

Adobe Partner Connection FAQ

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- *A contact/person is listed on Sales Center but this person is no longer with the company.*
- *I want to be the Primary Contact but I am listed as the Secondary Contact.*
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4) Deal registration

- *I work for subsidiary of 'XYZ' in Austria (e-mail domain *xyz.at) but my main employer is 'XYZ' in Germany – e-mail domain *xyz.de (same partner but branch in different country). I have *xyz.at e-mail account and system does not allow me to register under German account. What shall I do?*

- *The “Opportunity” Tab is missing in Sales Centre and I can’t submit an opportunity.*
- *My Company has several Licenses for Sales Centre for different employees.*
- *I am unable to add products to my opportunity as Price Book is not available.*
- *How do I close opportunity which I have won?*
- *How do I submit a case in Sales Center?*
- *I have received an e-mail to provide additional information on Opportunity Selling activities. What should I do?*

5) VIP Reseller/Admin console

- *I’m not able to access reseller console.*
- *How can I get a VIP Number?*
- *How to use reseller console?*
- *I have placed the order for my customer; However, the console is still reflecting old anniversary date.*
- *My customer is getting payment needed error.*
- *Can I change admin on the VIP console for my customer?*
- *Can a customer switch from one reseller to another reseller?*
- *Can managed by contact be change for VIP?*
- *I have sent VIP invitation to my customer but they are getting error while accepting the same.*
- *Can I change the account name on the console?*
- *Can I change Market segment for my Customer VIP?*

6) Contract Management

- *Can I change the admin on the contract?*
- *Can I change the payment option on the contract?*
- *Can a customer renew CLP agreement after expiration?*

7) Licensing website

- *How to sign in to LWS website?*
- *How can I manage orders on licensing website?*

8) End user queries

In our ongoing efforts to improve the Adobe support experience for you and your customers, we’ve identified a way to streamline certain processes, as they pertain to end users. During this identification process, we engaged a team whose specialty is supporting end users with inquiries, much like the one below. Examples of inquiries that this qualified team supports include, but are not limited to, Product info, transfers of licenses, technical issue, merges, and adding or changing an LWS contact. As your inquiry falls under the scope of this AVL Support team, please see below the correct routing of this request.

The following support options are available directly to End User Customers:

Ø Chat with a live agent at <http://helpx.adobe.com/x-productkb/policy-pricing/avl-help.html> Ø

Call directly at <https://helpx.adobe.com/contact.html>

Onboarding / Partner Portal

1. How can I enroll in reseller program?

You can follow below steps to enroll in the reseller program:

- Go to the link " <https://channelpartners.adobe.com/home/program.html> "
- Click on the link "Enroll now in the Partner Program"
- Log in using the Adobe ID and password.
- If you don't have an Adobe ID, select the New Account checkbox and follow the steps to create new Adobe ID.
- Choose the respective "region", "Country" and "Preferred language" and click on next.
- Click the check box and click on next.
- Fill in the details of your "Account profile" and click on next.
- Provide the details for the Primary and secondary contact and click on next.
- Read the "Registration Terms and Conditions", check the box at the bottom and click on "Submit".
- Once the request is submitted, you would receive an email from Adobe within 3-4 hours containing the membership ID and a link to the program document named Welcome kit.
- I request you to go through the welcome kit as it will help you understand the Adobe Channel program, different levels in the program, their requirements and benefits.

2. Why can't I log into the Partner Portal?

A. If you are already a partner.

Go to the below link and click on sign in button in the middle of the page.

<https://channelpartners.adobe.com/home/program.html>

B. If you are trying to enroll into the Adobe partner connection program.

- Go to the below link and click on Enroll Now in The Partner Program button in the middle of the page.
- Scroll down to the bottom of the page and click on sign in, if you already have an adobe Id.
- In case you don't have an adobe id, click on Create Adobe Id button.

<https://channelpartners.adobe.com/home/program.html>

If this does not resolve the issue, contact [Partner Helpdesk](#).

3. I have no access to the Partner Portal as a Primary /Secondary/other contact, how do I get access?

Please check your e-mail (Including spam and junk mail folders) for a contact invitation and accept the invitation to get access to the Partner Portal.

If this does not resolve the issue, contact the [Partner Helpdesk](#).

4. I am the Primary Contact and do not see the link to SFDC (Sales Centre) from the Partner Portal.

- Registered and Certified partners do not have access to the sales center.

- Gold and Platinum partners can go to

<https://channelpartners.adobe.com/home/program.html>

a. Sign in with the primary contact email address.

b. Click on access sales center under sales and marketing tab.

5. I am the Secondary contact and do not have a License for the Sales Center.

- Registered and Certified partners do not have access to the sales center.

- Gold and Platinum partners can go to

<https://channelpartners.adobe.com/home/program.html>

a. Sign in with the primary contact email address.

b. Click on access sales center under sales and marketing tab.

c. Click on my company profile on the left of the page.

d. Click on manage sales center user accounts tab at the top.

e. Check the box for the user you want to grant access to under license allocation section.

6. A contact/person is listed on Sales Centre but this person is no longer with company.

Go to <https://channelpartners.adobe.com/home/program.html>

a. Sign in with the primary contact email address.

b. Click on access sales center under sales and marketing tab.

c. Click on my company profile on the left of the page.

d. Scroll down and go to the contacts section.

e. Edit the contact for whom you want to revoke sales access.

f. Uncheck the active box.

7. I want to be the Primary Contact but I am listed as the Secondary Contact

Please contact the [Partner Helpdesk](#).

8. I do not have access to the Price Lists in the Partner Portal.

Go to <https://channelpartners.adobe.com/home/program.html>

a. Sign in with the primary contact email address.

b. Click on Price lists under the pricing tab.

If you still need assistance, contact the [Partner Helpdesk](#)

9. I have received the error message: "Your registration could not be processed, because your email address already exists in the system."

Use a different email address to enroll into the partnership.

If you still need assistance, contact the [Partner Helpdesk](#).

10. How can I Up level my membership?

Please find the steps below explaining how to create the up-level request:

- Go to the Adobe Partner Connection Portal:
<https://channelpartners.adobe.com/home/program.html>
- Log in with your credentials (Adobe ID and password).
- After you successfully log in, click on the “up level” link on the top
- Select if you are upgrading to a Certified Membership
- Fill out the application

Once, the up-level request is created, the concerned team works on it and would notify you once it is complete.

11. My membership is up for renewal but my renewal link is not working.

Please contact the [Partner Helpdesk](#).

NFR Licenses

1. How can I access NFR license from Adobe?

Access to NFR licenses is limited to Gold and Platinum partners. Primary contact for them will have the access to the NFR licenses.

For Perpetual licenses i.e. Acrobat Pro, Captivate etc. will be available on partner portal i.e.
<https://channelpartners.adobe.com/home/program.html>

For Creative Cloud, Primary contact on the account will receive an invite for VIP using which they will be able to access CC licenses.

2. What NFR Licenses I will get as Gold partner?

You will be able to access below license as Gold partner:
Adobe Acrobat pro DC, Creative cloud all apps.

3. What NFR license I will get as Platinum partner?

You will be able to access below license as Platinum partner:
Adobe Acrobat pro DC, Creative cloud all apps, Creative cloud Enterprise, Adobe Stock DCE.

4. Do I need to request for renewal for NFR?

No, you do not need to request for the renewal of NFR licenses as they get renewed automatically.

Certification

1. How do I obtain my ACTC (Adobe Certified Training Center) username and password?

Please follow the below mentioned steps to enroll as a learner in the Adobe Channel Training Center:

- a. Please login to Adobe Partner Portal using your Adobe id and password.
- b. Please click on Support on the top right side and click on Adobe Channel Training Center Enrollment instructions from the drop-down menu.
- c. Please click on URL associated with your respective regions under New User section.
- d. Login to the Adobe Channel Training Center using your Adobe id and password.

After successful enrollment, your Adobe id and password are your ACTC (Adobe Certified Training Center) username and password

2. What are the Certificates needed for each level of the program?

Only one representative needs to complete Adobe Business Partner Code of Conduct for Certified, Gold or Platinum level**.

3. I would like to take Technical Exam, where do I find it?

Technical exams are no longer available in Adobe Channel Training Center.

** Certifications are subject to change as per developments in the reseller program. Please refer to the reseller program guide for eligibility criteria of different membership levels.

* Please use any browser to access the Adobe Channel Training Center except Mozilla Firefox.

4. How can I access my completed training certificates?

You can follow below steps to access your completed training certificates:

* Login to Channel training website with the [link](#) with your Adobe ID.

* Under "My Learnings" you will see your completed trainings.

Deal Registration

1. I work for a subsidiary of Company "XYZ" in Austria (e-mail domain *@xyz.at). But my main Company is XYZ in Germany (e-mail domain *@xyz.de--same Partner but HeadOffice/Branch in different Countries). I have *@xyz.at e-mail address account and the system doesn't allow me to register under the German Account. What should I do?

The only resolution for this issue is to obtain an email account with *xyz.de domain.

2. The Opportunity Tab is missing in Sales Center and I can't submit an opportunity.

Check if the Primary contact on your account has the Tab available in their account. If the Primary has the Tab and you are encountering difficulties or error messages, please e-mail full details of the issue including the ID used along with the screenshot to the [Partner Helpdesk](#).

3. My Company has a number of Licenses for Sales Center for different employees. What access do other employees have to my Opportunities?

Employees who hold Sales Center Licenses within the same Partner Company only have access to Opportunities submitted by themselves (being an owner of the Opportunity). If a Partner wants to reassign their Opportunity to another employee within same Partner Company - Opportunity "Owner" needs to be changed.

4. I am unable to add products to my opportunity as Price Book is not available.

Submit a case in the Sales Center for immediate resolution.

5. How do I close opportunity that I have won?

- Access Opportunity: Select "Edit"
- Change Stage to: "07 Execute to Close"
- Change Status to: "Closed – Booked"
- Choose Reason: Choose from the pop-up menu.
- Scroll down and enter the Sales Order number. (Partners obtain Sales Order Numbers from the customers!)
- Select "Save".

Multiple Sales Orders Numbers can be entered and will be processed information on the Rebate paid, with the relevant breakdown by customer, will be uploaded back on the opportunity after rebate payment cycle will go through.

6. How do I submit a case in Sales Center?

Please follow these steps: -

- Access "Sales Center"
- Search for the account by entering "xyz" in the "Parent Account" field marked with the magnifying glass. This would allow you to see whether account for this Customer has been created already.

There are two possible scenarios:

- You have managed to locate the account you were looking for:
 - Select the account
 - Go to "New Opportunity"
 - Fill in all compulsory details - select "Save"
- You have not managed to locate the account you were looking for:

If you are unable to find the required account it would indicate that it has not been created in the Adobe database and you need to create it.

Please note: Before creating account for Customer, ensure that the account does not already exist (search for the account using the "Search" option using partial name characters e.g. Search for "BAYERISCH" instead of "BAYERISCHER RUNDFUNK")

7. I have received an e-mail to provide additional information on Opportunity Selling activities. What should I do?

It is imperative to be as descriptive as possible with regards to selling activities such as:

- *How did you discover this opportunity?*
- *Phone calls*
- *Meetings with Customer*
- *Ongoing relationship with customer (provide dates, places etc.)*
- *Compelling event/Business need?*
- *Provide estimated quantities of Adobe Products required by Customer.*
- *Why customer require Adobe Products?*
- *Adobe Value Prop?*
- *Describe how using Adobe Products will benefit Customer*
- *Competitors/Competitor Value Prop?*
- *Are there any known competition? If so, please list them.*
- *Sales Activities to date?*
- *What has been done so far to actively sell Adobe Products?*

If any of those fields are not populated or no description is provided or is incomplete/vague/generic this opportunity will not be approved and validation will be delayed.

VIP Reseller/Admin console

1. I'm not able to access reseller console.

You need to be at the certified level to be able to access reseller console. Primary contact of certified account gets the access to the reseller console. Which they can access using link i.e. <https://reseller.adobe.com>

2. How can I get a VIP Number?

VIP number is for end users and not for resellers. You need to add your end user information in the reseller console which will send an invitation to your customer. Once the customer accepts the invitation, it will generate VIP number for them.

3. How to use reseller console.

You can refer to the link i.e. <https://helpx.adobe.com/creative-cloud/reseller.html> to get all the information regarding reseller console.

4. I have placed the order for my customer; However, the console is still reflecting old anniversary date.

Anniversary date on the console gets updated 30 days after the current anniversary date as we provide 30 days' grace period before and after the anniversary date for the renewal.

5. **My customer is getting payment needed error.**

VIP for your customer must have one or more overdue/Suspended seats. This is why they were getting "Payment Needed" prompt.

The reseller has the ability to remove seats for 30 days after they are added.

After 30 pass the ability to remove pending seats from the console is no longer available.

There are 2 options for addressing Suspended/Overdue seats.

-Leave the seat on the console until the end of the subscription, at which time all seats that are not renewed will be removed, including seats that were never fulfilled. There are no charges for this.

-The reseller can work with distribution to process an order and immediately process an RMA.

6. **Can I change admin for on the VIP console for my customer?**

Current admin on console can follow below steps to change the admin on VIP:

1. Log into your Admin Console: <https://adminconsole.adobe.com/team>
2. Navigate to the Administrators tab
3. Select Change next to the current primary admin's name
4. Select the admin you'd like to grant primary administrator rights
5. Click Change

The new admin will receive an email to accept the primary admin invitation, which will take them to the VIP terms and conditions. The new admin is required to accept the VIP terms and conditions before the Admin Console will reflect the change.

7. **Can a customer switch from one reseller to another reseller?**

Yes, customer has the liberty to purchase from the reseller of their choice. If the user is not satisfied with their current reseller, they can switch to another reseller by requesting for Change of reseller request with the [Partner Helpdesk](#).

8. **Can managed by contact be change for VIP?**

Yes, Primary contact on the reseller console will be able to change the managed by contact for VIP.

9. **I have sent VIP invitation to my customer but they are getting error while accepting the same.**

User will not be able to accept VIP invite if they already have a VIP with same account name. You can make slight change in account name and resend the invite.

IF they still have the issue, contact the [Partner Helpdesk](#).

10. Can I change the account name on the console?

Yes, need to complete Account name change request form(ACON) and submit the same with the [Partner Helpdesk](#) to process the request.

User can access the form using link i.e. <https://helpx.adobe.com/x-productkb/global/adobe-change-of-name-form-and-procedure.html>

11. Can I change Market segment for my Customer VIP?

No, Market segment on VIP cannot be changed. You can request for cancellation of VIP with the [Partner Helpdesk](#) and then send the invite to partner for new VIP with correct market segment.

Contract management

1. Can I change the admin on the contract?

You can request for the admin change request for the contact by contacting the [Partner Helpdesk](#). Team will be needing an email authorization from current admin to process the request. In case current admin is no longer with the co. Someone with similar email domain as current admin can send the authorization.

2. Can I change the payment option on the contract?

You can request for the admin change request for the contact by contacting the [Partner Helpdesk](#). Team will be needing an email authorization from current admin to process the request. In case current admin is no longer with the co. Someone with similar email domain as current admin can send the authorization.

3. Can a customer renew CLP agreement after expiration?

Yes, user will still be able to submit the renewal for the contact.

Licensing website

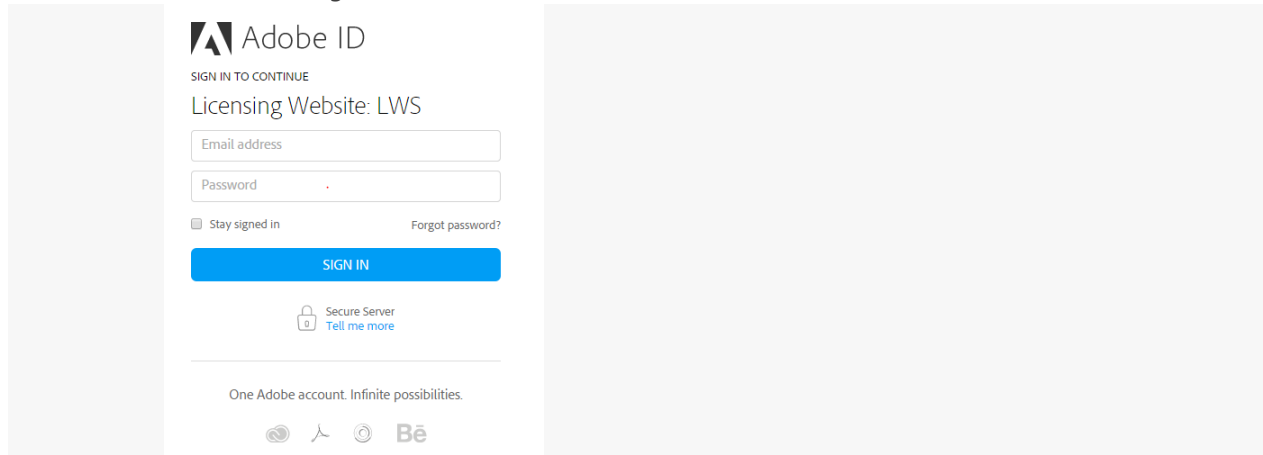
1. How to sign in to LWS website?

A. Go to the Licensing Website.

B. Sign in with your Adobe ID (usually your email address) and your password.

Note:

Need help creating or using your Adobe ID? See [Adobe ID account and sign-in troubleshooting](#).



C. Click Sign In.

NOTE: You will only be able to access licensing website with Adobe ID you have placed order with.

2. How can I manage orders on licensing website?

You can refer to the link i.e. <https://helpx.adobe.com/x-productkb/policy-pricing/volume-licensing-site.html> to access information related licensing website.