



TDM5 - How To use the reseller  
portal

# Introduction

As a reseller you have access to the TDM5 reseller portal. From this portal you will have the ability to create and manage customers, manage access to your customers, add or extend licenses and manage your orders.

This guide will walk through all the menu items and explain the options which are available in the reseller portal.

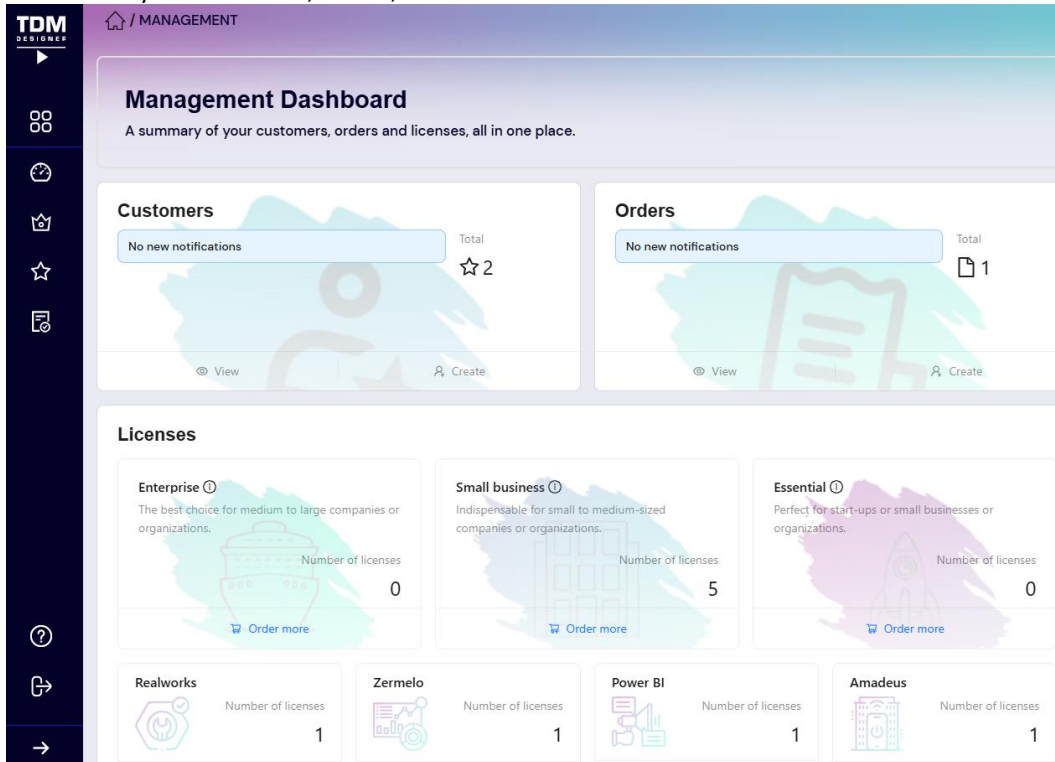
# Requirements

If you want to use the TDM5 reseller portal you need to meet the following requirements:

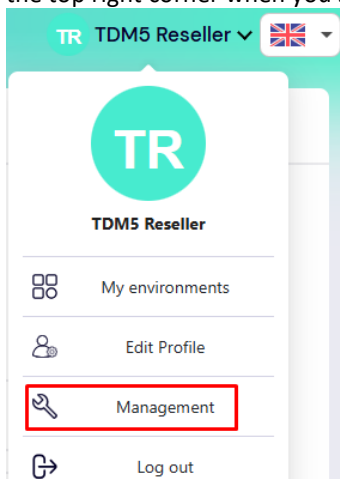
- Have access to the reseller portal, this can be requested by contacting [support@tdmsignage.com](mailto:support@tdmsignage.com)

## How to use the reseller portal

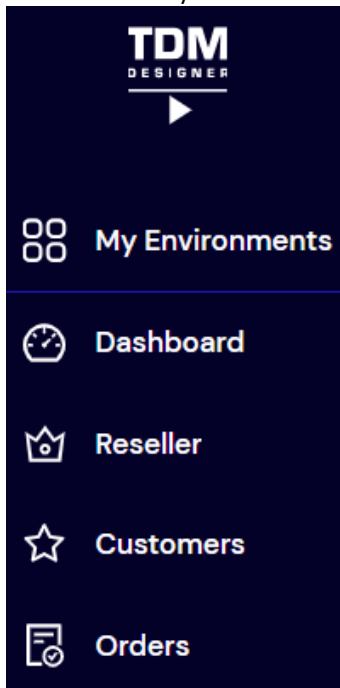
1. Login to your TDM5 environment using your reseller account.
2. You will automatically be redirected to the 'Management Dashboard'. On this page you will see an overview of your customers, orders, licenses and modules.



3. It is also possible to reach the reseller portal from the menu, this can be done through the menu located in the top right corner when you select your account name.



4. On the left side you can see the menu items for the reseller portal. This contains the following menu items:



**My Environments:**

This will bring you to the environment overview page, this will show a list of the environments your account has access too.

**Dashboard:**

This will bring you to the 'Management Dashboard'. On this page you will see an overview of your customers, orders, licenses and modules.

**Reseller:**

This will bring you to the page where you can configure your reseller information, next to this you can find an overview of your available licenses, customers and users which have access to your reseller environment. You can also invite additional users to your reseller environment from this page.

**Customers:**

This will bring you to customer overview page. On this page you can manage and create new customers. Next to this you have the ability to create orders, add licenses and add environments for your customers.

**Orders:**

This will bring you to the order overview page. On this page you will find an overview of your orders. Next to this you have the ability to create new orders, pay or cancel outstanding orders and view orders which have been created in the past.

## Reseller page:

5. We will start with the 'Reseller' page. Once selected an overview of your contact details are shown, together with an overview of your total amount of customers and users who have access to your reseller portal.

It is possible to update your contact information from this place in case needed.

**My details**

**TR** TDM5 Reseller

Customers ☆ 3    Users 👤 1

**Information**

Contact name:	Phone number:	Country:
TDM5 Reseller	0123456789	NL
Address:	City:	Zip/Postal code:
Reseller 1	City	1111AA
VAT number:		
123456789		

6. Below your contact details you will find a quick overview of your most recent orders, together with the status of the order. From here you can search for an order, create a new order or navigate to the order page to display details regarding a specific order.

**Orders**

20250130000005	1/30/2025	€845.00, unpaid	<a href="#">View</a>
20250130000004	1/30/2025	€498.00, paid	<a href="#">View</a>
20250124000001	1/24/2025	€1950.00, paid	<a href="#">View</a>

7. Below the orders you will find an overview of the licenses which you have available. Below each license type you will find an 'Order more' option, this can be used to order additional licenses.

**Licenses**

<b>Enterprise</b> The best choice for medium to large companies or organizations. Number of licenses: 0 <a href="#">Order more</a>	<b>Small business</b> Indispensable for small to medium-sized companies or organizations. Number of licenses: 7 <a href="#">Order more</a>	<b>Essential</b> Perfect for start-ups or small businesses or organizations. Number of licenses: 0 <a href="#">Order more</a>	
<b>Rearkworks</b> Number of licenses: 1 <a href="#">Order more</a>	<b>Zermelo</b> Number of licenses: 1 <a href="#">Order more</a>	<b>Power BI</b> Number of licenses: 1 <a href="#">Order more</a>	<b>Amadeus</b> Number of licenses: 1 <a href="#">Order more</a>
<b>Templates op maat</b> Number of licenses: 1 <a href="#">Order more</a>			

8. Below the licenses you will find an overview of your customers. From here you can view, edit or search for customers.

**Customers**

<b>HP</b> TDM5 Customer 3	<a href="#">Edit</a>	<a href="#">View</a>
<b>HT</b> TDM5 Customer 2	<a href="#">Edit</a>	<a href="#">View</a>
<b>TC</b> TDM5 Customer	<a href="#">Edit</a>	<a href="#">View</a>

9. At the bottom of the page you will find an overview of the users which have access to your reseller environment. From here you have the ability to add or invite existing users to your environment.

**Users**

<b>TR</b> TDM5 Reseller tdm5reseller@tdmsignage.com	
<b>User invitations</b>	<a href="#">Cancel</a>
tdm5reseller@tdmsignage.com	

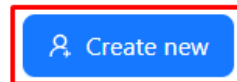
## Customers page:

10. On this page you will find an overview of your customers, once you select a customer you will see the contact details, order history, the amount of licenses and their environments.

From this page it is also possible to create new customers, create new orders for your customers, add or extend licenses and request/claim access to the customer environment.

11. We will start with the creation of a new customer, this can be done by selecting the button 'Create New'.

### Customers



12. A new window will open where you can fill out the contact details. Once everything has been filled out press 'Create' to create the customer.

Create new customer ×

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Customer information

\* Name

\* Phone number

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Billing address

\* Street


\* Street number

\* Postal/Zip code  \* City

\* Country

13. You will automatically return to the customer overview once the customer has been created, the new customer will now be part of the list.


14. Now we continue by editing an existing customer. Once you select a customer you will see the contact details at the top, this can be edited with the pencil icon.

Address 


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
Phone number:	Country:	City:
+31 58 203 83 83	(NL) Netherlands	Leeuwarden
Address:	Postal/Zip code:	
Pallasweg 14	8938AS	


15. Below the customer details you will find an overview of the licenses. From here you can add or extend licenses.

Licenses 

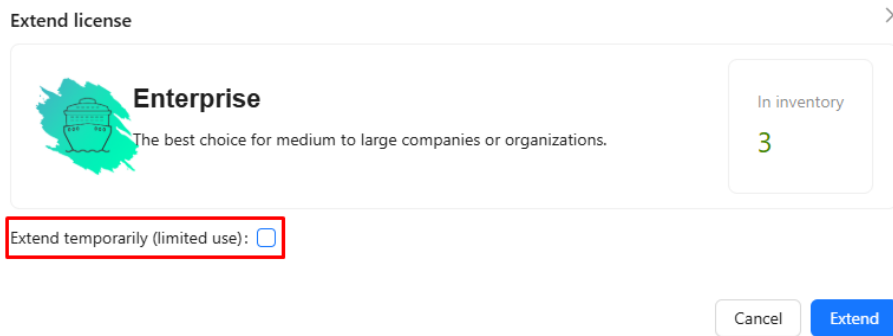
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**Enterprise**  
January 30, 2025 - January 30, 2026  


Devices 

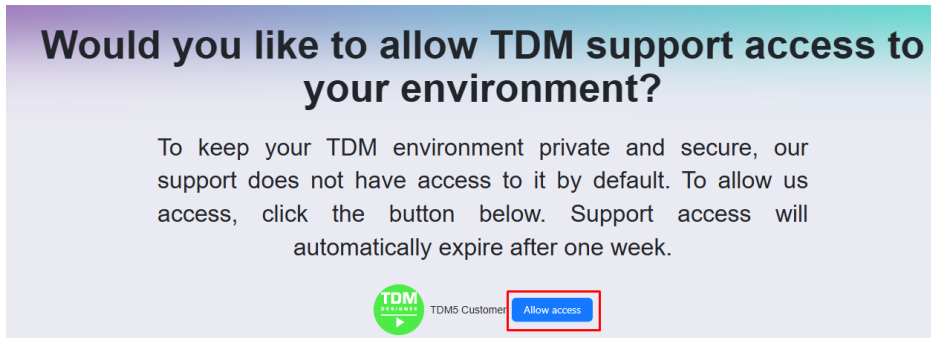
16. The 'Extend' option also gives you the ability to temporarily extend the licenses for two weeks. This can be useful when the licenses are about to expire but the order for extension has not yet been processed.



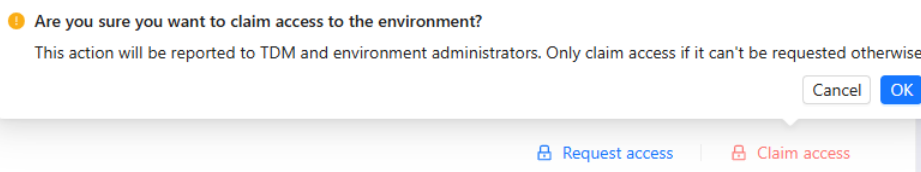
17. At the bottom of the page you will find an overview of the environments created for the customer. In case of a school it could be that there are multiple environments for each location.



18. With the 'Request access' option an URL will be generated, this URL can be shared with the customer. Once the customer is logged into TDM5 they can allow the reseller to access their environment by opening the URL.



19. In case of emergency you can also 'Claim access'. This will give you access to the environment but will also trigger a notification which is being send to the customer and the TDM administrators.




20. In case of a new customer these options will be available by default. You can use the option 'Manage' to invite the users to access the environment.



## Orders page:

21. On the orders page you will find an overview of all your orders. Once an order is selected you will see all the details regarding the order like invoice details, address details and the license types which have been ordered.

### Details



20250130000005

Total (excl. VAT)  
**€ 845.00**

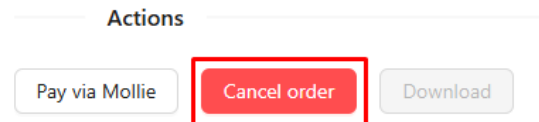
**Actions**

Pay via Mollie Cancel order Download

**Order details**

Invoice		Address	
Invoice number	20250130000005	Contact name	TDM5 Reseller
Invoice date	30-01-2025	Phone number	0123456789
Expiry date	30-04-2025	Country	Netherlands
Payment date		Address	Reseller 1
		City	City
		Zip/Postal code	1111AA
		VAT number	NL1234567890

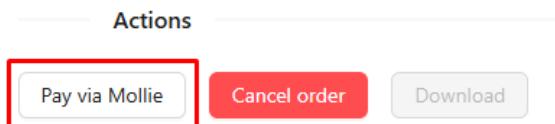
22. It is possible to cancel orders in case the order has not been processed yet. This can be done with the 'Cancel order' button.



**Actions**

Pay via Mollie **Cancel order** Download

23. Based on your options you can also pay the order through Mollie by selecting the 'Pay via Mollie'. The licenses will automatically be linked to your account once the order has been paid.



**Actions**

**Pay via Mollie** Cancel order Download

Now we have walked through all the options available in our reseller portal. Feel free to contact [support@tdmsignage.com](mailto:support@tdmsignage.com) in case you have any further questions.