

# Rectron, Microsoft CSP Onboarding Guide

# Getting Started with Rectron, Microsoft CSP

Thank you for your interest in the Microsoft Cloud Solution Provider Programme.

The aim of this guide is to help you to get started as quickly as possible.

**There are a few general steps that you will need to follow to get started:**

1. Sign Rectron's cloud services addendum
2. Sign up to the Microsoft Partner Network (if you don't already have an account)
3. Enroll as a CSP indirect reseller
4. Associate with Rectron
5. Sign up on Rectron's RCT-Cloud portal

# Overview of Rectron's Microsoft CSP Solution

Rectron offers a variety of solutions, aligned with Microsoft offerings:

- Microsoft 365
- Dynamics 365
- Azure
- Windows Server software subscriptions

# Pricing

- All pricing is available through Rectron's RCT-Cloud storefront
- Once you sign up on a license subscription service, your US\$ pricing is fixed for 12 months
- Our solutions are priced in US\$, with a conversion to South African Rands
- Microsoft 365 & Dynamics 365 licenses are billed for the month in advance
- Software subscriptions are billed for the month in advance
- Azure subscriptions are billed for actual consumption for the month in arrears



## Rate of Exchange

We offer our Microsoft cloud solutions based on a rate of exchange, that is determined monthly\*. This model ensures that your pricing is always as competitive as possible, and in line with the market.

\* Due to volatility in the Rand/US\$ exchange rate, Rectron reserves the right to update ROE during the month as required. Should this happen, you will receive notification via email of changes.

# Subscription Term

- All solutions are offered on a one year agreement term, with billing either monthly or annually, depending on the solution
  - Microsoft 365 – Monthly or annually
  - Dynamics 365 – Monthly or annually
  - Azure – Monthly
  - Software subscriptions – annually
- Licenses are automatically renewed for a further year, unless you cancel them



## Automatic Renewals

Licenses are automatically renewed either monthly or annually. It is your responsibility to cancel subscriptions if you no longer need them. Any licenses that are active at renewal time will be billed

You will automatically receive an email from our systems to notify you of upcoming renewals. Please contact Rectron if you are not receiving our automated communications

# Rectron's Cloud addendum

- ✓ Covers the set of rules that govern the cloud business
- ✓ Reduces the monthly administrative burden with the traditional PO process
- ✓ Ensure that you understand the T&C for the cloud business



[Click here to download the addendum](#)

# Microsoft Partner Agreement Term Enforcement Timeline

- **September 1, 2019–January 31, 2020:** Indirect Resellers must accept the terms of the Microsoft Partner Agreement.
- **After January 31, 2020:** Indirect Resellers who have not accepted the Microsoft Partner Agreement will have their CSP transactions blocked. This means Indirect Resellers will not be able to place new orders, including renewals and adding new seats, and will be limited to managing existing subscriptions only.
- **From August 31, 2020:** Indirect Resellers who have not accepted the Microsoft Partner Agreement will be offboarded from the CSP Program.

# How to accept the Microsoft Partner Agreement

1

Onboard as a CSP Indirect Reseller on Partner Center and accept the Microsoft Partner Agreement terms



Indirect Resellers not onboarded to Partner Center must first complete onboarding. Accepting the terms of the Microsoft Partner Agreement will be part of the onboarding process. Onboard today using the instructions below.

2

Accept the new Microsoft Partner Agreement on Partner Center



Indirect Resellers who have previously onboarded to Partner Center must log-in with Global Admin credentials and accept the Microsoft Partner Agreement on the [Partner Center dashboard](#) page prior to January 31, 2020.

## Why have Microsoft introduced the Microsoft Partner Agreement?

- Help build trust between partners, customers and Microsoft by providing higher degree of transparency and compliant business practices.
- Provide partners with a simple, unified, digitally executed partner agreement that contains a core set of perpetual terms and enhanced data privacy, security and compliance terms presented through a simplified contracting experience.
- Clarify and elevate partner rights and responsibilities in response to regulatory requirements.

## Why accept the Microsoft Partner Agreement before January 31, 2020?

- Indirect Resellers who have not accepted the Microsoft Partner Agreement prior to January 31, 2020 will have their CSP transactions blocked, including new orders, renewals and seats additions.

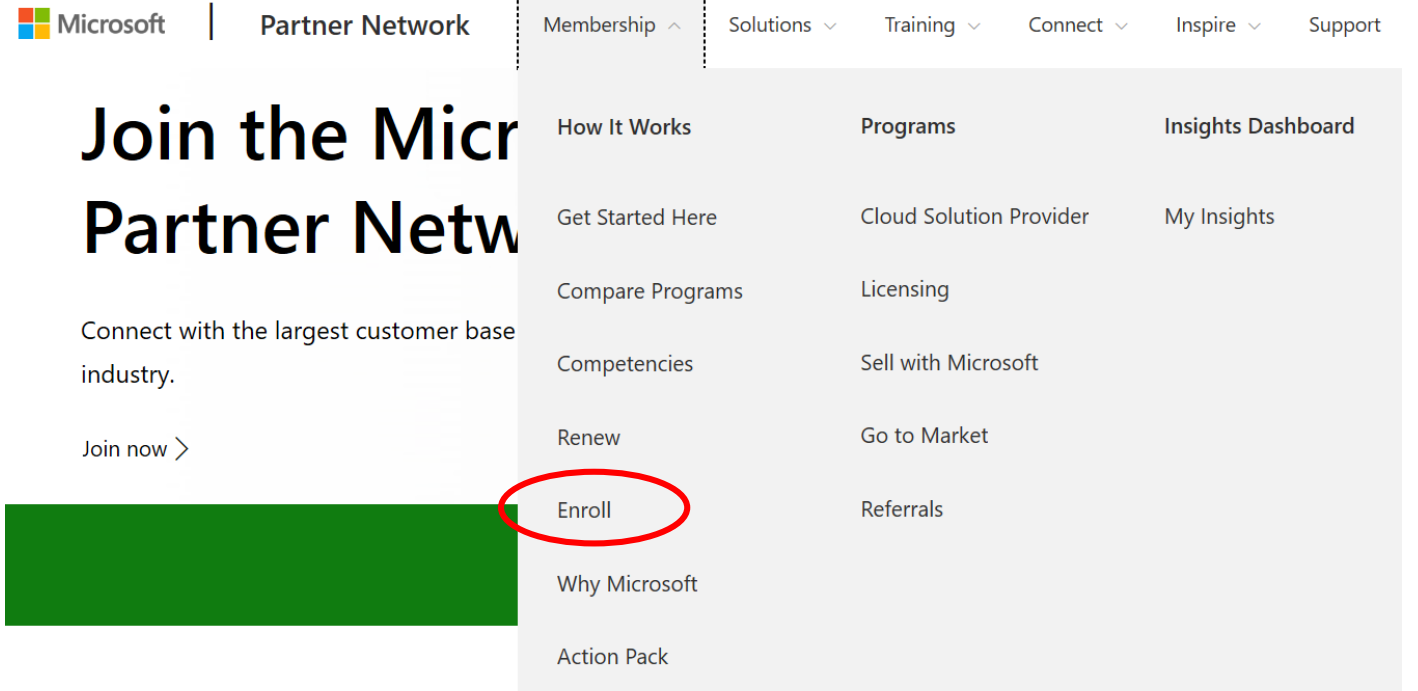
# Onboard as a CSP Indirect Reseller on Partner Center: Checklist

# MPN ID for Enrollment

## 1. MPN ID for enrollment

Do you have an MPN ID specific to each location being enrolled? Or do you have the admin credentials from your company's MPN account in case you need to create new ID numbers?

To register for an MPN ID, start by clicking the **Enroll** link, and complete the process, or add a location under your parent ID in your MPN account in Partner Center.



The screenshot shows the Microsoft Partner Network website. The navigation bar includes Microsoft, Partner Network, and several dropdown menus: Membership, Solutions, Training, Connect, Inspire, and Support. The main heading is "Join the Microsoft Partner Network". Below this, there is a sub-heading "Connect with the largest customer base in your industry." and a "Join now >" link. A green bar is present below the "Join now >" link. The "Membership" dropdown menu is open, showing options: How It Works, Get Started Here, Compare Programs, Competencies, Renew, Enroll (highlighted with a red circle), Why Microsoft, and Action Pack. Other dropdown menus are also open, showing options like Programs, Cloud Solution Provider, Licensing, Sell with Microsoft, Go to Market, Referrals, Insights Dashboard, and My Insights.

Our partnership grows with

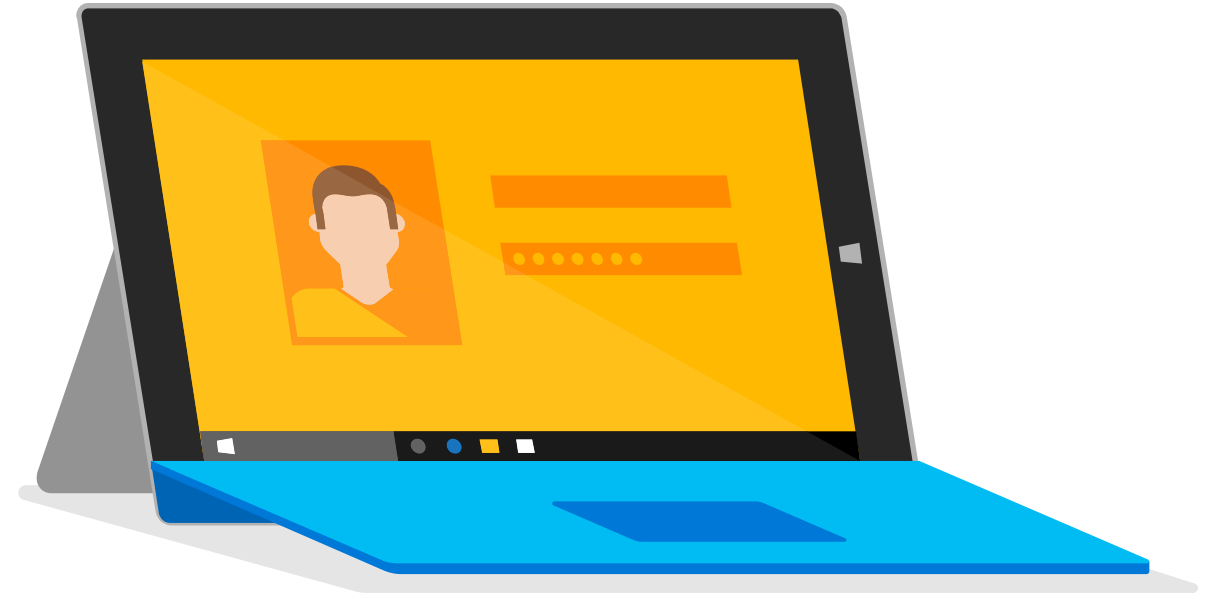
Note: When onboarding, you will need to use an active MPN ID that is in the same country as the one you are onboarding to Partner Center as an Indirect Reseller. It is recommended you use the same MPN ID you have previously submitted to your Indirect Provider to transact in the CSP program.

# Admin for Your Enrollment

## 2. Credentials for enrollment

Do you have an existing Microsoft global admin login associated with the country of enrollment that you will use to sign into the enrollment form?

If not, you will need to create a new global admin account for CSP .

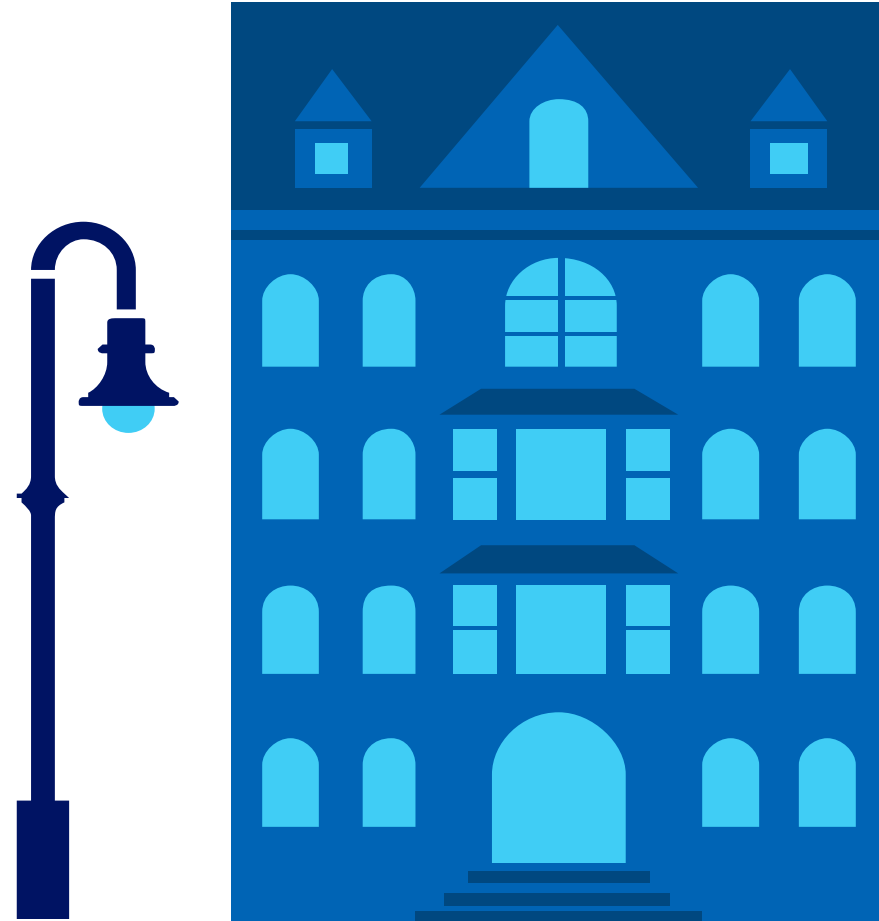


# Legal Business Name and Address for Enrollment

## 3. Legal business name and address for enrollment

Do you have a registered legal business name, address, and phone number for each location you plan to enroll?

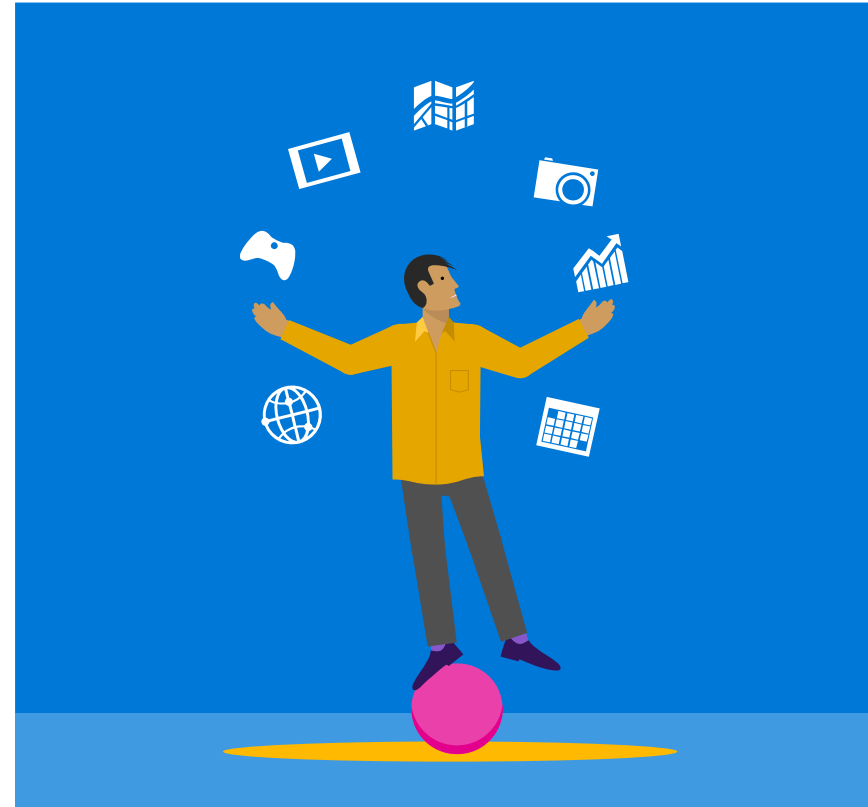
When submitting the enrollment form you will need to ensure that you enter your correct registered legal business name, address, and phone number, and each is up-to-date. This will assist you in going through any of our verification processes.



# Admin for Your Enrollment

## 4. Admin for your enrollment

Have you identified the person in your organization who will be the primary contact for the enrollment and onboarding process?



# Marketing to Customers

## 5. Marketing to customers

Are you ready to create a business profile in your Partner Center account to have your company displayed on "Find a Partner" search?

Microsoft Microsoft 365 Azure Office 365 Dynamics 365 SQL Windows 10 More Search Microsoft.com Sign in

### Find a Microsoft solution provider

United States 51-250 employees Azure Add a keyword

Provider Name	Location	Key Features/Description
Computer Solutions East	Boca Raton, FL, US	Winner of 2016 East Region Renewal/Annuity Partner of the Year Award. Gold and Silver certified for Services on Volume Licensing, Microsoft 365, Office 365 and Azure Migrat...
Vology, Inc.	CLEARWATER, FL, US	Vology is a high growth Strategic Solutions Provider with the capabilities to handle full Information Technology needs from Managed Services to Field Services and Product Solutions for ou...
Maureen Data Systems	Cypress, TX, US	Building out and maintaining your IT ecosystem doesn't have to be a do-it-yourself project. MDS can help identify network issues, configure devices, and optimize your infrastructure to ma...
Lighthouse Technology Partners	Greenwich, CT, US	Lighthouse Technology Partners is an award-winning Microsoft Solution Provider. We are a Microsoft P-Seller, "one of a select group chosen from the elite in Microsoft's partner comm...
A & E Technologies, LLC - Office 365	Seattle, WA, US	A & E Technologies, LLC provides outstanding service. They have top notch consultants that specialize in the following areas: Microsoft Licensing - Office 365 (CSP and OPEN Licensi...
Interlink Cloud Advisors, Inc.	Cincinnati, OH, US	After a merger or acquisition, there is a need to quickly identify IT goals, develop an integration plan, and combine the data of the separate entities. Organizations also need ...

# Onboard as a CSP Indirect Reseller on Partner Center: Instructions

# Onboarding to Partner Center

1. Go to: <https://partner.microsoft.com/en-za/cloud-solution-provider> to start the CSP onboarding process. Check that you have all the requirements for onboarding, then click **Next** to go to the first step.

## Welcome to Partner Center!

As a Microsoft partner on Partner Center, you have at your fingertips an entire platform designed to make it easy to create and manage business profiles, manage referrals, and do business with customers and indirect providers.

To create a Partner Center account, you'll need to provide the following information. You may want to take a few minutes to gather these items before you get started:

- **Global administrator credentials for your work account**

You'll need to provide the user name and password you use to sign into Office 365, Microsoft Azure, or Microsoft Dynamics CRM. If you don't have a work account, you can create one during the enrollment process.

- **The user name and password you use to sign in to the Partner Membership Center site**

We use this information to link your organization's Microsoft Partner Network ID (MPN ID) with your new Partner Center account so that you can manage your membership benefits and data in Partner Center.

- **Your organization's legal business name, address, primary contact, and support details**

We need this information to confirm that your organization has an established profile with Microsoft and that you are authorized to act on its behalf.

Please note that it can take us several days to review and verify the information you've provided. We'll email you when we've completed our review.

Next

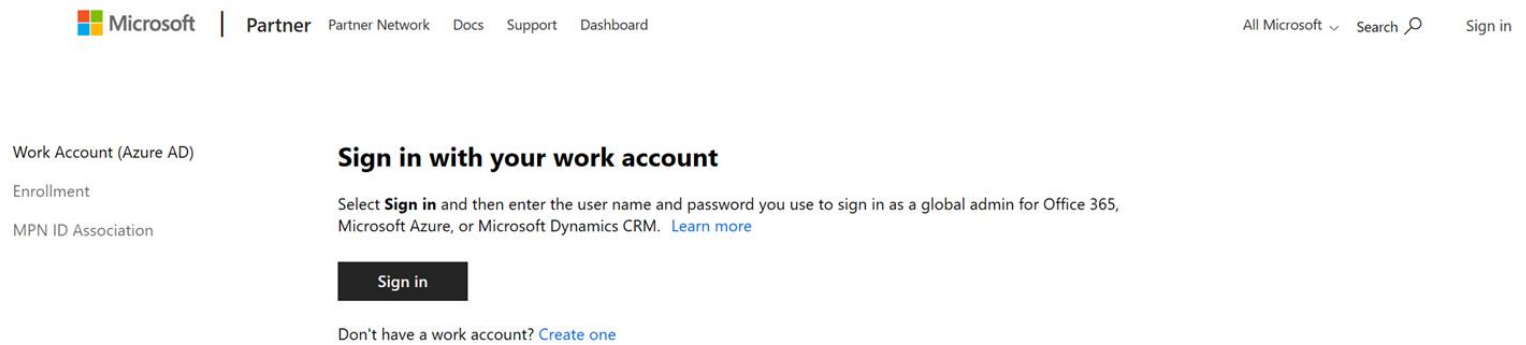
Cancel

1

# Onboarding to Partner Center

2. Click on the **Sign in** button to sign in with your Microsoft global admin work account.

Note: If you don't already have an account or want to create a new one, click the **Create one** link to set up a Partner Center account. You will then use the newly created credentials from the account form to log in to the enrollment process.



The screenshot shows the Microsoft Partner Center sign-in page. At the top left is the Microsoft logo, followed by a vertical line and the word "Partner". To the right of "Partner" are links for "Partner Network", "Docs", "Support", and "Dashboard". At the top right, there is a dropdown menu for "All Microsoft", a search icon, and a "Sign in" link. On the left side of the page, there is a navigation menu with three items: "Work Account (Azure AD)", "Enrollment", and "MPN ID Association". The main content area is titled "Sign in with your work account". Below the title, there is a paragraph of text: "Select **Sign in** and then enter the user name and password you use to sign in as a global admin for Office 365, Microsoft Azure, or Microsoft Dynamics CRM. [Learn more](#)". Below this text is a dark button with the text "Sign in". At the bottom of the main content area, there is a link: "Don't have a work account? [Create one](#)".

# Onboarding to Partner Center

3. Sign in using your account username and password (the ID for signing into an Office 365, Azure, or Dynamics account).

Example:

admin@partnerabc.onmicrosoft.com.

**Please note that you must sign in using an account that has global admin privileges, and one that you plan to use to manage your CSP indirect reseller account in the Partner Center.**



## Sign in

Email, phone, or Skype

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No account? [Create one!](#)

[Can't access your account?](#)

[Sign-in options](#)

Next

# Onboarding to Partner Center

4. Complete the CSP Indirect Reseller enrollment form.

## Important note:

When completing the enrollment form please ensure that you enter the correct registered legal business name, address, and phone number and that each are up-to-date. This will assist you in going through any of our verification processes.

### Enrollment details

Market: United States  
Global admin: Test@ .onmicrosoft.com



### Legal business profile

Verify or provide your organization's legal business profile details.

Organization name *		
Legal Business Name		
Address line 1 *	Address line 2	
123 Legal Business Address		
City *	State/Province *	ZIP/Postal code *
Redmond	Washington	98052

### Primary contact

Provide the details of the person in your organization we should contact about your application. We'll use this information to verify that this person works at your organization.  
**Important:** We don't accept email addresses from Web-based email services such as Gmail, Yahoo! Mail, iCloud Mail, AOL Mail, or Outlook Mail.

Primary contact first name *	Primary contact last name *
Primary Contact First Name	Primary Contact Last Name
Primary contact email *	Phone number *
primarycontactemail@microsoft.com	206-555-1212

### Customer support info

Provide your customer support information so that customers can easily reach you when they need help.

Support website *	Support email *
www.supportwebsite.com	support@support.com
Support phone *	
206-555-1212	

By selecting **Enroll now** below, I confirm that I am authorized to act on my company's behalf and I understand that Microsoft will verify the information I've provided. I acknowledge that my organization is capable of providing administrative and technical support.

# Onboarding to Partner Center

5. A pop-up message will say that an email will be sent to the email address you provided on the form. Click **OK** to complete the enrollment submission.

## Important note:

Provide an official company email address associated with the registered legal business name and address provided on the enrollment form.

Email addresses from web-based email services, including .onmicrosoft.com addresses, will not be accepted. However, Microsoft will do its best to work with you if you do not have an official company email address.

## Verifying primary contact's email address

We'll email [redacted]@microsoft.com to verify that this email address belongs to your company. [redacted]@microsoft.com must respond before we can continue to review your application.

**Important:** We don't accept email addresses from Web-based email services such as Gmail, Yahoo! Mail, iCloud Mail, AOL Mail, or Outlook Mail.

If [redacted]@microsoft.com doesn't get our email, go to **Account Settings** and select **Resend verification email**.

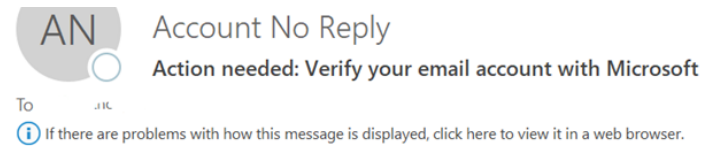
To change the primary contact's email, select **Cancel** and then change the email address to one associated with your company's domain name.

5



# Onboarding to Partner Center

6. Your primary contact will receive an email asking them to verify email ownership. They will need to complete this step as part of the enrollment verification process.



Hello Test Test,  
Verify your email address

You are receiving this email because you (or someone from your organization) recently signed up for a new Partner Center account or updated an existing account using this email address.

Select **Verify email address** below to confirm that you (or someone from your organization) signed up for a new Partner Center account, or updated an existing account using this email address.

Otherwise, select **I do not approve my organization to sign up for a Partner Center account with this email.**

[Verify email address](#)

6

[I do not approve my organization to sign up for a Partner Center account with this email](#)

This mailbox is NOT monitored. Please DO NOT reply to this message.


This message includes important information about a Microsoft program, service, or product that your organization currently participates in, subscribes to, or previously purchased.

Microsoft respects your privacy. Please read our [Privacy Statement](#) for more information.

Microsoft Corporation  
One Microsoft Way  
Redmond, WA 98052 USA

# Onboarding to Partner Center

7. Once your primary contact clicks to confirm the email address, you'll see a confirmation page in the CSP onboarding portal to let you know that the email address has been verified.

 Microsoft | **Partner** Partner Network Docs Support Dashboard

## Email successfully verified

Thank you for verifying your email address. We will now continue reviewing your organization's application.

Close

7

# Onboarding to Partner Center

8. Enter the company name or MPN ID for the business location you're enrolling and click the **Search** button so it can be found in our system. Select the location you want to associate with your Indirect reseller account.

**Note:** If you skip this step, you must complete it before your account can be activated.

## Associate your MPN ID to your Partner Center account

We need to link your organization's Microsoft Partner Network ID (MPN ID) with your new Partner Center account so that you can manage your membership benefits in Partner Center.

Be sure to choose the MPN location for the organization profile linked to your incentives, membership benefits, and competencies, if eligible, so we can align this important information under your Partner Center account. The MPN location must be associated with an organization profile that is active and located in the same country/region as your Azure AD tenant.

You can complete this step later, but your account won't be fully active until you complete this association. For additional assistance, contact [Microsoft support](#).

Enter your company name or MPN ID

 ✕ 🔍

Select the location to associate to this account

Cloud Solution Partner, Redmond, WA, US

Cloud Solution Partner, Redmond, WA, US

Associate my MPN ID

Skip for now

8

# Onboarding to Partner Center

9. You will see a confirmation of the submission of your enrollment form on the Dashboard page of the Partner Center. Click on **Account settings** to monitor your legal business entity verification progress.

## Welcome, Test!

We're reviewing your Partner Center account application. We'll email your organization's primary contact when we've finished reviewing your application. Please note that it can take several days to complete our review.

Go to [Account settings](#) for more details about the status of your application.

### Current tasks

9

#### New! Partner Center status

Get Real-time status on Partner Center Website Operations.

[View now](#)

### Quick links



#### Partner search

Find solutions built by Microsoft partners. Create a business profile to help customers and partners find you (admin credentials required).

[Find other Partners](#)



#### User accounts

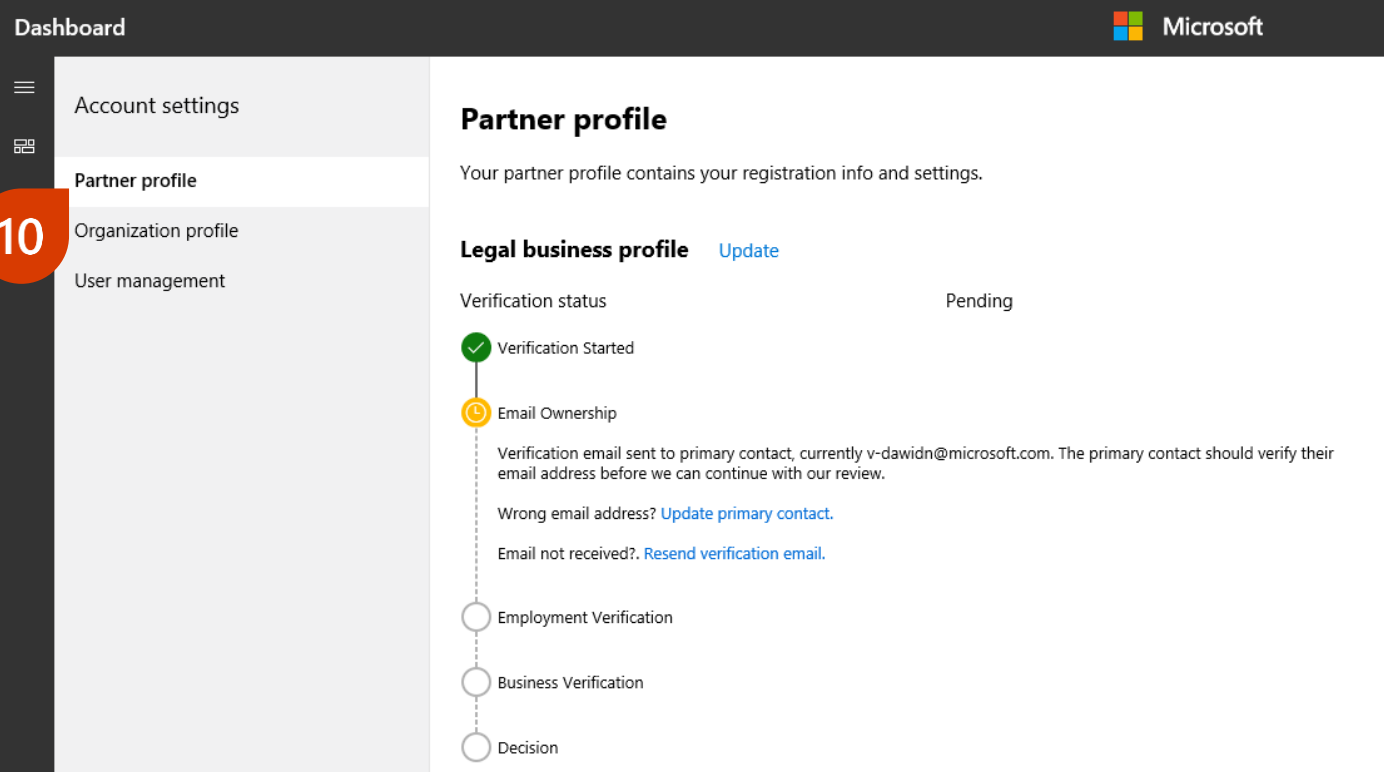
[View users](#)

[My permissions](#)

[My Profile](#)

# Onboarding to Partner Center

10. You can check the progress of your legal business entity verification by clicking on **Partner Profile** in **Account Settings**.



The screenshot shows the Microsoft Partner Center dashboard. The top navigation bar includes the Microsoft logo and the word "Microsoft". The left sidebar contains a menu with the following items: "Account settings", "Partner profile", "Organization profile", and "User management". The "Partner profile" item is highlighted, and a red circle with the number "10" is overlaid on it. The main content area is titled "Partner profile" and contains the following information:

- Partner profile**: Your partner profile contains your registration info and settings.
- Legal business profile**: [Update](#)
- Verification status**: Pending
- Verification Started**: Indicated by a green checkmark icon.
- Email Ownership**: Indicated by a yellow clock icon. Below this, there is a text block: "Verification email sent to primary contact, currently v-dawidn@microsoft.com. The primary contact should verify their email address before we can continue with our review." Below this text are two links: "Wrong email address? [Update primary contact.](#)" and "Email not received?. [Resend verification email.](#)"
- Employment Verification**: Indicated by a grey circle icon.
- Business Verification**: Indicated by a grey circle icon.
- Decision**: Indicated by a grey circle icon.

*Note: In most cases, the authorization process will take a couple of days. In certain cases, it may take longer time to validate and authorize, and resellers may be notified to provide additional information.*

# Onboarding to Partner Center

11. Once legal business verification is completed, the status will update to "Authorized."

## Partner profile

Your partner profile contains your registration info and settings.

### Legal business profile

[Update](#)

Verification status

Authorized

Organization name

Microsoft Corp.

Address

One Microsoft Way  
Redmond Washington 98052  
United States

Primary contact

Anthony Test  
email@microsoft.com  
206-555-1212

### Support

[Update](#)

Support info

www.test.com  
test@test.com  
206-555-1212

11

# Onboarding to Partner Center

12. You will then receive an email to let you know that your application has been approved. You'll also be asked to accept the agreement terms by completing the Addendum and sending it back to us.

Microsoft Partner Center <msftpc@microsoft.com>

Approved: Your Partner Center application has been approved.



Your request has been approved

**Organization:**

**MPN ID:**

We've approved your application. The last thing you need to do before using or transacting in Partner Center is sign the [agreement terms](#).

If you've received this email in error, [contact support](#)

12

Thank you!

Your Partner Center Team

# Onboarding to Partner Center

13. The link will take you to the Partner Center sign-in page. **You must sign in with the Global Admin credentials you used to submit your enrollment.**

Microsoft | Partner Center

Microsoft

Sign in

someone@example.com

Back Next

[Can't access your account?](#)

# Onboarding to Partner Center

14. Review the agreement terms. Click **Accept and continue** to proceed. This step will activate your Indirect Reseller account.

**Note:** This agreement is separate from the Microsoft Partner Network (MPN) agreement.

14

## Current tasks

### New! Partner Center status

Get Real-time status on Partner Center Website Operations.

[View now](#)

## Quick links



### Partner search

Find solutions built by Microsoft partners. Create a business profile to help customers and partners find you (admin credentials required).

[Find other Partners](#)



### User accounts

[View users](#)

[My permissions](#)

[My Profile](#)

# Associate with Rectron

15. Associate your Microsoft Partner Center account with Rectron

**Note:** Once you've associated with Rectron, contact us to get you your customer association link.

15 Click [here](#) to associate with Rectron

You will need to be signed in to Partner Center as an admin to accept the invitation.

To confirm the partnership with the provider, check the box and then select **Authorize indirect provider**. The provider is now listed on your **Indirect providers** page and your company is now listed Rectron's page.

# Sign Up on the Rectron RCT-Cloud Storefront

# Go to the RCT-Cloud homepage

RCT-Cloud is the home of Rectron's cloud services.

<https://rctcloud.co.za/>

RCT-Cloud storefront allows you to:

- Purchase and provision new licences
- Change existing subscriptions
- Access invoices

1. Click the "Register" link from our homepage

The screenshot shows the RCT-Cloud homepage. At the top, the Rectron logo is displayed with the tagline "PURSUING EXCELLENCE". Below the logo, the navigation menu includes "Home" and "Apps & Services". On the right side of the navigation, there are links for "Register" and "Login". A red circle with the number "1" is placed over the "Register" link. The main content area features a hero banner with the RCT logo and the text "Deliver cloud solutions to your customers with ease with Rectron's cloud solutions". Below the banner, there is a search bar labeled "Search Services" and a "Featured" section. The "Featured" section includes a link for "Microsoft 365 for" and a link for "Exchange Online".

# Fill in the required details

2. Select "I am a reseller" in the options, and fill in all fields. Once completed, tick the "I accept terms of use" check box, and click "register".

[Home](#) [Apps & Services](#)

[Register](#) [Login](#)

## Set up your Account

Fill in the following application form in order to receive a login account for **Rectron**

I am a customer  I am a reseller

### Login Account

This information will be used for setting up your account in **Rectron**

First Name \*

Last Name \*

Email \*

Phone

Password \*

Confirm Password \*

### Company Information

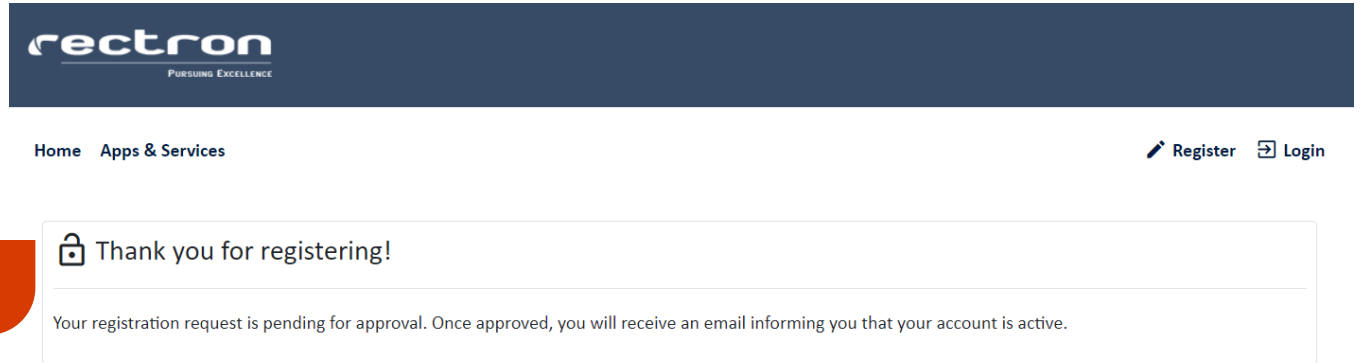
Enter your company details

Company Name \*

Country \*

# Wait for Approval

3. Once completed, the registration will be verified by our business administration team.



The screenshot shows the Rectron website header with the logo and tagline "Pursuing Excellence". Below the header, there are navigation links for "Home" and "Apps & Services", and user options for "Register" and "Login". A central notification box contains a lock icon, the text "Thank you for registering!", and a message stating: "Your registration request is pending for approval. Once approved, you will receive an email informing you that your account is active." A red circle with the number "3" is positioned to the left of the notification box.

# Activate Account

4. Once you have been verified by our business admin team, you will receive an email to activate your account.



Dear

There is one more step to complete your registration process. Please verify your identity to activate your account visiting the following link: [Activate account](#). If you did not request this verification, please ignore this email. If something is wrong, please contact our support team. The above link will be valid for the next 3 days.

4

Please use the link below to enter in our e-shop.

MARKETPLACE

Kind Regards,  
The Rectron Cloud Team



# Activate Account

4. Once you have been verified by our business admin team, you will receive an email to activate your account.



Dear

There is one more step to complete your registration process. Please verify your identity to activate your account visiting the following link: [Activate account](#). If you did not request this verification, please ignore this email. If something is wrong, please contact our support team. The above link will be valid for the next 3 days.

Please use the link below to enter in our e-shop.

MARKETPLACE

Kind Regards,  
The Rectron Cloud Team



# The Microsoft Partner Agreement: Overview

*“Businesses and users are going to embrace technology only if they can trust it.”*

Satya Nadella  
Chief Executive Officer  
Microsoft Corporation

- Protecting customer privacy
- Increasing transparency
- Complying with complex global regulations

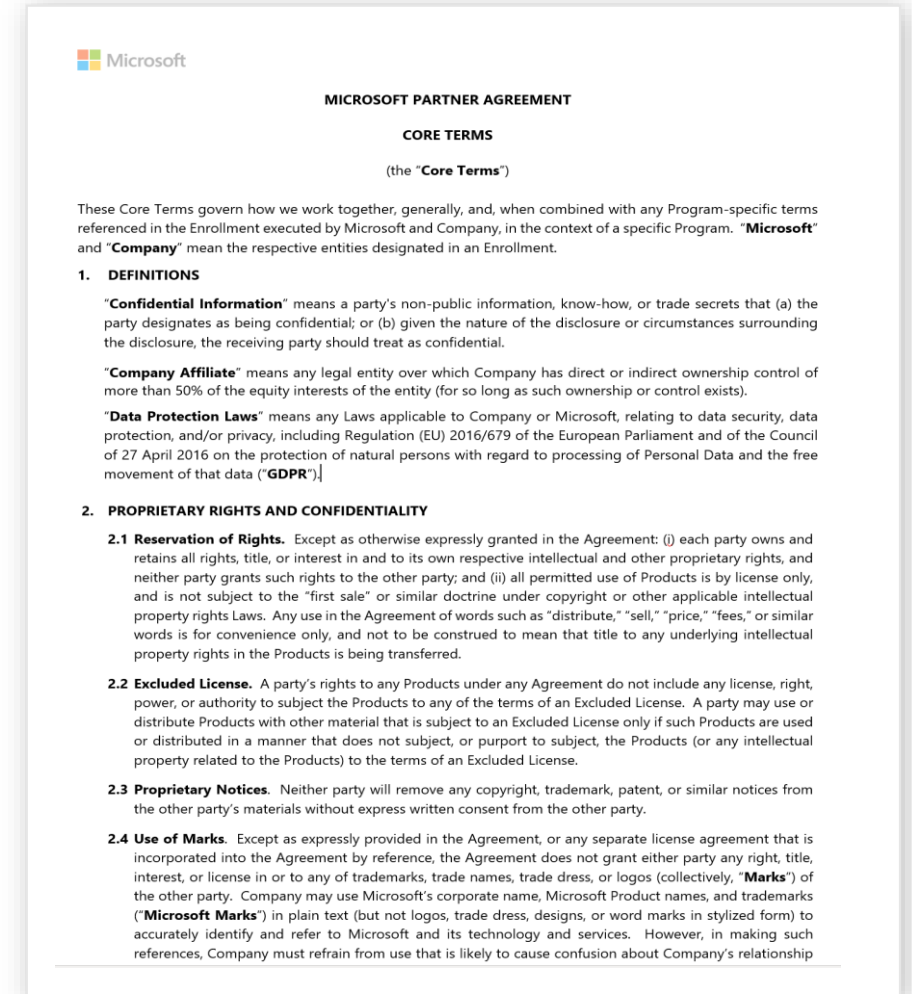


# Why Microsoft Partner Agreement

## Vision:

Provide a simple contracting experience that supports all offers with consistent and relevant terms across GTM entry points while enabling partners to sell/build through/with Microsoft.

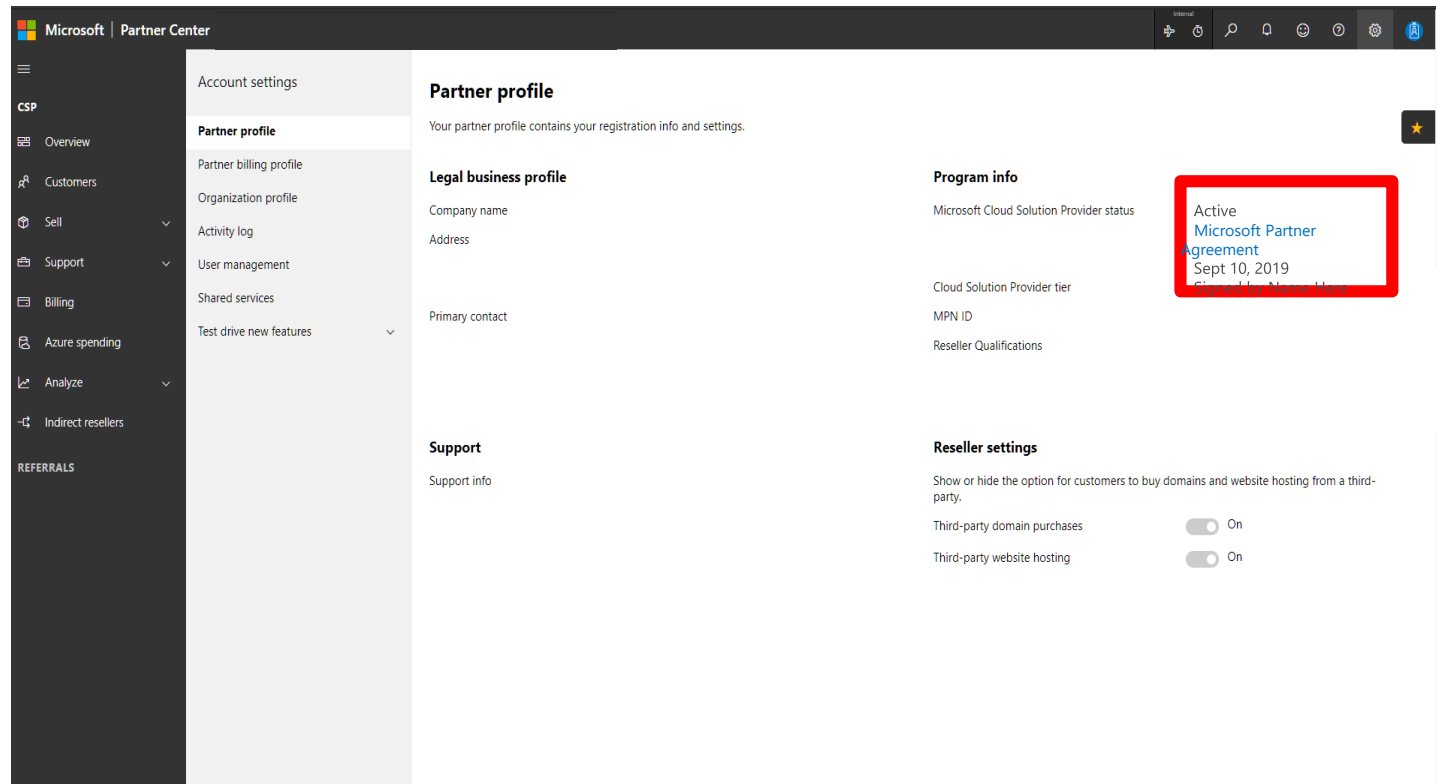
- All partners in the CSP program including CSP Resellers are required to accept the Microsoft Partner Agreement
- Indirect Resellers participating in the CSP program need to work with Indirect Providers to onboard on Partner Center and to execute relevant terms
- Partner Center Dashboard will be the main method of communication for all partner types including Indirect Resellers



# How do I know if I've signed the Microsoft Partner Agreement?

Within the "Partner profile" section of Partner Center it is possible to confirm:

- Which partner agreement has been accepted.
- When it was accepted.
- Who in your organization accepted the terms.



The screenshot displays the Microsoft Partner Center interface. The left sidebar shows navigation options under 'CSP' and 'REFERRALS'. The main content area is titled 'Partner profile' and includes sections for 'Legal business profile', 'Program info', and 'Reseller settings'. The 'Program info' section is highlighted with a red box, showing the status 'Active Microsoft Partner Agreement' and the date 'Sept 10, 2019'.

# Questions?

Contact a specialist today