

Attaching a Digital Partner of Record for Office 365, CRM Online, AX7, Intune, Enterprise Mobility Suite and PowerBI

Frequently Asked Questions

Who is a Digital Partner of Record?

The Digital Partner of Record for an Office 365, CRM Online, AX7, Intune, Enterprise Mobility Suite and PowerBI subscription is intended to be the partner who is helping the customer design, build, deploy or manage the service itself or a solution built on the service. It is not intended to be the partner who sold the subscription.

What are the benefits of becoming a Digital Partner of Record?

Partners benefit because it allows them to qualify for partner incentives and MPN cloud competencies and it also enable reporting that provides a single view into the revenue, usage, and consumption driven by you at your customers. This insight can be leveraged by partners for cross-sell/upsell opportunities, and allows partners to proactively engage customers at risk for non-renewal.

Customers benefit because it provides the partner access to usage and consumption data, so they can provide better service and help customers optimize their usage for their desired business outcomes.

Who can attach a Digital Partner of Record?

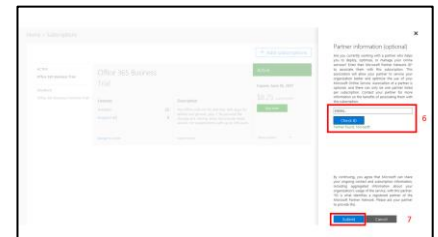
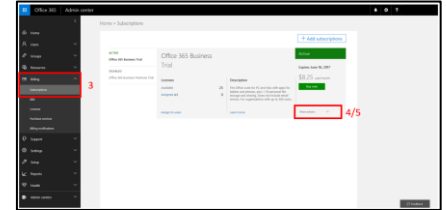
The administrator role, also known as the owner, is the only role within the customer's tenant or account that can attach a Digital Partner of Record. Service admins, co-admins, and partners designated as delegated admins do not have the ability to change the Partner of Record.

When should a Partner of Record be added to a for Office 365, CRM Online, AX7, Intune, Enterprise Mobility Suite and PowerBI subscription?

We recommend a Digital Partner of Record be assigned right away upon subscription creation via <https://portal.office.com/adminportal/home>. This capability is also enabled for Azure subscriptions via <http://azure.microsoft.com>

Customers should follow these step-by-step instructions to add a Digital Partner of Record to their subscription.

1. Go to the Office Customer Portal at <https://portal.office.com/adminportal/home>
2. Log into account using user name and password.
3. In the left navigation pane, select Billing, then Subscriptions.
4. Select their subscription and click on More actions in the bottom right corner under the price per user/month.
5. In the More Actions drop down menu, click on Add Partner of Record. This is where the customer designates the Digital Partner of Record.
6. The customer should already have the Microsoft Partner ID to be able to input it for Digital Partner of Record.
7. Click Check ID to see the name of the partner. Verify that the correct partner has been selected. Click Submit to complete the designation
8. After being assigned as DPOR the partner will receive an email notification to confirm they have been added as the Digital Partner of Record for that specific subscription/customer.



To change or remove your Partner of Record

1. Follow steps 1 to 5 outlined above.
2. In the More actions drop down menu, click on Edit Partner of Record.
3. On the Partner Information local pane, the Partner of Record ID assigned to the subscription will be shown. Click the "X" inside of the field to remove it.
4. Click Submit. The Partner of Record has now been removed for this account and the subscription no longer has a Partner of Record.

For additional support

If you have any problems or questions about this process and the ability to assign, maintain, and change and remove a Partner of Record, click Support on the left navigation pane of the Office 365 admin center to get access to Technical and Billing support and to find support options and recommendations.