SOTERIA CLOUD SUPPORT

# Partner Customer Separation How-To

How to set up a customer as a separate tenant under a partner relationship while still routing support through one shared support mailbox.

Partner-facing
Customer separation
Shared support mailbox
Acronis-powered portal

## Separate The Customer. Share The Support Path.

The customer is the protected business entity. The partner owns the service relationship. Keep the customer tenant separate, then use the shared mailbox for support routing and notifications.

Acronis-powered services

Soteria Cloud delivered

RECOMMENDED SETUP

# Create the customer as a separate customer tenant under the partner relationship.

If the customer needs its own reports, protected workloads, users, billing view, restore approvals, support history, or executive summaries, it should be created as a separate customer record linked to the partner account.

### Separate customer tenant

Use a separate customer tenant so workloads, users, policies, reports, usage, and restore requests are cleanly separated under the partner account.

### Shared support mailbox

The same support mailbox can normally be used as a support contact, notification recipient, ticket routing address, and report recipient across multiple customer tenants.

### Named admin access

Use named admin accounts for people who take actions in the portal. A shared mailbox is useful for routing, but named users give better auditability and accountability.

SIMPLE RULE

**If the customer needs separate reporting or restore authority, create a separate customer tenant.**

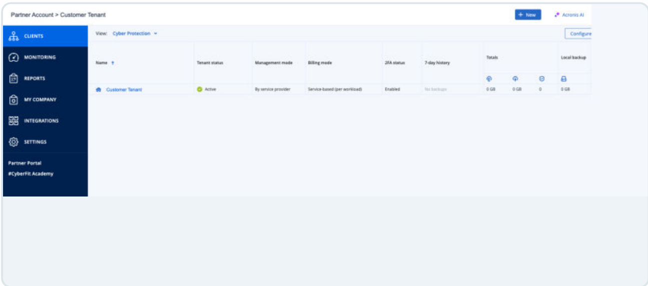
AVOID

**Do not place customer workloads directly into the partner's internal or partner tenant. The customer environment should remain distinct even when the partner owns the commercial relationship.**

ACRONIS CYBER CLOUD PATH

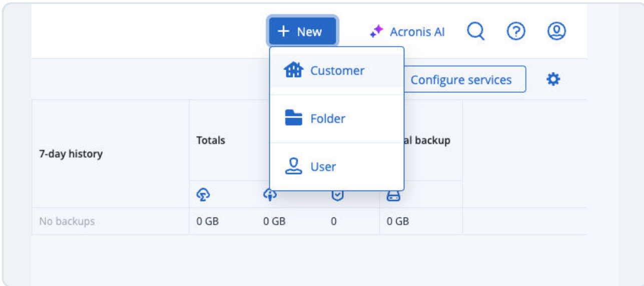
# Create the customer from the partner account using New > Customer.

Start from the partner-level Clients view. The protected business should be created as a Customer tenant, not as another Partner tenant and not inside the partner's own internal tenant.



**Start at the partner-level Clients view**

Confirm that the breadcrumb or tenant selector shows the partner account before creating the customer.




**Choose Customer from the New menu**

Use Customer for an end-customer tenant. Use Partner only when onboarding another reseller or MSP account.

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## Check location

1. Open the Acronis Cyber Cloud partner console.
2. Go to Clients.
3. Confirm you are viewing the partner account, not an existing customer tenant.
4. Use the Cyber Protection view unless another service-specific view is required.

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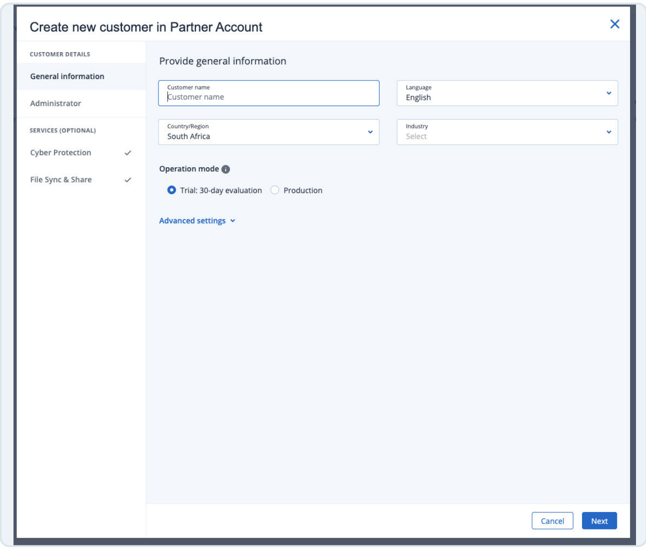
## Create customer

1. Select New.
2. Select Customer.
3. Do not select Partner unless the new entity will resell or manage its own downstream customers.
4. Keep the new customer as a separate tenant entry under the partner relationship.

CUSTOMER RECORD AND SUPPORT ROUTING

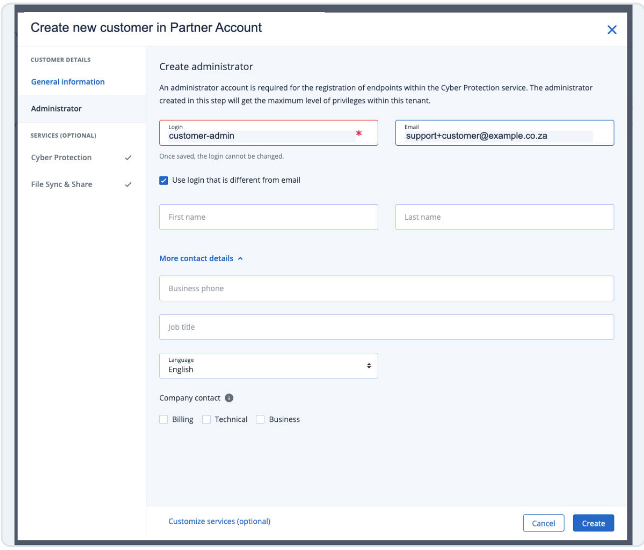
# Enter the customer tenant details, then add the shared support mailbox in the administrator step.

The shared mailbox can receive notifications and support communication. Portal actions should still be attributable through named users, a controlled admin login, or an agreed support alias.




### Customer details

Enter the customer name, region, language, operation mode, and any required classification fields.




### Administrator and mailbox

Use a support mailbox or support alias for notifications, and keep the login/admin model controlled.

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## Complete customer details

1. Enter the customer tenant name exactly as it should appear in reporting.
2. Confirm region, language, and operation mode.
3. Use Production for live paid service unless a trial setup has been approved.
4. Click Next when the customer details are correct.

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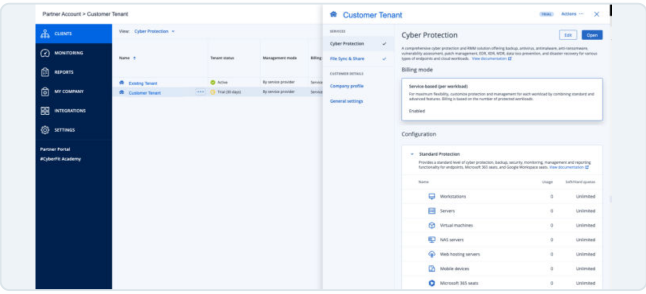
## Add support contact

1. Use the shared support mailbox where alerts, reports, or service notifications should land.
2. Use a tenant-specific alias when possible, such as support+customer@example.co.za.
3. Select the relevant contact roles if the portal asks for billing, technical, or business contact type.
4. Record who owns approvals for restores and service changes.

SERVICE SCOPE

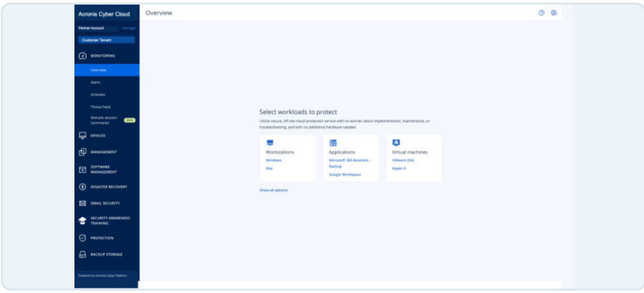
# Enable only the services sold to the customer and open the tenant to begin protection setup.

Service configuration should match the commercial scope. Keeping unused services disabled avoids confusion in reporting, support, billing, and onboarding.




**Review service configuration**

Confirm Cyber Protection, File Sync & Share, and other services only where they form part of the customer agreement.




**Open the customer tenant**

After creation, open the customer tenant and begin workload protection, policies, users, and reporting setup.

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## Configure services

1. Review the enabled service list before creating or opening the tenant.
2. Enable only the contracted services.
3. Confirm billing mode and service quotas where the portal shows them.
4. Save or create only once customer details, support contact, and service scope are correct.

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## Begin onboarding

1. Open the customer tenant.
2. Set baseline protection policies.
3. Add workloads, users, Microsoft 365 seats, or other protected resources.
4. Confirm alerts and reports route to the agreed support mailbox.

BEFORE HANDOVER

# Confirm that the customer tenant is operationally separate before onboarding production workloads.

The setup is correct when support, reporting, policies, usage, and recovery evidence remain cleanly separated under the partner relationship.

### Customer record

The customer appears separately from the partner account in the customer/client list.

### Service scope

Only the services sold to the customer are enabled under that customer tenant.

### Support route

The shared support mailbox receives the correct alerts, reports, and support notifications.

### Admin ownership

Named users, controlled admin accounts, or agreed aliases exist for the people responsible for customer actions.

### Reporting

Reports, executive summaries, usage, and service reviews show the customer separately.

### Restore authority

Restore and overwrite approvals are documented for the correct customer, not assumed from the partner account.

TENANT SEPARATION PRINCIPLE

**Each protected customer should be created as a separate customer tenant under the partner account. A shared support mailbox can be used for routing and notifications when administration and approvals remain traceable.**

RECOMMENDED GUARDRAIL

**Use named admin accounts or tenant-specific aliases for portal sign-in and approvals so support activity remains traceable.**