Instructions for getting access to Dynamics Learning Portal

Using this document:
Walk through the 5 steps in this document to ensure that all requirements are met for DLP access.

Important aliases and links:
PartnerSource
https://mbs.microsoft.com/partnersource
You must be able to log in successfully to PartnerSource for you to access DLP successfully also.
For help with issues logging in to PartnerSource: itmbsup@microsoft.com

MBS Regional Operations Centers
All partner agreements must be up to date for you to access DLP successfully.
For help with contracts and agreements:
- mbsagree@microsoft.com (Americas)
- mbscon@microsoft.com (Europe Middle East Africa)
- mbslques@microsoft.com (Asia Pacific)

Dynamics Learning Portal
https://mbspartner.microsoft.com
All contracts and agreements that provide access to DLP are managed in PartnerSource.
For help with content related issues: dlphelp@microsoft.com
Steps for Getting DLP Access

**Do you have a MPN ID?** You may skip to Step 2 if your company has already a MPN ID. Before requesting a MPN account, verify first if your company has already one.

**Step 1:** Obtain a Microsoft Partner Network (MPN) ID at:

**Do you have an active PRA, CSA or SPA agreement?** You may to Step 3 if your company has already any of these active agreements.

**Step 2:** Download, print out and fill out the Microsoft Dynamics Partner Registration Agreement (PRA) ENG_Master.docx form with a pen.

**NOTE:** The PRA form is password protected to prevent editing of the terms in the agreement. You need to print it out and fill it out by pen. The PRA is an agreement type that requires a hard copy to be processed. We cannot process with a soft copy. Upon receipt of the hard copy of the form, our operation team will process the PRA request and reach out to you to inform of its completion. Delay might occur because of the actual receipt of the paper copy of the agreement form that is sent to Microsoft Corporation.

- **Under General Term and Conditions**, section 4 BENEFITS, check box Access to PartnerSource
- **Email a copy** to your MBS Regional Operations Operations Center listed on page 1
- **Mail original copy** to Microsoft Corporation address listed in the PRA form

**Wait** for a confirmation email before continuing.
**NOTE: Very important** – Only perform Step 3 after your new account number has been created from Step 2 and after you have received an email confirmation with your Microsoft Dynamics partner account number.

**Step 3:** Email the Agreements team requesting them to work with Credit & Collections to create a billing account. Contact your Regional Operations Center:

- **To:** mbsagree@microsoft.com (Americas)
  mbscon@microsoft.com (Europe Middle East Africa)
  mbslques@microsoft.com (Asia Pacific)
- **Subject:** “Sync to Dynamics {Product Name} – {Partner Name} – {Microsoft Dynamics Partner Account Number}”
- **Email Body:** I am *(add your partner Name)* and I understand that I have to get in touch with you and request you work with Credit and Collections to create an account. Enclosed Credit Application form** and Certificate of Incorporation* for review. Thank you.
  
  *Note: except for Asia Pacific region: Australia, New Zealand, Singapore, and Hong Kong
  **Credit Application form: https://mbs.microsoft.com/partnersource/global/pricing-ordering/pricing-ordering-news/Credit_Services

Wait for a confirmation email. The expected time for completion is between 48–72 hours.

**AFTER** you receive confirmation from agreements stating that the billing account is created, you are clear to create the order in Step 4.

**Step 4:** Follow these steps to order the Microsoft Dynamics Training Pack for $0.00, manually or online.

**Manual:** You can place a manual order as follows:
1. Complete the [order form](#)
2. Submit the order form to the [Americas Operations Center](#) via a Service Request.

**Online:** You can order online [here](#). Follow these steps:
1. Click [Partner Service Plan Order](#) on the [Welcome To Order Central](#) page.

**Welcome To Order Central**

![Welcome To Order Central](#)

**NOTE:** If [Partner Service Plan Order](#) is not clickable, this means that you have skipped step 3 above and your company does not have yet credit terms with Microsoft Business Solutions (MBS). MBS does not accept credit cards from partners, so all partners need to have credit terms prior to ordering.
2. After clicking on **Partner Service Plan Order**, you will be prompted with the **Order Header** page.
   a. Enter a Purchase Order Number. This is any number you wish to use for your own tracking. You can also leave it blank.
   b. Under **Special Deal ID**, leave it as “Select a Deal ID”

   ![Order Header](image)

3. Next, select **Create Order**

4. You will be prompted with the **Partner Services Order Form**

5. Under the grid **Select Service Options**, please select **Dynamics Training Pack (pay per incident)**

   ![Select Service Options](image)

6. Click **Next**

7. You will then land on the **Apply Payment** page. Select your payment method **On Account**.

8. After payment method is selected, save it and in the next page you MUST submit the order.

9. Once the order has been created, it will be placed on a short hold. It can take up to 2-3 business days before the order is fully completed.

   **NOTE:** For assistance with orders, please refer to your local Microsoft Regional Operations Center (ROC), not DLP Help Team.

10. To keep an eye on your order status, go to **PartnerSource**

11. Select **Pricing & Ordering**

12. Select **View Order Status**

   Once your order is complete, you can access DLP using the steps outlined below.
**Step 5:** Access Dynamics Learning Portal (DLP).

1. Launch **PartnerSource**
2. At the Navigation Menu, select **Readiness & Training > E-Learning**

If after clicking **E-Learning**, you are prompted with the following page asking you to perform an **e-mail account association**, then your account is not properly associated with your company’s PartnerSource account. Please complete the steps on that page (complete the account association in PartnerSource), then access DLP using these steps.
3. You will be prompted with the **DLP Welcome Page**.

![DLP Welcome Page](image)

4. Click **Sign In**

5. Enter the same account credentials you use to log in to PartnerSource.

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**Learn More**

We are excited to introduce the DLP and are committed to ensuring the new learning portal meets Dynamics partners’ expectations. Review the DLP FAQ, which has answers to **frequently asked questions** related to DLP. The DLP FAQ covers many topics including access, course catalog, features and capability, operations, escalations, and troubleshooting.

Click [here](#) to watch a short video on the new format, features and capabilities of the **Dynamics Learning Plans** available on DLP.

On DLP Home Page, there is a **notification** (orange tile) with your name, where we often post important messages and announcements to DLP users. Click on it to see the latest notifications.

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**Enjoy DLP!**

**DLP Helpdesk**