

VAD-OR Onboarding Readiness

A woman with long brown hair, wearing a dark blue short-sleeved dress and a white necklace, is seated at a white desk. She is holding a silver pen and writing on a tablet. The background is a blurred office environment with large windows and a framed picture on the wall.

Value Added Distributor – Opportunity Reseller

Global Operations Readiness



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Surface Hub Value Added Distributor Opportunity Reseller Program



Microsoft Surface Hub

- Built for teamwork, a unique product combining the best of Hardware, Software and Services
- Microsoft Hub advances the way People work together Naturally

Why Become An Opportunity Reseller?

- Opportunity to resell Surface Hub
- Become part of Microsoft partner ecosystem
- Access services through Authorized Device Distributors
- Gain Surface Hub competency through training



Welcome to Surface Hub Paul Muckleston GM WW Commercial Surface

Objectives

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

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

In This Lesson

VAD-OR Program Overview

- Benefits
- Overall VAD-OR Flow

VAD-OR Readiness

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

VAD-OR Program Overview



Surface VAD-OR 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.

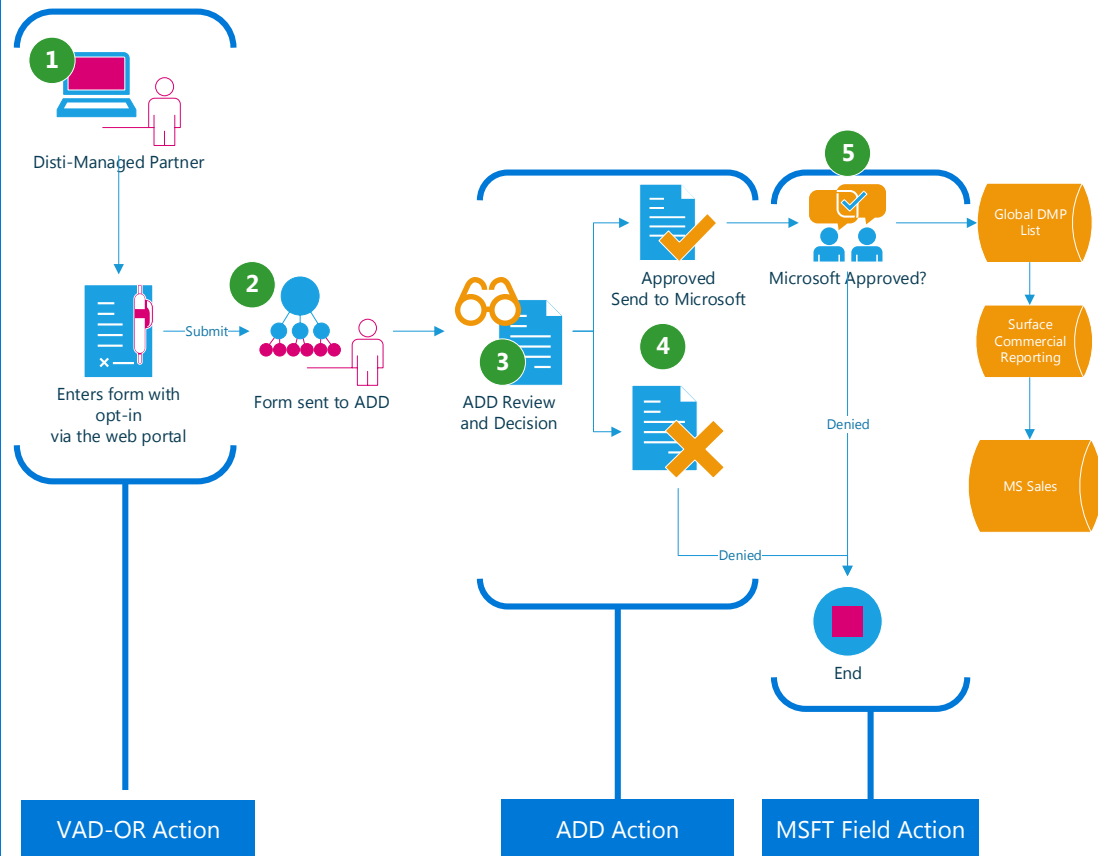
Make more money: Access world-class Surface partner programs and promotions.

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



VAD-OR Onboarding Flow

- 1 A partner is invited to become a Value Added Distributor – Opportunity Reseller 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.



Note: Incorrect MPN IDs will be rejected

Profiling Questions & Drop-down Options

What is the primary role of your organization?

SI | **AV-SI** | **AV only** | **ISV** | **Telco** | **Others**

How many Surface Hub hardware/solution sellers do you have?

1-5 | **6-9** | **10-25** | **26-50** | **50+**

How many branches/locations does your organization have?

1 | **2-5** | **6-10** | **11-25** | **25+**

Do you offer Surface Hub installation services?

Yes | **No** | **Future plans**

Do you offer Surface Hub integration services?

Yes | **No** | **Future plans**

Do you offer Surface Hub training services?

Yes | **No** | **Future plans**

How many Surface Hub do you have already installed in your organization?

0 | **1-3** | **4-10** | **10+**

What is your outlook for Surface Hub sales in the next 6 months?

0-5 | **6-15** | **15-50** | **50-100** | **100+**

What type of Surface Hub opportunities do you currently have?

Pending Order | **Tender in Progress** | **None**

VAD-OR Readiness



Pre-onboarding Requirements

Q: What do I need to prepare before becoming a Value Added Distributor-Opportunity Reseller (VAD-OR)?

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

① VAD-ORs 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 VAD-ORs 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. Please watch this short video: [Microsoft Partner Network: How to Associate Your Microsoft Account with MPN ID](#) to find out more or follow the instructions on how to associate to the MPN ID's [here](#).

③ VAD-ORs 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.

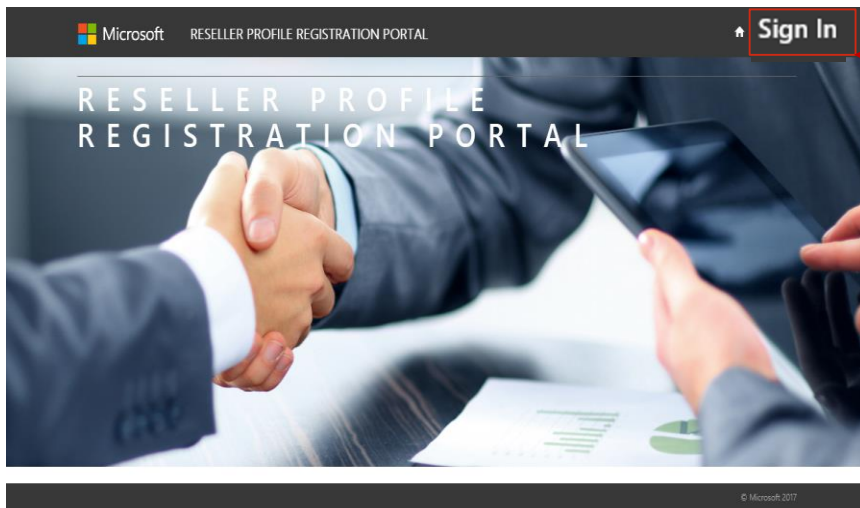
Contract Authorization Contact- responsible for reviewing Terms and Conditions.

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

VAD-OR Portal Registration



Portal Registration



Landing Page

Open link to the [Reseller Profile Registration Portal](#) and click "Sign In"

Portal Registration

Microsoft RESELLER PROFILE REGISTRATION PORTAL

[Sign In](#) [Redeem Invitation](#)

I have a previous profile.

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.

Username


Password

☐ Remember me?

[Sign In](#) [Forgot Your Password?](#)

Login with Microsoft account.

If you are creating a NEW profile OR you already have an account associated with your Microsoft account, sign in here.



[Microsoft](#)

Signing In

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

For new users, Login with a Microsoft Account by clicking on the **Microsoft** button and entering your **Microsoft Live ID** and Password.
Please ensure this Microsoft Live ID is the same ID that is used to log-into:

<https://partners.microsoft.com> to associate to your MPN ID's

Portal Registration

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 john@hotmail.com

☐ Keep me signed in

Back

Sign in

[Forgot my password](#)

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

Signing In

Enter your Microsoft Live ID and Password. Now click on the Sign in button.

Note: If you do NOT have a Microsoft Live ID, please click the **Create one!** button.

See [Appendix 1](#) to see the **Form** to complete.

Portal Registration



Let this app access your info?

reselleruat.microsoftcrmportals.com

ResellerUAT needs your permission to:



Access your email addresses

ResellerUAT will be able to see the email addresses in your profile.

You can change these [application permissions](#) at any time in your account settings.


Yes

No


Permissions Request

You will be presented with a permission request which will allow the app to access your email address. Click the Yes button to continue

Portal Registration

 **RESELLER PROFILE REGISTRATION PORTAL** [Home](#) | [Help](#) | [Enrollment](#) | [My Requests](#) | [Logout](#)

User Profile



Please provide some information about yourself.

You must complete your profile before using the features of this website. [X](#)

Your Information

* indicates Required field

First Name *	<input type="text" value="John"/>	Last Name *	<input type="text" value="Smith"/>
E-mail	<input type="text" value="john@hotmail.com"/>	Business Phone	<input type="text" value="00353 53 1234567"/>

[Privacy Statement](#)

Save & Next

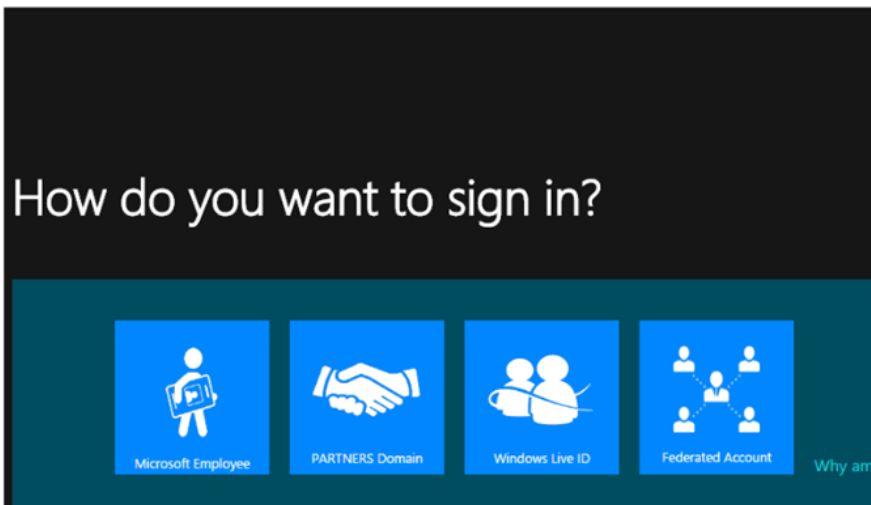
User Profile

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.

Portal Registration

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](#)



Enrolment Form

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.

Portal Registration

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

MPN Organization Partner ID *

MPN Location/HQ ID *

Error Message


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 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 [Appendix 3 -1](#) to [Appendix 3-7](#) to check.

Portal Registration

 RESELLER PROFILE REGISTRATION PORTAL

[Home](#) > [Partner-Enrollment Form](#)

Partner-Enrollment Form

* indicates Required field

Company Details

Legal Company Name *

Reseller Surface

Company Tax ID

MPN Organization Partner ID *

4864591

MPN Location/HQ ID *

4864592

Partner Enrolment Form

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.

Portal Registration

Legal Business Profile

Company Address Line 1 *	Company Address Line 2
<input type="text" value="Microsoft One Way"/>	<input type="text"/>
City Name *	State/Province *
<input type="text" value="Redmond"/>	<input type="text" value="Washington"/>
Region *	Country *
<input type="text" value="Americas"/>	<input type="text" value="United States"/>
ZIP/Postal Code *	Website
<input type="text" value="981100"/>	<input type="text"/>

☐ Opt-in to receive marketing communications

Next

Legal Business Profile

Fill up your Legal Business Profile information. Mandatory fields are marked with an asterix *

Click on Next to continue.

Portal Registration



Partner Contacts

Add Contact

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

Add Contacts

Product

Surface

Contact Type *

Name *

Email *

Mobile *

Submit

Adding Contacts

Click on **Add Contacts** button

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 below:

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

Portal Registration

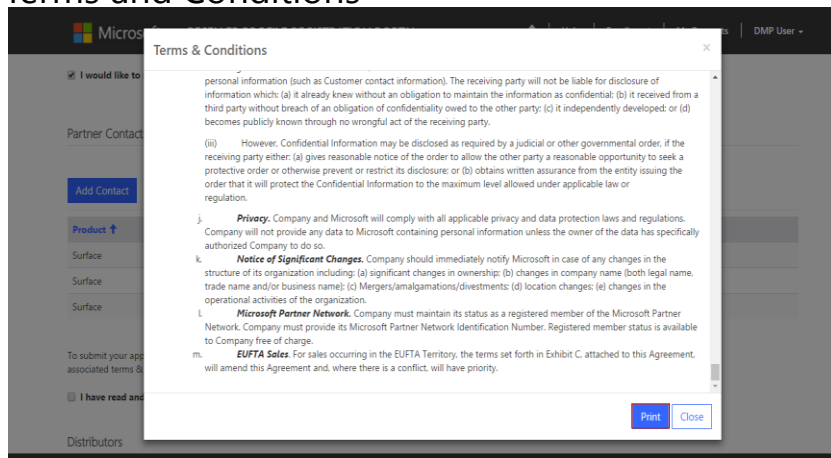
To submit your application to become a reseller, please [click here](#) to read through the associated terms & conditions.

☒ 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

Terms and Conditions



Terms and Conditions

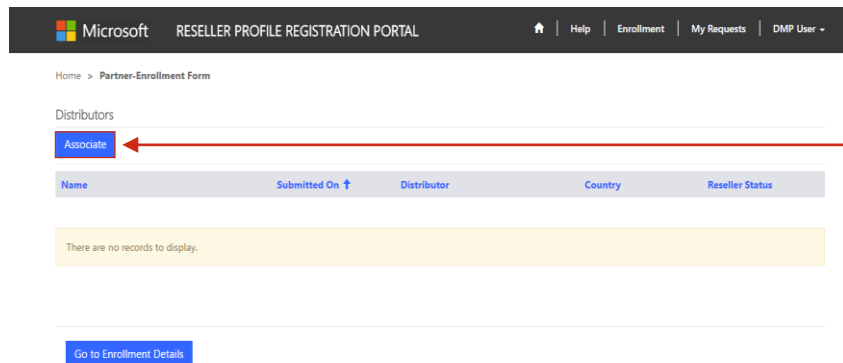
To view the Terms and Conditions click on the "click here" as shown.

Tick the radio button confirming you have read and agree to the terms and conditions.

Ensure you complete details and see all four contact details **BEFORE** you click the "Save & Next" button

The "Terms & Conditions" can be printed if required once accessed as above

Portal Registration



Microsoft RESELLER PROFILE REGISTRATION PORTAL

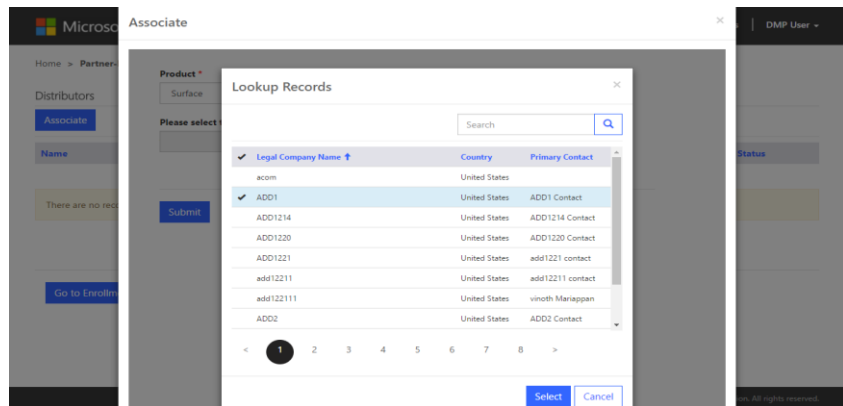
Home > Partner-Enrollment Form

Distributors

Associate

Name	Submitted On ↑	Distributor	Country	Reseller Status
There are no records to display.				

Go to Enrollment Details



Associate

Product * Surface

Please select *

Submit

Go to Enrollment Details

Lookup Records

Legal Company Name ↑	Country	Primary Contact
acorn	United States	
✓ ADD1	United States	ADD1 Contact
ADD1214	United States	ADD1214 Contact
ADD1220	United States	ADD1220 Contact
ADD1221	United States	add1221 contact
add12211	United States	add12211 contact
add122111	United States	vinoth Mariappan
ADD2	United States	ADD2 Contact

< 1 2 3 4 5 6 7 8 >

Select Cancel

Requesting VAD-OR Partnerships

Click on the "Associate" to find a local Distributor to create a partnership with

Select a Distributor to request VAD-OR partnership:
Click Submit

To add more Distributors to the partnership request, click Associate button, select and submit again

Portal Registration

The screenshot shows the Microsoft Reseller Profile Registration Portal. At the top is a navigation bar with the Microsoft logo, the title 'RESELLER PROFILE REGISTRATION PORTAL', and links for Home, Help, Enrollment, My Requests, and the user 'thc chohan'. Below the navigation bar is a breadcrumb trail: 'Home > Partner-Enrollment Form'. The main section is titled 'Distributors' and contains an 'Associate' button. Below this is a table with the following data:

Name	SubmittedOn ↑	Distributor	Country	Reseller Status
thcchohan - 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' on the left and 'My Requests' on the right. A red arrow points from the 'My Requests' button to the 'Go to Enrollment Details' button.

Enrolment Details

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

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

Portal Registration



Home > My Requests

My Requests

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

From: NoReply.rpr@microsoft.com
Sent: Thursday, December 1, 2016 1:42 PM
To: John@contoso.com
Subject: Welcome Letter

Dear [Partner Company Name], MPN ID: [MPN ID],
We are extremely proud to officially welcome you to the Surface Disti 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

Approval Status

You can view the approval status on the “My Request” landing page.

You will receive 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

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.





Appendix



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

[Get a new email address](#)

Password

8-character minimum; case sensitive

Reenter password

Country/region

Birthdate

Gender

Help us protect your info

Your phone number helps us keep your account secure.

Country code

Phone number

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



Video

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

Appendix 1

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

Microsoft

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

Appendix 2-1

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	<input type="text"/>
Doing Business As Name (if any)	<input type="text"/>
* Country/Region	<input type="text" value="Please select..."/>
City	<input type="text"/>
State/Province	<input type="text"/>

-- OR --

Your Organization's Domain Address
Example: <http://www.company.com>

-- OR --

Organization's Microsoft Partner Network ID (if known)

[Find My Organization](#)

Appendix 2-2

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

Example:me@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

Appendix 2-4

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*

Country*

Postal Code (optional)

Tell us about your organization

Organization Name*

Country*

Organization URL*

Address Line 1 (optional)

Organization Email*

Address Line 2 (optional)

Phone Number*

Address Line 3 (optional)

Job Role*

City

Preferred Language*

State/Province (optional)

Postal Code (optional)

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](#)

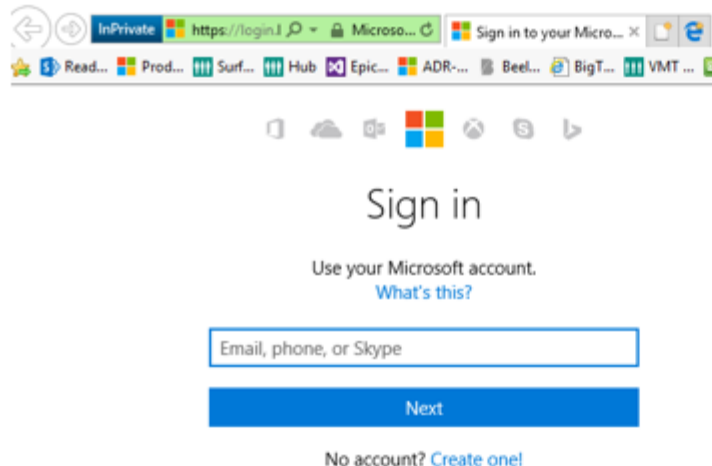
☐ I agree to the terms and conditions of the MPN Agreement

Submit

Appendix 3 - 1

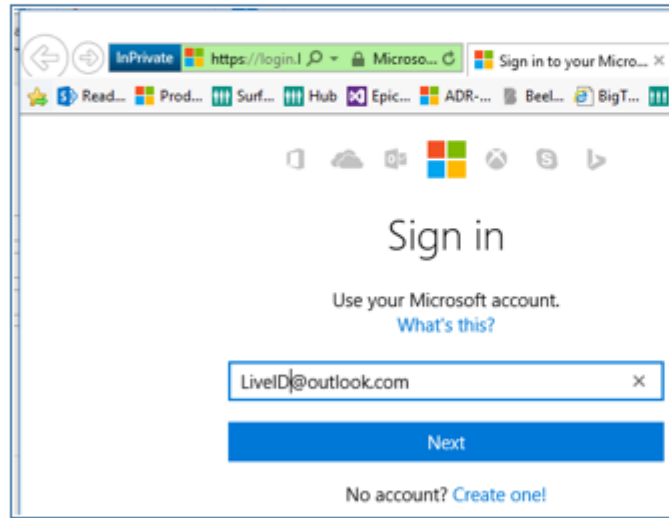
If I am getting an **Error** when retrieving the MPN ID's or get an error stating Your MPN ID's are not associated, please follow the following steps in Appendix 3-1 to 3-7. **Take the snapshots as required and email your error snapshot plus these 4 snapshots to dmpq@service.microsoft.com**

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**

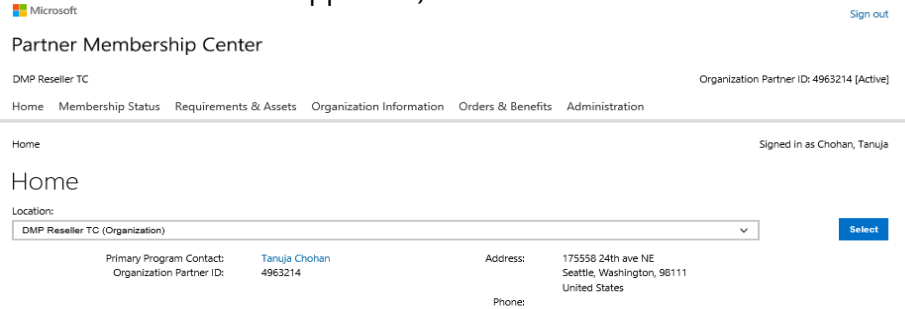
4. Please **Type in Live ID** that you used to associate to your MPN network.
5. **Utmost important- Snap shot 1-4:** Take a snapshot using either a Snip It app or any other tool and paste it into a word or notepad document to send to us. Note this is 1- 4 snapshots we need from you. Also, please take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



Microsoft Sign out

Partner Membership Center

DMP Reseller TC Organization Partner ID: 4963214 [Active]

Home Membership Status Requirements & Assets Organization Information Orders & Benefits Administration

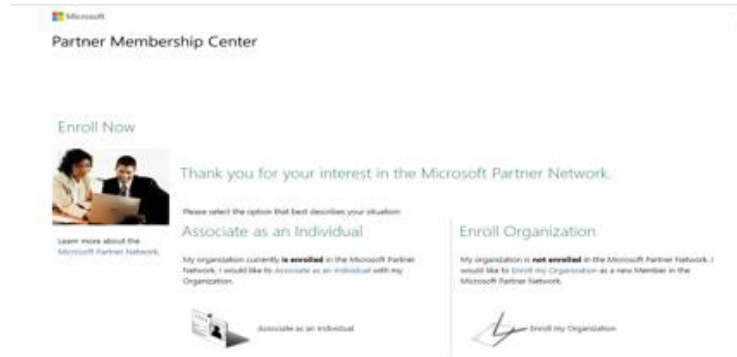
Home Signed in as Chohan, Tanuja

Home

Location: DMP Reseller TC (Organization) ▼ Select

Primary Program Contact: Tanuja Chohan	Address: 175558 24th ave NE Seattle, Washington, 98111 United States	
Organization Partner ID: 4963214	Phone:	


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



Microsoft Sign

Partner Membership Center


Enroll Now


Learn more about 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

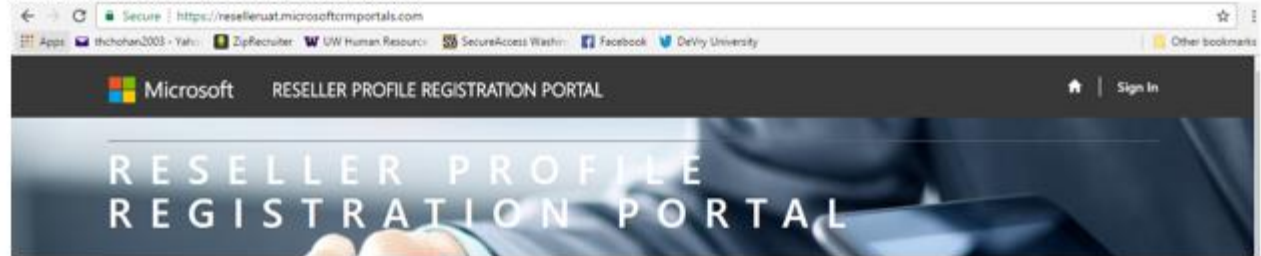
Enroll Organization

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 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**

- 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.microsoftcrmpartals.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 dmpq@service.microsoft.com**

The screenshot shows the 'RESELLER PROFILE REGISTRATION PORTAL' login page. At the top, there's a navigation bar with the Microsoft logo and a 'Sign In' link. Below this, there are two main sections. The left section, titled 'I have a previous profile.', contains a message about login changes and a form with fields for 'Username' and 'Password'. It also includes a 'Remember me?' checkbox, a 'Sign In' button, and a 'Forgot Your Password?' link. The right section, titled 'Login with Microsoft account.', provides instructions for new or existing users and features a large Microsoft logo and a 'Microsoft' button. At the bottom of the page, there is a footer with 'Privacy and Cookies' and '© 2017 Microsoft Corporation. All rights reserved.'

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

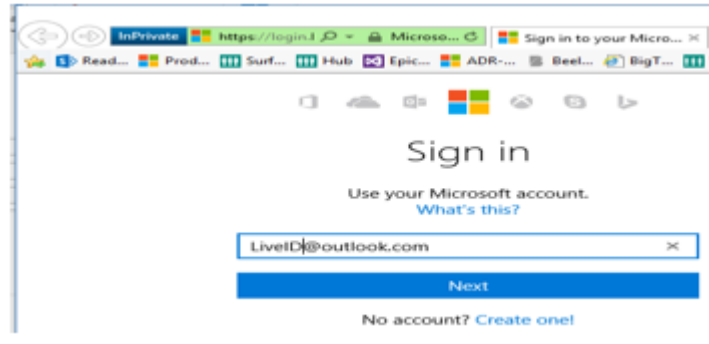
The screenshot shows the 'Sign in' page. It features the Microsoft logo at the top, followed by the text 'Sign in' and 'Use your Microsoft account. What's this?'. Below this is a text input field labeled 'Email, phone, or Skype name' and a blue 'Next' button. At the bottom, there is a link that says 'No account? Create one!'.

Appendix 3 - 5

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:

Appendix 3 - 6



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

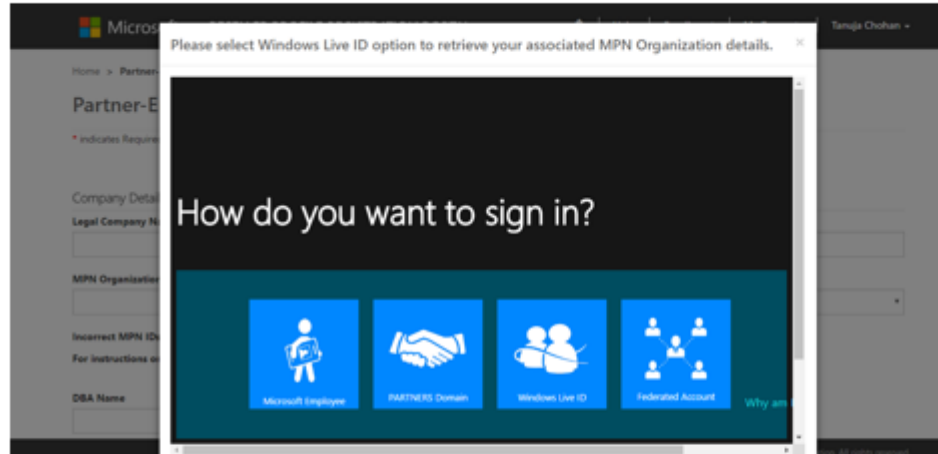
The screenshot shows the 'User Profile' page of the Microsoft Reseller Profile Registration Portal. The page has a dark header with the Microsoft logo, the text 'RESELLER PROFILE REGISTRATION PORTAL', and navigation links for Home, Help, Enrollment, and My Requests. On the left, there is a sidebar with a 'User Profile' section (containing a profile picture placeholder and 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 includes a red message 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 '* Indicates Required field' and four input fields: 'First Name *', 'Last Name *', 'E-mail' (with the value 'chohantc@outlook.com'), and 'Business Phone'. At the bottom of the form, there is a 'Privacy Statement' link and a blue 'Save & Next' button.

15. Click Save and Next.

Appendix 3 - 7

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.

Appendix 4

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.