User Guide

Microsoft is requiring confirmation of all end customers' acceptance of the Microsoft Customer Agreement (MCA). **If Microsoft does not receive confirmation by January 31, 2020, you will not be able to add seats to, or remove seats from, your customer's services.**

Pax8's goal is to make this as simple as possible for our partners. In case you haven't already confirmed your customer's acceptance through Microsoft Partner Center Dashboard, Pax8 has created a single dashboard inside the Pax8 Portal to help you supply the required details. Should you need to confirm each individual customer's acceptance, the dashboard also provides an interface to do so.

We'll walk you through how to use the new Microsoft Customer Agreement Confirmation Tool.

Step 1: Log in to the Pax8 Portal (app.pax8.com)

Step 2: Once in the Pax8 Portal, you'll see the new Microsoft Customer Agreement Confirmation Tool within Omnidash. This view (*Figure 1*) is a grid of your current Microsoft Customers with inline edit fields to input your customer's contact information.

Figure 1

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Step 3: See following 3 options:

- **Option 1**: "Send Email" will use your local mail app "mailto" functionality to create an email that will provide the custom link with an editable message. The link within the email will take your customers to the following landing page (*Figure 2*) for them to confirm their acceptance of the MCA. Once your customer completes this action, their account will be marked as ready for validation via an API transaction with Microsoft and will show as "Confirmed" (Figure 3).

- **Option 2**: The "Copy Link" provides an interface for your customers to confirm their acceptance of the MCA. Once the link is copied, send it to your customer contact and they will be presented with the following landing page (Figure 2) for Approval and Confirmation. Once your customer completes this action, their account will be marked as ready for validation via an API transaction with Microsoft and will show as "Confirmed" (Figure 3).

- **Option 3**: If you have previously received acceptance of the MCA from your customer, fill in the required details: Full Name, Email, Date of Acceptance. Once all the fields in a given row are filled in, the "Confirm" button becomes enabled. Pressing "Confirm" marks the record ready for validation via an API transaction with Microsoft and will show as "Confirmed" (Figure 3).

For Microsoft specific material:

- [The New, streamlined CSP Microsoft Customer Agreement](#)

- [Copy of the Microsoft Customer Agreement](#)

- [Confirm Customer Acceptance of the MCA](#)

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Figure 2

Figure 3