



# Partner Licensing Portal for MSP Partners

## Product Licensing Requests

Effective May 30, 2014, MSP Partners will use ZixCorp's Partner Licensing Portal to request domain key activations to the ZixCorp Support Team. The Hosted Gateway Deployment Form is no longer available on the Zix Support site. Authorized users at each MSP partner site will receive a welcome email containing login procedures for the Partner Licensing Portal. To learn more: [MSP Partner Licensing Portal Resource Center](#)

Partner employees submit customer demographic data and expected licensed seat data at the same time they supply the domain name to Zix. The basic steps:

1. Create (generate) domain key file for your end customer on your Gateway.
2. Login to the Partner Licensing Portal URL: [www.portal.zixcorp.com](http://www.portal.zixcorp.com).

The screenshot shows the login page of the ZixCorp Partner Licensing Portal. At the top left is the ZixCorp logo, and at the top right is the text "Partner Licensing Portal". Below the logo is a message: "Welcome ZixCorp Partners, please login below for access to the ZixCorp Licensing Portal." There are two input fields: "Username \*" and "Password \*", both with asterisks indicating they are required. Below the password field is a blue "Submit" button. To the right of the input fields is a light blue box containing the text: "The Partner Licensing Portal (PLP) is a self-service app for managing licenses for your hosted gateway customers. [Click here to learn more.](#)" Below this box is a section titled "\* Required Fields" with two links: "New user? [Click here](#) to request a username and password." and "Forgot your password? [Click here](#) to reset."

This will take you to the welcome page of the Partner Licensing Portal.

The screenshot shows the welcome page of the ZixCorp Partner Licensing Portal. At the top right is the text "Welcome James Thomas | [ Logout ]". Below this is the ZixCorp logo and the text "Partner Licensing Portal". There is a blue navigation bar with a home icon and three links: "Product Licensing Request", "Notifications", and "FAQ's". Below the navigation bar is the text "Partner Licensing Portal".

## Welcome to the Product Licensing Request section of the Partner Licensing Portal

MSP Partners submit hosted gateway information and key activations to the ZixCorp Support Team using the Product Licensing Request form. Technical team members at the partners site submit customer demographic data and licensed seat data at the same time they supply the domain name to Zix.

Be sure to generate the domain key files for your end customer on your gateway appliance or virtual instance BEFORE submitting a request for activation to the Zix Support Team.

Customer and contact data management is housed under the Customer List tab. Search for an existing customer by customer name or domain name. Select your own firm or one of your customer records to update demographics or to add, change and delete contacts.

Select Product Licensing Request from the scroll bar at top to view your existing customers. All customers will display, not just those who purchased Hosted Gateway.

Select from the list of current customers if you are requesting activation of:

1. Domain key for a new ZixPort customer
2. Additional domain keys for a current hosted gateway customer
3. Additional domain keys for your partner-owned gateway

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## Current Customers

[What's This?](#) [New Product Licensing Request](#)

Select from this list if you are requesting activation of:

1. Domain keys for a new ZixPort customer
2. Additional domain keys for a current hosted gateway customer
3. Additional domain keys for your partner-owned gateway

Customer Name	City	ST	Licensed Products	Hosted Gateway Seats	Domains
<a href="#">AAA Medical Group</a>	San Bernadino	CA	Hosted Gateway	30	aaadoctor.com aaamed.com
<a href="#">Aardvark Consulting</a>	Chicago	IL	Hosted Gateway	20	aardvark.com aardvark2.com
<a href="#">Absolutely Wonderful</a>	Seattle	WA	Hosted Gateway	22	absolutely.com

When you select an existing customer, a web form opens where you can add up to 3 domains owned by that customer. Select "Activate" or "Activate and Suspend" from the picklist and hit the Submit button.

# Current Customer - Product Licensing Request

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1. Use this form to request up to 3 domain key activation(s) for an existing customer.
2. Submit only those domains owned by this particular customer.
3. If you wish to activate a suspended key for a domain already on file with Zix, contact [support@zixcorp.com](mailto:support@zixcorp.com) to request activation.

## Aardvark Consulting

### Address

2830 Logan Way  
Chicago, IL 67867  
United States

### Contact

Captain Kirk  
Business/Technical  
342-222-2121  
kirk@startrek.com

### Details

Seat Quantity:20

## Domain Information

### Existing Domains:

aardvark.com; aardvark2.com

### New Domain

aardvark3.com (required)

### New Domain

### New Domain

### Key Activation State (required)

Activate  [What's This?](#)

If you are adding an entirely new customer, select the blue bar at the right labeled New Product Licensing Request. This will open a blank form for you to fill in. Hit the Submit button when you are done.

# New Product Licensing Request

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1. This form is for new customers. Do not use this form for existing customers.
2. Submit only those domains owned by this particular customer.

## Customer Information

Customer's Company Name <small>(required)</small>	Address <small>(required)</small>	Address Continued	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
City <small>(required)</small>	State <small>(required)</small>	Zip/Postal Code <small>(required)</small>	Country <small>(required)</small>
<input type="text"/>	Alabama <input type="text"/>	<input type="text"/>	<input type="text"/>
Your Customer ID	Seat Quantity <small>(required)</small>	<a href="#">Unknown Quantity?</a>	
<input type="text"/>	<input type="text"/>		

## Contact Information

Contact First Name <small>(required)</small>	Contact Last Name <small>(required)</small>	
<input type="text"/>	<input type="text"/>	
Contact Email <small>(required)</small>	Contact Phone <small>(required)</small>	Contact Title
<input type="text"/>	<input type="text"/>	<input type="text"/>

## Domain Information

New Domain <small>(required)</small>	New Domain	New Domain
<input type="text"/>	<input type="text"/>	<input type="text"/>
Key Activation State <small>(required)</small>	<a href="#">What's This?</a>	
Activate <input type="text"/>		

NOTE: If the system ascertains that you are trying to add a domain to an existing customer, it will re-route you to the existing customer form.

Upon submission, you will receive one of 3 confirmation messages.

Your product licensing request to add domains for an existing customer has been queued for handling by the ZixCorp Support team.

Your product licensing request for a new customer has been queued for handling by the ZixCorp Support team.

Your request to activate additional partner-owned domain key(s) for your company has been queued for handling by the ZixCorp Support Team.

Within 5 minutes, you will receive a notification in your email inbox confirming receipt. The same notification appears in the portal.

Within 24 hours, you will receive a second email informing you that the domain key was created in either **activate** or **activate and suspend** status per your request. If there is a problem with the domain key activation, a Support team member will contact you to resolve the issue.

# Notifications

## May Notifications

Transaction Type	Message Type	Company Name	Contact Name	Domain
Contact Maintenance	<b>Add</b>	Aardvark Consulting	Captain Kirk	
Demographic Maintenance	<b>Update</b>	Z - Absolutely Wonderful		
Product Licensing	<b>New Customer</b>	Aperture Optics, Inc.		castle.com nikkiheat.com
Product Licensing	<b>New Customer</b>	Anniversary Celebrations, LLC		anniversary.com

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# Notifications

## Partner Name

May-21-2014 01:53:33 pm

From: donotreply@portalbeta.zixcorp.com

To: egore@zixcorp.com

TEST PORTAL ONLY: **Partner Name** - product licensing request accepted for new customer BW Productions

Your new customer product licensing request for BW Productions has been submitted to the ZixCorp Support Team. A support engineer will respond to you shortly.

Partner Name:

Zix PartnerID: BLO39828

Submitted By: Lori Napier

Zix CustomerID: BWP92034

Customer Name: BW Productions

Customer Address1: 3456 Marina Del Ray Blvd

Customer Address2:

Customer City: Santa Monica

Customer State: CA

Customer Zip: 92034

Customer Country: United States

Customer Contact First Name: Bruce

Customer Contact Last Name: Willis

Customer Contact Email: bruce.willis@diehard.com

Customer Contact Phone: 454-676-8909

Customer Contact Title: Optional Field #2

Your CustomerID: Optional Field

Seat Quantity: 35

Domain Key Status: Activate and Suspend

Domain Name 1: diehard.com

Domain Name 2: diehard2.com

Domain Name 3: