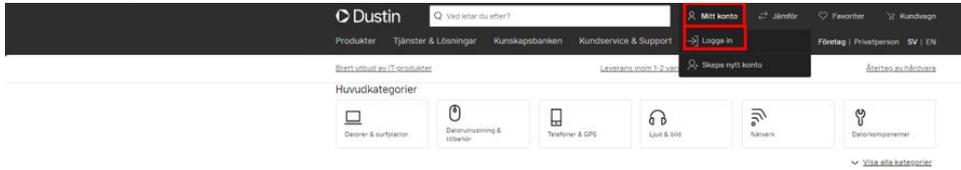


Dustin Services Marketplace – Customer startup guide

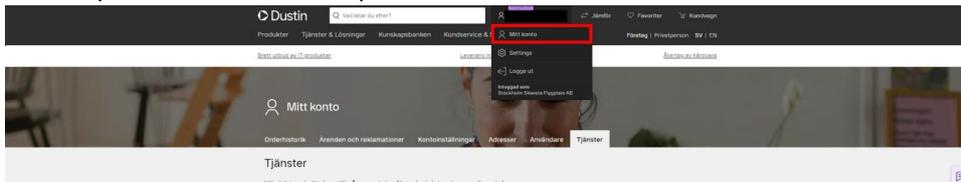
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How to log in

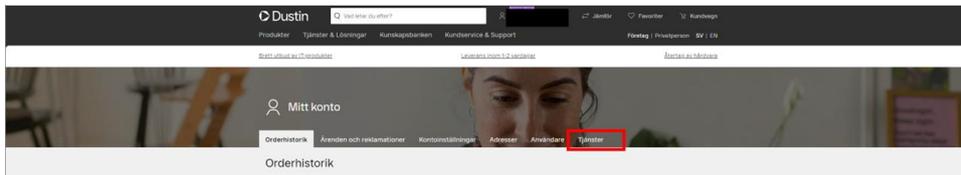
- Go to the Dustin web for your local country:
 - <https://dustin.se>
 - <https://dustin.no>
 - <https://dustin.fi>
 - <https://dustin.dk>
- Click on “My Account” and “Log in”.



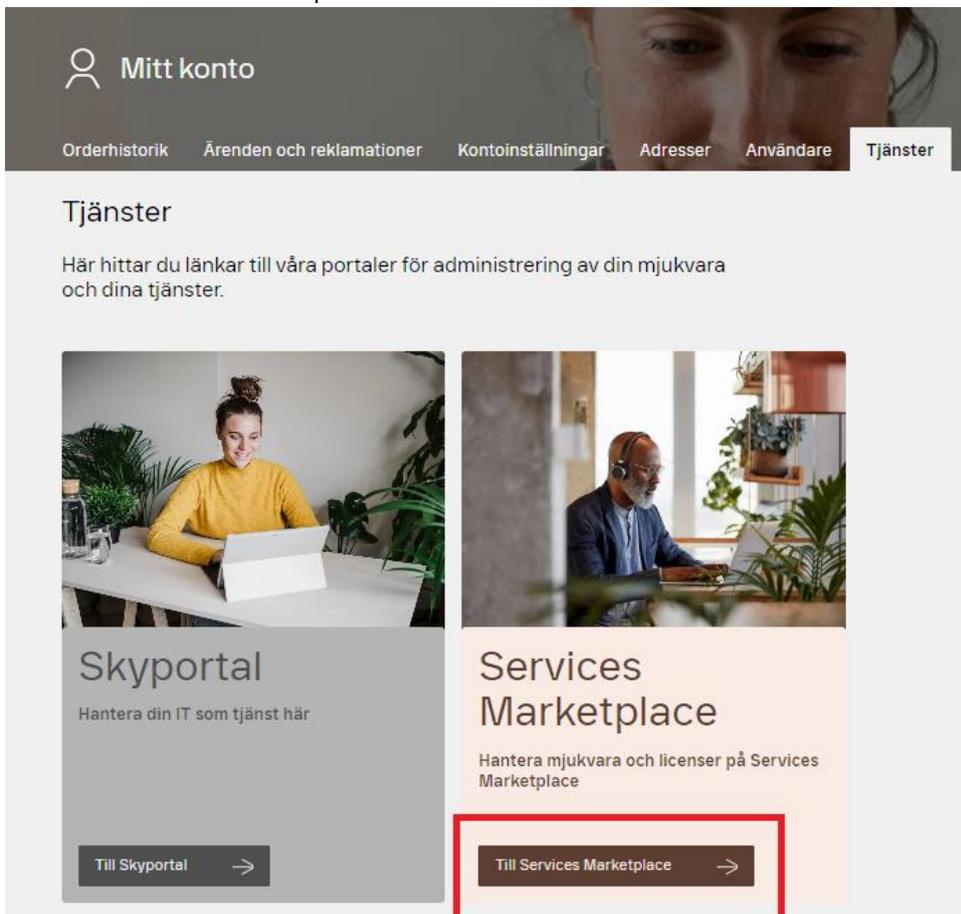
- Click on your name and then “My Account”.



- Click on to “Services”.

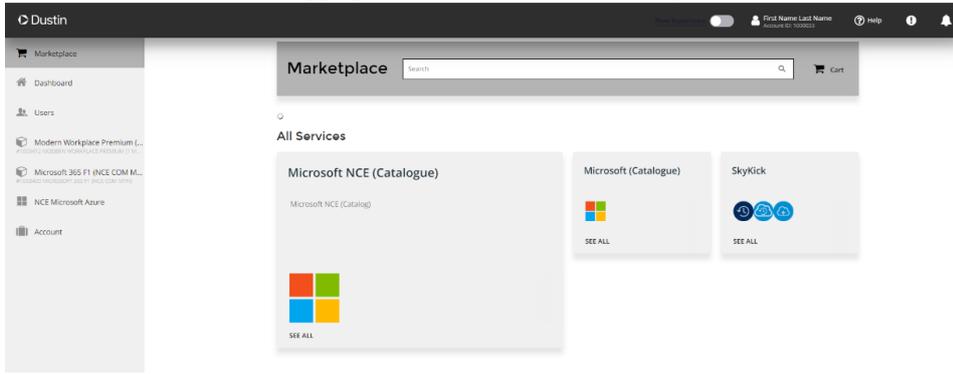


- Click on “To Services Marketplace”.

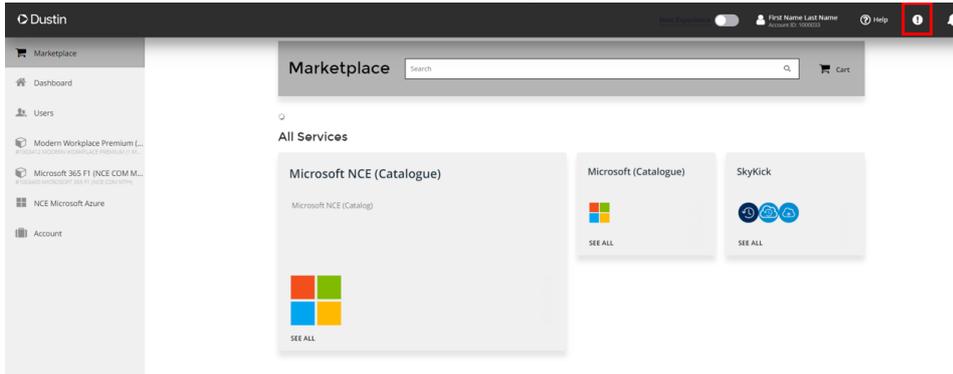


- You will now log in to Services Marketplace. Your log in details will automatically filled in, which are the same as you use to log in to Dustin web.

- This is the first view after logging in to Dustin Services Marketplace.

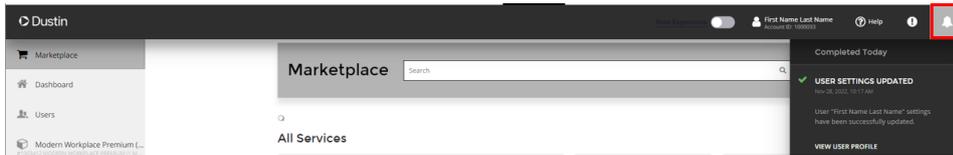


- You will find information that Dustin will inform you about here.

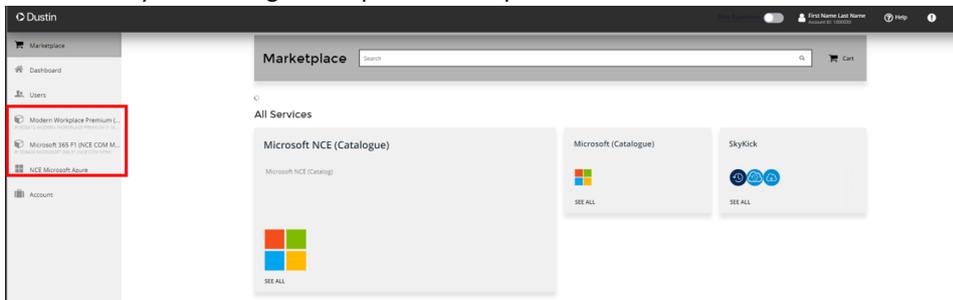


It can for example be if the platform will have a maintenance window and will be down for some time or if we have a new feature that we will inform you about.

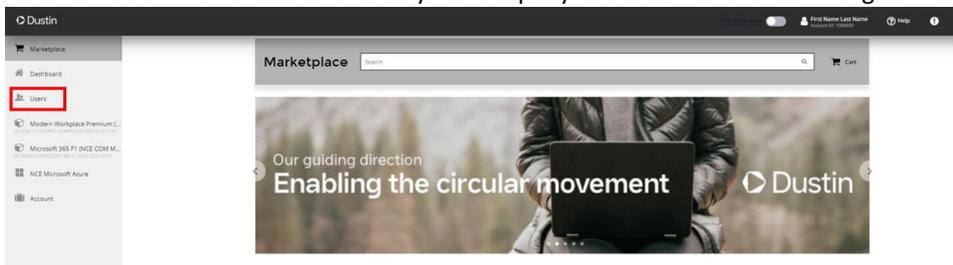
- You can click on the “Bell” to check the history of orders, creation of new users and so on.



- You can see your existing subscriptions in the panel to the left.



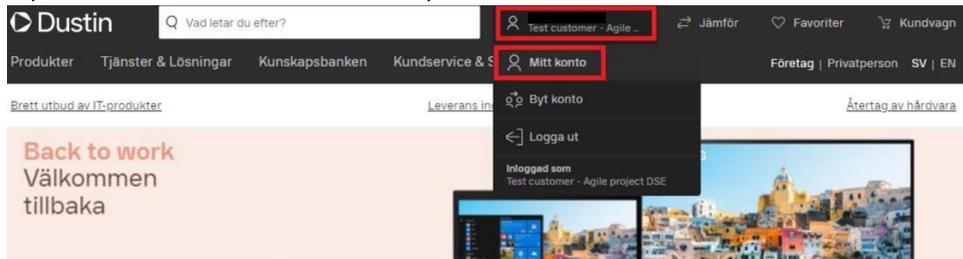
- Click on “users” to see which users in your company that have an account to log in to Dustin Services Marketplace.



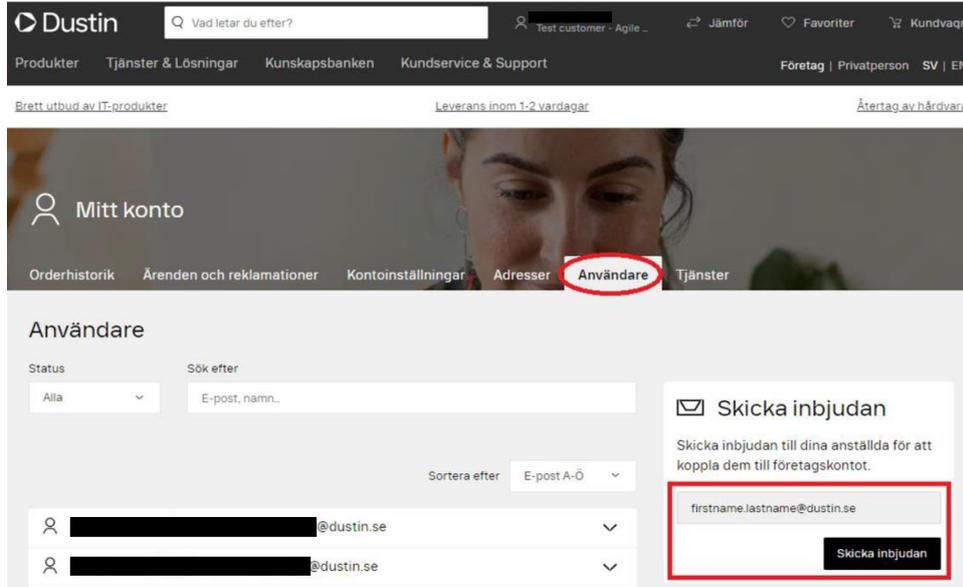
Give access to a user

- To enable another user at your company to login to Dustin Services Marketplace, that person needs an account at the Dustin Web, otherwise the person has to register a new account.

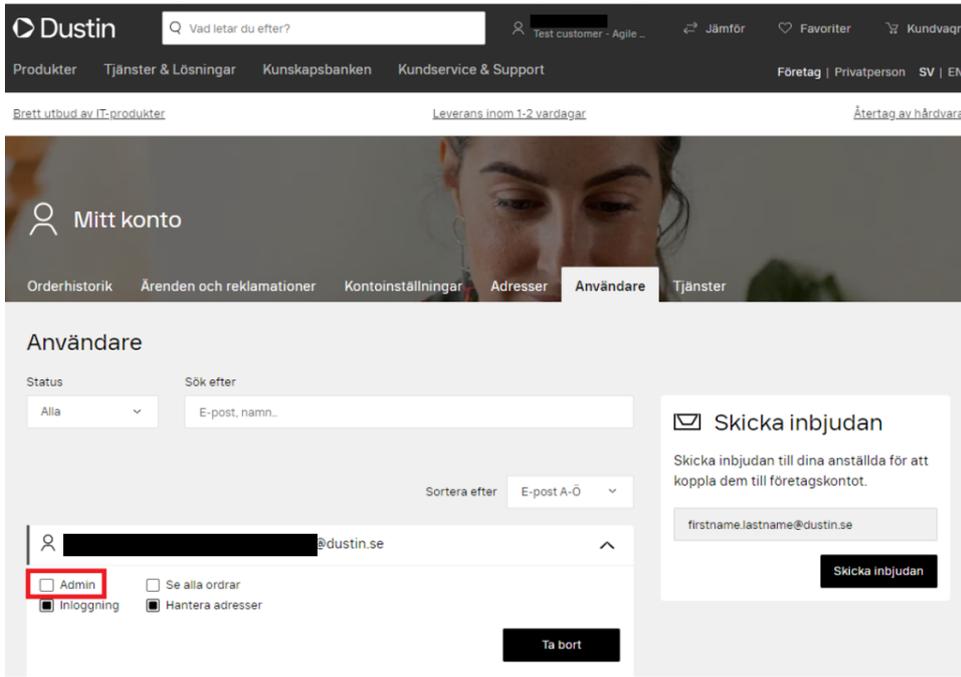
To invite a new user to your company, you need to log in to the Dustin web, after logging in, click on your name at the top of the screen and then click on "My account"



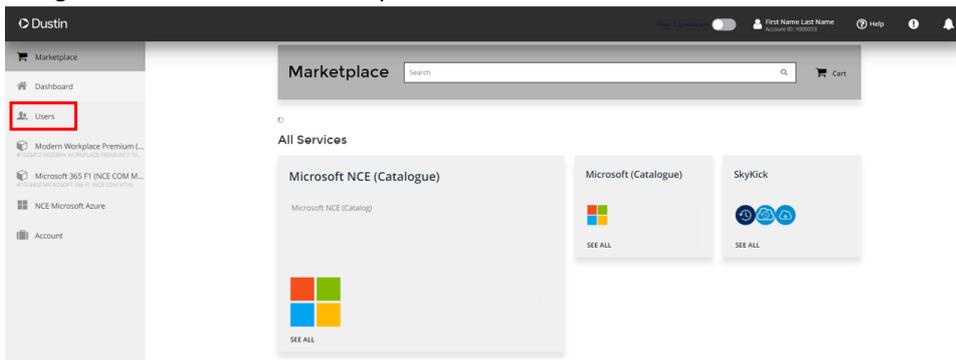
- Click on "Users", type in the e-mail address of the user you want to invite and click on "Send Invitation".



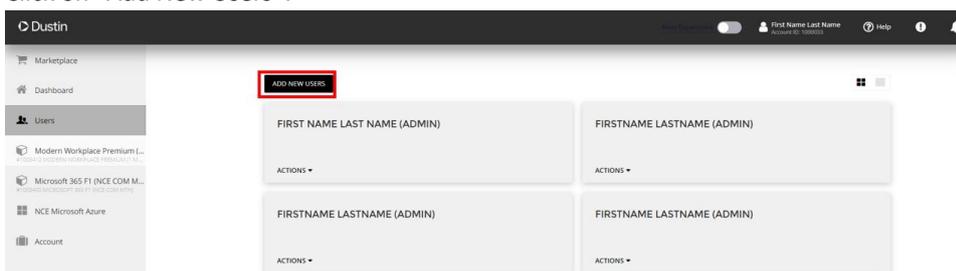
- If you can not see the tabs “Users” under “My account” it is because you do not have the admin permission at your company. The first user to register the company at Dustin web automatically gets the admin role. Someone with an admin role can give other users the admin role by selecting “Admin” under the user:



- After the new user is registered at Dustin web, to enable the user at to log in to Dustin Services Marketplace you need to log in to Dustin Services Marketplace and click on “Users”.



- Click on “Add New Users”.



- Specify the new user:
 - Type the first name, last name and e-mail of the user.
 - The e-mail need to be the same e-mail the new user use at the Dustin web.
 - Click on “Assign staff member roles to user”
 - Select a role for the user
 - Staff member defaults means that the user will have access to manage your company’s current subscriptions but not order new subscriptions.
 - Account Administrator means that the user will have access to both manage current subscriptions and order new subscriptions.
 - Type in your companies address and phone number to the user.
 - Click Finish.

The screenshot shows the 'SPECIFY NEW USER' form in the Dustin application. The form is divided into several sections:

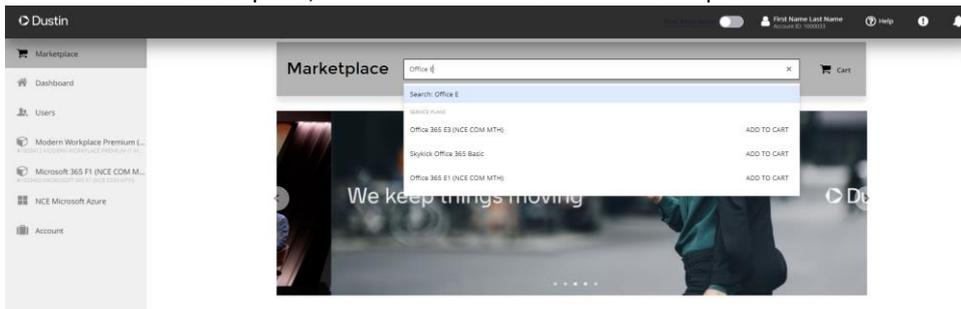
- First Name** and **Last Name** fields.
- Email** field with a note: "This email address will be used to sign in and receive notifications."
- Access Rights** section with two radio buttons:
 - Allow user to manage assigned services only
 - Assign staff member roles to user
 - Staff member defaults
 - Account Administrator
- Address** section with:
 - Address Line 1** (Street 1)
 - Address Line 2 (Optional)** (e.g. Box 7)
 - City** (Stockholm)
 - Country** (Sweden)
 - State (Optional)** (e.g. Alaska)
 - Zip Code** (12345)
 - Phone Number** (+4670000000)
- Buttons:** "DONE MORE USER" (black), "CANCEL", and "FINISH" (grey).

Below the main form, there are sections for "ASSIGN SERVICES TO NEW USERS" and "SELECT OPTIONS" (with a checkbox for "Send activation email to users").

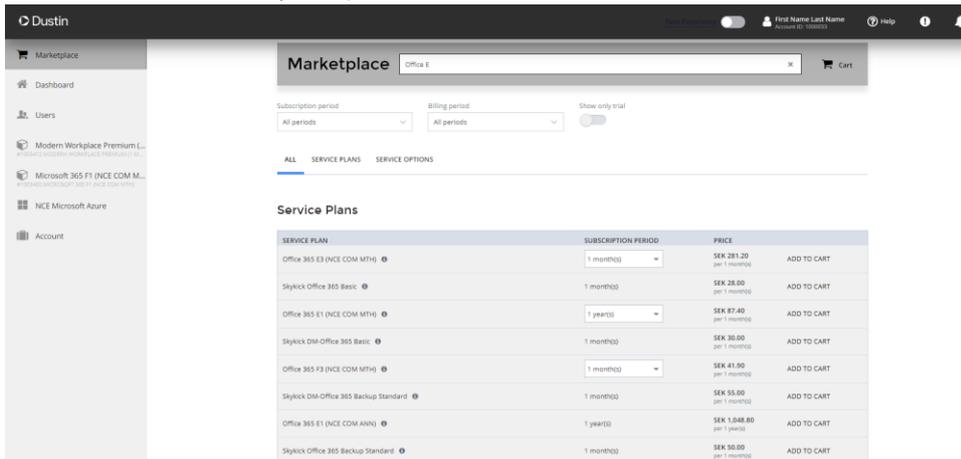
- The user should now be able to log in in at Dustin Services Marketplace. See separate routine for [“How to log in”](#).

Order a new subscription

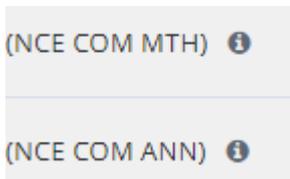
- To order a new subscription, search for it in the search field and press enter.



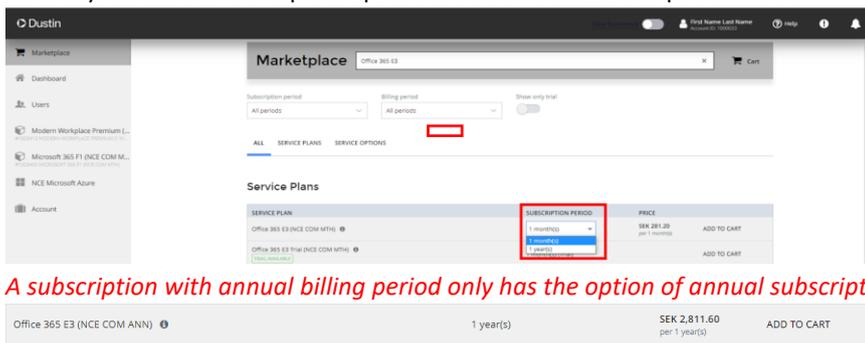
- As you see in the results, there are several different service plans that are available in monthly and annual billing period (the frequency on which you will be billed), and monthly and annual subscriptions period (how long you have committed to the subscriptions).



- "NCE COM MTH" means that the services plan has a monthly billing period.
- "NCE COM ANN" means that the services plan has an annual billing period.

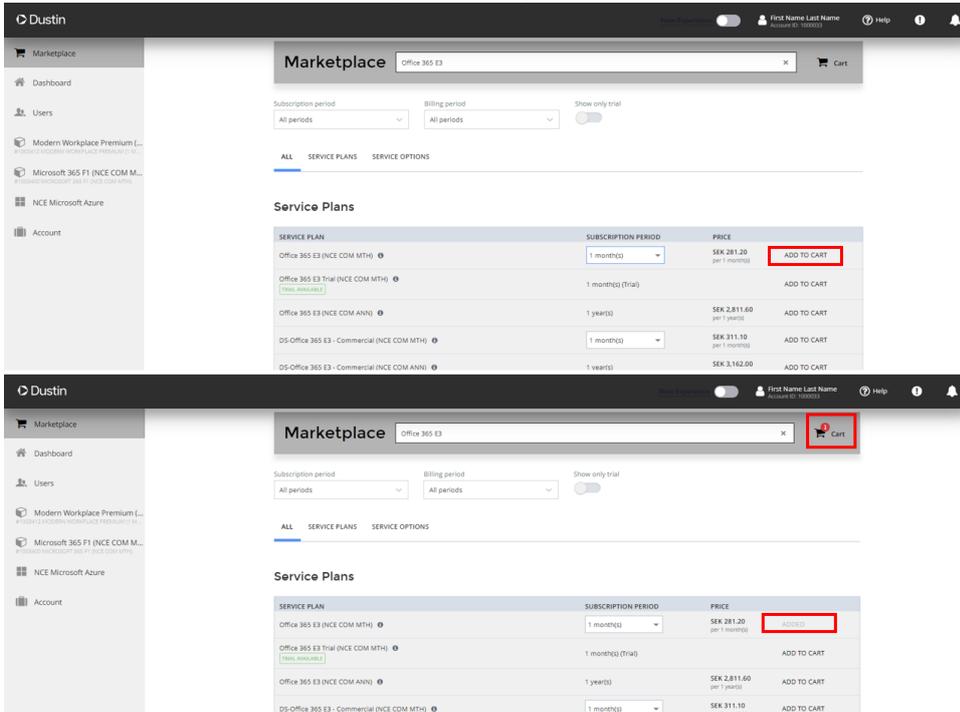


- Monthly or annual subscriptions period is selected in the drop-down list.

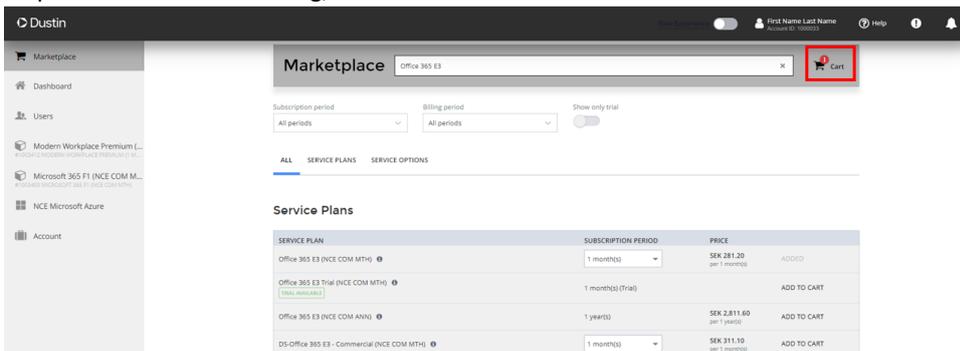


A subscription with annual billing period only has the option of annual subscription period.

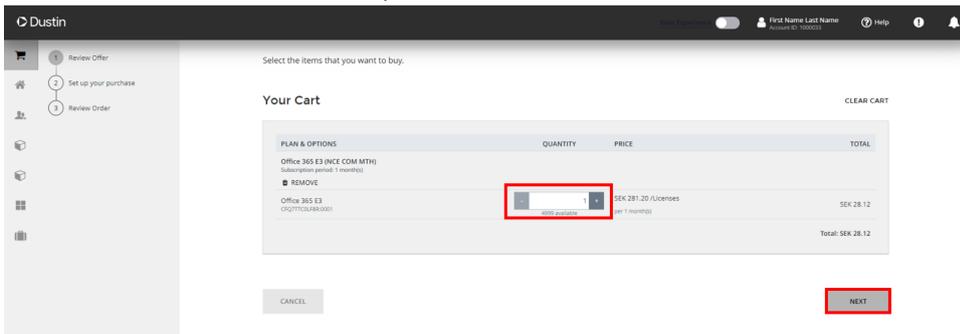
- Click on “Add to cart” on the subscriptions that you want to order.



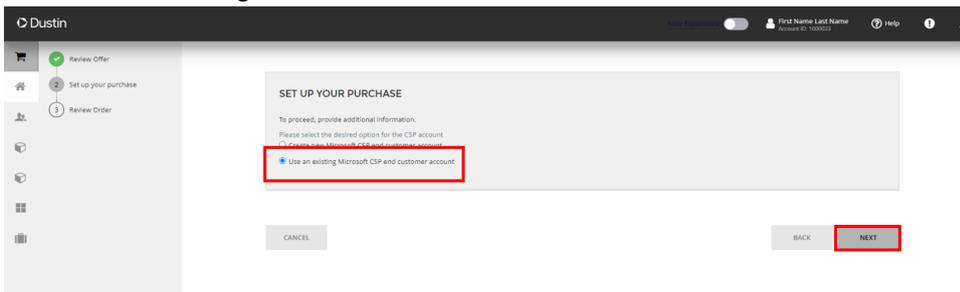
- To proceed with the ordering, click on “Cart”.



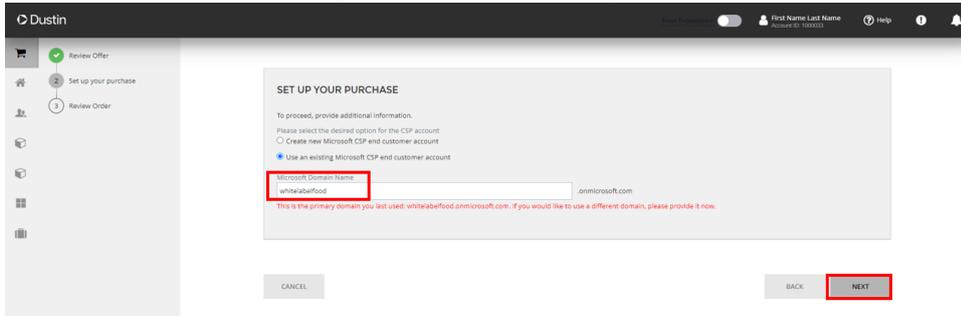
- Select the number of licenses that you want and click “Next”.



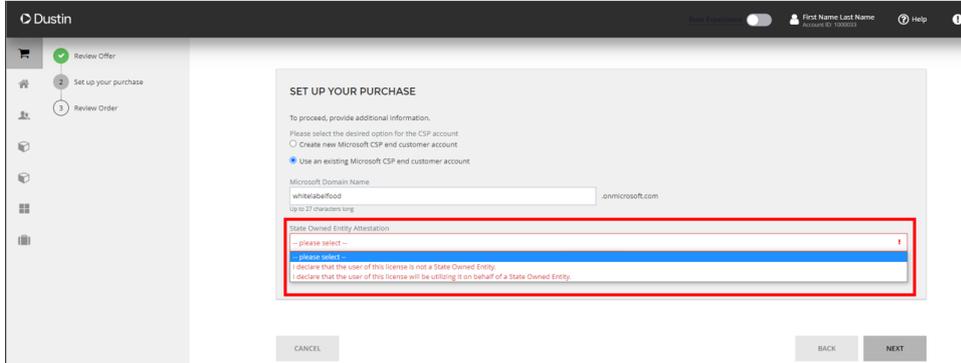
- Select “Use an existing Microsoft CSP account” and click “Next”.



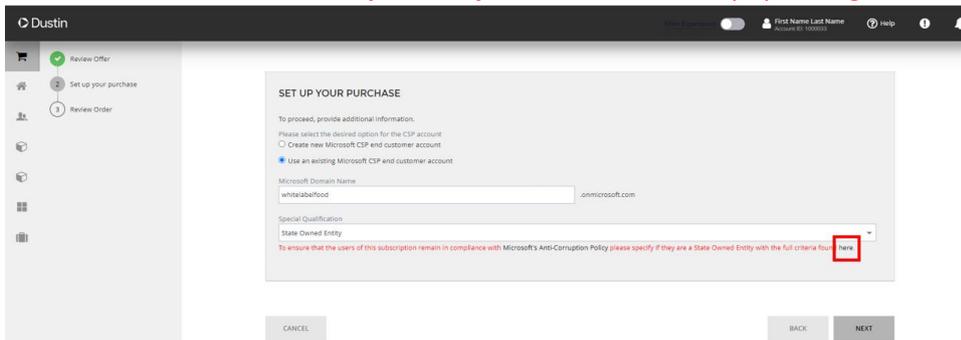
- Your Microsoft Domain Name gets filled in automatically. Click then “Next”.



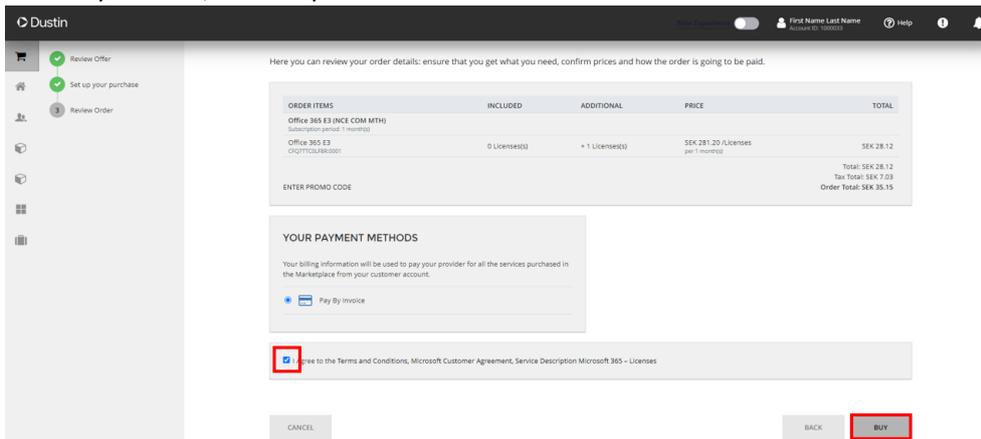
- Select Special Qualification for if you are an State Owned Entity Attestation or not. After that, click “Next”.



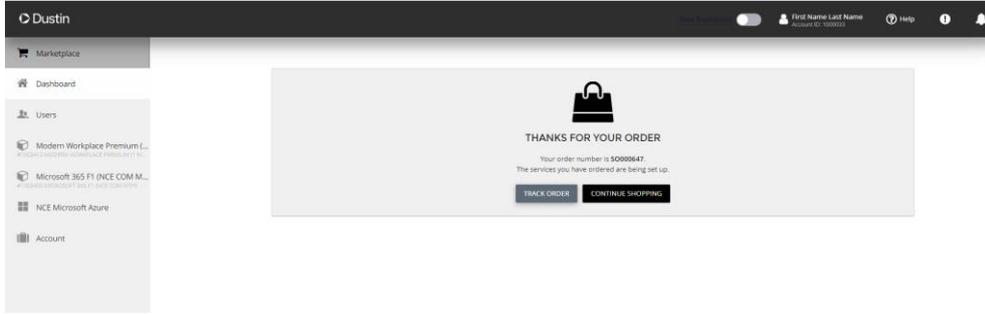
You can read more about Microsoft criteria for a State Owned Entity by clicking at the link.



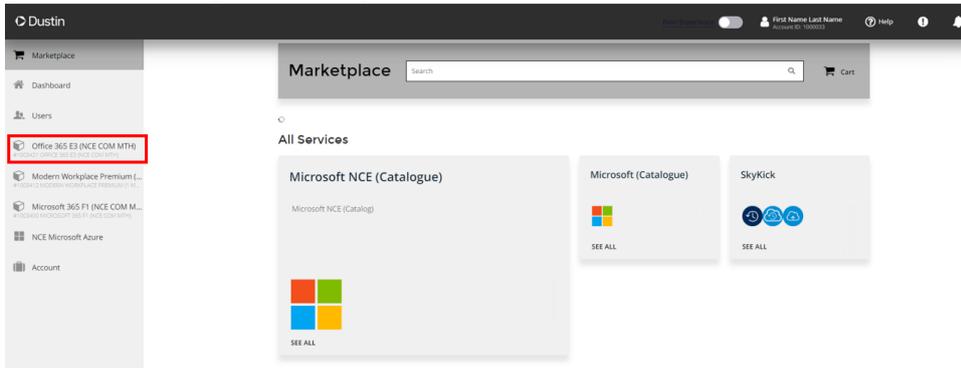
- To be able to buy the subscription you first have to agree to the different Terms and Conditions. After that, when you are ready to order, click “Buy”.



- When you have completed the order, it will take a few minutes until the subscriptions are ready.

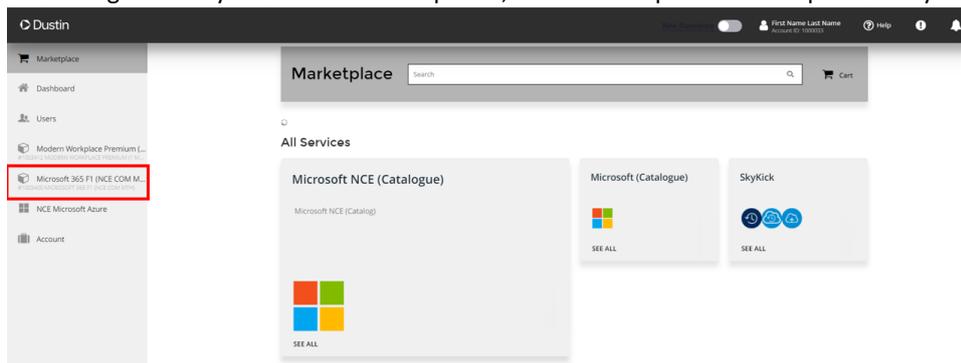


- When the order is completed and the subscriptions is ready, it will show up in the list of subscription to the left, where you now can manage the subscription.

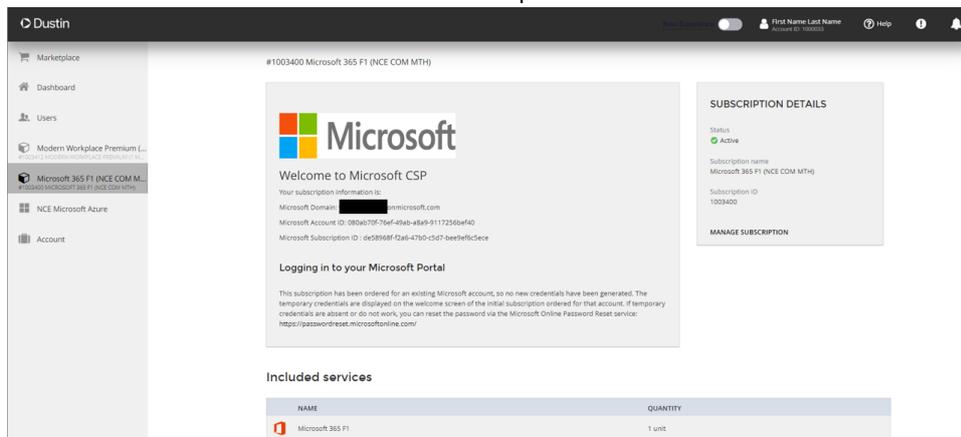


Manage existing subscriptions

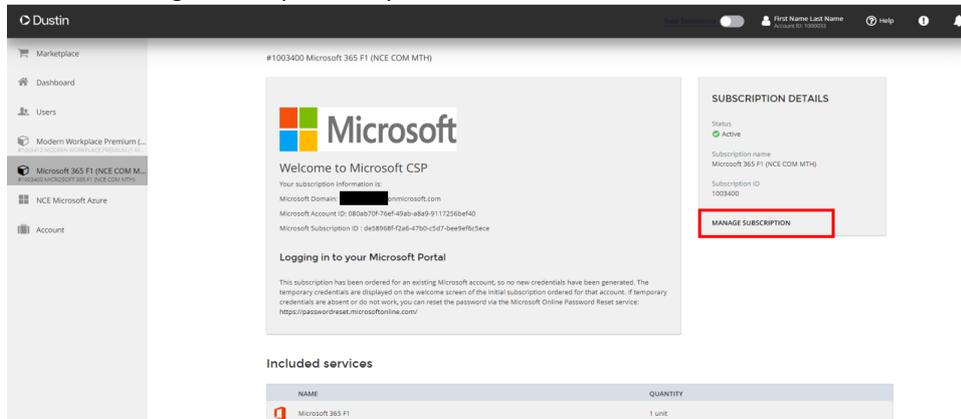
- To manage one of your current subscriptions, click on the specific subscription that you want to change.



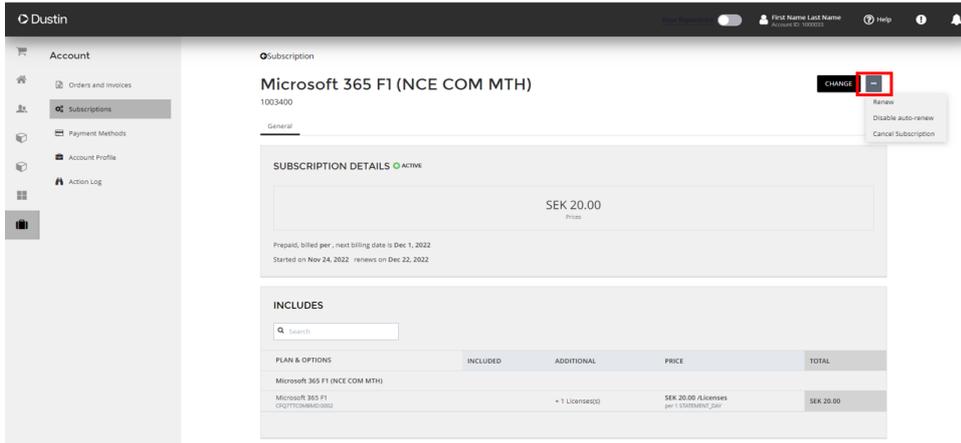
- Here will you find information about the subscription, for example how to access the Microsoft portal, which Microsoft Domain and the number of licenses the subscription has.



- Click on "Manage Subscription" to proceed.

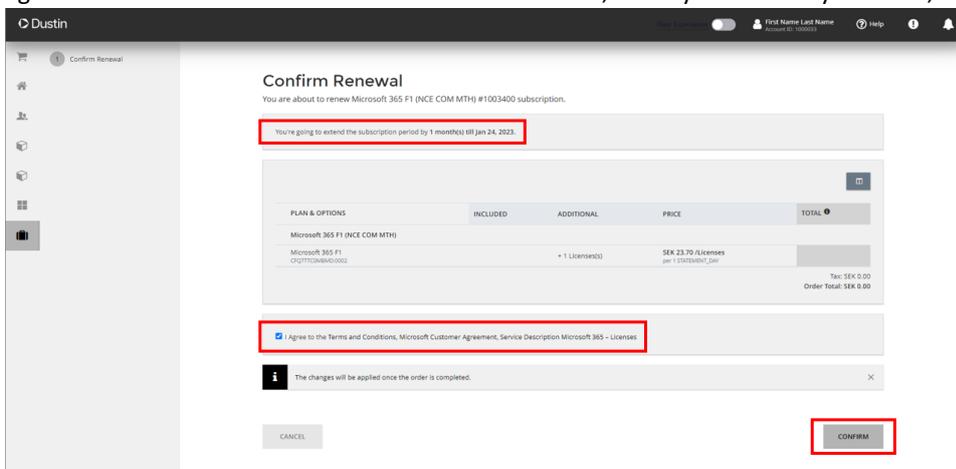


- In this view are you able to change number of licenses. If you click on the three dots you will have options to renew the subscription, disable auto-renewal and to cancel the subscriptions.



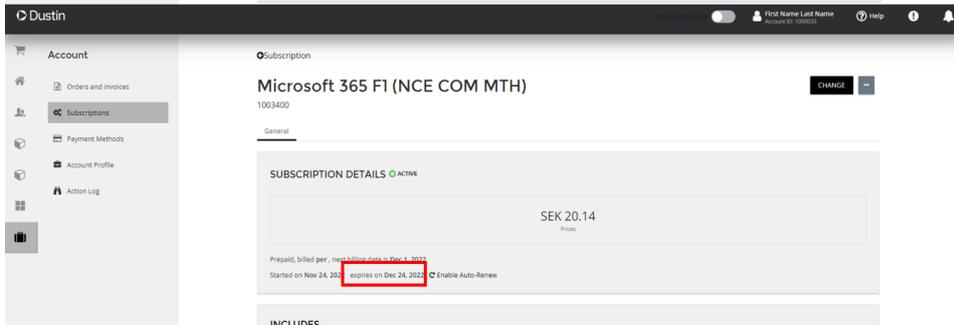
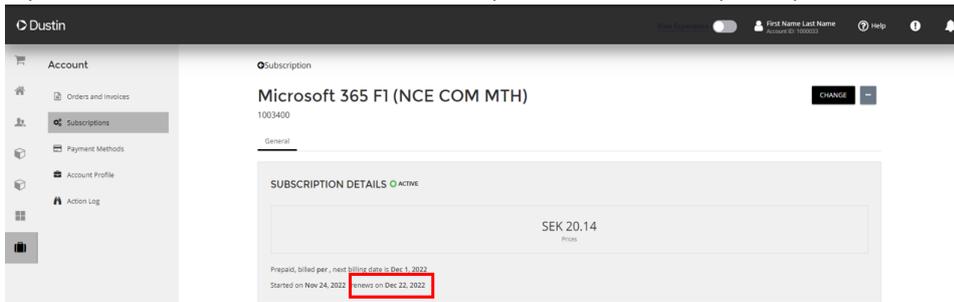
Renew a subscription

- If you click on “Renew” you will extend the subscriptions period. To be able to renew the subscription you first have to agree to the different Terms and Conditions. After that, when you are ready to order, click “Confirm”.

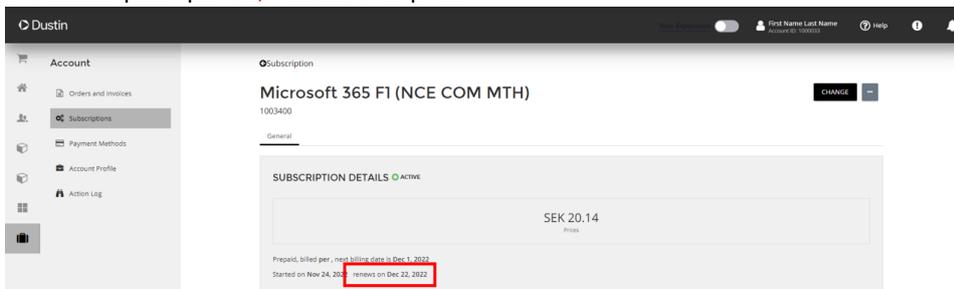


Disable auto-renewal for a subscription

- If you click on “Disable Auto-renewal” will expire after the subscriptions period ends.



- If you want to change it back again, click on “Enable Auto-Renew” and the subscription will be renewed at the end of the subscription period, instead of expired.

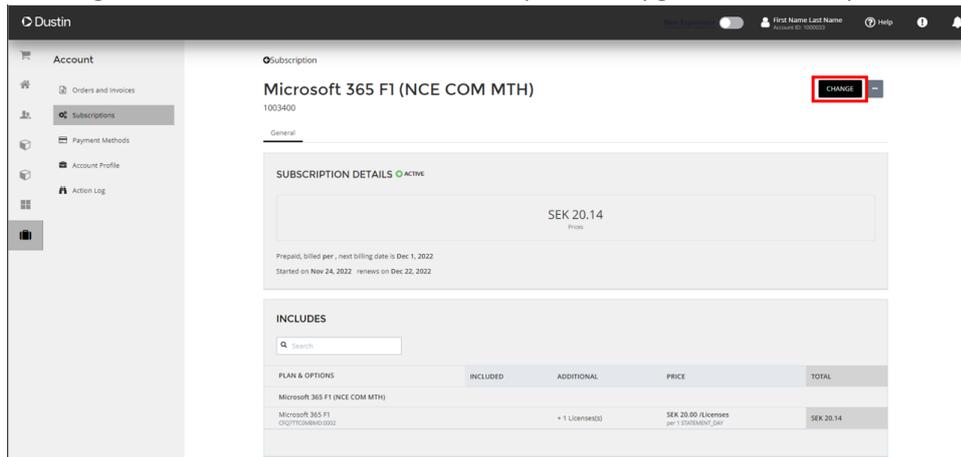


Cancel a subscription

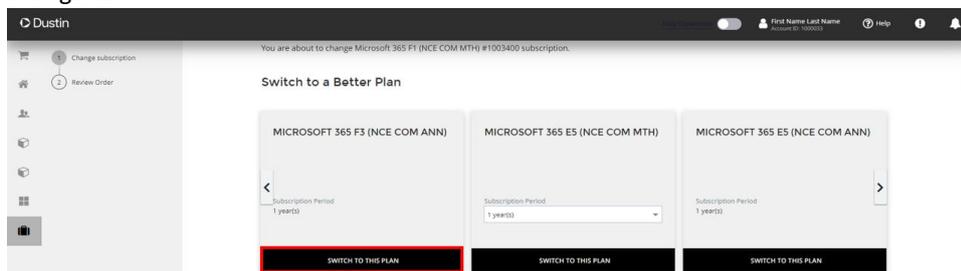
- You can only click and use cancel subscription on the renewal date. However, you can click on “disable auto-renewal” and the subscription will expire when the subscription periods end.

Change a subscription

- To change the number of licenses in the subscriptions or upgrade to another plan, click on “Change”.

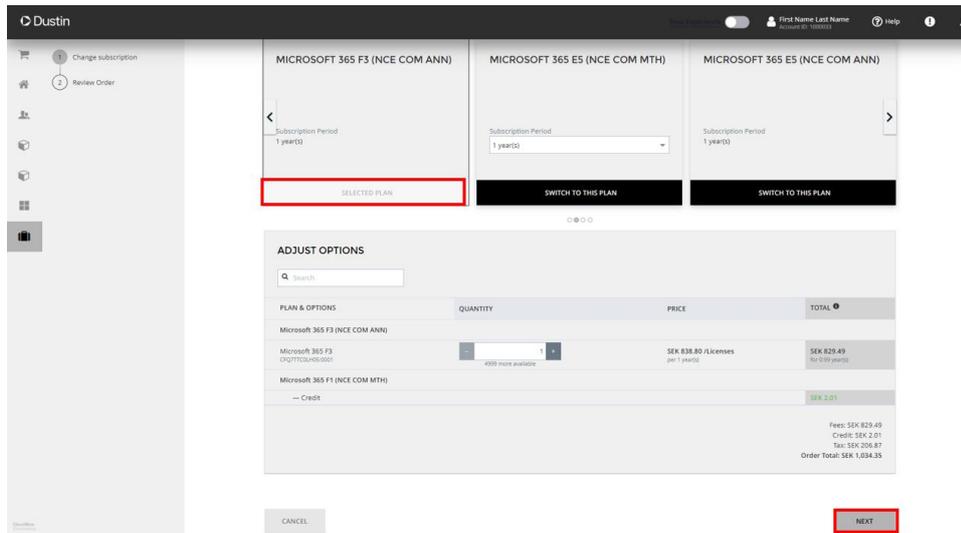


- If you want to switch the subscription to another plan, click on “Switch to this plan” at the subscription that you want to change to.

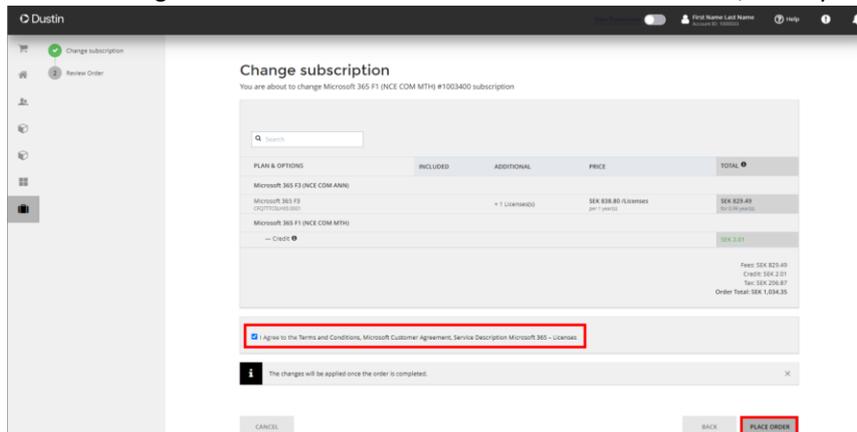


You can only upgrade to a better subscription. You are not allowed to downsize.

- Click on “Next”.



- You have to agree to the different Terms and Conditions. After that, when you are ready to order, click “Place order”.



- To change the number licenses, click on “plus” or “minus” to add/remove that many licenses that you want and then click on “Next”.

You are only allowed to decrease the number of licenses on your renewal date and 7 days forward.

If you want do schedule your subscription before renewal date, please check the guide for [“Schedule changes for a subscription”](#).

Change subscription
You are about to change Microsoft 365 F1 (NCE COM MTH) #1003400 subscription.

Switch to a Better Plan

MICROSOFT 365 F1 (NCE COM MTH)

Subscription Period: 1 month(s)

CURRENT PLAN

MODERN WORKPLACE MOBILE USER F1 (12 MTH)

Core products and features within Microsoft 365 to equip Firstline Workers

Subscription Period: 1 year(s)

SWITCH TO THIS PLAN

MICROSOFT 365 F3 (NCE COM MTH)

Subscription Period: 1 month(s)

SWITCH TO THIS PLAN

ADJUST OPTIONS

PLAN & OPTIONS	QUANTITY	PRICE	TOTAL
Microsoft 365 F1 (NCE COM MTH)	1	SEK 20.15 /Licenses per 1 STATEMENT_DAY	

ADJUST OPTIONS

PLAN & OPTIONS	QUANTITY	PRICE	TOTAL
Microsoft 365 F1 (NCE COM MTH)	3	SEK 20.00 /Licenses per 1 STATEMENT_DAY	SEK 4.03

FEES: SEK 4.03
TAX: SEK 1.01
Order Total: SEK 5.04

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- Click on “Place Order”.

Change subscription
You are about to change Microsoft 365 F1 (NCE COM MTH) #1003400 subscription

PLAN & OPTIONS	QUANTITY	PRICE	TOTAL
Microsoft 365 F1 (NCE COM MTH)	+ 2 Licenses(s)	SEK 20.00 /Licenses per 1 STATEMENT_DAY	SEK 4.03

FEES: SEK 4.03
TAX: SEK 1.01
Order Total: SEK 5.04

The changes will be applied once the order is completed.

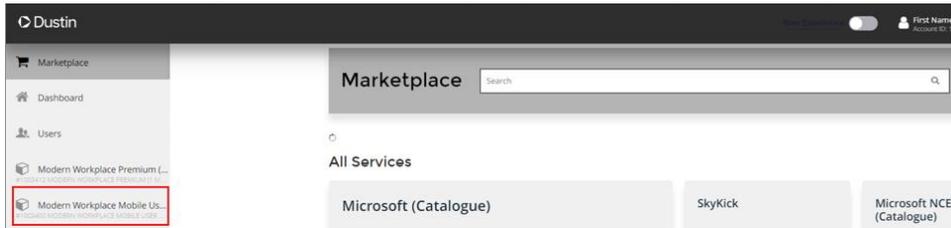
PLACE ORDER

- It will take a few minutes for the order to get completed.

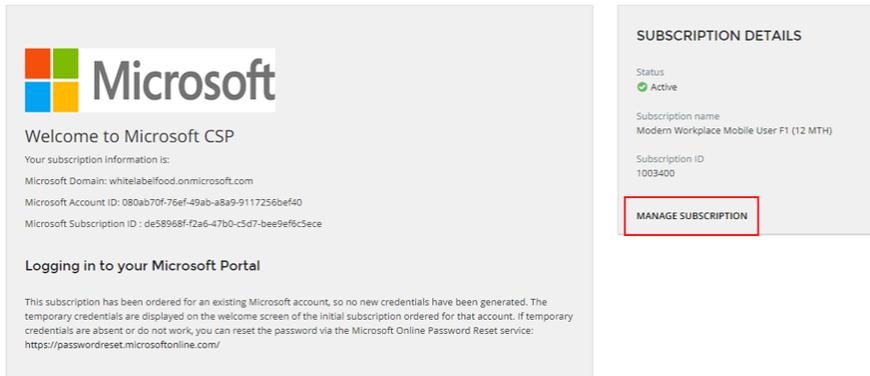
Note! If you want to decrease all you licenses for a subscription click on [“Cancel Subscriptions”](#) Or [“Disable Auto-Renewal”](#) for that specific subscription.

Schedule changes for a subscription

- To schedule a change for a current subscription, click on the specific subscription that you want to change.



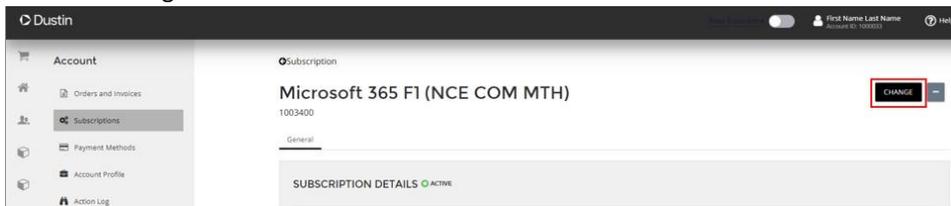
- Click on "Manage Subscription"



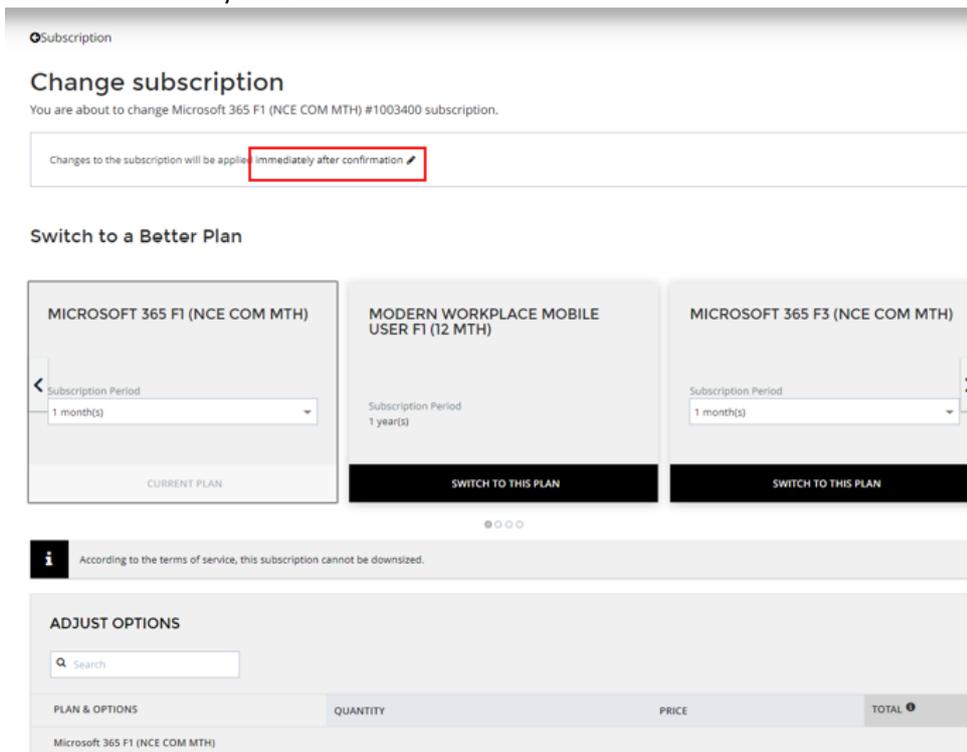
Included services

NAME	QUANTITY
Microsoft 365 F1	1 unit

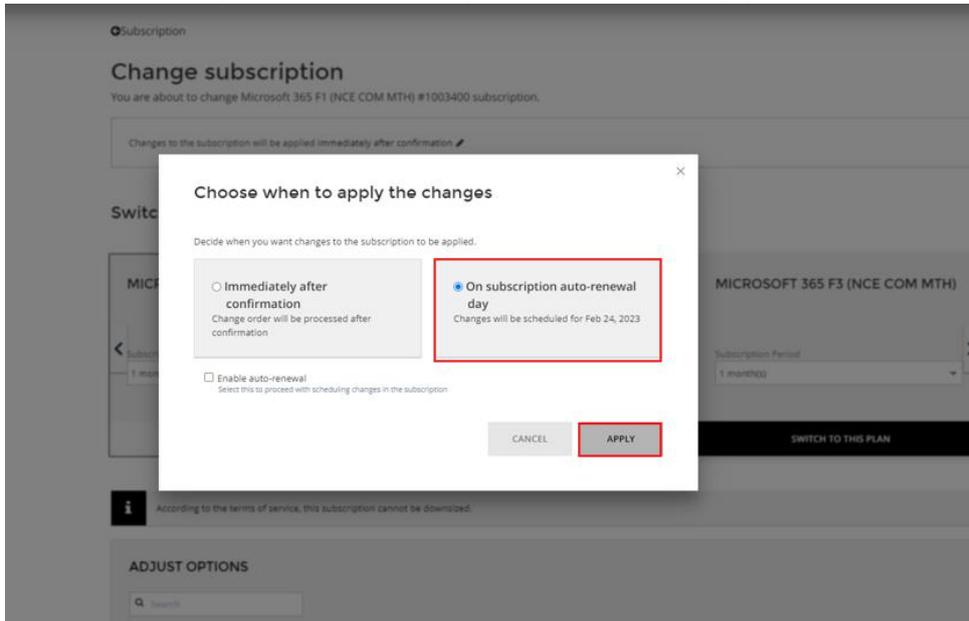
- Click on "Change"



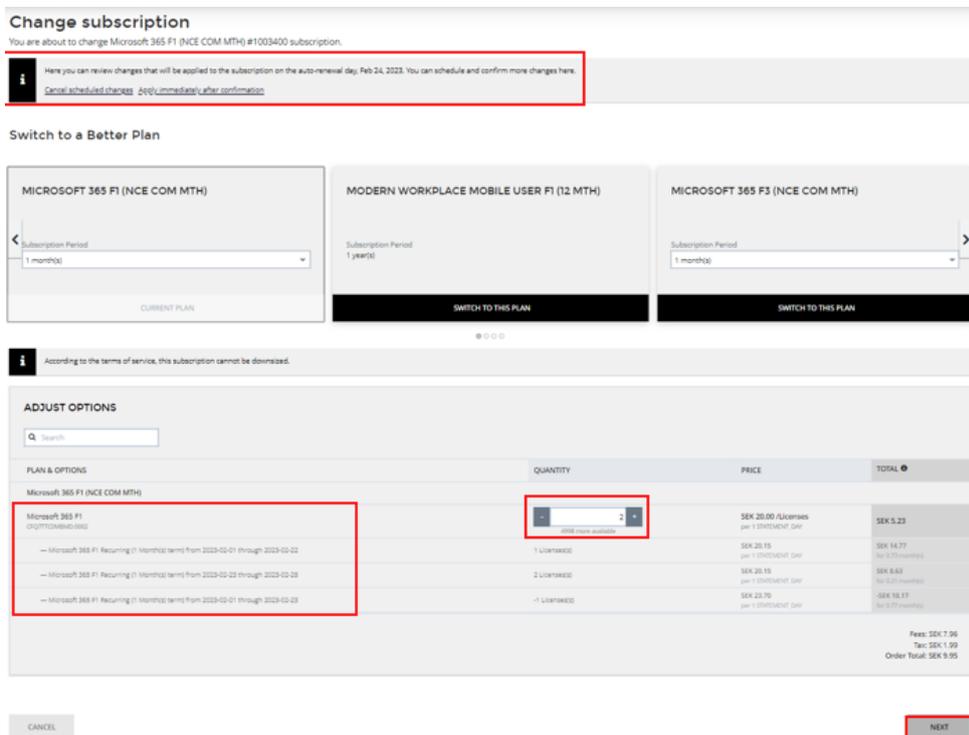
- Click in "immediately after confirmation"



- Click on "On subscription auto-renewal day" and then click on "Apply":



- Select the changes you want to take affect on auto-renewal day, in this case we want to increase the amount of licenses and click "Next":



NOTE! Is the same process if you want to decrease the amount of licenses.

- You need to accept to the Terms and conditions and press “Confirm”

Subscription

Change subscription

You are about to change Microsoft 365 F1 (NCE COM MTH) #1003400 subscription

Search

PLAN & OPTIONS	INCLUDED	ADDITIONAL	PRICE	TOTAL
Microsoft 365 F1 (NCE COM MTH)				
Microsoft 365 F1 CQJ7TTC9MBMD-0002		+ 2 Licenses(s)	SEK 20.15 /Licenses per 1 STATEMENT_DAY	SEK 5.23
— Microsoft 365 F1 Recurring (1 Month(s) term) from 2023-02-01 through 2023-02-22		+ 1 Licenses(s)	SEK 20.15 per 1 STATEMENT_DAY	SEK 14.77 for 0.75 month(s)
— Microsoft 365 F1 Recurring (1 Month(s) term) from 2023-02-23 through 2023-02-28		+ 2 Licenses(s)	SEK 20.15 per 1 STATEMENT_DAY	SEK 8.63 for 0.21 month(s)
— Microsoft 365 F1 Recurring (1 Month(s) term) from 2023-02-01 through 2023-02-23		- 1 Licenses(s)	SEK 23.70 per 1 STATEMENT_DAY	-SEK 18.17 for 0.77 month(s)
				Fees: SEK 7.96 Tax: SEK 1.99 Order Total: SEK 9.95

I Agree to the Terms and Conditions, Microsoft Customer Agreement, Service Description Microsoft 365 - Licenses

The changes will be applied once the order is completed.

CANCEL BACK PLACE ORDER

- Your changes will now be scheduled and the changes will be visible after your renewal date.

Get an overview of your subscriptions

- To get a better overview of all your active subscriptions, click on “Account”

Dustin

Marketplace

All Services

Microsoft NCE (Catalogue)

Microsoft (Catalogue)

SkyKick

Account

- Click on “Subscriptions”.

Dustin

Account

Subscriptions

PENDING ORDERS

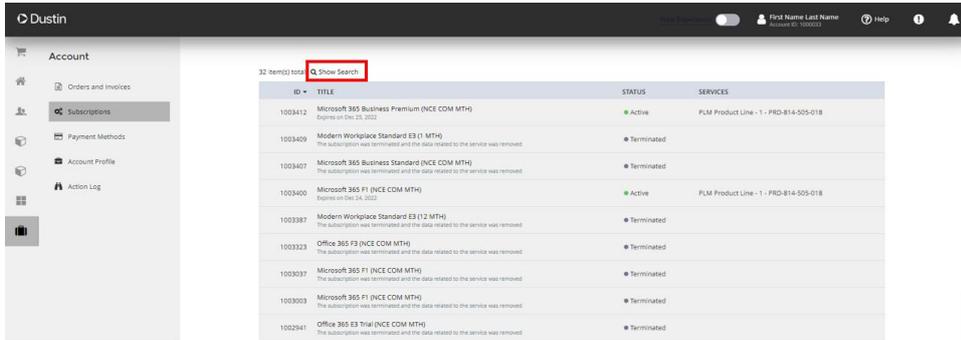
INVOICE HISTORY

ORDER HISTORY

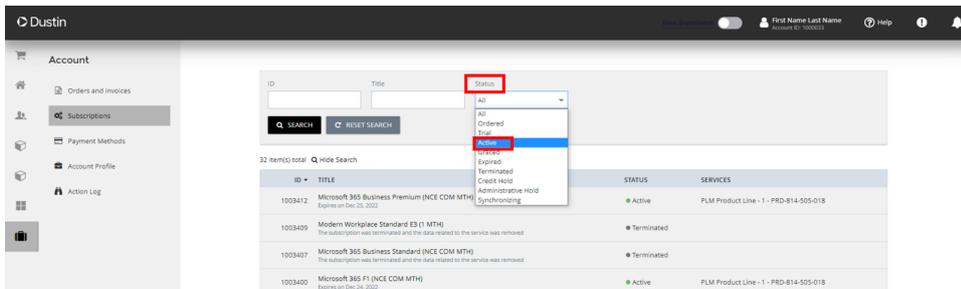
Unpaid

All your documents are paid.

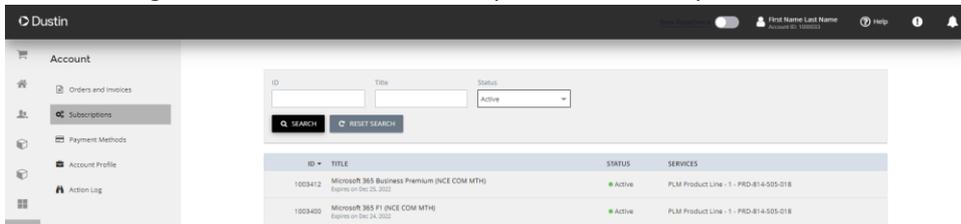
- Click on “Show Search”.



- Select “Status”: “Active” and then click “Search”.



- You will now get a list and an overview of all your active subscriptions.



Click on one of the subscriptions if you wish to manage. See the separate routine for [“Manage one of your existing subscriptions”](#).