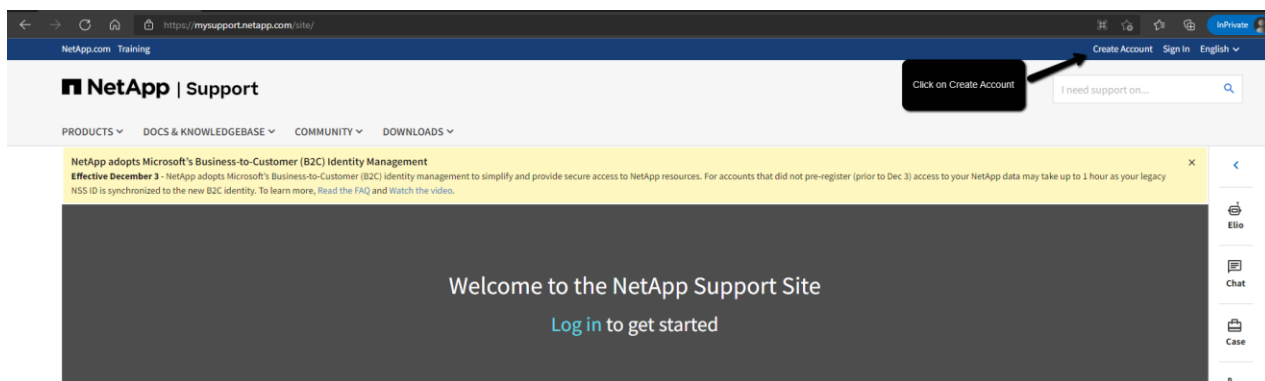# NetApp Partner User Registration

How to register for a NetApp Support Site account as a Reseller/Partner

Effective December 3, 2021 - NetApp adopts Microsoft's Business-to-Customer (B2C) identity management to simplify and provide secure access to NetApp resources. For accounts that did not pre-register (prior to Dec 3) access to your NetApp data may take up to 4 hours as your legacy NSS ID is synchronized to the new B2C identity.

To learn more, read the FAQ's here and Watch the video click here

If you are newly onboarded partner and/or haven't registered at NetApp Support Site (NSS), please follow below steps using business email address.

1. Visit https://mysupport.netapp.com/ and click on "Create Account"

2. Enter the Business Email address→ Validate the CAPTCHA details
3. Read & check the NetApp Privacy Policy box as shown below.

NetApp Partner User Registration

User Registration

Please take a few minutes to create a Microsoft Azure Active Directory B2C account that will be linked to your current NetApp account.

EMAIL ADDRESS

pregdemo@ntapotptst.com

Registrations with a free or personal email address (e.g., yahoo.com, hotmail.com, gmail.com) will be granted Guest access.

ENTER CAPTCHA VALUE

9osu0v

☑ I accept the NetApp Privacy Policy (click to view)

Submit

4. OTP will be generated to the given email address for authentication. Enter the Verification Code and Continue as shown below.

NetApp Partner User Registration

Below is the sample email for reference:

NetApp

This is a One Time Passcode (OTP) to NetApp, Inc. for ~~testing.test.netappg@netappqtest.com~~.
It will be valid for 15 minutes from issuance.

Your OTP is: 5~~■■■■■~~5

Sincerely,

NetApp Team

NetApp

NetApp Partner User Registration

NetApp Partner User Registration

5. Enter all the requested details in the below form

User Registration

USER.PRE-REGISTRATION.USER_REGISTRATION_TITLE

Please take a few minutes to create a Microsoft Azure Active Directory B2C account that will be linked to your current NetApp account.

Your Contact Info
To set up your new account, please enter your contact information below in English.

ENTER ALL THE DETAILS BELOW

EMAIL ADDRESS

pregdemo@ntapotptst.com

Registrations with a free or personal email address (e.g., yahoo.com, hotmail.com, gmail.com) will be granted Guest access.

FIRST NAME

LAST NAME

COMPANY NAME

Enter the complete company name without abbreviations. Consultants: Enter name of company that owns the NetApp products that you are consulting for.

JOB TITLE

NetApp Customer / End User
This level allows access to:
   NetApp Support Site's essential features
   NetApp Community
   NetApp training
*Requirements: Valid NetApp serial number or System ID

NetApp Reseller / Service Provider / System Integrator / Partner
This level allows access to:
   Reseller and/or Partner sites
   NetApp Support Site's essential features
   NetApp Community
   NetApp training
*Requirements: Authorized NetApp Reseller or Partner contract on file with NetApp

Guest User
This level allows access to:
   NetApp Community
   NetApp Support Site's general information
   NetApp training
*Guest access is restricted to basic product documentation and general information. This level does not include access to support tools, troubleshooting guides or Knowledgebase solutions.
Registrations with a free/personal email address (e.g., yahoo.com, hotmail.com, gmail.com) will be granted "Guest" access.

OFFICE PHONE   EXT

ALTERNATE PHONE

Address/Product Location
   If you will be providing a Serial Number below, enter the physical location of the NetApp product in these address fields.
   If you do not own a NetApp product, enter your own office address here.

ADDRESS 1

ADDRESS 2

ADDRESS 3

CITY   ZIP

COUNTRY   STATE / PROVINCE

Existing Users
If you have an existing NetApp account and have changed your employer/company or changed your company email address, please contact us.

NetApp Employees and Badged Contractors
Please use your network username and password to sign-in.

Trouble Registering?
If you have trouble registering, please contact us.

NetApp

6. Select the option **User.Registration.Registration-form.Partner** → Accept the authorization and Submit.

USER ACCESS LEVEL

- ○ USER.REGISTRATION.REGISTRATION-FORM.GUESTUSER
- ○ USER.REGISTRATION.REGISTRATION-FORM.CUSTOMER
- ● USER.REGISTRATION.REGISTRATION-FORM.PARTNER ←

☑ Yes, I authorize NetApp and its selected partners to use my personal information in order to get updated on NetApp products, services, promotions, news, surveys and events from the marketing and sales organizations.

Submit

7. To continue the registration process, provide the Business Email address as shown below.

⟨ Cancel

NetApp

Email Address | Enter the Business Email ID

Next

Customers and Partners: Sign-in with the email address on your NetApp account. The password will be either (a) a One Time Passcode (OTP) that will be sent to your email address, or (b) your password to your organization.* Read our FAQ or get help.

New users: Please register

NetApp employees: Sign-in with [username]@netapp.com

*If your organization is federated with NetApp

NetApp

NetApp Partner User Registration

8. A new OTP will be generated to your email. Enter the OTP → Continue.

9. Registration form will load with pre-populated information. Continue further filling all mandatory details. Click **NEXT**.

10. Select Partner Company name & Change/Add Office location if required. Click on **NEXT**.

■ NetApp

11. If you could not locate the partner company, please select **Add New Office Location,** and enter the company information.
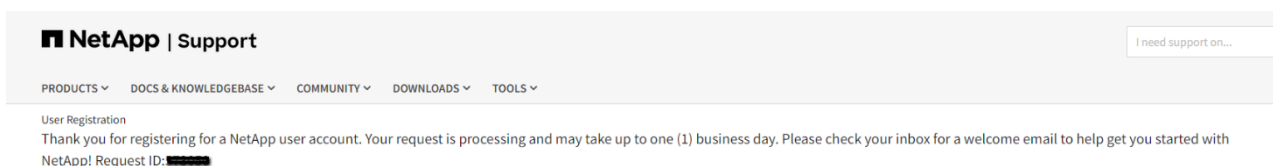

12. Subscribe for the preferred communications and submit.

NetApp

13. Registered account would be active in next 24 hours from the time of registration.
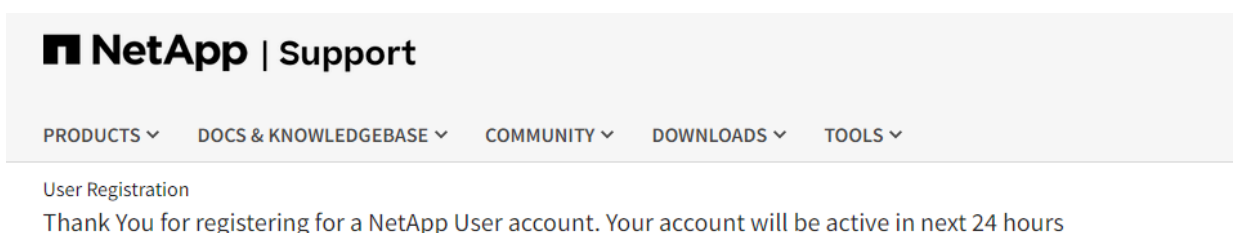
14. If you have chosen the Add new Office location, you will be receiving below message with tracking id.

Once your registered account is active in NetApp systems, you will be receiving a welcome email from NetApp team. Below is the sample for reference.

NOTE: If you see any issues during registration, please contact us at ng-partneruser-reg@netapp.com