

# Frequently Asked Questions: RSA Partner Central

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*This article provides an overview of RSA Partner Central, including SecurWorld processes and system functionality. This document should be used as a reference and backup to the information that is available on all RSA websites and related materials and documentation. RSA reserves the right to alter, change, modify, or delete any of this information without notice.*

## Overview

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### **What is RSA Partner Central?**

RSA Partner Central combines multiple tools, resources and applications into one central location. This tool will replace the previous SecurWorld partner portal.

Access the link below to navigate to Partner Central:

[www.RSA.com/PartnerCentral](http://www.RSA.com/PartnerCentral)

### **What is PRM Connect?**

PRM Connect is an enhanced portal functionality for RSA SecurWorld partners (Access level and above) for capabilities such as Deal Registration, Lead distribution and management, Partner Profiles, and Partner Self-Service. Partners can access PRM Connect through Powerlink.

### **What kind of information is on RSA Partner Central?**

RSA Partner Central contains most of the information and applications you need to be a successful RSA SecurWorld partner. Some of the information that is located here includes:

- Product Marketing information including data sheets, new product announcements, brochures and competitive information
- Partner Enablement and training resources, including all sales and post-sales training courses
- RSA Global Channel Program information, including the RSA SecurWorld Program and the RSA SecurWorld Authorized Services Network (ASN) program.
- List pricing information for products you are authorized to sell
- Marketing support information to help you generated leads and pipeline for RSA solutions.
- Archived RSA Channel communications, including SecurWorld Alerts, Partner Advantage newsletters and town-hall webcasts
- References and links to other RSA and EMC websites and support resources.

### **How do new partners submit an RSA SecurWorld Partner application for review?**

Access [www.rsa.com/partnercentral](http://www.rsa.com/partnercentral) and click on 'SecurWorld Partner Application.' Application will be routed to appropriate resources for review.

## Accessing Partner Central

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### **How do I get access to RSA Partner Central?**

Any authorized RSA SecurWorld partner with an active RSA SecurWorld contract can use RSA Partner Central. Partners should go to [www.rsa.com/partnercentral](http://www.rsa.com/partnercentral) and click on the Powerlink self registration form. Partners must register on Powerlink to gain access to RSA Partner Central. See the Registration FAQ under the Partner Central Online Support sections for complete details.

### **Where do I go if I need support with RSA Partner Central?**

All support for RSA Partner Central is provided by our Online Support tool. This tool can be accessed at [rsa.force.com/webtocase](http://rsa.force.com/webtocase). This form will automatically be routed to the right individual within RSA to address your problem.

### **I had an account on the previous SecurWorld Partner Portal. Do I need to create another one on RSA Partner Central?**

Yes, for technical and legal reasons, we were not able to recreate all of the accounts on the old portal on RSA Partner Central. All partners who want access to RSA Partner Central will have to go through the registration process.

### **I forgot/lost my password for RSA Partner Central. What do I need to do?**

If you have forgotten or lost your RSA Partner Central password, click the "Can't Access Your Account" link under the login button on the login screen. Depending on when you registered on Powerlink, you will be prompted with a) your security question to answer – and after a successful response, you can set/reset your password and login or b) you will be brought to a screen where you can enter your email address and then you will be sent a temporary password which you can use to create a new permanent password.

## Training

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### **How do I get access to Sales Authorization training on RSA Partner Central?**

Once you have registered on Powerlink and have access to RSA Partner Central, click on the applicable regional Partner Central page. Once there, click on the Training and Accreditation link under the Partner Enablement section and then click on the RSA Training and Education Home Page link. Or, go to [education.emc.com/rsa/](http://education.emc.com/rsa/) at any time. You will need your Powerlink credentials to login.

**What courses are required to complete sales authorization for each product?**

The following page lists the current requirements for partners to achieve sales authorization by product:

[education.emc.com/rsa/sales/authorization.aspx](http://education.emc.com/rsa/sales/authorization.aspx)

**How do I get a view of all the authorizations and certifications held by my company?**

To view the total number of authorizations and certifications by product in your company, you have to login to the PRM Connect Tool on RSA Partner Central. From your regional RSA Partner Central home page, click on the *RSA Partner Central PRM Connect Home* link in the Channel Operations section. This should bring you into PRM Connect Home. If you get an error page, follow the instructions on this page to request an account on PRM Connect. Once in the PRM Connect tool, click on the My Company Profile link from the *Home* tab on the home page and scroll down to the Nationwide Auths and Certs section to view the “roll-up” of authorizations and certifications by RSA product of everyone in your company in this country.

**Where can I find the latest pre-sales technical training schedule?**

You can find the schedule for technical training under the Pre-sales section of the RSA Training and Education home page or [education.emc.com/rsa/presales/](http://education.emc.com/rsa/presales/). Click the Classroom Instructor-led Training Courses, then the *View Schedule* link to the right of each course.

**How do I purchase Video Instructor-Led Training or VILTs?**

Navigate to the RSA Education Services website, under the ‘Training for pre-sales technologists’ tab click on ‘Certification Testing’ and under Training Courses select ‘Video-ILT training courses.’