Sunrise

Sunrise Work Smart Marketplace
User Guide
v 2.0

Sunrise

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1   Our Work Smart Marketplace

We offer Sunrise customers the Sunrise Work Smart Marketplace to purchase and manage service-based products such as Office 365 licenses. The system is based on the interworks.cloud platform. This platform is a clearly understandable and simple solution to manage cloud services. With it, you can provide and manage your service products.

2   Work Smart Marketplace Storefront

The system automatically creates a Storefront user login for every customer who uses service-based products and makes it available to them.

You can use it to

- access an overview of purchase products (My WorkSpace/Billing)
- increase/reduce the number of products you've already purchased (Billing)
- buy service-based products (Apps & Services)
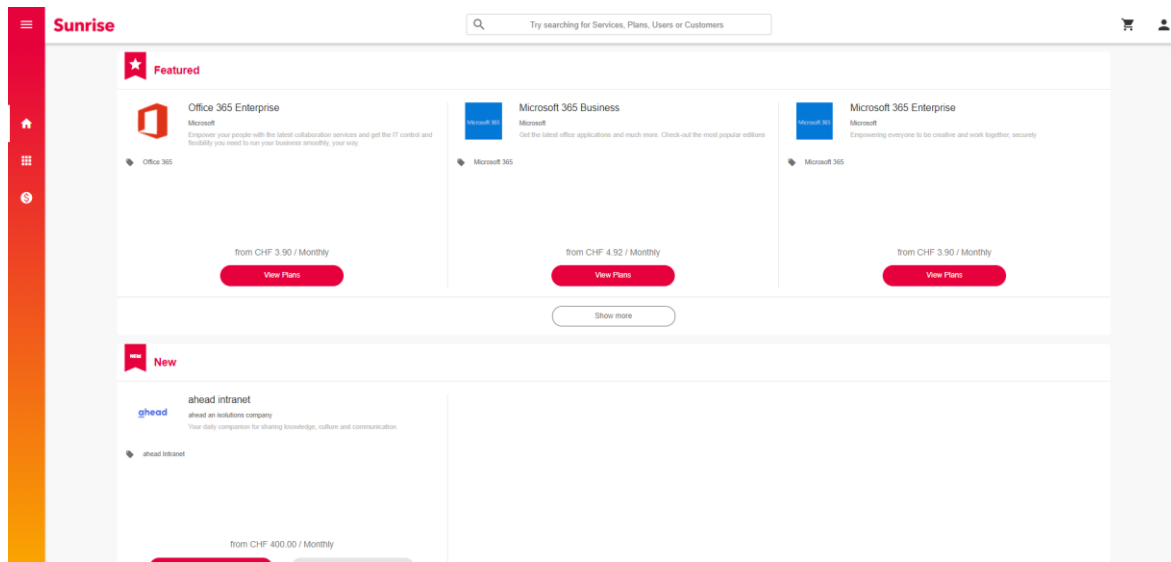
The following table contains an overview of the most important functions:

Menu	Function
Home	Storefront Homepage
Apps & Services	Overview of all products
My WorkSpace	Overview of purchased services
Billing	Increase/reduce the quantity of a product you've already purchased
My Account	User and bank account information
Cart	Basket

3 Configuration of account information

We initially set up your Customer or Storefront Account.

You can access the information stored by us through "MyAccount". This information can be amended at any time; store the changes by clicking on the "Update" button.
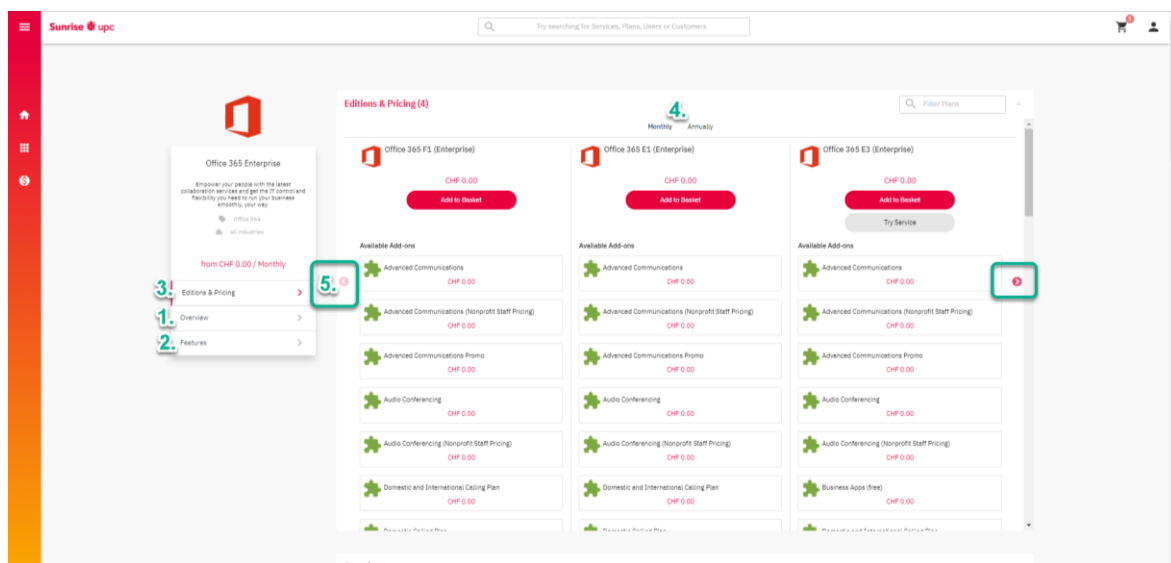
4   Ordering licenses

Via "Categories" or "Apps & Services" you get access to a large selection of software licenses from different providers, which have been selected and tested by Sunrise.
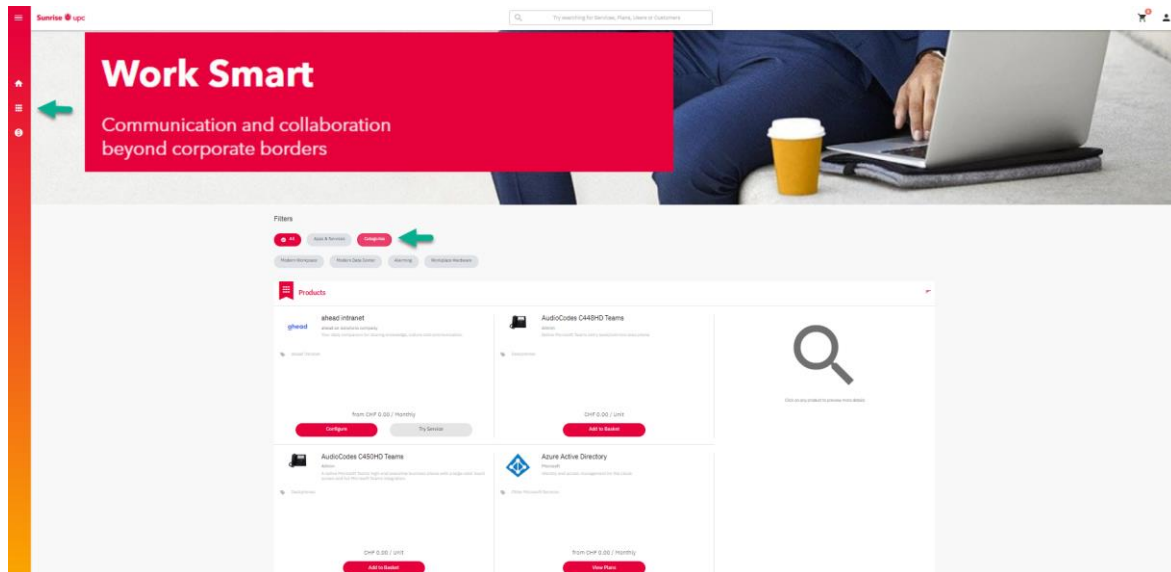
4.1   Ordering licenses

Use the menu or the search function to find a license.
Click on "View Plans" or the product name (depending on the product).

The pop-up window shown above will open.

You can find the following functions on this screen:

1. Overview: Product description
2. Features: Product features
3. Editions & Pricings: An overview of the individual editions within a product or product suite.
4. Account type: Choose between monthly or annual billing.
5. Next/Previous button: Show additional products from this suite.

**Note:** *Features may vary from product to product or suite to suite.*
Note 2: *You will only see the "Add to Basket" button if you are logged in.*

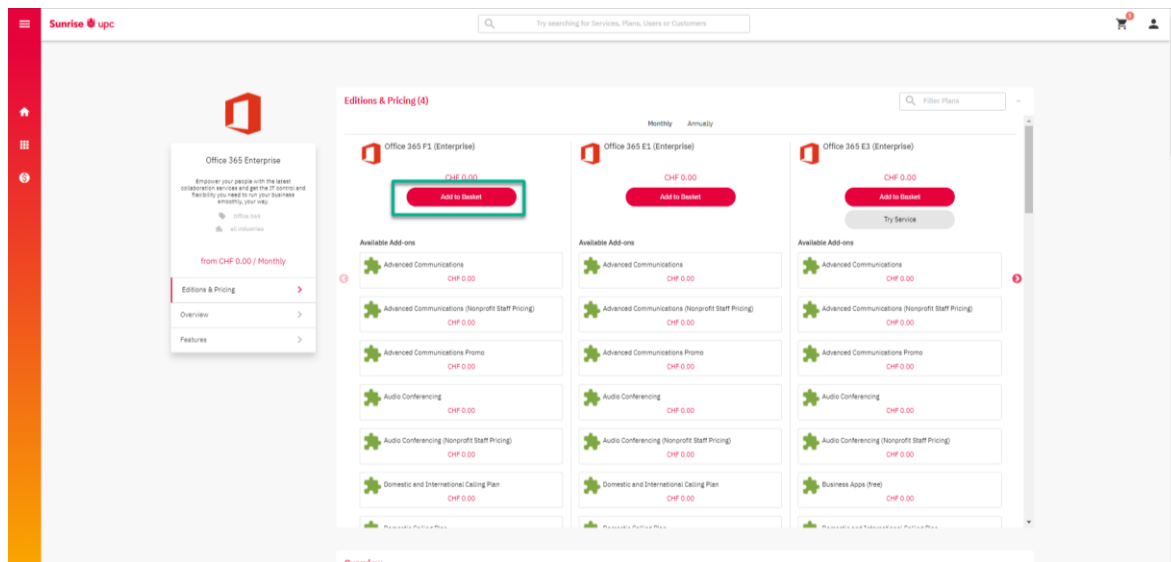To place an order, please proceed as follows:

1. Select the desired product by using the Next/Previous button.
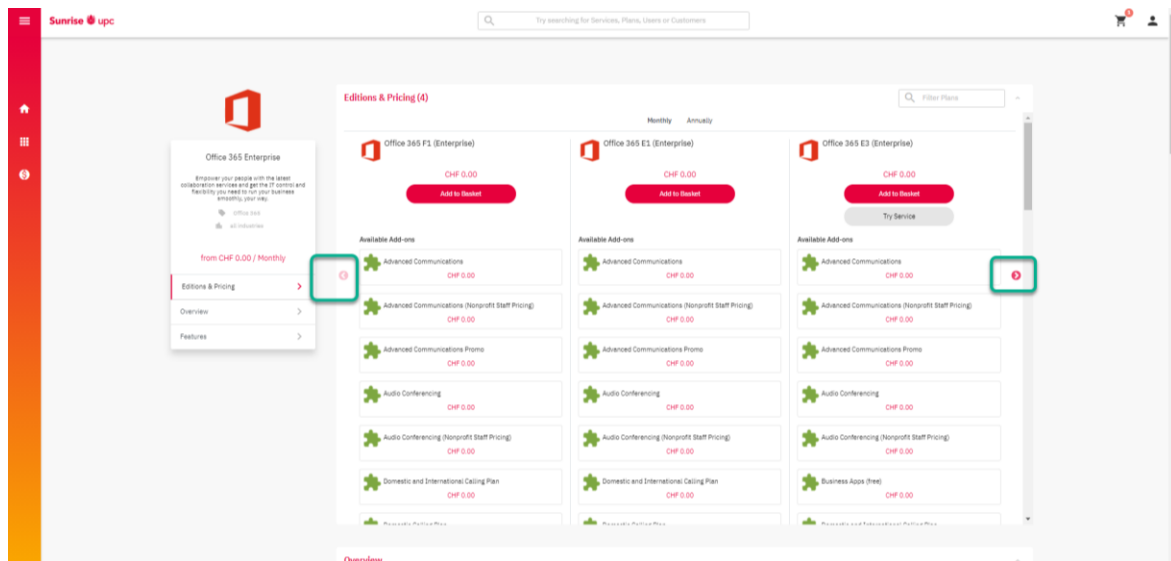
2. After finding the correct product, choose the Account Type (billing type).

3. Click on "Add to Basket"

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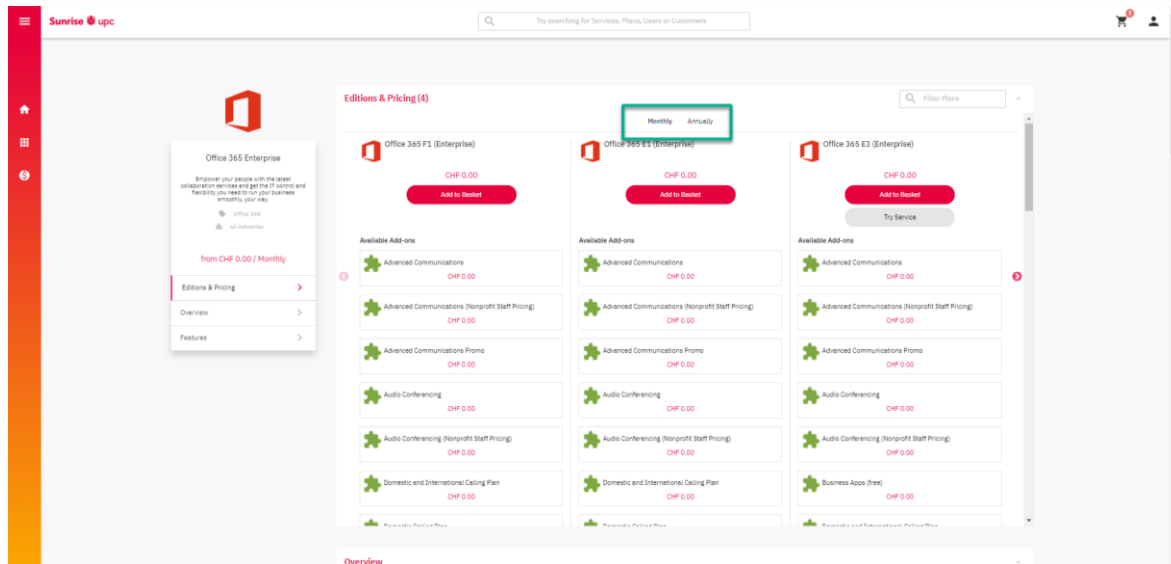
4. Under Quantity, enter the required number (1). You can add a friendly name to this order if you wish (2). You can add "add-ons" in the same screen (example: Phone System) (3). **Note:** *Only three add-ons are shown on a page. You can find more information under the "Page menu" (4). Keep an overview of your payments at any time, under "What you pay" (5)*

5. Click on "Proceed to checkout" to get to the next page, with a short overview of the items in your basket. If everything is correct, click on "Checkout"

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6. You will be forwarded to the Checkout page, on which your billing address is listed. Click on "Checkout" to get to the checkout overview.

7. Your order will now be supplied.

5   Managing existing subscriptions/licenses

If you have active subscriptions that have been made available via the marketplace, you have the option of managing them via the "Billing" area.
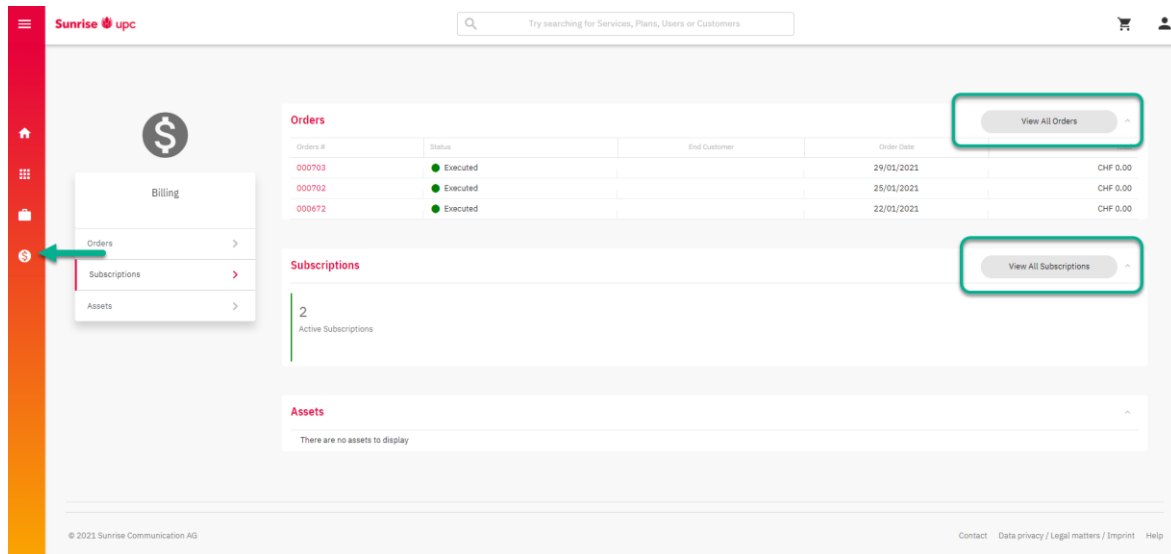
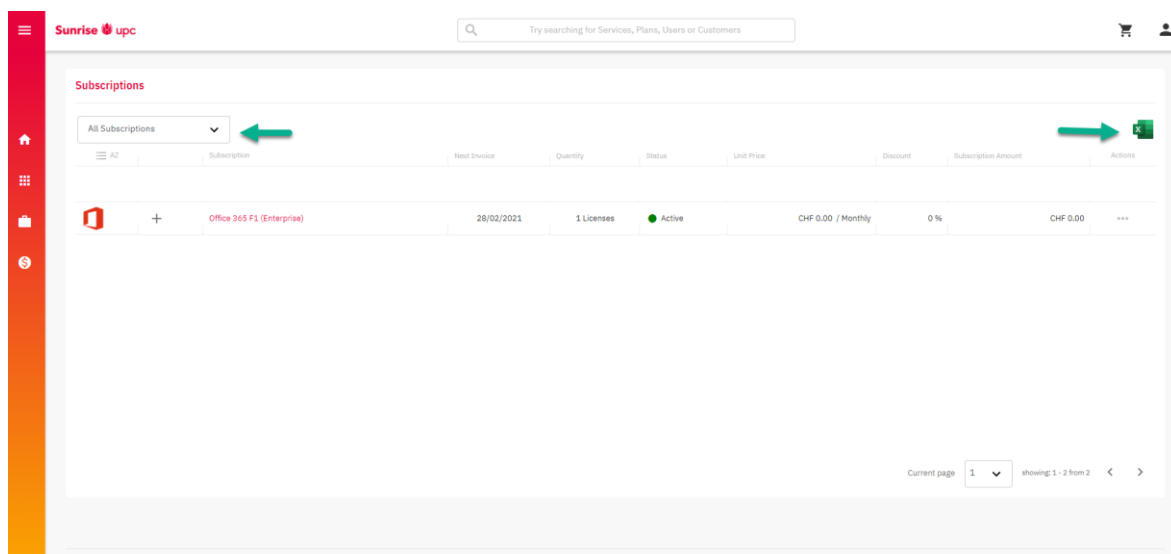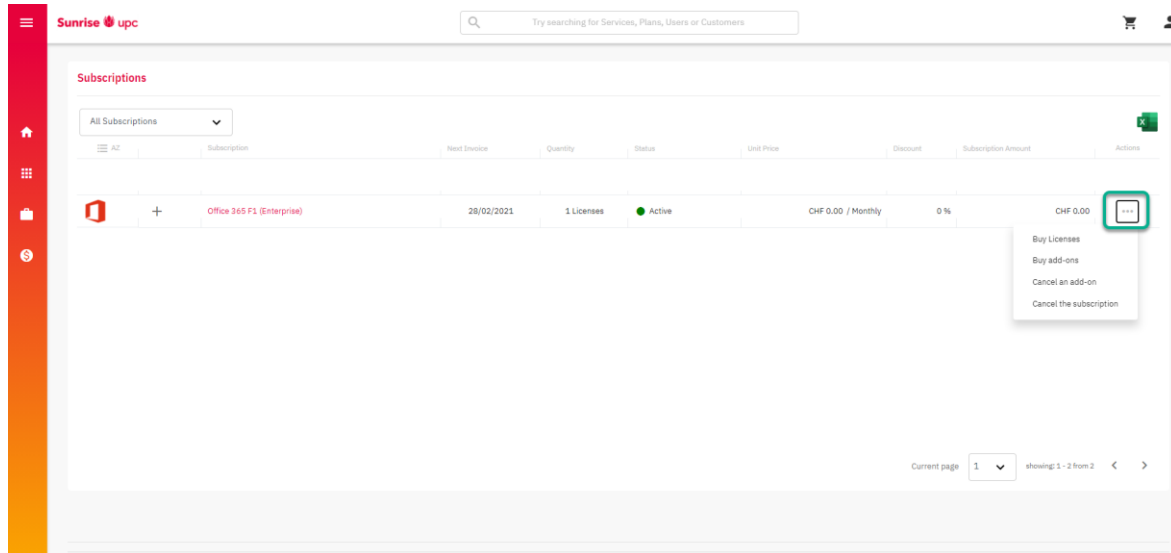
Use the dropdown function to filter the list by the following criteria:

- Active Subscriptions: Active licenses
- All Subscriptions: All licenses
- Cancelled Subscriptions: Reduced/canceled licenses
- Suspended Subscriptions: Interrupted licenses
- Trial Subscriptions: Trial licenses

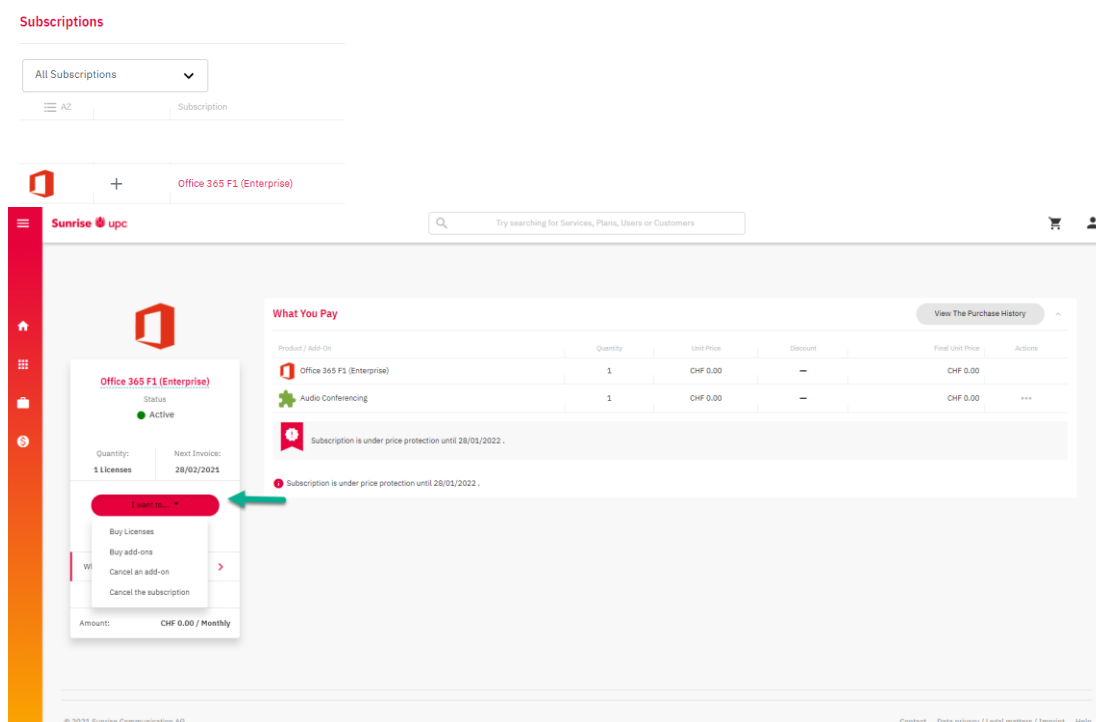The list can be exported using the Excel icon .

The function menu can be opened via the three points ●●● .

The functions are:

- Buy Licenses: Purchase additional licenses
- Buy add-ons: Purchase additional add-ons
- Cancel an add-on: Reduce add-ons
- Cancel the Subscription: Reduce license

Alternatively, you can click on the name of the relevant subscription/license.

The same menu can be called up via "I want to..." as via the three dots ••• under Subscriptions.
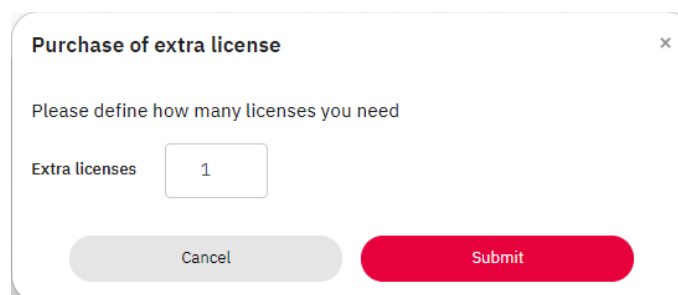
The functions are:

- Buy Licenses: Purchase additional licenses
- Buy add-ons: Purchase additional add-ons
- Cancel an add-on: Reduce add-ons
- Cancel the Subscription: Reduce license

5.1 Buy Licences: Purchase additional licenses

To purchase additional quantities of a license you've already purchased, click on "Buy Licences".
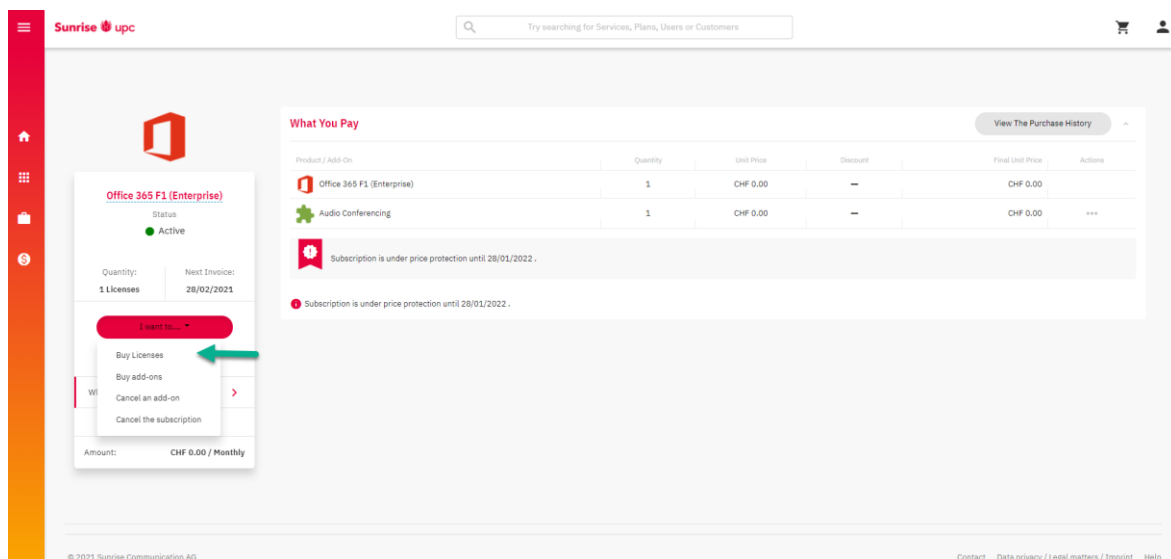
A lightbox opens where you can enter the number of additional licenses that you want to purchase:
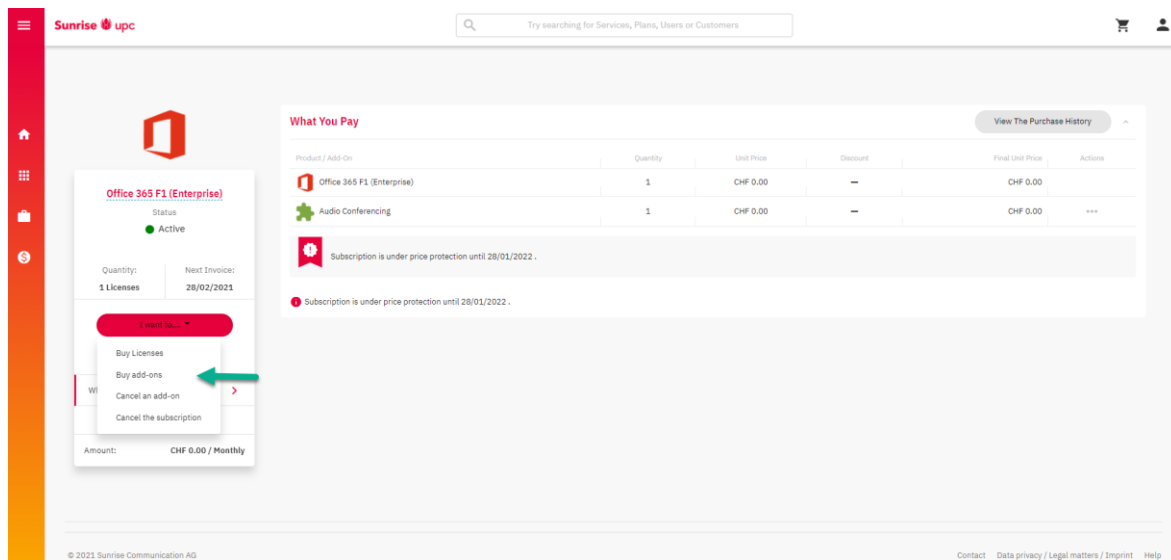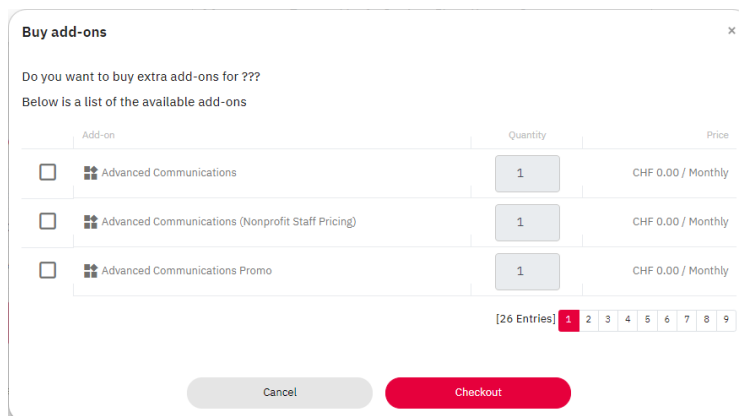

Enter the number of additional licenses that you want to purchase and click on "Submit". The order is executed in the background, and your licenses are provided in a few minutes.

5.2 Buy add-ons: Purchasing additional add-ons

To purchase additional add-ons, click on "Buy add-ons".
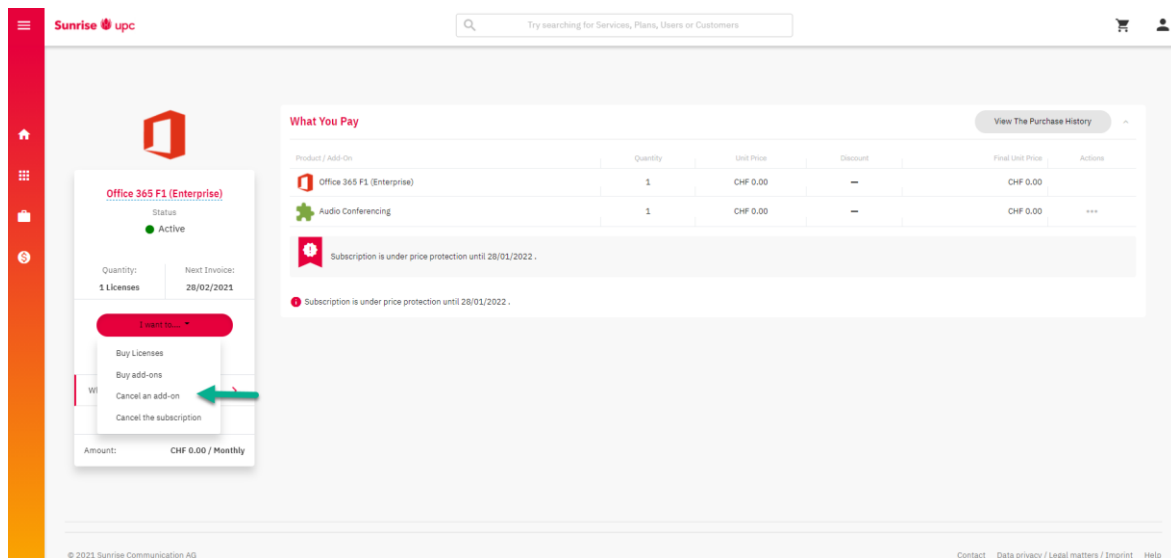

A lightbox opens where you can select an add-on and enter the quantity:

Choose the add-on and enter the quantity. You can execute the order by clicking on "Checkout". The order is executed in the background, and your add-ons are provided in a few minutes.

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5.3 Cancel an add-on: Reducing/canceling an add-on

To cancel an add-on or reduce the number of add-ons, click on "Cancel an add-on"

A lightbox opens; here, you can select an add-on and enter the quantity of add-ons to reduce/cancel:

Choose the add-on and enter the quantity to reduce/cancel. Then, click on "Submit" to carry out the cancelation.

5.4 Cancel the Subscription: Reduce license

To cancel or reduce a license, click on "Cancel the subscription"
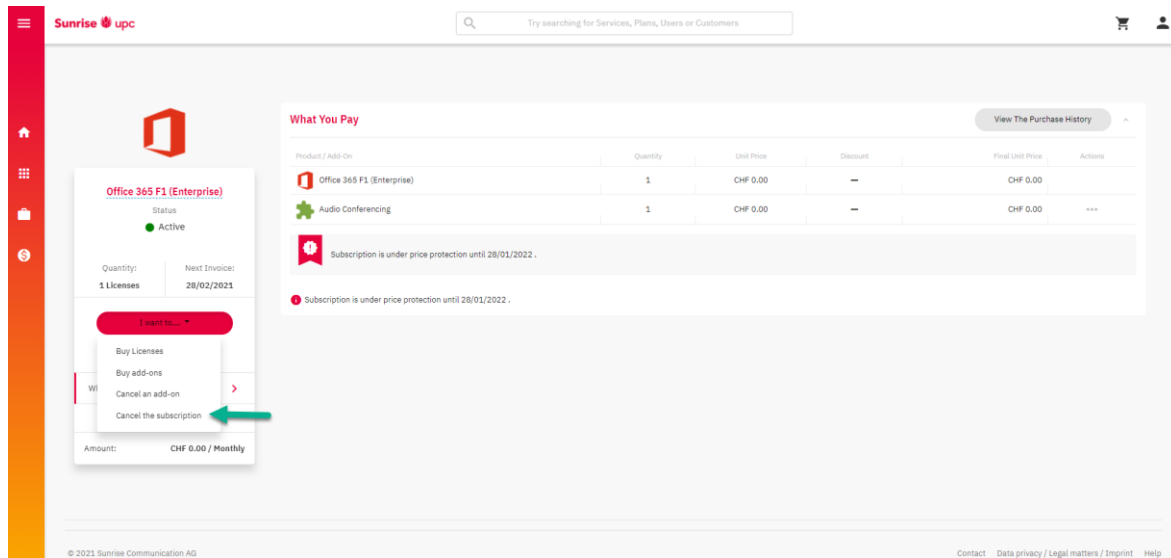
A lightbox opens where you can enter the quantity of licenses to reduce/cancel:

Enter the number of licenses that you want to cancel and click on "Submit" to carry out the cancelation.

6   User Management

As soon as you have purchased one or more licenses (currently only applies to Microsoft CSP licenses) via the Sunrise Work Smart Marketplace, you can access the User Management console via the menu button "My Workspace" and then "Setup".
Via the User Management console, you can conveniently perform the following functions without having to jump to the Microsoft Admin Portal:

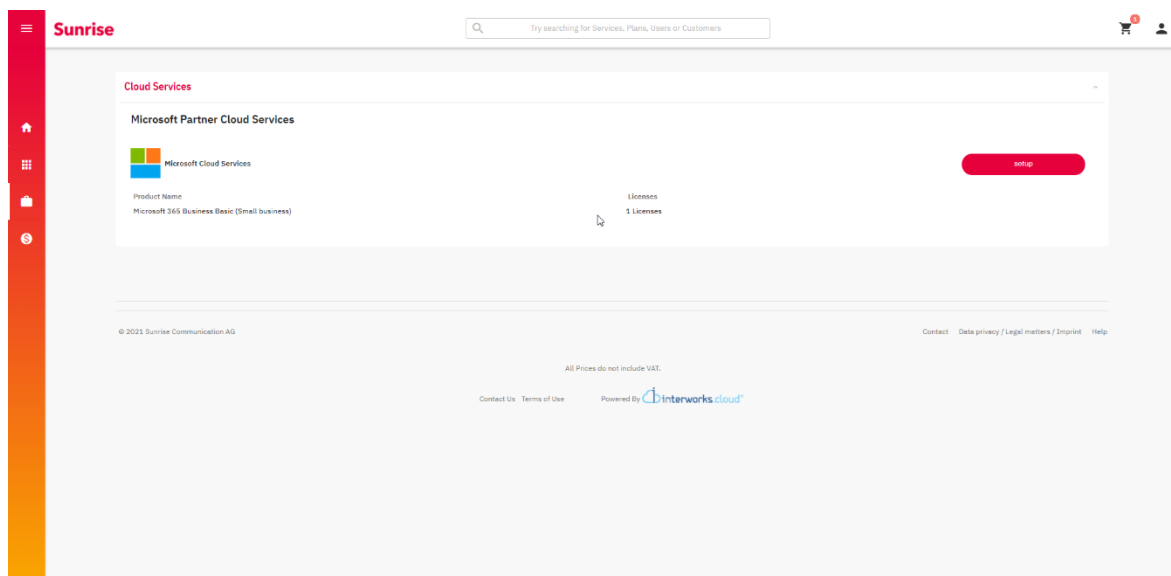- Create and delete users
- Assign licenses
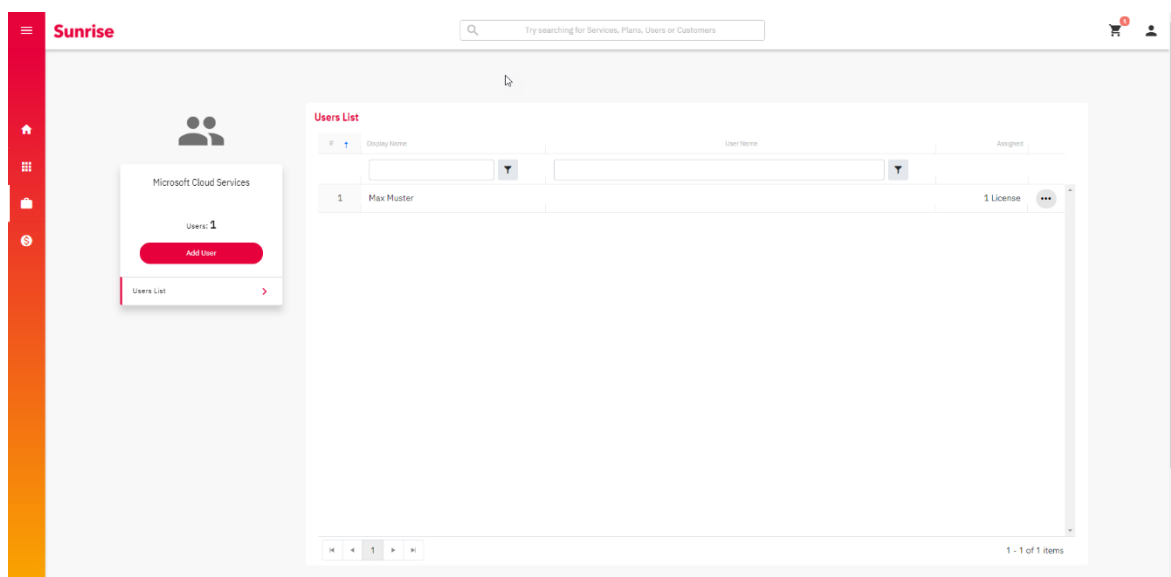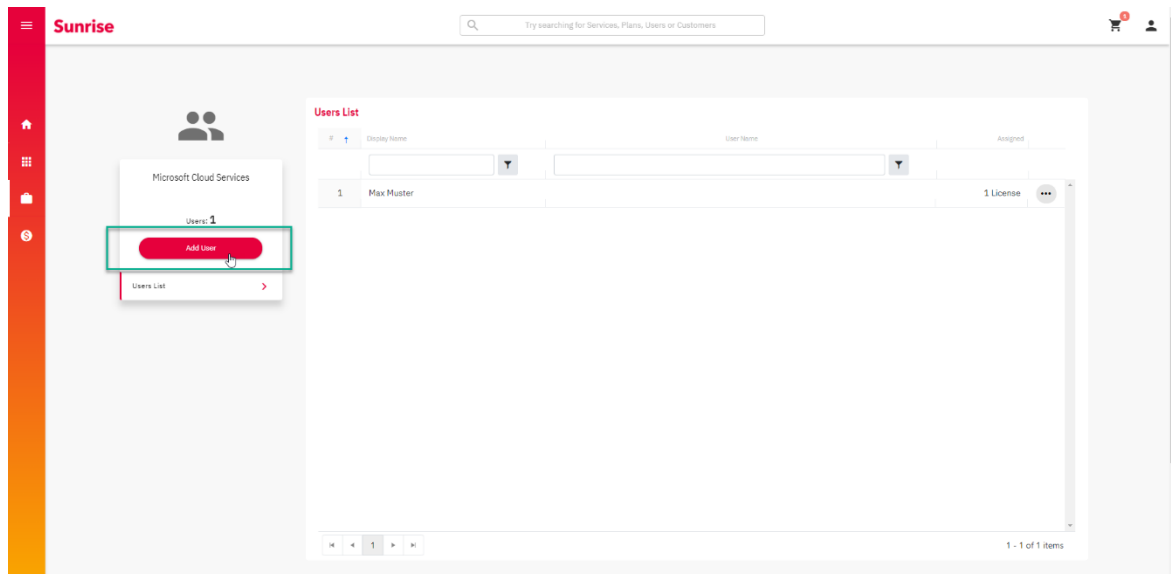- Resetting passwords

Figure: My Workspace

Figure: User Management Console

6.1   Creating a new user account

1. In the user overview, you can create and manage additional users via the "Add User" button.

2. A pop-up opens where you can enter the following data, similar to the Admin Center.

- Firstname & Last Name
- Display Name
- Username*
- Location
- Password (auto generated or assign password)
- E-mail address for initial password sending
- Option to change the password at the initial login

*IMPORTANT: Currently, Microsoft's interface only supports the *.onmicrosoft.com domain.

3. In the next step, select which roles the user should receive.

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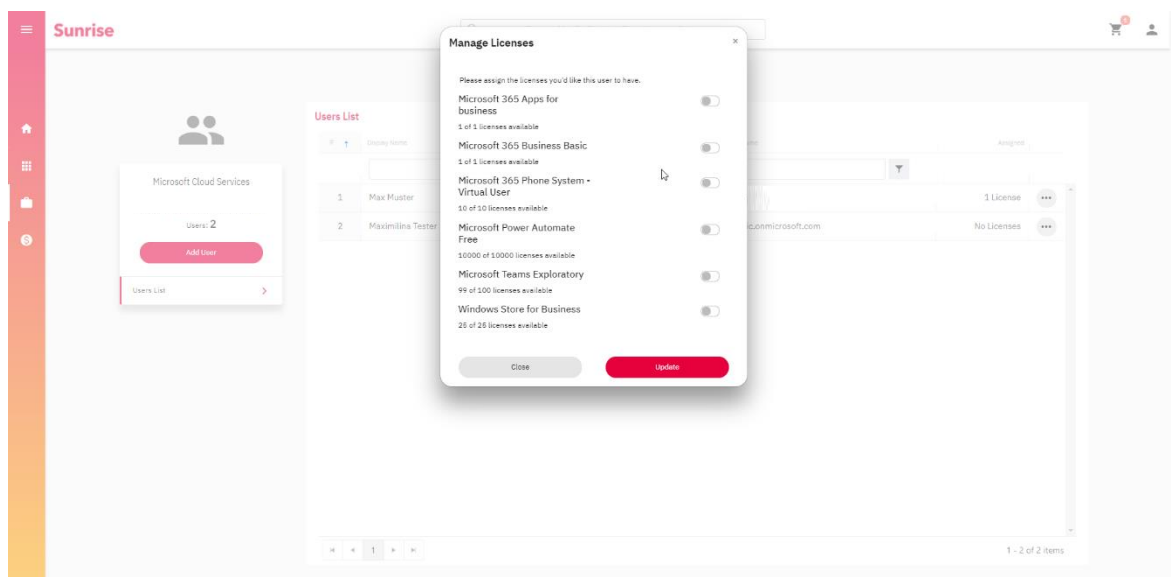4. In the last step you can assign the desired license to the user.
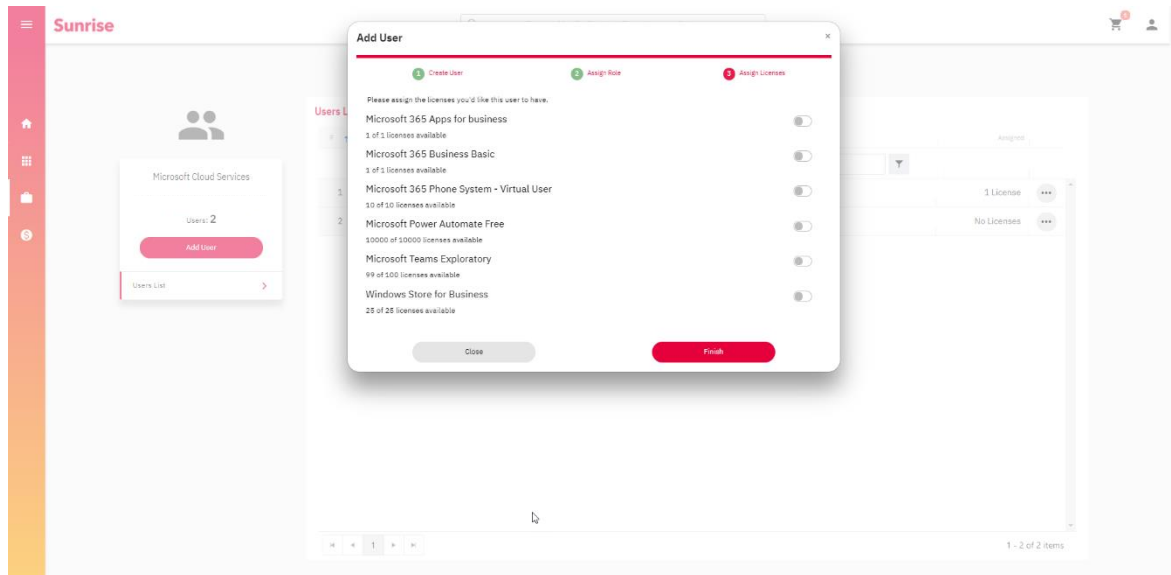
6.2   Manage Licenses

At the user you will find the option "Manage Licenses" via the respective item menu.
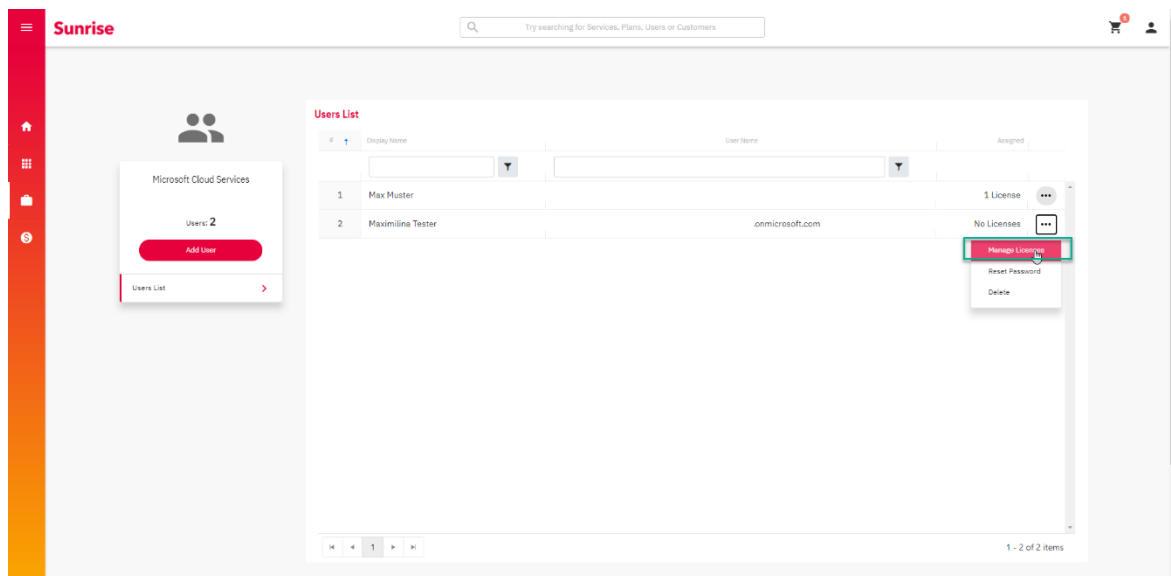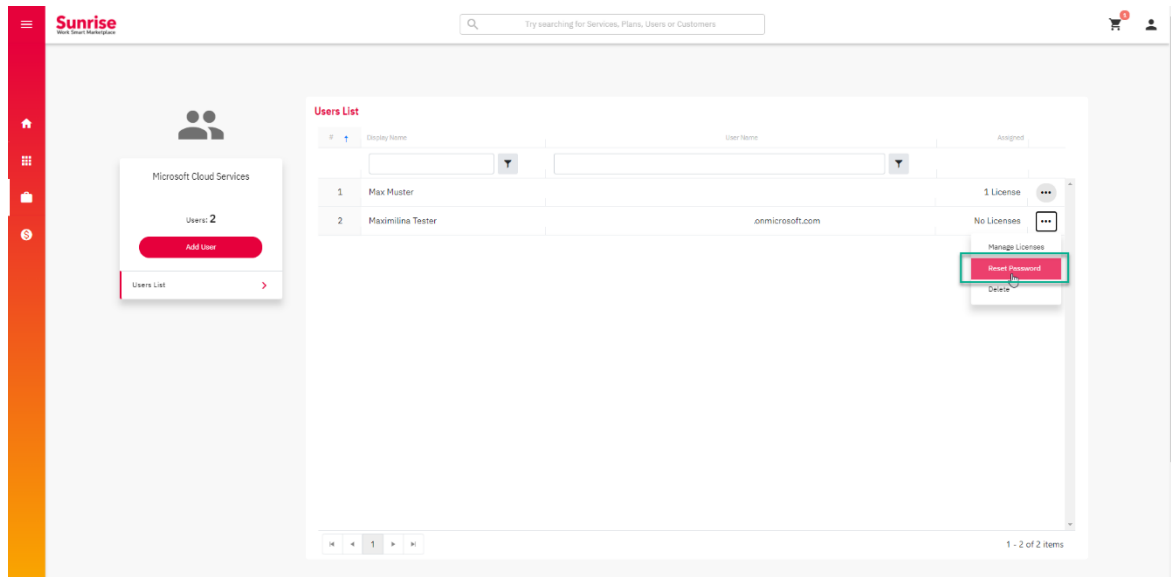

This menu allows you to assign the available licenses (click on the activation icon) to the user:

6.3 Reset Password

At the user you will find the option "Reset Password" via the respective item menu.

This menu allows you to reset the password of the respective user. You have the following options:

- Auto-generate Password: A secure password is assigned by the system.
- Let Me Create Password: You can independently assign a password to the user.

In addition, you can use "Force User to Change Password Upon First Sign In" to prompt the user to change the password at the first login and "Send Password To Email Upon Completion" to email the password to the user.
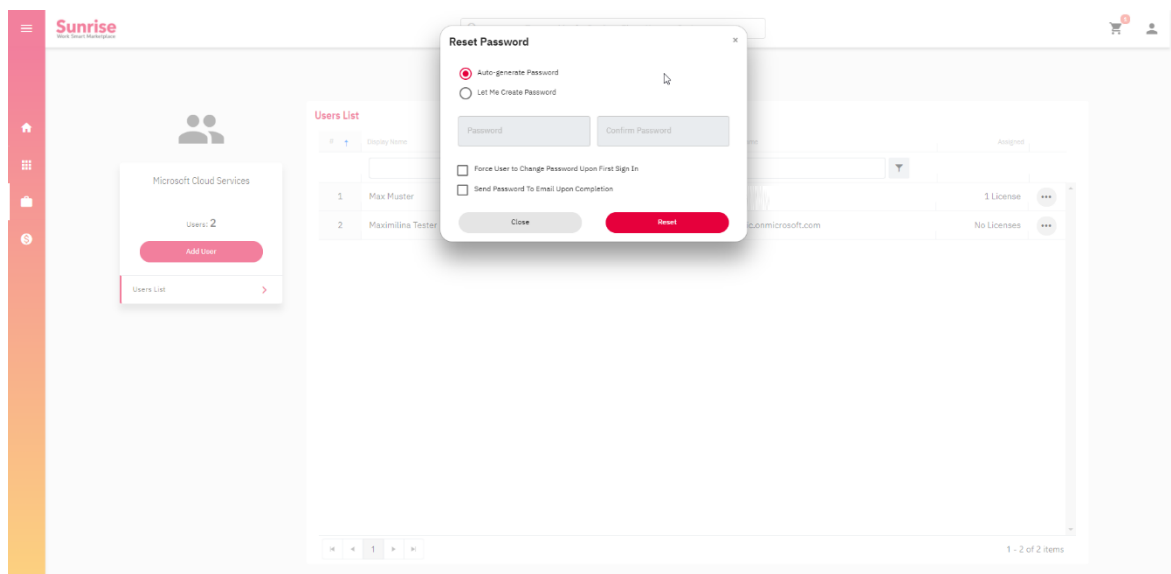
6.4 Delete user

At the user you can find the "Delete" option via the respective item menu.
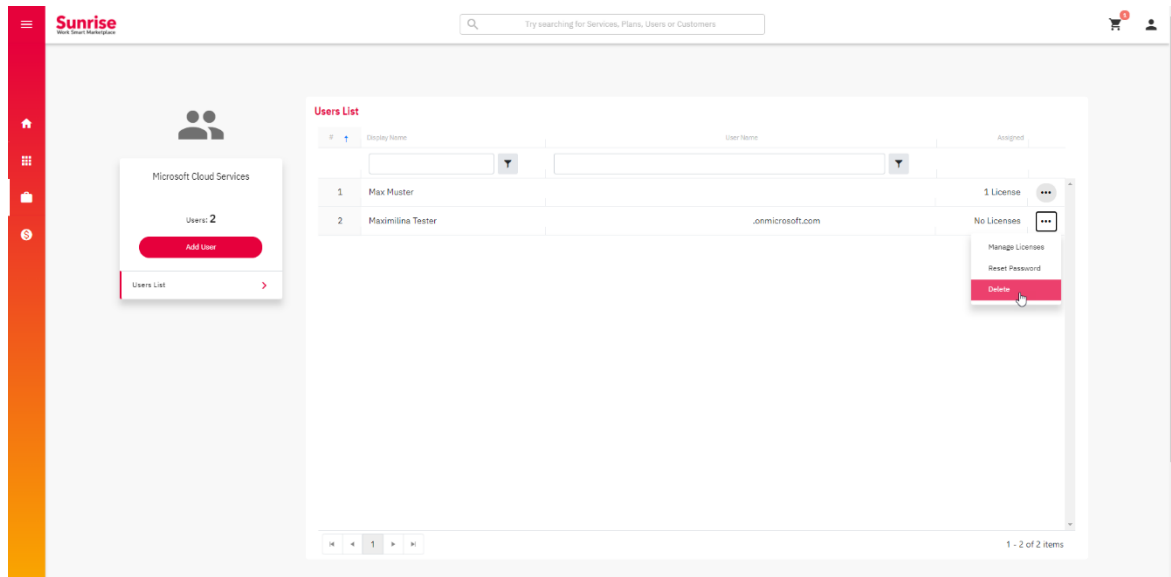
Via this menu you can delete the respective user: