

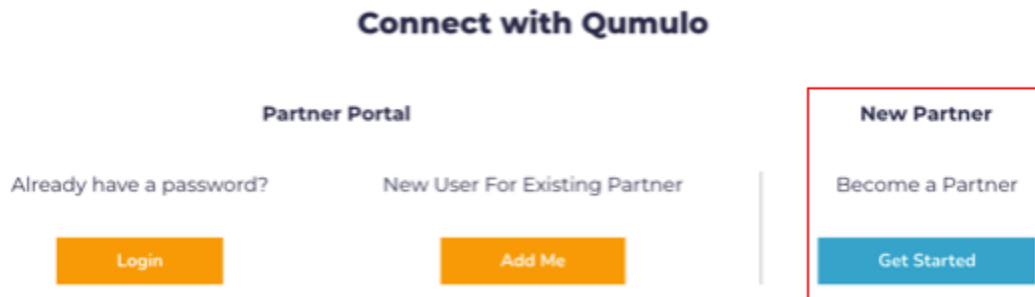


Getting Started in Your Partner Portal

Please find the relevant section below to sign up for/sign into/troubleshoot the partner portal

Becoming a New Partner

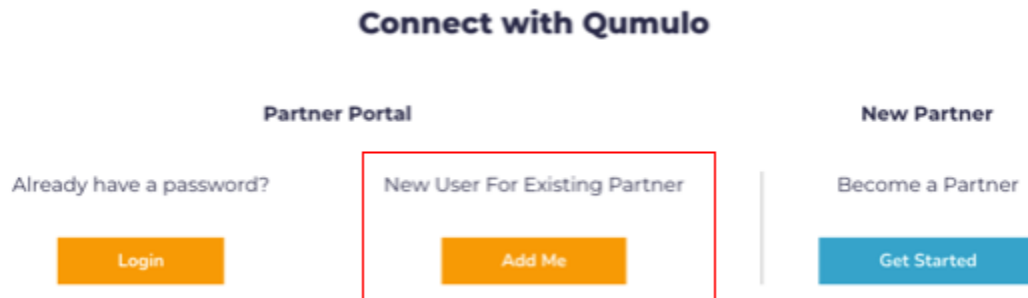
1. Get your awesome organization signed up with our Qumulo Partner Portal by going to [this website](#) and clicking on “Get Started”



- a. Make sure to fill out as many details as you can as accurately as possible on our Partner Application
- b. Once you sign up, you will be redirected to a page that will confirm your application that says “Your Partner Application Has Been Submitted!”
2. From there, we will expeditiously review your application
3. As soon as you are approved, you will receive a congratulatory email confirming your partner application approval
4. Shortly after, you will receive an email asking to verify your personal email address
 - a. Click on the link in the email and you will receive a welcome email
5. Now, go to [this website](#), click on “Login” and then click “Don’t remember your password?” and follow the reset instructions sent to your email
 - a. You will receive password reset instructions where you can reset your password
6. Lastly, go to [this website](#), click “Login”, then enter your email and password to get into your partner portal!
 - a. Make sure to store your password for future logins

Becoming a New Partner User

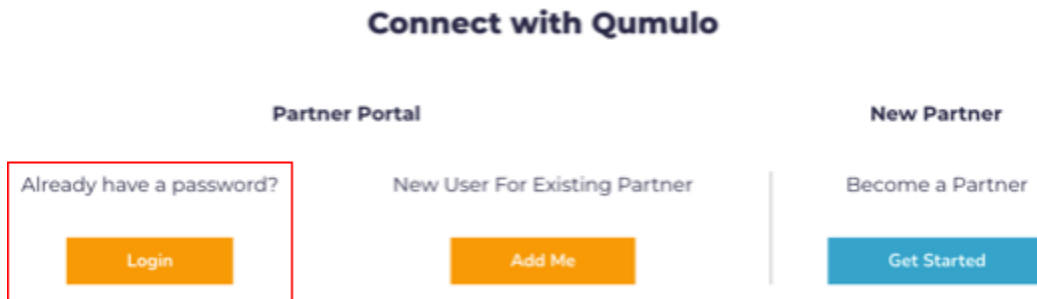
1. Now that your organization has been approved as a reseller, you can sign up as a individual Partner User and use our portal to submit your Deal Registrations
2. You can do so by going to [this website](#) and clicking on “Add Me”



3. Add your company email and click “Submit”
4. You will then receive a verification code to your email to enter on the request page and click “Continue”
5. Use the sign up screen to enter all your information to get into our partner portal and click “Submit”
 - a. You will then be sent to a window that confirms your request for Partner Access
6. Shortly after, you will receive an email asking to verify your email address where you will click on the link in the email
 - a. You will then receive a welcome email from Qumulo
7. Now, go to [this website](#), click on “Login” and then click “Don’t remember your password?” and follow the reset instructions sent to your email
 - a. You will receive password reset instructions where you can reset your password
8. Lastly, go to [this website](#), click “Login”, then enter your email and password to get into your partner portal!
9. Make sure to store your password for future logins

Logging in as a Partner User

1. If your organization is already signed up and you have signed up yourself, you can simply login by going to [this website](#) and clicking on “Login”



2. Enter your username and password and log into the portal
 - a. If you have logged in already, all you may have to do is click on your email that pops up and it will automatically log you in!
3. Please do not bookmark the login page, only bookmark [this website](#) and click “Login”

Troubleshooting

When you sign up your organization, it will also sign up the person that is registering your company. Once your organization and that individual are approved & logged in, only then can additional partner users sign up!

- If possible, we recommend using Google Chrome for the best Partner Portal experience
- My company is an approved partner and I tried to sign up as a Partner User, but it's not working
 - Open up an incognito window in Chrome (or a different browser) and try signing up again following the steps in the "Becoming a New Partner User" section
 - If that does not work, then reach out to your partner representative with as many specifics as you can and they will respond as soon as possible
- I am expecting an email to come from Qumulo, but I can't find it in my inbox
 - Please make sure to check your spam mail for the emails we are sending you
 - If you cannot find them there, ensure that your organization has followed the steps for sign up
 - If that does not work, then reach out to your partner representative with as many specifics as you can and they will respond as soon as possible
- I can't remember my password
 - Go to [this website](#) and click on "Login"
 - Then click "Don't remember your password?" and follow the reset instructions sent to your email
- When I try to login from my bookmarked page, it won't let it me
 - Please do not bookmark the login page, only bookmark [this website](#) and click "Login"
- I have a different problem
 - We are so sorry you are experiencing issues with the partner portal! We are continuously working to make your experience better.
 - Please reach out to your partner representative with as many specifics as you can and they will respond as soon as possible