



NetApp Partner User Registration

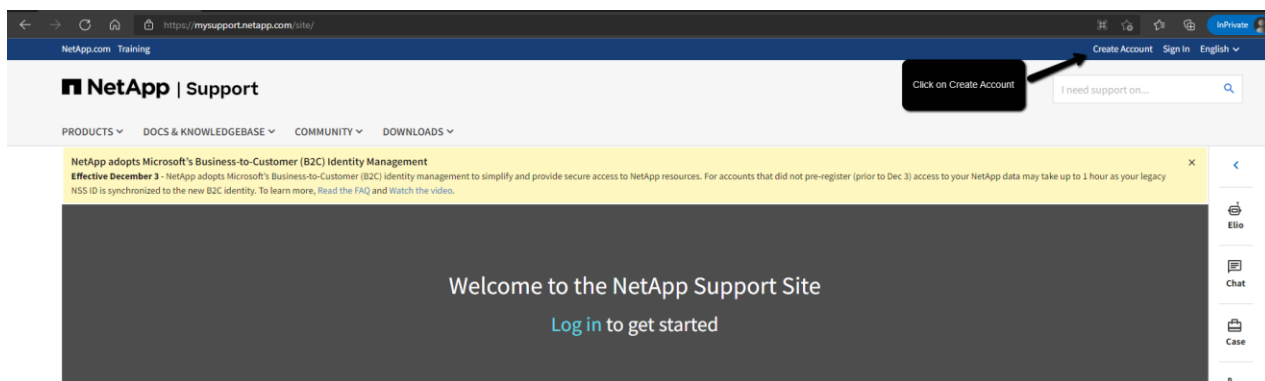
How to register for a NetApp Support Site account as a Reseller/Partner

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

NetApp | Support

PRODUCTS ▾ DOCS & KNOWLEDGEBASE ▾ COMMUNITY ▾ DOWNLOADS ▾

User Registration

User Registration

Enter All the requested details below


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)

Read and Accept
NetApp Privacy Policy...

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:



This is a One Time Passcode (OTP) to NetApp, Inc. for **[redacted]**.
It will be valid for 15 minutes from issuance.

Your OTP is: [redacted]


Sincerely,

NetApp Team



NetApp Partner User Registration

< Cancel

 **NetApp**

Check Mailbox for OTP
and Authenticate

A One Time Passcode (OTP) was sent to the above email address. Please copy it to the input box above.

Resend OTP

→ Continue



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@ntapotpst.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 Partner User Registration

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.

The screenshot shows a NetApp registration form with a blue header and a white body. At the top left is a 'Cancel' link. The NetApp logo is centered. Below it is a text input field labeled 'Email Address'. To the right of the input field is a black button with white text that says 'Enter the Business Email ID'. Below the input field and button is a blue 'Next' button, with a black arrow pointing to it from the left. At the bottom of the form, there is a paragraph of text for 'Customers and Partners' explaining the sign-in process, a link to 'Please register' for 'New users', and a sign-in instruction for 'NetApp employees'. A small asterisk note at the bottom states: '*If your organization is federated with NetApp'.



NetApp Partner User Registration

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

A screenshot of a mobile application interface for NetApp partner user registration. The screen has a blue border. At the top left is a back arrow and the word "Cancel". Below that is the NetApp logo. A text input field contains the email address "pregdemo@ntapotptst.com". Below the email field is another input field with the placeholder text "Enter OTP". To the right of this field is a black button with white text that says "Enter New OTP received". Below these fields is a message: "A One Time Passcode (OTP) was sent to the above email address. Please copy it to the input box above." At the bottom left is a grey button labeled "Resend OTP". To its right is a large black arrow pointing to a blue button labeled "Continue".

< Cancel

NetApp

pregdemo@ntapotptst.com

Enter OTP **Enter New OTP received**

A One Time Passcode (OTP) was sent to the above email address. Please copy it to the input box above.

Resend OTP → Continue



NetApp Partner User Registration

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

User Registration > Contact Information

Profile

1 Contact Information 2 Company Information 3 Partner Communication Subscription

FIRST NAME *	LAST NAME *	BUSINESS FUNCTION *	JOB ROLE *
Demo	PREG	Operations/Administration	Operations/Administration
TITLE *	LANGUAGE PREFERENCE *	EMAIL	MOBILE
IT Manager	English	pregdemo@ntapoptst.com	
OFFICE PHONE *	OTHER JOB ROLES	AREA(S) OF INTEREST	
123456789	Select Other Job Role	Select Area Of Interest	

☐ REQUEST ASCEND ACCESS (DEAL REGISTRATION AND OPPORTUNITY)
Click here to request access to enter deal registrations, manage opportunities or create quotes.
Note: this access is only available to distributors and resellers in the unified partner program.

☐ REQUEST COMPANY ADMIN ACCESS
Partner admins can manage company contacts, site locations and request admin access of others.

NEXT ←

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

User Registration > Company Information

Profile

1 Contact Information 2 Company Information 3 Partner Communication Subscription

Using the drop-down menu below, select the company associated with your email domain.

COMPANY NAME

← **Select the Partner Company Name**

Office Address: 8 Tudley Road, Harare,, Zimbabwe

If you do not find your Company Name in the list OR if you want to add a new Sales Office location, click on the appropriate link below.

[Change Office Location ?](#) [Add New Office Location ?](#)

In case you could not locate the company name, Select Add New Office Location and provide company information.

PREVIOUS **NEXT** ←



NetApp Partner User Registration

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

[Change Office Location?](#) [Cancel Add New Office Location?](#)

Sales Office Location

PARTNER COMPANY NAME*	COUNTRY*	STATE PROVINCE*	CITY NAME*
<input type="text" value="TestPartner."/>	<input type="text" value="United Kingdom"/>	<input type="text" value="Luton"/>	<input type="text" value="London"/>
ADDRESS1*	ADDRESS2	ADDRESS3	POSTAL CODE*
<input type="text" value="290-240 Latimer"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="w106qw"/>
<div>PREVIOUS NEXT</div>			

12. Subscribe for the preferred communications and submit.

Partner Communication Subscription

Profile

1 Contact Information **2** Company Information **3** Partner Communication Subscription

I authorize NetApp and its selected partners to use my personal data in order to get updated on NetApp products, services, promotions, news, surveys and events.

Please uncheck the appropriate box below to unsubscribe.

- | | | |
|---|---|--|
| <input checked="" type="checkbox"/> Campaign/Lead Gen ? | <input checked="" type="checkbox"/> Events/On-line Events ? | <input checked="" type="checkbox"/> News Alerts ? |
| <input checked="" type="checkbox"/> Newsletter ? | <input checked="" type="checkbox"/> Surveys ? | <input checked="" type="checkbox"/> Technical/Business Updates ? |

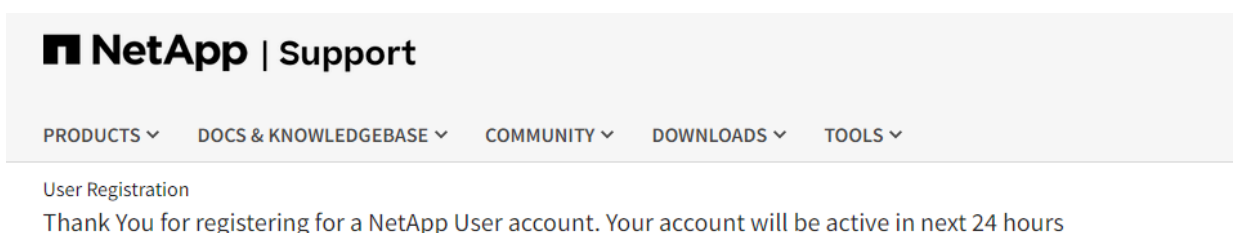
[PREVIOUS](#) [SUBMIT](#)

Select preferred communication objects and SUBMIT the form

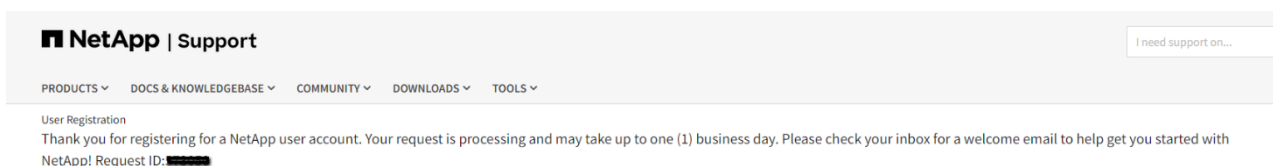


NetApp Partner User Registration

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.

Welcome to NetApp! Your company's relationship with NetApp may give you exclusive access to assets, enablement, and intellectual property to help accelerate your knowledge, capabilities, and growth with NetApp.

To help you get started, visit the [NetApp Partner Hub](#) and download the [Partner Enablement Guide](#) which includes a "New to NetApp" checklist and role-based enablement plans.

For questions or more information, contact your local NetApp channel manager or distribution account representative. Or visit the [Partner Solution Center](#) to locate the contact information for your region.

We look forward to working together.

Sincerely,
NetApp Channel Team
channel@netapp.com

This email has been sent from non-moderated account.

This e-mail may contain confidential and/or privileged information. If you are not the intended addressee or have received this e-mail in error, please notify the sender immediately and destroy this e-mail. Any unauthorized copying, disclosure or distribution of the material in this e-mail is strictly forbidden.

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