

# Vodafone Business Marketplace User Guide

VERSION 1.1



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# 1. Welcome

Thank you for your recent purchase from Vodafone. The product(s) you have purchased from Vodafone have been processed via the Vodafone Business Marketplace. We have created this guide to help you get started and to be able to get the most from the Vodafone Business Marketplace platform. In this document, we will refer to Vodafone Business Marketplace as VBM.

## 2. What is Vodafone Business Marketplace?

The Vodafone Business Marketplace is a web-based digital platform that lets you access and manage a number of your business products and services from one simple and secure place. The platform is a great place to discover and buy other products and services from Vodafone.

The Vodafone Business Marketplace is free to use and all Vodafone Business customers are eligible.

The Vodafone Business Marketplace allows you to:

- Access and log in to all of your VBM purchased products and services from one place
- Manage your subscriptions from one place (e.g. purchase more licences, upgrade to different editions, amend or cancel your services)
- Buy other products & services

The Vodafone Business Marketplace supports mobile responsiveness, so you can use VBM from any device – laptop, mobile, tablet – on the go.



## 3. Which products are available via Vodafone Business Marketplace

VBM supports a wide range of products and services. Choose from our great range of popular business apps, products and services and make doing business easier.



### Microsoft 365

Reimagine the way you work with Microsoft 365 and Microsoft Teams. Chat, call, host online meetings and collaborate in real time, whether you're working remotely or onsite.



### Google Workspace

Whether you're at home, at work, or in the classroom, it's the best way to create, communicate and collaborate. Familiar tools, fewer distractions – more time to make things happen.



### Lookout Mobile Security

Lookout Mobile Security provides comprehensive threat protection across Android and iOS mobile devices. Securing against app-, device-, network- and phishing-based threats, while providing visibility and control over data leakage on mobile.



### Trend Micro Worry-Free Business Security Suites

Trend Micro extends threat protection to your laptops, desktops, mobile devices and servers, with a solution that constantly learns, adapts and shares intelligence to keep your business protected.



### Orbis Lone Worker Protection

From simple-to-use mobile apps to smart connected devices, our Lone Worker Protection Services offer a range of affordable solutions for protecting your people – allowing you to monitor the welfare of your employees at any time through a central dashboard, supported by a 24/7 Alarm Receiving Centre (ARC).



### Vodafone Business Domains

Add credibility to your business and create a professional first impression with a domain name. Once you have a domain, you can use it on your website and email addresses to clearly identify your business, increase brand awareness and improve search engine positioning.







### **Vodafone Cloud Backup**

Store your data safely and securely. Protect your data with unlimited cloud backup service on our market-leading data protection solution for Microsoft 365.



### **Samsung Knox**

Our portfolio of Knox cloud solutions allows businesses to configure, customize, deploy, analyse and manage their devices. This improves business performance and supports workers in greater productivity and efficiency, in-office or out in the field.



### **Security Scorecard**

Security ratings by Security Scorecard is our online platform for assessing cyber security risk. Using a grading system from A to F, it offers companies insights into their security posture and then recommends how to apply actionable improvement.



### **Vodafone CybSafe**

A cloud-based human risk management platform that reduces organisational risk by improving people's security decisions and behaviours. Offering security awareness guidance, training, phishing simulations, behaviour measurement and human risk analytics.



### **Vodafone Business Fleet Analytics**

Vodafone Fleet Analytics & Management helps you reduce costs, boost productivity and increase safety with telematics and analytics solutions for fleets.

Manage your vehicle fleet and keep it competitive by focusing on timely deliveries, cost savings and effective reporting. Our Fleet Analytics solution helps you better understand your business and keep drivers and operations moving. From large scale fleets to individual business vehicles, our IoT solution helps boost operational efficiencies for today and tomorrow

There are also products which you will manage via Vodafone Business Marketplace but cannot be purchased directly from the platform. [Please contact your Vodafone sales team to learn more.](#)

These are:

- [Managed Security Services \(Including Palo Alto, Zscaler\) & Professional Security Services](#)
- [Cloud Security solutions services](#)
- [Vodafone Business Managed laptops](#)
- [Vodafone Pulse Connect](#)
- [Unified Communications](#)



## 4. Which products are not available via Vodafone Business Marketplace?

- [Mobile Broadband](#)
- [Business Connectivity](#)
- [Fixed Line Services](#)
- [Secure Net](#)
- [SD WAN](#)
- [One Net](#)
- [Mobile Private Network](#)
- [Contact centre solution](#)
- [Voice Connectivity Systems](#)

## 5. How do I get help with other Vodafone products and services which are not available on the Vodafone Business Marketplace?

Please visit one of the below links to get support with a Vodafone product or service not available on VBM.

- [Support Centre](#)
- [YouTube Help and Support](#)
- [Contact us](#)

## 6. How to

This section mentions in detail how to use the different features of the Vodafone Business Marketplace.

### 6.1 How to log in to Vodafone Business Marketplace

You can access the Vodafone Business Marketplace either via your My Vodafone Account or directly from the VBM login page. In the following sections, you'll find step-by-step guides on both login options.



## 6.1.1 Access via My Vodafone Account

### Step 1:

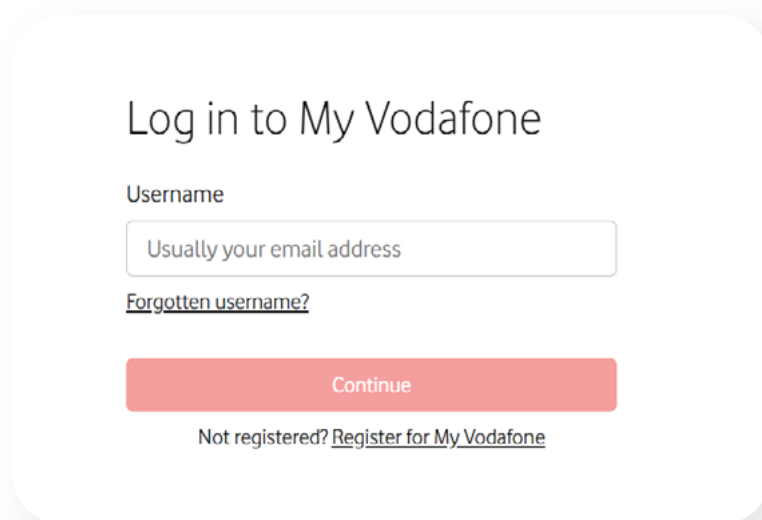
Click below link.

[Login | Vodafone](#)

### Step 2

Enter your My Vodafone Account username. This can be your email address or a memorable word which you have received at the time of your account setup.

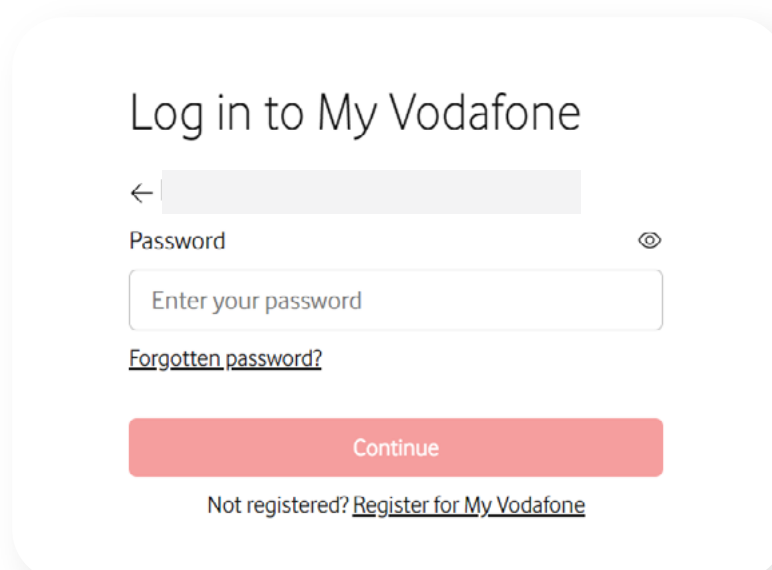
If you do not have a My Vodafone Account set up, please contact the Vodafone Care team.



The screenshot shows a login interface with the title 'Log in to My Vodafone'. Below the title is a label 'Username' followed by a text input field containing the placeholder text 'Usually your email address'. Below the input field is a link '[Forgotten username?](#)'. At the bottom of the form is a red 'Continue' button. Below the button is the text 'Not registered? [Register for My Vodafone](#)'.

### Step 3

Enter your My Vodafone Account password.



The screenshot shows a login interface with the title 'Log in to My Vodafone'. Below the title is a password input field with a back arrow icon on the left and a toggle visibility icon on the right. The input field contains the placeholder text 'Enter your password'. Below the input field is a link '[Forgotten password?](#)'. At the bottom of the form is a red 'Continue' button. Below the button is the text 'Not registered? [Register for My Vodafone](#)'.



## Step 4

Choose the registered phone number, to receive your security code. This is the same phone number that was used at the time of your account setup / onboarding.

### Request security code

For added security we'll text a code to one of your phones.

Choose phone

Choose a phone from the list ▾

Continue

### Request security code

For added security we'll text a code to one of your phones.

Choose phone

XXXXXXXX1589 ▾


Continue

## Step 5

Enter the code received – it will be a 5-digit alpha numeric key e.g.

### Enter security code

If your details were correct, we've sent a code to the number ending in 1589. It's valid for 20 minutes.

Enter code 

☐ Remember Me  
Remember this device and browser. Don't select if you're using a shared device. [Find out more](#)

Continue

Re-send code

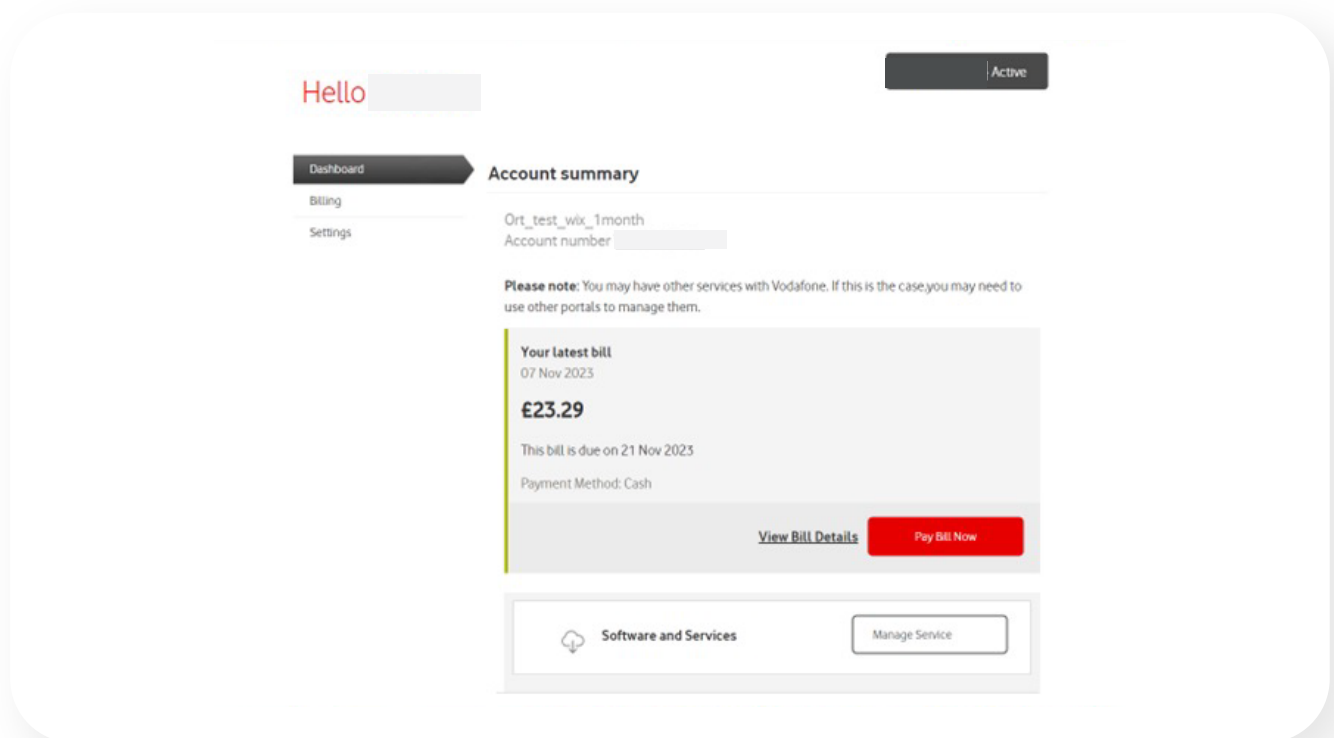
[I haven't received my security code](#)





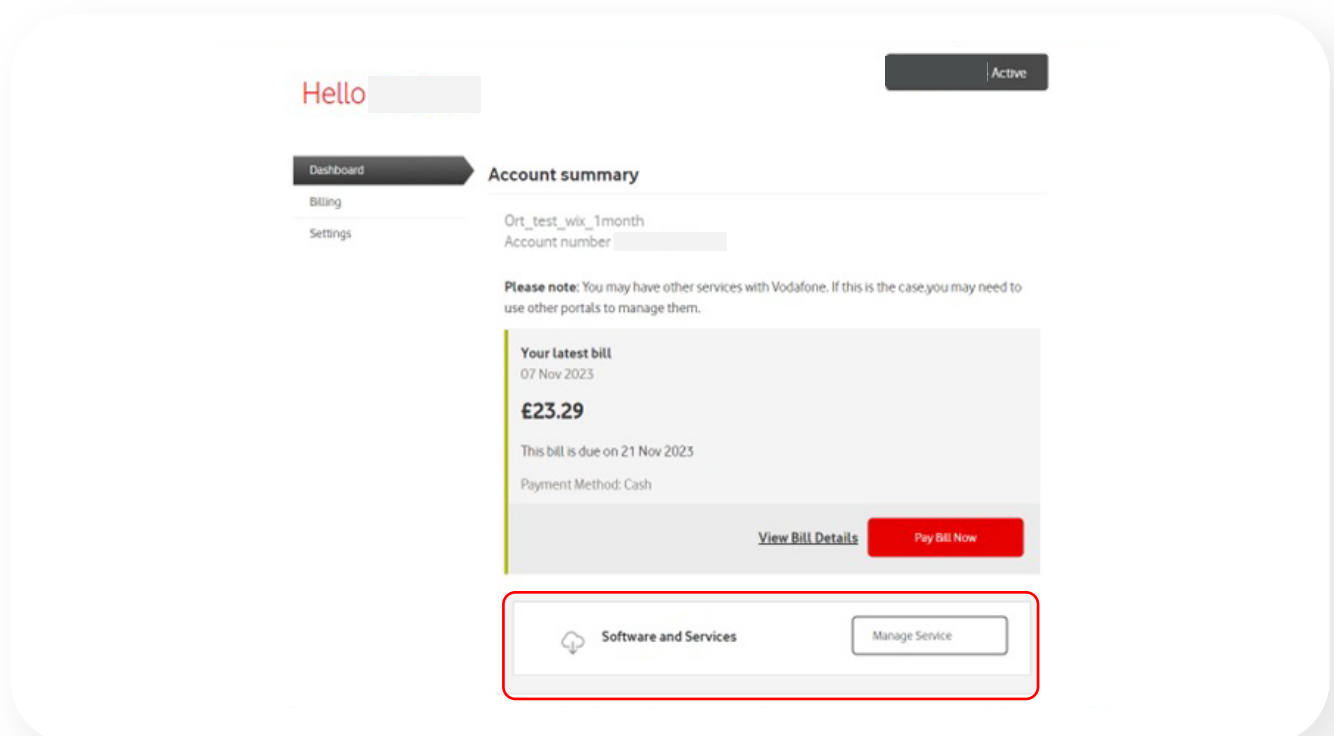
## Step 6

After entering the correct security code, you will have successfully logged in to your My Vodafone Account. From here, you can see all of your bills for products and services that have been purchased through the Vodafone Business Marketplace.



## Step 7

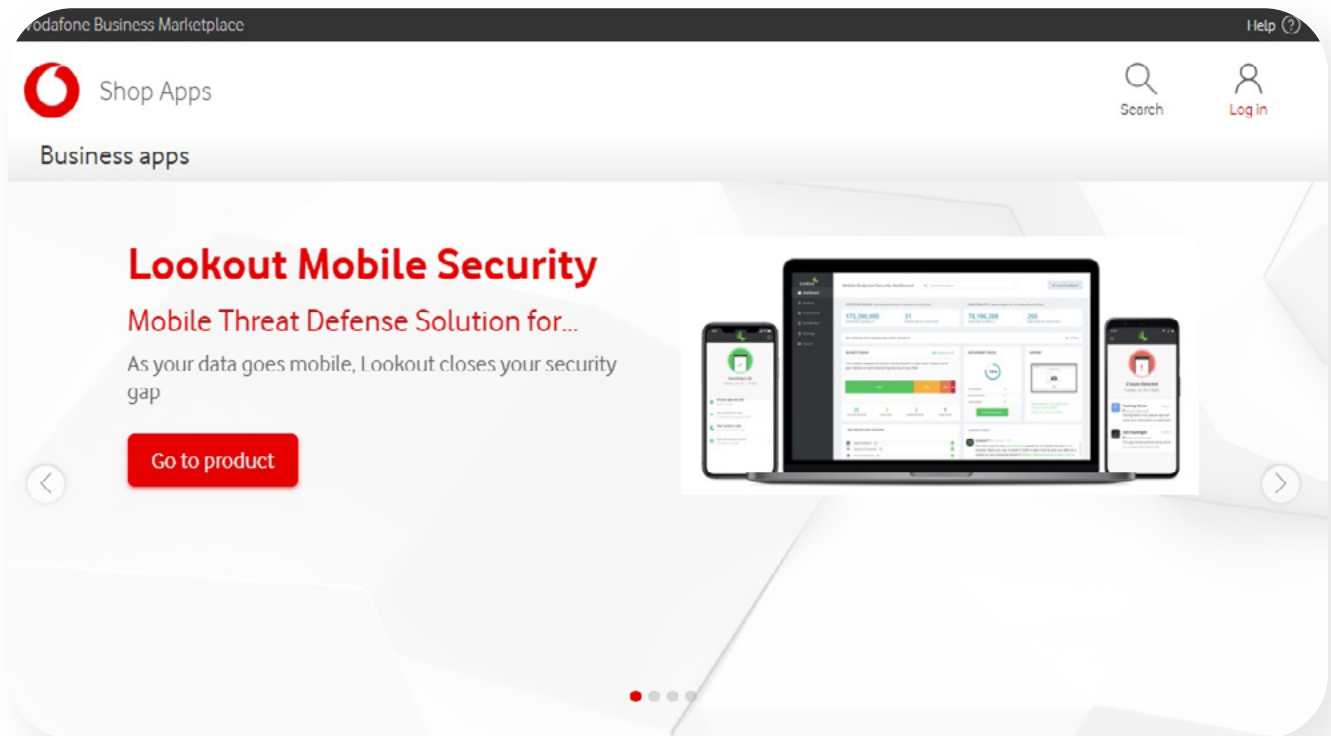
Click on “Manage Service” in the “Software & Services” section. You will then be taken to Vodafone Business Marketplace.



## 6.1.2 Log in to Vodafone Business Marketplace directly on the Vodafone Business Marketplace portal

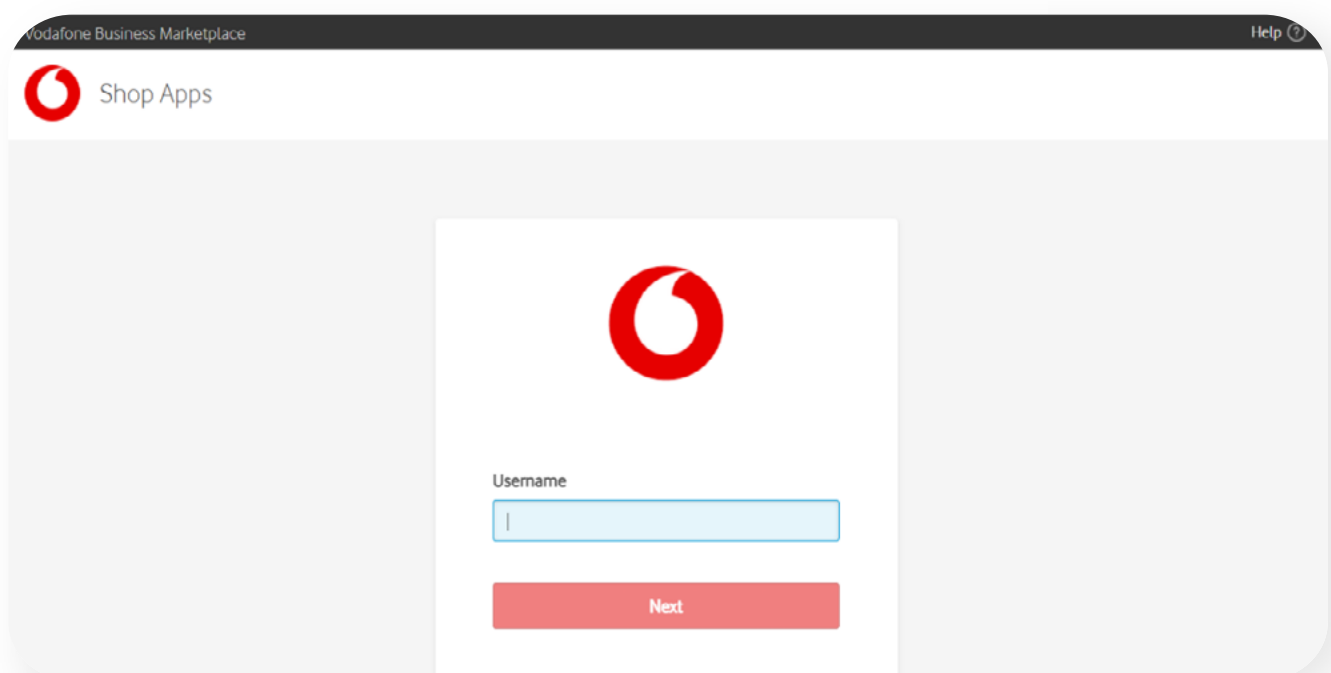
### Step 1

Go to [marketplace.vodafone.co.uk](https://marketplace.vodafone.co.uk).



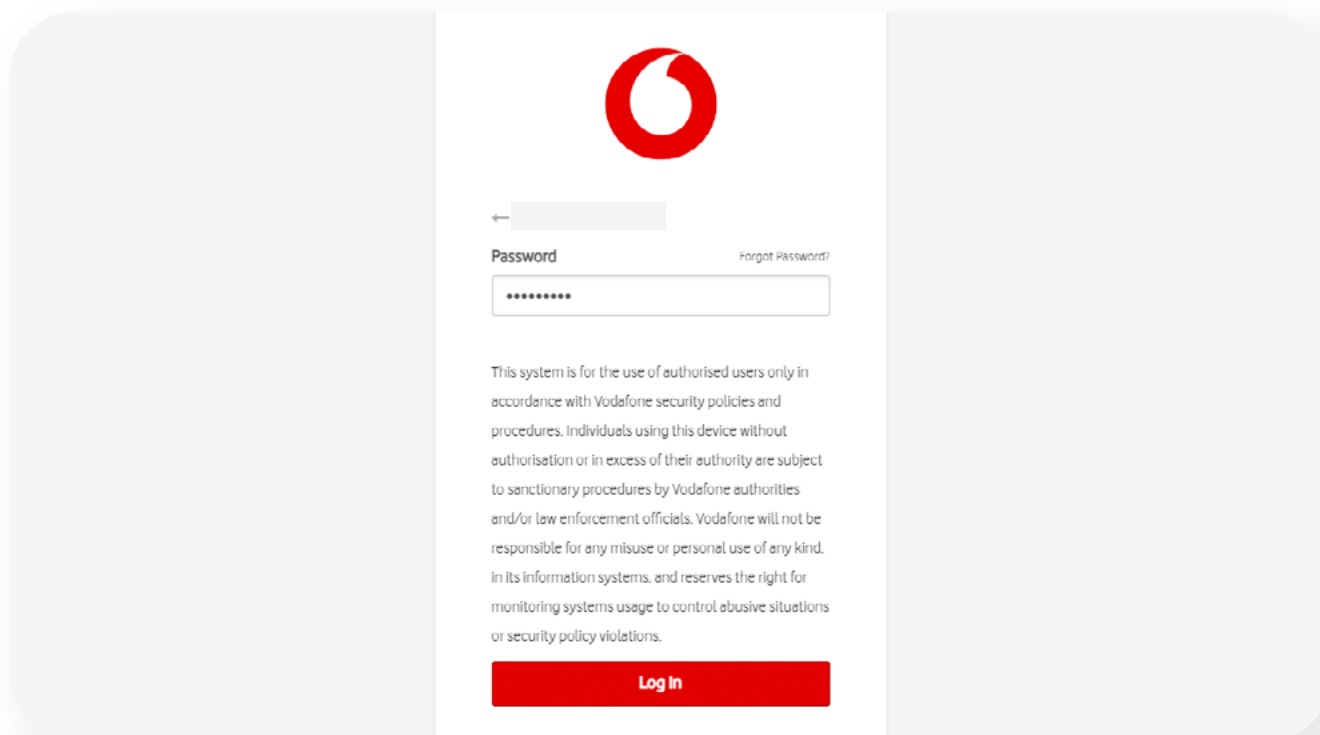
### Step 2

Click **Log in** and insert your VBM username. This can be your email address or a memorable word which you have received at the time of your account setup.



### Step 3

Insert your VBM password.



The login screen features the Vodafone logo at the top center. Below it is a back arrow and a password input field. The input field is labeled 'Password' on the left and 'Forgot Password?' on the right. The password is masked with eight dots. Below the input field is a block of text: 'This system is for the use of authorised users only in accordance with Vodafone security policies and procedures. Individuals using this device without authorisation or in excess of their authority are subject to sanctionary procedures by Vodafone authorities and/or law enforcement officials. Vodafone will not be responsible for any misuse or personal use of any kind. In its information systems, and reserves the right for monitoring systems usage to control abusive situations or security policy violations.' At the bottom is a red 'Log In' button.

←

Password [Forgot Password?](#)

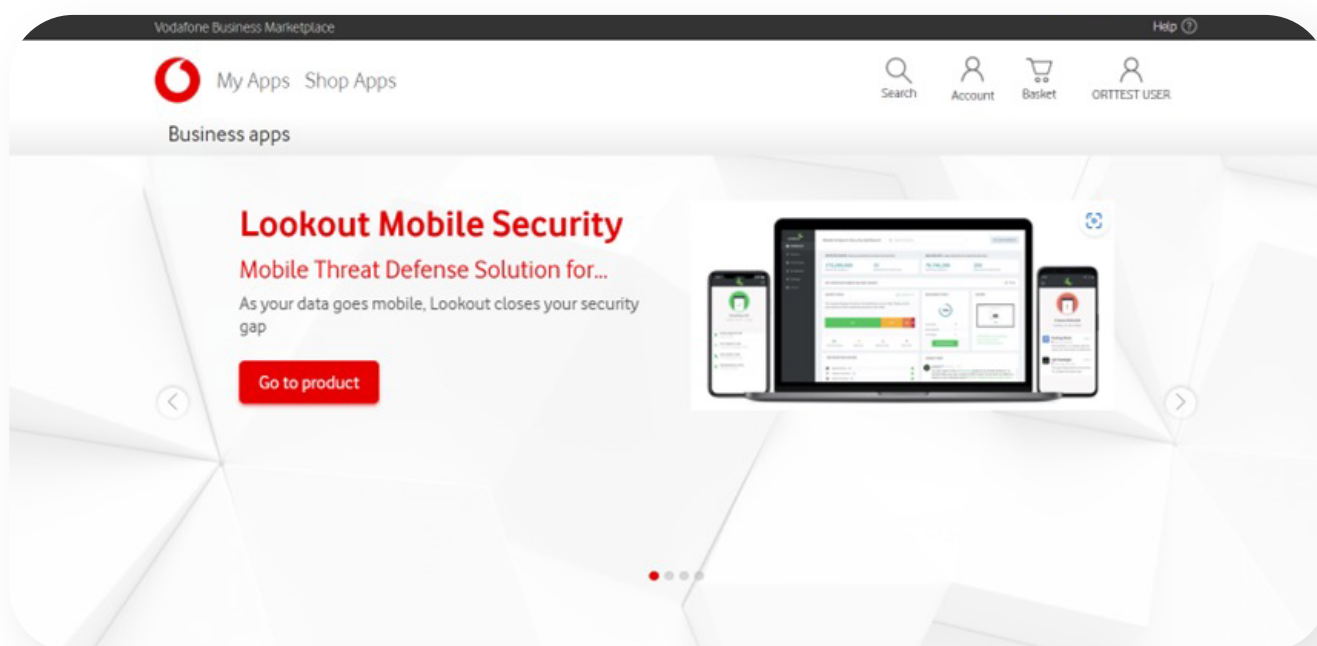
\*\*\*\*\*

This system is for the use of authorised users only in accordance with Vodafone security policies and procedures. Individuals using this device without authorisation or in excess of their authority are subject to sanctionary procedures by Vodafone authorities and/or law enforcement officials. Vodafone will not be responsible for any misuse or personal use of any kind. In its information systems, and reserves the right for monitoring systems usage to control abusive situations or security policy violations.

**Log In**

### Step 4

You can now use the Vodafone Business Marketplace to manage your services or purchase other services.



## 6.2 How to reset your password

This section will provide you with detailed information on how you can reset your access to VBM.

### 6.2.1 My Vodafone Account

To change your My Vodafone Account password, please go to your My Vodafone Account login page or use the below link.

#### Step 1

Click below link

[Login | Vodafone](#)

#### Step 2

Enter your My Vodafone Account username. This can be your email address or a username that was used when your My Vodafone Account was originally set up.

### Log in to My Vodafone

Username

[Forgotten username?](#)

Continue

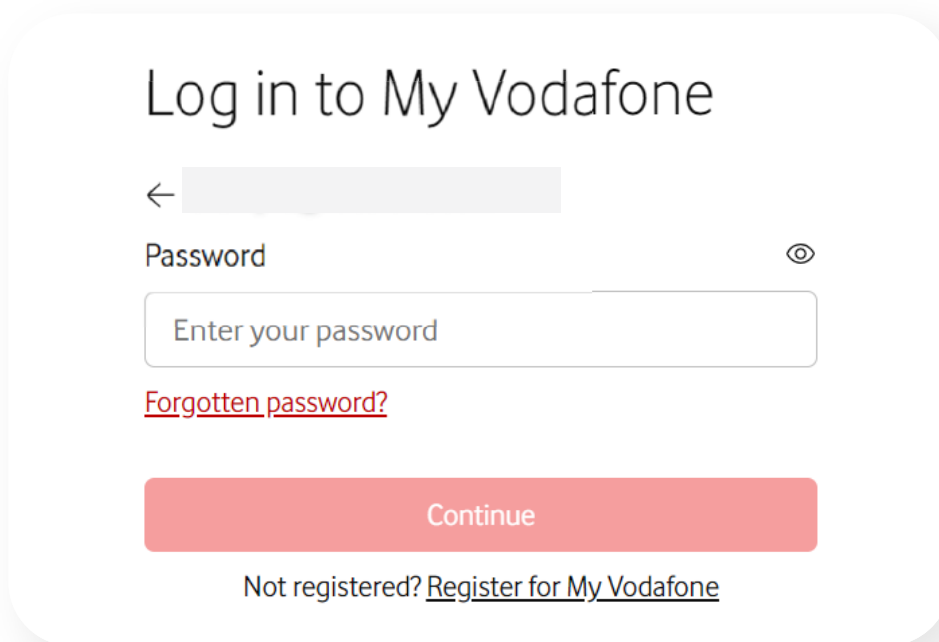
Not registered? [Register for My Vodafone](#)






### Step 3

Click [Forgotten password?](#)



Log in to My Vodafone

←

Password 

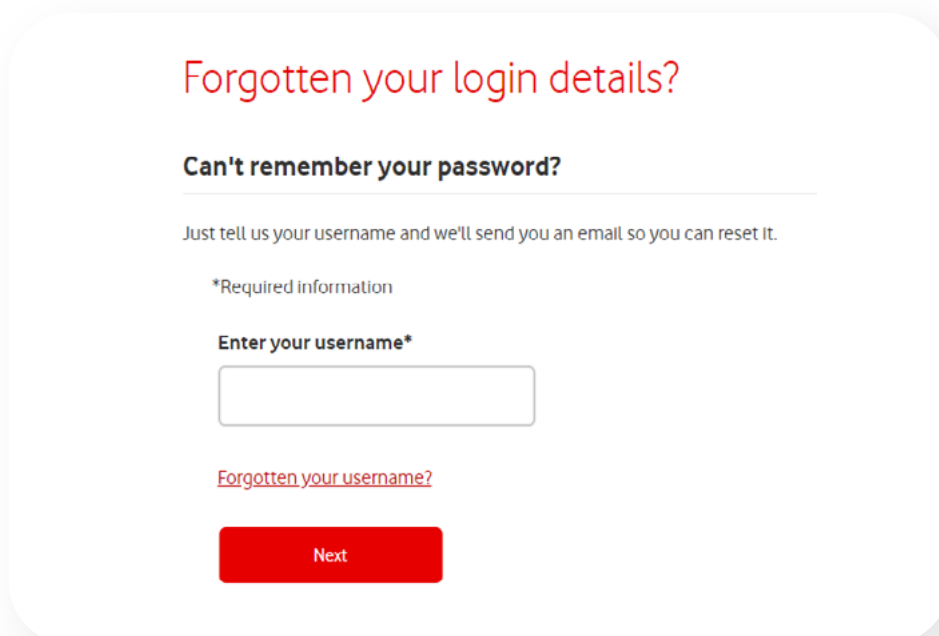
[Forgotten password?](#)

[Continue](#)

Not registered? [Register for My Vodafone](#)

### Step 4

Insert your username and we will send you an email with a temporary password.



Forgotten your login details?

**Can't remember your password?**

---

Just tell us your username and we'll send you an email so you can reset it.

\*Required information

Enter your username\*

[Forgotten your username?](#)

[Next](#)



## Step 5

Insert your account PIN number or your memorable word.

### Forgotten your login details?

#### Can't remember your password?

Almost done. You just need to tell us either your account PIN or your memorable word.

**Please note:** your memorable word is case sensitive. If you can't remember your PIN or memorable word you can reset your details with an adviser over Live Chat. Once logged in, you can update your login details under **Account settings**.

\*Required information

Your PIN\*

[Forgotten both memorable word and PIN?](#)

or

Your memorable word\*

[See your hint](#)

[Forgotten both memorable word and PIN?](#)

Next

## Step 6

We will send a temporary password to your registered email address.

### Forgotten your login details?

#### We've sent a temporary password to your email address

Just log back in using this password, then you'll be asked to choose a new one.

If you can't see our email in your inbox, please remember to check your junk or spam folders.

Next



**Hello,**

It looks like you're having trouble logging in. Don't worry, just use the temporary password below to access your account.

\*\*\*\*\*

You'll be able to change your password to something more memorable once you log in.

Vodafone customers will also need to receive a security code by text - so keep your phone handy.

**Important: we'll never call you to ask for this temporary password – so please don't give it to anyone or forward this email.**

[Log into My Vodafone](#)

[Log into VOXI](#)

**Didn't request a temporary password?**

If you're not expecting this email, please let us know as soon as possible by [getting in touch](#).

## Step 7

Use the temporary password to log in through [Login | Vodafone](#) again and set a new password for your account.

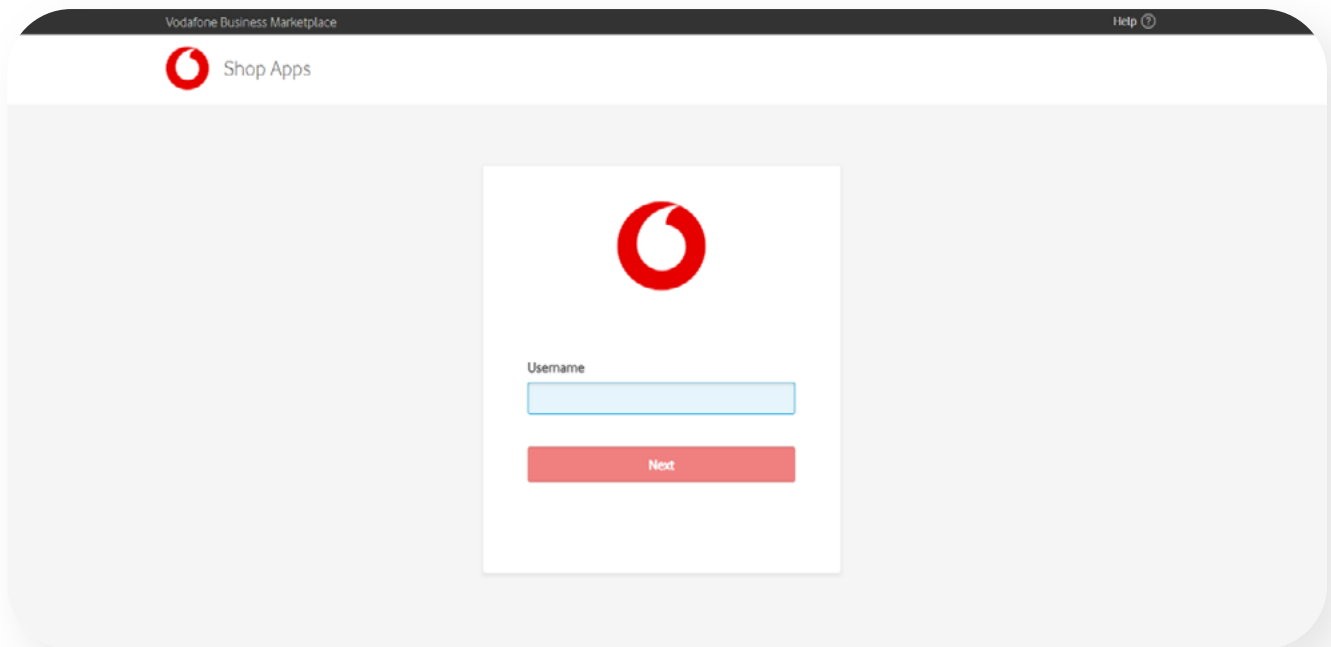


## 6.2.2 VBM Portal

### Step 1

Click on the below link to access the VBM login page.

[Vodafone Business Marketplace UK](#)



The screenshot shows the Vodafone Business Marketplace login page. At the top, there is a dark header with "Vodafone Business Marketplace" on the left and a "Help" icon on the right. Below the header is a white navigation bar with the Vodafone logo and the text "Shop Apps". The main content area is light gray and features a white login card in the center. The card has the Vodafone logo at the top, followed by the label "Username" and a light blue text input field. Below the input field is a red button with the text "Next".

### Step 2

Enter your username.



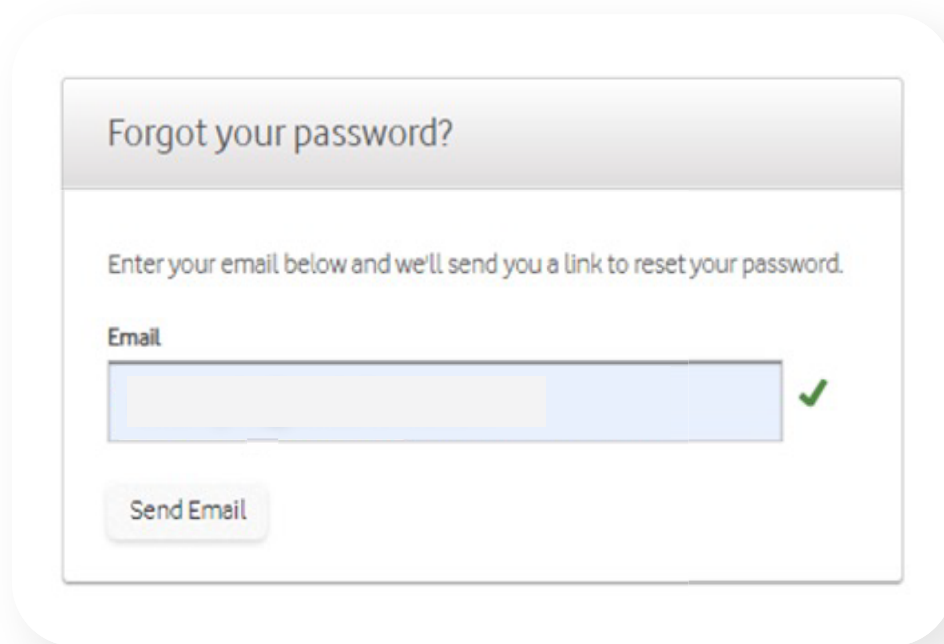
This is a close-up of the login card from the previous screenshot. It features the Vodafone logo at the top. Below the logo is the label "Username" and a light gray text input field. At the bottom of the card is a prominent red button with the text "Next" in white.





### Step 3


Click on “Forgot password?”.



Forgot your password?

Enter your email below and we'll send you a link to reset your password.

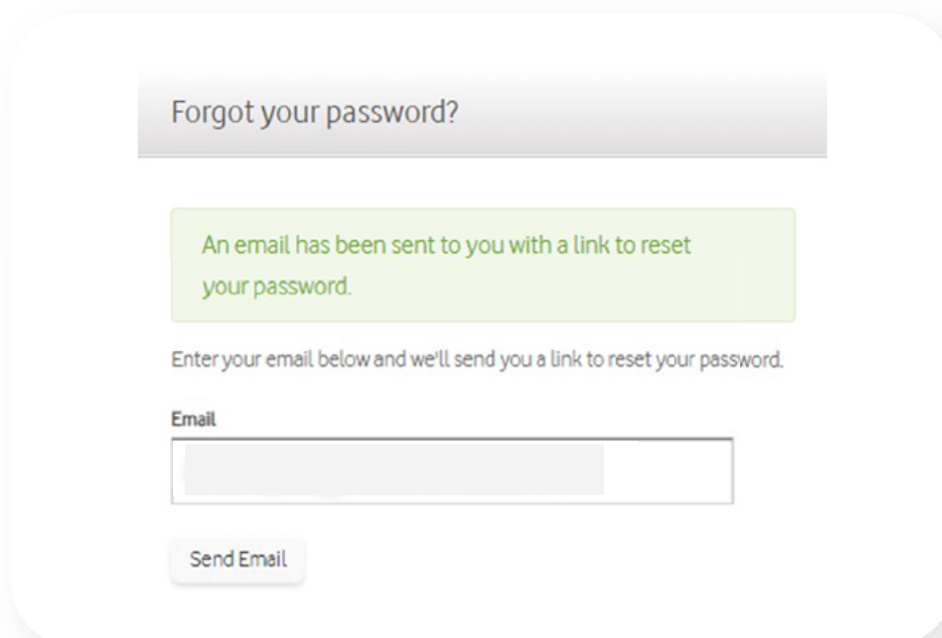
Email



Send Email

### Step 4

Provide the email ID and click on “Send Email”.



Forgot your password?

An email has been sent to you with a link to reset your password.

Enter your email below and we'll send you a link to reset your password.

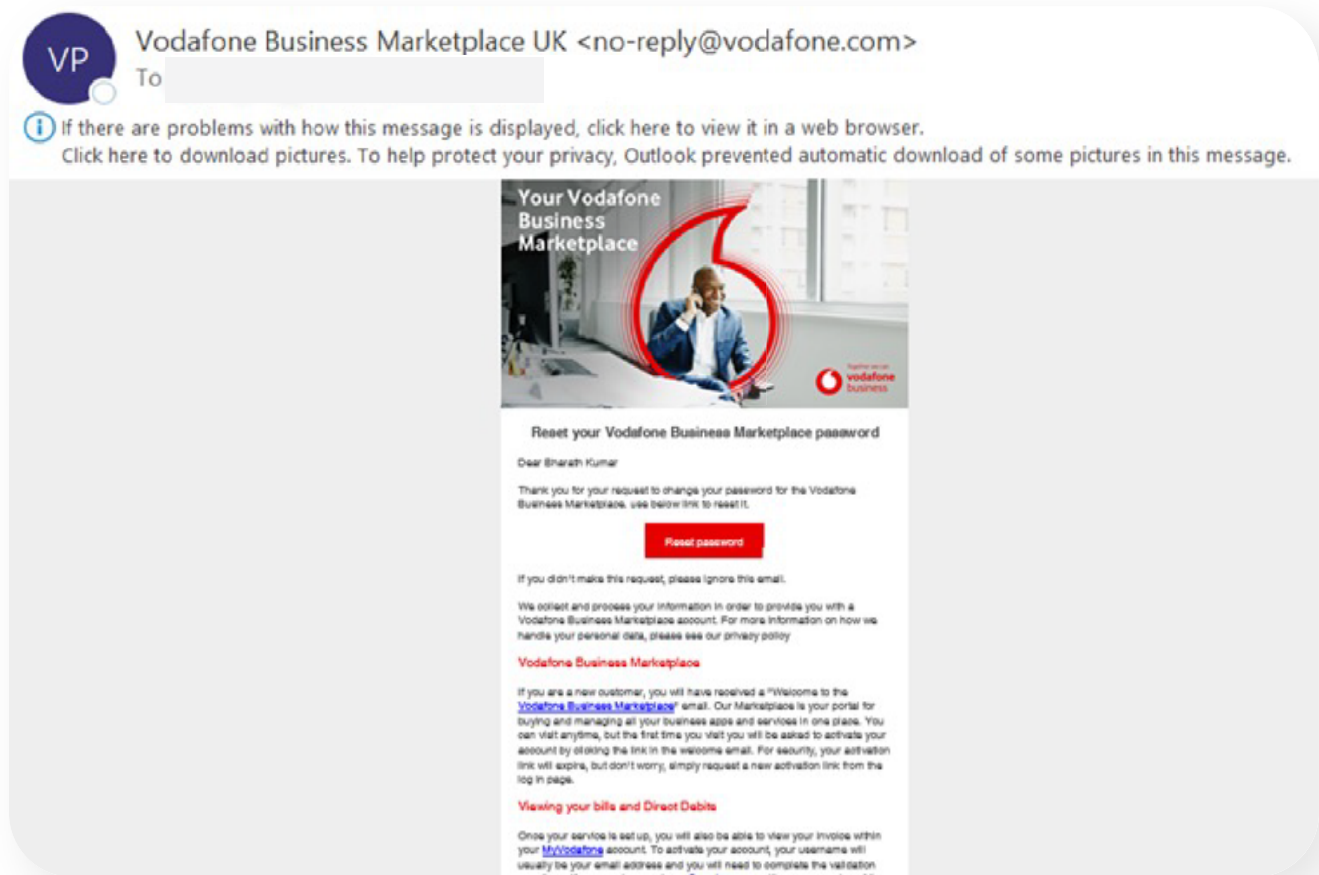
Email

Send Email



## Step 5

Password reset email confirmation.



## Step 6

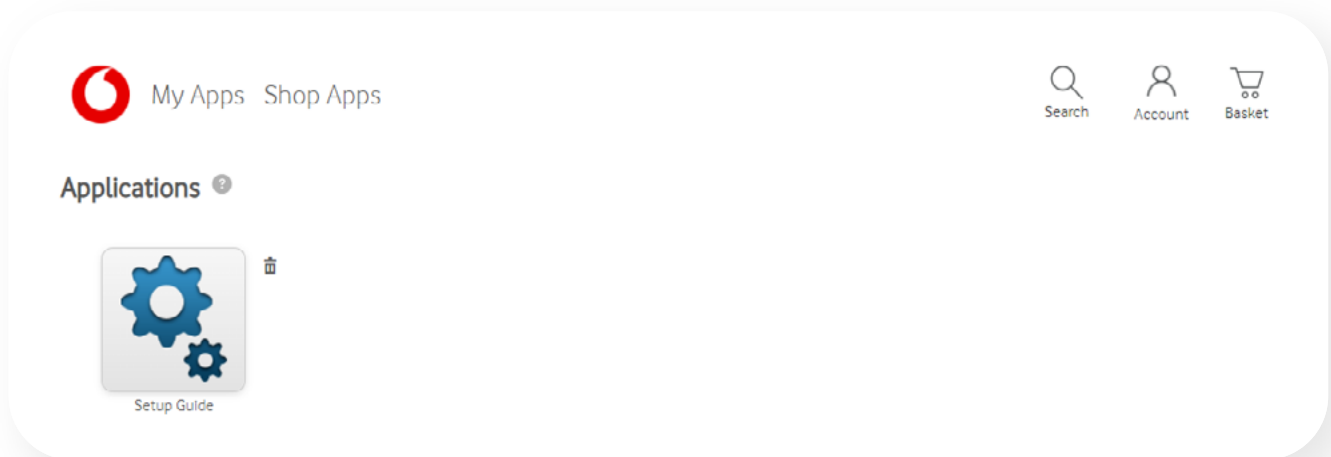
Click on “Reset password”.

The screenshot shows a web form titled 'Reset your Password'. It contains two password input fields. The first field is labeled 'Choose your Password:\*' and has a green checkmark next to it. The second field is labeled 'Confirm Password:\*' and also has a green checkmark next to it. Below the fields is a 'Submit' button. The form also includes a note stating: 'Must be at least eight characters and contain at least one letter, one number or symbol, and not match the username.'



## Step 7

After providing the password, you will be logged in to VBM and be on the My Apps page.



### 6.2.3 By calling Vodafone

If you are not able to reset your password using our self-serve channel, you can always call VBM support on this number and then after verification, our Care agents will be able to reset your password for you. For more information, [click here](#).

## 6.3 How to buy a new product or service

There are multiple ways that you can find and purchase a service via Vodafone Business Marketplace.

### 6.3.1 Online in Vodafone Business Marketplace – Single product

This is the most common way of buying a product or service on VBM.

#### Step 1

Log in to your VBM account and click on the “Business apps” tab.



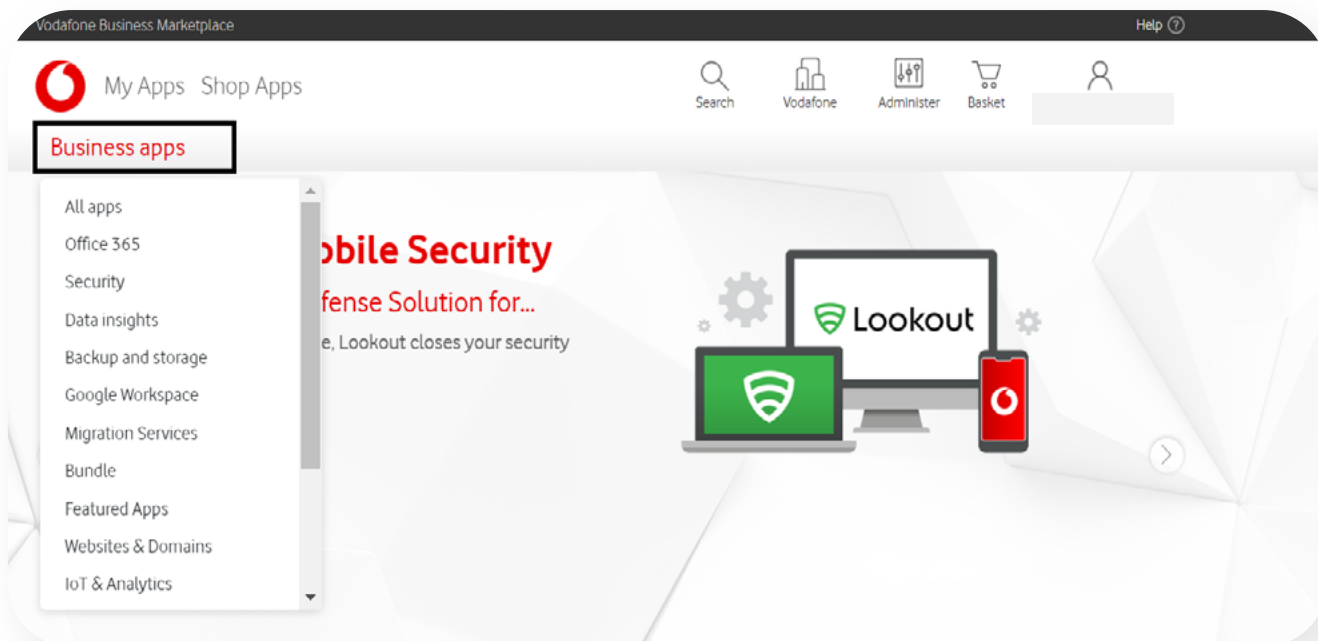


Figure 1 – Business apps tab

## Step 2

- Select product type required
- Select required licence

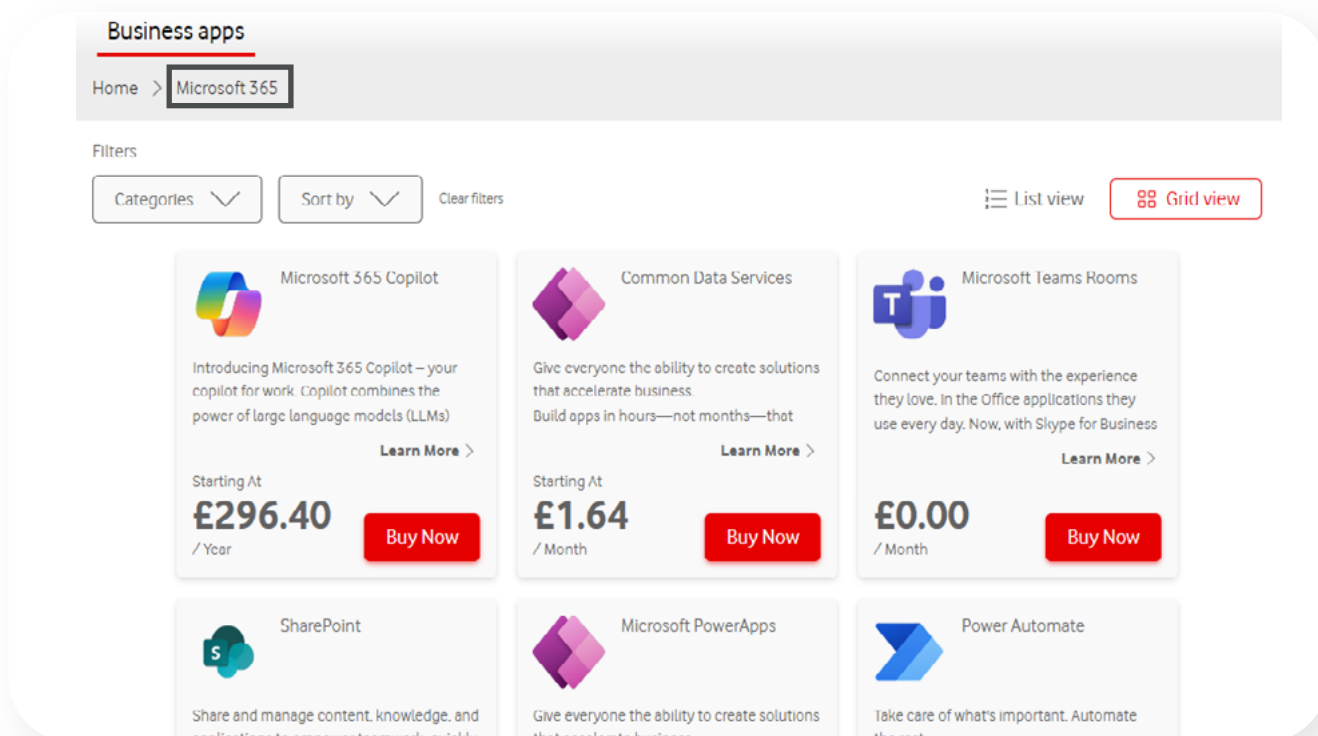


Figure 2 – Licence selection





## Step 4

- Click “Buy Now”

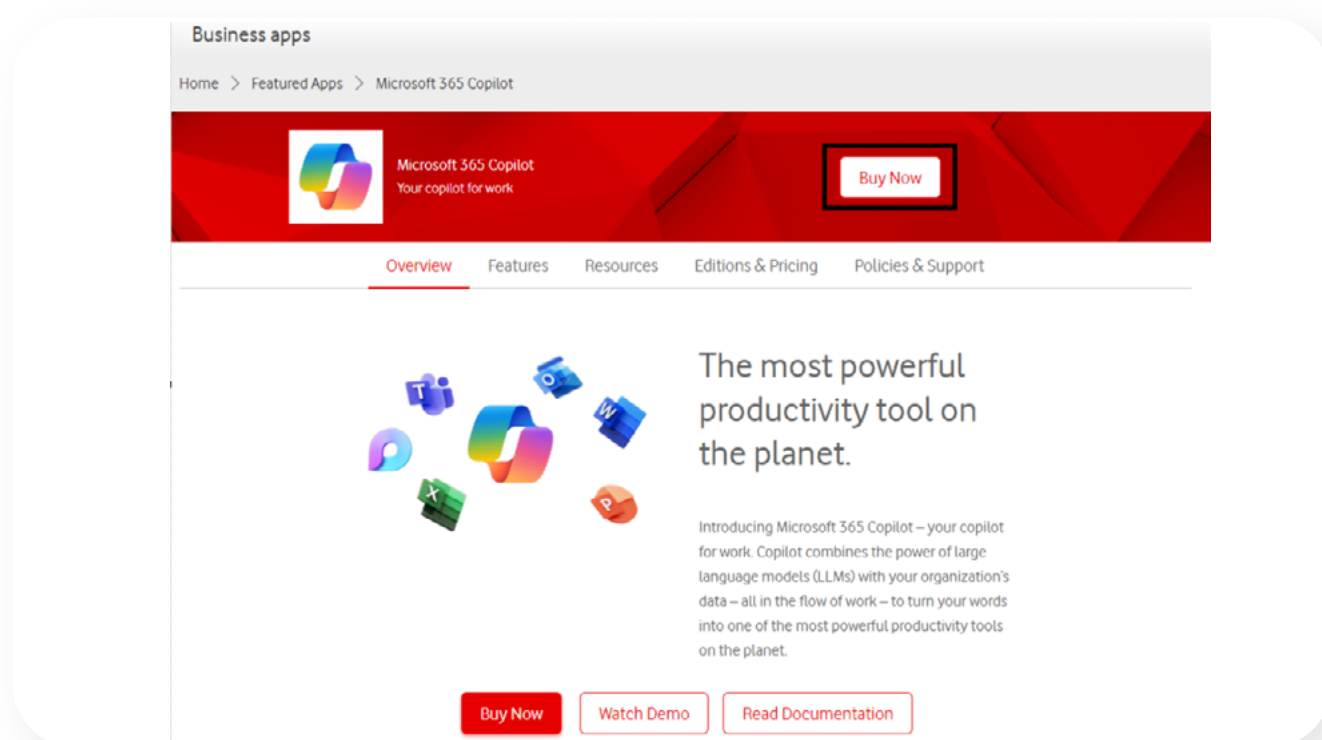


Figure 3 – Buy Now

## Step 4

- Enter quantity required
- Click “Continue”

A screenshot of the Microsoft 365 Copilot purchase flow, specifically the "1. Create Order" step. The page shows a progress bar at the top with five steps: 1. Create Order, 2. Reference Code, 3. Additional Information, 4. Confirm Order, and 5. Order Receipt. The main content area displays the product "Microsoft Copilot for Microsoft 365" with a price of "£296.40 / User / Year" and a "1 YEAR CONTRACT". A "Total Users" field is set to "1". Below this, there is a "Discount Code" field and an "Apply" button. At the bottom, the "Fee due at checkout" is "£296.40", and the "Total recurring yearly fee as of 22/03/24" is also "£296.40". A "Continue" button is located at the bottom right.

Figure 4 – Licence quantity



## Step 5 – Microsoft specific steps

This step is only relevant if you are purchasing a Microsoft product.

If this is the first time you have purchased a Microsoft product in Vodafone Business Marketplace, you will be required to choose a new unique sub-domain that will be linked with your new Microsoft tenancy. Please complete all of the required information presented to complete this process.


1. Create Order

2. Reference Code

3. Additional Information

4. Confirm Order

5. Order Receipt

**Microsoft 365 Business**  
Your on-the-go office productivity tools

A maximum of two domains can currently be purchased at one time. Please place a new order if more domains are required

**Upgrade to a professional email address.**


you@company.onmicrosoft.com → you@company.com


[Search Domains](#)

Powered by Vodafone Business Domains

Do you already own a domain?

ACCOUNT DETAILS

Microsoft Office 365 Domain 

Username and Email Address  **Required**

Send Admin Credentials to **Required**

All other details will be sent to your marketplace email address.

COMPANY DETAILS

First Name **Required**

Last Name **Required**

Address **Required**


Optional

City **Required**

Zip code **Required**

Phone Number **Required**

Country



County **Required**

[Go Back](#) [Continue Checkout](#)

Figure 5 – Upgrade

22

If another administrator in your company has previously purchased a Microsoft product from Vodafone Business Marketplace, but this is your first time, you will be prompted to create a new user to complete the purchase of the licence. (If you already have a user with Microsoft, please complete this step and then remove this newly created user from within your Microsoft Admin Centre). If you purchase another Microsoft product in the future, you will not be required to complete this step again.

You will also be presented with the option to select “Co-Terming Option”. This setting allows you to choose for this subscription, to have the same subscription period as your previous purchases from Microsoft. This is beneficial to do as it will ensure this new subscription is aligned with your other annual Microsoft subscriptions and result in having the same end same date. For example if you are 5 months through your previous 12 month Microsoft subscription, this setting will result in the new subscription being 7 months to align with your first subscription. There is no additional cost for this option and we will automatically pro rata your charges.

The screenshot displays the '1. Create Order' step of a purchase process for Microsoft 365 Copilot. A modal window titled 'Create your Microsoft Username' is centered on the screen, prompting the user to create a username for their Microsoft account. The modal includes a text input field for the username, followed by an '@' symbol and a pre-filled domain '.123.onmicrosoft.com'. A 'Continue' button is located at the bottom right of the modal. In the background, the main purchase form is visible, showing the product 'Microsoft Copilot for Microsoft 365' with a price of '£296.40 / User / Year' for a '1 YEAR CONTRACT'. It also features a 'Total Users' input field set to '1', a 'Co-Terming Option' dropdown menu set to 'Exchange Online (Plan 1), P1Y, 2025-02-27', and a 'Discount Code' field. The bottom of the form shows the 'Fee due at checkout: £296.40' and the 'Total recurring yearly fee as of 22/03/24: £296.40'. A 'Continue' button is at the bottom right of the main form.

**Figure 6 – Username**

## Step 6

- Google specific step

This step is only relevant if you are purchasing a new Google Workspace product.

In order to purchase Google Workspace, you are required to have your own business domain. If you do not have a business domain, you will be able to purchase one by first Searching on the left side for an available domain.

Please complete all of the required information presented to complete this process.



A maximum of two domains can currently be purchased at one time. Please place a new order if more domains are required

**Upgrade to a professional email address.**

e.g. domain.com

Powered by Vodafone Business Domains

Or enter a domain that you already own

is.yourcompany.com

**ACCOUNT DETAILS**

**Username and Email Address** Please enter a valid user name

Enter your existing domain

**Send Admin Credentials to** Required

email@address.com

All other details will be sent to your marketplace email address.

**COMPANY DETAILS**

**First Name** Required

**Last Name** Required

**Address** Required

**Optional**

**City** Required

**Zip code** Required

**Phone Number** Required

**Country** Required

**Country**

[← Go Back](#)

**Figure 7** – Google specific step

## Step 7

- Check Terms and conditions
- Click on “Place order”

1. Create Order
2. Reference Code
3. Confirm Order
4. Order Receipt

### Confirm Order

Name	Edition	Price	Quantity	Total
Microsoft 365 Copilot	Microsoft Copilot for Microsoft 365 Minimum contract duration: 1 year	£296.40 / User / Year	1	£296.40
Subtotal:				£296.40
Fee due at checkout:				£277.72
<small>Fee is prorated to charge for period between 22/03/24 and 27/02/25.</small>				
Total recurring yearly fee as of 22/03/24:				£296.40

[Back](#)

☒ I agree to the Terms of Service, Privacy and Refund policies.

This order requires Microsoft to set up your account and can take a few hours to complete.

**Figure 8** – Place order

## Step 8

Order placed screen – this means your order is successfully placed.



### 6.3.3 By phone

If you require any support with your purchase, please contact your Vodafone account manager or if you do not have a Vodafone account manager or are unsure who yours is please [call us on one of the following numbers.](#)

## 6.4 How to make a change to your existing product or service

In this section, we'll go over

- how you can manage existing products
- how to increase subscription quantity
- how you can change from one subscription to another
- and the coterminosity feature of Microsoft's new commerce experience.

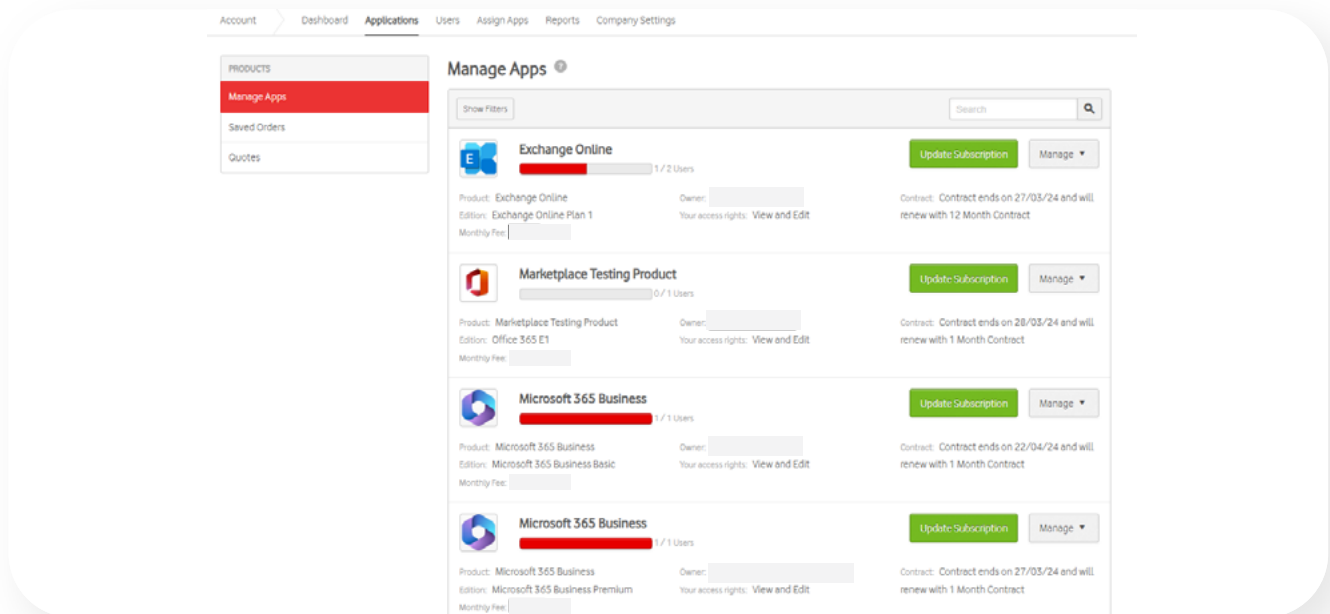
### 6.4.1 How to increase the quantity of licences on your existing product or service

Below are the steps to add more units / licenses if you already have a product and wish to buy more licences of the same subscription.

#### Step 1

- Log in to the home page
- Click on "Account"
- Click on "Applications"
- Click on "Manage Apps"

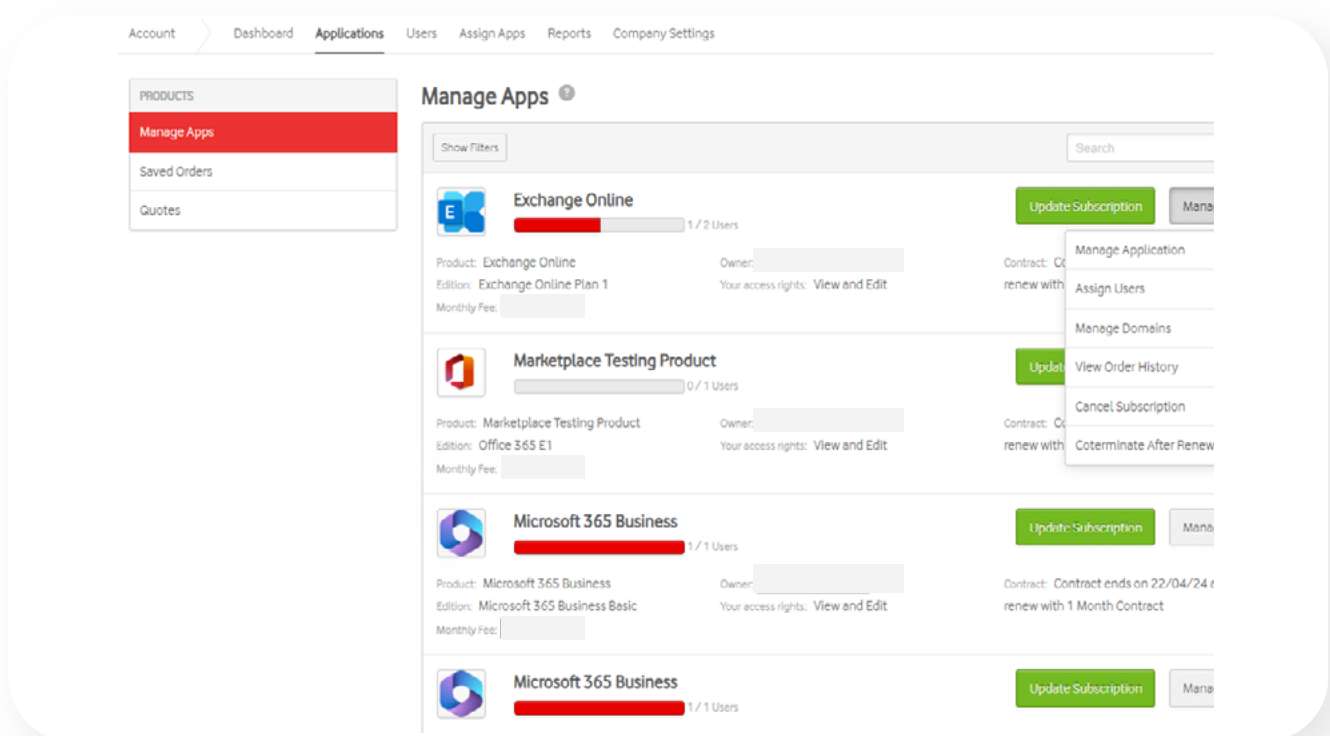




**Figure 1 – Application page**

## Step 2

Select the product under “Manage”, click on “Manage Application”.



**Figure 2 – Manage application**



### Step 3

Click on “Update Subscription”.

The screenshot shows the 'Exchange Online' subscription page in a management console. The top navigation bar includes 'Account', 'Dashboard', 'Applications', 'Users', 'Assign Apps', 'Reports', and 'Company Settings'. The 'Applications' tab is active, showing 'Manage Apps > Exchange Online'. The main content area features the Exchange Online logo, a description 'Work smarter, anywhere, with hosted email for business, by Microsoft', and details for 'Exchange Online Plan 1'. It shows 'Owner: [redacted]', 'Usage: 1 OUT OF 2 USERS' with a red progress bar, and a contract end date of '27/03/24'. Below this is a tabbed interface with 'Overview', 'Settings', 'Users', 'Update Subscription' (selected), 'Partial Upgrade', 'Order History', 'Domains', and 'Usersync'. The 'Update Subscription' tab contains a message: 'You are eligible to upgrade this edition to another application. Please select the application you wish to upgrade to: Exchange Online (current)' with a dropdown menu.

Figure 3 – Update subscription

### Step 4

Enter the **total** number of licences required. Please note this should not be the number of additional licences but the total number of licences you need moving forwards.

The screenshot shows the 'Exchange Online Plan 1' configuration page. It lists four options: 'Exchange Online Kiosk', 'Exchange Online Plan 1' (selected), 'Exchange Online Plan 2', and 'Exchange Online Protection'. Each option shows pricing for 12-month and 1-year contracts. For 'Exchange Online Plan 1', the pricing is £3.06 / User / Month (12-month) or £3.30 / User / Month (12-month), and £39.60 / User / Year (1-year) or £39.60 / User / Year (1-year). Below the pricing, there is a 'Select Period' dropdown set to 'Monthly: 12 month contract', a 'Total Users' input field with the value '2', and a 'Please enter the TOTAL number of licenses required' note. A 'Discount Code' field and an 'Apply' button are also present. At the bottom, it shows 'Fee due at checkout: £1.28' and 'Total recurring monthly fee as of 01/04/24: £6.60'. A 'Continue' button is at the bottom right.

Figure 4 – Licence quantity



**Step 5**  
Enter reference number if required or click continue

1. Create Order

2. Reference Code

3. Confirm Order

4. Order Receipt

**Set order reference code**

Here you can enter order reference code for Application being purchased in the checkout.

ORDER REFERENCE CODE

Go back

Continue

Figure 5 – Reference number

**Step 6**  
Please review and accept the terms and conditions and place order.

1. Create Order

2. Reference Code

3. Confirm Order

4. Order Receipt

**Confirm Order**

Name	Edition	Price	Quantity	Total
Exchange Online	Exchange Online Plan 1 Minimum contract duration: 12 months	€3.30 / User / Month	3	€9.90
Credit for period from 26/05/24 to 27/05/24				-€0.21
Subtotal:				€9.69
Fee due at checkout:				€0.11
Fee is prorated to charge for period between 26/05/24 and 27/05/24				
Total recurring monthly fee as of 01/04/24:				€9.90

Back

☒ I agree to the Terms of Service, Privacy and Refund policies.

Place Order

Figure 6 – Order placed

You will be confirmed on the order receipt page.

1. Create Order

2. Reference Code

3. Confirm Order

4. Order Receipt

**Order Receipt**

You successfully subscribed to Exchange Online and can start using the application from MyApps. You will receive email confirmations of your purchase.

Order ID: 7323670

Name	Edition	Price	Quantity	Total
Exchange Online	Exchange Online Plan 1 Minimum contract duration: 12 months	€3.30 / User / Month	3	€9.90
Credit for period from 26/05/24 to 27/05/24				-€0.21
Subtotal:				€9.69
Fee paid at checkout:				€0.11
Fee is prorated to charge for period between 26/05/24 and 27/05/24				
Total recurring monthly fee as of 01/04/24:				€9.90

Manage Application

Figure 7 – Order complete





## 6.4.2 How to upgrade your existing product or service

Vodafone Business Marketplace supports 3 types of upgrades.

**Edition Upgrade** - This is applicable to most Marketplace products. This process automatically assigns upgraded licences to users.

Microsoft products only:

**Cross Upgrade** - This allows you to move from one Microsoft product type to another (Eg, Exchange online plan 1 to Microsoft 365 E3). This process automatically assigns upgraded licences to users.

**Partial Upgrade** - This allows you to move a partial licence quantity to another product or edition. This will require you to manually assign the licences to the applicable users within the Microsoft Admin Portal.

### Step 1

- Log in to the home page
- Click on “Account”
- Click on “Applications”
- Click on “Manage Apps”

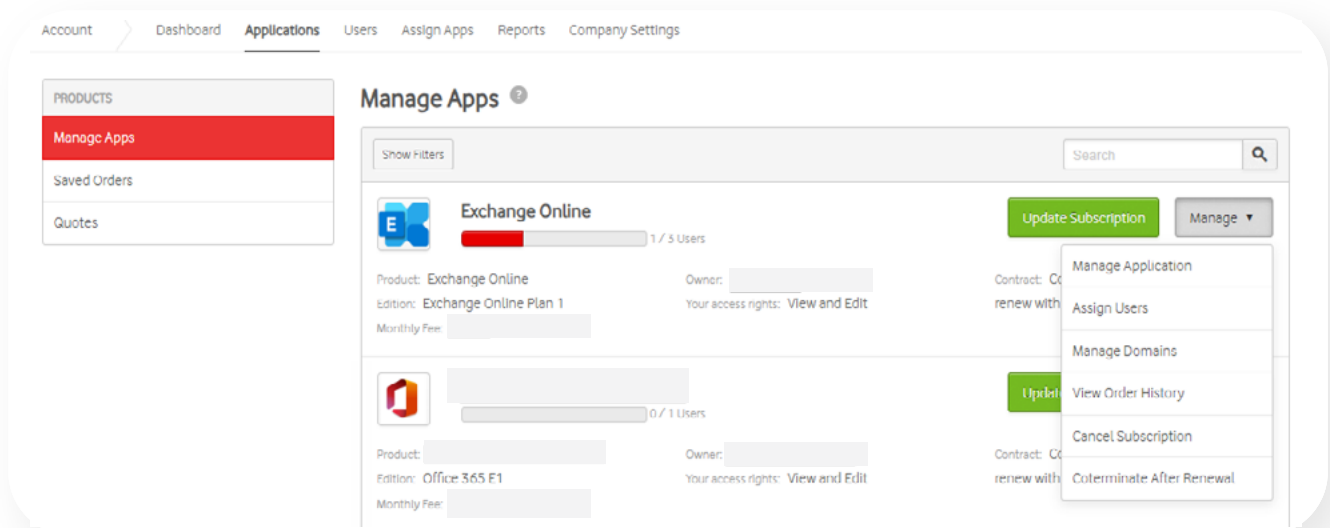
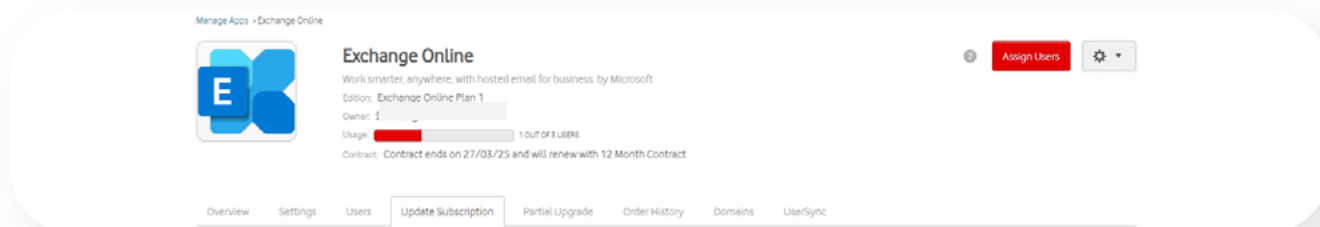


Figure 1 – Application page

### Step 2

- Select the product under “Manage”, click on “Manage Application”
- Click on “Update Subscription”
- Check the existing product



**Figure 2 – Update Subscription**

This next step is for an **Edition Upgrade** - This is applicable to most Marketplace products. This process automatically assigns upgraded licences to users.

In this example, we are moving from Exchange Online Plan 1 to Exchange Online Plan 2. This process automatically assigns upgraded licences to users.

Overview Settings Users **Update Subscription** Partial Upgrade Order History Domains UserSync

You are eligible to upgrade this edition to another application.  
Please select the application you wish to upgrade to: **Exchange Online (current)**

<input type="radio"/> Exchange Online Kiosk	£1.64 / User / Month 12 MONTH CONTRACT or £19.68 / User / Year 1 YEAR CONTRACT
<input checked="" type="radio"/> <b>Exchange Online Plan 1</b> <i>This is your current plan</i>	£3.96 / User / Month 1 MONTH CONTRACT or £3.30 / User / Month 12 MONTH CONTRACT or £39.60 / User / Year 1 YEAR CONTRACT
Select Period: <b>Monthly: 12 month contract</b> Total Users: <input type="text" value="3"/> <small>Please enter the TOTAL number of licences required. For example: if you currently have one licence and wish to add two more, enter 3 in the Total Users box.</small> <small>This pricing option has a minimum contract duration of 12 months. Canceling before the minimum contract duration results in a 100% fee on the remaining subscription. No fee will be applied if the subscription is canceled within the first 7 days.</small> <small>This contract will automatically renew at the end of the contract term. If you would not like to auto-renew, you can update or cancel your subscription at any time after purchase.</small>	
<input type="radio"/> Exchange Online Plan 2	£6.60 / User / Month 12 MONTH CONTRACT or £7.92 / User / Month 1 MONTH CONTRACT or £79.20 / User / Year 1 YEAR CONTRACT
<input type="radio"/> Exchange Online Protection	£9.84 / User / Year 1 YEAR CONTRACT or £0.82 / User / Month 12 MONTH CONTRACT

Discount Code:

**Fee due at checkout: £0.00**  
Final price may include additional VAT.

Total recurring monthly fee as of 01/04/24: **£9.90**

**Figure 3 – Edition Upgrade**



### Step 3

This next step is for a **Cross Upgrade** - This allows you to move from one Microsoft product type to another (Eg, Exchange online plan 1 to Microsoft 365 E3).

In this example, we are moving from Exchange Online Plan 1 to Microsoft 365 E3. This process automatically assigns upgraded licences to users.

OverviewSettingsUsersUpdate SubscriptionPartial UpgradeOrder HistoryDomainsUserSync

You are eligible to upgrade this edition to another application.  
Please select the application you wish to upgrade to: Microsoft 365 Enterprise

The current subscription has contract restrictions. You are allowed to proceed. Be aware these contract restrictions are set on this subscription:

- Block switch to shorter contract
- Block edition downgrades for subscriptions with active contracts
- Block user from decreasing units purchased with original contract: User
- Block user from decreasing units: User

☒ Microsoft 365 E3

£33.10 / User / Month  
12 MONTH CONTRACT  
or  
£39.72 / User / Month  
1 MONTH CONTRACT  
or  
£397.20 / User / Year  
1 YEAR CONTRACT

Select Period: Monthly: 12 month contract

Total Users 3

Please enter the TOTAL number of licences required.  
For example: if you currently have one licence and wish to add two more, enter 3 in the Total Users box.

☐ Microsoft 365 E5

£52.40 / User / Month  
12 MONTH CONTRACT  
or  
£62.88 / User / Month  
1 MONTH CONTRACT  
or  
£628.80 / User / Year  
1 YEAR CONTRACT

☐ Microsoft 365 E3 -  
Unattended License

£33.10 / User / Month  
12 MONTH CONTRACT  
or  
£39.72 / User / Month  
1 MONTH CONTRACT  
or  
£397.20 / User / Year  
1 YEAR CONTRACT

☐ Microsoft 365 E3 DMWL

£33.10 / User / Month  
12 MONTH CONTRACT

Discount Code:

Apply

Credit for period from 28/03/24 to 01/04/24 -£1.28

Fee due at checkout: £11.54

Fee is prorated to charge for period between 28/03/24 and 01/04/24.  
Final price may include additional VATs.

Total recurring monthly fee as of 01/04/24: £99.30

Continue

Your changes will update your current product edition immediately.

Figure 4 – Cross Upgrade

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## Step 4

This next step is for a **Partial Upgrade** - This allows you to move a partial licence quantity to another product or edition - This will require you to manually assign the licences to the applicable users within the Microsoft Admin Portal

The screenshot shows the 'Partial Upgrade' tab in the Microsoft Admin Portal. At the top, there's a navigation bar with links: Overview, Settings, Users, Update Subscription, Partial Upgrade (active), Order History, Domains, and UserSync. Below this, the 'Eligible Partial Upgrades' section is visible. A dropdown menu shows 'Select the plan to upgrade to' with 'Microsoft 365 Enterprise' selected. A yellow warning box states: 'Only unassigned licenses are considered eligible for full or partial Microsoft upgrades. Please manage user assignment accordingly prior to proceeding with upgrade activities here. Remember to assign the appropriate users to their licenses after the upgrade is complete.' Below the warning, there are two upgrade options. The first is 'Microsoft 365 E3 DMWL' with a price of '£33.10 / User / Month' and a '12 MONTH CONTRACT'. The second option, 'Microsoft 365 E3', is selected and highlighted with a blue border. It shows three pricing options: '£55.10 / User / Month 12 MONTH CONTRACT', '£39.72 / User / Month 1 MONTH CONTRACT', and '£397.20 / User / Year 1 YEAR CONTRACT'. Below these, there's a 'Select Period' dropdown set to 'Monthly: 12 month contract'. An 'Upgrade' button is next to a text input field containing '1', with the text 'users out of 3 users' to its right. Below the input field is a 'Select destination subscription' dropdown set to 'New Subscription'. At the bottom, there's fine print: 'Please enter the TOTAL number of licenses required. For example: if you currently have one license and wish to add two more, enter 3 in the Total Users box. This pricing option has a minimum contract duration of 12 months. Canceling before the minimum contract duration results in a 100% fee on the remaining subscription. No fee will be applied if the subscription is canceled within the first 7 days. This contract will automatically renew at the end of the contract term. If you would not like to auto-renew, you can update or cancel your subscription at any time after purchase.'

**Figure 5** – Partial Upgrade



Step 5

Click on agree terms and conditions and place an order.

1. Create Order

2. Confirm Order

3. Order Receipt

Confirm Order

Name	Edition	Price	Quantity	Total
NCE - Microsoft 365 Enterprise	Microsoft 365 E3 - Unattended License Minimum contract duration: 1 month	£12.00 / User / Month	1	£12.00
Subtotal:				£12.00
VAT:				£0.87
Fee due at checkout:				£0.00
Total recurring monthly fee as of 25/12/23:				£12.87

[Back](#)

☒ I agree to the Terms of Service, Privacy and Refund policies.[Place Order](#)

Figure 6 – Terms and conditions

Step 6

Order placed.

1. Create Order

2. Confirm Order

3. Order Receipt

Order Receipt

You successfully subscribed to NCE - Microsoft 365 Enterprise and can start using the application from MyApps. You will receive email confirmations of your purchase.

Order ID: 7357871

Name	Edition	Price	Quantity	Total
NCE - Microsoft 365 Enterprise	Microsoft 365 E3 - Unattended License Minimum contract duration: 1 month	£12.00 / User / Month	1	£12.00
Subtotal:				£12.00
VAT:				£0.87
Fee paid at checkout:				£0.00
Total recurring monthly fee as of 25/12/23:				£12.87

[Go to MyApps](#)

Figure 7 – Order summary



## 6.5 How to cancel a product or service

### Step 1

- Log in to your VBM account
- Click on “Account”
- Click on “Applications”
- Select the one you would like to cancel

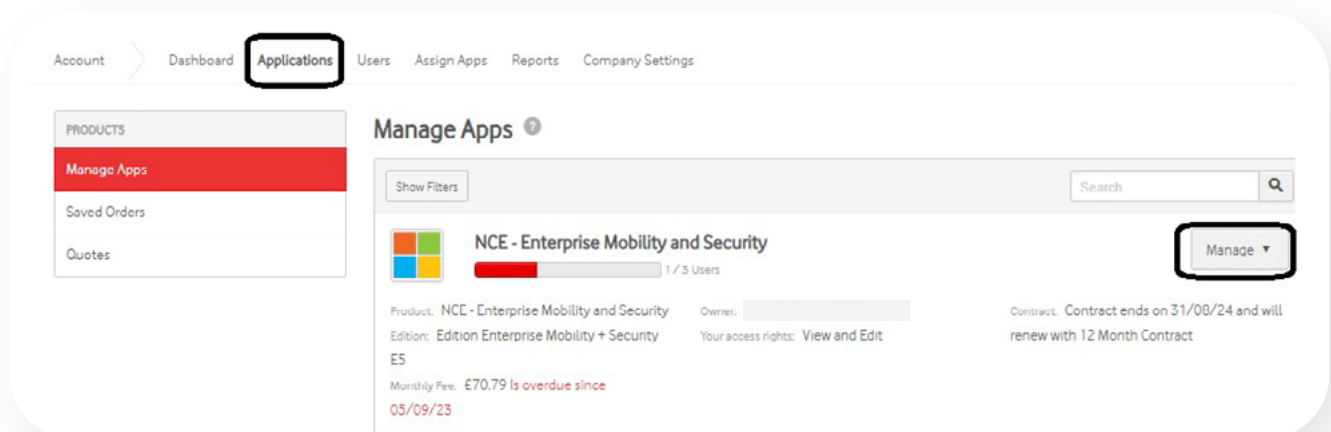


Figure 1 – Application page



## Step 2

- Click on “Manage”
- Click on “Cancel Subscription”

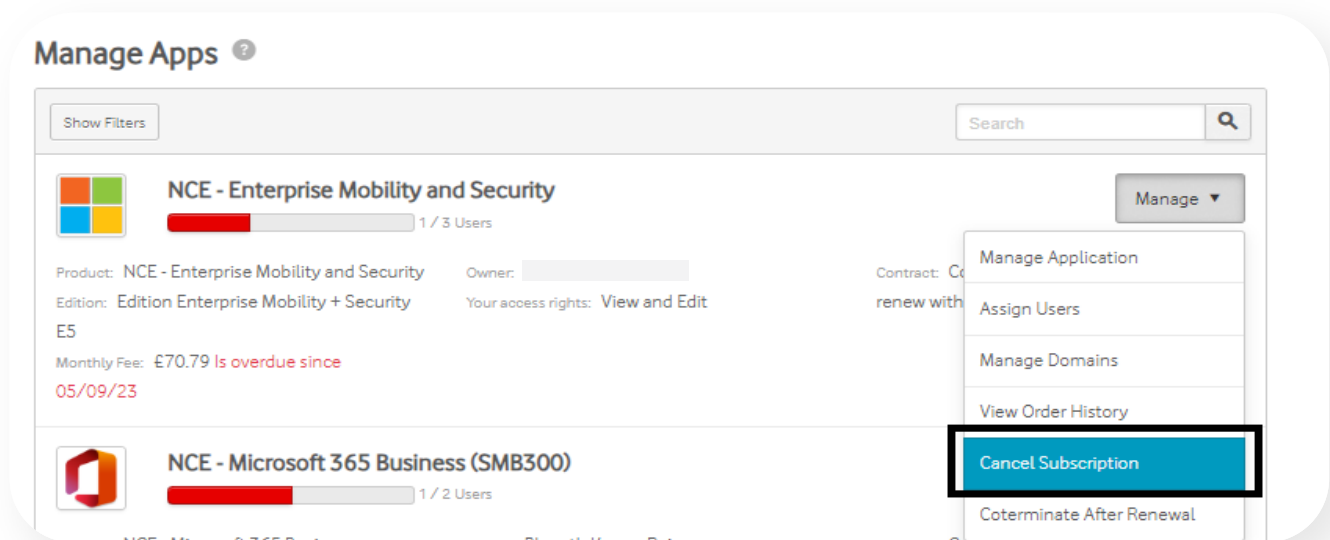


Figure 2 – Cancel Subscription

## Step 3

Confirmation of cancellation request.

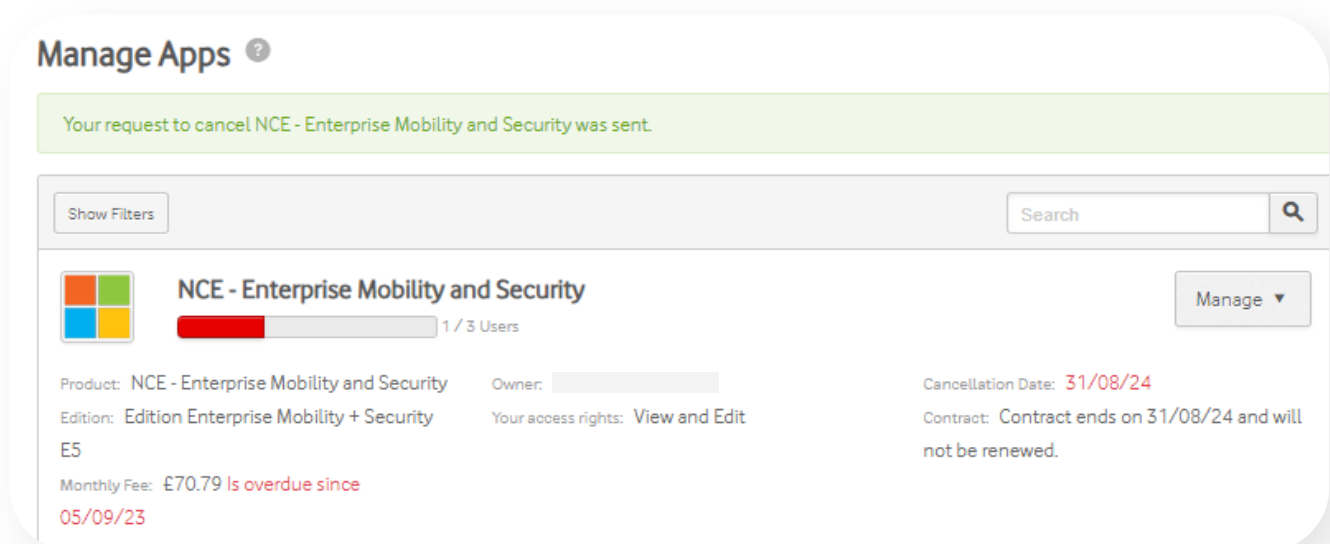


Figure 3 – Cancel Request submitted



## 6.5.1 Early Termination Fees (ETF)

When you take out a plan with us, you'll agree a contract length – for example, you might choose a 12-month plan.

If you want to cancel your plan before the end of your contract, you'll need to pay a fee to leave early. We'll add the fee to your final bill – you'll get this within up to 30 days of leaving us.

Your fee will depend on what kind of product you have purchased. For most of the products and services, the fee will be 100% of the remaining term.

### ETF Calculation:

#### 24-month contract and leaving after 18 months of usage

- Per licence fee: £10
- Number of units purchased: 100
- Per month charge: £1000
- Remaining contract duration: 6 months

$$\begin{aligned}\text{ETF charge} &= \text{per unit fee} \times \text{number of units} \times \text{remaining contract duration} \\ &= 10 \times 100 \times 6 \\ &= £6000^*\end{aligned}$$

\* this amount is excluding 20% VAT

## 6.5.2 Auto-renewal behaviour

Vodafone Business Marketplace supports different types of products, and each of them may have a different behaviour at the end of their contract.

There are three different types of scenarios at the end of contract of your product.

- 1.** Auto-renewal for same contract length – For example, if you have a 12-month contract duration product, your contract will be renewed for another 12 months. If you were to cancel your subscription during your contract term, you will be charged an early termination fee.
- 2.** Move to monthly rolling contract - For example, if you have a 12-month contract duration, you can still continue using the product after you have reached the end of the contract. You will, however, move onto a rolling monthly contract. You will be able to cancel your subscription at any time with one month's notice and you will not be charged an early termination fee once on a monthly rolling contract.
- 3.** Cancel service / product – At the end of your contract, the product or service will be ceased. We will send you a reminder ahead of this so you have plenty of time to purchase a new subscription with us so your service can continue with us.

Your product may have any one of the above three behaviours and it will be mentioned in the product description / product page. You can easily check you end of contract and you will be able to check which applies to your subscription within the “Manage apps” page.





# 6.6 How to check status of your order

After you have placed an order, you can check whether or not this has been successful as follows:

## Step 1

Click on “Account”.

## Step 2

Click on “Applications”

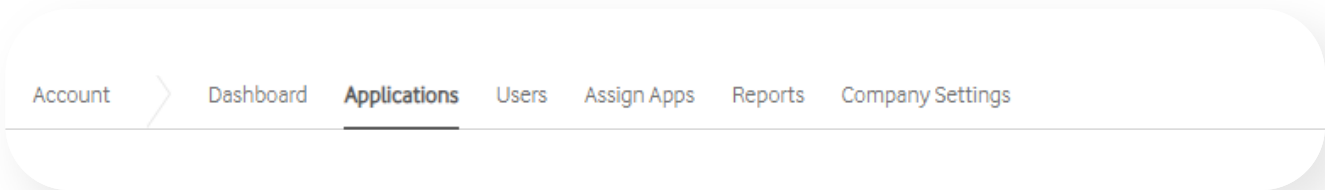


Figure 1 – Applications

## Step 3

If your product is showing “Update Subscription” in green this means your product is active and ready for use. Further amendments such as licence increase or upgrades will now be possible. If your order is still being processed, your product will be greyed out with a message “Your order is currently being processed. Once complete, you will be able to use and manage your product. Please contact support if you need assistance.”. Depending on the product you have purchased will depend on how long it will be in this status. Typically software products will be active within 48 hours.

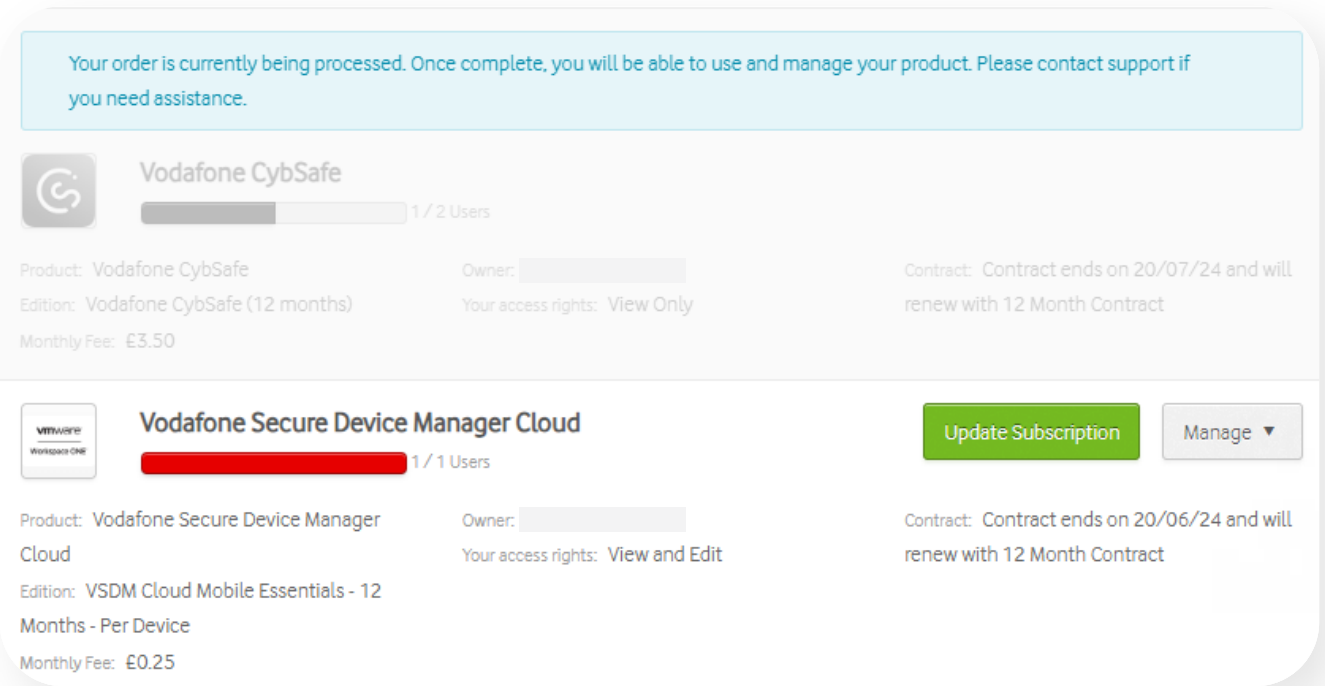


Figure 2 – “Update Subscription” in green



## 6.7 How to add or remove admins

### 6.7.1 Call us

To add or remove users on Vodafone Business Marketplace, you will need to [contact our Care team](#) and provide details.

### 6.7.2 Change of ownership

This process needs to be followed if you want to remove an admin (Admin 1) from your Marketplace account. In this scenario you would need to assign ownership of licences linked to Admin1 to the new admin (Admin 2).

#### Step 1

Click "Applications Tab"

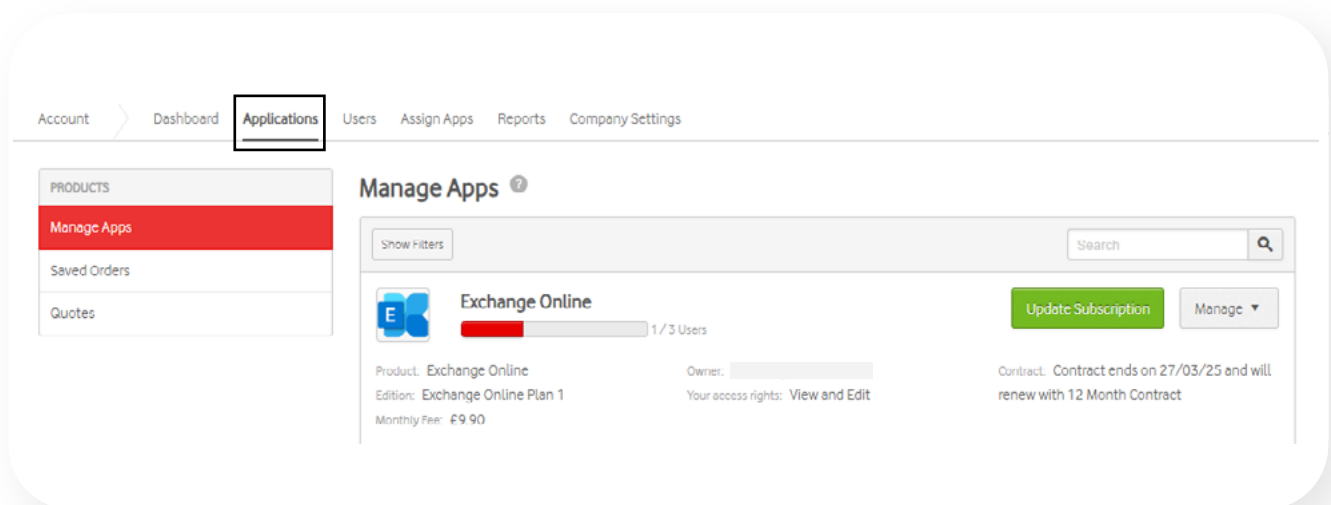
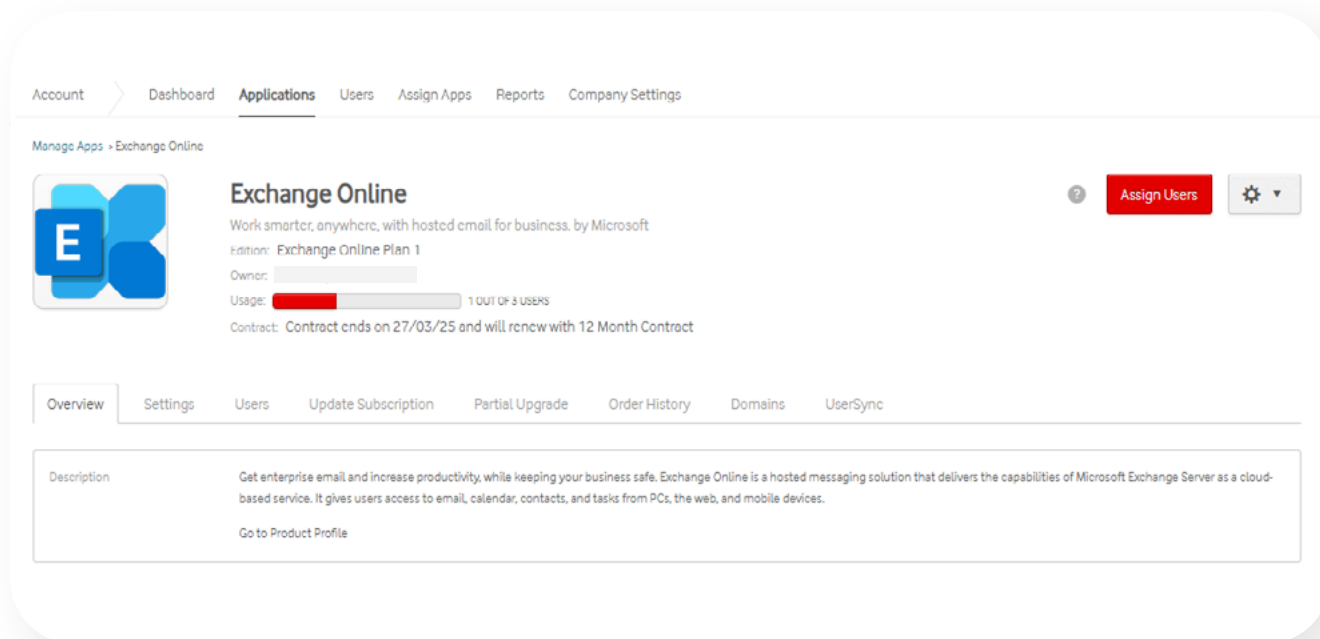


Figure 1 – Applications tab

#### Step 2

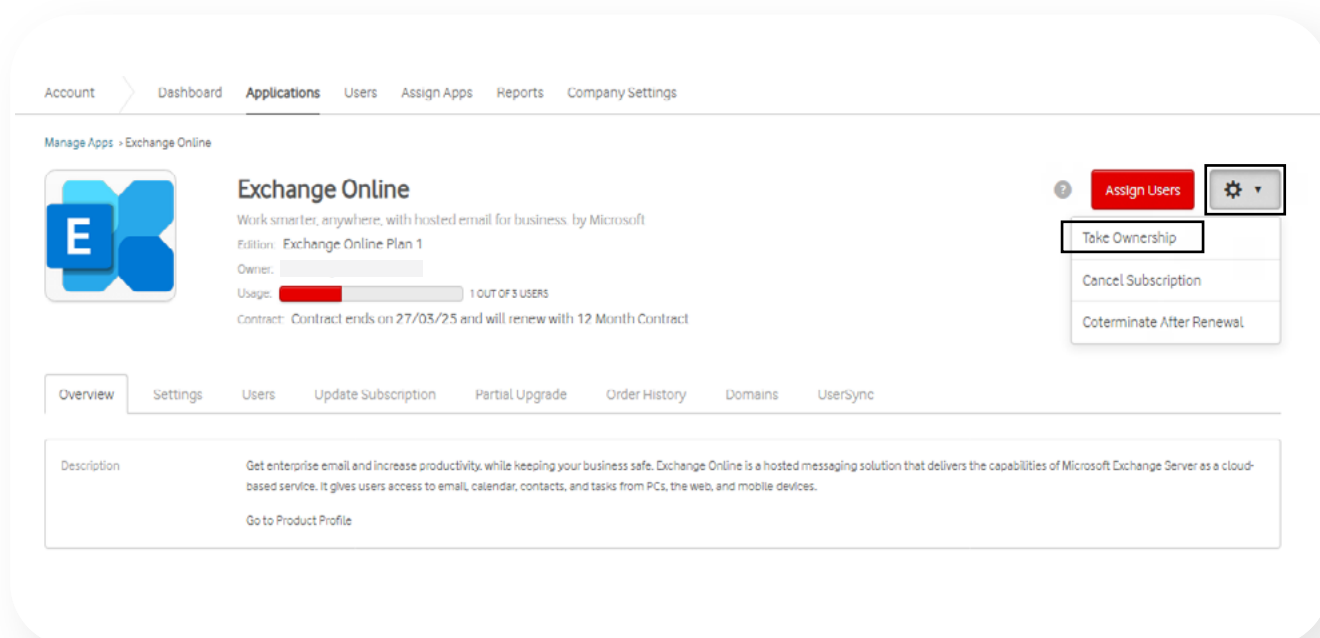
- Select product you'd like to change ownership of
- Click "Manage" dropdown
- Click "Manage Application"



**Figure 2** – Applications tab

### Step 3

Click the gear icon (⚙️), then select “Take Ownership”. A message will appear confirming that the take ownership process has been initiated.



**Figure 3** – Gear icon



## Step 4

Review details and click “Continue”.

1. Create Order

2. Reference Code

3. Confirm Order

4. Order Receipt

Purchase FAQs

You are eligible to upgrade this edition to another application.

Please select the application you wish to upgrade to: **Exchange Online Journeys**

☐ Exchange Online Kiosk

€1.84 / User / Month

12 MONTH CONTRACT

or

€19.68 / User / Year

1 YEAR CONTRACT

☒ Exchange Online Plan 1

This is your current plan

€3.95 / User / Month

1 MONTH CONTRACT

or

€3.90 / User / Month

12 MONTH CONTRACT

or

€39.00 / User / Year

1 YEAR CONTRACT

Select Period: **Monthly: 12 month contract**

Total Users:

Please enter the TOTAL number of licenses required.

For example: If you currently have one license and wish to add two more, enter 3 in the Total Users box.

This pricing option has a minimum contract duration of 12 months.

Cancelling before the minimum contract duration results in a 100% fee on the remaining subscription.

No fee will be applied if the subscription is canceled within the first 7 days.

This contract will automatically renew at the end of the contract term. If you would not like to auto-renew, you can update or cancel your subscription at any time after purchase.

☐ Exchange Online Plan 2

€6.60 / User / Month

12 MONTH CONTRACT

or

€7.92 / User / Month

1 MONTH CONTRACT

or

€79.20 / User / Year

1 YEAR CONTRACT

☐ Exchange Online Protection

€9.84 / User / Year

1 YEAR CONTRACT

or

€0.82 / User / Month

12 MONTH CONTRACT

Discount Code:

Fee due at checkout: €1.28

Fee is prorated to charge for period between 26/10/24 and 31/04/24.

Final price may include additional VAT.

Total recurring monthly fee as of 01/04/24: €9.90

Back to Exchange Online

Continue

Figure 4 – Continue

40

## Step 5

If you have a reference number of your own you would like to add please add at this stage otherwise click "Continue".

The screenshot shows a checkout interface with a progress bar at the top containing four steps: '1. Create Order', '2. Reference Code' (which is the active step), '3. Confirm Order', and '4. Order Receipt'. Below the progress bar, the heading 'Set order reference code' is followed by the instruction: 'Here you can enter order reference code for Application being purchased in the checkout.' A text input field is provided for the 'ORDER REFERENCE CODE'. At the bottom left is a 'Go back' button, and at the bottom right is a red 'Continue' button.

Figure 5 – Reference code

## Step 6

Accept terms and conditions and click on “Place Order”.

The screenshot shows the 'Confirm Order' step in the checkout process. The progress bar at the top highlights '3. Confirm Order'. Below the heading 'Confirm Order', there is a table summarizing the order details:

Name	Edition	Price	Quantity	Total
Exchange Online	Exchange Online Plan 1 Minimum contract duration: 12 months	£3.30 / User / Month	3	£9.90
Credit for period from 20/03/24 to 01/04/24				-£1.20
Subtotal:				£8.62
Fee due at checkout:				£0.00
Fee is prorated to charge for period between 28/03/24 and 01/04/24.				
Total recurring monthly fee as of 01/04/24:				£9.90

At the bottom left is a 'Back' link. At the bottom right, there is a checkbox for 'I agree to the Terms of Service, Privacy and Refund policies.' and a red 'Place Order' button.

Figure 6 – Terms and conditions



Step 7

Order Receipt.

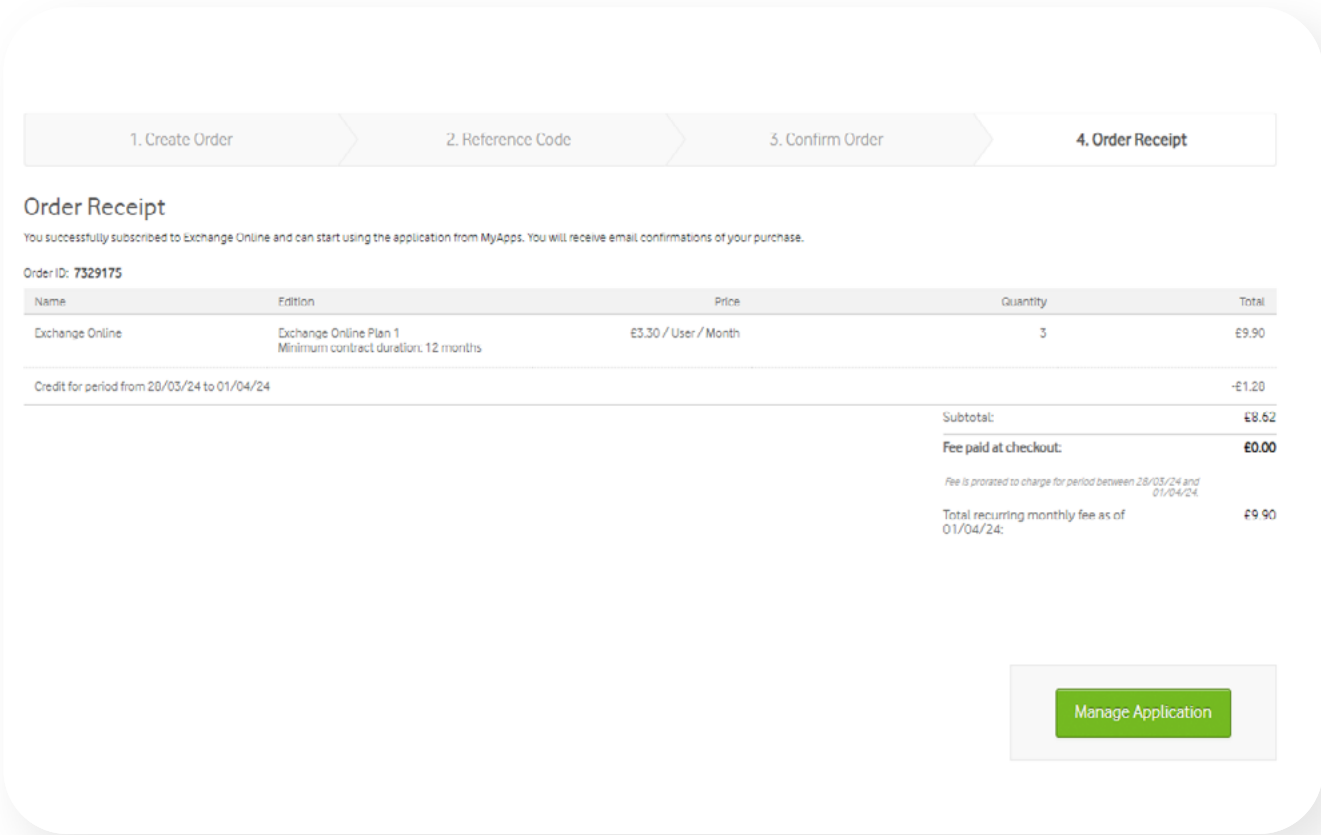


Figure 7 – Order receipt

Step 8

Click on “Applications” to verify ownership has changed.

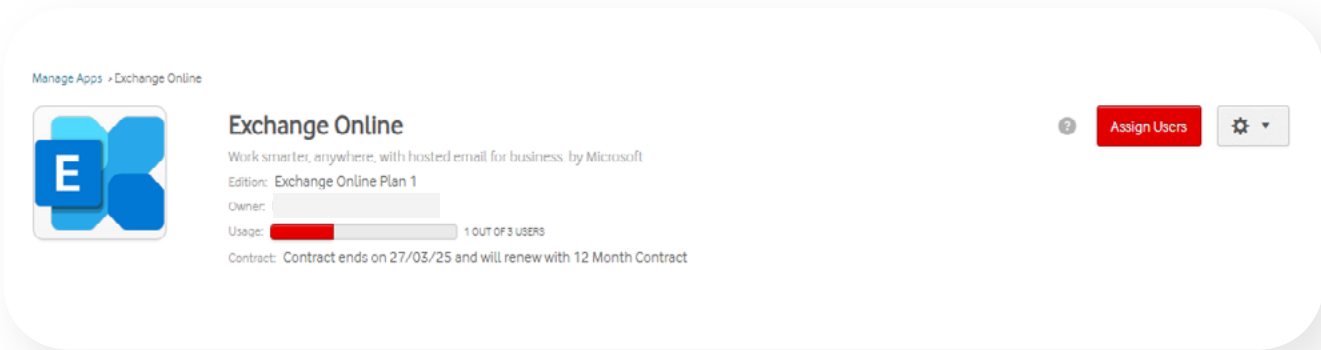


Figure 8 – Verify



## 6.8 How to access my product or service

### Step 1

Click on "My Apps"

### Step 2

Click on the product or service you would like to access.

**Please note: Depending on the product or service purchased you may have single sign on or may be required to use specific credentials provided by the third party.**

#### Applications



RDS Licences  
Windows Server Remote  
Desktop Services CAL 2022-  
1 User CAL – 1 year



Windows Server 2022 (MSL)  
Windows Server Remote  
Desktop Services CAL 2022-  
1 User CAL – 1 year



Exchange Online  
Exchange Online Plan 1



Visio  
Visio Plan 2



Microsoft Entra ID  
Microsoft Entra ID P1



Power BI Pro  
Power BI Pro



Operator CSP Productivity  
(SMB300)  
Microsoft 365 Business  
Premium - 12 Months



Microsoft 365 Enterprise  
Microsoft 365 F1



Exchange Server Standard  
2019  
Exchange Server Standard  
2019



Exchange Server Standard  
2019  
Exchange Server Standard  
2019 Device CAL



Setup Guide



## 7. What happens after you place your order?

### 7.1 Onboarding call

If you have placed your order via a Vodafone sales representative, your request will be passed through to our onboarding team who will process your order. If this is your first Vodafone Business Marketplace order, the team will be in touch to confirm security and payment information for your new account. Once setup has been completed, you will receive an email confirmation.

If you have placed an order directly in the Vodafone Business Marketplace, you will receive an order confirmation email after you have placed your order. Shortly following, the product or service purchased will be automatically provisioned. You will be able to access your newly purchased product or service via the My Apps page.

## 8. How to view your bill

### Step 1:

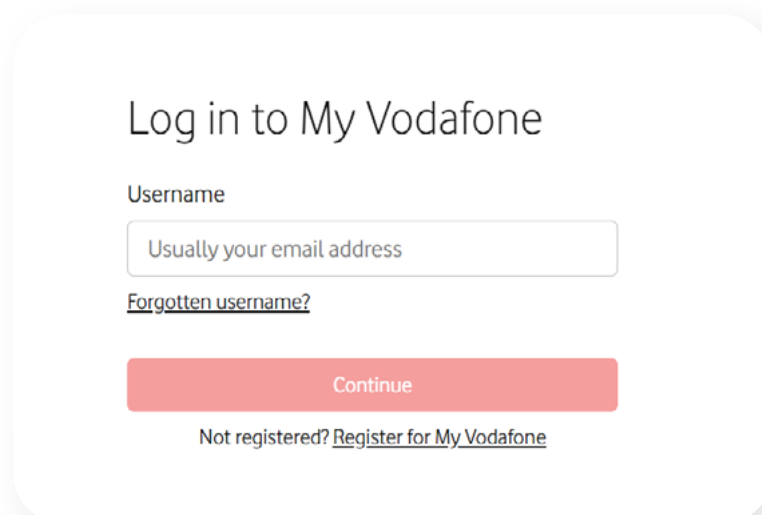
Click below link.

[Login | Vodafone](#)

### Step 2

Enter your My Vodafone Account username. This can be your email address or a memorable word which you have received at the time of your account setup.

If you do not have a My Vodafone Account set up, please contact the Vodafone Care team.



Log in to My Vodafone

Username

[Forgotten username?](#)

Continue

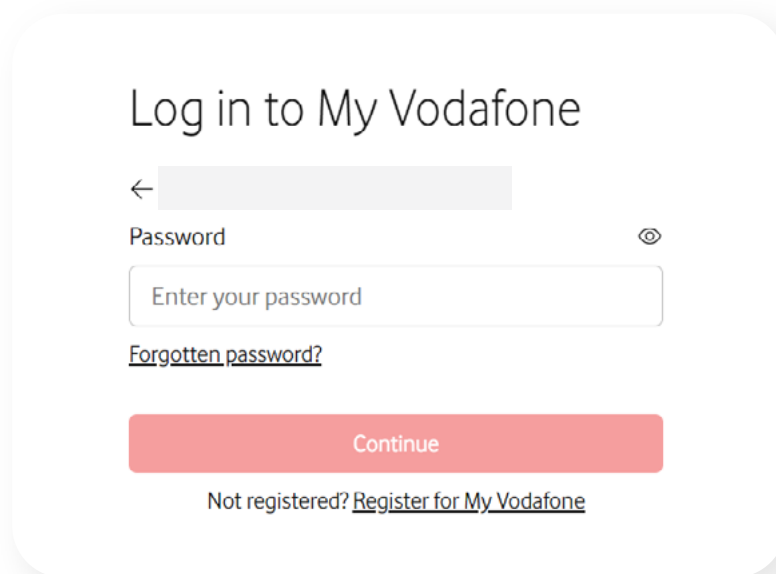
Not registered? [Register for My Vodafone](#)





### Step 3

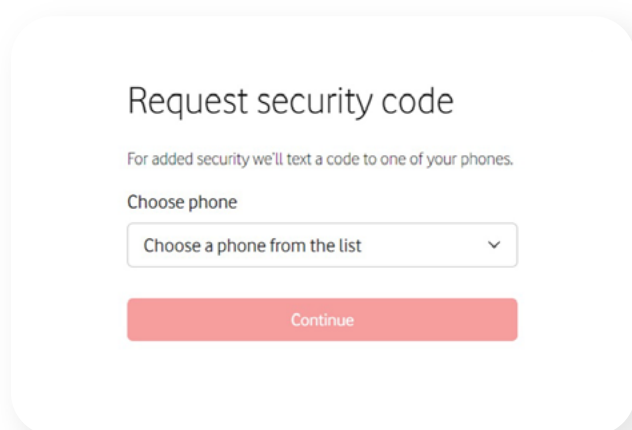
Enter your My Vodafone Account password.



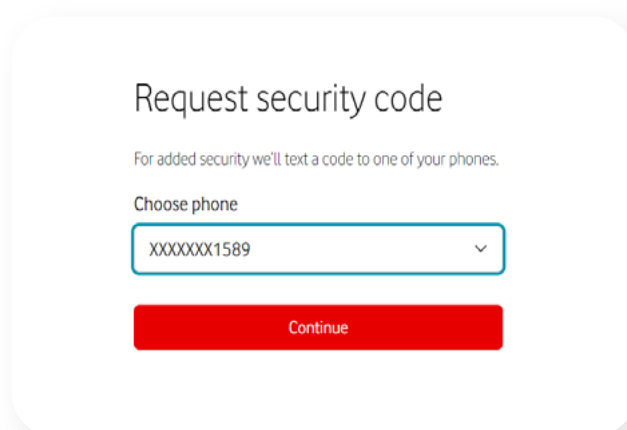
The screenshot shows a login interface with the title "Log in to My Vodafone". Below the title is a back arrow and a greyed-out input field. The "Password" label is followed by an eye icon. A text input field contains the placeholder "Enter your password". Below this is a link for "[Forgotten password?](#)". A red "Continue" button is positioned below the input field. At the bottom, the text "Not registered? [Register for My Vodafone](#)" is displayed.

### Step 4

Choose the registered phone number, to receive your security code. This is the same phone number that was used at the time of your account setup / onboarding.



The screenshot shows a screen titled "Request security code" with the subtext "For added security we'll text a code to one of your phones." Below this is the label "Choose phone" and a dropdown menu showing "Choose a phone from the list" with a downward arrow. A red "Continue" button is at the bottom.

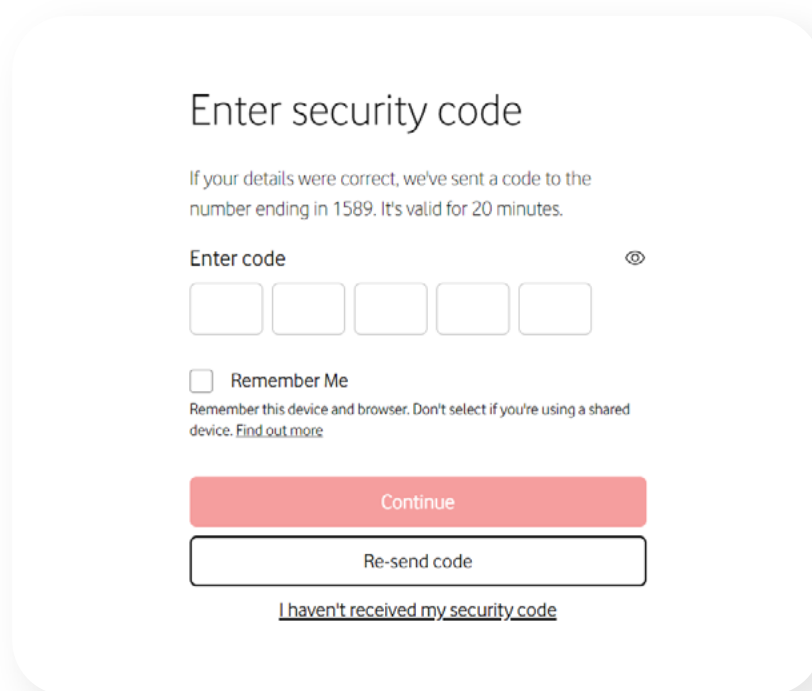


This screenshot is identical to the previous one, but the dropdown menu now displays the phone number "XXXXXX1589" with a downward arrow. The "Continue" button is red.



## Step 5

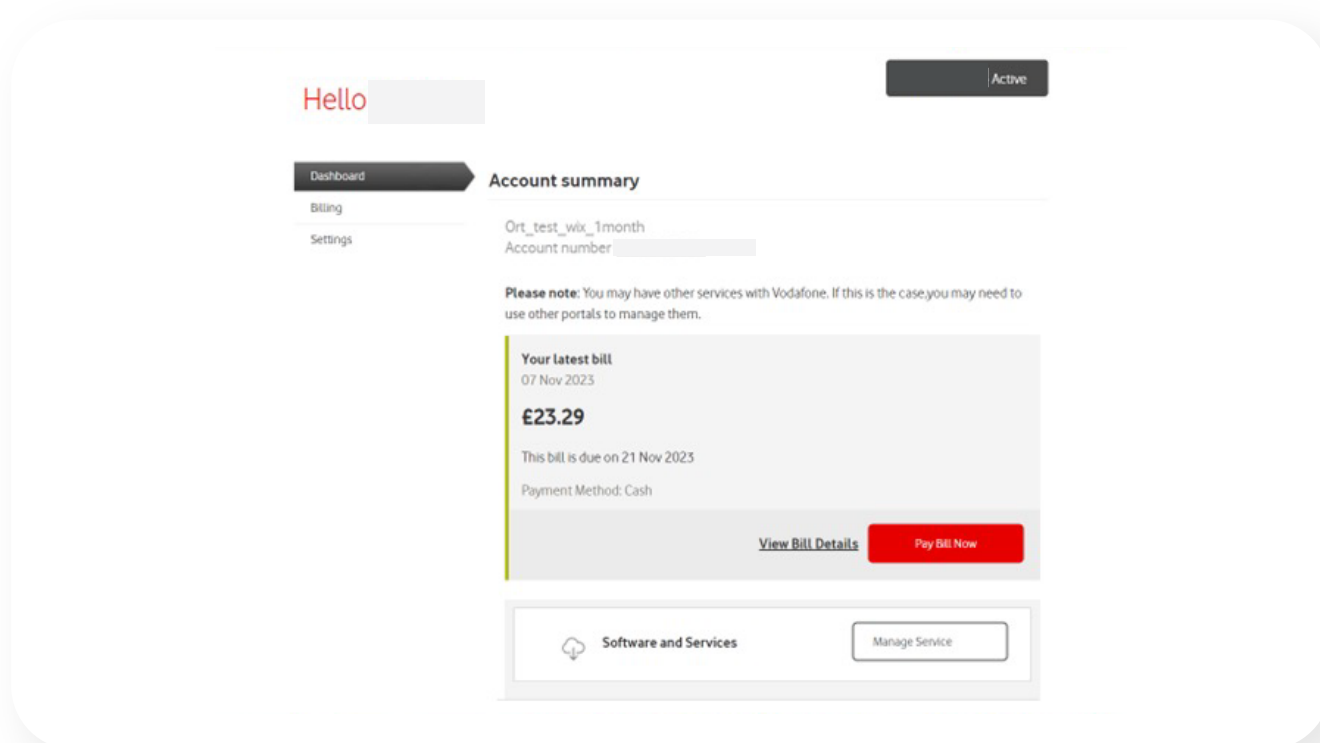
Enter the code received – it will be a 5-digit alpha numeric key e.g.



The screenshot shows a login screen titled "Enter security code". Below the title, a message states: "If your details were correct, we've sent a code to the number ending in 1589. It's valid for 20 minutes." There is a label "Enter code" followed by five empty input boxes for the security code. To the right of the input boxes is a small eye icon. Below the input boxes is a checkbox labeled "Remember Me" with the text "Remember this device and browser. Don't select if you're using a shared device. [Find out more](#)". At the bottom, there are two buttons: a red "Continue" button and a white "Re-send code" button. Below the "Re-send code" button is a link that says "[I haven't received my security code](#)".

## Step 6

After entering the correct security code, you will have successfully logged in to your My Vodafone Account. From here, you can see all of your bills for products and services that have been purchased through the Vodafone Business Marketplace.



The screenshot shows the "My Vodafone Account" dashboard. At the top left, it says "Hello" followed by a grey box. At the top right, there is a dark grey button labeled "Active". Below the "Hello" text is a sidebar menu with "Dashboard" (highlighted), "Billing", and "Settings". The main content area is titled "Account summary". It shows "Ort\_test\_wix\_1month" and "Account number" followed by a grey box. Below this is a "Please note" section: "You may have other services with Vodafone. If this is the case, you may need to use other portals to manage them." There is a section for "Your latest bill" dated "07 Nov 2023" with a bill amount of "£23.29". It states "This bill is due on 21 Nov 2023" and "Payment Method: Cash". At the bottom of this section are two buttons: "View Bill Details" and "Pay Bill Now". At the very bottom, there is a section for "Software and Services" with a cloud icon and a "Manage Service" button.



## 9. Get help

### Via .co.uk/FAQs

You can find support for VBM products by using our “Getting started” guides for some of the most popular products or find detailed answers to your questions by viewing our Frequently Asked Questions (FAQ’s).

### **Support team**

If you need help with your VBM account, need support with your bill or have a question, you can contact us on 03333040452 or 03333040563.

If you are a Pulse Connect customer, please contact us on 03333040191 or dial 191 from your Vodafone handset.

Alternatively, you can send us an email at [smeinlifesupport@help.vodafone.co.uk](mailto:smeinlifesupport@help.vodafone.co.uk). We endeavor to respond to your request within 24 hours.

Opening Hours – Monday – Friday 08:00 – 18:00 (excluding bank holidays)

### **Managed Service**

If you have chosen to take one of our Managed Services, we are here to support you whether your questions relate to you latest bill, needing to make a change to the service or raise a trouble ticket.





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