My CI HUB

User Guide v.1.1

One access to your digital asset ecosystem.

ci-hub.com

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Log into your account

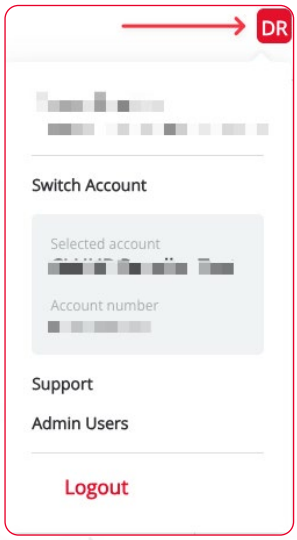
If you receive this document, you are registered as a Customer/Reseller with CI HUB.

As a Customer, you order and manage your subscriptions. The portal can be accessed through the CI HUB Salesclub or the following domain: [my.ci-hub.com](my.ci-hub.com)

Your CI HUB ID is the email address and password you typically use to log in to the CI HUB Connector.

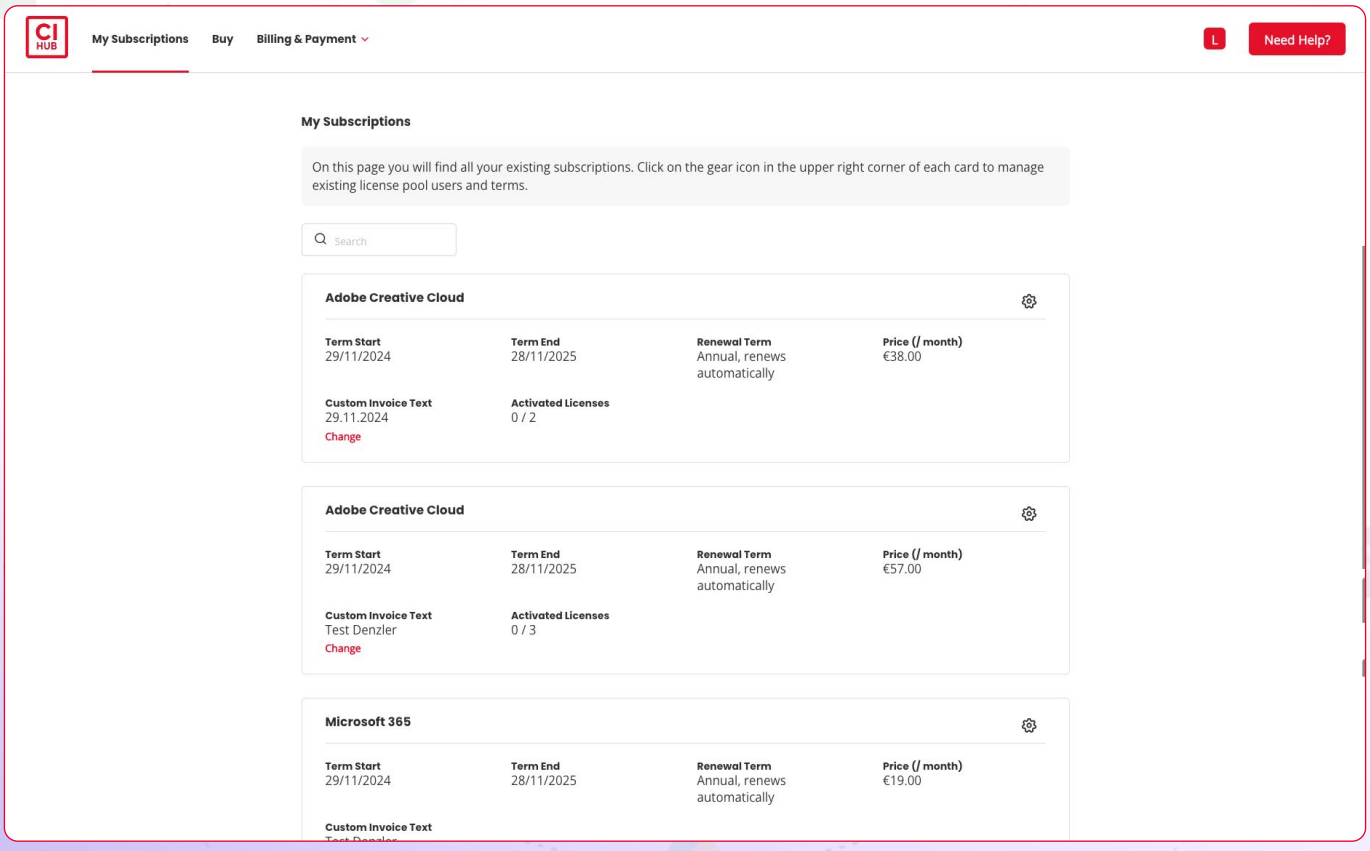
After logging in, you will see the following menu items and an overview of your active subscriptions:

- My Customers **FOR RESELLER ONLY**
- My Subscriptions
- Buy
- Billing & Payment



How to get support

To access the support link, click on the account icon in the upper-right corner and choose “Support”.

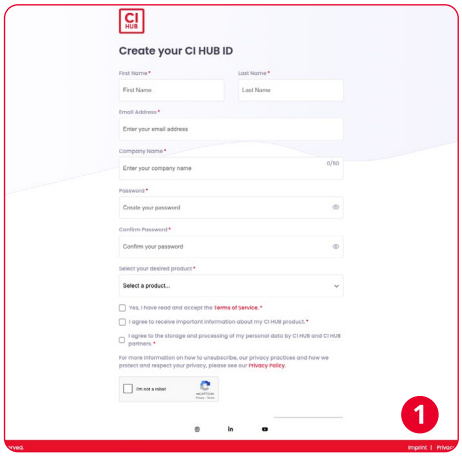


Welcome to CI HUB. The CI HUB Connector connects all your production tools to your asset management services. The CI HUB Connector enables you to connect to the following applications:

Adobe Creative Cloud, Microsoft 365, Google Workspace, Sketch, Figma, WordPress, SharePoint.

How to start

To start you will first need to create your CI HUB ID. To do so, go to ci-hub.com and click the red button “Start a free Trial” and fill the form 1. After filling the form you will receive a confirmation E-Mail. Please confirm your E-Mail. Now your CI HUB ID is active and you can go to my.ci-hub.com and use it to login.

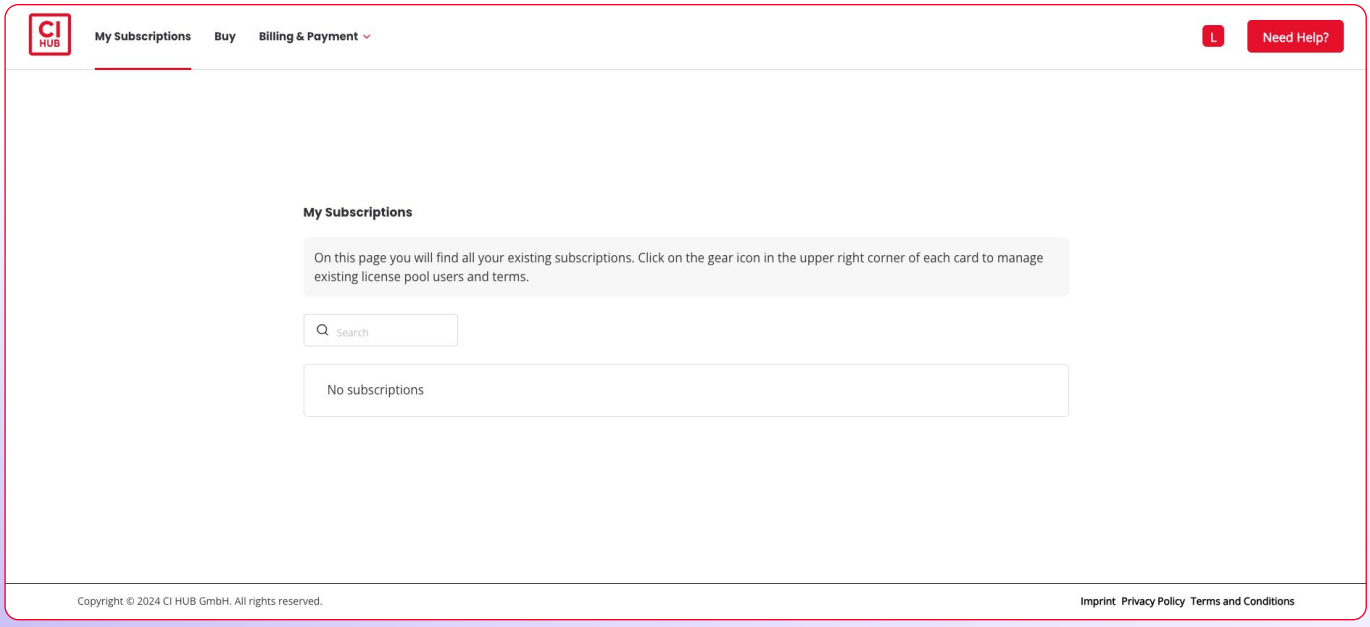


For resellers

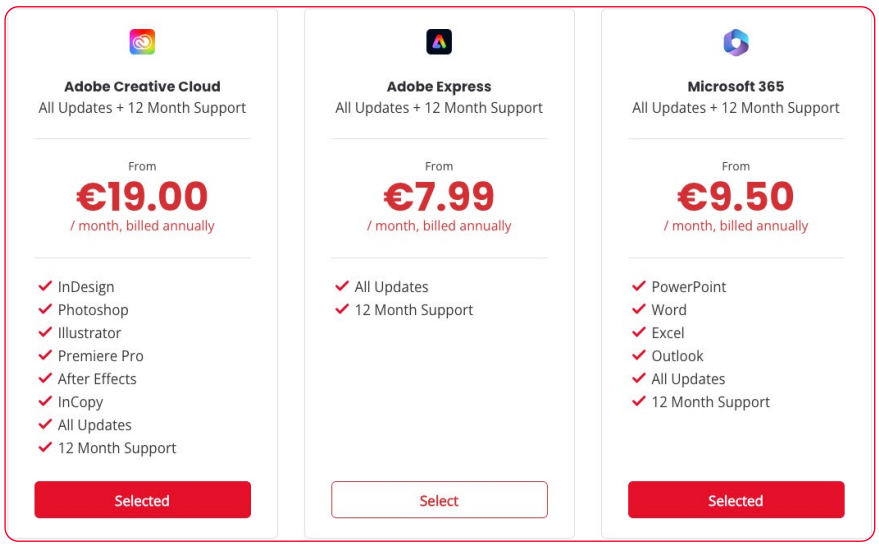
Contact our sales team at sales@ci-hub.com to initiate and finalize a contract. Once all required documents are submitted, our commercial team will set up your reseller account. Afterward, you need to create a CI HUB ID and log in at my.ci-hub.com.

Purchase a subscription

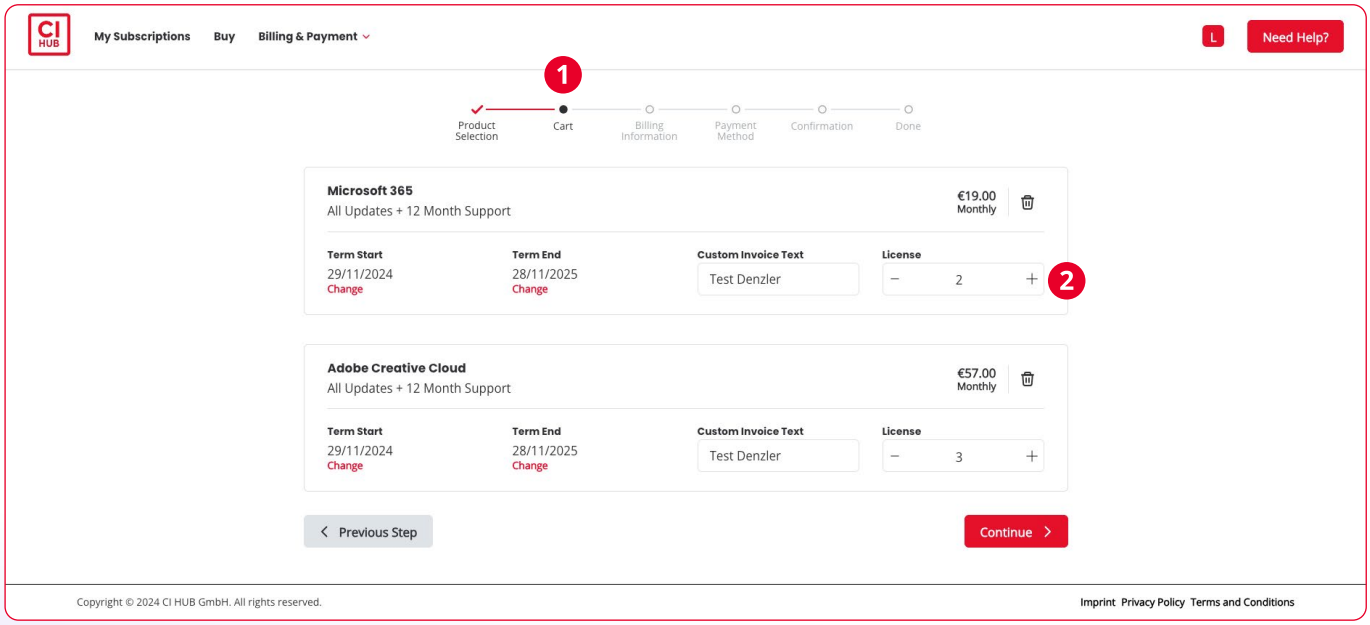
After logging in you see your subscription overview. As a new customer, you may not have any subscriptions yet. To change this, click “Buy” in the menu.



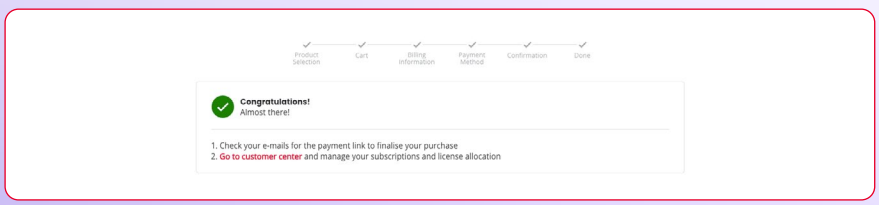
You will be redirected to the overview page, where you can select the required connectors. Click on “Continue” after selecting the application for which you want to license the CI HUB Connector:

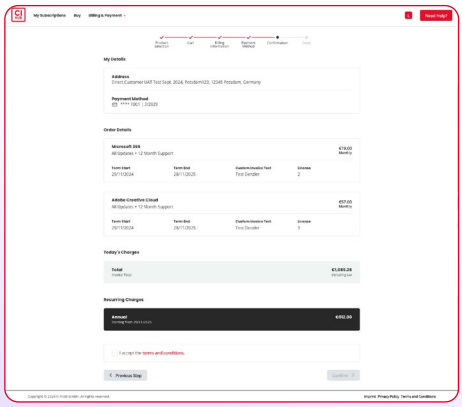


You will be directed to the next option, “Cart” 1. On this page, you can see what you ordered and choose how many licenses you want 2.



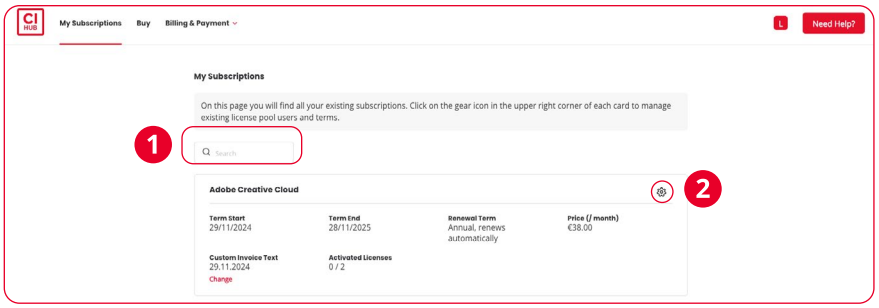
If you’re already a customer, you’ll go straight to the confirmation page. Accept the terms and conditions and proceed with the completion of the order.

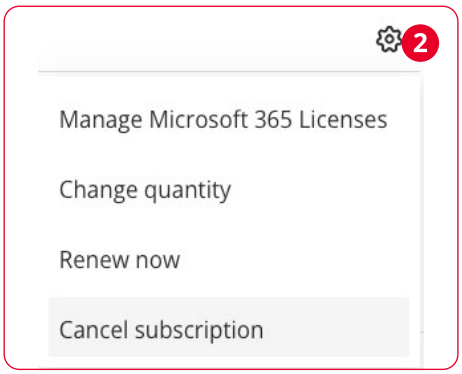




Manage your License

You find all your subscriptions in the **My Subscriptions** menu. If you already have several subscriptions, you can use the search function to find the product you are looking for 1. The gear icon gives you access to a wide range of options 2.

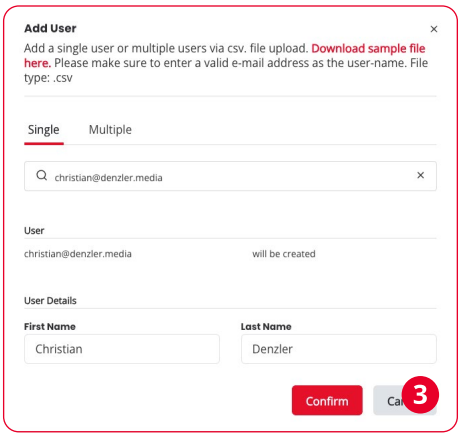




You can manage your licenses and invite users.

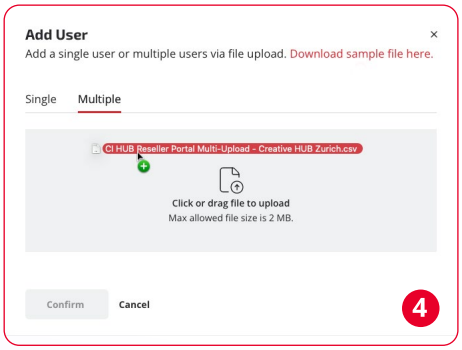
Add/invite a user

If you have purchased a subscription, you can add licenses to your users. To accomplish this, click on the settings icon (gear wheel) and select, for example, “Manage Adobe Creative Cloud Licenses 2.”
You will now be redirected to the user’s overview. In our example, you can add a user by clicking the ‘Add’ button. The user interface allows you to add a single user 3 or a group of users 4 via a CSV file.



Add a single user

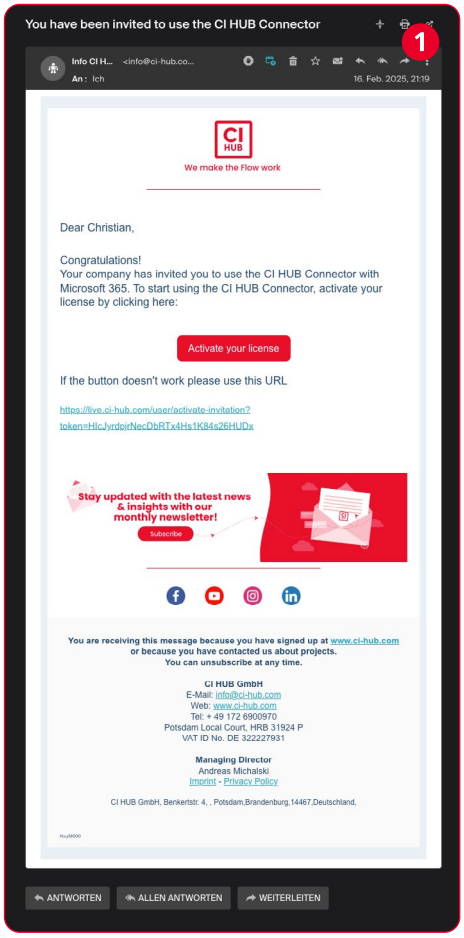
To create a single user, simply enter their email into the input field. The dialog has now changed, and you can see below the input field that indicates which user will be created. Please confirm this with the red ‘Confirm’ button. Once you have done that, your user will appear in your overview.



Add multiple user

If you are looking to create not only one user, but a whole set, you can do this via a CSV. The easiest way to accomplish this is to download the sample file from the Reseller Portal, fill it out, and upload it back to the portal. *Important: You can only add as many users to the pool as you have purchased licenses for. If you try to add more users, you will receive an error and no users will be imported.*

An email will be sent to the invited user with links to the registration, installation, user manual, and tutorial videos 1. An email will also be sent to the user if you remove their license 2. *The CI HUB ID can be used to log into the CI HUB Connector or the License Portal.*



Renew now

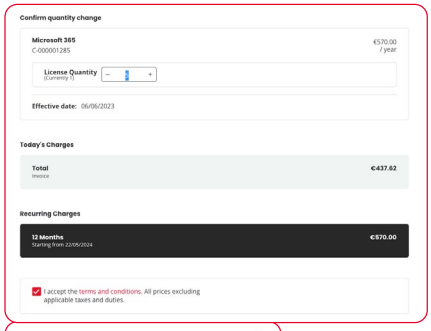
Using this option, you can renew your current subscription at any time. The new end date will be displayed in the overview after it is extended for 12 months. You will receive an invoice within 14 days of the start of the renewal.

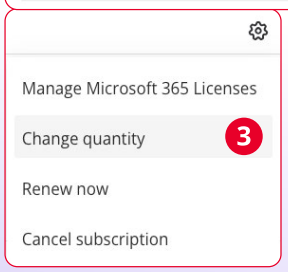
Change quantity

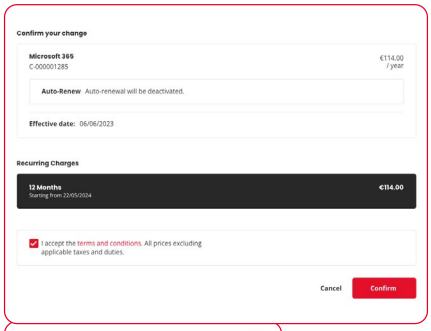
You also have the option to add additional licenses without extending the license runtime. To accomplish this, select the 'Change quantity' option from the settings 3.

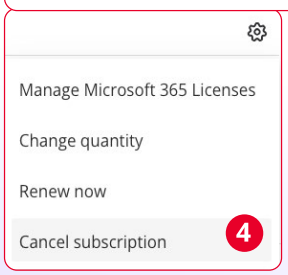
Cancel subscription

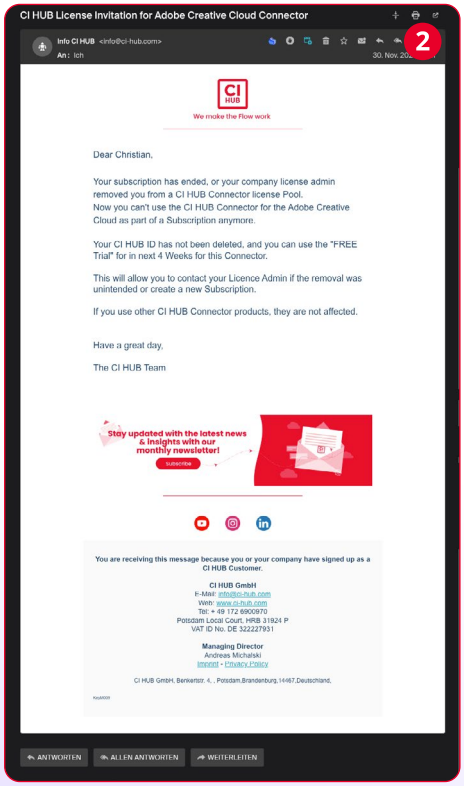
You also have the option of cancelling your subscription at any time. To do this, use the 'Cancel subscription' option 4. Your subscription will continue until the contract ends.











Buy additional subscription

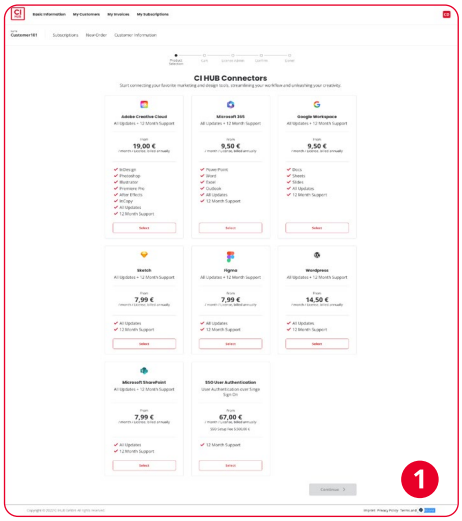
Now that you know how to get started with the CI HUB Connector, you may want to subscribe to other products. This is also very easy to do via my.ci-hub.com.

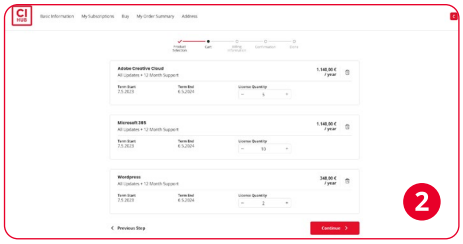
Buy a subscription

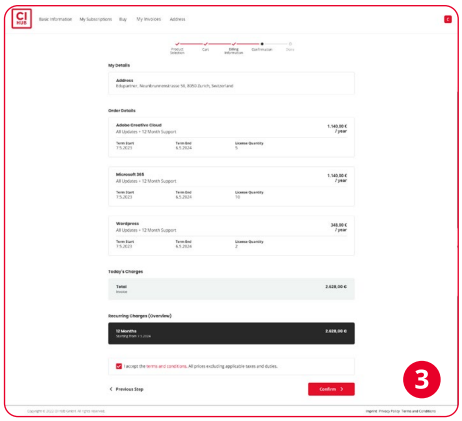
To purchase a subscription, click on **Buy** in the menu and select your desired subscriptions: We have chosen Adobe, Office 365 and WordPress as examples 1. To continue, please click the red button at the bottom right of the screen. If, by mistake, you have selected too many or the incorrect application, you can deselect it again by clicking on the red button. After that, the button will return to black. Now you will be redirected to your order **Card** 2**.** Here, you will find an overview of your products, and you will be able to set the number of licenses. The duration and annual cost of your subscription are also displayed. To continue, click on 'continue' to be redirected to the confirmation page 3**. Billing information** is displayed during the final checkout step. However, the payment method step is skipped if it's not your first purchase, as your credit card information is securely saved in our system.

When you have confirmed your order, you will find your subscriptions under **My Subscriptions.**

The licenses will be immediately activated.

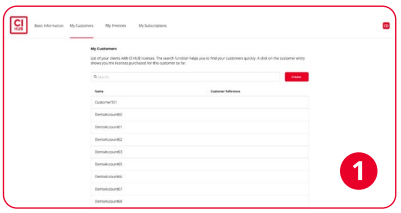




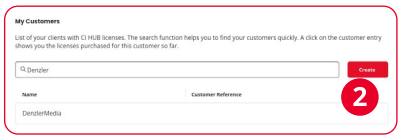


FOR RESELLER ONLY

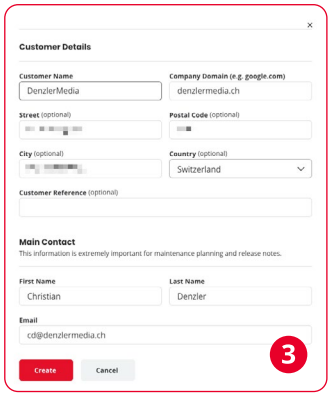
Create a customer



After logging in navigate to the **My Customers** menu item to take care of your customers. If you are a new reseller, you may not have a lot of customers in the list. The situation may be different if you are a long-term reseller. You will find a large list in this case 1. If that is the case, the easiest way to find a specific customer is to use the built-in search function 2.



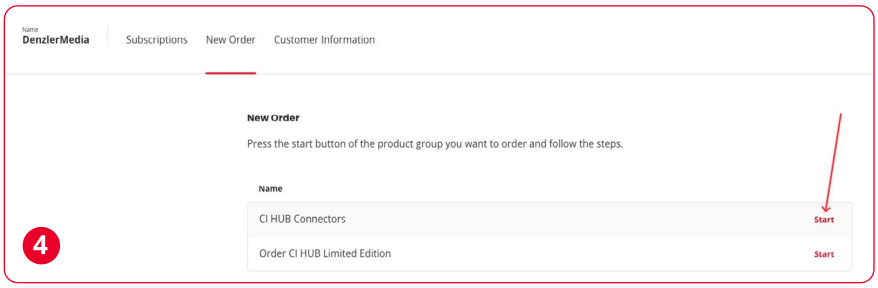
To create a new customer, click the red 'Create' button to the right of the search field. In the following screen, you can enter the details of your new customer and create it by clicking the 'Create' button below 3.



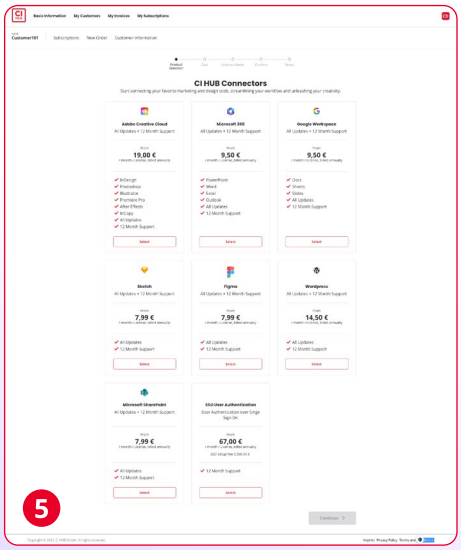
If you have already created a new customer, you can register him for the first subscription.

Order a new subscription

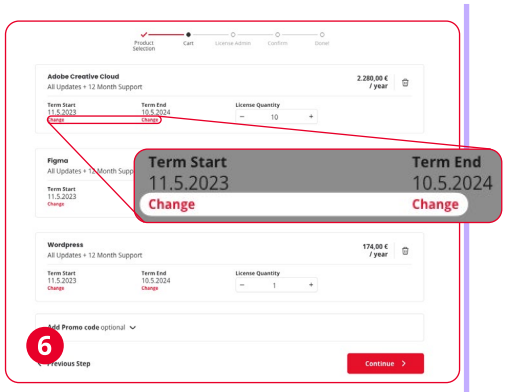
To create a new subscription for a customer, please go to the **New Order** menu and click 'Start' 4 on the CI HUB Connector. This will take you to the order screen 5. Select the desired products here and then click the "Continue" button.



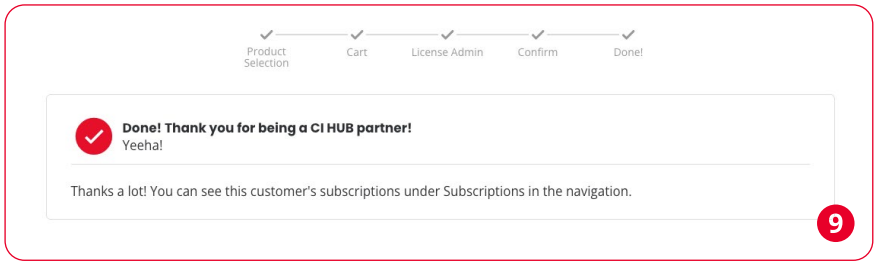
Now you will be redirected to your order **Card** 6**.** Here, you will find an overview of your application subscriptions, and you will be able to set the number of licenses. As a reseller, you have the option to define the start and end date of the license yourself. It is useful, for example, if you have fixed subscription periods and need to add a product during the current term. If that is the case, please click the red "Change" link by the respective date to adjust it to your subscription cycle. The price is calculated daily. Of course you can renew your current subscriptions at any time if you wish. The new end date will be displayed in the overview after it is extended for 12 months. You will receive an invoice within 14 days of the start of the renewal.
The duration and annual cost of your subscription are also displayed. To continue, please click on 'Continue' 7**.**

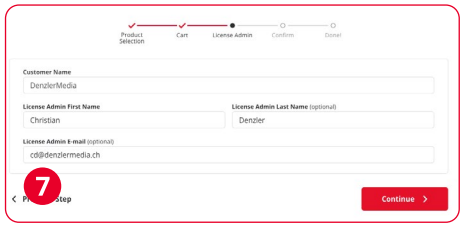


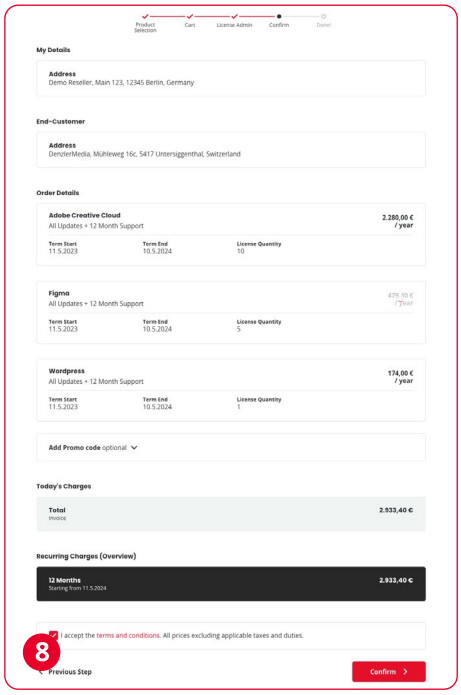
Please indicate who in your company is responsible for this product pool. This person becomes the License Admin and will then be responsible for managing the licenses and users of this product pool. This only applies to resellers, not Customers. To proceed to the Confirmation page, please click the ‘continue’ button. On the Confirm page, you will find an overview of all subscriptions you purchased. Please review them and then confirm your order 8.



Congratulations! You have just ordered your first subscription as a Reseller 9. An email confirmation will be sent to you.

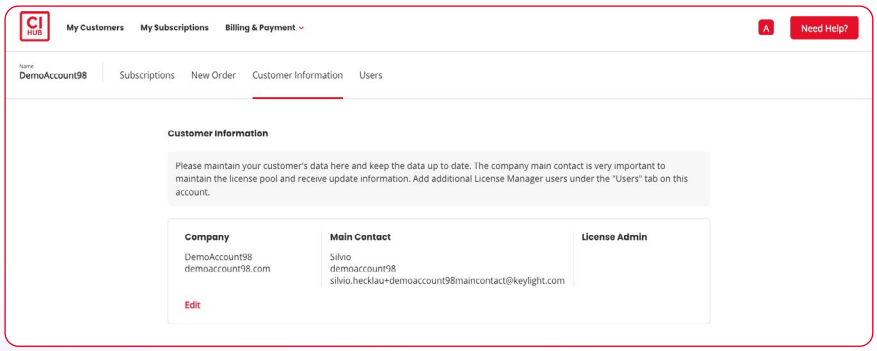






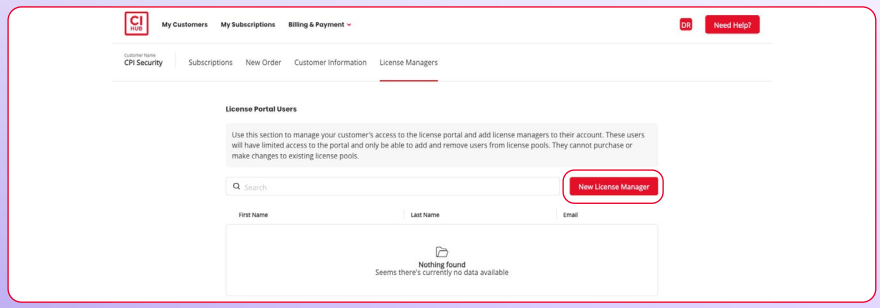
Customer Information

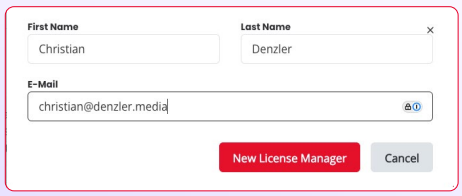
You can maintain and update your customer data under the menu item “Customer Information”. Click on “Edit” to adjust all customer details and add a License Admin, for instance. Important: You can add new License Admins under User.



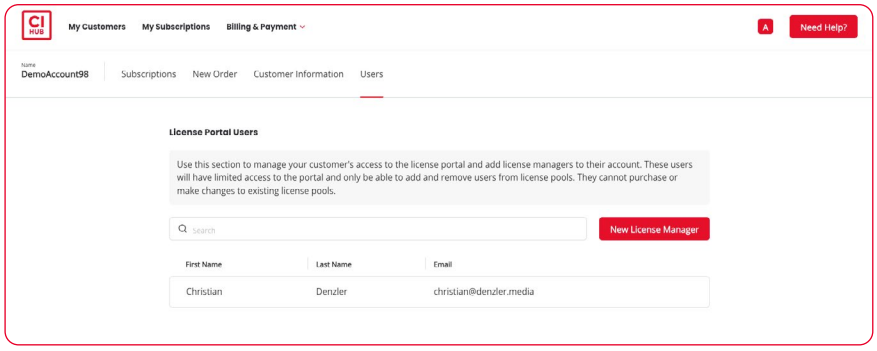
License Managers

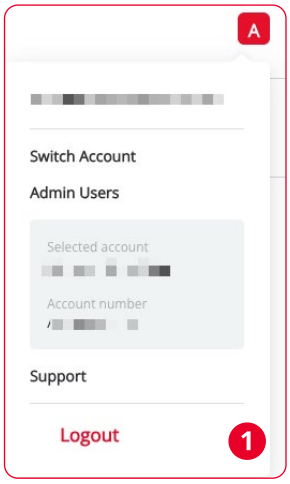
Use this section to manage your customer’s access to MyCIHUB and add license managers to their account. These License managers will have limited access to the portal and





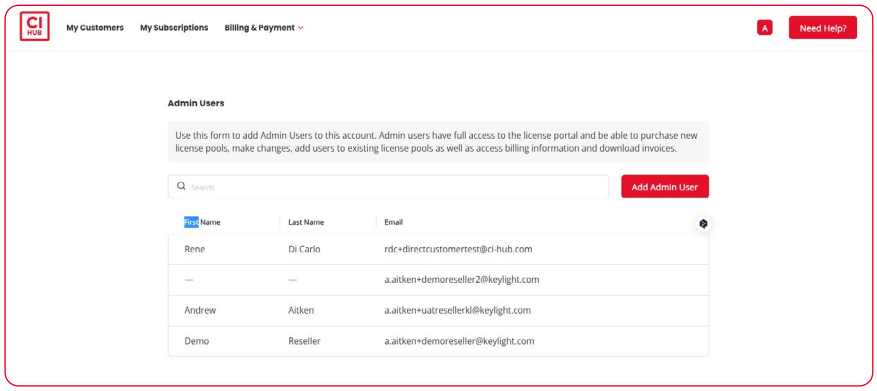
only be able to add and remove users from license pools. They cannot purchase or make changes to existing license pools.

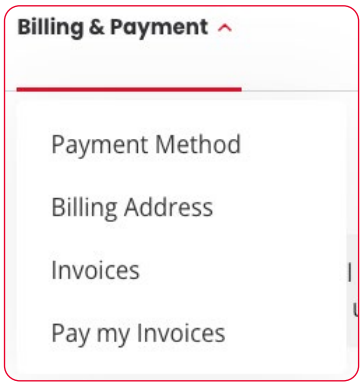




Admin Users

Use this form to add Admin Users to this account. Admin users have full access to the license portal and be able to purchase new license pools, make changes, add users to existing license pools as well as access billing information and download invoices.





You will find the menu for the admin user under the drop-down of your account icon at the top right 1.

Payment

As a Customer, you can search for unpaid invoices, see if your invoices have been paid, and choose and pay non-paid invoices. Payments are processed through a secure Stripe integration.

This guide will help you get the most out of our application process. We hope that you will have a seamless and efficient experience when paying your invoices using the Payment Portal, just as you have with the CI HUB Connector Family.

FOR RESELLER ONLY

To get access as a reseller to these functions you need to be activated by CI HUB. This requires a Reseller Contract and a full Commercial setup.

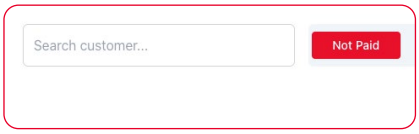
Please contract us via sales@ci-hub.com to get answers and the setup managed.

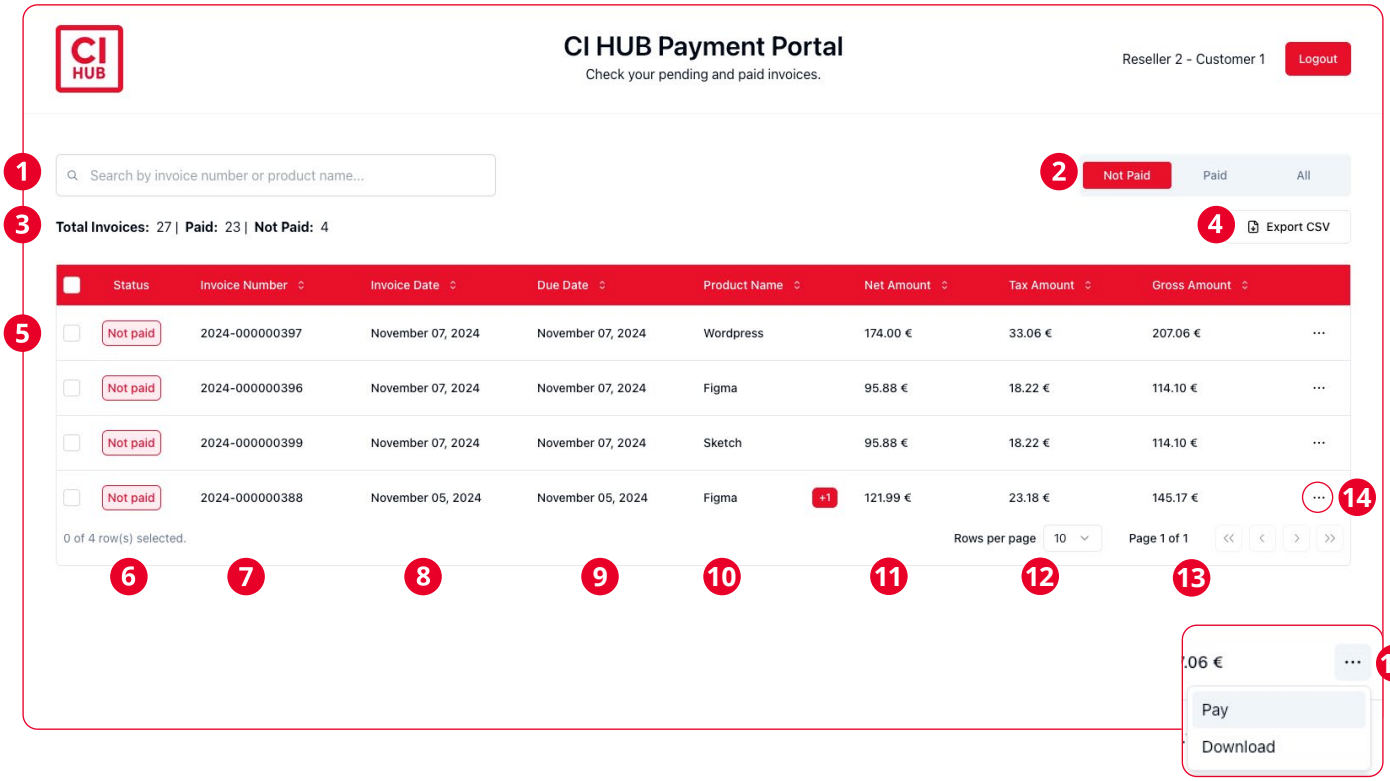
Backend overview

The portal is straightforward and clearly structured. You will find a search function at the top of the screen 1, which you can use to search for invoices and product names etc. Enter the desired term and press return. You also have the option to filter the invoices in accordance with the statuses “Not Paid”, “Paid”, and “All” 2. This will provide you with a brief overview. Just above the invoice list, you can see at a glance how many invoices you have in the system in relation to your currently set filters and how many of them are paid and not yet paid 3. The list of invoices is organized like this:

FOR RESELLER ONLY

As a reseller, you not only see your invoices, but also those of your customers. Accordingly, you also have a search field that you can use to search your customer accounts:





4 **CSV Export:** You can export all your invoices to a CSV-File.

5 **Select:** Select the invoice you want to process. You can also select several.

6 **Status:** Check the status of an invoice quickly.

7 **Invoice Number:** See your invoice number easily.

8 **Invoice Date:** See when the invoice was issued.

9 **Due Date:** See when the invoice must be paid.

10 **Product Name:** Here you can see which product has been invoiced.

11 **Net Amount:** The net amount is the price for our service, excluding taxes.

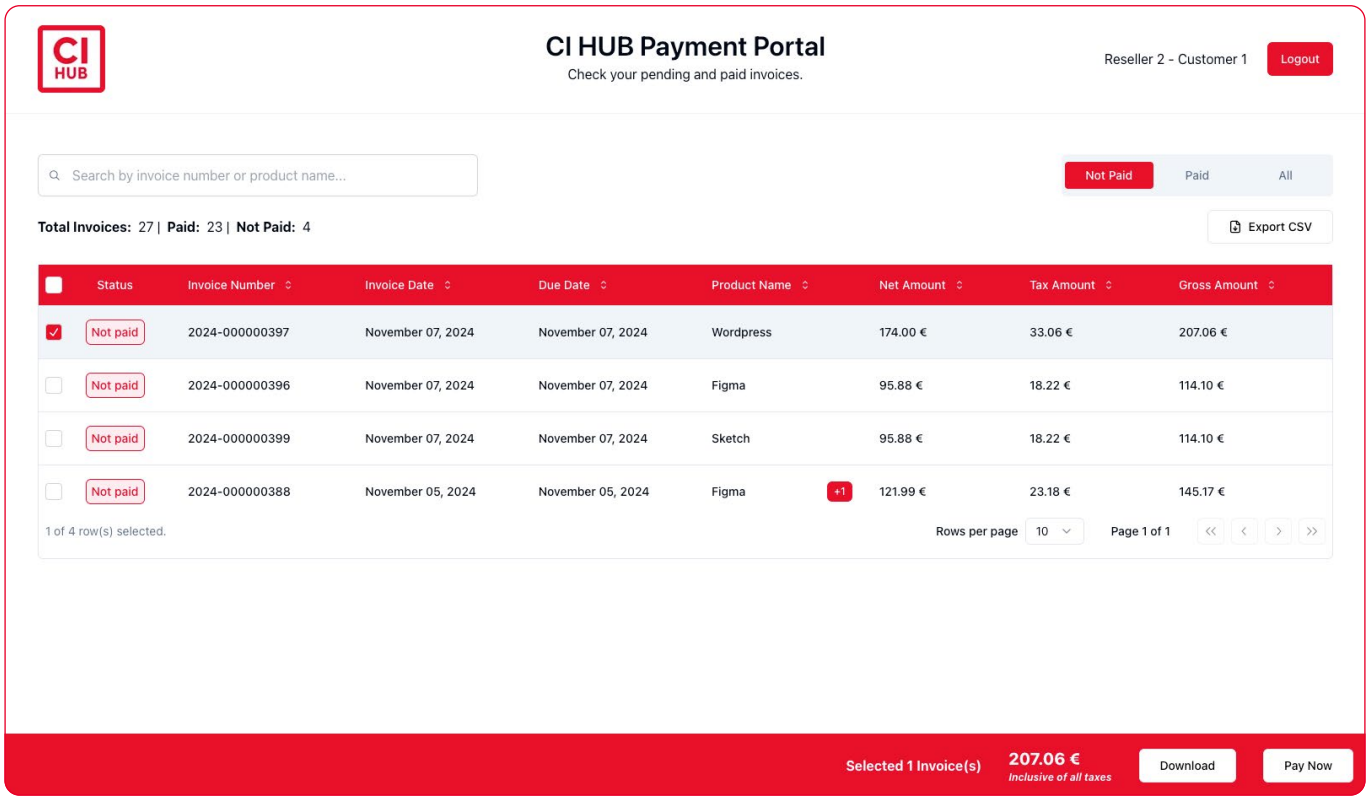
12 **Tax Amount:** You will find here the tax amount for the service.

13 **Gross Amount:** The final amount to be remitted is comprised of the net amount and tax amount.

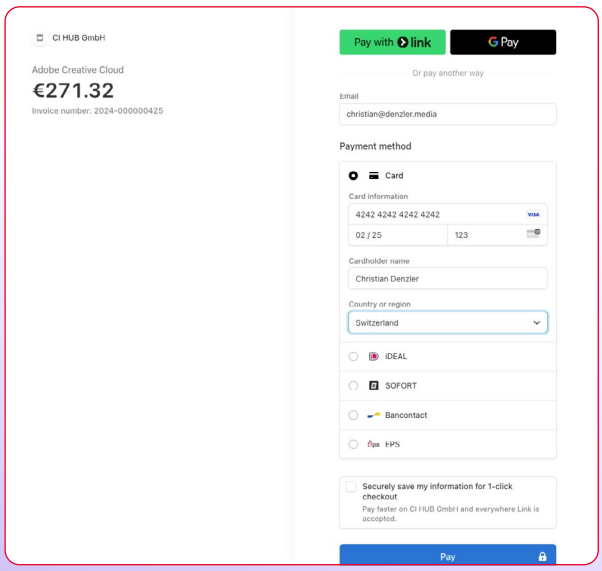
14 **More Options:** With the three dots, you can pay the invoice or download a PDF.

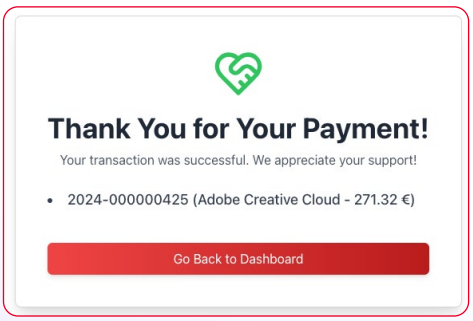
Paying invoices

The process of paying invoices is quite straightforward. Click on the invoices you want to pay. A red bar will appear with the total amount that needs to be paid.

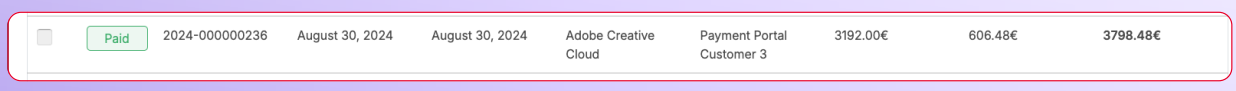


To commence the payment procedure, kindly click on the “Pay Now” button. You will be subsequently directed to a secure input screen. Please select your preferred payment service provider or payment by credit card here. Finish the process by clicking the Pay-Button. You can also download the invoice as a PDF for your records.





The invoice can now be located under the category of paid invoices.



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