

Adobe Partner Connection Portal - June 2016 Update

Frequently Asked Questions

Q. What's changed in the new APC Partner Portal?

A. The new APC Partner Portal is primarily a usability and look & feel update. APC partners will still be able to access all of the following important functions in the new APC Partner Portal.

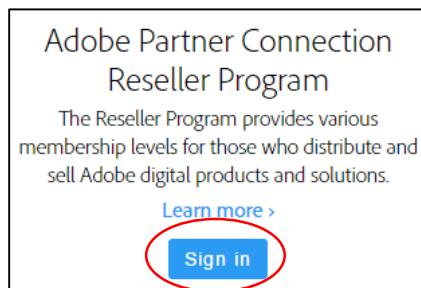
- Price lists
- APC online enrollment (onboarding, uplevels, renewals)
- Account and contact management
- Access to APC materials and benefits

There are a few changes for certain partner types. These changes are marked as **NEW** below.

Accessing the new APC Partner Portal

Q. Is there a new URL?

A. No. Partners will continue to log in at <http://www.adobe.com/partners>. Scroll down to the "Adobe Partner Connection Reseller Program" section and click *Sign in*.



Q. Do I need to create a new account?

A. No. Use your existing Adobe ID to log in to the new APC Partner Portal.

Enrolling and Managing your Membership

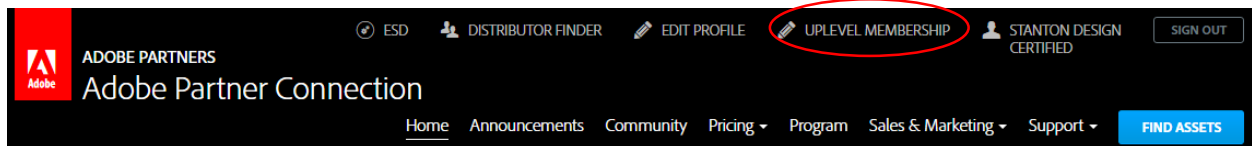
Q. How do I enroll in the Adobe Partner Connection Program?

A. If you are a new partner and would like to enroll, go to <http://www.adobe.com/partners>.

1. Scroll down to the “Adobe Partner Connection Reseller Program” section and click *Learn more*.
2. Click *Enroll now in the Partner Program*. You will be prompted to sign in or create an Adobe ID.
3. Follow the prompts to enroll.

Q. How do I apply to uplevel my APC membership?

A. If you are a Registered or Certified Reseller and would like to apply for an uplevel, sign in to the APC Partner Portal and click *Uplevel Membership* in the top navigation bar. If you are a Gold Reseller, contact your Adobe Account Manager or the Partner HelpDesk.



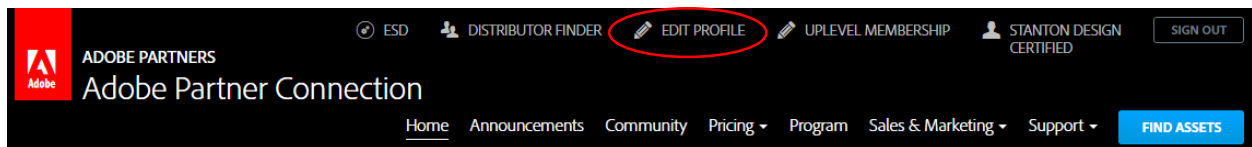
Q. How do I renew my APC membership?

A. There is no change to the renewal process. You will receive a renewal notification via email. Follow the link provided in this email to renew your APC membership. Platinum Resellers contact your Adobe Account Manager.

Q. How do I edit my account or contact information?

A. To edit your account or contact information, including adding contacts or changing your Primary Contact, sign in to the APC Partner Portal and click *Edit Profile*.

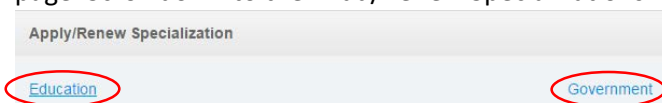
- If you are a Registered or Certified Reseller, you will edit your profile from the APC Partner Portal. **NEW!** Certified Resellers will no longer go to the Sales Center to edit profile information.
- If you are a Gold or Platinum Reseller or a Distributor, you will be taken to the Sales Center to edit your profile information.



Q. How do I manage my specializations?

A. This varies based on whether you are a Certified or Gold Reseller. (Platinum Resellers contact your Adobe Account Manager.)

- **NEW!** If you are a Certified Reseller, you will manage your specializations from the *Edit Profile* page. Scroll down to the “Add/Renew Specializations” section and follow the desired link.



- If you are a Gold Reseller, you will continue to manage your specializations from the Sales Center. Click *Access Sales Center*. From the Sales Center home page, click *My Company Profile*. Scroll down to the “Add/Renew Specializations” section and follow the desired link.

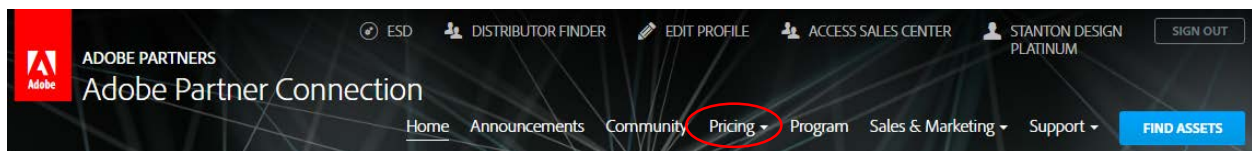


Accessing Price Lists

Q. How do I access my price lists?

A. To access price lists, sign in to the APC Partner Portal and click *Pricing > Price Lists* in the sub-navigation bar.

- You will see all of the price lists available based on your region, APC level, and specialization/s.
- Use the filters to find the desired price list/s.
- Registered, Certified, and Gold Resellers in some regions have access to end user price lists (estimated street price) only. Check *Include End User Price Lists* to display these price lists.
- Some regions do not have access to any price lists. You will receive an error message if you attempt to access price lists.



ADOBE PARTNER CONNECTION / PRICING / PRICE LISTS

Filter 2 of 75 SORT RESULTS BY Currency ▾

Currency ▾

2016-06-01 ▾

CLP 5 Government Open ▾

Region ▾

Include End User Price Lists

REGION	AUDIENCE	CURRENCY	MONTH
North America	CLP 5 Government Open	US Dollar	2016-06-01
North America	CLP 5 Government Open	US Dollar	2016-06-01

Accessing your APC Benefits

Q. How do I access the Sales Center for Deal Registration?

A. If you are a Gold or Platinum Reseller, sign in to the APC Partner Portal and click *Access Sales Center* in the top navigation bar.



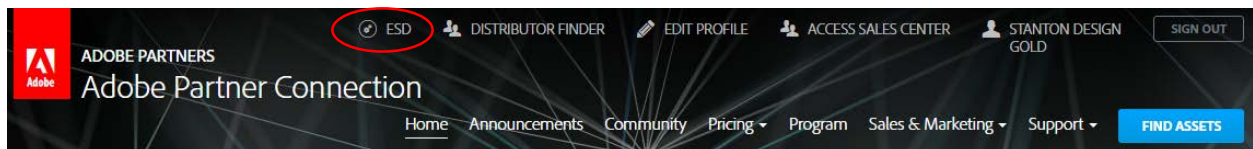
Q. Are there any changes to Deal Registration?

A. No. There are no changes to the Deal Registration Incentive, your Sales Center account, or any of your existing Deal Registration opportunities.

Q. How do I access NFR software?

A. If you are a Gold or Platinum Reseller or a Distributor, you may have access to select Not for Resale (NFR) software for non-production use only (training, demos, etc.).

- Sign in to the APC Partner Portal and click *ESD* in the top navigation bar.
- Select your desired product and click *Download*.
- **NEW!** Your serial number will be delivered via email after initiating the download. Note that if you only need to retrieve a new serial number, you must still initiate the download. You can then cancel it. Your serial number will be delivered via email.



Getting Help

Q. Who can I contact for help?

A. If you need assistance, please contact the Adobe Partner Connection Help Desk:

North America:

(408) 352 9229 or (866) 847 9853

naresellers@adobe.com

Latin America:

1 408 916 9610

latamresellers@adobe.com

For **chat** assistance please visit the [Adobe Partner Connection Help Desk](#).