Intel® IoT Platform Marketplace

User Guide

Revision 001

18 April 2016
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<th>Revision</th>
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<tr>
<td>18 April 2016</td>
<td>001</td>
<td>Public document published at time of Marketplace public launch.</td>
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1 Introduction

1.1 Purpose of This Guide

This guide will walk you through account creation and purchase of software, hardware and support services on the Intel® IoT Platform Marketplace (www.IntelIoTMarketplace.com).

1.2 Introducing the Intel® IoT Platform Marketplace

Launching the spring of 2016, the Intel® IoT Platform Marketplace hosts Intel® IoT Platform Technology software, hardware and peripherals for sale to the public.

1.3 Intended Audience

- Intel® IoT Platform Marketplace direct customers.
- Intel® IoT Platform Marketplace software or hardware resellers.
- Intel® IoT Platform customer support personnel.

1.4 Related Documents


A companion video is also available on CDI and Intel Business Link document #565891 – Intel IoT Platform Marketplace – Walk-Through Video

1.5 Technical Support

Free technical support is available on the Intel IoT Gateway Community Forum (https://communities.intel.com/community/tech/iot-gateway)

Customers who purchase Support Services on the Marketplace can access their support account and submit support requests at https://customercare.intel.com.

Contact your Intel representative for further assistance.
1.6 Document Conventions

The following conventions are used in this document:

- “the Marketplace” refers to the Intel® IoT Platform Marketplace website.
- This font is used to refer to links on the website.
- Highlighted text is used to refer to buttons on the website.
Create a Marketplace Account

This chapter will walk you through initial setup of a marketplace account.

2.1 Access Marketplace

In your favorite Internet browser, go to http://IntelIoTMarketplace.com

Click Sign In | Create Account

Click on: New to the Intel® IoT Platform Marketplace? Click here.
2.2 Creating an Individual Account

An individual account is for purchases of USD$10,000 or less which will be charged to a credit card.

On the New User Registration page, select the **Individual Account**. (Click on *learn more* if you need help deciding.)

Fill out the form information.

Click **Submit**.
A thank you message appears.

Your confirmation e-mail containing your login credentials will be sent shortly (up to one business day).

The e-mail will come from IoTMarketplaceSupport@avnet.com with title: Intel IoT Credentials.
2.3 Creating a Business or Reseller Account

Creating a Business account or Reseller account is similar to an individual account above. If granted one of these, you will be able to request quotes and/or make purchases using a purchase order.

(TBD: How to upgrade from an Individual Account to a Business or Reseller Account.)

Select **Business Account** or **Reseller Account** on the New User Registration page.

New User Registration

Select Account Type

- **Individual Account**
  - learn more
- **Business Account**
  - learn more
- **Reseller Account**
  - learn more

Fill out the form information.

Click **Submit**.

A thank you message appears.

You will also receive two confirmation emails. (Delivery could take up to one business day) The e-mail will come from **IoTMarketplaceSupport@avnet.com** with title: **Intel IoT Credentials and Terms Account Request Confirmation**.

The first will be confirmation email containing login credentials, which will allow you to sign in to your account and begin shopping for the products that best suit your needs.
Because you have requested a terms account with Avnet for placing orders on the IoT Marketplace, you will receive an email from Avnet's customer service team within the next business day containing the following two forms, which need to be completed and returned:

Credit Application
Statement of Assurance

Once these documents are returned to Avnet, the customer service team will process the account setup request and notify you of both your ability to purchase from the IoT Marketplace and of your assigned credit limit. Upon receipt of this notification, you can return to inteliotmarketplace.com and place your order!

The second will contain the Credit Application and the Statement of Assurance. These must be filled out and returned to IoTMarketplaceSupport@avnet.com.

Here's what the e-mail and the documents look like:
Create a Marketplace Account

Intel® IoT Platform Marketplace

Dear IoT Marketplace Customer,

We have received your request for a terms account.

In order to process your request, please complete the attached forms and return to
iotMarketplaceSupport@AVNET.COM

- Credit Application
- Statement of Assurance

Once these forms are returned, the customer service team will process the account setup request and notify you of both your ability to purchase from the IoT Marketplace and of your assigned credit limit. Upon receipt of this notification, you can return to inteliotmarketplace.com and place your order!

Again, thank you for your request and we look forward to accompanying you on your IoT journey.

If you have any questions or concerns regarding this order, please contact our customer support team.

Login Here
# Create a Marketplace Account

**Intel® IoT Platform Marketplace**

**Document #:** 334246  
**April 2016**  
**Revision 001**

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## CREDIT APPLICATION

**Billing / Shipping Information**

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<th>(Optional)</th>
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<th>MAN/PHONE</th>
<th>AP/PHONE</th>
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</tr>
</thead>
</table>

**Business Information**

- Check 1: (□) Corporation (□) Partnership (□) Proprietorship (□) Subsidiary of or (□) Division of
- Type of business: ___________________________  
- Years in operation: ___________________________

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<tr>
<th>Provider CEO</th>
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<tr>
<th>VP/President</th>
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<tr>
<th>Treasurer/Controller</th>
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**Bank Information**

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<thead>
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**Trade References**

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<table>
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<tr>
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<table>
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<tr>
<th>Phone</th>
<th>Fax</th>
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**Preparer**

<table>
<thead>
<tr>
<th>Signature</th>
<th>Title</th>
<th>Date</th>
<th></th>
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</thead>
</table>

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*Please allow up to 48 hours for your application to be processed. Thank you for doing business with Avnet.*
Create a Marketplace Account

AVNET
ATTN: Trade Compliance
60 S. McKamy Avenue, Chandler, AZ 85226

Subject: Statement of Assurance

We, ________________________________, acknowledge that the export, re-export, or import into any other country of commodities, technical data, or software ("Controlled Items") that we have purchased, or will purchase, from AVNET, Inc. or its subsidiaries (collectively, "AVNET") may be subject to the export/import control laws and regulations of the U.S. We agree and undertake to comply with all applicable export/import control laws and regulations. In particular:

We certify that we will not directly or indirectly export, re-export, transmit, or cause to be exported, re-exported or transmitted, any Controlled Items to any country, individual, corporation, organization, or entity to which such export, re-export, or transmission is restricted or prohibited, including any country, individual, corporation, organization, or entity under sanctions or embargoes administered by the U.S. Departments of State, Treasury or Commerce, the European Union, or any other applicable government authority. We certify that we will not use the items in relation to nuclear, biological or chemical weapons or missile systems capable of delivering same or the development of any weapons of mass destruction. We certify that we are not an embassy, agency or subdivision of a non-U.S. government.

Ownership interest in this company is not held by a person(s) listed on the Office of Foreign Asset Controls (OFAC) Specially Designated Nationals List (SDN) or by Executive Order. Any subsequent designation of owners or employees will be reported to AVNET.

We acknowledge our responsibility to obtain any licenses to export, re-export, import into any other country, or transmit any Controlled Items as may be required under any applicable export/import control laws or regulations. We will not export, re-export, import to any other country, or transmit any Controlled Items except in accordance with all applicable laws, and regulations.

<table>
<thead>
<tr>
<th>End Use of Product(s):</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>(Check the boxes that apply)</td>
<td></td>
</tr>
<tr>
<td>Commercial</td>
<td>X</td>
</tr>
<tr>
<td>Military</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Country(ies) of export/re-export if products are resold:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select one:</td>
</tr>
<tr>
<td>Worldwide, excluding embargoed countries</td>
</tr>
<tr>
<td>None</td>
</tr>
</tbody>
</table>

If we are unable to fulfill the above certifications, or if any of the above details given shall change at any time, we will advise AVNET of the change in writing before placing any further orders. This certification shall survive the term and termination of the relationship between us and AVNET, Inc. or its subsidiaries.

Signature of person authorized to sign on behalf of company:

<table>
<thead>
<tr>
<th>Signature</th>
<th></th>
</tr>
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<tbody>
<tr>
<td>Full Name Printed</td>
<td></td>
</tr>
<tr>
<td>Title Printed</td>
<td></td>
</tr>
<tr>
<td>Date Signed</td>
<td></td>
</tr>
</tbody>
</table>

For AVNET Internal Use Only

| Customer National Account Number (if applicable) |  |
| Customer Bill To Account Number (if national account not applicable) |  |

Date Modified: Dec 8, 2015

After the Marketplace Support team processes the Credit Application and the Statement of Assurance, you will receive a confirmation indicating your Credit Terms Account number and your credit limit.
Click on Login Here to go back to the Marketplace and make your purchases.

---

Intel® IoT Platform Marketplace

Dear IoT Marketplace Customer,

We are happy to inform you that your terms account has been created successfully.

Your account number is: [redacted]
Your credit limit is: $[redacted] USD

You will now be able to navigate to inteliotmarketplace.com and make a purchase.

If you have any questions or concerns, please contact our customer support team.

---

2.4 Account Login

When you receive your account creation confirmation e-mail, click on Login Here to go back to the Marketplace.
Click on **Sign In | Create Account** again.

This time, enter the **Username** and **Password** from the e-mail.

Click **Sign In**.
You should be instantly signed in, and the menus will change to this:

Before you continue, change your password to something you can remember:

Click on My Account.

Click on Change Password.

Enter your current password and then a new password (at least 8 characters long).

Click Change Password.
Create a Marketplace Account

Now you can shop for, and purchase products and services.
3 Shop for Software

In this chapter you will walk through purchase of software.

3.1 Sign In to the Marketplace

Pre-Launch Concierge Instructions:

Pre-Launch Concierge customers must go to https://ShopIoTMarketplace.com. There is a preliminary username and password login that the Concierge will provide.

Post-Launch Instructions:

Go to https://IntelIoTMarketplace.com and click Sign In | Create Account

Enter your Username and Password

Click Sign In

Click on Shop IoT Products at the top left and then choose SOFTWARE or select Software from the icons under the welcome banner.
Click **Product Details** for the software you wish to download or purchase.
3.2 Free Software Download

Some software offered on the Marketplace can be downloaded for free.

The Intel® IoT Gateway Software Suite is one example.

From the Product Details page, review the product Description, Price, Target Audience, What’s Included, Key Features and Documentation.

1. Choose a Product

In the top right order box enter QTY: 1 and click Add to Cart.
The number of items in your cart should increment, and the **Check Out** box should appear.

Click **Check Out** to download your software. Otherwise, continue shopping.
2. Shopping Cart

Clicking **Check Out** will take you to your **Shopping Cart** page.

Check to make sure your ordered product details and price are correct.

Your email and address information should be populated from your account info. Check to make sure this is correct.

To check out, you must first click on End User License Agreement.*

The License Agreement window pops up.

Read carefully through the license agreement.

When you reach the bottom of the agreement, click **Accept**.
Now on the **Shopping Cart** page, the check box for the **Intel’s End User License Agreement**... should be checked.

### 3. Final Checkout and Purchase

Click **Checkout**

Anyone with an address outside the United States will be required to complete an Enhanced Proliferation Control Initiative (EPCI) form on the next page.

If required, complete the EPCI form and click **Submit**
A page appears, indicating your order has been successfully placed.

### Part 4. Retrieve Your Order

Now go to My Account and click on Order History to review your order status.
All orders (even software downloads) must be checked and approved. Processing may take up to one business day. Order Status shows Processing during this time.

You can review the License Agreement by clicking on the End User License Agreement box.

Click on + by the Order Number to expand the order details.

Review the order details. Note that the order is still processing.

You should also receive an order confirmation email from IotMarketplaceSupport@avnet.com.

Thank you for your order.

Later, when your order has finished processing, you will receive an order confirmation e-mail from IotMarketplaceSupport@avnet.com.
5. Software Download

Click on + by the Order Number to expand the order details.

Go to Item Details and click on Click here to Download.
The software download will begin.

The software is delivered in a .zip file. The zip file one contains folder with an OS image for Intel® Quark™ processor based Gateways, and another folder with an image for Intel® Atom™ or Intel® Core™ processor based Gateways.

**NOTE:** The “baytrail” .img file will work for Intel® Atom™ or Intel® Core™ processor based Gateways.

6. **Software Install to the Gateway**

Open or Unzip the zip file, go to the desired folder, and access the Gateway image.

To install the OS onto a gateway:
- Follow the instructions in the README file from the .zip download
3.3 Pro Pilot Software Purchase

Software Purchase for the Intel® IoT Gateway Pro Pilot Software Suite flows much like the Free Software Download process with two primary differences.

First difference -- at checkout you will be asked for credit card information for payment.

Second difference -- when your order status is Complete the My Account > Order History > Order Number > Item Details will contain two items:

1. License Details for the Intel® IoT Gateway Pro Pilot Software Suite.
   You will need this later to upgrade the Gateway OS to the Pro Software Suite.
   
   Click + to expand and view:
   a. License Number: XXXXXX
   b. License Administration Token (LAT): XXXXXXX-XXXXXXX-XXXXXXX
   c. License Administration Code (LAC): XXXXXXX-XXXX-XXXX

2. Click Here to Download link for the Intel® IoT Gateway Software Suite.
Download and install the Intel® IoT Gateway Software Suite as instructed in the previous section.

### 3.4 Pro Software Purchase

The **Intel® IoT Gateway Pro Software** Suite is available for sale on the Marketplace via a Request for Quote.

On the Software Products page, select the **Product Details** for the Intel® IoT Gateway Pro Software Suite.

From the Product Details page, review the product **Description, Price, Target Audience, What’s Included, Key Features and Documentation**.
In the top right corner of the page, click **Request for Quote**

Fill out the Request for Quote form.
Select either **Volume** or **Meet Competitor’s Price** quote and fill out the form accordingly.

**Click Submit Request**

A message appears indicating your request was submitted to Intel. An e-mail is also sent to your account indicating the request was received.

You should receive a response from Intel within 3 business days.
Request Quote

Product ID: IOTGTWY.SDKP

Your Quote has been submitted. You will receive a Quote Response via email within 3 Business Days. If you do not receive a response within 3 Business Days, please contact Customer Support. Thank You.

Close

To

Quote Request Received - 421

If there are problems with how this message is displayed, click here to view it in a web browser.

Dear IoT Marketplace Customer,

We have received your request for a quote on the following product:

Quote Number: 421
Quote Request Date: Tue Mar 08 16:35:19 MST 2016
Product ID: IOTGTWY.SDKP

Product Description: Intel® IoT Gateway Pro Software Suite includes a package of premium services offered at a discounted rate. This suite includes enhanced security offerings and 12-months of support services & maintenance. Intel® IoT Gateway Pro Software Suite is recommended for commercial deployments of Intel® IoT Gateways and provides capabilities that are useful for maintenance, support and life cycle management.

Requested Qty: 400
Target Cost: 40000.0
Competitor Name: Microsoft
Competitor Product: Windows 10 for IoT

Our team is currently processing your quote request and will respond within 3 business days. At that time, you will receive an email with the details of your quote and you will be able to make a purchase at inteliotmarketplace.com for the quoted price.
Once the request is processed you will receive an email from IoTMarketplaceSupport@avnet.com

If the request for quote is approved, the email will have the details of your quote.

You can then return to the Marketplace and make a purchase for the quoted price.  (Details TBD)
4 Shop for Support Services

In this chapter you will walk through the purchase of Support Services.

**NOTE:** In order to purchase Intel® IoT Support Services for Gateways (for Pro Pilot), you must first purchase the Intel® IoT Gateway Pro Pilot Software Suite.

4.1 Support Services Included with some Software

Support Services are included with the purchase of the following software:

**Intel® IoT Gateway Pro Software Suite**

Refer to the Product Details on the Marketplace for more information.

Support Services can be purchased separately by buying **Intel® IoT Support Services for Gateways (Pro Pilot)**.

To purchase support services, follow the steps below.

4.2 Sign In to the Marketplace

Go to https://IntelIoTMarketplace.com and click Sign In | Create Account

Enter your Username and Password

Click Sign In

![Sign In | Create Account](image_url)
Click on **Shop IoT Products** at the top left and then choose **SUPPORT SERVICES**

or select **Support Services** from the icons below the welcome banner.

Click **Product Details** for the support services you wish to purchase. For this example we will purchase Intel® IoT Support Services for Gateways (Pro Pilot).
4.3 Support Services Purchase

From the Product Details page, review the product Description, Price, Target Audience, What’s Included, Key Features and Documentation.
Shop for Support Services

In the top right order box enter QTY: 1 and click Add to Cart.

Click Check Out to purchase support services (or continue shopping).

Clicking Check Out will take you to your Shopping Cart page.
Check to make sure your ordered product details and price are correct.

Note that the “For part:” field is populated with your previous purchase of the Intel® IoT Gateway Pro Pilot Software Suite.

Your email and address information should be populated from your account info. Check to make sure this is correct.

Select the **Checkout Type** depending on whether you will pay with Credit Card or Purchase Order. This example will use Purchase Order.

Enter the **Purchase Order Number**

To check out, you must first click on **End User License Agreement.**

The **License Agreement** window pops up.

Read carefully through the license agreement.

When you reach the bottom of the agreement, click **Accept**.

Now on the **Shopping Cart** page, the check box for the **Intel’s End User License Agreement...** should be checked.

Click **Checkout**

Anyone with an address outside the United States will be required to complete an Enhanced Proliferation Control Initiative (EPCI) form on the next page.
If required, complete the EPCI form and click **Submit**.

A page appears, indicating your order has been successfully placed.

<table>
<thead>
<tr>
<th>Part</th>
<th>Quantity</th>
<th>Price (USD)</th>
<th>Total Price (USD)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intel® IoT Support Services for Gateways – Pro Pilot Suite</td>
<td>1</td>
<td>$10,000.00 EA</td>
<td>$10,000.00</td>
</tr>
</tbody>
</table>

Now go to **My Account** and click on **Order History** to review your order status.

All orders (even software downloads) must be checked and approved. Processing may take up to one business day. **Order Status** shows Processing during this time. You can review the License Agreement by clicking on the **End User License Agreement** box.

Click on + by the Order Number to expand the order details.

Review the order details. Note that the order is still processing.
Orders

You should also receive an order confirmation email from IotMarketplaceSupport@avnet.com.

Later, when your order has finished processing, you will receive an order confirmation e-mail from IotMarketplaceSupport@avnet.com.

Refresh your browser window periodically to check the status of your order. Once the order is processed, the status will change to Complete.

Click on + by the Order Number to expand the order details.

Click on Entitlement Number under Item Details.

Orders

You can now see a link to Click Here for Support and your Entitlement Number. The support link will take you to http://customercare.intel.com where you can submit a support request. You must enter your Entitlement Number in order to submit the request.
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</tr>
<tr>
<td></td>
<td></td>
<td>[Click Here for Support]</td>
<td></td>
</tr>
</tbody>
</table>
5 Shop for Hardware

In this chapter you will walk through purchase of IoT Gateway Hardware and peripherals.

5.1 Gateway Hardware – not yet available
Gateway Hardware - Not yet available on the Intel® IoT Platform Marketplace

5.2 Peripheral Hardware – not yet available
Peripheral Hardware - Not yet available on the Intel® IoT Platform Marketplace

5.3 Sensor Hardware – Not Planned
There are no plans to sell sensors on the Intel® IoT Platform Marketplace.
6  Reseller Instructions

This chapter shows how a gateway hardware vendor or system integrator can purchase licensed software to sell with their gateways, or purchase other Marketplace products on behalf of an OEM customer.

The Reseller must:
1. Establish a Reseller Account
2. Create OEM Customers
3. Purchase products on behalf of the OEM Customers

As part of the process, the OEM Customer must:
- Provide the IoT Marketplace Support team with information to establish their individual Marketplace account.

6.1  Establish a Reseller Account

The Reseller must first get a Reseller Account.

(See Chapter 2.3 - Creating a Business or Reseller Account).

6.2  Create OEM Customers

Now the Reseller must create a list of the OEM Customers that they wish to purchase products on behalf of.

1. Sign In to the Marketplace

Sign in to the Marketplace with your Reseller Account username and password.

(See Chapter 3.1 - Sign In to the Marketplace)

2. Create OEM Customers

Select My Account on the top right menu, then select Create Customer
A list is displayed with any customers previously created.

Select **Create New**. In the **Create new Customer** popup, enter the required customer information.

Click Submit Request.

![Create new Customer](image)

The OEM customer is added to the **My Customers:** list and the Approved status is listed as **Pending Approval**

![My Customers](image)

Next, two e-mail messages are sent from **IoTMarketplaceSupport@avnet.com** to the OEM customer.

The first e-mail has the OEM customer’s login username and temporary password.
3. OEM Customer Provides Info for their Account

The second e-mail has the request for OEM customer information in order to establish their account.

The OEM customer must reply with the requested information in order to have their individual account approved, and be able to sign in to the Marketplace. Account approval for the OEM customer could take one or two business days.
4. New OEM Customer Account is Approved

Once the OEM Customer’s Marketplace account is approved, the Reseller can purchase products and licenses on their behalf.
At this point the OEM customer can also follow the steps in Shop for Software to independently purchase and download Marketplace products.

### 6.3 Purchase Products on Behalf of Your Customer

Follow these steps to purchase products as a Reseller - on behalf of OEM customers.

#### 1. Choose a Product

Click on Shop IoT Products at the top left, and then choose the product category (HARDWARE, SOFTWARE or SUPPORT SERVICES).

Or, select the product category from the icons under the welcome banner.

Click Product Details for the product you wish to purchase on behalf of your customer.
2. Purchase on Behalf of ...

At the top right of the Product Details page, enter the quantity to purchase (QTY), and select which customer to purchase on behalf of.

There is a minimum order quantity of 500 for initial purchase of the Intel® IoT Gateway Pro Software Suite licenses. After that, additional licenses can be purchased one at a time if desired.
3. Shopping Cart and Checkout

When you click Checkout, your Shopping Cart shows the item purchased “On behalf of: [Your Customer]” and lists other products included with that purchase.
In this example, the Reseller bought 500 copies of the Intel® IoT Gateway Pro Software Suite for Intel® Core™ processors on behalf of their OEM (named Resale Customer). The Intel® IoT Gateway Software Suite and Intel® IoT Support Services for Gateways - 3.0 Gold are listed as “Products included with the purchase”.

Resellers must use a purchase order, so enter the Purchase Order Number.

**Checkout Type** *

- [ ] Purchase Order

**Purchase Information**

Email: marketplace.reseller@gmail.com

Purchase Order Number

MR1

If purchasing Hardware on behalf of the OEM customer, click the Ship to a different address box and fill in the OEM customer shipping info.

Finally, click Checkout >.
4. Order Completion

After you click Checkout, a page appears indicating "your order has been successfully placed".

![Order Confirmation Screen]

Also, the **My Account > Order History** page will list the order. Initially the **Order Status** will indicate **Processing**.

![Order History Screen]

Click the **Order Number** to show the details of the order.

![Order Details Screen]

The Reseller will also receive an e-mail from IoTMarketplaceSupport indicating the order is being processed.
When the order is complete, the **Reseller** receives an e-mail from IoTMarketplaceSupport.
5. OEM Customer Notifications

Also, when the order is complete, the OEM customer receives an e-mail from Intel and Wind River. The e-mail contains:

1. The order number
2. A link to the *Intel® IoT Gateway Getting Started Guide*
3. A link to download the software from the Marketplace.
4. Quick instructions for updating and upgrading the software through the Intel® IoT Gateway Developer Hub.
5. Wind River IDP XT License numbers for using the Wind River IDP XT 3.1 Development tools.
6. A link to the *Software Getting Started Guide*.

Here is an example of the OEM Customer email:

Subject: A notice regarding your recent purchase from the Intel® IoT Platform Marketplace
To: *create.customer@gmail.com*<create.customer@gmail.com>*

A notice regarding your recent purchase from the Intel® IoT Platform Marketplace

Order Number: 13129

Thank you for purchasing the Intel® IoT Gateway Pro Software Suite. You’ve a few easy steps away from exploring your new software! If this is your first time working with one of our Software Suites, begin at step 1. If you’ve already obtained the Software Suite OS image from a previous order, skip ahead to step 3.

Upgrade your Intel® IoT Gateway Software Suite to Pro

For detailed setup instructions, please access this [Get Started Guide](#).

1. Setup your Intel® IoT Gateway hardware
2. Download the Intel® IoT Gateway Software Suite by accessing your account’s Order History on the Intel® IoT Platform Marketplace ([link](#))
3. Boot the Intel® IoT Gateway Software Suite on your gateway
4. Access the Intel® IoT Gateway Developer Hub via remote PC
5. Accept License Agreement and access “Administration” tab
6. Click the “Upgrade to Pro” button and enter your Wind River upgrade credentials below:

   Username: create.customer@gmail.com
   Password: T85123

7. Follow the on-screen prompts and your OS will be upgraded to the Intel® IoT Gateway Pro Software Suite

**ADVANCED OPTION:** If you would like to obtain the Wind River IDP XT development tools for more advanced customization, follow the steps in this [Software Getting Started Guide](#). You’ll need the below information during that process:

- License Number: XXXXXX
- License Administration Token (LAT): XXXXXXXX-XXXXXXX-XXXXXXX
- License Administration Code (LAC): XXXXXXXX-XXXXXXX

**SUPPORT:** Need some assistance? If your purchase entitled you to a support contract you can submit a request to [Intel® Customer Support](#). Your license number is required to submit a request. To check if you have a valid support entitlement and locate your license number at any time, please refer to your order history on the Intel® IoT Platform Marketplace.

Thank you,

Wind River & Co

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Privacy Policy | Consumer Information | Video | LinkedIn | Facebook | Twitter | YouTube

Please forward this email to other entitled users to access products purchased in this order. However, remember that all individuals need their own personal Wind River support account with the information on this email.

The customer can now access the products and licenses that were purchased on their behalf by signing in to the Marketplace and accessing their [Order History](#). See Retrieve Your Order for instructions the OEM Customer can follow.
## Appendix A -- Products At-A-Glance

The following products are offered on the Marketplace at the time of publication.

<table>
<thead>
<tr>
<th>Feature Set</th>
<th>Flex</th>
<th>Pro Pilot</th>
<th>Pro (Quark/Atom)</th>
<th>Pro (Core™)</th>
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<td>McAfee Embedded Control Pro</td>
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<td>Wind River Development tools, including Workbench 4</td>
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