Sky’s the Limit: Triple Play
Registration Guide

Partners must register by January 31, 2020!
Registration ends January 31, 2020!

If you click on the registration link and the T&Cs are displayed, congrats! You can now **accept the T&Cs and register for the offer.**

If you click on the registration link and the T&Cs are not displayed, you will see this black screen:

This means you do not have the proper permissions to register for the offer. The permissions required to register for the offer are MPN Partner Admin if your organization is on Partner Center (PC) OR Global Admin if on Partner Membership Center (PMC).

To identify the MPN Partner Admin or Global Admin, follow these next steps
The permissions required to register for the offer are **MPN Partner Admin** if your organization is on **Partner Center (PC)** OR **Global Admin** if on **Partner Membership Center (PMC)**.

Your Primary Contact can identify the organization’s MPN Partner Admin/Global Admin in one of two ways:

1. **If you are on Partner Center (PC), you are looking for your MPN Partner Admin.**
   1. Go to your Partner Dashboard.
   2. Sign in with your Office 365 or Azure Active Directory account.
   3. Click on the gear icon in top right-hand corner.
   4. Click on the drop-down menu and select User Management.
   5. Click on the All Users drop-down menu.
   6. Select MPN Partner Admin to identify your organization’s MPN Partner Admin.

OR

2. **If you are on Partner Membership Center (PMC), you are looking for your Global Admin.**
   1. Sign in with your Microsoft or personal account.
   2. Click on Requirements & Assets.
   3. Click on the Associated People.
   4. Find the Global Admin role.

* Note: There isn’t an MPN Partner Admin role in PMC, so your Global Admin will be the one to accept the T&Cs and register for the offer.

If you still cannot identify your MPN Partner Admin (PC) or your Global Admin, your Primary contact will need to call the **Regional Service Center (RSC) at 1-800-676-7658**

1. Select Option 2 for program and benefits.
2. Provide your organization’s shipping address, company phone number and MPN ID for verification.
3. RSC will provide the first name and the domain of the Global Admin (PMC) or the MPN Partner Admin (PC).
   (For privacy reasons, they will not share the last name.)
**Sky’s the Limit: Triple Play Registration Troubleshooting**

**If** you have confirmed you have the correct permissions (either MPN Partner Admin (PC) or Global Admin (PMC)) and are still seeing the black screen, try the following to ensure your login information is refreshed in the browser to avoid incorrect cached browser information.

If your MPN account is managed through **Partner Center (PC)**

1. Be sure to use a recommended browser - Edge or Chrome.
2. Clear your browser cache and cookies and/or use InPrivate or another browser to resolve autologins.
3. Login to Partner Center with your MPN Partner Admin account to verify it is 1) the correct login and 2) it is an MPN Partner Admin account.
4. Choose "Work or School Account" instead of "Personal Account" when asked.
5. If your browser auto populates the login, clear all stored browser info including visited sites and passwords.
6. Try the Sky’s the Limit - Triple Play registration by opening another tab within the same browser and continue with the registration.

**OR**

If your MPN account is managed through **Partner Membership Center (PMC)**

1. Be sure to use a recommended browser - Edge or Chrome.
2. Clear your browser cache and cookies and/or use InPrivate or another browser to resolve auto-logins.
3. Login to Partner Membership Center with your Global Admin account to verify it is 1) the correct login and 2) it is a Global Admin account.
4. Choose "Personal Account" instead of "Work or School Account" when asked.
5. If your browser auto populates the login, clear all stored browser info including visited sites and passwords.
6. Try the Sky’s the Limit - Triple Play registration by opening another tab within the same browser and continue with the registration.
After you click on “Sign in and sign up” you will see screen #1 below. Then, click “next” and you will see the screen #2.

Q: Why am I receiving the following error when entering the full name to accept the program T&Cs?

A: The system will default your name into the text box and you must type your name exactly as seen. Any deviation from how your name defaults will not allow you to accept the T&Cs. The error will also indicate how you need to enter your name to accept the T&Cs.

By accepting these terms, you are responsible for:

• Checking back frequently to confirm targets and track your progress
• Informing your sales team of the program details found here
• Providing a billing contact if your organization meets or exceeds targets to receive payment

I agree to the Terms and Conditions

Please enter your full name to accept the offer (required)

Please enter your correct full name as displayed on your ID (required)
Q: How do I know I am successfully registered for the program?
A: After you accept the T&Cs, you will first see a pop-up (upper left) indicating you have successfully registered. When you close the pop-up, the page will display a confirmation message (lower left) and then you will receive a confirmation email (below right) to the email address associated with the MPN login used for registration.

Thank you for registering for Sky's the Limit: Triple Play Incentive!

If you have any questions, please email us at support@泠玄software.com.

Q: I accepted the T&Cs and clicked submit, however, did not receive a confirmation email, why?
A: The confirmation email is sent immediately after submitting the T&Cs acceptance to the email address associated with the MPN login used for registration. There may be a delay (1-5 min) depending on email servers. If you have not received the confirmation email, be sure to check your junk email folder and quarantine.
Sky’s the Limit: Triple Play
Targets and Performance Dashboard

When you click on “Targets and Performance” you will see your Partner dashboard. Select the product dropdown to view product specific targets and your organization’s performance (refreshed monthly, mid-month).

View: Partner Dashboard without a target

Congratulations, you are now registered for the Sky’s the Limit Triple Play offer! Consent for Sky’s the Limit Triple Play offer was given on Oct 29, 2019 9:04AM.
Click here to see your Target and Performance.

Terms & Conditions | Target & Performance
--- | ---
Potential Partner Payout

(Blank)

Product
Azure

Target
(Blank)
Customers Added
(Blank)
Potential Payout
(Blank)

View: Partner dashboard with a target

Congratulations, you are now registered for the Sky’s the Limit Triple Play offer! Consent for Sky’s the Limit Triple Play offer was given on Nov 4, 2019 6:54AM.
Click here to see your Target and Performance.

Terms & Conditions | Target & Performance
--- | ---
Potential Partner Payout

(Blank)

Product
Azure

Target
1
Customers Added
(Blank)
Potential Payout
(Blank)
Q: What is the responsibility of the Global Admin (PMC) or the MPN Partner Admin (PC) for my organization?
A: Responsibilities include 1) registration by accepting the T&Cs, 2) program education, 3) performance updates, and 4) banking information submission.

Q: How do I find my organization’s Primary Contact?
A: When you attempt to register and receive the black screen, click on “Find your Primary Contact”. The Partner profile page will open with the Primary Contact information.

Q: What if the Primary Contact is no longer with our organization, how can we assign a Primary Contact?
A: Call the Regional Service Center (RSC) at 1-800-676-7658 and select option 2 for program and benefits. Provide your organization’s shipping address, company phone number and MPN ID for verification.

Q: Can the Primary Contact accept the T&Cs?
A: Only if the Primary Contact is also a Global Admin (PMC) or MPN Partner Admin (PC).

Q: Who has the ability to assign MPN Partner Admin (PC) permissions?
A: Only your organization’s Global or Company Admins have permissions to assign the MPN Partner Admin permissions to a user.

Q: I accepted the program Terms and Conditions (T&Cs) and clicked submit, however did not receive a confirmation email, why?
A: The confirmation email is sent immediately after submitting the T&Cs acceptance. There may be slight delays (1-5 min) depending on email servers. If you have not received the confirmation email, be sure to check your junk email folder.

Q: When typing my name to accept the T&Cs, I receive the message, “Please enter your correct full name as displayed”, how do I resolve this message?
A: The system will default the individual name and you must type the name as seen in the text box and then click submit.

Q: Can we change our organization’s registered contact for this program?
A: No, however at the time of registration the person who is registering your organization, has the option to specify an alternate email for program related comms only.

Q: Can any from my organization call the Regional Service Center (RSC) to verify the Global Admin (PMC) or MPN Partner Admin (PC), as long as they can verify our organization’s shipping address, company phone number and MPN ID?
A: Yes, ideally it should be the Primary Contact or the Company Admin who calls. If not, the Primary Contact or Company Admin, the RSC will only provide limited information like role first name.
Q: As Company Admin, can I assign Global Admin (PMC) or MPN Partner Admin (PC) permissions to myself?
A: Yes, update your user permissions in the MPN portal where your account is managed – Partner Membership Center (PMC) or Partner Center (PC). If you need assistance, call the Regional Service Center (RSC) at 1-800-676-7658 and select option 2 for program and benefits. Provide your organization’s shipping address, company phone number and MPN ID for verification.

Q: When I click on the “Sign in and sign up”, I receive the following screen, how do I resolve this?

A: The recommended browsers are Edge or Chrome. If you are using Edge or Chrome already, try the following:

If your MPN account is managed through Partner Center (PC)

1. Clear your browser cache and cookies and/or use InPrivate or another browser to resolve autologins.
2. Login to Partner Center with your MPN Partner Admin account to verify it is 1) the correct login and 2) it is a MPN Partner Admin account.
3. Choose "Work or School Account" instead of "Personal Account" when asked.
4. If your browser auto populates the login, clear all stored browser info including visited sites and passwords.
5. Try the Sky’s the Limit - Triple Play registration by opening another tab within the same browser and continue with the registration.

If your MPN account is managed through Partner Membership Center (PMC)

1. Clear your browser cache and cookies and/or use InPrivate or another browser to resolve auto-logins.
2. Login to Partner Membership Center with your Global Admin account to verify it is 1) the correct login and 2) it is a Global Admin account.
3. Choose "Personal Account" instead of "Work or School Account" when asked.
4. If your browser auto populates the login, clear all stored browser info including visited sites and passwords.
5. Try the Sky’s the Limit - Triple Play registration by opening another tab within the same browser and continue with the registration.