



**DATAWARRIOR**

assess • expose • integrate • protect

# Onboarding Process



**TRESS**

Digital Defence Integration

FOR THE PROFESSIONAL

**MSP**

# Roles in **4TRESS**

Welcome to **4TRESS** a revolutionary platform linking MSPs to their data centers.

Today, we will be discussing two key roles within our product:  
Administrators and Users.

We'll also cover some potential issues you might encounter and how to navigate them.

## 1. **Administrators**

- Let's start with the role of an Administrator. As an Administrator, your task is to link the platform to your Data Center or multiple Data Centers.

## 2. **Users**

- Users are those who have view-only access to the platform. They can only see the Data Centers the Administrator has linked to their user login.



# CREATING THE 1<sup>ST</sup> ADMINISTRATOR

Go to [www.4tress.biz](http://www.4tress.biz)

- Click on **LOGIN OR REGISTER**
- You will be greeted with the screen shown

## NB!

- An email account can only be used once in 4TRESS
- The Organisation is the same you, as Administrator give to your 4TRESS structure

## Use a good strong password

Creating more Administrators and Users will be done inside 4TRESS

### Create an Account!

Required. 150 characters or fewer. Letters, digits and @/./+/\_ only.

- Your password can't be too similar to your other personal information.
- Your password must contain at least 8 characters.
- Your password can't be a commonly used password.
- Your password can't be entirely numeric.

# Linking Acronis DC's in 4TRESS

- Once you are logged in as Administrator
- Click on the top left icon and select Company Admin
- You will be greeted with this upper screen on the left
- You will now need to click on Acronis DC Management
- Click the Green button called Add a DC
- You will be greeted with the lower screen

## You have 2 options to link to DC

### Using Username / Password of a Service Account (preferred)

OR

### CLIENT ID / Secret

Once the Data Center is linked, you'll see a confirmation on your screen. Remember, you can always add more Data Centers by following the same steps.

## Organization Settings

 **User Management**

 **Acronis DC Management**

## New DC Credentials

Enter your Acronis DC username and password and we will link it to your dashboard.

How do you want to add the DC?

Username / Password

Client ID / Secret

Acronis Username

Acronis Password

SUBMIT

# Roles of the User

1. As an Administrator, you can assign Data Center view access to a user.
2. Go to 'Users' under 'Settings', click on 'Add a user', then enter the user's email address.
3. Next, assign the linked Data Centers that the user can access, by adding the Organization you created earlier
4. Here you as Administrator specify if the new Account is:
  - Administrator
    - ✓ It is advised there are at least 2 Administrators
  - User
    - ✓ Do not check the Is Organization Admin

## Create A New User

Create a new user with access to view your organization.

Username

Required. 150 characters or fewer. Letters, digits and @/./+/\_ only.

Password

- Your password can't be too similar to your other personal information.
- Your password must contain at least 8 characters.
- Your password can't be a commonly used password.
- Your password can't be entirely numeric.

Password confirmation

Enter the same password as before, for verification.

Email

First name

Last name

Is Organization Admin  
Is this user an organization administrator?

Submit

# Connecting the Users

1. Once you have done this ask the User to head over to [Home \(4tress.biz\)](https://4tress.biz)
2. Ask the user to follow the **Forgot Password** link to get to the screen on the right to create their personal password
  - **Don't forget to advise User to use strong passwords**
3. If MFA is setup and new Users will be expected to comply whether Administrators or not
4. Once the User has reset to their personal password
5. Head over to the URL above and login

**If the User cannot see any DC's contact the Administrator of your 4TRESS account**

### Forgot Your Password?

Forgotten your password? Enter your email below, and we'll send instructions for setting a new one.

  
  

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[Create an Account!](#)  
[Already have an account? Login!](#)



Enter Username...

  
 Remember Me  
  

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[Forgot Password?](#)  
[Create an Account!](#)



# Potential Onboarding Failure Points

While setting up, you may encounter a few hurdles

## Email Address Already in Use

- "Similarly, if the email address you're trying to add for a user is already in use on the platform, you will receive an error message.
- You'll need to use a different email address for each admin and user account

If your organization, for example, 'ACME Industries', is already created, you will see an error message.

- In such a case, you will either need to change the Name of the Organization

OR

- Contact [support@datawarrior.pt](mailto:support@datawarrior.pt) for assistance

## User login screen with an empty Data Center page

- A user may log in and find that their linked Data Center isn't visible.
- This usually happens when an Administrator hasn't linked a Data Center to the user's login

# How to Create an Acronis Service Account

1. Log onto the Acronis Portal
2. On the top right of the portal is a blue button '+ New'. Click on it and select "User"
3. A create new user form will open. Please fill in this form and select "Company administrator" under "services and roles"
4. Click create. This will send you an email to the email address that you specified.
5. Click on the link on the email that will redirect you to the Acronis portal where you would need to enter a password for the new user and upon success will open the Acronis portal for you.
6. Once you are in the portal then on the left side bar navigate to "Company Management" and click on "Users".
7. Navigate to the user that you created.
8. Click on it and on the right of the users name you will see a waffle menu. Select it.
9. Click on "Mark as service account"

# Getting Support

To reach our support team, follow these easy steps:

1. Locate the Top-Right Menu: In the platform's user interface, navigate to the top-right corner of the screen.
  2. Select 'Email Support': Click on the menu option labeled 'Email Support.' This action will initiate the process of reaching out to our support team.
- **Swift Response:** Once you have contacted our support team, we understand the urgency of resolving your issues promptly. We strive to provide timely responses to ensure minimal disruption to your workflow. Our support representatives are trained to address a wide range of concerns and will promptly investigate and resolve any challenges you face.
  - **Seamless Experience:** At 4TRESS, we believe that exceptional customer support is a crucial component of a seamless experience. We value your time and understand the importance of smooth data management processes.

Our support team works diligently to ensure that your concerns are addressed effectively and that you receive the assistance you need to maximize the benefits of our platform.

**Thank you** for choosing **4TRESS** as your data management solution. We are committed to providing you with the highest level of support, and our team is always here to help. By following the simple process of accessing support through the top-right menu and selecting 'Email Support,' you can expect swift resolutions to any issues you encounter. We are dedicated to making your experience with us as seamless as possible.