

# Partner Admin Centre FAQs

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- **How do Partners get access to the Partner admin center?**

Partners must be a Microsoft Cloud Partner, have an Office 365 account and have their Office 365 internal use rights (IUR) license(s) activated.

- **What type of Partners should use the Partner admin center?**

The Partner admin center is relevant for a variety of Partner types, including resellers, system integrators and managed service providers. Partners that manage or administer any aspect of Office 365 on behalf of their customers would benefit from the Partner admin center.

- **Where can Partners find the Partner Admin Center?**

Qualifying Partners access the new Partner Admin Center similar to how they access the existing partner tools. Partners log into their own Office 365 admin portal and select **Partner** from the top navigation bar. This will take the Partner into the Partner Admin Center experience.

- **Do Partners who had access to the previous Partner tools in their Office 365 admin center automatically get updated to the new Partner Admin Center?**

Yes. Partners who previously had access to the Partner tools within their Office 365 admin center will automatically receive the updated Partner Admin Center when it rolls out.

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- **What are the main differences between the previous Partner tools and the Partner Admin Center?**

The new Partner Admin Center provides Partners a list of all the customers in which it has delegated admin privileges (DAP). From here, Partners are able to select a customer and perform admin tasks on behalf of the customer, view the service health of the customer's Office 365 environment or view the service incidents associated with this customer. In addition to seeing a list of customers, Partners also have the option to search for customers by name.

- **What about the previous Partner tools? Are those capabilities still available?**

Yes. The Partner admin center offers the tools that were previously available to Partners, including the ability for Partners to send delegated admin requests, send trial invitations and send purchase offers to customers.

- **What defines a “customer” that appears in the Partner admin center customer list?**

Customers that have given the Partner delegated admin permissions will appear in the Partner admin center customer list.

- **What languages is the Partner Admin Center localized in?**

The Partner Admin Center is localized in the same languages as the Office 365 admin center

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- **Is there a limit to how many customers the Partner admin center will support?**  
The Partner admin center is designed for Partners that have fewer than 100 customers (based on the delegated admin relationship). If Partners have more than 100 customers, they will still have the option to search for their customers by domain name.
- **Is there an API that Partners can use to perform the same functions as the Partner admin center?**  
Currently Partners can only perform these functions within the Partner admin center. We are evaluating delivering an API at some point in the future.
- **Are there more updates coming to the Partner admin?**  
We plan on delivering additional capabilities in the Partner admin center throughout CY 2014. Stay tuned!