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PRISM Tenant User Guide:

Manage Users and Subscriptions

# Create a tenant user

Overview

There are two types of user access levels in PRISM Partner Portal: a partner and a tenant. Both a partner and tenant are linked by a contract agreement. The dependency is depicted on the Figure 1.1.

Diagram

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Portal permissions and available functions are determined based on the level where a user is created.

For example:

* Users created at a partner level can access and perform the same functions as partners, i.e. access pricing, manage subscriptions of end-customers, sign-up to new programs, etc.
* Users created at a tenant level can access the same functions as tenants ie manage subscriptions at the tenant level, see retail pricing.

NOTE: Pricing is only displayed in ‘Add Subscription’ or ‘Manage Tenant’ page. This is applicable to consumption programs only.

Process for creating a tenant user

1. Login to PRISM Partner Portal with partner credentials

Image 1.1: PRISM Login Page

Graphical user interface

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1. Navigate to PRISM side menu and click on Customer Management

Graphical user interface, application, website

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1. Search for the customer record by typing the name in the search bar or by scrolling down the page

Graphical user interface, application

Description automatically generatedImage 1.3: PRISM Customer List Page

1. Click on the name of the selected customer

NOTE: The customer name is a hyperlink which redirects to the Manage Customer Details Screen.

1. Navigate to the Customer Administration area and click on Manage Users

Graphical user interface, application, website

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1. Fill in user details and click on Create Customer button

NOTE: The Tenant User will receive an email with their login credentials

Image 1.5.: PRISM Manage Users Page

Graphical user interface, application

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1. A newly created user record is listed under the Active Users section. If you wish to reset a tenant user password, click on MORE

Graphical user interface, text, application

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Manage subscriptions by a tenant user

Below process illustrates how a tenant user can add or remove licences for an existing subscription as well as subscribe to a new subscription.

Process transcript

1. Login to PRISM Partner Portal using tenant user credentials
2. 2. Navigate to Programs in Use tile and click on View Details

Image 2.1: PRISM Partner Portal

Graphical user interface, application, website

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1. Navigate to Active Signed Agreements section and click on Manage

Image 2.2.: PRISM Products and Programs Page

Graphical user interface, application

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1. Navigate to Tenants section and click on View Details

Image 2.3: PRISM Dashboard Page

Graphical user interface, website

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1. Click on Manage next to the chosen tenant record

Image 2.4: PRISM Tenants List

Graphical user interface, application

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1. To make changes to the existing subscription, click on Manage under the Active Subscription section

Graphical user interface, text

Description automatically generatedImage 2.5: PRISM Manage Tenant Page

1. Click on ‘+’ or ‘-‘ to add or remove licences in the subscription;
2. Graphical user interface, application

   Description automatically generatedClick on Update Quantity button to apply changes to the existing active subscription; NOTE: A user can suspend the subscription by clicking on Suspend Subscription button. Image 2.6.: PRISM Manage Subscriptions Page
3. To add a new subscription, click on Add New Subscription

Image 2.7.: PRISM Manage Subscriptions Page

Graphical user interface, text, application

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1. Use ‘+’ or ‘-‘ to add or remove number of licences;
2. Click on Submit Order to save the selection;

Image 2.8.: PRISM Add Subscriptions Page

Graphical user interface, text, application

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# Deactivate a tenant user

Below process illustrates how a partner can remove access from a tenant user in PRISM Portal. NOTE: By deactivating a tenant user, a partner removes the access to PRISM Partner Portal from the tenant user. A tenant user can deactivate other users against the same tenant.

Process of deactivating a tenant user

1. Login to PRISM Partner Portal with partner credentials
2. Navigate to PRISM side menu and click on Customer Management

Graphical user interface, application

Description automatically generated Image 3.1.: PRISM Partner Portal

1. Click on the name of the selected customer; NOTE: The customer name is a hyperlink which redirects to the Manage Customer Details Screen. Image 3.2.: PRISM Customer List Page

Graphical user interface, application

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1. Navigate to the Customer Administration area and click on Manage Users
2. Choose a user for the deactivation and click on Deactivate button

NOTE: By deactivating a tenant user, a partner removes the access to PRISM Partner Portal from the tenant user.

Image 3.3: PRISM Manage Users Page.

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