

# Surface Academy / MS Partner University Access for Surface Partners

December 2019



# Surface Academy

- Core training for Surface channel partners
  - <http://aka.ms/SurfaceAcademy>
  - Separate content for Surface PC & Surface Hub
- Why important?
  - Core training for Surface sales success
  - Qualification for Surface Competency Tiers
- Training content located in **MS Partner University**

# Accessing MS Partner University

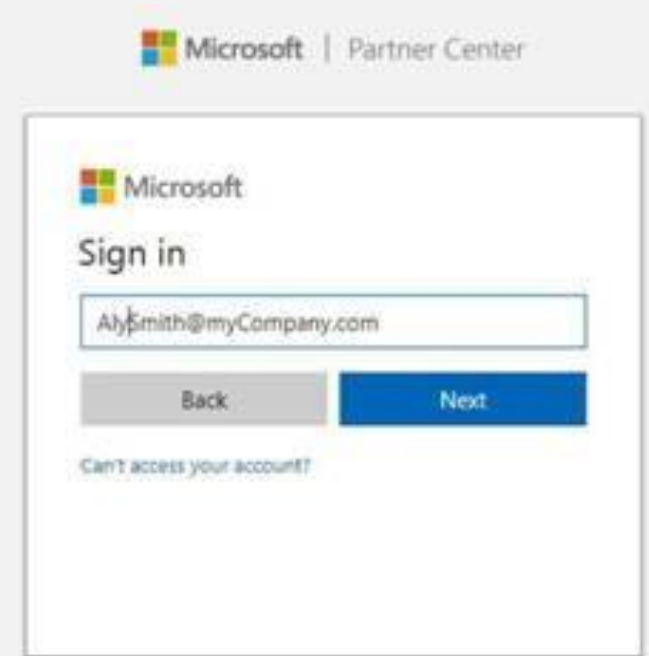
- We recommend accessing Surface Academy content through SRA portal or via [aka.ms/SurfaceAcademy](https://aka.ms/SurfaceAcademy)
  - Instead of searching for Surface training within Partner University
- Requires separate login from SRA Portal
  - **Must use [personal](#) MS account**
    - **Not** work account
    - Can create new account at <https://signup.live.com/>, if necessary
  - BUT, must associate personal MS account w/ partner ID

# MS Partner University – Account Association

- *Assumes partner has migrated to MS Partner Center*

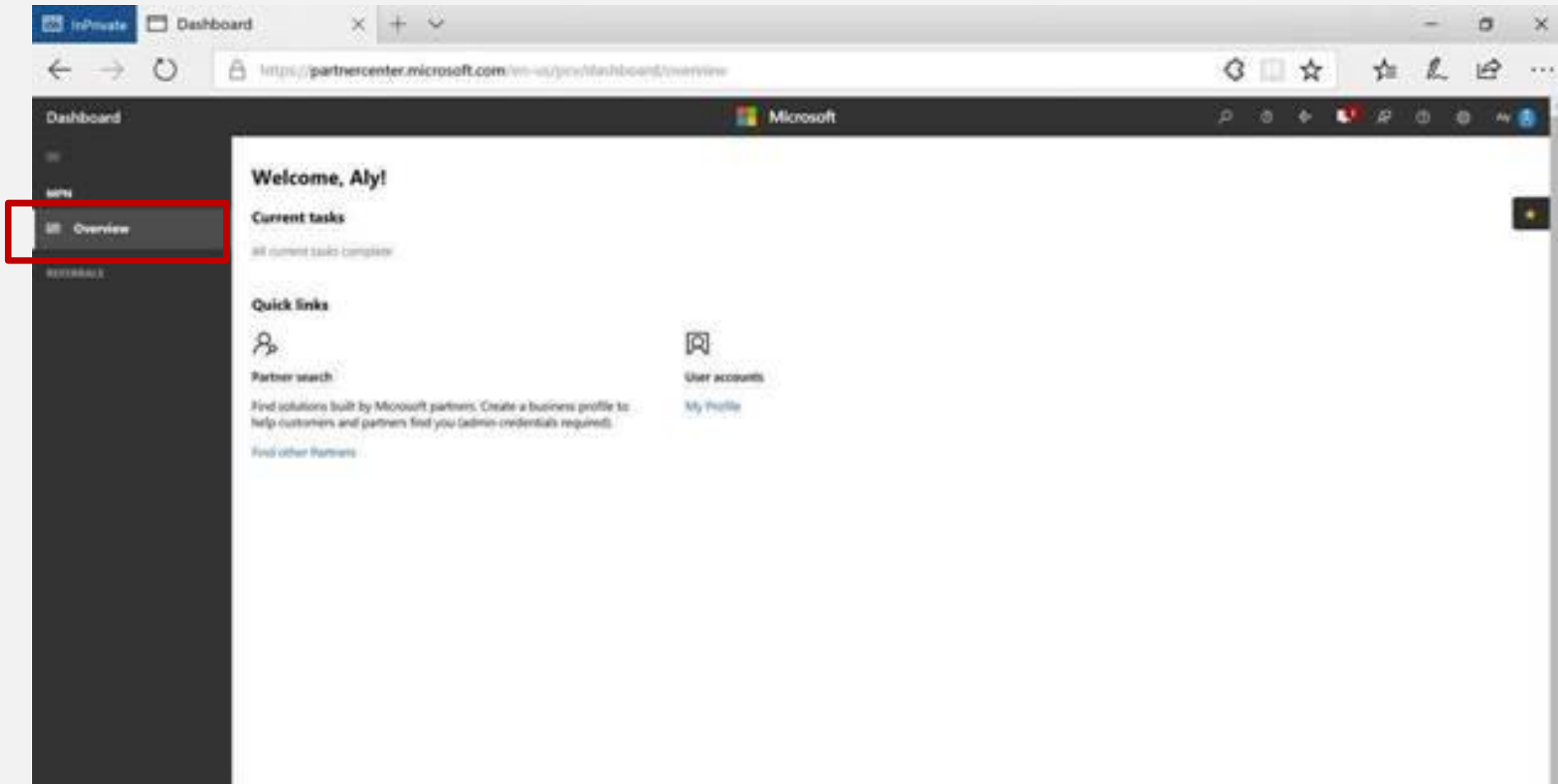
- *Step-by-Step Process:*

- **Step 1:** Navigate to <https://partner.microsoft.com/dashboard>
- **Step 2:** Enter your work account credentials
  - Should be the Azure Active Directory account you use to access Office 365 or other Microsoft services for your organization
- **Step 3:** If asked, click '**Skip tour**' if you do not want to go through the portal introduction
  - You can complete the tour later, if desired



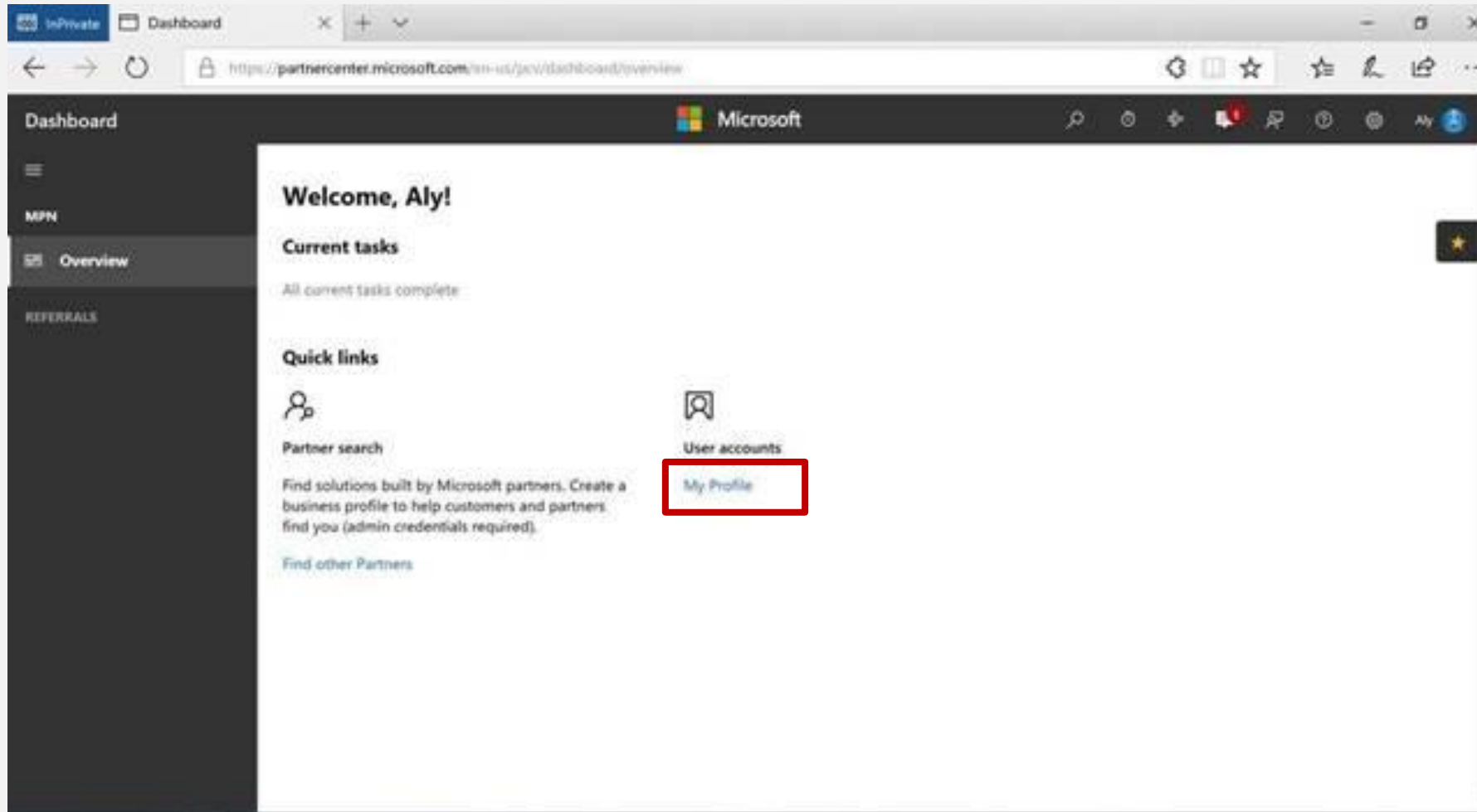
# MS Partner University – Account Association

- **Step 4:** Click the '**Overview**' button on the left pane



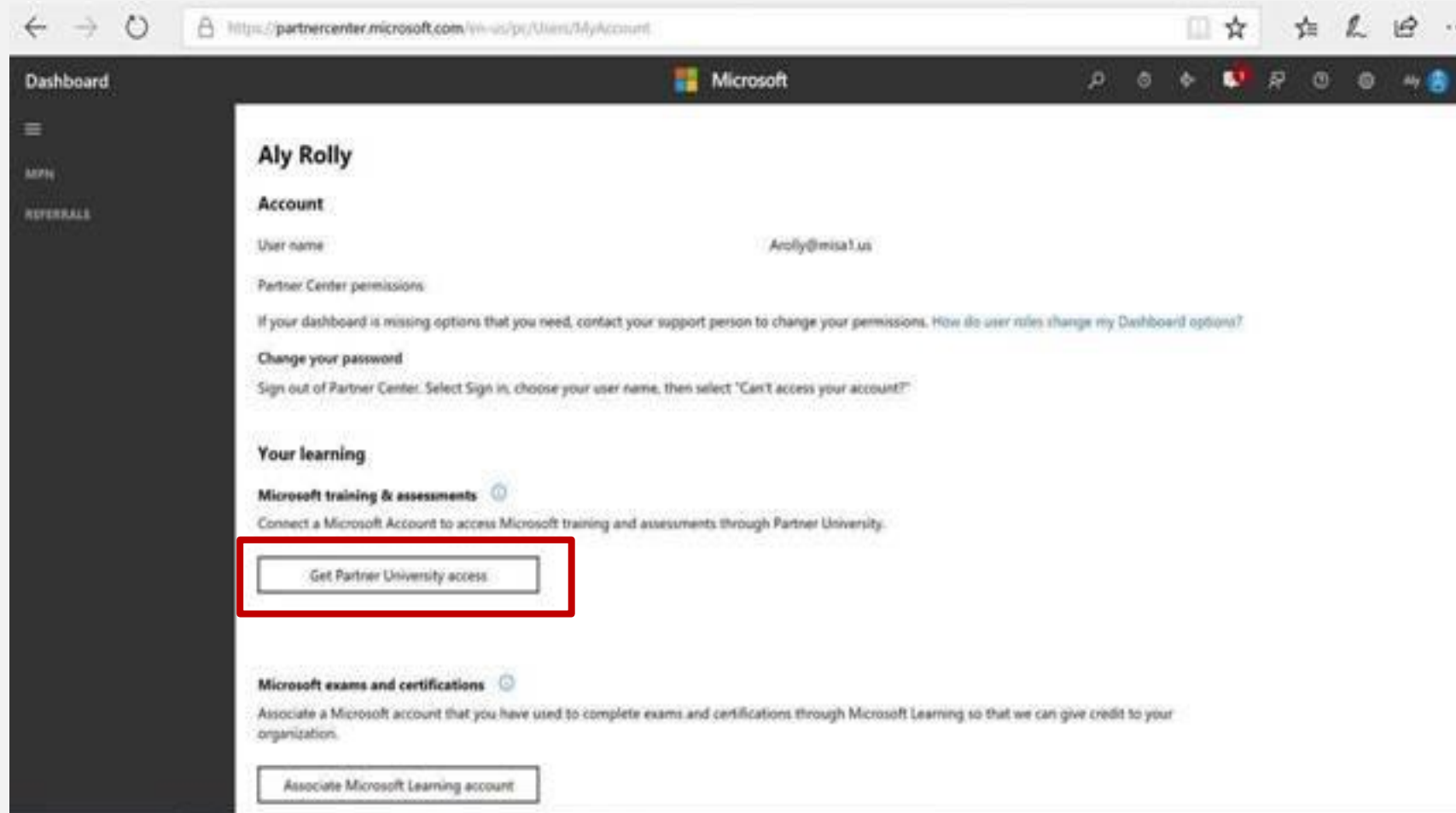
# MS Partner University – Account Association

- **Step 5:** Click **'My Profile'** under 'User accounts'



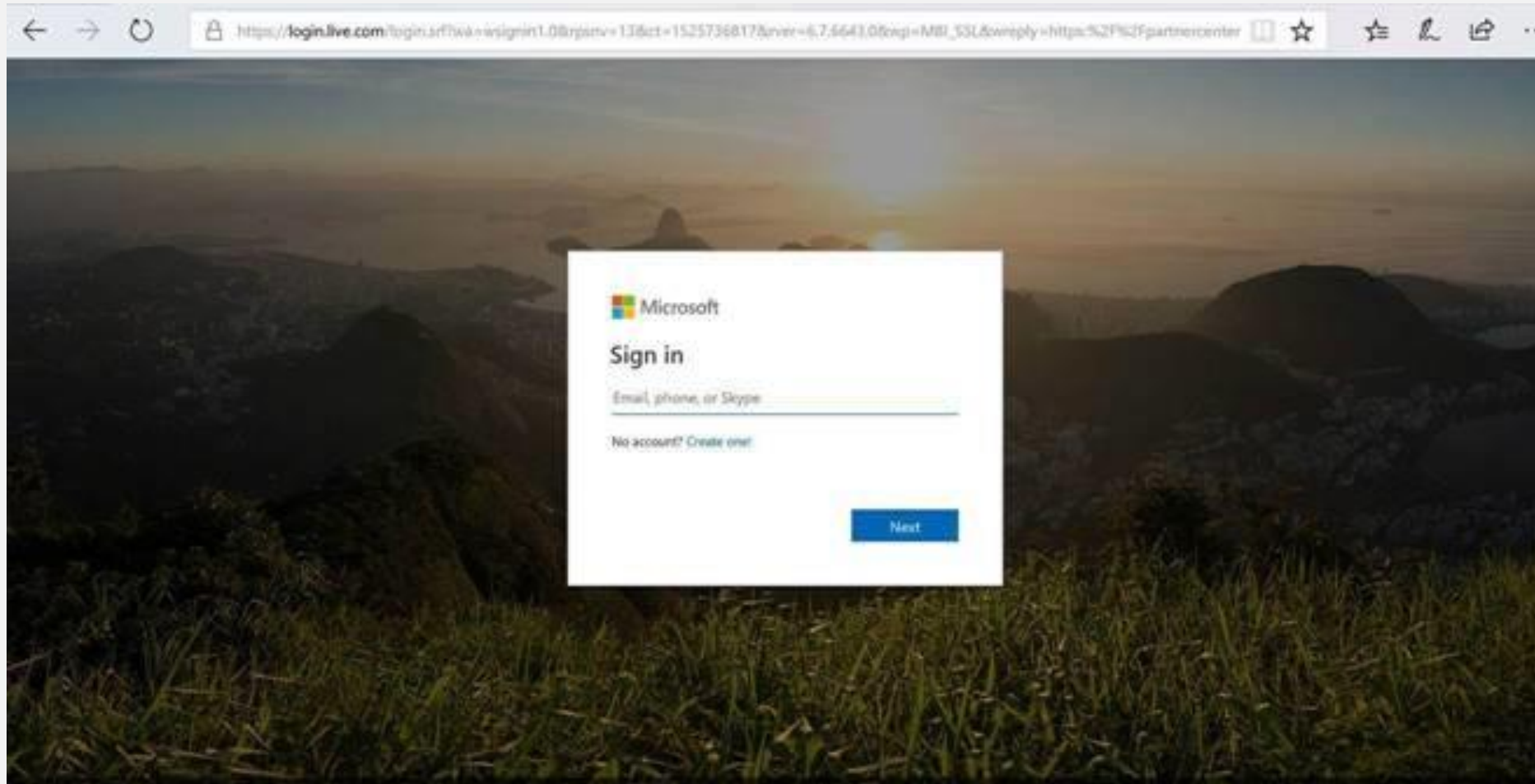
# MS Partner University – Account Association

- **Step 6:** Click '**Get Partner University access**' under 'Microsoft training & assessments'



# MS Partner University – Account Association

- **Step 7:** Sign in with your personal Microsoft account (MSA)
  - *Note: If you are an existing Partner University user, this must be the same MSA account you currently use to sign in to Partner University or other MPN sites.*





# MS Partner University

- FAQ

- *What if partners are having trouble accessing Partner University?*

- First, ensure:
  - Partner is attempting to log into Partner University using their personal Microsoft account
  - Partner has successfully associated their personal Microsoft account with their organization

- If still no success:

- Partners can request support at [partner.microsoft.com/support](https://partner.microsoft.com/support)

- Please select:

- Area: *Benefits*
- Category: *Partner University*
- Topic: *Microsoft Partners*

- Recommend that partners **call** for fastest support

- Escalation: If no resolution, contact your Microsoft PDM



**Get Support**  
Clear all selections

Area  
Benefits

Category  
Partner University

Topic  
Microsoft Partners

**Recommended solutions**

- Partner University - Learning Plans FAQs
- Partner University
- FAQs for Partner University

**Support options**

- Chat with Microsoft Support
- Submit an incident
- Microsoft Partner Community
- @MPNSupport
- Call an agent**  
Speak to a Regional Service Center agent by phone.  
+1 800-676-7658 (800-MPN-SOLVE)