Dropbox Business

Partner Portal

Your guide to managing your business all in one place

Dropbox Business

View teams & subscriptions

View your Dropbox Business subscriptions including contract and usage metrics

Dropbox Business

Create & manage support tickets

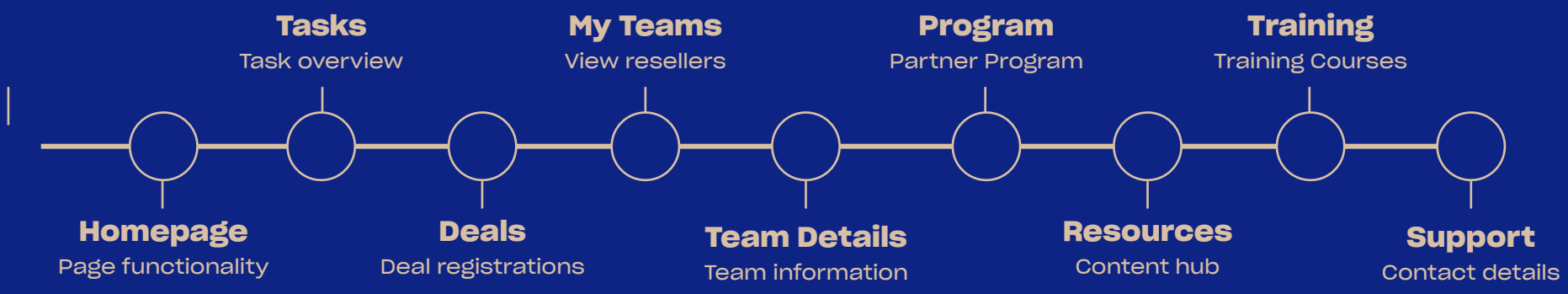
Create and manage support tickets without needing an additional Dropbox Business licence on your customers' teams

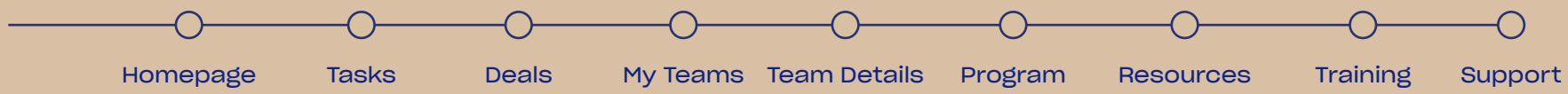
Dropbox Business

Search & preview content library

Refreshed content library with new document search & preview functionality

The Journey to Success





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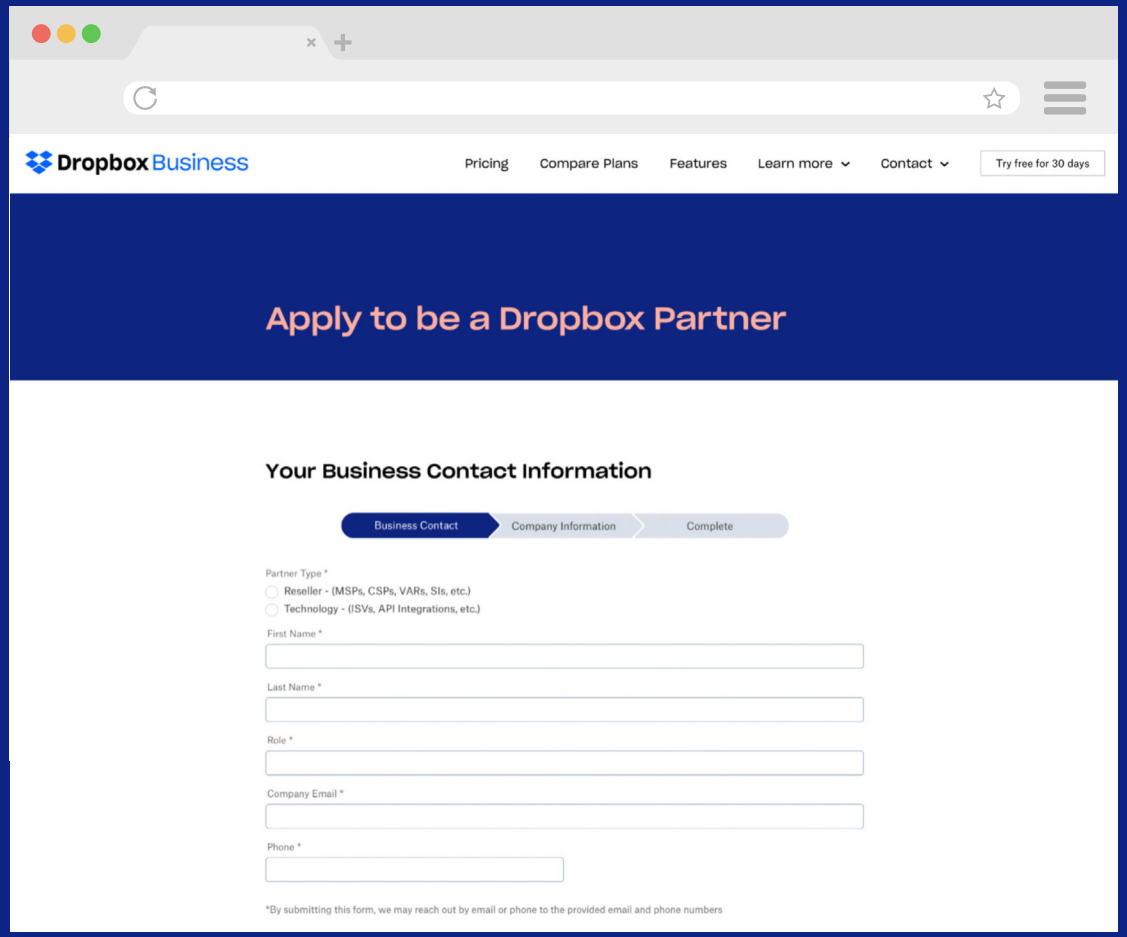
Registration - Step 1 of 5



Registration Part 1

1. Location: dropboxpartners.com/apply (note: this url may change)
2. Fill in partner type and contact details
3. All channel partners will be “Reseller”
4. Fill in name, role, email, phone
5. Click continue

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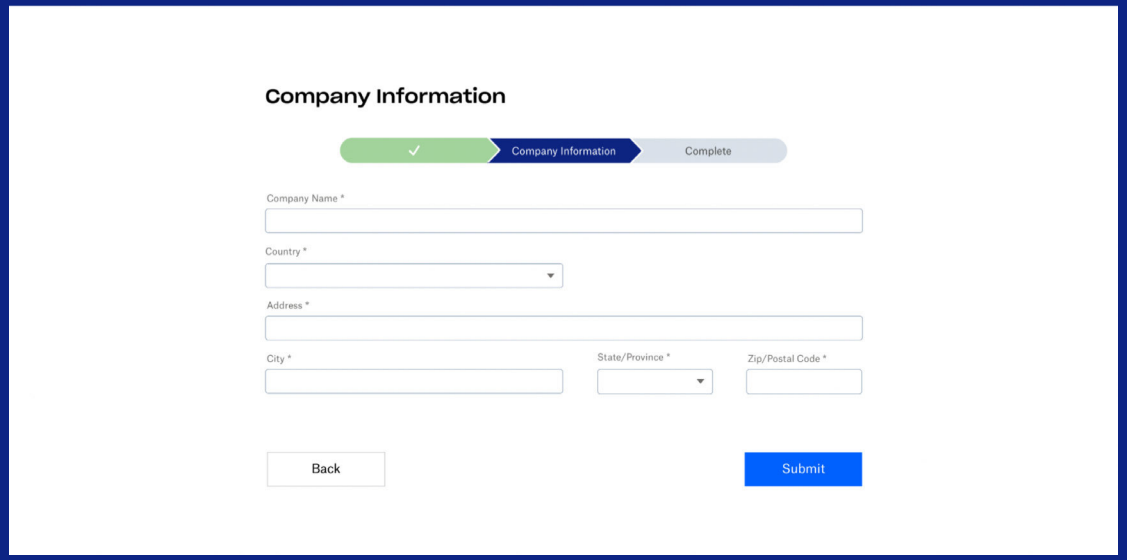
Registration - Step 2 of 5

Apply to be a Dropbox Partner



Registration Part 2

1. Fill in account information
2. Input company name, country, and address
3. Click submit to continue
4. Click back to edit contact info

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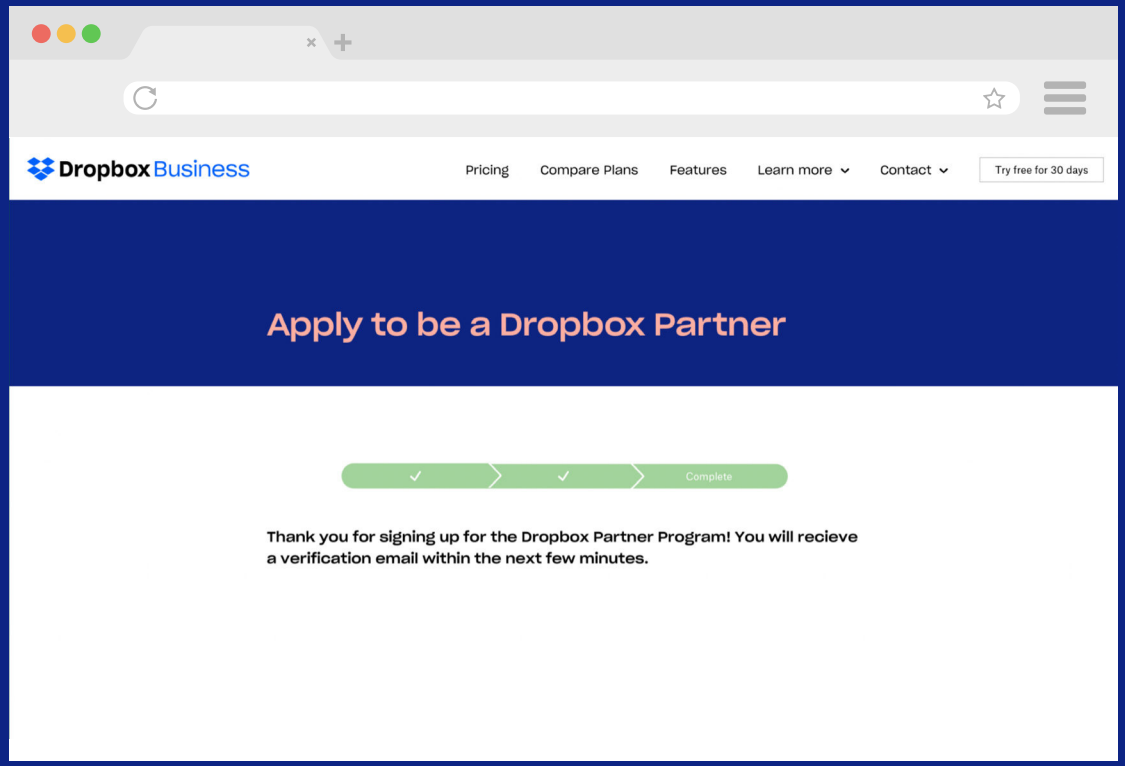
Registration - Step 3 of 5



Registration Part 3

1. Partner needs to check their email to go to the next step
2. Application/Registration Confirmation
3. In Email, open the Dropbox Registration email and click the button to verify email address

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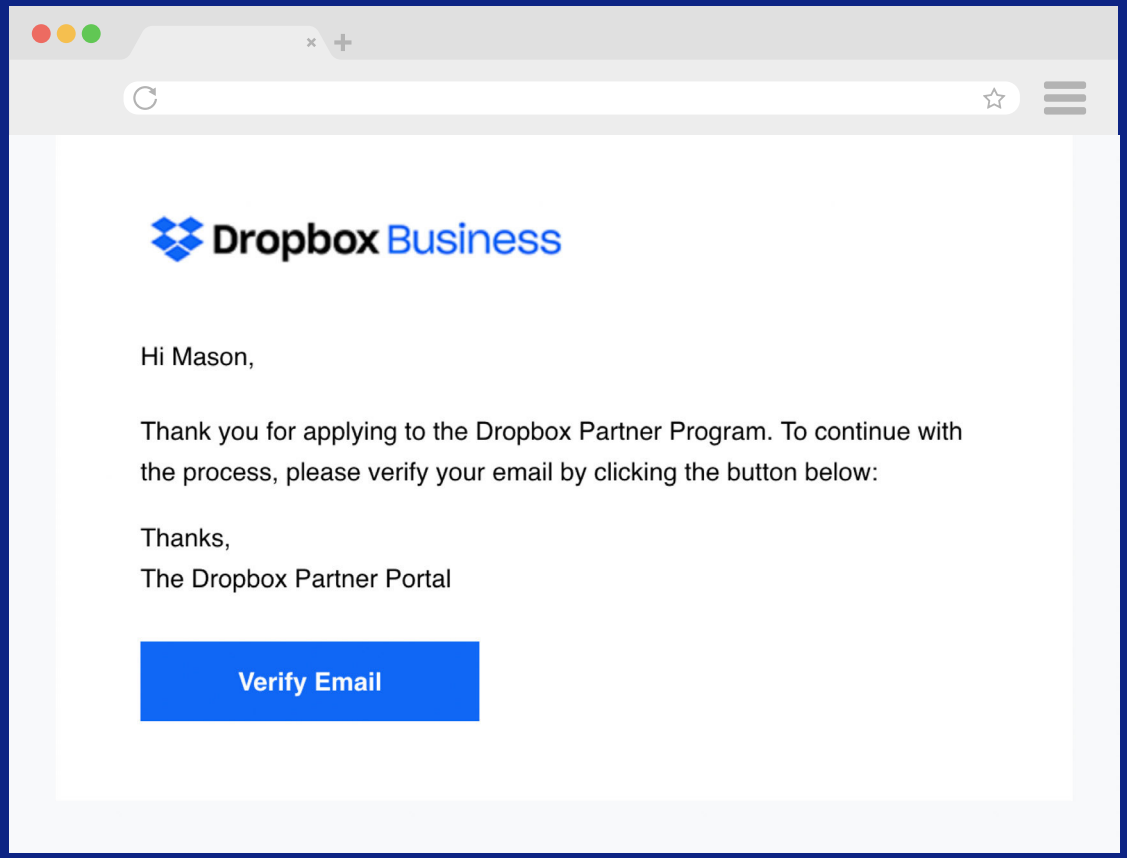
Registration - Step 4 of 5



Registration Part 4

1. Set password and security questions
2. After setting the password, the partner will be logged into the portal and will be shown the terms and conditions

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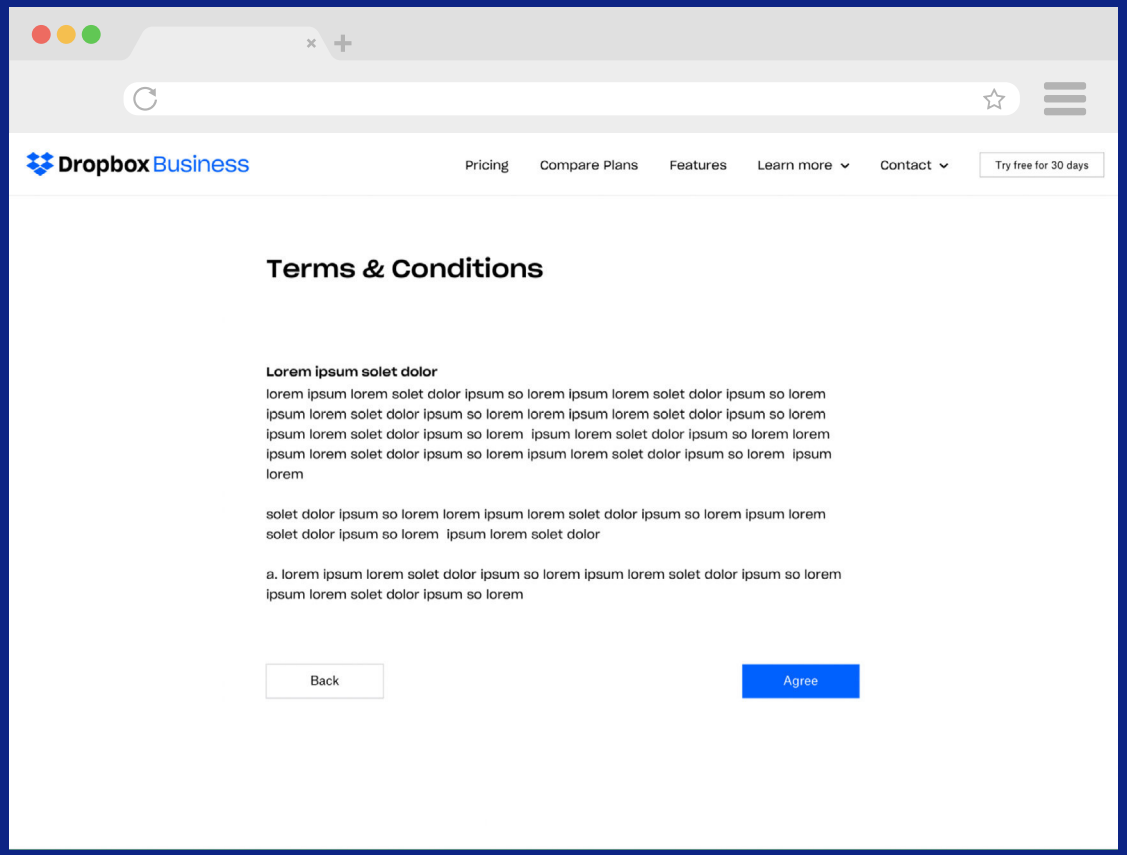
Registration - Step 5 of 5



Registration Part 5

1. Agree to Reseller Agreement and Portal Terms

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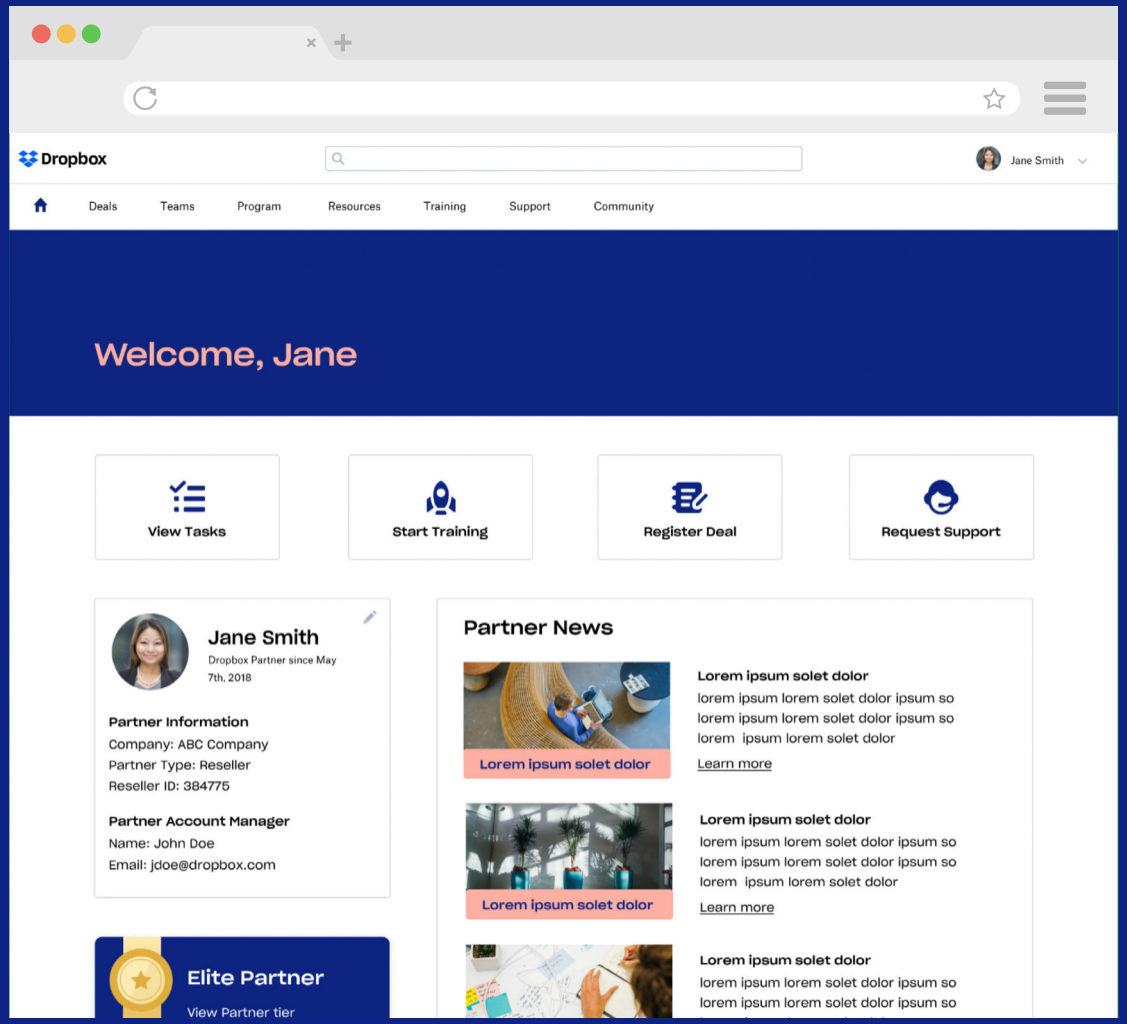
Homepage



Homepage

1. After agreeing to the terms and conditions the partner will be taken to this page
2. After future logins, this will be the first page shown

Home Page Functionality

3. Search - Search for content/resources, deal registration, and teams
4. Top Nav / Tab Bar
5. **Quick Actions**
   - View Tasks (Goes to a page with onboarding tasks)
   - Start Training goes to partner training courses
   - Register a deal goes to deal create form
   - Request support goes to support page
6. **Profile**
   - View profile data (included reseller Id) and click pencil to edit profile and add users
   - Clicking picture/name in the top right also has an option to edit profile
   - Tier Information - View partner program tier and view benefits
   - Partner News - 3 pieces of news with a link to learn more

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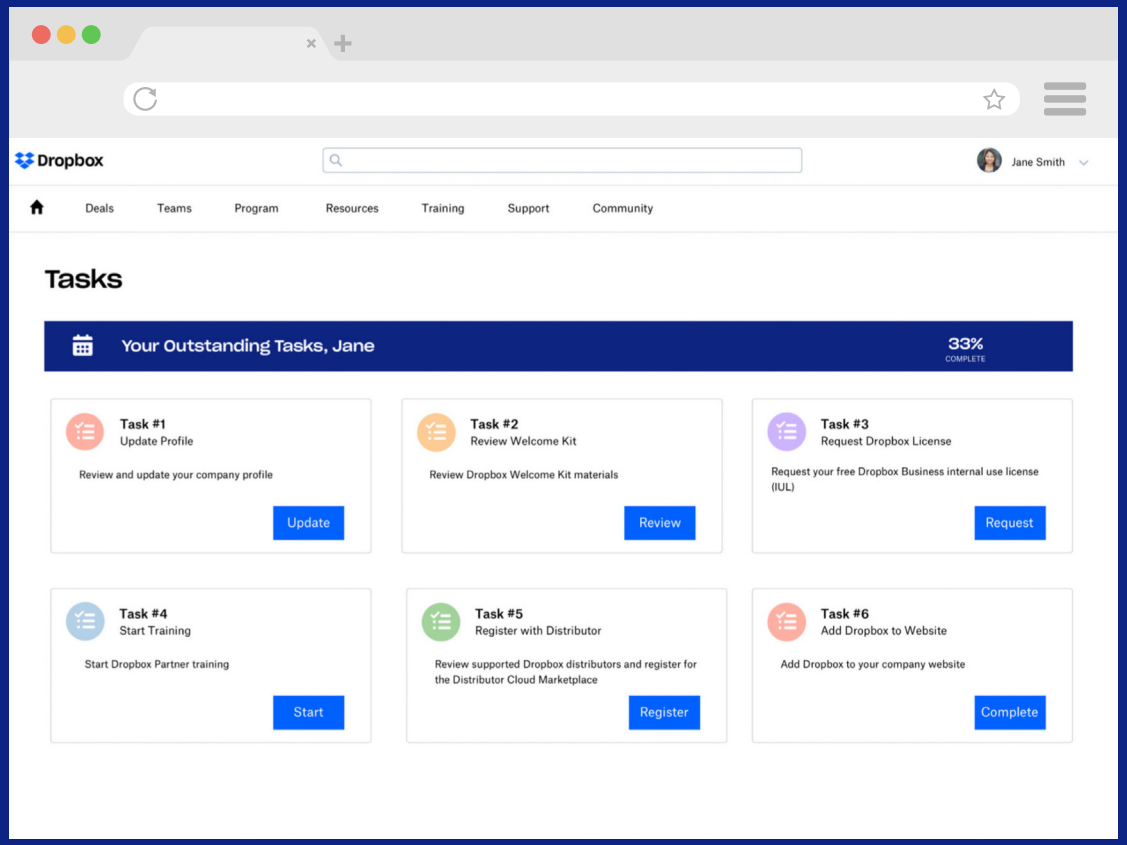
Tasks



Tasks

1. Complete your tasks by clicking on the blue buttons
2. New resellers and registered resellers will have the following onboarding tasks:
   - Update Profile
   - Review Welcome Kit
   - Request Dropbox License
   - Start Training
   - Register with Distributor
   - Add Dropbox to Website

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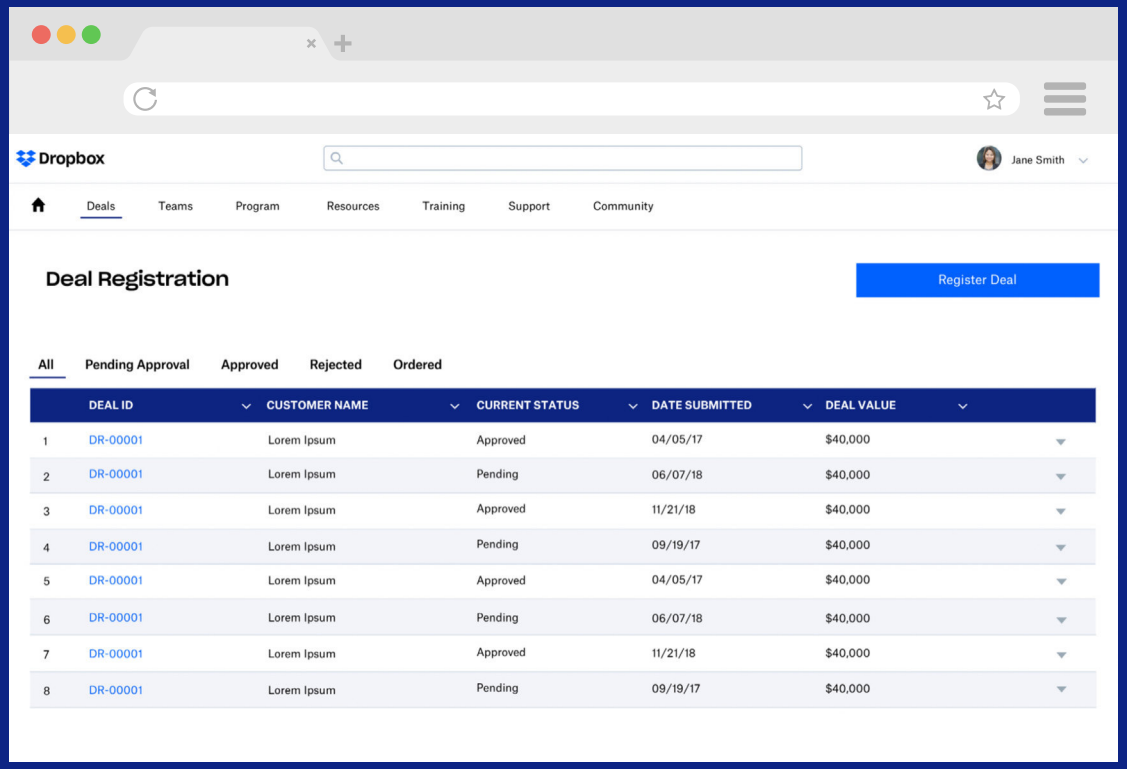
Deals



Deal Registrations

1. Click “Register Deal” to register a deal
2. View Registered Deals
   - Click on statuses to view based on status (All, Pending Approval, Approved, Rejected, Ordered)
3. Click Deal Id to view deal details (i.e. all information about that deal)
4. Partners will get emails when the status changes on their deal registrations

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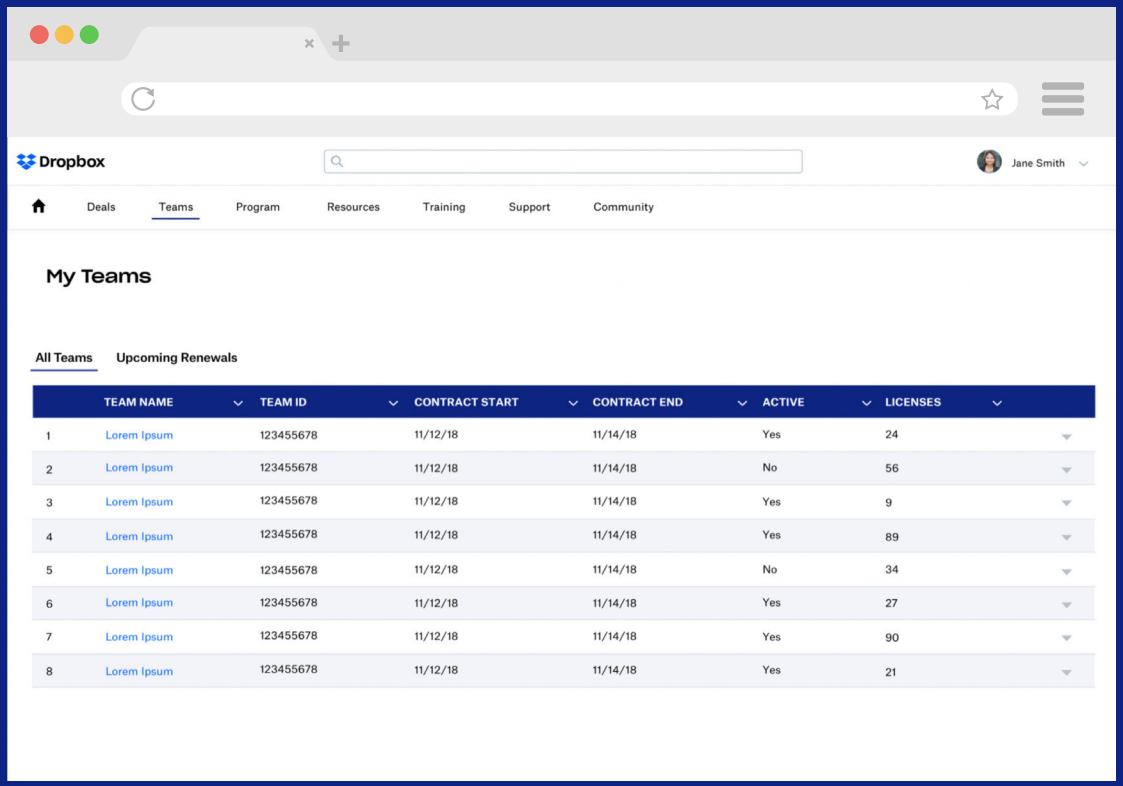
My Teams



“Teams” Tab

1. Click “Register Deal” to register a deal
   View your Reseller’s Teams
   - Click on “All” to view all teams
   - Click on “Upcoming Renewals” to view upcoming renewals in the next 90 days
2. Click Team Name to view team details (i.e. all information about that team)

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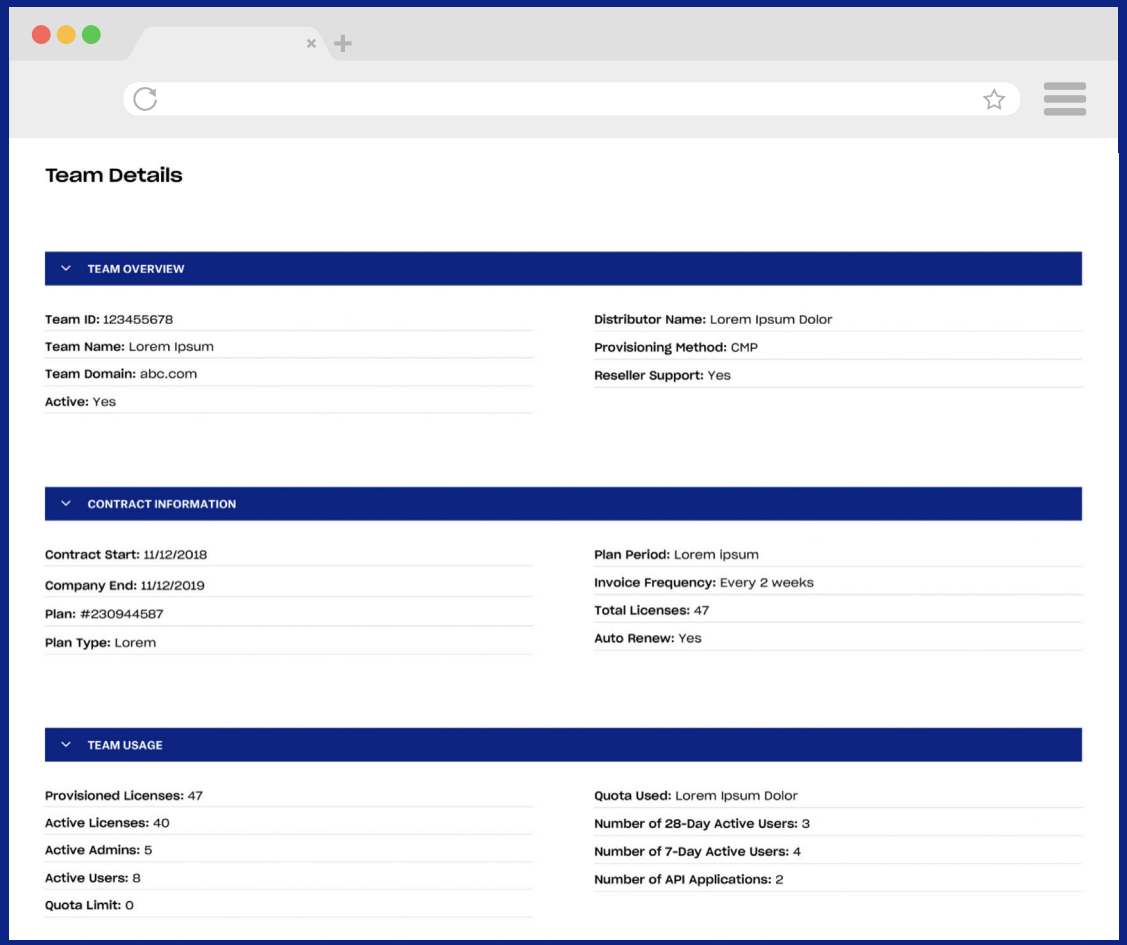
Team - Details



Deals - Detail View

1. View detailed information about your team
    - View general, contract, and usage data on the team

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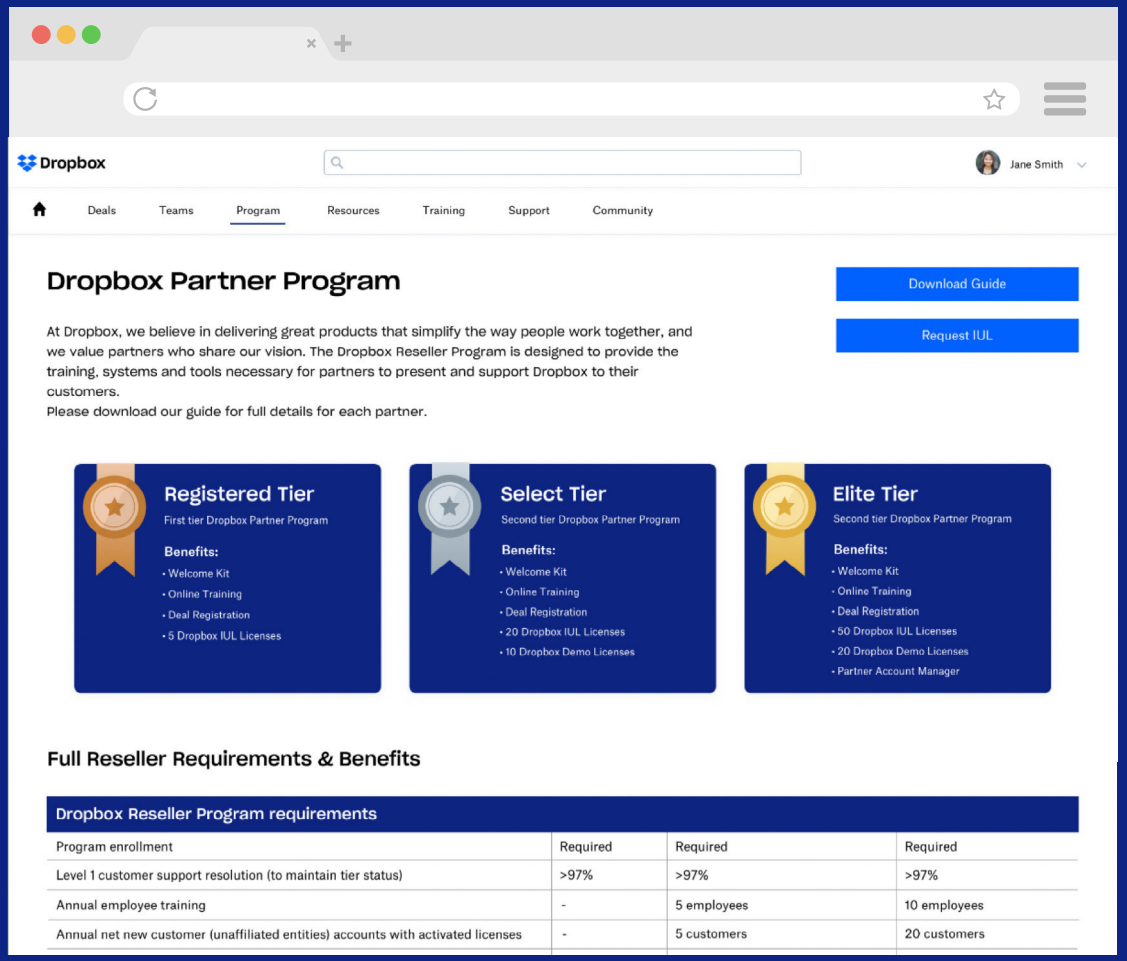
Program



Deals - Detail View

1. View Partner Program Requirements and Benefits

   - Click “Download Guide” to download a PDF of the Partner Program Guide
   - Click “Request IUL” - Internal Use Dropbox License

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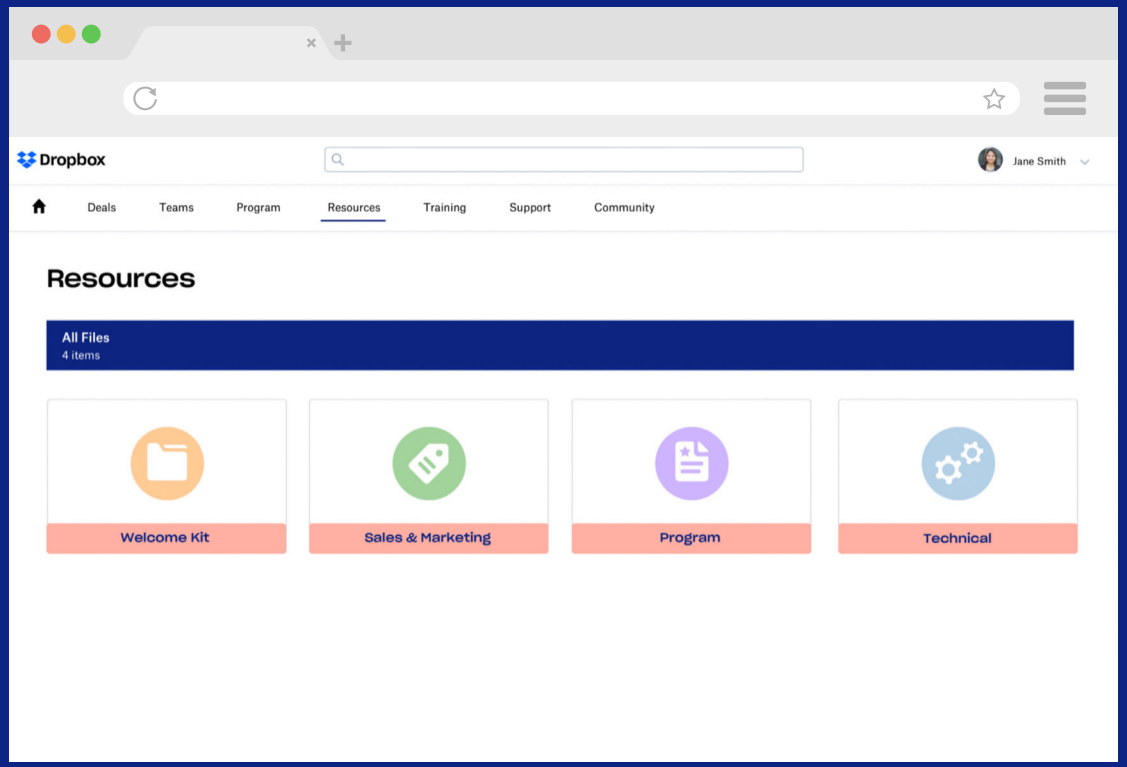
Resources



Resources Tab

1. Click one of the 4 folders to access content
   - Welcome Kit
   - Sales and Marketing
   - Program
   - Technical
2. If you want to search for a specific piece of content, asset, or resource search in the top bar. Make sure to click enter/return after typing your search into the top bar

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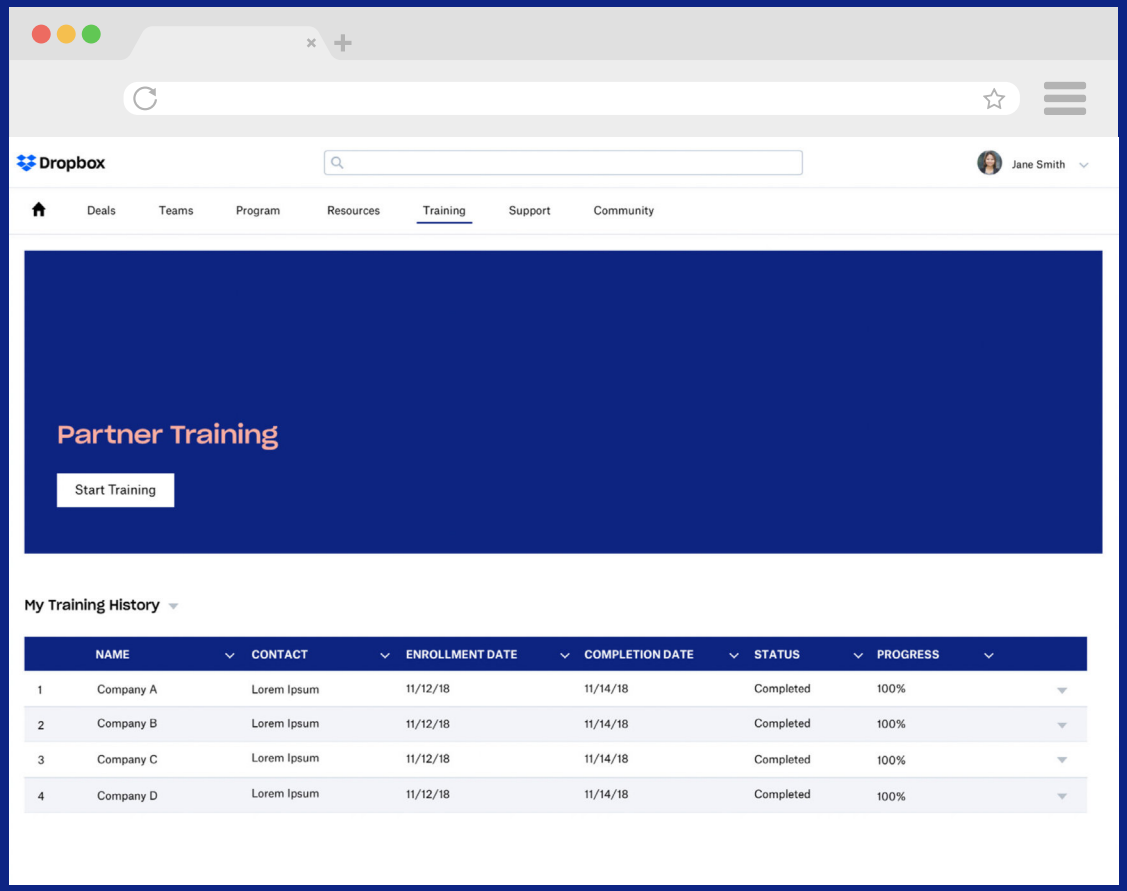
Training



Resources Tab

1. Click “Start Training” to start or continue partner training courses

2. View your training courses that are in progress or completed

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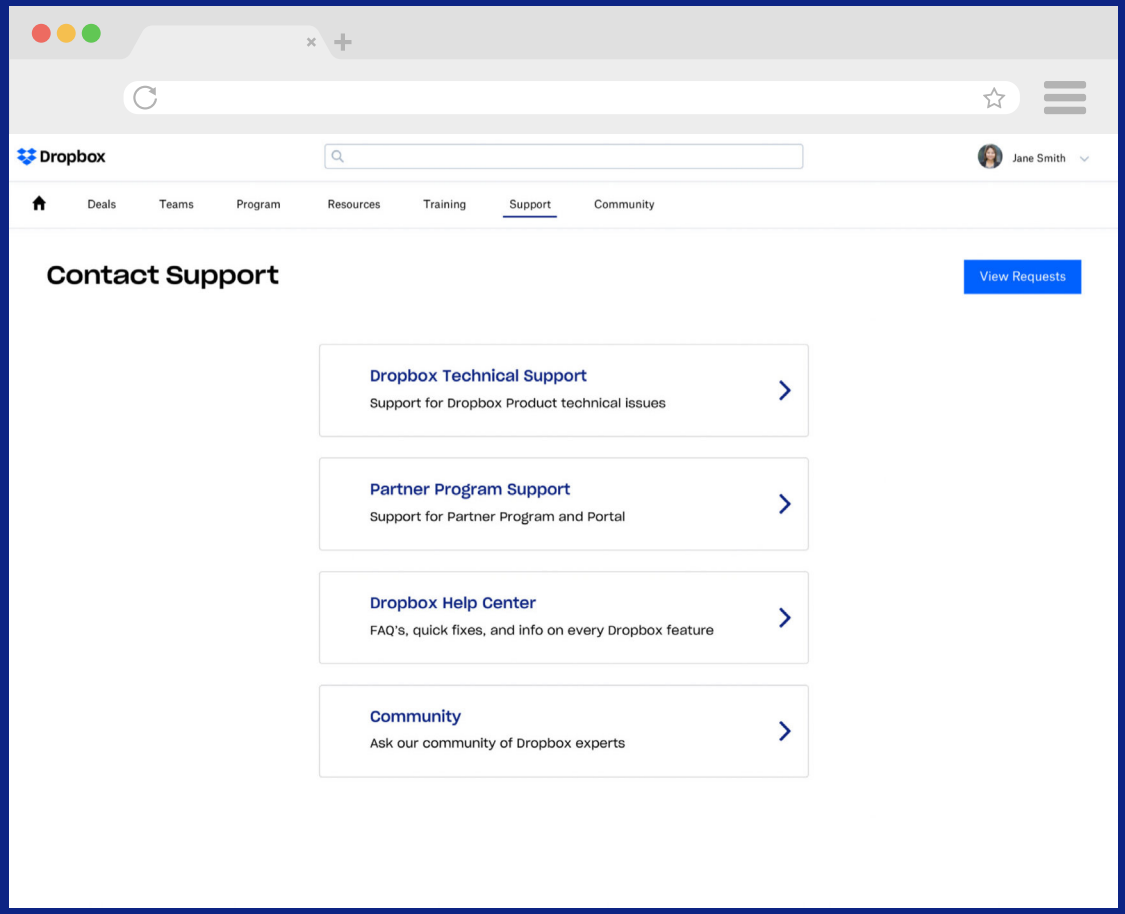
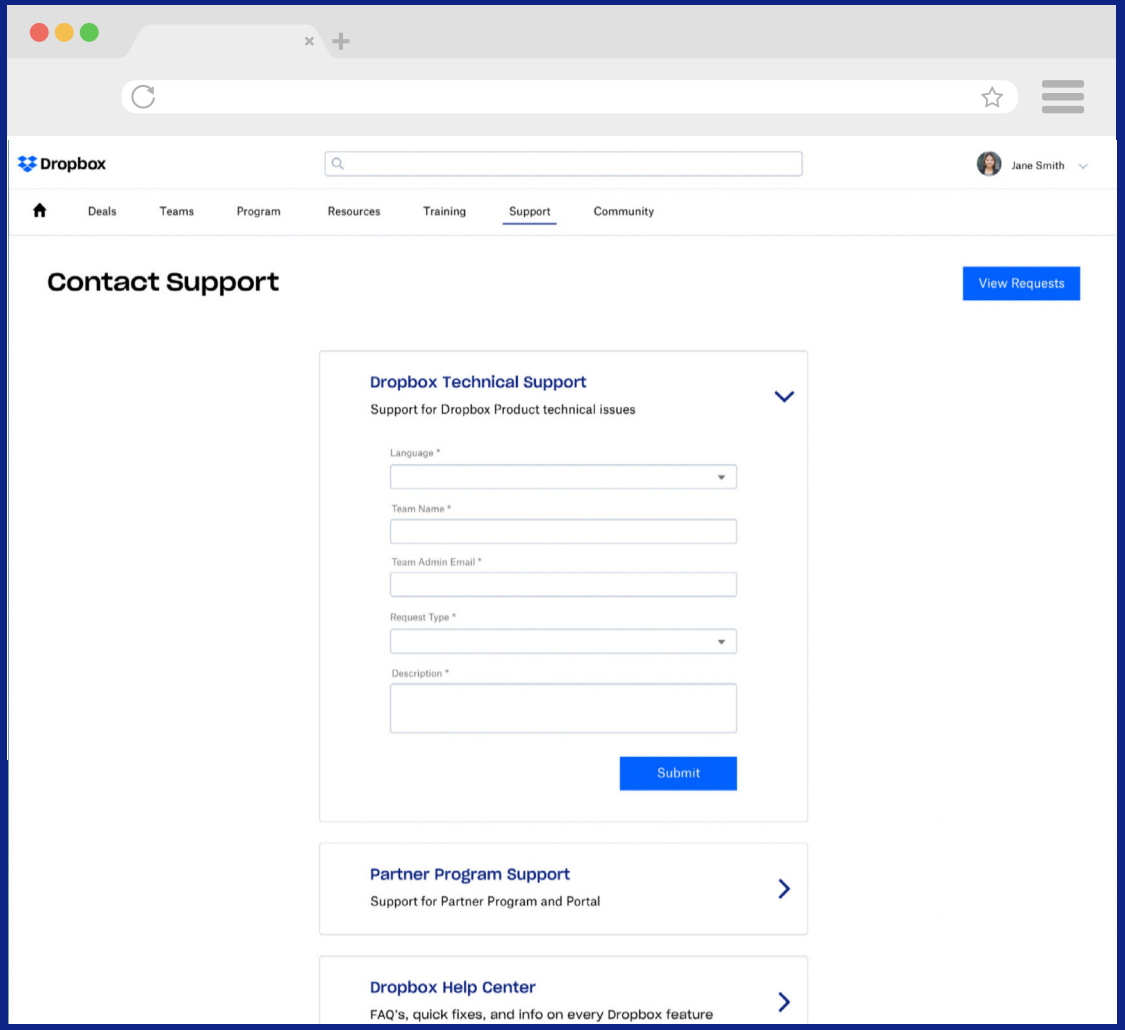
Support



Support Tab

1. Click the type of support you need
   - Dropbox Technical Support
   - Partner Program Support
   - Dropbox Help Center
   - Community
2. Click “View Requests” - To view, see status, or respond to existing your technical or program support requests

Support



Technical Support

1. Dropbox Technical Support
   Click "Dropbox Technical Support" if you need support with the Dropbox Product

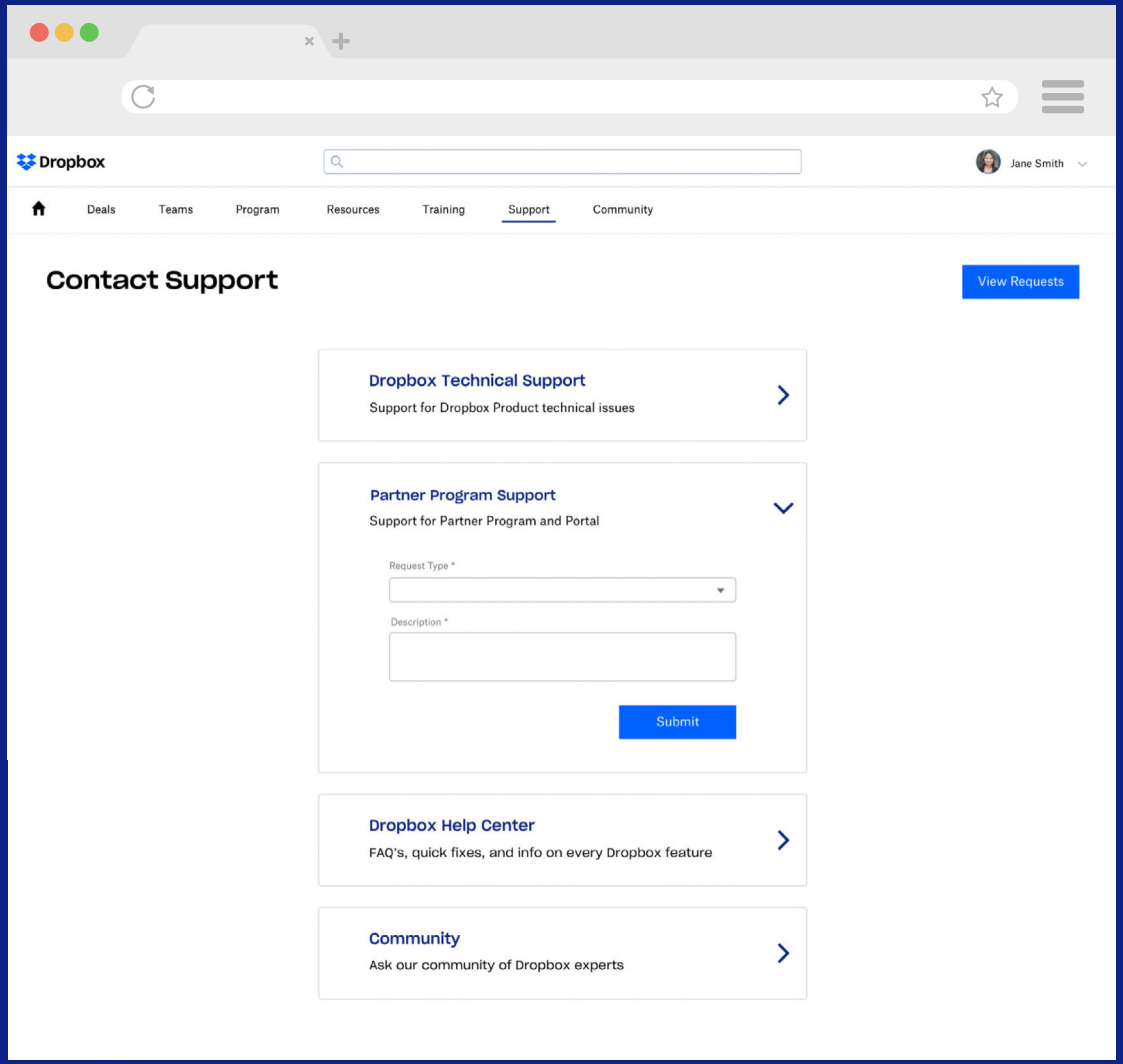
2. To create a ticket, you need to select and input the following:
   - Language
   - Team that needs support
   - User Email
   - Request Type
   - Description of the Request

Notes:

If you create a ticket for a Dropbox team that has reseller support enabled, you will be able to fully manage the support ticket

If you create a ticket for a Dropbox team that does not have reseller support enabled, support will reach out directly to the user that is having issues. If you don't have reseller support enabled, you can't manage tickets for your customer

Support



Program Support

1. Click “Partner Program Support” if you need support with non-Dropbox product related support

   To create a ticket, you need to select and input the following:

   - Request Type
   - Description

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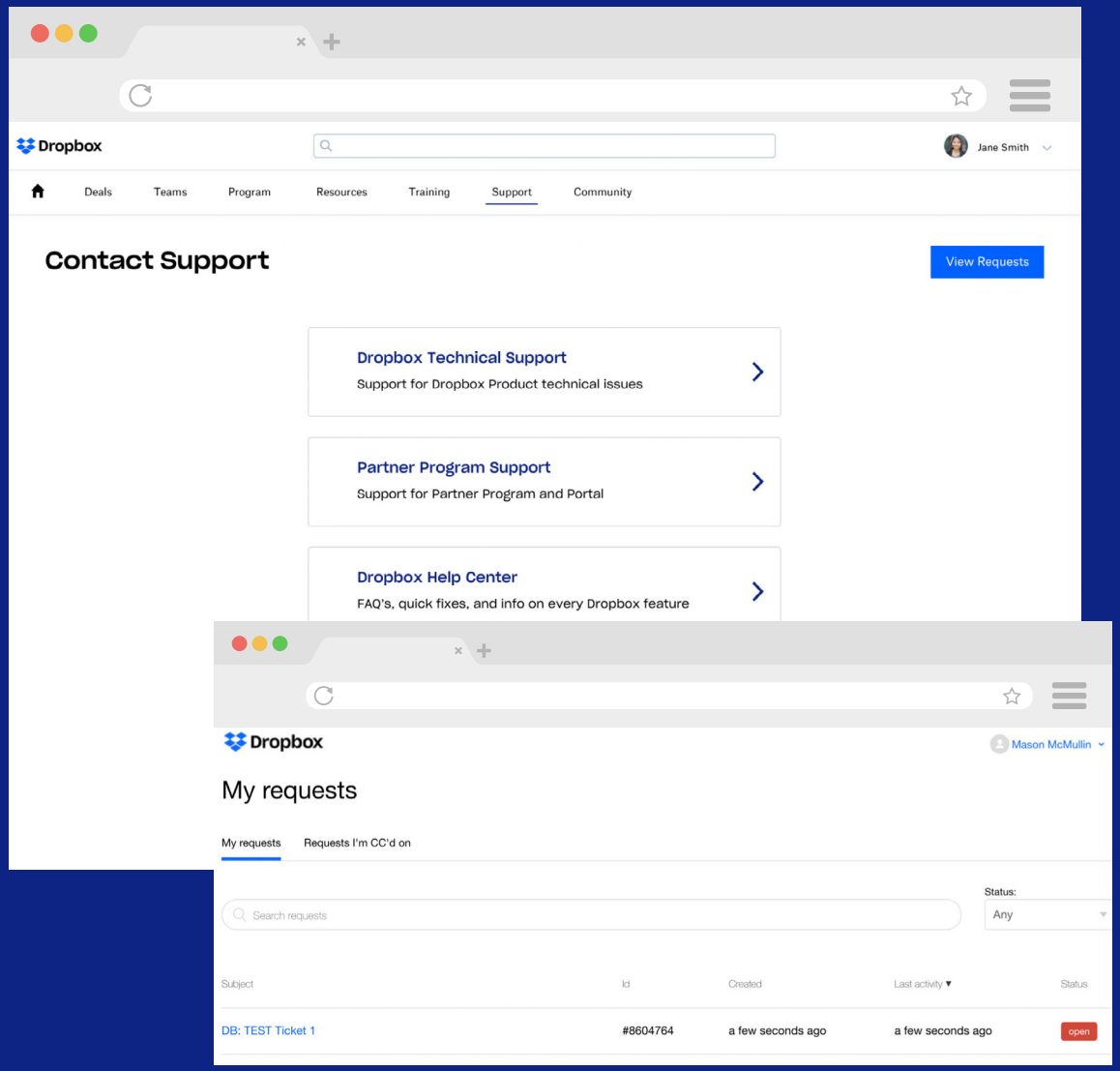
Requests



Requst Tab

1. To view, see status, or respond to your existing Dropbox technical or partner program support requests