



Partner Portal

Your guide to managing your
business all in one place



View teams & subscriptions

View your Dropbox Business subscriptions including contract and usage metrics



Create & manage support tickets

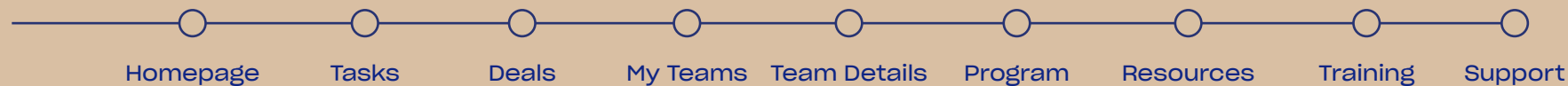
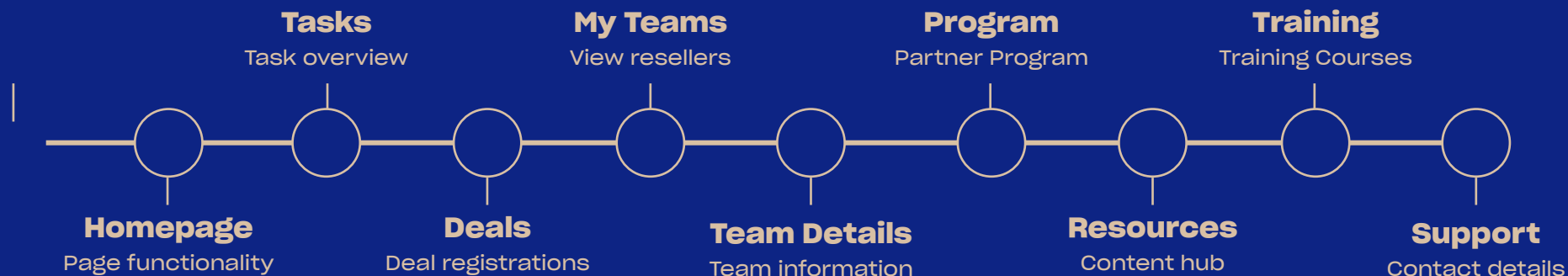
**Create and manage support tickets without needing
an additional Dropbox Business licence
on your customers' teams**



Search & preview content library

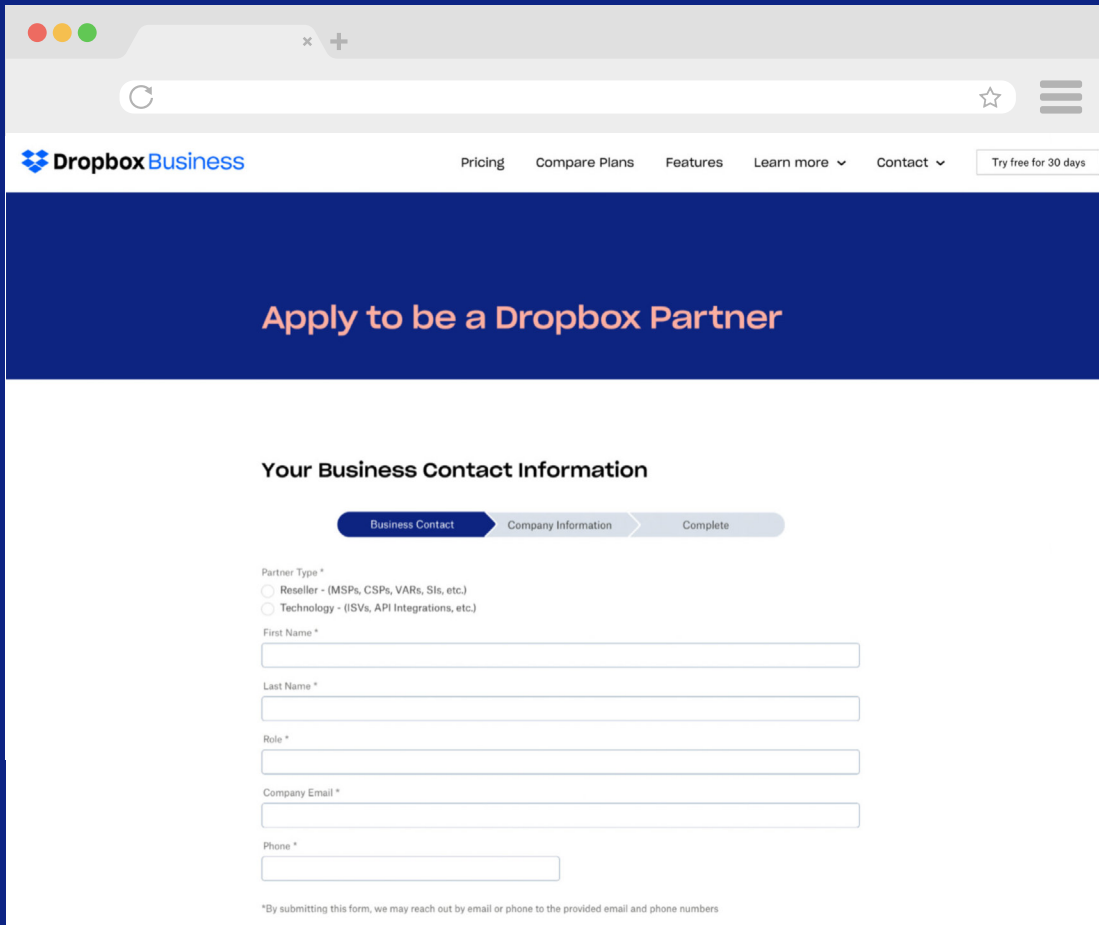
**Refreshed content library with new
document search & preview functionality**

The Journey to Success



Registration

- Step 1 of 5



The screenshot shows a web browser window with the Dropbox Business website. The navigation bar includes links for Pricing, Compare Plans, Features, Learn more, and Contact, along with a 'Try free for 30 days' button. The main heading is 'Apply to be a Dropbox Partner'. Below this, the 'Your Business Contact Information' section is active, showing a progress bar with 'Business Contact' selected. The form includes radio buttons for 'Reseller' and 'Technology', and input fields for First Name, Last Name, Role, Company Email, and Phone. A disclaimer at the bottom states: '*By submitting this form, we may reach out by email or phone to the provided email and phone numbers'.

Your Business Contact Information

Business Contact Company Information Complete

Partner Type *

☐ Reseller - (MSPs, CSPs, VARs, SIs, etc.)

☐ Technology - (ISVs, API Integrations, etc.)

First Name *

Last Name *

Role *

Company Email *

Phone *

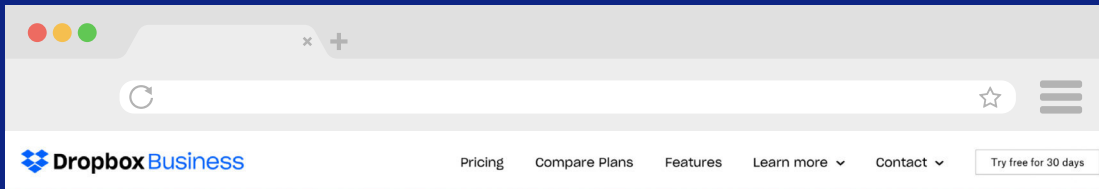
*By submitting this form, we may reach out by email or phone to the provided email and phone numbers

Registration Part 1

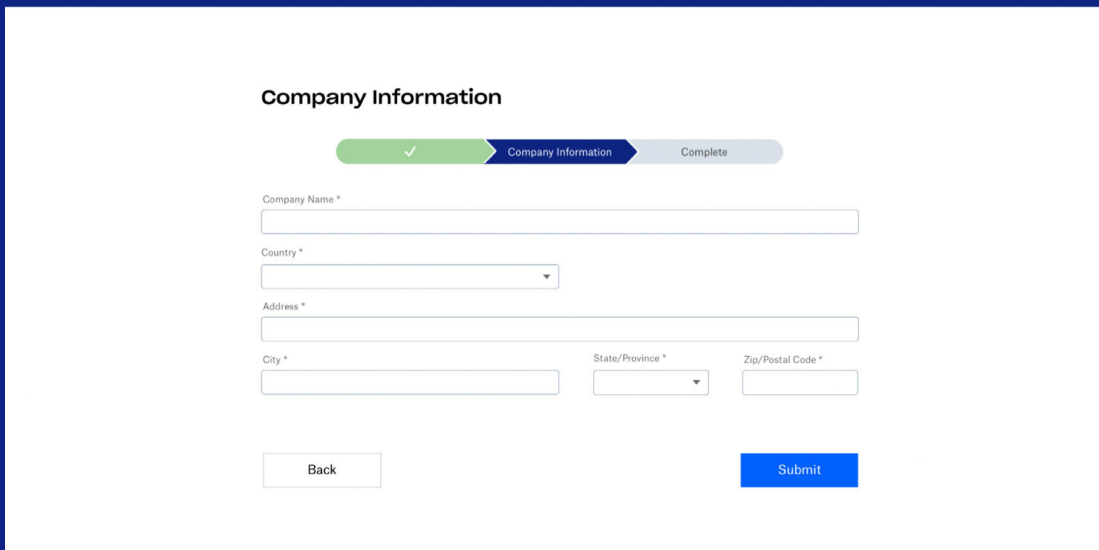
- 1 Location: dropboxpartners.com/apply (note: this url may change)
- 2 Fill in partner type and contact details
- 3 All channel partners will be "Reseller"
- 4 Fill in name, role, email, phone
- 5 Click continue

Registration

- Step 2 of 5



Apply to be a Dropbox Partner

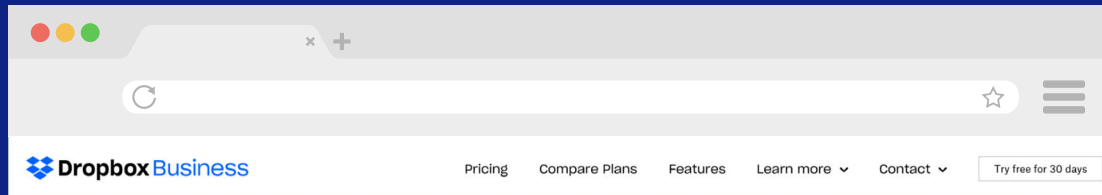
A screenshot of the 'Company Information' registration form. At the top, there is a progress bar with three steps: a green step with a checkmark, a blue step labeled 'Company Information', and a grey step labeled 'Complete'. The form fields include: 'Company Name *' (text input), 'Country *' (dropdown menu), 'Address *' (text input), 'City *' (text input), 'State/Province *' (dropdown menu), and 'Zip/Postal Code *' (text input). At the bottom of the form are two buttons: a 'Back' button and a blue 'Submit' button.

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

Registration

- Step 3 of 5



Apply to be a Dropbox Partner



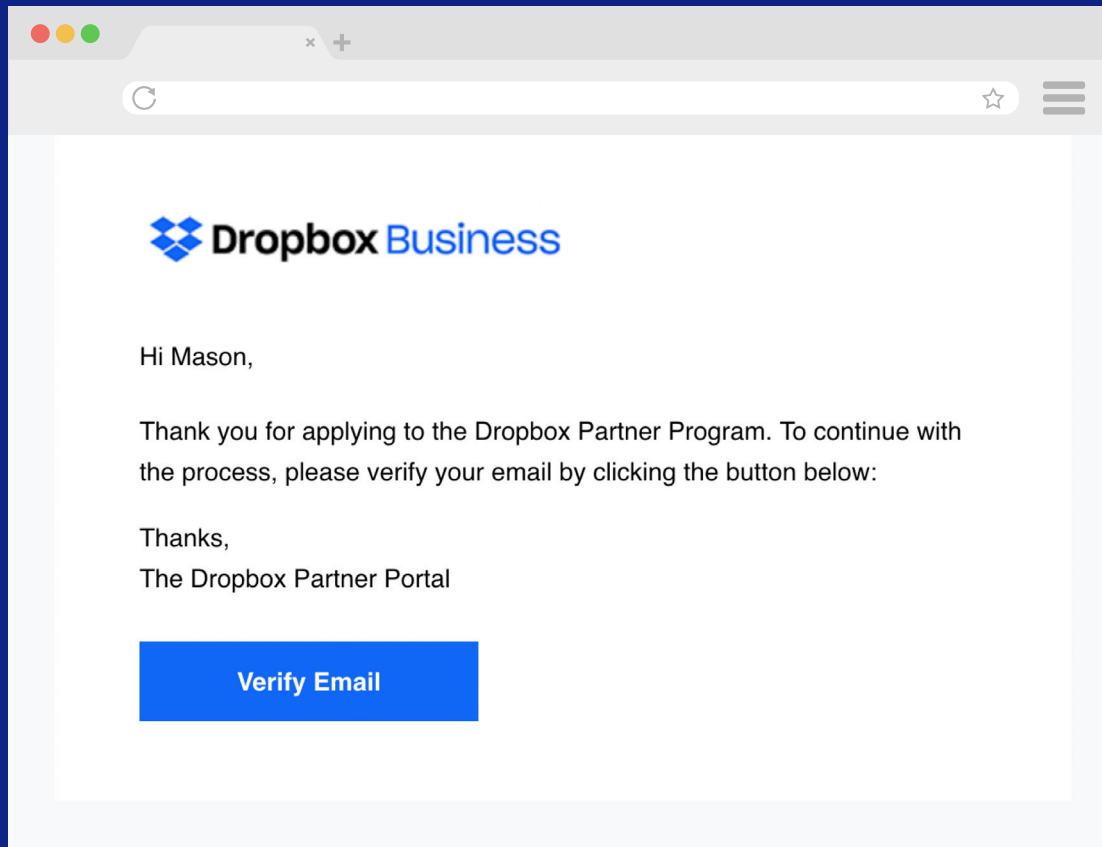
Thank you for signing up for the Dropbox Partner Program! You will receive a verification email within the next few minutes.

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

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

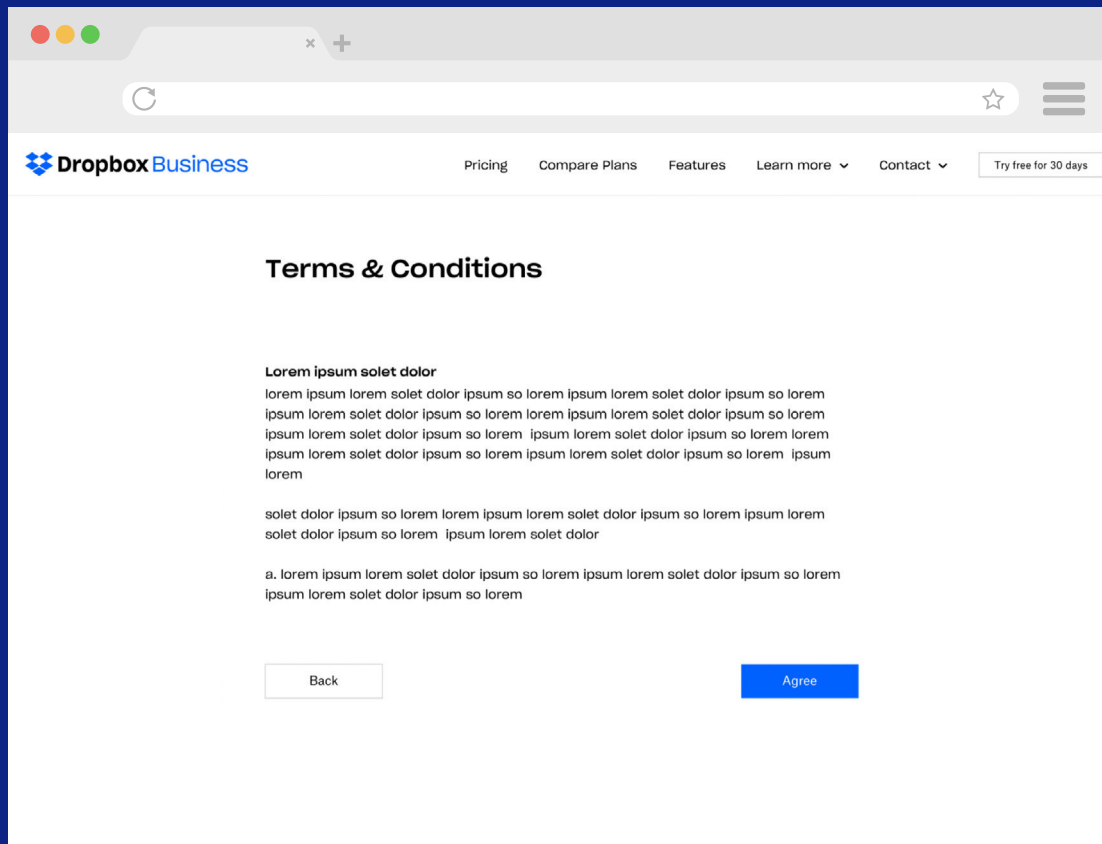


Registration

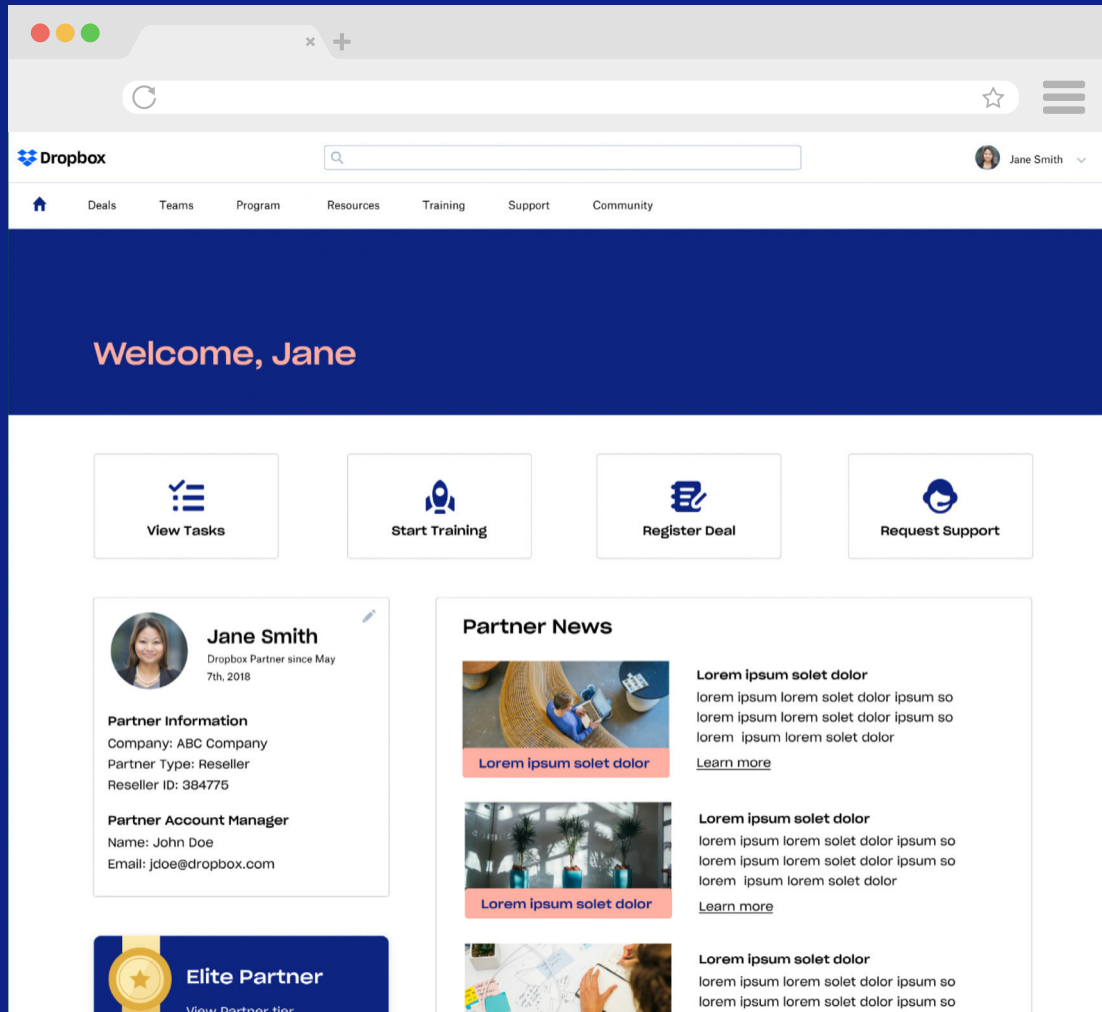
- Step 5 of 5

Registration Part 5

- 1 Agree to Reseller Agreement and Portal Terms



Homepage



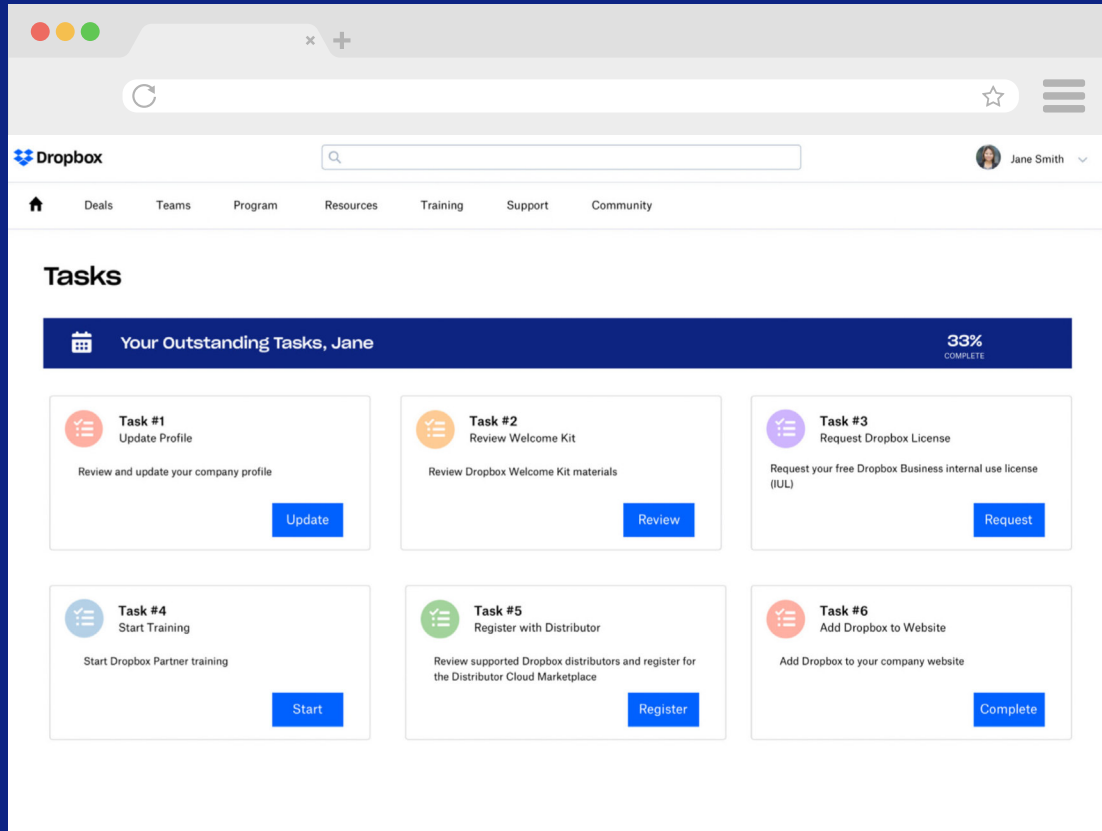
Homepage

- 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

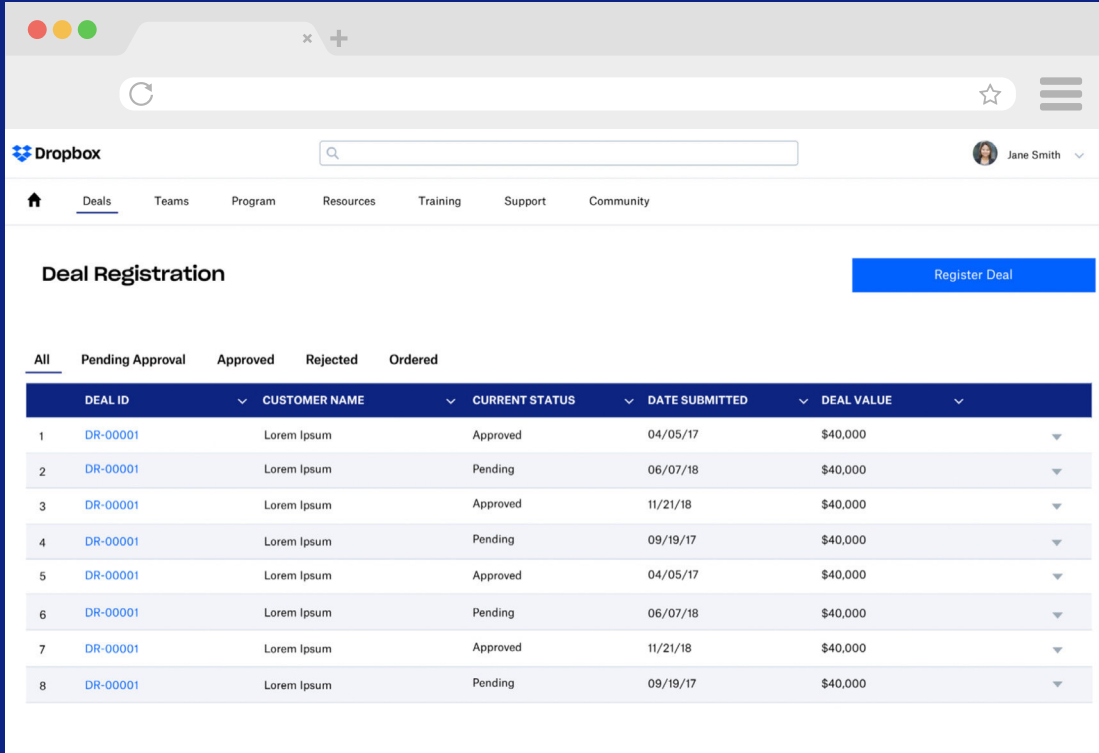
Tasks



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

Deals



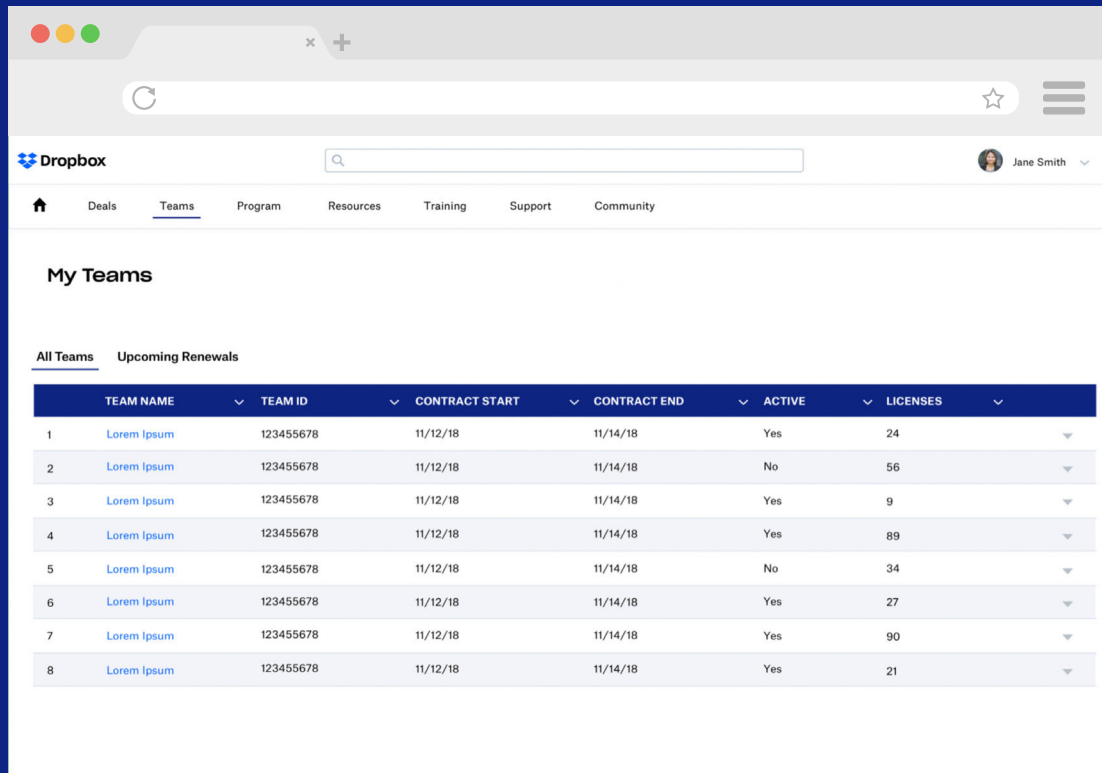
The screenshot shows the Dropbox Business interface for managing deals. At the top, there's a navigation bar with links for Home, Deals (selected), Teams, Program, Resources, Training, Support, and Community. A search bar and a user profile for Jane Smith are also present. Below the navigation bar, the 'Deal Registration' section is highlighted, featuring a 'Register Deal' button. A table below the button displays a list of deals with columns for Deal ID, Customer Name, Current Status, Date Submitted, and Deal Value. The table is filtered to show 'All' deals.

	DEAL ID	CUSTOMER NAME	CURRENT STATUS	DATE SUBMITTED	DEAL VALUE
1	DR-00001	Lorem Ipsum	Approved	04/05/17	\$40,000
2	DR-00001	Lorem Ipsum	Pending	06/07/18	\$40,000
3	DR-00001	Lorem Ipsum	Approved	11/21/18	\$40,000
4	DR-00001	Lorem Ipsum	Pending	09/19/17	\$40,000
5	DR-00001	Lorem Ipsum	Approved	04/05/17	\$40,000
6	DR-00001	Lorem Ipsum	Pending	06/07/18	\$40,000
7	DR-00001	Lorem Ipsum	Approved	11/21/18	\$40,000
8	DR-00001	Lorem Ipsum	Pending	09/19/17	\$40,000

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

My Teams



	TEAM NAME	TEAM ID	CONTRACT START	CONTRACT END	ACTIVE	LICENSES	
1	Lorem Ipsum	123455678	11/12/18	11/14/18	Yes	24	▼
2	Lorem Ipsum	123455678	11/12/18	11/14/18	No	56	▼
3	Lorem Ipsum	123455678	11/12/18	11/14/18	Yes	9	▼
4	Lorem Ipsum	123455678	11/12/18	11/14/18	Yes	89	▼
5	Lorem Ipsum	123455678	11/12/18	11/14/18	No	34	▼
6	Lorem Ipsum	123455678	11/12/18	11/14/18	Yes	27	▼
7	Lorem Ipsum	123455678	11/12/18	11/14/18	Yes	90	▼
8	Lorem Ipsum	123455678	11/12/18	11/14/18	Yes	21	▼

“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)

Program

Dropbox Partner Program

At Dropbox, we believe in delivering great products that simplify the way people work together, and we value partners who share our vision. The Dropbox Reseller Program is designed to provide the training, systems and tools necessary for partners to present and support Dropbox to their customers.

Please download our guide for full details for each partner.

[Download Guide](#)

[Request IUL](#)

Registered Tier
First tier Dropbox Partner Program

Benefits:

- Welcome Kit
- Online Training
- Deal Registration
- 5 Dropbox IUL Licenses

Select Tier
Second tier Dropbox Partner Program

Benefits:

- Welcome Kit
- Online Training
- Deal Registration
- 20 Dropbox IUL Licenses
- 10 Dropbox Demo Licenses

Elite Tier
Second tier Dropbox Partner Program

Benefits:

- Welcome Kit
- Online Training
- Deal Registration
- 50 Dropbox IUL Licenses
- 20 Dropbox Demo Licenses
- Partner Account Manager

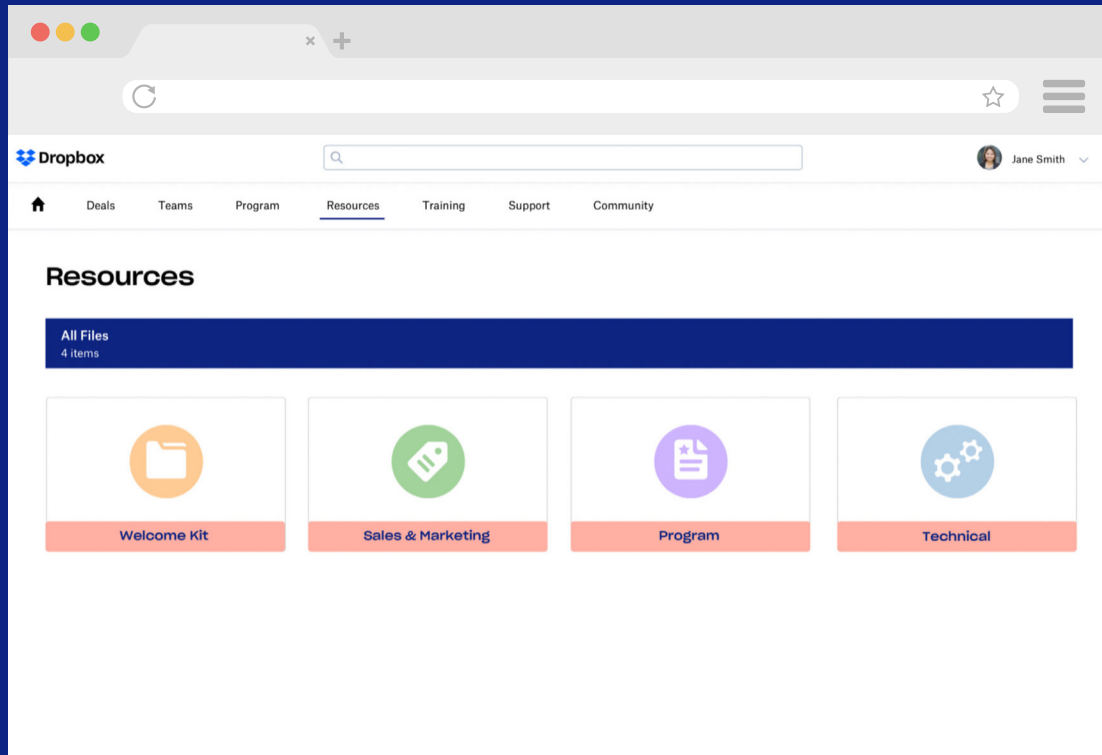
Full Reseller Requirements & Benefits

Dropbox Reseller Program requirements			
	Required	Required	Required
Program enrollment	Required	Required	Required
Level 1 customer support resolution (to maintain tier status)	>97%	>97%	>97%
Annual employee training	-	5 employees	10 employees
Annual net new customer (unaffiliated entities) accounts with activated licenses	-	5 customers	20 customers

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

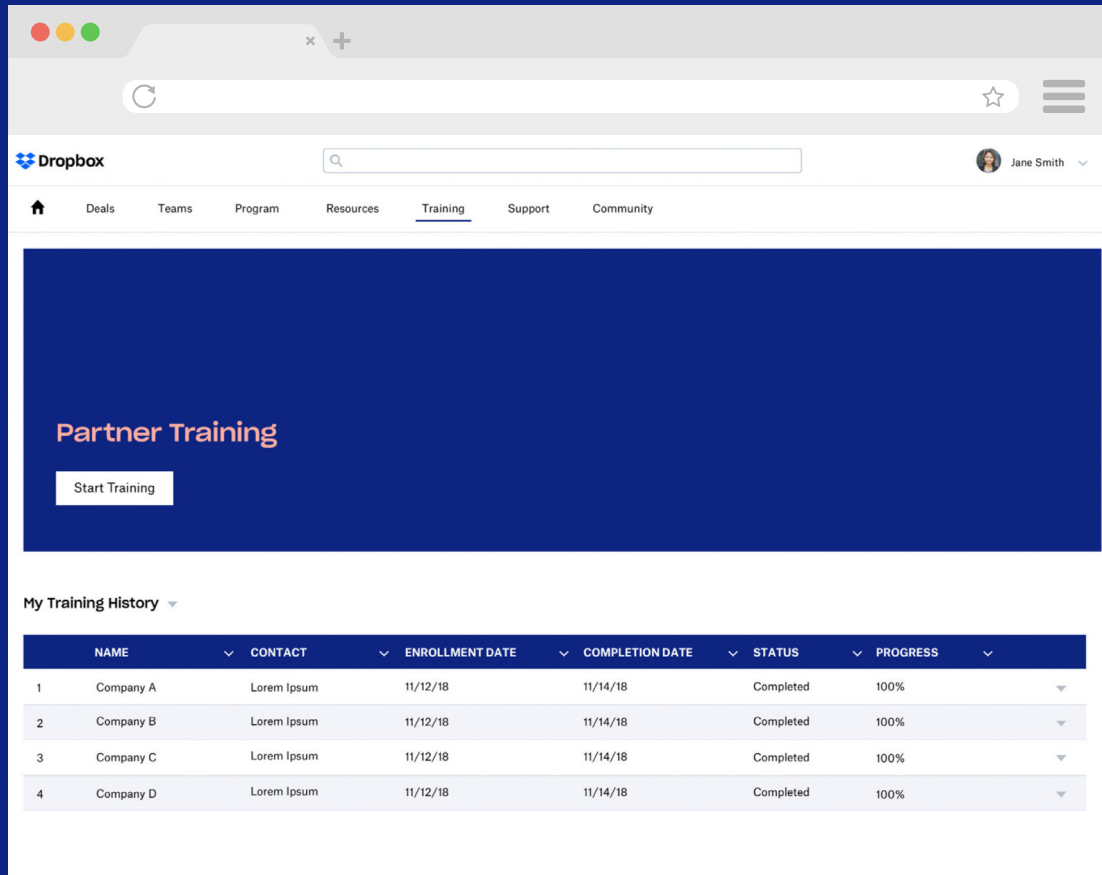
Resources



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

Training



Resources Tab

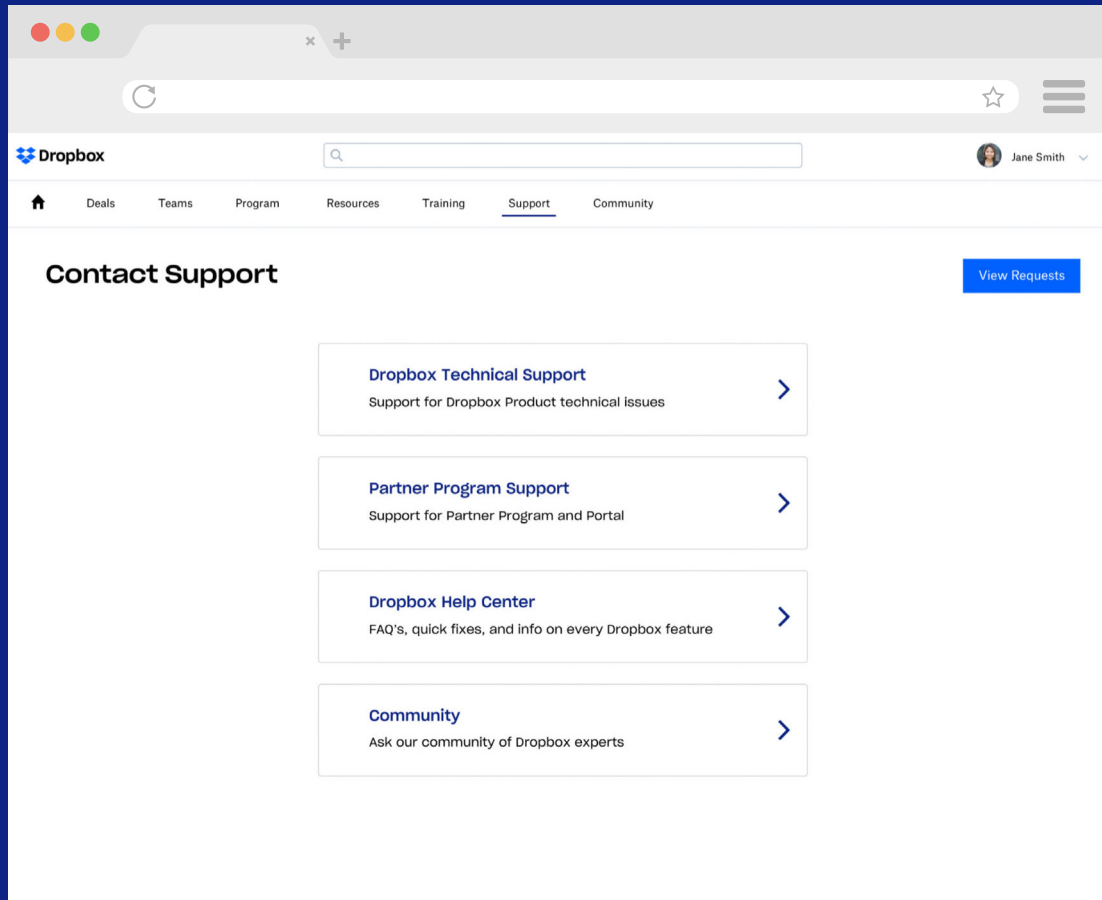
- 1 Click “Start Training” to start or continue partner training courses
- 2 View your training courses that are in progress or completed

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

The screenshot shows a web browser window displaying the Dropbox Business Support page. The page has a dark blue header with the Dropbox Business logo and a navigation bar with links: Home, Deals, Teams, Program, Resources, Training, Support (active), and Community. A search bar and a user profile (Jane Smith) are also visible. The main content area is titled 'Contact Support' and features a 'View Requests' button. Below this, there are three support options: 'Dropbox Technical Support' (selected), 'Partner Program Support', and 'Dropbox Help Center'. The 'Dropbox Technical Support' form includes fields for Language, Team Name, Team Admin Email, Request Type, and Description, with a 'Submit' button.

Contact Support [View Requests](#)

Dropbox Technical Support
Support for Dropbox Product technical issues

Language *

Team Name *

Team Admin Email *

Request Type *

Description *

[Submit](#)

Partner Program Support
Support for Partner Program and Portal

Dropbox Help Center
FAQ's, quick fixes, and info on every Dropbox feature

Technical Support

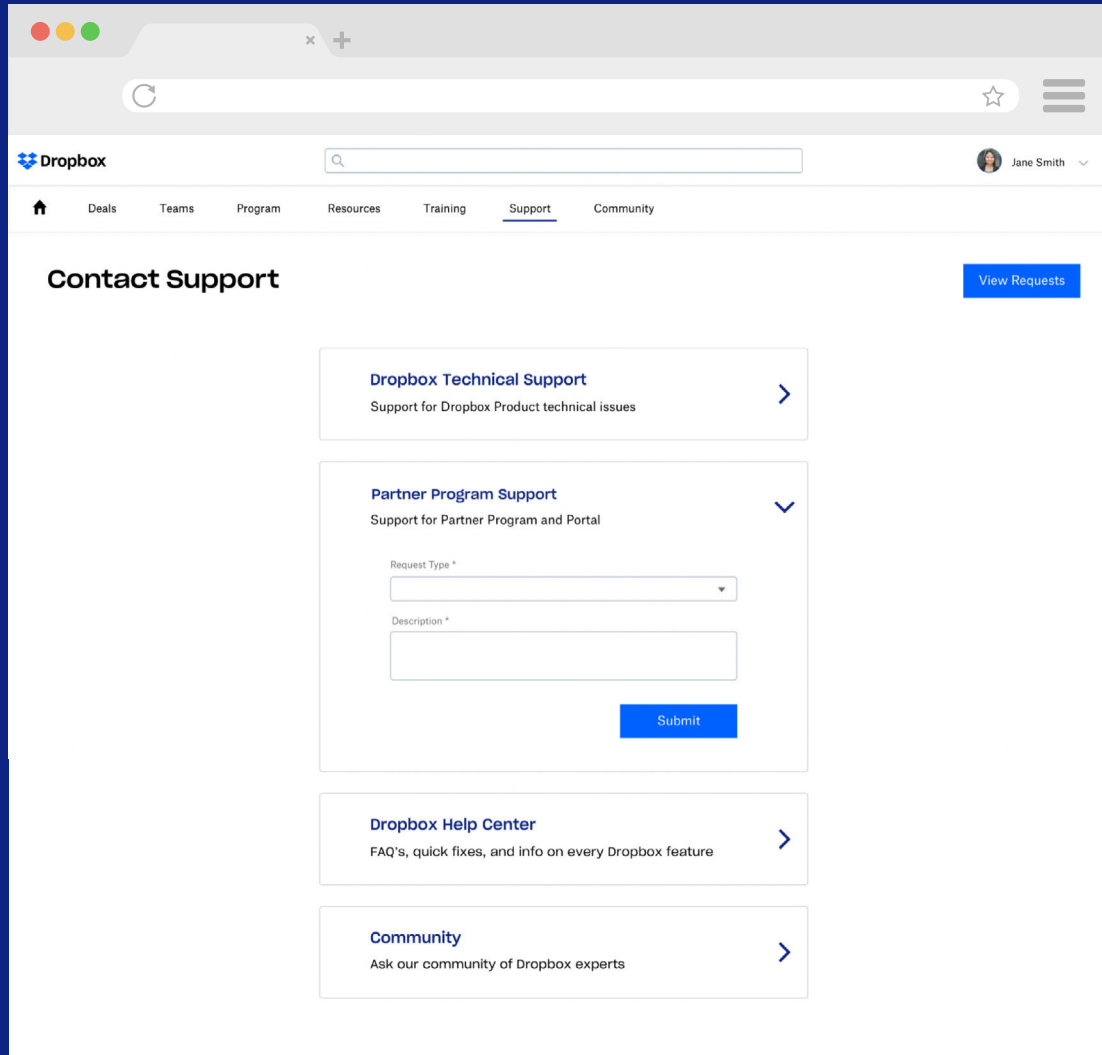
- 1 Dropbox Technical Support
Click “Dropbox Technical Support” if you need support with the Dropbox Product
- 2 To create a ticket, you need to select and input the following:
 - Language
 - Team that needs support
 - User Email
 - Request Type
 - Description of the Request

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



The screenshot shows a web browser window displaying the Dropbox Business Support page. The browser's address bar is empty, and the page title is "Dropbox". The navigation bar includes links for Home, Deals, Teams, Program, Resources, Training, Support (which is highlighted), and Community. The user's name, Jane Smith, is displayed in the top right corner. The main content area is titled "Contact Support" and features a "View Requests" button. Below this, there are four support options: "Dropbox Technical Support" (Support for Dropbox Product technical issues), "Partner Program Support" (Support for Partner Program and Portal), "Dropbox Help Center" (FAQ's, quick fixes, and info on every Dropbox feature), and "Community" (Ask our community of Dropbox experts). The "Partner Program Support" option is selected, and its form is displayed. The form includes a "Request Type *" dropdown menu, a "Description *" text area, and a "Submit" button.

Dropbox Business

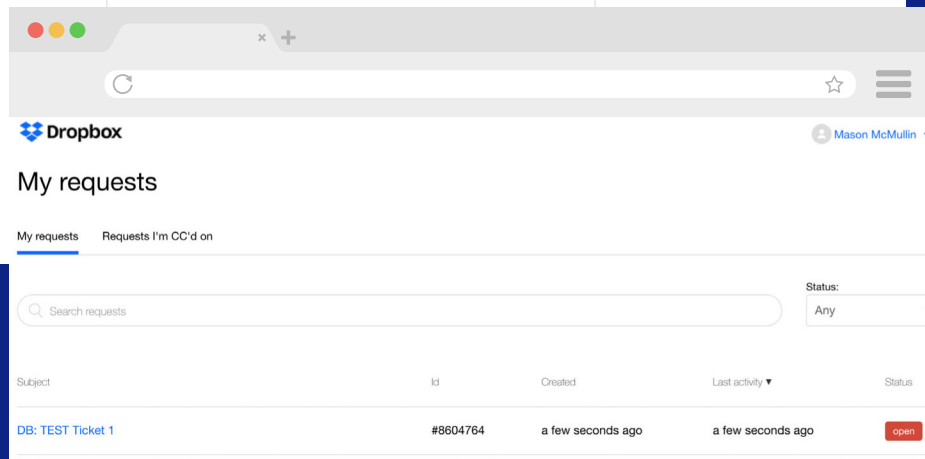
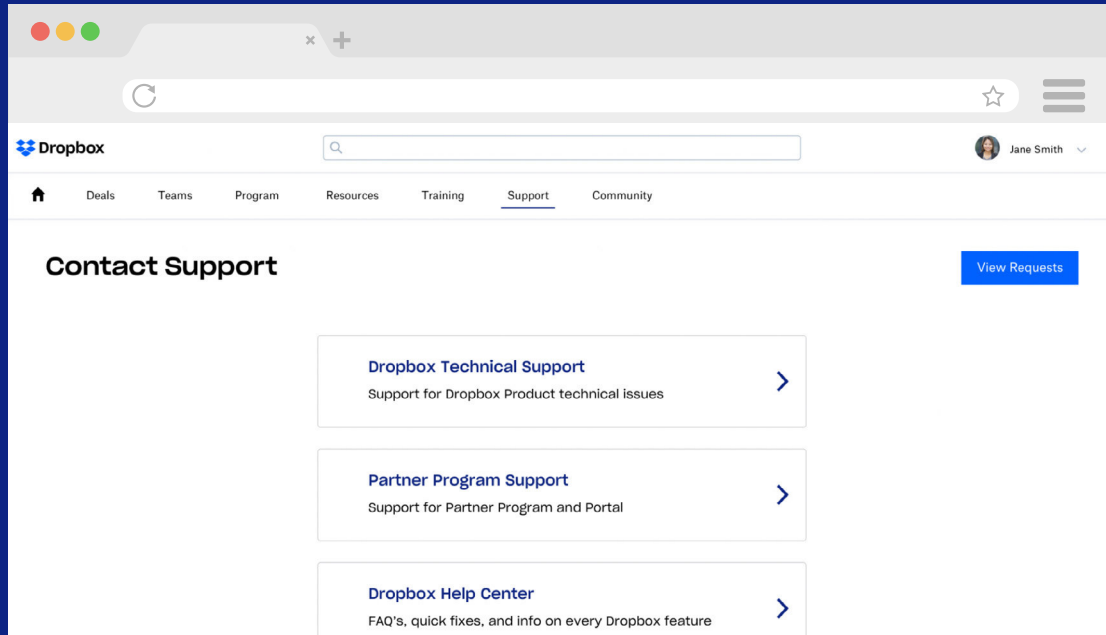
Support

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

Requests



Request Tab

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