

PCCW Global



Your guide to becoming a **Console Connect** **Private Label reseller**

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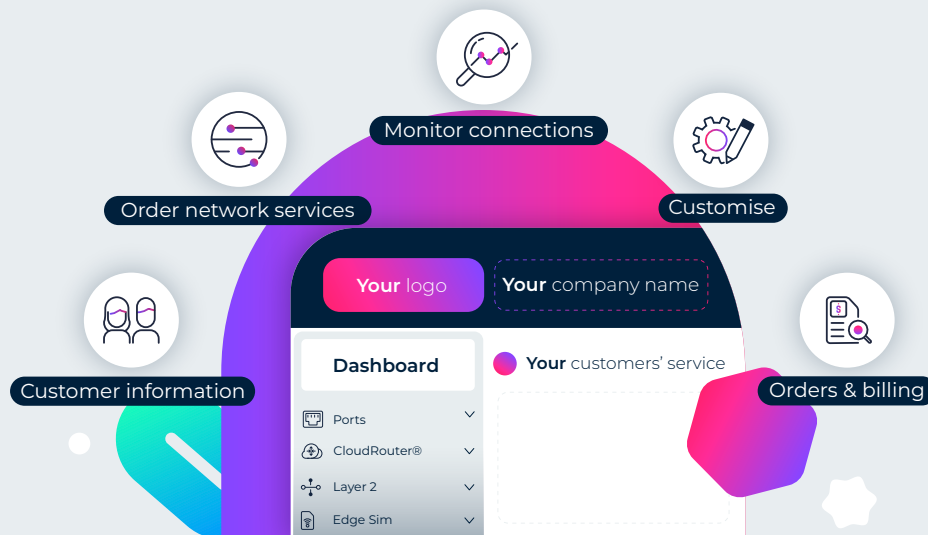
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1. What is Console Connect Private Label

Console Connect Private Label is a ready-to-use management portal that has been specially designed to help accelerate your reselling journey with Console Connect.

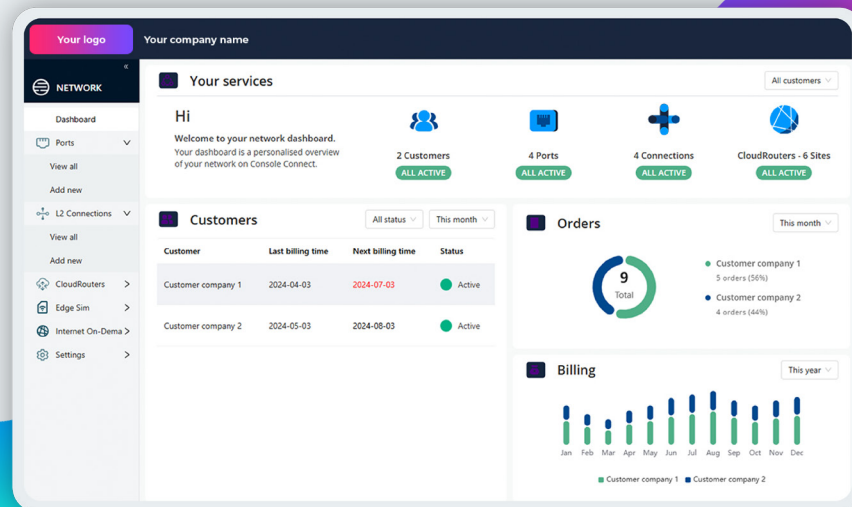
The customisable portal lets you easily quote, order, and manage Console Connect services on behalf of your customers. Through a single dashboard, you can view essential information in real-time about your Console Connect services, helping you gain a deeper understanding of your customers' needs and make more informed decisions.

Customise the user interface to provide a seamless experience for your customers that helps them stay updated on the status of their services at all times.



2. How to get started as a reseller with Console Connect Private Label

- Sign up in Console Connect platform and become an official Console Connect reseller.
- After signing the service agreement, we will get you set up with a customised portal, which can feature your company logo, brand colours, domain, price book (if applicable) and customer accounts.
- Here are some essential things you need to get started:
 - Your company needs to provide us with a logo and desired colour theme.
 - Your company needs to have at least one person who is setup as an Account Administrator for Console Connect, enabling them to delegate administration functions to other company members.
 - Your company needs to provide a primary email address which will be used as a "send from email address" in all email communications to your end customers.



3. Console Connect Private Label features

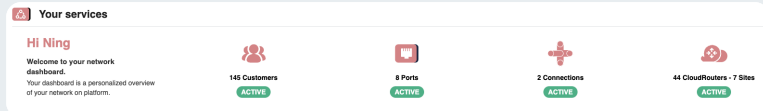
3.1 Dashboard

There are three views of the dashboard available.

3.1.1 Reseller dashboard under reseller view

When you log in, you will see an overview of information about your customers and their products.

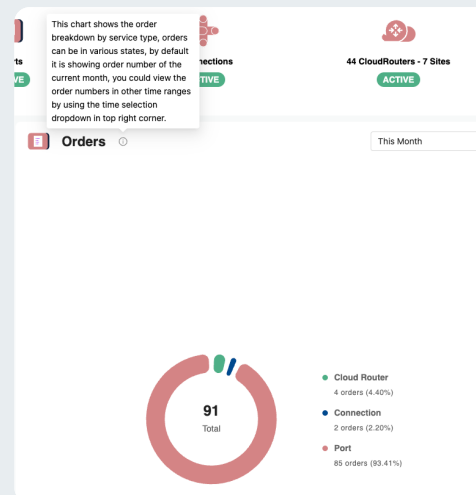
3.1.1.1 At the top, you will see the number of active customers and the total number of active ports, connections, CloudRouters®, IoT, etc.



3.1.1.2 On the left, you can view the number of customers and the current status of each customer. The portal provides status classification and users can filter by company creation time.

Customers		All status	This Month
Customer	Status		
Company Test1	Active		
Company Test2	Active		
Company Test3	Active		

3.1.1.3 On the right, you will see the number of orders placed by all customers, which may be in 'submit', 'active', or 'in process' status. This only includes current orders and not ones that have since been deleted. The chart allows you to filter by time.



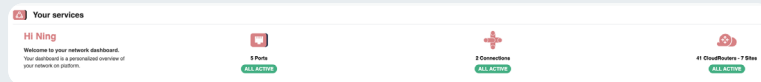
3.1.1.4 If you are reselling Edge SIM, then Edge SIM data usage will be down at the bottom. You can filter by time and select view type, as well as download usage.



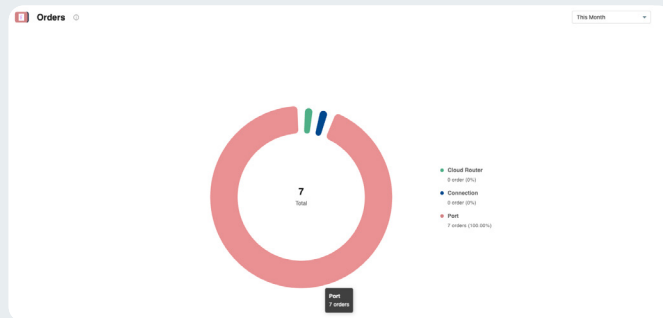
3.1.2 Reseller dashboard under customer view

You can also switch to a dashboard for one of your end customers by selecting an end customer company on top right corner of the header, where you can find an overview of information about the customer and its products.

3.1.2.1 At the top, you can see the total number of active ports, connections and CloudRouters® etc of that particular customer.



3.1.2.2 On the left, you can see the number of orders placed for the customer, which may be in 'submitted', 'active', or 'processed' status. This only includes current orders and not ones that have since been deleted. The chart allows you to filter by time.



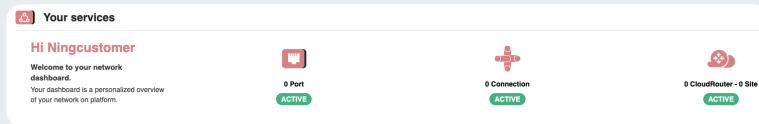
3.1.2.3 If you are reselling Edge SIM, then Edge SIM data usage will be down at the bottom. You can filter by time and select view type, as well as download usage.



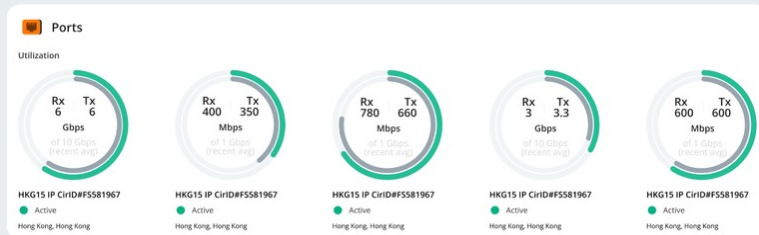
3.1.3 End customer dashboard for customer

Another dashboard is available to your customer, which gives them an overview of information about its products.

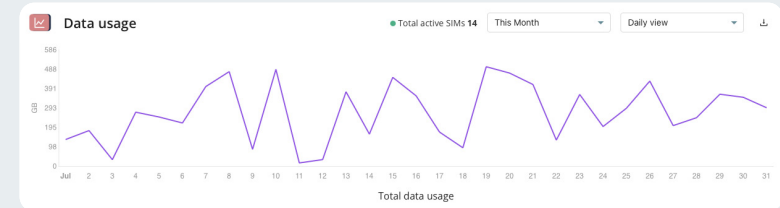
3.1.3.1 At the top, your customer can view its total number of active ports, connections and CloudRouters®, IoD, etc.



3.1.3.2 Your customer can view the current utilisation of its active ports.

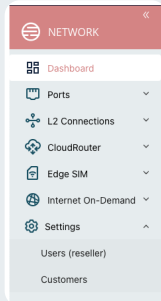


3.1.3.3 If your customer is using Edge SIM, then Edge SIM data usage will be down at the bottom. You can filter by time and select view type, as well as download usage.

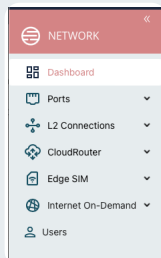


3.2 Navigation bars

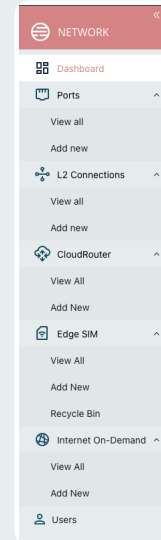
There are several navigation bars available to you and your customers.



When you switch to Reseller Company view in top right corner, the navigation bar provides a view of all your customers' active ports, connections and CloudRouters®. Within this navigation, you can find 'Settings', where you are able to add new customers.



Your customer can either log in with a user name and password, or use SSO. Please note a more limited navigation bar will appear for customers if they use SSO. This navigation does not include an entry point to buy products.



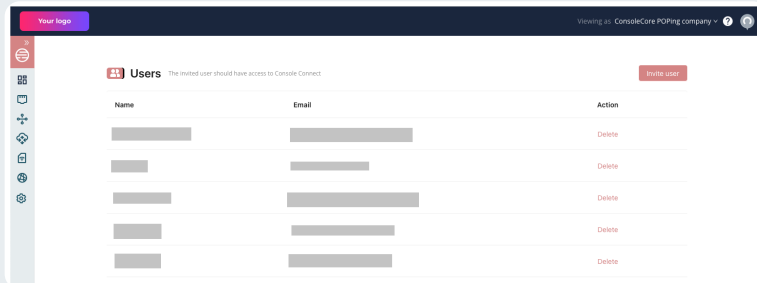
When you switch to a specific customer company view in top right corner, the navigation bar allows you to view all the active ports, connections and CloudRouters® etc ordered for this specific customer. Besides the service list, you could also click "Add new" to order new service for this customer.

The difference between the first navigation and this one is that for each product there is an entry point to order new.

3.3 User management

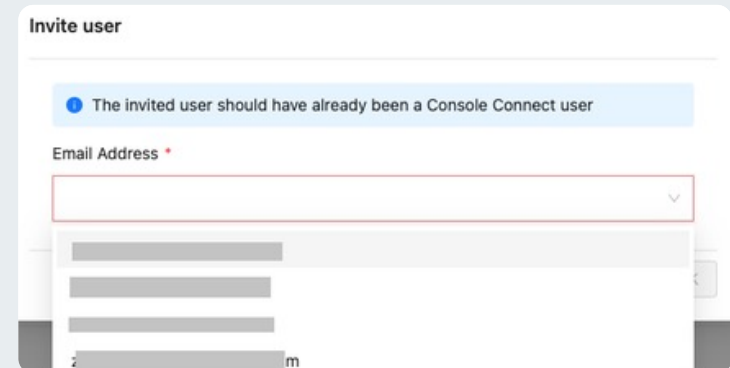
The portal enables you to invite other eligible Console Connect users of your company to the Console Connect Private Label platform. Clicking Settings → Users, you can see all your company users currently allowed to log in to the platform.

Notes: Only users with “User Admin” role in Console Connect platform could see “Invite user” button and the user email.



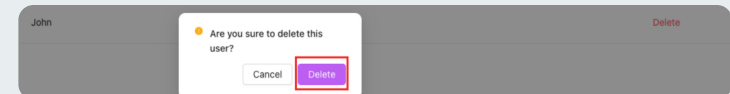
3.3.1 Invite user

Click the ‘Invite user’ button, and you can select an option from the dropdown box. (Note: The drop-down box will only display the names of users who already have access to the Console Connect platform. If you need to invite a new user to the platform, please ask them to first register with Console Connect or contact the support team for help)



3.3.2 Delete user

Click the ‘Delete’ button for any user and this will immediately remove the user from the list.



3.4 Customer management

You can manage your end customer companies under the Settings → Customers.

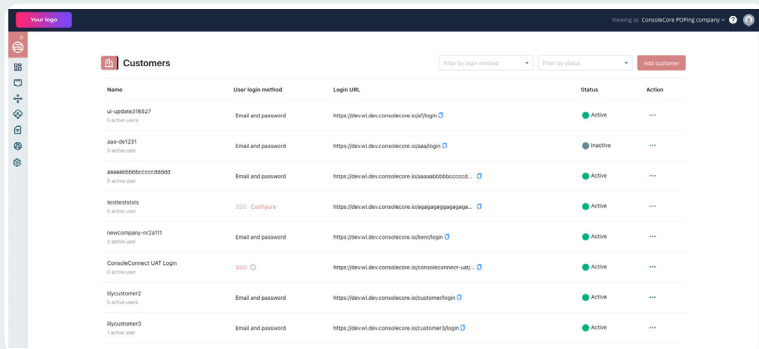
3.4.1 Customer list

In the Login URL column, you will be able to view the login url used by the customer company when they log in.

In the name column, apart from the customer company names provided by reseller, reseller can also see how many active customer users under that customer company can log in to the platform.

User login method column shows out the customer company login method, such as SSO or email&passwords. Any customer company can only use one single login method to login.

You can filter your customer list by login method or company status.



The screenshot shows the 'Customers' management page in the Console Connect interface. It features a table with columns for Name, User login method, Login URL, Status, and Action. There are filters for 'Filter by login method' and 'Filter by status', and an 'Add customer' button. The table lists several customer companies with their respective login methods (Email and password, SSO) and login URLs. The status of each customer is indicated by a green dot for 'Active' and a grey dot for 'Inactive'.

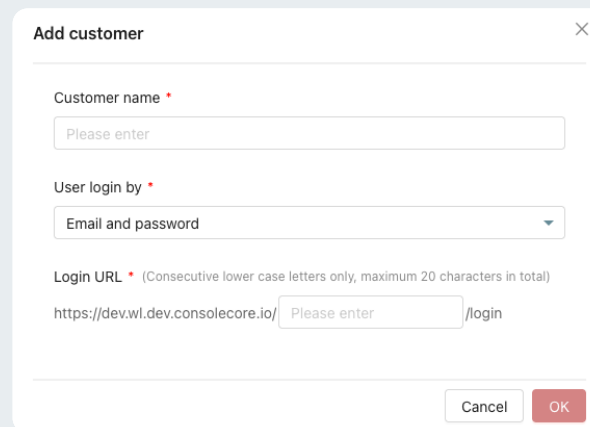
Name	User login method	Login URL	Status	Action
up-date070827 1 active user	Email and password	https://dev.wl.dev.consolecore.io/?login	Active	...
aaa-001231 1 active user	Email and password	https://dev.wl.dev.consolecore.io/aaa/login	Inactive	...
aaaaa0000000000000000 1 active user	Email and password	https://dev.wl.dev.consolecore.io/aaaaa0000000000000000	Active	...
bbbbbb000000 1 active user	SSO Configure	https://dev.wl.dev.consolecore.io/bbbbbb0000000000000000	Active	...
cccccccompany-002011 1 active user	Email and password	https://dev.wl.dev.consolecore.io/cccccccompany/login	Active	...
ConsoleConnect UAT Login 1 active user	SSO Configure	https://dev.wl.dev.consolecore.io/consoleconnect-uat	Active	...
MyCustomer2 1 active user	Email and password	https://dev.wl.dev.consolecore.io/MyCustomer2/login	Active	...
MyCustomer3 1 active user	Email and password	https://dev.wl.dev.consolecore.io/MyCustomer3/login	Active	...

3.4.2 Create new customer company

The 'Add Customer' button enables you to create a new customer company.

You only need to provide three pieces of information:

- the name of the customer company
- login method
- short character of login url
 - Please note that once the login url has been created, it cannot be changed for now. This url needs to be unique so please ensure the short character is not used by others.



The 'Add customer' form is a modal window with a close button (X) in the top right corner. It contains three fields: 'Customer name' (text input), 'User login by' (dropdown menu), and 'Login URL' (text input). The 'Login URL' field has a placeholder text: 'https://dev.wl.dev.consolecore.io/ Please enter /login'. At the bottom right, there are 'Cancel' and 'OK' buttons.

Add customer

Customer name *

Please enter

User login by *

Email and password

Login URL * (Consecutive lower case letters only, maximum 20 characters in total)

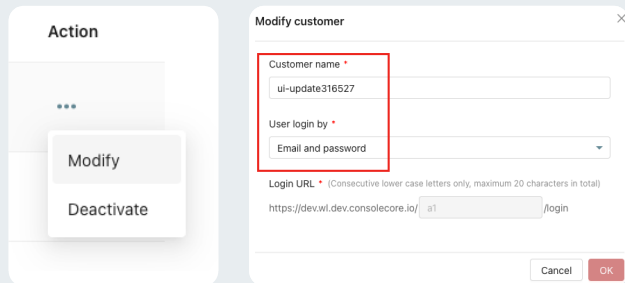
https://dev.wl.dev.consolecore.io/ Please enter /login

Cancel OK

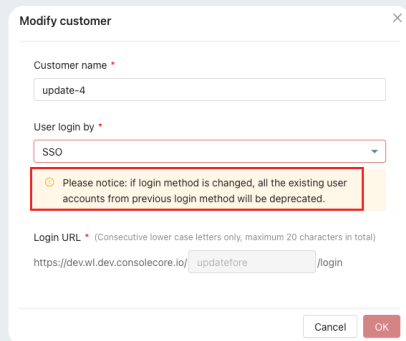
Please note that we currently allow the creation of a maximum of 200 customer companies. Please contact the support team if you need to create more.

3.4.3 Update customer

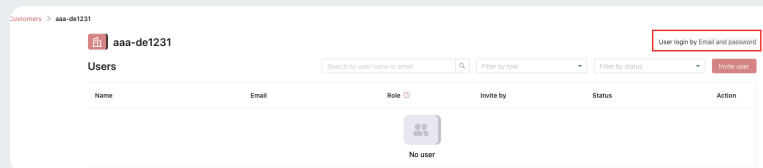
You can change the company name and login method for a customer in the Customers list. Login short character is not allowed to update for now.



Please note that once the login method change is successful, the original login information will be deleted without retention.



You can tell which login mode the customer is using by the identifier on the top in the customer user list page.



3.4.4 Deactivate/Activate customer

You can change the customer company status to inactive. Please make sure that all services purchased for an inactive customer have been deleted, otherwise Console Connect will continue to invoice you for these services.

Once the status changes, your customer will not be able to log in to the system any more, and you will not be able to purchase any new products for the customer unless it is reactivated.



! Are you sure to deactivate this customer?

Please ensure there are no any active services, otherwise this customer will still be charged.

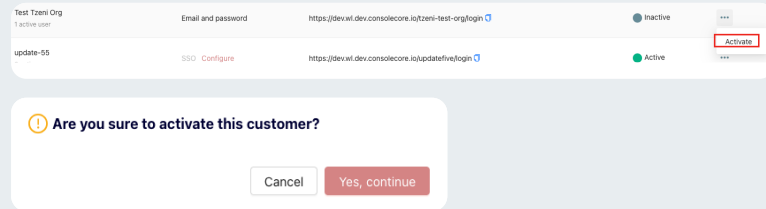
After deactivation, order history will be kept, but you can not order new service for this customer.

This customer users can not login to the platform either.

Continue?

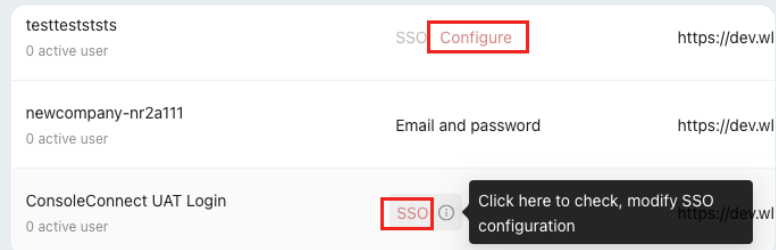
Cancel Yes, continue

You could reactivate any customer companies which status is inactive if needed.



3.4.5 Customer SSO configuration

You can also configure SSO for your customers if they wish to use it as the login method



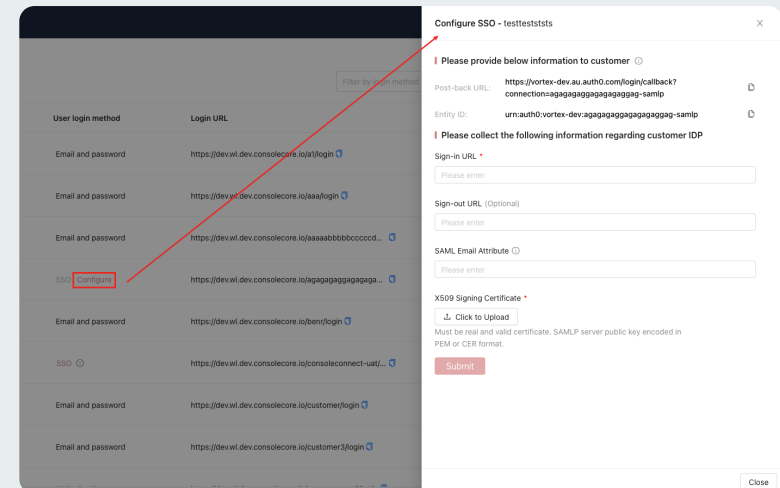
If the SSO configuration is not done yet for a specific customer company, "SSO" in "User login method" column will be greyed out and you could click "Configuration" link next to it to configure it.

You will then need to copy the post-back URL and entity ID and send these details to your customer in order for them to configure their IDP server.

You will also need to collect the following IDP information from your customer and enter this information into the page.

- Sign-in URL (required)
- Sign-out URL (optional)
- SAML Email attribute (optional)
- x509 Signing Certificate (required)

We do support SSO testing. After the above two steps are complete, please invite a customer to log in to verify whether the login is successful.



If the company has SSO configured successfully, you could still update the configuration by clicking “SSO”.

The screenshot displays the AWS IAM console interface. On the left, the 'SSO' link in the navigation menu is highlighted with a red box. A red arrow points from this box to the 'Configure SSO - ConsoleConnect UAT Login' configuration page on the right. The configuration page shows details for the 'Post-back URL', 'Entity ID', 'Sign-in URL', 'SAML Email Attribute', and 'X509 Signing Certificate'.

3.4.6 Customer user management

Regardless of the login method, you can still invite your customers to log in to the Private Label platform via this company user page. .

Team Leads

U&P org - Don't Delete

User login by Email and password

Search by User name or email


Filter by role

Filter by status

Create user

















Name	Email	Role	Invite by	Status	Action
		Customer Viewer	+ jinnah@2020-09-28	Active	---
		Customer Admin	+ jinnah@2020-09-28	Active	---
		Customer Admin	+ jinnah@2020-09-28	Active	---
		Customer Admin	+ jinnah@2020-09-28	Active	---
		Customer Admin	+ jinnah@2020-09-28	Active	---
		Customer Viewer	+ Updated: 2020-07-02	Active	---
		Customer Admin	+ Updated: 2020-07-02	Active	---
		Customer Admin	+ Updated: 2020-07-02	Active	---

[Customers](#) > [IlySSO-update](#)


IlySSO-update

[User login by SSO](#)

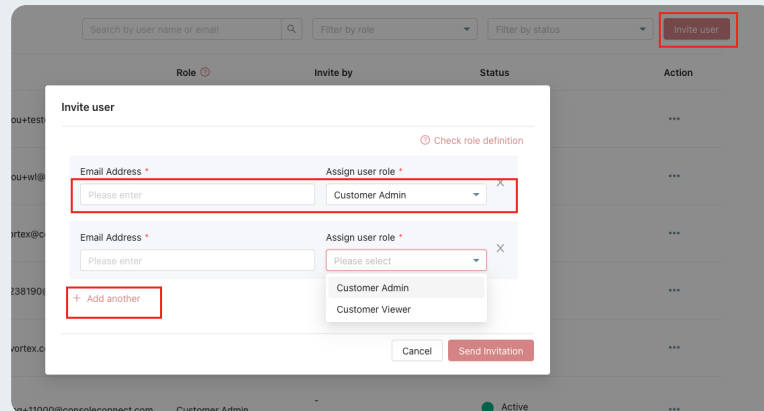
Users

Name	Email	Role 	Invite by	Status	Action
		Customer Viewer	- Updated: 2025-07-01	 Active	...
		Customer Viewer	- Updated: 2025-07-01	 Active	...
		Customer Admin	+ Joined: 2025-07-09	 Active	...
-		Customer Admin	 Invite sent: 2025-07-09	 Pending Expire: 2025-07-16 19:17:24	...
-		Customer Viewer	 Invite sent: 2025-07-09	 Pending Expire: 2025-07-16 19:55:43	...

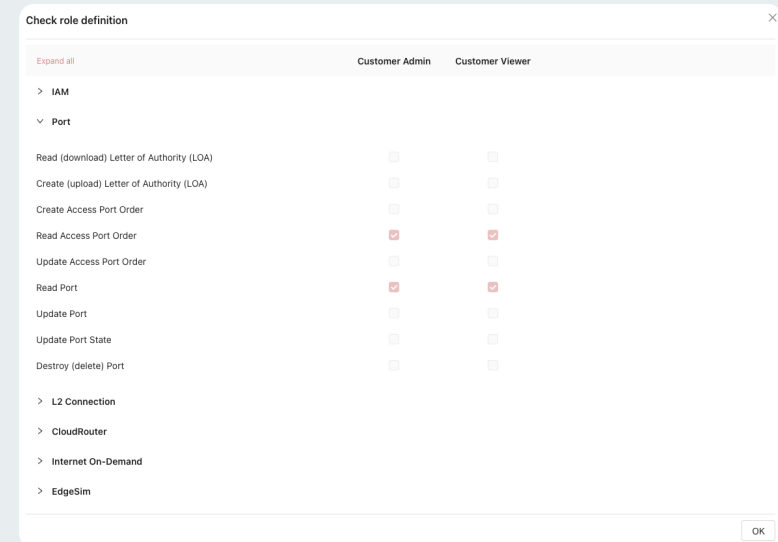
3.4.6.1 Invite customer user

Click the 'Invite user' button to invite new customer users.

You can enter multiple email addresses manually, assign each user a role, and the system will send invitation letters to these email addresses. Invited users need to register their name information. Once the user receives the invitation, the user name will be displayed in the user list. Note that our current maximum users for one customer company is 200.

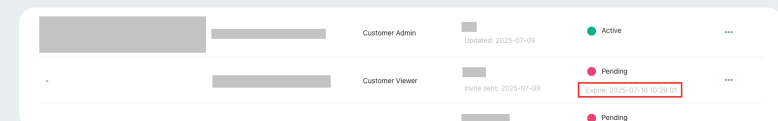


You could click "check role definition" to understand the permissions of those customer user roles.



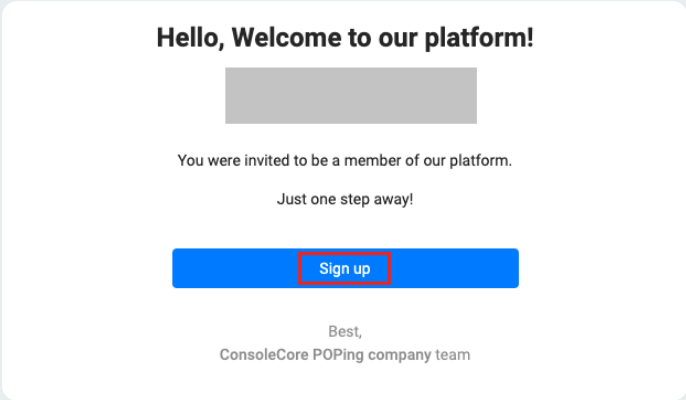
Expand all	Customer Admin	Customer Viewer
> IAM		
> Port		
Read (download) Letter of Authority (LOA)	<input type="checkbox"/>	<input type="checkbox"/>
Create (upload) Letter of Authority (LOA)	<input type="checkbox"/>	<input type="checkbox"/>
Create Access Port Order	<input type="checkbox"/>	<input type="checkbox"/>
Read Access Port Order	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Update Access Port Order	<input type="checkbox"/>	<input type="checkbox"/>
Read Port	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Update Port	<input type="checkbox"/>	<input type="checkbox"/>
Update Port State	<input type="checkbox"/>	<input type="checkbox"/>
Destroy (delete) Port	<input type="checkbox"/>	<input type="checkbox"/>
> L2 Connection		
> CloudRouter		
> Internet On-Demand		
> EdgeSim		

3.4.6.2 Before the new user completes the registration, you will only be able to see their email in the list. The user must complete the registration within 7 days, otherwise the invitation will need to be resent.

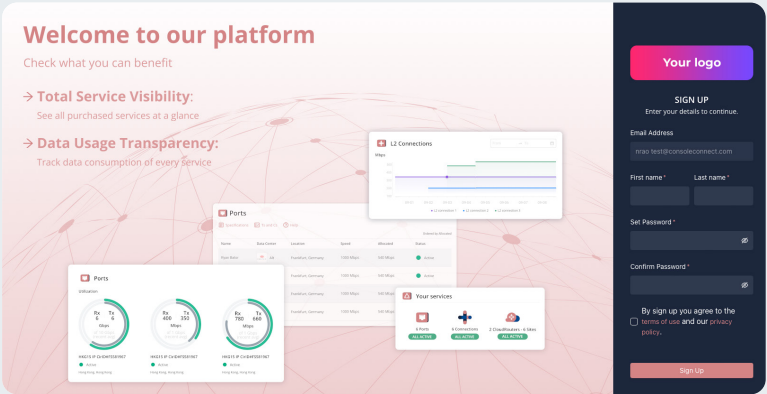
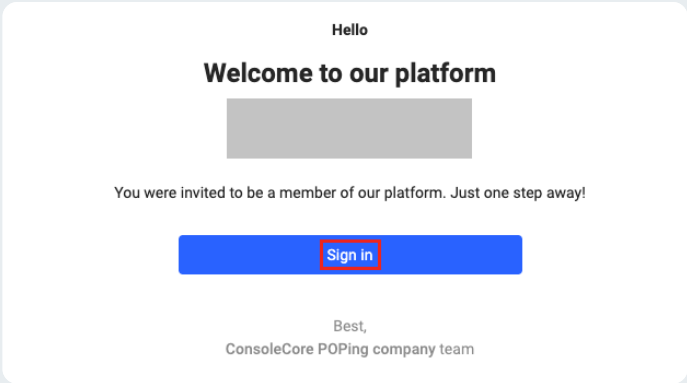


Role	Status	Action
Customer Admin	Updated: 2025-07-09	Active
Customer Viewer	Invite sent: 2025-07-09	Pending
		Pending

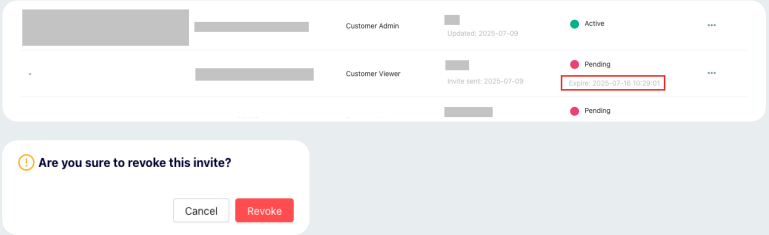
3.4.6.2.1 Users who receive the invitation are required to provide their user name and password to complete the registration process if the login method is user name and password.







Users who receive the invitation are required to log in with their SSO credential if the login method is SSO.



3.4.6.2.2 If the user has not completed registration or signed it and you do not want them to access the platform, you can initiate the revoke invite function.









3.4.6.2.3 If the user does not complete the registration within 7 days, you can send the email invitation again. If the user cannot find the invitation email, the reseller can also send the email again through the Resend Invite function.

	Customer Viewer		Pending	...
		Invite sent: 2025-07-09	Expire: 2025-07-16 10:29:01	Resend Invite
	Customer Viewer		Pending	...
		Invite sent: 2025-07-08	Expire: 2025-07-15 13:20:11	Revoke Invite

3.4.6.3 You can edit the name and role of the registered user.

Note that you could update both name and role of the registered user when the login method is email and password.

U&P org - Don't Delete					
Users					
Name	Email	Role	Invite by	Status	Action
		Customer Viewer	Joined: 2025-06-26	Active	...
		Customer Admin	Joined: 2025-06-26	Active	...
		Customer Admin	Joined: 2025-06-19	Active	...

First name *

Last name *

Lida

Karadimou

User role *

Customer Viewer

Customer Admin

Customer Viewer

Save

While you could only update role if login method is SSO:

Action

...

Edit

Deactivate

Remove user

...

Edit

Name

Lianxin

User role *

Customer Viewer

Cancel

Save

3.4.6.4 You can deactivate a user to prevent them from logging into the system.

Action

...

Edit

Deactivate

Reset password

Remove user

...

! Are you sure to deactivate this user?

Cancel

Deactivate

The image shows two parts of the user interface. On the left, a dropdown menu titled 'Action' is open, displaying options: 'Edit', 'Deactivate', 'Reset password' (highlighted with a red border), and 'Remove user'. On the right, a confirmation dialog box is shown with the text 'Are you sure to reset password for this user?' and a warning icon. It contains two buttons: 'Cancel' and 'Reset password'.

Customer Admin

Updated: 2025-07-10

Inactive

...

Activate

Remove user

Customer Viewer

Invite sent: 2025-07-09






Pending

Expire: 2025-07-16 10:29:01

⚠️ Are you sure to activate this user?

Cancel

Activate

	Customer Admin	Updated: 2025-07-10	Inactive	...
	Customer Admin	Updated: 2025-07-10	Active	... <div> Activate <div>Remove user</div> </div>
	Customer Admin	Updated: 2025-07-10	Active	...
	Customer Viewer	Invite sent: 2025-07-09	Pending	... <div> Edit <div>Deactivate</div> <div>Reset password</div> <div>Remove user</div> </div>
	Customer Viewer	Invite sent: 2025-07-09	Pending	...

3.5 Ordering and management of Console Connect services

Under the reseller company view, you could view services overall information in each service list page and you could easily find which service is for which Customer Company and their current status. Taking port as an example:

Viewing as: ConsoleCore POPing company

My company ConsoleCore POPing company

Customers

- ui-update316527
- aaa-de1231
- aaaaabbbbbbccccccddddd
- testtestststs

Ports

Specifications Ts and Cs Help

Ordered by Allocated

Name	Data Center	Location	Speed	Allocated	Customer	Status
Vortex-steffiell-donot-delete	Qianwen Test DCF	Hong Kong, Hong Kong	1000 Mbps	70 Mbps	US&P org - Don't Delete	Active
4iODport-Don't delete	multiple pops	Tokyo, Japan	1000 Mbps	50 Mbps	SSO org - Don't delete	Active
nrIOD-0509-don't delete	multiple pops	Tokyo, Japan	1000 Mbps	20 Mbps	US&P org - Don't Delete	Active
test	KBAKER Test Month 1st Month CCONB-801	Pago Pago, American Samoa	1000 Mbps	0 Mbps	ui-update316527	LOA
zac-test	QE4 Reg Checks DCF	test, Argentina	1000 Mbps	0 Mbps	lida-test-org	LOA
nrnaor-ge4dcf-20250415-5	QE4 Reg Checks DCF	test, Argentina	1000 Mbps	0 Mbps	newcompany-nr2a111	Deleting

You need to switch to the customer's company page in order to manage their services.

Viewing as: ConsoleCore POPing company

My company ConsoleCore POPing company

Customers

- ui-update316527
- aaa-de1231
- aaaaabbbbbbccccccddddd
- testtestststs
- newcompany-nr2a111
- ConsoleConnect UAT Login
- ilycustomer2

3.5.1 After switching to the Customer Company mode, you can manage the company, and check on the status of products purchased for the customer. The user journey for placing an order is the same as Console Connect.

3.5.2 Let's take purchasing a port as an example. All ports you have purchased for a customer can be seen in the list page, and their status information can be displayed.

Viewing as: US&P org - Don't Delete

Dashboard > Ports

Ports

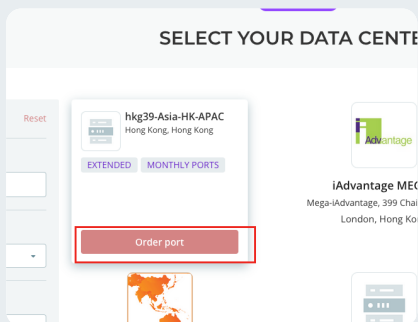
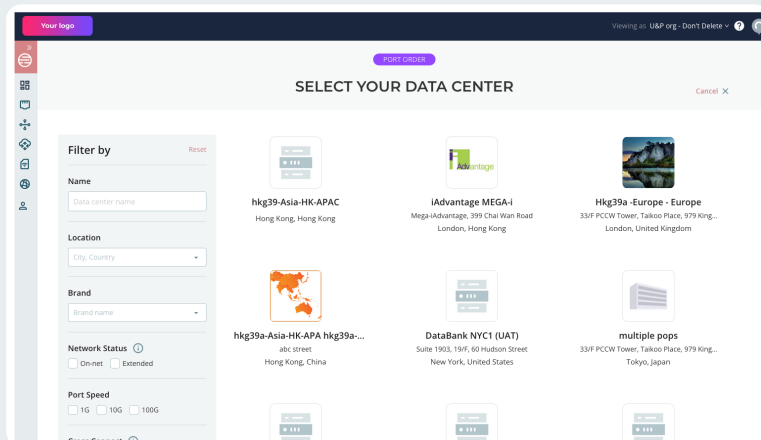
Specifications Ts and Cs Help

Ordered by Allocated

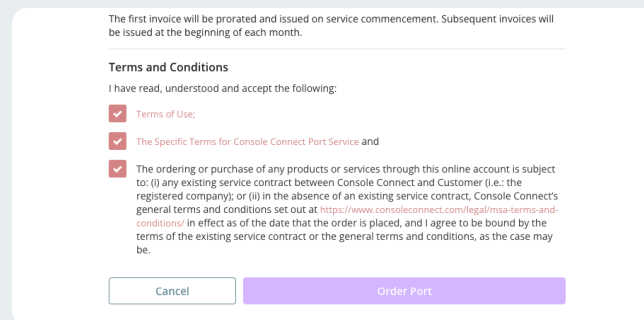
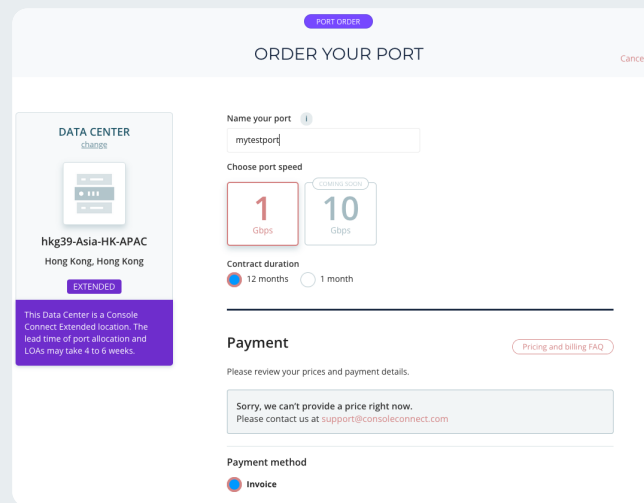
Name	Data Center	Location	Speed	Allocated	Status
Vortex-steffiell-donot-delete	Qianwen Test DCF	Hong Kong, Hong Kong	1000 Mbps	70 Mbps	Active
nrIOD-0509-don't delete	multiple pops	Tokyo, Japan	1000 Mbps	20 Mbps	Active

3.5.3 You can purchase ports on behalf of your customer. Our process is highly consistent with Console Connect.

Search and select a desired data centre, click “Order port”.



Search and select a desired data centre, click “Order port”.



Dashboard > Ports > mytestportid

PORT ACTIVATION

1 Gbps

mytestportid
Qianwen Test DCF
33/F PCCW Tower, Taikoo Place, 979 King's Road,
Quarry Bay, Hong Kong, HK

Order port
Issue LOA
Install cross-connect

Thanks for your order!

NEXT STEP
Issue LOA

We will issue a Letter of Authorization (LOA) granting you permission to perform the cross-connect to connect your network equipment to Console Connect. We will notify you when it is available for download.

Not sure what an LOA is? Visit our [Help center](#) for details.

This process may take 4 to 6 weeks.

Got questions?

We've got answers! Visit our [Help center](#), or contact a support agent via [email](#) or [chat](#).

[Cancel order](#)

3.5.4 You can view detailed information on each active port, which is also highly consistent with Console Connect. This portal provides the ability to edit the port name, change the port status, as well as view details on ports, connections and port utilisation. Billing information is only available via Console Connect.

Active Physical Port

eASPNet Cloud IDC

edit

Port 200 Mbps

Active since Thu, Feb 11, 2021, 6:28 AM

Summary Connections Utilization

Summary

Data center	Metro
eASPNet Cloud IDC - Taipei	Taipei, tw
Speed	Media type
1000 Mbps	Copper
External services	Available VLAN ranges
500 Mbps	100 - 999
	1008 - 4000

Connect with a cloud partner

Google Cloud AWS Azure Alibaba Cloud IBM Cloud

Active Physical Port

HKG MEGA 1

edit

Port 388 Mbps

Active since Tue, Jan 3, 2023, 6:35 AM

Summary Connections Utilization

You have no connections.

Connect with a cloud partner

Google Cloud AWS Azure Alibaba Cloud IBM Cloud

Active Physical Port

HKG MEGA 1

edit

Port 388 Mbps

Active since Tue, Jan 3, 2023, 6:35 AM

Summary Connections Utilization

Last 30 days (UTC)

Min: 393.8 tps
Avg: 4 tps
Max: 508 tps
Wed, 5 Apr

Please find some related information on Console Connect and Console Connect products below:

- [How to sign up and get registered on Console Connect](#)
- [How to order a port](#)
- [How to provision a Layer 2 connection](#)
- [How to provision a CloudRouter@](#)
- [How to provision a Internet-on-demand](#)
- [How to provision Edge SIM](#)



How do I **sign up?**

- Take control
- Cut complexity
- Make interconnection effortless

Easy as a click! Try it for free:

Register now

Australia

Level 3 | 200 Mary Street | Brisbane QLD 4000 | Australia

United Kingdom

7/F 63 St. Mary Axe | London EC3A 8AA | UK

France

2/F 16 rue Washington | 75008 Paris | France

Greece

340 Kifisias Avenue/340 Olimpionikon | Neo Psychiko 154 51 | Athens | Greece

Germany

Schillerstr. 31 | 60313 Frankfurt/M. | Germany

United States

475 Springpark Place | Suite 100 | Herndon | VA 20170 | USA

Singapore

6 Temasek Boulevard | #41-04A/05 | Suntec Tower Four | 038986 | Singapore

Hong Kong

20/F, Telecom House | 3 Gloucester Road | Wan Chai | Hong Kong

Japan

3/F Marunouchi Mitsui Building | 2-2, Marunouchi 2-chome | Chiyoda-ku | Tokyo 100-0005 | Japan

South Africa

Building 12 | 1 Woodmead Drive | Woodmead | Johannesburg 2191 | South Africa

UAU, Dubai

Office 504 & 505 | Level 5 | Arjaan Business Tower | Dubai Media City | Dubai

Have other questions we didn't cover?

Join our community of experts.



www.consoleconnect.com

Talk to us: sales@consoleconnect.com