



# § Manual de Usuario Aprovisionamiento de un tenant en ICP



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Intcomex Cloud Operations



# Manual de Usuario— Aprovisionamiento de un tenant en ICP Procedimiento

Intcomex Cloud Operations





# Aprovisionamiento de un tenant - Procedimiento

Como primer paso, hacemos clic sobre la compañía en donde deseamos aprovisionar el servicio.

The screenshot displays the Intcomex Cloud management interface. On the left, a 'COMPANY HIERARCHY' sidebar shows a tree structure under 'ABBIE BOX S.A.C.' with sub-items: 'CLOUDY TEAM', 'ECOSITIO MARKET' (highlighted with a mouse cursor), 'MAGICDUST BOX', and 'OINSAMED GROUP'. The main content area is titled 'ECOSITIO MARKET (435348)' and includes navigation tabs for 'OVERVIEW', 'AVAILABLE SERVICES', 'BILLING', 'SECURITY', and 'AUDIT LOG'. The 'OVERVIEW' tab is active, showing details for the company and contact information.

COMPANY DETAILS		CONTACT DETAILS	
Company name	ECOSITIO MARKET	Address	Ca. Los Negocios 448, Surquillo
Domain	ecositio.pe	City	Lima
Numeric ID	784923	Country	Peru
VAT ID	EMPTY	Zip code	15464
Parent numeric ID	734772	Email	arturo.bejarano@intcomex.com

  

ACCOUNT INFORMATION	
Language	English
Sales Manager	
Marketplaces	ABBIE BOX - Marketplace
CreateUserIdService	false

  

PAYMENT DETAILS	
Technical contact	

At the bottom of the interface, there is a navigation bar with a '+ NEW' button and icons for 'NEW SERVICE', 'TERMINATE', 'EXPORT', and 'CREDENTIALS TO ALL USERS'.



# Aprovisionamiento de un tenant - Procedimiento

Luego, hacemos clic sobre la opción **New Service** o **Nuevo Servicio** ubicado en el banner inferior.

The screenshot displays the Intcomex Cloud management console. The top navigation bar includes the Intcomex Cloud logo, a search bar, and user profile options. The main content area is titled 'ECOSITIO MARKET' and is divided into several sections:

- COMPANY STRUCTURE:** A sidebar on the left showing a list of companies, with 'ECOSITIO MARKET' selected.
- COMPANY DETAILS:** A table listing company information:

Company name	ECOSITIO MARKET
Domain	ecositio.pe
Numeric ID	784923
VAT ID	EMPTY
Parent numeric ID	734772
- CONTACT DETAILS:** A table listing contact information:

Address	Ca. Los Negocios 448, Surquillo
City	Lima
Country	Peru
Zip code	15464
Email	arturo.bejarano@intcomex.com
Contact phone	924950856
Contact person	Arturo Bejarano
Technical contact	
Technical Account Manager	
Technical contact	
- ACCOUNT INFORMATION:** A table listing account settings:

Language	English
Sales Manager	
Marketplaces	ABBIE BOX - Marketplace
CreateUserIdService	false
- PAYMENT DETAILS:** A section header for payment-related information.

At the bottom of the interface, there is a dark navigation bar with several icons: a plus sign for 'NEW', a hand holding a wrench for 'NEW SERVICE', a crossed-out circle for 'TERMINATE', a document with a plus sign for 'EXPORT', and a document with a key for 'CREDENTIALS TO ALL USERS'.



# Aprovisionamiento de un tenant - Procedimiento

En la pestaña **Select service** o **Selección del servicio**, digitamos el servicio **Microsoft Organization tenant** dentro de la caja de búsqueda. Seguidamente, hacemos clic sobre el botón **Next** o **Siguiente**.

The screenshot displays the Intcomex Cloud interface. At the top, there is a navigation bar with the Intcomex logo and a search bar. Below this, a sidebar on the left shows 'COMPANY STRUCTURE' and 'All companies'. The main content area is a modal window titled 'Order service'. Inside the modal, there is a search bar containing 'Microsoft Organization tenant'. Below the search bar, there are filters for 'Show by names', 'All categories', 'All vendors', and 'All tags'. A list of search results is shown, with 'Microsoft Organization tenant' highlighted. To the right of the list, there is a detailed view for the selected service, including a Microsoft logo, the name 'Microsoft Organization tenant (Microsoft)', and the description 'Company-level registration for Microsoft services'. Below this, there are fields for 'Vendor: Microsoft', 'Category: Others', and 'Tags: Admin Tools'. At the bottom right of the modal, there is a 'Next' button with a right arrow icon.



# Aprovisionamiento de un tenant - Procedimiento

En la pestaña **Terms and Conditions**, aceptamos los términos y condiciones generales del contrato **Microsoft Cloud Agreement (MCA)**. Seguidamente, hacemos clic sobre el botón **Next** o **Siguiente**.

The screenshot displays the Intcomex portal interface. At the top, there is a navigation bar with the Intcomex logo and a search bar. Below this, a sidebar on the left shows 'COMPANY STRUCTURE' with options for 'All companies' and 'ECOSITIO MARKET'. The main content area is titled 'Microsoft Organization tenant (Microsoft)' and contains the 'Microsoft Cloud Agreement' text. The agreement text includes a paragraph explaining the agreement's scope and a section titled '1. Grants, rights and terms.' which details the rights granted to the customer. At the bottom of the agreement text, there is a checkbox labeled 'You have accepted these Terms and Conditions.' which is checked. Below the agreement text, there are two buttons: 'Back' and 'Next'.



# Manual de Usuario—

Aprovisionamiento de un tenant en ICP  
Procedimiento: Tenant existente





## Aprovisionamiento de un tenant - Procedimiento: Tenant existente

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Dentro de la pestaña **Configuration** o **Configuración** se pueden presentar dos diferentes escenarios.

El primero se suscita cuando el cliente final posee un tenant existente y requiere realizar aprovisionamientos de servicios Microsoft dentro de este. Mientras que el segundo escenario se produce cuando el cliente final no posee algún tenant. En ambos casos se debe registrar la información para continuar con el proceso de aprovisionamiento del tenant.

Cuando un cliente final nos comunica que ya posee un tenant en donde administra sus licencias Microsoft 365, debemos solicitar de su apoyo para que pueda aceptar un enlace de relacionamiento comercial con Intcomex. Desde el momento en el que el cliente final acepta la invitación, Intcomex obtiene permisos básicos que solo le permitirá aprovisionar licencias.

Para realizar este procedimiento, el reseller deberá solicitar al PM asignado en Intcomex el enlace respectivo. Este enlace puede ser utilizado para cualquier otro cliente del mismo país.





# Aprovisionamiento de un tenant – Procedimiento: Tenant existente

Una vez que el cliente final ha confirmado la aceptación del enlace de relacionamiento, podemos continuar el proceso de aprovisionamiento. Para ello, marcamos la casilla **Existing Office 365 customer**.

The screenshot shows the 'Microsoft Organization tenant (Microsoft)' configuration window in the Intcomex system. The window is titled 'Microsoft Organization tenant (Microsoft)' and has a 'TENANT DETAILS' section. The 'Existing Office 365 customer' checkbox is checked, indicating that the customer already has Office 365. Below this, there is a 'Primary domain name' field with a dropdown menu set to 'onmicrosoft.com'. The 'Require password' checkbox is also checked. The interface includes a 'Back' button and a 'Next' button at the bottom right. The background shows the Intcomex system navigation menu with options like 'COMPANY STRUCTURE', 'All companies', and 'ECOSITIO MARKET'.

INTCOMEX

Search by account, service nam...

English

Select service Terms and Conditions Configuration Order review

Microsoft Organization tenant (Microsoft)

TENANT DETAILS

Existing Office 365 customer \*  
Mark if customer already has Office 365. Copy CSP invitation URL in to an email and send to your customer (URL will be visible in the field below after order is submitted)

Primary domain name \*  
Please ensure Microsoft domain  
<DomainName>.onmicrosoft.com is available before ordering! Your client will use it to sign in to Microsoft Cloud services. Only letters and numbers are allowed. No hyphens, periods or underscores.

Require password \*

Back Next



# Aprovisionamiento de un tenant – Procedimiento: Tenant existente

Luego, en el campo **Primary domain name**, ingresamos el dominio primario del tenant del cliente final el cual siempre tiene la sintaxis <DominioPrimario>.onmicrosoft.com. Como buena práctica, es recomendable siempre solicitar una captura de pantalla de los dominios configurados en el tenant del cliente final para constatar la información.

The screenshot shows the 'Microsoft Organization tenant (Microsoft)' configuration page. The page is divided into several sections:

- Navigation:** Select service, Terms and Conditions, Configuration, Order review.
- TENANT DETAILS:**
  - Existing Office 365 customer \***: A checkbox is checked. The text below explains that this field is used to mark if the customer already has Office 365 and provides instructions on how to use the invitation URL.
  - Primary domain name \***: A text input field contains 'ecositiomarket' and a dropdown menu shows 'onmicrosoft.com'. The text below explains that the domain must be available before ordering and provides the required syntax: <DomainName>.onmicrosoft.com.
- INDIRECT RESELLER INFO:** A section header for reseller information.
- Buttons:** Back and Next.



# Aprovisionamiento de un tenant – Procedimiento: Tenant existente

Luego, en el campo **Microsoft partner ID**, ingresamos el MPN ID de nuestra organización. En caso aún no tengamos un MPN ID válido dado que este aún se encuentre en proceso, podemos dejar este campo en blanco.

The screenshot shows the 'Order review' step of a provisioning process in the Intcomex portal. The main window is titled 'Microsoft Organization tenant (Microsoft)'. It contains several sections for configuration:

- INDIRECT RESELLER INFO:** A field for 'Microsoft partner ID' with the value '6395965'. Below the field is the instruction: 'Enter your Microsoft partner ID to associate you with the subscriptions in this order.'
- CUSTOMER CONTACT INFORMATION:** A field for 'State' which is currently empty.
- Technical details:** A checkbox labeled 'Notify me' with the text 'Notify when provisioning will be completed' below it. The checkbox is currently unchecked.
- Billing:** This section is partially visible at the bottom.

At the bottom right of the form, there are 'Back' and 'Next' buttons. The background shows the Intcomex portal navigation menu with 'COMPANY STRUCTURE' and 'ECOSITIO MARKET' options.



# Aprovisionamiento de un tenant – Procedimiento: Tenant existente

A continuación, en el campo **State**, ingresamos el estado o región en donde se ubica la compañía del cliente final. Posteriormente, hacemos clic en el botón **Next** o **Siguiente**.

The screenshot shows the 'Order review' step of a provisioning process in the Intcomex Cloud portal. The main window is titled 'Microsoft Organization tenant (Microsoft)'. It contains several sections for data entry:

- INDIRECT RESELLER INFO:** A field for 'Microsoft partner ID' with the value '6395965'. Below it is a note: 'Enter your Microsoft partner ID to associate you with the subscriptions in this order.'
- CUSTOMER CONTACT INFORMATION:** A field for 'State' with the value 'Lima'.
- Technical details:** A checkbox for 'Notify me' (Notify when provisioning will be completed), which is currently unchecked.
- Billing:** This section is partially visible at the bottom.

At the bottom right of the form, there are two buttons: 'Back' and 'Next'. The 'Next' button is highlighted in blue. The background shows a sidebar with 'COMPANY STRUCTURE' and 'ECOSITIO MARKET' options, and a top navigation bar with 'Select service', 'Terms and Conditions', 'Configuration', and 'Order review' tabs.



# Aprovisionamiento de un tenant – Procedimiento: Tenant existente

Finalmente, hacemos clic sobre el botón **Finish** o **Finalizar** para que se inicie el evento de aprovisionamiento.

The screenshot displays the 'Configuration' step of a tenant provisioning process in the Intcomex Cloud interface. The main heading is 'Microsoft Organization tenant (Microsoft)'. Below this, the 'Billing information' section is expanded, showing a table with the following structure:

Attributes	Fee type	Selling price
This service is free of charge		

At the bottom of the configuration window, there are two buttons: 'Back' and 'Finish'. The 'Finish' button is highlighted in blue, indicating it is the next step in the process.



# Manual de Usuario—

Aprovisionamiento de un tenant en ICP

## Procedimiento: Tenant nuevo





# Aprovisionamiento de un tenant - Procedimiento: Tenant nuevo

En el caso que, un cliente final no disponga de un tenant, entonces podemos crearle uno gratuitamente.

Para ello, como primer paso, desmarcamos la casilla **Existing Office 365 customer**.

A screenshot of a web application interface for configuring a Microsoft Organization tenant. The interface is in Spanish and shows a modal window titled "Microsoft Organization tenant (Microsoft)". The modal has a navigation bar with tabs: "Select service", "Terms and Conditions", "Configuration", and "Order review". The "Configuration" tab is active. Below the title, there is a section for "TENANT DETAILS". The first field is "Existing Office 365 customer", which is a checkbox that is currently unchecked. Below this is a text box for "Primary domain name", which contains "onmicrosoft.com". The "Language" field is set to "Local". At the bottom of the modal, there are "Back" and "Next" buttons. The background shows a sidebar with "COMPANY STRUCTURE" and "ECOSITIO MARKET" sections, and a top navigation bar with a search bar and user profile.



# Aprovisionamiento de un tenant - Procedimiento: Tenant nuevo

Luego, en el campo **Primary Domain name**, ingresamos el dominio primario que desea el cliente final.

The screenshot shows the 'Microsoft Organization tenant (Microsoft)' configuration page. The page is divided into several sections:

- Navigation:** 'COMPANY STRUCTURE' on the left with a search bar and 'ECOSITIO MARKET' button. Top navigation includes 'Select service', 'Terms and Conditions', 'Configuration', and 'Order review'.
- Tenant Details:**
  - Existing Office 365 customer \***: A checkbox that is currently unchecked. Below it is a text box for an invitation URL.
  - Primary domain name \***: A field with two parts: a text input containing 'ecositiomarketsa' and a dropdown menu showing 'onmicrosoft.com'. Below this is a warning message: 'Please ensure Microsoft domain <DomainName>.onmicrosoft.com is available before ordering! Your client will use it to sign in to Microsoft Cloud services. Only letters and numbers are allowed. No hyphens, periods or underscores.'
  - Language \***: A dropdown menu currently set to 'Local'.
- Footer:** '+ NEW' button on the left and 'NEW SERVICE', 'TERMINATE', 'EXPORT', and 'CREDENTIALS TO ALL USERS' buttons on the right.





# Aprovisionamiento de un tenant - Procedimiento: Tenant nuevo

En el campo **Language**, seleccionamos el idioma que tendrá el tenant.

The screenshot shows the 'Microsoft Organization tenant (Microsoft)' configuration page in the 'Order review' step. The 'Language' field is highlighted with a dropdown menu showing 'Local' and 'English' options. The 'Require password change' checkbox is checked. The 'Default GDAP Opt-in' checkbox is also checked. The interface includes a search bar, navigation tabs, and a footer with a '+ NEW' button and a list of actions: 'NEW SERVICE', 'TERMINATE', 'EXPORT', and 'CREDENTIALS TO ALL USERS'.

Field	Value / Status
Language *	Local (dropdown menu open)
Special Qualifications *	Reseller can sell to Educational institutions. Selecting Education value means this customer is a valid and qualified educational institution.
Require password change	<input checked="" type="checkbox"/>
Default GDAP Opt-in	<input checked="" type="checkbox"/>



# Aprovisionamiento de un tenant - Procedimiento: Tenant nuevo

A continuación, en el campo **Require password change**, marcamos la casilla en caso deseemos que el cliente final cambie su contraseña de administrador generada por defecto una vez que haya iniciado sesión por primera vez en el portal de Office.

The screenshot shows the 'Microsoft Organization tenant (Microsoft)' configuration page. The page is divided into several sections:

- Select service**: The current step in the process.
- Terms and Conditions**: A step that has been completed.
- Configuration**: A step that has been completed.
- Order review**: The final step in the process.

The main configuration area includes the following options:

- Require password change**: A checkbox that is checked. Below it, a note states: "If the checkbox is unchecked you will not be asked to change password upon initial login".
- DEFAULT GDAP ROLES**: A section with a dropdown arrow.
- Default GDAP Opt-in**: A checkbox that is checked. Below it, a note states: "Selecting Opt-in creates a customer with default GDAP with below listed Microsoft Entra roles without customer consent. Not selecting Opt-in creates a customer without GDAP".
- About default GDAP roles**: A section with two sub-items:
  - Duration**: 180 Days
  - Microsoft Entra roles**: A list of roles (partially visible).

At the bottom of the configuration area, there are two buttons: **Back** and **Next**.



# Aprovisionamiento de un tenant - Procedimiento: Tenant nuevo

En la sección **DEFAULT GDAP ROLES**, se muestra una casilla la cual podemos marcar si deseamos que Intcomex posea permisos básicos de soporte sobre el tenant a crear. Los roles que se conceden se visualizan en el campo **About default GDAP roles**. Estos permisos se conceden solo por 180 días. Luego de este periodo, el cliente final debe aceptar un nuevo enlace GDAP para continuar con el servicio de soporte.

The screenshot displays the 'Microsoft Organization tenant (Microsoft)' configuration page in the Intcomex portal. The page is divided into four tabs: 'Select service', 'Terms and Conditions', 'Configuration', and 'Order review'. The 'Configuration' tab is active, showing the 'DEFAULT GDAP ROLES' section expanded. This section contains three main items:

- Default GDAP Opt-in**: A checkbox is checked. The description states: "Selecting Opt-in creates a customer with default GDAP with below listed Microsoft Entra roles without customer consent. Not selecting Opt-in creates a customer without GDAP."
- About default GDAP roles**: This section includes:
  - Duration**: 180 Days
  - Microsoft Entra roles**: Directory Readers, Directory Writers, License Administrator, Service Support Administrator, User Administrator, Privileged Role Administrator, Privileged Authentication Administrator, Helpdesk Administrator, Cloud Application Administrator, Application Administrator, Global Reader
- Auto extend**: A checkbox is checked. The description states: "Set the auto extension of the default GDAP relationship on or off."

At the bottom of the configuration window, there are 'Back' and 'Next' buttons. The background shows the Intcomex portal interface with a search bar and various navigation options.



# Aprovisionamiento de un tenant - Procedimiento: Tenant nuevo

Luego, en el campo **Microsoft partner ID**, ingresamos el MPN ID de nuestra organización. En caso aún no tengamos un MPN ID válido dado que este aún se encuentre en proceso, podemos dejar este campo en blanco.

The screenshot displays the 'Microsoft Organization tenant (Microsoft)' configuration form within the Intcomex portal. The form is titled 'Microsoft Organization tenant (Microsoft)' and is divided into two main sections: 'INDIRECT RESELLER INFO' and 'CUSTOMER CONTACT INFORMATION'. The 'INDIRECT RESELLER INFO' section contains a 'Microsoft partner ID' field with the value '6395965'. The 'CUSTOMER CONTACT INFORMATION' section contains fields for 'Country' (Peru), 'State' (Lima), 'Primary contact first name', 'Primary contact last name', and 'Phone'. The form is part of a multi-step process, with 'Order review' being the current step. The background shows the Intcomex portal interface with a search bar and navigation tabs.

INDIRECT RESELLER INFO	
Microsoft partner ID	6395965

  

CUSTOMER CONTACT INFORMATION	
Country	Peru
State	Lima
Primary contact first name *	
Primary contact last name *	
Phone *	



# Aprovisionamiento de un tenant - Procedimiento: Tenant nuevo

Después, marcamos la casilla **Accept MCA** para confirmar que estamos de acuerdo con los términos y condiciones generales del contrato **Microsoft Customer Agreement**. En caso deseemos obtener más detalles al respecto, podemos hacer clic en los enlaces que se muestran en el campo **Information**.

The screenshot displays the 'Microsoft Organization tenant (Microsoft)' configuration page. The page is divided into several sections:

- Accept MCA:** A checkbox is checked, indicating acceptance of the Microsoft Customer Agreement. The text below explains that this option confirms the end-customer has accepted the latest Microsoft Customer Agreement.
- Information:** A section providing details about Microsoft's contractual changes, which are mandatory as of January 31, 2020. It requests the user to provide information and confirm that the end customer has accepted the [Microsoft Customer Agreement \("MCA"\)](#). It also advises to document this acceptance in a sound and secure manner and to select the applicable region while viewing the agreement on the [MCA webpage](#).
- Agreement URL:** A text input field containing the URL `https://aka.ms/customeragreement`.
- First Name \*:** An empty text input field for the user's first name.

At the bottom of the form, there are two buttons: 'Back' and 'Next'.



# Aprovisionamiento de un tenant - Procedimiento: Tenant nuevo

A continuación, completamos los campos **First Name**, **Last Name**, **Email Address**, **Phone Number** con los datos del usuario del cliente final que se encuentra conforme con los términos y condiciones del contrato MCA. Luego, ingresamos la fecha en la cual se brindó la aceptación en el campo **Date of Acceptance**. Posteriormente, hacemos clic sobre el botón **Next** o **Siguiente**.

The screenshot shows a web application interface for provisioning a tenant. The main navigation bar includes 'Select service', 'Terms and Conditions', 'Configuration', and 'Order review'. The current view is a form titled 'Microsoft Organization tenant (Microsoft)'. The form contains the following fields:

Field Name	Value
Agreement URL	https://aka.ms/customeragreement
First Name *	Arturo
Last Name *	Bejarano
Email Address *	arturo.bejarano@intcomex.com
Phone Number	924950856
Date of Acceptance *	01.08.2022

At the bottom of the form, there are 'Back' and 'Next' buttons. The background shows a sidebar with 'COMPANY STRUCTURE' and 'ECOSITIO MARKET'.



# Aprovisionamiento de un tenant - Procedimiento: Tenant nuevo

Finalmente, hacemos clic sobre el botón **Finish** o **Finalizar** para que se inicie el evento de aprovisionamiento.

The screenshot displays the 'Configuration' step of a service provisioning process in the Intcomex Cloud portal. The main heading is 'Microsoft Organization tenant (Microsoft)'. Below this, the 'Billing information' section is expanded to show a table of attributes. The table has three columns: 'Attributes', 'Fee type', and 'Selling price'. A single row in the table contains the text 'This service is free of charge'. At the bottom of the configuration window, there are two buttons: 'Back' and 'Finish'. The background shows the main interface with a search bar, navigation tabs, and a sidebar.

Attributes	Fee type	Selling price
This service is free of charge		

