



🔗 User Guide

Provisioning of a tenant at ICP





User Guide—

Provisioning of a tenant at ICP Procedure

Intcomex Cloud Operations





Provisioning of a tenant at ICP - Procedure

As a first step, we click on the company where we want to provision the service.

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 a search bar and 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	
Technical Account Manager	
Technical contact	

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



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Then, click on the **New Service** option located in the lower banner.

The screenshot displays the Intcomex Cloud management console. The top navigation bar includes the Intcomex Cloud logo, a search bar, and various utility icons. 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.
- OVERVIEW:** The active tab, showing a summary of company details, contact information, and account information.
- COMPANY DETAILS:**

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

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:**

Language	English
Sales Manager	
Marketplaces	ABBIE BOX - Marketplace
CreateUserIdService	false
- PAYMENT DETAILS:** A section that is currently collapsed.

At the bottom of the console, there is a dark banner with several action buttons: "+ NEW", "NEW SERVICE" (highlighted with a yellow hand icon), "TERMINATE", "EXPORT", and "CREDENTIALS TO ALL USERS".



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In the **Select service** tab, type the **Microsoft Organization tenant** service in the search box. Then, click on the **Next** button.

The screenshot displays the ICP provisioning interface. At the top, there is a navigation bar with the 'INTCOMEX CLOUD' logo and a search bar. Below this, a 'COMPANY STRUCTURE' sidebar is visible on the left. The main content area is titled 'Order service' and features a search bar containing 'Microsoft Organization tenant'. Below the search bar, there are filter options: 'Show by names', 'All categories', 'All vendors', and 'All tags'. A search result for 'Microsoft Organization tenant' is highlighted in a blue box. To the right of the search results, a detailed view of the selected service is shown, including the vendor name 'Microsoft', category 'Others', and tags 'Admin Tools'. At the bottom right of the interface, a blue 'Next' button is visible.



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In the **Terms and Conditions** tab, we accept the general terms and conditions of the Microsoft Cloud Agreement (MCA). Then, click on the **Next** button.

The screenshot displays the Intcomex Cloud user interface. At the top, there is a navigation bar with tabs for 'Select service', 'Terms and Conditions', 'Configuration', and 'Order review'. The 'Terms and Conditions' tab is active. Below the navigation bar, the main content area shows a modal window titled 'Microsoft Organization tenant (Microsoft)'. Inside this modal, the text reads: 'Microsoft Organization tenant' followed by 'Microsoft Cloud Agreement'. The agreement text states: 'This Microsoft Cloud Agreement is entered into between the entity you represent, or, if you do not designate an entity in connection with a Subscription purchase or renewal, you individually ("Customer"), and Microsoft Ireland Operations Limited ("Microsoft"). It consists of the terms and conditions below, Use Rights, SLA, and all documents referenced within those documents (together, the "agreement"). It is effective on the date that your Reseller provisions your Subscription. Key terms are defined in Section 10.' Below this, there is a section titled '1. Grants, rights and terms.' which includes the text: 'All rights granted under this agreement are non-exclusive and non-transferable and apply as long as neither Customer nor any of its Affiliates is in material breach of this agreement.' and 'a. Software. Upon acceptance of each order, Microsoft grants Customer a limited right to use the Software in the quantities ordered.' and '(i) Use Rights. The Use Rights in effect when Customer orders Software will apply to Customer's use of the version of the'. At the bottom of the modal, there is a checked checkbox with the text 'You have accepted these Terms and Conditions.' and two buttons: 'Back' and 'Next'.



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Provisioning of a tenant at ICP

Procedure: Existing Tenant





Aprovisionamiento de un tenant - Procedimiento: Tenant existente

Within the **Configuration** tab, two different scenarios may arise.

The first one occurs when the end customer has an existing tenant and needs to provision Microsoft services within it. The second scenario occurs when the end customer does not have a tenant. In both cases the information must be recorded in order to continue with the tenant provisioning process.

When an end customer informs us that he already has a tenant where he manages his Microsoft 365 licenses, we must request his support so that he can accept a commercial relationship link with Intcomex. From the moment the end customer accepts the invitation, Intcomex obtains basic permissions that will only allow them to provision licenses.

To perform this procedure, the reseller must request the respective link from the assigned PM at Intcomex. This link can be used for any other customer in the same country.





Provisioning of a tenant at ICP – Procedure: Existing Tenant

Once the end customer has confirmed the acceptance of the relationship link, we can continue the provisioning process. To do so, we check the **Existing Office 365 customer** checkbox.

The screenshot shows the 'Microsoft Organization tenant (Microsoft)' configuration page. The 'TENANT DETAILS' section is expanded, showing the following fields:

- Existing Office 365 customer ***: A checkbox that is checked. The text below it reads: "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 ***: A text input field containing a domain name and a dropdown menu showing "onmicrosoft.com". The text below it reads: "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 ***: A checkbox that is checked.

At the bottom of the form, there are "Back" and "Next" buttons. The background shows the ICP interface with a search bar and navigation tabs like "Select service", "Terms and Conditions", "Configuration", and "Order review".



Provisioning of a tenant at ICP – Procedure: Existing Tenant

Then, in the **Primary domain** name field, we enter the primary domain of the end customer's tenant which always has the syntax <PrimaryDomain>.onmicrosoft.com. As a good practice, it is advisable to always request a screenshot of the domains configured in the end customer's tenant to verify the information.

The screenshot shows the 'Microsoft Organization tenant (Microsoft)' configuration page in the Intcomex portal. 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. Below it, instructions state: "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 ***: A text input field contains 'ecositiomarket' and a dropdown menu shows 'onmicrosoft.com'. Below the input, instructions state: "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."
- INDIRECT RESELLER INFO:** A section header with a downward arrow.
- Buttons:** Back and Next.



Provisioning of a tenant at ICP – Procedure: Existing Tenant

Then, in the **Microsoft partner ID** field, we enter the MPN ID of our organization. In case we do not have a valid MPN ID yet because it is still in process, we can leave this field blank.

The screenshot shows the 'Order review' step of the provisioning process for a 'Microsoft Organization tenant (Microsoft)'. The interface includes a navigation bar with 'Select service', 'Terms and Conditions', 'Configuration', and 'Order review'. The main content area is divided into sections: 'INDIRECT RESELLER INFO' with a 'Microsoft partner ID' field containing '6395965'; 'CUSTOMER CONTACT INFORMATION' with a 'State' field; 'Technical details' with a 'Notify me' checkbox; and 'Billing'. At the bottom, there are 'Back' and 'Next' buttons. The background shows a sidebar with 'COMPANY STRUCTURE' and 'ECOSITIO MARKET'.



Provisioning of a tenant at ICP – Procedure: Existing Tenant

Next, in the **State** field, enter the state or region where the end customer's company is located. Afterwards, click on the **Next** button.

The screenshot shows the 'Order review' step of the provisioning process for a 'Microsoft Organization tenant (Microsoft)'. The interface includes a navigation bar with 'Select service', 'Terms and Conditions', 'Configuration', and 'Order review'. The main form is divided into several sections:

- INDIRECT RESELLER INFO**: Contains a 'Microsoft partner ID' field 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**: Contains a 'State' field with the value 'Lima'.
- Technical details**: Contains a 'Notify me' checkbox, which is currently unchecked. Below it is a note: 'Notify when provisioning will be completed'.
- Billing**: This section is partially visible at the bottom of the form.

At the bottom right of the form, there are two buttons: 'Back' and 'Next'. The 'Next' button is highlighted in blue, indicating it is the current step.



Provisioning of a tenant at ICP – Procedure: Existing Tenant

Finally, click on the **Finish** button to start the provisioning event.

The screenshot shows the Intcomex Cloud provisioning interface. The main window is titled "Microsoft Organization tenant (Microsoft)". It features a navigation bar with tabs: "Select service", "Terms and Conditions", "Configuration", and "Order review". The "Configuration" tab is active. Below the navigation bar, there is a "Billing information" section with a table of attributes. The table has three columns: "Attributes", "Fee type", and "Selling price". The content of the table is "This service is free of charge". At the bottom right of the configuration window, there are two buttons: "Back" and "Finish".

Attributes	Fee type	Selling price
This service is free of charge		



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Procedure: New Tenant

Intcomex Cloud Operations





Provisioning of a tenant at ICP – Procedure: New Tenant

If an end customer does not have a tenant, we can create one for free.

To do this, as a first step, uncheck the **Existing Office 365 customer** box.

The screenshot shows the 'Microsoft Organization tenant (Microsoft)' configuration page. The 'Existing Office 365 customer' checkbox is unchecked. The 'Primary domain name' is set to 'onmicrosoft.com' and the 'Language' is set to 'Local'. The interface includes a navigation bar with 'Select service', 'Terms and Conditions', 'Configuration', and 'Order review' tabs. A sidebar on the left shows 'COMPANY STRUCTURE' and 'ECOSITIO MARKET'. At the bottom, there are buttons for 'Back' and 'Next'.

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)	<input type="checkbox"/>
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.	<input type="text" value=""/> . onmicrosoft.com
Language *	Local



Provisioning of a tenant at ICP – Procedure: New Tenant

Then, in the **Primary Domain name** field, we enter the primary domain that the end customer wants.

The screenshot shows the 'Microsoft Organization tenant (Microsoft)' configuration page in the ICP. The page is divided into four tabs: 'Select service', 'Terms and Conditions', 'Configuration', and 'Order review'. The 'Configuration' tab is active, showing the following fields:

- Existing Office 365 customer ***: A checkbox that is currently unchecked. The text below it reads: "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 ***: A field with two input boxes. The first box contains 'ecositiomarketsa' and the second box contains 'onmicrosoft.com'. The text below it reads: "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 with 'Local' selected.

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





Provisioning of a tenant at ICP – Procedure: New Tenant

In the **Language** field, select the language that the tenant will have.

The screenshot shows the 'Order review' step of the provisioning process for a 'Microsoft Organization tenant (Microsoft)'. The interface includes a navigation bar with 'Select service', 'Terms and Conditions', 'Configuration', and 'Order review'. The main form contains the following fields:

- Language ***: A dropdown menu with 'Local' selected.
- Special Qualifications ***: A text area with a description: 'Reseller can sell to Educational institutions. Selecting Education value means this customer is a valid and qualified educational institution.'
- Require password change**: A checkbox that is checked.
- DEFAULT GDAP ROLES**: A section header.
- Default GDAP Opt-in**: A checkbox that is checked.

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



Provisioning of a tenant at ICP – Procedure: New Tenant

Next, in the **Require password change** field, we check the box in case we want the end customer to change their default generated administrator password after logging into the Office portal for the first time.

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

- Select service**: Microsoft Organization tenant (Microsoft)
- Require password change**: A checkbox 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 header with a dropdown arrow.
- Default GDAP Opt-in**: A checkbox 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 table with the following content:

Duration	180 Days
Microsoft Entra roles	

At the bottom of the configuration window, there are two buttons: "Back" and "Next".



Provisioning of a tenant at ICP – Procedure: New Tenant

In the **DEFAULT GDAP ROLES** section, a checkbox is shown which we can check if we want Intcomex to have basic support permissions over the tenant to be created. The roles that are granted are displayed in the **About default GDAP roles** field. These permissions are granted only for 180 days. After this period, the end customer must accept a new GDAP link to continue with the support service.

The screenshot displays the 'Microsoft Organization tenant (Microsoft)' configuration page. The 'DEFAULT GDAP ROLES' section is expanded, showing the following configuration:

Default GDAP Opt-in 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.	<input checked="" type="checkbox"/>
About default GDAP roles	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 Set the auto extension of the default GDAP relationship on or off.	<input checked="" type="checkbox"/>

Navigation buttons: [Back](#) and [Next](#)



Provisioning of a tenant at ICP – Procedure: New Tenant

Then, in the **Microsoft partner ID** field, we enter the MPN ID of our organization. In case we do not have a valid MPN ID yet because it is still in process, we can leave this field blank.

The screenshot shows the 'Order review' step of the provisioning process for a 'Microsoft Organization tenant (Microsoft)'. The interface includes a navigation bar with 'Select service', 'Terms and Conditions', 'Configuration', and 'Order review'. The main form is divided into two sections: 'INDIRECT RESELLER INFO' and 'CUSTOMER CONTACT INFORMATION'. The 'Microsoft partner ID' field is pre-filled with '6395965'. The 'Country' field is set to 'Peru' and the 'State' field is set to 'Lima'. The 'Primary contact first name', 'Primary contact last name', and 'Phone' fields are empty. The form has 'Back' and 'Next' buttons at the bottom right.

Microsoft Organization tenant (Microsoft)	
INDIRECT RESELLER INFO	
Microsoft partner ID <small>Enter your Microsoft partner ID to associate you with the subscriptions in this order.</small>	<input type="text" value="6395965"/>
CUSTOMER CONTACT INFORMATION	
Country	<input type="text" value="Peru"/>
State	<input type="text" value="Lima"/>
Primary contact first name *	<input type="text"/>
Primary contact last name *	<input type="text"/>
Phone *	<input type="text"/>



Provisioning of a tenant at ICP – Procedure: New Tenant

We then check the **Accept MCA** box to confirm that we agree to the general terms and conditions of the **Microsoft Customer Agreement**. In case we want to get more details about it, we can click on the links shown in the **Information** field.

The screenshot shows the 'Terms and Conditions' step of a provisioning process for a 'Microsoft Organization tenant (Microsoft)'. The interface includes a top navigation bar with 'Select service', 'Terms and Conditions', 'Configuration', and 'Order review'. A left sidebar shows 'COMPANY STRUCTURE' with 'All companies' and 'ECOSITIO MARKET'. The main content area is a form with the following sections:

- Accept MCA:** A checkbox is checked. The text reads: "Use this option to confirm that end-customer has accepted the latest Microsoft Customer Agreement. If you can't confirm this now, you will have option to accept MCA at a later stage as well using custom action - Confirm MCA acceptance."
- Information:** Contains the text: "We would like to proactively prepare you for Microsoft's contractual changes, which are mandatory as of January 31, 2020. Please provide us with the following information and confirm that the end customer has accepted the [Microsoft Customer Agreement \("MCA"\)](#). Please also document this acceptance in a sound and secure manner. Please make sure you select the applicable region while viewing the agreement on the [MCA webpage](#)".
- Agreement URL:** A text input field containing "https://aka.ms/customeragreement".
- First Name *:** An empty text input field.

At the bottom right of the form, there are 'Back' and 'Next' buttons. The bottom of the screen shows a '+ NEW' button and a list of actions: 'NEW SERVICE', 'TERMINATE', 'EXPORT', and 'CREDENTIALS TO ALL USERS'.



Provisioning of a tenant at ICP – Procedure: New Tenant

Next, we fill in the **First Name**, **Last Name**, **Email Address**, **Phone Number** fields with the data of the end customer user who is in agreement with the terms and conditions of the MCA contract. Then, we enter the date on which the acceptance was given in the **Date of Acceptance** field. Then click on the **Next** button.

The screenshot shows a web application interface for provisioning a tenant. The main window is titled "Microsoft Organization tenant (Microsoft)". It contains several input fields for user information:

Field	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 two buttons: "Back" and "Next". The "Next" button is highlighted in blue, indicating it is the active step in the process.



Provisioning of a tenant at ICP – Procedure: New Tenant

Finally, click on the **Finish** button to start the provisioning event.

The screenshot shows the 'Configuration' step of a provisioning process in the Intcomex Cloud interface. The main window is titled 'Microsoft Organization tenant (Microsoft)'. Below the title, there is a 'Billing information' section with an 'expand table' link. A table with the following structure is displayed:

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. The background interface shows a sidebar with 'COMPANY STRUCTURE' and 'ECOSITIO MARKET' options, and a top navigation bar with 'Select service', 'Terms and Conditions', and 'Configuration' tabs.

