

OVERVIEW

- **Only Partner Relationship Managers are allowed to create new Resource Requests**
- From Nokia's Partner Portal, the following types of Resources may be requested for Partner Users

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|----------------------|---------------------|-------------------|----------------|
| 1. Co-op Tool Access | 3. Invoice Tracking | 5. Personal Space | 7. USA Pricing |
| 2. Deal Registration | 4. Order Tracking | 6. SFDC PRM | 8. CPQ |

CREATE NEW RESOURCE REQUEST (PRM'S ONLY)

1. From within the Partner Portal, select **Accounts** > **My Accounts (For Partners)** and open your account record
2. Click **Related**
3. Scroll to **Additional Resource Requests** section
4. Click **New**
5. **Create Additional Resource Request** form displays
6. **Partner Contact:** Click on field and search / select Partner Contact for whom request is being made
7. **Additional Resource (Type):** Select corresponding type of request
 - Co-op Tool Access
 - CPQ
 - Deal Registration
 - Invoice Tracking
 - Order Tracking
 - Personal Space
 - SFDC PRM Access
 - USA Pricing
8. **Request Status:** Select **Request**
9. Click **Save**; confirmation message displays



Only one (1) Additional Resource Request record per Tool per Partner User is allowed

EXCEPTIONS

- **Co-op & Personal Space Requests:** The **Access Level** field becomes available and is required; select **Admin** or **Viewer**
- **USA Pricing:** Is only a valid selection for Partners located within the North America market



Additional Resource Request was created.

VIEW RESOURCE REQUEST STATUS (PARTNER USERS – READ ONLY)

Partner Users will have **read-only** access to Resource Requests which allows them to view and check the status of Resource Requests for their account.

To View the Status of Resource Requests:

1. From within Partner Portal; select **Accounts > My Accounts (For Partners)** and Click the name of your Account to open account record details
2. Click **Related**
3. Scroll to **Additional Resource Requests** section
4. Check **Request Status**

The screenshot shows the Partner Portal navigation menu with 'Accounts' highlighted. Below it, the 'My Accounts (For Partners)' section is shown with a table of accounts. The 'Global Enterprises' account is selected. On the right, the account details are shown, and the 'RELATED' tab is clicked. Below this, the 'Additional Resource Requests (2)' section is shown with a table of requests. The 'Request Status' column is highlighted, and the 'Request' status is selected for the first request.

REMOVE RESOURCE REQUEST (PRM USER ONLY)

PRM's have the ability to cancel or remove Resource Requests by editing their Status. Follow these steps to edit the Status of a Resource Request:

1. From Account record; scroll to **Additional Resource Requests** section
2. Click **Drop-Down**; select **Edit**
3. Expand **Request Status**: Select **Remove**
4. Click **Save**

The screenshot shows the 'Additional Resource Requests (2)' section with a table of requests. The 'Request Status' column is highlighted, and the 'Request' status is selected for the first request. A dropdown menu is shown with 'Remove' selected. The 'Edit AR-00002800' form is shown, and the 'Request Status' dropdown is expanded, showing 'Remove' as the selected option. The 'Save' button is highlighted.

NEW PARTNER USERS – REQUEST FOR PRM ACCESS AUTO-CREATED

- When a **New Partner User** is created; Salesforce automatically creates an **Additional Resource Request** for the 'Partner Portal'.
- iCare is notified to provision the additional Partner Portal access for the newly created partner user.

The screenshot shows the 'User Detail' page for 'Ben Jones'. The 'User License' is 'Partner Community Login'. The 'Profile' is 'PSM Partner Community User Login'. The 'Active' checkbox is checked. The 'Partner Portal' checkbox is checked. The 'Customer Portal User' checkbox is checked. Below this, the 'Additional Resource Requests (1)' section is shown with a table of requests. The 'Request Status' column is highlighted, and the 'Request' status is selected for the first request.

For additional training materials, logon to Nokia's Partner Portal and refer to [Nokia Partner Portal Training](#)

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