



# Partner Portal user guide

Everything you need to manage your services confidently



# Contents

|                                |    |
|--------------------------------|----|
| Introduction                   | 4  |
| Registering for the portal     | 6  |
| Logging in to the portal       | 8  |
| Homepage                       | 10 |
| Getting a quote                | 12 |
| Viewing your quotes            | 14 |
| Placing an order               | 16 |
| Tracking your customers orders | 18 |
| Managing users                 | 20 |
| Frequently asked questions     | 22 |

# Introduction

The Glide Partner Portal gives you everything you need to manage your services in one place. It puts everything at your fingertips so you can quote, order and manage services while delivering a smoother, more responsive experience for your customers.

With the portal, you can:

- ✔ Generate fast, accurate quotes using precise A-End to B-End routing
- ✔ Access real-time pricing across both Glide services and trusted partner networks
- ✔ Track orders in real time with clear updates, helping you set expectations with confidence
- ✔ View and manage your live services, including pricing and contract terms



# Registering for the portal

What to expect once registration is completed by our account management team.

You'll receive an email inviting you to set up your Partner Portal account.

**Email details:**

- **Subject:** Confirm your Glide Connect account
- **Sender:** noreply@glide.co.uk

Click **Complete Registration** in the email to create your password. Your username will be the email address used during sign-up with your account manager.

**Note:** This registration link is unique to each user and should not be shared.



# Logging in to the portal

Once registration is complete, you can access the portal here:

<https://connect.glide.co.uk/login>

- **Email address:** The email you registered with
- **Password:** The one you created during registration

### [Forgot your password?](#)

Click **Forgot password** on the login page to receive a reset link at your registered email address.



## Login

Email Address

Password



→ Login

[Forgot password](#)

# Homepage

After logging in, you'll land on your homepage.

This gives an overview of your orders in delivery. Orders are shown in list view and as a pie chart for a quick, visual summary.

## Navigation.

On the left-hand side of the screen, you will see a navigation bar providing quick links to all areas of the portal.

**Navigation Sidebar:**

- Home
- Quotes
  - Get a Quote
  - My Quotes
- Orders
- Services
- Status

**Header:** Glide, Username, Edit

**Welcome Message:** Welcome to the Partner Portal. Connectivity without compromise.

**Overview:** Glide > Dashboard

**Order Statistics:**

| Status       | Percentage |
|--------------|------------|
| Completion   | 58.5%      |
| Cancellation | 28.4%      |
| Delivery     | 7.4%       |
| Planning     | ~3.0%      |
| Survey       | ~2.5%      |
| Order        | ~0.2%      |

**Recent Orders:**

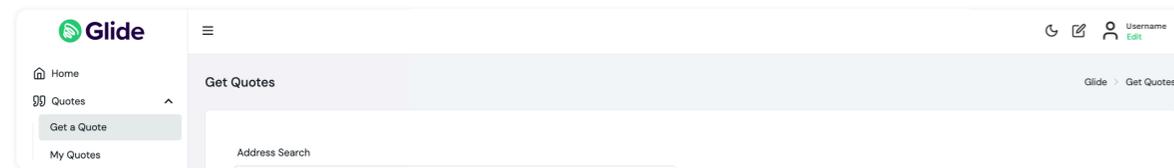
| Order ID      | Date        | Status   | Postcode |
|---------------|-------------|----------|----------|
| PROREQ2239092 | 29 Jan 2026 | Order    |          |
| PROREQ2239047 | 23 Jan 2026 | Order    |          |
| PROREQ2238814 | 08 Jan 2026 | Survey   |          |
| PROREQ2238693 | 22 Dec 2025 | Planning |          |
| PROREQ2238643 | 12 Dec 2025 | Delivery |          |

# Getting a quote

Getting a quote has never been quicker or easier!

## 1. Go to the left-hand navigation bar.

- Click on **Quotes**.
- Then click **Get a Quote**.



## 2. Search the address:

- Start typing and select the correct property, or
- Enter the postcode to find it faster.



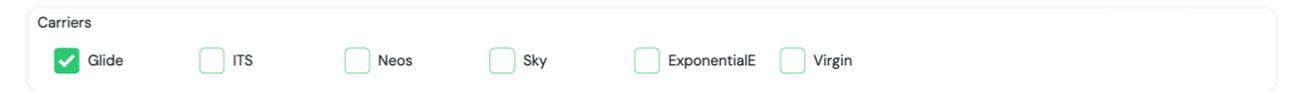
## 3. Choose your service options:

- Pick the services you want to compare.
- Select bearer (capacity) and bandwidth.



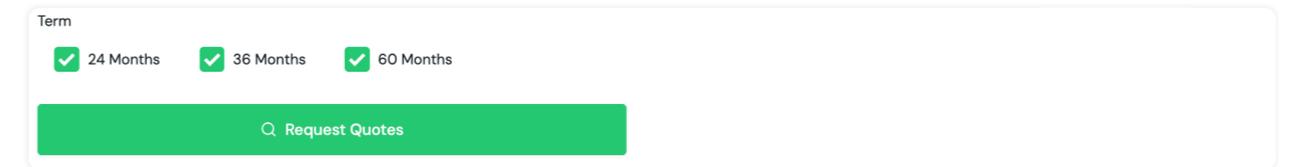
## 4. Select carriers you want pricing from

- If the site is on-net, Glide pricing will appear first.



## 5. Choose contract terms and click 'Request Quotes'.

- This may take a few moments while pricing loads.



## 6. If the property is on-net for Glide.

- You'll immediately receive a list of quote options tailored to the selections you've made.

| Supplier | Bandwidth/Bearer | Product                               | Term     | Installation Fee | Monthly Fee | Service Type         |                         |
|----------|------------------|---------------------------------------|----------|------------------|-------------|----------------------|-------------------------|
| Glide    | 1Gb/10Gb         | Full Fibre 1Gbit/s Business Broadband | 24 month | £X.XX            | £X.XX       | Full Fibre Broadband | <a href="#">Proceed</a> |
| Glide    | 1Gb/10Gb         | Full Fibre 1Gbit/s Business Broadband | 36 month | £X.XX            | £X.XX       | Full Fibre Broadband | <a href="#">Proceed</a> |
| Glide    | 1Gb/10Gb         | Full Fibre 1Gbit/s Business Broadband | 60 month | £X.XX            | £X.XX       | Full Fibre Broadband | <a href="#">Proceed</a> |

## 7. You can adjust your quote criteria at any point.

- Click **'Request Quotes'** again to view refreshed or comparative pricing.
- When you're ready to move forward or if you want to see full contract details, simply click **'Proceed'** next to the quote.

# Viewing your quotes

Need more time? No problem!

We make it easy for you to review your quotes.

If you're not ready to place your order, you can return to 'My Quotes' in the navigation menu to review and proceed with your quotes whenever it suits you.

**Note:** The pricing displayed is our most competitive rate, and our quotes are valid for 30 days.

The screenshot shows the 'My Quotes' page. At the top right, there are navigation icons for a menu, a document, and a user profile labeled 'Username Edit'. Below the header, the page title 'My Quotes' is displayed on the left, and 'Glide > Quotes' is on the right. A search bar contains '1' and a 'Page size' dropdown is set to '10'. Below the search bar are two input fields: 'Search Address' and 'Search Quote ID', followed by a green 'Search' button. The main content area features a table with columns: 'Address', 'Best Price', 'Requested', and 'Expires'. The 'Best Price' is '£X.XX', 'Requested' is '02 Feb 2026', and 'Expires' is '04 Mar 2026'. Below this is a 'Show/Hide Quotes' section with a minus sign. The main table has columns: 'Quote ID ↓', 'Supplier', 'Bandwidth/Bearer', 'Product', 'Monthly Cost', 'Service Type', 'Term', and 'Action'. It lists three quotes from 'Glide' for 'Full Fibre 1Gbit/s Business Broadband' with monthly costs of '£X.XX'. Each quote has 'View' and 'Proceed' buttons.

| Address | Best Price | Requested   | Expires     |
|---------|------------|-------------|-------------|
|         | £X.XX      | 02 Feb 2026 | 04 Mar 2026 |

Show/Hide Quotes -

| Quote ID ↓  | Supplier | Bandwidth/Bearer | Product                               | Monthly Cost | Service Type         | Term     | Action                                       |
|-------------|----------|------------------|---------------------------------------|--------------|----------------------|----------|--|
| CSTQ0225010 | Glide    | 1Gb/10Gb         | Full Fibre 1Gbit/s Business Broadband | £X.XX        | Full Fibre Broadband | 24 month | <a href="#">View</a> <a href="#">Proceed</a> |
| CSTQ0225009 | Glide    | 1Gb/10Gb         | Full Fibre 1Gbit/s Business Broadband | £X.XX        | Full Fibre Broadband | 36 month | <a href="#">View</a> <a href="#">Proceed</a> |
| CSTQ0225008 | Glide    | 1Gb/10Gb         | Full Fibre 1Gbit/s Business Broadband | £X.XX        | Full Fibre Broadband | 60 month | <a href="#">View</a> <a href="#">Proceed</a> |

# Placing an order

Ready to proceed? Placing your order is quick and straightforward.

Click Proceed to continue:

- A summary of the selected quote will then be displayed.
- Once you've reviewed it and are ready to continue, click 'Place Order'.

|  |  |
|--|--|
| <br><b>Full Fibre 1Gbit/s Business Broadband</b>  | <b>Installation Address:</b><br><br><b>Service Type:</b><br>Full Fibre Broadband<br><br><b>Product Details:</b> <ul style="list-style-type: none"><li>• Broadband Service is delivered over a direct full-fibre connection</li><li>• Up to 1 Gbit/s up and down</li><li>• Up to 10:1 Contention</li><li>• Includes Wi-Fi 6 router (if applicable)</li><li>• 99.9% Availability Target</li><li>• Standard Support (Business Hours only)</li></ul> <b>SLA:</b><br>2 working days |
| <b>Pricing Details:</b><br>£X.XX Install Fee<br>£X.XX /Month<br>24 Month Contract<br><b>There are no in-contract price increases.</b><br><b>Quote Expires: 04 Mar 2026</b> |  |

You'll then see the order form:

- Fill out the details for the site required.
- Tick the box to confirm you agree to the terms and conditions.
- Click 'Place Order' to submit your request.
- After the order is placed, a confirmation message will appear on the right-hand side of your screen.

This message will confirm that your order has been successfully submitted and provide a Provisioning Request reference, your unique order reference throughout the delivery process.

**Note:** It's essential that all details entered on this form are accurate to ensure your order is processed successfully.

|  |                      |
|--|----------------------|
| Installation Site Name ⓘ   | <input type="text"/> |
| Site Contact First Name ⓘ  | <input type="text"/> |
| Site Contact Last Name ⓘ   | <input type="text"/> |
| Site Contact Email ⓘ   | <input type="text"/> |
| Site Contact Phone ⓘ   | <input type="text"/> |
| Termination Point ⓘ  | <input type="text"/> |
| <input type="checkbox"/> I agree to the <a href="#">Terms &amp; Conditions</a> |                      |
| <b>Place Order</b>   |                      |
| ✔ Order Placed: PROREQ2236498  |                      |

# Tracking your customers orders

Everything you need to track your orders is right here.

In the navigation bar, under 'Orders' you can view all the orders you have placed with Glide.

You can see key details for each order.

Use this view to track your orders and stay informed throughout the delivery process.

| Q | Order ID ↑    | Stage | Activity             | Site Name | Product                        | Next Update Due | Expected Live Date |
|---|---------------|-------|----------------------|-----------|--------------------------------|-----------------|--------------------|
|   | PROREQ2236177 | Order | Provisioning Request |           | ITS FibreLight 100Mb (Layer 3) |                 | 01 Aug 2025        |

View and manage all your live services in one place.

From the left-hand navigation bar, click on 'Services'.

This screen shows all your company's current live services with Glide.

When you click 'View', you'll see a full summary of the service detail.

This view gives you everything you need to manage and understand your live services with Glide.

## Services

| Q | Service ID ↑ | Product                  | Service Type         | Monthly Fee | Site Name | Postcode | Action               |
|---|--------------|--------------------------|----------------------|-------------|-----------|----------|----------------------|
|   | SLPRD0098509 | Full Fibre 100 (layer 3) | Full Fibre Broadband | £X.XX       |           |          | <a href="#">View</a> |
|   | SLPRD0098508 | Full Fibre 100 (layer 3) | Full Fibre Broadband | £X.XX       |           |          | <a href="#">View</a> |

## Service

Glide > Service

CUSTOMER NAME LIMITED

Full Fibre 100 (layer 3)

1054 days until renewal

[Request cease](#)

### Site Details:

### Service Details:

Full Fibre Broadband  
Connection: On-net

Technical Specification: Layer 3

Status: Live

### Product Details:

- Broadband Service delivered over a direct full-fibre connection
- Up to 100 Mbit/s up and down
- Up to 10:1 Contention
- Includes Wi-Fi 6 router (if applicable)
- 99.9% Availability Target
- Standard Support (Business Hours only)

### Configuration Details:

PPP Username: user\_example@user

PPP Password: userpassword1

IPV4 Address: 192.0.2.45

IPV6 LAN Address: fd00:abcd:1234::1

IPV6 WAN Address: 2001:db8:abcd:0012::1

### Order Details:

Order Id: SLPRD0098509

Monthly Fee: £X.XX

Billing Start Date: 22 Dec 2025

Renewal Date: 22 Dec 2028

# Managing users

An intuitive portal, so you can focus on delivering value to your customers.

When you register for the portal, one individual from your company will be assigned as the account administrator.

## As an account administrator, you can:

- Add new users for your company and set their access levels.
- Revoke access when employees change roles or leave the business.

## Managing users:

- Click your profile name in the top-right corner and select **'Manage users'**.
- From the **Manage users** screen, you can add a new user or update an existing user's details.

The screenshot displays the 'Manage Users' interface. At the top right, there are navigation icons for home, edit, and user profile (labeled 'Username Edit'). The main heading is 'Manage Users'. Below it is a search bar with the text 'All users' and a green 'Lookup user' button. A pagination bar shows page numbers 1 through 5, with '1' selected, and a 'Page size' dropdown set to '10'. The 'Details' section is divided into two columns: 'User Details' and 'Update User'. 'User Details' includes fields for Name, Email, Created at (28/01/2026, 14:31:45), Partner account, Roles, Permissions, and Phone. 'Update User' includes fields for First name, Last name, Email, and Phone, a 'Reset this user's password' button, a 'Roles' section with 'Partner user' (unchecked) and 'Partner admin' (checked), and a 'Partner account' dropdown menu. A green 'Update' button is at the bottom right.

# Frequently asked questions

## Where can I get quotes for partner solutions like multi-site, dark fibre and MPLS?

Please get in contact with our partner account team by emailing [partners@glide.co.uk](mailto:partners@glide.co.uk)

---

## Can I check off-net pricing?

Yes, off-net pricing is available. When requesting a quote simply select the suppliers you'd like to include.

---

## I already have a quote. How do I return to it?

Go to 'My Quotes'. You can search by the quote reference or by the property's postcode. Please remember that quotes are valid for 30 days.

---

## Is this address on-net for Glide?

The fastest way to check on-net availability is to request a quote using the property address. If it's on-net, Glide pricing will appear automatically.

---

## I need an update on my order progress.

You can track all orders under 'Your Orders'. Search using the order ID or site name to view the current stage and see when your next update is due.

## Need more help?

We provide updates **within 5 working days**.

If you need additional help, contact our order management team at [provisioning@glide.co.uk](mailto:provisioning@glide.co.uk) or call **02476 995 835**.

---

## How do I find the renewal date of my services?

Log in and go to 'Services'. Search for the service you want to review, click 'View', and you'll see the contract end date along with full-service details.

---

## How do I add users to the Partner Portal?

When your organisation was approved for access, the primary contact was given admin rights. Your administrator can add new users, edit existing users, or revoke access at any time.

---



Talk to us today  
and find out more

Call us on [03455 911 766](tel:03455911766)

09:00–17:00 Mon–Fri

or email [partners@glide.co.uk](mailto:partners@glide.co.uk)

Visit [glide.co.uk/partners](https://glide.co.uk/partners)

J110-PAR-PARTNER PORTAL USER GUIDE



PARTNER PORTAL