

3rd Party Company “Guests” in the Good Online Portal (GOP)

Updated 11/05/2008

Contents

- 1.0 What are 3rd Party Companies and Customer Companies?
- 2.0 Inviting and Managing 3rd Party Guest Companies
- 3.0 3rd Party Companies
- 3.1 Setting Up and Cancelling 3rd Party Company Status
- 3.2 Working With and Managing Customer Companies
- 3.3 Managing Users and Inviting New Users

1.0 What are 3rd Party Companies and Customer Companies?

As a Good customer, you have the option to invite another organization (a 3rd Party Company “Guest”) to provide administrative services for your account in the Good Online Portal (GOP). A 3rd Party Company is able to perform WebAdmin level activities within your account through this relationship, depending upon the level of access you have given them, including:

- Monitoring individual lines for connection and compliance status
- Creating User groups and adding/removing Users and lines from groups
- Adding grants to the host Good deployment

You can also become a Guest for other Good customers (Customer Companies) to provide GOP administrative services for them.

2.0 Inviting and Managing 3rd Party Guest Companies

To invite a company to your account, login to your GOP account at www.good.com/gmp and do the following:

1. Click on **Manage Account** in the left navigation.
2. Click on **Manage 3rd Party Companies** from the **Company Profiles** choices on the screen.
3. From the resulting screen, you will be able to add 3rd Party Companies to your account by typing the **Company Name**, or their **Company ID** number, into the text fields on the page. (If their name does not appear from the resulting list, then select the **Contact Company Directly** checkbox to send an email directly to the 3rd Party Company.)
4. An invitation email will be sent to the 3rd Party Company so that they can set up their access to your account. Once they have done so, they can provide service for you in the GOP.
5. Please contact the 3rd Party Company directly to follow up on the invitation if you have any questions.

From this screen, you can also view and edit information and GOP access levels for any 3rd Party Companies you have already invited into your account.

Finally, from this screen you can also remove any of your 3rd Party Companies from your account. Email verification will be sent to you and the 3rd Party Company. Note that once you delete a 3rd Party Company, you cannot receive service from them until you reinvite them as a 3rd Party Company and they accept the invitation.

3.0 3rd Party Companies

3.1 Setting Up and Cancelling 3rd Party Company Status

To become a 3rd Party Company provider of Good services, first login to your account in the GOP www.good.com/gmp. Click on **Manage Account** in the left navigation. If you do not have an account yet, you can create an account through the above URL.

Clicking the “**My company is a 3rd Party Provider...**” checkbox will add your company’s name to the list of companies available as 3rd Party Company GOP services providers. When another company wants to invite you to be their 3rd Party Company, they will type your company’s name or Company ID number into the text field on the invite 3rd Party Companies screen. If they cannot locate you there, they have the option to email an invitation to you directly from that page.

If you wish to no longer provide 3rd Party Company administrative services, uncheck the “**My company is a 3rd Party Provider...**” box and click submit. Note that by doing this, you will terminate all existing relationships with your Customer Companies. You will not be able to provide support for them until you check the “**My company is a 3rd Party Provider...**” box again and the Customer Company reinvites you to be a 3rd Party Company for them.

3.2 Working With and Managing Customer Companies

To perform GOP administrative tasks for your Customer Companies, login to your GOP account and do the following:

1. Click **View My Companies** from the left navigation and you will see a list of your Customer Companies on your screen.
2. Click on one of the companies and you will be able to perform work for that company.
3. Click the **Reset** link at the top of the screen to return to your list of customers.

To delete your relationship with a Customer Company, do the following:

1. Click on **Manage Account** in the left navigation.
2. Click on **Manage Customer Companies** from the **Company Profiles** choices on the screen.
3. Select the company that you will no longer be providing service for and click delete. Email verification will be sent to you and the customer company.
4. Note that once you delete a customer company, you cannot provide service to them until they reinvite you as a 3rd Party Company.

3.3 Managing Users and Inviting New Users

To manage Users, login to the GOP and click on **Manage Account** in the left navigation. Click on **Manage Users** from the choices that appear on the resulting **Manage Account** screen. Select a User from the list that appears on the screen. You can modify the User’s access levels from the following page, as well as delete or disable the User’s account.

You can also invite Users to join your 3rd Party Company to assist in working with your customer companies. To invite a new User, click **Invite New User** from the **Manage Account** page. You can select the new User’s access levels before sending the invitation to the new User.

©Good Technology, Inc., 2001-2008. All rights reserved. Good, Good Technology, the Good logo, Good Mobile Messaging, Good Mobile Intranet, Good Mobile Defense, Good Mobile Application Services, GoodAccess, GoodInfo, GoodLink, and Powered by Good are trademarks of Good Technology, Inc. All other trademarks and service marks contained herein are the property of their respective owners. Good Technology, Inc., and its products are not related to, sponsored by, or affiliated with Research In Motion Limited. For information concerning other intellectual property rights of Good and others, go to www.good.com/legaldocs.