SEAGATE

Lyve Management Portal User Manual

LYVE™

Hier klicken, um eine aktuelle Online-Version
dieses Dokuments aufzurufen. Auch finden Sie hier die aktuellsten Inhalte sowiærweiterbare Illustrationen, eine übersichtlichere Navigation sowie Suchfunktionen.

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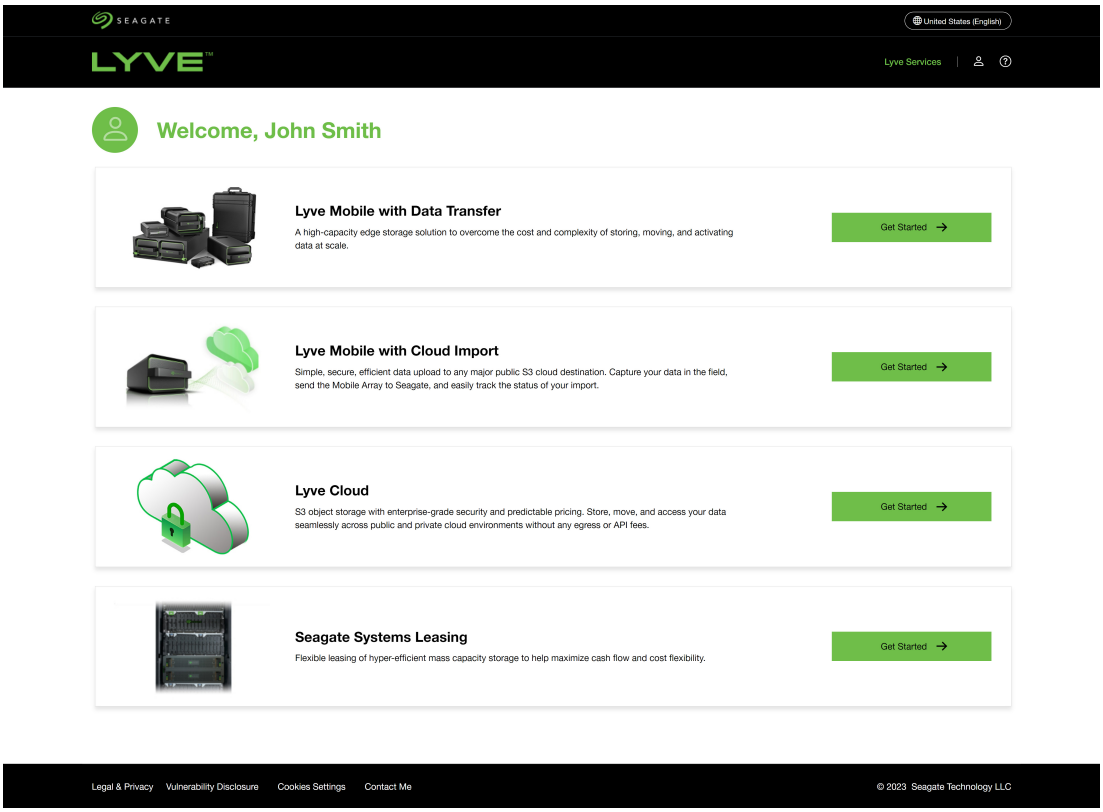
Account Management

Why do I need an account?

A Lyve Management Portal account lets you manage your projects, subscriptions, users, and billing in one central location. In addition, an account username and password are required to authorize computers to unlock and access Lyve Mobile Array and compatible devices.



What is the difference between a Business account and a Solution Provider account?

There are two types of Lyve accounts:

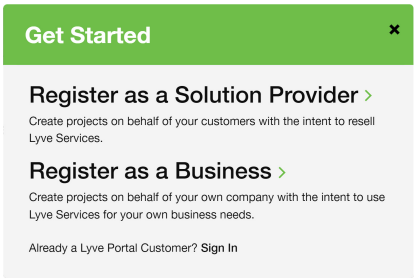
- **Business**—Lets you create projects and subscriptions on behalf of your business.
- **Solution Provider**—Lets you create projects and subscriptions on behalf of your customers and register deals with Seagate.

How do I register a new account?

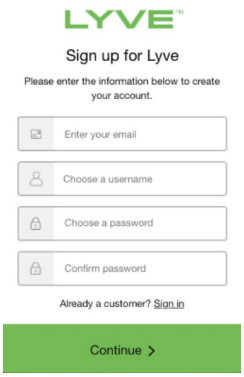
1. Go to lyve.seagate.com

1. Go to lyve.seagate.com.
2. Click **Get started**.

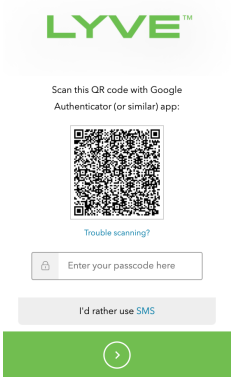
3. Click **Register as a Solution Provider** or **Register as a Business**.



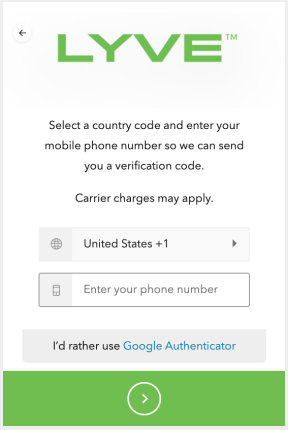
4. Enter an email address and username, and then create and confirm a new password.



5. Use an authenticator app such as Google Authenticator or Microsoft Authenticator to scan the QR code and receive a passcode. Enter your passcode and click **Continue**.

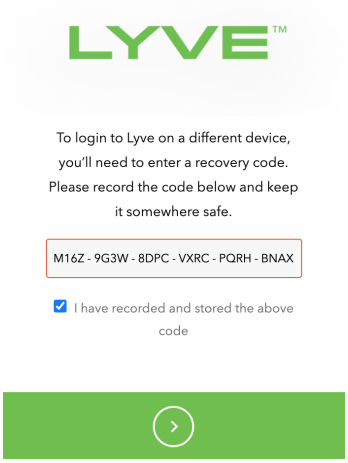


Alternatively, you can receive a passcode via SMS. Click the **SMS** option and enter your phone number to receive the 6-digit verification code. Note that carrier charges may apply.



Enter the verification code sent to your phone and click **Continue**.

6. You're asked to record a recovery code. A recovery code lets you log in to Lyve Management Portal from other devices. Record the recovery code and keep it in a safe place. Once it's recorded, check the confirmation box and click **Continue**.



7. Follow the onscreen instructions to set up your account. Read the terms and conditions on the Account Information screen and check the boxes confirming your agreement.

SEAGATE

United States (English) | Sign Out

1 Account Information — 2 Payment Information — 3 Account Review

Contact Details

Enter your contact details to be able to sign-in, order and use Lyve services and products. If you are already a Seagate customer, please select "Yes" and enter your Customer ID which can be found on any existing Seagate invoice.

Do you have a Customer ID? ○ Yes ◉ No

First Name: John

Last Name: Doe

Country Code: United States +1

Phone: (720) 808-7192

Industry Type: Energy & Utilities (Optional)

Job Type: Operations (Optional)

Business Address

Enter your business address for account setup and billing, or confirm the existing Seagate customer information below.

Country: United States

Address Line 1: 3760 Haul Road

Address Line 2 (Optional)

City: Sidman

State: Pennsylvania

Zip Code: 15955

Company Name: Thrive Inc.

☑ I have read and agree to the following terms:

Lyve Management Portal and Solution Provider Agreement

Lyve Service Solution Provider Terms and Conditions

☑ I have read and agree to the following privacy statement:

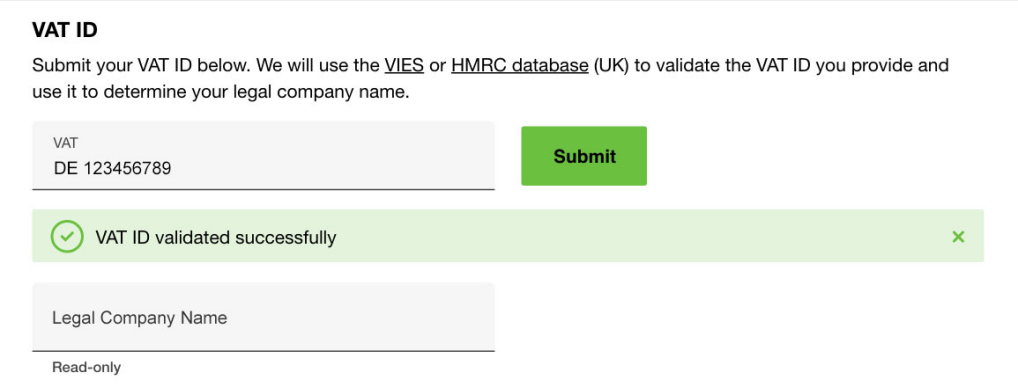
Seagate-Lyve Solution Privacy Statement

Continue | Cancel

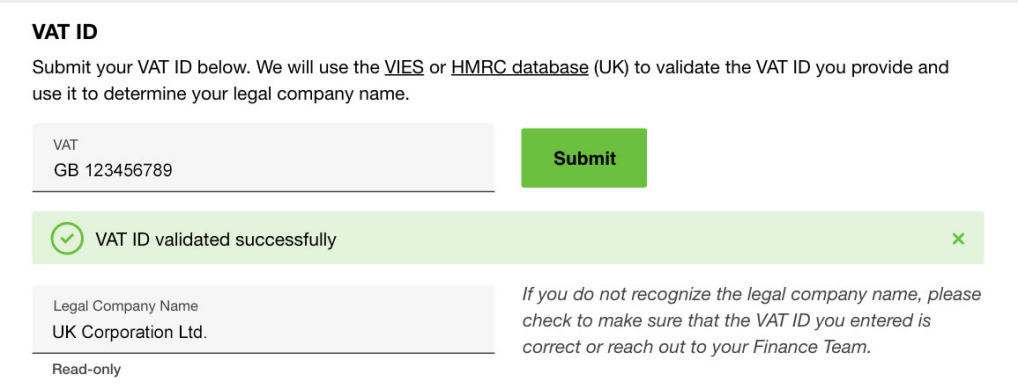
European customers

You must submit a VAT ID to create your account. Enter your VAT ID and click **Submit** to validate it with the VIES (EU) or HMRC (UK) database.

Companies registered in Germany/Spain—After submitting your VAT ID, enter the legal company name.

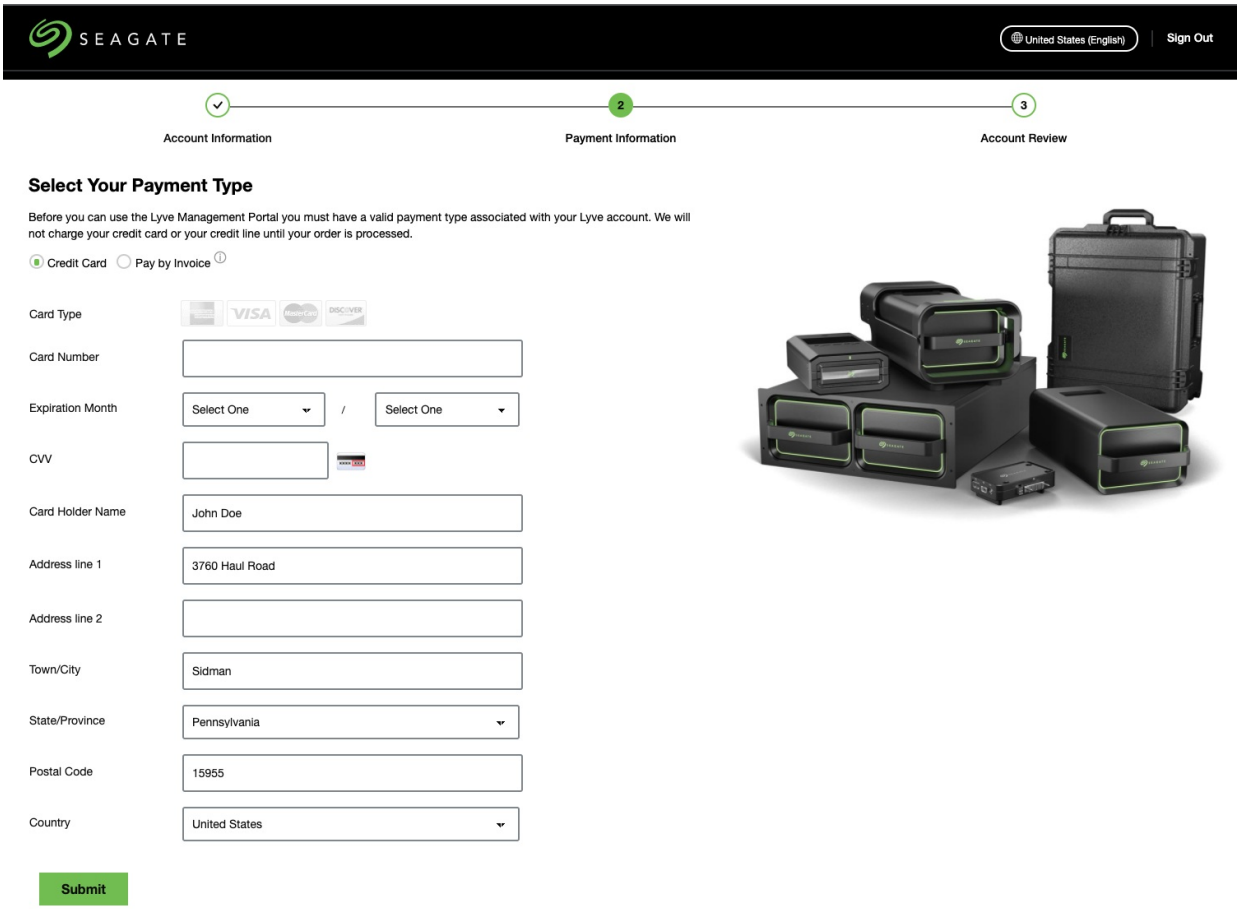


Companies registered in other European countries—If you don't recognize the legal company name, make sure you entered the correct VAT ID. If you believe the resulting legal company name does not match your VAT ID, click on the VIES or HMRC database links or contact your finance team.



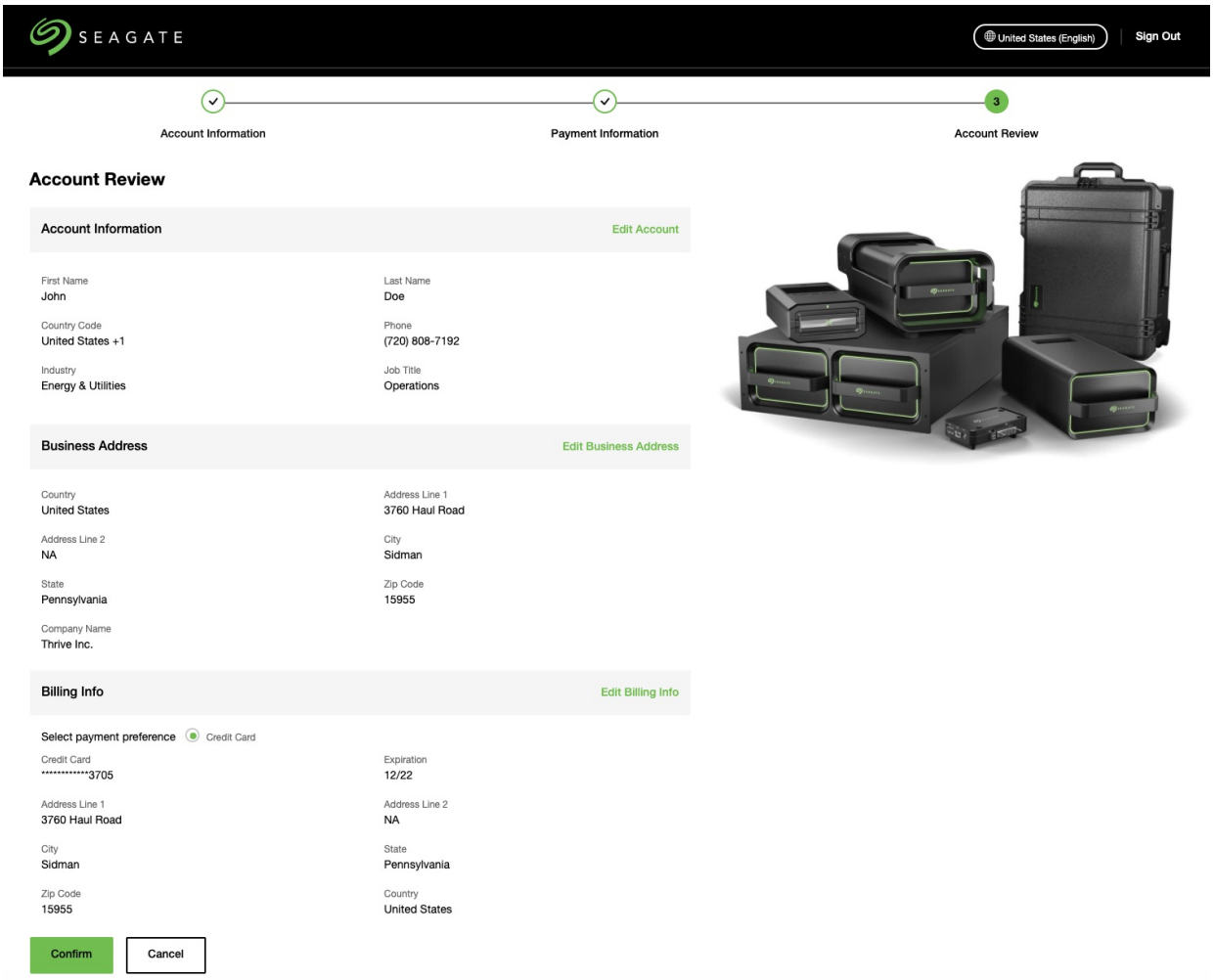
Click **Continue**.

8. Select a payment method: **Credit Card** or **Pay by Invoice**.



- **Credit Card:** Enter your payment information and click **Submit**.
- **Pay by Invoice:** You will need to complete a credit application form after creating your account. Select **Pay by Invoice** and click **Continue**. For more details, see How do I pay by invoice?

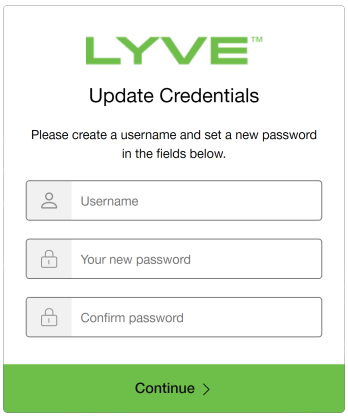
9. Review your account info and click **Confirm**.



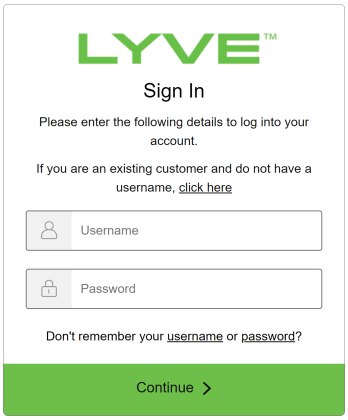
How do I register a new account through assisted sales?

If sales is assisting you with registering your account, proceed through the following steps:

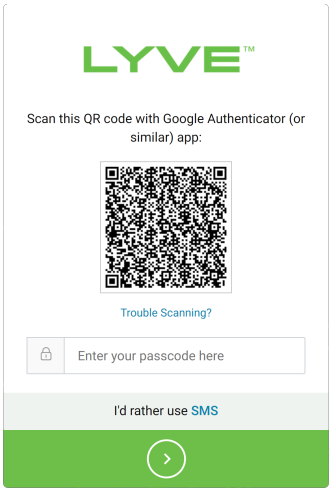
1. Your sales representative will send you an email inviting you to Lyve Management Portal. If you can't find the email in your inbox, be sure to check your spam/junk mail folder.
2. Click on the link in the email to complete the registration process and create your account.
3. At the prompt, create a username and password for the account.



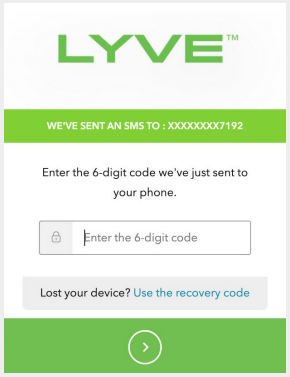
4. Enter your username and password. Click **Continue**.



5. Use an authenticator app such as Google Authenticator or Microsoft Authenticator to scan the QR code and receive a passcode. Enter your passcode and click the Continue icon.

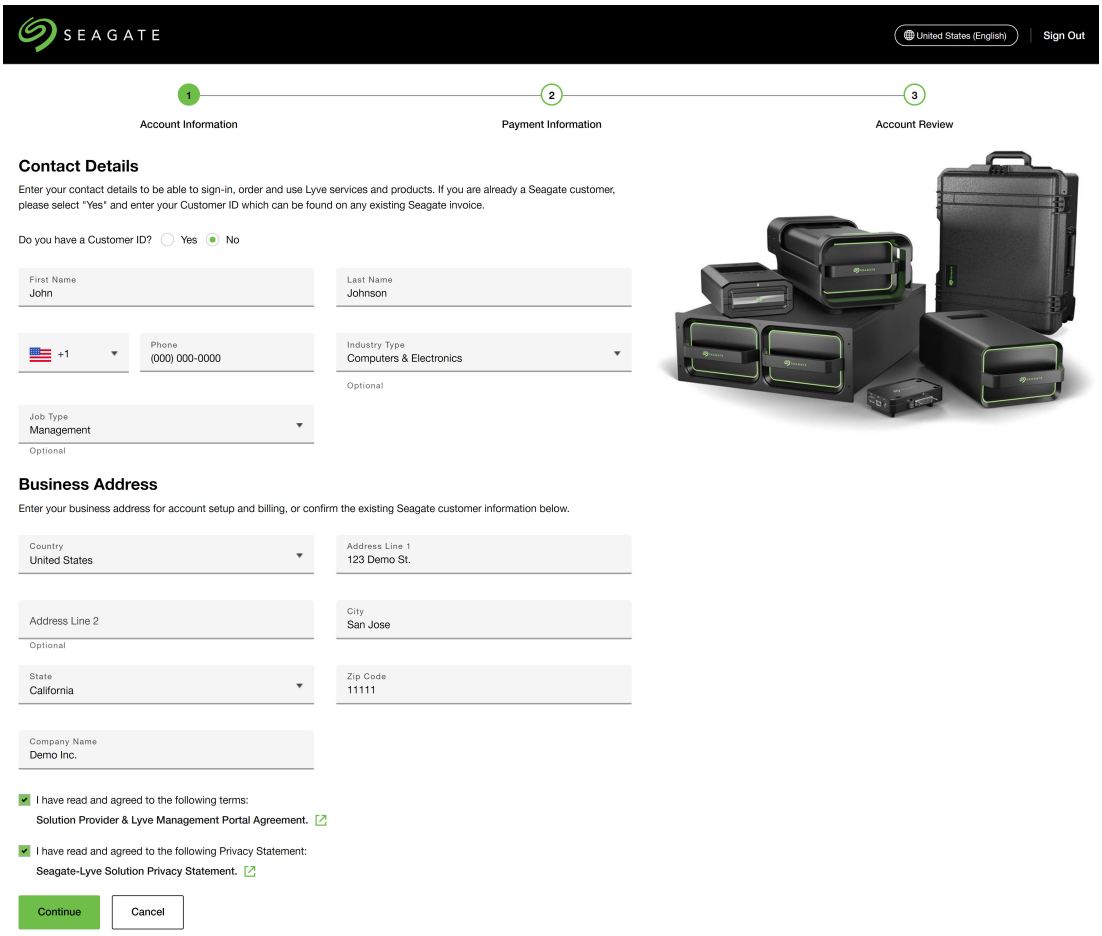


Alternatively, you can receive a passcode via SMS. Click the **SMS** option and enter your phone number to receive the 6-digit verification code. Note that carrier charges may apply.



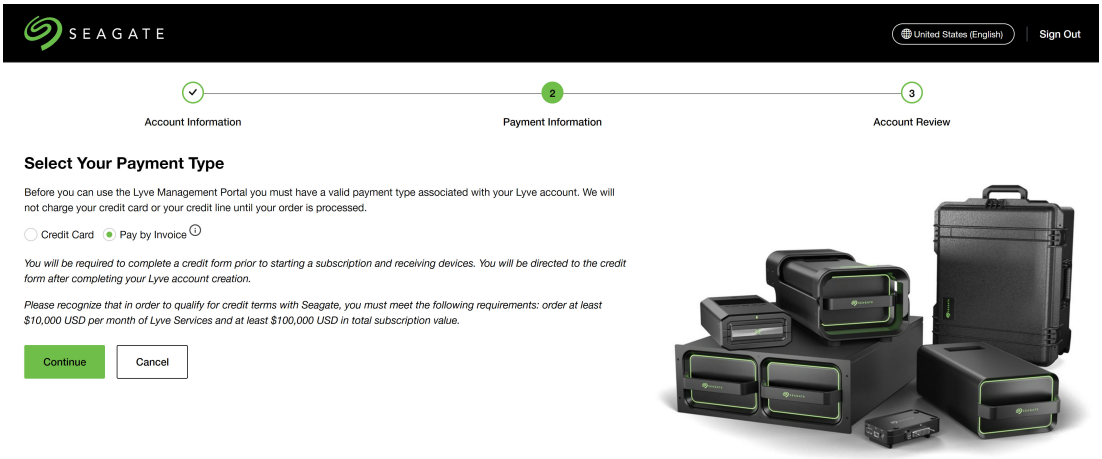
Enter the verification code sent to your phone and click the Continue icon.

6. Review your account information and update as needed.



Review and acknowledge the agreement and privacy statement, and then click **Continue**.

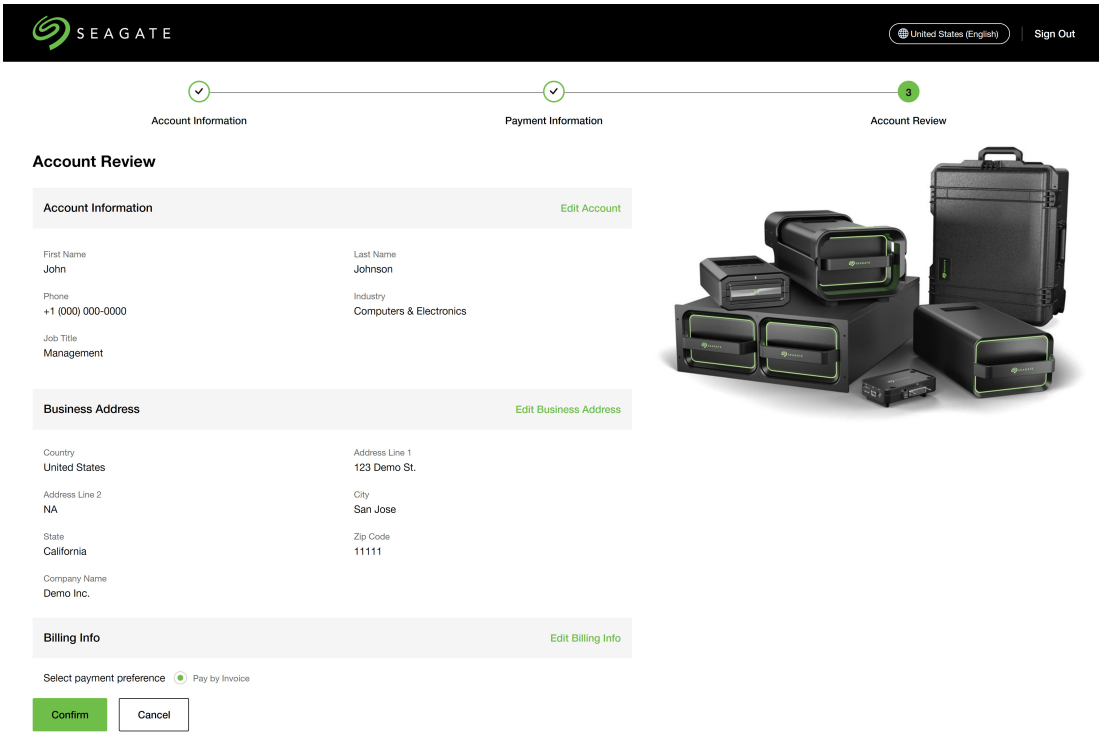
7. Review the payment type selected and update if needed.



> After selecting a payment type and continuing to the next step, you won't be able to change your payment type selection without assistance from a Lyve sales representative.

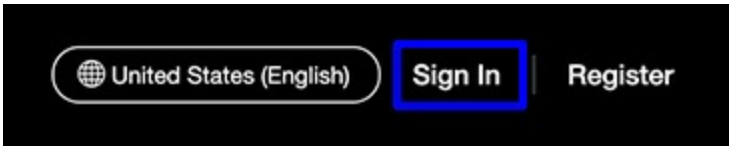
- **Credit Card:** Enter your credit card details and click **Submit**. Note that you can add additional credit cards after the account is created. For more details, see How do I add a payment method?
- **Pay by Invoice:** Click **Continue**. If you're switching from **Credit Card** to **Pay by Invoice**, contact your Lyve sales representative after the account is created.

8. Review your account details and update as needed. Click **Confirm**.

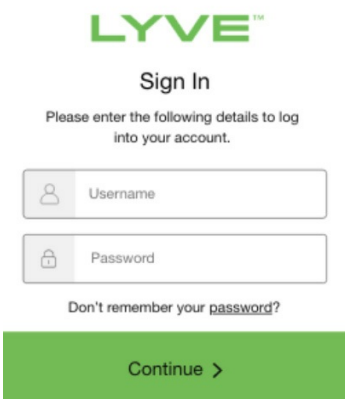


How do I sign in?

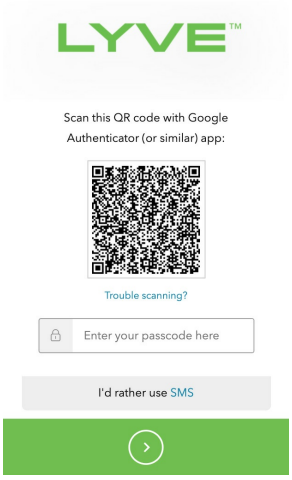
1. Go to lyve.seagate.com.
2. Click **Sign In** in the navigation bar.



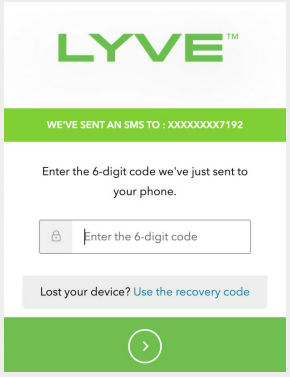
3. Enter your username and password. Click **Continue**.



5. Use an authenticator app such as Google Authenticator or Microsoft Authenticator to scan the QR code and receive a passcode. Enter your passcode and click the Continue icon.



Alternatively, you can receive a passcode via SMS. Click the **SMS** option and enter your phone number to receive the 6-digit verification code. Note that carrier charges may apply.



Enter the verification code sent to your phone and click the Continue icon.

As a Solution Provider, can my customers see my billing and transactions?

No, customers cannot see your billing and transactions. They are able to download the Lyve Client software to manage their devices. Customers are also able to add other product end users in the Lyve Management Portal. They are only permitted to add users at or below their level, not above.

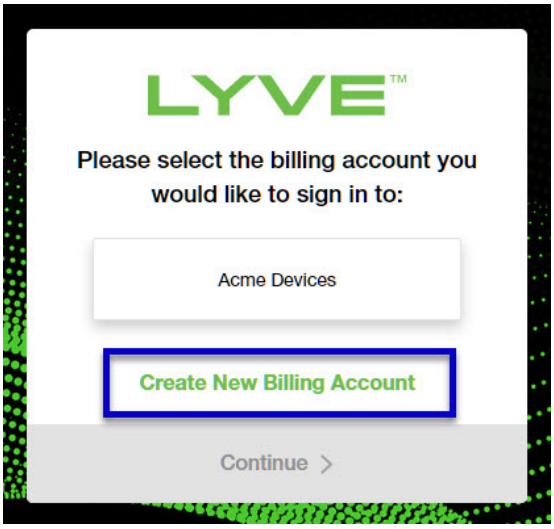
Multi-Account Management

What is the purpose of multiple billing accounts?

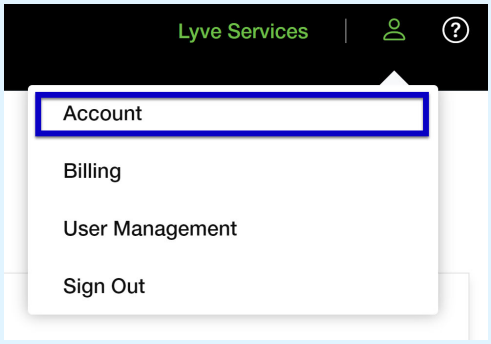
Depending on your business processes, you may need multiple billing accounts. For example, your company may have a U.S. billing address as well as an E.U. billing address. In Lyve Management Portal, users can access multiple billing accounts using their same username/password credentials.

How do I create an additional billing account

1. Go to lyve.seagate.com and sign in. Enter a verification code to continue to Lyve Management Portal.
2. In the Select Account dialog, click **Create New Billing Account**.

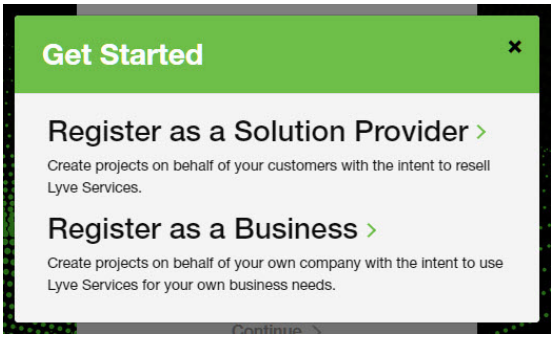


If you're already signed in to lyve.seagate.com, click on the Account icon in the navigation bar and select **Account**.



Click the **Switch Account** button.

3. Click **Register as a Solution Provider** or **Register as a Business**.

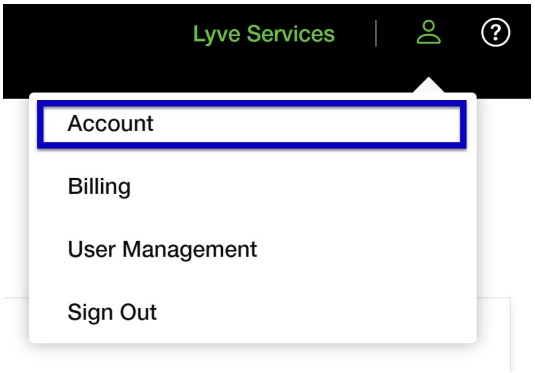


1. Enter account information. Click the links to read the terms and conditions and privacy information. Check the boxes confirming your agreement and click **Continue**.
2. Choose a payment method:
   - **Credit Card** —Enter your credit card details and click **Submit**. Note that you can add additional credit cards after the account is created. For more details, see How do I add a payment method?
   - **Pay by Invoice**— You will need to complete a credit application form after creating your account. For more details, see How do I pay by invoice? Select **Pay by Invoice** and click **Continue**.
3. Review your account details and update as needed. Click **Confirm**.

How do I switch between accounts?

If you're already signed in to lyve.seagate.com, you can switch between multiple accounts that have been created.

1. Click on the Account icon in the navigation bar and select **Account**.



2. Click on the **Switch Account** button.

3. Select another account.

How do I invite an existing user to a new account?

1. Go to lyve.seagate.com and sign in to the account you would like to add the user to. Enter a verification code to continue to Lyve Management Portal.
2. Follow the instructions for adding a new account user.

If the user is already registered with another Lyve Management Portal account, they will receive an email inviting them to the added account. The user should:

1. Click on the link in the email.
2. Sign in to Lyve Management Portal using their existing username and password.
3. Select the new account on sign in.

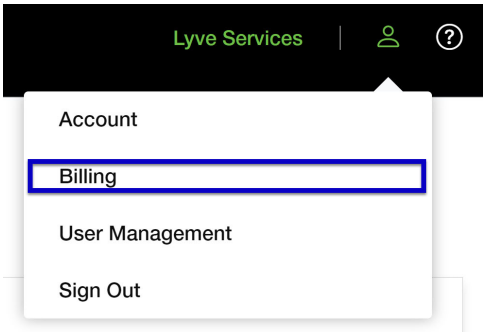
Note—The same user can have different roles in different accounts.

You will receive an error when trying to invite a user who had previously been invited to another account but did not complete the registration process. The user must complete the original registration process in order to receive invites to other accounts.

Billing Management

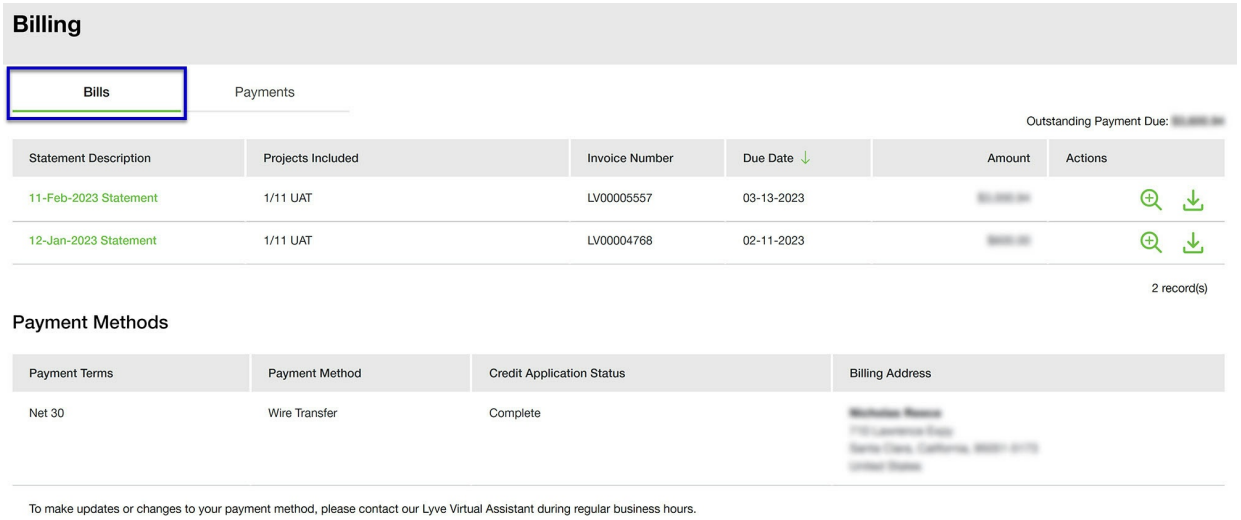
How do I view bills and payments?

1. Go to lyve.seagate.com and sign in.
2. Click on the Account icon in the navigation bar and select **Billing**.



View bills

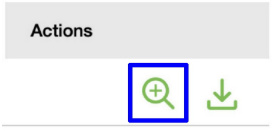
1. Click on the **Bills** tab.



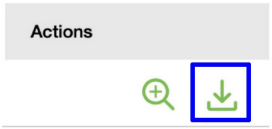
2. Click on a statement link to view a statement.

Statement Description	Projects Included
11-Feb-2023 Statement	1/11 UAT
12-Jan-2023 Statement	1/11 UAT

3. To preview a PDF version of the statement, click on the Preview icon.

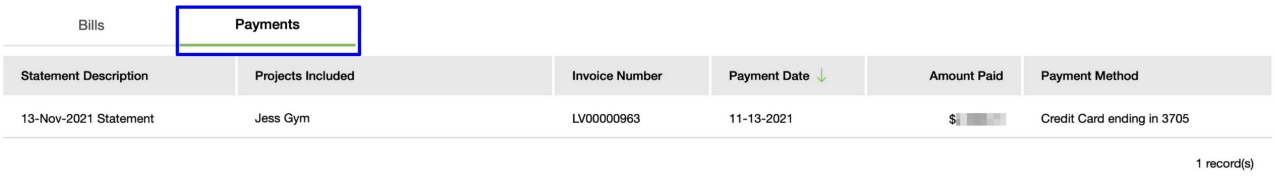


4. To download a PDF version of the statement, click on the Download icon.



View payments

1. Click on the **Payments** tab.



2. Review payment details in the list.

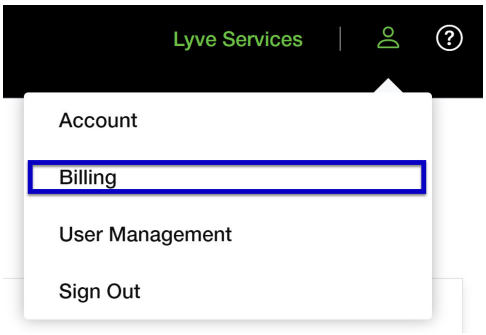
How do I add a payment method?

Payment methods can only be added or edited when paying by credit card.

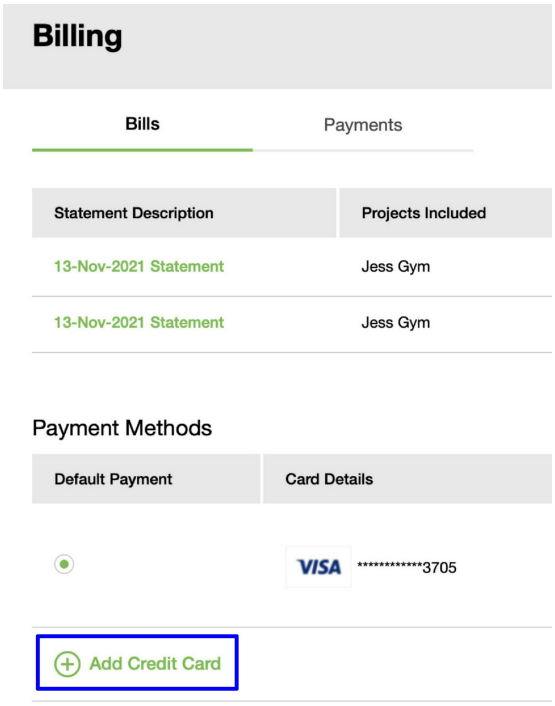
> To make updates to payments by invoice, contact your sales representative or raise a support ticket in the Lyve Support Center.

To add a new credit card:

1. Go to lyve.seagate.com and sign in.
2. Click on the Account icon in the navigation bar and select **Billing**.

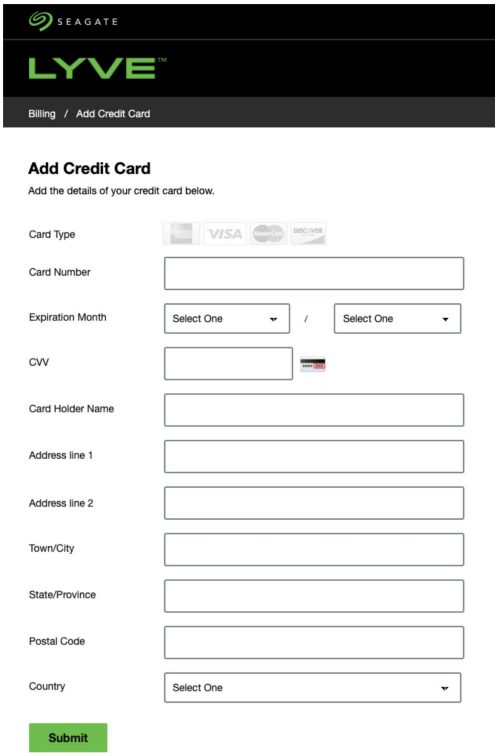


3. Click **Add Credit Card**.



US customers: American Express®, Discover®, Mastercard®, and Visa® are accepted.
European customers: Mastercard® and Visa® are accepted.

4. Enter credit card details.



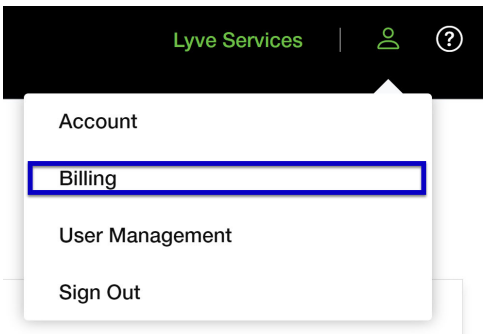
Click **Submit**.

> The most recently added card is automatically set as the default payment method unless you select a different card as the default.

How do I remove a payment method?

> The default payment method can be updated but cannot be removed.

1. Go to lyve.seagate.com and sign in.
2. Click on the Account icon in the navigation bar and select **Billing**.

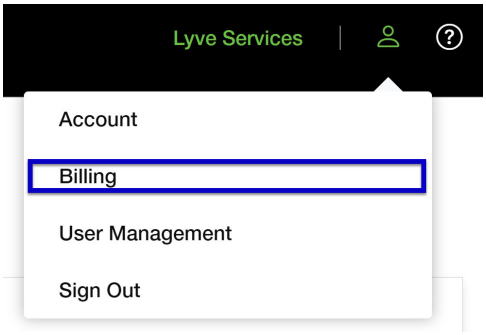


3. Click on the Remove icon

4. Confirm that you want to remove the payment method.

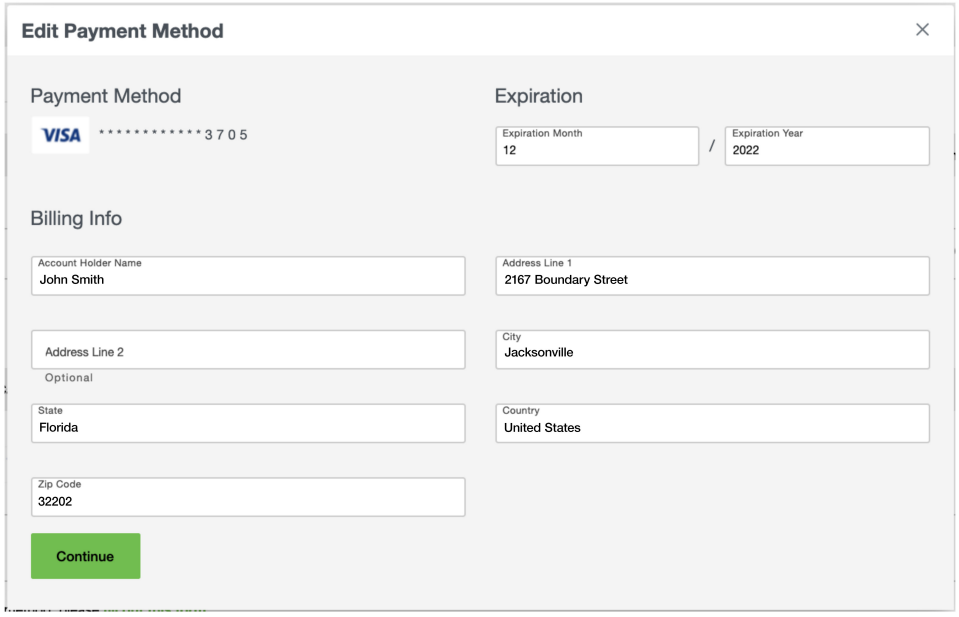
How do I edit a payment method?

1. Go to lyve.seagate.com and sign in.
2. Click on the Account icon in the navigation bar and select **Billing**.



3. Click on the Edit icon.

4. Update your billing info and click **Continue**.



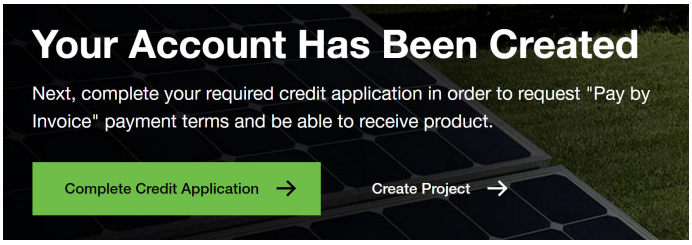
How do I pay by invoice?

To pay for services by invoice, you'll need to complete a credit application and be approved by Seagate prior to receiving product shipments. You can start the application process when registering your account or by going to the Billing page.

Starting the application process

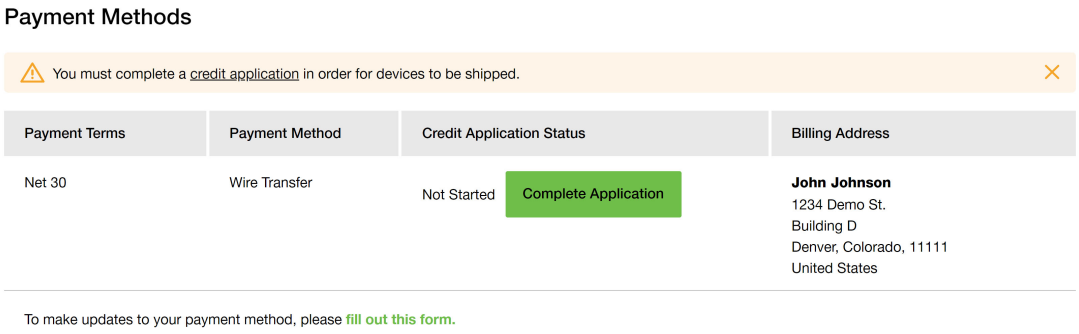
During account registration (new account)

1. On the payment information page, select **Pay by Invoice** as your payment method and click **Continue**.
2. Once the account has been created, click on the **Complete Credit Application** button.



On the billing page (existing account)

1. Go to lyve.seagate.com and sign in.
2. Click on the Account icon in the navigation bar and select **Billing**.
3. In the Payment Methods section, click on the **Complete Application** button.



If you were previously paying by credit card, you may not see the **Complete Application** button. If you want to switch to pay by invoice, click on the **fill out this form** link to update your payment method.

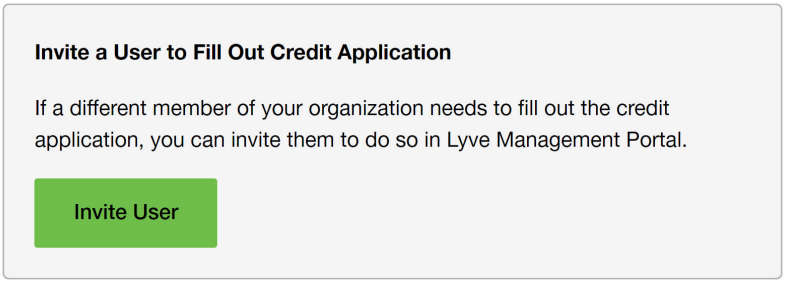
If you are reselling Seagate services, you will be required to upload the applicable tax documentation.

Inviting a user to complete the application

You can invite another user to complete the credit application. This may be useful if you typically rely on another member of your organization for finance and tax details, bank and trade references, legal and financial contacts, and so on.

To invite another user:

1. Start the application.
2. On the right-hand side of any page in the form, click the **Invite User** button.



3. Fill in the required information.

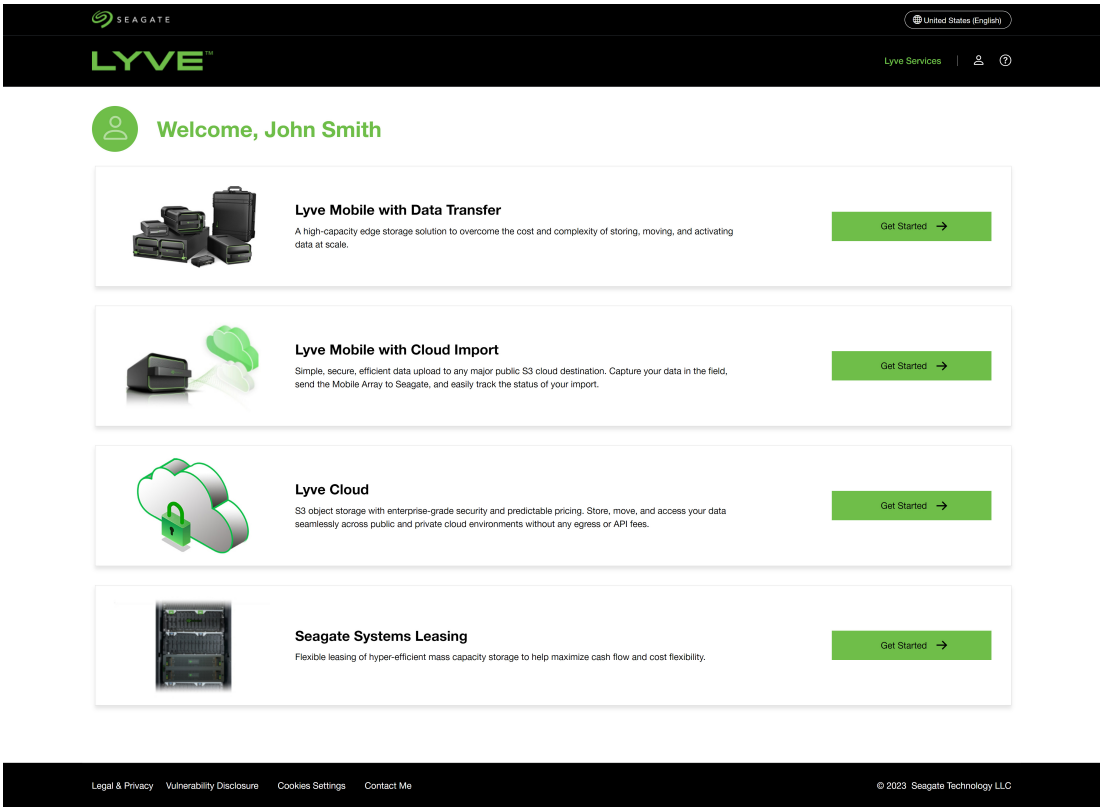
The invited user will receive an email that provides a link to register their account. After they've registered, the user will have access to the credit application, however, they won't be able to view projects unless given permission by an account adminstrator.

Project Management

How do I create a project?

Projects can be created by users controlling the master account as well as sub users.

1. Go to lyve.seagate.com and sign in. Enter a verification code to continue to Lyve Management Portal.
2. On the Lyve Services page, navigate to the tile of the service you would like to create a project with and click **Get Started**.



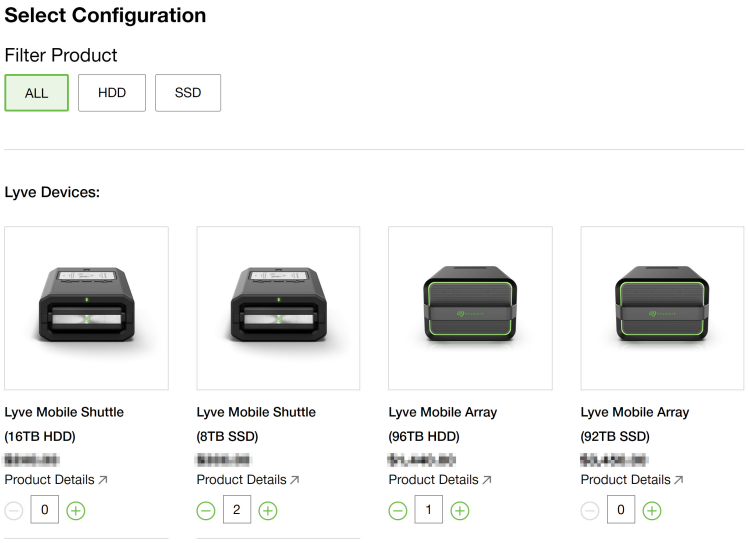
The following services are available when creating a Lyve project:

- **Lyve Mobile with Data Transfer**—A high capacity edge storage solution to overcome the cost and complexity of storing, moving, and activating data at scale.
- **Lyve Mobile with Cloud Import**—Simple, secure, and efficient data uploads to any major public S3 cloud destination. For additional instructions related to our cloud import service, seeCloud Import Service User Manual & Reference Guide.
- **Seagate Systems Leasing**—Flexible leasing of hyper-efficient mass capacity storage.

Data Transfer and Cloud Import projects require a 10-day minimum term. Systems Leasing projects require a minimum 3 year commitment and do not offer rate plans.

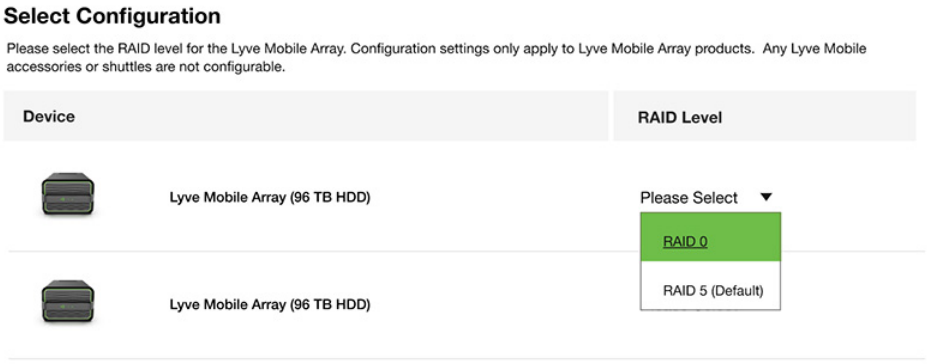
Creating a Data Transfer as a Service project

1. On the Select Service Plan page, review the selected Lyve Service.
2. Review the rate plan. Click **Continue**.
3. Add items to your shopping cart by clicking the Plus (+) icon or entering a quantity to the field below a product.



Click **Continue**.

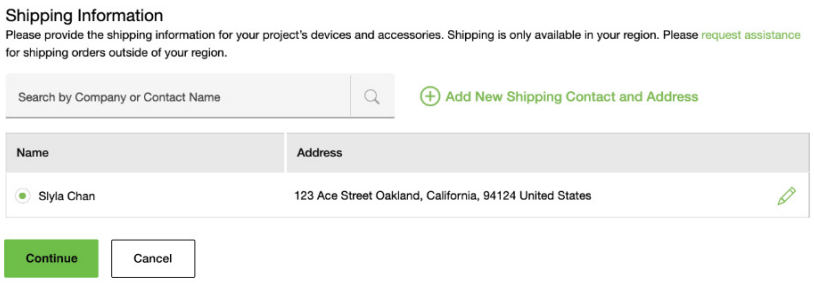
4. Select the RAID level for each Mobile Array in your order. RAID options are RAID 0 and RAID 5 (default).



> Configuration settings only apply to Lyve Mobile Array devices. Lyve Mobile accessories or shuttles are not configurable and are not be displayed in this step. If no Lyve Mobile Arrays have been selected, you will automatically proceed to the next step.

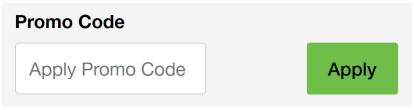
Click **Continue**.

5. Fill in project details:
   - Project name
   - Project start and end date
   - Contact information
   - Shipping information

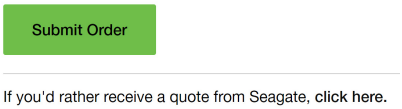


Click **Continue**.

6. Review your rate plan, project details, shipping address, and contact information. If you have a valid promo code, enter it in the order summary section.



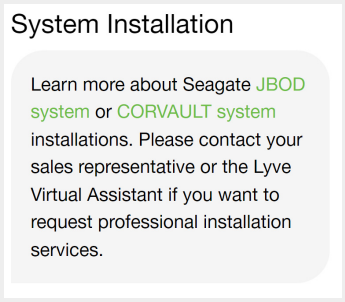
7. Submit your order or request a quote from Seagate.



Creating a Seagate Systems Leasing project

1. On the Select Service Plan page, navigate to the Seagate Systems Leasing tile and click **Get Started**.
2. On the Service Plan page, review the selected Lyve Service. Click **Continue**.
3. Add items to your shopping cart by clicking the Plus (+) icon or entering a quantity to the field below a product. Click **Continue**.

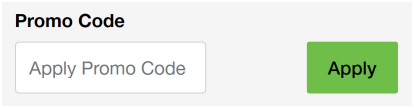
Professional installation services are available. Check the sidebar for more information.



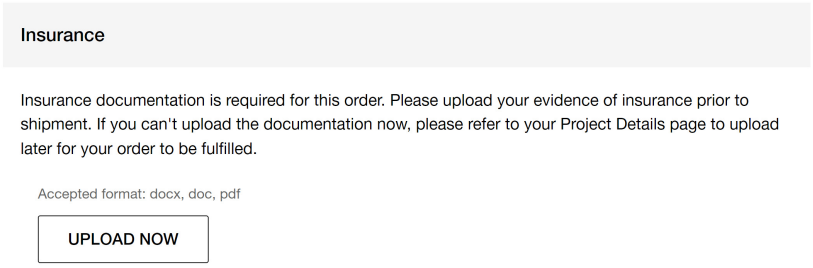
3. Fill in project details:
   - Project name
   - Project start date
   - Shipping information

   Click **Continue**.

4. Review your project details and shipping information. If you have a valid promo code, enter it in the order summary section.

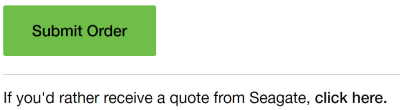


5. Upload proof of insurance. Accepted file formats: docx, doc, pdf.



Orders can be submitted without uploading insurance documentation at this time, however, orders will not be shipped until documentation has been provided. You can modify the project at a later time to upload documents. See How do I modify a project/deal registration?.

6. Submit your order or request a quote from Seagate.



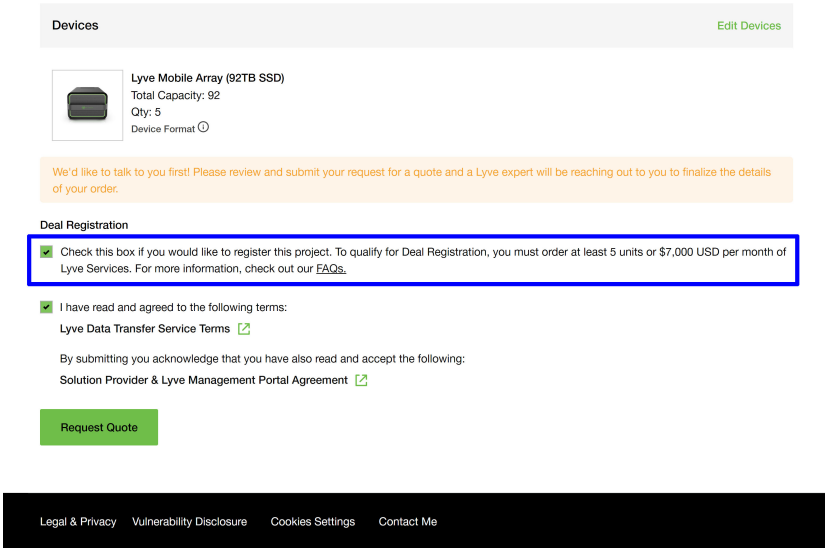
How do I register a deal?

Solution Providers can register a **deal** with Seagate. For more information, see the following Deal Registration FAQ.

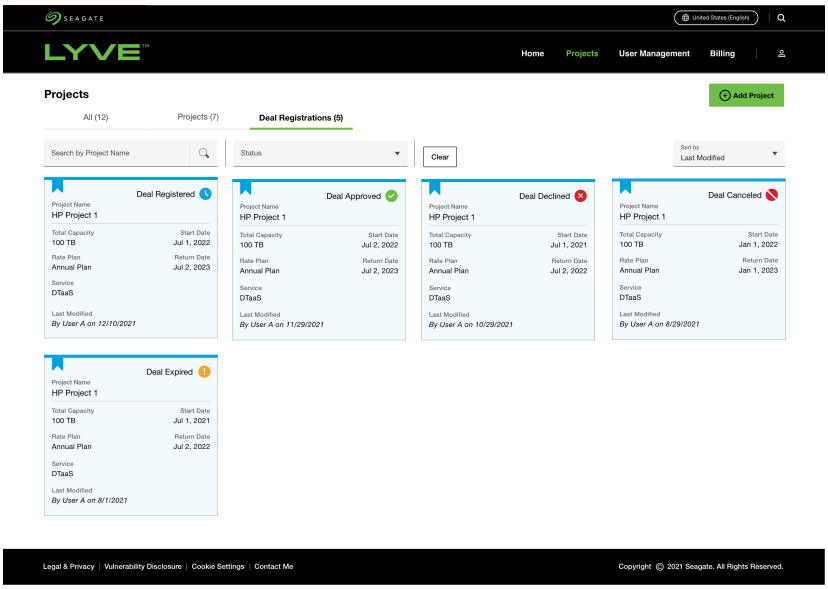
Register a deal

To register a deal:

1. Follow the steps to create a project.
2. On the Review Your Project page, scroll down to the Deal Registration section and check the **Deal Registration** checkbox.



3. Click Request Quote.



Deal Status

Once the quote is requested, Seagate begins the deal registration approval process. The status of the deal can be tracked on the Projects page in Lyve Management Portal. Until the deal is approved by Seagate, the status displayed will be **Deal Registered**. The status will update accordingly when the deal is approved or declined.

For a project to qualify as a registered deal, it must be both approved by Seagate and then converted to an order within 90 days of submitting the deal registration request. A deal will expire 90 days after you've submitted it for review, even if the deal has been approved. Contact your Lyve Sales representative to request an extension and resubmit the deal for approval. If you don't know who is your Lyve Sales representative, contact LyveMobilePartnerSuccess@seagate.com.

Once a deal is converted to an order, it will show up in Lyve Management Portal as a project and can no longer expire.

Customers of a Solution Provider cannot view deal registrations.

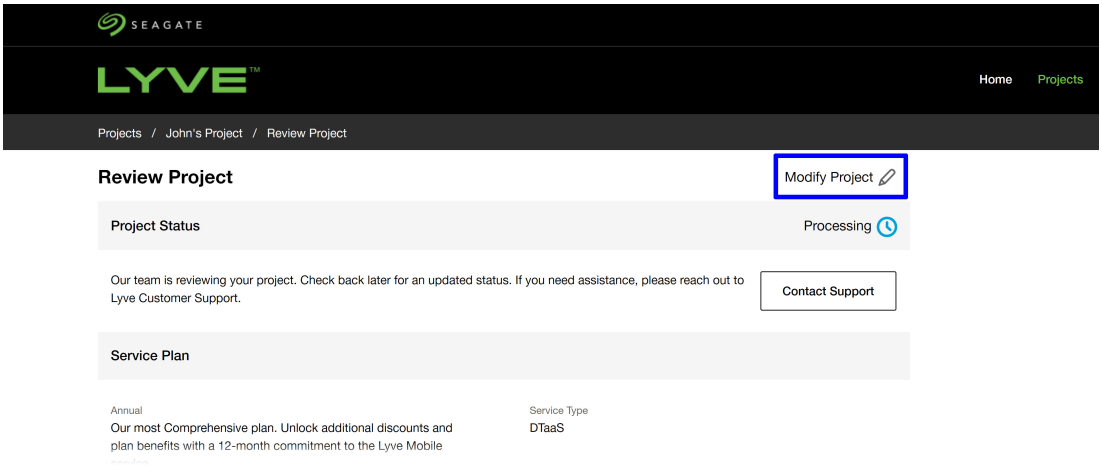
How do I modify a project/deal registration?

Modify a project after requesting a quote

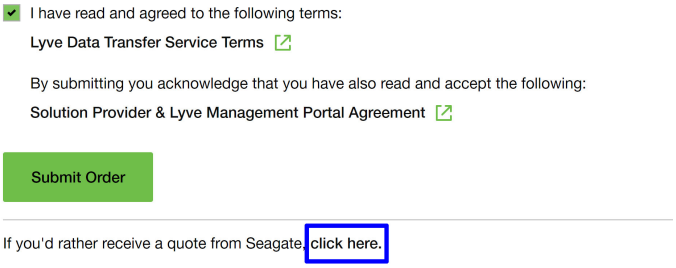
If you've requested a quote for a project, you can modify the project and resubmit it up until the quote has been processed by Seagate.

1. Go to lyve.seagate.com and sign in. Enter a verification code to continue to Lyve Management Portal.
2. On the Lyve Services page, click **View Projects** on one of the service tiles.

3. Click on a project.
4. Click **Modify Project**.



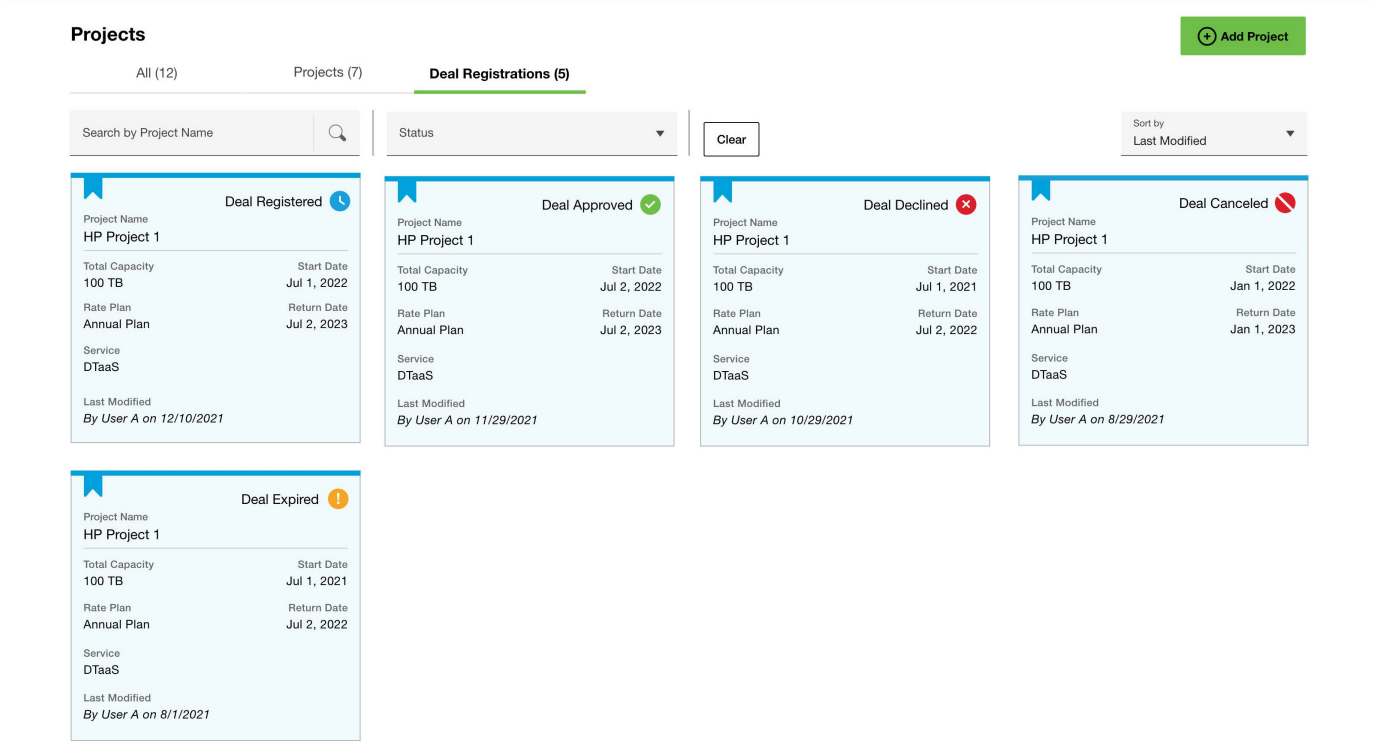
5. Edit the information.
6. To resubmit the quote for review, click the**click here** link.



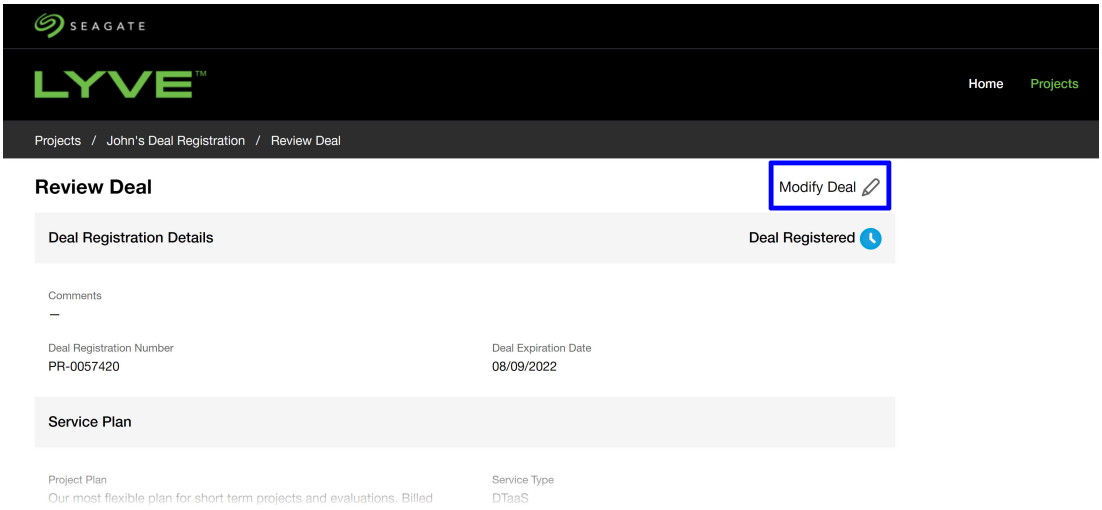
Modify a deal registration

If you've requested a deal registration, you can modify it and resubmit it for review at any point up until it's converted to an order, regardless of the deal's status.

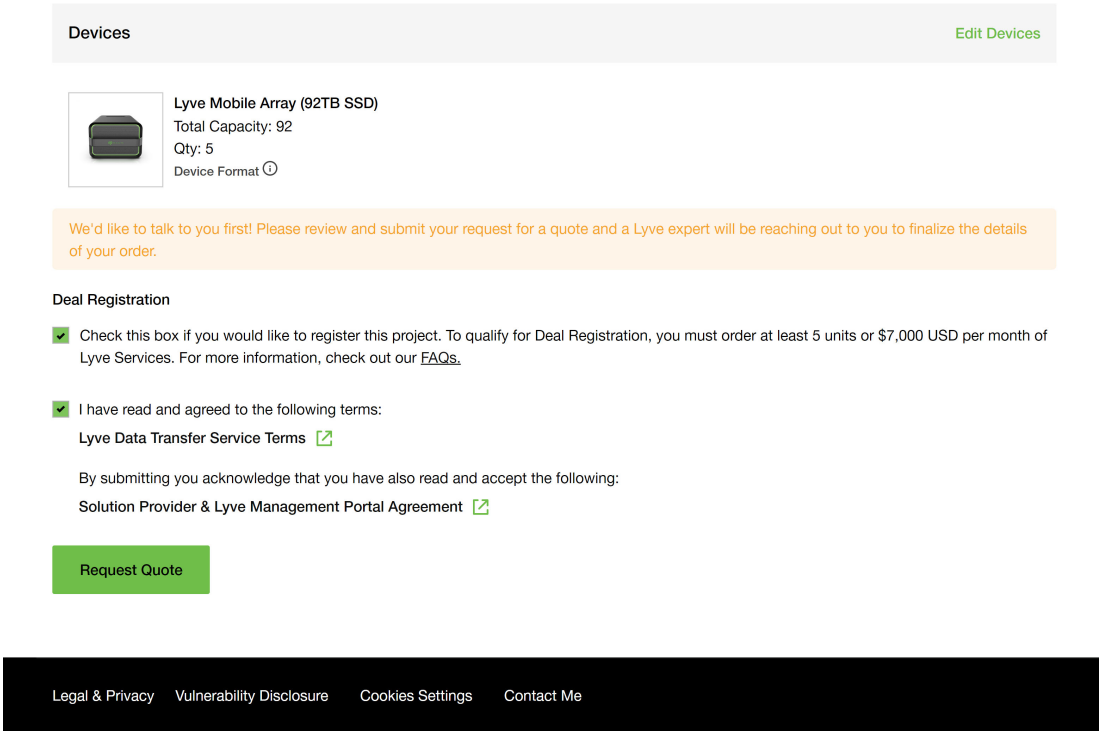
1. Go to lyve.seagate.com and sign in. Enter a verification code to continue to Lyve Management Portal.
2. On the Lyve Services page, click**View Projects** on one of the service tiles.
3. Click on the **Deal Registrations** tab.
4. Click on a deal registration.



4. Click **Modify Deal**.



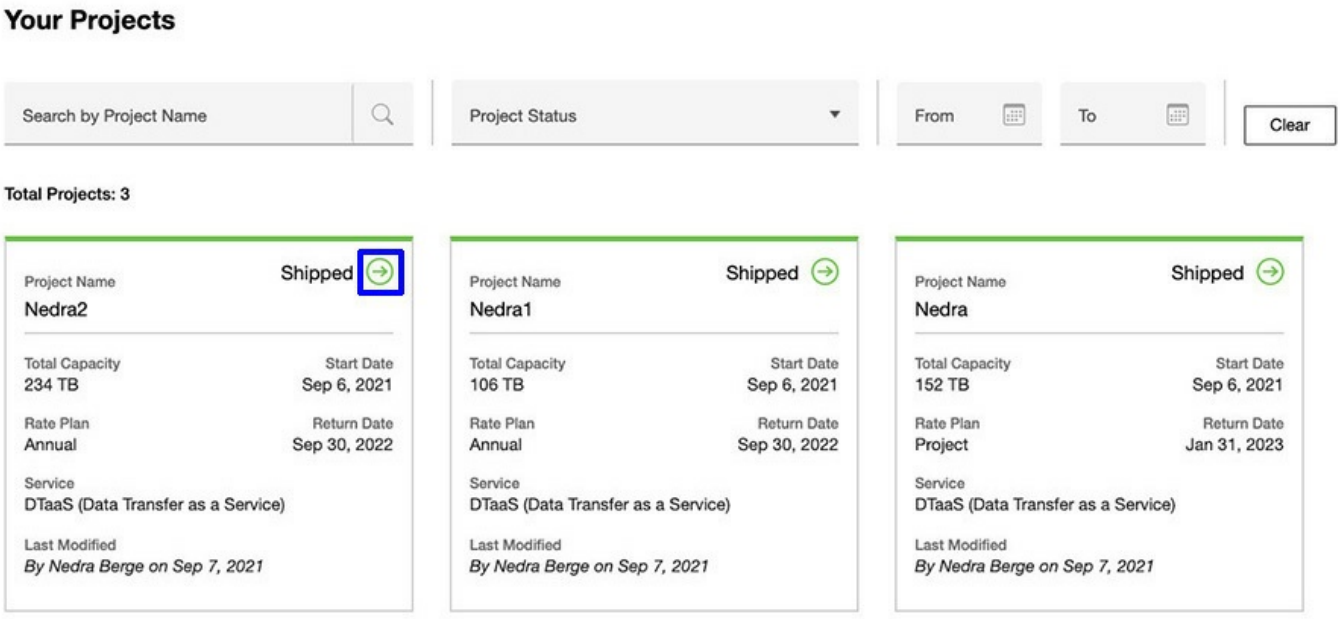
5. Edit the information.
6. Click **Request Quote**.



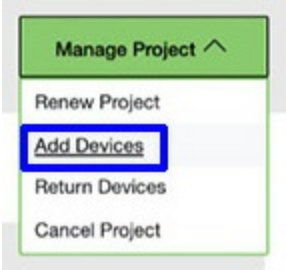
How do I add a device to a project?

Devices can be added to a project by users with access to the master account as well as sub users.

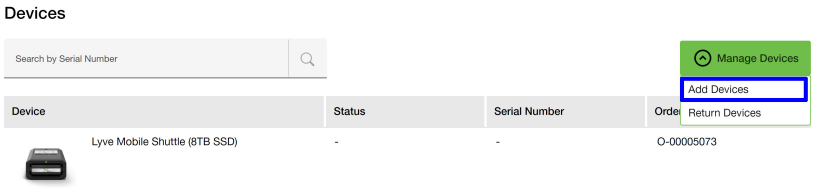
1. Go to lyve.seagate.com and sign in. Enter a verification code to continue to Lyve Management Portal.
2. On the Lyve Services page, click **View Projects** on one of the service tiles.
3. Click on a project to go to the Project Details page.



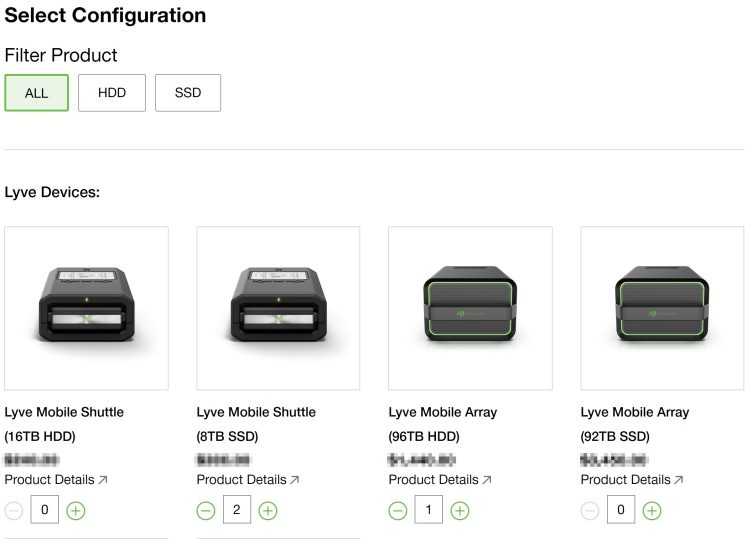
4. Using the **Manage Project** dropdown menu, select **Add Devices**.



Note that devices can also be added by selecting **Add Devices** from the **Manage Devices** dropdown menu.



5. Add items to your shopping cart by clicking the Plus (+) icon or entering a quantity to the field below a product.

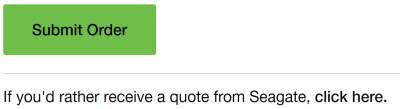


Click **Continue**.

6. Enter your shipping details and click **Continue**.

7. Review your project details and shipping information.

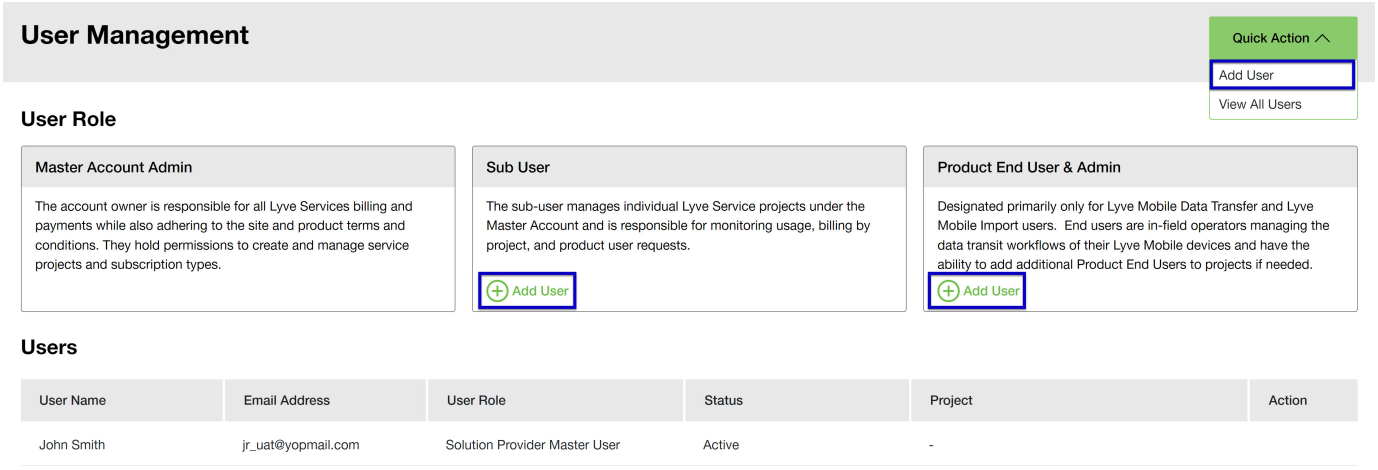
8. Submit your order or request a quote from Seagate.



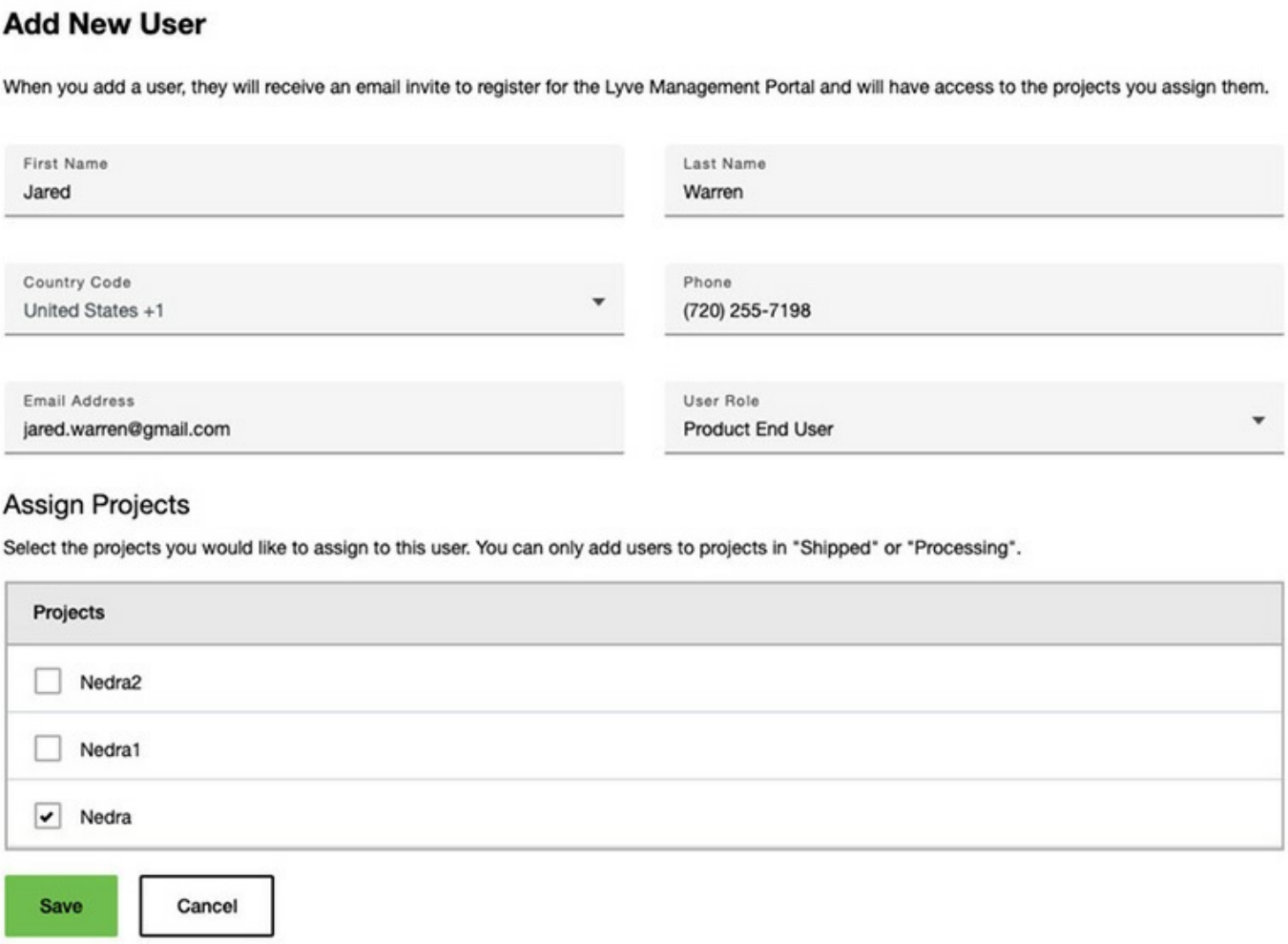
How do I manage users in my account?

Add a new account user

1. Go to lyve.seagate.com and sign in. Enter a verification code to continue to Lyve Management Portal.
2. Click on the Account icon in the navigation bar and select **User Management**.
3. Click on the **Quick Action** dropdown menu and select **Add User**. Alternatively, click Add User in one of the user role descriptions.



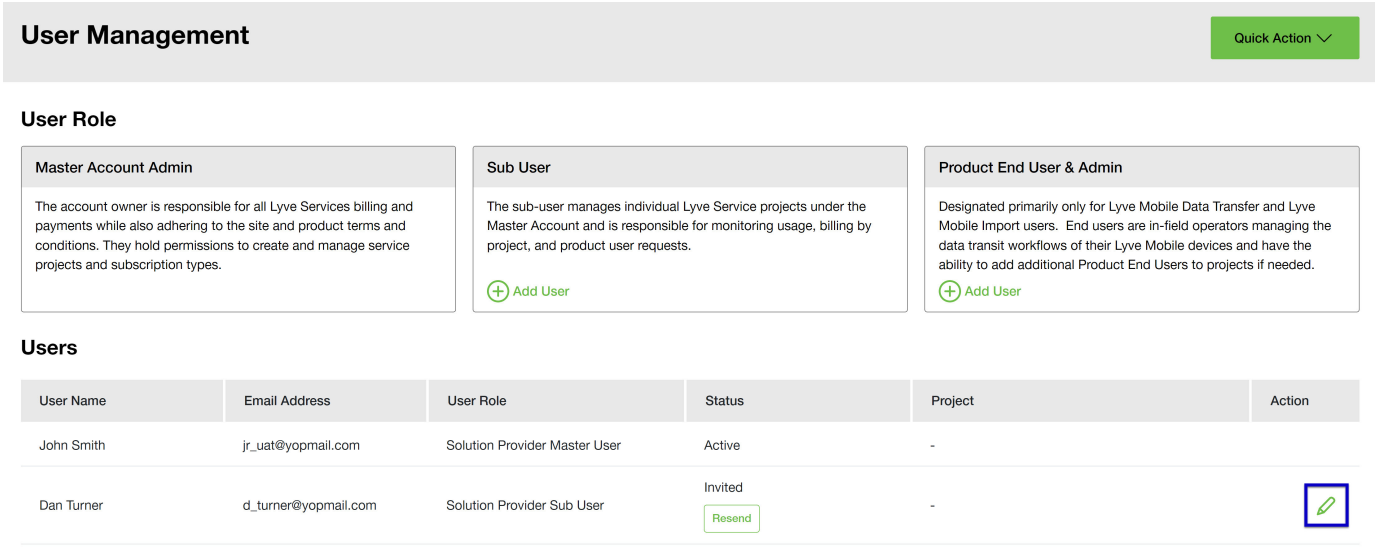
4. Add new user details:
   - First name
   - Last name
   - Email address
   - Phone
   - User role
5. Click checkboxes to assign the user to active projects, and then click **Save**.



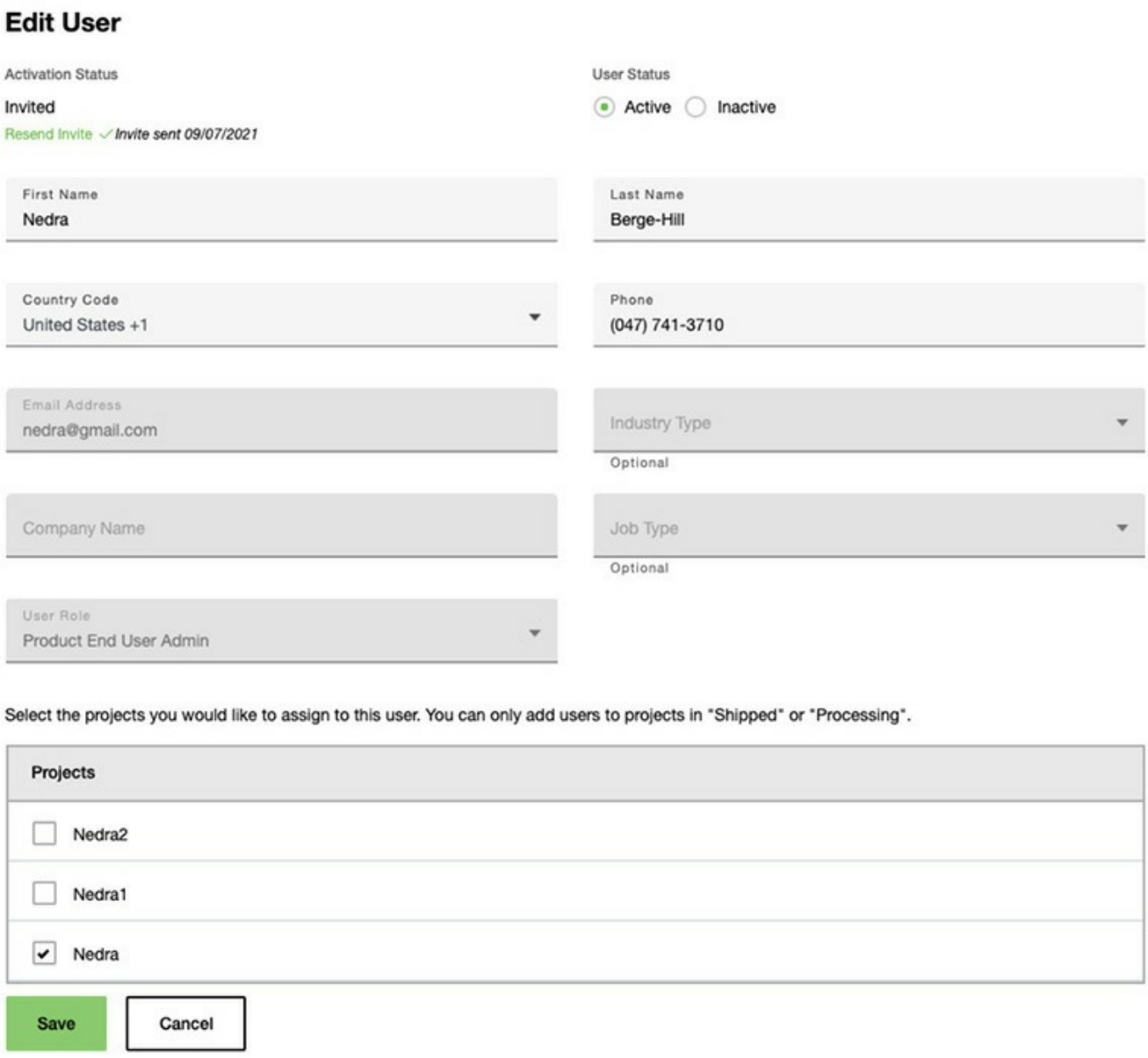
6. Click **Back to User Management**.

Edit an account user

1. Go to lyve.seagate.com and sign in. Enter a verification code to continue to Lyve Management Portal.
2. Click on the Account icon in the navigation bar and select **User Management**.
3. Scroll down to the Users section where you can view the name, email address, role, and status of users associated with the project. Click on the Edit icon next to a user.



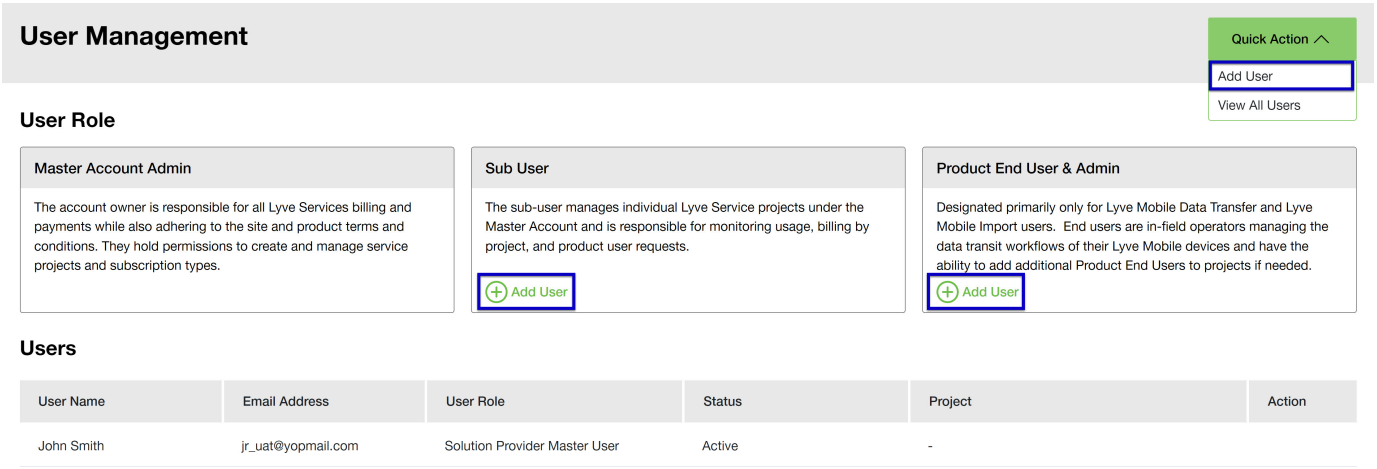
4. Edit user details and project assignments, and then click**Save**.



5. Click **Return to User Management**.

Delete an account user

1. Go to lyve.seagate.com and sign in. Enter a verification code to continue to Lyve Management Portal.
2. Click on the Account icon in the navigation bar and select **User Management**.
3. Click on the **Quick Action** dropdown menu and click **View All Users**.

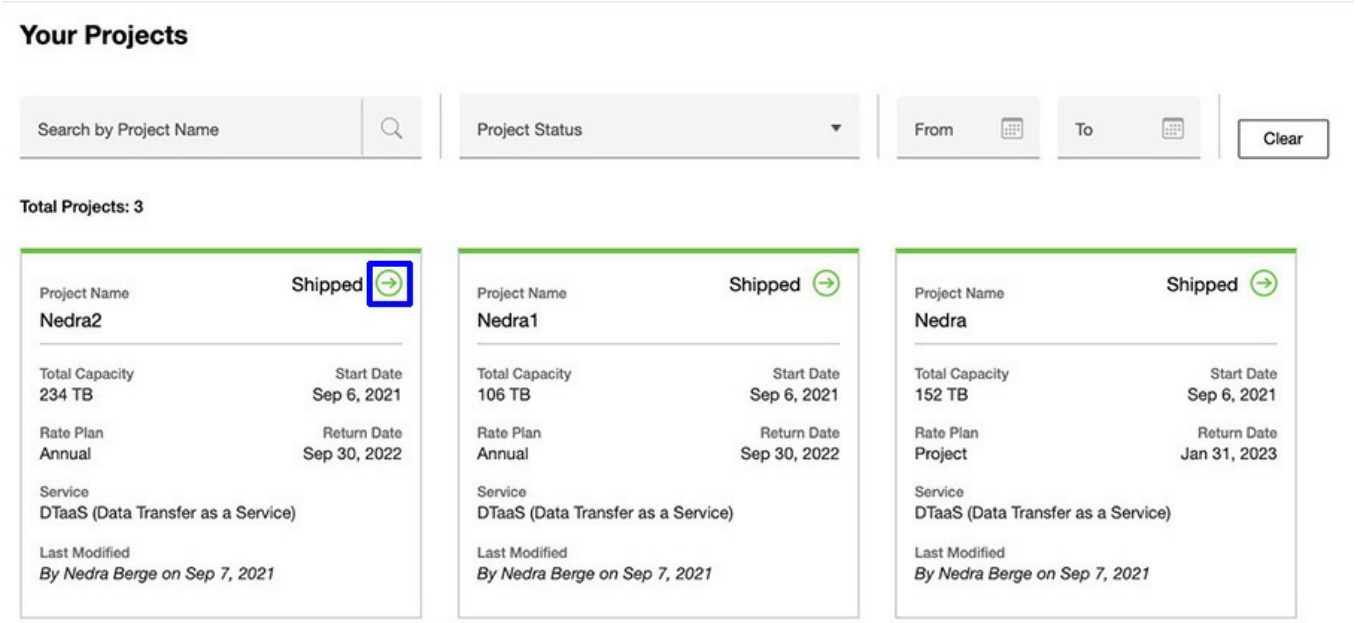


4. Click checkboxes to select one or more users.
5. Click on the **Action** dropdown menu and select **Delete**.
6. Confirm that you want to delete the user.

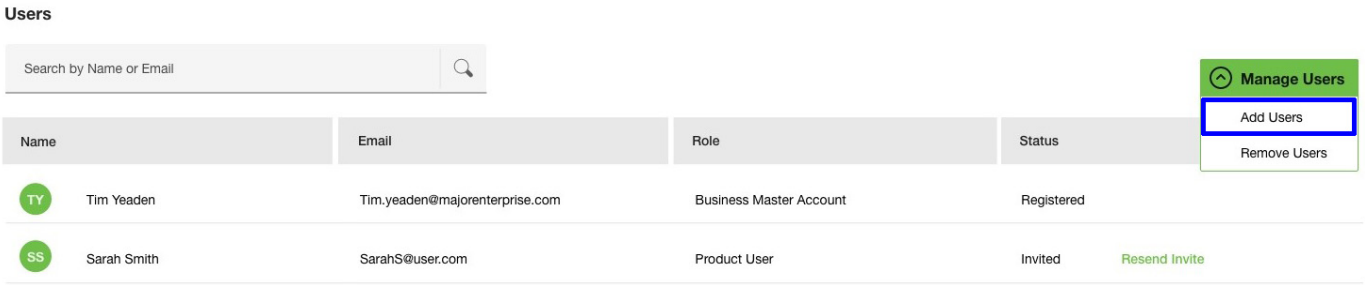
How do I manage users for a specific project?

Add a user to a project

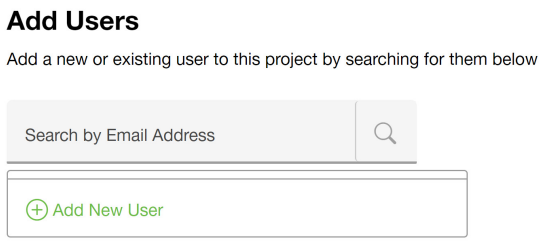
1. Go to lyve.seagate.com and sign in. Enter a verification code to continue to Lyve Management Portal.
2. On the Lyve Services page, click **View Projects** on one of the service tiles.
3. Click on a project to go to the Project Details page.



4. Scroll down to the Users section where you can view the name, email address, role, and status of users associated with the project. Click on **Manage Users** dropdown and select **Add Users**.



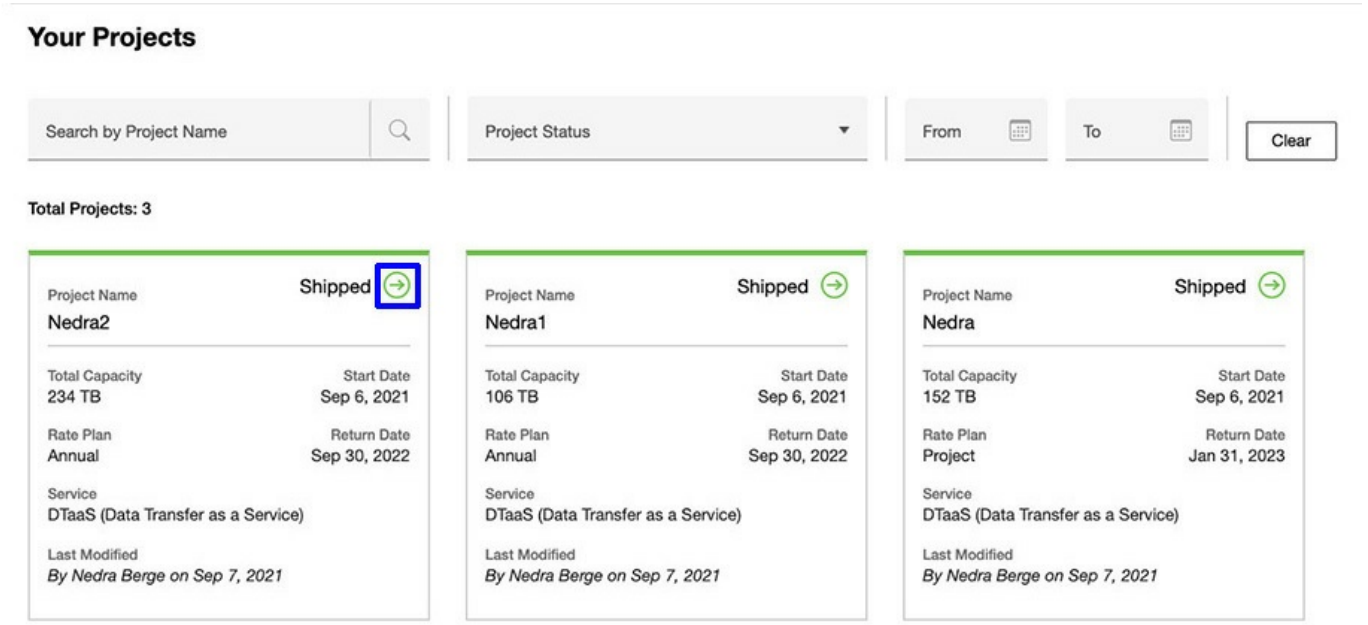
The Add Users form appears:



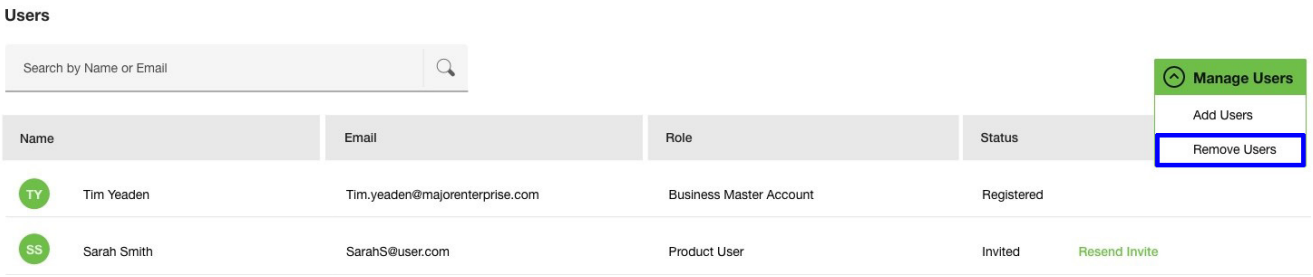
5. Enter an email address into the search bar and click on the Search icon to look for an existing user in the system. Alternatively, click **Add New User** to create a new user. You'll need the following details:
   - First name
   - Last name
   - Email address
   - Phone
   - User role
6. Click **Save**.

Remove a user from a project

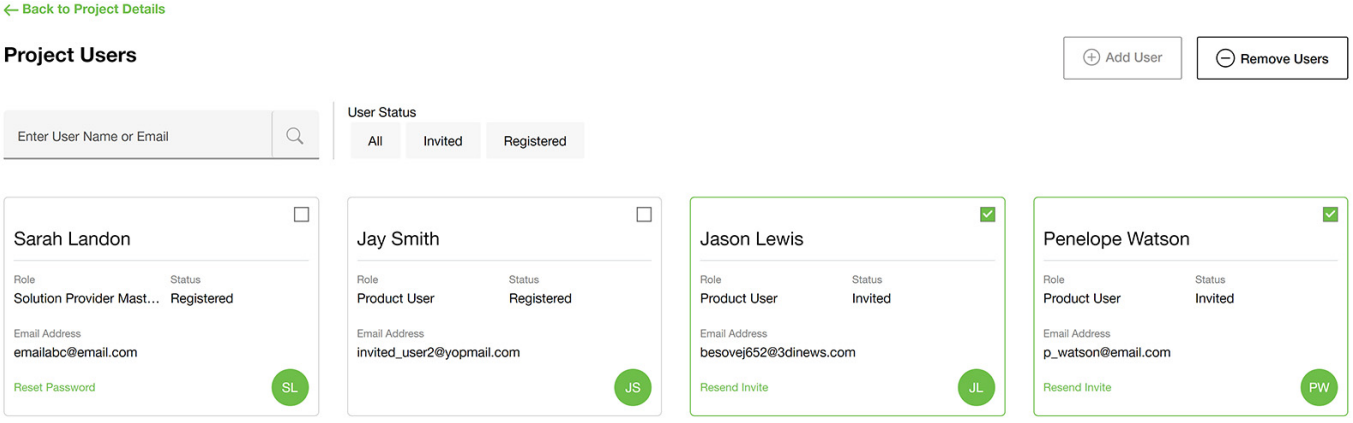
1. Go to lyve.seagate.com and sign in. Enter a verification code to continue to Lyve Management Portal.
2. On the Lyve Services page, click **View Projects** on one of the service tiles.
3. Click on a project to go to the Project Details page.



4. Scroll down to the Users section where you can view the name, email address, role, and status of users associated with the project. Click on **Manage Users** dropdown and select **Remove Users**.



5. On the Project Users page, click checkboxes to select users you want to remove from the project.

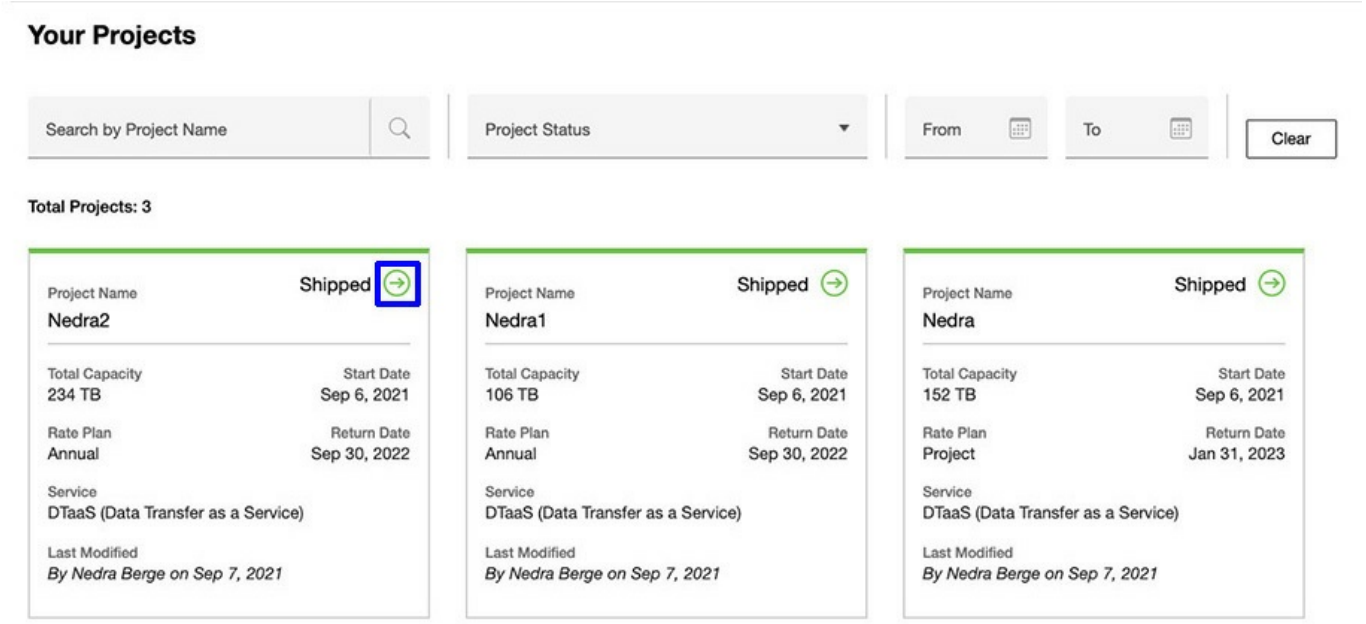


Click **Remove Users**.

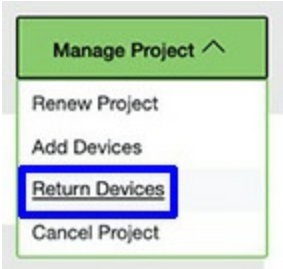
> Note—Removing a user from a project does not remove them from the Lyve Management Portal account or other projects to which they may belong.

How do I return a device?

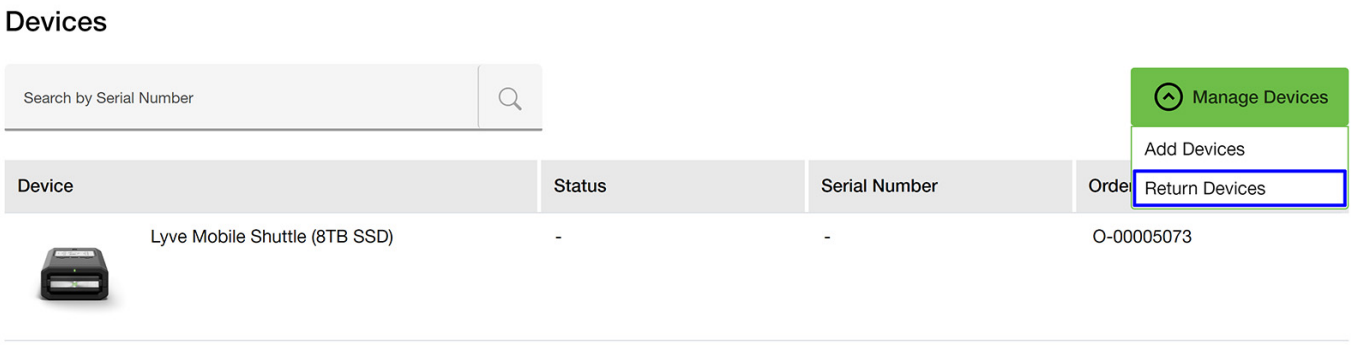
1. Go to lyve.seagate.com and sign in. Enter a verification code to continue to Lyve Management Portal.
2. On the Lyve Services page, click **View Projects** on one of the service tiles.
3. Click on a project to go to the Project Details page.



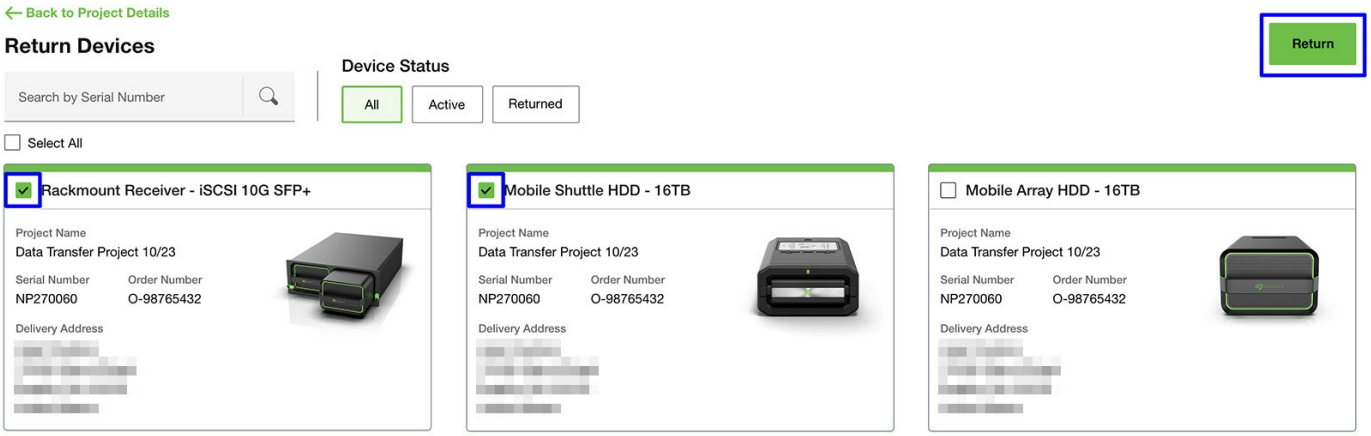
4. Using the **Manage Project** dropdown menu, select **Return Devices**.



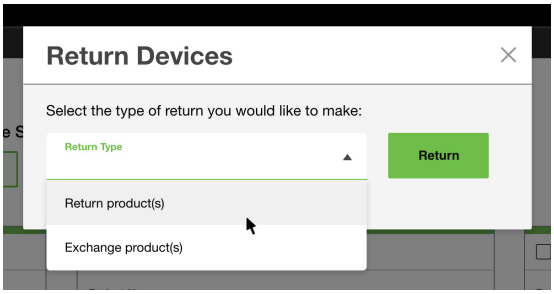
Note that devices can also be returned by selecting Return Devices from the Manage Devices dropdown menu.



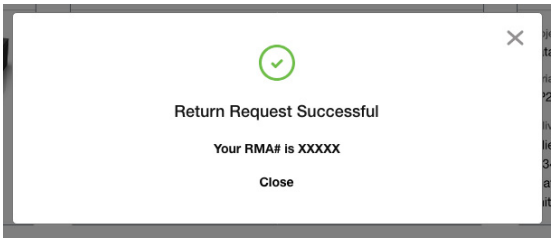
5. Click checkboxes to select the device(s) you would like to return, and then click **Return**.



6. Select the type of return you would like to make. If exchanging products, please provide a reason for the exchange.



7. Click **Return** to submit your request. If the return request is successful, a dialog will display your RMA number.



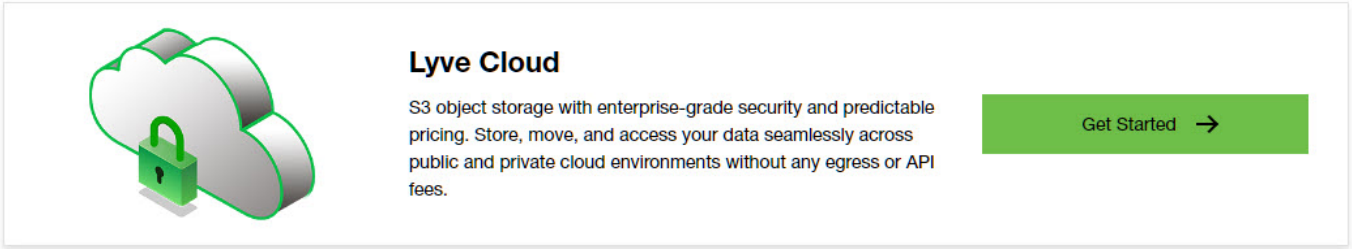
The RMA number will be included in a confirmation email you receive. If you have any issues with the return/exchange, please reference the RMA number when contacting Lyve Support.

8. Check your email inbox for a message confirming your return request. The message contains the following items you'll need to return your device(s):
   - A link for printing a prepaid return shipping label
   - Shipping and packing instructions
9. Print out the shipping label and follow the shipping and packing instructions provided in the email.

How do I create a Lyve Cloud subscription?

Only master users and sub users will be able to create or see Lyve Cloud subscriptions. End users will not.

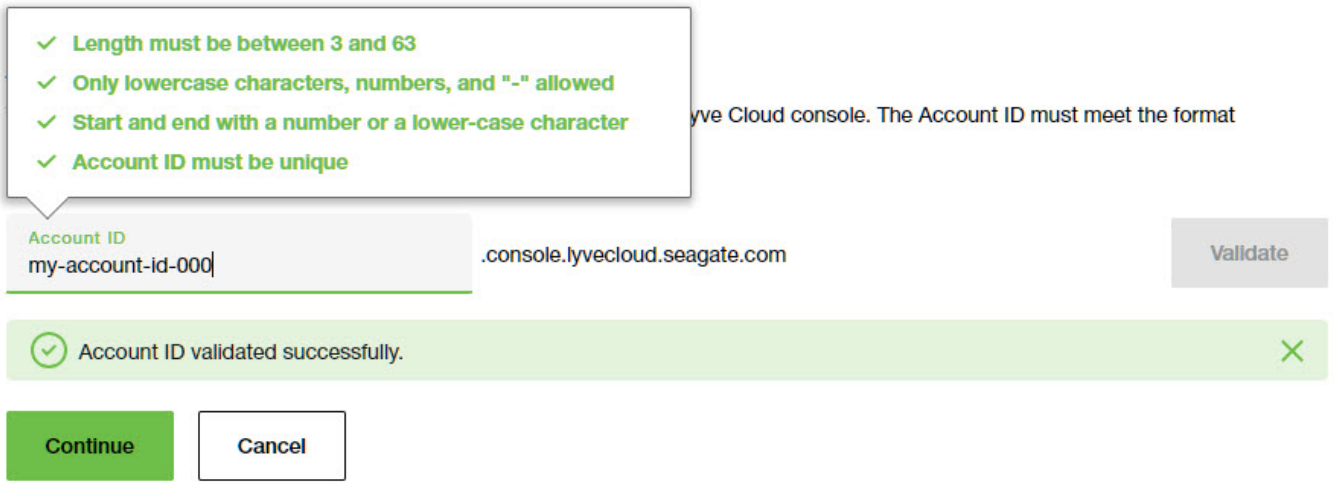
1. Go to lyve.seagate.com and sign in. Enter a verification code to continue to Lyve Management Portal.
2. On the Lyve Services page, click **Get Started** on the Lyve Cloud card.



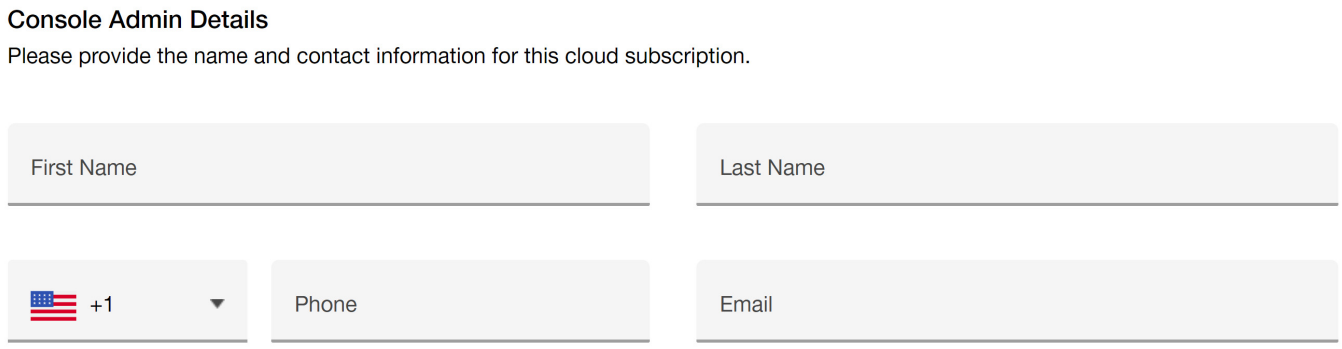
3. On the Service Plan page, select the billing service plan for your Lyve Cloud subscription and click **Continue**.

Lyve Cloud services are only available in the US and UK.

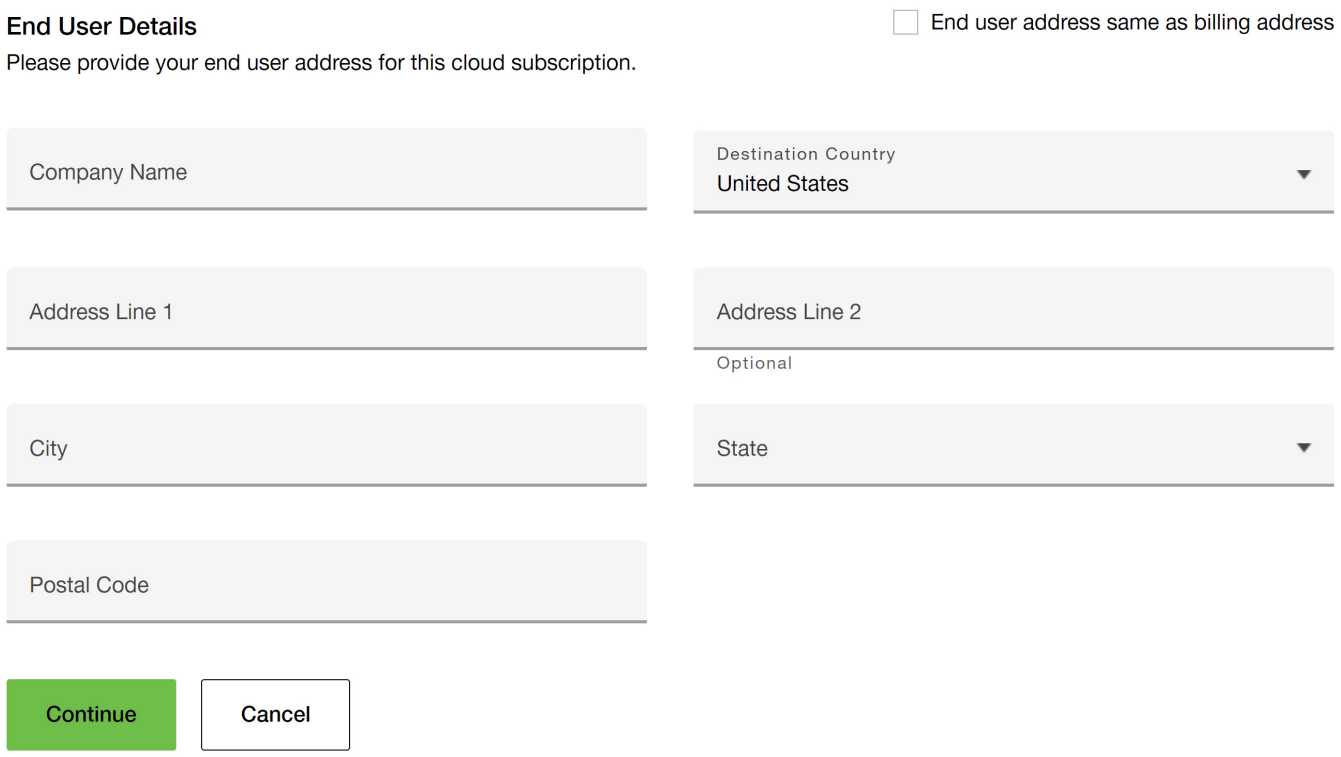
4. In the **Account ID** field, enter a unique ID for your account and click **Validate**. Once the account ID has been successfully validated, click **Continue**.



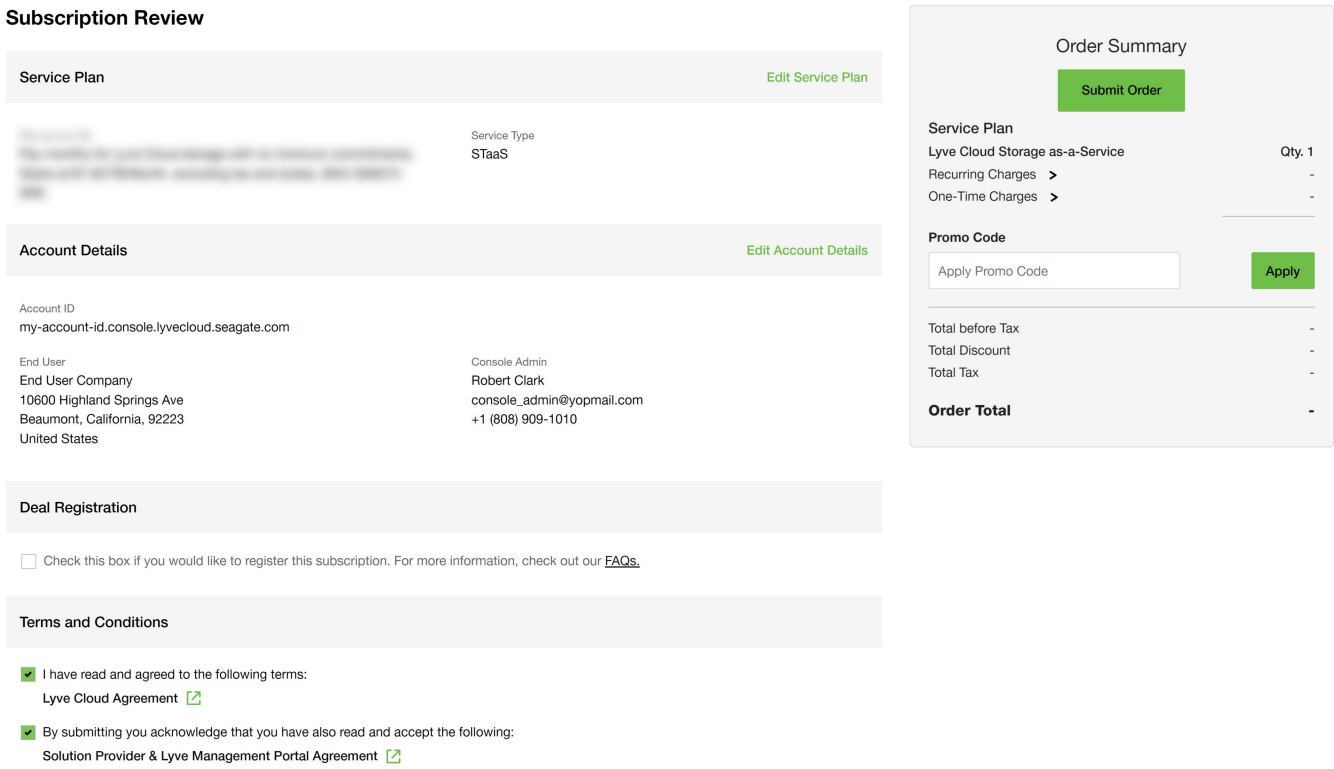
5. Enter the name and contact information of the console admin. This user can perform all the operations in the Lyve Cloud console.



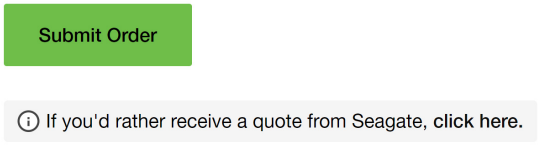
6. Enter the end user details and click **Continue**.



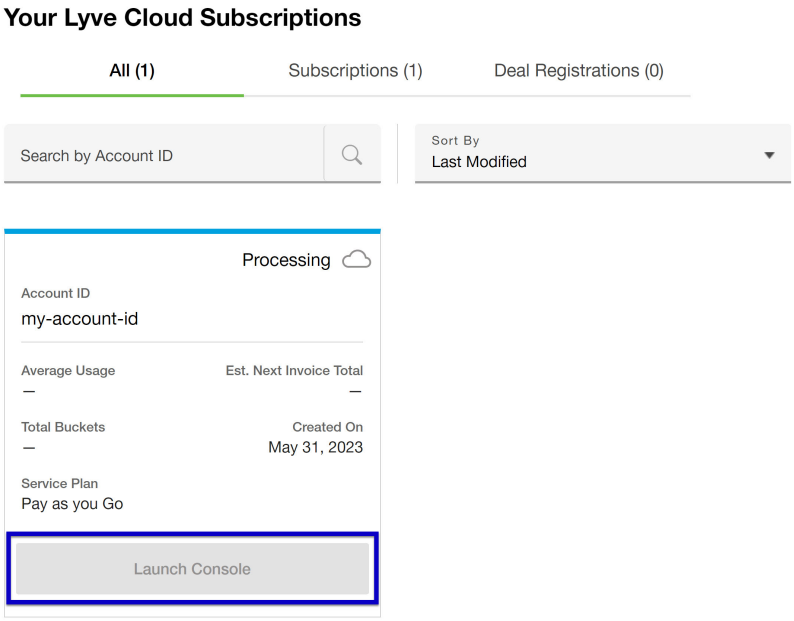
7. Review your service plan and account details. If you have a valid promo code, enter it in the order summary section.



8. Submit your order or request a quote from Seagate.



After creating your subscription, you can access the Lyve Cloud console by clicking **Launch Console** from the subscription tile on the Your Lyve Cloud Subscriptions page.



How do I register a deal?

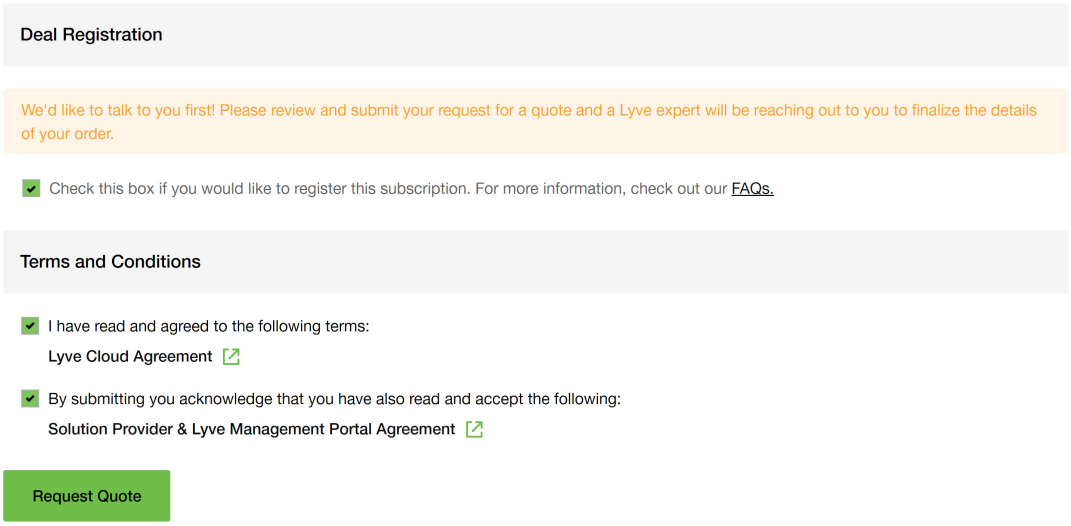
Solution Providers can register a deal with Seagate. For more information, see the followingDeal Registration FAQ.

> Customers of a Solution Provider cannot view deal registrations.

Register a deal

To register a deal:

1. Follow the steps tocreate a subscription.
2. On the Subscription Review page, scroll down to the Deal Registration section and check the**Deal Registration** checkbox. Use the links to review the terms and conditions, and then acknowledge them by checking the checkboxes.



3. Click **Request Quote**.

Deal status

Once the quote is requested, Seagate begins the deal registration approval process. The status of the deal can be tracked on the Subscriptions page in Lyve Management Portal. Until the deal is approved by Seagate, the status displayed will be**Deal Registered**. The status will update accordingly when the deal is approved or declined.

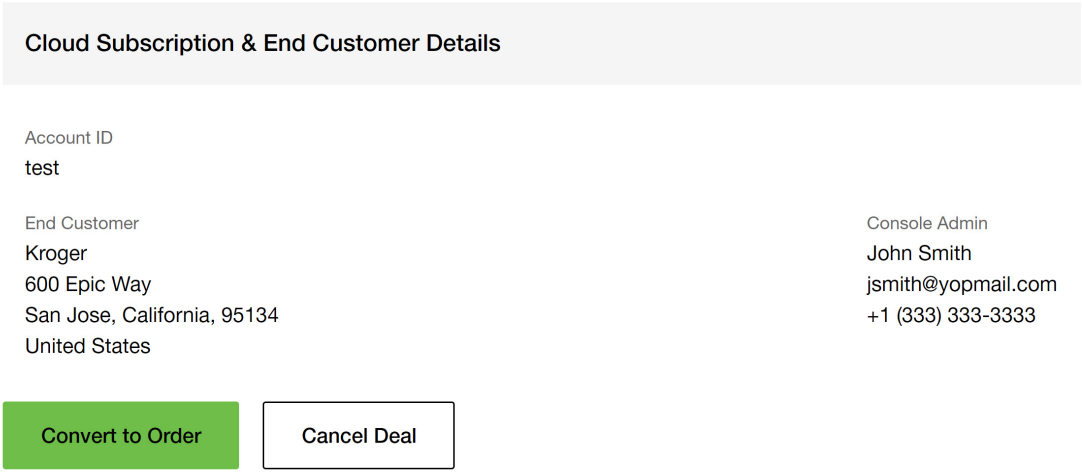
For a subscription to qualify as a registered deal, it must be both approved by Seagate and then converted to an order within 90 days of submitting the deal registration request. A deal will expire 90 days after you've submitted it for review, even if the deal has been approved. Contact your Lyve Sales representative to request an extension and resubmit the deal for approval. If you don't know who your

Lyve Sales representative is, contact LyveMobilePartnerSuccess@seagate.com.

Once a deal is converted to an order, it will show up in Lyve Management Portal as a subscription and can no longer expire.

Convert to order

A deal can be converted to an order at any time. To convert a deal to an order, click on the Deal Registration card and click **Convert to Order**.



How do I manage users?

User types

With the Lyve Cloud service, there are two types of users:

Account users—Users who are responsible for creating and managing projects/subscriptions, as well as managing billing in the Lyve Management Portal.

Console users—Users who can perform various actions in the Lyve Cloud console based on the assigned role in the console.

You can be either an account user or a console user, or you can be both.

Account users

Each account user is assigned one of the following roles in the Lyve Management Portal:

Master account admin—The master account admin is the account owner, responsible for all Lyve Service billing and payments while also adhering to the site and product terms and conditions. They hold permissions to create and manage projects and subscriptions, as well as view and manage billing.

Sub user—The sub user manages individual Lyve Service projects and subscriptions under the master account, and is responsible for monitoring usage, billing by project/subscription, and product user requests.

Product end user—Designated primarily only for Lyve Mobile Data Transfer and Lyve Mobile Import users. End users are in-field operators managing the data transit workflows of their Lyve Mobile devices. They have the ability to add additional product end users to projects if needed.

Only master account admins and sub users can create and view projects/subscriptions. Product end users cannot.

To learn more about account user management in the Lyve Management Portal, see How do I manage users in my account?.

Console users

Each console user is assigned one of the following roles in the Lyve Cloud console:

Administrator —An administrator can perform all the operations in the Lyve Cloud console.

Storage administrator —The storage administrator can manage all storage-related actions, including managing buckets, permissions, and service accounts in the Lyve Cloud console.

Auditor—An auditor has read-only access to the Lyve Cloud console, and thus cannot perform any actions. They have the ability to add additional product end users to projects if needed.

To learn more about console user management in the Lyve Cloud console, see Managing Users and Roles.