



Lyve Management Portal User Manual

LYVE™



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

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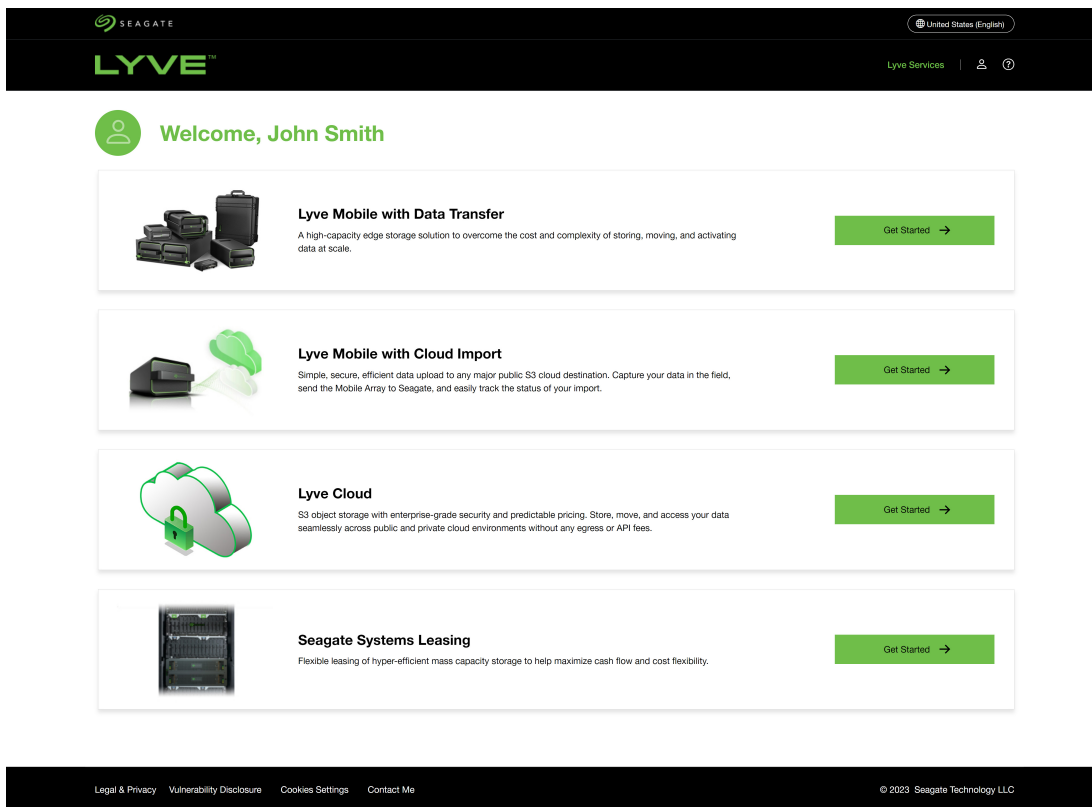
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Account Management

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?

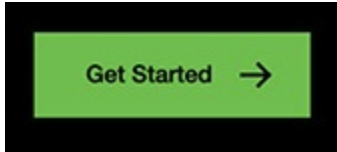
There are two types of Lyve accounts:

- **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.

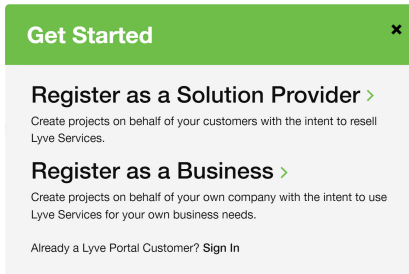
How do I register a new account?

1. Go to lyve.seagate.com

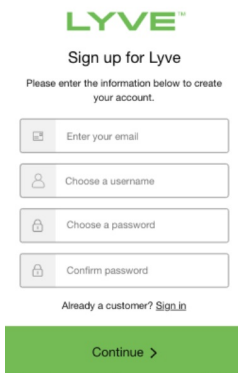
1. Go to lyve.seagate.com.
2. Click **Get started**.



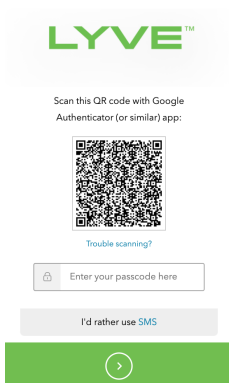
3. Click **Register as a Solution Provider** or **Register as a Business**.



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.

The screenshot shows the LYVE mobile app interface. At the top is the LYVE logo. Below it, the text reads: "Select a country code and enter your mobile phone number so we can send you a verification code. Carrier charges may apply." There is a dropdown menu for country codes currently set to "United States +1". Below that is a text input field labeled "Enter your phone number". At the bottom, there is a button that says "I'd rather use Google Authenticator" and a large green button with a white right-pointing arrow.

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**.

The screenshot shows the LYVE mobile app interface for recording a recovery code. At the top is the LYVE logo. Below it, the text reads: "To login to Lyve on a different device, you'll need to enter a recovery code. Please record the code below and keep it somewhere safe." A red-bordered box contains the recovery code: "M16Z - 9G3W - 8DPC - VXRC - PQRH - BNAX". Below the box is a checked checkbox with the text "I have recorded and stored the above code". At the bottom is a large green button with a white right-pointing arrow.

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.

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	Job Type Operations
<small>Optional</small>	<small>Optional</small>



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 <small>Optional</small>	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](#)



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.

VAT ID

Submit your VAT ID below. We will use the [VIES](#) or [HMRC database](#) (UK) to validate the VAT ID you provide and use it to determine your legal company name.

VAT
DE 123456789

Submit

✔ VAT ID validated successfully ✕

Legal Company Name

Read-only

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.

VAT ID

Submit your VAT ID below. We will use the [VIES](#) or [HMRC database](#) (UK) to validate the VAT ID you provide and use it to determine your legal company name.

VAT
GB 123456789

Submit

✔ VAT ID validated successfully ✕

Legal Company Name
UK Corporation Ltd.

Read-only

If you do not recognize the legal company name, please check to make sure that the VAT ID you entered is correct or reach out to your Finance Team.

Click **Continue**.





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

✓
Account Information2
Payment Information3
Account Review

Select Your Payment Type

Before you can use the Lyve Management Portal you must have a valid payment type associated with your Lyve account. We will not charge your credit card or your credit line until your order is processed.

Credit Card Pay by Invoice ¹

Card Type	  
Card Number	<input type="text"/>
Expiration Month	Select One / Select One
CVV	<input type="text"/> 
Card Holder Name	<input type="text" value="John Doe"/>
Address line 1	<input type="text" value="3760 Haul Road"/>
Address line 2	<input type="text"/>
Town/City	<input type="text" value="Sidman"/>
State/Province	<input type="text" value="Pennsylvania"/>
Postal Code	<input type="text" value="15955"/>
Country	<input type="text" value="United States"/>



- **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**.



Account Review

Account Information Edit Account	
First Name John	Last Name Doe
Country Code United States +1	Phone (720) 808-7192
Industry Energy & Utilities	Job Title Operations
Business Address Edit Business Address	
Country United States	Address Line 1 3760 Haul Road
Address Line 2 NA	City Sidman
State Pennsylvania	Zip Code 15955
Company Name Thrive Inc.	
Billing Info Edit Billing Info	
Select payment preference <input checked="" type="radio"/> Credit Card	
Credit Card *****3705	Expiration 12/22
Address Line 1 3760 Haul Road	Address Line 2 NA
City Sidman	State Pennsylvania
Zip Code 15955	Country United States
<input type="button" value="Confirm"/>	<input type="button" value="Cancel"/>



How do I register a new account through assisted sales?

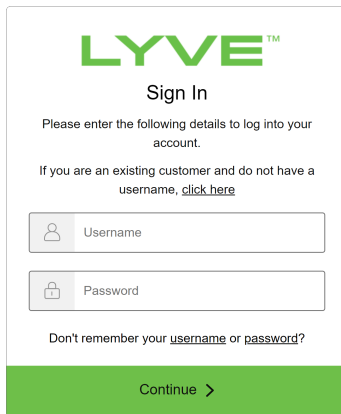
If sales is assisting you with registering your account, proceed through the following steps:

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.

Update Credentials

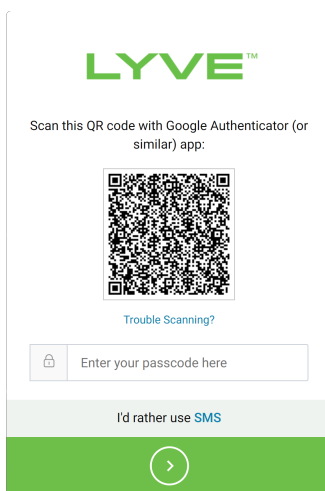
Please create a username and set a new password in the fields below.

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



The image shows the LYVE Sign In screen. At the top is the LYVE logo. Below it is the text "Sign In" and "Please enter the following details to log into your account." There is a link "If you are an existing customer and do not have a username, [click here](#)". Below this are two input fields: "Username" and "Password". At the bottom, there is a link "Don't remember your [username](#) or [password](#)?" and a green "Continue >" button.

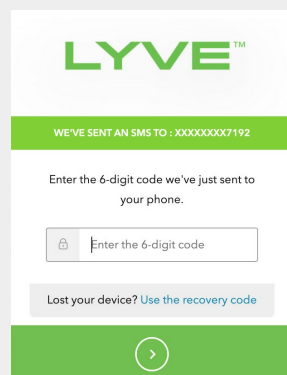
5. Use an authenticator app such as Google Authenticator or Microsoft Authenticator to scan the QR code and receive a passcode. Enter your passcode and click the Continue icon.



The image shows the LYVE QR code screen. At the top is the LYVE logo. Below it is the text "Scan this QR code with Google Authenticator (or similar) app:". There is a QR code in the center. Below the QR code is a link "Trouble Scanning?". Below that is an input field "Enter your passcode here". At the bottom, there is a link "I'd rather use [SMS](#)" and a green "Continue >" button.




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.



The image shows the LYVE SMS verification screen. At the top is the LYVE logo. Below it is a green bar with the text "WE'VE SENT AN SMS TO : XXXXXXXX7192". Below that is the text "Enter the 6-digit code we've just sent to your phone." There is an input field "Enter the 6-digit code". Below that is a link "Lost your device? [Use the recovery code](#)". At the bottom is a green "Continue >" button.

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

6. Review your account information and update as needed.

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 Johnson
Phone +1 (000) 000-0000	Industry Type Computers & Electronics
Job Type Management	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 1 123 Demo St.
Address Line 2 Optional	City San Jose
State California	Zip Code 11111

Company Name
Demo Inc.

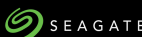
I have read and agreed to the following terms:
[Solution Provider & Lyve Management Portal Agreement.](#)

I have read and agreed to the following Privacy Statement:
[Seagate-Lyve Solution Privacy Statement.](#)



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

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

United States (English) Sign Out

1 Account Information 2 Payment Information 3 Account Review


Select Your Payment Type

Before you can use the Lyve Management Portal you must have a valid payment type associated with your Lyve account. We will not charge your credit card or your credit line until your order is processed.

Credit Card Pay by Invoice

You will be required to complete a credit form prior to starting a subscription and receiving devices. You will be directed to the credit form after completing your Lyve account creation.

Please recognize that in order to qualify for credit terms with Seagate, you must meet the following requirements: order at least \$10,000 USD per month of Lyve Services and at least \$100,000 USD in total subscription value.





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**.

SEAGATE United States (English) Sign Out

Account Information Payment Information Account Review

Account Review

Account Information [Edit Account](#)

First Name John	Last Name Johnson
Phone +1 (000) 000-0000	Industry Computers & Electronics
Job Title Management	

Business Address [Edit Business Address](#)

Country United States	Address Line 1 123 Demo St.
Address Line 2 NA	City San Jose
State California	Zip Code 11111
Company Name Demo Inc.	

Billing Info [Edit Billing Info](#)

Select payment preference Pay by Invoice

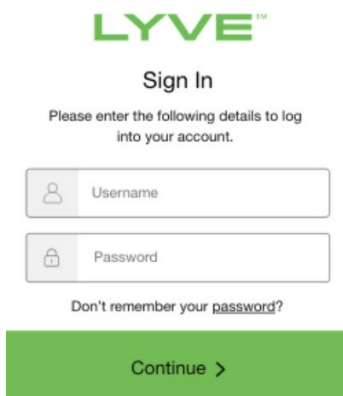
Confirm **Cancel**

How do I sign in?

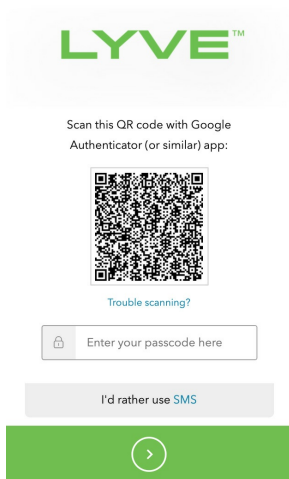
1. Go to lyve.seagate.com.
2. Click **Sign In** in the navigation bar.



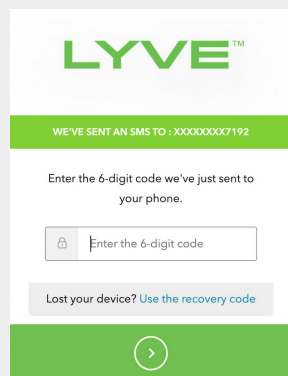
3. Enter your username and password. Click **Continue**.



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.

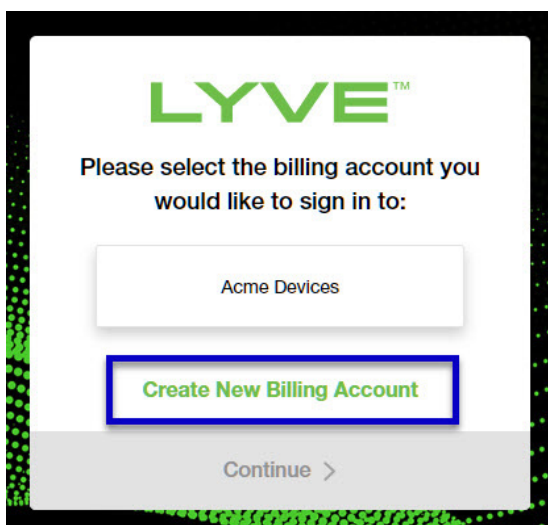
Multi-Account Management

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.

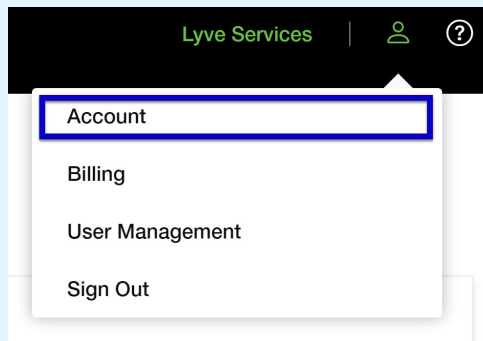
How do I create an additional billing account

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**.





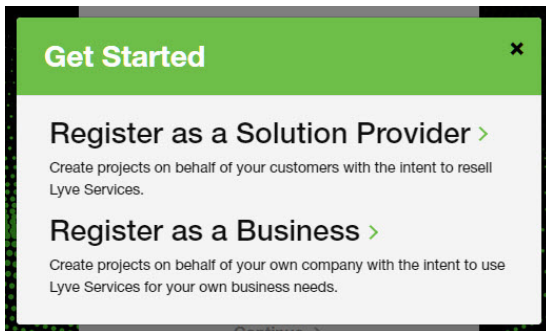
If you're already signed in to lyve.seagate.com, click on the Account icon in the navigation bar and select **Account**.



Click the **Switch Account** button.



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

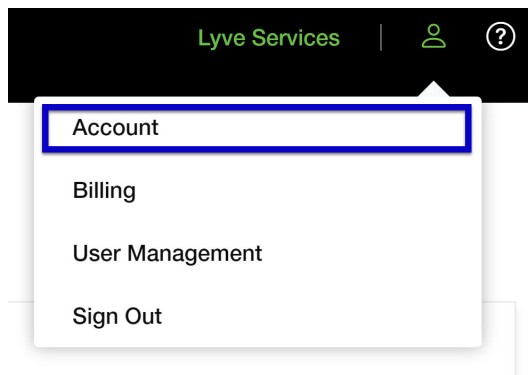


1. Enter account information. Click the links to read the terms and conditions and privacy information. Check the boxes confirming your agreement and click **Continue**.
2. Choose a payment method:
 - **Credit Card** – Enter your credit card details and click **Submit**. Note that you can add additional 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.

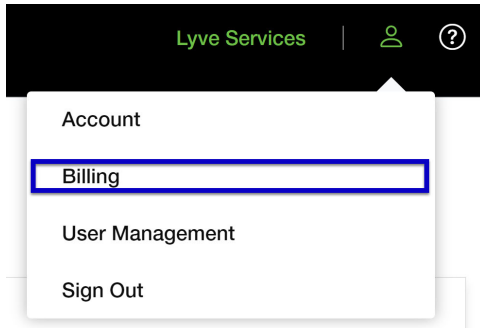


You will receive an error when trying to invite a user who had previously been invited to another account but did not complete the registration process. The user must complete the original registration process in order to receive invites to other accounts.

Billing Management

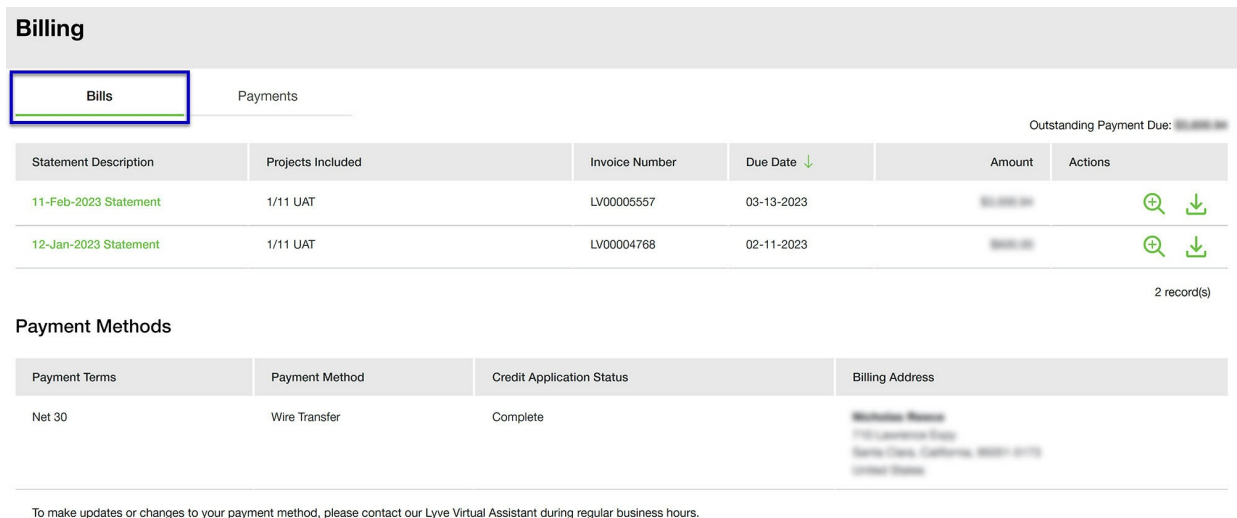
How do I view bills and payments?

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



View bills

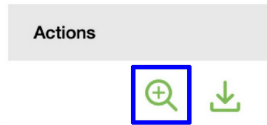
1. Click on the **Bills** tab.

A screenshot of the "Billing" page in the Lyve Services interface. The page has a grey header with the word "Billing" in bold. Below the header, there are two tabs: "Bills" (highlighted with a blue border) and "Payments". To the right of the tabs, it says "Outstanding Payment Due: \$0.00". Below the tabs is a table with the following columns: "Statement Description", "Projects Included", "Invoice Number", "Due Date" (with a downward arrow), "Amount", and "Actions". There are two rows of data in the table. The first row is for a "11-Feb-2023 Statement" with invoice number LV00005557 and a due date of 03-13-2023. The second row is for a "12-Jan-2023 Statement" with invoice number LV00004768 and a due date of 02-11-2023. Each row has a magnifying glass icon and a download icon in the "Actions" column. Below the table, it says "2 record(s)". Underneath the table is a section titled "Payment Methods" with a table containing columns for "Payment Terms", "Payment Method", "Credit Application Status", and "Billing Address". The "Payment Terms" is "Net 30", "Payment Method" is "Wire Transfer", and "Credit Application Status" is "Complete". The "Billing Address" is partially visible and appears to be "Mountain View, CA 94035". At the bottom of the page, there is a note: "To make updates or changes to your payment method, please contact our Lyve Virtual Assistant during regular business hours."

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.

Bills		Payments				
Statement Description	Projects Included	Invoice Number	Payment Date ↓	Amount Paid	Payment Method	
13-Nov-2021 Statement	Jess Gym	LV00000963	11-13-2021	\$█	Credit Card ending in 3705	

1 record(s)

2. Review payment details in the list.

How do I add a payment method?

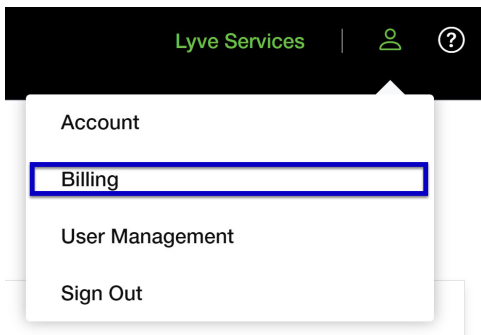
Payment methods can only be added or edited when paying by credit card.



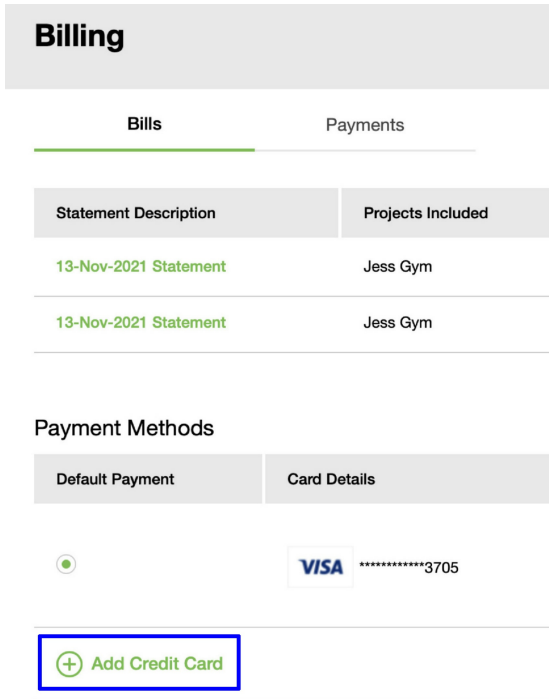
To make updates to payments by invoice, contact your sales representative or raise a support ticket in the Lyve Support Center.


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.


Add Credit Card

Add the details of your credit card below.

Card Type   

Card Number

Expiration Month /

CVV 

Card Holder Name

Address line 1

Address line 2

Town/City

State/Province

Postal Code

Country

Click **Submit**.



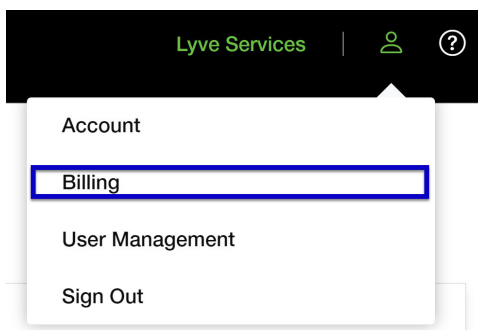
The most recently added card is automatically set as the default payment method unless you select a different card as the default.

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

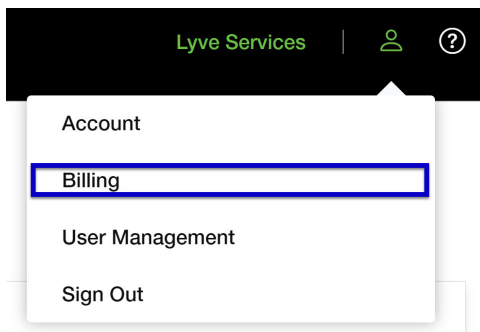
3. Click on the Remove icon.



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**.

A screenshot of the "Edit Payment Method" form. The form is titled "Edit Payment Method" and has a close button (X) in the top right corner. It is divided into several sections: "Payment Method" with a VISA logo and a masked card number ending in "3705"; "Expiration" with fields for "Expiration Month" (12) and "Expiration Year" (2022); "Billing Info" with fields for "Account Holder Name" (John Smith), "Address Line 1" (2167 Boundary Street), "Address Line 2" (Optional), "City" (Jacksonville), "State" (Florida), "Country" (United States), and "Zip Code" (32202). A green "Continue" button is located at the bottom left of the form.

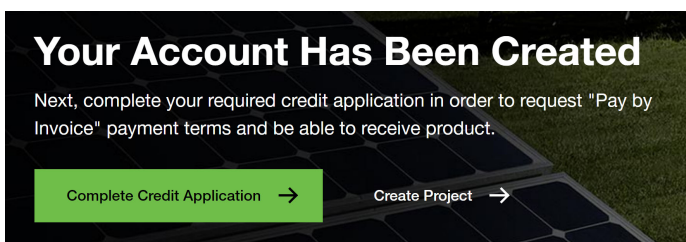
How do I pay by invoice?

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.

Payment Methods

 You must complete a [credit application](#) in order for devices to be shipped. 

Payment Terms	Payment Method	Credit Application Status	Billing Address
Net 30	Wire Transfer	Not Started Complete Application	John Johnson 1234 Demo St. Building D Denver, Colorado, 11111 United States

To make updates to your payment method, please [fill out this form](#).

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.



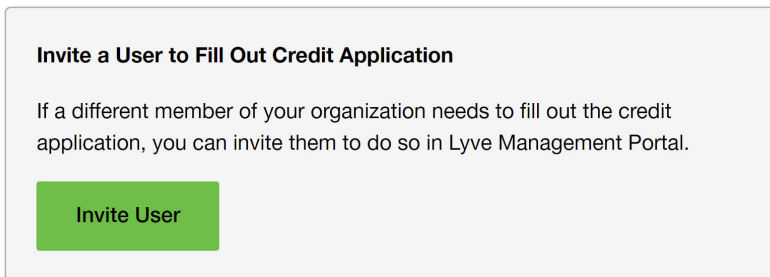
If you are reselling Seagate services, you will be required to upload the applicable tax documentation.

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.

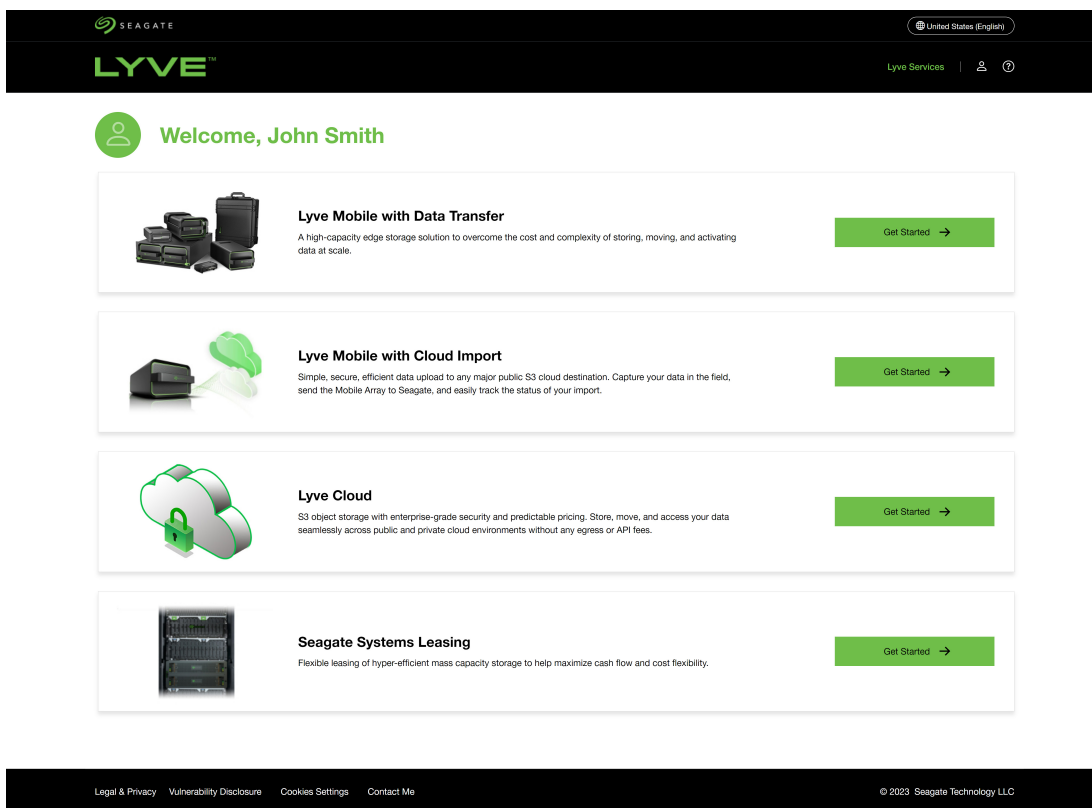
The invited user will receive an email that provides a link to register their account. After they've registered, the user will have access to the credit application, however, they won't be able to view projects unless given permission by an account administrator.

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, see [Cloud 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.

Select Configuration

Filter Product

Lyve Devices:

Lyve Mobile Shuttle (16TB HDD)	Lyve Mobile Shuttle (8TB SSD)	Lyve Mobile Array (96TB HDD)	Lyve Mobile Array (92TB SSD)
Product Details ↗	Product Details ↗	Product Details ↗	Product Details ↗
0	2	1	0

Click **Continue**.

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

Select Configuration

Please select the RAID level for the Lyve Mobile Array. Configuration settings only apply to Lyve Mobile Array products. Any Lyve Mobile accessories or shuttles are not configurable.

Device	RAID Level
	Please Select ▼
	<input checked="" type="button" value="RAID 0"/> <input type="button" value="RAID 5 (Default)"/>



Configuration settings only apply to Lyve Mobile Array devices. Lyve Mobile accessories or shuttles are not configurable and are not 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

Shipping Information

Please provide the shipping information for your project's devices and accessories. Shipping is only available in your region. Please [request assistance](#) for shipping orders outside of your region.

Search by Company or Contact Name [+ Add New Shipping Contact and Address](#)

Name	Address
<input checked="" type="radio"/> Slyla Chan	123 Ace Street Oakland, California, 94124 United States <input type="button" value="Pencil"/>

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.

Promo Code

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

If you'd rather receive a quote from Seagate, [click here](#).

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.

System Installation

Learn more about Seagate [JBOD system](#) or [CORVAULT system](#) installations. Please contact your sales representative or the Lyve Virtual Assistant if you want to request professional installation services.

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.

Promo Code

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

Insurance

Insurance documentation is required for this order. Please upload your evidence of insurance prior to shipment. If you can't upload the documentation now, please refer to your Project Details page to upload later for your order to be fulfilled.

Accepted format: 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.

Submit Order

If you'd rather receive a quote from Seagate, [click here](#).

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.

The screenshot shows a 'Devices' section with a table listing 'Lyve Mobile Array (92TB SSD)'. The table includes columns for 'Total Capacity: 92', 'Qty: 5', and 'Device Format'. Below the table is an orange callout box: 'We'd like to talk to you first! Please review and submit your request for a quote and a Lyve expert will be reaching out to you to finalize the details of your order.' The 'Deal Registration' section is highlighted with a blue border and contains a checked checkbox with the text: 'Check this box if you would like to register this project. To qualify for Deal Registration, you must order at least 5 units or \$7,000 USD per month of Lyve Services. For more information, check out our [FAQs](#).' Below this is another checked checkbox: 'I have read and agreed to the following terms:' followed by links for 'Lyve Data Transfer Service Terms' and 'Solution Provider & Lyve Management Portal Agreement'. A 'Request Quote' button is located at the bottom of the section. A footer bar at the very bottom contains links for 'Legal & Privacy', 'Vulnerability Disclosure', 'Cookies Settings', and 'Contact Me'.

3. Click Request Quote.

The screenshot shows the Lyve Management Portal interface. At the top, there's a navigation bar with 'Home', 'Projects', 'User Management', and 'Billing'. Below that, the 'Projects' section is active, showing 'Deal Registrations (5)'. There are search and filter options for project names and status. Five deal cards are displayed, each representing a different status: Deal Registered, Deal Approved, Deal Declined, Deal Canceled, and Deal Expired. Each card lists project details like name, capacity, start/return dates, and the last modified date by a user.

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.

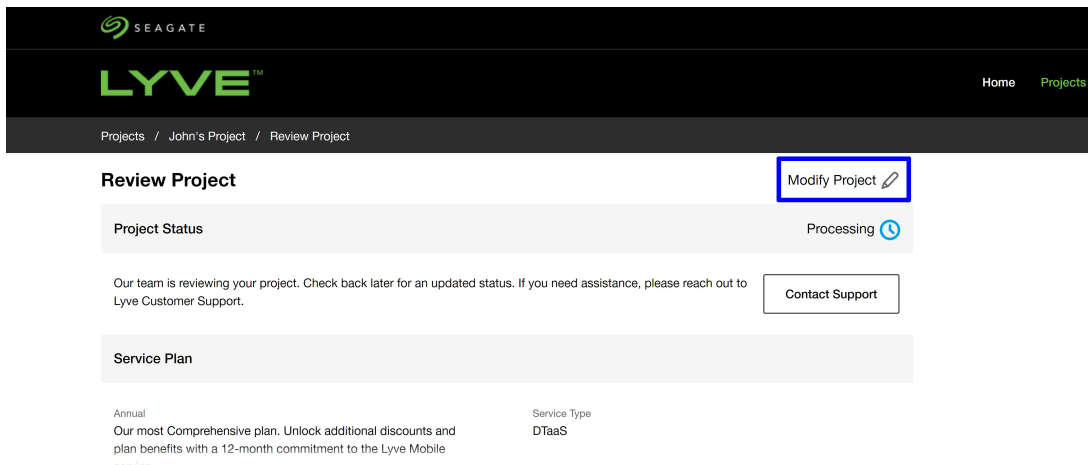
How do I modify a project/deal registration?

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.

I have read and agreed to the following terms:

[Lyve Data Transfer Service Terms](#)

By submitting you acknowledge that you have also read and accept the following:

[Solution Provider & Lyve Management Portal Agreement](#)

[Submit Order](#)

If you'd rather receive a quote from Seagate, [click here.](#)

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.

Projects

+ Add Project

All (12)

Projects (7)

Deal Registrations (5)

Search by Project Name

Status

Sort by Last Modified

Deal Registered

Project Name
HP Project 1

Total Capacity	100 TB	Start Date	Jul 1, 2022
Rate Plan	Annual Plan	Return Date	Jul 2, 2023
Service	DTaaS		
Last Modified	By User A on 12/10/2021		

Deal Approved

Project Name
HP Project 1

Total Capacity	100 TB	Start Date	Jul 2, 2022
Rate Plan	Annual Plan	Return Date	Jul 2, 2023
Service	DTaaS		
Last Modified	By User A on 11/29/2021		

Deal Declined

Project Name
HP Project 1

Total Capacity	100 TB	Start Date	Jul 1, 2021
Rate Plan	Annual Plan	Return Date	Jul 2, 2022
Service	DTaaS		
Last Modified	By User A on 10/29/2021		

Deal Canceled

Project Name
HP Project 1

Total Capacity	100 TB	Start Date	Jan 1, 2022
Rate Plan	Annual Plan	Return Date	Jan 1, 2023
Service	DTaaS		
Last Modified	By User A on 8/29/2021		

Deal Expired

Project Name
HP Project 1

Total Capacity	100 TB	Start Date	Jul 1, 2021
Rate Plan	Annual Plan	Return Date	Jul 2, 2022
Service	DTaaS		
Last Modified	By User A on 8/1/2021		

4. Click **Modify Deal**.

SEAGATE

LYVE™

Home Projects

Projects / John's Deal Registration / Review Deal

Review Deal Modify Deal

Deal Registration Details Deal Registered

Comments
—


Deal Registration Number	PR-0057420	Deal Expiration Date	08/09/2022
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Service Plan

Project Plan	Our most flexible plan for short term projects and evaluations. Billed	Service Type	DTaaS
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5. Edit the information.
6. Click **Request Quote**.

Devices [Edit Devices](#)



Lyve Mobile Array (92TB SSD)
 Total Capacity: 92
 Qty: 5
 Device Format ⓘ

We'd like to talk to you first! Please review and submit your request for a quote and a Lyve expert will be reaching out to you to finalize the details of your order.

Deal Registration

Check this box if you would like to register this project. To qualify for Deal Registration, you must order at least 5 units or \$7,000 USD per month of Lyve Services. For more information, check out our [FAQs](#).

I have read and agreed to the following terms:
[Lyve Data Transfer Service Terms](#) ⓘ

By submitting you acknowledge that you have also read and accept the following:
[Solution Provider & Lyve Management Portal Agreement](#) ⓘ

[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.

Your Projects

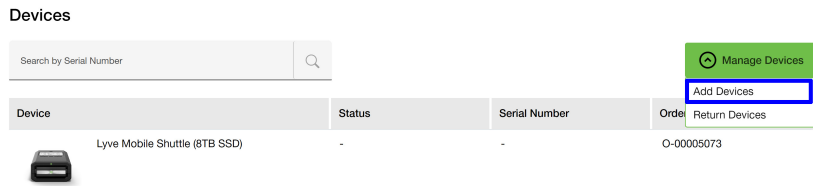
Total Projects: 3

<div style="border: 1px solid #ccc; padding: 5px;"> <div style="display: flex; justify-content: space-between;"> Project Name Shipped ⓘ </div> <p>Nedra2</p> <hr/> <div style="display: flex; justify-content: space-between;"> Total Capacity Start Date </div> <p>234 TB Sep 6, 2021</p> <div style="display: flex; justify-content: space-between;"> Rate Plan Return Date </div> <p>Annual Sep 30, 2022</p> <p>Service DTaaS (Data Transfer as a Service)</p> <p>Last Modified By Nedra Berge on Sep 7, 2021</p> </div>	<div style="border: 1px solid #ccc; padding: 5px;"> <div style="display: flex; justify-content: space-between;"> Project Name Shipped ⓘ </div> <p>Nedra1</p> <hr/> <div style="display: flex; justify-content: space-between;"> Total Capacity Start Date </div> <p>106 TB Sep 6, 2021</p> <div style="display: flex; justify-content: space-between;"> Rate Plan Return Date </div> <p>Annual Sep 30, 2022</p> <p>Service DTaaS (Data Transfer as a Service)</p> <p>Last Modified By Nedra Berge on Sep 7, 2021</p> </div>	<div style="border: 1px solid #ccc; padding: 5px;"> <div style="display: flex; justify-content: space-between;"> Project Name Shipped ⓘ </div> <p>Nedra</p> <hr/> <div style="display: flex; justify-content: space-between;"> Total Capacity Start Date </div> <p>152 TB Sep 6, 2021</p> <div style="display: flex; justify-content: space-between;"> Rate Plan Return Date </div> <p>Project Jan 31, 2023</p> <p>Service DTaaS (Data Transfer as a Service)</p> <p>Last Modified By Nedra Berge on Sep 7, 2021</p> </div>
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4. Using the **Manage Project** dropdown menu, select **Add Devices**.



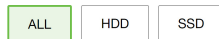
Note that devices can also be added by selecting **Add Devices** from the **Manage Devices** dropdown menu.



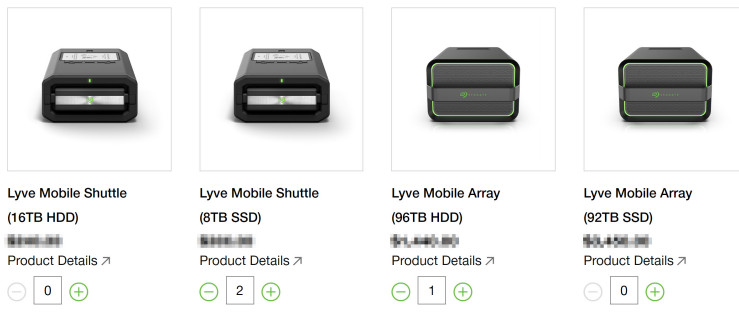
5. Add items to your shopping cart by clicking the Plus (+) icon or entering a quantity to the field below a product.

Select Configuration

Filter Product



Lyve Devices:



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.

Submit Order

If you'd rather receive a quote from Seagate, [click here](#).

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.

The screenshot shows the 'User Management' page. At the top right, there is a 'Quick Action' dropdown menu with 'Add User' and 'View All Users' options. Below this, three user roles are listed with descriptions and 'Add User' buttons:

- Master Account Admin:** The account owner is responsible for all Lyve Services billing and payments while also adhering to the site and product terms and conditions. They hold permissions to create and manage service projects and subscription types.
- Sub User:** The sub-user manages individual Lyve Service projects under the Master Account and is responsible for monitoring usage, billing by project, and product user requests.
- Product End User & Admin:** 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 and have the ability to add additional Product End Users to projects if needed.

Below the roles is a 'Users' table:

User Name	Email Address	User Role	Status	Project	Action
John Smith	jr_uat@yopmail.com	Solution Provider Master User	Active	-	

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**.

Add New User

When you add a user, they will receive an email invite to register for the Lyve Management Portal and will have access to the projects you assign them.

First Name Jared	Last Name Warren
Country Code United States +1	Phone (720) 255-7198
Email Address jared.warren@gmail.com	User Role Product End User

Assign Projects

Select the projects you would like to assign to this user. You can only add users to projects in "Shipped" or "Processing".

Projects
<input type="checkbox"/> Nedra2
<input type="checkbox"/> Nedra1
<input checked="" type="checkbox"/> Nedra

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.

User Role

<p>Master Account Admin</p> <p>The account owner is responsible for all Lyve Services billing and payments while also adhering to the site and product terms and conditions. They hold permissions to create and manage service projects and subscription types.</p>	<p>Sub User</p> <p>The sub-user manages individual Lyve Service projects under the Master Account and is responsible for monitoring usage, billing by project, and product user requests.</p> <p>+ Add User</p>	<p>Product End User & Admin</p> <p>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 and have the ability to add additional Product End Users to projects if needed.</p> <p>+ Add User</p>
---	--	---

Users

User Name	Email Address	User Role	Status	Project	Action
John Smith	jr_uat@yopmail.com	Solution Provider Master User	Active	-	
Dan Turner	d_turner@yopmail.com	Solution Provider Sub User	Invited Resend	-	

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

Edit User

Activation Status

Invited

[Resend Invite](#) Invite sent 09/07/2021

User Status

Active Inactive

<p>First Name Nedra</p>	<p>Last Name Berge-Hill</p>
<p>Country Code United States +1</p>	<p>Phone (047) 741-3710</p>
<p>Email Address nedra@gmail.com</p>	<p>Industry Type Optional</p>
<p>Company Name</p>	<p>Job Type Optional</p>
<p>User Role Product End User Admin</p>	

Select the projects you would like to assign to this user. You can only add users to projects in "Shipped" or "Processing".

Projects
<input type="checkbox"/> Nedra2
<input type="checkbox"/> Nedra1
<input checked="" type="checkbox"/> Nedra

[Save](#) [Cancel](#)

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**.

The screenshot shows the 'User Management' page. At the top right, there is a 'Quick Action' dropdown menu with options 'Add User' and 'View All Users'. Below this, the 'User Role' section is divided into three columns: 'Master Account Admin', 'Sub User', and 'Product End User & Admin'. Each role has a description and an 'Add User' button. The 'Sub User' and 'Product End User & Admin' buttons are highlighted with a blue box. Below the roles is a 'Users' section with a table listing users.

User Name	Email Address	User Role	Status	Project	Action
John Smith	jr_uat@yopmail.com	Solution Provider Master User	Active	-	

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.

Your Projects

Search by Project Name Project Status From To

Total Projects: 3

Project Name	Shipped
Nedra2	<input type="button" value="→"/>
Total Capacity 234 TB	Start Date Sep 6, 2021
Rate Plan Annual	Return Date Sep 30, 2022
Service DTaaS (Data Transfer as a Service)	
Last Modified By Nedra Berge on Sep 7, 2021	

Project Name	Shipped
Nedra1	<input type="button" value="→"/>
Total Capacity 106 TB	Start Date Sep 6, 2021
Rate Plan Annual	Return Date Sep 30, 2022
Service DTaaS (Data Transfer as a Service)	
Last Modified By Nedra Berge on Sep 7, 2021	

Project Name	Shipped
Nedra	<input type="button" value="→"/>
Total Capacity 152 TB	Start Date Sep 6, 2021
Rate Plan Project	Return Date Jan 31, 2023
Service DTaaS (Data Transfer as a Service)	
Last Modified By Nedra Berge on Sep 7, 2021	

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**.

Users

Search by Name or Email

Name	Email	Role	Status	
<input type="button" value="TY"/> Tim Yeaden	Tim.yeaden@majorenterprise.com	Business Master Account	Registered	
<input type="button" value="SS"/> Sarah Smith	SarahS@user.com	Product User	Invited	<input type="button" value="Resend Invite"/>

The Add Users form appears:

Add Users

Add a new or existing user to this project by searching for them below

Search by Email Address

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.

Your Projects

Search by Project Name Project Status From To

Total Projects: 3

Project Name Shipped

Nedra2

Total Capacity: 234 TB Start Date: Sep 6, 2021

Rate Plan: Annual Return Date: Sep 30, 2022

Service: DTaaS (Data Transfer as a Service)

Last Modified: By Nedra Berge on Sep 7, 2021

Project Name Shipped

Nedra1

Total Capacity: 106 TB Start Date: Sep 6, 2021

Rate Plan: Annual Return Date: Sep 30, 2022

Service: DTaaS (Data Transfer as a Service)

Last Modified: By Nedra Berge on Sep 7, 2021

Project Name Shipped

Nedra

Total Capacity: 152 TB Start Date: Sep 6, 2021

Rate Plan: Project Return Date: Jan 31, 2023

Service: DTaaS (Data Transfer as a Service)

Last Modified: By Nedra Berge on Sep 7, 2021

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**.

Users

Search by Name or Email

Name	Email	Role	Status
Tim Yeaden	Tim.yeaden@majorenterprise.com	Business Master Account	Registered
Sarah Smith	SarahS@user.com	Product User	Invited <input type="button" value="Resend Invite"/>

-
-

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

[← Back to Project Details](#)

Project Users

Enter User Name or Email User Status

Sarah Landon

Role: Solution Provider Mast... Status: Registered

Email Address: emailabc@email.com

Jay Smith

Role: Product User Status: Registered

Email Address: invited_user2@yopmail.com

Jason Lewis

Role: Product User Status: Invited

Email Address: besovej652@3dinews.com

Penelope Watson

Role: Product User Status: Invited

Email Address: p_watson@email.com

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.

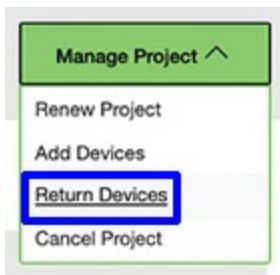
Your Projects

Search by Project Name Project Status From To

Total Projects: 3

Project Name	Shipped	Project Name	Shipped	Project Name	Shipped
Nedra2	<input type="button" value="→"/>	Nedra1	<input type="button" value="→"/>	Nedra	<input type="button" value="→"/>
Total Capacity 234 TB	Start Date Sep 6, 2021	Total Capacity 106 TB	Start Date Sep 6, 2021	Total Capacity 152 TB	Start Date Sep 6, 2021
Rate Plan Annual	Return Date Sep 30, 2022	Rate Plan Annual	Return Date Sep 30, 2022	Rate Plan Project	Return Date Jan 31, 2023
Service DTaaS (Data Transfer as a Service)		Service DTaaS (Data Transfer as a Service)		Service DTaaS (Data Transfer as a Service)	
Last Modified By Nedra Berge on Sep 7, 2021		Last Modified By Nedra Berge on Sep 7, 2021		Last Modified By Nedra Berge on Sep 7, 2021	

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.

Devices

Search by Serial Number

[Manage Devices](#)

- Add Devices
- Return Devices**

Device	Status	Serial Number	Order
 Lyve Mobile Shuttle (8TB SSD)	-	-	O-0005073

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

[← Back to Project Details](#)

Return Devices

Search by Serial Number

Device Status:

Select All

Rackmount Receiver - iSCSI 10G SFP+
Project Name: Data Transfer Project 10/23
Serial Number: NP270060 | Order Number: O-98765432
Delivery Address: [Redacted]

Mobile Shuttle HDD - 16TB
Project Name: Data Transfer Project 10/23
Serial Number: NP270060 | Order Number: O-98765432
Delivery Address: [Redacted]

Mobile Array HDD - 16TB
Project Name: Data Transfer Project 10/23
Serial Number: NP270060 | Order Number: O-98765432
Delivery Address: [Redacted]

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

Return Devices [Close]


Select the type of return you would like to make:

Return Type: [Dropdown]

- Return product(s)
- Exchange product(s)

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

[Close]



Return Request Successful

Your RMA# is XXXXX



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.

Subscription Management

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.



Lyve Cloud

S3 object storage with enterprise-grade security and predictable pricing. Store, move, and access your data seamlessly across public and private cloud environments without any egress or API fees.

Get Started →

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**.

- ✓ Length must be between 3 and 63
- ✓ Only lowercase characters, numbers, and "-" allowed
- ✓ Start and end with a number or a lower-case character
- ✓ Account ID must be unique

Lyve Cloud console. The Account ID must meet the format

Account ID
my-account-id-000

.console.lyvecloud.seagate.com

Validate

✓ Account ID validated successfully.


Continue

Cancel

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

Console Admin Details

Please provide the name and contact information for this cloud subscription.

First Name	Last Name
 +1 ▼	Phone
	Email

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

End User Details

Please provide your end user address for this cloud subscription.

End user address same as billing address

Company Name	Destination Country United States ▼
Address Line 1	Address Line 2 Optional
City	State ▼
Postal Code	
Continue	Cancel

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

Subscription Review

Service Plan Edit Service Plan

Service Type
STaaS

Account Details Edit Account Details

Account ID
my-account-id.console.lyvecloud.seagate.com

End User
End User Company
10600 Highland Springs Ave
Beaumont, California, 92223
United States

Console Admin
Robert Clark
console_admin@yopmail.com
+1 (808) 909-1010

Deal Registration

Check this box if you would like to register this subscription. For more information, check out our [FAQs](#).

Terms and Conditions

- I have read and agreed to the following terms:
[Lyve Cloud Agreement](#)
- By submitting you acknowledge that you have also read and accept the following:
[Solution Provider & Lyve Management Portal Agreement](#)

Order Summary

[Submit Order](#)

Service Plan

Lyve Cloud Storage as-a-Service	Qty. 1
Recurring Charges >	-
One-Time Charges >	-

Promo Code

[Apply](#)

Total before Tax -

Total Discount -

Total Tax -

Order Total -

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

[Submit Order](#)

[If you'd rather receive a quote from Seagate, click here.](#)

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.

Your Lyve Cloud Subscriptions

All (1) Subscriptions (1) Deal Registrations (0)

Search by Account ID

Sort By
Last Modified

Processing

Account ID
my-account-id

Average Usage Est. Next Invoice Total
- -

Total Buckets Created On
- May 31, 2023

Service Plan
Pay as you Go

[Launch Console](#)

How do I register a deal?

Solution Providers can register a deal with Seagate. For more information, see the following [Deal Registration FAQ](#).



Customers of a Solution Provider cannot view deal registrations.

Register a deal

To register a deal:

1. Follow the steps to [create 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.

Deal Registration

We'd like to talk to you first! Please review and submit your request for a quote and a Lyve expert will be reaching out to you to finalize the details of your order.

Check this box if you would like to register this subscription. For more information, check out our [FAQs](#).

Terms and Conditions

I have read and agreed to the following terms:

Lyve Cloud Agreement [↗](#)

By submitting you acknowledge that you have also read and accept the following:

Solution Provider & Lyve Management Portal Agreement [↗](#)

[Request Quote](#)

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**.

Cloud Subscription & End Customer Details

Account ID

test

End Customer

Kroger

600 Epic Way

San Jose, California, 95134

United States

Console Admin

John Smith

jsmith@yopmail.com

+1 (333) 333-3333

Convert to Order

Cancel Deal

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](#).