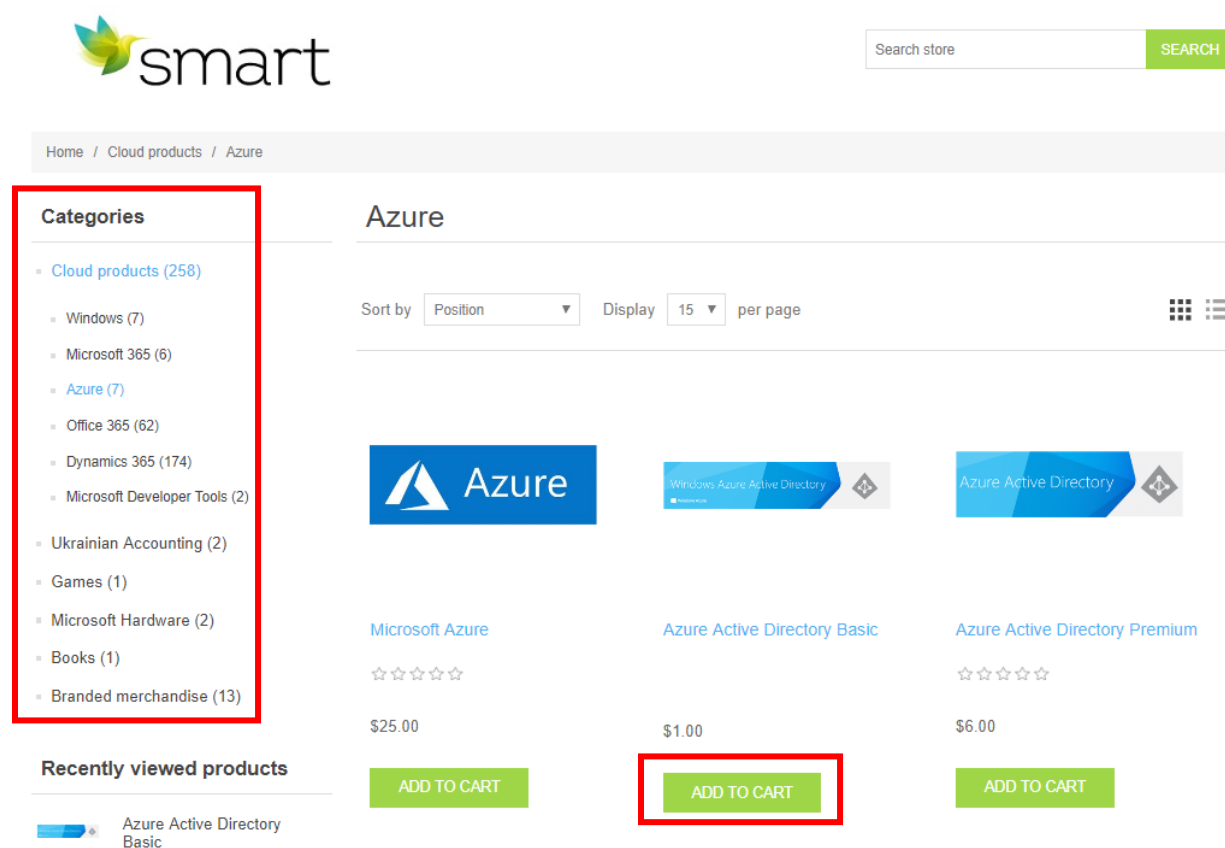
4.1 Products selection

Having entered the portal, you can select products and Microsoft licenses in the "Products" section.
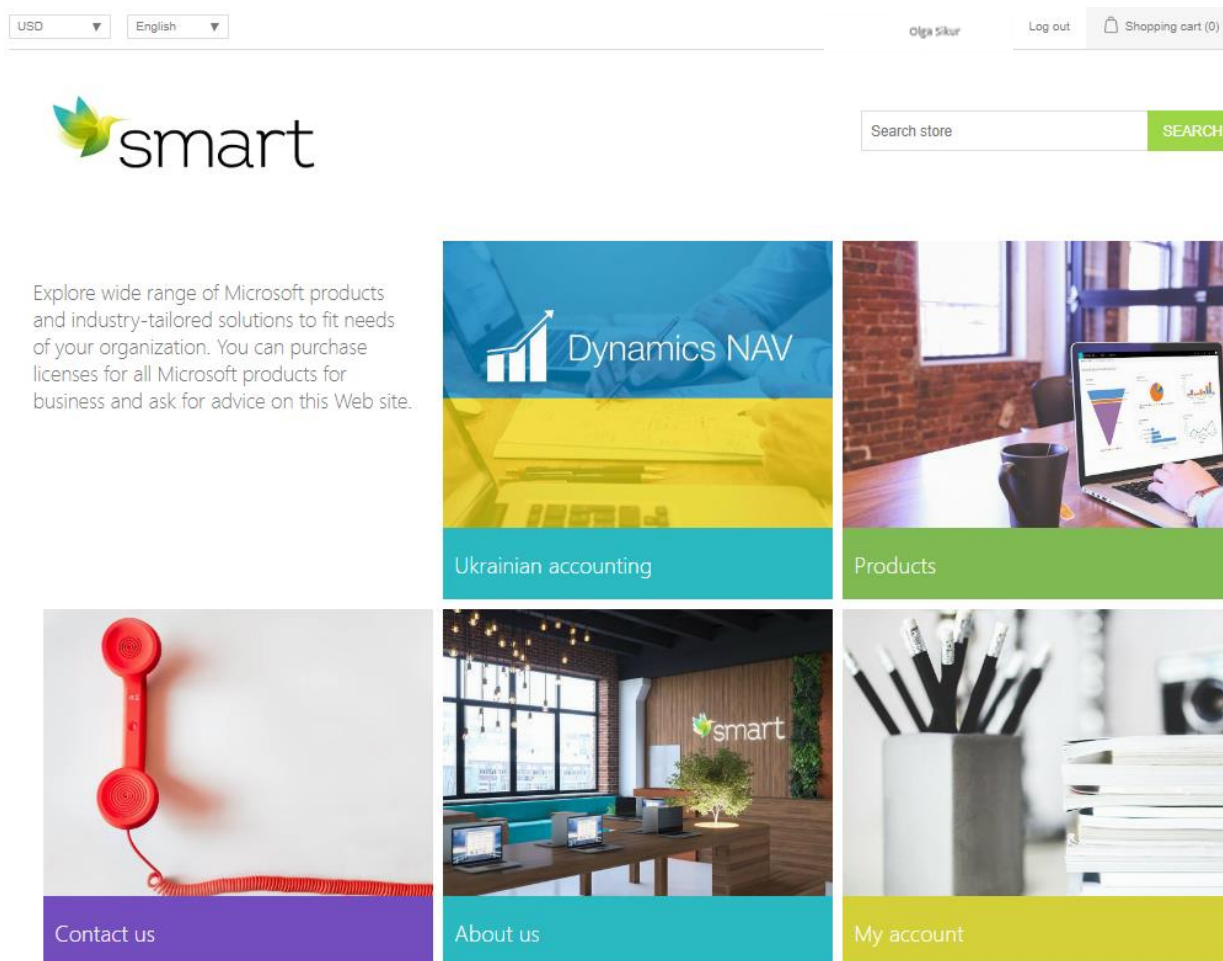
In the "Products" section, you can search the necessary products by categories: Cloud products, Ukrainian Accounting, Microsoft Hardware, Books, Branded merchandise.

To buy a products' license, click **"Add to cart"** button below the chosen product.
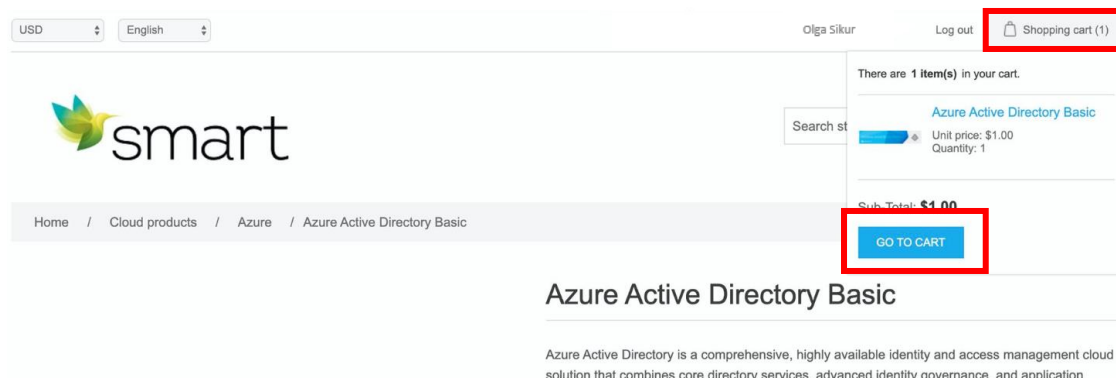
4.2 Shopping cart

Having selected one or several products, you can proceed to the Shopping cart. Click the "Shopping cart" button in the top right corner and select "Go to cart" in the dropdown menu.

In the «Shopping cart» section, you can see the added products, continue shopping or proceed to checkout.

4.3 Discounts

If you have a promo-code for the order or the product, use it in the **"Discount code"** field.

4.4 Order placement procedure.

To finalize the order, accept Microsoft Cloud Agreement by checking the respective field and click "Checkout".

5. Payment methods

5.1 Checkout for contractual customers

For contractual customers, the payment is made according to an invoice which is formed automatically and is sent to the specified email within the period mentioned in the contract.

For contractual customers the products[2] will be available in their tenant once the order is placed as described in Section 4.4.
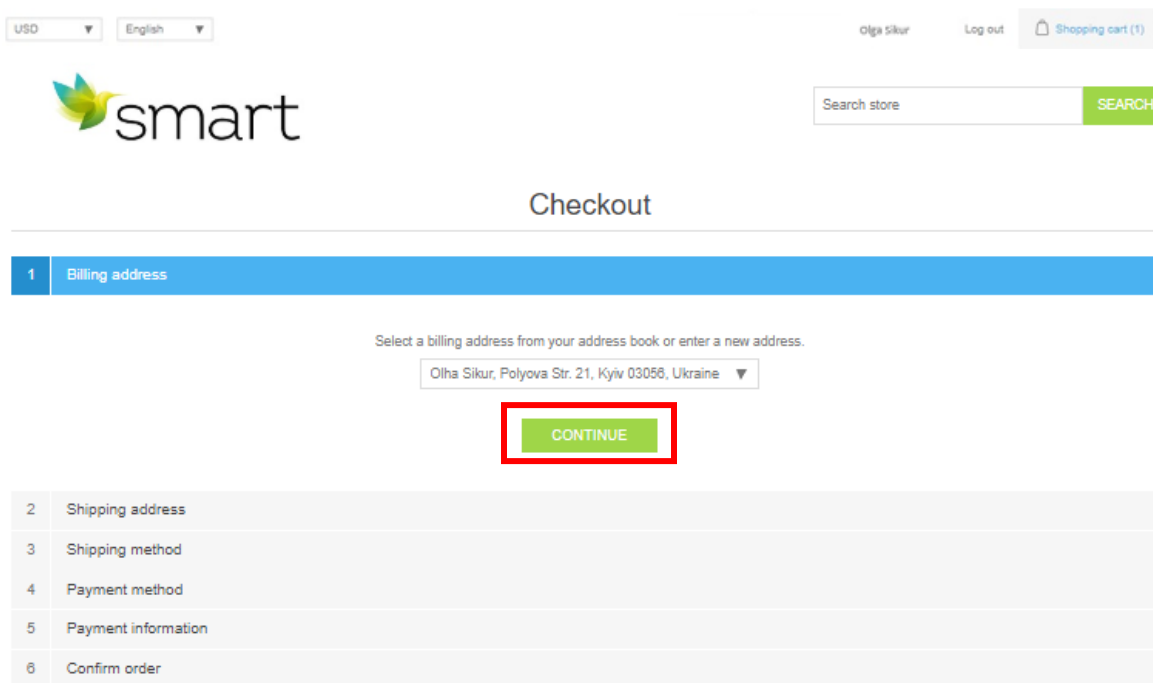
5.2 Checkout with LiqPay

The option of payment through LiqPay service is also available. This is a service that allows to pay and transfer money with a mobile phone, Internet and with different payment cards around the world.

Follow the steps described below to make a payment using LiqPay.

5.2.1 Payment address selection

Select the payment address from the dropdown list and click **"Continue".**

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[2] Subscription to the cloud services

5.2.2 Payment method selection

Select LiqPay from the payment options and click **"Continue"**.

5.2.3 Order confirmation

At the verification stage, check if the selected products, billing address and payment option are correct, and click **"Continue".** After that you will be redirected to the payment page. Use BACK button if you need to adjust the information above.

5.2.4 Payment

The payment itself is redirected to the page of the payment service provider where you need to enter the card number, period of validity and CVV2 code. Press **"Confirm"** to confirm the payment.

»

SMART cloud

QR code for payment

Use Privat24

To pay: **1.00 USD**

Payment for smart-cloud.net services

Pay with Privat24

24 Pay

or

▭ Card   **Another method**

Card number

•••• •••• •••• ••••

Expiration   CVV2

M M / Y Y   •••   ⑦

By pressing the button «Pay» you accept Terms and conditions

Pay

Decline payment
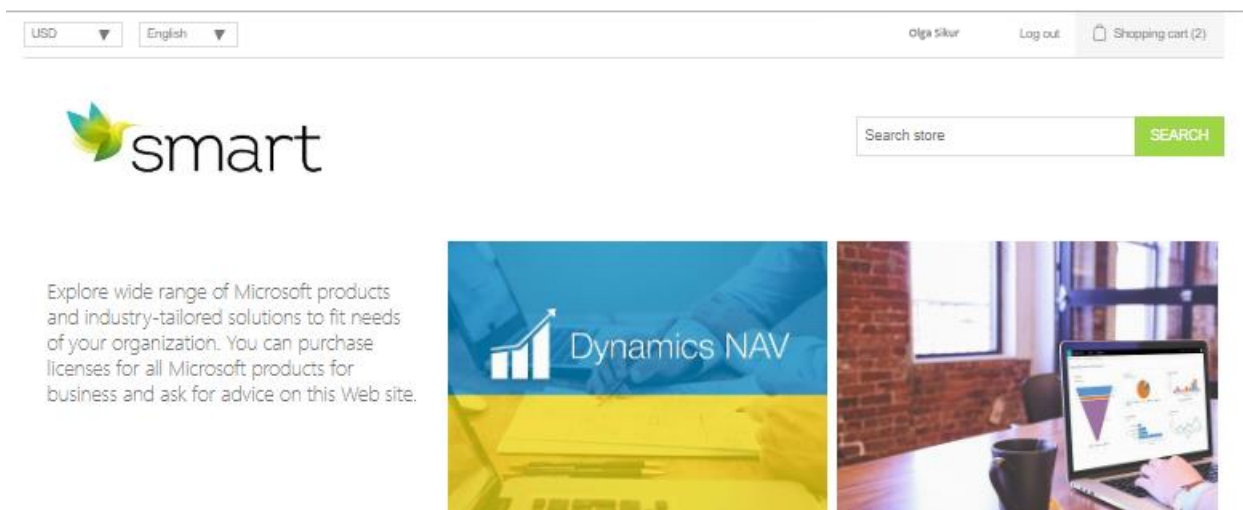
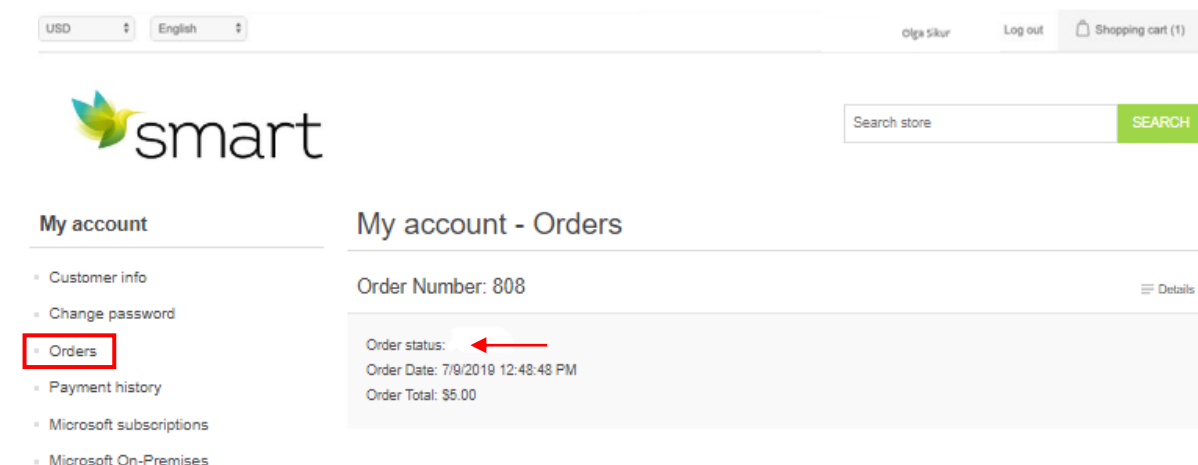▚PrivatBank   Verified by **VISA**   Mastercard SecureCode   Powered by LIQPAY »

6. Order status

In order to see finalized orders placed and their status, you need to login to your account by clicking the username in the top corner of the page.

"Orders" tab shows all the user's orders, as well as their amount, date and status.

7. Licenses management

"Microsoft subscriptions" tab displays all the product subscriptions that you have purchased.

7.1 Detailed information about the subscription

By clicking "Details", you can see detailed information about your subscription – purchase date, quantity of specific user licenses and the current status.

7.2 Pausing / activation of the subscription

While checking licensing details you can suspend / reactivate the subscriptions. To do this, click **"Suspend"** or **"Reactivate"** button respectively.

7.3 Changing the amount of subscription

To change the number of licenses, enter a number in the respective box and click **"Change quantity".**

8. Support

In case of any questions arising during the registration process or when using the portal, please contact SMART business CSP Support by calling +380-44-585 3550, or send an email to cspsupport@smart-it.com (24/7 support).