

DMP Onboarding Readiness Deck

Microsoft Commercial Devices Team

Global Partner Launch & Fulfillment



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Our objective

By the end of this lesson you will be able to:

- Identify the Surface DMP Program Benefits
- Describe the DMP pre-onboarding requirements
- Outline the step-by-step process for DMP onboarding

In this Lesson



DMP Program Overview

- Benefits
- Overall DMP Flow



DMP Readiness

- Pre-onboarding Requirements
- Step by Step Process for DMP onboarding
- FAQs
- Resources & Support

DMP Program Overview



Surface DMP Program Benefits

Be part of the business transformation: Tap into the innovation of Microsoft devices and their role in accelerating enterprise transformation.

Increase your demand: Be one of the select qualified partners to sell the most productive devices on the planet.

Make more money: Access world-class Surface partner programs and promotions.

Enable your sales force faster: Ramp up quickly with resources like the Surface Drumbeat portal and high-touch Distributor enablement



DMP

DMP refers to Distri Managed Partner.



DMP Onboarding Flow

1

A partner is invited to become a Distri Managed Partner via the "[Reseller Profile and Registration Portal](#)" by completing a form online which includes the following data:

- a) Partner Contact Details
- b) ADD selection (multiple allowed)
- c) Profiling Details
- d) Opt-In legal agreement on program criteria

2

Once the form is complete, it will be sent to the ADD(s) selected.

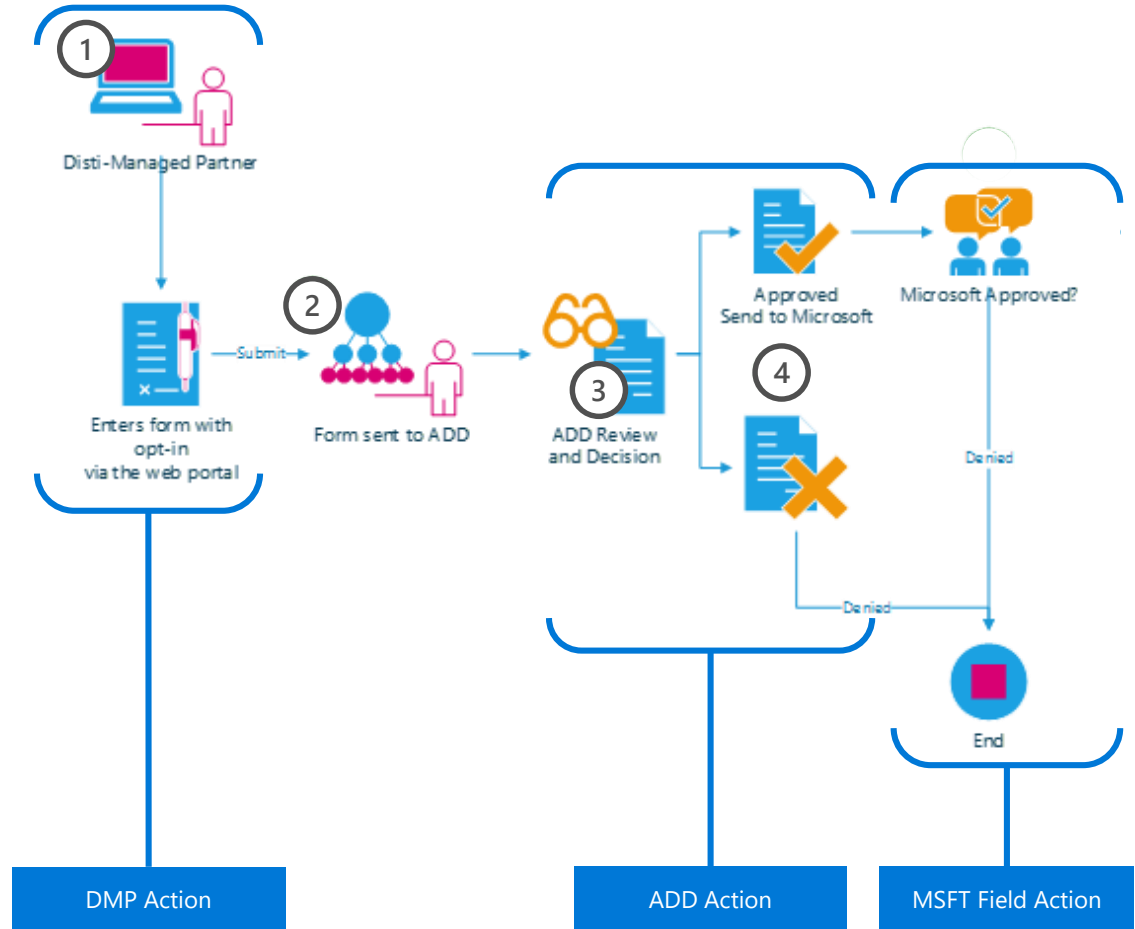
3

The ADD partner will review the criteria in the form and determine the nomination based on fit and completeness of information.

4

Once the decision has been made, if approved, the detail is sent to Microsoft for approval.

**Incorrect MPN IDs will be rejected.



Pre-onboarding Requirements

What do I need to prepare before becoming a Distri-Managed Partner (DMP)?

Partners are required to Register using their Microsoft Live ID associated to their Organization ID

1. DMPs must have an active Microsoft Partner Network (MPN) Live ID.

Partners are required to provide both their **Organization Partner ID** and **Location ID** in their registration form.

Partners can view the Organization Partner ID and Location ID by logging into their MPN account at <https://partners.microsoft.com/>.

For instructions on how to obtain their MPN IDs, see [here](#).

2. DMPs must have that Live ID associated to Microsoft Partner Network (MPN) ID.

Partners are required to **associate** with their **Organization Partner ID** to complete the Enrollment.

For instructions on how to associate to the MPN IDs, see [here](#).

3. DMPs are required to provide their legal company and contact information.

Legal Business Profile- provides the Distributor with your company profile including legal company name, address, and contact information. *Your Legal Company Name should match your MPN account information.*

Company Tax ID- necessary to receive Channel Incentives (if applicable).

Primary Program Contact- responsible for submitting Company Information, agreeing Terms and Conditions, and receiving system notifications.

Contract Authorization Contact- responsible for reviewing Terms and Conditions.

Channel Incentives Contact - responsible for setting up Channel Incentives for the organization (if applicable).



Microsoft

Thank you

Step-by-step Process Guidance



DMP: Portal Registration Step by Step



<https://reseller.microsoftportals.com/>

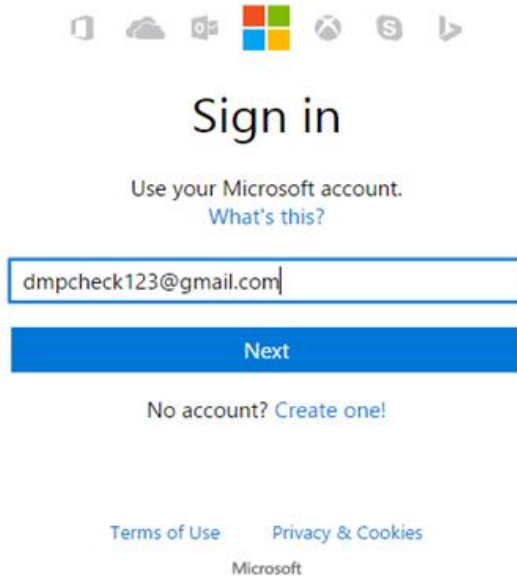
For a **current user** with a previous profile, **Sign In** with the **User Name** and **Password**.

For a **new user**, **Login with Microsoft Account** by clicking on the Microsoft button and enter your Microsoft Live ID and Password.

*Ensure this **Microsoft Live ID** is the **same ID** that is used to log-into the <https://partners.microsoft.com> to associate to your MPN ID's

Open link to [Reseller Profile Registration Portal](#) and click "**Sign In**" at the top right corner.

DMP: Portal Registration Step by Step



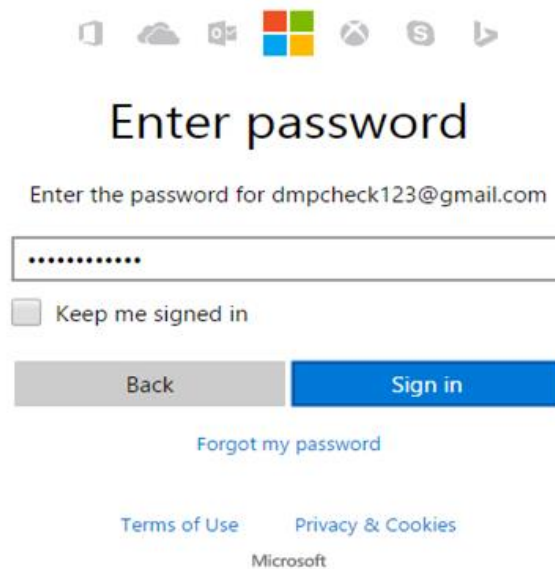
Sign in

Use your Microsoft account.
[What's this?](#)

Next

No account? [Create one!](#)

[Terms of Use](#) [Privacy & Cookies](#)
Microsoft



Enter password

Enter the password for dmpcheck123@gmail.com

Keep me signed in

Back Sign in

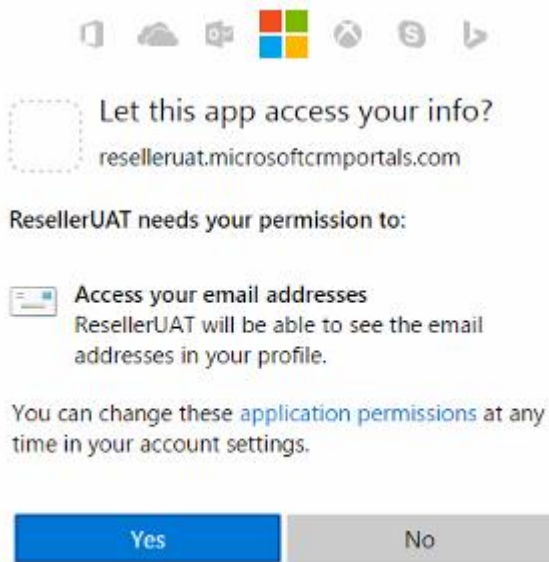
[Forgot my password](#)

[Terms of Use](#) [Privacy & Cookies](#)
Microsoft

Enter your **Microsoft Live ID** and **Password**.
Click on **Sign in** button.

If you NOT have a Microsoft Live ID, please click the **Create one!** button. See [Appendix 1](#) to see the **Form** to complete.

DMP: Portal Registration Step by Step



Click the **Yes** button.

DMP: Portal Registration Step by Step

Microsoft RESELLER PROFILE REGISTRATION PORTAL

Home | Help | Enrollment | My Requests

User Profile

Please provide some information about yourself.

You must complete your profile before using the features of this website.

Your Information

* indicates Required field

First Name *

Last Name *

E-mail

Business Phone

[Privacy Statement](#)

[Save & Next](#)

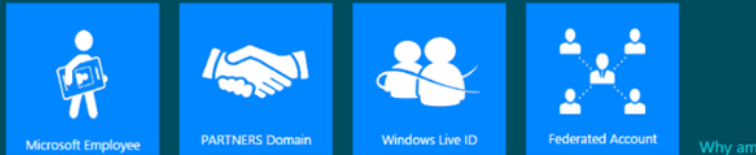
On successful Sign-in, you will be redirected to User Profile page and you will be requested to complete your profile information before accessing other contents of this portal.

Enter all mandatory information and click on **Save & Next** button to complete your User Profile.

DMP: Portal Registration Step by Step

Important: If you do NOT have your MPN or Organization Partner ID associated to your Organization, please [click here](#) OR If you do have their Live ID already associated then click here

How do you want to sign in?



You will then be directed to the **Enrollment Form**.

A pop-up window will appear to retrieve the MPN Organization ID and Location ID:

- If you have already associated your Live ID to the MPN ID's then click **Window Live ID Tile** and then **Next**.
- If you do **NOT** have your Live ID previously associated, especially if you have created a new Live ID during Sign In please tick the [click here](#) text in the portal. A new Tab will open to assist with association to the MPN-[Appendix 2-1](#). Upon completion, go to the step above.
- For error, please refer to the next slide.

DMP: Portal Registration Step by Step

Partner-Enrollment Form

* Indicates Required field

⚠ Your Microsoft Account (Windows Live Id) is not associated to any MPN Organization.

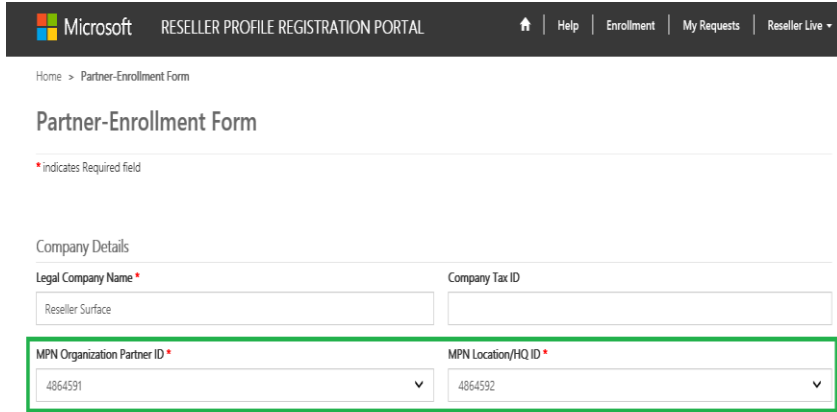
Company Details

Legal Company Name *	Company Tax ID
<input type="text"/>	<input type="text"/>
MPN Organization Partner ID *	MPN Location/HQ ID *
<input type="text"/>	<input type="text"/>

If you receive any **Error** please ensure you are using the **SAME Microsoft Live ID** that is used to log into the Partners Membership Center that maintains your MPN ID's. if you are not sure, please refer to the instructions [Appendix 3 -1](#) to [Appendix 3-7](#) to check.

- If your Live ID is **not** associated to any MPN organization, an error pops up and you will not be allowed to submit enrollment form until your association is completed.
- If you have associated with an Existing organization, please contact your Administrator for approval.
- If you have problems, contact the RSC per [Appendix 3](#).

DMP: Portal Registration Step by Step



Microsoft RESELLER PROFILE REGISTRATION PORTAL

Home > Partner-Enrollment Form

Partner-Enrollment Form

* indicates Required field

Company Details

Legal Company Name *	Company Tax ID
<input type="text" value="Reseller Surface"/>	<input type="text"/>
MPN Organization Partner ID *	MPN Location/HQ ID *
<input type="text" value="4864591"/>	<input type="text" value="4864592"/>

- Type in your Legal Company Name and Company Tax ID.
- MPN ID's will be pre-populated with the Live ID associations. Please select the **MPN Organization ID** that you want to use and then select the appropriate **MPN Location ID** from the drop downs.

DMP: Portal Registration Step by Step

Legal Business Profile

Company Address Line 1 *

Microsoft One Way

Company Address Line 2

City Name *

Redmond

State/Province *

Washington

Region *

Americas

Country *

United States

ZIP/Postal Code *

981100

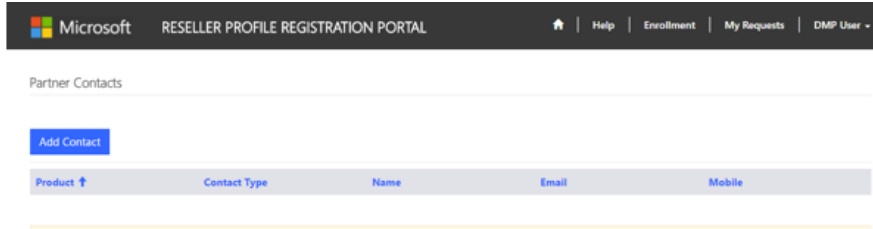
Website

Opt-in to receive marketing communications

Next

- Fill up your Legal Business Profile information.
- Click on Next.

DMP: Portal Registration Step by Step



Microsoft RESELLER PROFILE REGISTRATION PORTAL

Partner Contacts

Add Contact

Product ↑	Contact Type	Name	Email	Mobile
-----------	--------------	------	-------	--------

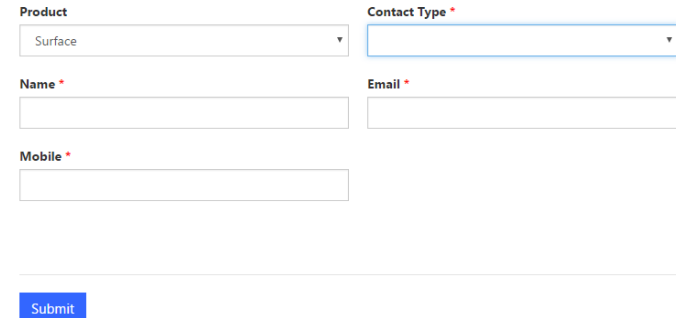
Complete the Contact Details for each Contact Type by:

- Complete the first Contact Type, click **Submit**;
- Click **Add Contacts** button again and complete **all** the 4 types of contact details required.
- If not, you may see the error as follows:



Click on **Add Contacts** button.

Add Contacts



Product

Surface

Contact Type *

Name *

Email *

Mobile *

Submit

⚠ Product Type should have following mandatory Contacts Types. Partner Primary Program Contact Contract Authorization Contact

DMP: Portal Registration Step by Step

To submit your application to become a reseller, please [click here](#) to read through the associated terms & conditions.

I have read and agree to the Terms & Conditions to become a reseller.

Ensure you complete details and see all the four contact detail BEFORE you go the next step.

Save & Next

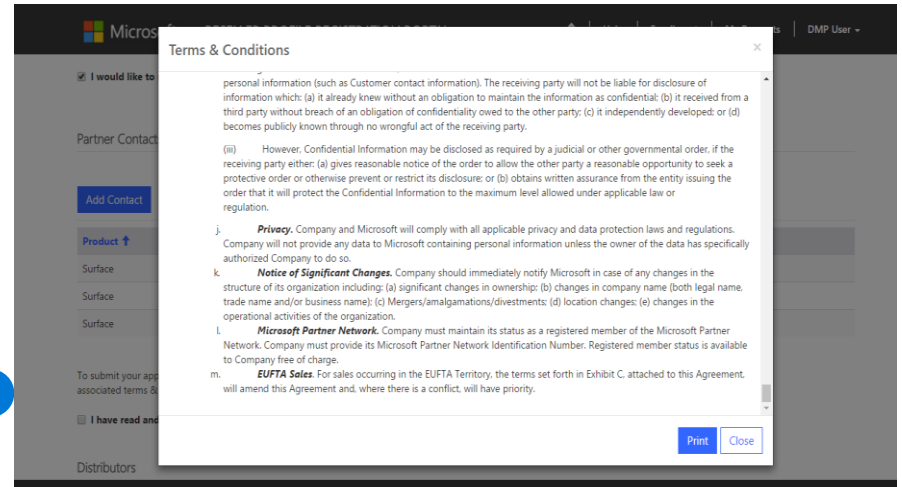
Read through the Terms & Conditions and click Close or Print.

Upon closing, you will be able to confirm that you have read and agree to the Terms & Conditions.

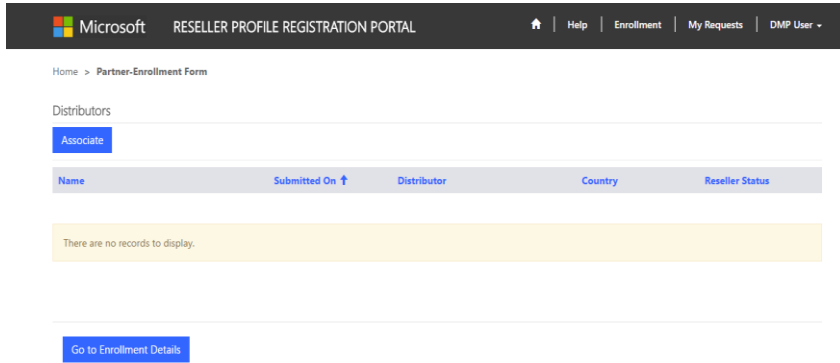
Click on the check box for **Terms and Conditions**

Click on the **Save & Next** button

Click on the “click here” as shown below to view the Terms and Conditions.



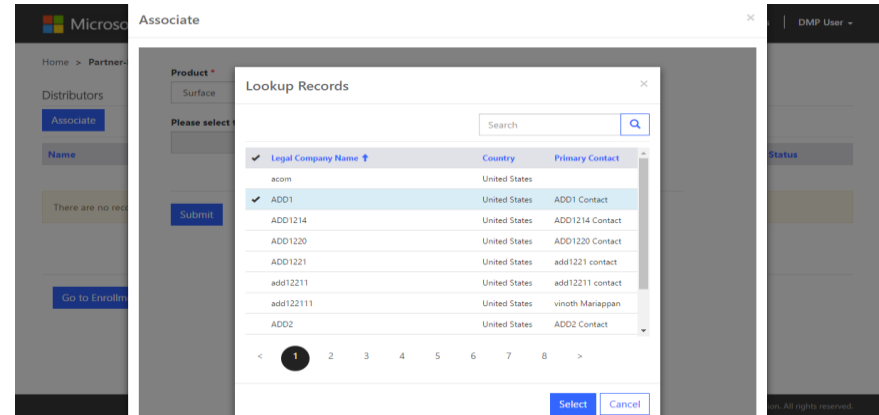
DMP: Portal Registration Step by Step



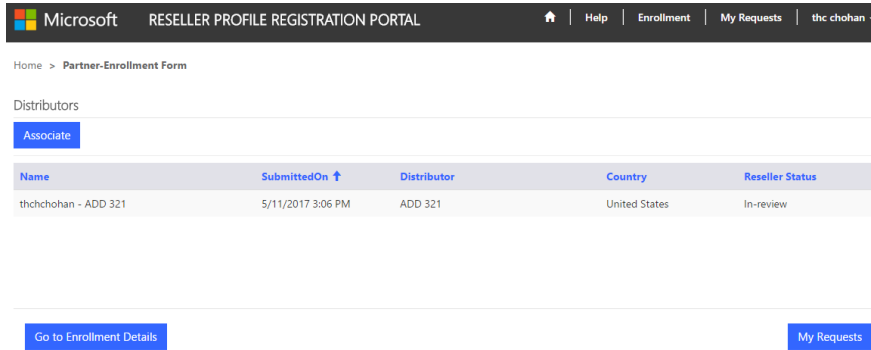
Click on the "Associate" to find a local Distributor to create a partnership with. Select an Distributor to request for DMP partnership.

Select a Distributor to request DMP partnership:

- Click **Submit**;
- To add more Distributors to the partnership request, click **Associate** button, select and submit again.



DMP: Portal Registration Step by Step



The screenshot shows the Microsoft Reseller Profile Registration Portal. The header includes the Microsoft logo, the page title "RESELLER PROFILE REGISTRATION PORTAL", and navigation links for Home, Help, Enrollment, My Requests, and the user profile "thc chohan". The main content area is titled "Distributors" and contains an "Associate" button. Below this is a table with the following data:

Name	SubmittedOn ↑	Distributor	Country	Reseller Status
thchchohan - ADD 321	5/11/2017 3:06 PM	ADD 321	United States	In-review

At the bottom of the page, there are two buttons: "Go to Enrollment Details" and "My Requests".

Click on **“Go to Enrollment Details”** button to view the enrollment details.

Click on **“My Requests”** Button to view all the Associations

DMP: Portal Registration Step by Step



Home > My Requests

My Requests

Name	Distributor ↑	Submitted On	Reseller Status	Country
DMP Test Company #1 - Test ADD	Test ADD	12/2/2016 1:58 PM	Approved	United States
DMP Test Company #1 - Test001	Test001	12/8/2016 9:43 PM	In-review	United States

Expect a notification email within 5-10 business days for your approval status. You will receive a separate approval email from each Distributor you have submitted a request through.

View approval status and in the “My Request” landing page.

From: NoReply.rpr@microsoft.com
Sent: Thursday, December 1, 2016 1:42 PM
To: DMP Partner <dmpartner@test.com>;
Subject: DMP Welcome Letter

Dear [Partner Company Name], MPN ID: [MPN ID],
We are extremely proud to officially welcome you to the Surface Distri Managed Program (DMP). You have been approved by [ADD Name] in [Location] to sell Surface. You will be receiving notification from the Microsoft Channel Incentives team for further instructions to onboard.
If you have any questions regarding the DMP Program, please contact [ADD Name] in [Location].

Thank you,

Microsoft Devices Team

Resources and Support

For access to the Reseller Registration and Profiling Tool click [here](#).

For technical tool support for the Reseller Profile and Registration Portal, please contact dmpq@service.microsoft.com.

Please wait 1-2 business days for a response.



What details are required to Create a new Microsoft Live ID account?



Create an account

You can use any email address as the user name for your new Microsoft account, including addresses from Outlook.com, Yahoo! or Gmail. If you already sign in to a Windows PC, tablet, or phone, Xbox Live, Outlook.com, or OneDrive, use that account to [sign in](#).

First name

Last name

Your name will appear to your friends, co-workers, family, and others in the Microsoft services you use.

User name

someone@example.com

[Get a new email address](#)

Password

8-character minimum; case sensitive

Reenter password

Country/region

United States

Birthdate

Month

Day

Year

Gender

Select...

Help us protect your info

Your phone number helps us keep your account secure.

Country code

United States (+1)

Phone number

Before proceeding, we need to make sure a real person is creating this account.



View

Audio

Enter the characters you see

Send me promotional offers from Microsoft. You can unsubscribe at any time.

Clicking Create account means that you agree to the [Microsoft Services Agreement](#) and [privacy and cookies statement](#).

Create account

How to associate your Microsoft Live ID account to an existing Organization MPN partner?



Sig

Partner Membership Center

Enroll Now



Learn more about the
Microsoft Partner Network.

Thank you for your interest in the Microsoft Partner Network.

Please select the option that best describes your situation:

Associate as an Individual

My organization currently **is enrolled** in the Microsoft Partner Network. I would like to **Associate as an Individual** with my Organization.



Associate as an Individual

Enroll Organization

My organization is **not enrolled** in the Microsoft Partner Network. I would like to **Enroll my Organization** as a new Member in the Microsoft Partner Network.



Enroll my Organization

If your organization has already registered with MPN please get the details of the MPN ID's, or the website and other details. Please click the button Associate as an individual to assist in the search for your organization per Appendix 2-2 .

If not, click Enroll Organization Appendix 2-5

How to associate your Microsoft Live ID account to an existing Organization MPN partner?

Find Your Organization

To locate your Organization, please enter the Organization's information below.

* Indicates an answer is required.

* Organization/Location Name

Doing Business As Name (if any)

* Country/Region

Please select...



City

State/Province

-- OR --

Your Organization's Domain Address

Example: http://www.company.com

-- OR --

Organization's Microsoft Partner Network ID (if known)

[Find My Organization](#)

How to associate your Microsoft Live ID account to an existing Organization MPN partner?

Similar Organization(s) Found

Mobile 8 [2356 15th Ave S APT 102, Seattle, Washington, United States]

If the Organization you intended to register is shown in the list above, you may Associate with it as an Individual by clicking on it to select it and clicking Associate to this Organization. This option gives you access to the benefits your Organization is entitled to in the Microsoft Partner Network.

Associate to this Organization

Assuming you have found the organization details, select the organization, and click the button below 'Associate to my organization'.

Organization Found - Submit E-mail

To associate with Mobile 8, please enter your name and e-mail address. If your e-mail domain matches one of the domains specified by Mobile 8, you will be sent an e-mail notification and instructions on how to complete your association.

* Indicates an answer is required.

*E-mail

Exampleme@company.com

Preferred First Name

* First Name

* Last Name

Submit

Complete the details and an email will be sent to the Administrator of the Organization to approve your association request.

How to associate your Microsoft Live ID account to an existing Organization MPN partner?

Submit

The e-mail domain you entered does not match those listed by this Organization.

- If you were provided an e-mail address by the Organization to use in your enrollment, enter it above and click Submit.
- To continue with the e-mail address you have entered, click Contact Administrator to send an Association Request to the Organization's Administrator. If the Administrator elects to approve your Association, you will be sent an e-mail notification and instructions to complete your Association.

Contact Administrator

Cancel

Thank you!

Your request to Associate with Mobile 8, has been forwarded to the Administrator.

- If your Association is approved by the Administrator, you will be notified by e-mail and given further instructions.
- If your Association is declined, you will be notified by e-mail.
- If you have questions about the status of your request, please notify your contacts at Mobile 8 for assistance.

To learn more about the exclusive benefits available to you through the Microsoft Partner Network, please visit the [Microsoft Partner Network website](#).

If you know the administrator of your account please contact them to provide you with the approval. If not, please contact the [RSC support](#).

If my organization is not an existing partner in MPN, how do I enroll my organization and associate to it? Click on **Enroll Organization** in slide Appendix 2-1.

Enroll an organization Join an existing organization

Your contact information

First Name*	Last Name*
<input type="text"/>	<input type="text"/>
Country*	Postal Code (optional)
<input type="text"/>	<input type="text"/>

Tell us about your organization

Organization Name*	Country*
<input type="text"/>	<input type="text"/>
Organization URL*	Address Line 1 (optional)
<input type="text" value="http://www.example.com"/>	<input type="text"/>
Organization Email*	Address Line 2 (optional)
<input type="text"/>	<input type="text"/>
Phone Number*	Address Line 3 (optional)
<input type="text" value="123 456 7890"/>	<input type="text"/>
Job Role*	City
<input type="text"/>	<input type="text"/>
Preferred Language*	State/Province (optional)
<input type="text"/>	<input type="text"/>
	Postal Code (optional)
	<input type="text"/>

What type of Partner are you?

- Consulting & Deployment IP & Solution Development
 Managed & Hosted Solution Reseller & Distributor

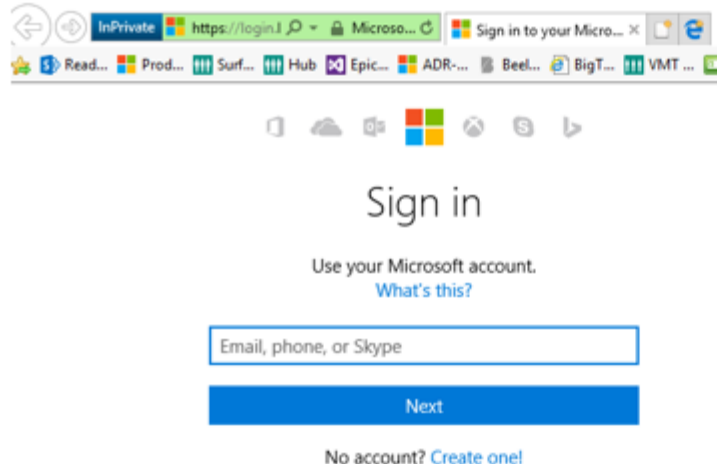
A few words from our friendly legal team

The Microsoft Partner Network (MPN) requires you to abide by the terms and conditions of the [MPN Agreement](#)

I agree to the terms and conditions of the MPN Agreement

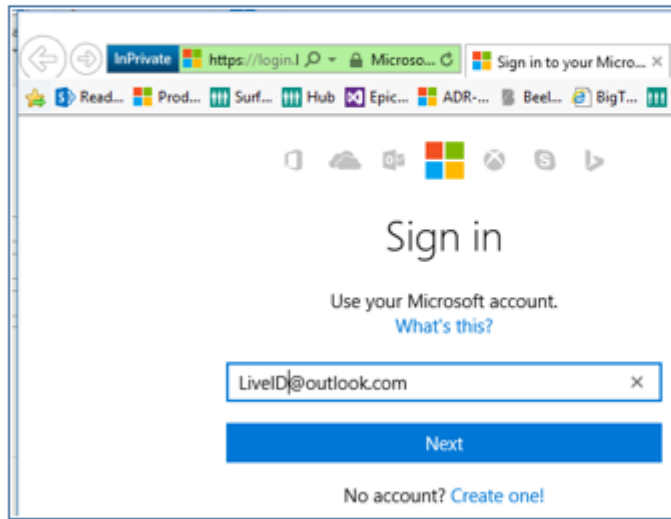
If I am getting an **Error** when retrieving the MPN ID's or get an error stating Your MPN ID's are not associated, please follow the following steps in [Appendix 3-1 to 3-7](#). **Take the snapshots as required and email your error snapshot plus these 4 snapshots to dmpq@service.microsoft.com**

1. Please start an in-private browsing with **Internet Explorer** by:
 - a. To open an InPrivate Browsing window, you can either open Internet Explorer and then use the Ctrl+Shift+P shortcut key, or just use the Safety \ InPrivate Browsing item on the menu.
2. Please copy paste this link <https://partners.microsoft.com> and enter – this leads to the MPN (Microsoft Partner Network site).
3. The following window pops up to Sign in to your Microsoft account (Live ID):



If I am getting an **Error** when retrieving the MPN ID's or get an error stating Your MPN ID's are not associated, please follow the following steps in [Appendix 3-1 to 3-7](#). **Take the snapshots as required and email your error snapshot plus these 4 snapshots to dmpq@service.microsoft.com**

4. Please **Type in Live ID** that you used to associate to your MPN network.
5. **Utmost important- Snap shot 1-4:** Take a snapshot using either a Snip It app or any other tool and paste it into a word or notepad document to send to us. Note this is 1- 4 snapshots we need from you. Also, please take the snapshot including the top on the screen showing the In-Private browsing as show below. Example show below:



6. Please **type in your Password** and enter.

If I am getting an **Error** when retrieving the MPN ID's or get an error stating Your MPN ID's are not associated, please follow the following steps in Appendix 3-1 to 3-7. **Take the snapshots as required and email your error snapshot plus these 4 snapshots to dmpq@service.microsoft.com**

7. You will see either:
 - a. The screen that's shows the details of the organizations) you are associated (if your association has been approved).

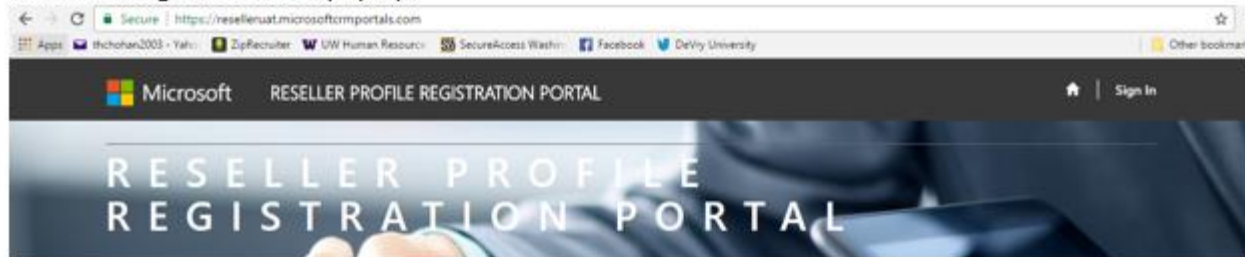
The screenshot shows the Microsoft Partner Membership Center interface. At the top left is the Microsoft logo and a 'Sign out' link. The page title is 'Partner Membership Center'. Below this, it identifies the user as 'DMP Reseller TC' and the organization as 'Organization Partner ID: 4963214 [Active]'. A navigation bar includes links for 'Home', 'Membership Status', 'Requirements & Assets', 'Organization Information', 'Orders & Benefits', and 'Administration'. The user is signed in as 'Chohan, Tanuja'. The main content area shows the 'Home' page with a 'Location' dropdown menu set to 'DMP Reseller TC (Organization)'. Below the dropdown, contact information is displayed: Primary Program Contact: Tanuja Chohan, Organization Partner ID: 4963214, Address: 175558 24th ave NE, Seattle, Washington, 98111, United States, and Phone: [redacted]. A blue 'Select' button is visible on the right.

OR: if your Live ID is not associated with any organization

The screenshot shows the 'Enroll Now' page in the Microsoft Partner Membership Center. It features a header with the Microsoft logo and the title 'Partner Membership Center'. The main heading is 'Enroll Now'. Below this, there is a section titled 'Thank you for your interest in the Microsoft Partner Network.' with a sub-heading 'Please select the option that best describes your situation.' There are two main options: 'Associate as an Individual' and 'Enroll Organization'. The 'Associate as an Individual' option includes a sub-heading 'Associate as an Individual' and a description: 'My organization currently is **enrolled** in the Microsoft Partner Network. I would like to associate as an individual with my Organization.' The 'Enroll Organization' option includes a sub-heading 'Enroll Organization' and a description: 'My organization is **not enrolled** in the Microsoft Partner Network. I would like to enroll my Organization as a new Member in the Microsoft Partner Network.' There are icons for each option: a person for 'Associate as an Individual' and a building for 'Enroll my Organization'.

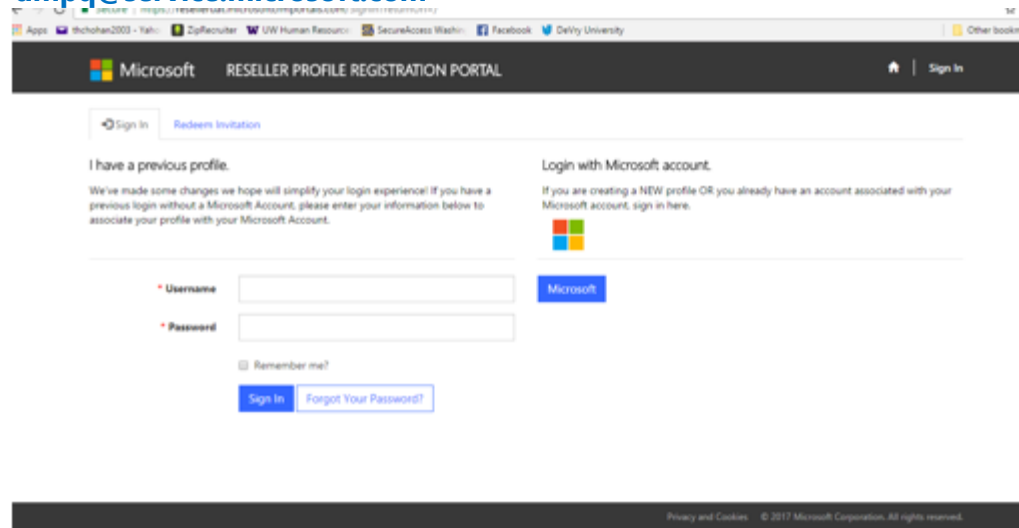
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- b. **Utmost important- Snap shot 2-4:** Take a snapshot using either a Snip It app or any other tool and paste it into a word or notepad document to send to us. Note this is 2- 4 snapshots we need from you.
8. Please open a **New Tab**, and copy paste this link <https://reseller.microsoftcrmportals.com/> and enter – this leads to Reseller Profile Registration Portal.
9. The following window will pop up:



10. Click Sign In on the top right hand side.

If I am getting an **Error** when retrieving the MPN ID's or get an error stating Your MPN ID's are not associated, please follow the following steps in Appendix 3-1 to 3-7. **Take the snapshots as required and email your error snapshot plus these 4 snapshots to dmpg@service.microsoft.com**

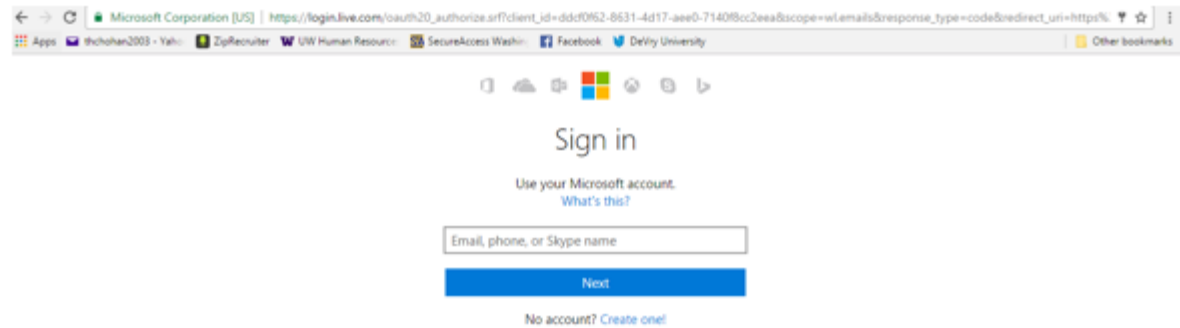


The screenshot shows the Microsoft Reseller Profile Registration Portal. The page title is "Microsoft RESELLER PROFILE REGISTRATION PORTAL". There are two main sections for login:

- I have a previous profile.** This section includes a message: "We've made some changes we hope will simplify your login experience! If you have a previous login without a Microsoft Account, please enter your information below to associate your profile with your Microsoft Account." It features input fields for "Username" and "Password", a "Remember me?" checkbox, and "Sign In" and "Forgot Your Password?" buttons.
- Login with Microsoft account.** This section includes a message: "If you are creating a NEW profile OR you already have an account associated with your Microsoft account, sign in here." It features the Microsoft logo and a "Microsoft" button.

At the bottom of the page, there is a footer with the text: "Privacy and Cookies © 2017 Microsoft Corporation. All rights reserved."

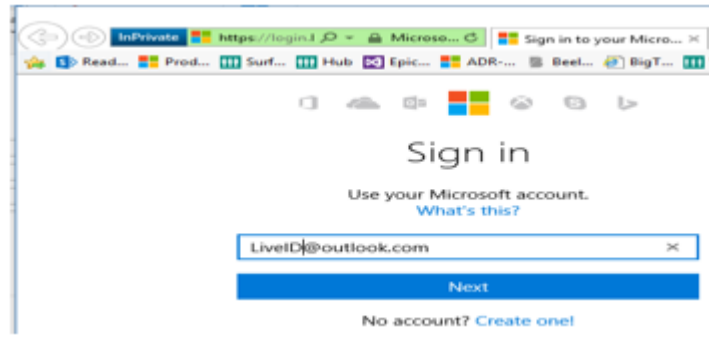
11. Please click the **Microsoft** button.



The screenshot shows the Microsoft Sign in page. The page title is "Microsoft Corporation [US] | https://login.live.com/oauth20_authorize.srf?client_id=ddcf0f62-8631-4d17-ae0-7140f8cc2eea&scope=wLeMails&response_type=code&redirect_uri=https://...". The page features the Microsoft logo and the text "Sign in Use your Microsoft account. What's this?". Below this is an input field for "Email, phone, or Skype name" and a "Next" button. At the bottom, there is a link for "No account? Create one!".

If I am getting an **Error** when retrieving the MPN ID's or get an error stating Your MPN ID's are not associated, please follow the following steps in [Appendix 3-1 to 3-7](#). **Take the snapshots as required and email your error snapshot plus these 4 snapshots to dmpq@service.microsoft.com**

12. Please **Type in Live ID** that you used to Log into Reseller Profile Registration Portal
13. **Utmost important- Snap Shot 3-4:** Take a snapshot using either a Snip It app or any other tool and paste it into a word or notepad document to send to us. Note this is 3- 4 snapshots we need from you. Also, please take the snapshot including the top on the screen showing the In-Private browsing as show below. Example show below:



If I am getting an **Error** when retrieving the MPN ID's or get an error stating Your MPN ID's are not associated, please follow the following steps in [Appendix 3-1 to 3-7](#). **Take the snapshots as required and email your error snapshot plus these 4 snapshots to dmpq@service.microsoft.com**

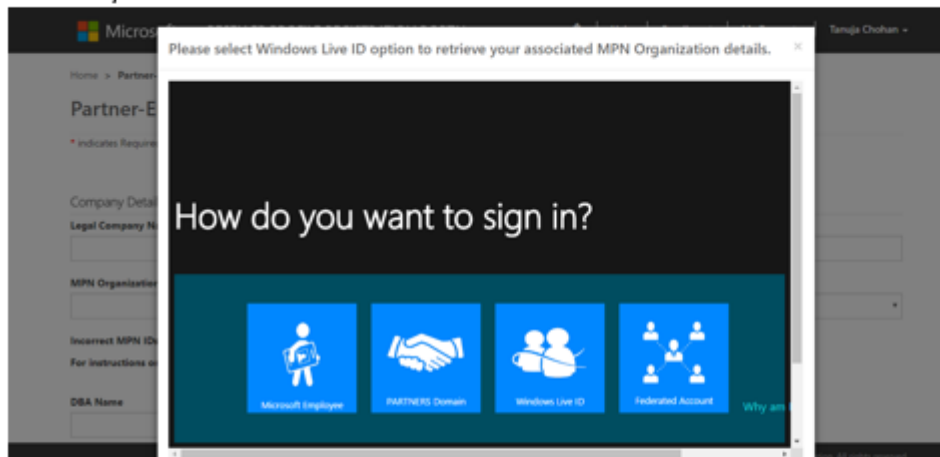
14. If you have already logged in before, then you will be directed to this page

The screenshot shows the 'User Profile' page of the Microsoft Reseller Profile Registration Portal. The page has a dark header with the Microsoft logo, the text 'RESELLER PROFILE REGISTRATION PORTAL', and navigation links for Home, Help, Enrollment, and My Requests. Below the header, the page title is 'User Profile'. On the left, there is a sidebar with a profile picture placeholder, a 'User Profile' link, and a 'Security' section containing 'Set Password' and 'Manage External Authentication' links. The main content area is titled 'Please provide some information about yourself.' and contains a red notification box stating 'You must complete your profile before using the features of this website.' Below this is the 'Your Information' section, which includes a legend for required fields (marked with an asterisk) and input fields for 'First Name', 'Last Name', 'E-mail' (containing 'chobansc@outlook.com'), and 'Business Phone'. At the bottom, there is a 'Privacy Statement' link and a blue 'Save & Next' button.

15. Click Save and Next.

If I am getting an **Error** when retrieving the MPN ID's or get an error stating Your MPN ID's are not associated, please follow the following steps in Appendix 3-1 to 3-7. **Take the snapshots as required and email your error snapshot plus these 4 snapshots to dmpq@service.microsoft.com**

16. The portal will automatically flip through the home page, and land on the Enrollment Form to retrieve your MPN ID's.



17. Please click on the **Windows Live ID** tile and you will see the following: please click the **Next** button.
18. **Utmost important- Snap shot 4-4:** Take a snapshot using either a Snip It app or any other tool and paste it into a word or notepad document to send to us. Note this is 4-4 snapshots we need from you.
19. Finally, please save this document and send it to us via the already email thread or a new email to dmpq@service.microsoft.com.

How to Contact MPN Support for Associations request.

Reach out to the Regional Support Center via this website:

<https://support.microsoft.com/en-us/help/2913746/troubleshooting-microsoft-partner-network-website-sign-in-issues> or call (800) 765-7768 (US).

You should be able to scroll down and Start Chat with a support member that can help you troubleshoot your issues.