

## Instructions on how to order or renew the Microsoft Dynamics Training Pack to get access to Dynamics Learning Portal (DLP) through the Microsoft Dynamics Partner Registration Agreement (PRA)

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

<https://mspartner.microsoft.com/en/us/pages/Membership/overview.aspx>.

**NOTE:** You may skip this step if your company has already a MPN ID. Thus, before requesting a MPN account, verify first if your company has already one.

**Step 2:** Download, print out and fill out the [Microsoft Dynamics Partner Registration Agreement \(PRA\) ENG Master.docx](#) form with a pen.

**NOTE:** You may skip this step if your company has already either a CSA or SPA agreement.

Choose the download you want

| <input type="checkbox"/> File Name                       | Size  |
|--|-------|
| <input type="checkbox"/> PRA(ENG)_JSV.docx               | 67 KB |
| <input checked="" type="checkbox"/> PRA(ENG)_Master.docx | 70 KB |
| <input type="checkbox"/> PRA(ENG)_SPLA.docx              | 69 KB |

Download Summary:

1. PRA(ENG)\_Master.docx

- **Under General Term and Conditions**, section 4 BENEFITS, check box Access to PartnerSource
- **Email copy** to [mbsagree@microsoft.com](mailto:mbsagree@microsoft.com) (AOC) [mbscon@microsoft.com](mailto:mbscon@microsoft.com) (EOC) [mbslques@microsoft.com](mailto:mbslques@microsoft.com) (APOC)
- **Mail original copy** to Microsoft Corporation address listed in the PRA form

**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.

**Step 3:** Email the Agreements team requesting them to work with Credit & Collections to create a billing account. The expected time for completion of this step is between 48-72 hours after you have contacted mbsagree:

**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.

- To: [mbsagree@microsoft.com](mailto:mbsagree@microsoft.com) (AOC) [mbscon@microsoft.com](mailto:mbscon@microsoft.com) (EOC)
- **Subject Line:** "Sync to Dynamics {Product Name} – {Partner Name} – {Microsoft Dynamics Partner Account Number}"
- **Email Body:** Hello Agreements, could you please work with Credit and Collections to create an account for this partner? Please ask that they expedite and let me know if you have any questions.

**Step 4:** After you receive confirmation from agreements stating that the billing account is created, you are clear to create the order. Follow these steps to order the Microsoft Dynamics Training Pack for **USD \$ 0.00:**

You can place an order manually or online.

**Manual:** You can place a manual order as follows:

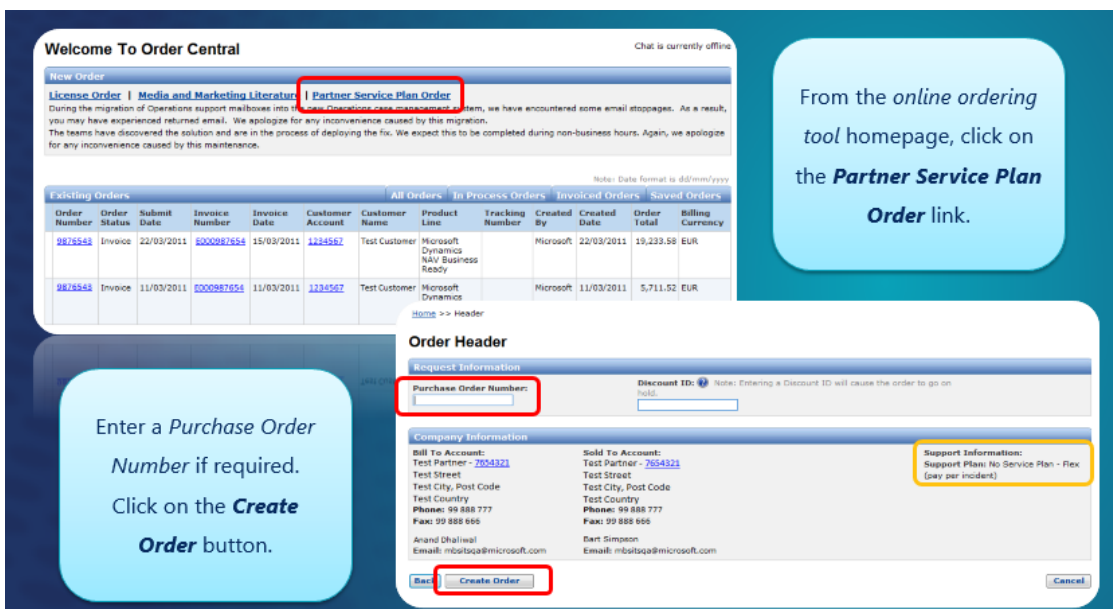
Complete the [order form](#)

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.

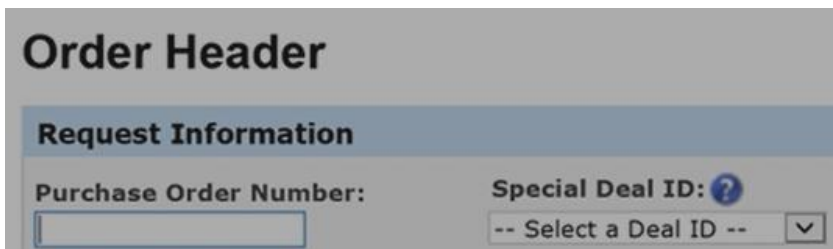
**NOTE:** If **Partner Service Plan Order** is not clickable, this means that you have skipped step 3 above and your company does not have yet credit terms with Microsoft Business Solutions (MBS). MBS does not accept credit cards from partners, so all partners need to have credit terms prior to ordering.



**NOTE:** Once the order has been created, it can take up to 2-3 business days before the order is fully completed. For assistance with orders, please refer to your local [Microsoft Regional Operations Center \(ROC\)](#).

**Reminder:** Orders are void in the system if they are on hold for over 10 business days.

2. After clicking on **Partner Service Plan Order**, you will be prompted **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**, select "Select a Deal ID"



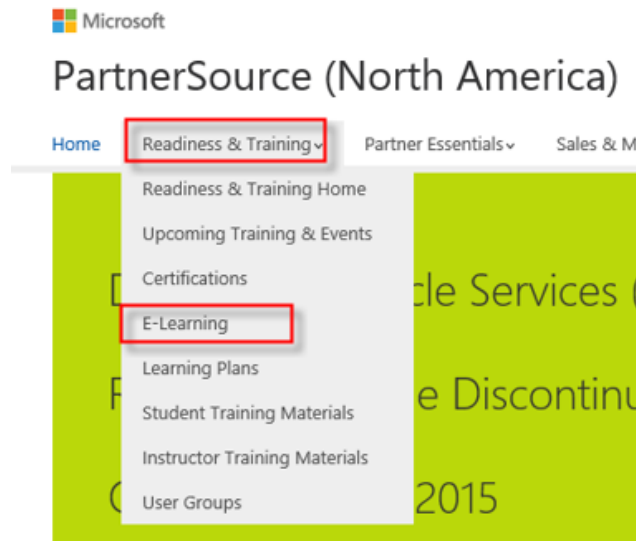
3. Next, select **Create Order**
4. You will be prompted with the **Partner Services Order Form**
5. Under the grid **Select Service Options**, please select **Dynamics Training Pack (pay per incident)**

| Select Service Options |   |                     |                   |                                  |
|------------------------|---|---------------------|-------------------|----------------------------------|
| Select                 | Service Option  | Default Plan Length | Support Incidents | Service Account Management Hours |
| <input type="radio"/>  | <a href="#">Dynamics Training Pack (pay per incident)</a> | 366                 | 0                 |                                  |

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 hold pending payment. The order will be released once payment is received. It can take up to 2-3 business days before the order is fully completed. For assistance with orders, please refer to your local Microsoft Regional Operations Center (ROC), not DLP Support Team. Here are the e-mail of the ROCs in the world:
  - [mbsagree@microsoft.com](mailto:mbsagree@microsoft.com) (AOC)
  - [mbscon@microsoft.com](mailto:mbscon@microsoft.com) (EOC)
  - [mbslques@microsoft.com](mailto:mbslques@microsoft.com) (APOC)
10. To keep an eye on your order status, go to **PartnerSource**
11. Select **Pricing & Ordering**
12. Select **View Order Status**

**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**, please follow the steps described on the page and then try to access DLP again.*

The screenshot shows the Microsoft Dynamics Learning Portal Self-Service Support page. The page has a header with the Microsoft logo and the text 'Microsoft Dynamics Learning Portal Self-Service Support'. Below the header, there is a 'Sorry!' section with the text: 'To access DLP you need to perform the e-mail account association. To do that, please follow these three steps:'. The steps are listed as follows:

- 1 Watch the below video and download the PDF
- 2 Follow the instructions listed in the PDF
- 3 Try accessing the DLP (in case your access to DLP fails again, create a support ticket)

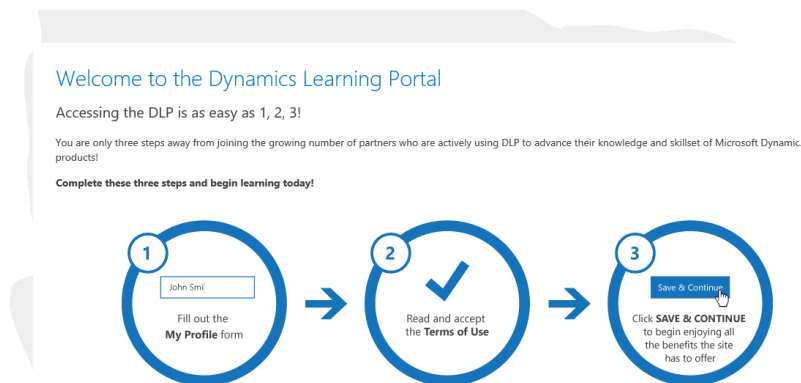
Below the steps, there is a video player with the title 'DLP Self-Service Support' and a description: 'Watch this video to understand how you can perform the account association to access the Learning Portal (DLP)'. There is a 'Download PDF' button below the video player. At the bottom of the page, there is a 'Create a Ticket' button and the text: 'Response expected within 2-3 business days.'

3. You will be prompted with the **DLP Welcome Page**.



4. Click Sign In
5. You will be prompted with the **DLP My Profile** page.

#### Microsoft Dynamics Learning Portal



#### My Profile

6. Fill out the required fields. This is only required on your first visit to DLP.
7. Click **Save & Continue**.
8. You will be prompted with DLP Home Page and you are now ready to consume any training assets.
9. Add the link to your favorites to help you access DLP on your next visit to the portal.



#### 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.

Enjoy DLP!  
**DLP Helpdesk**