

Cobweb Billing - Ordering Additional Resources

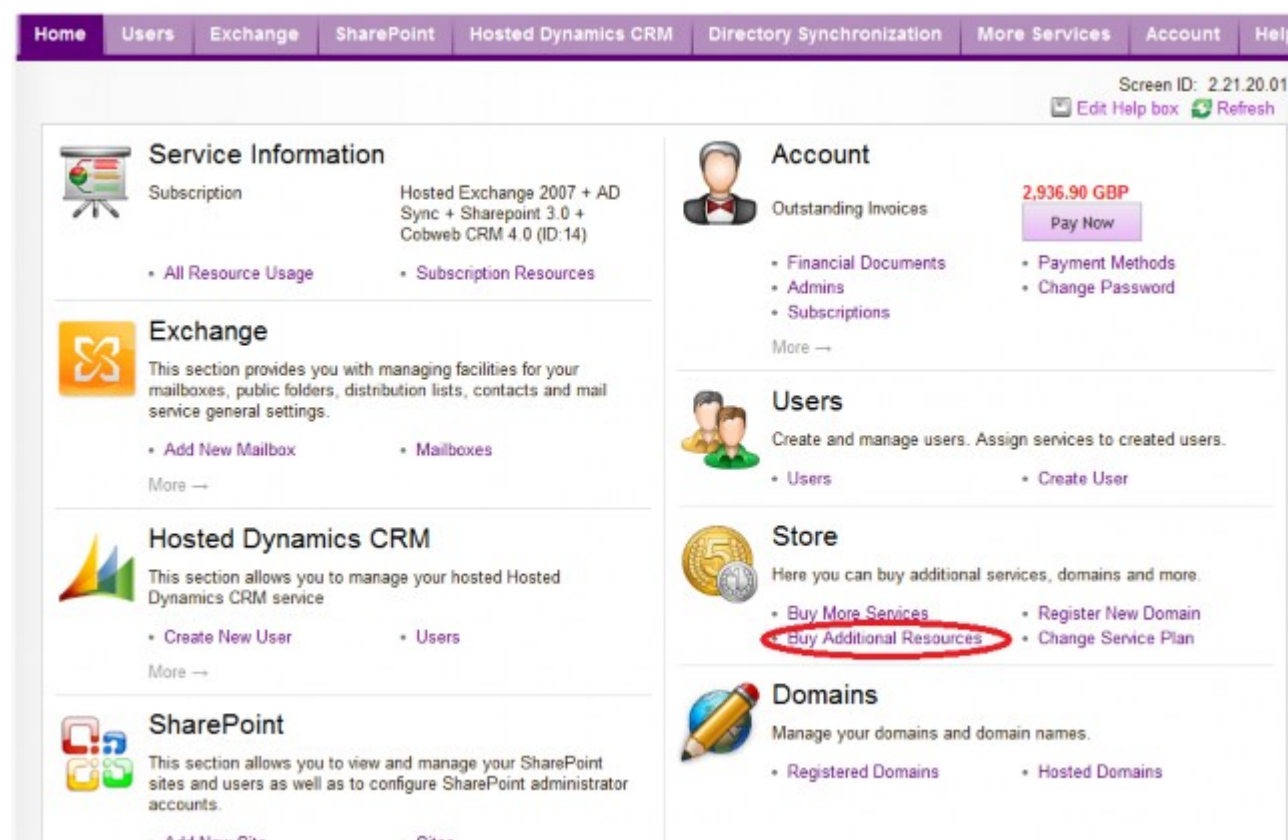
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What are additional resources?

Additional resources are services you can add to your subscription. For example, if your subscription is for Hosted Exchange, additional resources would be mailboxes, blackberry licenses or additional space which can be added to an existing mailbox.

STEP 1: Log in to <https://controlpanel.cobweb.com> using you Admin Username and Password

STEP 2: Click on the link for 'Buy Additional Resources'



The screenshot displays the Cobweb Billing control panel interface. The top navigation bar includes links for Home, Users, Exchange, SharePoint, Hosted Dynamics CRM, Directory Synchronization, More Services, Account, and Help. The main content area is divided into two columns. The left column contains sections for Service Information, Exchange, Hosted Dynamics CRM, and SharePoint. The right column contains sections for Account, Users, Store, and Domains. In the Store section, the 'Buy Additional Resources' link is circled in red. The Account section shows an outstanding invoice of 2,936.90 GBP with a 'Pay Now' button. The Store section lists options to buy more services, register new domains, and change service plans. The 'Buy Additional Resources' link is highlighted with a red circle.

STEP 3: Choose the subscription you wish to purchase resources for and click 'Next'

Home | Users | Exchange | SharePoint | Hosted Dynamics CRM | Directory Synchronization | More Services | Account | Help & Support

Home > Account > Buy Additional Resources Screen ID: 02.22.29
Help Up Level

1 Select Subscription 2 Upgrade Resources 3 Confirm Order 4 Track Status

This is the first screen of Subscription Resource Upgrade Wizard. Here you should choose a subscription.

Subscriptions
1 total | Show Search Select Columns | Export To Excel

ID	Subscription Name	Start Date	Expiration Date
1001594	Cobweb Flex Plan	07-Aug-2012	07-Aug-2013

1 total Select Columns | Export To Excel

Next Cancel

STEP 4: Change the resources limits to the new required limits and click 'Next'

Home | Users | Exchange | SharePoint | Hosted Dynamics CRM | Directory Synchronization | More Services | Account | Help & Support

1 Select Subscription 2 Upgrade Resources 3 Confirm Order 4 Track Status

On this page you can specify new resource limits.

Subscription Summary

Subscription: Cobweb Flex Plan
Billing Period: 1 month(s)
Next Billing Date: 07-Sep-2012, 14 day(s) left

Change Subscription Resources

Resource	Current Usage / Limit	New Limit	Setup Fee	Recurring Fee
Outlook Client Licence				
Exchange - Outlook Client License	0 Item	0 Item	0.00 GBP	1.49 GBP per Item / 1 month(s)
Exchange 2010 Mailboxes				
Exchange Adv	0 Mailbox	0 Mailbox	0.00 GBP	6.49 GBP per Mailbox / 1 month(s)
Exchange Pro	0 Mailbox	0 Mailbox	0.00 GBP	4.29 GBP per Mailbox / 1 month(s)
Exchange Web	0 Mailbox	0 Mailbox	0.00 GBP	2.99 GBP per Mailbox / 1 month(s)
OCS				
OCS Standard	0 / 0 unit	0 unit	0.00 GBP	1.99 GBP per unit / 1 month(s)

Back **Next** Cancel

STEP 5: Please read the Terms and Conditions of the Order and confirm acceptance before clicking 'Next'

Home | Users | Exchange | SharePoint | Hosted Dynamics CRM | Directory Synchronization | More Services | **Account** | Help & Support

Home > Account >

Buy Additional Resources Screen ID: 99.99.9.9.9
Refresh Up Level

1 Select Subscription 2 Upgrade Resources **3 Terms and Conditions** 4 Confirm Order 5 Track Status

ALL

I have read and accept the Cobweb Solutions Ltd Terms of Service and Service Supply Agreement [Click here to view](#).

I agree not to resell any services supplied within this agreement without Cobweb's prior written approval.

I also understand that Domain Name registration orders cannot assure availability and are subject to these same Terms and Conditions.

I have read and accept Terms and Conditions.

STEP 6: Review order details and click 'Place Order'

Home | Users | Exchange | SharePoint | Hosted Dynamics CRM | Directory Synchronization | More Services | **Account** | Help & Support

Home > Account >

Buy Additional Resources Screen ID: 02.29.61
Up Level

1 Select Subscription 2 Upgrade Resources 3 Terms and Conditions **4 Confirm Order** 5 Track Status

Here you can review upgrade order and select payment method.

Order Information

Total Before Taxes	0.67 GBP
Tax Total	0.12 GBP
Total	0.79 GBP
Comments	Upgrade/Downgrade of Resources for Subscription #1001594.

Order Details

1 total [Select Columns](#) | [Export To Excel](#)

ID	Description	Type	Quantity	Unit of Measure	Duration	Period	Unit Price	Discount Amount	Extended Price
1	Exchange - Outlook Client License Recurring (for 0.45 month(s)).	Resource Recurring	1.00	Item	0.45	month(s)	1.49 GBP	0.00 GBP	0.67 GBP

1 total [Select Columns](#) | [Export To Excel](#)

This order will go through to Provisioning queue where a provisioning agent will open and process the order.

Please note until the provisioning agent has opened the order you cannot use the additional resources.

Provisioning agents work Core Hours from 8:00-18:30 therefore any orders placed outside of core hours will not be processed until the next day

What if I order the wrong resource or make a mistake on my purchase?

Please contact support on **0345 223 9000** or support@cobweb.com who will make the amendments you require.

How do I remove additional resources

The process is essentially the same as adding. On the screen above, where you select **upgrade**, there will also be a **downgrade** option next to it; all you need to do is select downgrade, apply the quantity and place the order. It will go through to the provisioning team in exactly the same way as an upgrade order.