MSP CONSORTIUM
Built by MSPs for MSPs

Partner Documentation

Reseller Portal Guide

1. Introduction and Enrollment

One of the benefits of MSP Consortium membership is access to Comodo's range of enterprise security and management tools at greatly discounted rates. As a founding sponsor of the MSP Consortium, Comodo have made available a portfolio of tools designed to meet and exceed the needs of managed service providers.

Comodo products can be managed via two portals:

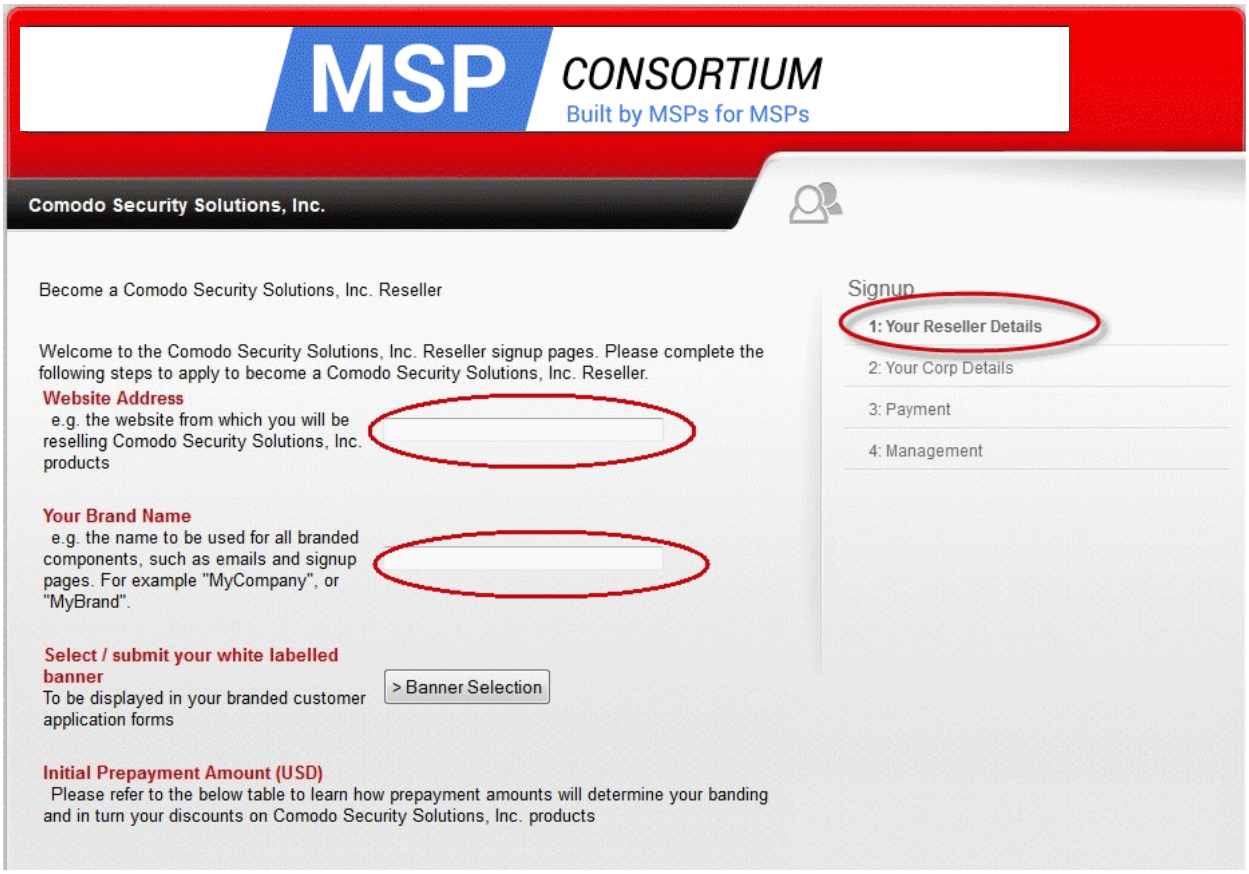
Comodo Security Solutions portal – allows you to purchase and resell discounted licenses for Comodo Device Manager, Comodo Endpoint Security Manager, Comodo Anti-Spam Gateway, Comodo Unified Threat Manager (Korugan), Comodo Web Inspector and more. Enrollment is free.

Comodo CA Reseller portal – allows you to resell Comodo's range of fully-trusted SSL certificate products, including web server certificates, code signing certificates and email certificates.

Enrolling as a partner

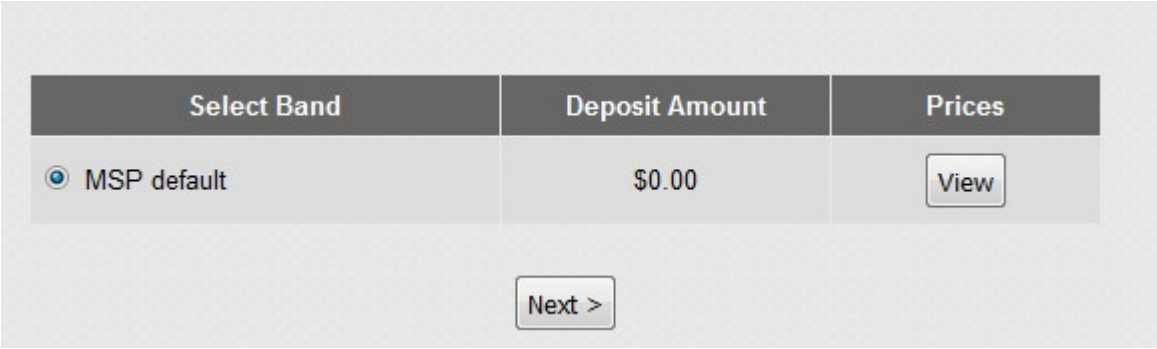
Please **click here** to enroll for a Comodo partner account. If you are a new partner, click 'Go'.

This will open the partner details page where you will complete basic account setup:



In 'Website Address', enter the domain from which you will be reselling Comodo Security Solutions Inc. products. Next, type in your company brand name. This is the name that will be used on branded items such as customer emails and your product order forms. You may also select a banner to be displayed in your branded customer application forms.

Click 'Next' att the bottom of the page to proceed to account details:

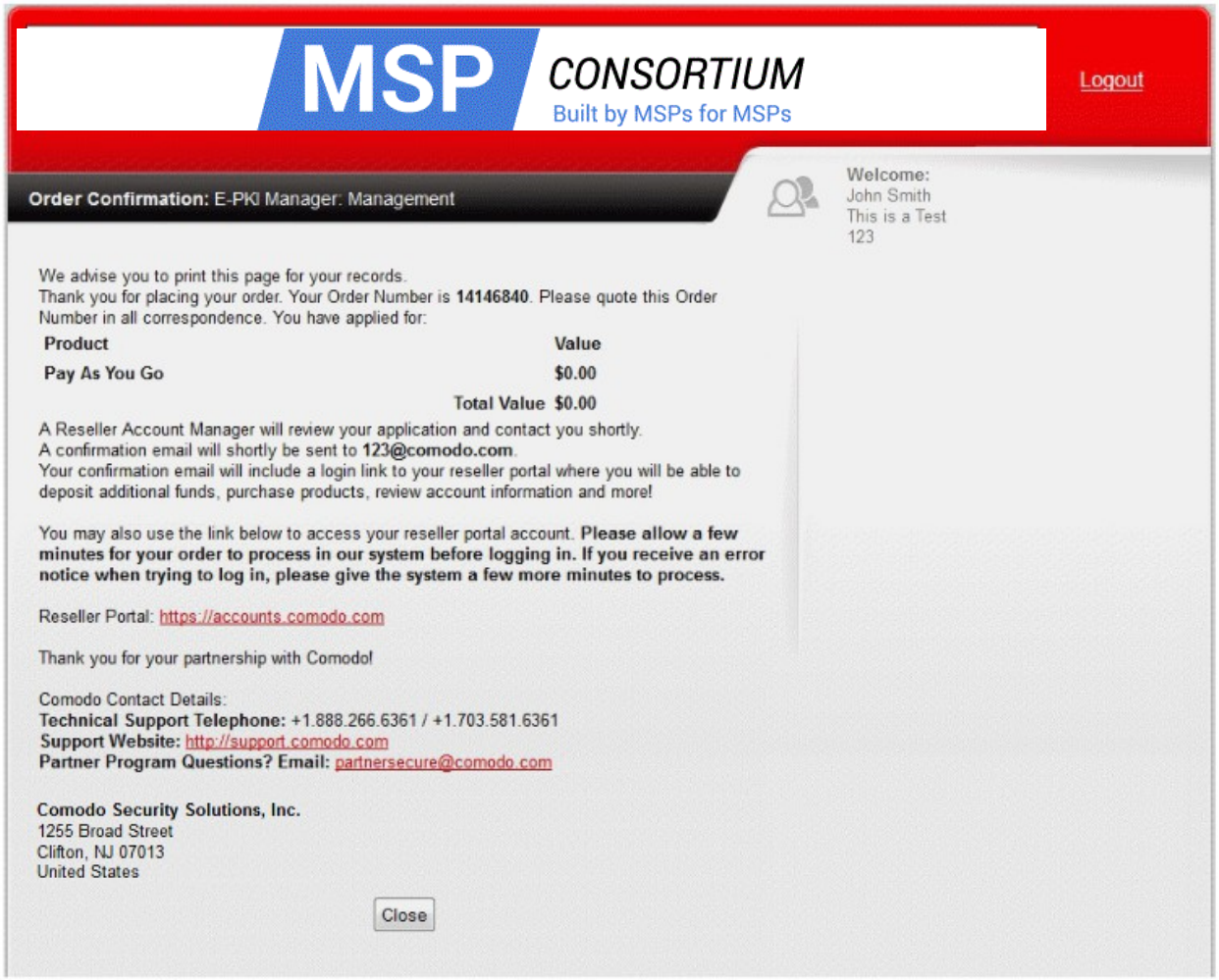


On the next page, enter your company, contact and address details. Please be aware that RED fields are mandatory.

Please make a note of the user-name and password you create during sign-up as you will need this later to log in.

At the foot of page 2 you will be asked to specify your Comodo account username and password. It is important that you make a note of these credentials as you will need them to login to your account in the future.

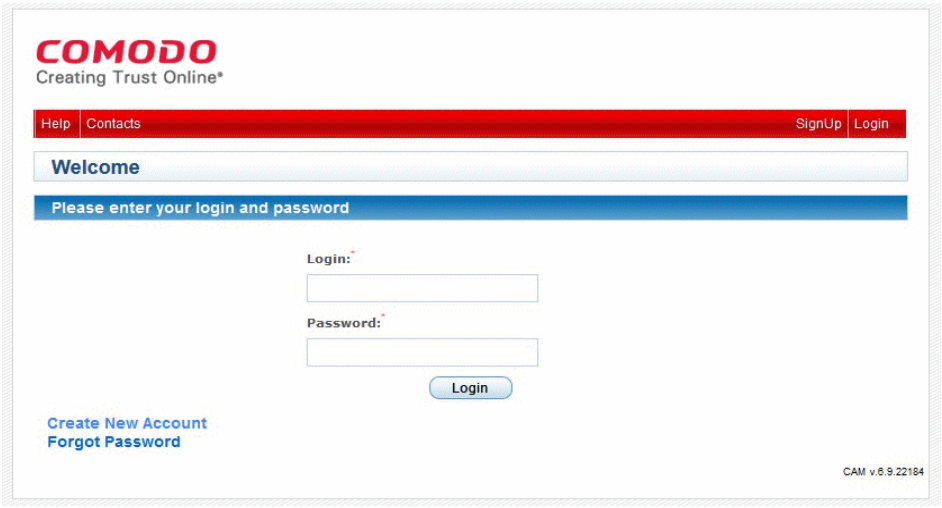
Click 'Next >' once you are satisfied with your account details. You must next agree to the reseller terms and conditions before moving onto order confirmation:



It is highly advised that you print this page for your records. We will also send you a confirmation email containing these details.

For Comodo Security Solutions products like Comodo Device Manager:

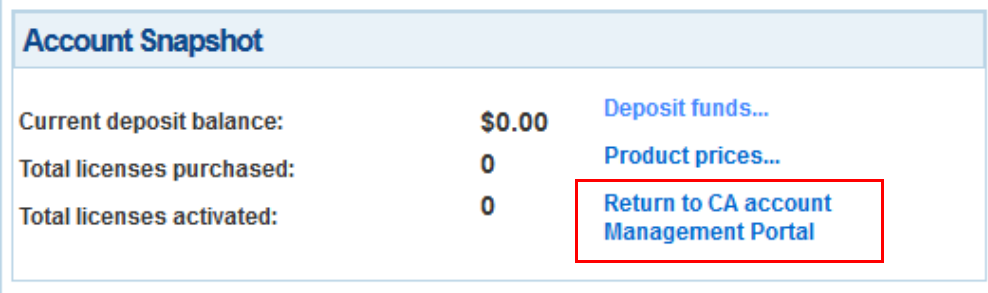
- Login to your account at **https://accounts.comodo.com**



- Use the information in this guide if you need help with the Security Solutions reseller interface

For Comodo CA products, like SSL and email certificates:

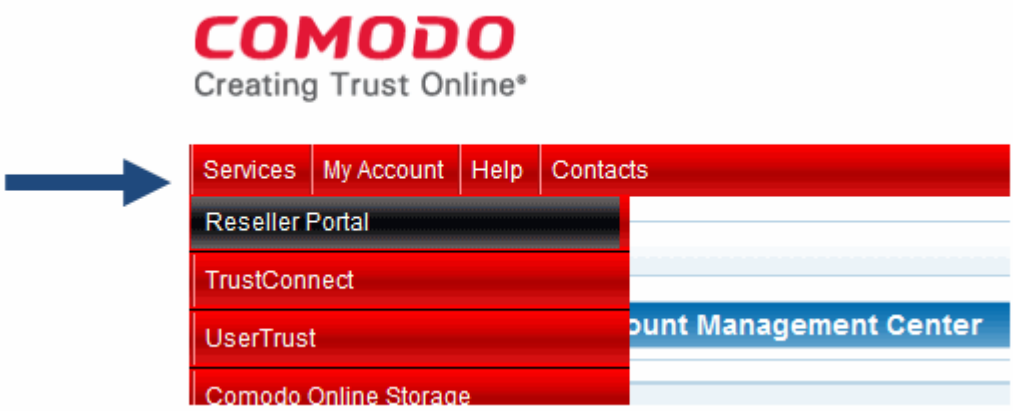
- Login to your account at **https://accounts.comodo.com**
- Click 'Services > Reseller Portal
- Click 'Return to CA account Management Portal' to access the SSL interface:

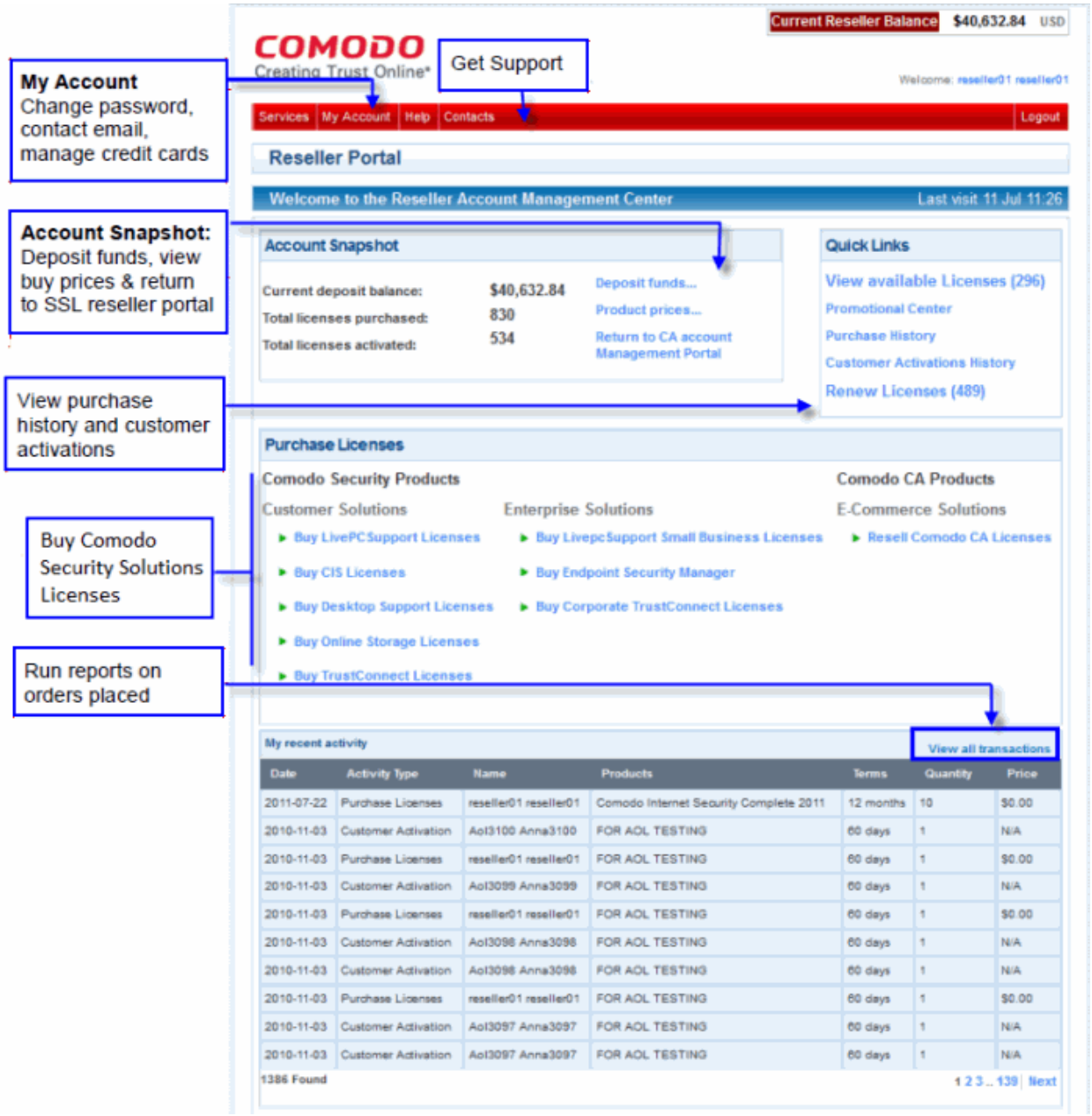


- If you need help using the CA reseller portal, please see the dedicated guide at **https://www.instantssl.com/ssl-certificate-support/reseller/docs/reseller_2.5.pdf**

2. Using the Security Solutions Portal

Once you have completed enrollment, you can access the reseller area by logging in at **https://accounts.comodo.com**, then clicking 'Services > Reseller Portal' (top-left):





You can return to this main page at any time by clicking 'Services > Reseller Portal'

The following links will take you through the main areas of the interface:

- **Account snapshot**
- **Buy Comodo products licenses**
- **Manage licenses and license keys**
- **View purchase history and reports**

2.1. Account Snapshot

Deposit Funds:

Any funds you have deposited in your SSL reseller account can also be used to purchase Comodo products licenses through the CAM interface, and vice-versa. Funds are not withdrawn from your account until you have personally authorized the sale. You may top up your account at any time with additional funds by selecting 'Deposit Funds...' from the 'Account Snapshot' area. Unless you have sufficient funds in your Reseller Account you will not be able to authorize

Orders.

Product Prices:

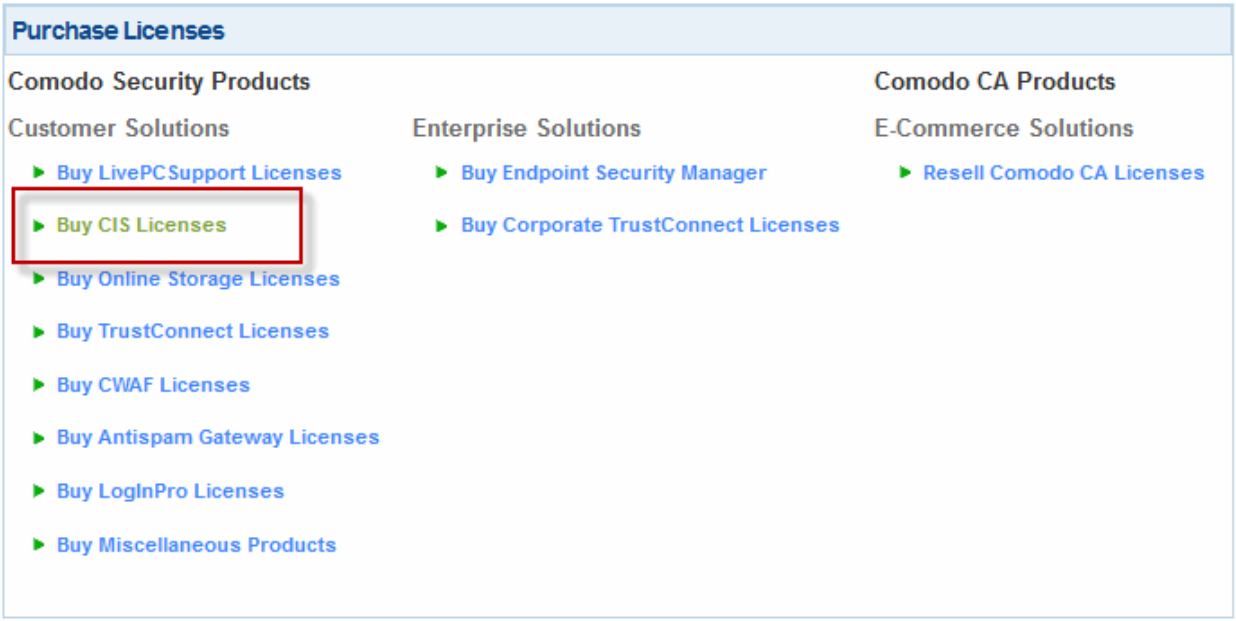
Click the 'Buy Prices' link to display a table summarizing your current buy prices as set by your account manager. Please note, this page shows buy prices for Comodo Security Solutions products but does not list Comodo CA (SSL) products.

Return to CA Account Management Portal

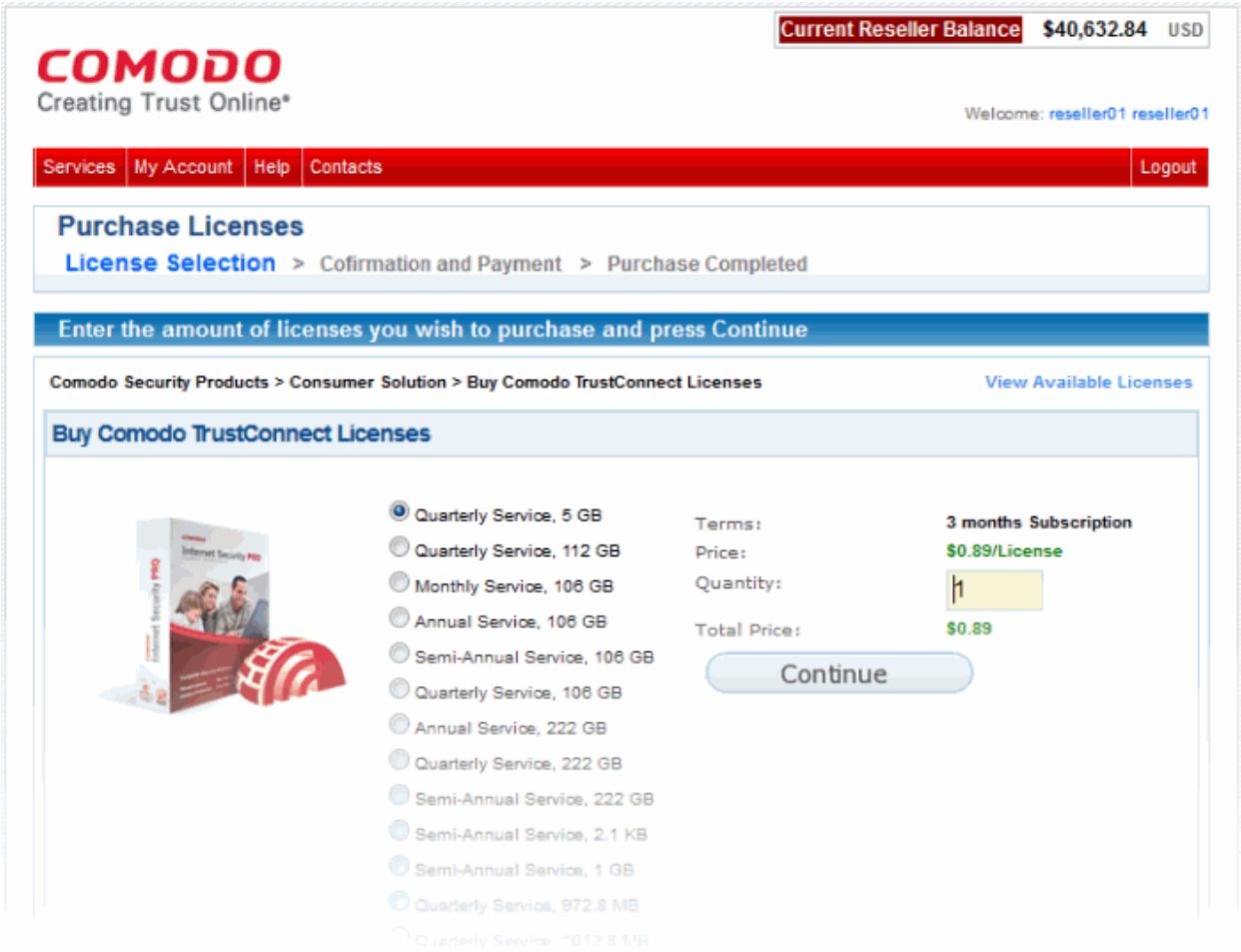
Opens the Comodo SSL reseller portal which allows you to manage Comodo CA products.

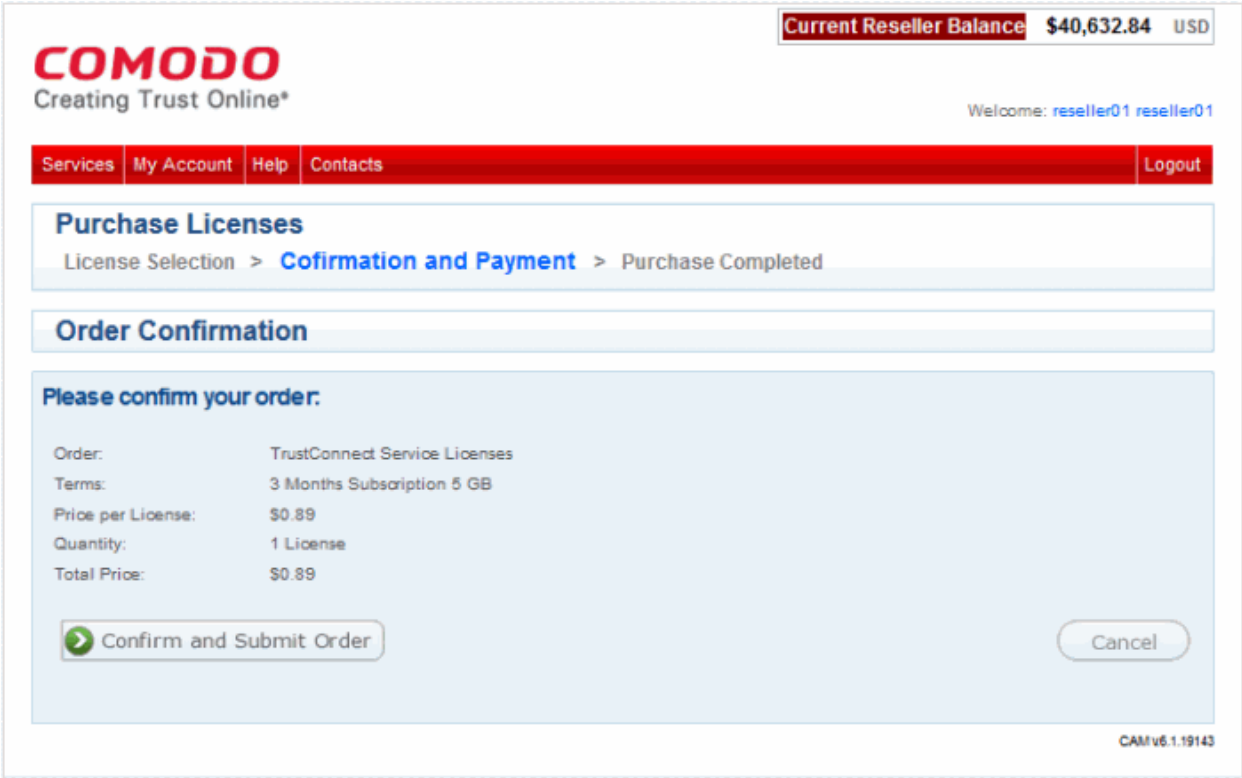
2.2. Buying Product Licenses

To buy Comodo Security Products licenses, first click any link under the 'Purchase Licenses' section in the 'Purchase License' area of the
reseller portal:



- Next, choose the type, quantity and term of license you wish to resell. The total price will be calculated automatically. When you are happy with your choice, click 'Continue' to move onto confirmation and payment. You will not be charged at this point.
- You can only buy one type of license at a time. If you wish to buy additional licenses of a different type then simply repeat the purchase process.



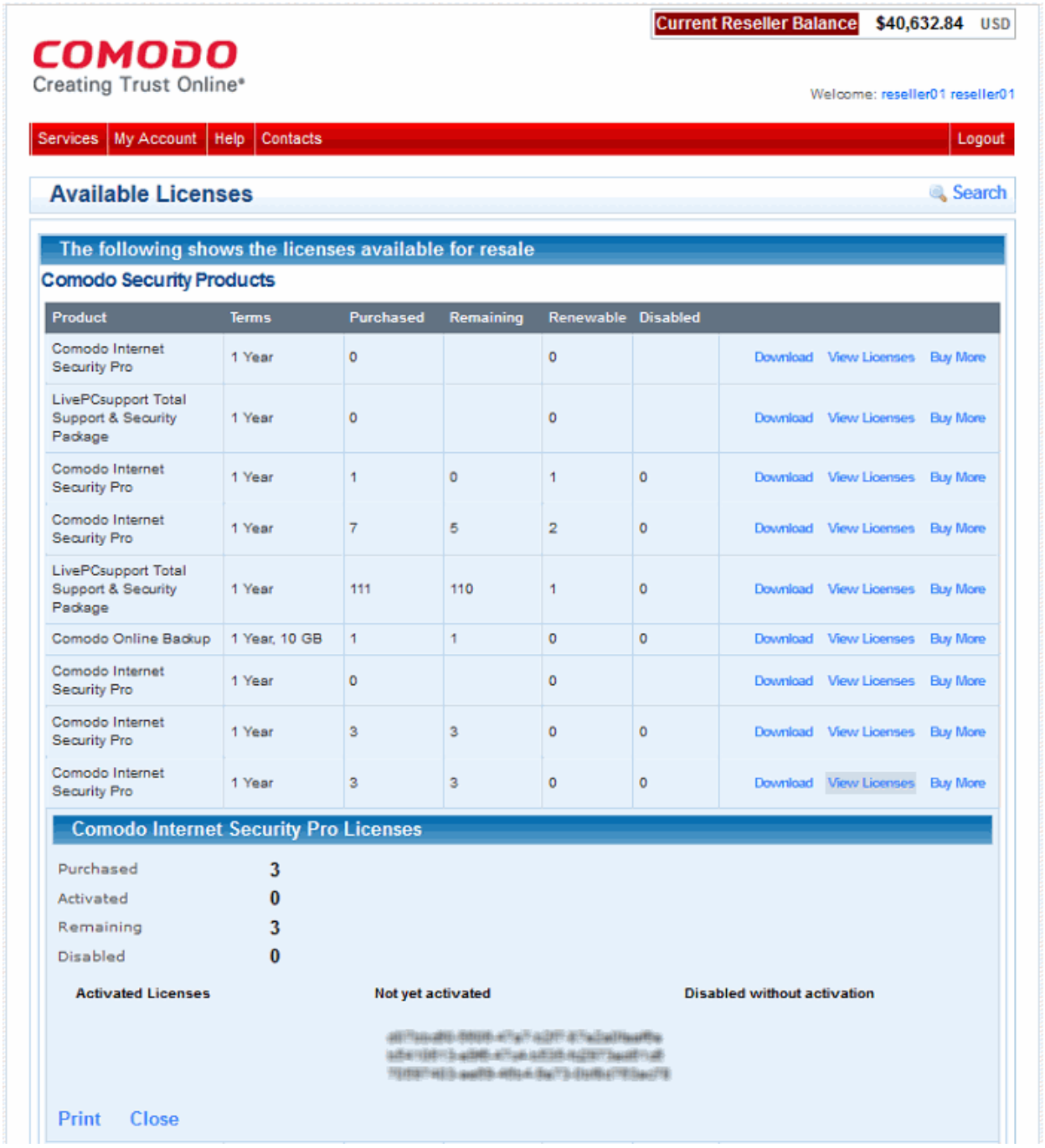


At the order confirmation page, please review your order details. Click 'Confirm and Submit Order' to place your order. The cost of the license will be debited from your reseller account funds. You will receive an order confirmation email at the address we have on record for your account.

2.3. Managing Licenses and License Keys

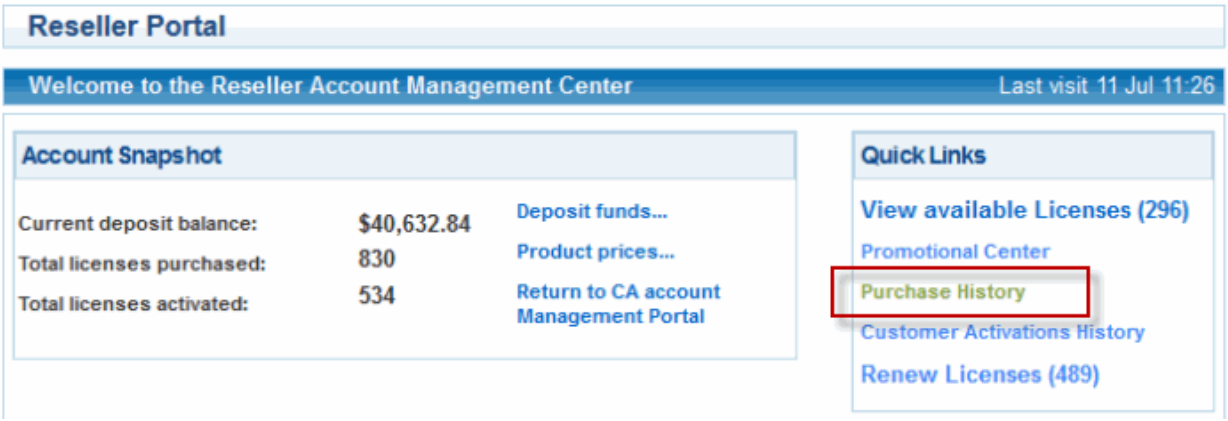
You can view licenses purchased and available for resale at any time by clicking the 'View Available Licenses' link in the 'Quick Links' panel on the reseller portal home page.

- Each license type is listed as a separate row. Within that, you can own multiple licenses of a certain license type. Click 'View Licenses' to see all licenses you have of that type.
- Clicking 'Download' enables you to download all keys of that license type as a .csv file. You will need these keys to activate customer licenses.
- Clicking 'View Licenses' opens a details panel that summarizes the number of licenses you have purchased, the number that have been activated or disabled and how many remain:

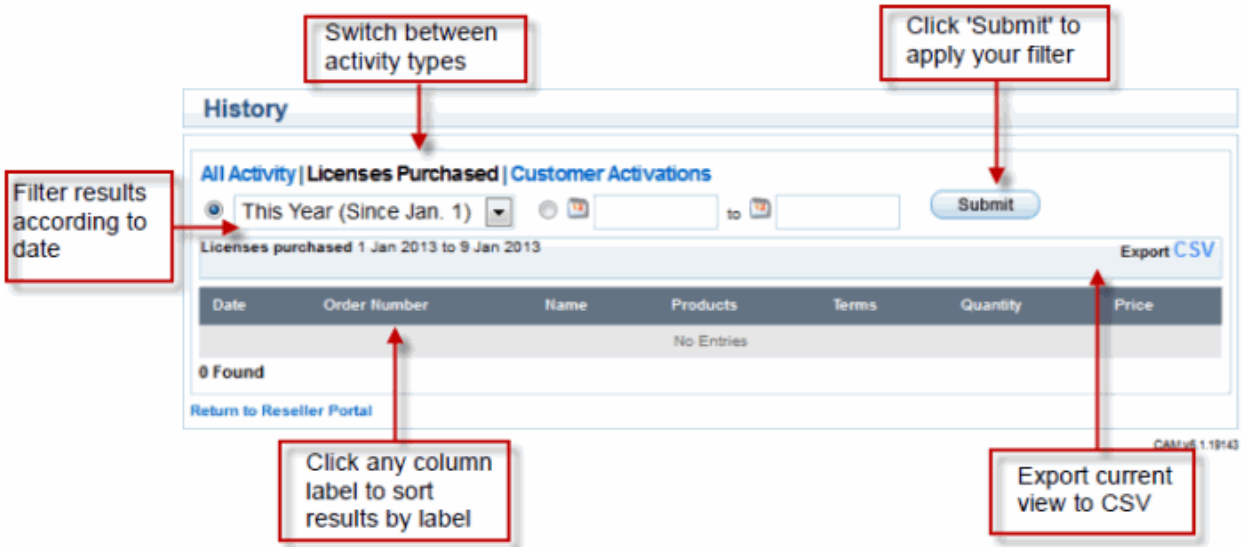


2.4. Viewing Purchase History and Reports

To view a report of your previous purchases, click the 'Purchase History link' on the reseller home page.



This will open a report of all license purchases, activations, subscription IDs and activation codes. You can filter the results using the date controls at the top of the interface.

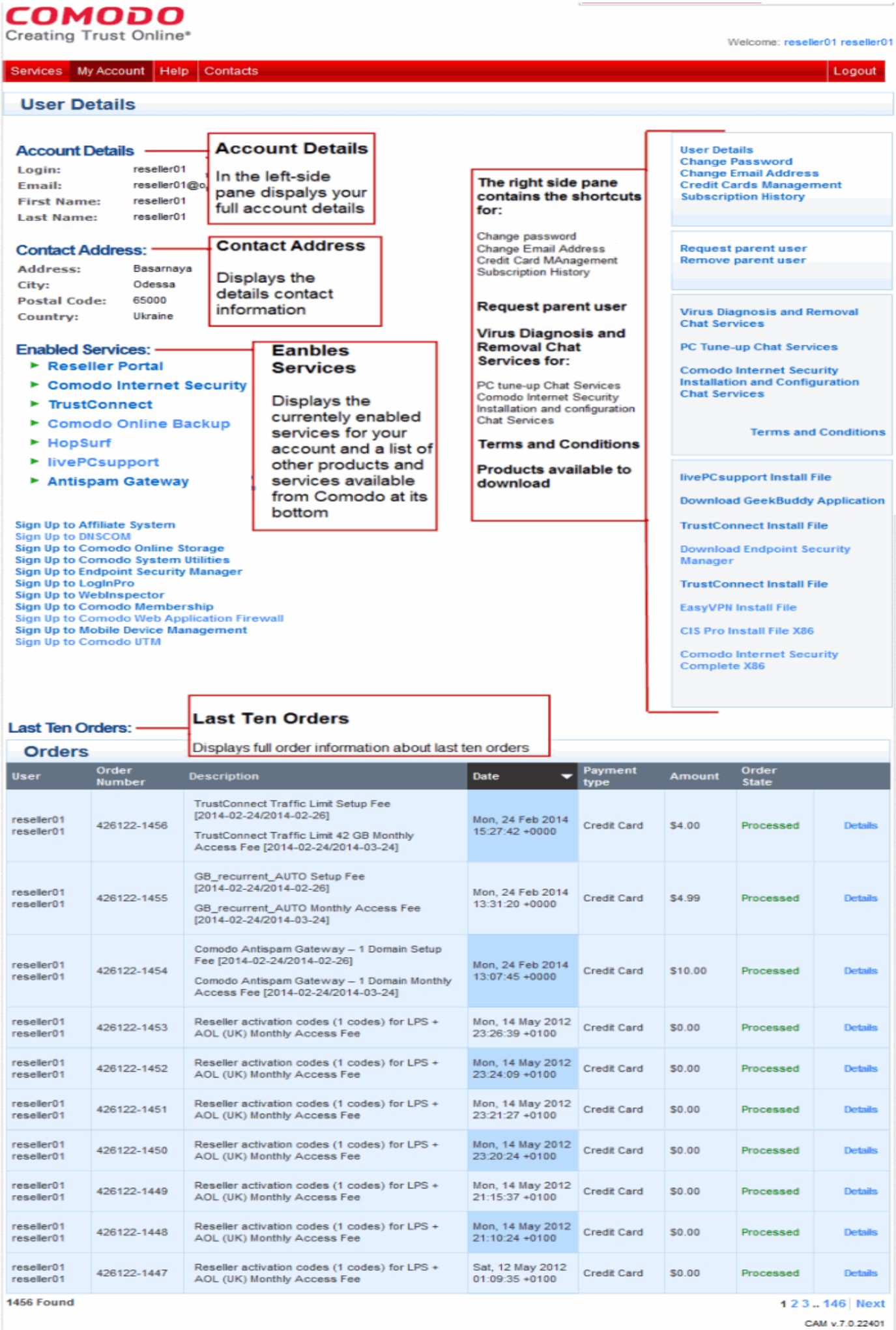


3. My Account

On first login, CAM will open at the 'My Account' page. This page acts as a hub from which most interface functionality is accessible. You can return to this page at any time by clicking the 'My Account' button on the top navigation.

Reseller Portal Guide

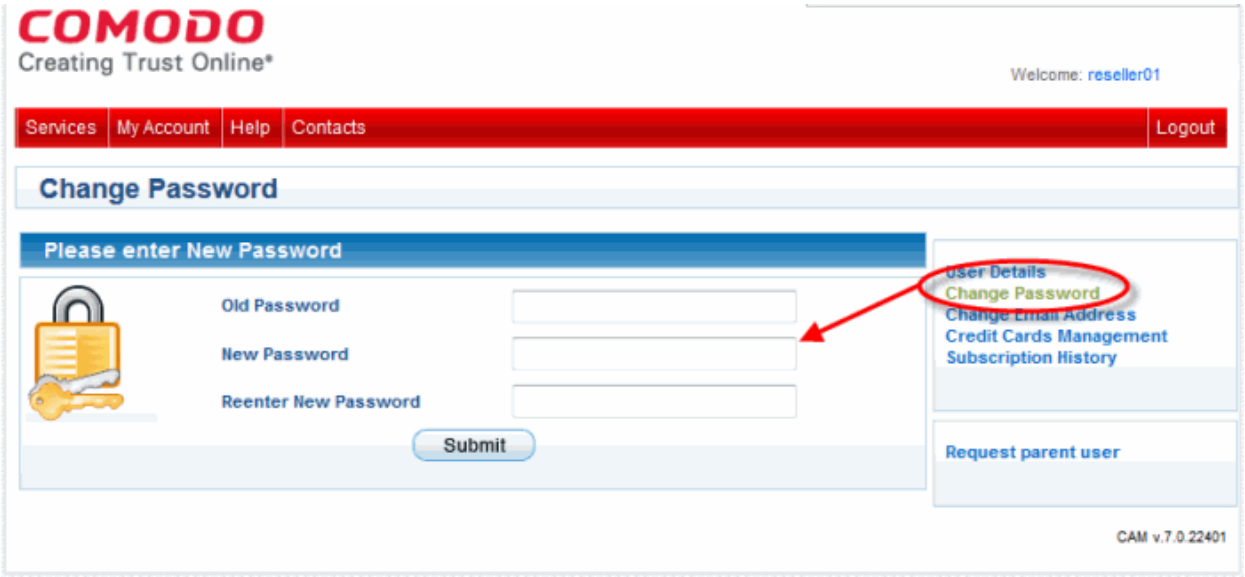
MSP CONSORTIUM
Built by MSPs for MSPs



Refer to the sections below for more information:

- Changing Your Password
- Changing Your Email Address
- Change Credit Card Details
- See Purchase History
- Request Parent User
- Sign up to Comodo Services

3.1. Changing Your Password



To change your password

1. Click 'Change Password' from the right hand side pane in the 'My Account' interface
2. Enter your existing password in the 'Old Password' field.
3. Enter your new password in the 'New Password' field and re-enter to confirm.
4. Click 'Submit'.

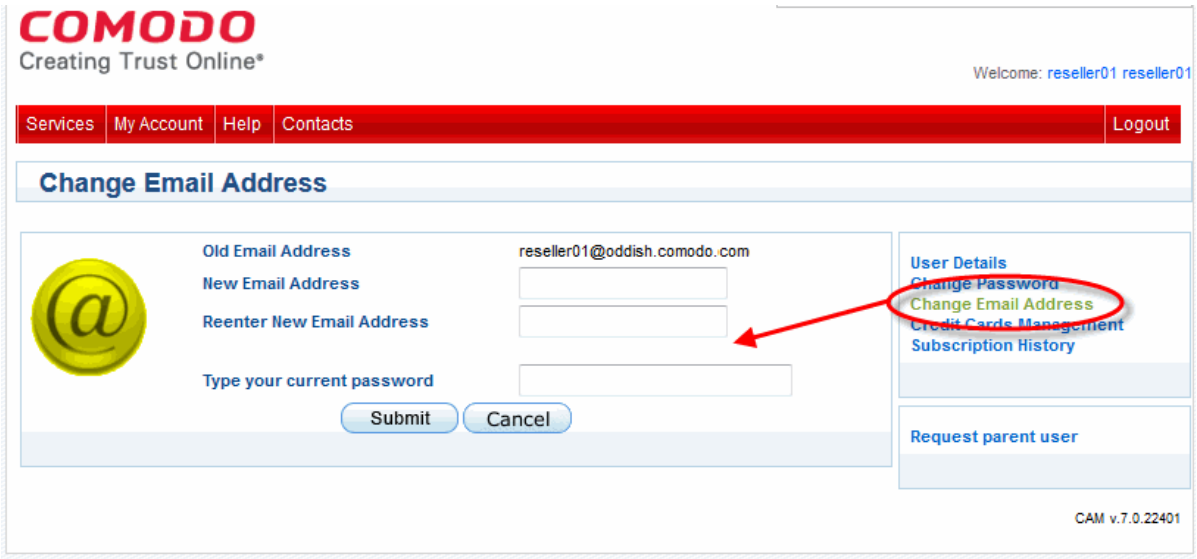
3.2. Changing Your Email Address

The 'Change Contact Information' option in the right hand side pane enables you to change the email address that is associated with your account.

To change your contact email address

1. Click 'Change Email Address' from the right hand side pane in the 'My Account' interface

The 'Old Email Address' field shows the address currently associated with your account



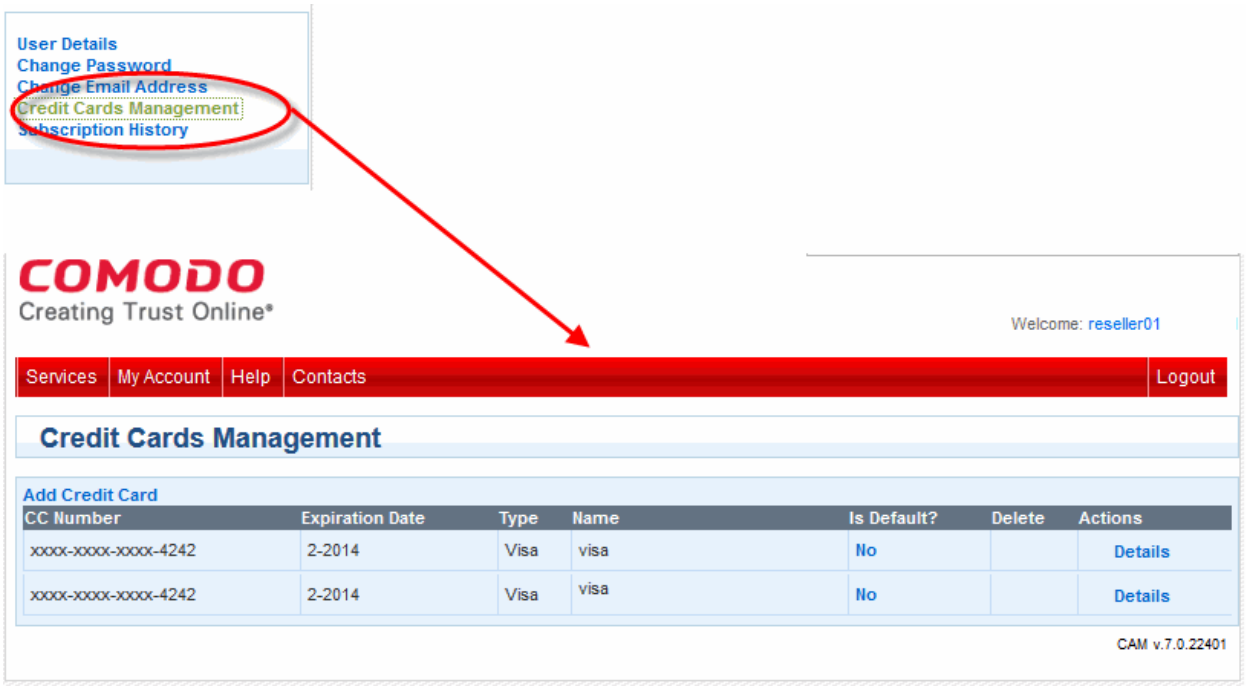
2. Enter the new contact email address in the 'New Email Address' text box and re-enter to confirm.
3. Type your current password to authenticate the request.
4. Click 'Submit'.

The email address attached to your account is now changed. You will receive notifications related to your account only to your new email address.

Please note, your 'login' email address remains unchanged.

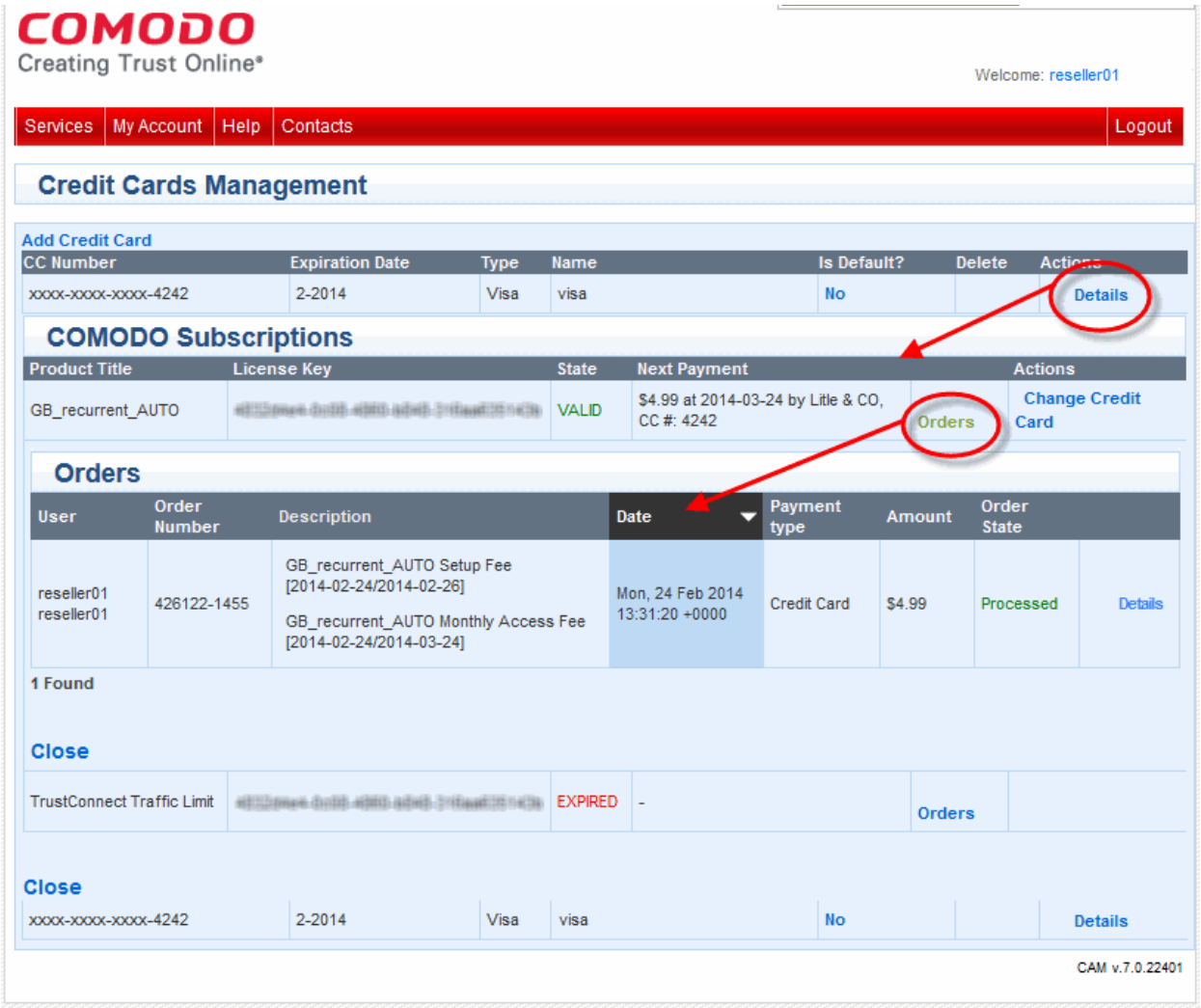
3.3. Change Credit Card Details

The 'Credit Cards Management' option in the right hand side pane enables you to change the details of the card(s) associated with your account.

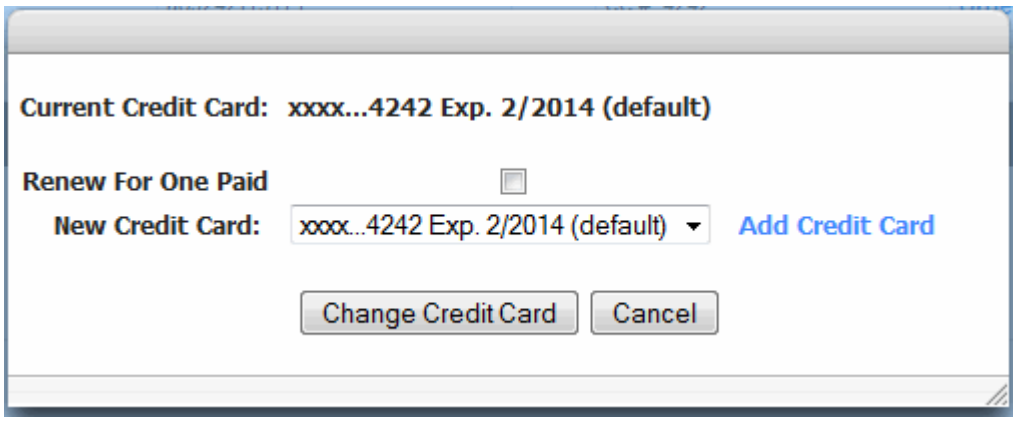


- To view details of a particular card, simply click the 'Details' link.

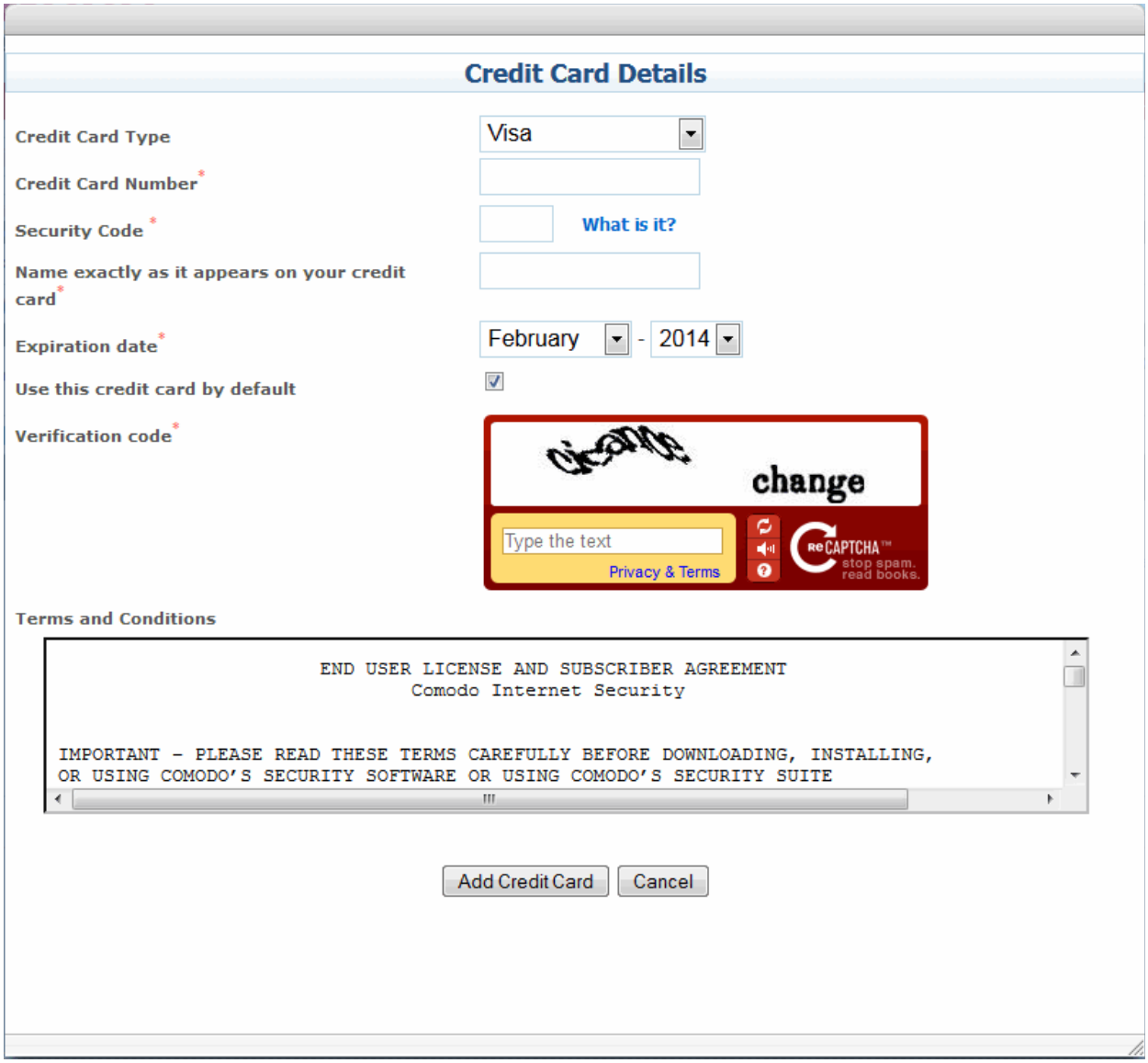
- Click the 'Orders' link to reveal details of orders placed using this card.



To change card details, click the 'Change Credit Card' link under 'Actions'.

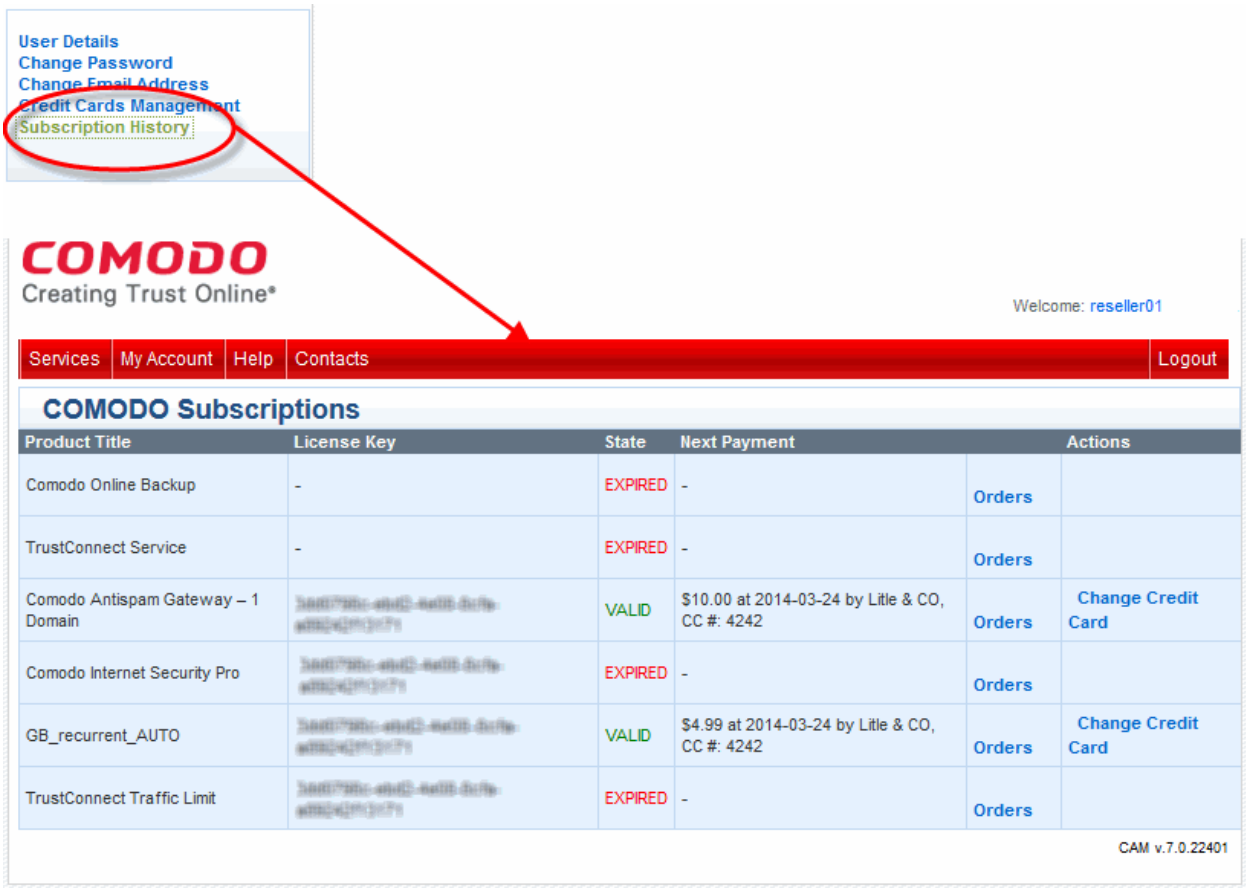


- Click 'Add Credit Card' if you wish to add another card to your account.
- The 'Credit Card Details' configuration window will open.



3.4. See Subscription History

To view a report of your previous purchases, click the 'Subscription History' link on the user 'My Account' page. This will display all products enabled for your account, license keys, license status and when the next payment is due. You can also change your credit card details from this screen.



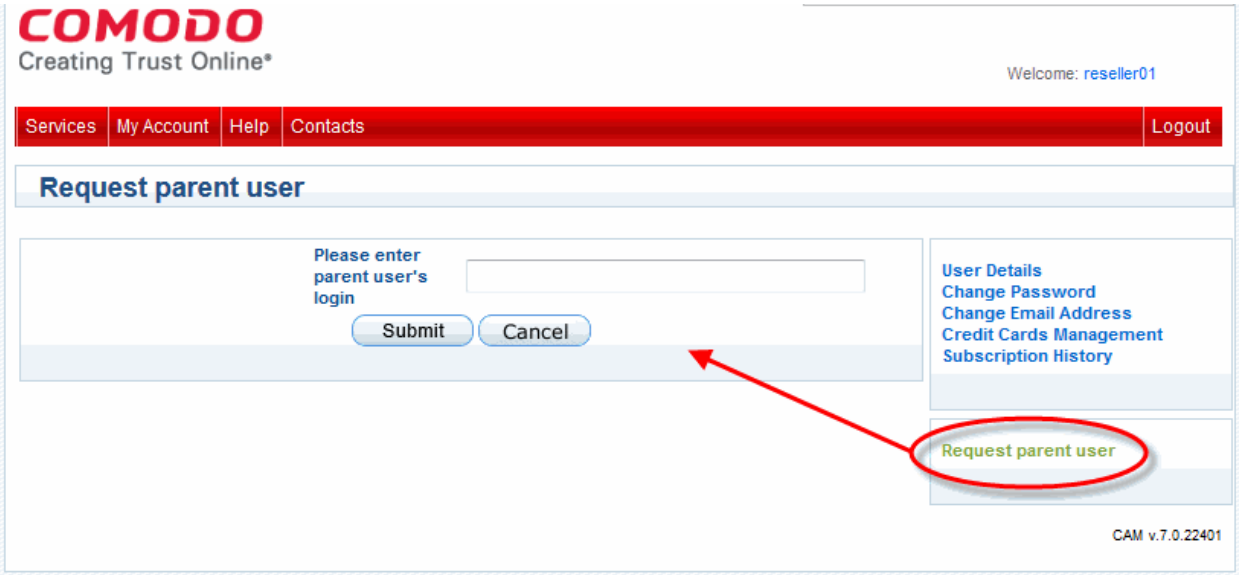
- Click the 'Orders' link to view order details. **Click here** for more detailed information on this.

3.5. Request Parent User

The 'Request Parent User' feature allows you to associate Comodo multiple accounts under a single login. Once complete, all products available under the separate accounts will be visible under the same login. You need access to the email addresses associated with both accounts. For example, if you have two accounts, then you would designate one account as the 'parent' account and the other as the 'child' account. The process then is:

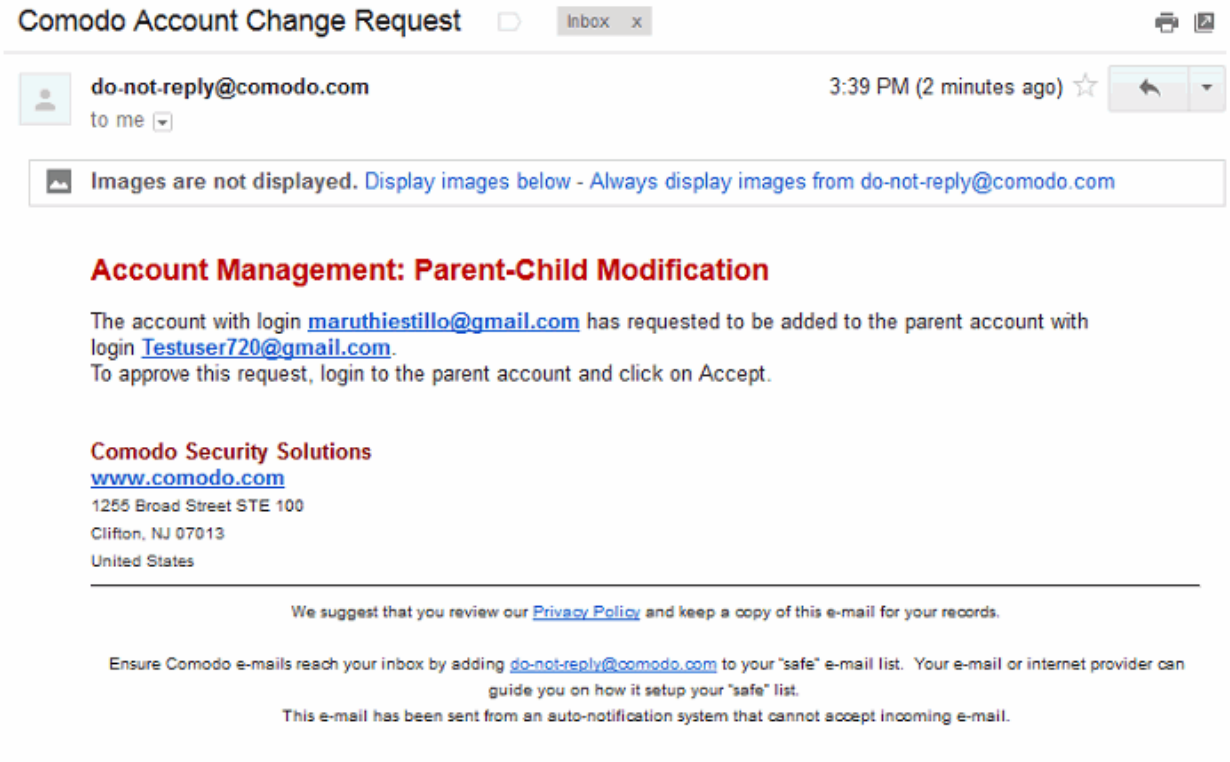
- Login into your 'child' account
- From the 'child' account, click the 'Request Parent User' link
- The request will be sent to the parent account for approval
- Once the parent account holder approves the request, the subscription history of both accounts will be visible under the parent login.

The rest of this section covers this process in more detail:

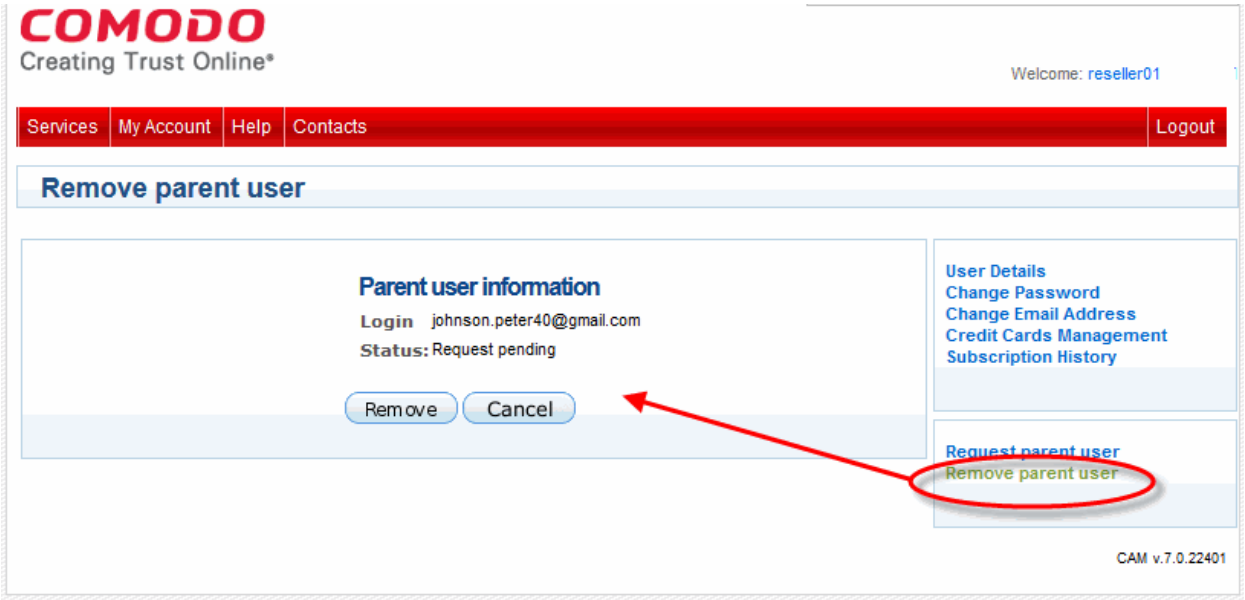


- Click 'Submit'. The confirmation strip message will be displayed.

- The parent user will receive a modification request to their email account.



To remove a previous request, simply click to the 'Remove parent user' link under the 'Request parent user' link.

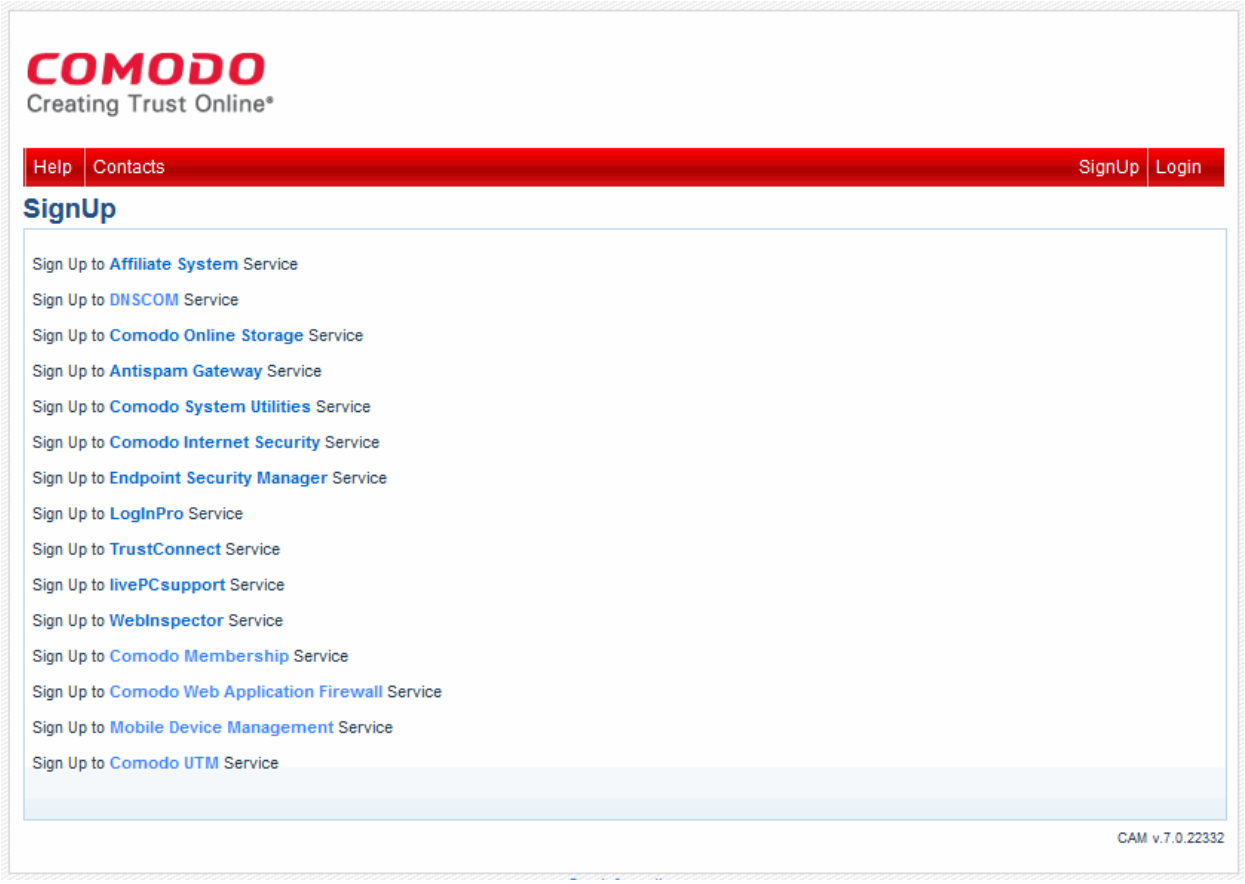


3.6. Sign up to Comodo Services

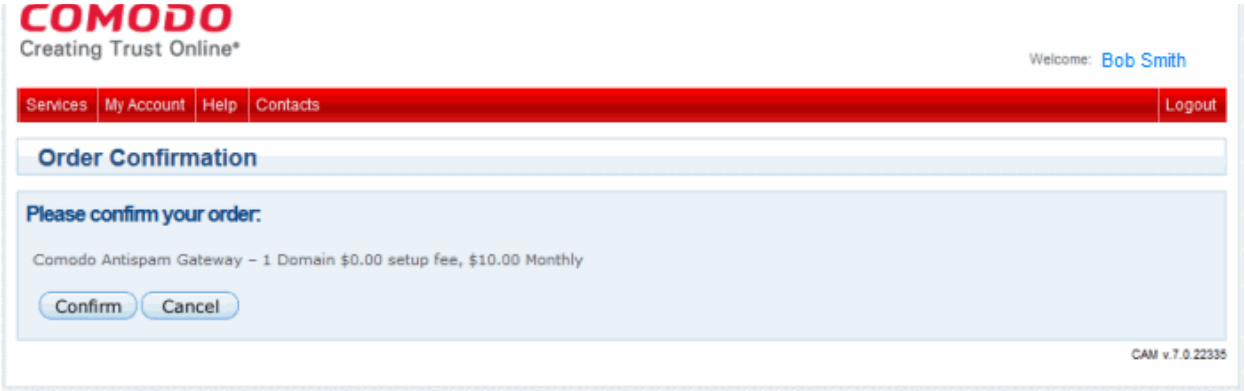
The service sign area allows you to add new Comodo products and services to your account.. To do this:

- Login to **https://accounts.comodo.com/** and click 'Sign Up'.
- Alternatively, click 'Create New Account'.

You will be taken to the CAM sign up page which displays a list of Comodo services available for purchase.



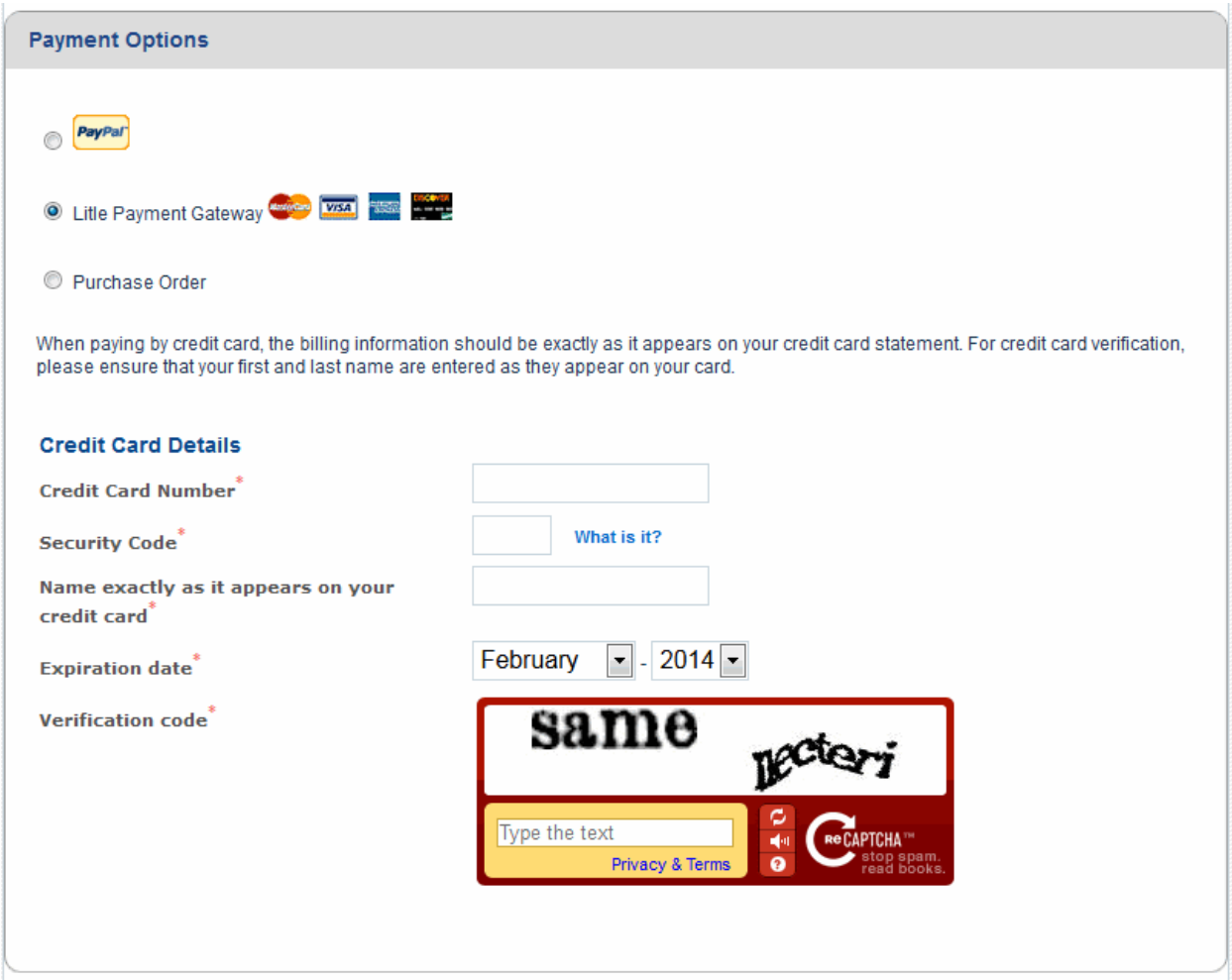
After selecting a service you will be taken to the product application form then onto the terms and agreement page and finally order confirmation:



- Click 'Cancel' if you want to cancel the order.
- Click 'Confirm'. You will receive a notification to your email address with your order and account details, links on getting support in different ways for Comodo service.
- The 'Welcome' page will open and it will show the Order number of a service and a purchased Product tab or the list of purchased products under the 'Service' tab.

To download the service for installation to your system

- Click 'My Account' tab and select the product to be downloaded and installed.
- Follow the steps to install the software.



Managing Comodo Membership

To do this, click the 'Comodo Membership' tab or click ‘Services’ button then select ‘Comodo Membership’ from the

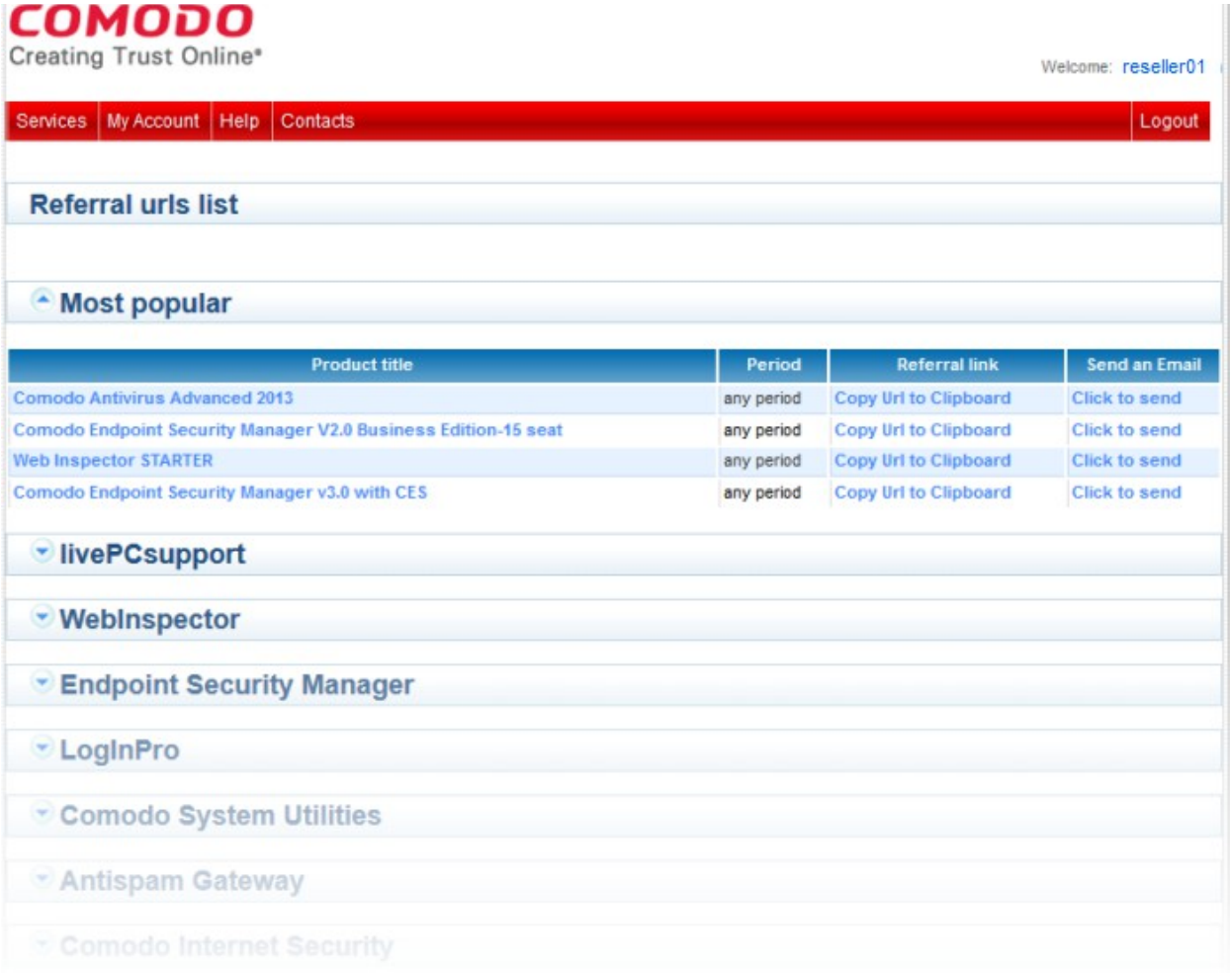
menu.

The Comodo Membership area allows you to view all current and previous Comodo Membership subscriptions. Each subscription is shown in a separate row and contains the product name, license key, the customer %, referral %, expiry dates and validity status. You can also view extended license details, renew any license and buy new licenses from this area.

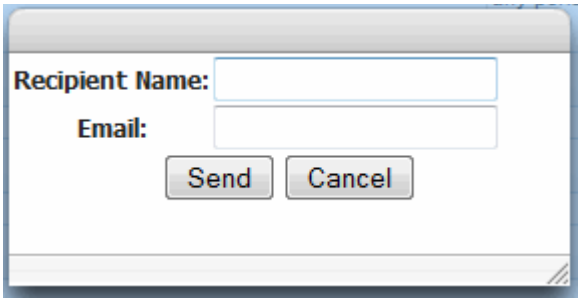
- Customer % - allows a customer to receive rewards in “Comodo Money” (% of current product) after each your purchase
- Referral % - allows a customer to receive rewards in “Comodo Money” (% of current product price) after a person will be subscribed for the product

The 'Top 10 referral bonuses' is shown in a separate row and contains the product name, user name, email, subscription date, the price of the product and the amount of bonus you will be receive.

- Click the 'Search' to locate subscriptions by Subscription ID or License Key,
- To renew a membership license, click the 'Create New' link
  - You will be taken to the Comodo Membership order form. Complete your purchase as explained above.
- Click 'View referral links' to see a list of sign up URLs which can be shared with friends:



- 'Click to send' will open a dialog that allows you to directly mail a friend:



Below is an example of the type of mail they will receive:

Dear Ann,

Your friend reseller01 reseller01 has recommended that you download Comodo Antivirus Advanced 2013 from Comodo. With Comodo Internet Security, you receive award winning protection for your computer so that you never have to worry about viruses and other malware.

Don't just take reseller01 reseller01 and our word for it.

Comodo Internet Security achieved a perfect score for Protection in the prestigious AV-TEST labs April 2013 test. It is also currently ranked #1 out of 36 security suites in the ongoing Matousec.com Proactive Internet Security Challenge 64.

You get a full suite of antivirus, spyware, firewall and cutting edge technologies.

However, you will also receive 24/7 support for all your computer issues and a warranty that guarantees your computer will never be harmed by a virus or malware.

Comodo is the ONLY antivirus backed by a warranty that ensures you will never have to worry about being harmed by a computer virus or malware again.

If you download now, you will be enrolled in the Comodo Friends program and receive rewards toward the purchase of other fine Comodo products.

To make computer security one less problem in your life, just click on the link below

https://accounts.comodo.od.ua/cfp/management/signup?referral=uRpm3kXT4f4SklSRTFDrPijzoU55zJfL&identifier=cis.advanced.2013&pricing=6069_any&pricing_term=6069_any

Best wishes and a safer internet,

Your Friends at Comodo

http://www.comodo.com