



**Cisco Channel Partner Program**  
User Guide for the  
Partner Self Service Tool



# Cisco Channel Partner Program User Guide for the Partner Self Service Tool

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## **Cisco Channel Partner Program**

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### **User Guide for the Partner Registration Tool**

#### **About this Guide**

This guide provides detailed information about how to use the Partner Self Service tool. It is designed to be both a reference as well as an instructional guide. This guide includes an overview of the general processes and detailed instructions for how to get Partner Level Access, manage your information and company data, company access, and company association requests.

#### **What You Will Find in this Guide**

An overview of the Partner Self Service process:

##### **Partner Self Service: Guest Level View**

- Associate Yourself

##### **Partner Self Service: Partner User Level View**

- Change or Remove My Association
- Manage My Information
- Manage My Access
- Manage Cisco Partner Relationship – Partner Registration Tool

##### **Partner Self Service: Partner Administrator Level View**

- Manage Company Information
- Manage Company Association Requests
- Manage Company Contacts Access

##### **Contacting Partner Help Online for Tool Support**



## Cisco Channel Partner Program User Guide for the Partner Registration Tool

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### Overview of the Partner Self Service Process

Partner Self Service is a convenient way for Cisco Partners to maintain their company, contacts, and locations information. It enables Partners to have more control with the validity of their data to ensure a smooth certification process and proper routing of communications about policies and program changes, as well as allowing them to strengthen their relationships with Cisco.

### Logging into Partner Self Service

You must have a valid Cisco.com user ID and password to log into Partner Self Service:  
<http://tools.cisco.com/WWChannels/GETLOG/welcome.do>.

To register for a Cisco.com user ID, go to: <http://tools.cisco.com/RPF/register/register.do>  
During the registration process, you must indicate, in the “Register for Additional Access” section, that you need partner level access by selecting the “Cisco Channel Partner or Authorized Reseller” checkbox.

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#### Register for Additional Access

Registration to these areas require additional keys.

- Service Contract Owner (May also have a contract to resell Cisco products)  
**Requires:** Service Contract Number
  - Cisco Channel Partner or Authorized Reseller (For employees of partner companies engaged in Cisco Channel Partner programs)  
**Requires additional step:** After your Cisco.com registration is complete, you will be given a URL to associate yourself with a partner company or register your company as a partner
  - Purchase Direct from Cisco  
**Requires:** Valid Purchase or Sales Order Number and Customer Number
  - Customer of a Cisco Certified Partner Initiated Customer Access [PICA] Partner  
**Requires:** PICA Registration Number and Verification Key
  - You are a Cisco Certified Internetwork Expert [CCIE User]  
**Requires:** CCIE Certification
- 

After registering, you will receive a confirmation e-mail. To get partner level access, you will need to associate your profile to a partner company in our database. To do so, you can either click on the URL provided in the email or log into Partner Self Service and follow the steps.



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### Chapter 1: Partner Self Service Guest Level View

Users with guest-level access will see the following information in Figure 1.1 when logging into Partner Self Service. Guest-Level access does not allow users into partner tools. To receive Partner Level access, your User ID must be associated with a partner company. To do so, click on “Associate Myself with a Company.”

Figure 1.1: Partner Self Service Guest Level View

The screenshot shows the Partner Self Service interface for a guest user. At the top, there is a navigation bar with 'PARTNERS & RESELLERS' and 'Partner Self Service'. Below this, the user is greeted as 'Walter Granberry' with their Cisco.com User ID 'wgranberry' and Access Level 'Guest'. A message states: 'Your Cisco.com User ID currently does not have Cisco.com partner level access. To request partner level access, please go to "Associate Myself with a Company" to associate your profile with a Cisco partner company. Your request will be sent to the Cisco Partner Administrator(s) for your company to approve your request.' Under the 'Manage My Information' section, the link 'Associate Myself with a Company' is circled in red. Below it is 'Search My Company'. Under the 'Manage Cisco Partner Relationship' section, the link 'Register My Company' is visible. Three callout boxes provide instructions: one points to the 'Associate Myself with a Company' link, another points to 'Search My Company', and a third points to 'Register My Company'.

**PARTNERS & RESELLERS**

**Partner Self Service**

Welcome, Walter Granberry

Cisco.com User ID	wgranberry
Cisco.com Access Level	Guest

**Your Cisco.com User ID currently does not have Cisco.com partner level access.**  
To request [partner level access](#), please go to "Associate Myself with a Company" to associate your profile with a Cisco partner company. Your request will be sent to the Cisco Partner Administrator(s) for your company to approve your request.

**Manage My Information**

[Associate Myself with a Company](#) Associate your Cisco.com User ID with your Company in the Cisco partner database in order to receive partner level access privileges.

[Search My Company](#)

**Manage Cisco Partner Relationship**

[Register My Company](#) Initiate your partnership with Cisco or renew your "Registered Partner" status.

This message will appear if you have only guest-level access. To get partner level access, click on “Associate Myself with a Company”.

Use this link to find the official name of your company that is registered with Cisco.

Use this link only if your company is *not* registered with Cisco. If you are not sure, associate your profile first. For more information about registering your company, use this link to access the User Guide.  
Direct URL to Partner Registration:  
<http://tools.cisco.com/WVChannels/IPA/welcome.do>



**Associate Myself with a Company**

There are four steps in associating your user ID to a partner company once you have clicked on “Associate Myself with a Company”:

1. Search for Company	Select the country from the drop-down menu and enter your company name in the blank field.  If your company cannot be found, check the spelling or try searching the company name registered with Cisco using “Partner Locator.” Lastly, if neither works, go to “Register My Company.”
2. Select Location	After you have selected the company name, you will be provided a drop-down list to select the location address to be associated to your profile.  If the exact location does not appear on this list, then choose the headquarter location or the address which is closest to your location. Afterward you have submitted your request, you can contact your Partner Administrator to create the location and move your profile.
3. Update Profile	Make sure all required fields are completed.  If any of these fields are not entered, a message will prompt you to complete them.
4. Submit Request	After submission of your company association request, a confirmation message will render and you will receive a copy of the e-mail that was sent to the partner administrator at your company. Once your request has been approved by your partner administrator, you will receive another e-mail confirming your Partner Level Access. To validate you have Partner Level Access, log into Partner Self Service. (See Figure 2)

**Pending Company Association Request**

Your partner administrator is responsible for approving your company association request. If you have not received an approval e-mail, or if you are unsure whether your request is still pending, log into Partner Self Service and click “Associate Myself with a Company.”

If the request is still pending, you will see information about when the request was sent and who the request was sent to for approval. We recommend you contact the partner administrator at your company listed on that Web page to expedite your request.



## Cisco Channel Partner Program User Guide for the Partner Registration Tool

### Chapter 2: Partner Self Service Partner Level View

Users with partner-level access will see the following information shown in Figure 2.1 when logging into Partner Self Service. Having partner-level access automatically grants you access to partner tools such as the Partner E-Learning Connection (PEC). To view all tools which you have default access to, click on "More Information" or "Manage My Access."

Figure 2.1: Partner Self Service Partner User View

The screenshot shows the Partner Self Service interface. At the top, there is a navigation bar with "PARTNERS & RESELLERS" and "Partner Self Service" (highlighted in orange). Below this, a welcome message "Welcome, Mona Lisa" is displayed. The main content area is divided into several sections:

- Company Name:** XXX Corporation (USA). Below it are links for "CHANGE ASSOCIATION" and "REMOVE ASSOCIATION".
- Cisco.com User ID:** wgranberry
- Cisco.com Access Level:** Partner Level Access. A red circle highlights the "(More Information)" link next to it.
- Partner Administrator(s) For Your Company:** Walter Granberry, Karen Jones, John Smith
- Cisco Channel Account Manager(s):** George Abel, Suzy Johnson

Below the main content, there is a message: "Your Cisco.com User ID currently has Cisco.com partner level access. This level of access indicates that your Cisco.com profile is associated with a Cisco partner services such as Partner E-Learning Connection (PEC) and a number of other services from their Partners." Below this message are three main sections:

- Manage My Information:** Contains links for "Update My Profile" (with a callout: "Click here to update your personal partner profile information such as e-mail address, merge user IDs, and view certifications.") and "Manage My Access" (with a callout: "Click here to view, remove, or send a request for additional access to Partner tools.").
- Manage Cisco Partner Relationship:** Contains a link for "Register My Company" (with a callout: "Initiate your partnership with Cisco or re-new your status.")

Callouts also point to the "CHANGE ASSOCIATION" link, stating: "If your profile is associated with the wrong Partner Company, click here." and "Your profile is associated to this Partner Company, which gives you partner level access."

### Change Association

If your profile is associated to the wrong partner company or if you have moved to another company, click on "Change Association." After clicking the hyperlink, you will receive a confirmation Web page stating that your association has been removed and will be prompted to follow the same steps as a new user to send a company association request for a new company.



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### Remove Association

If you do not want your profile associated to any partner company, you click on “Remove Association.” After clicking on the hyperlink, you will receive a confirmation message that your association has been removed.

**Note:** For your company to maintain its partner status, a valid contact must be associated at all times. If you are the last contact in your company and wish to change or remove your association, you will be alerted that the company will have 0 contacts associated. We encourage you to add another contact before proceeding to ensure the company’s partner status is not subject to termination.

### Manage My Information

This section displays all the links that allow you to manage your individual partner profile and access information.

#### 1. Update My Profile

To edit your individual partner profile information such as email address, phone number and User IDs, click on “Update My Profile” located on the Partner Self Service homepage.

Figure 2.2: Partner Self Service "Update My Profile" – My Profile

MY PROFILE MY LOCATION MANAGE CISCO.COM USER ID OTHER ATTRIBUTES

You are in **EDIT** mode RESPONSIVE DESIGNS INC (USA)

#### My Profile Information

All fields are required, unless indicated as "optional."

Cisco.com User ID omacdon1

First Name

Last Name

E-mail Address

#### Cisco Testing Information (Optional)

If you have passed a certification exam(s), please enter your CSCO # below. In order to add this first name and last name submitted must match the name on the test. Please click [here](#) to find y

Cisco Testing ID (CSCO #)

If you have more than one CSCO#, click [here](#).

#### Alternative Mailing Address (Optional)

Please enter your official business address. This may or may not be different from the registered associated with. Please do not enter your home or personal address, or a P.O. Box.

Update your name, email, phone numbers, primary language and job title

Enter your Cisco Testing ID# to associate your certifications with your profile.

Add an additional mailing address for your profile.



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Figure 2.3: Partner Self Service "Update My Profile" – My Location

MY PROFILE MY LOCATION MANAGE CISCO.COM USER ID OTHER ATTRIBUTES

You are in **EDIT** Mode RESPONSIVE DESIGNS INC - Testing2

**Your Current Location** RESPONSIVE DESIGNS INC - TESTING PURPOSE  
Add 1, Add 2, Add 3  
City, California, 99999, USA  
Ph : 408-888-9999  
Fax:

**To change locations, select a new location from the following list:**

**Your Company Locations**

<input type="radio"/>	RESPONSIVE DESIGNS INC - Testing2 Sunnyvale Sunnyvale, California, 94086, USA Ph : 999-999-9999 Fax:
-----------------------	--

You can change the location associated to your profile. To update your location, select from the list of locations provided.

MY PROFILE MY LOCATION MANAGE CISCO.COM USER ID OTHER ATTRIBUTES

The “Manage Cisco.com User ID” tab allows users to view all User IDs associated with their profile. Multiple IDs can be merged into one for users with more than one Cisco.com ID. We recommend that all users have one single user ID.

MY PROFILE MY LOCATION MANAGE CISCO.COM USER ID OTHER ATTRIBUTES

The “Other Attributes” tab displays information such as:

- Individual Certifications
- Cisco.com User ID(s)
- Administrator(s) for Certification and Specialization
- Specialization Job Roles



## Cisco Channel Partner Program User Guide for the Partner Registration Tool

### 2. Manage My Access

To view, remove, or request additional partner privileges, click on “Manage My Access” located on the Partner Self Service homepage.

Figure 2.6: Partner Self Service "Manage My Access" – View/Remove My Access

MY ACCESS | [MANAGE COMPANY CONTACTS ACCESS](#)

[View/Remove My Access](#) | [Request Additional Access](#)

RESPONSIVE DESIGNS INC - Testing2 (USA)  
Currently Viewing as: Hugo Boss

#### View/Remove My Access

For checkboxes that appear: Uncheck any items to remove access and click "Update."

Tool	Access Level	Country / Country Groups <a href="#">↗</a>
Partner Self Service (PSS)	Administrator	
<a href="#">Channel Partner Tools</a> <a href="#">↗</a>	Cisco.com Partner Level Access	Automatic access granted from company association

**This is an additional access privilege which you have beyond the default “Cisco.com Partner Level” access privilege.**

**To remove yourself from having these additional access privileges, you must assign someone else to replace you.**

**Click here to view complete list of tools.**

**Default access privileges are granted based on your profile being associated to a partner company.**

**Default access privileges cannot be removed unless you are deleted as a contact or you change your company association.**

Figure 2.7: Partner Self Service "Request Additional Access"

MY ACCESS | [MANAGE COMPANY CONTACTS ACCESS](#)

[View/Remove My Access](#) | [Request Additional Access](#)



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Select One

- Select One
- Partner Access onLine (PAL)
- Certification and Specialization Application (CSApp)
- Partner Self Service (PSS)

Select the additional privilege you wish to request from the drop-down menu.

Individual(s) To Contact For Access

Showing 1-2 of 2 results < Prev Page: 1 Next >

Name	Title/Role	Email	Country
Muvvala, Rajeshwari	CAM	<a href="mailto:rmuvvala@cisco.com">rmuvvala@cisco.com</a>	INDIA
Neikar, Afraz	CAM	<a href="mailto:aneikar@cisco.com">aneikar@cisco.com</a>	USA

Showing 1-2 of 2 results < Prev Page: 1 Next >

After you have made your selection, you will be provided a list of contacts to request additional access from.

## Chapter 3: Partner Self Service: Partner Administrator Level View

As the Partner Administrator for your company, you be able to perform the same functionalities as a user with partner-level access. The difference between a Partner Administrator and a user is that as a Partner Administrator, you have additional privileges. These additional privileges are highlighted in red below in Figure 3.1.

Figure 3.1: Partner Self Service Partner Administrator View

<b>Manage My Information</b>	
<a href="#">Update My Profile</a>	Edit your profile information.
<a href="#">Manage My Access</a>	View and edit your access privileges or request additional partner access privileges.
<b>Manage Company Information</b>	
<a href="#">Update Company Data</a>	Maintain or view your company information such as location addresses, employee profiles, role information, and more.
<a href="#">Manage Company Association Requests</a>	Approve or deny "Company Association Requests" for your company.
<a href="#">Update Company Contacts Access</a>	Maintain or view additional partner access privileges for users at your company.
<b>Manage Cisco Partner Relationship</b>	
<a href="#">Manage Certification and/or Specialization</a>	Apply for or re-new Certification and/or Specializations
<a href="#">Register My Company</a>	Initiate your partnership with Cisco or re-new your "Registered Partner" status.

### Importance of the Partner Administrator

#### 1. Update Company Data

Partner Administrators update company information such as locations and contacts. Having your company information updated correctly is important to ensure a smooth certification process and appearance in the partner locator tool correctly.

#### 2. Receive notifications to renew Partner Registration



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Partner Registration needs to be renewed annually and the Partner Administrator is notified 90 days prior to the registration expiration date. Without representative from your company renewing each year, your company's partner status will be subject to termination and all users associated with your company will be down graded to guest-level access.

#### 3. Grant Access Privileges

You may automatically grant a user "partner level access" by adding their profile and Cisco.com ID. By doing so, there is no need for the user go through the "company association" process. Also, you may grant other users at your company "Partner Self Service" Administrator Access privileges because each company can have more than one Partner Administrator.

#### 4. Receive and Manage Company Association Requests

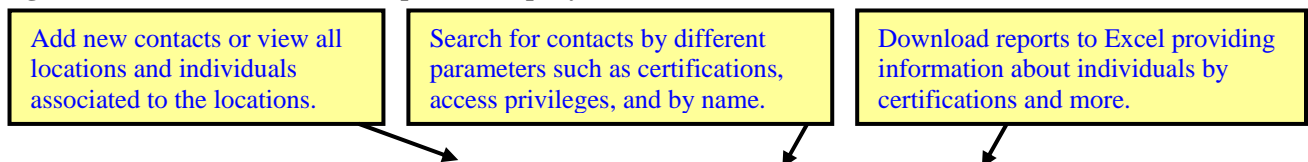
Users at your company in need of partner level access are required to submit a request which are routed to the partner administrator. A partner administrator at each partner company must exist to approve these requests. Without approval, the user will not get partner level access.

### Manage Company Information

In Manage Company Information, you can as a Partner Administrator update location and contact information for your company by clicking "Update Company Data."

#### 1. Update Company Data

Figure 3.2: Partner Self Service "Update Company Data"





## Cisco Channel Partner Program

### User Guide for the Partner Registration Tool

<a href="#">SELECT COMPANY AND GEOGRAPHY</a>	<b>COMPANY INFORMATION</b>	<a href="#">LOCATIONS</a>	<a href="#">CONTACTS</a>	<a href="#">REPORTS</a>
--	----------------------------	---------------------------	--------------------------	-------------------------

You are in **EDIT** mode

RESPONSIVE DESIGNS INC - Testing2(USA)

#### Business Information

Company Name (Legal Name) RESPONSIVE DESIGNS INC - Testing2  
Country / Country Group USA  
Web Address   
CSApp Appln ID  
Partner Reg Appln ID 7037  
Purchasing Relationship INDIRECT  
Company Email Domain Name (e.g. cisco.com)   
Company Description

Submit

All company certifications and specialization information will be displayed here, including when renewal is due.

#### Important Information

Partner Certification / Specialization / Authorizations			
	Certification / Specialization(s) / Authorization(s)	Last Approval Date	Renewal Due
<b>Certification</b>			
<b>Specialization(s)</b>			
<b>Authorization(s)</b>	VIP Partner with IP-COM Specialization	20-APR-2004	

Other Details			
Head Quarter Address	Country / Country Group	HQ Channel Account Manager	Partner Administrators for Self Service
RESPONSIVE DESIGNS INC - TESTING PURPOSE Add 1, Add 2, Add 3, City, CA, 99999	USA	<a href="#">aneikar</a> <a href="#">rmuvvala</a>	Hugo Boss

The CAM(s) working with your company and the Partner Administrator(s) for your company is listed here

## Cisco Channel Partner Program User Guide for the Partner Registration Tool

**Figure 3.3: Partner Self Service “Locations”**

<a href="#">SELECT COMPANY AND GEOGRAPHY</a>	<a href="#">COMPANY INFORMATION</a>	<b>LOCATIONS</b>	<a href="#">CONTACTS</a>	<a href="#">REPORTS</a>
--	-------------------------------------	------------------	--------------------------	-------------------------

**List of Locations**

Showing 1 - 3 of 3 results < Prev 1 Next >

Country:

	Location Name	Channel Account Manager	Number of Contacts
<input type="radio"/>	<a href="#">RESPONSIVE DESIGNS INC - TESTING PURPOSE</a> Add 1, Add 2, Add 3, City, CA, 99999, USA, Ph:408-888-9999	aneikar rmuwala HQ	8

Action:

Click here to view all contacts assigned to this location or to add a new contact.

**List of Contacts - Default View**

View:

Showing 1 - 8 of 8 results < Prev 1 Next >

	Name	Email	Phone	Cisco.com User ID
RESPONSIVE DESIGNS INC - TESTING PURPOSE, Add 1, Add 2, City, CA, 99999, USA				
<input type="checkbox"/>	<a href="#">Hugo Boss</a>	<a href="mailto:hboss@responsive.com">hboss@responsive.com</a>	888 999 4747	ciscodairyman
<input type="checkbox"/>	<a href="#">Kaushik Chatterjee</a>	<a href="mailto:kchatter@cisco.com">kchatter@cisco.com</a>	408-853-4683	

Action:

Add an individual to this location

To see certification information for these contacts, select “Certified Individuals View”

To see administrator access privileges for these contacts, select “Access Privileges View” (See Figure 3.3)



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**Figure 3.4: Partner Self Service – Access Privileges View**

<input type="checkbox"/>	Name	Cisco.com User ID	Administrator Access Privileges	Edit Access
RESPONSIVE DESIGNS INC - TESTING PURPOSE, Add 1, Add 2, City, CA, 99999, USA			<a href="#">Add an individual to this location</a>	
<input type="checkbox"/>	<a href="#">Hugo Boss</a>	ciscodairyman	Partner Self Service (PSS)	<b>EDIT</b>
<input type="checkbox"/>	<a href="#">Kaushik Chatterjee</a>			

In this view, you can see which users have administrator access privileges. To edit their access, click “Edit.” It will take you to the “Manage Company Contacts Access” function, which is explained in detail later in this chapter.

### 2. Manage Company Association Requests

As the partner administrator, you will receive “Company Association Request” e-mails when other employees at your company request to have their profiles associated to your company in order to receive partner level access. In the e-mail, you will be provided a URL to go to “Manage Company Association Requests” or you can log into Partner Self Service and access this link.

It is critical that you respond to these requests to ensure that these users receive partner level access to gain entry into partner tools such as Partner E-Learning Connection (PEC) and be accounted for in certification and specialization requirements.

We empower our partners to manage these requests because they have the ability to validate their employment and affiliation with their company. It is the responsibility of the partner to determine which users should be associated and receive partner level access. These requests will only be routed to the partner administrators and remain pending until the partner administrator takes action.

**Figure 3.5: Partner Self Service – Manage Company Association Requests “Pending Requests”**

**Manage Company Association Requests**

**Pending Requests** | [Search](#)

Before approving any requests, please verify that the requestor's Cisco.com profile should be associated with your company so that they can receive [partner level access](#).

**Pending Requests**

Showing 1-5 of 55 results    < **Prev** Page: 1 **Next** >

Select	Name	Email and Cisco.com User ID	Location Address	Days Pending
<input type="checkbox"/>	Van, Peter <a href="#">View Details</a>	<b>Email:</b> wat@decision.com <b>Cisco.com User ID:</b> pvan1000	REPNOSIVE DESIGNS Address 1, city, state, postal code, country	8

You can approve or deny multiple requests at one time. Select the checkboxes of each request and select either “approve” or “deny”



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Select All

Clear

Approve

Deny



### Approving Requests

Before approving any requests, remember that this process relies solely on the partner administrator and they need to validate that the user is in fact affiliated to the company.

Select one or more checkboxes for each pending request and click “approve.” The next page will display all the requests you have previously selected for a final review. If there are any requests you wish to remove, simply unselect the checkbox and press “submit.” You will receive a message confirming the success of the approvals and an email will be automatically sent to notify the user(s).

### Denying Requests

Denying requests are determined completely by the partner administrator. Again, the process is similar to approving requests and you will need to select a reason from the drop down menu provided for each request denied. Like the approval process, you will receive a confirmation message and an email will be sent to the user(s).

### Search Requests

You can use the search functionality to find any pending or previously approved/denied requests.

Figure 3.6: Partner Self Service – Manage Company Association Requests “Search”

Search By Select One

Select One  
 Last Name  
 Cisco.com User ID  
 Email Address

**Search Results**

Showing 1-5 of 55 results    < Prev Page: 1 Next >

Select	Name	Status	Email and Cisco.com User ID	Location Address
<input checked="" type="checkbox"/>	Weeks, David	Pending	<b>Email:</b> rocarri@uswest.com <b>Cisco.com User ID:</b> dawees	XYZ NETWORKS Address 1, city, state, postal code, country
	Van, Peter	Approved Apr-12-2004 by John Paul (ppaul@abc.com)	<b>Email:</b> wat@decision.com <b>Cisco.com User ID:</b> pvan1000	XYZ NETWORKS Address 1, city, state, postal code, country

Showing 1-5 of 55 results    < Prev Page: 1 Next >



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#### 3. Manage Company Contacts Access

This feature in Partner Self Service allows the partner administrator to manage their company contact's access.

Figure 3.7: Partner Self Service – Manage Company Contacts Access “Search”

MY ACCESS | MANAGE COMPANY CONTACTS ACCESS

**Search Contacts Access** | [View All Contacts Access](#)

RESPONSIVE DESIGNS INC - Testing2 (USA)  
Currently Viewing as: Hugo Boss

**Search for Tool Users in Company**

Access Privilege:

Country/Country Group Access:

For Contacts Located In:

#### Search For an Individual

The search will be based on exact matches.

For example: If you enter "Jonson" as the last name, it will not show "Johnson". You must correctly enter the entire word.

Cisco.com ID:

or

Email Address:

or

First Name:  \*optional

Last Name:

**Search Results**

Showing 1-2 of 2 results < Prev Page:  Next >

You are currently viewing contacts located in

	Name	Tool	Access Level	Country / Country Groups <a href="#">↗</a>
<input checked="" type="radio"/>	<a href="#">Doe, John (USA)</a>	<a href="#">Channel Partner Tools</a> <a href="#">↗</a>	Cisco.com Partner Level Access	Automatic access granted from company association.
		Partner Self Service (PSS)	Administrator	USA
<input type="radio"/>	<a href="#">Test, Jim (USA)</a>	<a href="#">Channel Partner Tools</a> <a href="#">↗</a>	Cisco.com Partner Level Access	Automatic access granted from company association.
		Partner Access onLine (PAL)	User	USA



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**Current Contact Access Privileges - EDIT**

For checkboxes that appear:  
Uncheck any items to remove access or check any items to grant access, and click "Next."

**Editing Access For:** [John Doe \(USA\)](#)

Tool	Access Level	Country / Cour
Certification and Specialization Application (CSApp)	Administrator	<input checked="" type="checkbox"/> USA
Partner Access onLine (PAL)	Administrator	<input type="checkbox"/> USA
	User	<input type="checkbox"/> USA
Partner Self Service (PSS)	Administrator	<input type="checkbox"/> USA
<a href="#">Channel Partner Tools</a>	Cisco.com Partner Level Access	Automatic access granted from company association

The checkbox will appear unselected for any additional tools the user does not have access to. To grant the user access, simply select the checkbox for each tool and click "Next." The user will receive an email and their access will be updated automatically.

## Chapter 4: Tool Issues Support

### Partner Help Online

For any issues or support needs on the Partner Self Service tool, please refer to Partner Help Online: [http://www.cisco.com/en/US/partners/partners\\_esupport\\_tool\\_launch.html](http://www.cisco.com/en/US/partners/partners_esupport_tool_launch.html)

This support tool provides any Cisco channel partner with answers to frequently asked questions and enables partners to open a support case and tracks support case history. We encourage you to use the "Find Answers" feature in Partner Help to easily resolve your question or issue immediately. When you do open a support case, a partner support representative will provide a timely response to your inquiry.

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USA

Tel: 408 526-4000  
800 553-NETS (6387)  
Fax: 408 526-4100  
[www.cisco.com](http://www.cisco.com)

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