

Resolving access issues with your Partner University account for Partner Center

October 2022

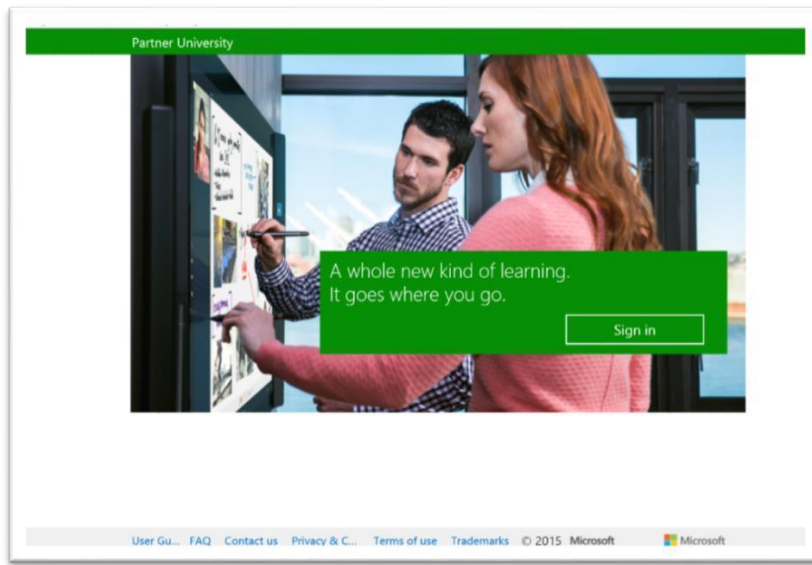
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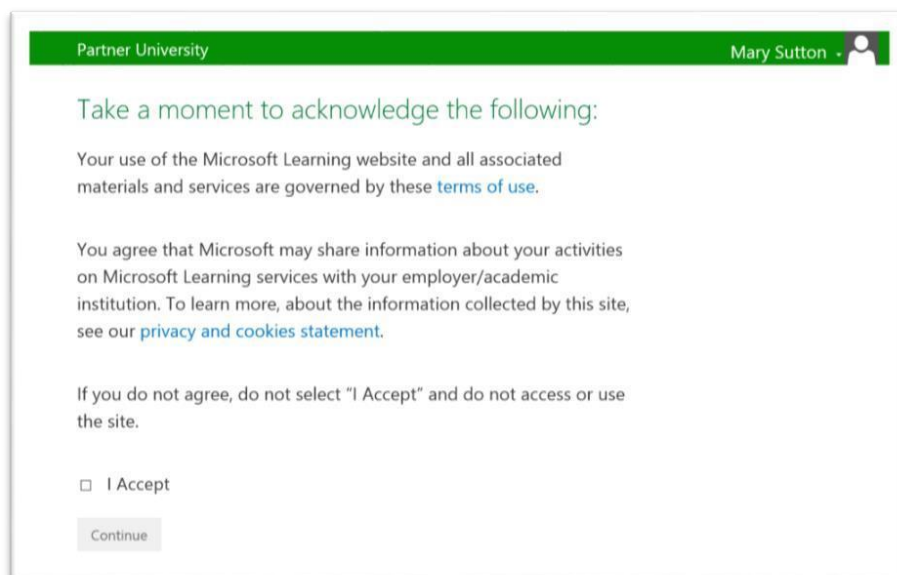
Sign in

After you've associated to your organization, perform the following steps to sign in to Partner University for the first time:

1. Sign in to [Partner University](#) by using the personal Microsoft account that you used to associate to your company's Partner ID account.



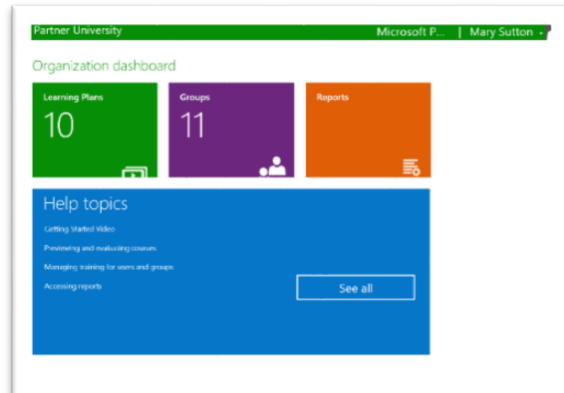
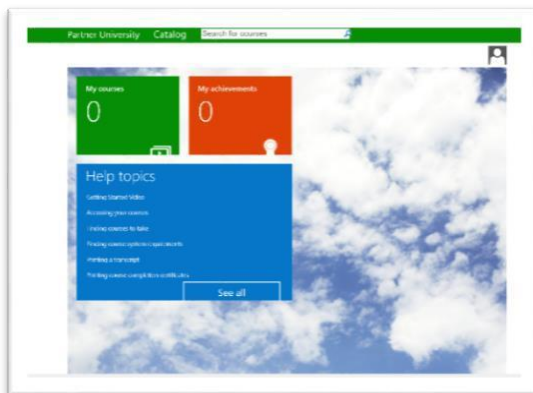
2. Two steps remain to create your profile in Partner University, so that the site recognizes you whenever you sign in:
 - a. The first step is to agree to the terms of use.

A screenshot of the Partner University website's terms of use agreement page. The page has a green header with "Partner University" on the left and "Mary Sutton" with a user icon on the right. The main content area is white and contains the following text: "Take a moment to acknowledge the following:", "Your use of the Microsoft Learning website and all associated materials and services are governed by these [terms of use](#).", "You agree that Microsoft may share information about your activities on Microsoft Learning services with your employer/academic institution. To learn more, about the information collected by this site, see our [privacy and cookies statement](#).", and "If you do not agree, do not select 'I Accept' and do not access or use the site." Below this text is a checkbox labeled "I Accept" and a "Continue" button.

b. The second step is to complete your profile. Select your language preference and country.

The screenshot shows the 'Profile' page in the Partner University system. At the top, there is a green header with 'Partner University' on the left and 'Mary Sutton' on the right. Below the header, the title 'Profile' is displayed. A grey box contains the text: 'Information in your profile is private. Make sure the information below is correct.' The form includes several fields: 'First name' with 'Mary', 'Last name' with 'Sutton', 'Contact email' with 'marysu@microsoft.com', 'Default language' with a dropdown menu set to 'Choose...', and 'Location' with a dropdown menu set to 'Choose...'. Below these fields is a section titled 'Give yourself a unique ID' with an empty text box and an example 'A12345'. A green 'Save' button is located at the bottom of the form. The footer contains links for 'User Gu...', 'FAQ', 'Contact us', 'Privacy & C...', 'Terms of use', 'Trademarks', and copyright information for 2015 Microsoft.

After you've completed your profile, you'll arrive in the Learner or Admin dashboard in the Partner University site. The following screenshots show the Learner dashboard (left side) and the Admin dashboard (right side). For more information, see the More about the Learner and Admin dashboard experiences on Partner University section of this document.

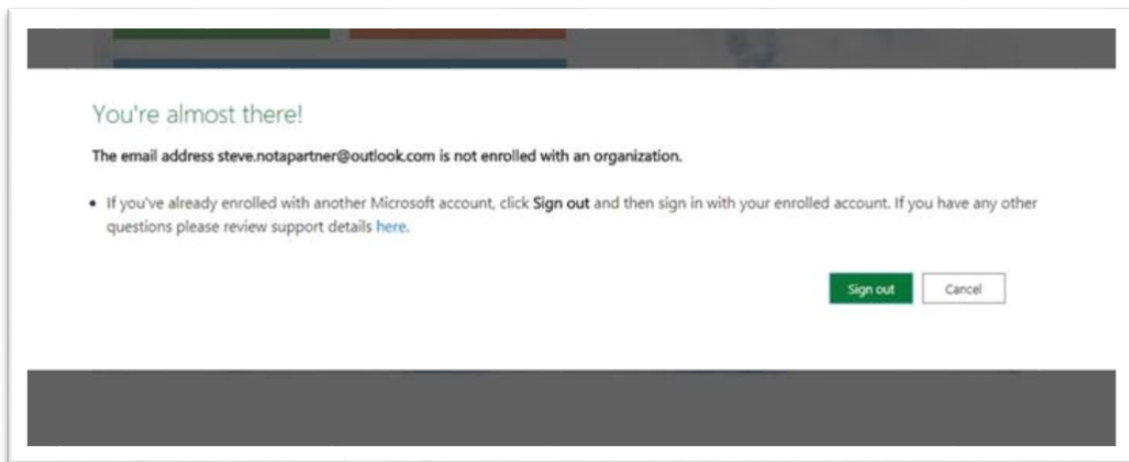


You're now free to explore the site. In the Learner dashboard, use the search function to find the courses that you want. You can filter search results by product, topic, level, or language. You can also go to the [Training Center](#) and browse the [Learning Path directory](#) to view and explore all training offerings.

Support

Here, you'll find some of the issues or error messages that might block you from getting into your Partner University account, steps to resolve them, and escalation points if needed.

"You're almost there!" error message



This error message occurs when the user is signing in by using an email address that Partner University doesn't recognize. Remember that you used a **personal** email account to associate to your company's Partner ID account. That personal email address—not your work email address—is the identifier that Partner University has on file for you.

To resolve this issue:

1. Make sure to use your **personal** Microsoft account to sign in to Partner University; regardless of what company you work for, the personal email address will be Partner University's unique identifier for you. Use of your personal email account helps make sure that the system preserves your training records if you move between companies. When the system asks for your "Microsoft account," it's asking for your personal email address, not your work email address. Note: at several times, the system will refer to the "Microsoft account" as the "Windows Live" ID.
2. Make sure that your personal email address is associated to Partner Center.

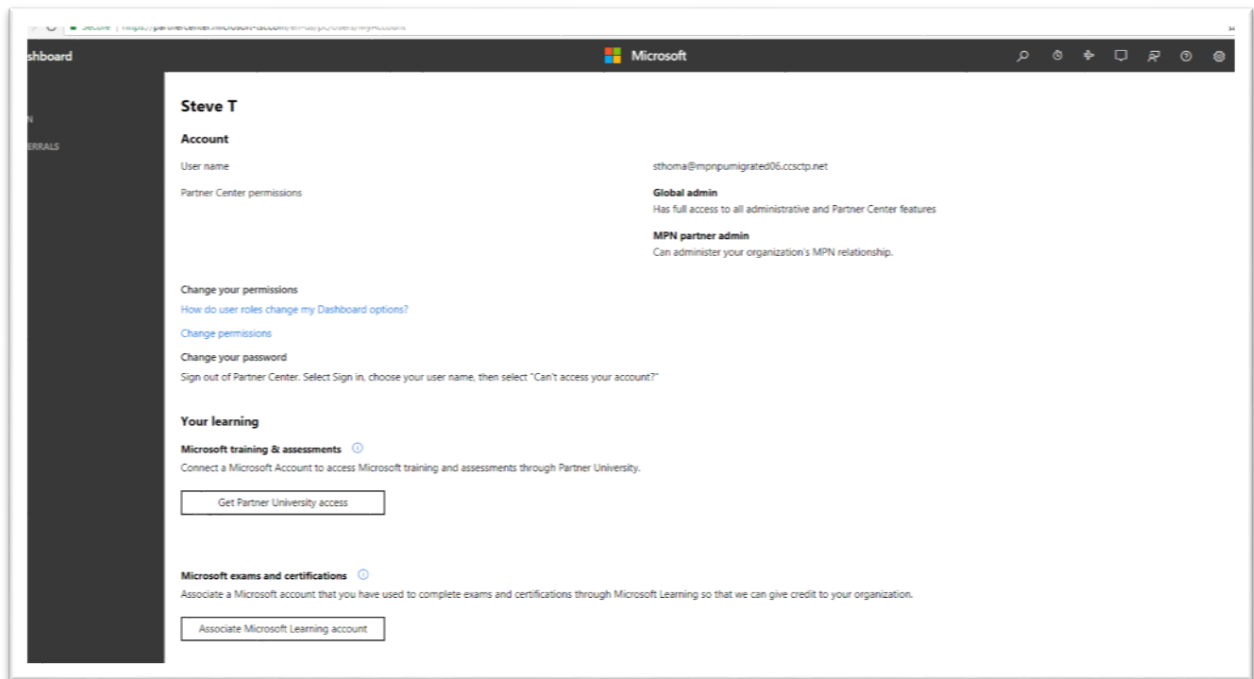
Associating in Partner Center

Partner Center is your partner dashboard. You might see a clue that points you to “reassociate” in Partner Center in the following way:

- You’re trying to sign in to your Partner University records, but you’re seeing only the **My achievements** tile in your learner dashboard.

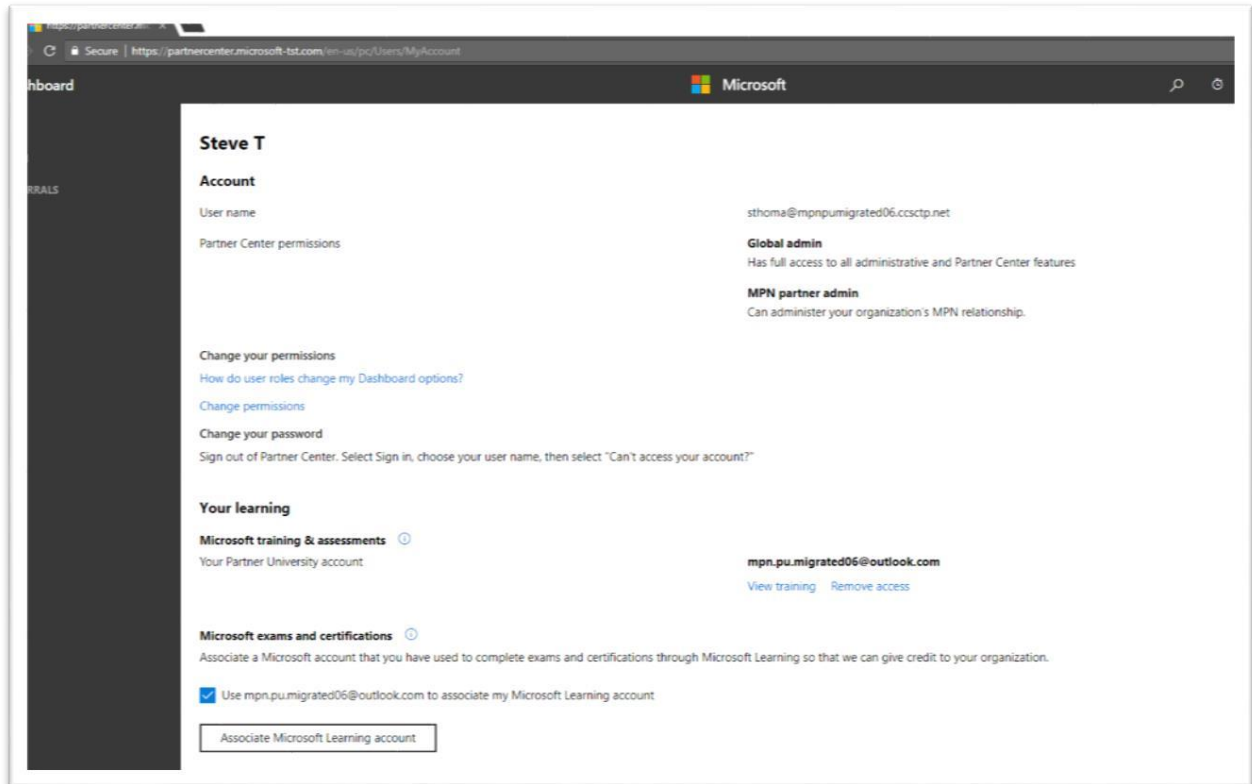
Note: your records in Partner Center will be governed by your **work** email address. This is different from Partner Membership Center, which uses your **personal** email address to identify you. You’ll sign in to Partner Center by using your **work** email address (e.g., john.doe@contoso.com) to access your Microsoft Cloud Partner Program membership records.

1. The Partner Center home page is at <https://docs.microsoft.com/partner-center/>.
2. Go to <https://partner.microsoft.com/pc/Users/MyAccount/> to sign in.
3. Be sure to use your **work** email address to sign in to Partner Center. The system will allow you to create or change your password.



4. After you’ve signed in, you’ll see a screen that’s similar to the preceding screenshot. This is your Partner Center profile page. Select the **Get Partner University access** box.
5. When you’re prompted to sign in, do so by using your **personal** email account. This action will connect your known Partner University credentials to the new partner account that your company has established in Partner Center.

When reassociation is complete, you'll see a screen that's similar to the screenshot that follows. You can select the **View training** link to sign in to Partner University (by using the personal email account that you typically use to access your training records) to find that all your Partner University records are intact. You can also select the **Remove access** link to cancel or close your Partner University account at any time.



You'll also see the **Associate Microsoft Learning account** box under your Partner University account information. This box offers an opportunity to link your MCP exams and certifications to your Partner Center records. Doing so will help make sure that your company receives "credit" toward your partner capability score for any exams that you've passed that qualify you for a Solutions Partner designation.

6. As you did with the Partner University box, select the **Associate Microsoft Learning account** box, then sign in by using the personal email account that you used to register for your MCP exams. This will connect your exam credentials to your Partner Center account.

If you get stuck at any point in this process, reach out to [Microsoft Partner Support](#).

Technical support

Microsoft Partner Support can help troubleshoot technical errors that are related to Microsoft Cloud Partner Program association, membership, and Solutions Partner designations.

You can contact Microsoft Partner Support by going to <https://partner.microsoft.com/support>. If you have trouble signing in with your Partner ID to see your support options, select the **Trouble signing in** link, where you'll find an option to begin chatting with a Regional Support Center agent.

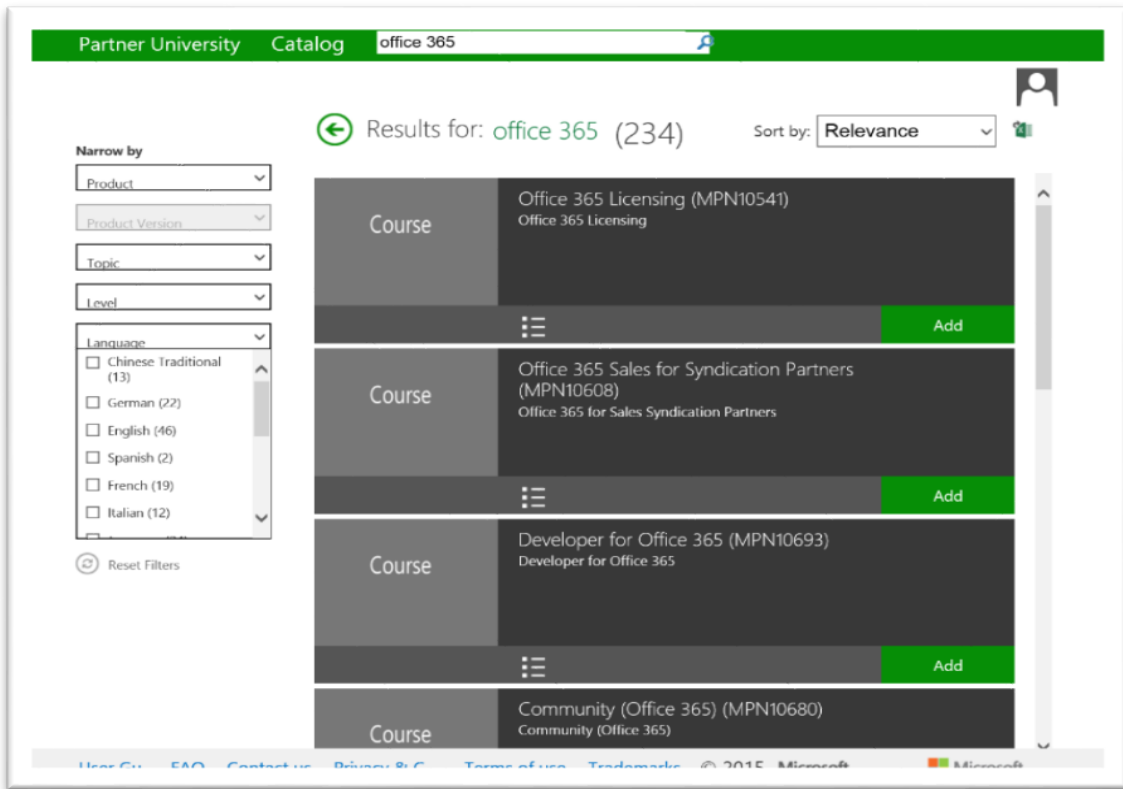
More about the Learner and Admin dashboard experiences on Partner University

Learner dashboard

Using the search bar is a good way to discover all the content that's been published on the Partner University site. Enter course title or keywords to find trainings, and use the **Product**, **Topic**, **Language**, and **Level** filters to narrow your results.

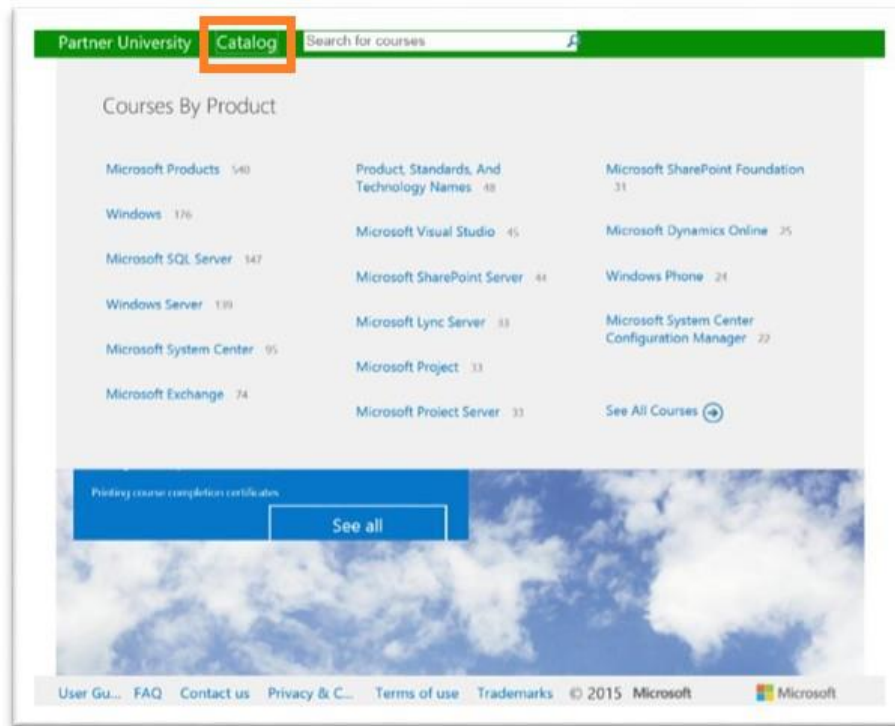
If you know the Microsoft Cloud Partner Program course number for a specific learning path, you can enter the number in the search bar to find the course. The course number will appear as a set of numbers at the end of the title. You'll also see the course number at the end of each course title in the [Learning Path directory](#) of the Training Gallery.

While searching, if you find courses that you'd like to bookmark for viewing later, select the **Add** button to add the course to the **My courses** tile in your Learner dashboard. When you complete a course that's listed in your **My courses** tile, that course will appear in your **My achievements** tile, from where you'll be able to print a transcript of the course or print a certificate of completion.



You can also go to the [Training Center](#), find the course that you want, and select the course to open it directly from the Training Center.

Another way to view the entire list of courses that are published on the site is to select the **Catalog** button in the upper section of the screen. Here, you'll find a list of course categories. Note: the only way out of catalog view is to select again the **Catalog** button, which functions as a toggle.

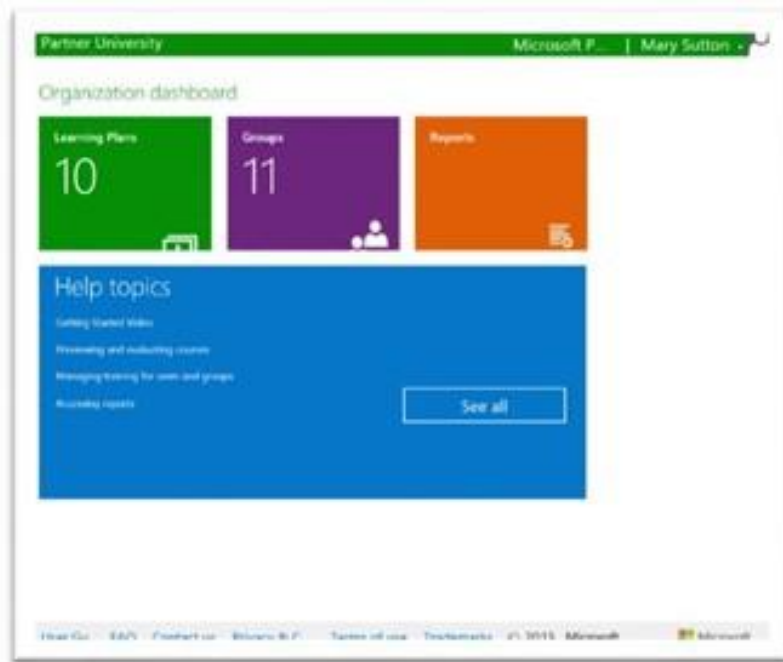


Admin dashboard

This dashboard is available only to users who have Microsoft Cloud Partner Program Global Administrator access in each partner company. This is a unique feature that gives administrators a bird's-eye view of learner activity across their company. The **Groups** tile in this dashboard will become populated with names as employees sign in and create their Partner University profiles.

Administrators should encourage company employees to sign in and create their profiles in Partner University to facilitate the tracking features in Partner University. The more employees who have signed in and created profiles, the more robust will be the functionality of the Admin dashboard.

As employee-learners in the company sign in, administrators will be able to track their progress through courses and completion of assessments. Administrators will also be able to assign learning plans to employee-learners and can categorize them in the **Groups** tile for learning-plan assignment tracking.



After you've signed in to the Admin dashboard, be sure to review the User Guide link or the FAQ link at the end of the page to find answers to your questions and helpful tips. The following information is the learning-plan guidance that's featured in the online user guide.

Learning plans

How do I assign a learning plan to one or more users?

To assign a learning plan to one or more users:

1. Select the **Learning Plans** tile.
2. Find the learning plan that you want to edit. If you know any part of its name, you can enter that in the search box and press **Enter**.
3. Select the **Manage Users** icon in the bar that appears in the lower section of the learning plan.
4. Select the users that you want to add. Then, under **Edit assignment**, select **Assign** and **Apply**.

How do I remove a user from a learning plan?

To unassign a learning plan from one or more users:

1. Select the **Learning Plans** tile.
2. Find the learning plan that you want to edit. If you know any part of its name, you can enter that in the search box and press **Enter**.

3. Select the **Manage Users** icon in the bar that appears in the lower section of the learning plan.
4. Find the users that you want to remove. Then, under **Edit assignment**, select **Unassign** and **Apply**.

How do I update the list of courses in a learning plan?

To update the list of courses in a learning plan:

1. Select the **Learning Plans** tile, then select the **Manage Courses** icon.
2. Expand the offerings in the course catalog, then either select the courses and collections to include in the plan or unselect courses or collections to remove them.
3. Select **Save**.

The learning plan is saved with its updated collection of courses, and you're returned to the Learning Plans page. All users who are assigned to the plan should receive an email to notify them of the change.

If you change your mind about editing the learning plan, you can select either the **Cancel** button or the **X** in the upper-right corner.

Why isn't a learning plan assigned to a user when I add the user to a group that's associated with a learning plan?

This is by design; we don't support live groups today. In this case, adding a user to the group won't assign the learning plan to the user, and no trigger email will be generated for a learning-plan assignment. You must assign the learning plan to the user explicitly.