INTCOMEX CLOUD

User Guide

Provisioning of a tenant at ICP

Last update: February 16, 2023

Intcomex Cloud Operations

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User Guide—

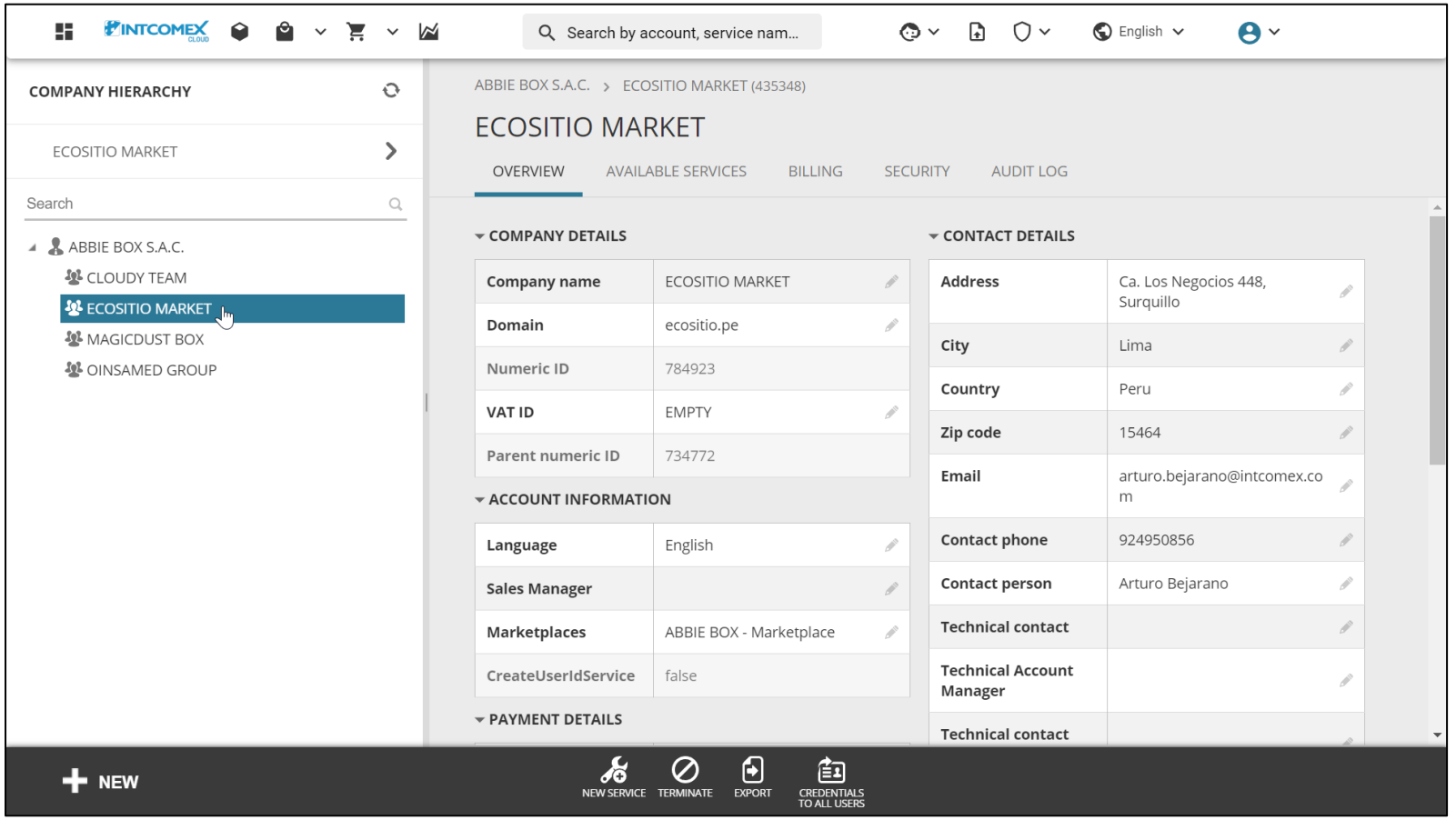
Provisioning of a tenant at ICP

Procedure

Intcomex Cloud Operations

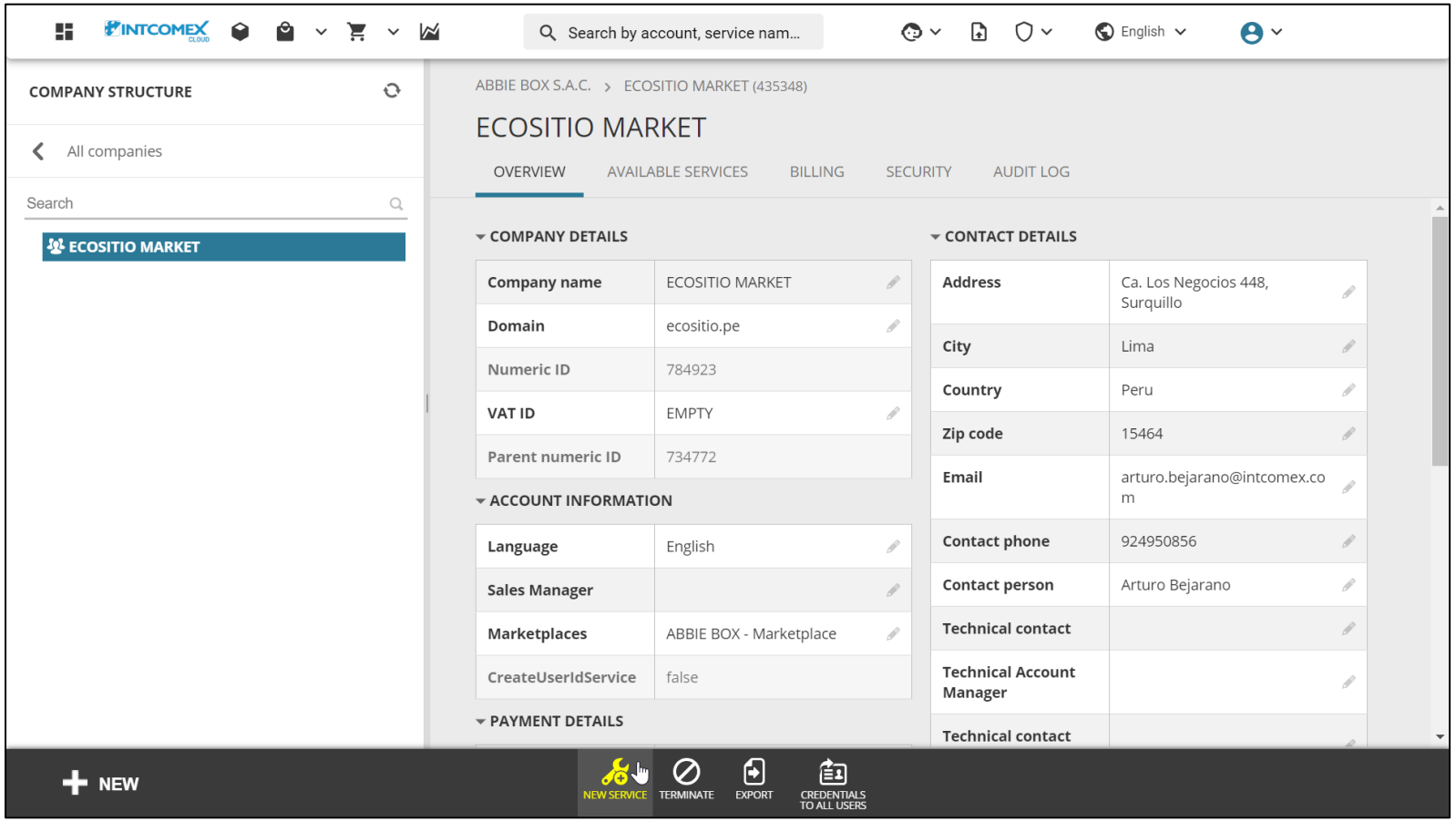
Provisioning of a tenant at ICP - Procedure

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



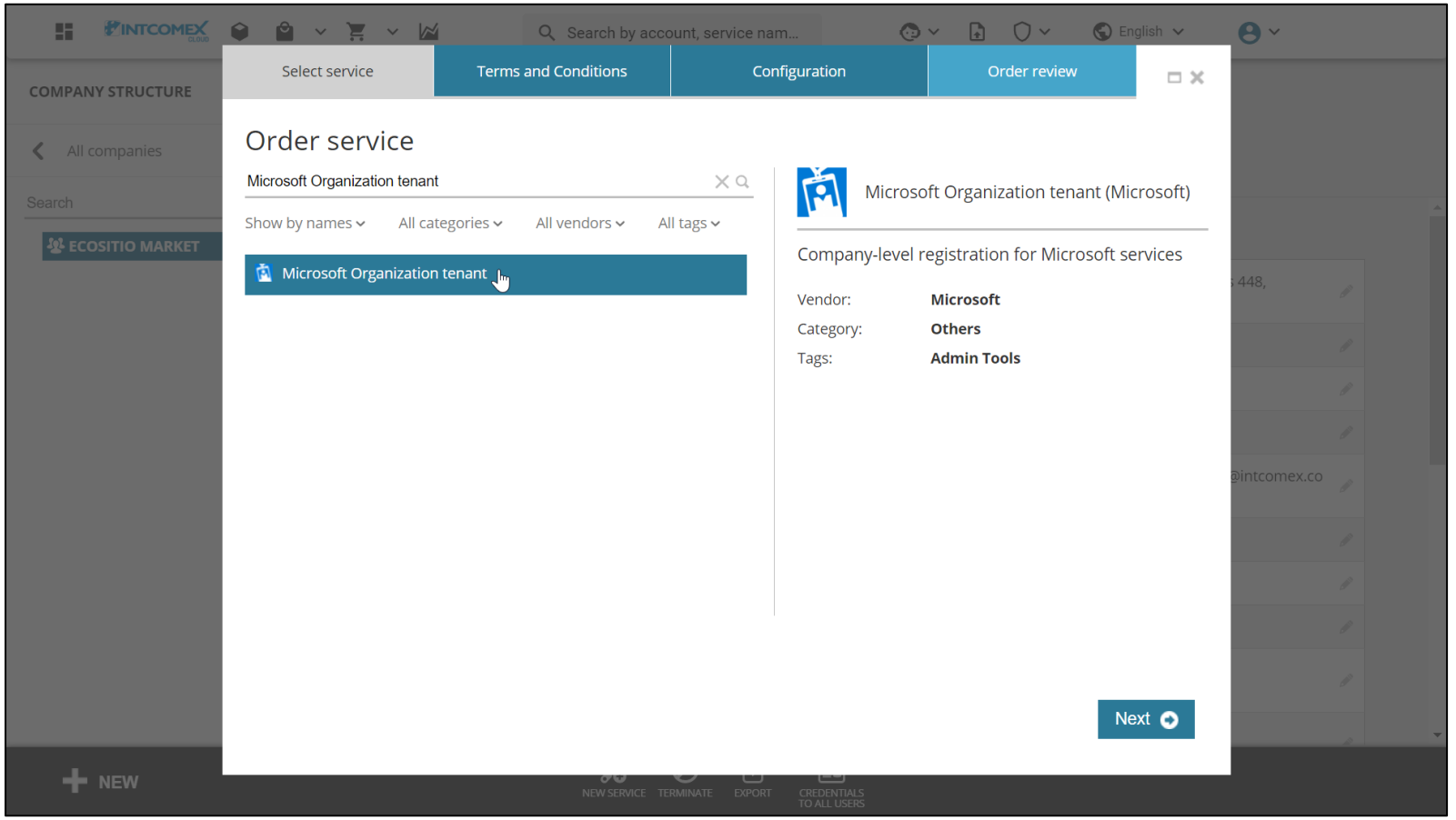
Provisioning of a tenant at ICP - Procedure

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



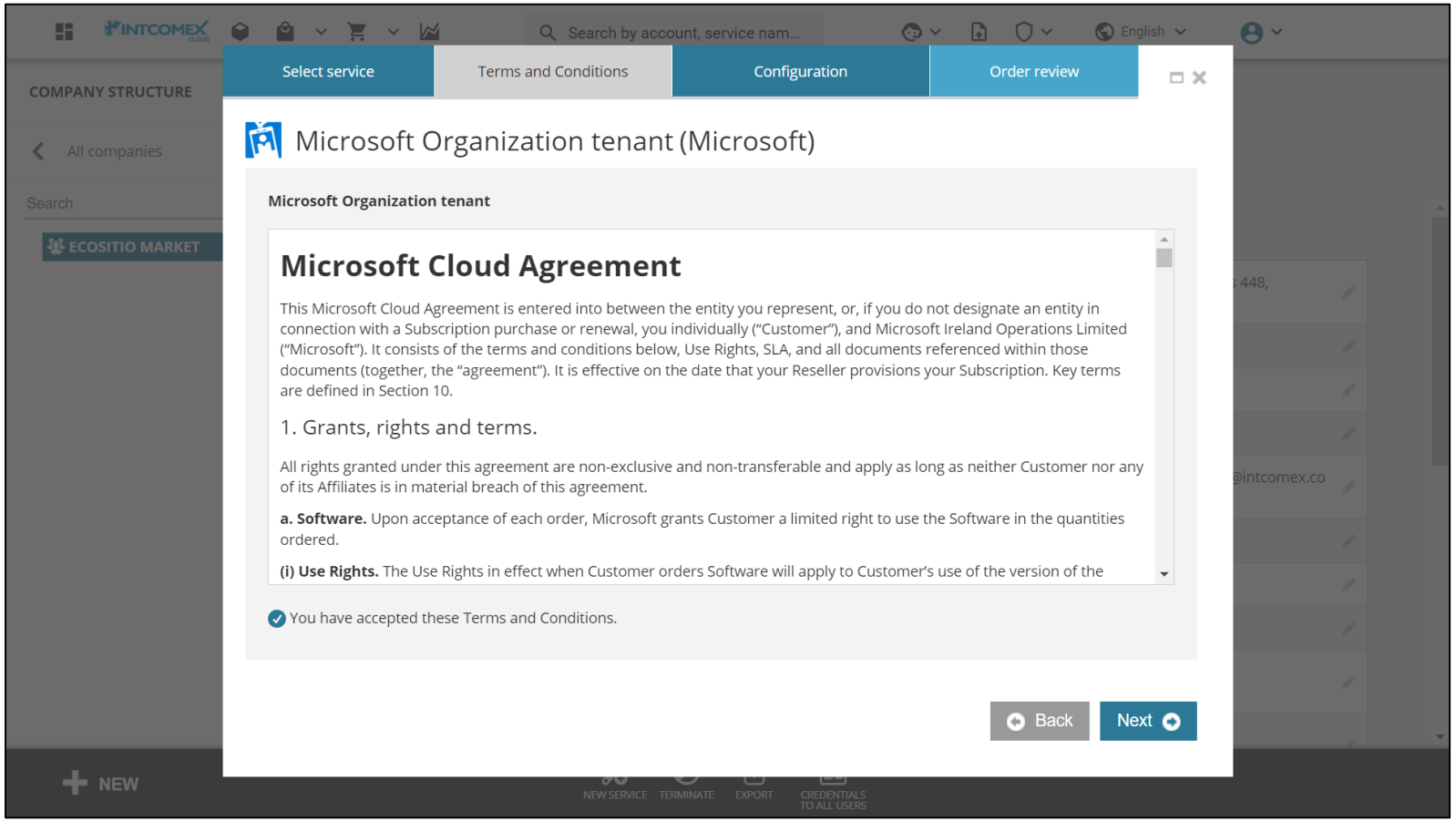
Provisioning of a tenant at ICP - Procedure

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



Provisioning of a tenant at ICP - Procedure

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.



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Provisioning of a tenant at ICP

Procedure: Existing Tenant

Intcomex Cloud Operations

Aprovisionamiento de un tenant - Procedimiento: Tenant existente

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

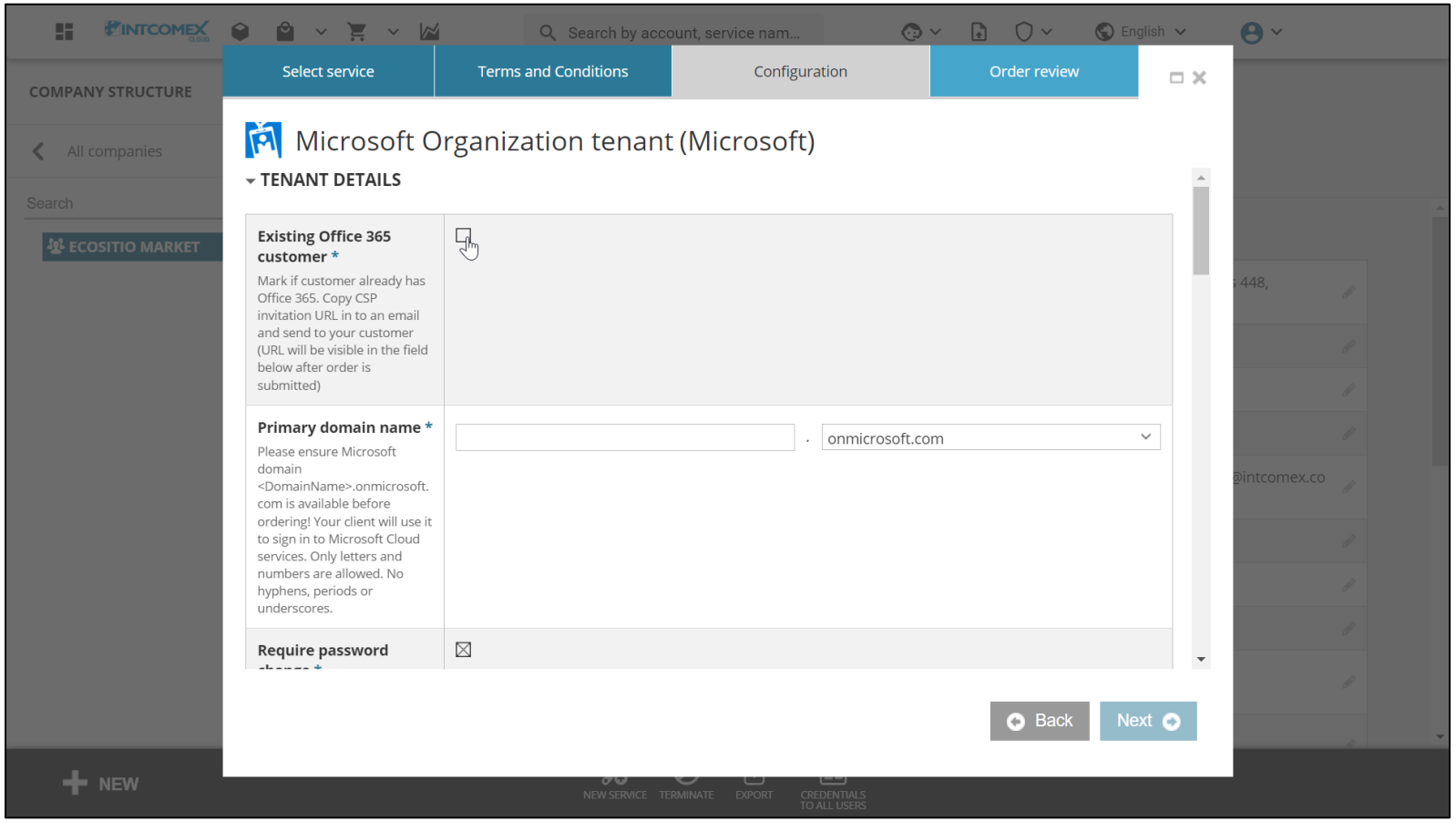
The first one occurs when the end customer has an existing tenant and needs to provision Microsoft services within it. The second scenario occurs when the end customer does not have a tenant. In both cases the information must be recorded in order to continue with the tenant provisioning process.

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.

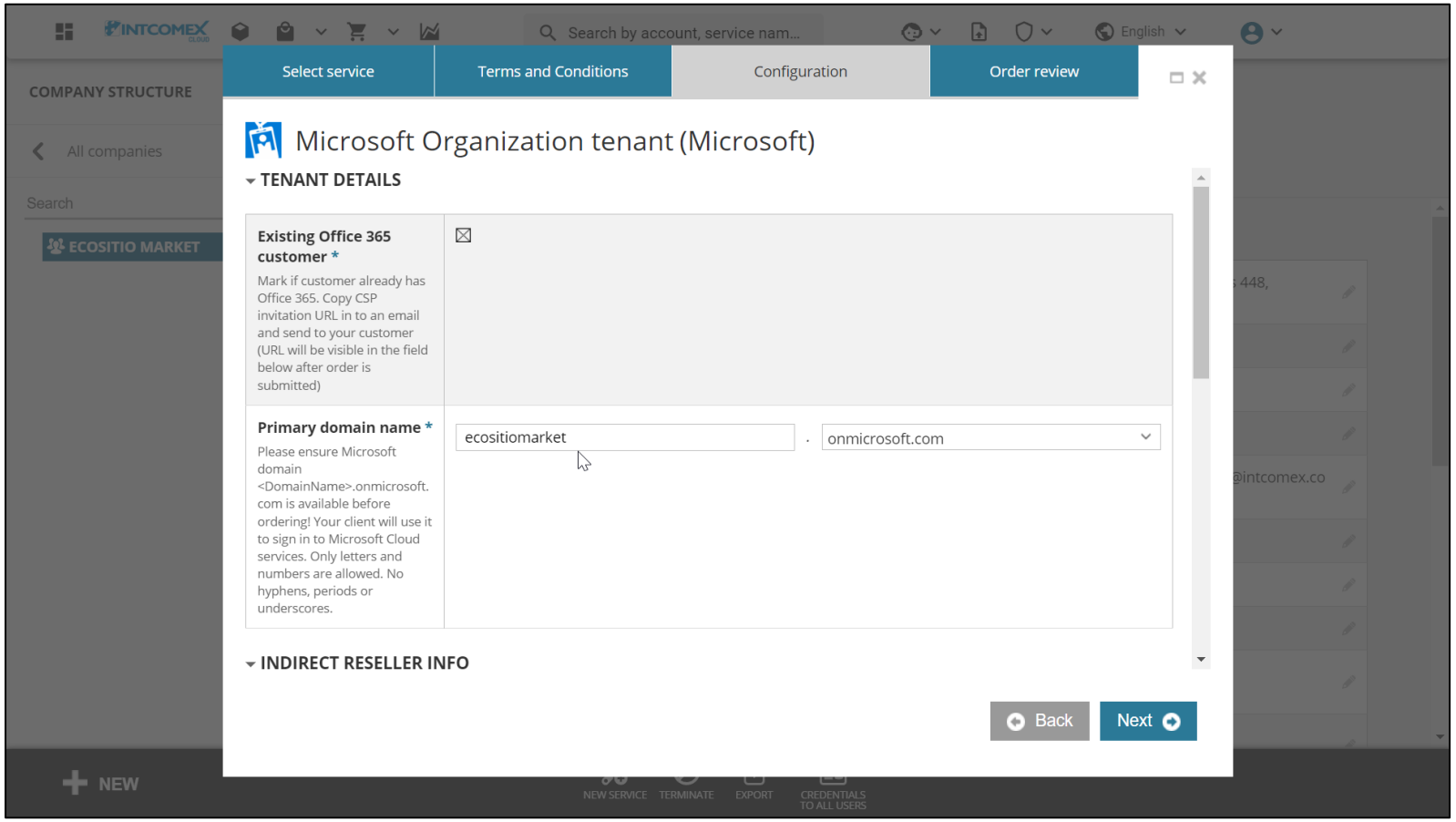
Provisioning of a tenant at ICP – Procedure: Existing Tenant

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.



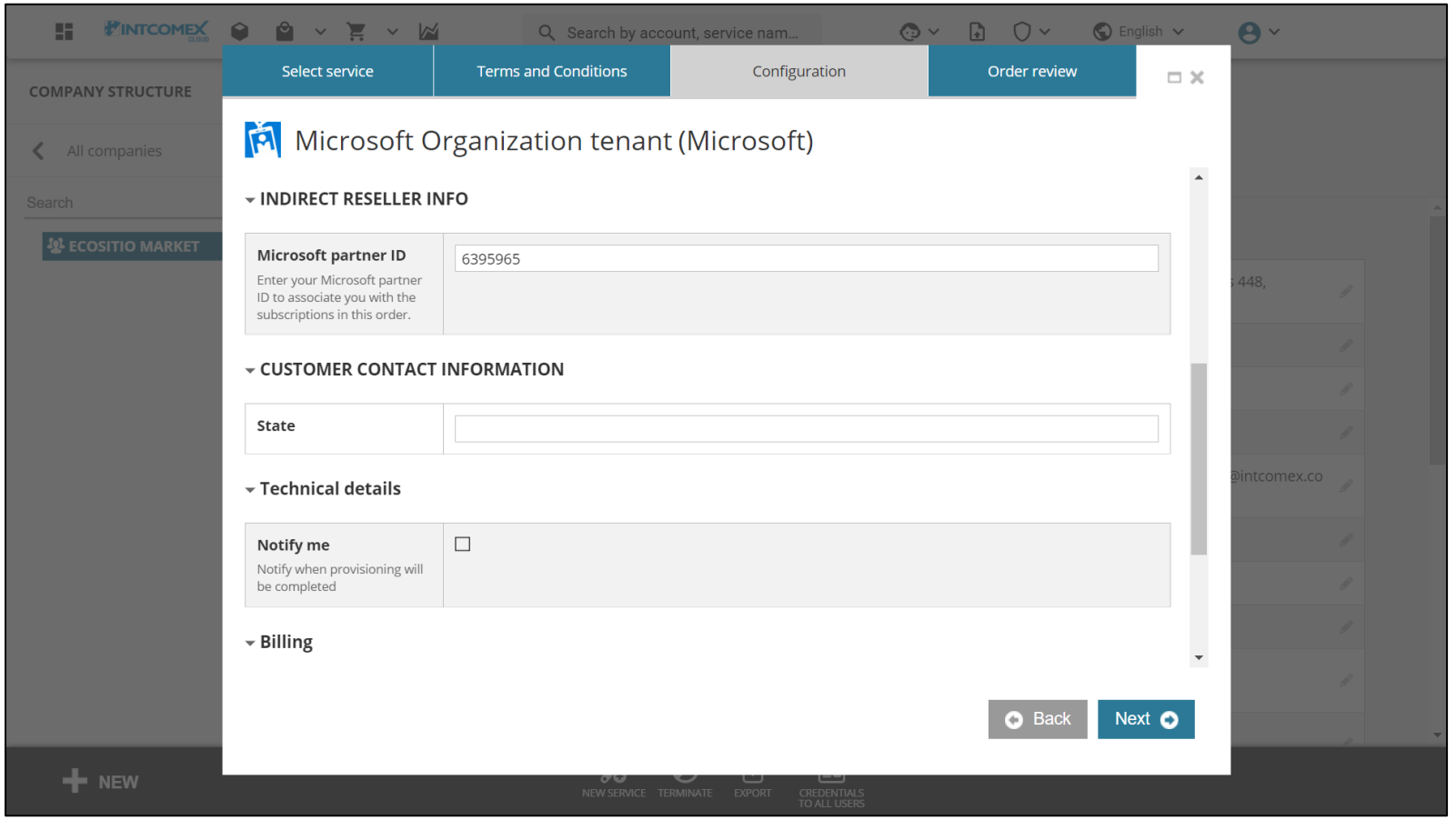
Provisioning of a tenant at ICP – Procedure: Existing Tenant

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.



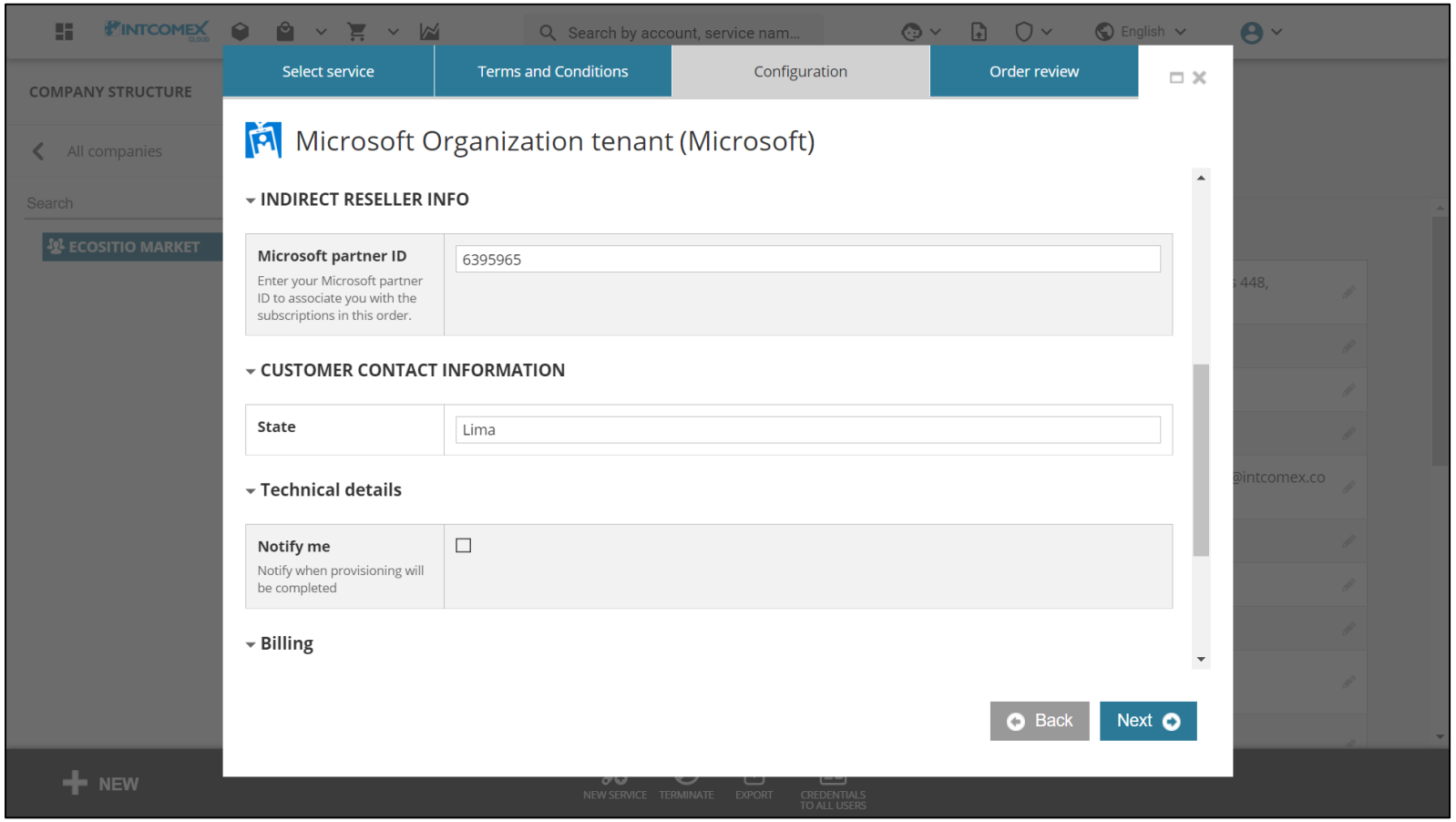
Provisioning of a tenant at ICP – Procedure: Existing Tenant

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.



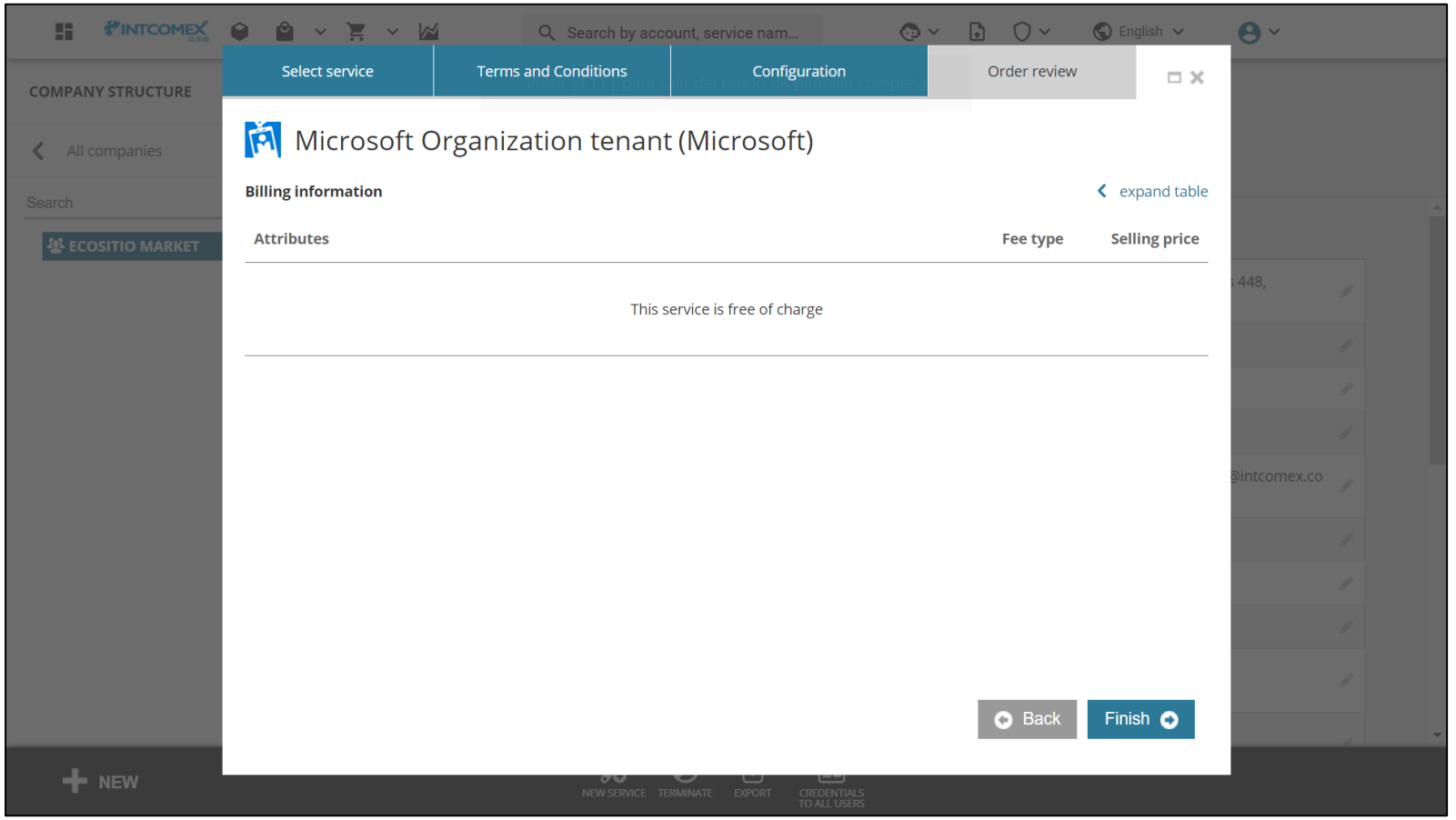
Provisioning of a tenant at ICP – Procedure: Existing Tenant

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



Provisioning of a tenant at ICP – Procedure: Existing Tenant

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



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Provisioning of a tenant at ICP

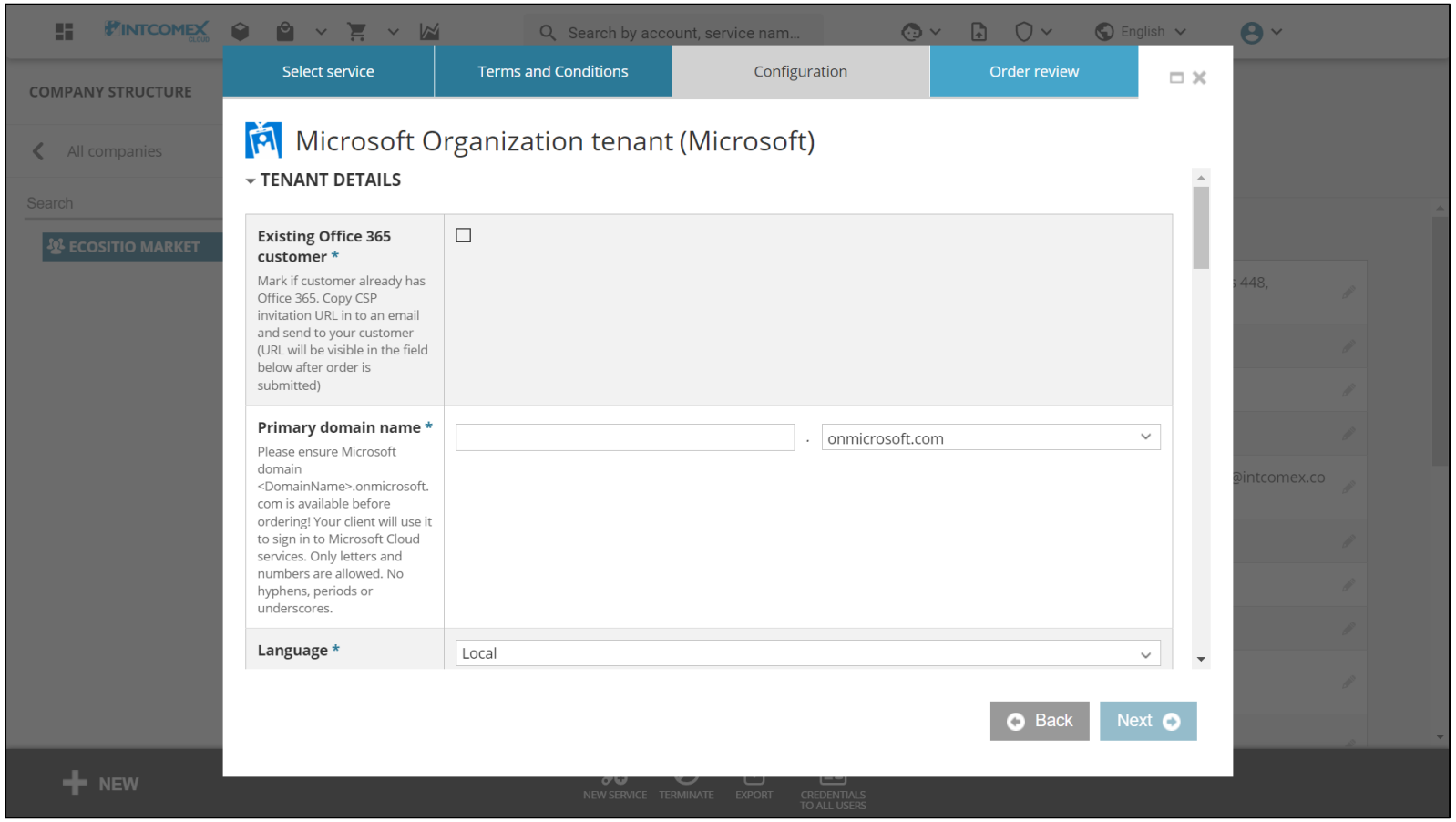
Procedure: New Tenant

Intcomex Cloud Operations

Provisioning of a tenant at ICP – Procedure: New Tenant

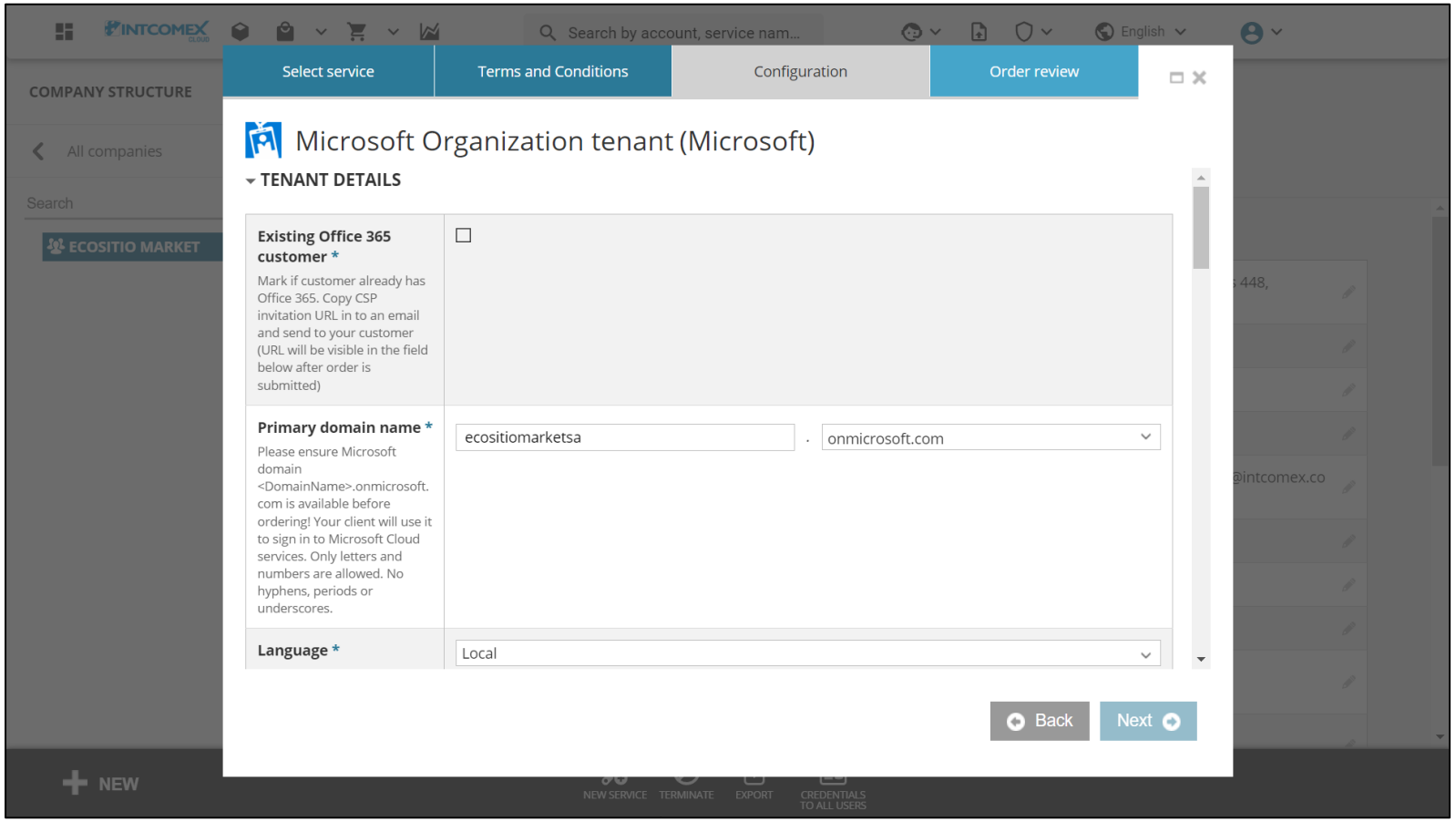
If an end customer does not have a tenant, we can create one for free.

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



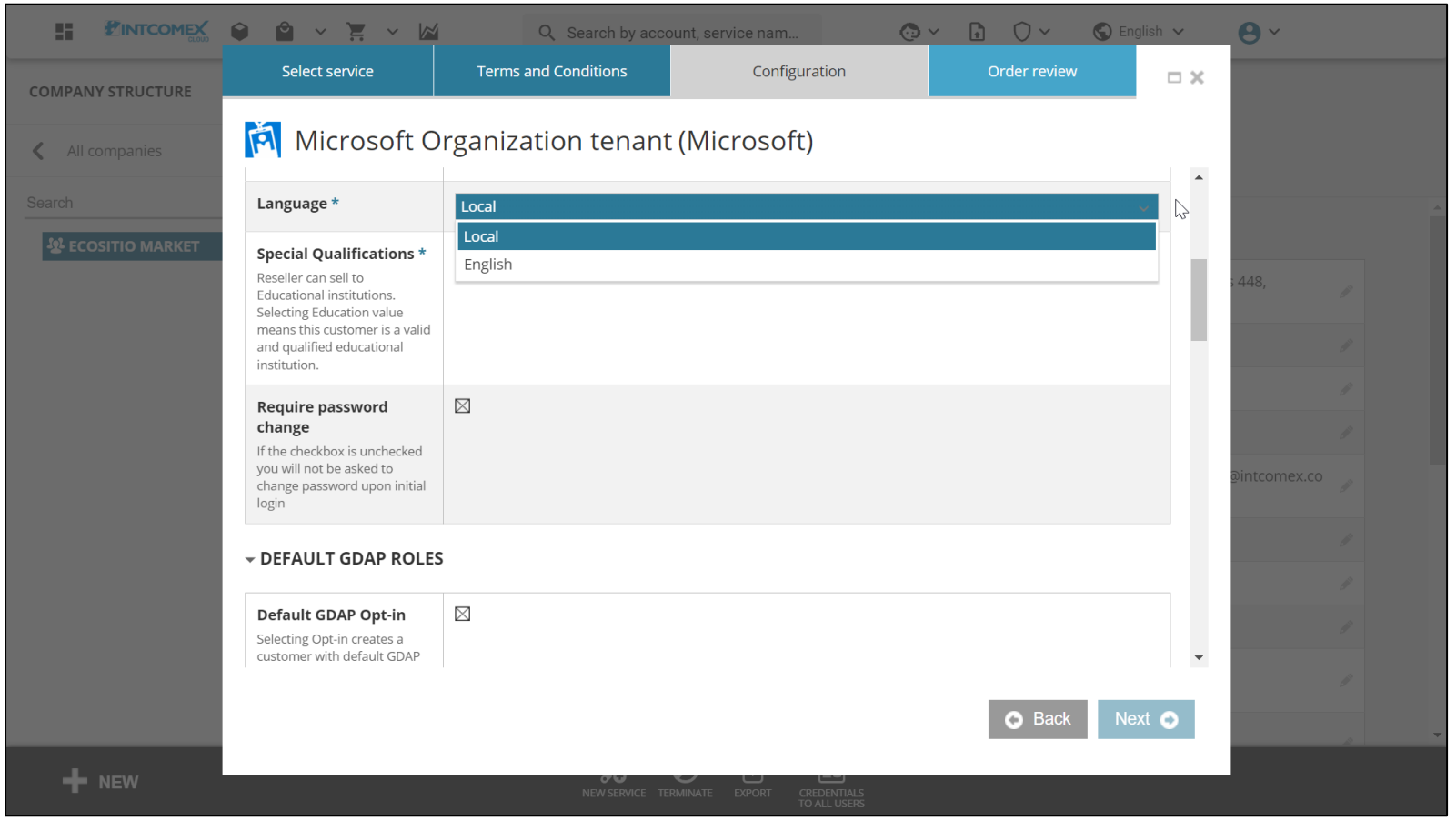
Provisioning of a tenant at ICP – Procedure: New Tenant

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



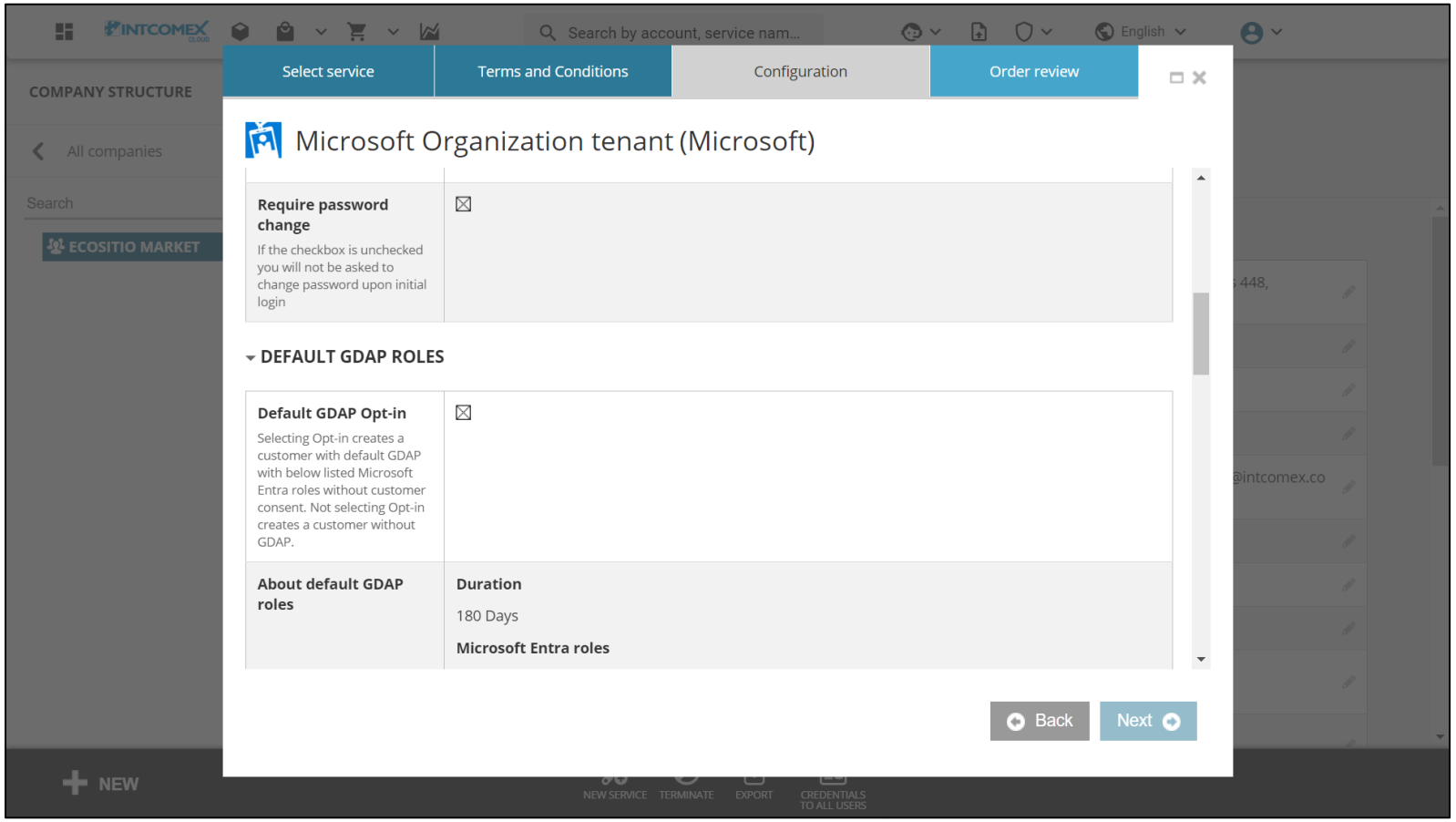
Provisioning of a tenant at ICP – Procedure: New Tenant

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



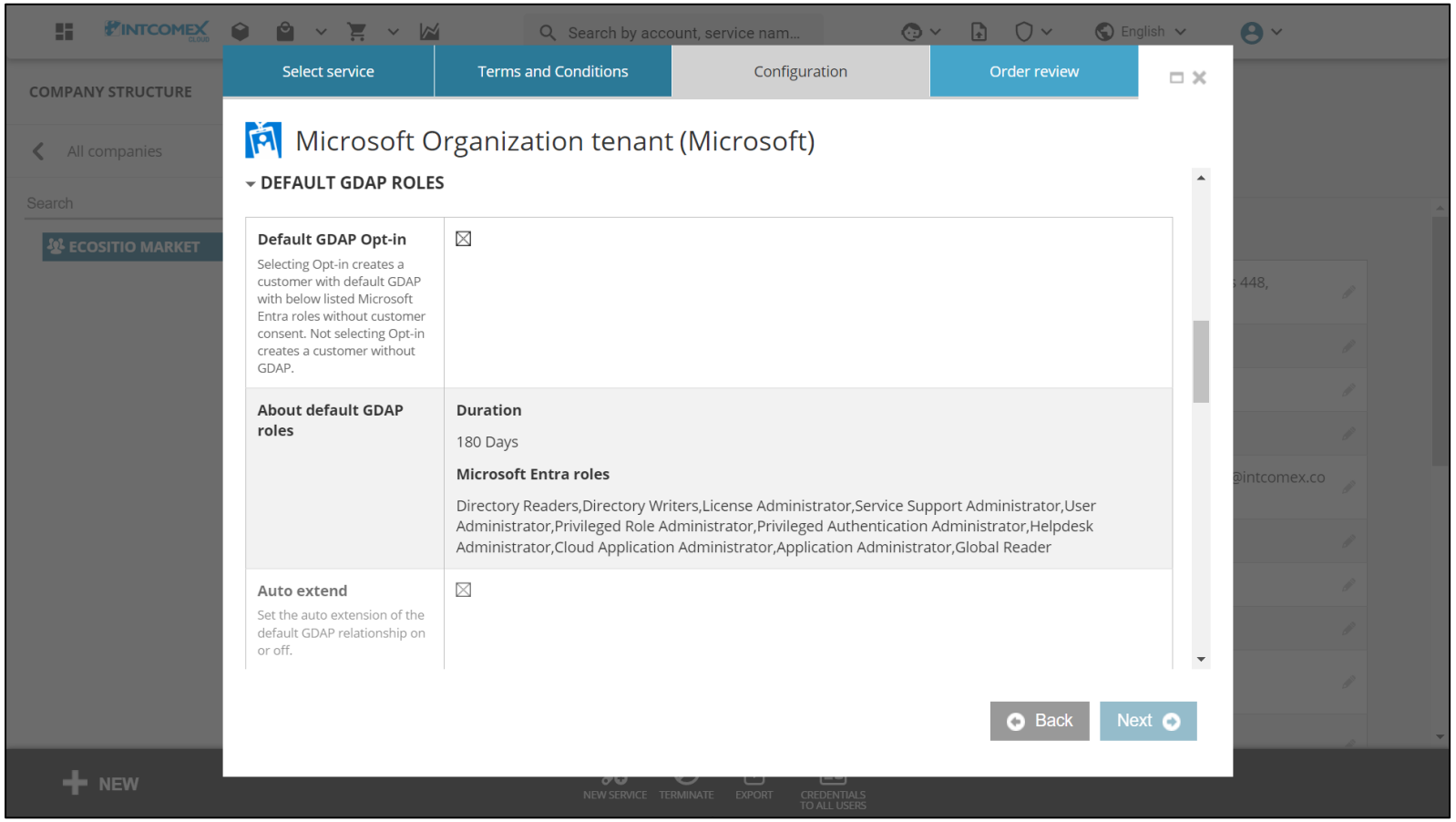
Provisioning of a tenant at ICP – Procedure: New Tenant

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.



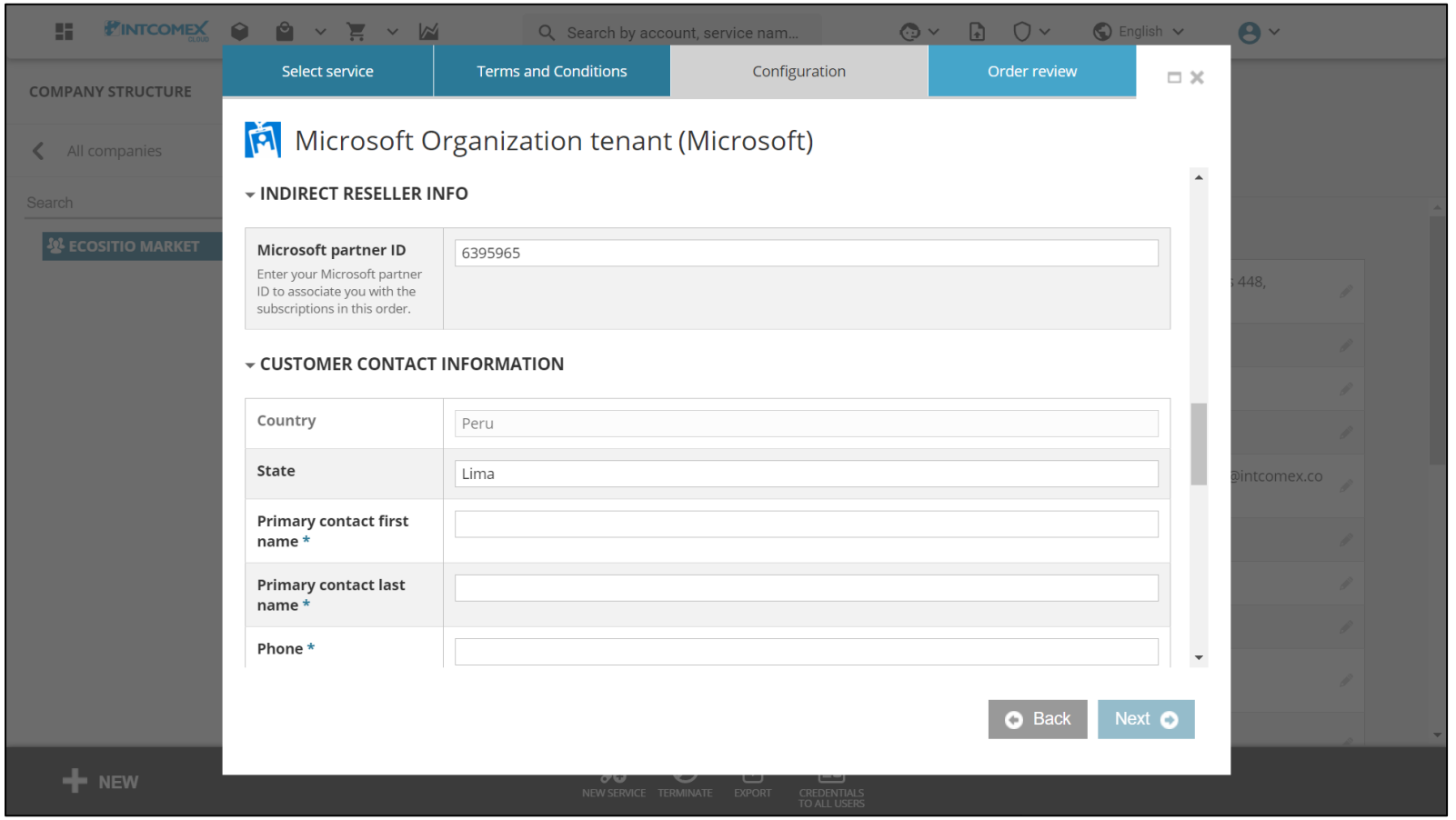
Provisioning of a tenant at ICP – Procedure: New Tenant

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.



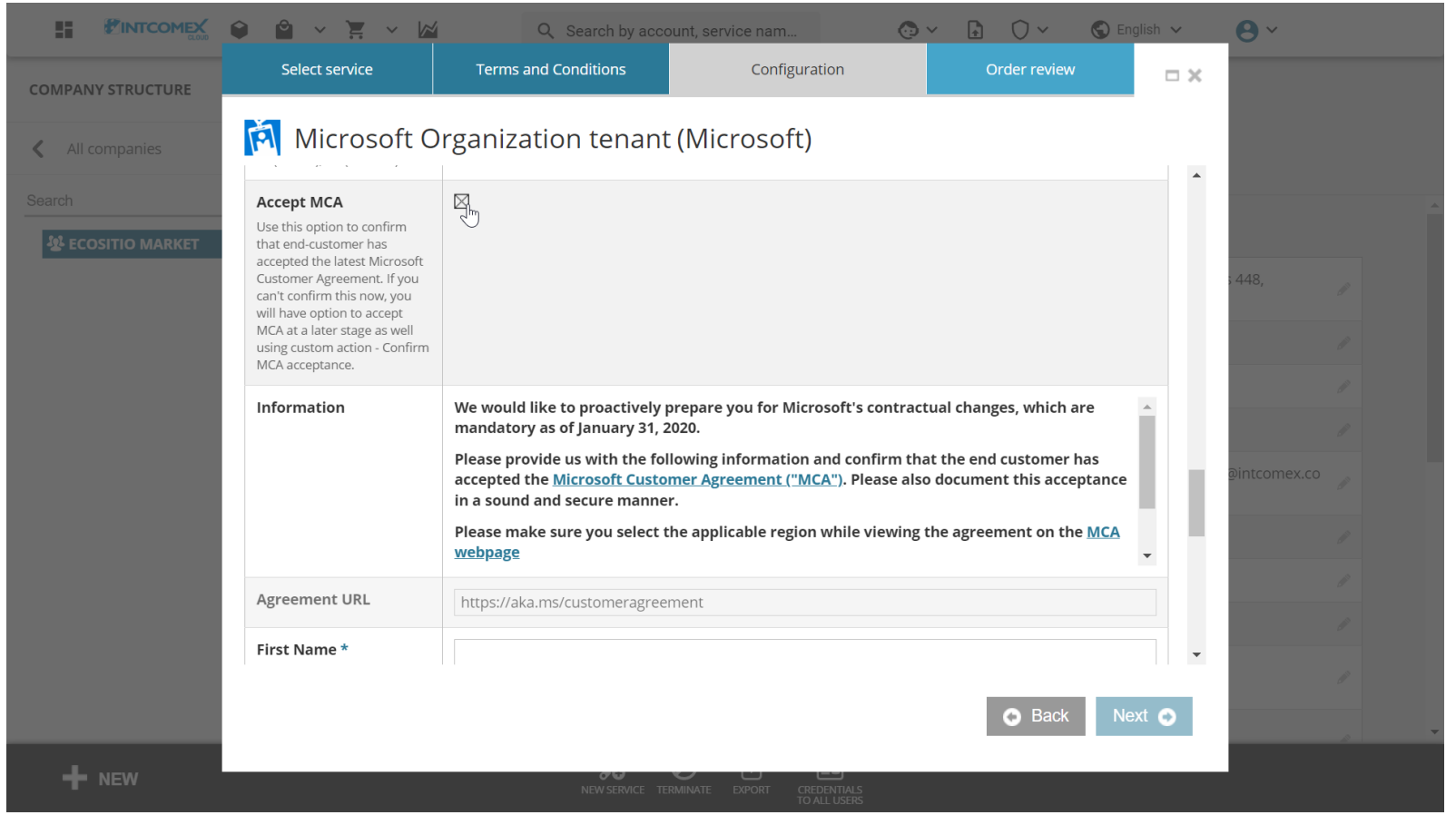
Provisioning of a tenant at ICP – Procedure: New Tenant

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.



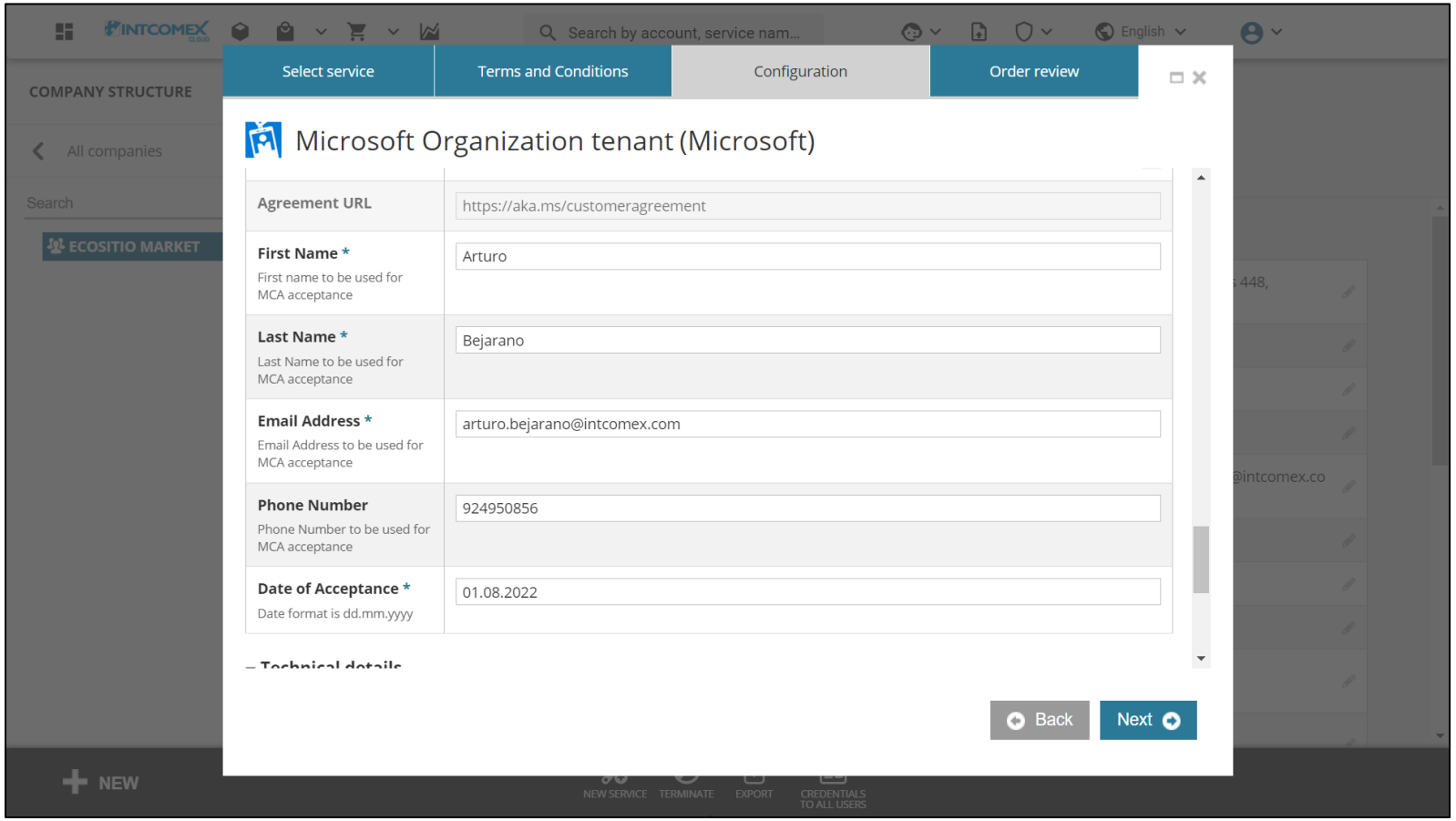
Provisioning of a tenant at ICP – Procedure: New Tenant

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.



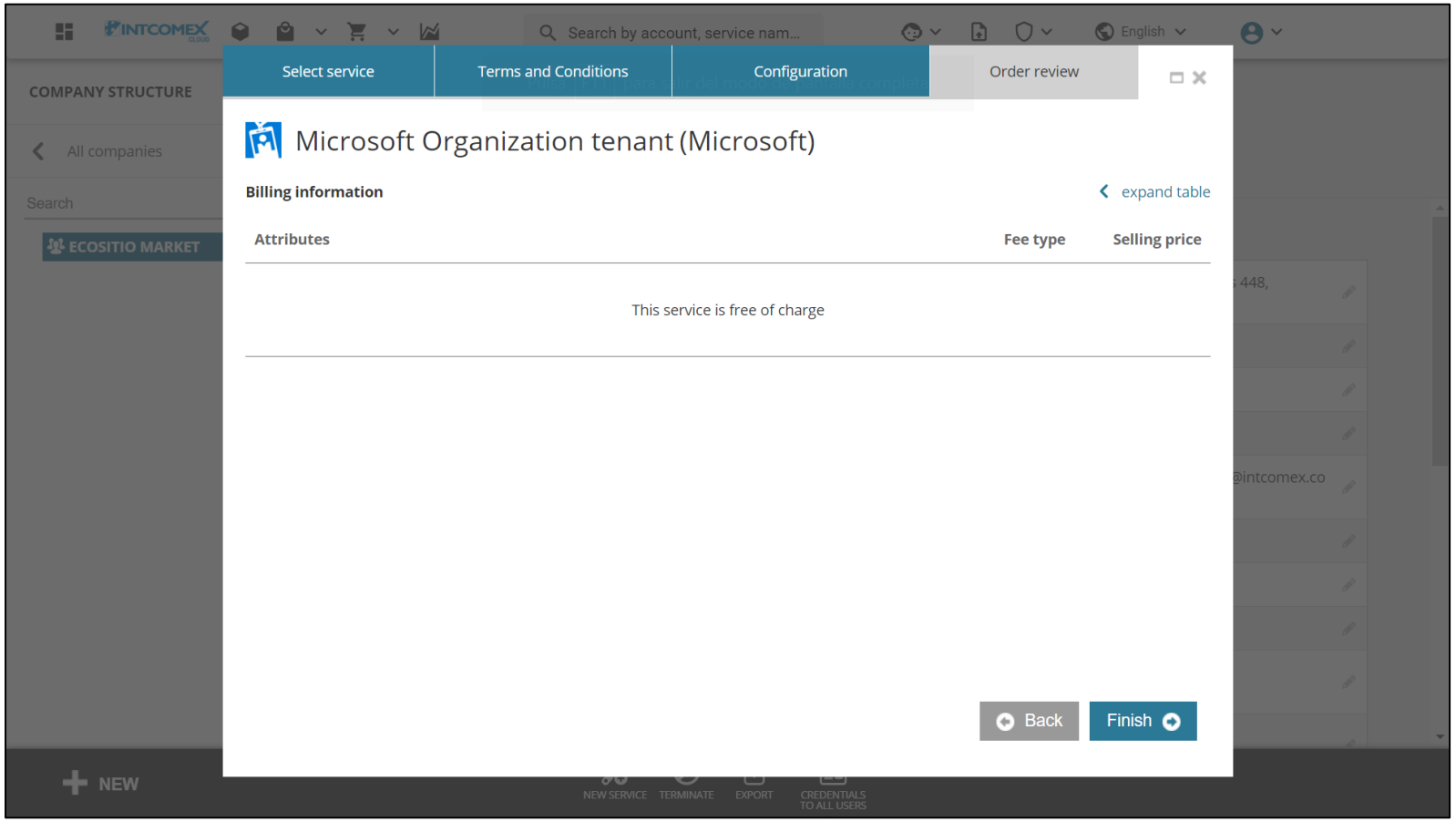
Provisioning of a tenant at ICP – Procedure: New Tenant

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.



Provisioning of a tenant at ICP – Procedure: New Tenant

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



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