

# Designating Your Digital Partner of Record for Office 365, CRM Online, Intune, and Enterprise Mobility Suite

Get the most out of your subscriptions through your Digital Partner of Record

## Frequently Asked Questions

### Who is a Digital Partner of Record?

Your Digital Partner of Record is the partner who is helping you design, build, deploy or manage a solution that you've built on the Office 365, CRM Online, Intune, or Enterprise Mobility Suite (EMS) service. It is not the partner who sold you the subscription; it is the partner who is helping you build and deliver your solution.

### What is the benefit of adding a Digital Partner of Record to my subscription?

By adding a Digital Partner of Record to your Office 365, CRM Online, Intune, or EMS subscription, you enable your partner to better serve you and help you optimize the use of your services for your desired business outcome by monitoring usage and consumption data.

### Who can attach a Partner of Record?

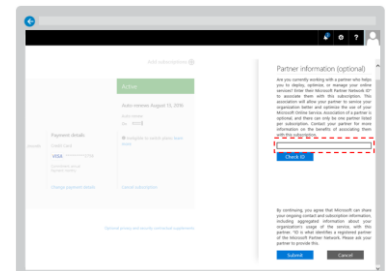
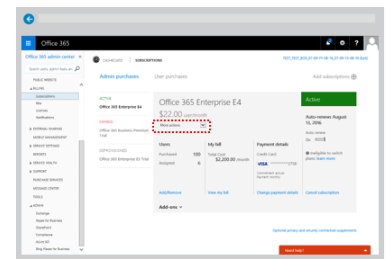
as the owner, within your account (tenant) can attach a Digital Partner of Record. Service admins, co-admins, and partners who you've designated as delegated admins do not have the ability to change the Partner of Record.

### When should I add a Partner of Record to my Office 365, CRM Online, Intune, and EMS subscriptions?

We recommend you assign a Partner of Record to your subscriptions right away. If you also have Azure subscriptions, you can designate your Digital Partner of Record for Azure in the admin portal for that service.

Follow these step-by-step instructions to add a Digital Partner of Record to your subscription.

1. Go to the Office Customer Portal at <https://portal.office.com/>.
2. Log into your account using your user name and password.
3. In the left navigation pane, select Billing, then Subscriptions.
4. Select your subscription and click on More actions in the top left corner under the price per user/month.
5. In the More actions drop down menu, click on Add Partner of Record. This is where you will attach your Partner of Record.
6. Input your partner's Microsoft Partner ID. If you do not know your partner's Microsoft Partner ID, please contact them to get that information.
7. Click Check ID to see the name of the partner. Verify you have selected the correct partner, and click Submit to complete assigning your Partner of Record.
8. After you assign a Partner of Record, the partner will receive an email notification that lets them know that you have assigned, changed or removed them as a Digital Partner of Record.



### To change or remove your Partner of Record

1. Follow steps 1 to 5 outlined above.
2. In the More actions drop down menu, click on Edit Partner of Record.
3. On the Partner information local pane, the Partner of Record ID assigned to your subscription will be shown. Click the "X" inside of the field to remove it.
4. Click Submit. You have now removed the Partner of Record for this account and your subscription no longer has a Partner of Record.

### For additional support

If you have any problems or questions about this process and the ability to assign, maintain, and change and remove your Partner of Record, click Support on the left navigation pane of the Office 365 admin center to get access to Technical and Billing support and to find support options and recommendations.