



Tip of the Month – How to Access CustomerSource

CustomerSource provides you with access to resources such as self-help tools, product updates, newsgroups, training, documentation and online newsletters to help you optimize your use of your Microsoft Dynamics product. Customers with an Enhancement Plan or support plan may access CustomerSource. Before accessing Partnersource, you must first associate their Passport account with their Microsoft Dynamics GP account via these steps:

- Get a Passport Account, if you don't have one. If you're not sure if you have one, or forgot your Passport password, contact Passport support at <http://support.passport/default.aspx>.
- Once you've completed the creation of the Passport account, close the browser window. This will be the username and password you use to log into CustomerSource in the future.
- Log in once you have a Passport set up, go to <https://mbs.microsoft.com/customersource>.
- You will be prompted to enter your Passport username and password.
- You will be prompted to enter an e-mail address and click Continue.
- You'll need to use the e-mail address provided to Microsoft Dynamics when your solution was registered. This may or may not be the same e-mail address as your Passport account.
- If you don't know the e-mail address on your account, send an inquiry to voice@microsoft.com.
- The screen will then display a message that says, "Thank You. You will be receiving an e-mail that gives you further instructions on how to log into this extranet."
- Microsoft Dynamics will send you an e-mail from voice@microsoft.com that you will use to associate your Passport account with your Microsoft Dynamics account.
- Go to the inbox of the e-mail address you entered previously.
- Open the e-mail and click on the long blue link in the e-mail.
- You will be prompted again for your Passport. Enter the Passport you entered previously.
- You will get a message saying you have successfully associated your Passport with your Microsoft Dynamics profile.
- Go to CustomerSource (<https://mbs.microsoft.com/customersource>).
- When you use CustomerSource in the future, you'll only need to use this Passport username and password to log in.