Distributors

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Overview

Distributors are organizations that manage multiple Groups of accounts. They may provide technical support, installation assistance, or hardware. Every Distributor must have at least one user with the role of Distributor Admin.

Creating a Distributor

Distributors can only be created by users who have a role of Admin. To create a Distributor:

- Click the "Manage Distributors" button on the Dashboard.
- Click the "Actions" tab.
- Click the "Add a new Distributor" button.
- Enter a name for the Distributor.
    - This is a required field.
- Enter the remaining information.
    - Note that the email address entered receives alert messages when system status for any account under the Distributor changes to "down" or "up".
    - It's recommended to use an email address for an email distribution list as the Distributor email, rather than an email address for a single person.
- Click the "Save Distributor" button.

Distributor Management Operations

Distributors can be managed by users with the role of Distributor Admin for the Distributor, or an Admin user for the server. To manage a Distributor:
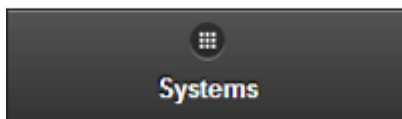
- Click the "Manage Distributors" button on the Dashboard.
- Click the Distributor you wish to manage.
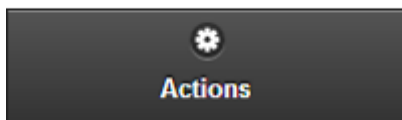- Click the appropriate tab:
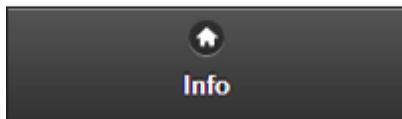
Info Tab - Click the Info tab to view general information about the Distributor, such as the contact information, and a log of Distributor activity.
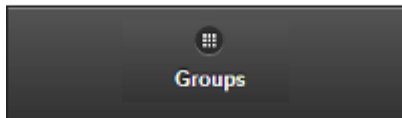
Groups Tab - Click the Groups tab to see, and manage, the list of the Groups under the Distributor.

Systems Tab - Click the Systems tab to see, and manage, the list of the Systems under the Distributor.

Actions Tab - Click the Actions tab to access the controls for managing a Distributor.