

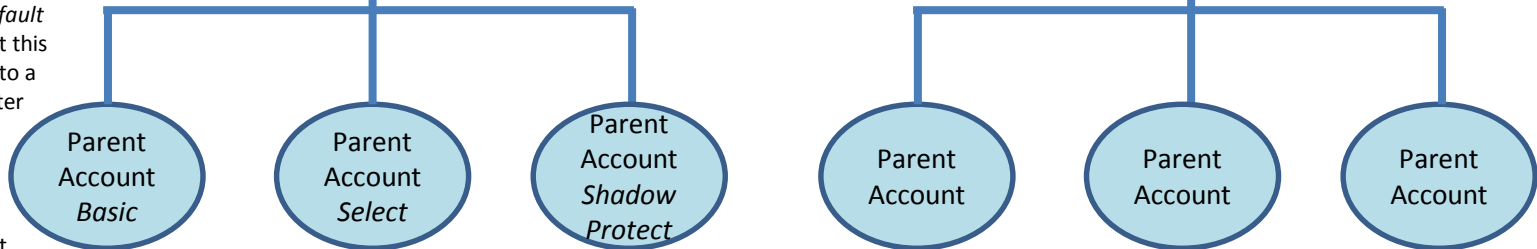
eFolder Partner

- A billable entity (such as a business)
- A customer can have several parent accounts; each one represents a different eFolder service, such as:
 - eFolder Backup for Files (Basic or Select)
 - eFolder ShadowProtect (BDR or Standalone)

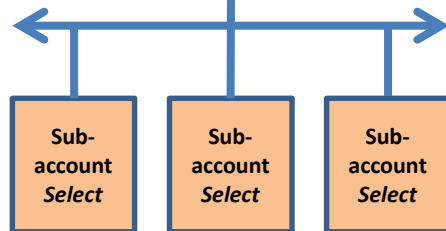


Additional customers →

- Has a single Service Plan that represents the type of eFolder service in use
- Assigned the *Default* security role, but this can be changed to a different role after the account is created
- ShadowProtect accounts should always be parent accounts



- Inherits Service Plan from parent
- Assigned its own role
- Resources are aggregated with parent account for billing purposes
- **Note:** Partners are not charged extra for sub-account



Regarding all accounts:

- An account represents an eFolder service being used by that customer, such as Backup for Files (*Basic* or *Select*) or a BDR service.
- Each account (parent or sub-account) has a *unique* user name, which is used to log in to eFolder Web Portal and for authentication purposes.
- The first account created for a given customer is always a parent account.
- You should never use the same account on more than one machine for backup services or for more than one domain group for email services!