

TN Cloud Customer Manual

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1. Start your Cloud Journey with Telecom Namibia



This manual supplies step by step sections to help you master our Cloud Management Web Portal so that you can manage your Cloud effortlessly. Each section will give ample information and relevant detail on how manage your Cloud like a professional.

This manual is broadly divided into how to manage the functionality provided by the Cloud Platform; how to manage the Cloud Services that you have acquired and how to configure end-user devices.

The first section will help you master the following:

-  What is the Cloud Portal?
-  What can I do via the Cloud Portal
-  Detail on how to navigate all the screen elements

The second section will focus on following:

-  How to select and purchase services
-  How to log onto your newly acquired services

Go forth and conquer the Cloud!

2. Meet the Cloud Management Portal

Part of what makes the Cloud so great, is that you are in control of your Cloud services! To enable you, the customer, to manage your Cloud, we give you access to your own self-service portal. From this portal you can manage all the aspects of your Cloud services.

2.1 Register to become a customer (first time only)

There is no software to install and no application to download. All management is done quickly and easily from your web browser of choice (Edge, Chrome, Firefox, etc.)

The URL to register is: <https://cloud.telecom.na/register/>

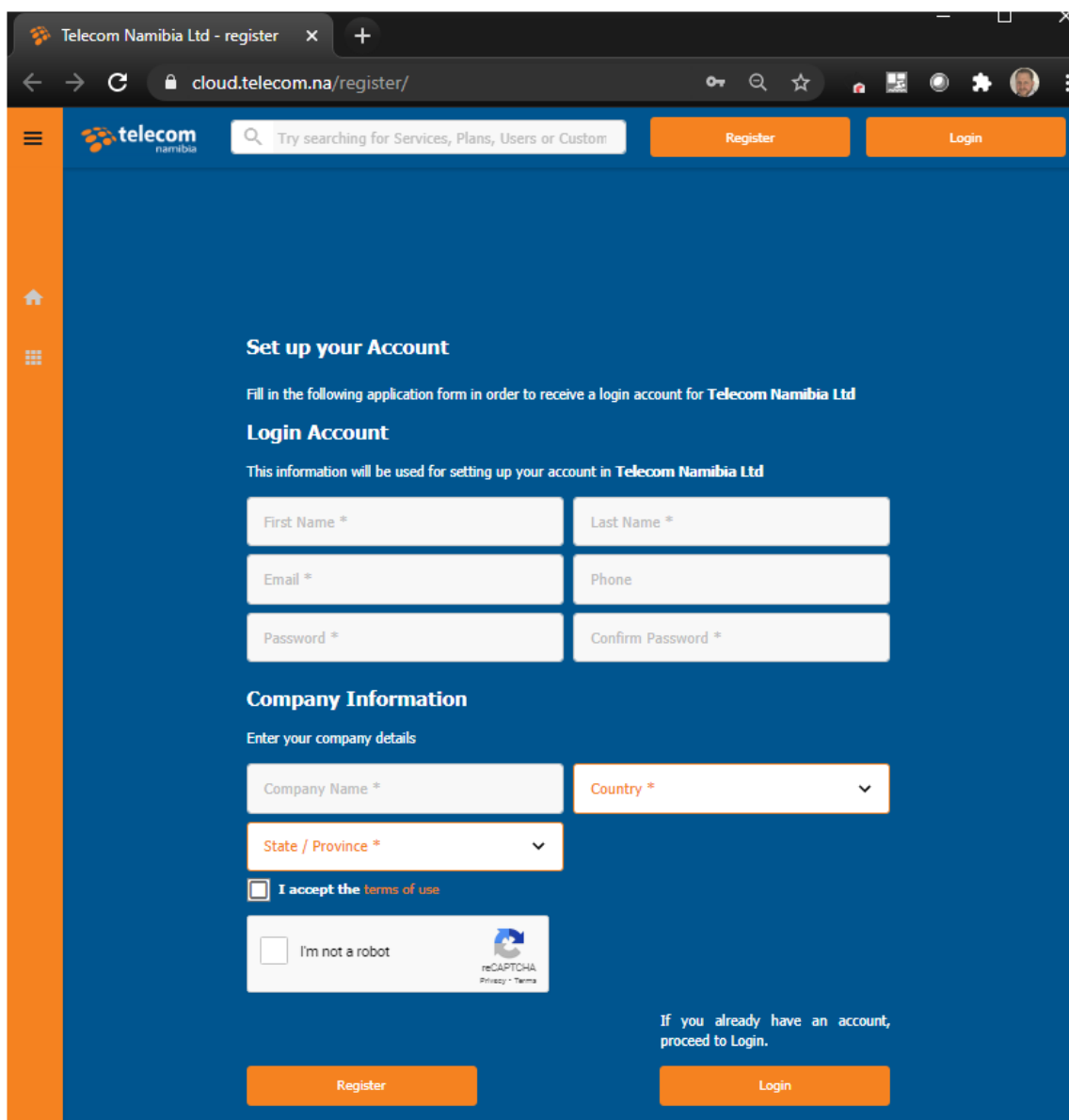
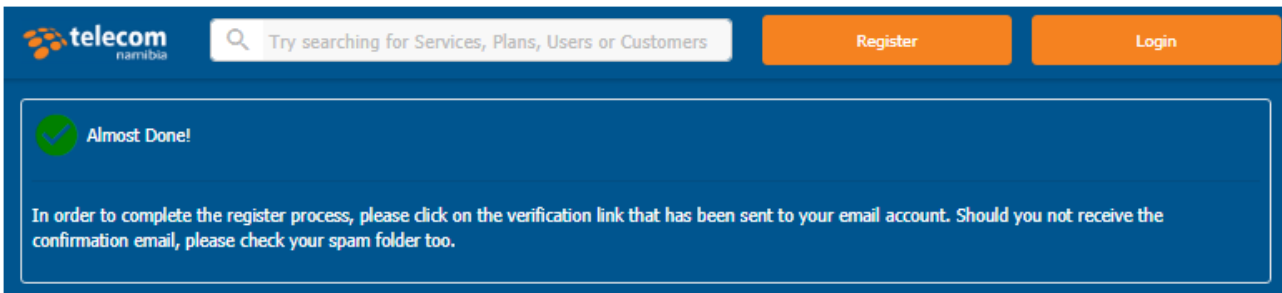


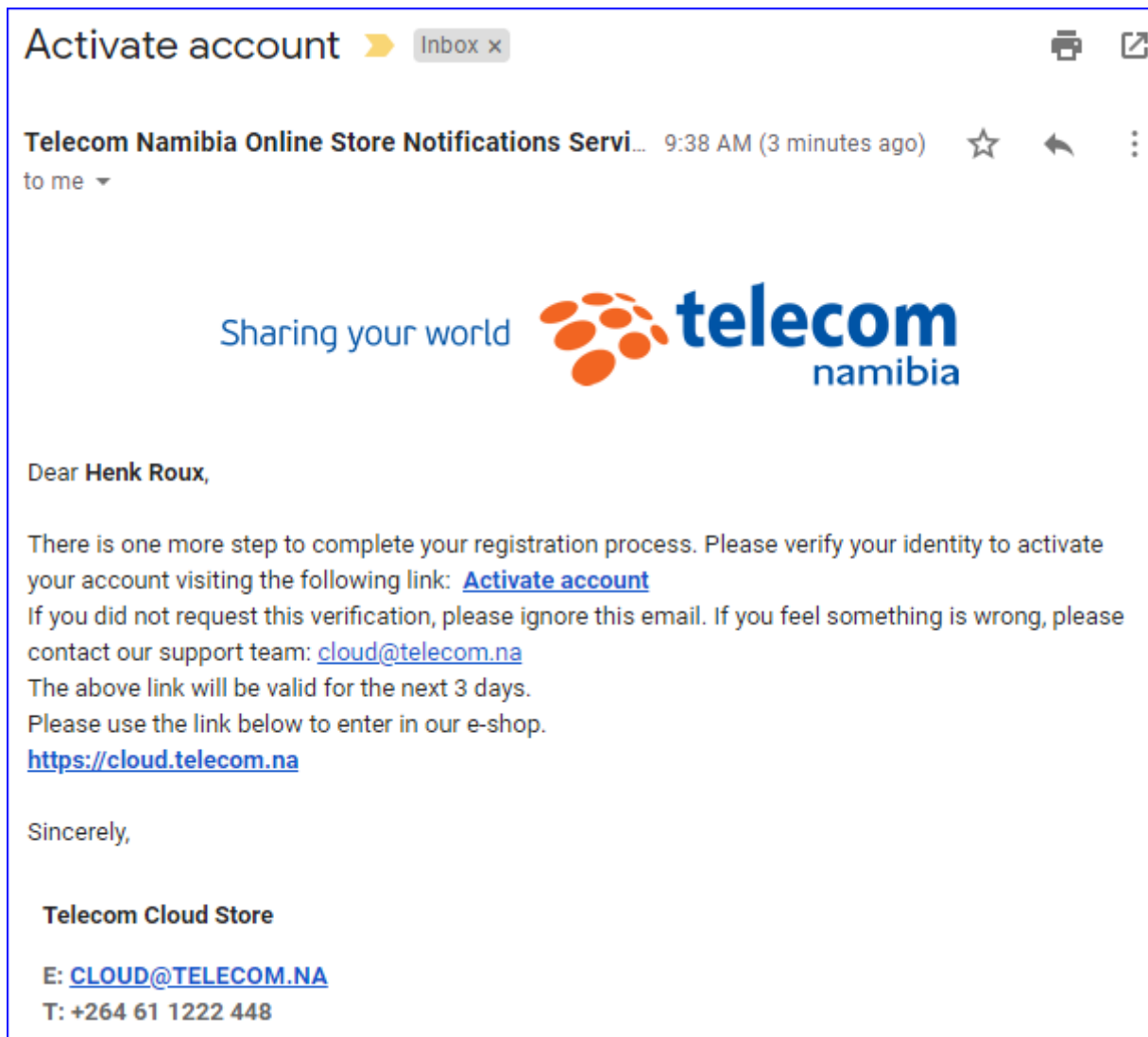
Figure: TN Cloud Portal Registration Screen

Once you have entered all the information, click on “Register. The message below will be displayed.



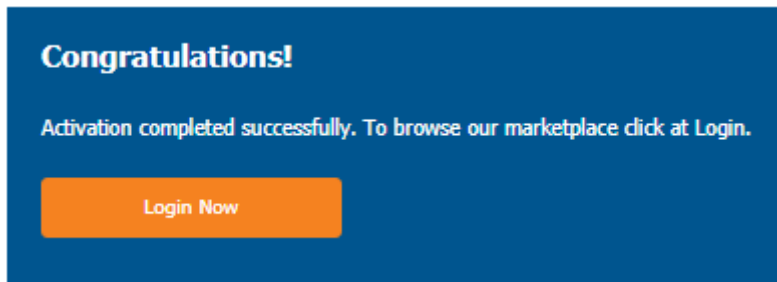
The screenshot shows the Telecom Namibia website header with a search bar and 'Register' and 'Login' buttons. Below the header is a blue notification box with a green checkmark icon and the text: 'Almost Done! In order to complete the register process, please click on the verification link that has been sent to your email account. Should you not receive the confirmation email, please check your spam folder too.'

Check in your mailbox for the Activation Message (see below) and click on the “Activate account” link to complete the registration process.

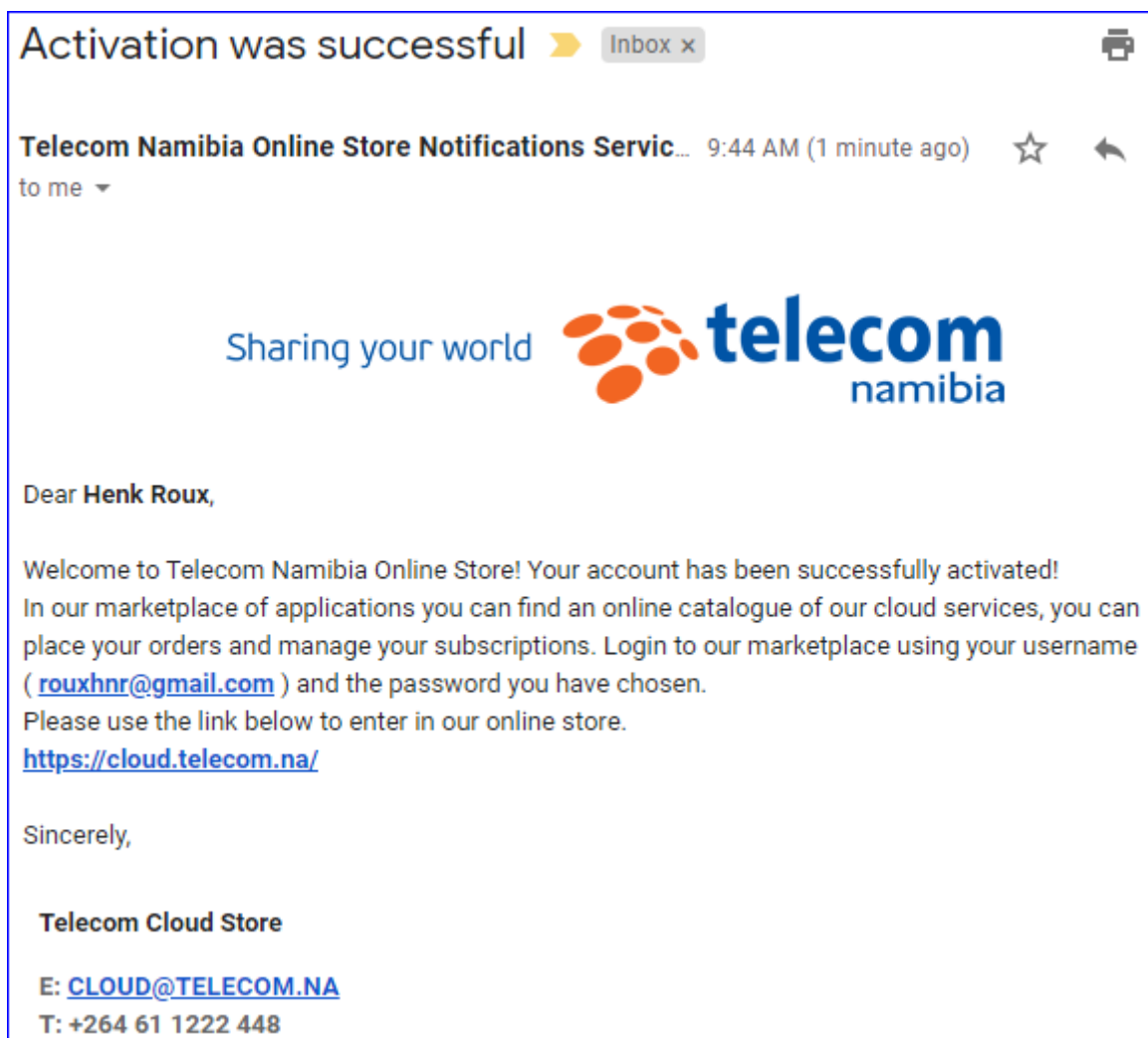


The screenshot shows an email interface with the subject 'Activate account' and 'Inbox x'. The sender is 'Telecom Namibia Online Store Notifications Servi...' and the recipient is 'to me'. The email body contains the Telecom Namibia logo and the following text: 'Dear Henk Roux, There is one more step to complete your registration process. Please verify your identity to activate your account visiting the following link: [Activate account](#) If you did not request this verification, please ignore this email. If you feel something is wrong, please contact our support team: cloud@telecom.na The above link will be valid for the next 3 days. Please use the link below to enter in our e-shop. <https://cloud.telecom.na> Sincerely, Telecom Cloud Store E: CLOUD@TELECOM.NA T: +264 61 1222 448'

To confirm that you have successfully registered, you will see the following message in your browser:



You will also receive the following e-mail to confirm success:



Welcome to the cloud world!

2.2 Logging onto the Telecom Namibia Cloud Portal

There is no software to install and no application to download. All management is done quickly and easily from your web browser of choice (Edge, Chrome, Firefox, etc.)

The URL is: <https://cloud.telecom.na/login/>

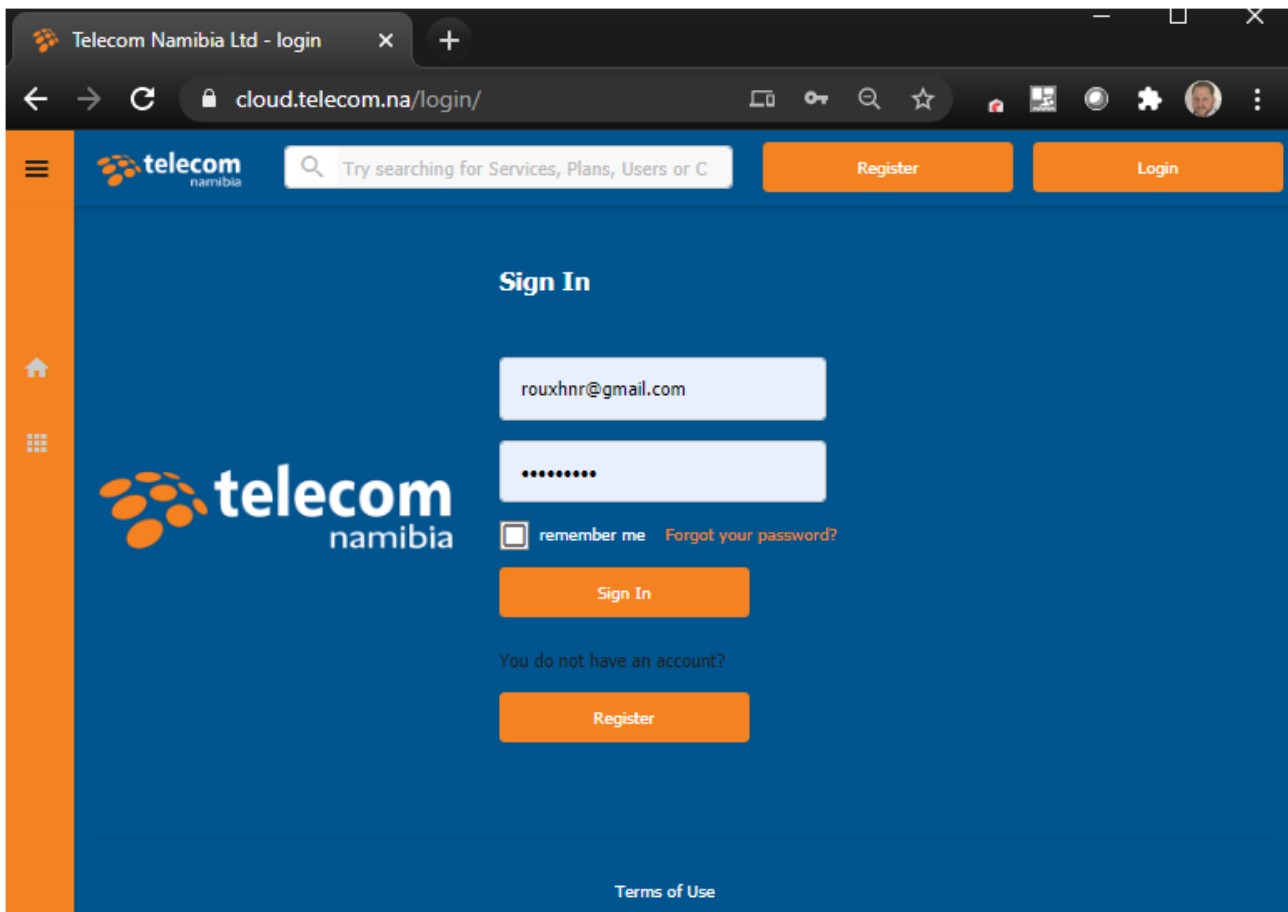


Figure: TN Cloud Portal Login Screen

2.3 Telecom Namibia Cloud Portal – Home Screen


Once you have supplied your username and password, you are logged in the TN Cloud Portal and you will see the home screen. Below is a view of the home screen.




The home screen has several sections consisting of the “top menu bar”, the “left menu bar” and the rest of the screen that contain the “information tiles”. Let’s review each of these screen sections.

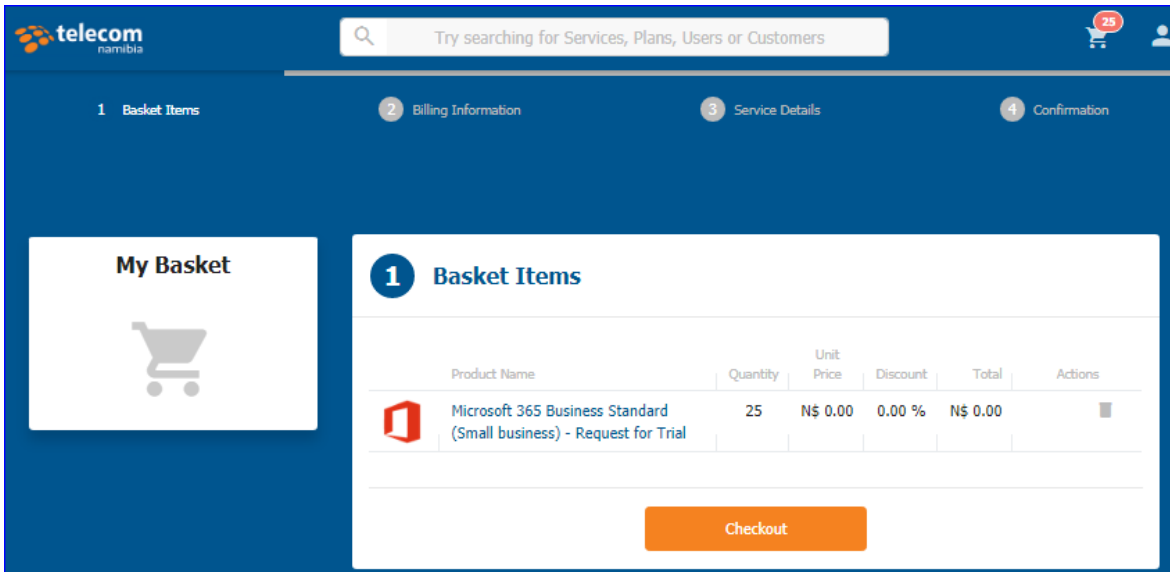
23.1 Telecom Namibia Cloud Portal – Home Screen - Top Menu Bar



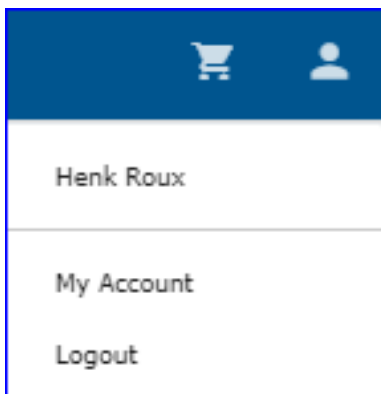
 **Cart.** The top menu bar shows your “Cart”. Click on this icon to see any orders that you are in the process of creating.

 **Account.** This menu item is used to access all your account information and to make updates to this information.

Home Screen – Top Menu Bar – Cart



Home Screen – Top Menu Bar – Account

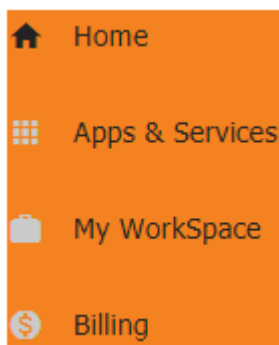


Your name as you supplied it at registration

View and update your User Contact Details

Sign Out of the Web Portal

232 Telecom Namibia Cloud Portal – Home Screen - Left Menu Bar



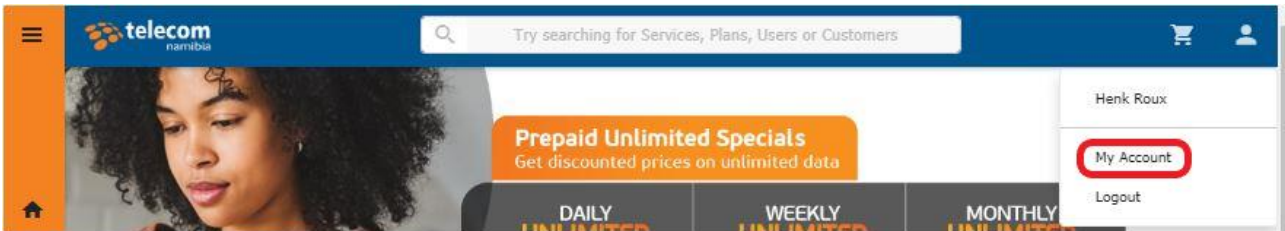
Click on the Home option to move back to the Home Page

Select this menu item to see all the applications and services that is offered on the Telecom Namibia cloud platform

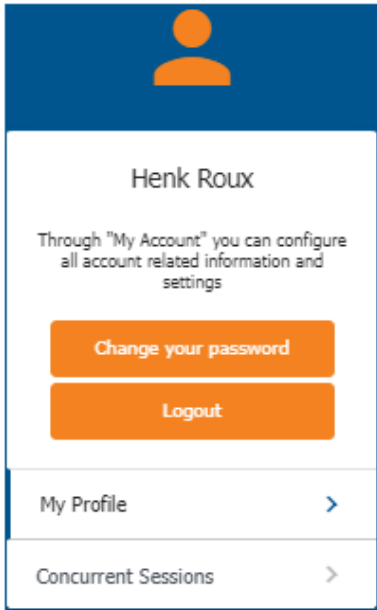
Use this option to navigate to the services that you purchased

View your invoices and other billing information

2.4 Telecom Namibia Cloud Portal – My Account



This screen allows you to update your account details and other information.



Your name as you supplied it at registration

Use this option to change your password

Use this option to logout of the Cloud Platform

Navigate to the Profile Section

Navigate to the Sessions Section

24.1 Telecom Namibia Cloud Portal – My Account – Change your password

Click on the “Change your password” button to change your password via the screen shown below.

242 Telecom Namibia Cloud Portal – My Account – My Profile

You have full control over your personal and account information. Use this screen to make changes and updates to your user profile information.

My Profile ^

User Settings

Change your First name, Last name and your Account email.

First Name *

Last Name *

Email *

Localization options

Change the Date format and Language settings of your preference.

Date Format *

Language *

Billing Address

Change the billing information that apply to your Account.

Company Name *

Country *

Address *

State / Province *

City *

Post Code *

Phone *

24.3 Telecom Namibia Cloud Portal – My Account – Billing Contact

Use this section to capture and update the information that is used for billing purposes, such as the creation of invoices.

Billing Contact

Your company invoices will be delivered via email **to you**

If you wish to update your billing contact click here:

[Update Billing Contact](#)

[Update](#)

24.4 Telecom Namibia Cloud Portal – My Account – Sessions

Each time you or someone in your company log onto the Cloud Portal, a session is created. You can view all sessions that are currently live. You can use this screen to terminate any sessions that are no longer required.

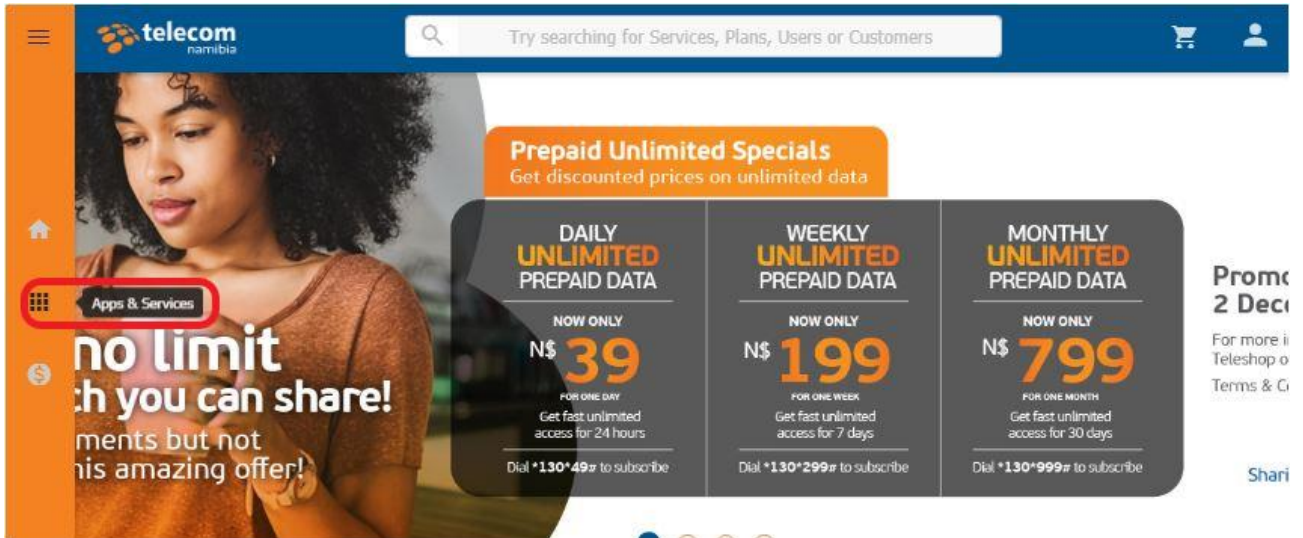
Concurrent Sessions ^

[Sign out of all other sessions](#)

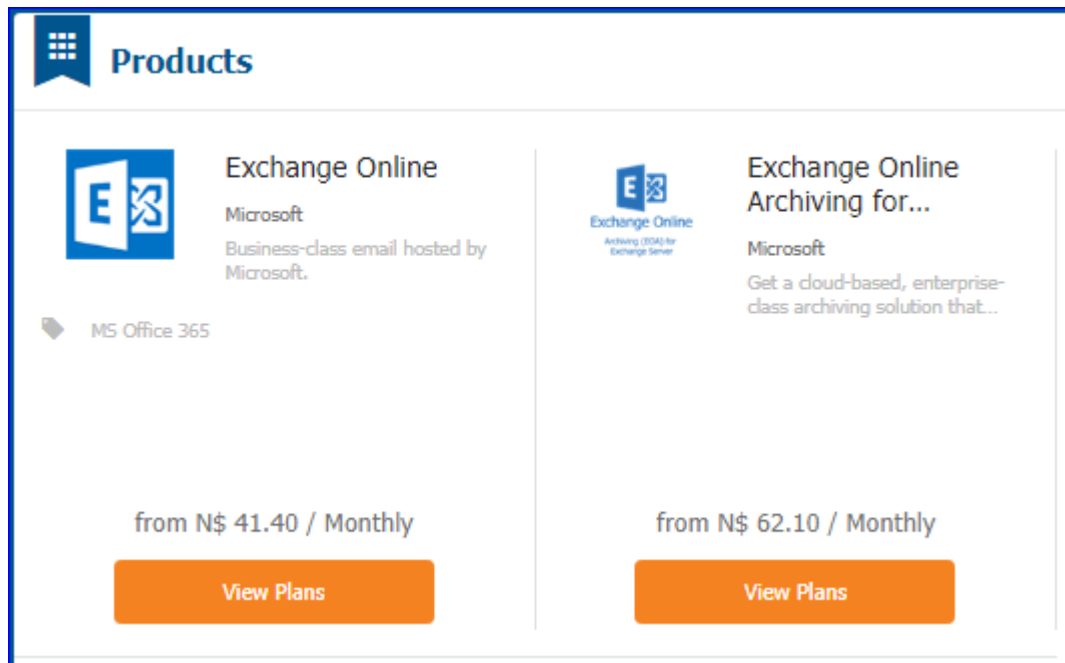
Location (IP Address)	Date	Is Current Session
102.252.65.164	08/10/2020 18:40	True

2.5 Telecom Namibia Cloud Portal – Apps & Services

When you are ready to order products, you can navigate to the “Apps & Services” section.

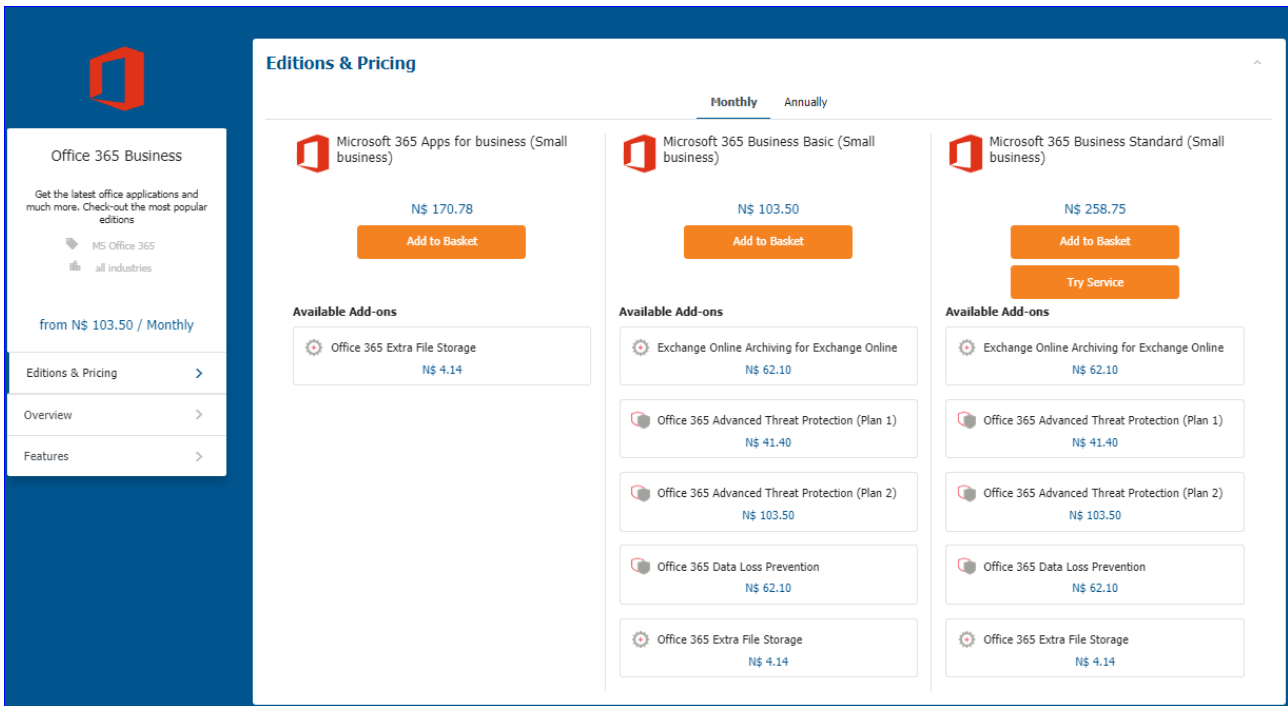


This section displays the catalogue of available product. It is here that you can select products to add to your cart and create new orders.



25.1 Telecom Namibia Cloud Portal – Apps & Services – View Plans

For each offering, you can click on the “View Plan” button to see more detail around what the product will provide for you. Below is an example of the Microsoft 365 suite of offers.



Microsoft 365 Editions & Pricing

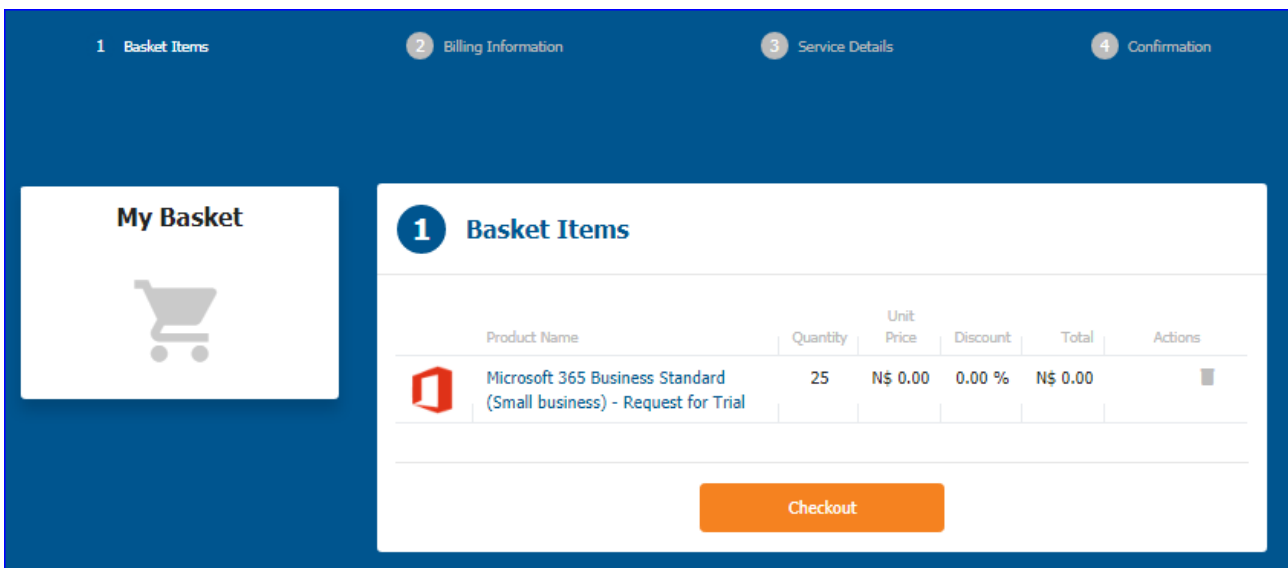
Monthly | Annually

Plan Name	Price	Action
Microsoft 365 Apps for business (Small business)	N\$ 170.78	Add to Basket
Microsoft 365 Business Basic (Small business)	N\$ 103.50	Add to Basket
Microsoft 365 Business Standard (Small business)	N\$ 258.75	Add to Basket / Try Service

Available Add-ons

Add-on Name	Price
Office 365 Extra File Storage	N\$ 4.14
Exchange Online Archiving for Exchange Online	N\$ 62.10
Office 365 Advanced Threat Protection (Plan 1)	N\$ 41.40
Office 365 Advanced Threat Protection (Plan 2)	N\$ 103.50
Office 365 Data Loss Prevention	N\$ 62.10
Office 365 Extra File Storage	N\$ 4.14

Once you are ready to order a product, you can click on the “Add to Basket” or “Try Service” buttons. The product will then be added to your cart.



1 Basket Items

Product Name	Quantity	Unit Price	Discount	Total	Actions
Microsoft 365 Business Standard (Small business) - Request for Trial	25	N\$ 0.00	0.00 %	N\$ 0.00	

Checkout

252 Telecom Namibia Cloud Portal – Apps & Services – Checkout

Orders can be cancelled or checked out. If you click on the “Checkout” button, you will be presented with the screen below, where you can enter your billing information.

2

Billing Information

Enter your Billing Address

You must enter a valid billing address before checking out your basket.
Please, fill in the following form. All fields are mandatory.

Address *

This field is required

City *

This field is required

Country *

Namibia
▼

State / Province *

Khomas
▼

Post Code *

This field is required

Phone *

+
27659991727

Who would you like to receive your invoices?

You can change the details of your existing billing contact in [My Account](#)

Existing billing contact

Name	Email
Henk Roux	rouxhnr@gmail.com

Back


Next

CONFIRMATION OF TENANT NAME

With each screen you will be moved through the order process. With the billing information completed, you will be asked for your Microsoft 365 "Domain Prefix". This will only be requested with your very first purchase. This name must be available, otherwise you will get an error message and you will have to select a different name.

3 Service Details

Set up Account
You must provide additional information before activating the products in your basket.
Please, fill in the following form.

 Microsoft Partner Cloud Services

Domain Prefix *

rouxhnrnam	.onmicrosoft.com
------------	------------------

I am already using Office 365 service and I own this domain


[Back](#) [Checkout](#)

CONFIRMATION OF CONTACT FOR MICROSOFT

This screen captures information that is passed to Microsoft. This information confirms the contact details of the person that agrees to the “Microsoft Cloud Agreement”.

3 Service Details

Set up Account
You must provide additional information before activating the products in your basket. Please, fill in the following form.

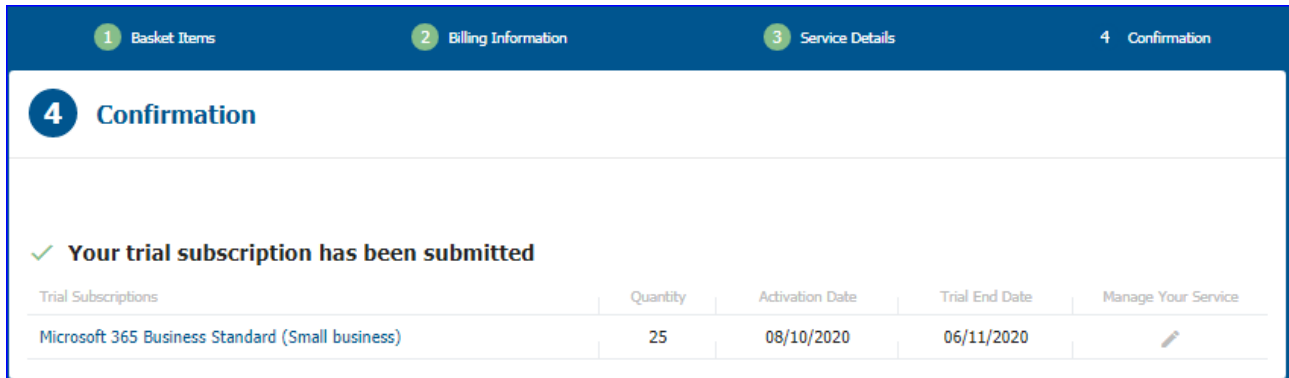
 Microsoft Partner Cloud Services


Microsoft Cloud Agreement
Specify the details of the Individual at the customer's organization who accepted the [Microsoft Customer Agreement](#).

First Name *	Last Name *
<input type="text" value="Henk"/>	<input type="text" value="Roux"/>
Email *	Phone
<input type="text" value="rouxhnr@gmail.com"/>	<input type="text" value="+27659991727"/>
Agreement date *	
<input data-bbox="183 1317 721 1393" type="text" value="2020/10/08"/>	

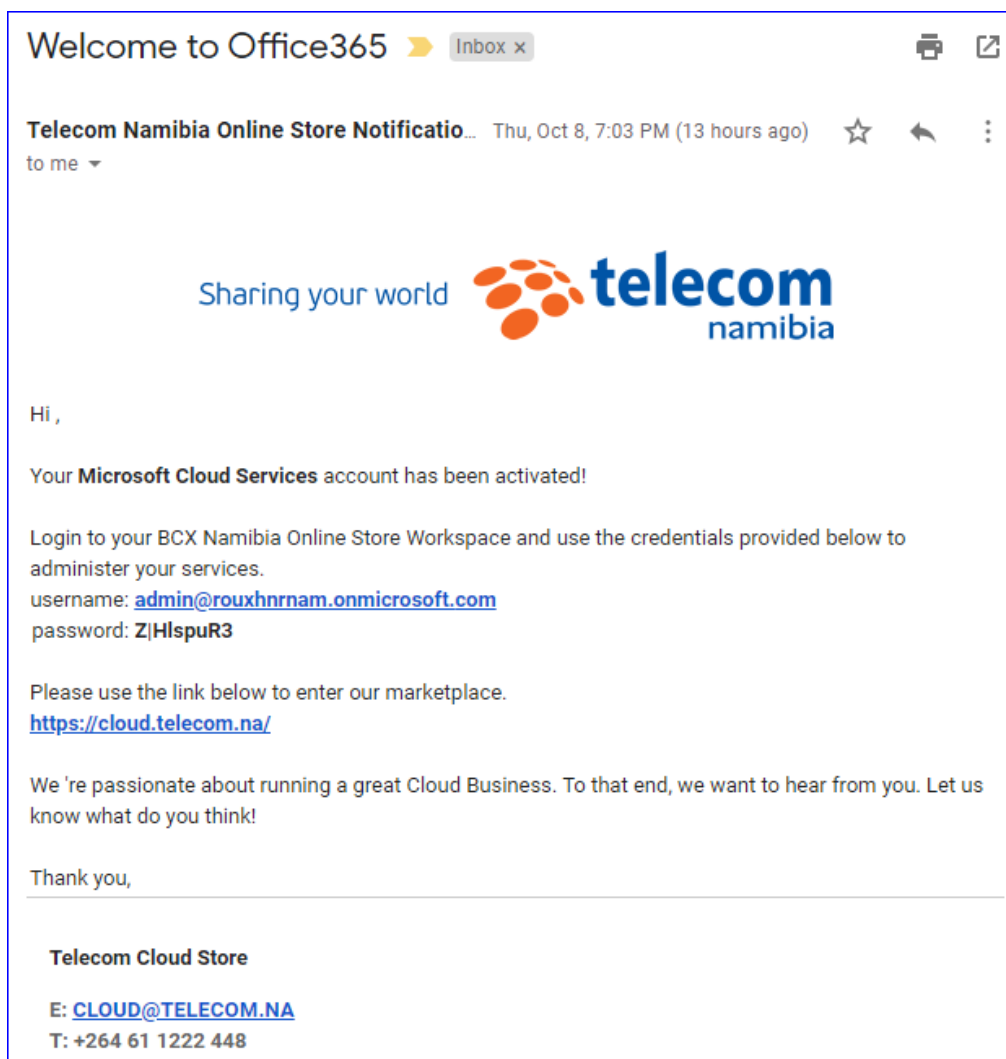
CONFIRMATION OF ORDER

Once you have stepped through all the screens you will receive the message below, confirming that the order has been successful.




Trial Subscriptions	Quantity	Activation Date	Trial End Date	Manage Your Service
Microsoft 365 Business Standard (Small business)	25	08/10/2020	06/11/2020	

You will also receive an e-mail confirming your logon details to access the services you have just bought.



Welcome to Office365 Inbox x

Telecom Namibia Online Store Notification Thu, Oct 8, 7:03 PM (13 hours ago) ☆ ↶ ⋮
to me ▾

Sharing your world 

Hi ,

Your **Microsoft Cloud Services** account has been activated!

Login to your BCX Namibia Online Store Workspace and use the credentials provided below to administer your services.
username: admin@rouxhnrnam.onmicrosoft.com
password: ZjHlspuR3

Please use the link below to enter our marketplace.
<https://cloud.telecom.na/>

We're passionate about running a great Cloud Business. To that end, we want to hear from you. Let us know what do you think!

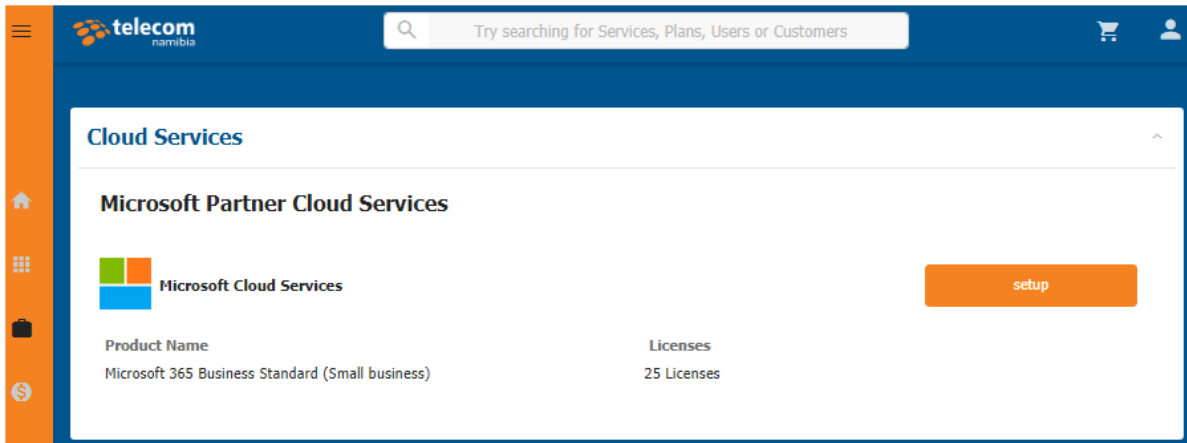
Thank you,

Telecom Cloud Store
E: CLOUD@TELECOM.NA
T: +264 61 1222 448

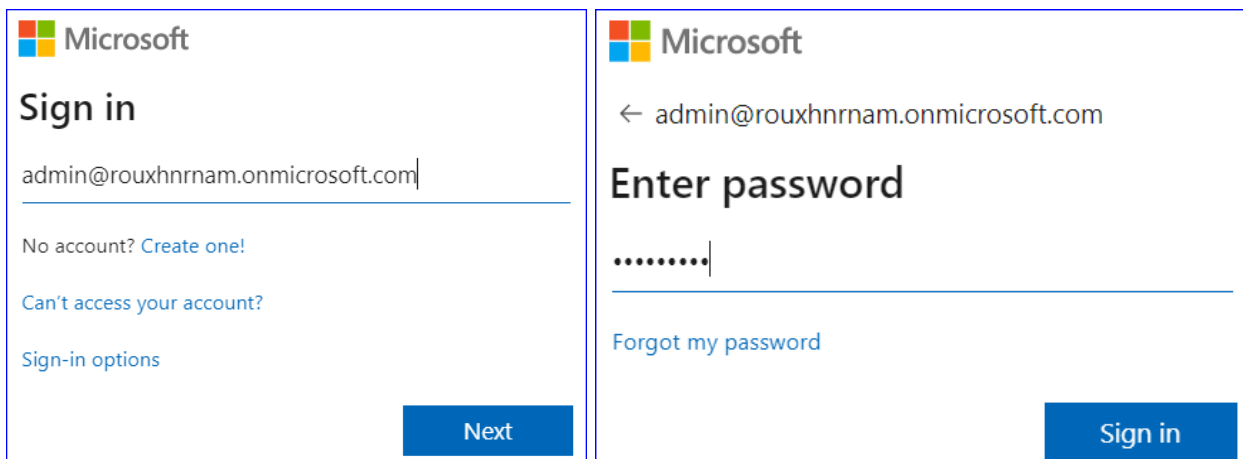
SERVICES SCREEN

You can now navigate to your services or click on the “Manage Your Services” option on the screen above. This will take you to the list of products that you have successfully ordered.

You can now step into the Microsoft 365 portal by clicking on the “setup” button and using the credential that was sent to you via e-mail as shown in the previous section.

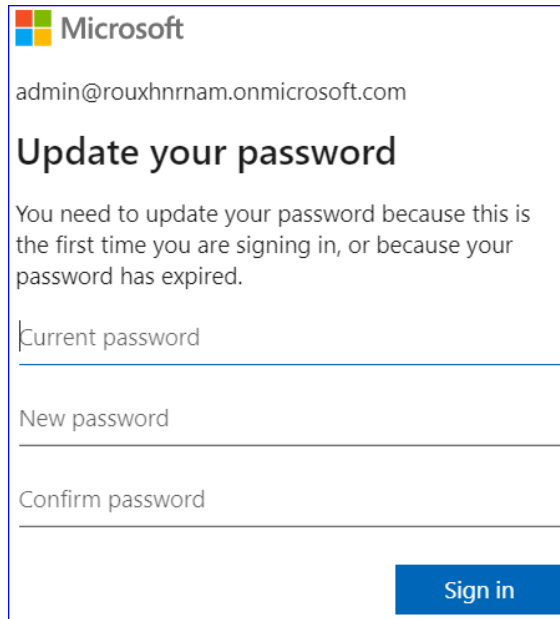


You will be redirected to the Microsoft 365 logon page as shown below, first to enter your username and then to enter your password.



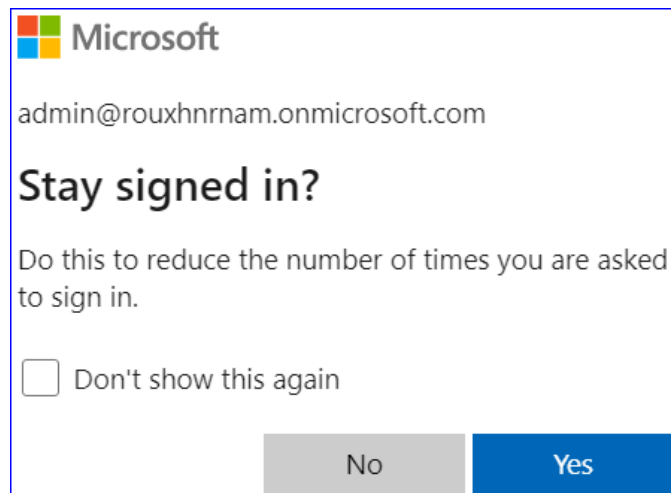
OFFICE 365 INITIAL / FIRST TIME LOGON

The first time that you perform this function, you will be asked to change your password. This is to ensure that our password is only known to yourself.



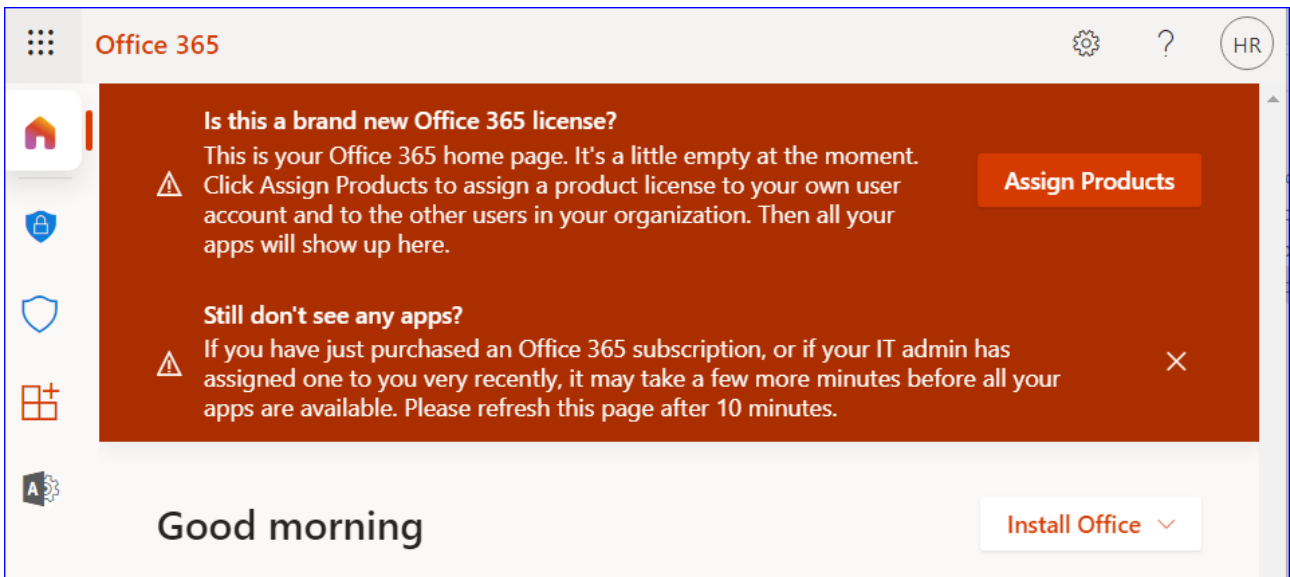
The screenshot shows a Microsoft login page for the user 'admin@rouxhnrnam.onmicrosoft.com'. The main heading is 'Update your password'. Below the heading, there is explanatory text: 'You need to update your password because this is the first time you are signing in, or because your password has expired.' There are three input fields: 'Current password', 'New password', and 'Confirm password'. A blue 'Sign in' button is located at the bottom right of the form.

Once you have entered the old and new password, you need to click on the “Sign in” button. You will then be asked whether your credentials should be stored on the machine so that you do not have to supply your username & password every time that you access the Microsoft 365 portal.



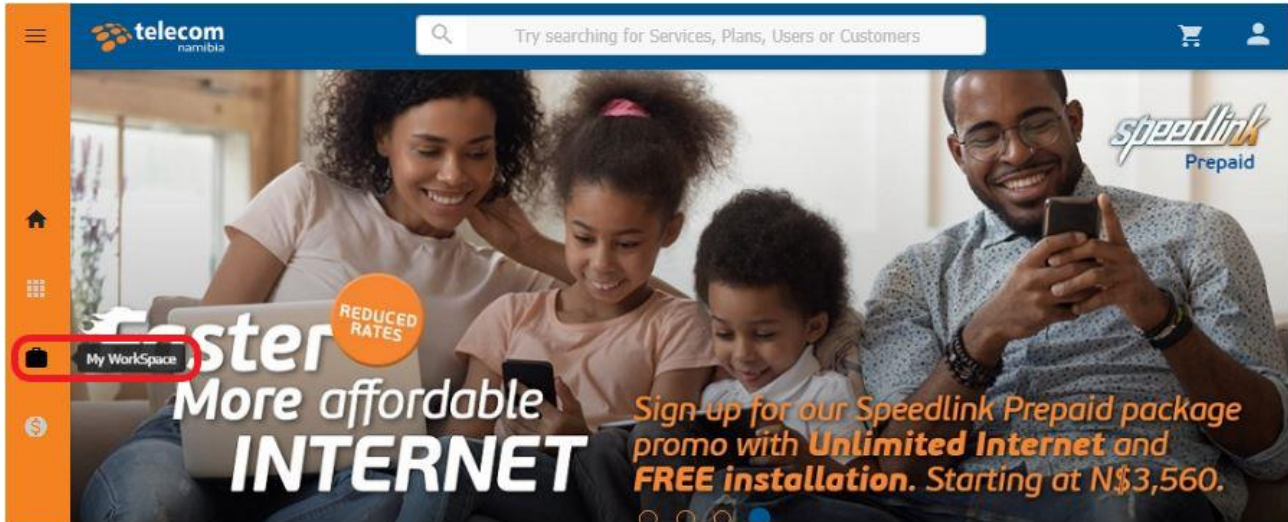
The screenshot shows a Microsoft dialog box titled 'Stay signed in?'. It contains the text: 'Do this to reduce the number of times you are asked to sign in.' Below this text is a checkbox labeled 'Don't show this again'. At the bottom of the dialog, there are two buttons: a grey 'No' button and a blue 'Yes' button.

You will now be logged onto the Microsoft 365 portal and you will be able to manage your services.

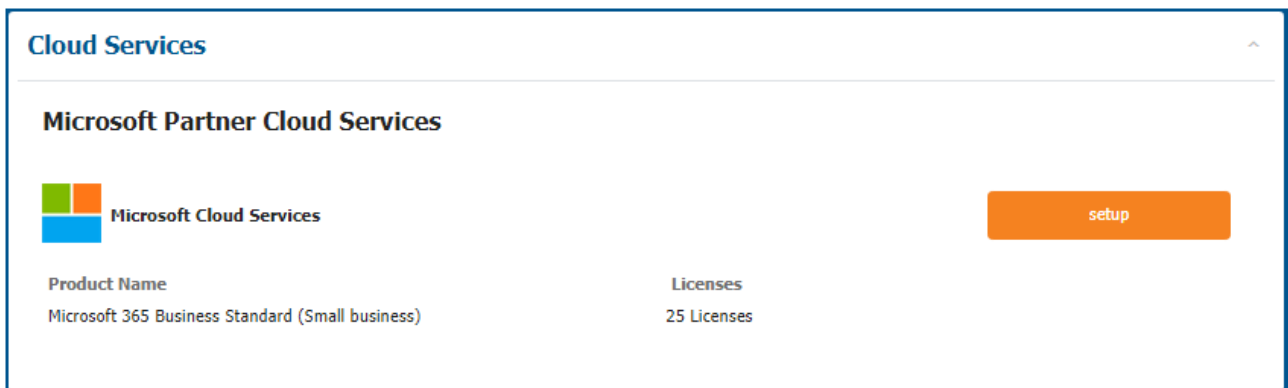


2.6 Telecom Namibia Cloud Portal – My Workspace

This menu option takes you the products that you have successfully ordered.

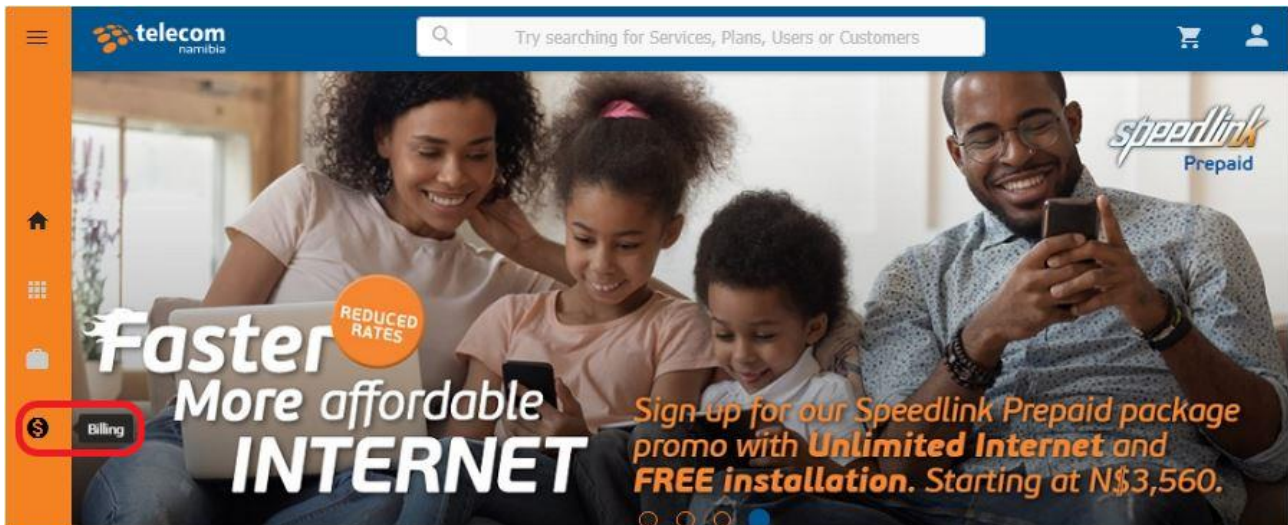


You can use this screen to step into the Microsoft 365 portal by clicking on the “setup” button.



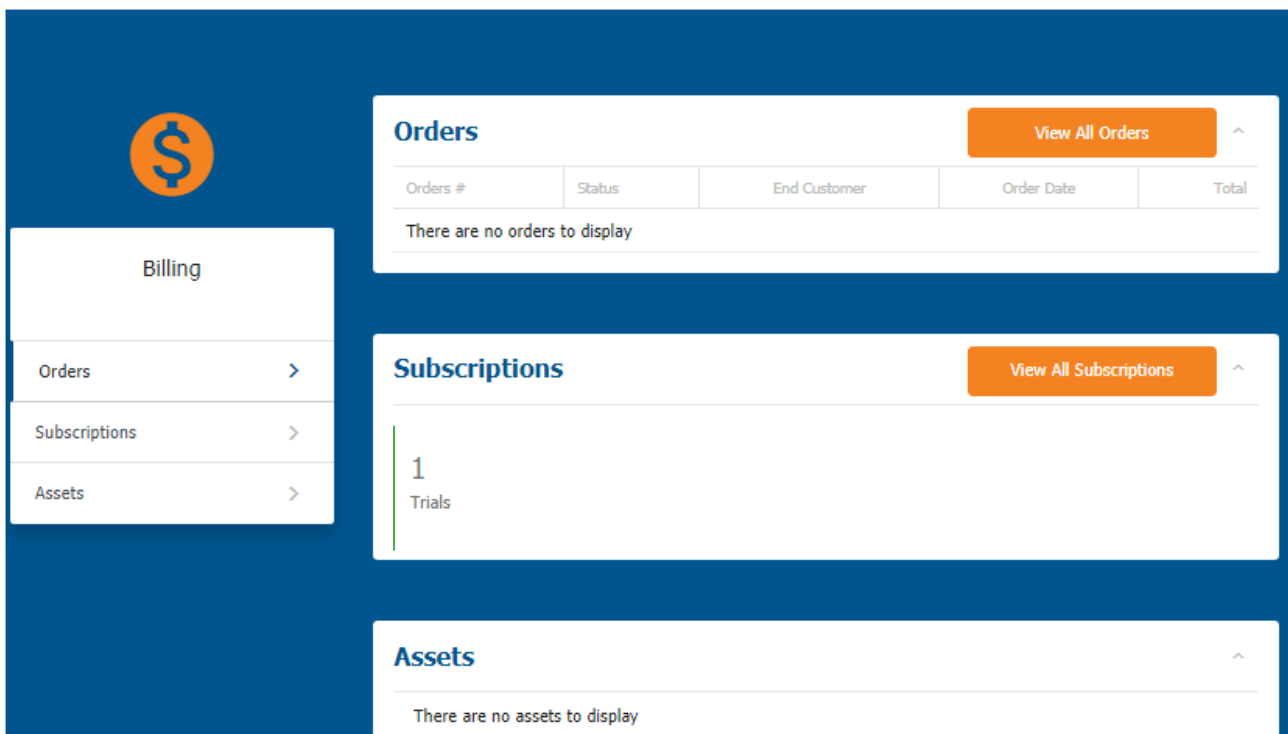
2.7 Telecom Namibia Cloud Portal – Billing

This is the section to find all your billing related information.



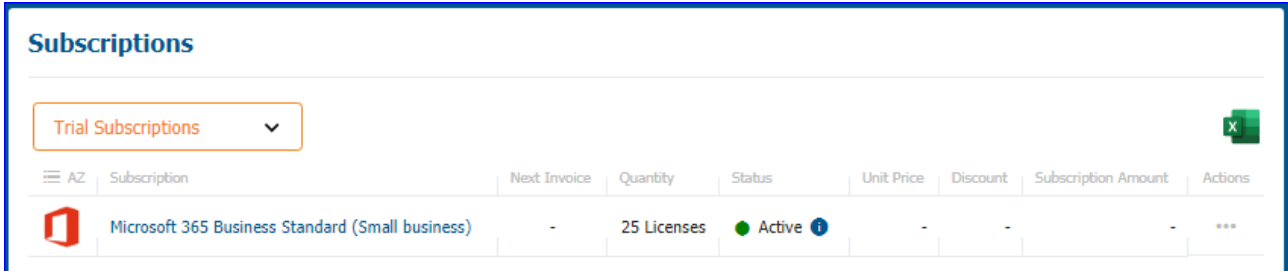
BILLING INFORMATION



All your billing information is displayed on this page, including orders, subscriptions and assets.



27.1 Telecom Namibia Cloud Portal – Billing - Subscriptions

You can click on the “Subscriptions” option on the screen above to see all your ordered services as well of the status of these services.



Subscription	Next Invoice	Quantity	Status	Unit Price	Discount	Subscription Amount	Actions
 Microsoft 365 Business Standard (Small business)	-	25 Licenses	Active 	-	-	-	...

3. Say “Hi” to Continuous Evolution

The Cloud journey is never completed. One of the best features of Cloud, is that change is introduced continuously. What you have today and what is available today, will be better tomorrow and continue to be enhanced with every passing day. This implies that the information in this manual and the exact views in the system will change over time. Even so the basic information in this manual will continue to assist you with your Cloud journey.

Safe travels,

The Telecom Namibia Cloud Team