

Manage Your Customers in Partner Center

Follow these steps to connect with First Distribution as your Indirect Reseller and jumpstart your Microsoft Cloud Solution Provider practice



Enroll in the CSP Program and set up Partner Center

As an indirect reseller in CSP, you work with indirect providers (also known as distributors) who have a direct relationship with Microsoft and can provide you with customer support and billing. This means you don't have to begin on your own but can instead work with an experienced technology provider to help ensure your success. In the provider-reseller (two-tier) model, the provider buys cloud solutions and services from Microsoft that you resell to customers.

To enroll into the program, click on the button below:

[CLICK HERE](#)



Accept Partnership request and Partner with FD

1. Accept the indirect provider Partnership link to authorize Epsidon Technology Distribution T/A First Distribution as your indirect provider.

2. To confirm the partnership with First Distribution, check the box and then select Authorize indirect provider. First Distribution is now listed on your Indirect providers page and your company is now listed on our Indirect resellers page.

3. Select Indirect providers from your Dashboard menu to see a list of the providers you have a partnership with.

To join the partnership, click on the button below:

[CLICK HERE](#)



Reseller relationship request link to CSP customers

1. Select View customers to see a list of the customers you and the provider share. **Note: the first time you check this, you will not see any customers. See next steps on how to add your customers.**

2. Select Invite new customers to ask a new customer to authorize reseller relationships with both you and your indirect provider at the same time. Be sure to have the customer's email address on hand so you can email the invitation to them.

Note: this will not make any changes to the licensing on the tenants. All it will do is attach both First Distribution and your organization to the customer and you will then be able to manage the customer in Partner Center. If you have admin rights into the customer tenants, you can accept on their behalf.



Manage customers within your Partner Center profile

After the customer authorizes you and your provider to be their reseller of record / indirect reseller, you'll have administrator permissions to manage their subscriptions, licenses, and users on their behalf, and your indirect provider will be able to submit orders on their behalf.

To manage the customer's account, services, users, and licenses, expand the customer's record by selecting the down arrow near their name.

This Partner Center link can manage end users in the following regions:

WECA Portal • Angola • Benin • Botswana • Burkina Faso • Burundi • Cabo Verde • Cameroon • Central African Republic • Chad • Comoros • Congo + Congo (DRC) • Côte d' Ivoire • Djibouti • Equatorial Guinea • Eritrea • Ethiopia • French Polynesia • Gabon • Gambia • Guinea • Guinea- Bissau • Kenya • Liberia • Madagascar • Malawi • Mali • Mauritius • Mayotte • Namibia • New Caledonia • Niger • Nigeria • Rwanda • Réunion • Senegal • Seychelles • Sierra Leone • Somalia • South Sudan • St Helena, Ascension, Tristan da Cunha • São Tomê and Príncipe • Tanzania • Togo • Uganda • Zambia