

PSS Contact Management User Guide

In order for your company to become a member of the Solution Partner Program, someone within your company acted as the Partner Administrator and created your company record using the Cisco Partner Registration tool. General company and contact information for Solution Partners is maintained in the Cisco Partner Database and any changes to the company record or contacts associated with the account are managed in the Partner Self Service (PSS) tool.

Accessing PSS If You Are Already On The Solution Partner Program Account

Your [Solution Partner Dashboard](#) will direct you to the PSS tool by clicking on the “View/Edit” button next to Manage Company & Contacts under My Company Tasks. You will access a page with your company information and will have the option to visit the PSS tool by clicking on the “Edit” button.

The screenshot displays the 'My Solution Partner Dashboard' interface. At the top, there are three tabs: 'Overview' (selected), 'Solutions', and 'Compatibility Tes'. Below the tabs, the dashboard is divided into two main sections. On the left, the 'My Company Tasks' section contains three items: 'Personal Profile' with a 'View/Edit' link, 'Company & Contacts' with a 'View/Edit' link (highlighted with a red box), and 'Submit a Solution' with a lock icon. On the right, the 'My Company Profile' section is visible. It features a 'Company Information' box with fields for 'Company Name: Cisco Systems, Inc.', 'Company Web Site: http://cisco.com', 'Phone: 1-800-553-6387', 'Address 1: 170 West Tasman Dr.', 'Address 2:', 'Address 3:', 'City: San Jose', 'State/Province: CA', 'Postal Code: 95134', and 'Country: USA'. An 'Edit' button (highlighted with a red box) is located at the top right of this box. To the right of the 'Edit' button, there is a text box providing instructions: 'Click here to edit Company & Contact information in the Partner Self Service (PSS) tool. Any updates made in PSS will be available next time you login to your Dashboard. If a contact is added in PSS, that contact must login to the Dashboard to appear on the list below. Please review the PSS User Guide for more information.'

Adding Contacts to your Solution Partner Program Account

As Partner Administrator, you may opt to add additional employees to your partner account such as engineers to manage your solutions or marketing to take advantage of the Go-To-Market assets and programs. To add a contact, you will need to instruct the individual to 1) create a Cisco ID if they don't already have one and 2) upon receiving confirmation of their Cisco ID, they will then need to associate themselves with the account in PSS. Once they complete those tasks, an email will be sent to you – the Partner Administrator – to approve their request for company association. To simplify the process, we have created the following 2 sections (“Creating a Cisco ID” and “How To Associate Myself With My Company in PSS”) with instructions and links so you can easily forward to the employees you want to add to the account.

Creating a Cisco ID

If you haven't done so already, you will need to create a Cisco ID. This ID will be used to log into Cisco sites, including the [Partner Dashboard](#).

- 1) Navigate to the [Cisco ID Registration page](#) to register a Cisco ID
- 2) Select "Partner" as the Account Type
- 3) Complete all of the necessary information and click "Register"
- 4) Shortly after registration, you should receive a link in your email to activate your Cisco ID
- 5) Continue to the next step to associate yourself with your company in PSS

Need help?

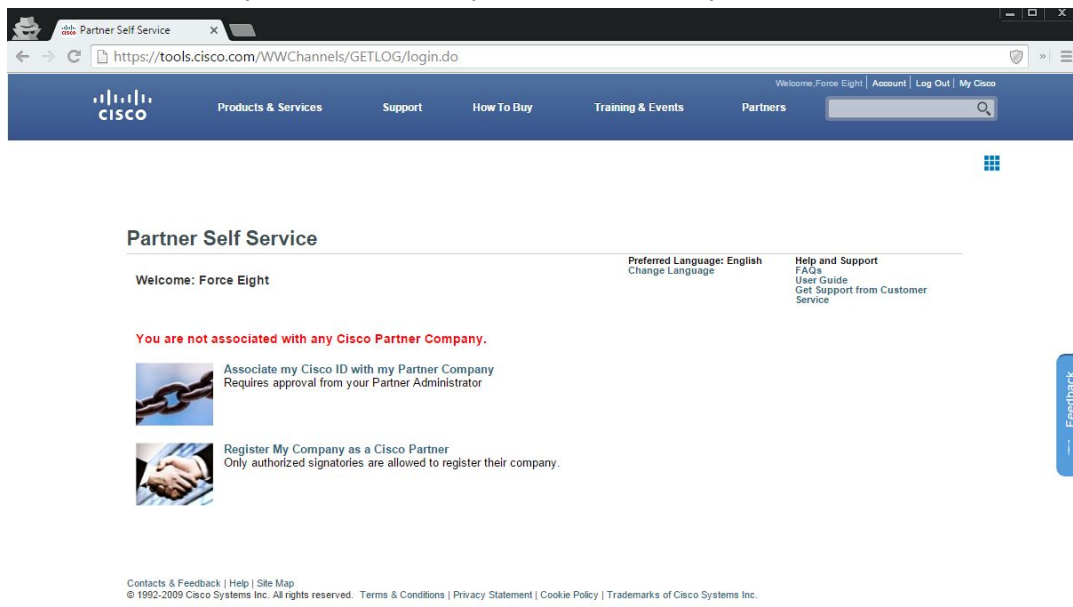
For Cisco.com User ID support-specific issues, email web-help@cisco.com.

For support on Cisco.com User ID password issues, [click here](#).

How to associate myself with my company in PSS

If your company is an existing partner, then there is a record of your company in PSS. To gain access to the [Partner Dashboard](#), you must associate yourself with your company.

- 1) Navigate to [PSS](#) and login with your Cisco ID
- 2) Click "Associate my Cisco ID with my Partner Company"

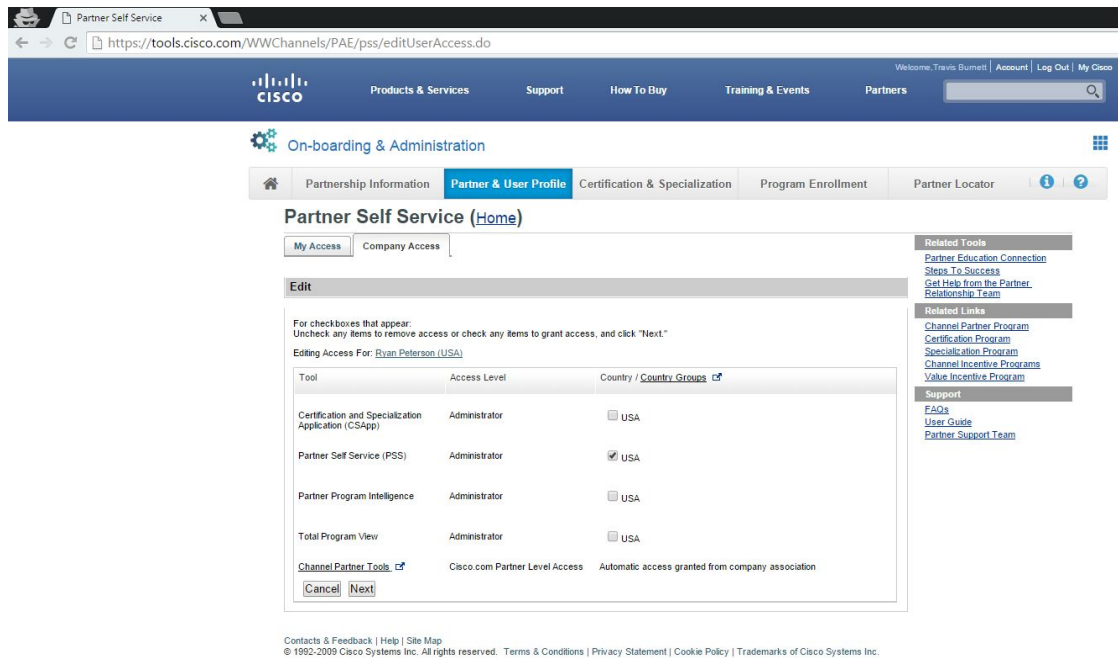


- 3) Search for your company and request association
 - a) In the "Country" field, you will need to select the country where your company headquarters is located.
- 4) The PSS Partner Admin for your company will receive an email notification to approve your request for company association.
- 5) After your PSS Partner Admin approves your request, you can login to [PSS](#) to verify your association, and you will now have access to your company's [Partner Dashboard](#).

How to grant PSS Partner Admin access to other contacts in my company

Updating some company information is restricted to contacts who have been designated as the PSS Partner Admin for the company. Additional contacts may be given access by following the steps below.

- 1) Navigate to [PSS](#) and login with your Cisco ID
- 2) Choose a Task → Update Company Contacts Access
- 3) Find the contact using the search tool or by clicking View all Contact Access
- 4) Select the contact and click Edit
- 5) Select the box next to Partner Self Service (PSS) Administrator



The screenshot shows the 'Partner Self Service (Home)' page in the Cisco Partner Self Service interface. The 'Edit' section is active, displaying a table of tools and their access levels for the user 'Ryan Peterson (USA)'. The 'Partner Self Service (PSS)' tool has its 'USA' checkbox checked, indicating that administrator access is granted. Other tools like 'Certification and Specialization Application (CSApp)', 'Partner Program Intelligence', and 'Total Program View' have their 'USA' checkboxes unchecked. A 'Channel Partner Tools' section at the bottom shows 'Cisco.com Partner Level Access' with a note: 'Automatic access granted from company association'. Navigation buttons 'Cancel' and 'Next' are visible at the bottom of the table.

Tool	Access Level	Country / Country Groups
Certification and Specialization Application (CSApp)	Administrator	<input type="checkbox"/> USA
Partner Self Service (PSS)	Administrator	<input checked="" type="checkbox"/> USA
Partner Program Intelligence	Administrator	<input type="checkbox"/> USA
Total Program View	Administrator	<input type="checkbox"/> USA
Channel Partner Tools	Cisco.com Partner Level Access	Automatic access granted from company association

- 6) Click Next then Submit

More Questions?

1. For PSS specific questions, please refer to the [PSS User Guide](#).
2. If the user guide does not answer your question, you will need to open a [Cisco Partner Support Case](#).