Resolving access issues with your Partner University account for Partner Center

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Sign in

After you’ve associated to your MPN organization, perform the following steps to sign in to Partner University for the first time:

1. Sign in to Partner University by using the personal Microsoft account that you used to associate to your company’s MPN ID account.

2. Two steps remain to create your profile in Partner University, so that the site recognizes you whenever you sign in:
   a. The first step is to agree to the terms of use.
b. The second step is to complete your profile. Select your language preference and country.

After you’ve completed your profile, you’ll arrive in the Learner or Admin dashboard in the Partner University site. The following screenshots show the Learner dashboard (left side) and the Admin dashboard (right side). For more information, see the More about the Learner and Admin dashboard experiences on Partner University section of this document.
You’re now free to explore the site. In the Learner dashboard, use the search function to find the courses that you want. You can filter search results by product, topic, level, or language. You can also go to the Training Center and browse the Learning Path directory to view and explore all training offerings.

Support

Here, you’ll find some of the issues or error messages that might block you from getting into your Partner University account, steps to resolve them, and escalation points if needed.

“You’re almost there!” error message

This error message occurs when the user is signing in by using an email address that Partner University doesn’t recognize. Remember that you used a personal email account to associate to your company’s MPN ID account. That personal email address—not your work email address—is the identifier that Partner University has on file for you.

To resolve this issue:

1. Make sure to use your personal Microsoft account to sign in to Partner University; regardless of what company you work for, the personal email address will be Partner University’s unique identifier for you. Use of your personal email account helps make sure that the system preserves your training records if you move between companies. When the system asks for your “Microsoft account,” it’s asking for your personal email address, not your work email address. Note: at several times, the system will refer to the “Microsoft account” as the “Windows Live” ID.

2. Make sure that your personal email address is associated to Partner Center.
Associating in Partner Center

Partner Center is your partner dashboard. You might see a clue that points you to “reassociate” in Partner Center in the following way:

- You’re trying to sign in to your Partner University records, but you’re seeing only the My achievements tile in your learner dashboard.

Note: your records in Partner Center will be governed by your work email address. This is different from Partner Membership Center, which uses your personal email address to identify you. You’ll sign in to Partner Center by using your work email address (e.g., johndoe@contoso.com) to access your MPN membership records.

1. The Partner Center home page is at https://docs.microsoft.com/partner-center/.

2. Go to https://partner.microsoft.com/pc/Users/MyAccount/ to sign in.

3. Be sure to use your work email address to sign in to Partner Center. The system will allow you to create or change your password.

4. After you’ve signed in, you’ll see a screen that’s similar to the preceding screenshot. This is your Partner Center profile page. Select the Get Partner University access box.

5. When you’re prompted to sign in, do so by using your personal email account. This action will connect your known Partner University credentials to the new partner account that your company has established in Partner Center.
When reassociation is complete, you’ll see a screen that’s similar to the screenshot that follows. You can select the View training link to sign in to Partner University (by using the personal email account that you typically use to access your training records) to find that all your Partner University records are intact. You can also select the Remove access link to cancel or close your Partner University account at any time.

You’ll also see the Associate Microsoft Learning account box under your Partner University account information. This box offers an opportunity to link your MCP exams and certifications to your Partner Center records. Doing so will help make sure that your company receives competency “credit” for any exams that you’ve passed that qualify you for an MPN competency.

6. As you did with the Partner University box, select the Associate Microsoft Learning account box, then sign in by using the personal email account that you used to register for your MCP exams. This will connect your exam credentials to your Partner Center account.

If you get stuck at any point in this process, reach out to Microsoft Partner Support.
Technical support

Microsoft Partner Support can help troubleshoot technical errors that are related to MPN association, membership, and competencies.

You can contact Microsoft Partner Support by going to https://partner.microsoft.com/support. If you have trouble signing in with your MPN ID to see your support options, select the Trouble signing in link, where you’ll find an option to begin chatting with a Regional Support Center agent.

More about the Learner and Admin dashboard experiences on Partner University

Learner dashboard

Using the search bar is a good way to discover all the content that’s been published on the Partner University site. Enter course title or keywords to find trainings, and use the Product, Topic, Language, and Level filters to narrow your results.

If you know the MPN course number for a specific learning path, you can enter the number in the search bar to find the course. The course number will appear as a set of numbers at the end of the title. You’ll also see the course number at the end of each course title in the Learning Path directory of the Training Gallery.
While searching, if you find courses that you’d like to bookmark for viewing later, select the Add button to add the course to the My courses tile in your Learner dashboard. When you complete a course that’s listed in your My courses tile, that course will appear in your My achievements tile, from where you’ll be able to print a transcript of the course or print a certificate of completion.

You can also go to the Training Center, find the course that you want, and select the course to open it directly from the Training Center.
Another way to view the entire list of courses that are published on the site is to select the Catalog button in the upper section of the screen. Here, you’ll find a list of course categories. Note: the only way out of catalog view is to select again the Catalog button, which functions as a toggle.

Admin dashboard

This dashboard is available only to users who have MPN Global Administrator access in each partner company. This is a unique feature that gives administrators a bird’s-eye view of learner activity across their company. The Groups tile in this dashboard will become populated with names as employees sign in and create their Partner University profiles.

Administrators should encourage company employees to sign in and create their profiles in Partner University to facilitate the tracking features in Partner University. The more employees who have signed in and created profiles, the more robust will be the functionality of the Admin dashboard.
As employee-learners in the company sign in, administrators will be able to track their progress through courses and completion of assessments. Administrators will also be able to assign learning plans to employee-learners and can categorize them in the Groups tile for learning-plan assignment tracking.

After you’ve signed in to the Admin dashboard, be sure to review the User Guide link or the FAQ link at the end of the page to find answers to your questions and helpful tips. The following information is the learning-plan guidance that’s featured in the online user guide.

Learning plans

How do I assign a learning plan to one or more users?

To assign a learning plan to one or more users:

1. Select the Learning Plans tile.
2. Find the learning plan that you want to edit. If you know any part of its name, you can enter that in the search box and press Enter.
3. Select the Manage Users icon in the bar that appears in the lower section of the learning plan.
4. Select the users that you want to add. Then, under Edit assignment, select Assign and Apply.

How do I remove a user from a learning plan?

To unassign a learning plan from one or more users:

1. Select the Learning Plans tile.
2. Find the learning plan that you want to edit. If you know any part of its name, you can enter that in the search box and press Enter.
3. Select the **Manage Users** icon in the bar that appears in the lower section of the learning plan.

4. Find the users that you want to remove. Then, under **Edit assignment**, select **Unassign** and **Apply**.

**How do I update the list of courses in a learning plan?**

**To update the list of courses in a learning plan:**

1. Select the **Learning Plans** tile, then select the **Manage Courses** icon.

2. Expand the offerings in the course catalog, then either select the courses and collections to include in the plan or unselect courses or collections to remove them.

3. Select **Save**.

The learning plan is saved with its updated collection of courses, and you’re returned to the Learning Plans page. All users who are assigned to the plan should receive an email to notify them of the change.

If you change your mind about editing the learning plan, you can select either the **Cancel** button or the X in the upper-right corner.

**Why isn’t a learning plan assigned to a user when I add the user to a group that’s associated with a learning plan?**

This is by design; we don’t support live groups today. In this case, adding a user to the group won’t assign the learning plan to the user, and no trigger email will be generated for a learning-plan assignment. You must assign the learning plan to the user explicitly.