

## Admin Service Provider Business Operational Training (BOT) -

Feb, 2021



## access to Partner Portal

https://partners.yahclick.com

This login page is used by service providers and service providers distributors. The Username will be in the format of an email address! be provide one your account setup completed



Username	1 Saved Username
1	
Password	
1 425/10/10	
Log In to	Sandbox
Remember me	
Forgot Your Password?	

Yahsat employee? Log In



## **Create & Manage Users**



SP MOD | Production YSD (YSD) Active



Homo



Here, you can manage your orders, view information about your existing and new customers, keep track of your customers, view invoices, check your token history, manage your vouchers and tokens, and much more.

To get started just click on "Self Service" on the top right to view all the available options.

Thank you for choosing YahClick.

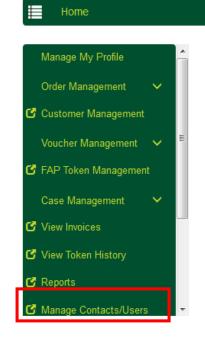
Select on
Click for Self
Service
to view the
Menus



## **Create & Manage Users**







On the left side of Yachats's Partner Portal System you will find the main menu options.

Access to particular options are controlled per login.

1- Click of Create & Manage Users



#### Step1

#### Click Add New Contact/User to create new user



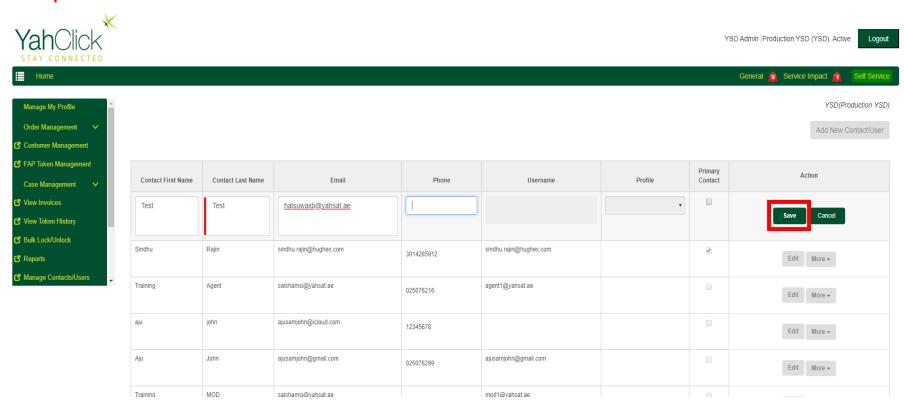
Contact First Name	Contact Last Name	Email	Phone	Username	Profile	Primary Contact	Action
Anas	AlAreefi	alareefi@yahsat.ae					Edit
							More <b>→</b>
Partner	Contact	test@hughes.com	+ 971 4 3636 557	test@hughes.com.test	None		Edit
							More <b>▼</b>
SP	CSR	sandeep.talla@hughes.com	+ 971 000000	testcsr.ysd@yahclick.com	None		Edit
							More <b>→</b>
SP	MOD	sandeep.talla@hughes.com	+ 971 4 3636 557	testmod.ysd@yahclick.com	None		Edit
							More <b>→</b>



#### Step2

Fill the details as requested below.

Email will be your email address which you will receive notification to setup new password





#### Step3

### Click More to view other option, to **Enable User**

**Contact Added Successfully** 

YSD(Production YSD)

Contact First Name	Contact Last Name	Email	Phone	Username	Profile	Primary Contact	Action
Test	Test	halsuwaidi@yahsat.ae					Edit More +
Sindhu	Rajin	sindhu.rajin@hughes.com	3014285912	sindhu.rajin@hughes.com	None	€	Enable User  Edit More →
Training	Agent	salshamsi@yahsat.ae	025076216	agent1@yahsat.ae	None		Edit More ▼
aju	john	ajusamjohn@icloud.com	100 15070				



Step4

### Enter your username as an Email ID For example

Test@yahclick.com

Contact First Name	Contact Last Name	Email	Phone	Username	Profile	Primary Contact	Action
Test	Test	halsuwaidi@yahsat.ae		Test@ <u>yahclick.com</u>	None v		Save Cancel
Sindhu	Rajin	sindhu.rajin@hughes.com	3014285912	sindhu.rajin@hughes.com	None	€	Edit More ▼
Training	Agent	salshamsi@yahsat.ae	025076216	agent1@yahsat.ae	None		Edit More 🕶



#### Step 5

#### Select type of **Profile** and then Click **Save**

- 1 SP Admin Profile
- 2 Service Provider CSR " only can perform ordering"

Contact First Name	Contact Last Name	Email	Phone	Username	Profile	Primary Contact	Action
Test	Test	halsuwaidi@yahsat.ae		Test@vahclick.com	None  None SP Admin Profile Service Provider - CSR		Save Cancel
Sindhu	Rajin	sindhu.rajin@hughes.com	3014285912	sindhu.rajin@hughes.com	None	€	Edit More +
Training	Agent	salshamsi@yahsat.ae	025076216	agent1@yahsat.ae	None		Edit More 🕶
aju	john	ajusamjohn@icloud.com	12345678		None		Edit More 🕶
Aju	John	ajusamjohn@gmail.com	025076299	ajusamjohn@gmail.com	None		Edit More 🕶
Training	MOD	salshamsi@yahsat.ae	025076216	mod1@yahsat.ae	None		Edit More 🕶
Dis	User	ajohn@yahsat.ae	027076299		None		Edit More 🕶
Ahu	Atakan	aatakan@satnet.com.tr	+902122102770		None		Edit More 🕶
Khan	Test	bkhan@icloud.com			None		Edit More 🕶
Test	MOD	alareefi@gmail.com			None		Edit More ▼

**User Enabled Successfully** 

YSD(Production YSD)

Contact First Name	Contact Last Name	Email	Phone	Username	Profile	Primary Contact	Action
Test	Test	halsuwaidi@yahsat.ae		Test1@yahclick.com	SP Admin Profile		Edit More ▼



Option available to manage User:-

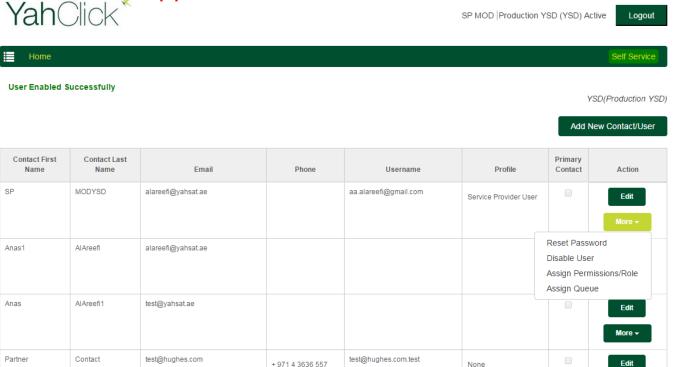
Reset Password: In case User forget his password

Disable User: Deactivate the User

Assign Permissions/Roles: Provide roles such as Billing, order and Admin

Assign Queue: - Assign user to Group such General Ops, MOD, IT/System

Admin and Technical Support





#### Step 6

## Select Assign User permissions/Role



SP MOD | Production YSD (YSD) Active

Logout

**⊞** Home

**User Enabled Successfully** 

YSD(Production YSD)

Self Service

Contact First Name	Contact Last Name	Email	Phone	Username	Profile	Primary Contact	Action
SP	MODYSD	alareefi@yahsat.ae		aa.alareefi@gmail.com	Service Provider User		Edit
							More <b>▼</b>
Anas1	AlAreefi	alareefi@yahsat.ae				Reset Pass Disable Use	
							missions/Role
Anno	AlAroofi4	toot@yohoot oo				Assign Que	
Anas	AlAreefi1	test@yahsat.ae					Edit More ▼
Partner	Contact	test@hughes.com	+ 971 4 3636 557	test@hughes.com.test	None		Edit
							More <b>→</b>



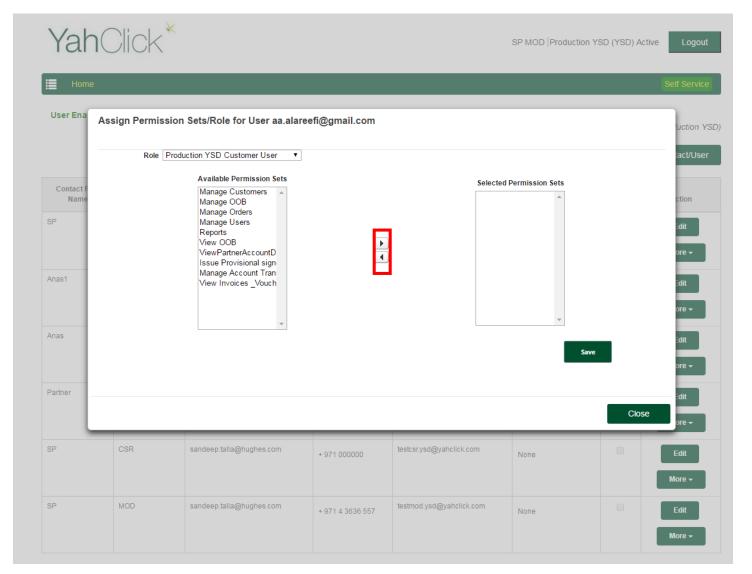
#### Select Available Permissions Sets then click $\rightarrow$ to Selected Permission Sets

Permission Set	Partner Portal View	Action
Installation Order - RD		View IP Page through FSO ID
Manage Customers	View Account Details	
Manager Orders	Order Management	
Manager Users	Manage Contacts/Users	Edit User Reset Password Disable User Assign Permissions/Role Assign Queue
Reports	Reports	View and Download Reports
ViewPartnerAccoun tDetailes		
Manage Business Support Cases	Case Management	Business Support Case (Create and Escalates Case)
Manage Remote Site Cases		Remote Site Case (Create and Escalates Case)

Permission Set	Partner Portal View	Action
Manage Queues	Manage Queues	Assign user to Group such General Ops, MOD, IT/System Admin and Technical Support
Manage Account Transactions	Order Management	Termination
Access Installation Portal	Access Installation Portal	Access Installation Portal
Manage Announcements	Manage Announcements	Post Announcements
AllocateAnadDealloc ate	FAP Token Management	Only Allocate and Deallocate
CanBulkLockOrUnloc k	Bulk Lock/Unlock	Bulk Lock/Unlock and Terminate ( No User Tracking record)
Can ViewInvoices	View Invoices	View and Download Invoices
CanViewTokenHistor y	View Token History	View Token History
CanViewBusinessCon tinuityUsage	View Business Continuity Usage	Only SP whose have the insure type plans in their Catalog



#### Select Available Permissions Sets then click → to Selected Permission Sets





## **Assign Queue**

Step 7

Select **Assign Queue**: - Assign user to Group such General Ops, MOD, IT/System Admin and Technical Support



SP MOD | Production YSD (YSD) Active





Self Service

**User Enabled Successfully** 

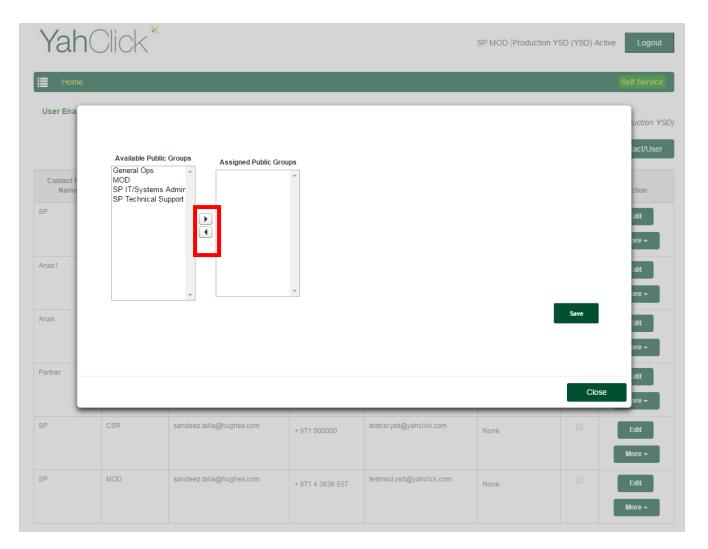
YSD(Production YSD)

Contact First Name	Contact Last Name	Email	Phone	Username	Profile	Primary Contact	Action
SP	MODYSD	alareefi@yahsat.ae		aa.alareefi@gmail.com	Service Provider User		Edit
							More →
Anas1	AlAreefi	alareefi@yahsat.ae				Reset Password  Disable User  Assign Permissions/Role	
Anas	AlAreefi1	test@yahsat.ae				Assign Que	eue <b>Edit</b>
							More <b>▼</b>
Partner	Contact	test@hughes.com	+ 971 4 3636 557	test@hughes.com.test	None		Edit
							More <b>▼</b>



## **Assign Queue**

#### Select Available Public Group (Role) then click → to assign Role







# **Thank You**

It's time to put the

power of the star on your side.
Yahsat Here to help you

