

# Creating your Customers as Tenants in Acronis Portal

The steps described in this page are **necessary only if you are planning to place an Acronis order directly from Cloud BSS**. For orders placed from your customers and resellers directly in your Storefront, the creation of the tenants in Acronis portal is managed automatically by our platform.

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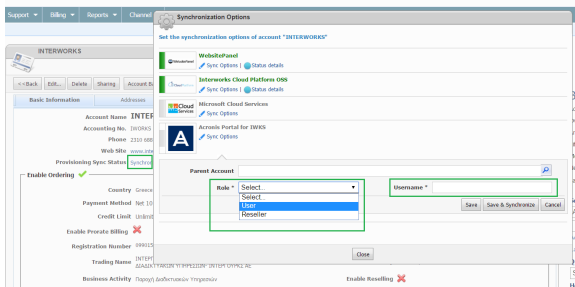
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## Creating a Direct Customer or Reseller as Tenant in Acronis Portal

When a new account is created in Cloud BSS, it can be synced with Acronis by setting his **Synchronization Options**.

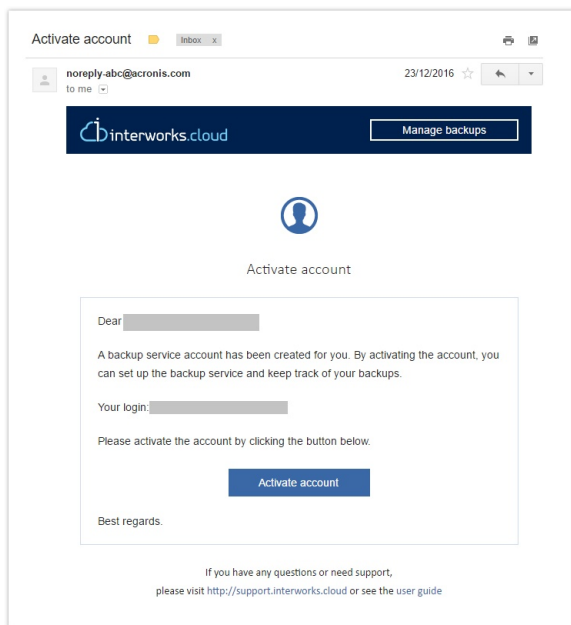
Make sure that you have defined a valid email in Account's **corporate email** field for the customer to receive the activation instructions from Acronis.

1. **Open the details page** for the account you want to synchronize with Acronis.
2. Press the link next to **Provisioning Sync Status** field. The pop-up with a list of the available provisioning systems will be displayed. Select **Acronis > Sync Options**.
3. Set the following values:
  - a. **Role**: Set **User** for your direct customer and **Reseller** for your reseller.
  - b. **Username**: Set a unique username for your customer



4. Press **Save & Synchronize**

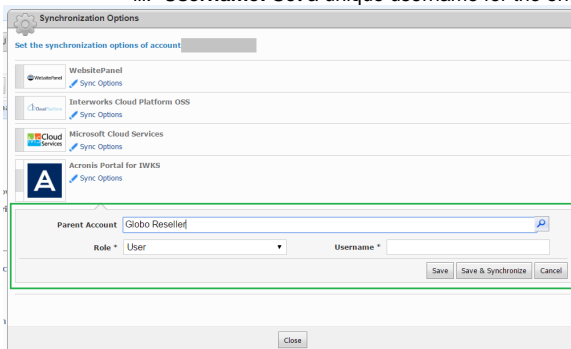
The customer will be created as a new tenant in Acronis portal and he will also receive an email from Acronis for activating his account.



## Creating an End Customer of a Reseller as Tenant in Acronis Portal

For syncing the end customer of a reseller, do the following:

1. **Sync first the reseller** of the end customer with Acronis. Check the instructions in previous paragraph
2. **Open the details page** of the account you want to synchronize with Acronis.
3. Press the link next to **Provisioning Sync Status** field. The pop-up with a list of the available provisioning systems will be displayed. Select **Acronis > Sync Options**.
  - a. Set the following values:
    - i. **Parent Account:** This field will be pre-populated with his reseller if you have already synced the reseller with Acronis.
    - ii. **Role:** Set the **User** value
    - iii. **Username:** Set a unique username for the end customer



4. Press **Save & Synchronize**

The end customer will be created as a new tenant in Acronis portal **underneath reseller's tenant** and he will also receive an email from Acronis for activating his account.

