



Partner Portal FAQs

General

1. Will I need different login credentials to access the new Arcserve Accelerate Partner Portal?

You will receive an email containing a new username and a link that will allow you to set your password.

2. Can multiple users from my organization register for and use the Arcserve Accelerate Partner Portal?

Yes. Each user will have their own login details. There is no limit on the number of users from the same partner organization.

3. Can other users from my organization see my deals registered in the portal?

No, each user will see their own deal registrations and will not be able to see other users' deal registrations.

4. Will my organization's partner account have a dedicated administrator/primary user who can add/manage additional members?

Users may manage their own profile information and they will not be responsible for managing other users within their organization. Any individuals who wish to join the portal may submit a partner onboarding application at <https://www.partners.arcserve.com>

5. What is Arcserve Global Partner Program Level and where can I find Partner level for my organization?

Arcserve Partner Program levels are determined in accordance with Arcserve Accelerate Partner Program requirements in your region (EMEA, APAC, NA, LATAM). Regional Program Guides may be found within the Resources tab. Additionally, the Program Level applied to your account may be found in the "My Account" area of the portal.

Logging in

6. What if I lose my username?

Username convention is "youremail.arcserve". Example: johnsmith@partner.com.arcserve



**7. What if I forget my password?**

Go to <https://www.partners.arcserve.com> Click the “Forgot Your Password?” link on the login screen. Submit your username and you will then receive an email containing a link to reset your password.

8. Who do I contact if I am not able to register or log in?

Please contact your local Arcserve Sales Representative. If you do not know your local Arcserve Sales Representative, please contact partners@arcserve.com.

My Profile**9. How do I manage the language in which I see the portal?**

To edit your language preferences, navigate to your name in the upper right of the screen, open the drop-down menu and click “My Settings.” Be sure to save any changes.

Please note that Deal Registration notifications will be localized in limited languages. Additional localization is on the roadmap and will be available in future phases.

10. How is my personal data used?

Arcserve is committed to respecting and protecting your privacy and we use information only for the specific purpose for which it was provided. More information can be found at <https://www.arcserve.com/privacy-notice>

Deal Registration Module and My Deals**11. Will my deal registrations need to be re-entered?**

All deal registrations, including those pending and approved, will still be in place and require no action from you.

12. How will I be updated on the status of my submitted deals?

You will continue to receive email notifications as deal registrations are submitted, approved or declined. Additionally, you will be able to see all your deal registrations within the “Deal Registrations” tab in the portal.

Other Partner Portal Modules**13. How do I access Arcserve Training?**

You will be able to access Arcserve Training from the “Training” tab in the portal, or visit <https://app.learncore.com/login/Arcservepartners>

Please continue to use the login credentials that were provided to you by the Arcserve Training Team. If you don’t have access to Training, please contact training@arcserve.com

14. How do I access the current Support site?

You may continue to access the support site at <https://www.support.arcserve.com>. Login credentials for both the support site and the partner portal will be identical.

