



Lyve Management Portal User Manual

LYVE™



Hier klicken, um eine aktuelle Online-Version
dieses Dokuments aufzurufen. Auch finden Sie hier die aktuellsten Inhalte sowie erweiterbare
Illustrationen, eine übersichtlichere Navigation sowie Suchfunktionen.

Contents

1 Lyve Virtual Assistant	4
2 Account Management	5
Why do I need an account?	5
What is the difference between a Business account and a Solution Provider account?	6
How do I register a new billing account?	6
How do I register a new billing account through assisted sales?	11
How do I sign in?	15
3 Multi-Account Management	17
What is the purpose of multiple billing accounts?	17
How do I create an additional billing account	17
How do I switch between accounts?	18
How do I invite an existing user to a new account?	19
4 Billing Management	20
How do I view bills and payments?	20
• View bills	20
• View payments	21
How do I add a payment method?	21
How do I remove a payment method?	23
How do I edit a payment method?	24
How do I pay by invoice?	24
• Starting the application process	25
• During account registration (new account)	25
• On the billing page (existing account)	25
• Inviting a user to complete the application	25
As a Solution Provider, can my customers see my billing and transactions?	26
5 Project Management	27
How do I create a project?	27
• Creating a Lyve Mobile Data Transfer as a Service project	27
• Creating a Systems Leasing project	29
How do I register a deal?	31
• Register a deal	31
• Deal Status	32
How do I modify a project/deal registration?	32
• Modify a project after requesting a quote	32
• Modify a deal registration	33
How do I add a device to a project?	35
How do I manage users in my account?	37
• Add a new account user	37

• Edit an account user	39
• Deactivate an account user	41
• Delete an account user	42
How do I manage users for a specific project?	43
• Add a user to a project	44
• Remove a user from a project	45
How do I return a device?	46

Lyve Virtual Assistant

If you need to contact support, click on the Lyve Virtual Assistant icon to start a support session. Lyve Virtual Assistant is available throughout the Lyve Management Portal.



Seagate Virtual Assistant is only available during region's business hours of 8:00 AM-5:00 PM US Central Time and 8:00 AM-5:00 PM Central European Time.

Support

Quick Links

- [Data Transfer as a Service FAQ](#)
- [How to Manage Lyve Users](#)
- [How to Create a Lyve Project as a Solution Provider/MSP*](#)
- [Return/ Cancel Shipping Instructions](#)

User Manuals

- [Lyve Mobile Array](#)
- [Lyve Client Software](#)
- [Lyve Mobile Rackmount Receiver](#)
- [Lyve Drive Shuttle](#)

[Contact Support](#)



Account Management

Why do I need an account?

A Lyve Management Portal account lets you manage your projects, users, and billing in one central location. In addition, an account username and password are required to authorize computers to unlock and access Lyve Mobile Array and compatible devices.

The screenshot displays the Lyve Management Portal interface. At the top, the Seagate logo and 'LYVE' branding are visible, along with a language selector set to 'United States (English)'. The navigation menu includes 'Home', 'Projects', 'User Management', and 'Billing'. A user profile card for 'John Smith' is shown. The main content area is divided into three columns: 'Projects' (2 total, 0 expiring soon, 0 saved as draft), 'Users' (3 active, 0 recently registered, 2 recently invited: Ben Smith, Jane Johnson), and 'Support' (quick links and user manuals). A chat icon is present on the right side of the support section. The footer contains legal links and the copyright notice '© 2022 Seagate Technology LLC'.

Billing					
Bills			Payments		
					Outstanding Payment Due: \$0.00
Statement Description	Projects Included	Invoice Number	Due Date ↓	Amount	Actions
11-Feb-2023 Statement	1/11 UAT	LV00005557	03-13-2023	\$0.00	🔍 ↓
12-Jan-2023 Statement	1/11 UAT	LV00004768	02-11-2023	\$0.00	🔍 ↓
					2 record(s)
Payment Methods					
Payment Terms	Payment Method	Credit Application Status	Billing Address		
Net 30	Wire Transfer	Complete	Mediatech Services 777 Lakeside Blvd Suite 1000, California, 95015-4112 United States		

To make updates or changes to your payment method, please contact our Lyve Virtual Assistant during regular business hours.

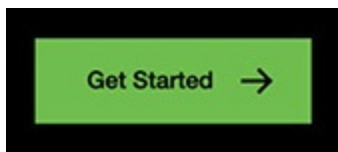
What is the difference between a Business account and a Solution Provider account?

There are two types of Lyve accounts:

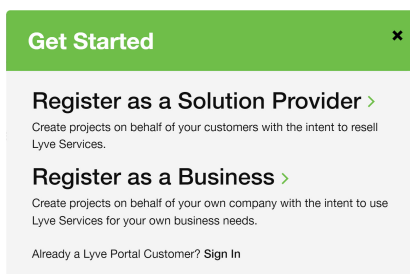
- **Business**—Lets you create projects on behalf of your business.
- **Solution Provider**—Lets you create projects on behalf of your customers and register deals with Seagate.

How do I register a new billing account?

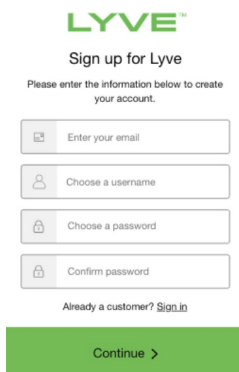
1. Go to lyve.seagate.com.
2. Click **Get started**.



3. Click **Register as a Solution Provider** or **Register as a Business**.



4. Enter an email address and username, and then create and confirm a new password.



LYVE™

Sign up for Lyve

Please enter the information below to create your account.

Enter your email

Choose a username

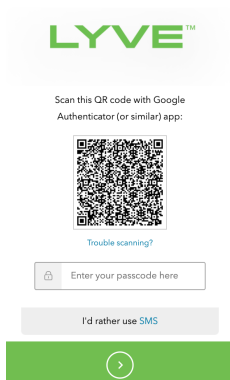
Choose a password

Confirm password

Already a customer? [Sign in](#)


Continue >

5. Use an authenticator app such as Google Authenticator or Microsoft Authenticator to scan the QR code and receive a passcode. Enter your passcode and click **Continue**.



LYVE™

Scan this QR code with Google Authenticator (or similar) app:



[Trouble scanning?](#)

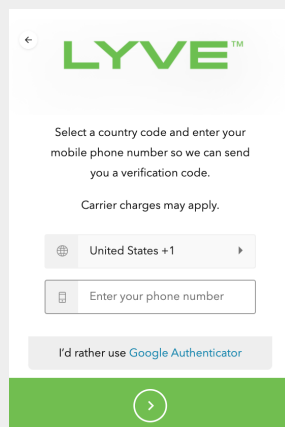
Enter your passcode here

[I'd rather use SMS](#)

Continue >



Alternatively, you can receive a passcode via SMS. Click the **SMS** option and enter your phone number to receive the 6-digit verification code. Note that carrier charges may apply.



LYVE™

Select a country code and enter your mobile phone number so we can send you a verification code.

Carrier charges may apply.

United States +1

Enter your phone number

[I'd rather use Google Authenticator](#)

Continue >

Enter the verification code sent to your phone and click **Continue**.

6. You're asked to record a recovery code. A recovery code lets you log in to Lyve Management Portal from other devices. Record the recovery code and keep it in a safe place. Once it's recorded, check the confirmation box and click **Continue**.



To login to Lyve on a different device, you'll need to enter a recovery code. Please record the code below and keep it somewhere safe.

M16Z - 9G3W - 8DPC - VXRC - PQRH - BNAX

I have recorded and stored the above code



7. Follow the onscreen instructions to set up your account. Read the terms and conditions on the Account Information screen and check the boxes confirming your agreement.



European customers

You must submit a VAT ID to create your account. Enter your VAT ID and click **Submit** to validate it with the VIES (EU) or HMRC (UK) database.

Companies registered in Germany/Spain –After submitting your VAT ID, enter the legal company name.

VAT ID

Submit your VAT ID below. The VAT ID that you input will be compared to the official [VIES](#) (Europe) database or [HMRC](#) (UK) database to be validated.

VAT ID

✔ VAT ID validated successfully

Legal Company Name

Companies registered in other European countries –If you don't recognize the legal company name, make sure you entered the correct VAT ID. If you believe the resulting legal company name does not match your VAT ID, click on the VIES or HMRC database links or contact your finance team.

VAT ID

Submit your VAT ID below. The VAT ID that you input will be compared to the official [VIES](#) (Europe) database or [HMRC](#) (UK) database to be validated and determine your legal company name.

VAT ID

✔ VAT ID validated successfully

Legal Company Name

If you do not recognize the legal company name, please check to make sure that the VAT ID you entered is correct or reach out to your Finance Team.

Click **Continue**.





8. Select a payment method: **Credit Card** or **Pay by Invoice**.

✓
Account Information2
Payment Information3
Account Review

Select Your Payment Type

Before you can use the Lyve Management Portal you must have a valid payment type associated with your Lyve account. We will not charge your credit card or your credit line until your order is processed.

Credit Card Pay by Invoice ¹

Card Type	  
Card Number	<input type="text"/>
Expiration Month	Select One / Select One
CVV	<input type="text"/> 
Card Holder Name	<input type="text" value="John Doe"/>
Address line 1	<input type="text" value="3760 Haul Road"/>
Address line 2	<input type="text"/>
Town/City	<input type="text" value="Sidman"/>
State/Province	<input type="text" value="Pennsylvania"/>
Postal Code	<input type="text" value="15955"/>
Country	<input type="text" value="United States"/>



- **Credit Card:** Enter your payment information and click **Submit**.
- **Pay by Invoice:** You will need to complete a credit application form after creating your account. Select **Pay by Invoice** and click **Continue**. For more details, see [How do I pay by invoice?](#)

9. Review your account info and click **Confirm**.



Account Review

Account Information [Edit Account](#)

First Name John	Last Name Doe
Country Code United States +1	Phone (720) 808-7192
Industry Energy & Utilities	Job Title Operations

Business Address [Edit Business Address](#)

Country United States	Address Line 1 3760 Haul Road
Address Line 2 NA	City Sidman
State Pennsylvania	Zip Code 15955
Company Name Thrive Inc.	

Billing Info [Edit Billing Info](#)

Select payment preference Credit Card

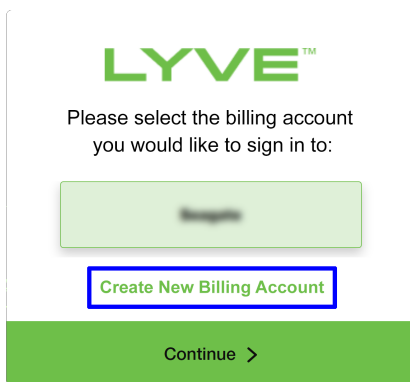
Credit Card *****3705	Expiration 12/22
Address Line 1 3760 Haul Road	Address Line 2 NA
City Sidman	State Pennsylvania
Zip Code 15955	Country United States

[Confirm](#) [Cancel](#)



10. You will be notified to add an end user after your account is created. The end user will receive an email with a link that lets them register for Lyve Management Portal.

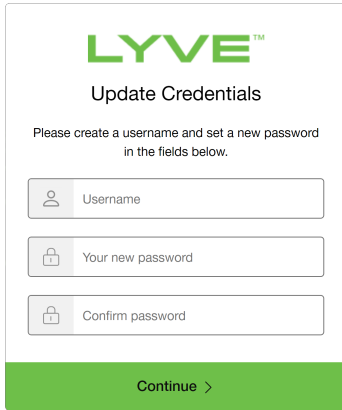
Depending on your business processes, you may have a need for multiple billing accounts. You can create additional billing accounts when signing in by clicking the **Create New Billing Account** button:



How do I register a new billing account through assisted sales?

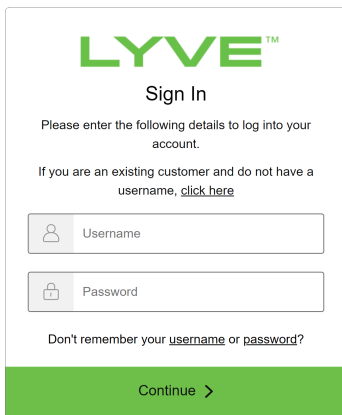
If sales is assisting you with registering your account, proceed through the following steps:

1. Your sales representative will send you an email inviting you to Lyve Management Portal. If you can't find the email in your inbox, be sure to check your spam/junk mail folder.
2. Click on the link in the email to complete the registration process and create your account.
3. At the prompt, create a username and password for the account.



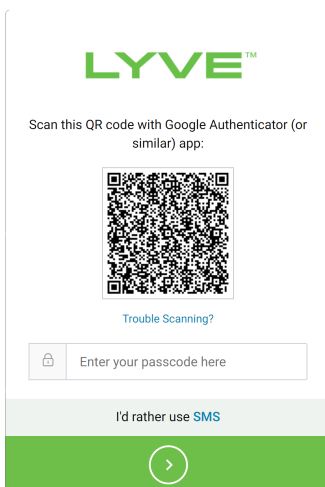
The screenshot shows the 'Update Credentials' page for the LYVE portal. At the top is the LYVE logo. Below it, the heading 'Update Credentials' is followed by the instruction: 'Please create a username and set a new password in the fields below.' There are three input fields: 'Username' with a person icon, 'Your new password' with a lock icon, and 'Confirm password' with a lock icon. At the bottom is a green bar with a white 'Continue >' button.

4. Enter your username and password. Click **Continue**.



The screenshot shows the 'Sign In' page for the LYVE portal. At the top is the LYVE logo. Below it, the heading 'Sign In' is followed by the instruction: 'Please enter the following details to log into your account.' Below this is a link: 'If you are an existing customer and do not have a username, [click here](#)'. There are two input fields: 'Username' with a person icon and 'Password' with a lock icon. Below the fields is the text: 'Don't remember your [username](#) or [password](#)?'. At the bottom is a green bar with a white 'Continue >' button.

5. Use an authenticator app such as Google Authenticator or Microsoft Authenticator to scan the QR code and receive a passcode. Enter your passcode and click the Continue icon.



The screenshot shows the QR code authentication screen for the LYVE portal. At the top is the LYVE logo. Below it, the instruction reads: 'Scan this QR code with Google Authenticator (or similar) app:'. A QR code is displayed in the center. Below the QR code is a link: '[Trouble Scanning?](#)'. There is an input field with a lock icon and the text 'Enter your passcode here'. Below the input field is a link: 'I'd rather use [SMS](#)'. At the bottom is a green bar with a white circular arrow icon.



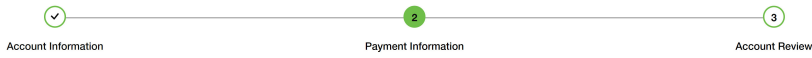
Alternatively, you can receive a passcode via SMS. Click the **SMS** option and enter your phone number to receive the 6-digit verification code. Note that carrier charges may apply.

Enter the verification code sent to your phone and click the Continue icon.

6. Review your account information and update as needed.

Review and acknowledge the agreement and privacy statement, and then click **Continue**.

7. Review the payment type selected and update if needed.



Select Your Payment Type

Before you can use the Lyve Management Portal you must have a valid payment type associated with your Lyve account. We will not charge your credit card or your credit line until your order is processed.

- Credit Card
 Pay by Invoice ⓘ

You will be required to complete a credit form prior to starting a subscription and receiving devices. You will be directed to the credit form after completing your Lyve account creation.

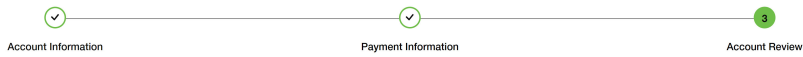
Please recognize that in order to qualify for credit terms with Seagate, you must meet the following requirements: order at least \$10,000 USD per month of Lyve Services and at least \$100,000 USD in total subscription value.



After selecting a payment type and continuing to the next step, you won't be able to change your payment type selection without assistance from a Lyve sales representative.

- **Credit Card:** Enter your credit card details and click **Submit**. Note that you can add additional credit cards after the account is created. For more details, see [How do I add a payment method?](#)
- **Pay by Invoice:** Click **Continue**. If you're switching from **Credit Card** to **Pay by Invoice**, contact your Lyve sales representative after the account is created.

8. Review your account details and update as needed. Click **Confirm**.



Account Review

Account Information [Edit Account](#)

First Name John	Last Name Johnson
Phone +1 (000) 000-0000	Industry Computers & Electronics
Job Title Management	

Business Address [Edit Business Address](#)

Country United States	Address Line 1 123 Demo St.
Address Line 2 NA	City San Jose
State California	Zip Code 11111
Company Name Demo Inc.	

Billing Info [Edit Billing Info](#)

Select payment preference Pay by Invoice

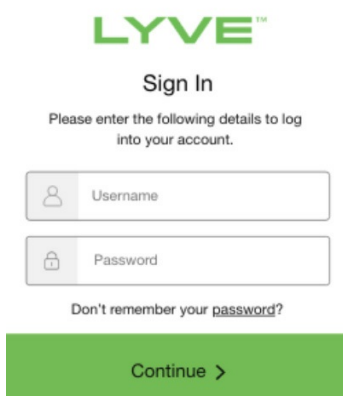


How do I sign in?

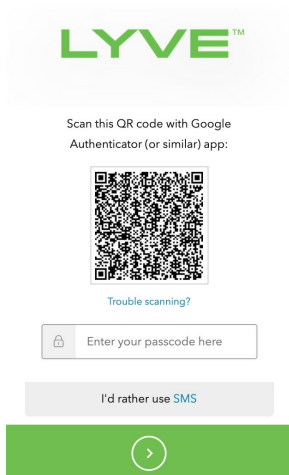
1. Go to lyve.seagate.com.
2. Click **Sign In** in the navigation bar.



3. Enter your username and password. Click **Continue**.

The LYVE Sign In page. It features the LYVE logo at the top, followed by the text 'Sign In' and 'Please enter the following details to log into your account.' Below this are two input fields: 'Username' (with a person icon) and 'Password' (with a lock icon). A link 'Don't remember your password?' is located below the password field. At the bottom is a large green button labeled 'Continue >'.

5. Use an authenticator app such as Google Authenticator or Microsoft Authenticator to scan the QR code and receive a passcode. Enter your passcode and click the Continue icon.

The LYVE QR code authentication page. It features the LYVE logo at the top, followed by the text 'Scan this QR code with Google Authenticator (or similar) app:'. Below this is a QR code. A link 'Trouble scanning?' is located below the QR code. Below the QR code is a password input field labeled 'Enter your passcode here'. Below the input field is a button labeled 'I'd rather use SMS'. At the bottom is a large green button with a white right-pointing arrow.



Alternatively, you can receive a passcode via SMS. Click the **SMS** option and enter your phone number to receive the 6-digit verification code. Note that carrier charges may apply.

Enter the verification code sent to your phone and click the Continue icon.

6. Select the billing account you would like to sign in to and click **Continue**:

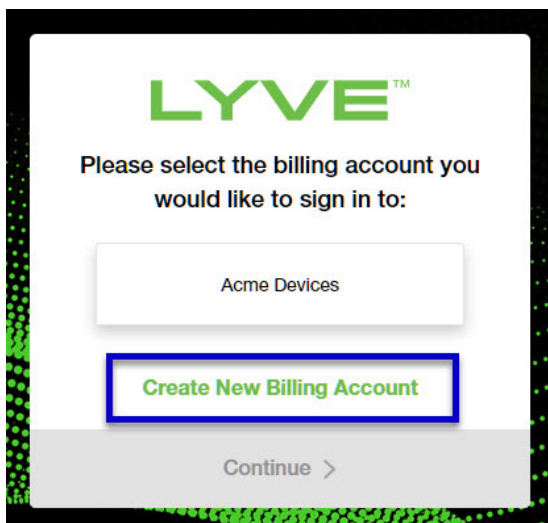
Multi-Account Management

What is the purpose of multiple billing accounts?

Depending on your business processes, you may need multiple billing accounts. For example, your company may have a U.S. billing address as well as an E.U. billing address. In Lyve Management Portal, users can access multiple billing accounts using their same username/password credentials.

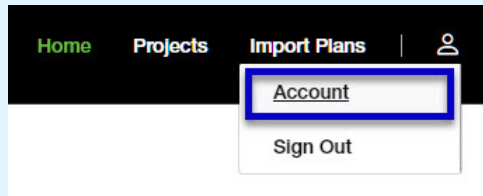
How do I create an additional billing account

1. Go to lyve.seagate.com and sign in. Enter a verification code to continue to Lyve Management Portal.
2. In the Select Account dialog, click **Create New Billing Account**.





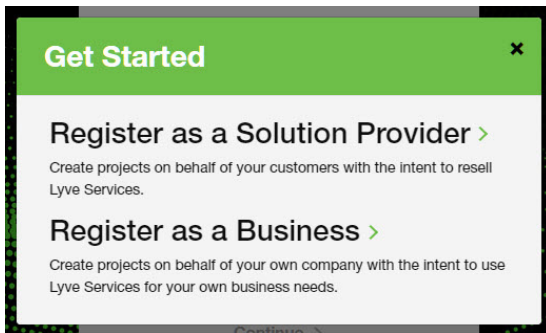
If you're already signed in to lyve.seagate.com, click on the Account icon in the navigation bar and select **Account**.



Click the **Switch Account** button.



3. Click **Register as a Solution Provider** or **Register as a Business**.

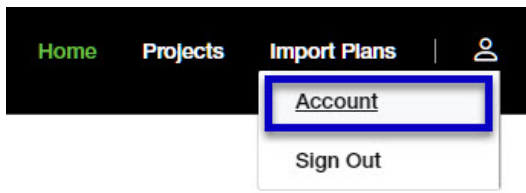


1. Enter account information. Click the links to read the terms and conditions and privacy information. Check the boxes confirming your agreement and click **Continue**.
2. Choose a payment method:
 - **Credit Card** – Enter your credit card details and click **Submit**. Note that you can add additional credit cards after the account is created. For more details, see [How do I add a payment method?](#)
 - **Pay by Invoice** – You will need to complete a credit application form after creating your account. For more details, see [How do I pay by invoice?](#) Select **Pay by Invoice** and click **Continue**.
3. Review your account details and update as needed. Click **Confirm**.

How do I switch between accounts?

If you're already signed in to lyve.seagate.com, you can switch between multiple accounts that have been created.

1. Click on the Account icon in the navigation bar and select **Account**.



2. Click on the **Switch Account** button.



3. Select another account.

How do I invite an existing user to a new account?

1. Go to lyve.seagate.com and sign in to the account you would like to add the user to. Enter a verification code to continue to Lyve Management Portal.
2. Follow the instructions for [adding a new account user](#).

If the user is already registered with another Lyve Management Portal account, they will receive an email inviting them to the added account. The user should:

1. Click on the link in the email.
2. Sign in to Lyve Management Portal using their existing username and password.
3. Select the new account on sign in.

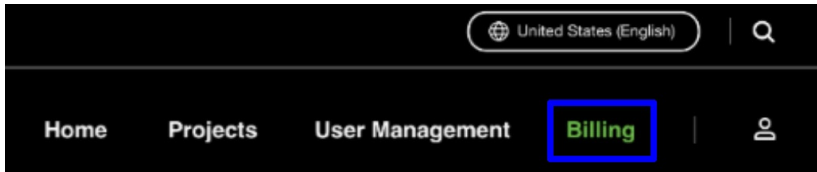
i **Note**—The same user can have different roles in different accounts.

! You will receive an error when trying to invite a user who had previously been invited to another account but did not complete the registration process. The user must complete the original registration process in order to receive invites to other accounts.

Billing Management

How do I view bills and payments?

1. Go to lyve.seagate.com and sign in.
2. Click on **Billing** in the navigation bar.



View bills

1. Click on the **Bills** tab.

Billing

Bills | Payments

Outstanding Payment Due: **\$1,000.00**

Statement Description	Projects Included	Invoice Number	Due Date ↓	Amount	Actions
11-Feb-2023 Statement	1/11 UAT	LV00005557	03-13-2023	\$1,000.00	+ ↓
12-Jan-2023 Statement	1/11 UAT	LV00004768	02-11-2023	\$0.00	+ ↓

2 record(s)

Payment Methods

Payment Terms	Payment Method	Credit Application Status	Billing Address
Net 30	Wire Transfer	Complete	Michelle Moore 110 Laramie Blvd San Jose, California, 95128-0110 United States

To make updates or changes to your payment method, please contact our Lyve Virtual Assistant during regular business hours.

2. Click on a statement link to view a statement.

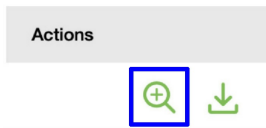
Billing

Bills

Payments

Statement Description	Projects Included
13-Nov-2021 Statement	Jess Gym
13-Nov-2021 Statement	Jess Gym

3. To preview a PDF version of the statement, click on the Preview icon.

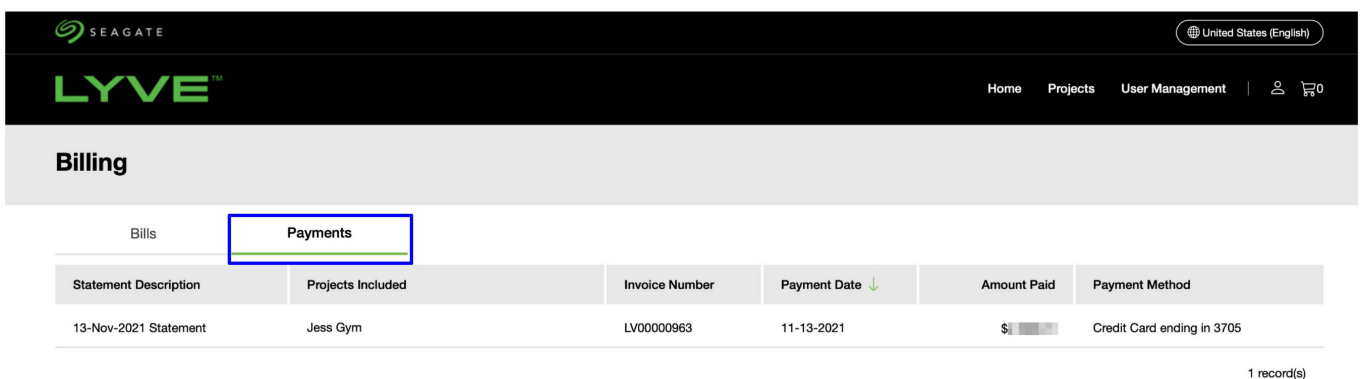


4. To download a PDF version of the statement, click on the Download icon.



View payments

1. Click on the Payments tab.



The screenshot shows the LYVE Billing interface. The 'Payments' tab is selected and highlighted with a blue box. Below the tabs is a table with the following data:

Statement Description	Projects Included	Invoice Number	Payment Date ↓	Amount Paid	Payment Method
13-Nov-2021 Statement	Jess Gym	LV00000963	11-13-2021	\$ 0.00	Credit Card ending in 3705

1 record(s)

2. Review payment details in the list.

How do I add a payment method?

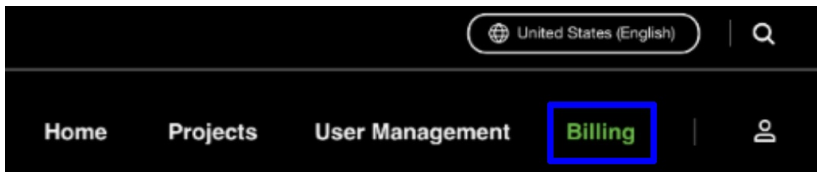
Payment methods can only be added or edited when paying by credit card.



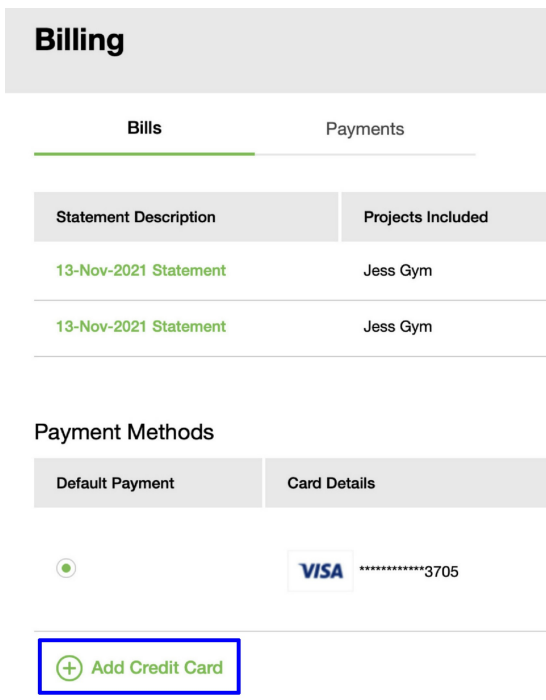
To make updates to payments by invoice, click on the Lyve Virtual Assistant icon on the right side of the screen. Make the following menu selections to be connected to a support agent: **Menu | Manage account | Billing**.

To add a new credit card:

1. Go to lyve.seagate.com and sign in.
2. Click on **Billing** in the navigation bar.



3. Click **Add Credit Card**.



US customers: American Express[®], Discover[®], Mastercard[®], and Visa[®] are accepted.
European customers: Mastercard[®] and Visa[®] are accepted.

4. Enter credit card details.



Add Credit Card

Add the details of your credit card below.

Card Type

Card Number

Expiration Month /

CVV

Card Holder Name

Address line 1

Address line 2

Town/City

State/Province

Postal Code

Country

Click **Submit**.



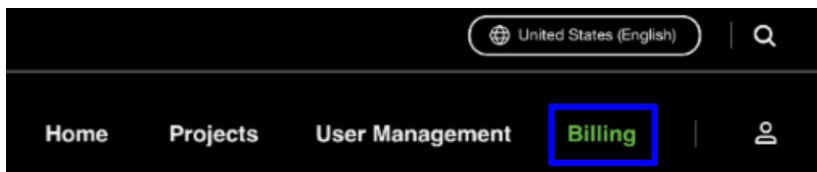
The most recently added card is automatically set as the default payment method unless you select a different card as the default.

How do I remove a payment method?



The default payment method can be updated but cannot be removed.

1. Go to lyve.seagate.com and sign in.
2. Click on **Billing** in the navigation bar.



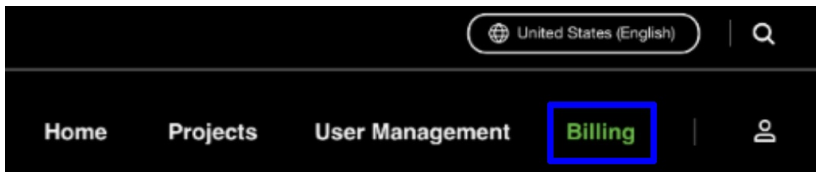
3. Click on the Remove icon.



4. Confirm that you want to remove the payment method.

How do I edit a payment method?

1. Go to lyve.seagate.com and sign in.
2. Click on **Billing** in the navigation bar.



3. Click on the Edit icon.



4. Update your billing info and click **Continue**.

Edit Payment Method

Payment Method: **VISA** 3 7 0 5

Expiration: Expiration Month: 12 / Expiration Year: 2022

Billing Info

Account Holder Name: John Smith

Address Line 1: 2167 Boundary Street

Address Line 2: Optional

City: Jacksonville

State: Florida

Country: United States

Zip Code: 32202

Continue

How do I pay by invoice?

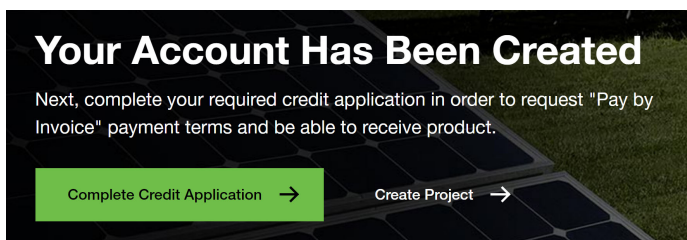
To pay for services by invoice, you'll need to complete a credit application and be approved by Seagate

prior to receiving product shipments. You can start the application process when registering your account or by going to the Billing page.

Starting the application process

During account registration (new account)

1. On the payment information page, select **Pay by Invoice** as your payment method and click **Continue**.
2. Once the account has been created, click on the **Complete Credit Application** button.




On the billing page (existing account)

1. Go to lyve.seagate.com and sign in.
2. Click on **Billing** in the navigation bar.
3. In the Payment Methods section, click on the **Complete Application** button.

Payment Methods

 You must complete a [credit application](#) in order for devices to be shipped. 

Payment Terms	Payment Method	Credit Application Status	Billing Address
Net 30	Wire Transfer	Not Started 	Steve Tanner 46551 Mission Blvd Fremont, California, 94539-7993 United States

To make updates or changes to your payment method, please contact our Lyve Virtual Assistant during regular business hours.



If you are reselling Seagate services, you will be required to upload the applicable tax documentation.

Inviting a user to complete the application

You can invite another user to complete the credit application. This may be useful if you typically rely on another member of your organization for finance and tax details, bank and trade references, legal and financial contacts, and so on.

To invite another user:

1. Start the application.
2. On the right-hand side of any page in the form, click the **Invite User** button.

Invite a User to Fill Out Credit Application

If a different member of your organization needs to fill out the credit application, you can invite them to do so in Lyve Management Portal.

[Invite User](#)

3. Fill in the required information.

The invited user will receive an email that provides a link to register their account. After they've registered, the user will have access to the credit application, however, they won't be able to view projects unless given permission by an account administrator.

As a Solution Provider, can my customers see my billing and transactions?

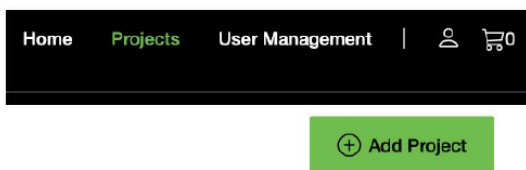
No, customers cannot see your billing and transactions. They are able to download the Lyve Client software to manage their devices. Customers are also able to add other product end users in the Lyve Management Portal. They are only permitted to add users at or below their level, not above.

Project Management

How do I create a project?

Projects can be created by users controlling the master account as well as sub users.

1. Go to lyve.seagate.com and sign in. Enter a verification code to continue to Lyve Management Portal.
2. Click **Projects** in the navigation bar.
3. Click **Add Project**.



Two types of service plans are available:

- **Lyve Mobile Data Transfer as a Service**—Provides effortless data movement and flexibility. See [Creating a Lyve Mobile Data Transfer as a Service project](#)
- **Seagate Systems Leasing**—Provides reliable storage nodes on a leasing basis. See [Creating a Seagate Systems Leasing project](#).

Service Plan

Lyve Mobile Data Transfer as a Service

Efficient and secure data logistics from endpoint to edge to core for mass capacity data sets.

Seagate Systems Leasing

Flexible leasing of hyper-efficient dense storage systems.



Data Transfer as a Service projects require a 10-day minimum term. Systems Leasing projects require a minimum 3 year commitment and do not offer rate plans.

Creating a Lyve Mobile Data Transfer as a Service project

1. On the Service Plan page, click **Lyve Mobile Data Transfer as a Service**.
2. Choose **Storage Service Only** or **Storage Service with Cloud Import**. For additional instructions related to our cloud import service, see [Cloud Import Service User Manual & Reference Guide](#)
3. Select a rate plan and click **Continue**

Service Plan

Lyve Mobile Data Transfer as a Service Efficient and secure data logistics from endpoint to edge to core for mass capacity data sets.

Storage Service Only
Making data movement easy, secure and reliable, select the storage and accessories you need for your project in a do-it-yourself approach for ongoing data movement, send it back to us when your project or subscription is complete.





Storage Service with Cloud Import ⓘ
Have Seagate take care of your mass data import to the cloud. Select the storage you need. Once you load your data onto the device(s), send them to Seagate for us to securely import to the cloud of your choice.

4. Add items to your shopping cart by clicking the Plus (+) icon or entering a quantity to the field below a product.

Select Configuration

Filter Product

Lyve Devices:



 <p>Lyve Mobile Shuttle (16TB HDD) Product Details ↗</p> <p>0 +</p>	 <p>Lyve Mobile Shuttle (8TB SSD) Product Details ↗</p> <p>2 +</p>	 <p>Lyve Mobile Array (96TB HDD) Product Details ↗</p> <p>1 +</p>	 <p>Lyve Mobile Array (92TB SSD) Product Details ↗</p> <p>0 +</p>
---	--	---	--

Click **Continue**.

5. Select the RAID level for each Mobile Array in your order. RAID options are RAID 0 and RAID 5 (default).

Select Configuration

Please select the RAID level for the Lyve Mobile Array. Configuration settings only apply to Lyve Mobile Array products. Any Lyve Mobile accessories or shuttles are not configurable.

Device	RAID Level
 Lyve Mobile Array (96 TB HDD)	Please Select ▼ RAID 0 RAID 5 (Default)
 Lyve Mobile Array (96 TB HDD)	



Configuration settings only apply to Lyve Mobile Array devices. Lyve Mobile accessories or shuttles are not configurable and are not displayed in this step. If no Lyve Mobile Arrays have been selected, you will automatically proceed to the next step.

Click **Continue**.

6. Fill in project details:

- Project name
- Project start and end date
- Contact information
- Shipping information

Shipping Information

Please provide the shipping information for your project's devices and accessories. Shipping is only available in your region. Please [request assistance](#) for shipping orders outside of your region.

Search by Company or Contact Name [+ Add New Shipping Contact and Address](#)

Name	Address
<input checked="" type="radio"/> Slyia Chan	123 Ace Street Oakland, California, 94124 United States <input type="button" value="Pencil"/>

Click **Continue**.

7. Review your rate plan, project details, shipping address, and contact information. If you have a valid promo code, enter it in the order summary section.

Promo Code

8. Submit your order or request a quote from Seagate.

If you'd rather receive a quote from Seagate, [click here](#).

Creating a Systems Leasing project

1. On the Select Service Plan page, select **Systems Leasing** and click **Continue**.
2. Add items to your shopping cart by clicking the Plus (+) icon or entering a quantity to the field below a product. Click **Continue**.



Professional installation services are available. Check the sidebar for more information.

System Installation

Learn more about Seagate [JBOD system](#) or [CORVAULT system](#) installations. Please contact your sales representative or the Lyve Virtual Assistant if you want to request professional installation services.

3. Fill in project details:

- Project name
- Project start date
- Shipping information

Click **Continue**.

4. Review your project details and shipping information. If you have a valid promo code, enter it in the order summary section.

Promo Code

5. Upload proof of insurance. Accepted file formats: docx, doc, pdf.

Insurance

Insurance documentation is required for this order. Please upload your evidence of insurance prior to shipment. If you can't upload the documentation now, please refer to your Project Details page to upload later for your order to be fulfilled.

Accepted format: docx, doc, pdf



Orders can be submitted without uploading insurance documentation at this time, however, orders will not be shipped until documentation has been provided. You can modify the project at a later time to upload documents. See [How do I modify a project/deal registration?](#)

6. Submit your order or request a quote from Seagate.

Submit Order

If you'd rather receive a quote from Seagate, [click here](#).

How do I register a deal?


[Solution Providers](#) can register a deal with Seagate. For more information, see the following [Deal Registration FAQ](#).

Register a deal

To register a deal:

1. Follow the steps to [create a project](#).
2. On the Review Your Project page, scroll down to the Deal Registration section and check the **Deal Registration** checkbox.

Devices Edit Products



Lyve Mobile Shuttle (8TB SSD)
Total Capacity: 8
Qty: 1

Deal Registration

We'd like to talk to you first! Please review and submit your request for a quote and a Lyve expert will be reaching out to you to finalize the details of your order.

Check this box if you would like to register this project. For more information, check out our [FAQs](#).

Terms and Conditions

I have read and agreed to the following terms:
Lyve Data Transfer Service Terms [🔗](#)

By submitting you acknowledge that you have also read and accept the following:
Solution Provider & Lyve Management Portal Agreement [🔗](#)

Request Quote

3. Click Request Quote.

The screenshot displays the 'Projects' section of the Lyve Management Portal. At the top, there is a navigation bar with 'Home', 'Projects', 'User Management', and 'Billing'. Below this, the 'Projects' page shows a filter for 'Deal Registrations (5)'. There are search and status filters, and a table of deal statuses. Each status card includes project details like name, capacity, start/return dates, and last modified information.

Status	Project Name	Total Capacity	Start Date	Return Date	Last Modified
Deal Registered	HP Project 1	100 TB	Jul 1, 2022	Jul 2, 2023	By User A on 12/10/2021
Deal Approved	HP Project 1	100 TB	Jul 2, 2022	Jul 2, 2023	By User A on 11/29/2021
Deal Declined	HP Project 1	100 TB	Jul 1, 2021	Jul 2, 2022	By User A on 10/29/2021
Deal Canceled	HP Project 1	100 TB	Jan 1, 2022	Jan 1, 2023	By User A on 8/29/2021
Deal Expired	HP Project 1	100 TB	Jul 1, 2021	Jul 2, 2022	By User A on 8/1/2021

Deal Status

Once the quote is requested, Seagate begins the deal registration approval process. The status of the deal can be tracked on the Projects page in Lyve Management Portal. Until the deal is approved by Seagate, the status displayed will be **Deal Registered**. The status will update accordingly when the deal is approved or declined.

For a project to qualify as a registered deal, it must be both approved by Seagate and then converted to an order within 90 days of submitting the deal registration request. A deal will expire 90 days after you've submitted it for review, even if the deal has been approved. Contact your Lyve Sales representative to request an extension and resubmit the deal for approval. If you don't know who is your Lyve Sales representative, contact LyveMobilePartnerSuccess@seagate.com.

Once a deal is converted to an order, it will show up in Lyve Management Portal as a project and can no longer expire.



Customers of a Solution Provider cannot view deal registrations.

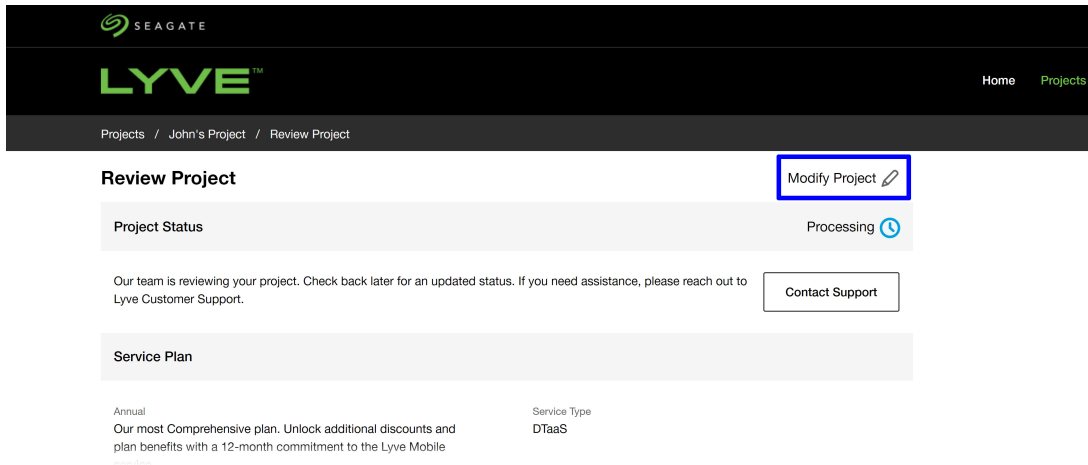
How do I modify a project/deal registration?

Modify a project after requesting a quote

If you've requested a quote for a project, you can modify the project and resubmit it up until the quote has been processed by Seagate.

1. Go to lyve.seagate.com and sign in. Enter a verification code to continue to Lyve Management Portal.
2. Click **Projects** in the navigation bar.

3. Click on a project.
4. Click **Modify Project**.



5. Edit the information.
6. To resubmit the quote for review, click the **click here** link.

[Submit Order](#)

[i](#) If you'd rather receive a quote from Seagate, [click here](#)

Modify a deal registration

If you've requested a deal registration, you can modify it and resubmit it for review at any point up until it's converted to an order, regardless of the deal's status.

1. Go to lyve.seagate.com and sign in. Enter a verification code to continue to Lyve Management Portal.
2. Click **Projects** in the navigation bar.
3. Click on a deal registration.

SEAGATE

LYVE™

Home Projects User Management Billing

Projects

All (12) Projects (7) Deal Registrations (5)

Search by Project Name

Status

Sort by Last Modified

Deal Registered

Project Name: HP Project 1

Total Capacity: 100 TB

Start Date: Jul 1, 2022

Rate Plan: Annual Plan

Return Date: Jul 2, 2023

Service: DTaaS

Last Modified: By User A on 12/10/2021

Deal Approved

Project Name: HP Project 1

Total Capacity: 100 TB

Start Date: Jul 2, 2022

Rate Plan: Annual Plan

Return Date: Jul 2, 2023

Service: DTaaS

Last Modified: By User A on 11/29/2021

Deal Declined

Project Name: HP Project 1

Total Capacity: 100 TB

Start Date: Jul 1, 2021

Rate Plan: Annual Plan

Return Date: Jul 2, 2022

Service: DTaaS

Last Modified: By User A on 10/29/2021

Deal Canceled

Project Name: HP Project 1

Total Capacity: 100 TB

Start Date: Jan 1, 2022

Rate Plan: Annual Plan

Return Date: Jan 1, 2023

Service: DTaaS

Last Modified: By User A on 8/29/2021

Deal Expired

Project Name: HP Project 1

Total Capacity: 100 TB

Start Date: Jul 1, 2021

Rate Plan: Annual Plan

Return Date: Jul 2, 2022

Service: DTaaS

Last Modified: By User A on 8/11/2021

Legal & Privacy | Vulnerability Disclosure | Cookie Settings | Contact Me

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4. Click **Modify Deal**.

SEAGATE

LYVE™

Home Projects

Projects / John's Deal Registration / Review Deal

Review Deal

Modify Deal

Deal Registration Details

Deal Registered

Comments

Deal Registration Number: PR-0057420

Deal Expiration Date: 08/09/2022

Service Plan

Project Plan: Our most flexible plan for short term projects and evaluations. Billed

Service Type: DTaaS

5. Edit the information.
6. Click **Request Quote**.



Lyve Mobile Shuttle (8TB SSD)
 Total Capacity: 8
 Qty: 1

Deal Registration

We'd like to talk to you first! Please review and submit your request for a quote and a Lyve expert will be reaching out to you to finalize the details of your order.

Check this box if you would like to register this project. For more information, check out our [FAQs](#).

Terms and Conditions

I have read and agreed to the following terms:

[Lyve Data Transfer Service Terms](#) [↗](#)

By submitting you acknowledge that you have also read and accept the following:

[Solution Provider & Lyve Management Portal Agreement](#) [↗](#)

[Request Quote](#)

How do I add a device to a project?

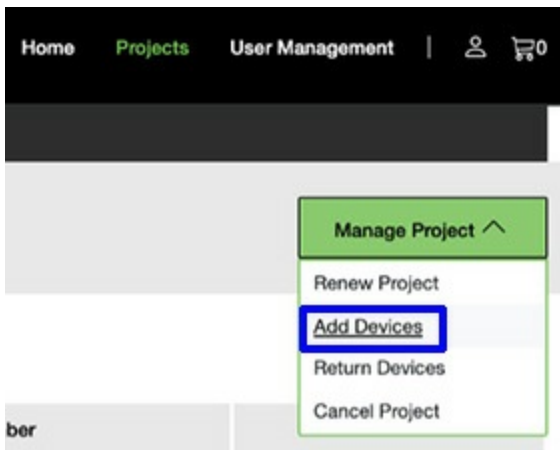
Devices can be added to a project by users with access to the master account as well as sub users. Devices cannot be added to Storage Service with Cloud import projects.

1. Go to lyve.seagate.com and sign in. Enter a verification code to continue to Lyve Management Portal.
2. Click **Projects** in the navigation bar.
3. Click on a project to go to the Project Details page.

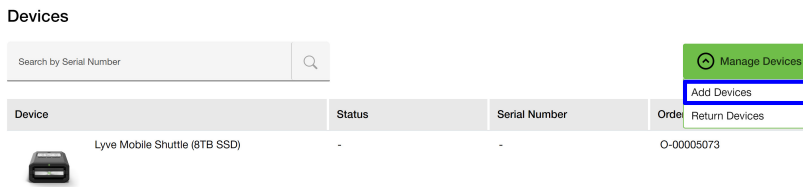
The screenshot shows the 'Your Projects' page in the Lyve Management Portal. The page header includes the Seagate logo, the Lyve logo, and navigation links for Home, Projects, and User Management. A search bar and filters are present. Three project cards are displayed, each with a 'Shipped' status icon. The first card, 'Nedra2', has a blue box around its 'Shipped' icon. The second card is 'Nedra1' and the third is 'Nedra'.

Project Name	Status	Total Capacity	Start Date	Rate Plan	Return Date	Service	Last Modified
Nedra2	Shipped	234 TB	Sep 6, 2021	Annual	Sep 30, 2022	DTaaS (Data Transfer as a Service)	By Nedra Berge on Sep 7, 2021
Nedra1	Shipped	106 TB	Sep 6, 2021	Annual	Sep 30, 2022	DTaaS (Data Transfer as a Service)	By Nedra Berge on Sep 7, 2021
Nedra	Shipped	152 TB	Sep 6, 2021	Project	Jan 31, 2023	DTaaS (Data Transfer as a Service)	By Nedra Berge on Sep 7, 2021

4. Using the **Manage Project** dropdown menu, select **Add Devices**.



Note that devices can also be added by selecting **Add Devices** from the **Manage Devices** dropdown menu.



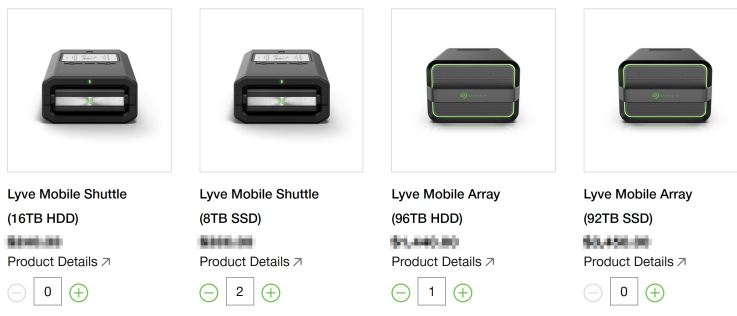
5. Add items to your shopping cart by clicking the Plus (+) icon or entering a quantity to the field below a product.

Select Configuration

Filter Product



Lyve Devices:



Click **Continue**.

6. Enter your shipping details and click **Continue**.

Project / Nedra2 / Add Device

United States (English)

Home Projects User Management | 1

Select Configuration Shipping Details Confirm Order

Project Details

Name your project and provide context regarding the timing and project use so that you and other users can easily recognize projects.

Project Name: Nedra2 (0/30)
 Project Description: BBQ (Optional) (0/100)
 Estimated Return Date: 09-28-2022

Contact Information for Product End User Admin

Please provide the contact information for the user that will act as the product admin on this project.

Existing User: Yes No

First Name (Optional), Last Name (Optional), Email Address (Optional)

The Product End User Admin email that you enter will receive an email invite to register for Lyve Management Portal and will have access to the projects you assign them.

Contact Information for Sub User

Please provide the contact information for the user who will manage this project and be responsible for monitoring usage, billing by project and product user requests.

Existing User: Yes No

First Name (Optional), Last Name (Optional), Email Address (Optional)

The Sub User email that you enter will receive an email invite to register for the Lyve Management Portal and will have access to the projects you assign them.

Shipping Information

Please provide the shipping information for your project's devices and accessories. Shipping is only available in your region. Please [request assistance](#) for shipping orders outside of your region.

Search by Company or Contact Name

Name	Address
<input type="radio"/> Nedrater Bergetter	120 Seneca Avenue, Mount Vernon, New York, 10552, United States
<input checked="" type="radio"/> NedraThree BergeThree	123 Nedra Blvd, Longmont, Colorado, 80503, United States
<input type="radio"/> Nedrat Bergerty	1209 Columbia Drive, Longmont, Colorado, 80503, United States
<input type="radio"/> Nedra Berge	1209 Columbia Drive, Mount Vernon, Colorado, 80503, United States

4 address(es)

Order Preview

Devices:

Lyve Mobile Shuttle (8TB SSD)
 Qty: 1 [Remove](#)

Total Storage: 8TB
 Order Total: \$

7. Review your project details and shipping information.

8. Submit your order or request a quote from Seagate.

If you'd rather receive a quote from Seagate, [click here](#).

How do I manage users in my account?

Add a new account user

1. Go to lyve.seagate.com and sign in. Enter a verification code to continue to Lyve Management Portal.
2. Click **User Management** in the navigation bar.
3. Click on the **Quick Action** dropdown menu and select **Add User**. Alternatively, click Add User in one of the user role descriptions.

The screenshot shows the Lyve Management Portal interface. At the top, there is a navigation bar with the Lyve logo and a 'Quick Action' dropdown menu containing 'Add User' and 'View All Users'. Below this, the 'User Management' section is divided into four user role descriptions: Master Account Admin, Sub User, Product End User Admin, and Product End User. Each role description has an 'Add User' button. Below the roles is a 'Users' section with a notification bar stating '5 of invited users have not accepted their invite to Lyve Management Portal. You can resend invites below.' A table lists the users with columns for User Name, Email Address, User Role, Status, Project, and Action. The 'Resend' buttons in the Status column are highlighted with blue boxes.

User Name	Email Address	User Role	Status	Project	Action
Nedra Berge	nedra.berge@ethereal.email	Business Master Account	Active	-	
Nedrater Bergety	nedrater@gmail.com	Product Admin	Invited	Nedra2	Resend
Nedra Bergert	nedra4@gmail.com	Product Admin	Invited	Nedra1	Resend
Nedra Berge	nedra@gmail.com	Product Admin	Invited	Nedra	Resend

4. Add new user details:
 - First name
 - Last name
 - Email address
 - Phone
 - User role
5. Click checkboxes to assign the user to active projects, and then click **Save**.

Add New User

When you add a user, they will receive an email invite to register for the Lyve Management Portal and will have access to the projects you assign them.

First Name Jared	Last Name Warren
Country Code United States +1	Phone (720) 255-7198
Email Address jared.warren@gmail.com	User Role Product End User

Assign Projects

Select the projects you would like to assign to this user. You can only add users to projects in "Shipped" or "Processing".

Projects
<input type="checkbox"/> Nedra2
<input type="checkbox"/> Nedra1
<input checked="" type="checkbox"/> Nedra

Save Cancel



If you're adding a new user that is already registered with another Lyve Management Portal account, the user will receive an email with a link to accept the invite to the added account. When the user clicks on the link, they'll sign in to Lyve Management Portal using their existing credentials and they'll be able to select the new account on sign in.

Note—The same user can have different roles in different accounts

6. Click **Back to User Management**.

Edit an account user

1. Go to lyve.seagate.com and sign in. Enter a verification code to continue to Lyve Management Portal.
2. Click **User Management** in the navigation bar.
3. Scroll down to the Users section where you can view the name, email address, role, and status of users associated with the project. Click on the Edit icon next to a user.

User Management

User Role

- Master Account Admin**: The account owner is responsible for billing and payments, creating and managing projects and subscription types, while also being responsible for adhering to the site and product terms and conditions.
- Sub User**: Manages individual projects under the Master account, responsible for monitoring usage, billing by project, product user requests.
- Product End User Admin**: Designated IT Admin by the Master Account, responsible for product permissions, usage of product, security admin, and in-field user workflows.
- Product End User**: Primary in-field user for data transit workflows, with the ability to add additional Product End Users to projects.

Users

5 of invited users have not accepted their invite to Lyve Management Portal. You can resend invites below.

User Name	Email Address	User Role	Status	Project	Action
Nedra Berge	nedra.berge@ethereal.email	Business Master Account	Active	-	
Nedrater Bergety	nedrater@gmail.com	Product Admin	Invited Resend	Nedra2	Edit
Nedra Bergert	nedra4@gmail.com	Product Admin	Invited Resend	Nedra1	Edit
Nedra Berge	nedra@gmail.com	Product Admin	Invited Resend	Nedra	Edit

[View all 6 Users](#)

4. Edit user details and project assignments, and then click **Save**.

Edit User

Activation Status: **Invited**
[Resend Invite](#) / Invite sent 09/07/2021

User Status: Active Inactive

First Name: Nedra | Last Name: Berge-Hill

Country Code: United States +1 | Phone: (047) 741-3710

Email Address: nedra@gmail.com | Industry Type: (Optional)

Company Name: | Job Type: (Optional)

User Role: Product End User Admin

Select the projects you would like to assign to this user. You can only add users to projects in "Shipped" or "Processing".

Projects
<input type="checkbox"/> Nedra2
<input type="checkbox"/> Nedra1
<input checked="" type="checkbox"/> Nedra

[Save](#) [Cancel](#)

5. Click **Return to User Management**.

Deactivate an account user

1. Go to lyve.seagate.com and sign in. Enter a verification code to continue to Lyve Management Portal.
2. Click **User Management** in the navigation bar.
3. Click on the **Quick Action** dropdown menu and click **View All Users**.

The screenshot shows the Lyve Management Portal interface. At the top, there is a navigation bar with 'Home', 'Projects', and 'User Management'. Below this is a 'User Management' section with a 'Quick Action' dropdown menu. The dropdown menu is open, showing 'Add User' and 'View All Users' (highlighted with a blue box). Below the dropdown are four user role cards: 'Master Account Admin', 'Sub User', 'Product End User Admin', and 'Product End User'. Each card has a description and an 'Add User' button. Below the roles is a 'Users' section with a notification bar and a table of users.

User Name	Email Address	User Role	Status	Project	Action
Nedra Berge	nedra.berge@ethereal.email	Business Master Account	Active	-	
Nedrater Bergety	nedrater@gmail.com	Product Admin	Invited Resend	Nedra2	
Nedra Bergert	nedra4@gmail.com	Product Admin	Invited Resend	Nedra1	
Nedra Berge-Hill	nedra@gmail.com	Product Admin	Invited Resend	Nedra	

[View all 6 Users](#)

4. Click checkboxes to select one or more users.
5. Click on the **Action** dropdown menu and select **Deactivate**.

All Users Action ^ Deactivate Delete + Add New User

Search by User Name or Email Select Projects Clear

<input type="checkbox"/>	User Name	Email Address	User Role ↑	Status	Project	Action
<input type="checkbox"/>	Nedra Berge	nedra.berge@ethereal.email	Business Master Account	Active	-	
<input type="checkbox"/>	Nedraater Bergety	nedraater@gmail.com	Product Admin	Invited Resend	Nedra2	
<input type="checkbox"/>	Nedra Bergert	nedra4@gmail.com	Product Admin	Invited Resend	Nedra1	
<input checked="" type="checkbox"/>	Nedra Berge-Hill	nedra@gmail.com	Product Admin	Invited Resend	Nedra	
<input checked="" type="checkbox"/>	Jared Warren	jared.warren@gmail.com	Product User	Invited Resend	Nedra	
<input type="checkbox"/>	Nedra Berger	berger1@gmail.com	Product User	Invited Resend	Nedra	

6 user(s)

6. Confirm that you want to deactivate the user(s).

Delete an account user

1. Go to lyve.seagate.com and sign in. Enter a verification code to continue to Lyve Management Portal.
2. Click **User Management** in the navigation bar.
3. Click on the **Quick Action** dropdown menu and click **View All Users**.

User Management

User Role

- Master Account Admin**: The account owner is responsible for billing and payments, creating and managing projects and subscription types, while also being responsible for adhering to the site and product terms and conditions.
- Sub User**: Manages individual projects under the Master account, responsible for monitoring usage, billing by project, product user requests.
- Product End User Admin**: Designated IT Admin by the Master Account, responsible for product permissions, usage of product, security admin, and in-field user workflows.
- Product End User**: Primary in-field user for data transit workflows, with the ability to add additional Product End Users to projects.

Users

5 of invited users have not accepted their invite to Lyve Management Portal. You can resend invites below.

User Name	Email Address	User Role	Status	Project	Action
Nedra Berge	nedra.berge@ethereal.email	Business Master Account	Active	-	
Nedrater Bergety	nedrater@gmail.com	Product Admin	Invited Resend	Nedra2	
Nedra Bergert	nedra4@gmail.com	Product Admin	Invited Resend	Nedra1	
Nedra Berge-Hill	nedra@gmail.com	Product Admin	Invited Resend	Nedra	

[View all 6 Users](#)

- Click checkboxes to select one or more users.
- Click on the **Action** dropdown menu and select **Delete**.

All Users

Search by User Name or Email Select Projects Clear

Action

- Deactivate
- Delete**

<input type="checkbox"/>	User Name	Email Address	User Role ↑	Status	Project	Action
<input type="checkbox"/>	Nedra Berge	nedra.berge@ethereal.email	Business Master Account	Active	-	
<input type="checkbox"/>	Nedrater Bergety	nedrater@gmail.com	Product Admin	Invited Resend	Nedra2	
<input type="checkbox"/>	Nedra Bergert	nedra4@gmail.com	Product Admin	Invited Resend	Nedra1	
<input checked="" type="checkbox"/>	Nedra Berge-Hill	nedra@gmail.com	Product Admin	Invited Resend	Nedra	
<input checked="" type="checkbox"/>	Jared Warren	jared.warren@gmail.com	Product User	Invited Resend	Nedra	
<input type="checkbox"/>	Nedra Berger	berger1@gmail.com	Product User	Invited Resend	Nedra	

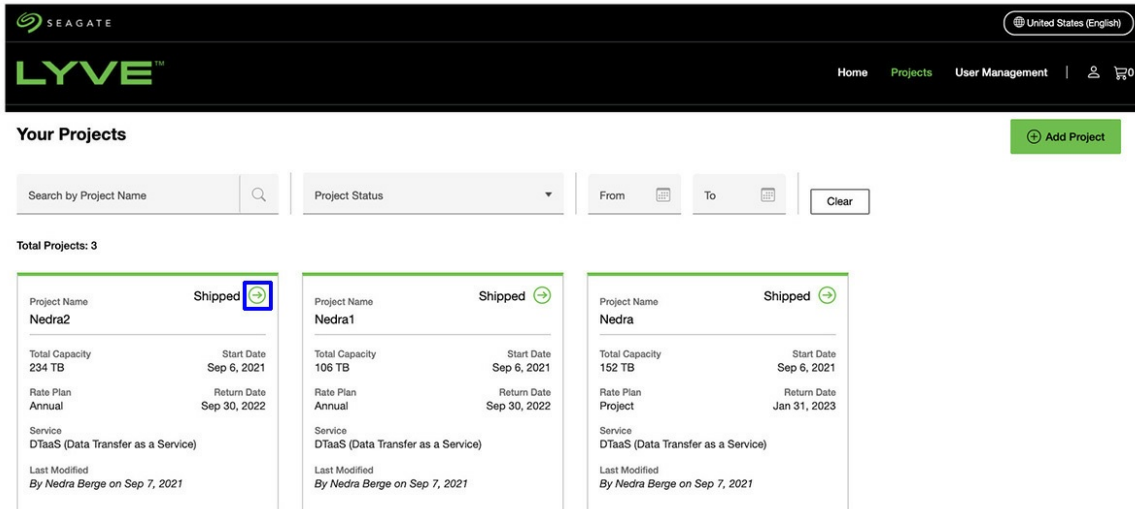
6 user(s)

- Confirm that you want to delete the user.

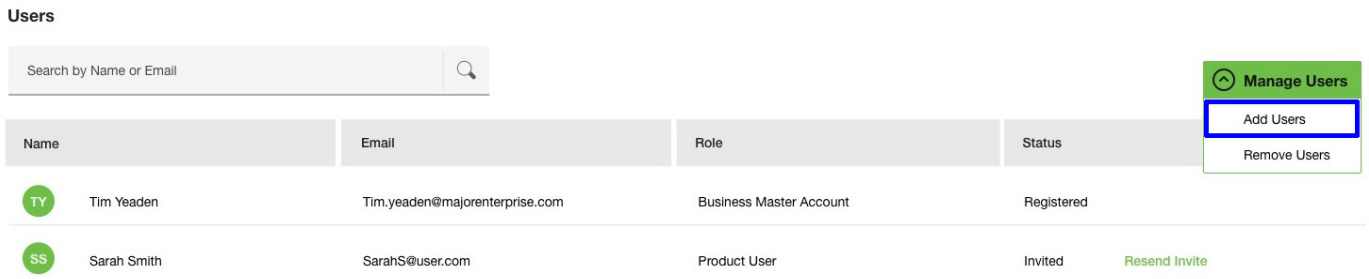
How do I manage users for a specific project?

Add a user to a project

1. Go to lyve.seagate.com and sign in. Enter a verification code to continue to Lyve Management Portal.
2. Click **Projects** in the navigation bar.
3. Click on a project to go to the Project Details page.



4. Scroll down to the Users section where you can view the name, email address, role, and status of users associated with the project. Click on **Manage Users** dropdown and select **Add Users**.



The Add Users form appears:

Add Users

Add a new or existing user to this project by searching for them below

The screenshot shows the 'Add Users' form. It features a search bar labeled 'Search by Email Address' with a search icon. Below the search bar is a button labeled '+ Add New User'.

5. Enter an email address into the search bar and click on the Search icon to look for an existing user in the system. Alternatively, click **Add New User** to create a new user. You'll need the following details:
 - First name
 - Last name
 - Email address

- Phone
 - User role
6. Click **Save**.

Remove a user from a project

1. Go to lyve.seagate.com and sign in. Enter a verification code to continue to Lyve Management Portal.
2. Click **Projects** in the navigation bar.
3. Click on a project to go to the Project Details page.

Your Projects + Add Project

Search by Project Name Project Status From To

Total Projects: 3

Project Name	Status
Nedra2	Shipped
Nedra1	Shipped
Nedra	Shipped

4. Scroll down to the Users section where you can view the name, email address, role, and status of users associated with the project. Click on **Manage Users** dropdown and select **Remove Users**.

Users

Search by Name or Email

Name	Email	Role	Status
TY Tim Yeaden	Tim.yeaden@majorenterprise.com	Business Master Account	Registered
SS Sarah Smith	SarahS@user.com	Product User	Invited Resend Invite

Manage Users (dropdown menu)

- Add Users
- Remove Users** (highlighted)

5. On the Project Users page, click checkboxes to select users you want to remove from the project.

Project Users


[+ Add User](#) [- Remove Users](#)

Enter User Name or Email


User Status: [All](#) [Invited](#) [Registered](#)

<p>Sarah Landon</p> <p>Role: Solution Provider Mast... Status: Registered</p> <p>Email Address: emailabc@email.com</p> <p>Reset Password</p> <p>SL</p>	<p>Jay Smith</p> <p>Role: Product User Status: Registered</p> <p>Email Address: invited_user2@yopmail.com</p> <p>JS</p>	<p>Jason Lewis</p> <p>Role: Product User Status: Invited</p> <p>Email Address: besovej652@3dinews.com</p> <p>Resend Invite</p> <p>JL</p>	<p>Penelope Watson</p> <p>Role: Product User Status: Invited</p> <p>Email Address: p_watson@email.com</p> <p>Resend Invite</p> <p>PW</p>
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Click **Remove Users**.

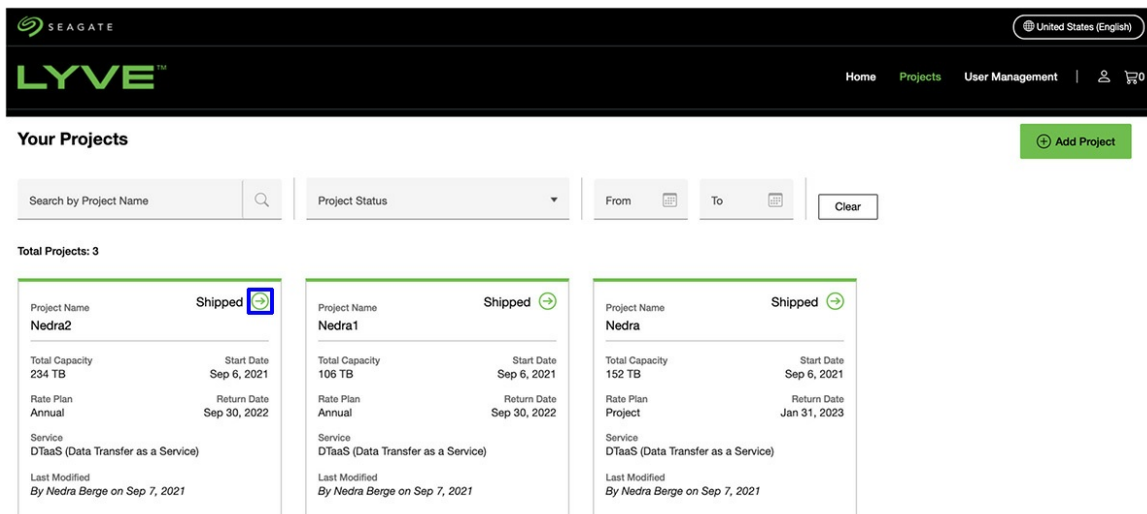
 Note—Removing a user from a project does not remove them from the Lyve Management Portal account or other projects to which they may belong.

How do I return a device?



 **Customers in UK, Sweden, and Norway**

Use the Lyve Virtual Assistant to request an end of service return or product exchange.

1. Go to lyve.seagate.com and sign in. Enter a verification code to continue to Lyve Management Portal.
2. Click **Projects** in the navigation bar.
3. Click on a project to go to the Project Details page.



SEAGATE United States (English)

LYVE Home Projects User Management |  

Your Projects [+ Add Project](#)

Search by Project Name

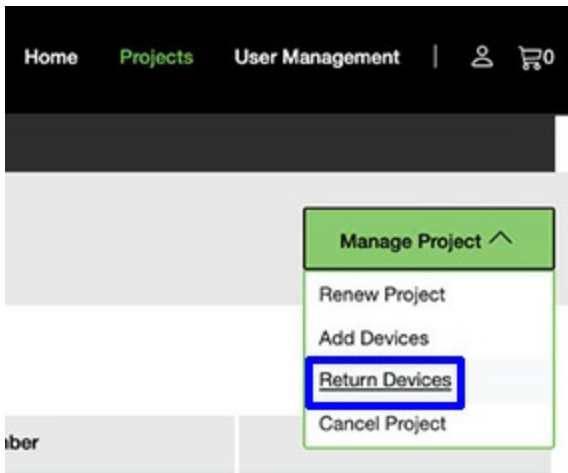
Project Status

From To [Clear](#)

Total Projects: 3

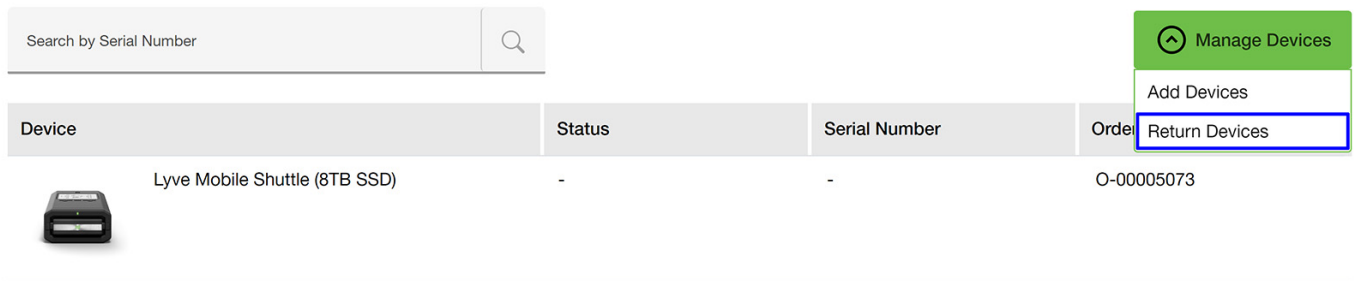
<p>Project Name: Nedra2</p> <p>Total Capacity: 234 TB Start Date: Sep 6, 2021</p> <p>Rate Plan: Annual Return Date: Sep 30, 2022</p> <p>Service: DTaaS (Data Transfer as a Service)</p> <p>Last Modified: By Nedra Berge on Sep 7, 2021</p>	<p>Project Name: Nedra1</p> <p>Total Capacity: 106 TB Start Date: Sep 6, 2021</p> <p>Rate Plan: Annual Return Date: Sep 30, 2022</p> <p>Service: DTaaS (Data Transfer as a Service)</p> <p>Last Modified: By Nedra Berge on Sep 7, 2021</p>	<p>Project Name: Nedra</p> <p>Total Capacity: 152 TB Start Date: Sep 6, 2021</p> <p>Rate Plan: Project Return Date: Jan 31, 2023</p> <p>Service: DTaaS (Data Transfer as a Service)</p> <p>Last Modified: By Nedra Berge on Sep 7, 2021</p>
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4. Using the **Manage Project** dropdown menu, select **Return Devices**.

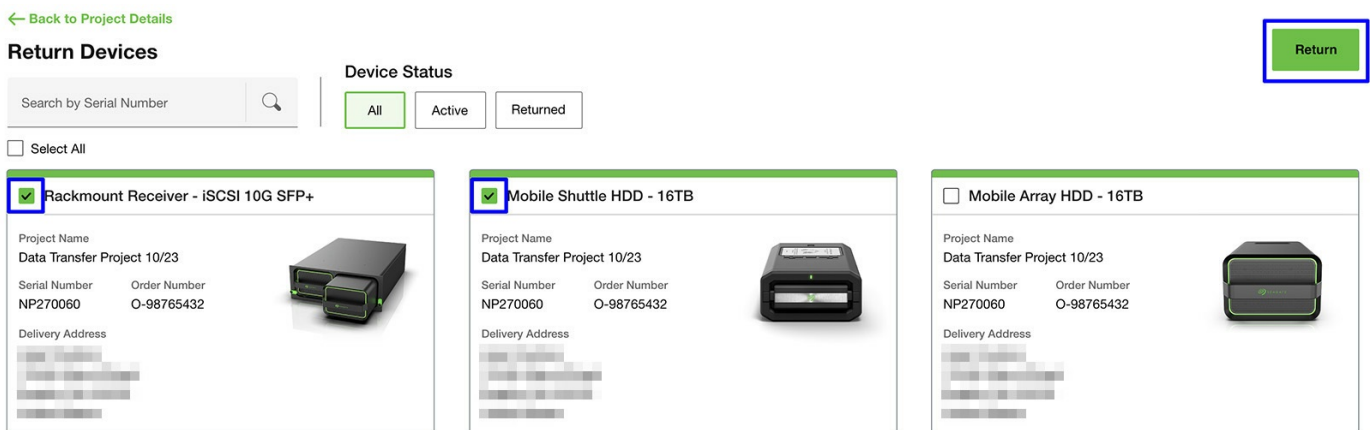


Note that devices can also be returned by selecting Return Devices from the Manage Devices dropdown menu.

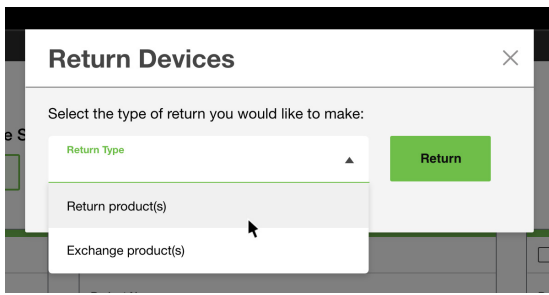
Devices



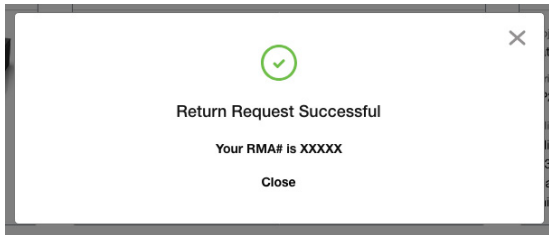
5. Click checkboxes to select the device(s) you would like to return, and then click **Return**.



6. Select the type of return you would like to make. If exchanging products, please provide a reason for the exchange.



7. Click **Return** to submit your request. If the return request is successful, a dialog will display your RMA number.



The RMA number will be included in a confirmation email you receive. If you have any issues with the return/exchange, please reference the RMA number when contacting Lyve Support.

8. Check your email inbox for a message confirming your return request. The message contains the following items you'll need to return your device(s):
 - A link for printing a prepaid return shipping label
 - Shipping and packing instructions
9. Print out the shipping label and follow the shipping and packing instructions provided in the email.