![INGRAM MICRO®]

INGRAM MICRO CLOUD MARKETPLACE

Go-to-Market Hub
How-to Reseller Guide

Overview

This guide provides step-by-step instructions on how to take advantage of and use the Go-to-Market Hub, your new digital BFF. Available within Ingram Micro Cloud Marketplace, the Go-to-Market Hub accelerates demand and revenue generation by providing an industry-first digital suite to educate and enable salespeople on new cloud products and services while providing pre-built campaign templates and valuable marketing tools to marketers.

The following highlights the benefits of using the Go-to-Market Hub:

For salespeople, maximise sales opportunities and profit

- Broaden product knowledge

- Acquire assets, such as sales sheets, to sell more effectively

- Easily share resources with your team to maintain knowledge and skill standards

For marketers, increase brand awareness and drive more leads

- Accelerate marketing efforts with predesigned email campaigns and banner ads

- Syndicate with social media to rapidly deploy via different channels

- Review and download campaign reports

Transform into a competitive cloud expert

- Stay up to date with the latest industry trends and news stories

- View all Ingram Micro events for the calendar year

- Register for webinars to improve skills and expand knowledge base

Contents

Getting started

Staying on top of cloud products can take a lot of time. Building digital marketing campaigns can also take a lot of time and money. But doing these things well can set successful Resellers apart from the rest.

Ingram Micro is always working to help resellers with these challenges, and we're excited to announce the launch of the Go-to-Market Hub within the Cloud Marketplace to do just that. It's a single destination packed with product information, sales tools, and resources to help you grow your business and cloud expertise.

The *Go-to-Market Hub Resellers Guide* was created to help Resellers leverage and take advantage of the valuable content and tools of the Go-to-Market Hub.

We recommend that you read through the entire document and follow the instructions to access the Go-to-Market Hub and continue to use this document as a reference.
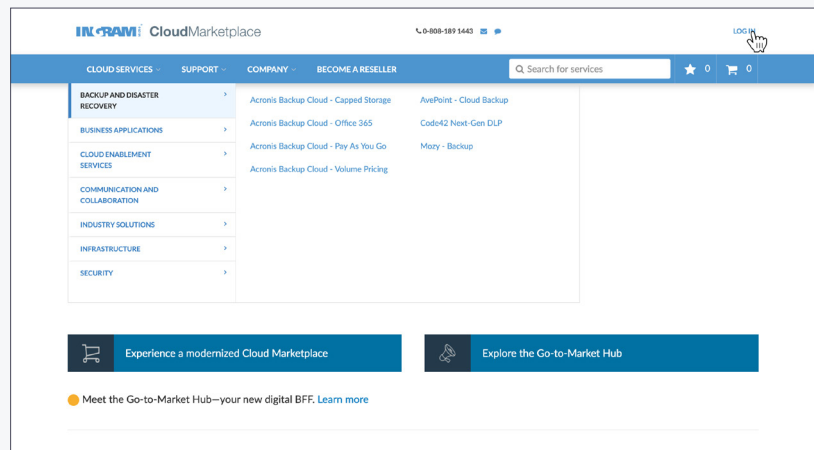
Logging in

The Go-to-Market Hub does not have a separate login. To access it, log in to your Cloud Marketplace account. From the Control Panel, you will be able to access the Go-to-Market Hub.
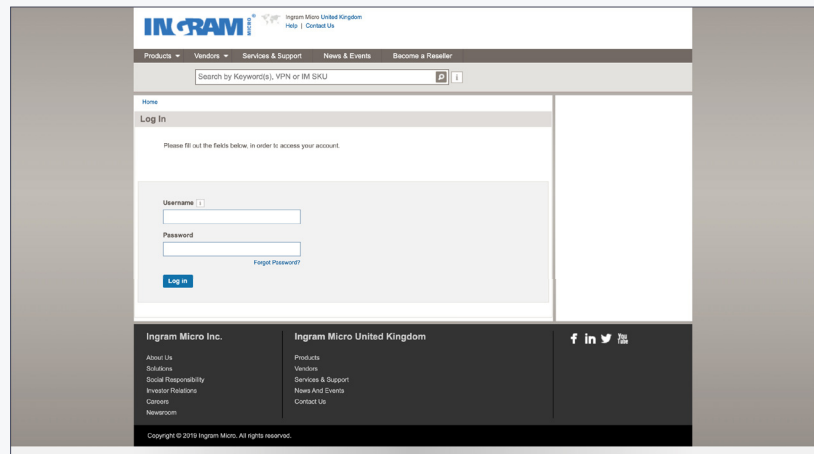
Follow these steps:

STEP 1
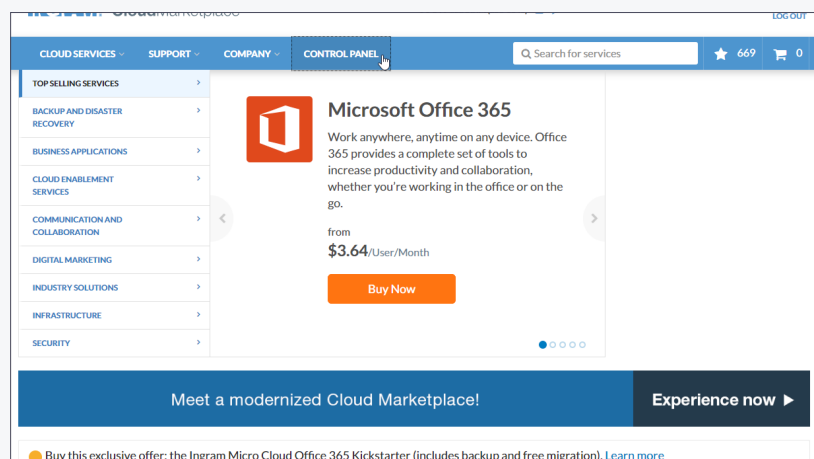Click "Login" in the top right corner of the Cloud Marketplace.
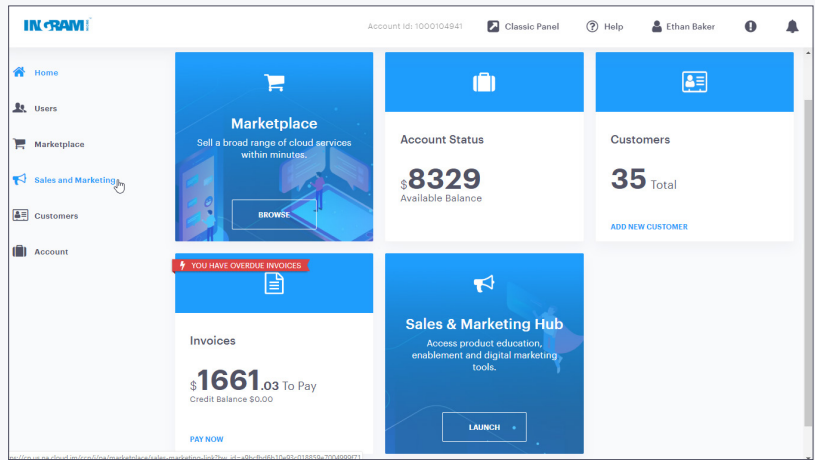

STEP 2
Enter in your username and password.

STEP 3
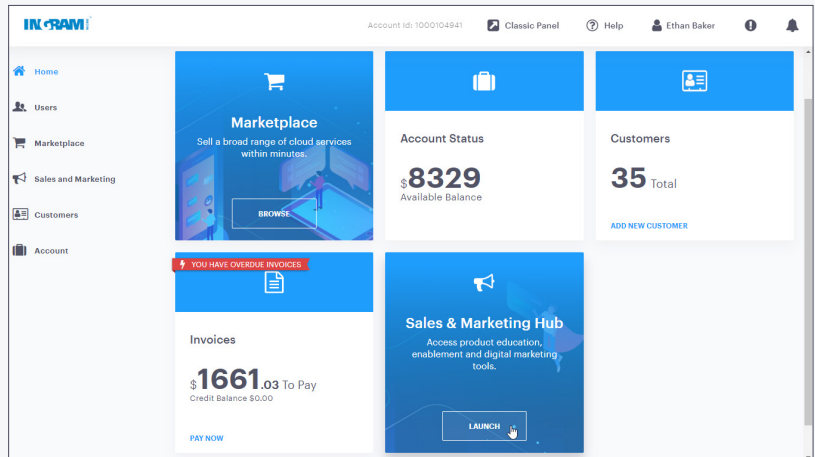Select the Control Panel tab from the navigation menu.

STEP 4

From the Control Panel, you can access the Go-to-Market Hub from either the navigation menu item "Sales & Marketing" or the "Go-to-Market Hub" tile. The navigation menu will take you to the tile directly.

STEP 5

Click "Launch" on the Go-to-Market Hub tile.

Setting up your account

When you launch the Go-to-Market Hub from the Cloud Marketplace Control Panel for the first time, you will be prompted to setup your account.

To setup your account, follow these steps:

STEP 1

Upon your first entry into the Go-to-Market Hub, a dialogue box will appear asking you to accept the Ingram Micro Marketing Services Terms of Use. Click "I Accept" if you agree to the Terms of Use.
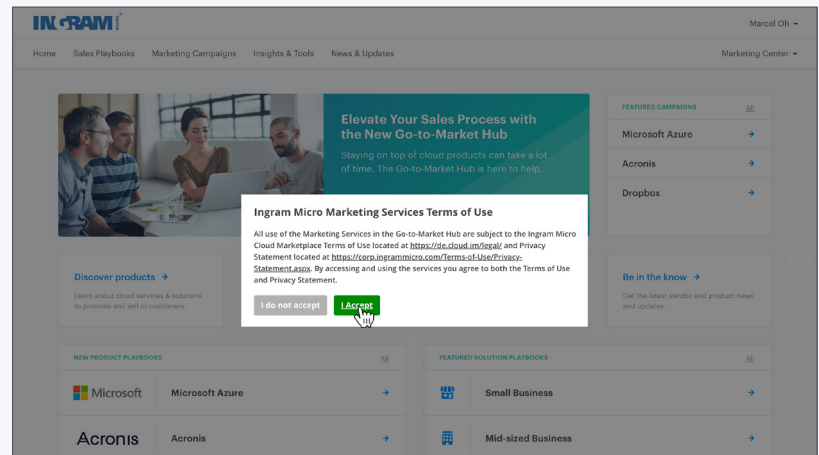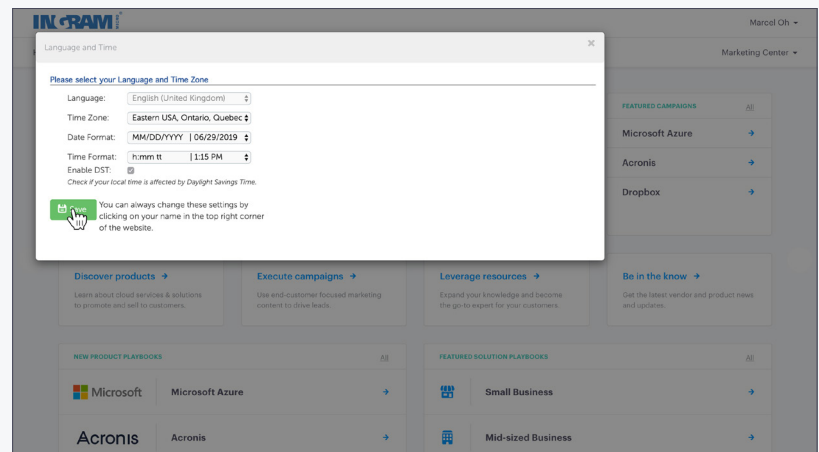
STEP 2

Next, you will be prompted to setup your default language and time. Select your language, time zone, date format, time format, and if you want daylight savings time enabled.
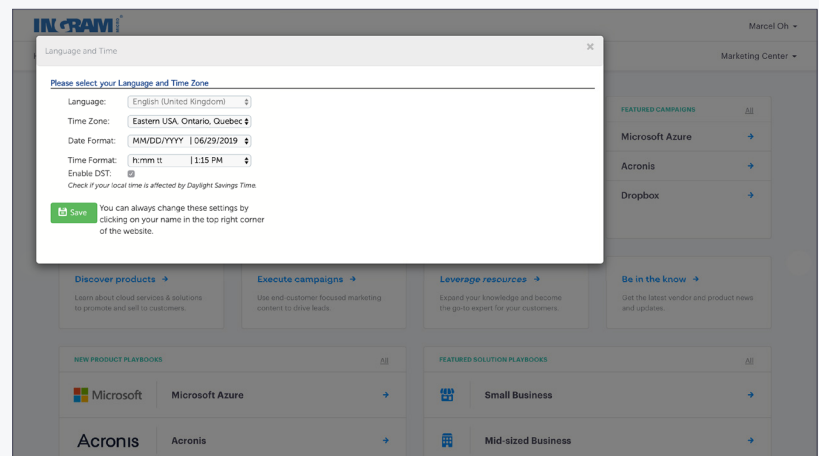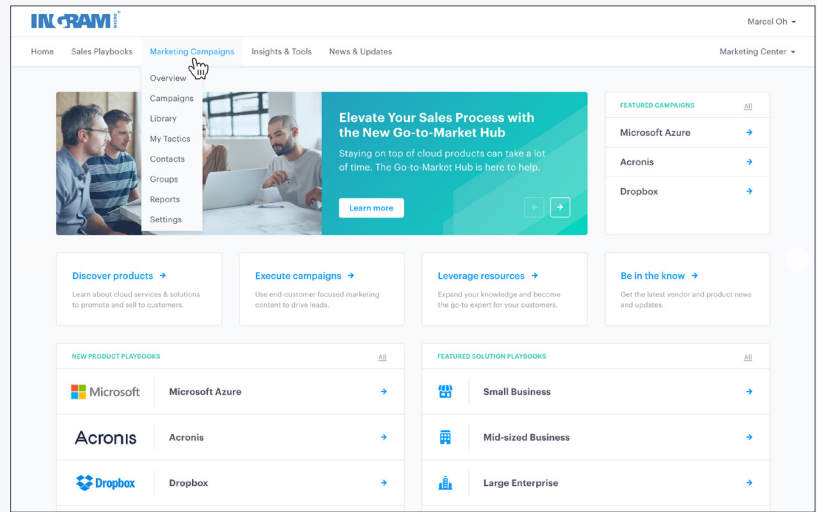
STEP 3

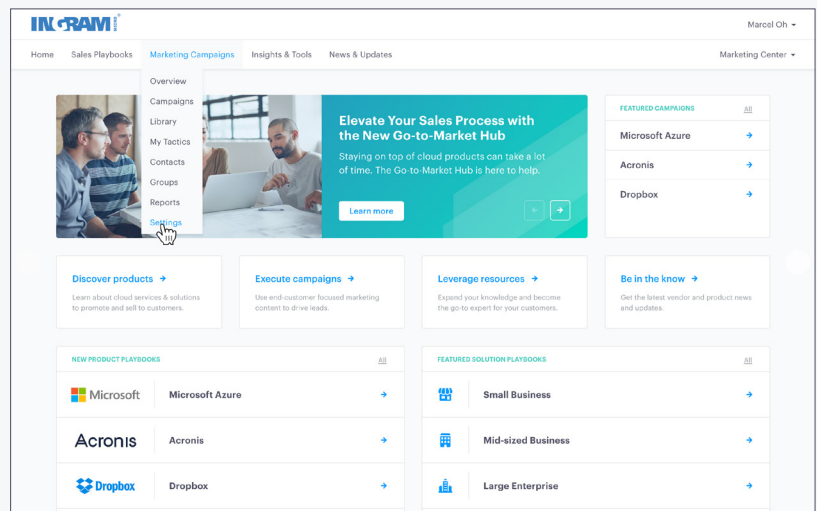Click "Save" when you have finished making your language and time selections.

STEP 4

Next, you need to setup your default assets. From the Sales & Marketing homepage, hover over the navigation menu item "Marketing Campaigns."

STEP 5

Click on "Settings" from the drop-down menu.

STEP 6

Under the "Marketing Assets" tab, you can enter your company name, logo, address, phone number, and either a send from email address or name. This information will be used to populate all marketing assets such as sales sheets.

Note: This company information will apply to all users under this account.

TIP: For specific marketing tactics, you can change company info like name, address and/or logo from the Assets tab for each tactic.

STEP 7
Click "Save" when you have finished entering in all your company information.

Updating your default language

To update your default language, follow these steps:

STEP 1
From the Sales & Marketing homepage, click on your name in the upper right-hand corner.
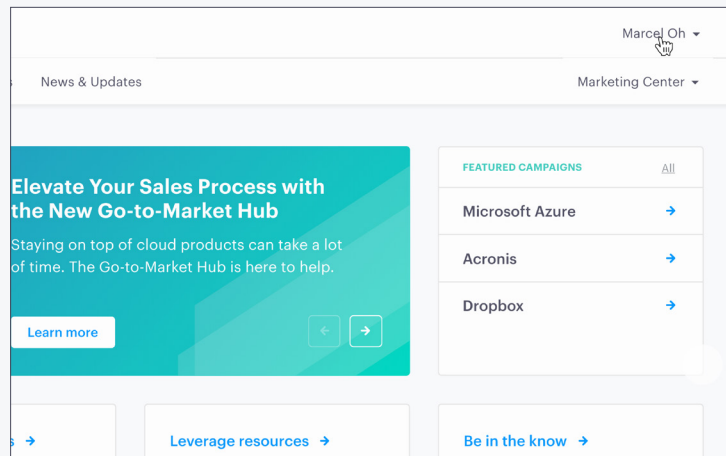
STEP 2
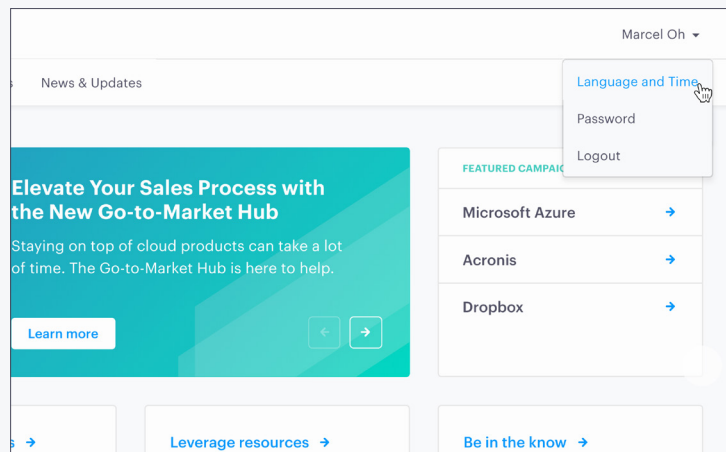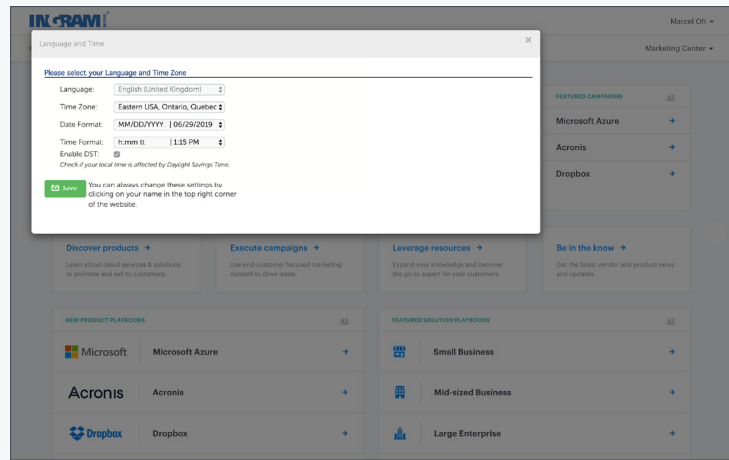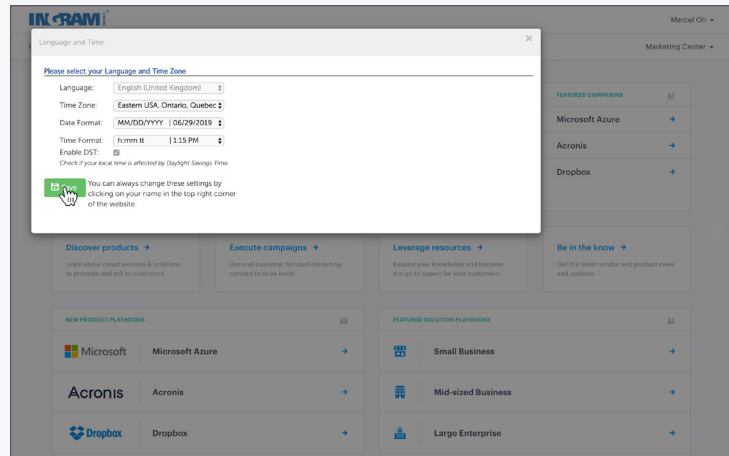Click on "Language and Time" from the drop-down menu.

STEP 3

A window will open where you can set your default language, time zone, date format and time format.

STEP 4

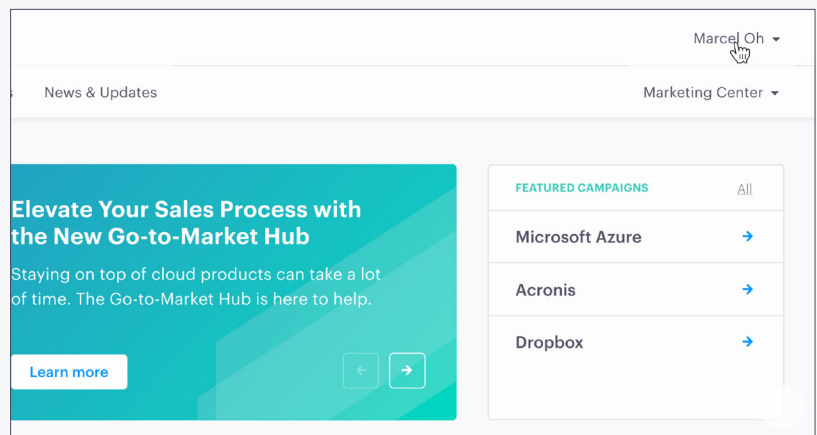Click "Save" to ensure your changes are saved.

Updating your default time zone

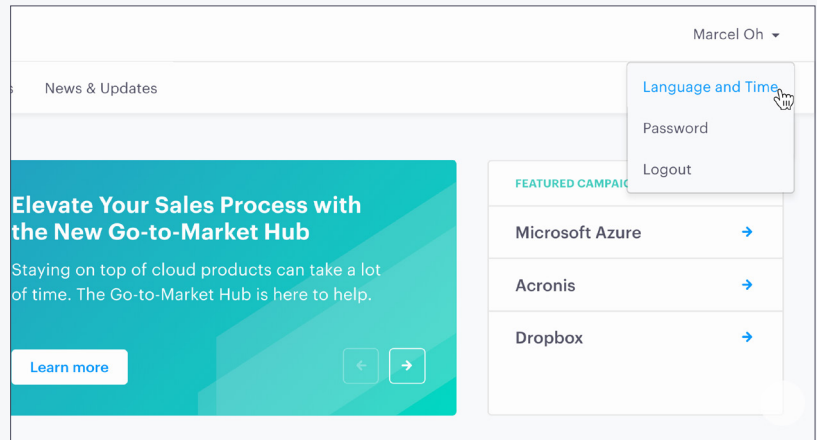To update your default time zone, follow these steps:

STEP 1

From the homepage, click on your name in the upper right-hand corner.
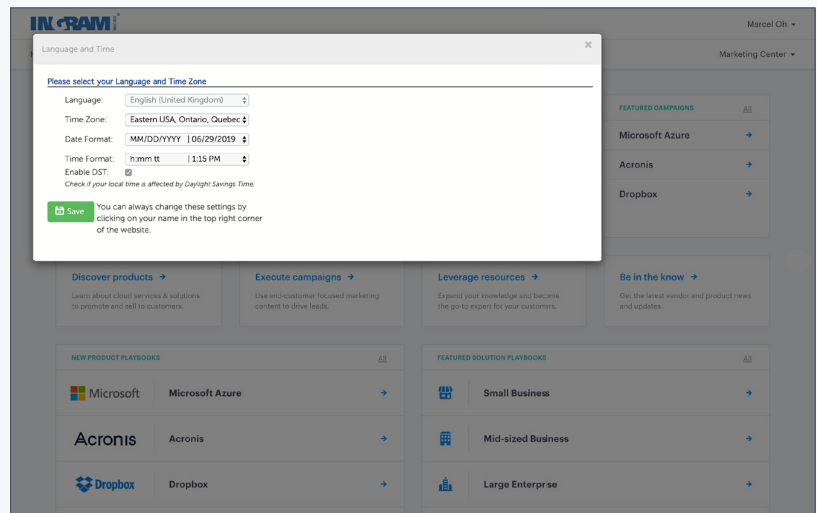
STEP 2

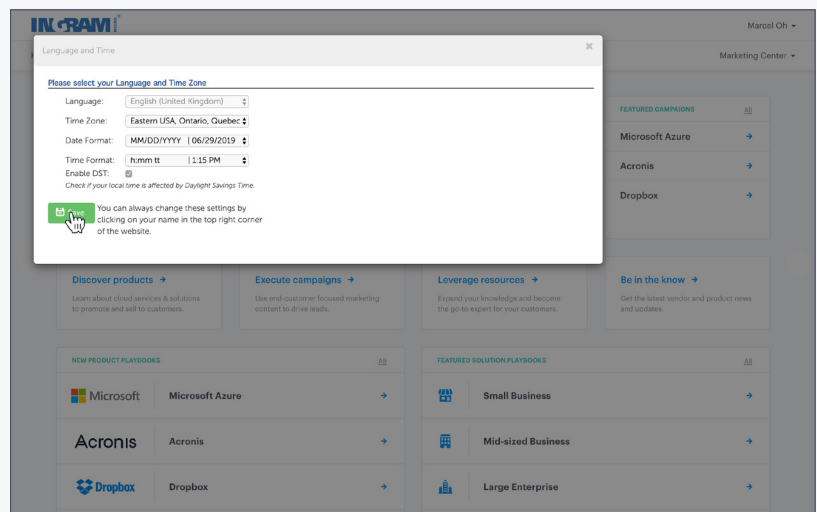Click on "Language and Time" from the drop-down menu.

STEP 3

A window will open where you can set your default time zone, language, date format and time format.

STEP 4

Click "Save" to ensure your changes are saved.

Navigating from the homepage

The Go-to-Market Hub homepage is the default destination for Resellers upon initial entry. The homepage provides Resellers with news and updates via the rotating carousel, featured product sales playbooks and marketing campaigns, and shortcuts to key sections within the Go-to-Market Hub.

To navigate from the homepage, follow these steps:

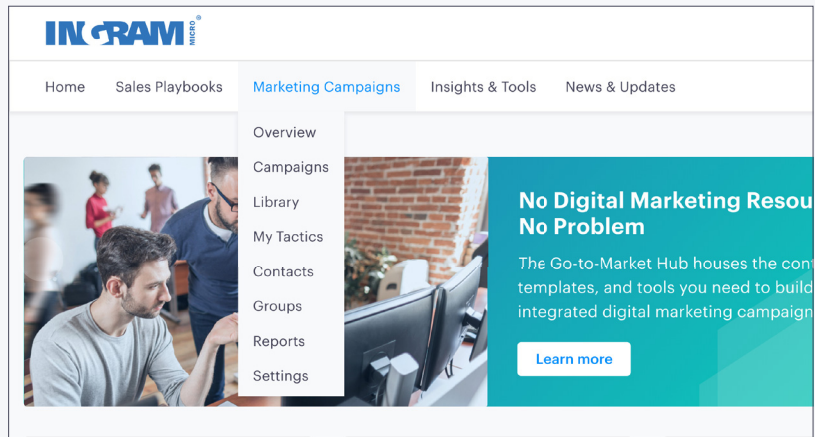**STEP 1**

From the homepage menu and drop-down menus, you can access Sales Playbooks, Marketing Campaigns, Insights & Tools and News & Updates.
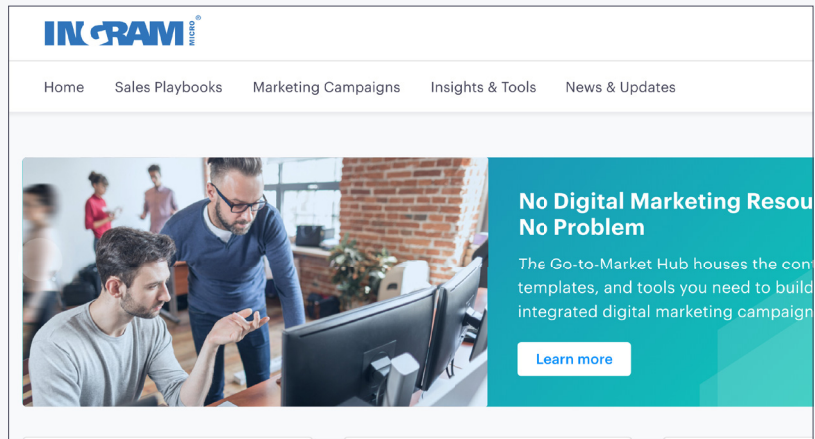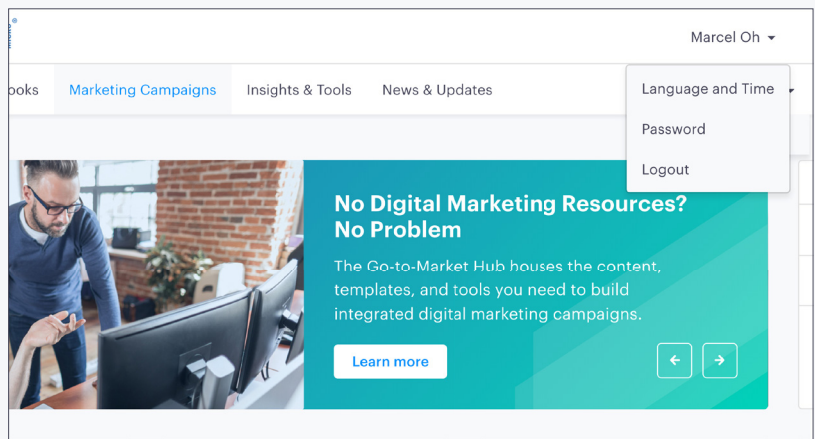

STEP 2

Most areas you click into will have a submenu for navigation. In the top right corner of the homepage, you will see your name displayed.

STEP 3

By clicking on your name, you can change your language and time as well as log out.
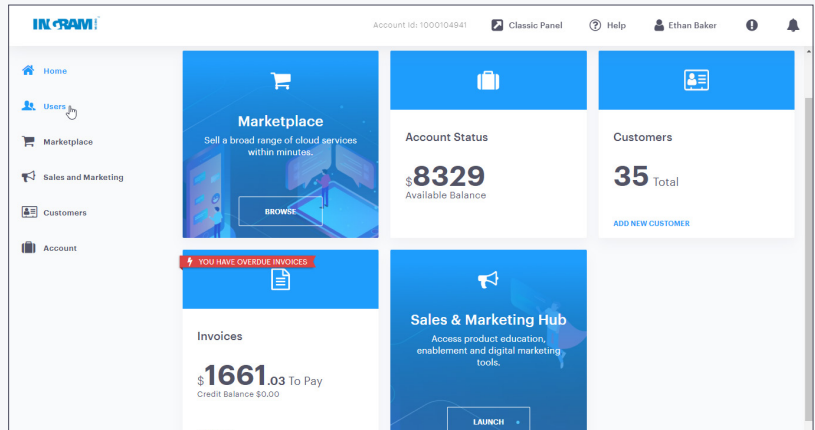
Adding new users

To add new users, you must be on the Control Panel of your Cloud Marketplace account. When you launch the Go-to-Market Hub, a new tab should be opened in your browser, leaving the Control Panel open in the previous tab. Navigate back to the Control Panel, then follow these steps:
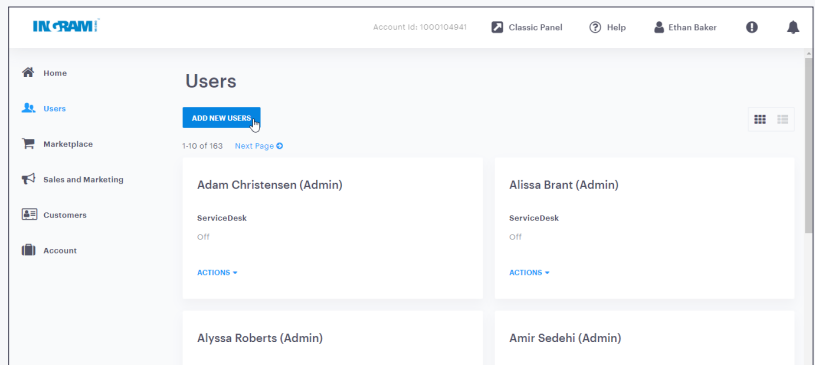
STEP 1

From the Control Panel, click on the navigation menu item "Users."

STEP 2
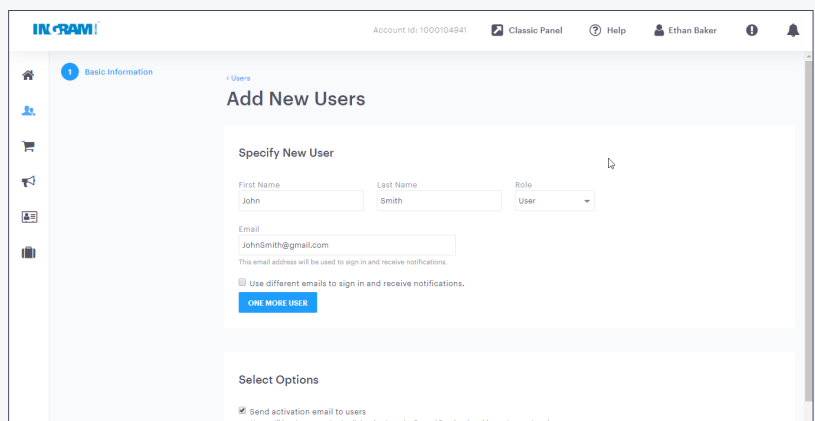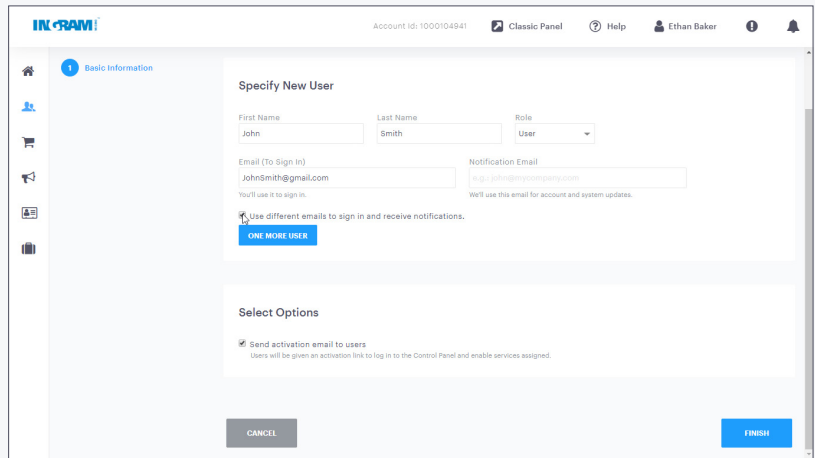
Click on "Add New User."

STEP 3

Specify the new user by including their first and last name, and email address.

STEP 4

You can toggle on the feature that allows the user to use a different email other than their login email to receive notifications.
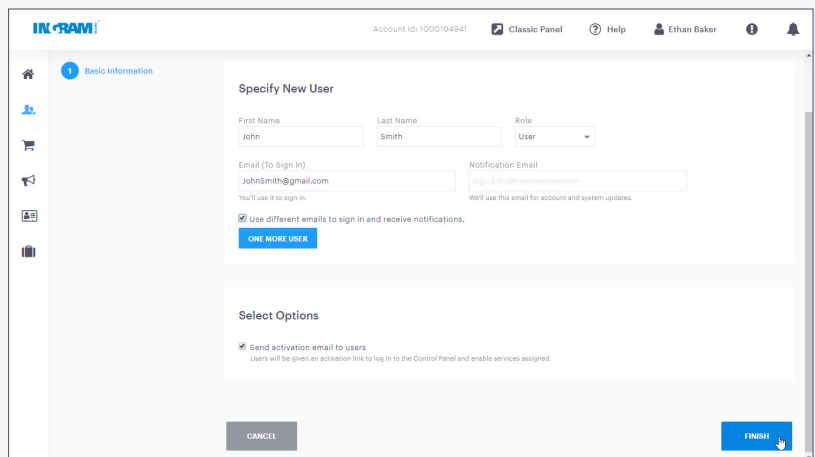
STEP 5

If you wish to add multiple users, click on "One More User."
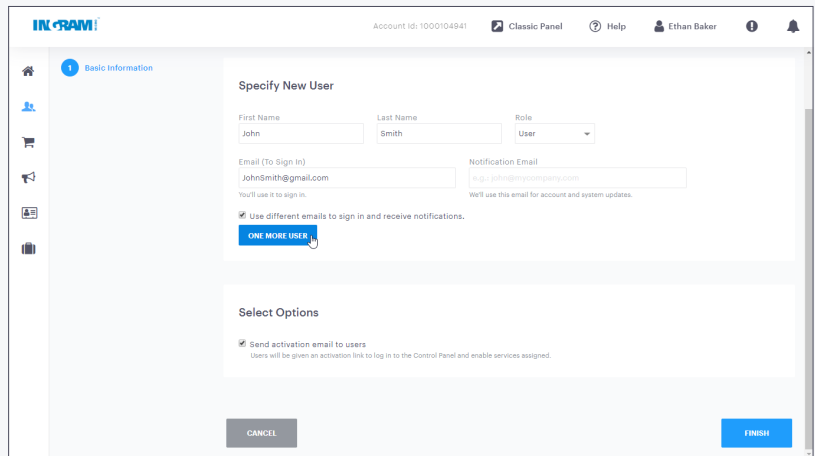
STEP 6

Click "Finish" to create the new user(s).

Leveraging Sales Playbooks

Each playbook provides product information to allow you to offer the right solution or service based on your target customers and their needs.

Searching for product playbooks

Product playbooks help you learn about different cloud services so that you can effectively present, promote and sell to your customers. To access the product playbooks, follow these steps:

STEP 1

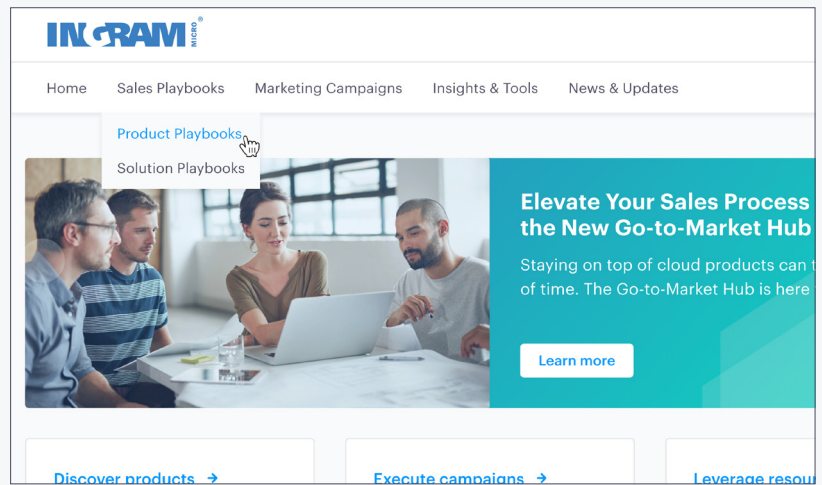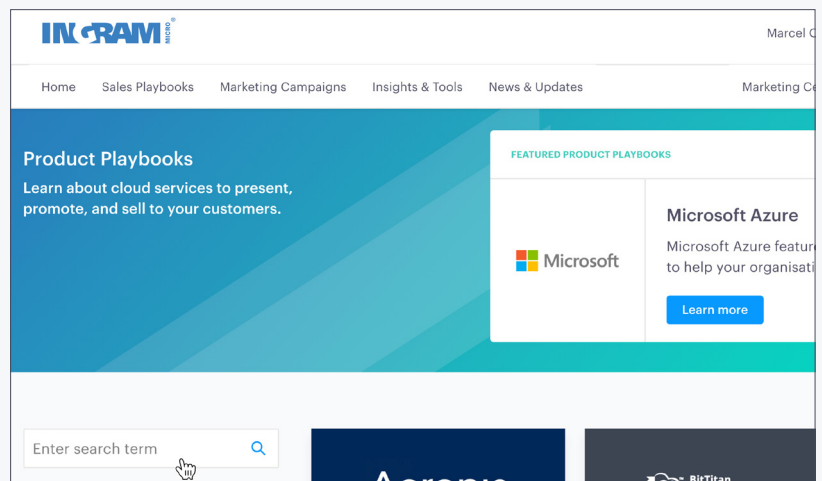From the Sales & Marketing homepage, hover over the navigation menu item "Sales Playbooks."
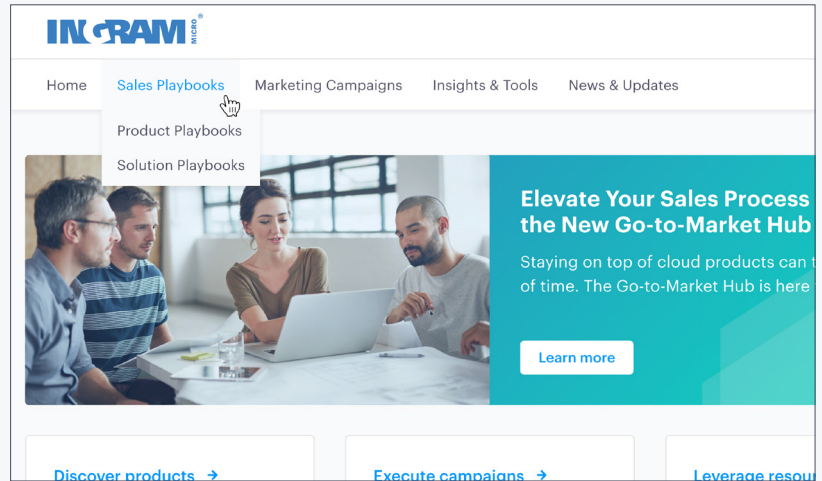
STEP 2

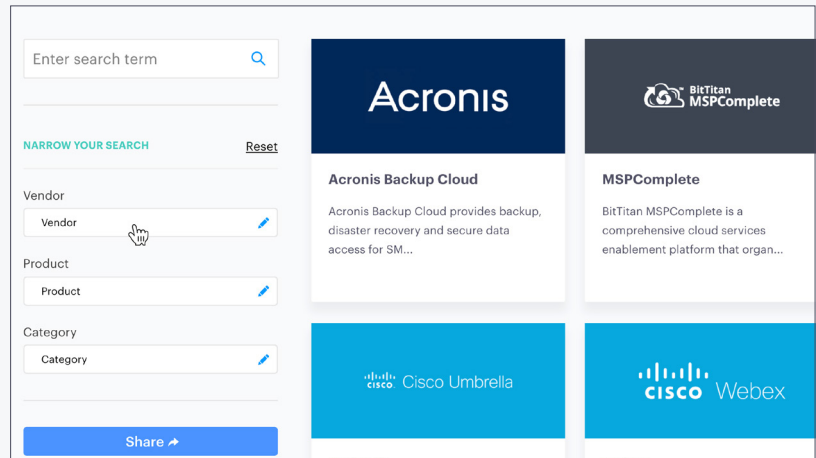Click on "Product Playbooks" from the drop-down menu.

STEP 3

Enter a search term in the search field to locate a specific cloud product.

STEP 4

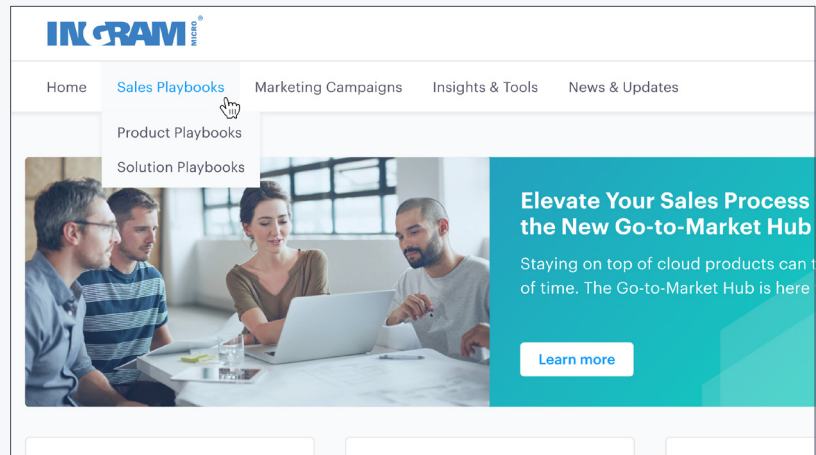Narrow your search by selecting a vendor, product or category.

Enter search term 🔍

NARROW YOUR SEARCH   Reset

Vendor

Vendor ✏

Product

Product ✏

Category

Category ✏

Share ➤

Acronis

Acronis Backup Cloud

Acronis Backup Cloud provides backup, disaster recovery and secure data access for SM...

BitTitan MSPComplete

MSPComplete

BitTitan MSPComplete is a comprehensive cloud services enablement platform that organ...

cisco Cisco Umbrella

cisco Webex

Searching for solution playbooks

Solution playbooks are pre-set business and industry solutions that you can present and promote to your customers. To access the solution playbooks, follow these steps:
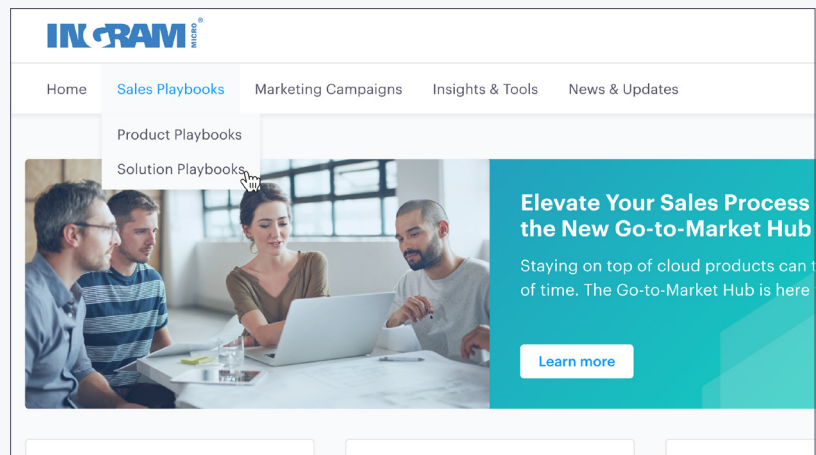
STEP 1

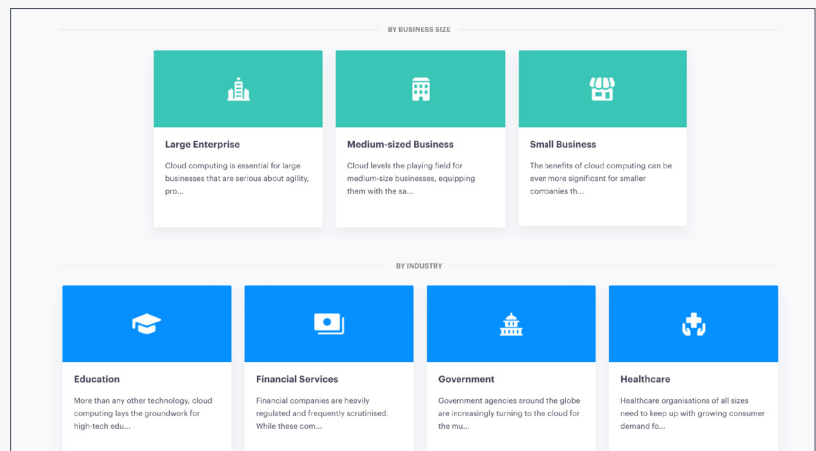From the Sales & Marketing homepage, hover over the navigation menu item "Sales Playbooks."

INGRAM

Home   Sales Playbooks   Marketing Campaigns   Insights & Tools   News & Updates

Product Playbooks

Solution Playbooks

Elevate Your Sales Process the New Go-to-Market Hub

Staying on top of cloud products can of time. The Go-to-Market Hub is here

Learn more

STEP 2

Click on "Solution Playbooks" from the drop-down menu.

INGRAM

Home   Sales Playbooks   Marketing Campaigns   Insights & Tools   News & Updates

Product Playbooks

Solution Playbooks

Elevate Your Sales Process the New Go-to-Market Hub

Staying on top of cloud products can of time. The Go-to-Market Hub is here
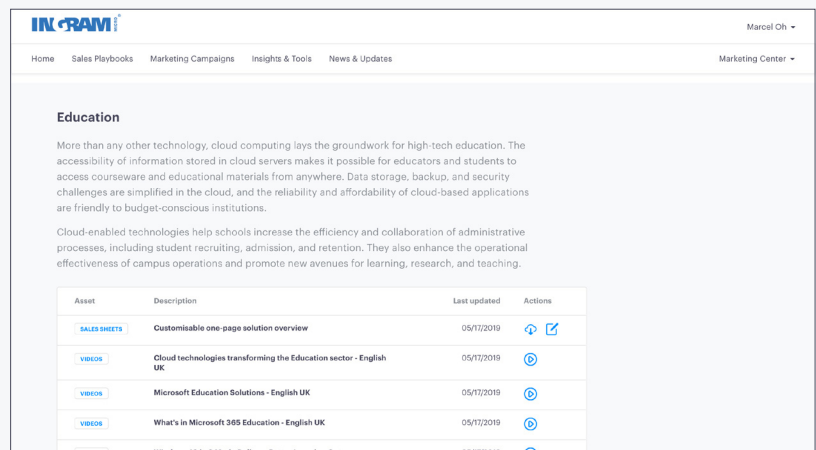
Learn more

STEP 3

Solution playbooks
are divided into two
categories: business size
and industry; select a
tile under one of these
categories that align
with your search.

STEP 4

Once you click into a tile,
you will find a list of
assets.

Sharing specific product and solution playbooks

Sharing product playbooks is different from sharing solution playbooks. Product playbooks can
be shared by generating a direct link. However, solution playbooks can be shared by downloading
assets, allowing you to share those assets directly, or sharing the URL of an asset video.
(See **Searching for solution playbooks**). To share a product playbook, follow these steps:
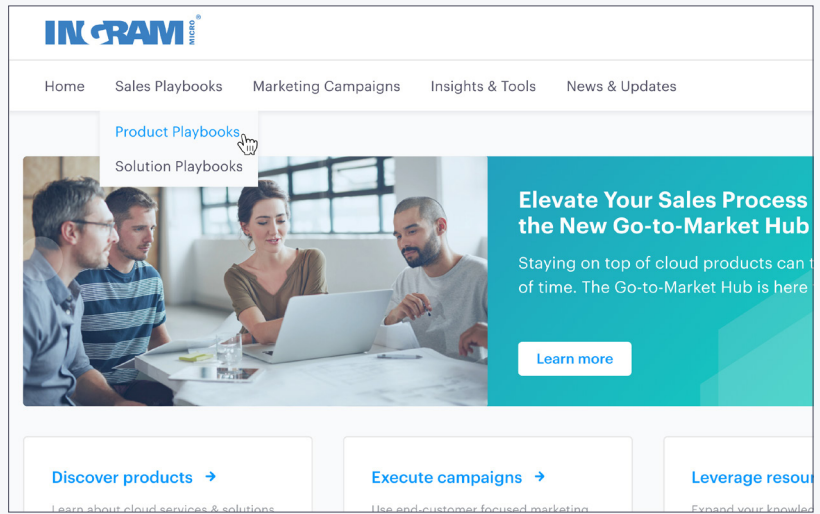
STEP 1

From the Sales &
Marketing homepage,
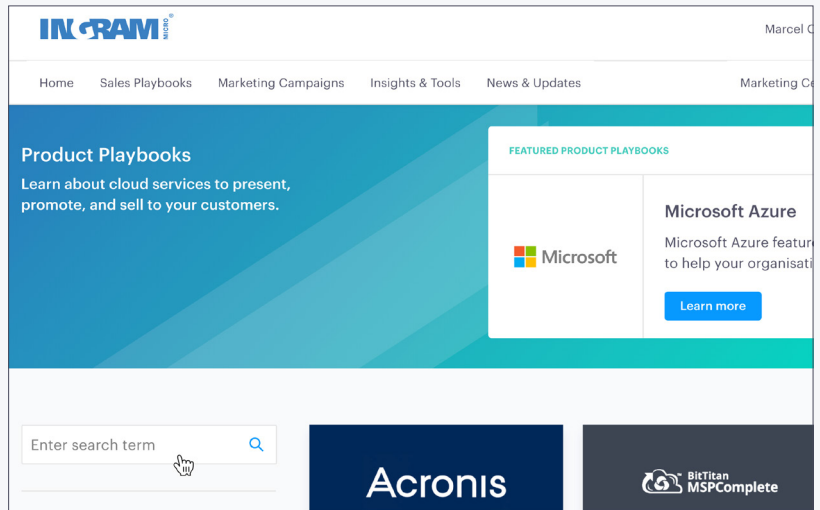hover over the
navigation menu item
"Sales Playbooks".
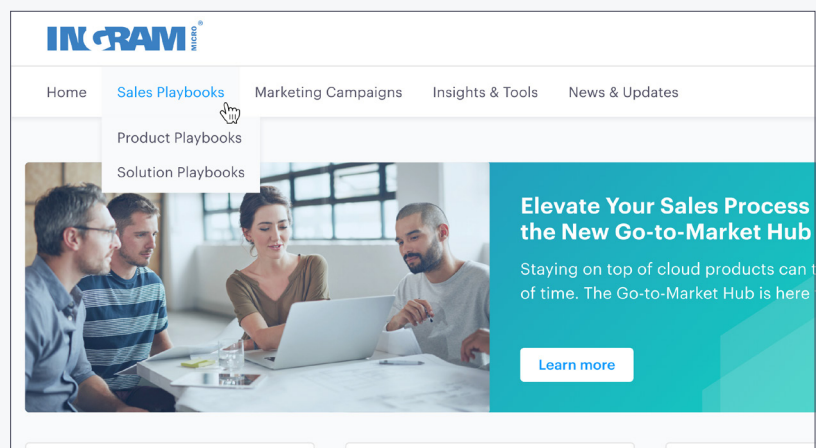
STEP 2

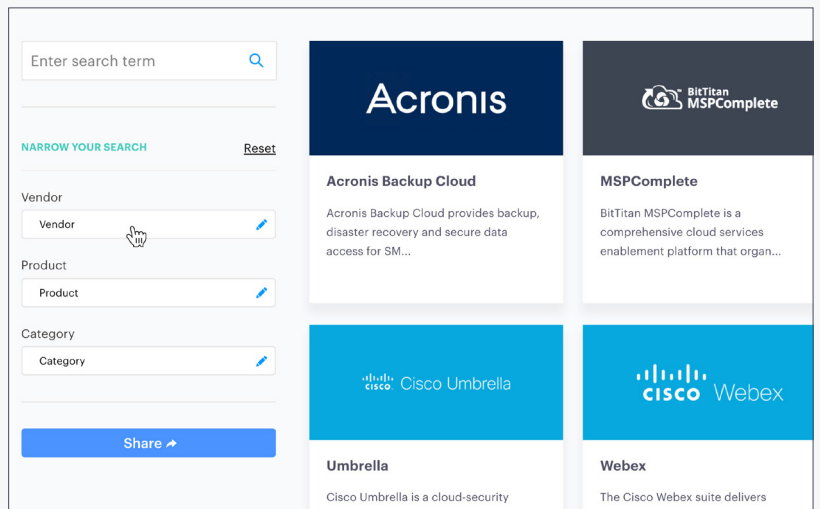Click on "Product Playbooks" from the drop-down menu.

STEP 3

Enter a term in the search field to locate a specific cloud product.
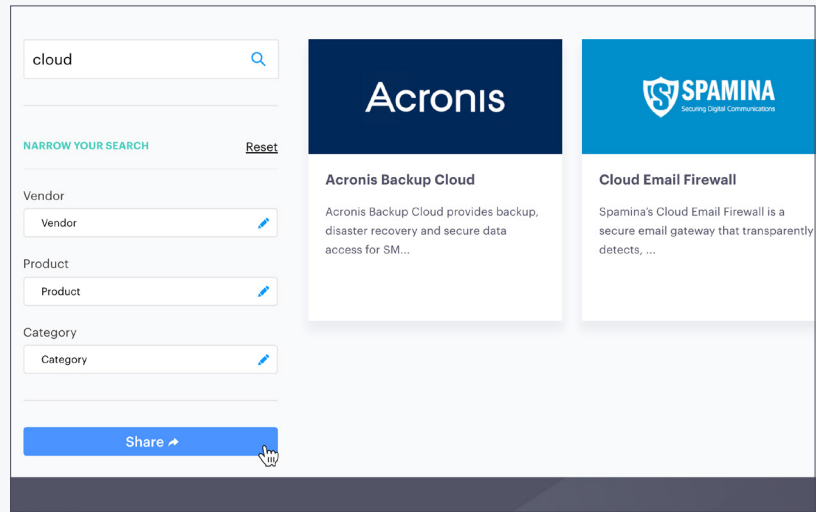

STEP 4

Narrow your search by selecting a vendor, product or category.

STEP 5

Once you have entered all your search parameters, you can share this search by clicking on "Share." This will generate a direct link.

STEP 6

Click "Copy Link" two times to copy the direct link to your clipboard. You can now share this link to allow someone to obtain the same search results.

Note: The recipient of this direct link must login to the Cloud Marketplace using their username and password once they have clicked on the link. If they don't, they will be unable to access your search result.
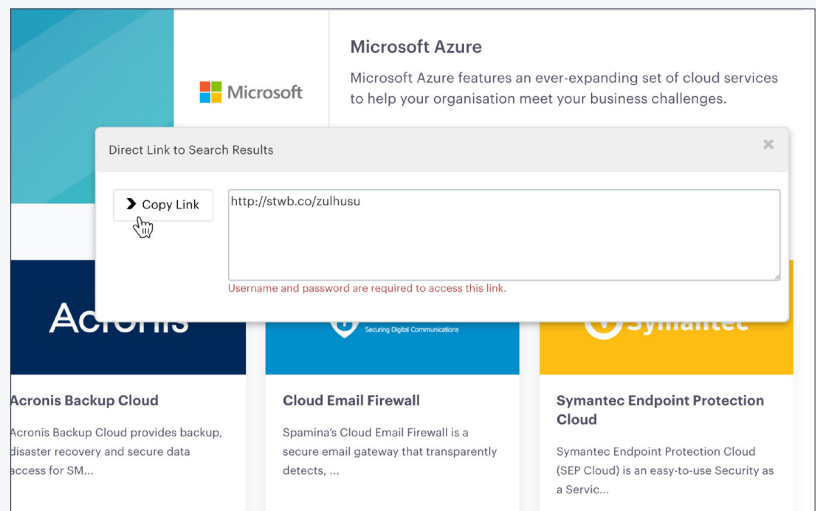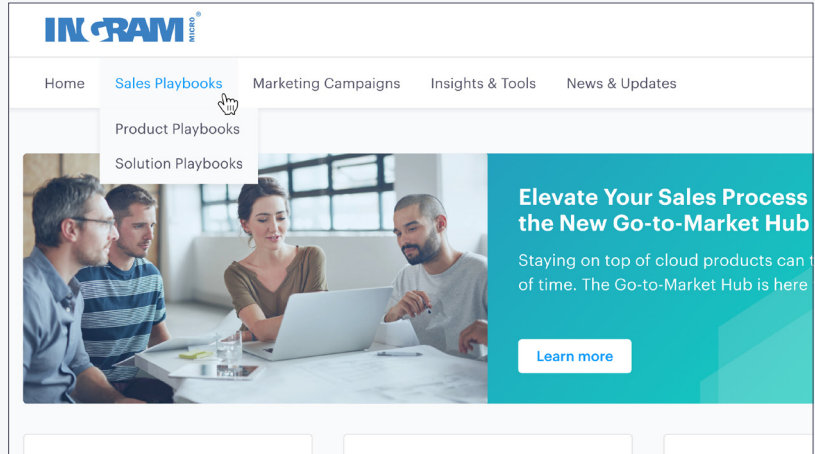
Downloading and viewing playbook assets

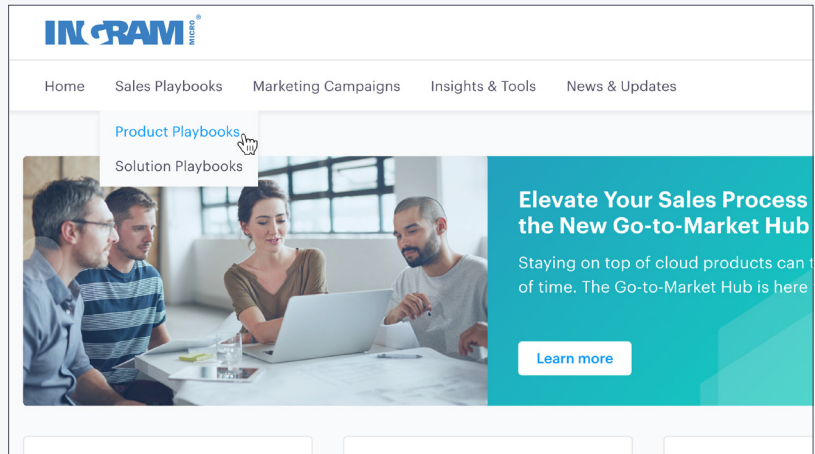To download and view playbook assets, follow these steps:

STEP 1

From the Sales & Marketing homepage, hover over the navigation menu item "Sales Playbooks."
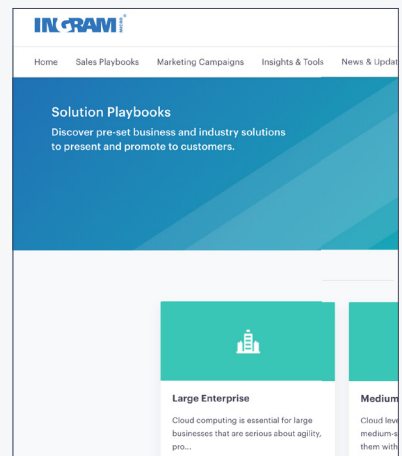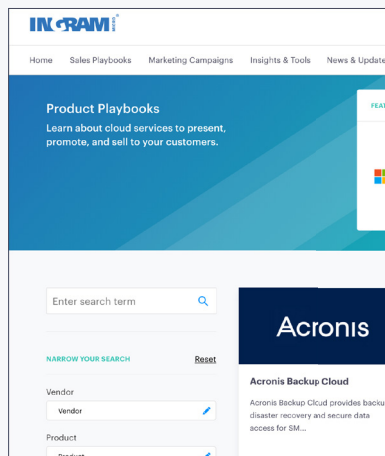

STEP 2

Click on "Product Playbooks" or "Sales Playbooks" from the drop-down menu.

STEP 3

For product playbooks, find the product you want to learn more about and click on the product's tile.

For solution playbooks, under the business size or industry, select the tile relevant to your search.

STEP 4

You will find a list of assets that you can take actions on. Click on the action to either download, customise or view the asset.

Customising a sales sheet

You can customise sales sheets with your own title, product description, brand logo and contact information. To access the sales sheets, follow these steps:

STEP 1

From the Sales & Marketing homepage, hover over the navigation menu item "Sales Playbooks."

STEP 2

Click on "Product Playbooks" or "Sales Playbooks" from the drop-down menu.

STEP 3

For product playbooks, find the product you want to learn more about and click on the product's tile.

For solution playbooks, under the business size or industry, select the tile relevant to your search.

STEP 4

You will find a list of assets that you can take actions on. Click on the customise and download action icon on the sales sheet.
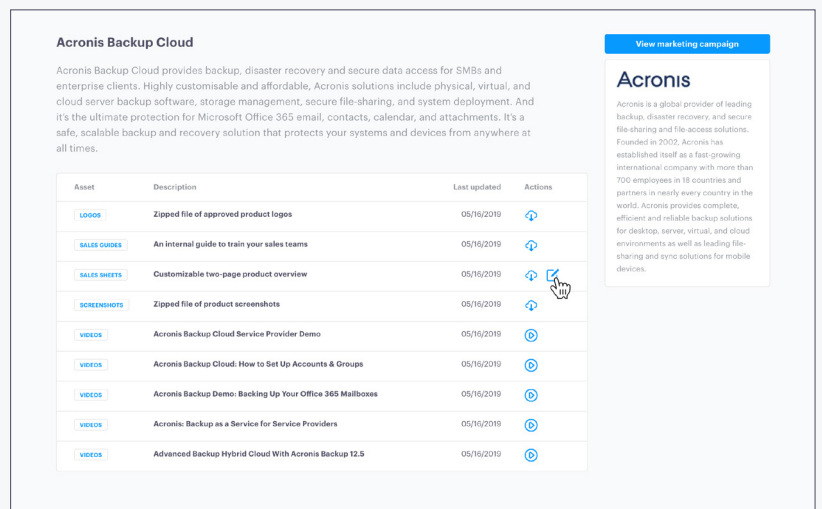
STEP 5

From the preview window, click on "Customise & download."
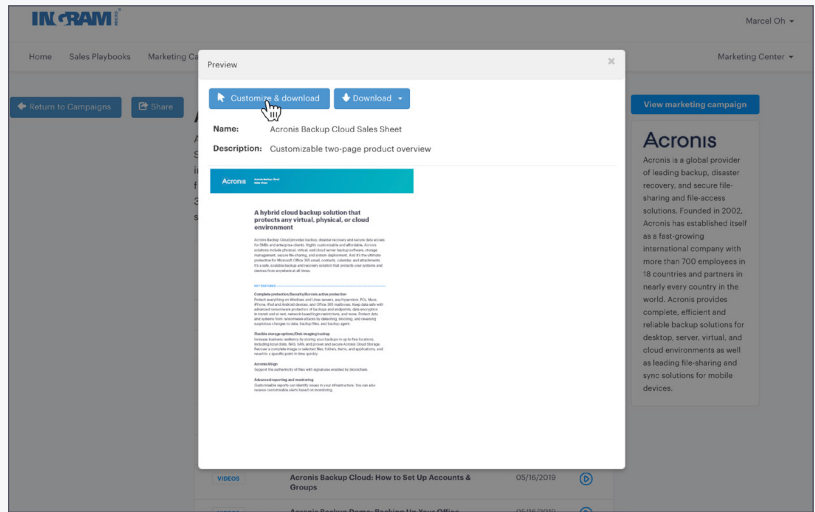
STEP 6

Edit the header and the product description by clicking on "Edit."

TIP:

Include your company name to further promote yourself.
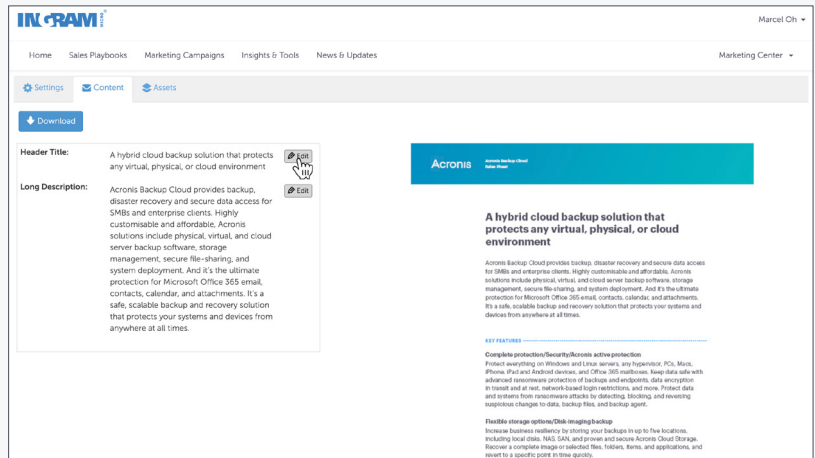
STEP 7

Whenever you finish an edit, make sure to click "Save."
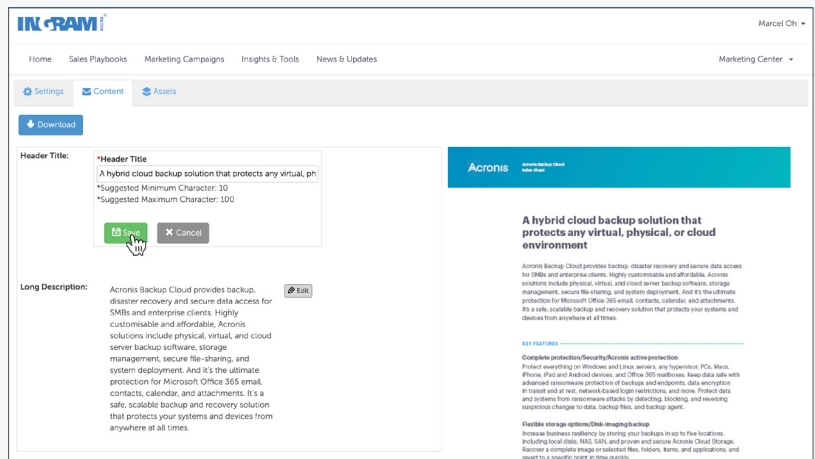
STEP 8

To update the preview with your edits, click "Save & Refresh Preview."
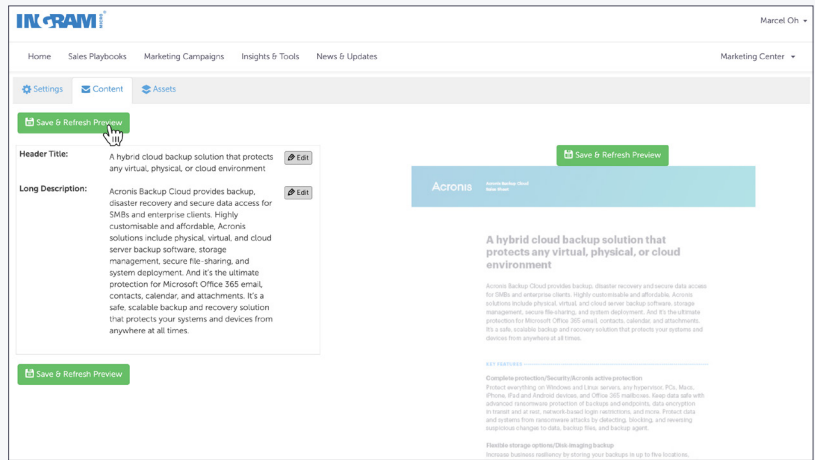
STEP 9

If you wish to update your company logo and contact information for this sales sheet, you can do so under "Assets."
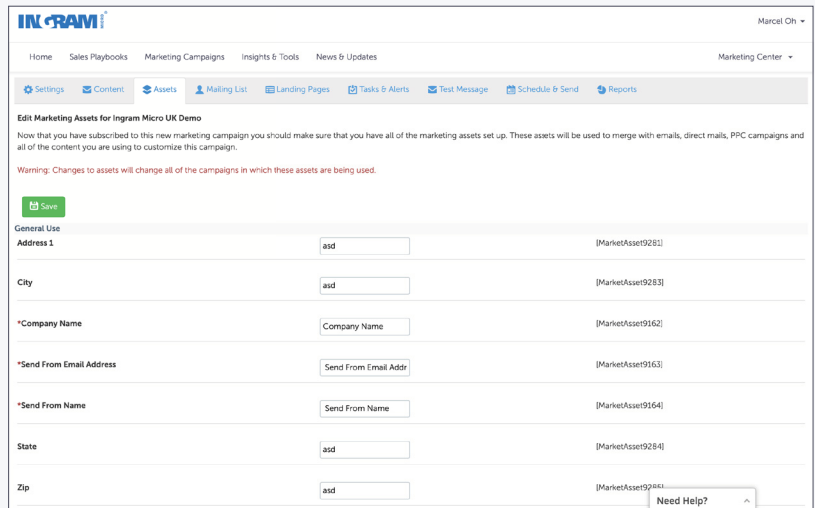
STEP 10

To download the customised sales sheet, click on "Download."
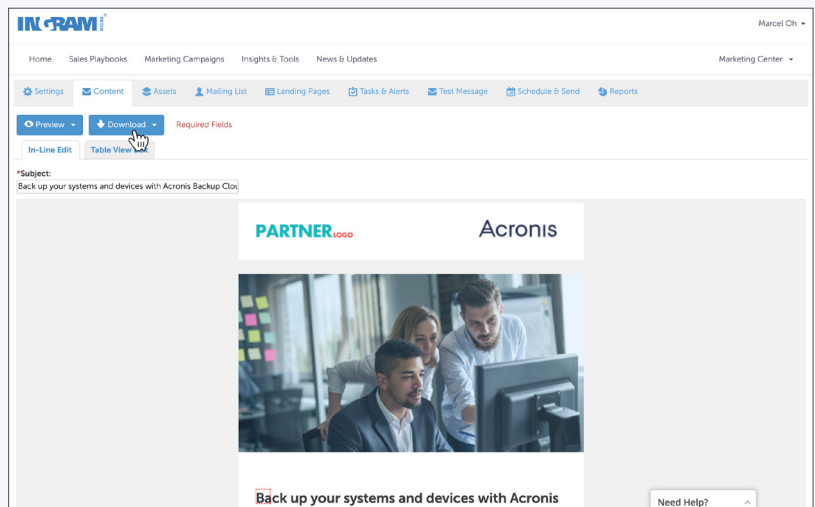
Executing Marketing Campaigns

The Marketing Campaigns section of the Go-to-Market Hub allows you to start a new campaign, search for assets that you want to use, keep track of the different assets you are using, manage contacts and marketing lists, as well as view and download reports.

Searching for a product-based campaign

To search for a product-based campaign, follow these steps:

STEP 1

Hover over "Marketing Campaigns" found on the Go-to-Market Hub homepage menu.
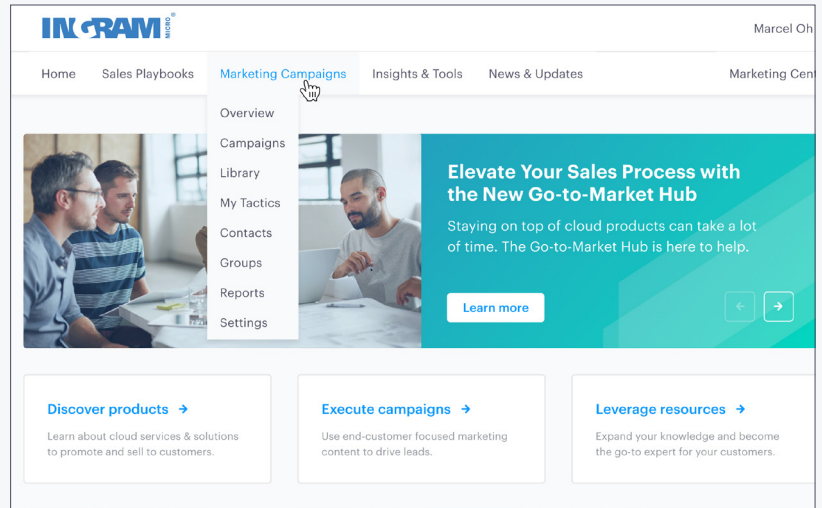
STEP 2

Click on "Campaigns" from the drop-down menu.
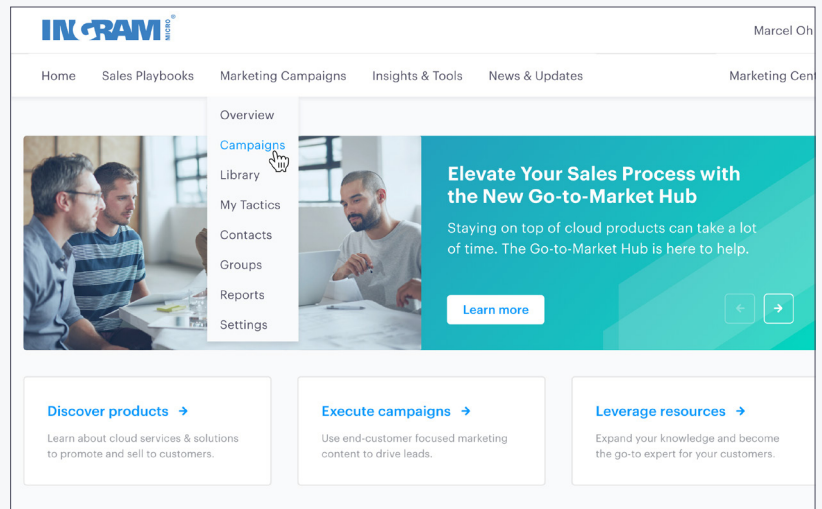
STEP 3

Underneath the search term field, you can narrow your search by product. Click on the field with the blue pencil titled "Product."
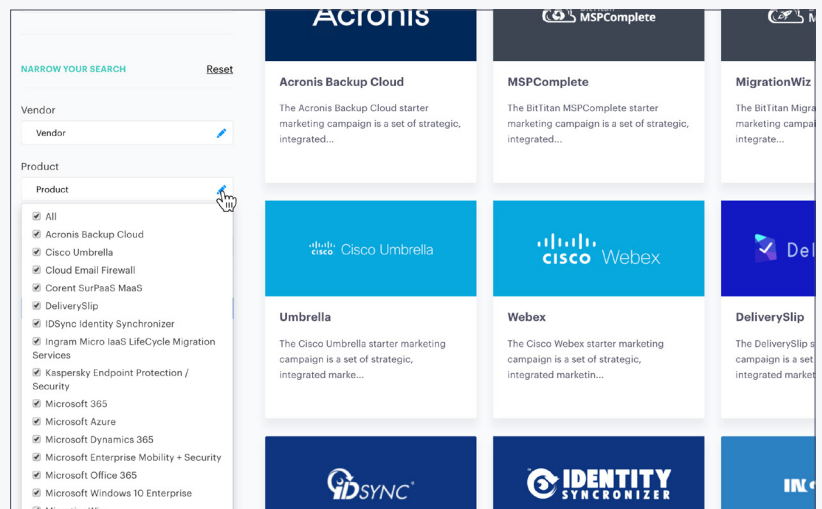
STEP 4

Uncheck "All" to clear the campaign list.
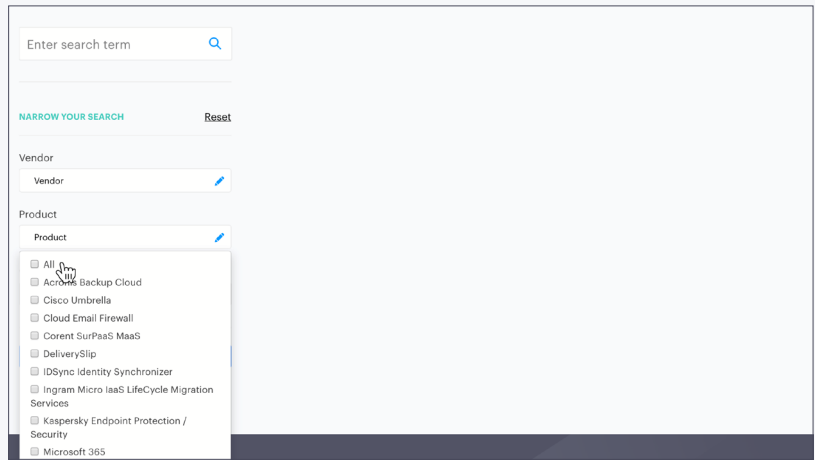
STEP 5

Check any product campaigns that you wish to view.
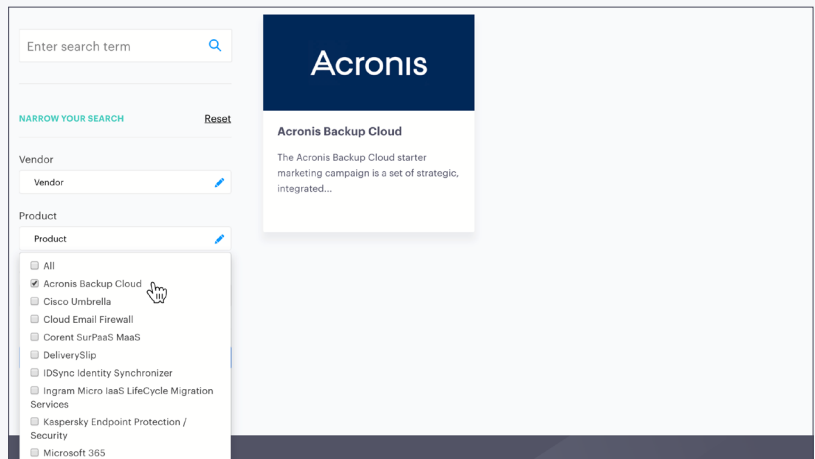
STEP 6

Once you have determined which campaign you want to use, click on the campaign tile.
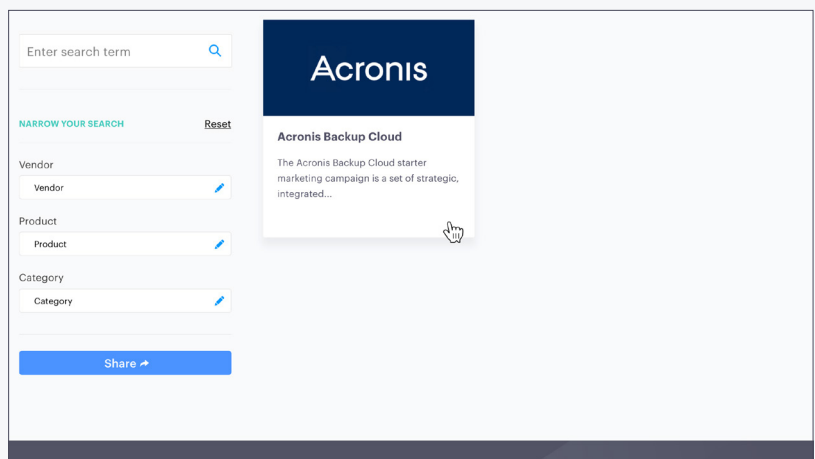
STEP 7

Once you have clicked on a campaign tile, click on an asset to add it to your account.
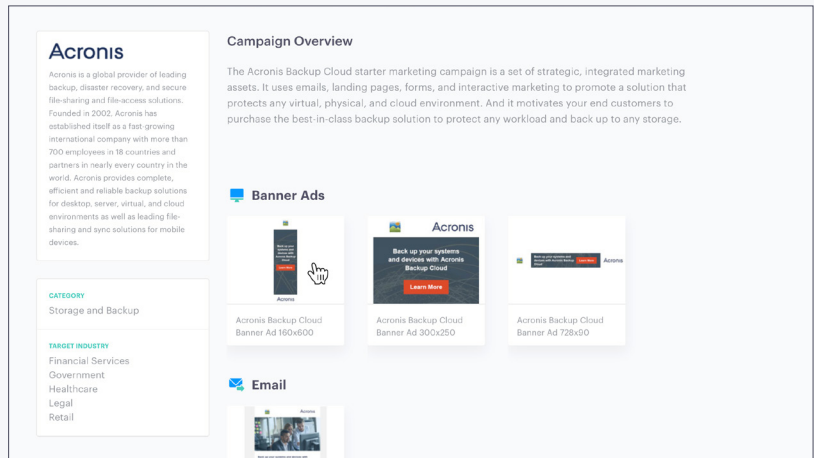
Setting up and deploying a marketing email

You can add preconfigured email campaign templates and deploy them through the Go-to-Market Hub. To set up and deploy a marketing email, you need to first select a campaign, follow these steps:

STEP 1

From the Go-to-Market Hub dashboard, hover over "Marketing Campaigns."
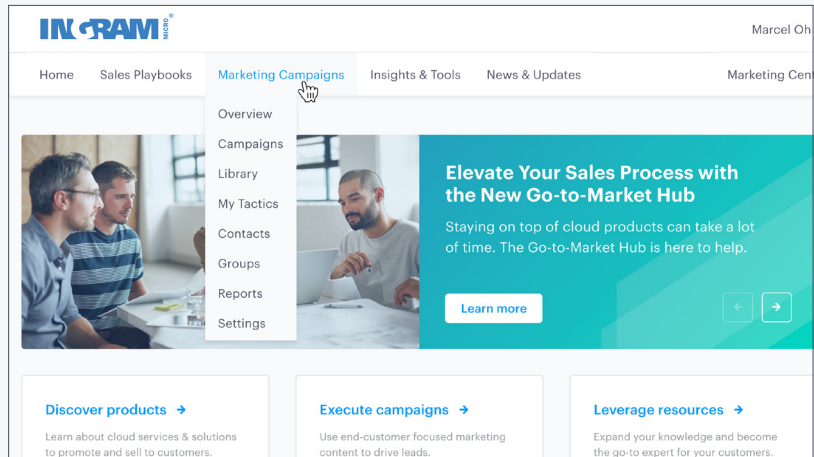
STEP 2

Click on "Campaigns" from the drop-down menu.
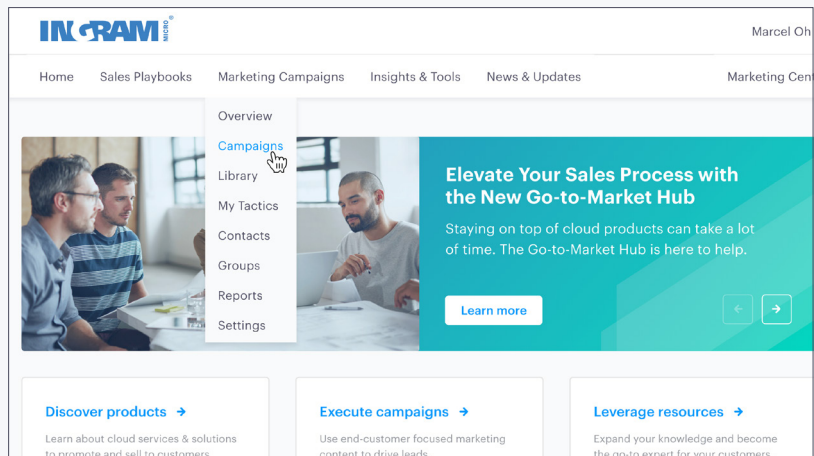
STEP 3

Click on a starter campaign tile.
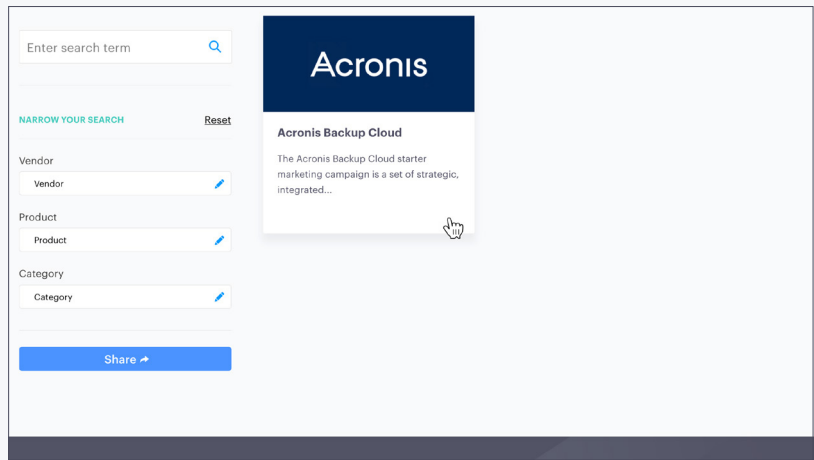
STEP 4

After selecting one of the starter campaigns, click on the asset under "Email."
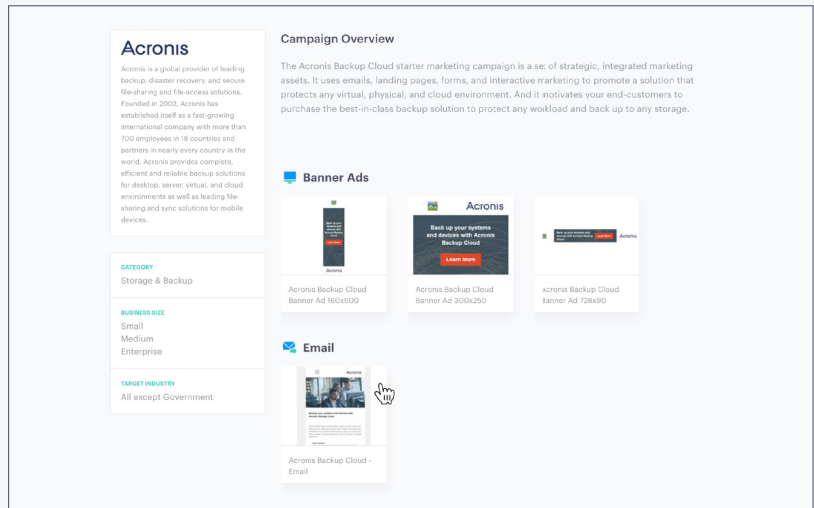
STEP 5

Click on "Customise & Send."
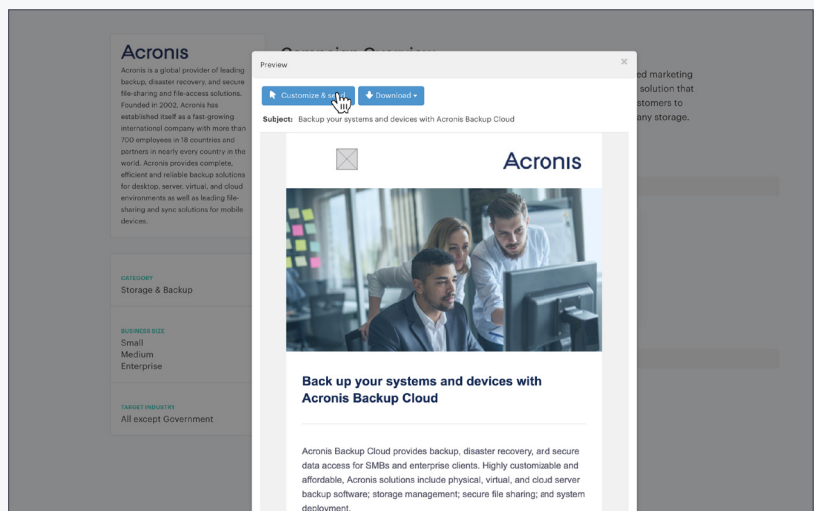
STEP 6

Edit the content of the
email either in-line or in
table view.

TIP:

Include your company
name to further promote
yourself.
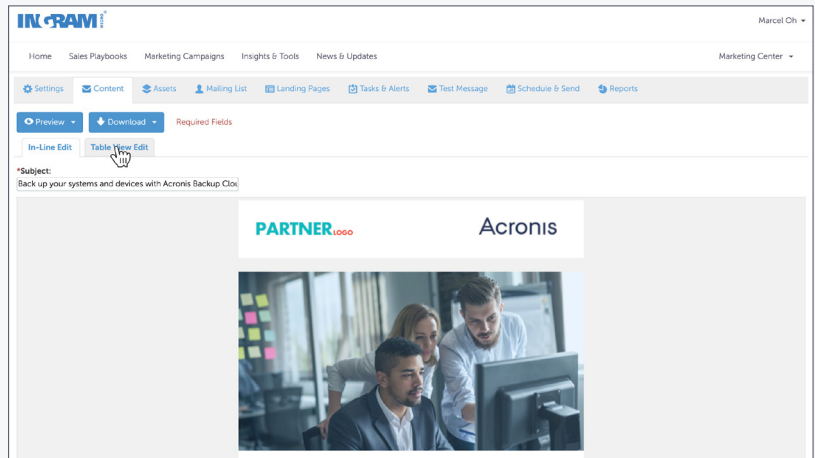
STEP 7

Import your mailing list
or select a previously
created contact group
for this marketing
campaign email.
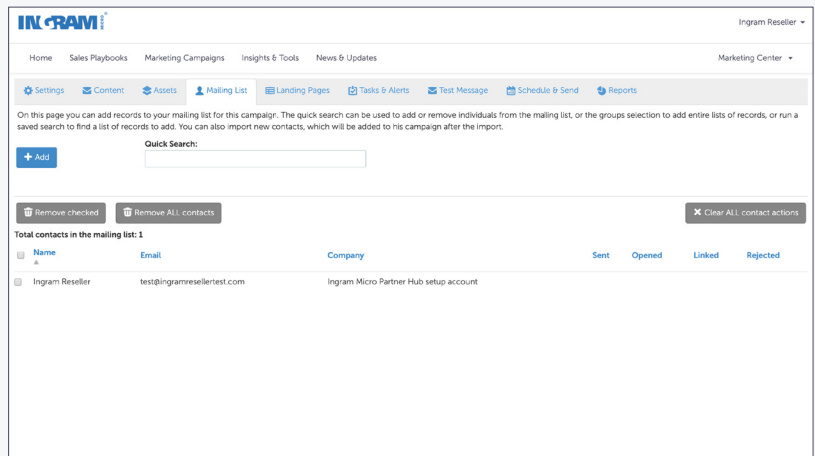
STEP 8

Edit the marketing
assets (company name,
address, etc.) if it needs
to be different from your
default settings.
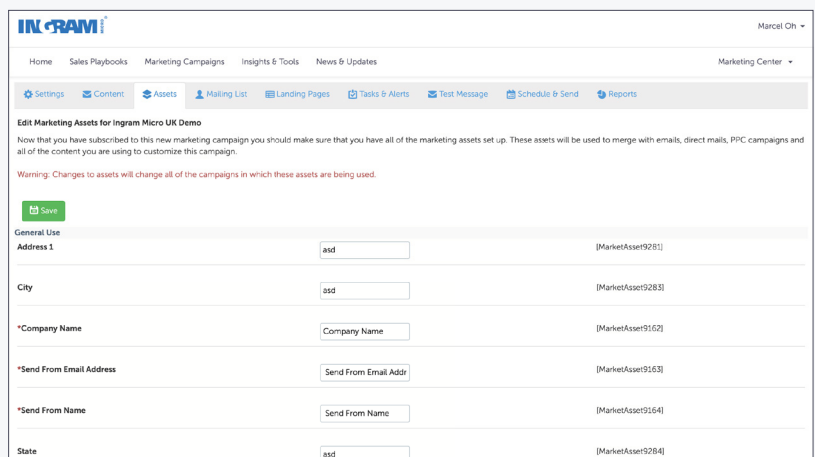
STEP 9

View what landing page is being used to confirm it is correct.

TIP:

Submit a test lead on your landing page to ensure it's being captured correctly within your lead management section.
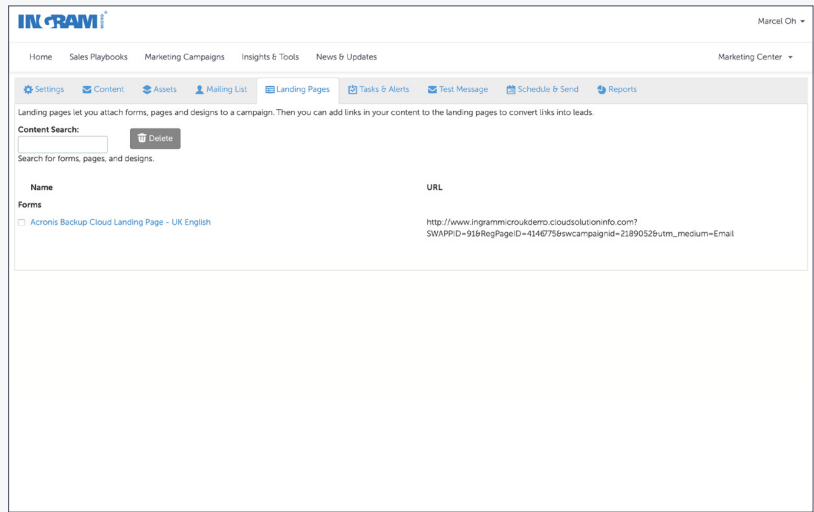
STEP 10

Add tasks and alerts, such as what type of feedback you want to receive or who should receive the information. You can also edit the information this person will receive.
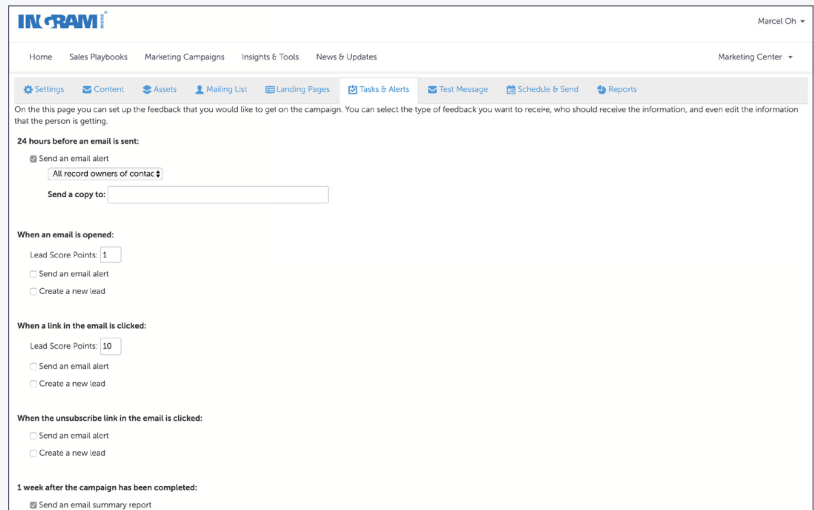
STEP 11

Send a test message to confirm what the mailing list recipients will see on their end.

TIP:

Include your email address in your marketing lists list to confirm the final email was sent.
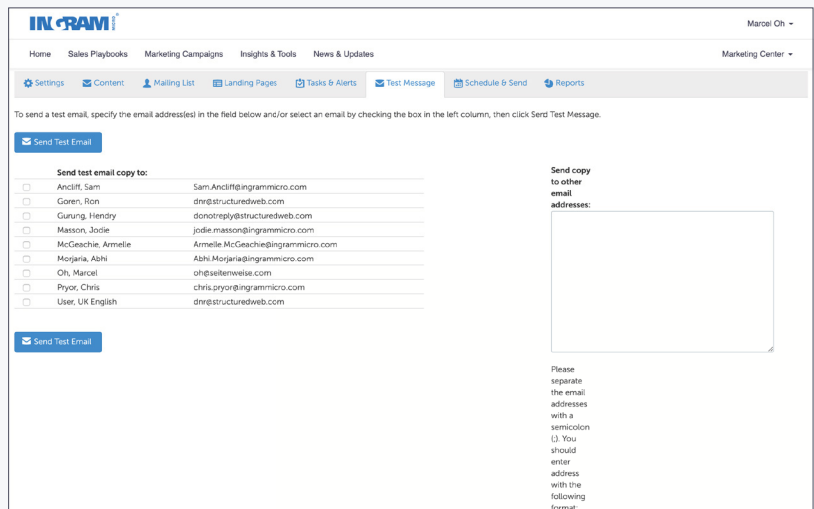
STEP 12

Under "Schedule & Send," you can select the date and time the campaign will launch and whether all emails will be sent at once or if you want to initiate the campaign with a daily limit.

Note: Before deploying, it is recommended that you review the campaign overview that is also found at the bottom of the page.
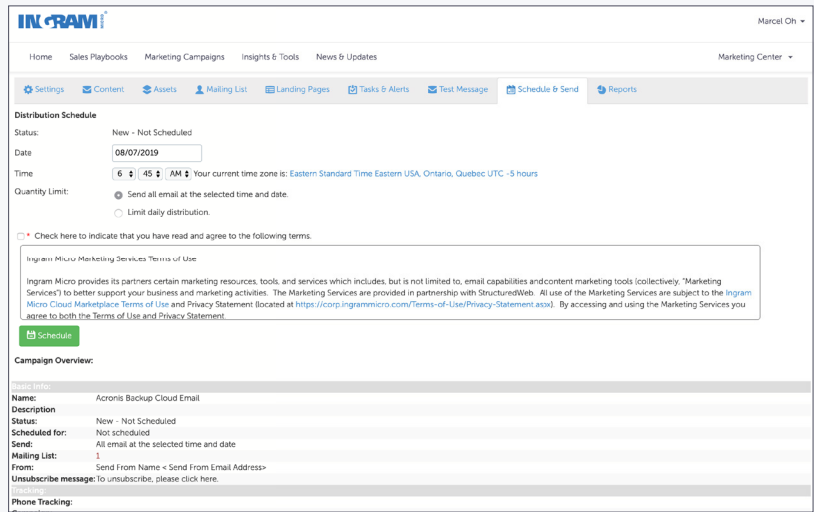
STEP 13

To finish scheduling, click on "Schedule".
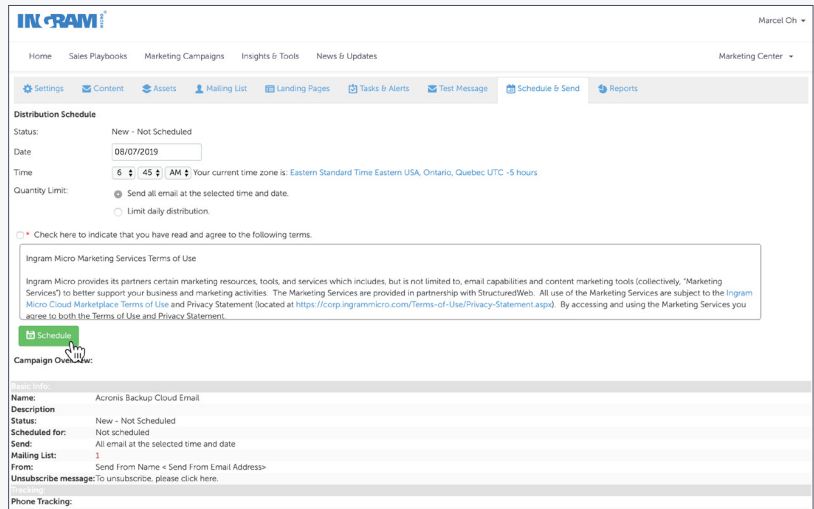
Activating and syncing social syndication

Activating and syncing social syndication is achieved by first selecting a campaign. If you have already added a campaign to your account, you can access it by hovering over "Marketing Campaigns," click on "My Tactics," then click on "Social" from the dashboard. Follow these steps to activate and sync social syndication:

STEP 1

To select a new social campaign, hover over "Marketing Campaigns."
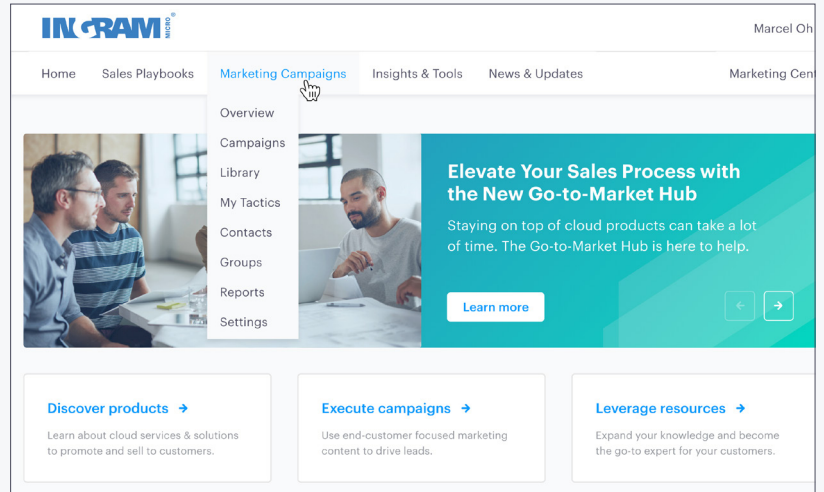
STEP 2

Click on "Campaigns" from the drop-down menu.
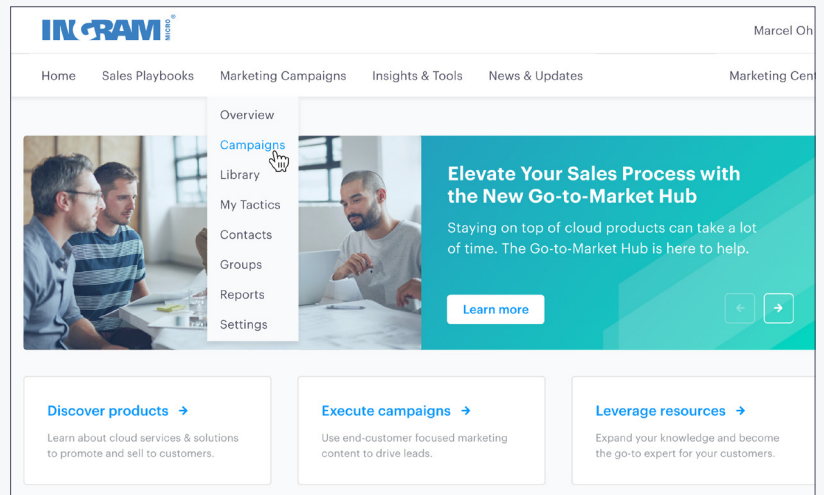
STEP 3

Click on a starter campaign tile.
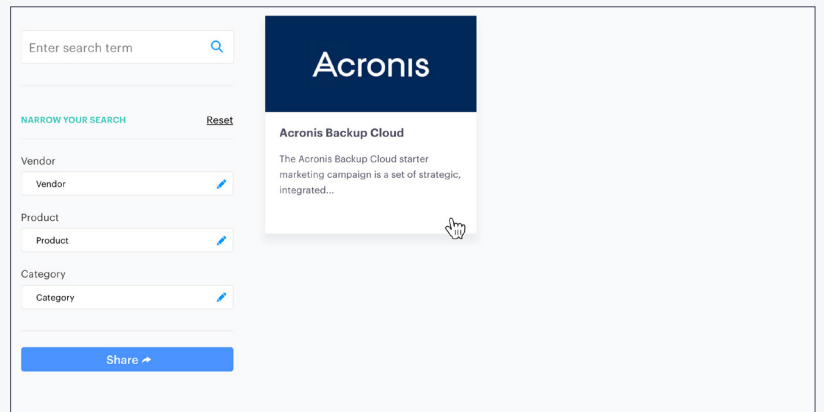
STEP 4

After selecting one of
the starter campaigns,
scroll to the bottom
and click on one of the
Social assets.
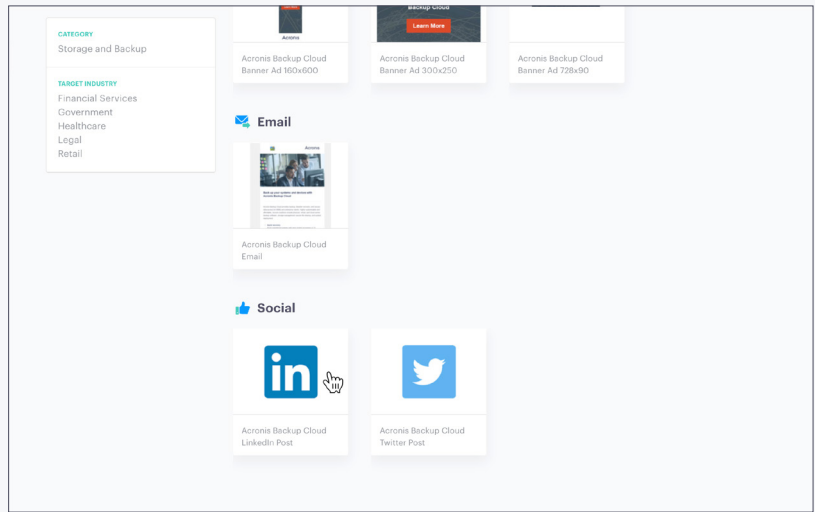
STEP 5

A new window will
open that will give you
two options: "Activate
this Campaign" or
"Download." Click on
"Activate this Campaign."
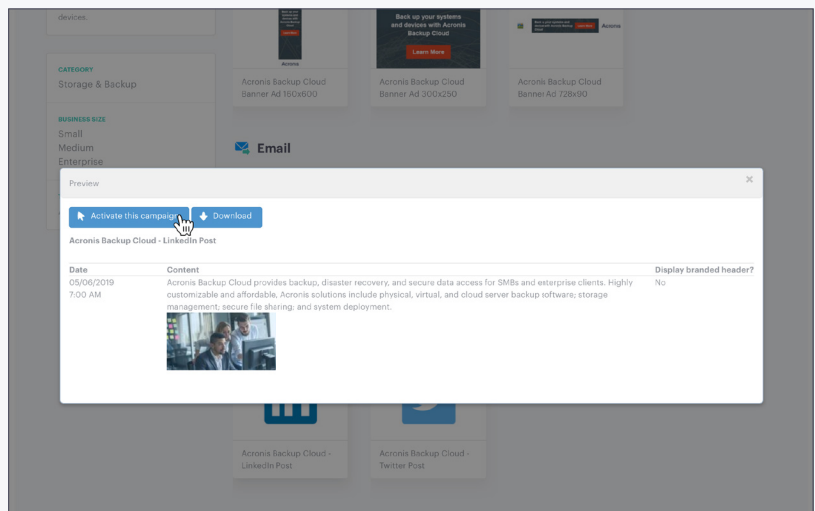
STEP 6

You will be prompted to
authorise your member or
company social account.
Click on "Authorise."
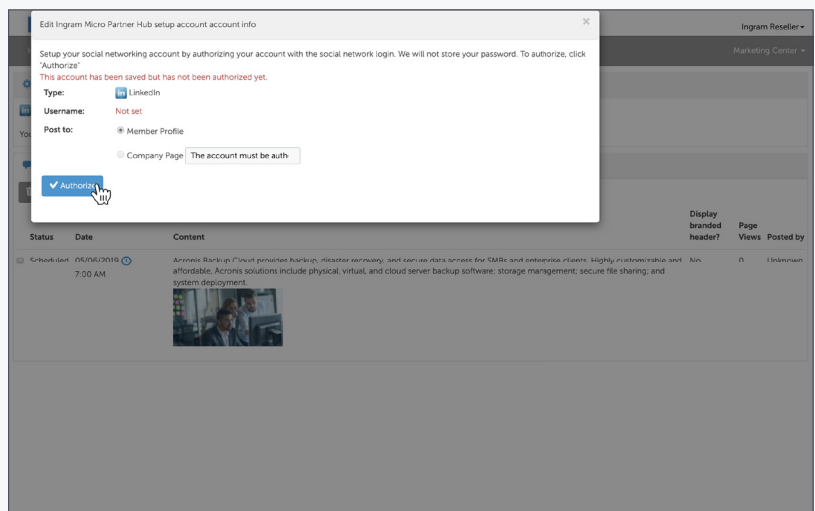
STEP 7

This will take you to the social page where you will need to enter your social login info to complete the authorisation.
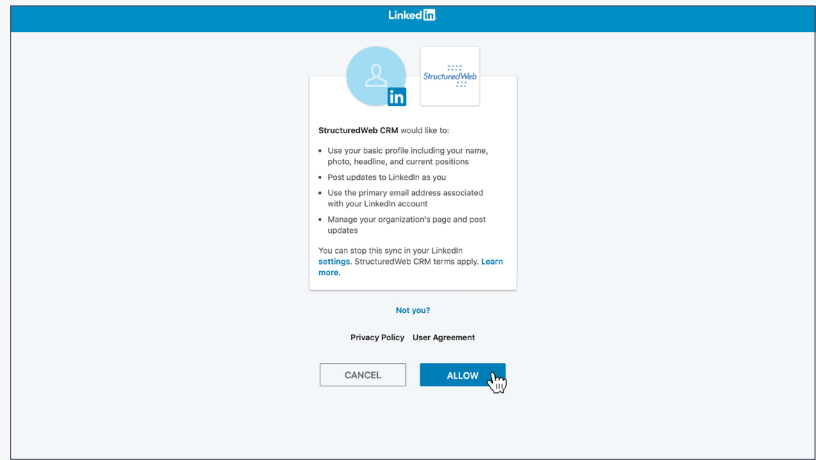
Customising and downloading ad banners

To customise and download ad banners you must first select a campaign. If you have already added a campaign to your account, you can access it by hovering over "Marketing Campaigns," click on "My Tactics," then click on "Banner Ads" from the dashboard. Follow these steps to customise and download ad banners:

STEP 1

To select a new ad banner, hover over "Marketing Campaigns."
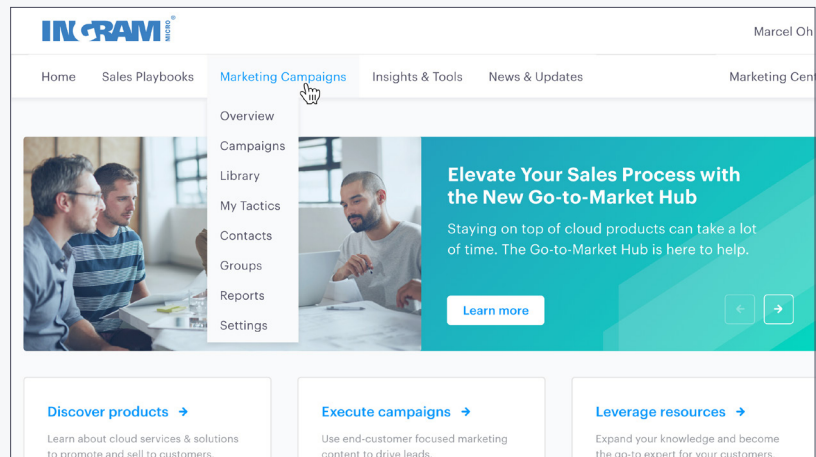
**STEP 2**

Click on "Campaigns" from the drop-down menu.
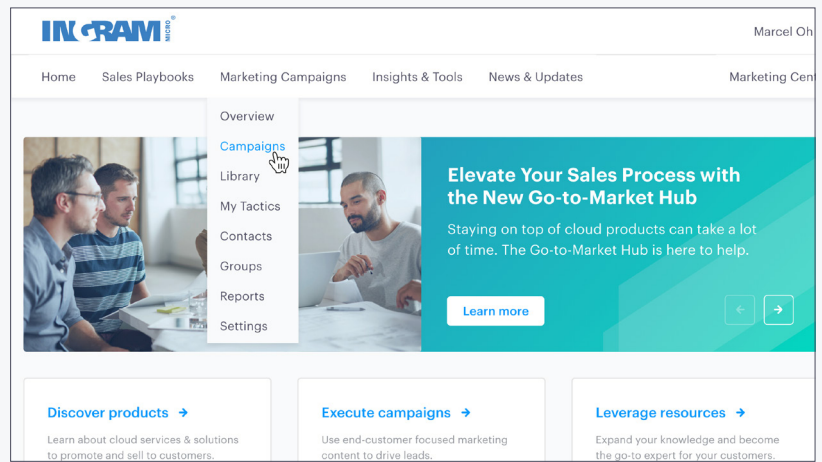
STEP 3

Click on a starter campaign tile.
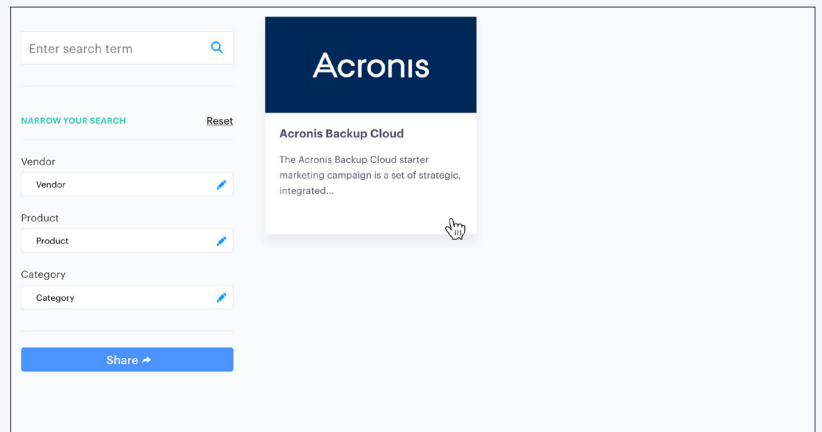
STEP 4

After clicking on the campaign you want to use, click on the banner asset you want to add to your account.
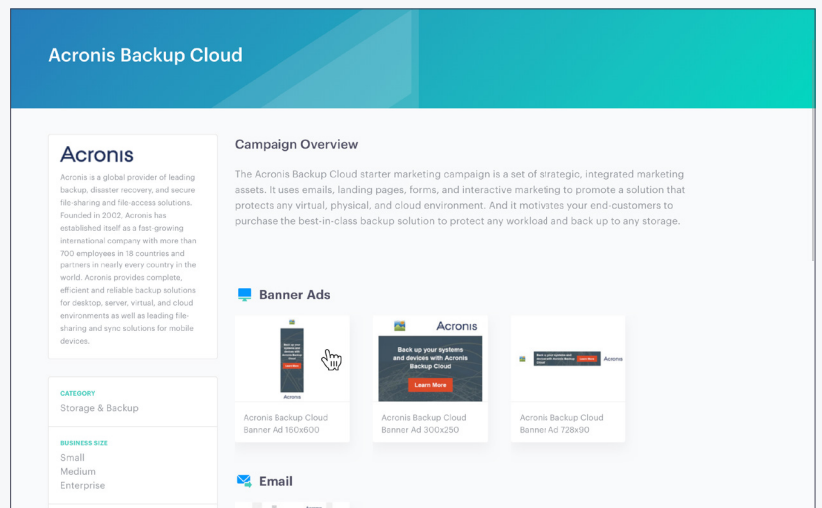
STEP 5

A new window will open that will give you two options: "Customise & download" or "Download." Click on "Customise & download."
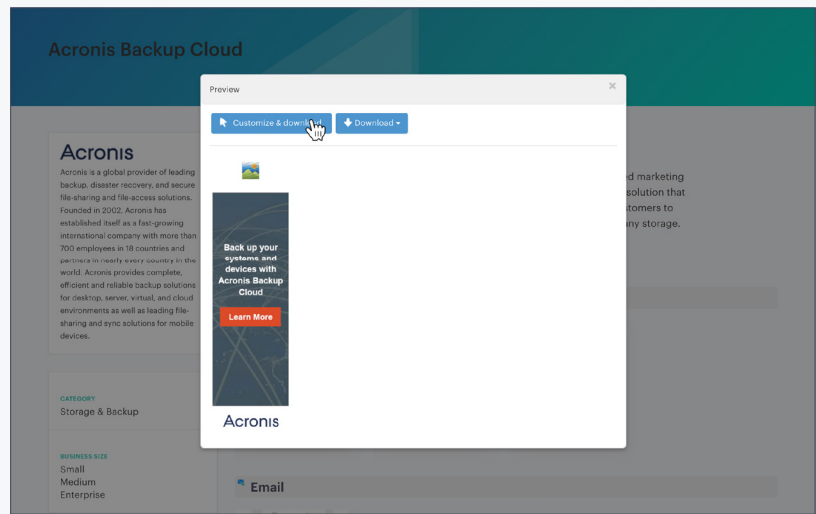
STEP 6

You will find two fields that can be edited: Banner Content and the CTA. You can edit either by clicking on "Edit."
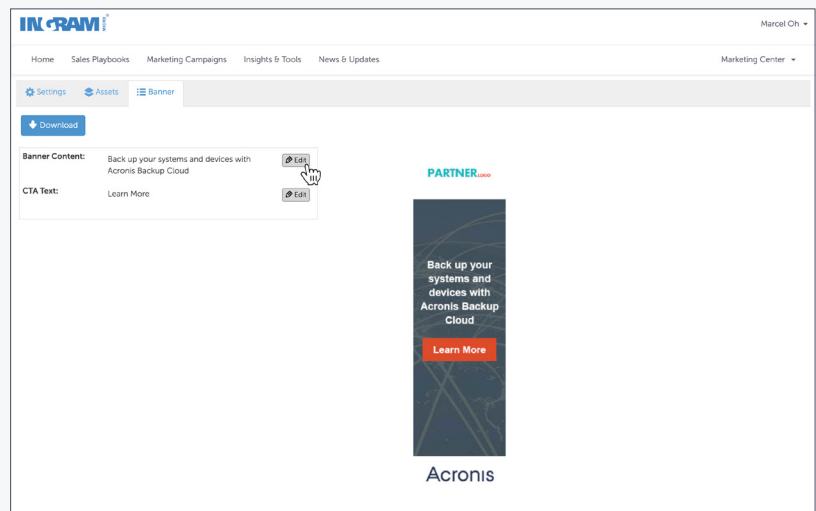
STEP 7

Whenever you finish an edit, make sure to click "Save."
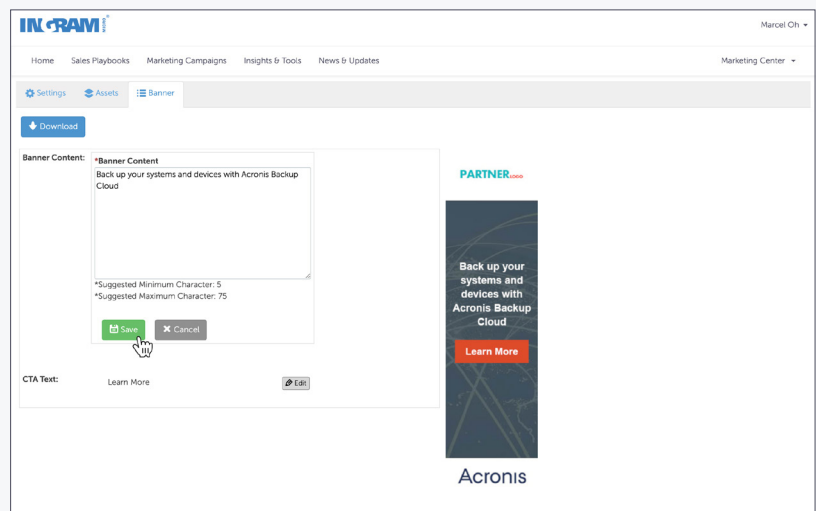
STEP 8

To update the preview with your edits, click "Save & Refresh Preview."
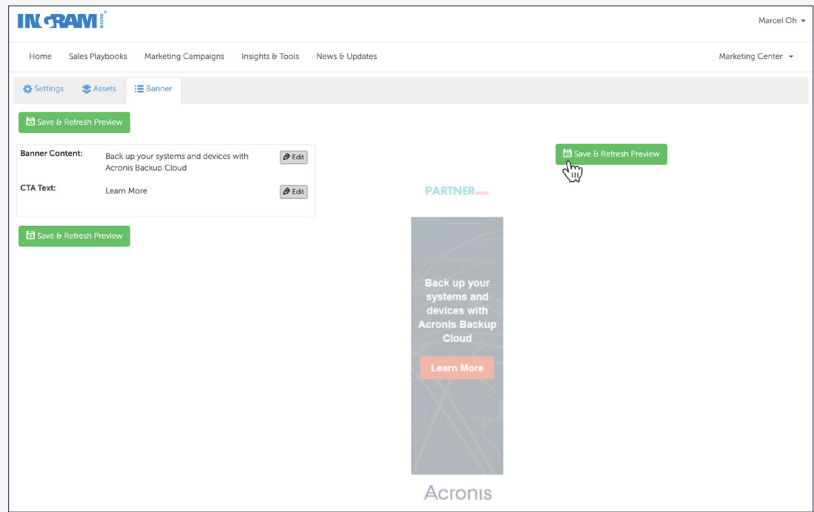
STEP 9

When you have finished editing the banner, make sure you are under the dashboard tab titled "Banner." Select "Download."
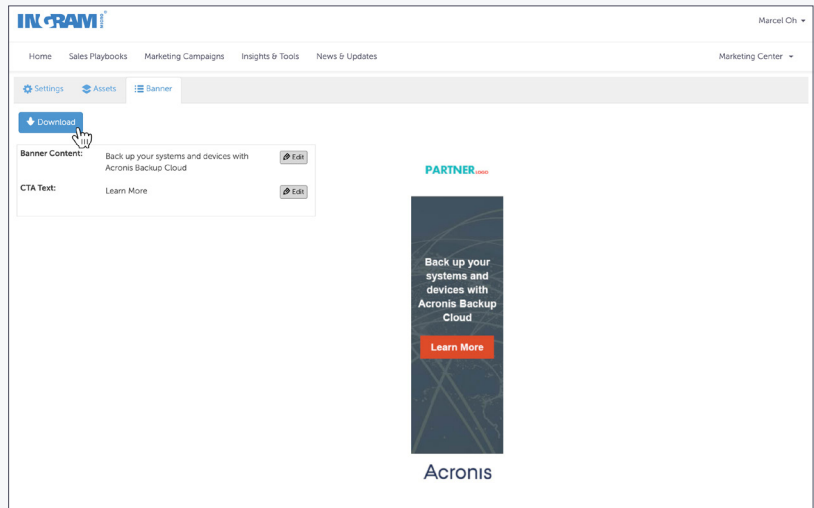
STEP 10

Choose where you want to download it in HTML or as an image.
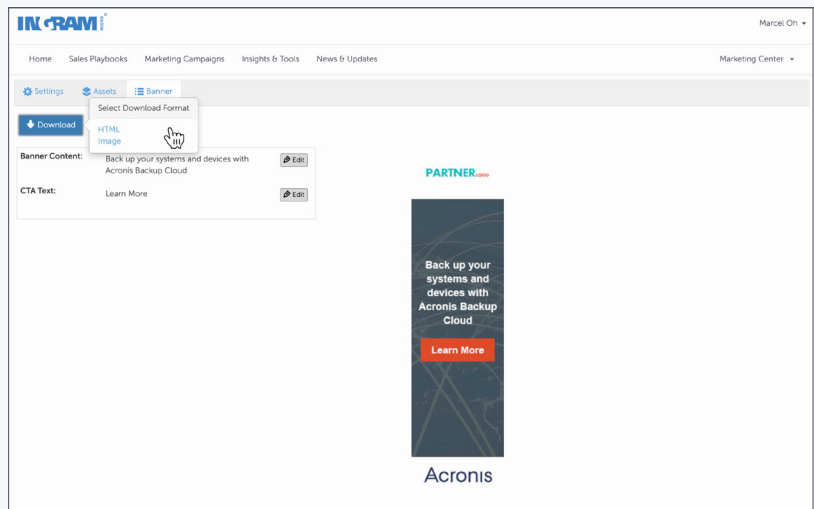
Managing your tactics

The My Tactics section of the Go-to-Market Hub allows you to manage email, social and banner ad assets. Additionally, you can review your campaign's landing pages under forms, see what video assets you are using, and get a snapshot of your content syndication as well as the files you have downloaded (such as sales sheets). To manage your tactics, follow these steps:

STEP 1

From the Sales & Marketing homepage, hover over the menu item "Marketing Campaigns."
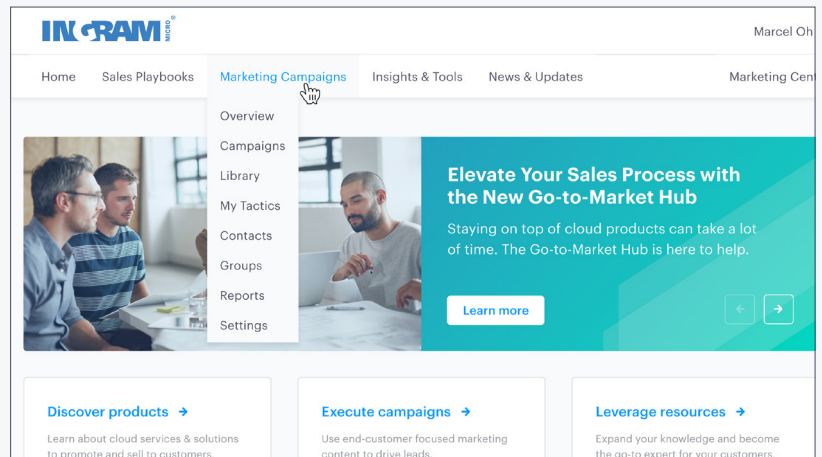
STEP 2

Click on "My Tactics."
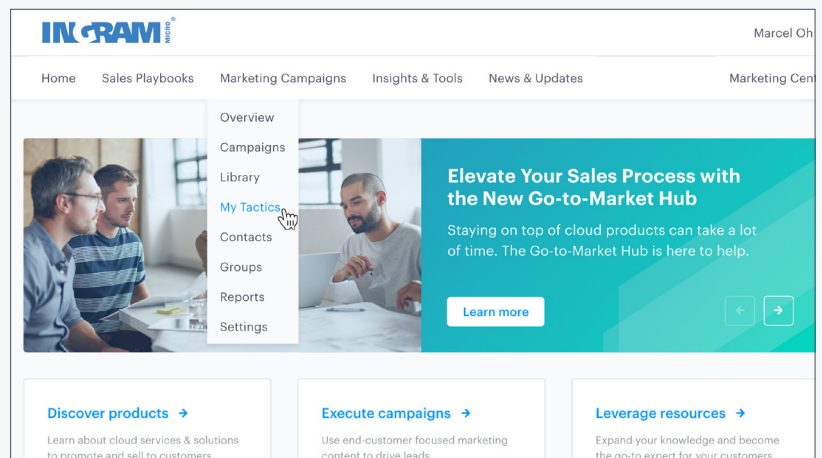
STEP 3

Navigate to the relevant area to see the assets currently active on your account via the submenu.
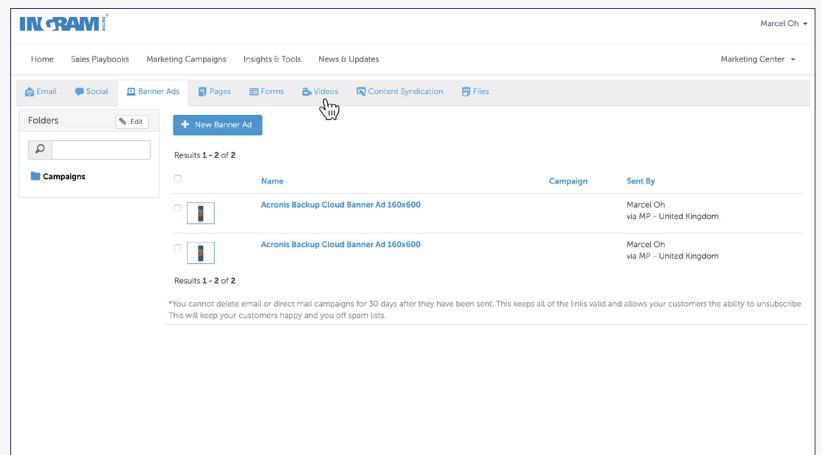
Managing your tactics settings

To manage your settings, follow these steps:

STEP 1

From the Sales & Marketing homepage, hover over the menu item "Marketing Campaigns."
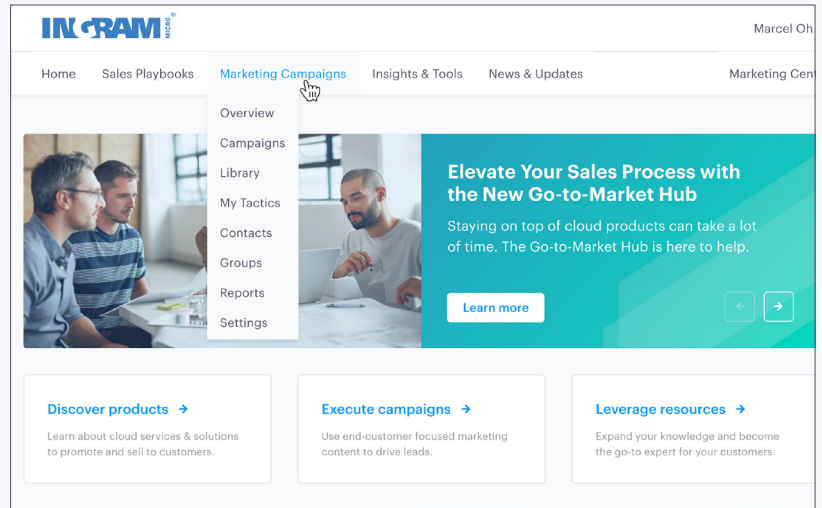
STEP 2

Click on "Settings" from the drop-down menu.
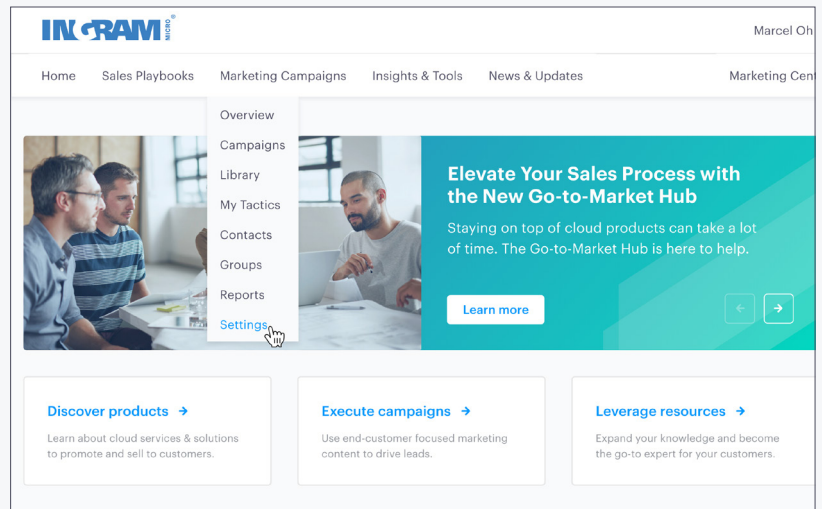
STEP 3

Click on the "Marketing Assets" tab.
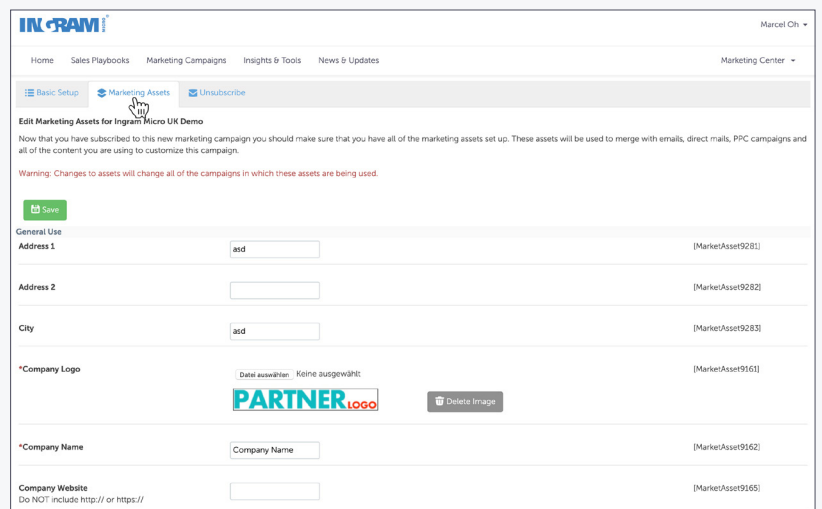
STEP 4

Change your company information. This information will populate your marketing assets.

Note: This company information will apply to all users under this account.
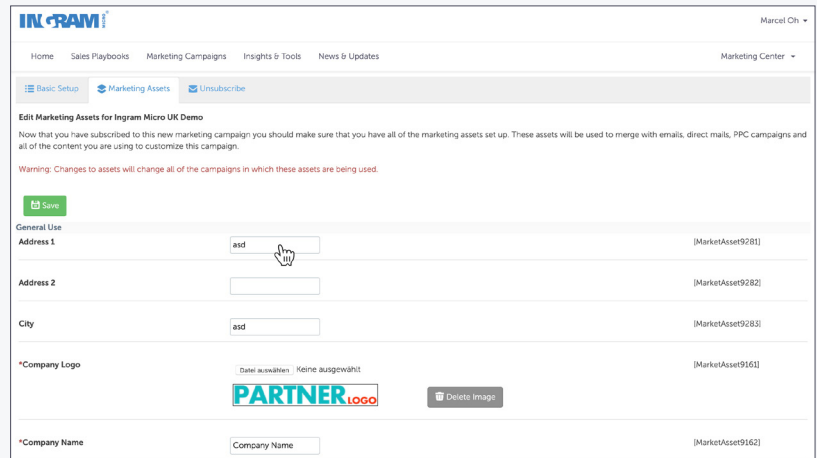
Importing and managing your marketing lists

In the Go-to-Market Hub, marketing lists are called groups. You can break out your marketing lists into different groups, allowing you to be more organised and keep track of different customer segments. To import marketing lists, you must first create a group. Follow these steps:

STEP 1

Hover over "Marketing Campaigns" from the Go-to-Market Hub dashboard.
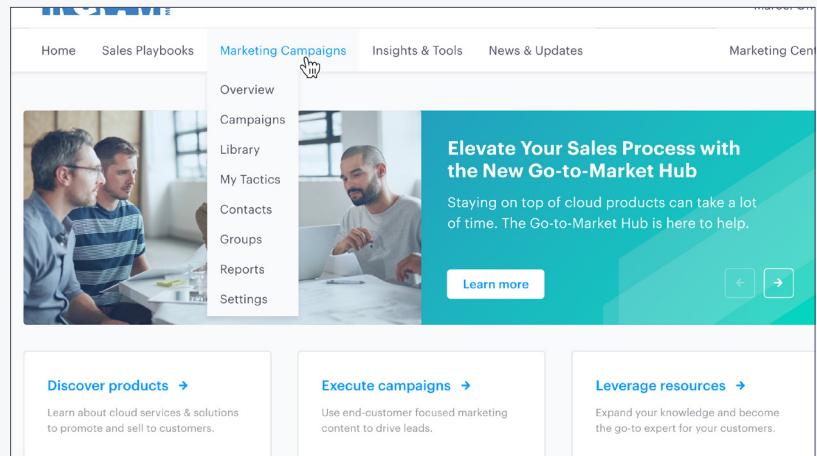
STEP 2

Click on "Groups" from the drop-down menu.
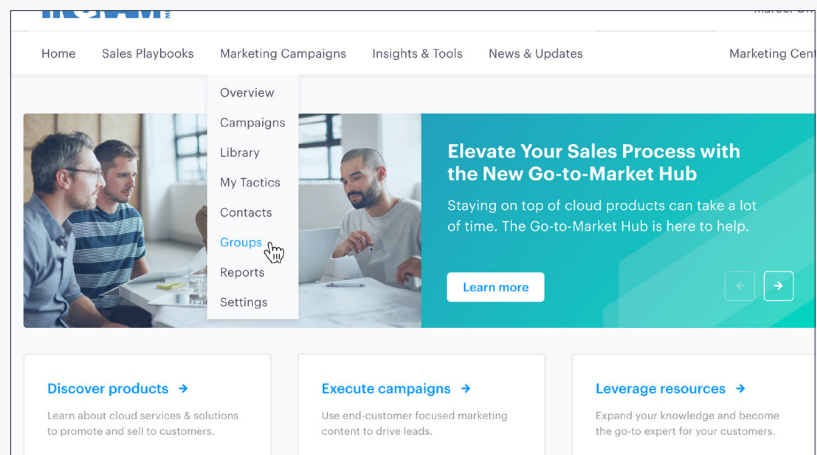
STEP 3

Click "+ Add New" at the top of the page.
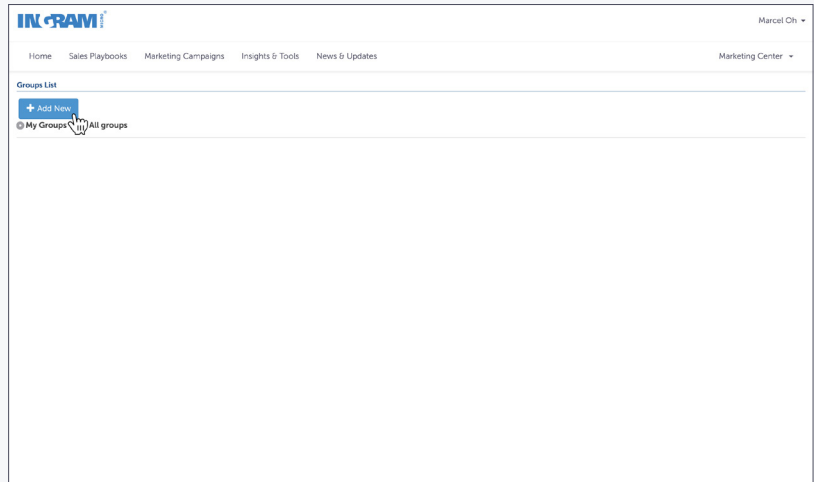
STEP 4

Fill out the fields provided.
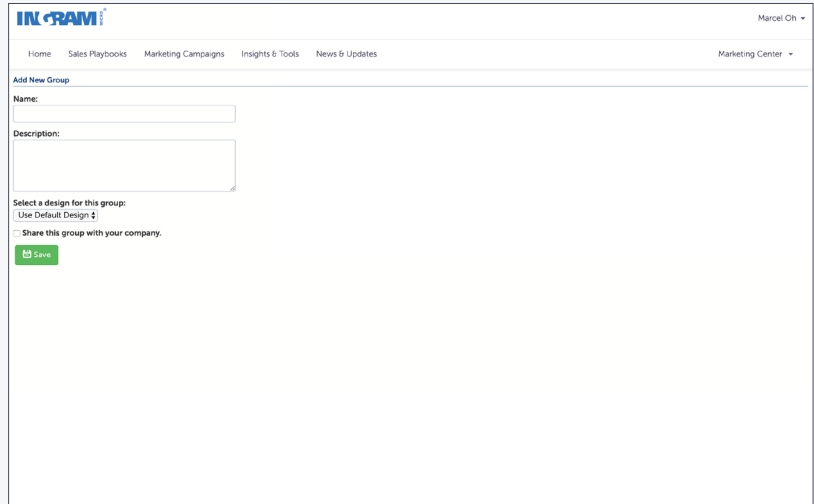
STEP 5

Click "Save" to create the new group.
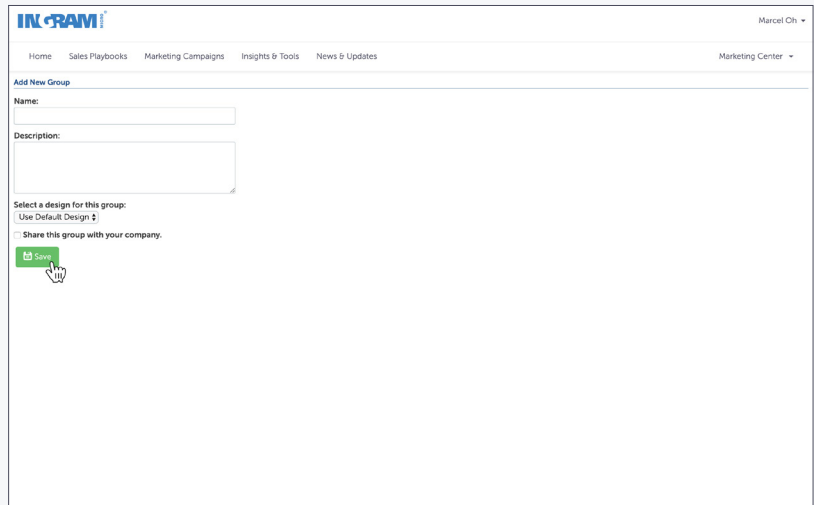
STEP 6

Once you have created a new group, you will be brought to a page that will have options to enable you to add customers to this group.

TIP: Include your email address in your marketing lists list to confirm the final email was sent.
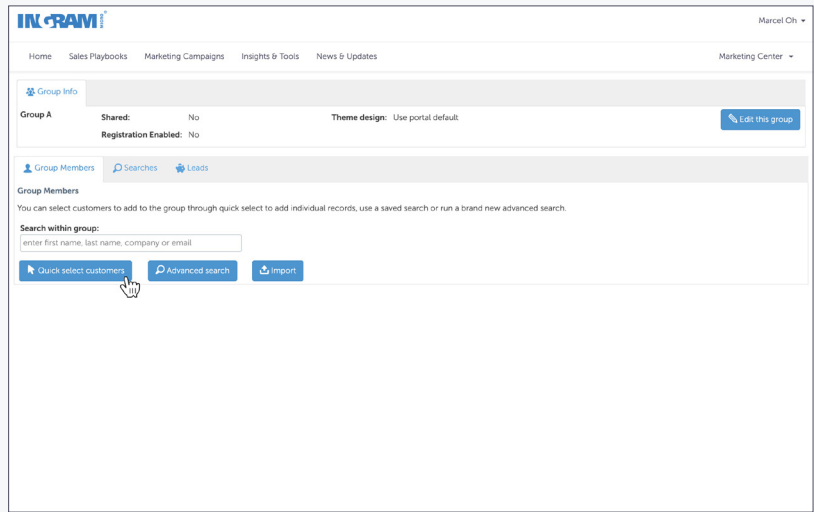
STEP 7

To import, click on "Import".
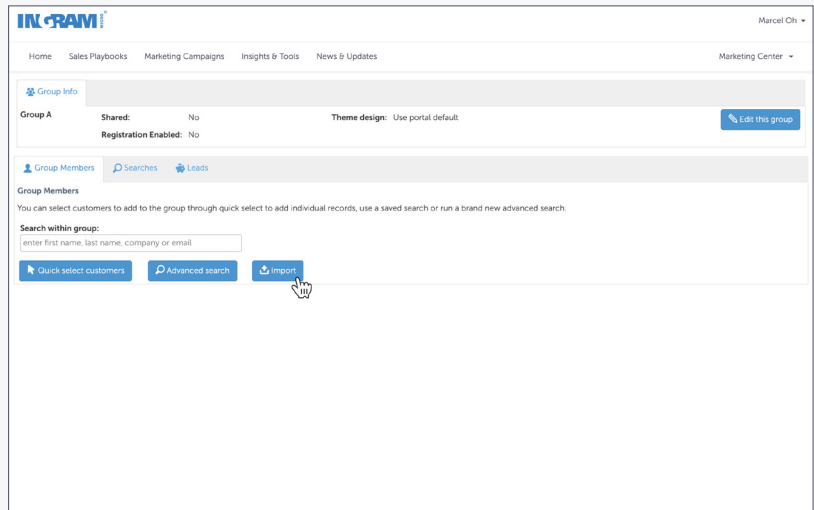
STEP 8

Choose the necessary file to upload it to the group.
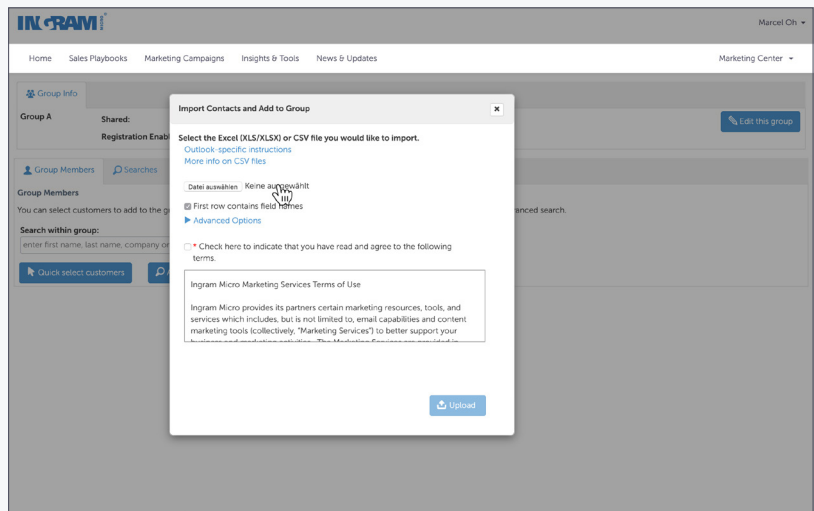
Searching for contacts

To search for contacts, follow these steps:

STEP 1

Hover over "Marketing Campaigns" from the Sales & Marketing homepage.
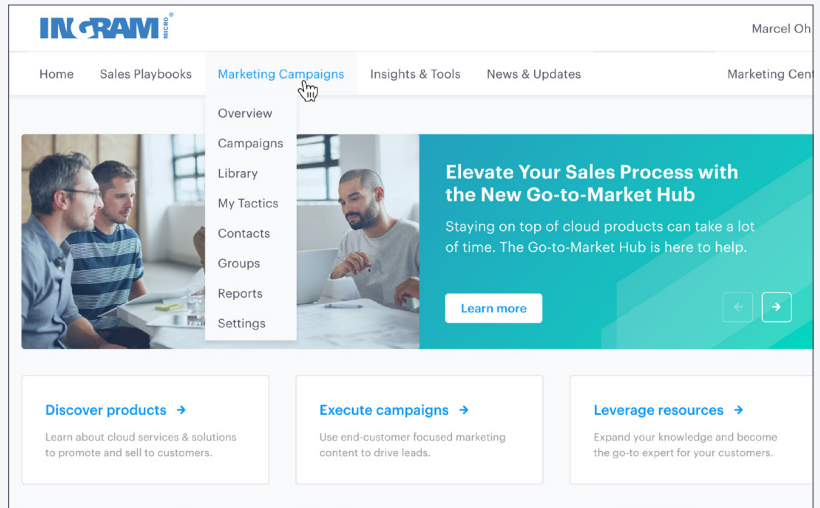
STEP 2

Click on "Contacts" from the drop-down menu.
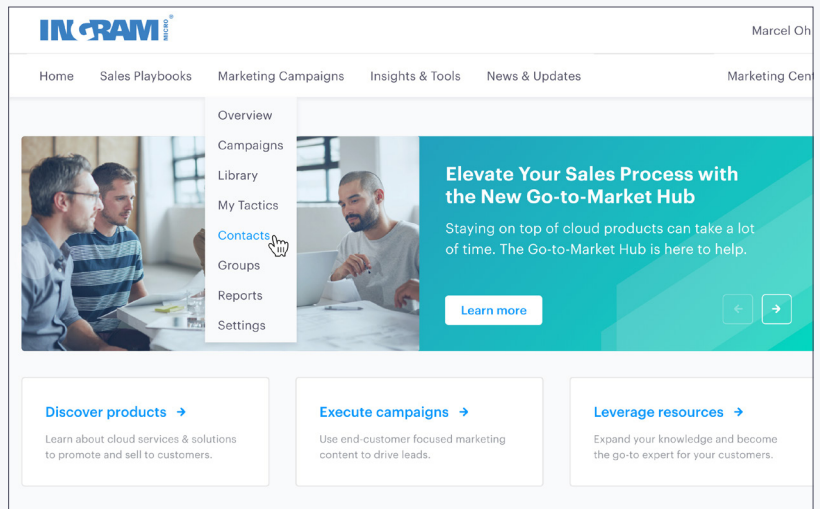
STEP 3

You may enter searches into one or all three of the following fields: last name, company name and email.
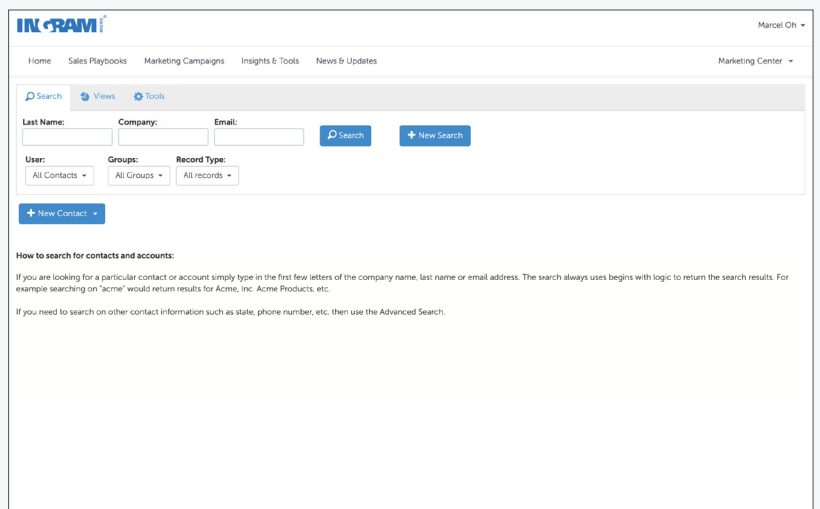
STEP 4

Narrow the search by groups you have created or by record type (accounts or contacts only).
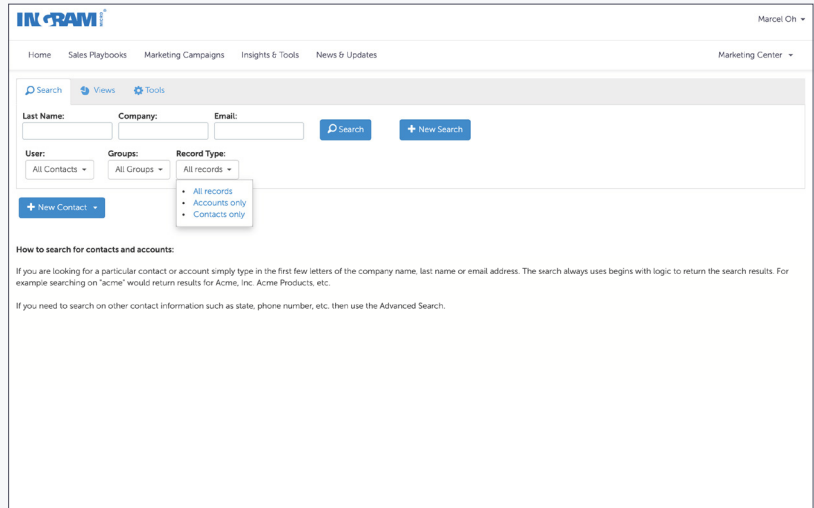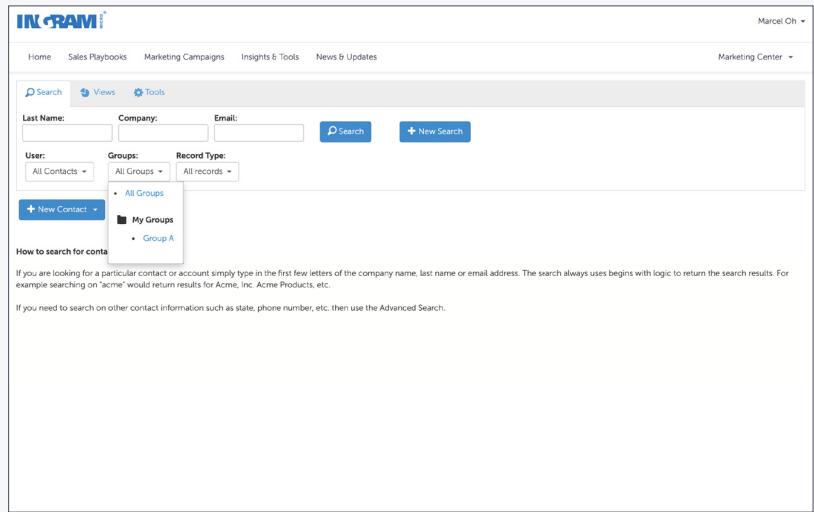
STEP 5

Once you have entered in all the necessary search information, click "Search."
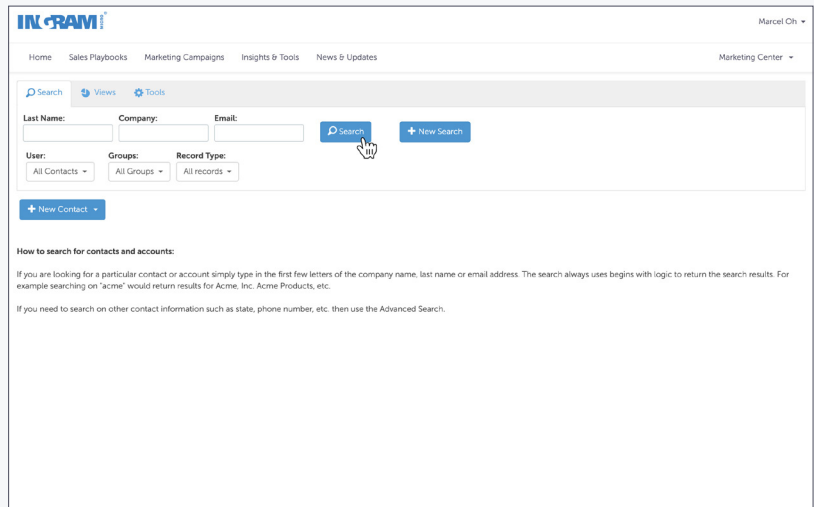
Managing your leads

To manage leads, you need to select "Lead Management." Follow these steps:

STEP 1

From the Go-to-Market Hub homepage, click on the drop-down menu item in the right-hand corner of the homepage titled "Marketing Centre."
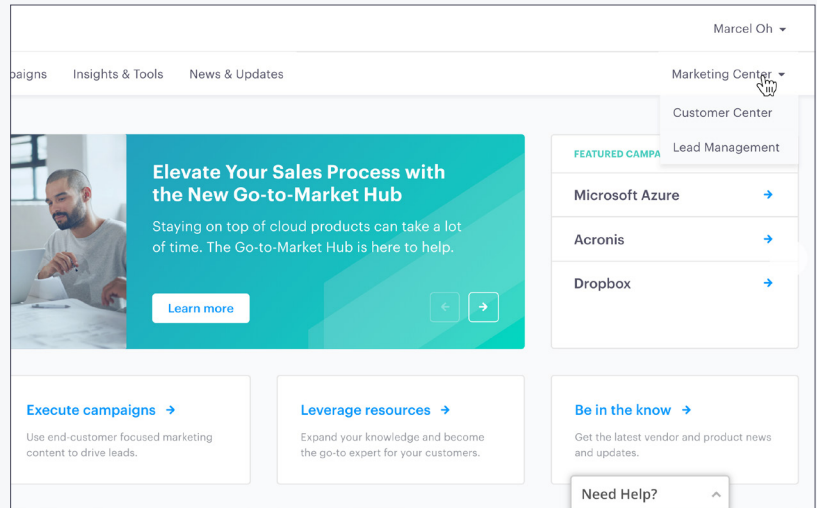
STEP 2

Click on "Lead Management."
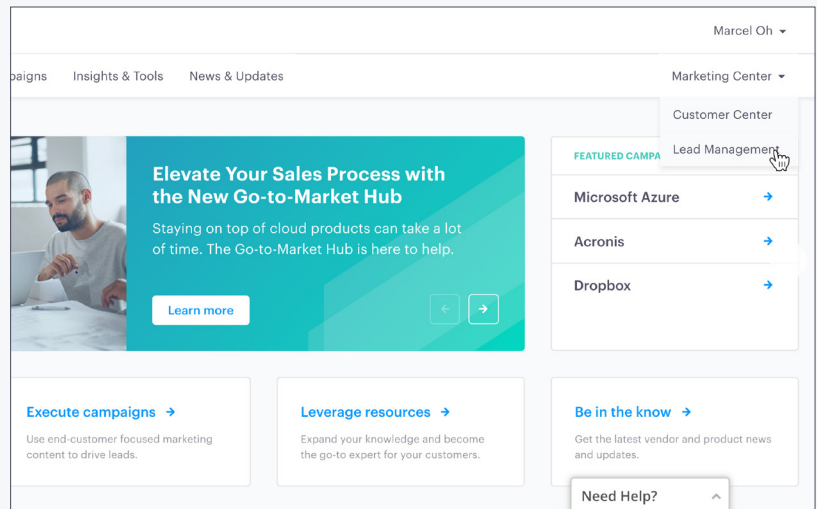
STEP 3

From the new menu, click on "Leads."
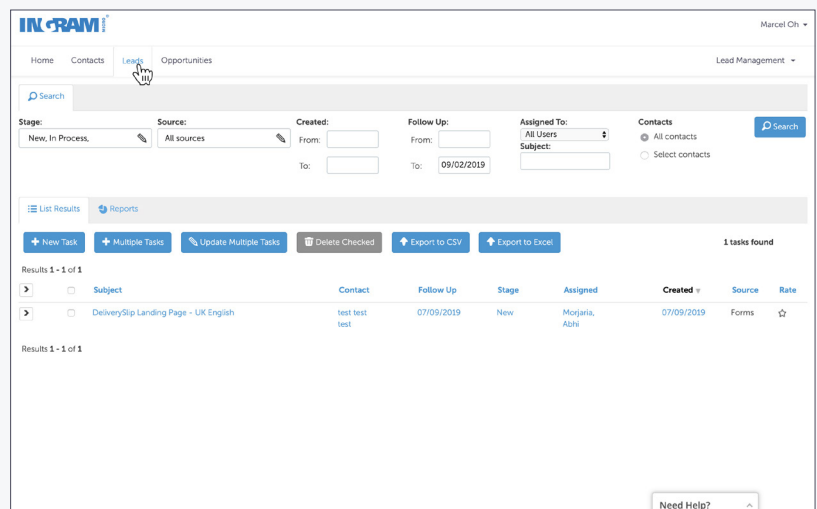
Leads are broken down by several columns that can be sorted by selecting the column name. The following are the column names defined:

- **Subject:** This is the subject line of the lead. This displays the name of the campaign and if it was an inbound call or form submission
- **Contact:** Displays the lead's contact information
- **Follow Up:** Provides you with an estimated follow-up date
- **Stage:** Displays the stage the lead is in
- **Assigned:** Displays the user the lead is assigned to
- **Created:** Displays the date the lead was originally created
- **Source:** Displays the source of the lead (form, inbound call)

Click the arrow next to the Lead Subject to view more options for managing the lead. The following are the available managing options:

- Edit this contact
- Enter a note
- Send an email
- New calendar entry
- View activity

To view the lead details, click on "Lead Subject". To view or modify the contact information, click on the name of the contact.

Managing leads

To conduct different actions on a lead, you can create new tasks under the Leads section of the Lead Management area.

To set a follow-up date, follow these steps:

STEP 1

To set a follow-up date, click on "+ New Task."
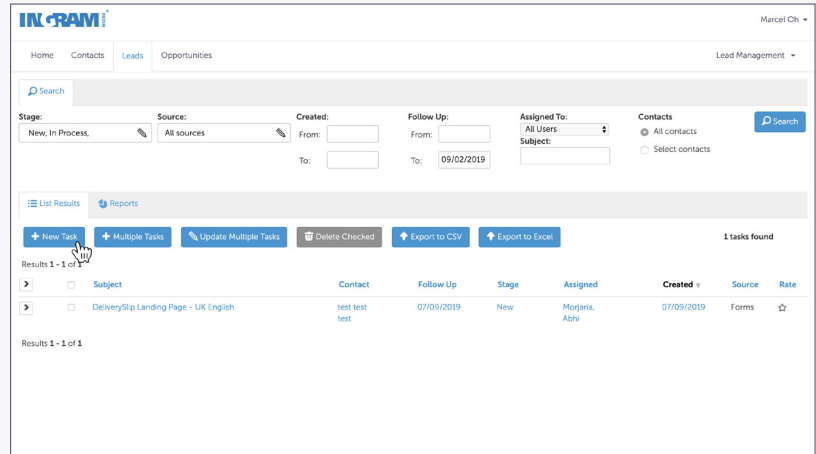
STEP 2

In this new section, fill out the provided fields.
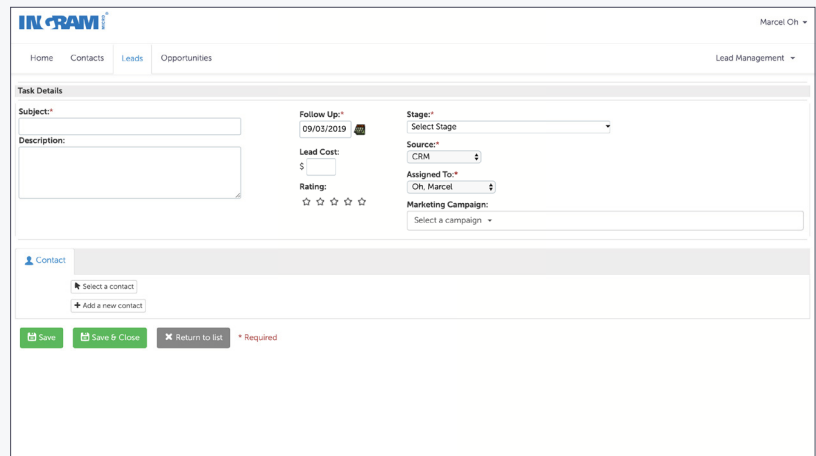
STEP 3

To set a follow-up date, choose a date under the field "Follow Up" by either clicking on the date field or the calendar icon.
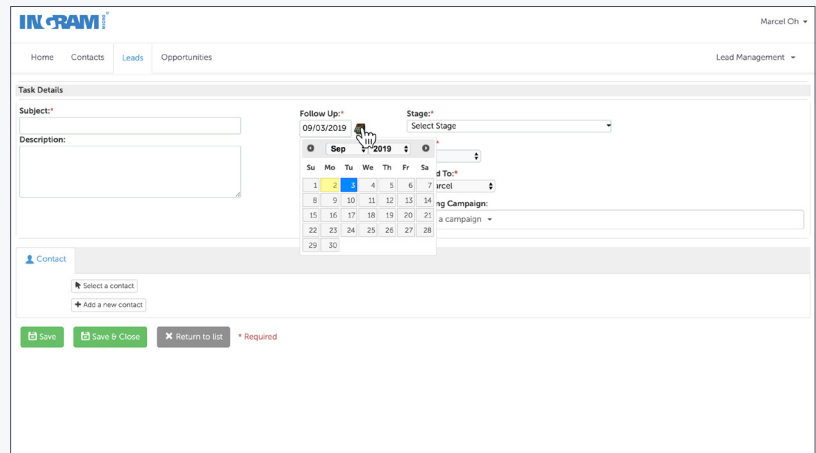
STEP 4
Click on "Save" if you wish to stay in this window to do other tasks or click on "Save & Close" if you are finished.
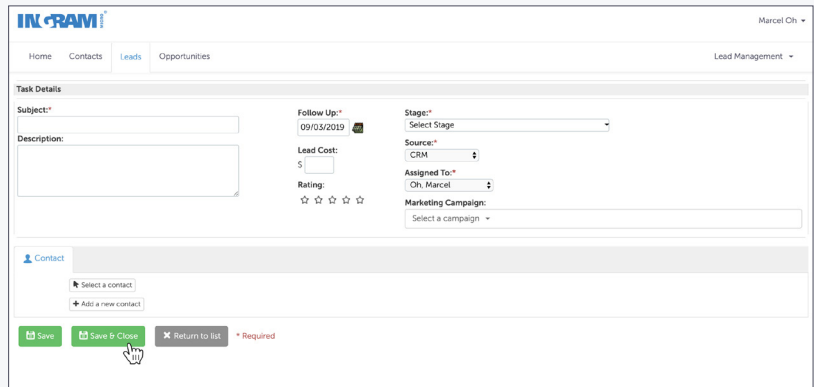
Downloading and analysing reports

You can either view and analyse reports in the Go-to-Market Hub or you can download them. To download reports, follow these steps:

STEP 1
Hover over "Marketing Campaigns" on the Go-to-Market Hub homepage.
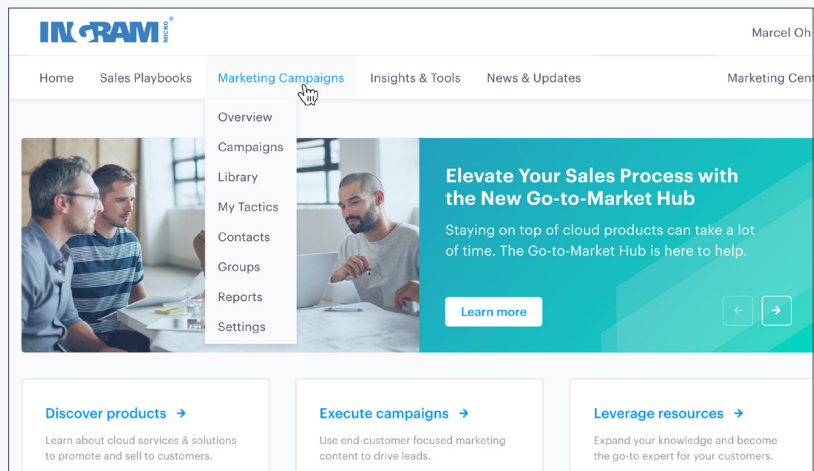
STEP 2
Click on "My Tactics" from the drop-down menu.
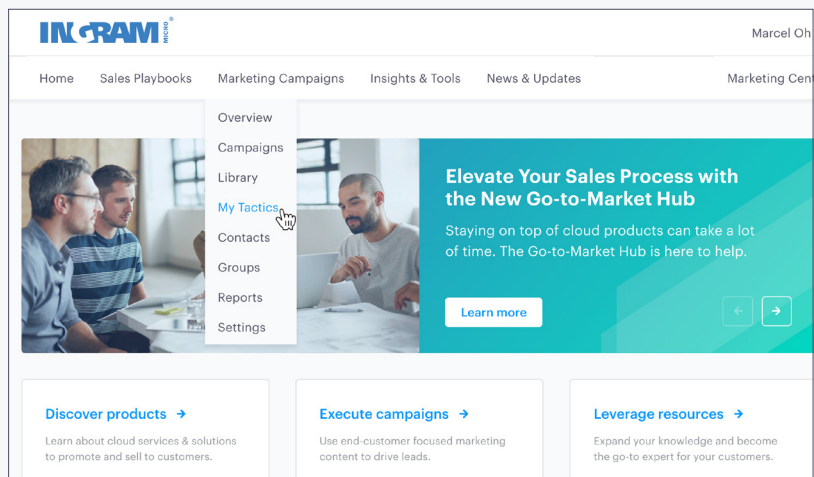
STEP 3

From the submenu, select either "Email, "Social" or "Banner Ads" to see a list of all active campaigns under one of those categories.
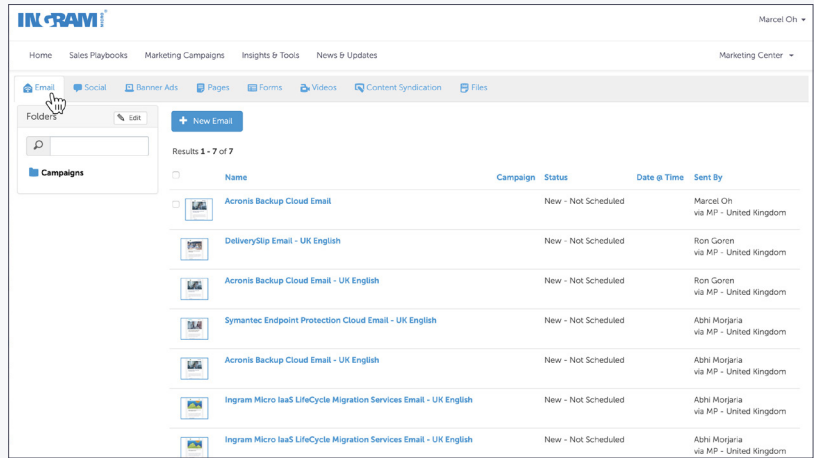
STEP 4

Click on the campaign name.
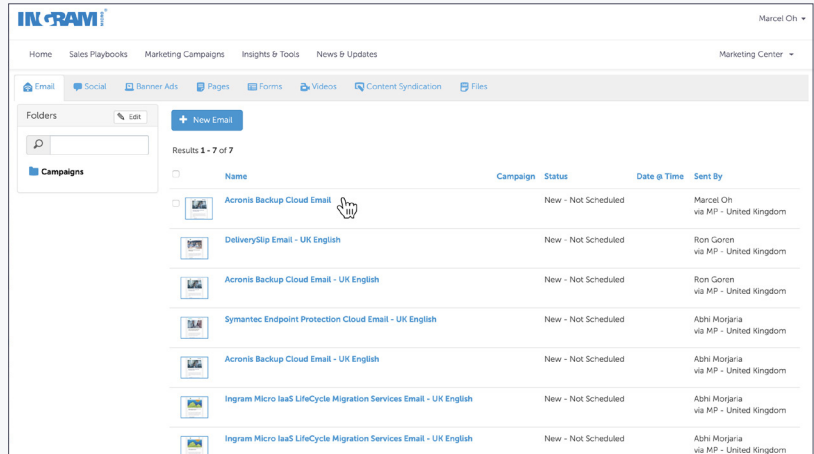
STEP 5

Click on the submenu item "Reports."

STEP 6

Under Reports, you will be able to view the Campaign Summary. For Email and Banner Ad campaigns, you can print the report by clicking on "Print."

For Social campaigns, you can download the report as a PDF by clicking on "PDF."
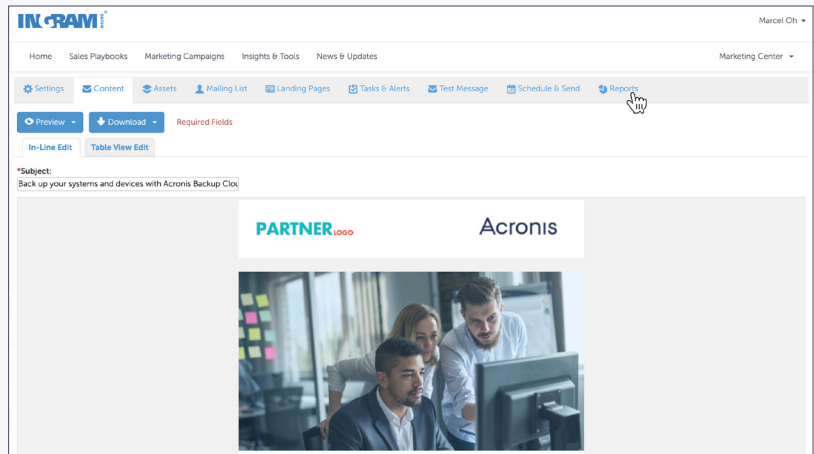
Leveraging Insights & Tools

Insights & Tools is where you will find information about the Ingram Micro Cloud, learn about the Cloud Awesomeness Roadmap, stay up to date on the latest industry trends, view archived and upcoming webinars, and a listing of events.

Downloading white papers

There are three topics that currently have downloadable white papers. These topics include Ingram Micro Cloud, Cloud Awesomeness Roadmap and Industry Trends. When you click into any one of these topics, you will find a list of assets with descriptions of each. Follow these steps:

STEP 1

To access assets from these four topics, select Insights & Tools from the Go-to-Market Hub homepage menu.
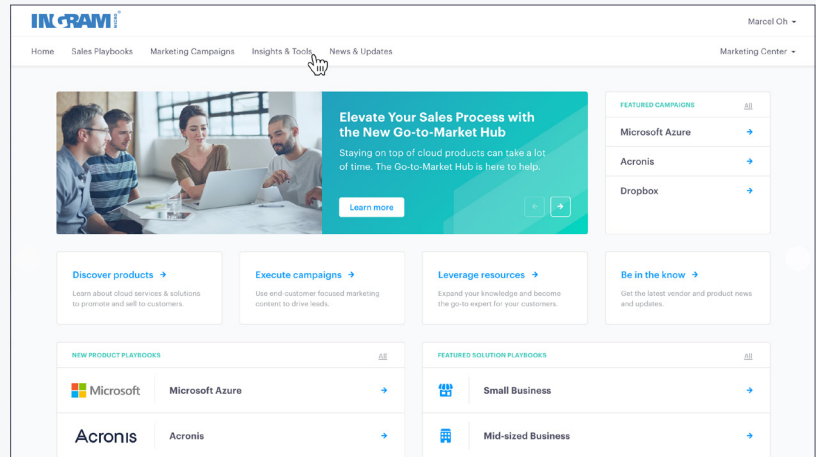
STEP 2

There are three topics that currently have downloadable white papers. These topics are Ingram Micro Cloud, Cloud Awesomeness Roadmap and Industry Trends found on the navigation menu on the left side of the page. Click on a topic.
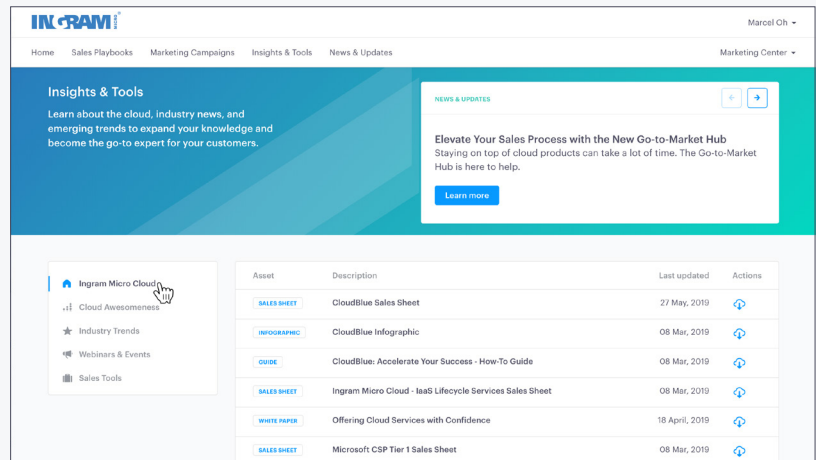
STEP 3

After clicking into a topic, you will find a list of assets with descriptions of each. To download a white paper, click on the download button found under "Actions."
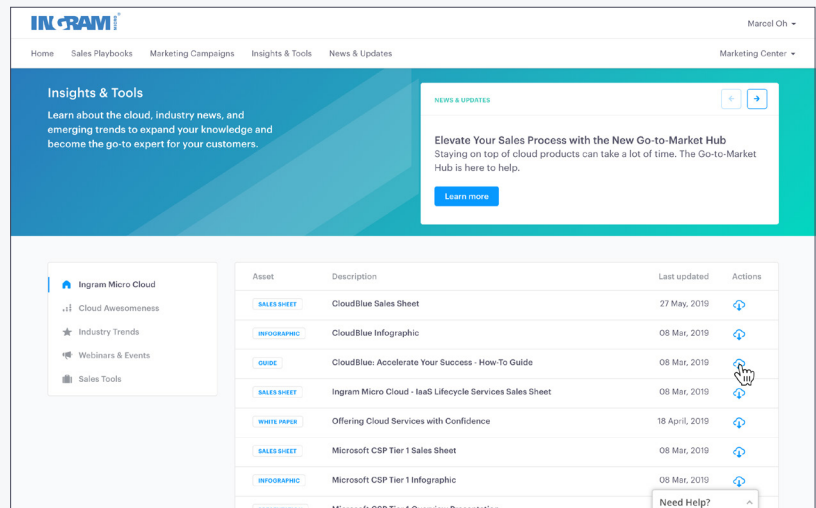
STEP 4

You will be taken to a new window where you can view the white paper and download it.
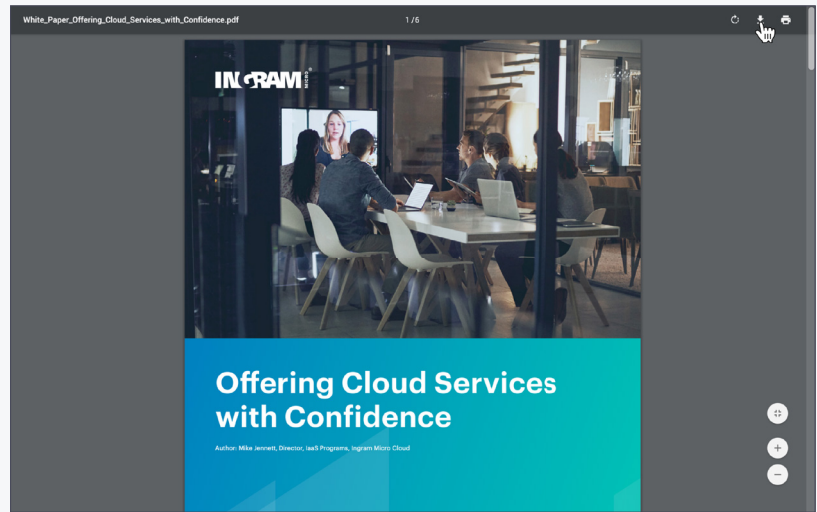
Viewing the events calendar

The Events Calendar is where you can view upcoming webinars, events and archived webinars that you may have missed. To view the events, follow these steps:
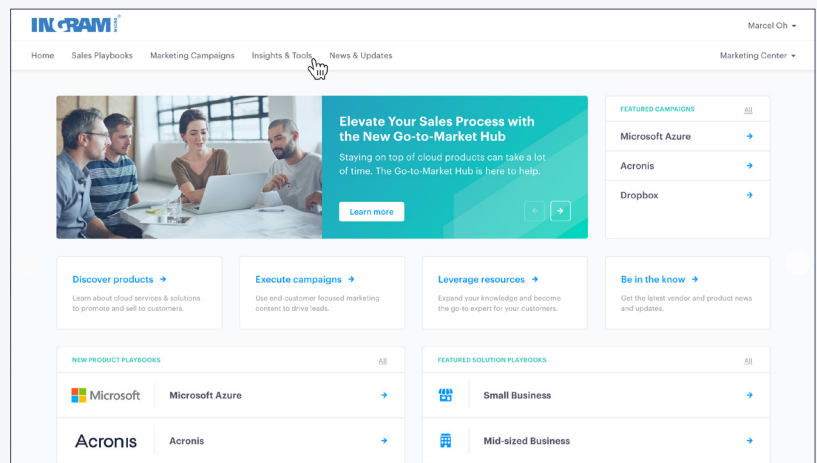
STEP 1

Click on Insights & Tools on the Go-to-Market Hub homepage.

STEP 2

Click on "Webinars & Events" from the submenu found to the left of the list of assets.
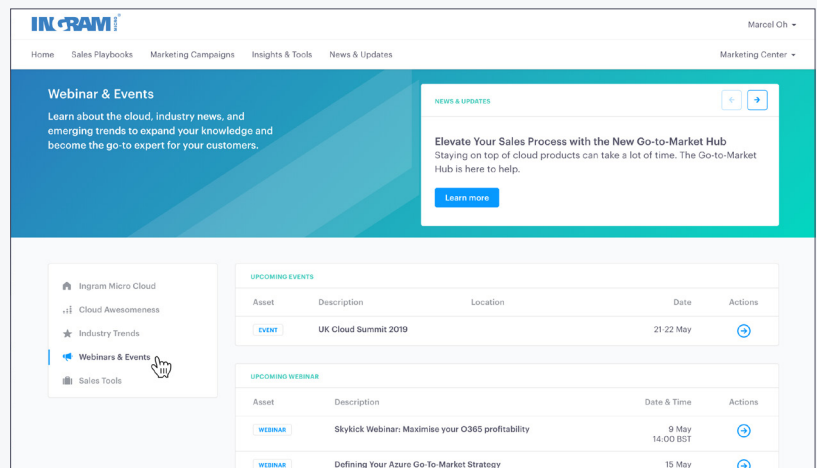
STEP 3

In the top category titled "Upcoming Events," click on the blue arrow to the right of "All Ingram Micro Events."
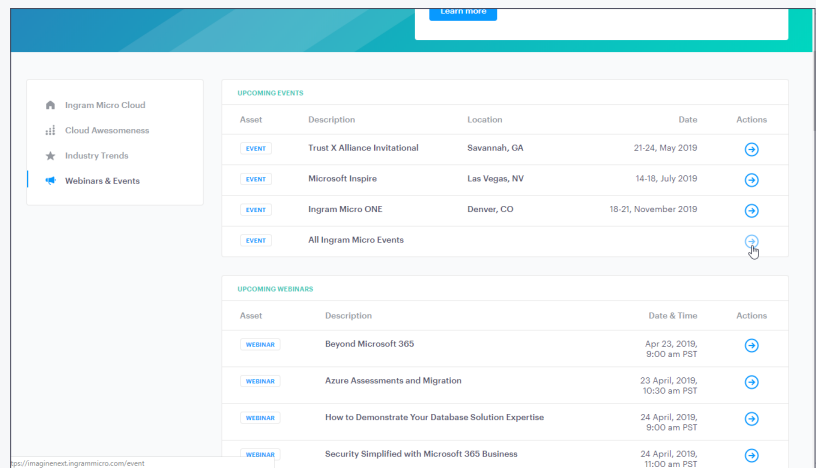
STEP 4

This will take you to a new page where you can view the entire calendar for the year. You can filter the listed events by keyword, audience and event type. Click on an event image to view the event details.

STEP 5

After clicking into an event, you can read a summary about the event, where it is being held, and on what dates and times.

Viewing archived webinars

If you miss a webinar, you can view them by finding them under "Archived Webinars." To view a past webinar, follow these steps:
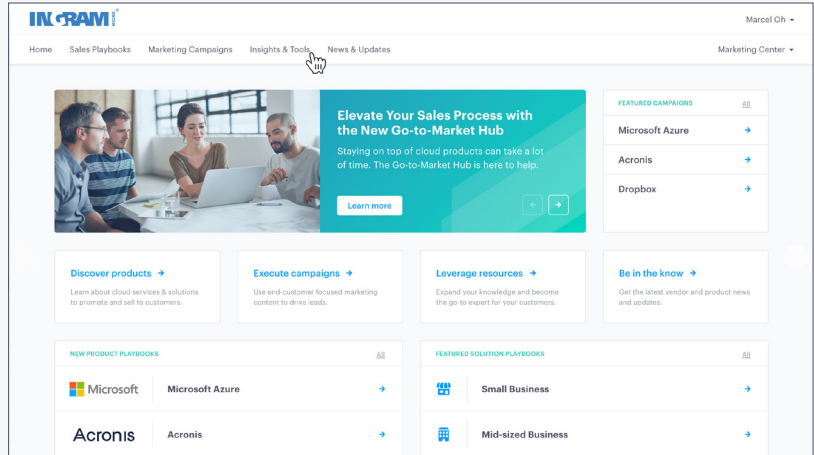
STEP 1
Click on "Insights & Tools" on the Go-to-Market Hub homepage.

STEP 2
Click on "Webinars & Events" from the submenu found to the left of the list of assets.
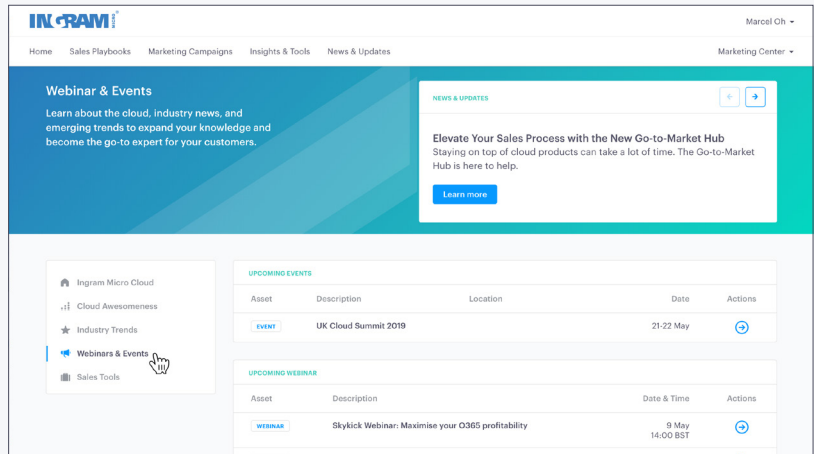
STEP 3
Scroll to the bottom of the page to find the section titled "Archived Webinars."
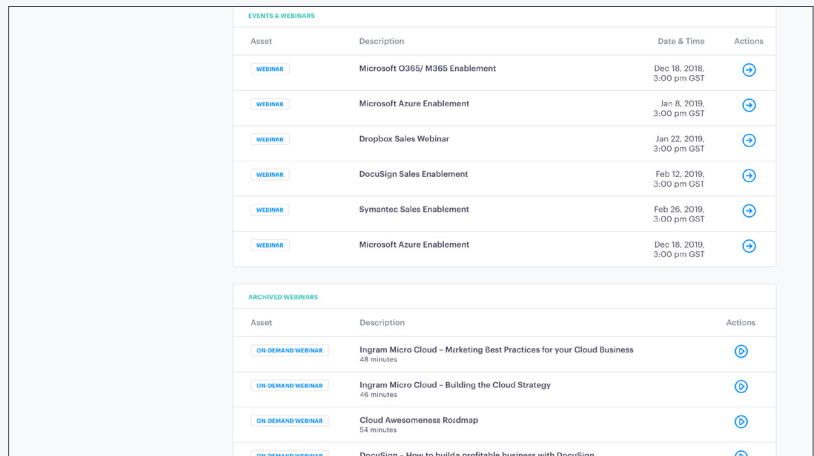
STEP 4

Any webinars listed here can be viewed by clicking on the play button found under "Actions."

Registering for upcoming webinars

You can register for upcoming webinars through the Go-to-Market Hub. To view upcoming webinars and to register, follow these steps:

STEP 1

Click on "Insights & Tools" on the Go-to-Market Hub homepage.

STEP 2

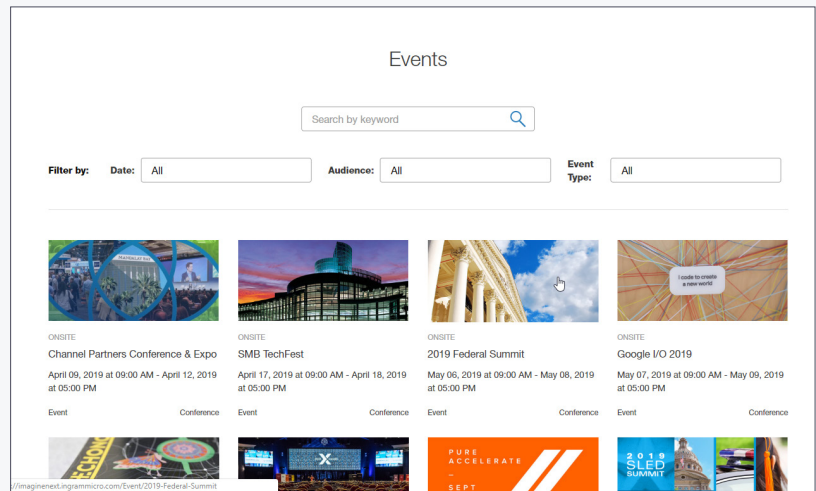Click on "Webinars & Events" from the submenu found to the left of the list of assets.

STEP 3

Scroll to the section titled "Upcoming Webinars" found directly beneath "Upcoming Events."

| UPCOMING WEBINARS			
Asset	Description	Date & Time	Actions
WEBINAR	Beyond Microsoft 365	Apr 23, 2019, 9:00 am PST	→
WEBINAR	Azure Assessments and Migration	23 April, 2019, 10:30 am PST	→
WEBINAR	How to Demonstrate Your Database Solution Expertise	24 April, 2019, 9:00 am PST	→
WEBINAR	Security Simplified with Microsoft 365 Business	24 April, 2019, 11:00 am PST	→
WEBINAR	Veritas & Azure - Better Together	25 April, 2019, 9:00 am PST	→
WEBINAR	MW 201: Microsoft 365 is the New Modern Workplace Platform	25 April, 2019, 10:30 am PST	→
WEBINAR	Dynamics 365 the Accelerated Cross-Sell Opportunity	30 April, 2019, 9:00 am PST	→
WEBINAR	MW 101: How to Purchase O365 Through Ingram Micro Cloud Marketplace	2 May, 2019, 10:30 am PST	→
WEBINAR	Billing Management through Ingram Micro Cloud Marketplace and Azure Portal	7 May, 2019, 10:30 am PST	→
WEBINAR	Windows Server & SQL Server EoS	8 May, 2019,	→

STEP 4

To register for a webinar, click on the arrow in the "Actions" column to the right of the specific webinar.

UPCOMING WEBINARS			
Asset	Description	Date & Time	Actions
WEBINAR	Beyond Microsoft 365	Apr 23, 2019, 9:00 am PST	→
WEBINAR	Azure Assessments and Migration	23 April, 2019, 10:30 am PST	→
WEBINAR	How to Demonstrate Your Database Solution Expertise	24 April, 2019, 9:00 am PST	→
WEBINAR	Security Simplified with Microsoft 365 Business	24 April, 2019, 11:00 am PST	→
WEBINAR	Veritas & Azure - Better Together	25 April, 2019, 9:00 am PST	→
WEBINAR	MW 201: Microsoft 365 is the New Modern Workplace Platform	25 April, 2019, 10:30 am PST	→
WEBINAR	Dynamics 365 the Accelerated Cross-Sell Opportunity	30 April, 2019, 9:00 am PST	→
WEBINAR	MW 101: How to Purchase O365 Through Ingram Micro Cloud Marketplace	2 May, 2019, 10:30 am PST	→
WEBINAR	Billing Management through Ingram Micro Cloud Marketplace and Azure Portal	7 May, 2019, 10:30 am PST	→
WEBINAR	Windows Server & SQL Server EoS	8 May, 2019,	→

STEP 5

This will take you to a form that will include the webinar topic, a description of what will be discussed, and what time it will be hosted. Beneath this information, there will be fields that you will need to fill out with your information.

Webinar Registration

Topic	MW 101: How to Purchase O365 Through Ingram Micro Cloud Marketplace & New UX1
Description	Join this webinar to learn how you can get started on the Ingram Cloud Marketplace and why the Microsoft CSP model is the right one for you! We will go in depth into the benefits of the CSP program over Advisor and Open licensing and show you how the Marketplace and new UX1 Control Panel makes converting your customers O365 subscriptions easy and profitable.
Time	Please choose only one webinar to attend.

May 2, 2019 10:30 AM

Time shows in Pacific Time (US and Canada)

* Required information

First Name *

Last Name *

Email Address *

Confirm Email Address *

STEP 6

After filling in all necessary information into the provided fields, click "Register" at the bottom of the form to complete the process.

Note: You may use the social media icons found at the top of the form to share this event with your networks and social media channels.

Viewing
News & Updates

News & Updates is meant to be used as a resource to stay up to date on current market trends, technology and companies that are impacting the cloud industry globally. You will find blog articles that cover these topics.

Reading blog articles

To read a blog article, follow these steps:

STEP 1

From the Go-to-Market Hub homepage, click on the menu item "News & Updates".
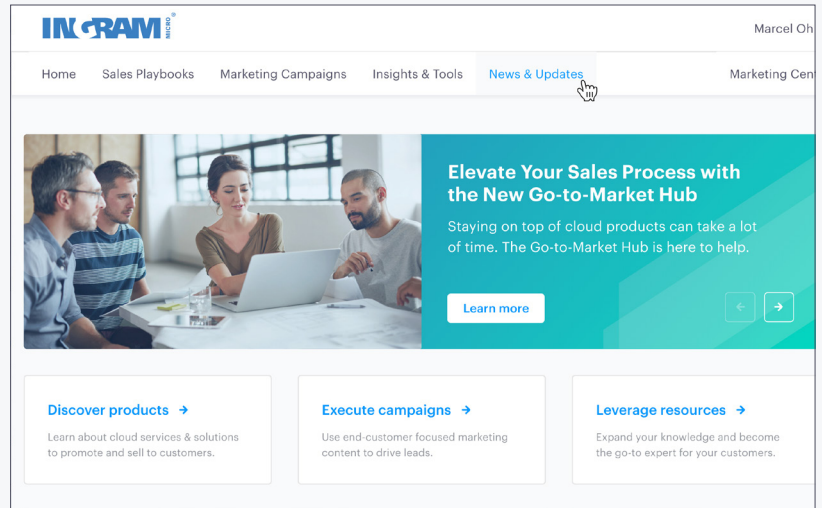
STEP 2

This will take you to a list of blog articles that can be read. To read a blog article, click on the button "Read."
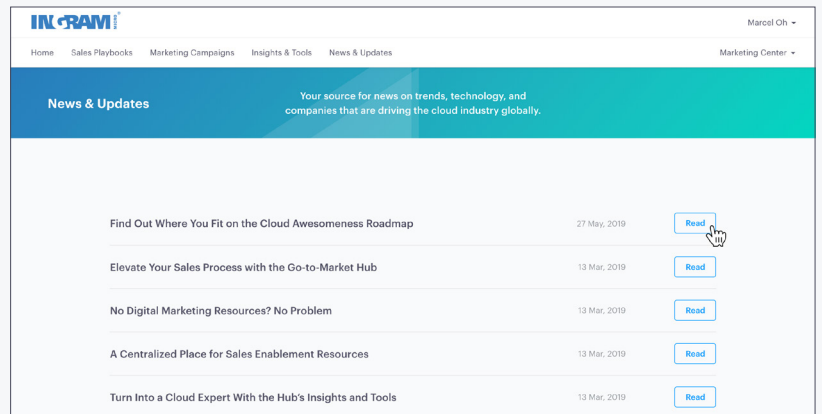
Using Support

There are two main ways to get support: online and calling customer support. Depending on your situation, one may be more relevant to your needs. We will discuss how to use each one in the following sections.
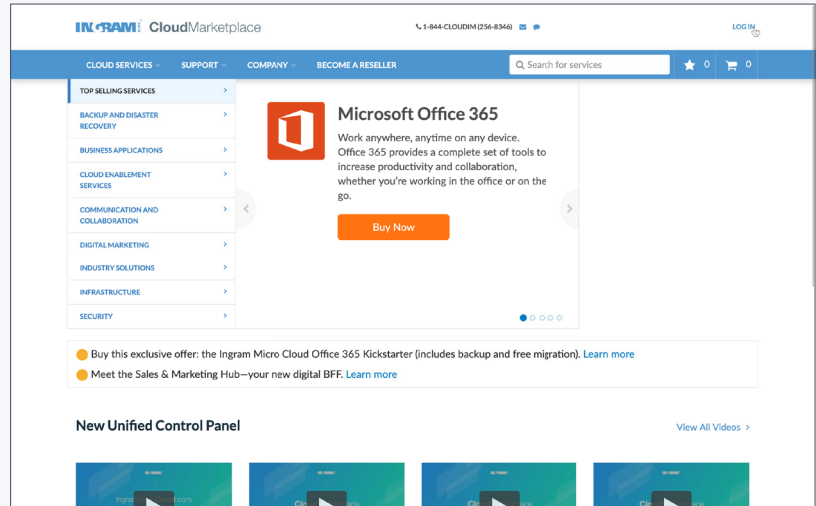
Getting online support

Customer support, called L2 Channel Support, is for the Ingram Micro Cloud Marketplace. The L2 Channel directory can be accessed from the Cloud Marketplace Control Panel.
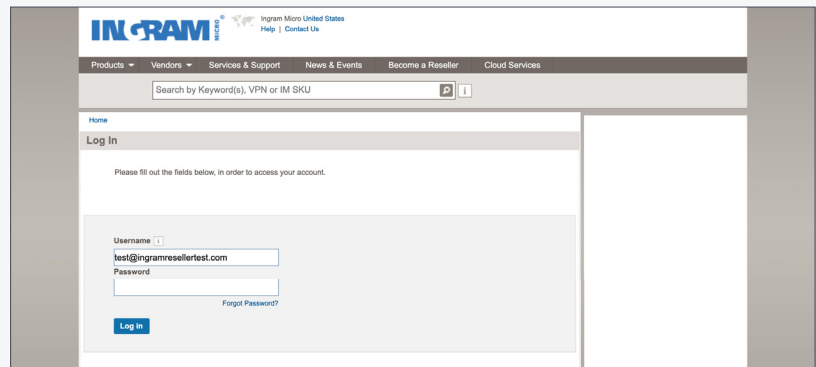
To do so, follow these steps:
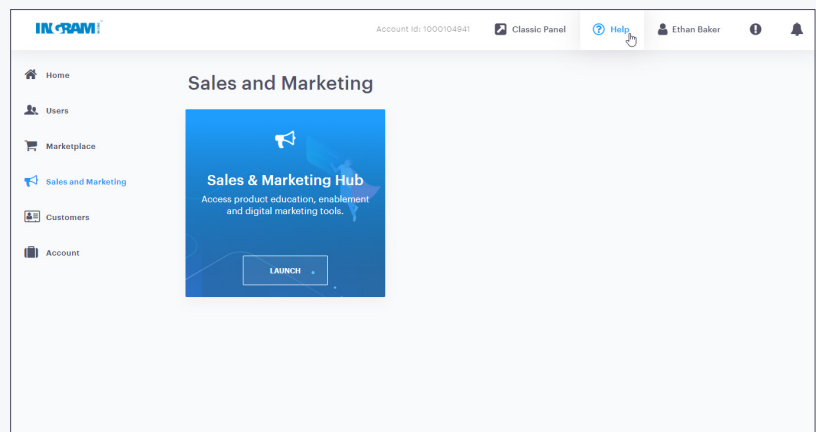
STEP 1

Log in to the Cloud Marketplace.

STEP 2

Enter your Ingram Micro Reseller credentials to log in to your account.
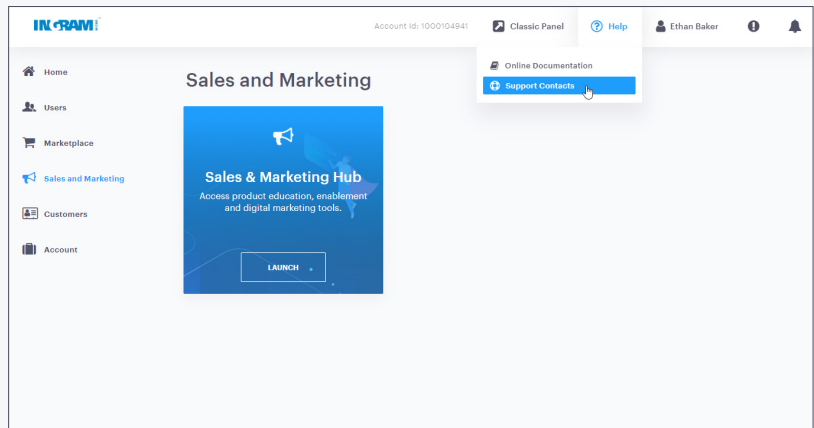

STEP 3

Next to your name in the top right corner, click on "Help."

STEP 4

Click on "Support Contacts" from the drop-down menu.

STEP 5

Click on "Available" under the Chat column if it is available. If it is not, you can call the phone number listed or send an email to the provided address. Support options will vary by country.

The table below highlights support information about each country's Ingram Micro Cloud Marketplace: URL; support phone number; support email; and the link to the localized knowledge base for that country (for all supported languages).

| Country	Flag	Cloud Marketplace URL	Support Language	Phone	Email	Chat	Knowledge Base (all supported languages)
Albania - AL		https://de.cloud.im	English	Email Only	IMCloudServiceDesk@cloud.im	Not Available	English KBs
Argentina		https://la.cloud.im	Spanish	8002220435	IMCloudServiceDesk.es@cloud.im	Not Available	Spanish KBs
Australia		https://au.cloud.im/	English	1-800-464-519	IMCloudServiceDesk@cloud.im	Available	English KBs
Austria		https://at.cloud.im/	German	0800-802-149	IMCloudServiceDesk.de@cloud.im	Available	English KBs German KBs
Bahrain		https://me.cloud.im/	English	80006425	IMCloudServiceDesk@cloud.im	Available	English KBs
Belgium		https://be.cloud.im/	French and English	0-800-268 28	IMCloudServiceDesk@cloud.im	Available	English KBs French KBs

Using contextual help

To learn how to accomplish tasks in the Go-to-Market Hub with a more hands-on approach, or if you have forgotten how to do a task, you can use the contextual help. This is found by clicking on the button "Need Help?" This button can be found in the bottom right of your screen on the Go-to-Market Hub homepage. After clicking on "Need Help?", a menu will open where you can locate your desired task.
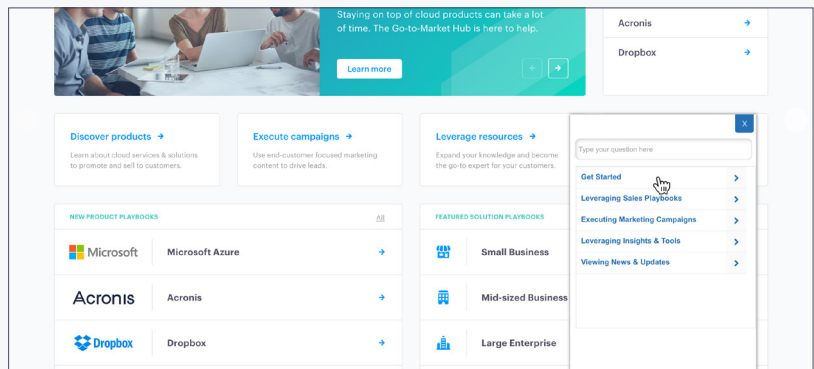
To use contextual help, follow these steps:

STEP 1

Find the "Need Help?" menu button in the bottom right of your screen on the Go-to-Market Hub homepage.
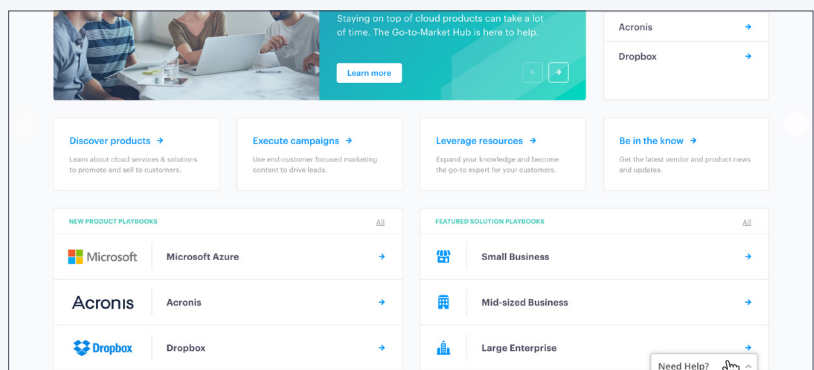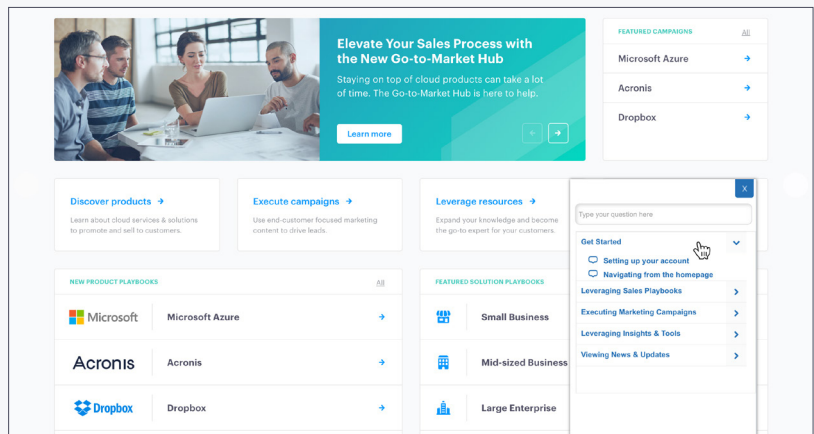
STEP 2

Click on the "Need Help?" menu button to open navigation.
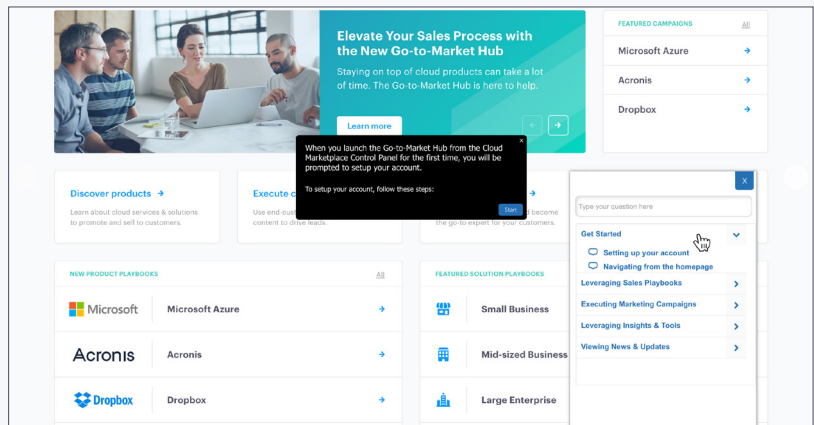

STEP 3

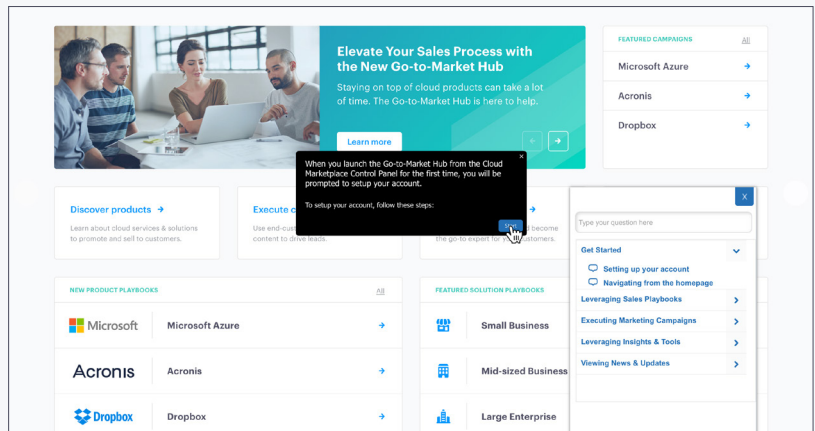Click on a section title to see all tasks within it.

STEP 4

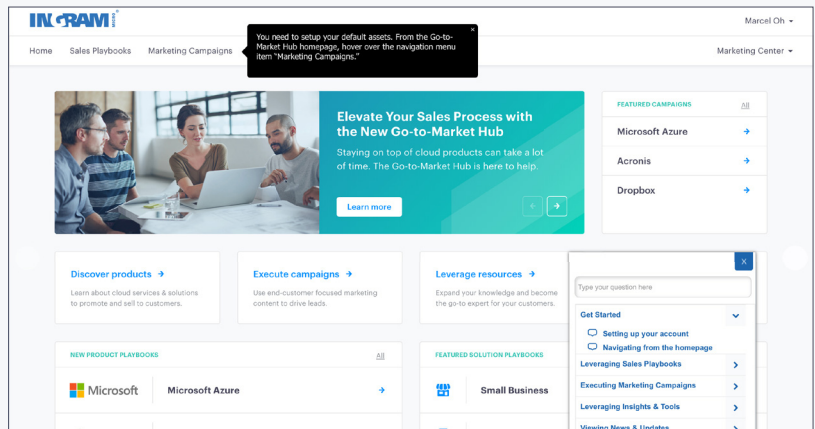Click on a task. A pop-up window will appear in the centre of your screen with a "Start" button.

STEP 5

Click on "Start" to initiate the contextual help for the selected task.

STEP 6

As you follow the steps provided by the contextual help, a new step will appear. Follow the steps until you have completed the task.
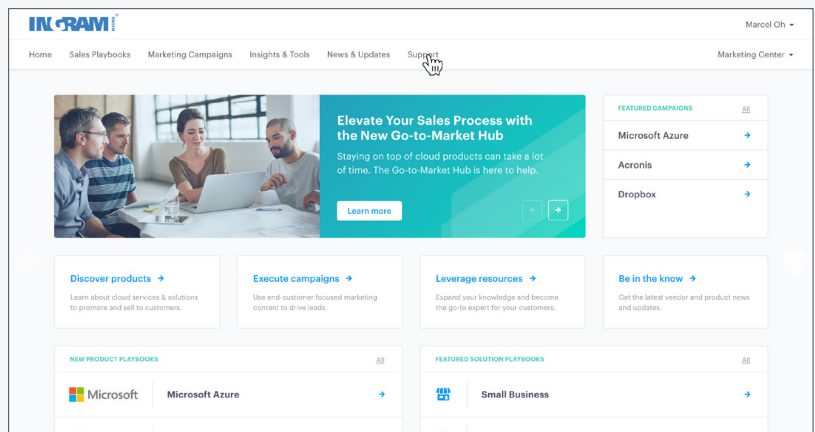
Finding support articles

The support area of the Go-to-Market Hub has articles that will show you how to carry out different tasks. Additionally, you can find help videos and release notes.

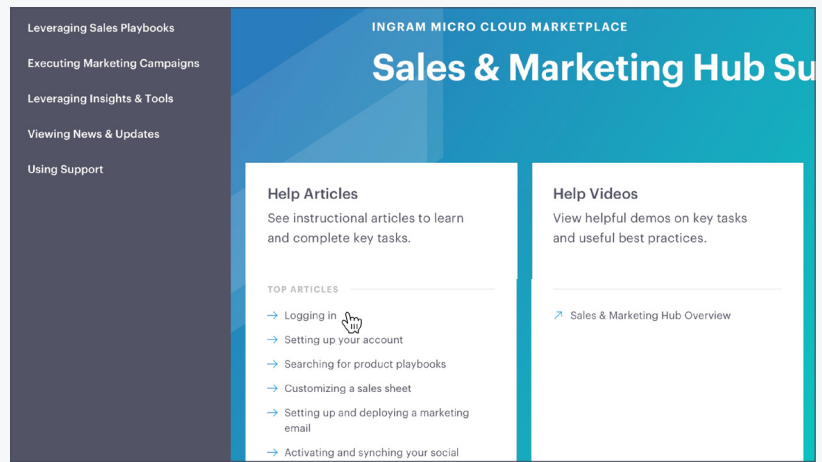To find support articles, follow these steps:

STEP 1

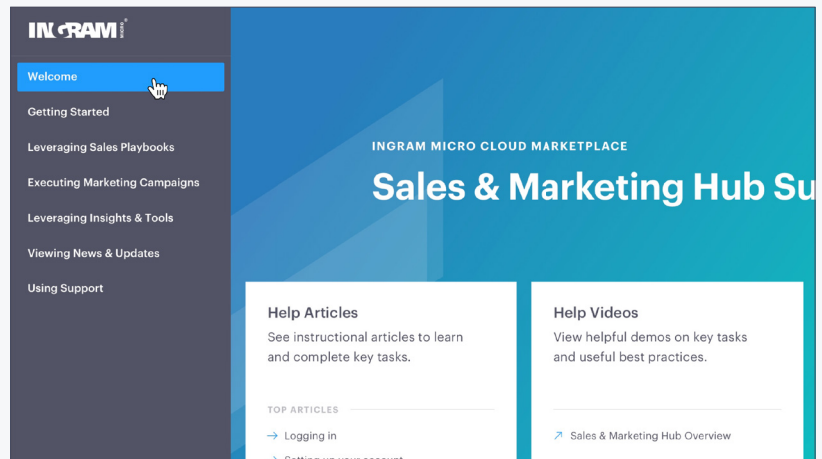Click on "Support" from the Go-to-Market Hub homepage.

STEP 2

Under "Help Articles" you can select one of the top articles from the list.
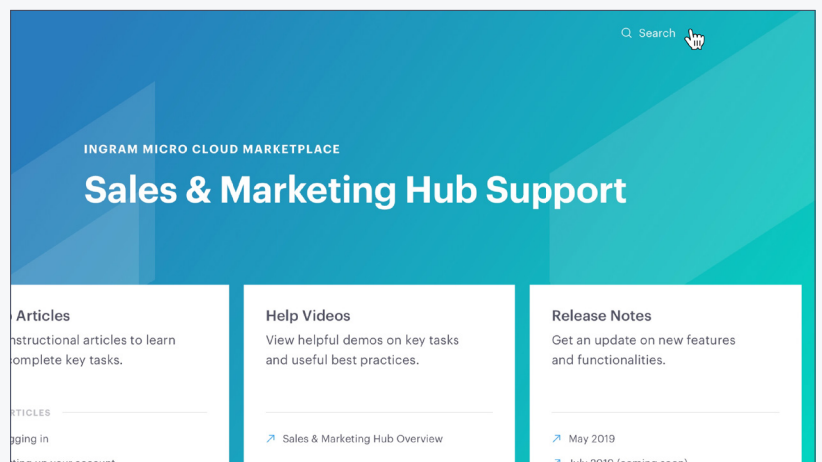

STEP 3

You can also use the navigation menu on the left side of the screen to search for a task under a topic.

STEP 4

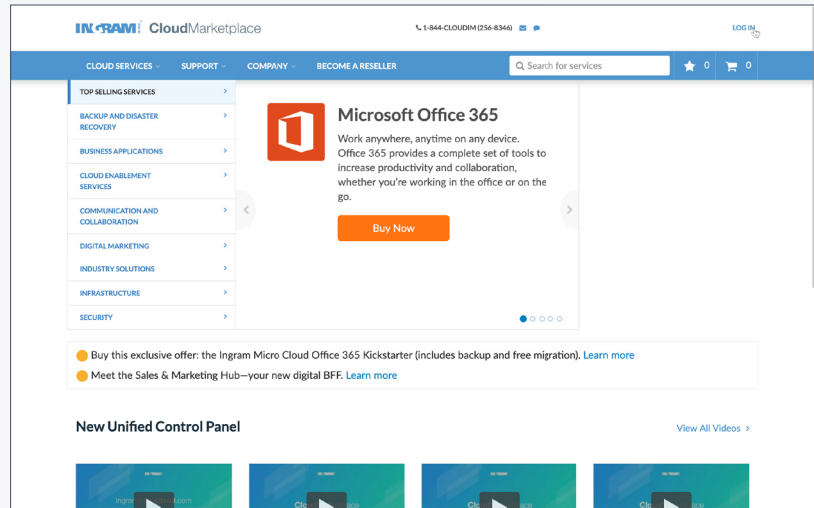To search for a specific task, you can use the search bar located at the top of the page.

Calling customer support

Depending on your country, support may be available only via chat or email.
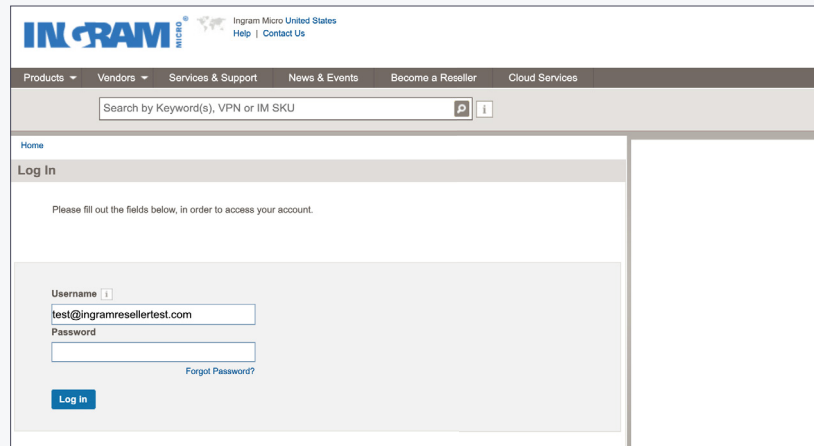To determine if your country has call support, follow these steps:
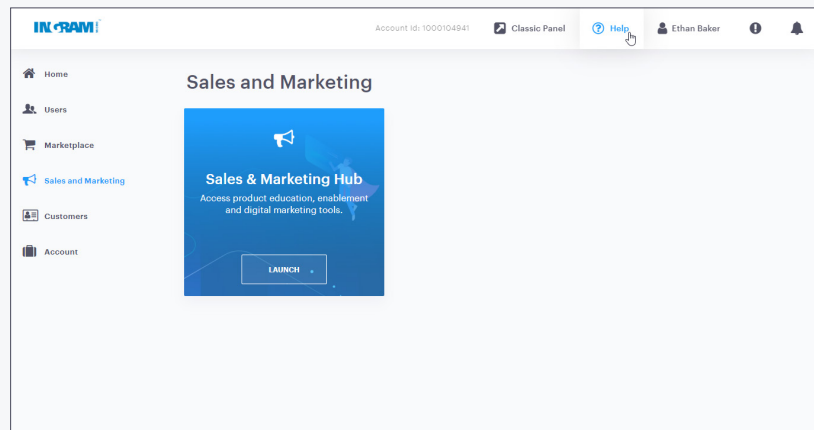
STEP 1

Log in to the Cloud
Marketplace.

STEP 2

Enter your Ingram Micro
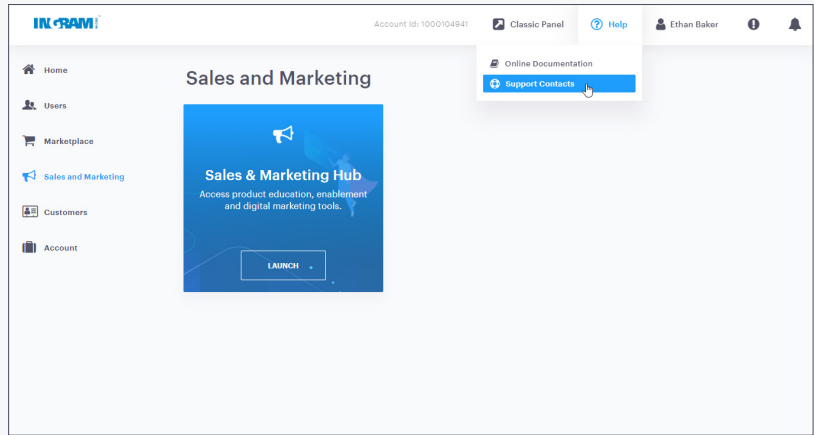Reseller credentials to log
in to your account.

STEP 3

Next to your name in the
top right corner, click on
"Help."

STEP 4

Click on "Support Contact" from the drop-down menu.

STEP 5

Find your country in the directory. Use the number provided if call support is available.

Country	Flag	Cloud Marketplace URL	Support Language	Phone	Email	Chat	Knowledge Base (all supported languages)
Albania - AL		https://de.cloud.im	English	Email Only	IMCloudServiceDesk@cloud.im	Not Available	English KBs
Argentina		https://la.cloud.im	Spanish	8002220435	IMCloudServiceDesk.es@cloud.im	Not Available	Spanish KBs
Australia		https://au.cloud.im/	English	1-800-464-519	IMCloudServiceDesk@cloud.im	Available	English KBs
Austria		https://at.cloud.im/	German	0800-802-149	IMCloudServiceDesk.de@cloud.im	Available	English KBs German KBs
Bahrain		https://me.cloud.im/	English	80006425	IMCloudServiceDesk@cloud.im	Available	English KBs
Belgium		https://be.cloud.im/	French and English	0-800-268 28	IMCloudServiceDesk@cloud.im	Available	English KBs French KBs