



Sunrise Work Smart Marketplace

User Guide

v 2.0

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1 Our Work Smart Marketplace

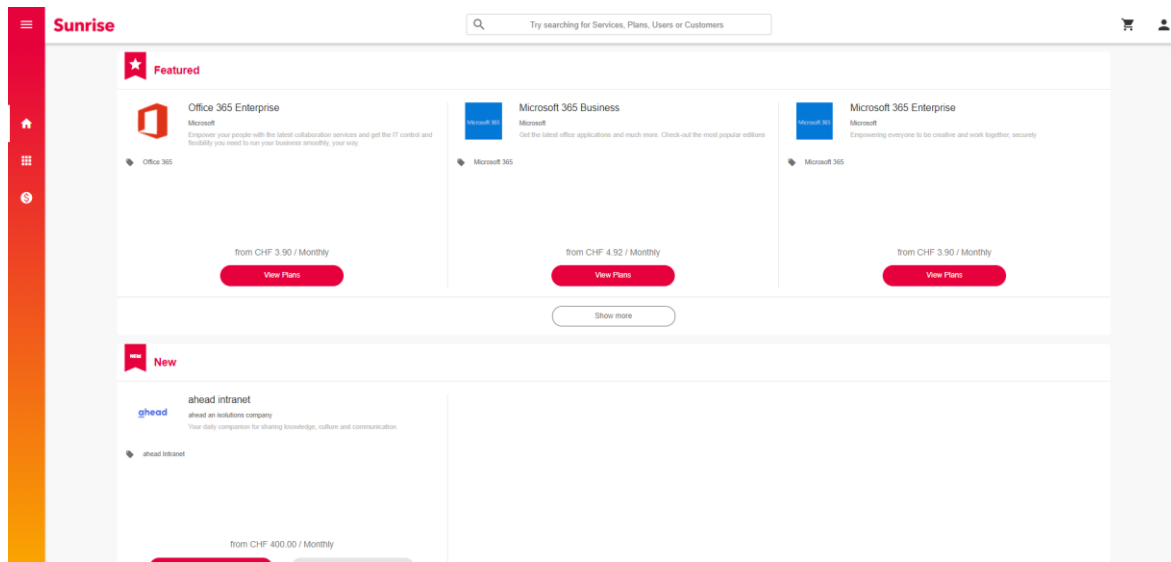
We offer Sunrise customers the Sunrise Work Smart Marketplace to purchase and manage service-based products such as Office 365 licenses. The system is based on the interworks.cloud platform. This platform is a clearly understandable and simple solution to manage cloud services. With it, you can provide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

The screenshot displays the 'My Profile' page of the Sunrise Work Smart Marketplace. The page is divided into several sections:

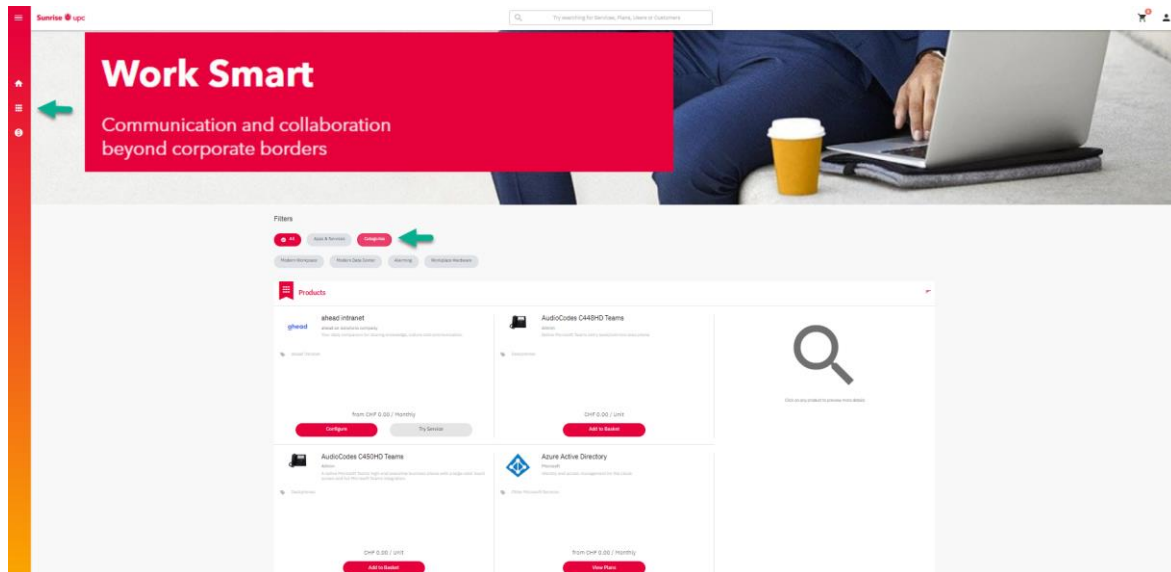
- User Settings:** Fields for First Name (Arjuna), Last Name (Datta), Email (arjuna.datta@sunrise.net), and a password confirmation field. A 'Login' button is present.
- Location options:** Fields for Date Format (dd/mm/yyyy) and Language (English).
- Billing address:** Fields for Company Name (Work Smart Training), Address (Muster 11), City (Zürich), and Phone (+41 76 777 77 77). A dropdown menu for Country is set to Switzerland.
- Billing contact:** A section for updating contact information, including a 'Update Billing Contact' button.
- Concurrent Sessions:** A table showing session details, including Location IP Address (193.132.15.126), Date (28/01/2021 17:51), and In Concurrent Session (True).

The page includes a sidebar with navigation links (Home, My Profile, Account Settings) and a footer with copyright information (© 2021 Sunrise Communication AG) and a disclaimer (All Prices do not include VAT).

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.

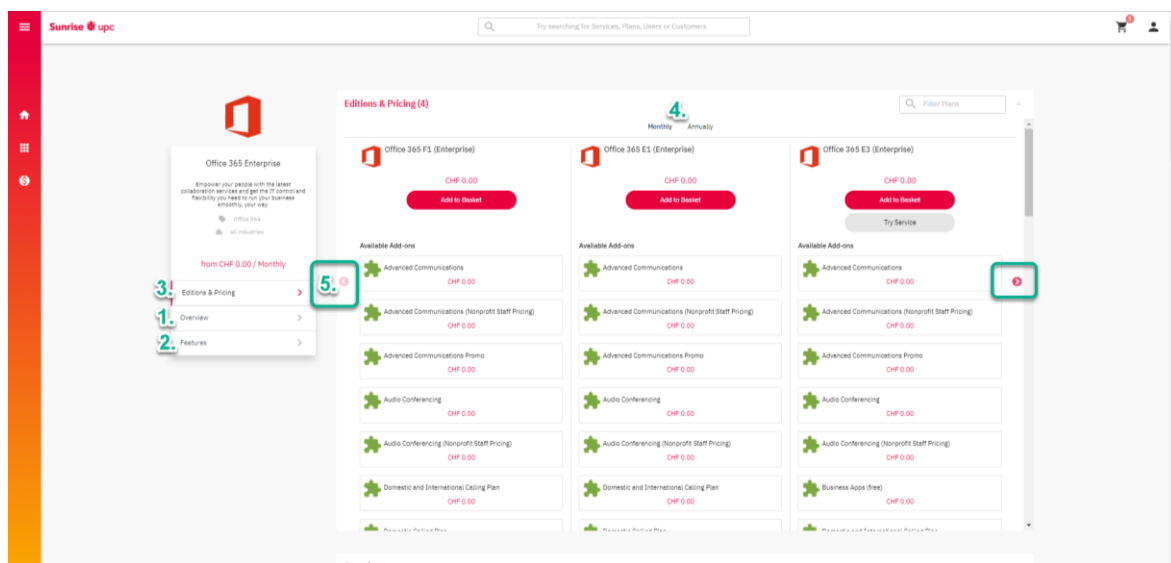
4 Ordering licenses

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:

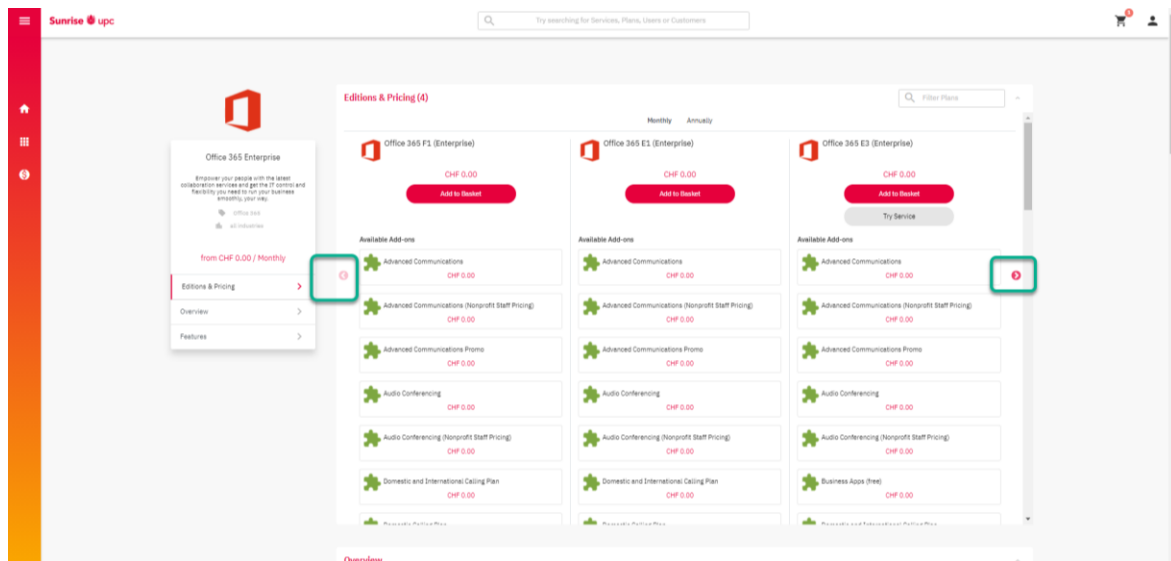
1. Overview: Product description
2. Features: Product features
3. Editions & Pricings: An overview of the individual editions within a product or product suite.
4. Account type: Choose between monthly or annual billing.
5. Next/Previous button: Show additional products from this suite.

Note: Features may vary from product to product or suite to suite.

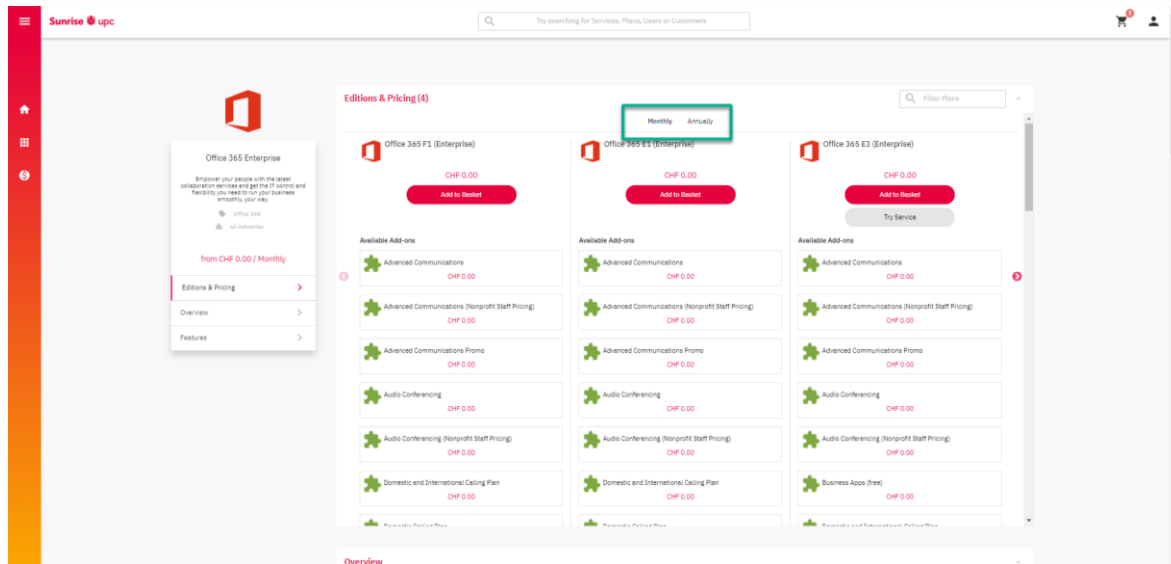
Note 2: You will only see the "Add to Basket" button if you are logged in.

To place an order, please proceed as follows:

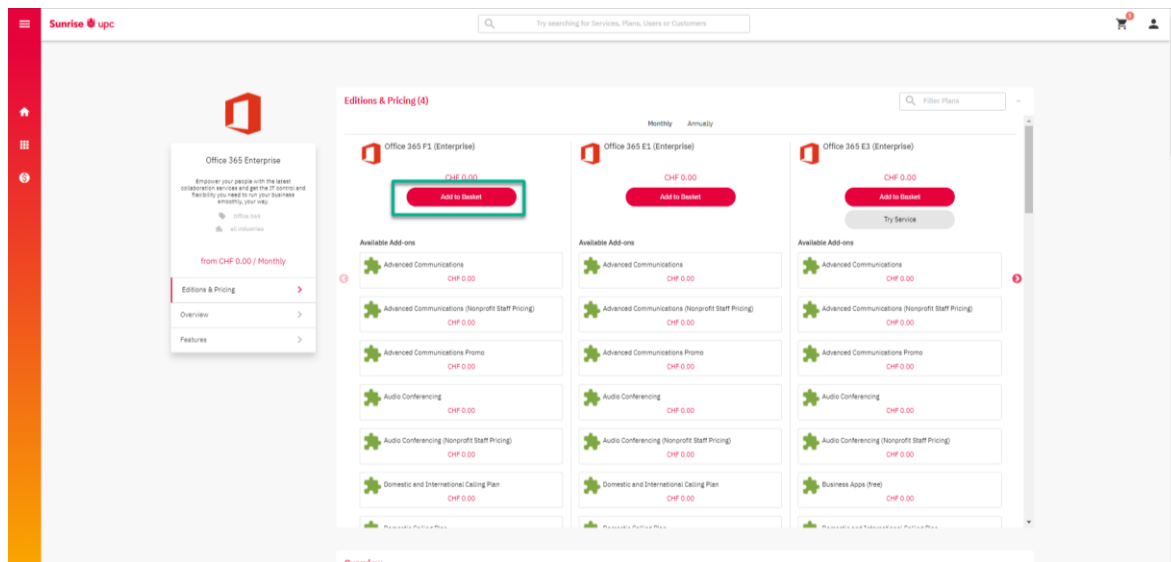
1. Select the desired product by using the Next/Previous button.



2. After finding the correct product, choose the Account Type (billing type).



3. Click on "Add to Basket"



- 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)

Add Office 365 F1 (Enterprise) to Basket

Product Name	Quantity	Price
Office 365 F1 (Enterprise)	1	CHF 0.00 / Monthly

2. Do you want to define a friendly name for your subscription?

3. Do you want extra add-ons?

Below is a list of product's available add-ons

Add-on	Quantity	Price
Advanced Communications	1	CHF 0.00 / Monthly
Advanced Communications (Nonprofit Staff Pricing)	1	CHF 0.00 / Monthly
Advanced Communications Promo	1	CHF 0.00 / Monthly

4. [32 add-ons] Current page 1 Showing 1 - 3 from 32

5. What You Pay

Product	Quantity	Unit Price	Discount	Total
Office 365 F1 (Enterprise)	1	CHF 0.00 / Monthly	0.00 %	CHF 0.00

- 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"

My Basket

1. Basket Items

Product Name	Quantity	Unit Price	Discount	Total	Actions
Office 365 F1 (Enterprise)	1	CHF 0.00 / Monthly	0.00 %	CHF 0.00	
Audio Conferencing	1	CHF 0.00 / Monthly	0.00 %	CHF 0.00	

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.

The screenshot shows the 'Billing Information' step of the checkout process. The page has a red header with the Sunrise UPC logo and a search bar. A progress bar at the top indicates three steps: 1. Basket Items, 2. Billing Information (active), and 3. Confirmation. On the left, there is a 'Checkout' button with a shopping cart icon. The main content area is titled '2 Billing Information' and contains a form for billing details. The form is divided into two columns. The left column contains fields for Address (muster 11), Country (Switzerland), Post Code (8052), City (Zürich), State / Province, and Phone (+41 76 777 77 77). The right column contains a section titled 'Who would you like to receive your invoices?' with a link to 'My Account' and a message 'No Billing Contact has been set'. At the bottom of the form are 'Back' and 'Checkout' buttons. The footer includes copyright information for Sunrise Communication AG, a disclaimer 'All Prices do not include VAT.', and links for Contact, Data privacy, Legal matters, Imprint, and Help.

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7. Your order will now be supplied.

The screenshot shows the 'Confirmation' step of the checkout process. The page has a red header with the Sunrise UPC logo and a search bar. A progress bar at the top indicates three steps: 1. Basket Items, 2. Billing Information, and 3. Confirmation (active). On the left, there is a 'Confirmation' button. The main content area is titled '3 Confirmation' and contains a green checkmark and the text 'Your order submission has been completed'. Below this is a table with the following data:

Subscription	Quantity	Activation Date	Billing Cycle	Manage Your Service
Office 365 F1 (Enterprise)	1	29/01/2021	Monthly	

At the bottom of the page are links for Contact Us, Terms of Use, and a note 'Powered By interworks cloud'.

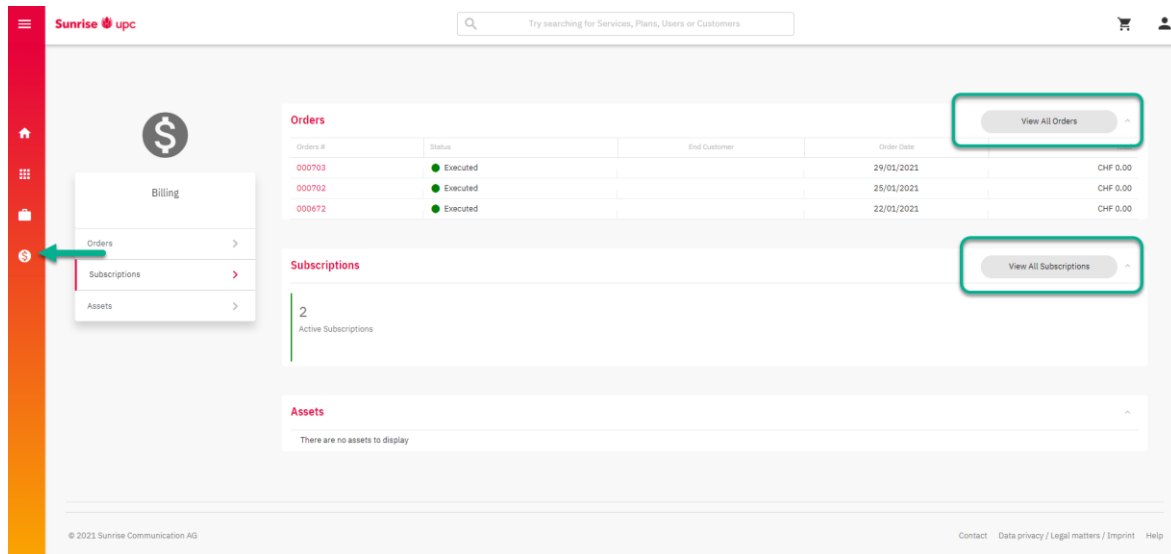
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5 Managing existing subscriptions/licenses

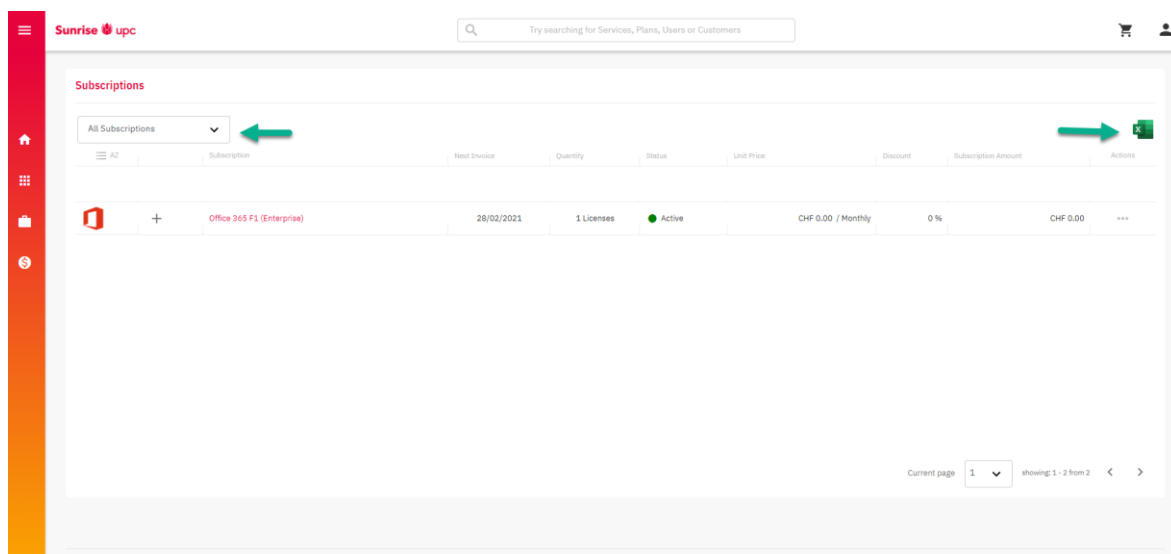
If you have active subscriptions that have been made available via the marketplace, you have the option of managing them via the "Billing" area.

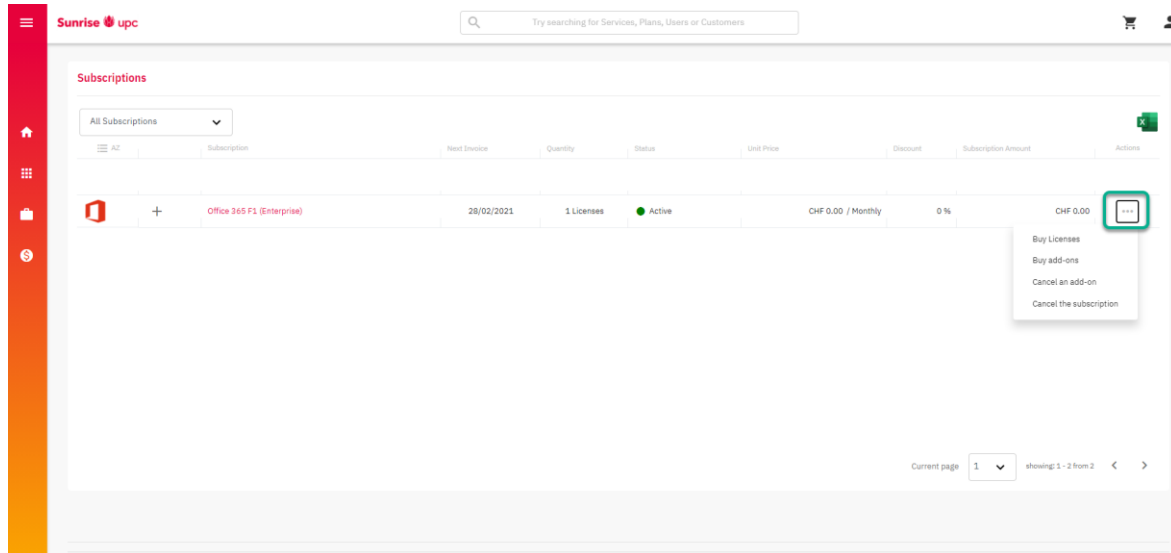


Use the dropdown function to filter the list by the following criteria:

- 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 .



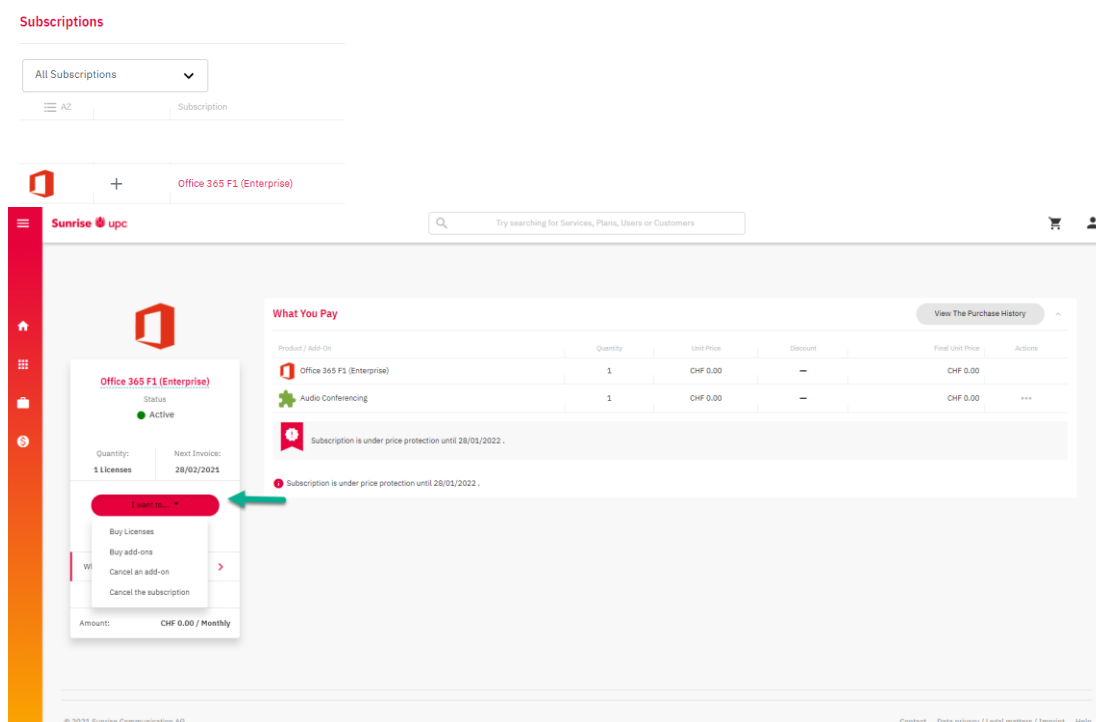



The function menu can be opened via the three points .

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.



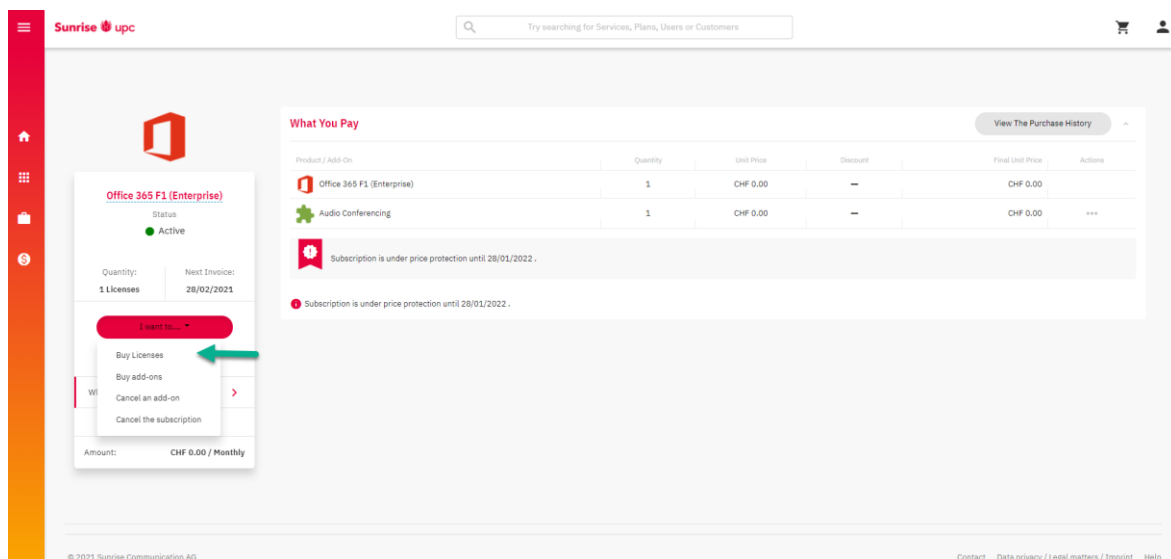
The same menu can be called up via "I want to..." as via the three dots  under Subscriptions.

The functions are:

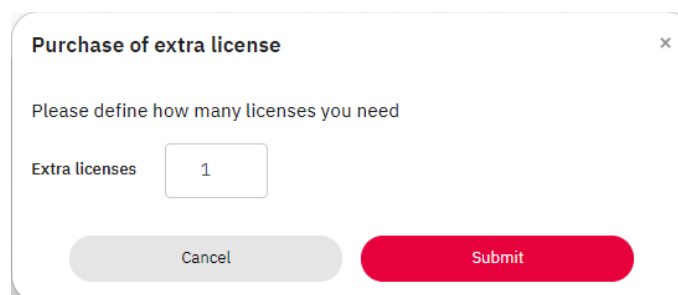
- Buy Licenses: Purchase additional licenses
- Buy add-ons: Purchase additional add-ons
- Cancel an add-on: Reduce add-ons
- Cancel the Subscription: Reduce license

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:

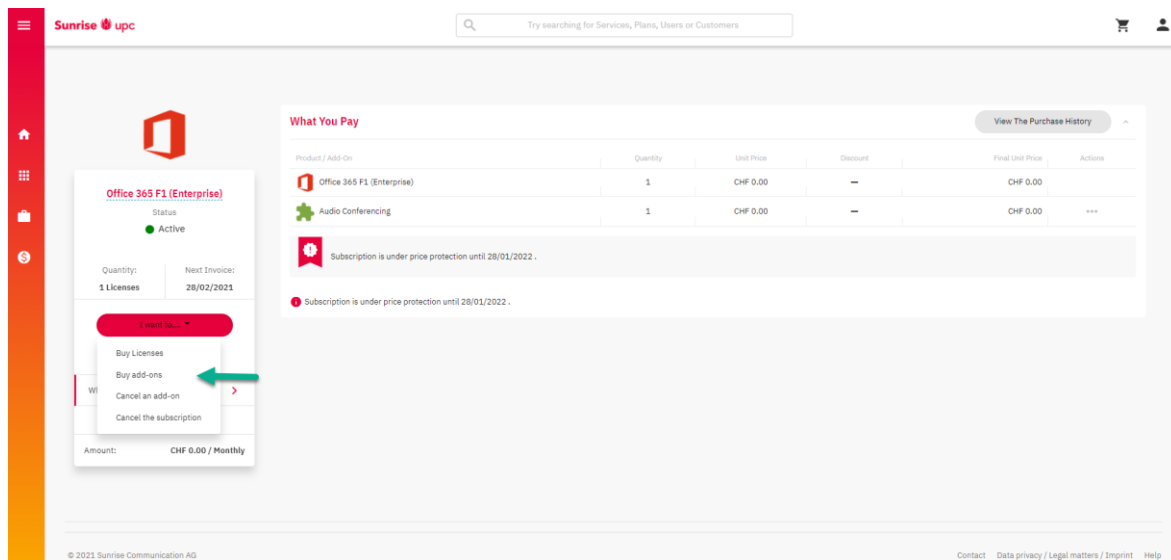


The lightbox titled 'Purchase of extra license' contains the text 'Please define how many licenses you need'. Below this, there is a label 'Extra licenses' followed by a text input field containing the number '1'. At the bottom of the lightbox, there are two buttons: 'Cancel' and 'Submit'.

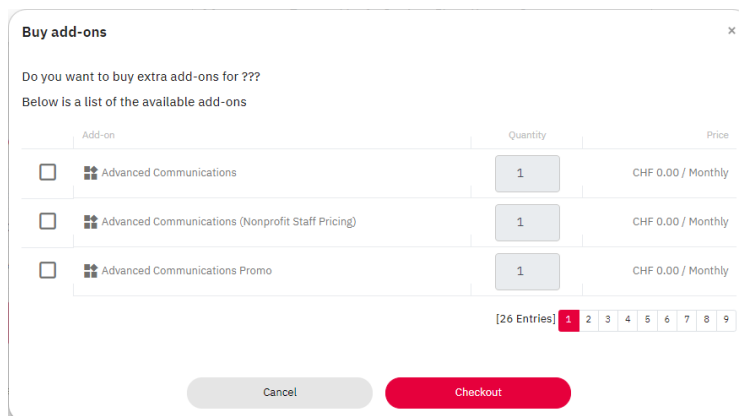
Enter the number of additional licenses that you want to purchase and click on "Submit". The order is executed in the background, and your licenses are provided in a few minutes.

5.2 Buy add-ons: Purchasing additional add-ons

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



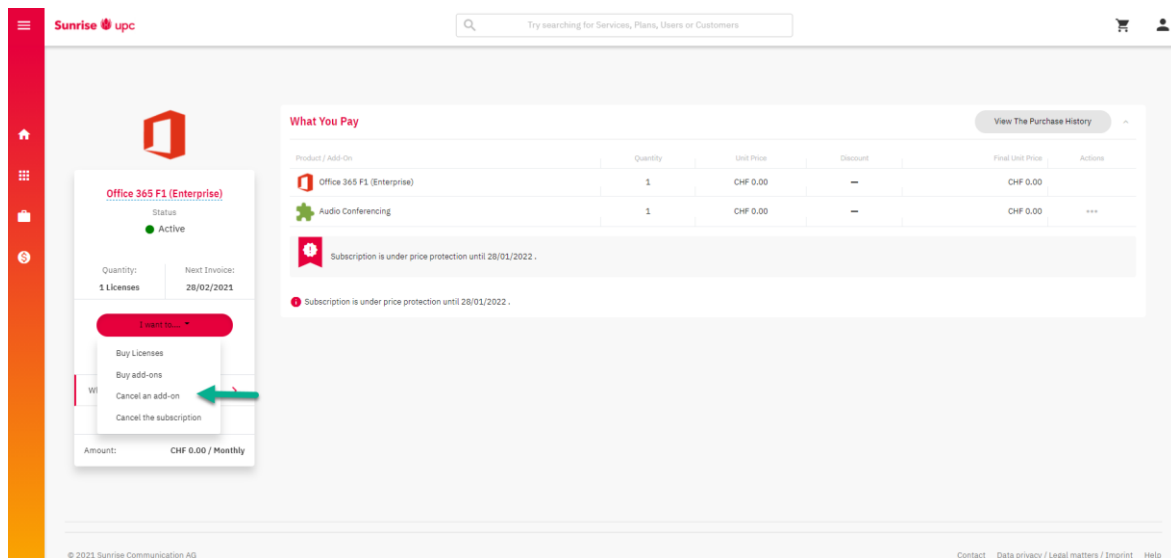
A lightbox opens where you can select an add-on and enter the quantity:



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.

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:

The lightbox is titled 'Office 365 F1 (Enterprise) - Cancel Add-ons'. It contains the following elements:

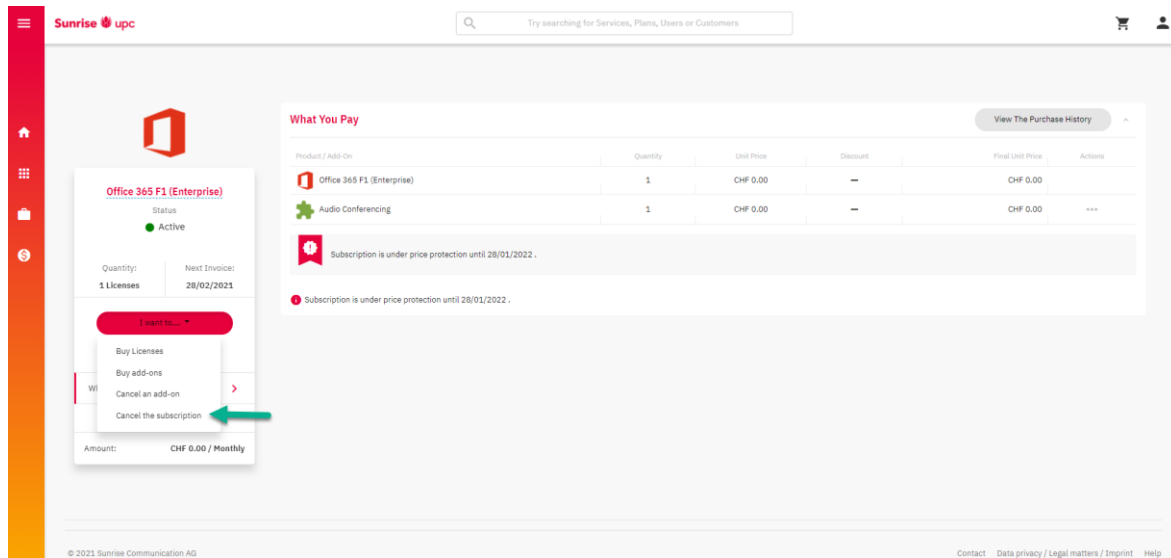
- A heading: 'Select which add-ons you want to cancel from subscription "Office 365 F1 (Enterprise)"'
- A sub-heading: 'Below is a list of the add-ons you have purchased.'
- A table with columns 'Add-on' and 'Quantity':

Add-on	Quantity
<input type="checkbox"/> Audio Conferencing	1 Licenses
- A summary: '[1 Entries] 1' in a red box.
- A section titled 'Cancellation Instructions' with a text area: 'Enter here any instructions you may have...'
- Two buttons at the bottom: 'Cancel' and 'Submit'.

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

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:

Cancellation Request

Cancel your subscription: ???
How Many ??? you want to cancel?

Cancellation Instructions
Enter here any instructions you may have...

CancelSubmit

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

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

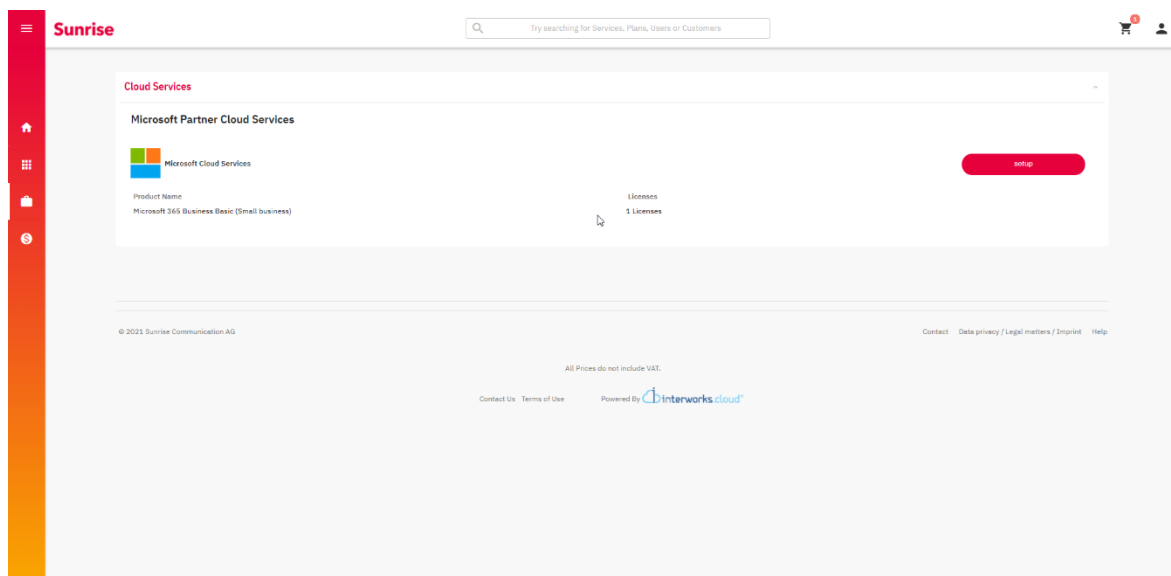


Figure: My Workspace

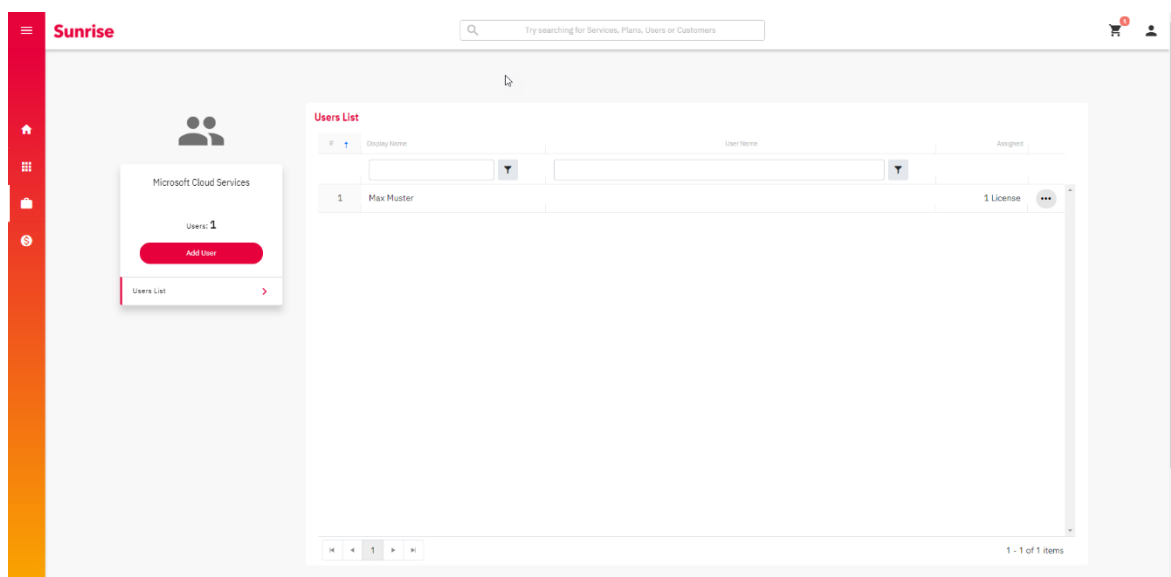
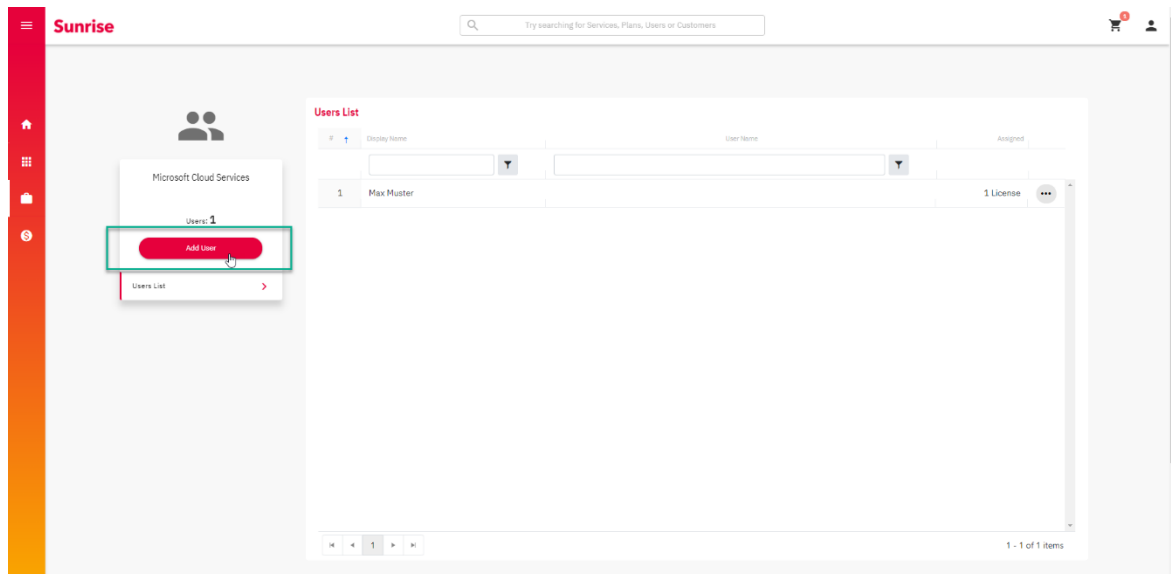


Figure: User Management Console

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.

The screenshot shows the 'Add User' dialog box in the Sunrise application. The dialog is titled 'Add User' and has three steps: 1. Create User, 2. Assign Role, and 3. Assign Licenses. Step 1 is currently active. The form asks for the following information to create a new user:

- First Name: [Text Input]
- Last Name: [Text Input]
- Display Name*: [Text Input]
- Username*: [Text Input] (with a dropdown arrow next to it)
- Locations*: [Dropdown Menu] (currently showing 'Switzerland (CH)')

Below the form fields, there is a 'Password' section with two radio buttons:

- ☒ Auto-generate Password
- ☐ Let Me Create Password

Below the radio buttons, there are two text input fields: 'Password' and 'Confirm Password'. Below these fields is a text input field for 'Email' with the label 'Send Password To Email Upon Completion*'. At the bottom of the dialog, there is a checkbox for 'Force User to Change Password Upon First Sign In' and two buttons: 'Close' and 'Next'.

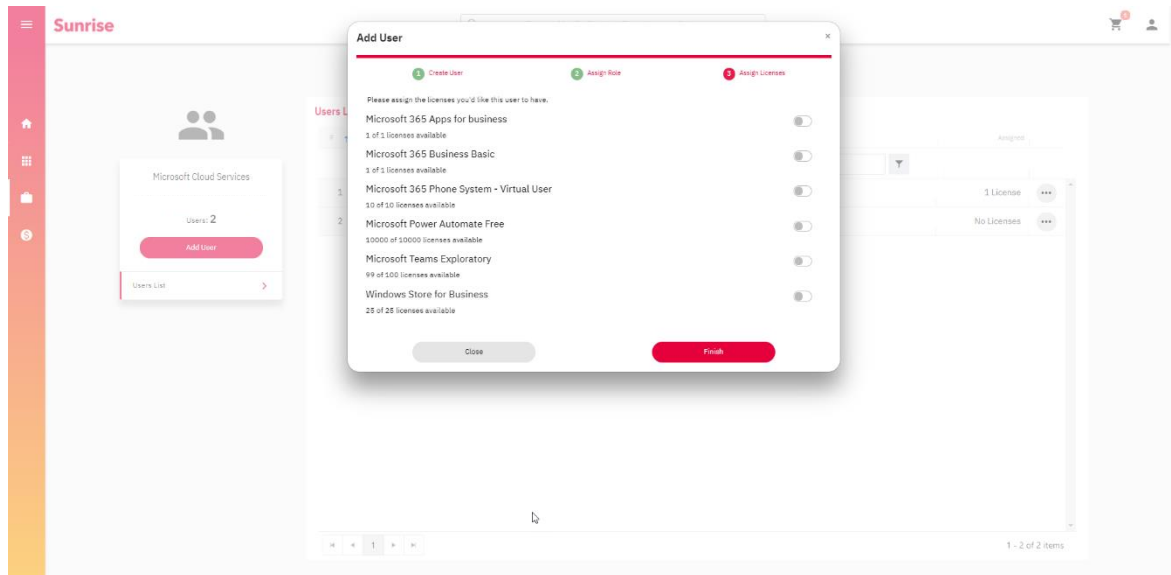
3. In the next step, select which roles the user should receive.

The screenshot shows the 'Add User' dialog box in the Sunrise application, now at Step 2: Assign Role. The dialog is titled 'Add User' and has three steps: 1. Create User, 2. Assign Role, and 3. Assign Licenses. Step 2 is currently active. The form asks for the following information to assign a role to the user:

- You can choose what role you'd like to assign for this user:
- ☒ Office 365 User Role
- ☐ Office 365 Global Administrator Role
- ☐ Office 365 Customized Administrator Role

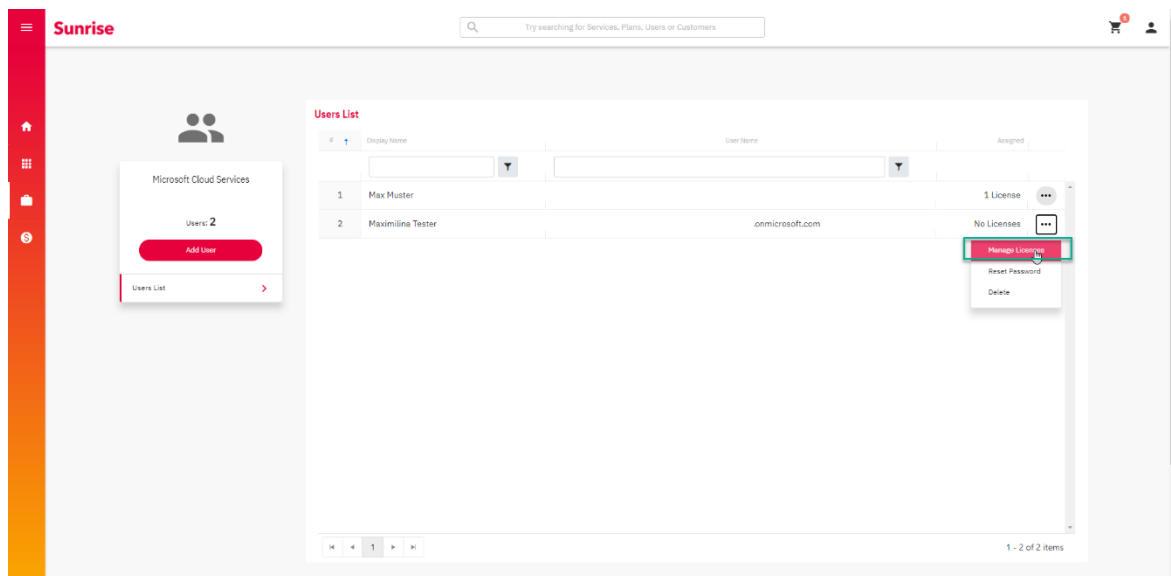
Below the radio buttons, there are two buttons: 'Close' and 'Next'.

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

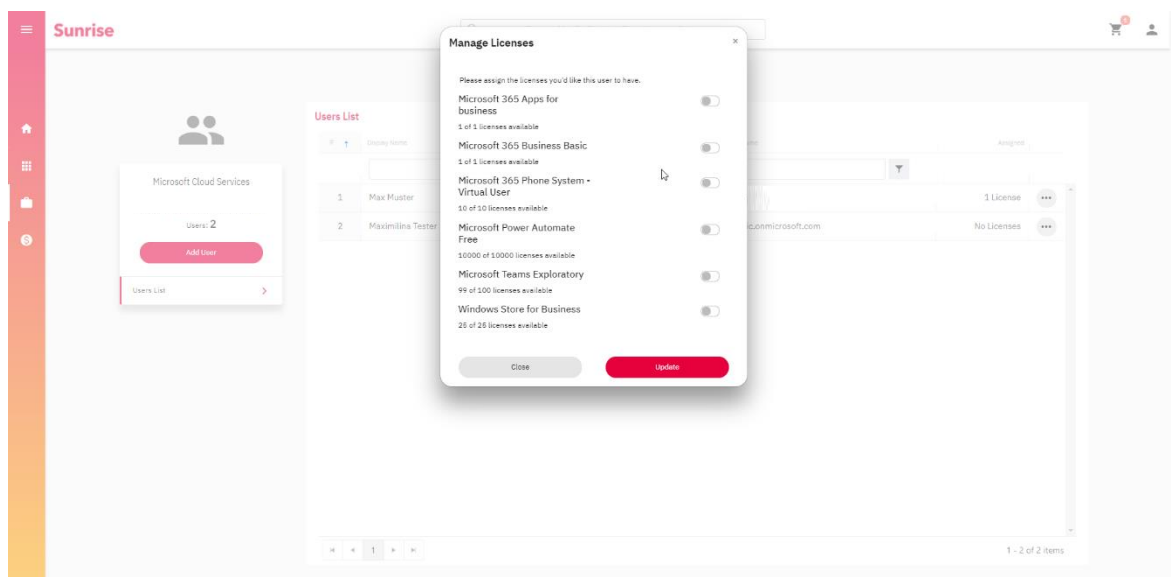


6.2 Manage Licenses

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

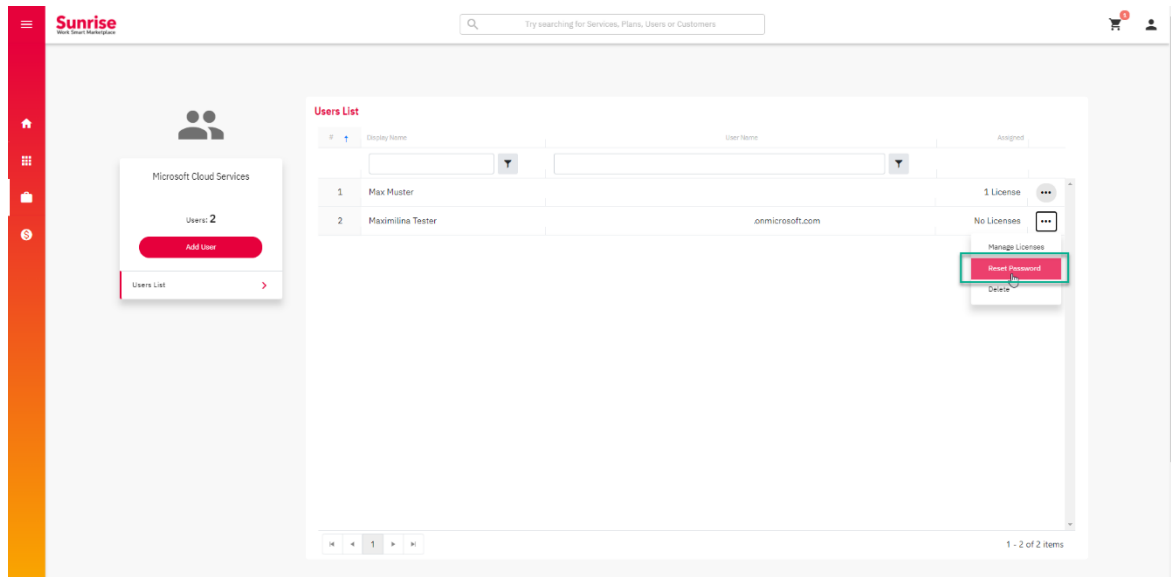


This menu allows you to assign the available licenses (click on the activation icon) to the user:



6.3 Reset Password

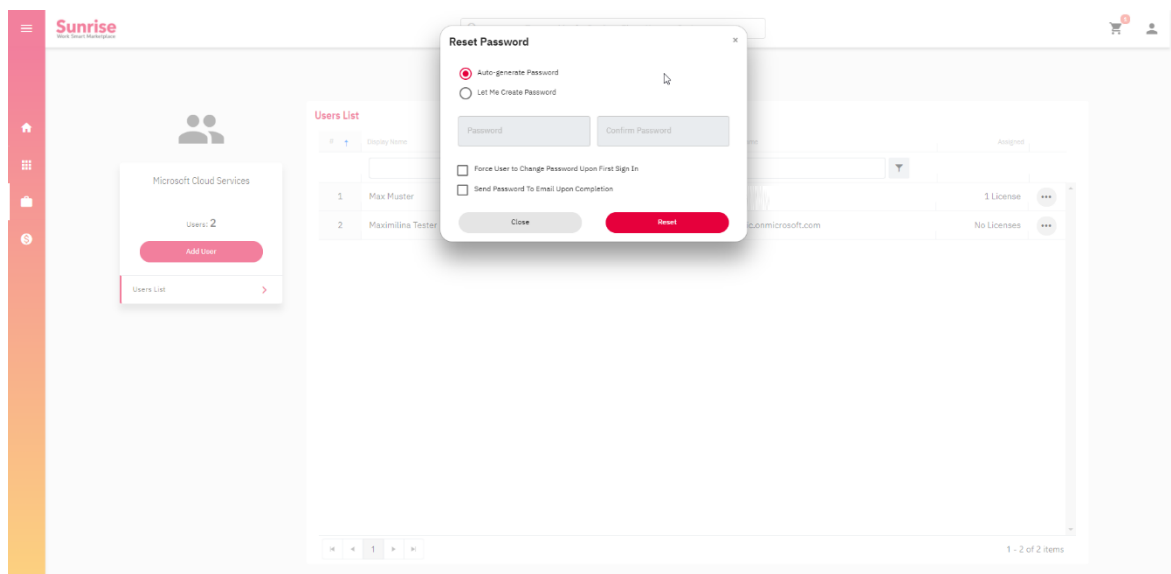
At the user you will find the option "Reset Password" via the respective item menu.



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

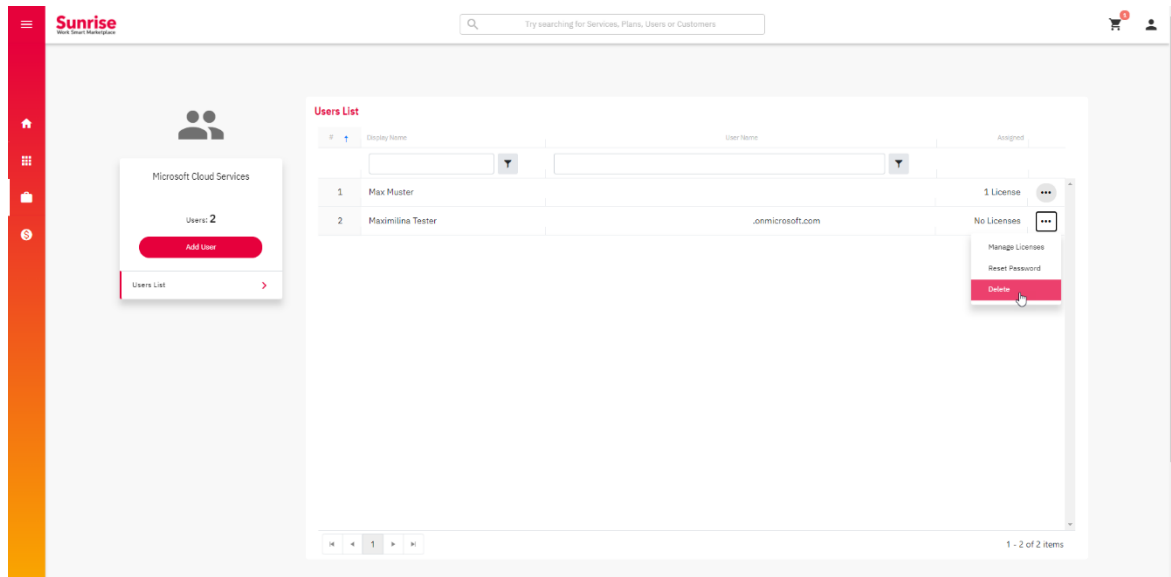
- Auto-generate Password: A secure password is assigned by the system.
- Let Me Create Password: You can independently assign a password to the user.

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:

