



Connect Partner Portal and SPIF & Deal Registration Login

January 4th, 2012

Frequently Asked Questions

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Accessing SPIF and Deal Registration

1. What is the new login process by which I access SPIF and deal registration?

As of December 29th, we have unified the sign on process. The previous login and password used to access SPIF and deal registration is no longer valid. Your MyEmulex login and password will give you access to both the Emulex Connect Partner Portal and SPIF and deal registration.

Your MyEmulex login can be found at the top of any Emulex webpage. (Or you can login using the purple button at <http://www.emulex.com/partners/emulex-connect-partner-program/overview/overview.html> (See Figure 1).)



Figure 1: Where to Login

After logging into MyEmulex, you should see a screen similar to the one in Figure 2. To enter a deal or SPIF, please click on the link under **Quicklinks**, or click on the tab labeled “Connect Programs and Promotions” where you can click on “Register SPIF” or “Register a deal.”

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Figure 2: SPIF and Deal Registration Login

You will be taken to the SPIF or deal registration page. From here you can click on “Create New Program Request” (See Figure 3).

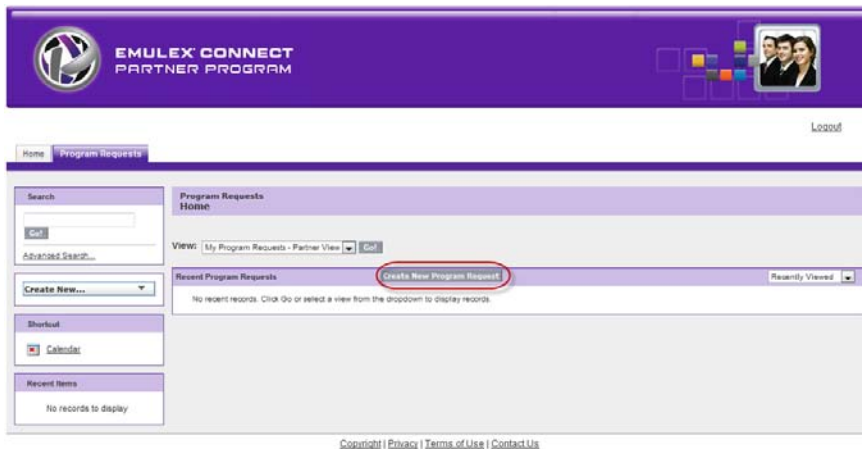


Figure 3: SPIF and Deal Registration Program



- 2. When I click “Enter a SPIF” or “Enter a deal,” why do I receive a Salesforce login error?



If you are getting the error above, it's possible you are not provisioned properly. Please send an email to sfdcitadmin@emulex.com letting them know that you have received the error.

MyEmulex Login Issues

- 3. I'm not sure if I have a MyEmulex.com account?

If you are unsure, click MyEmulex login (See Figure 1). Then click Forgot your password (See Figure 2).

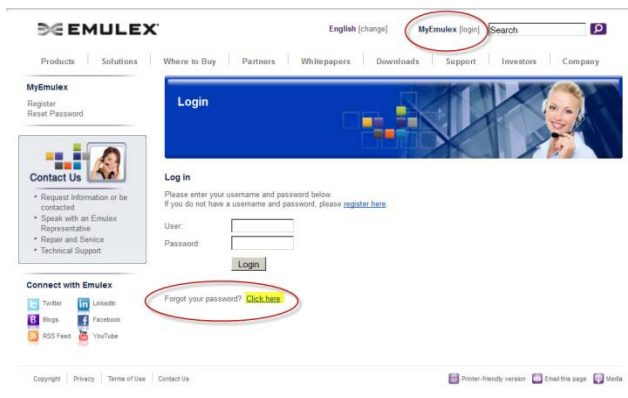


Figure 2: Forgot Password

Enter your email address.

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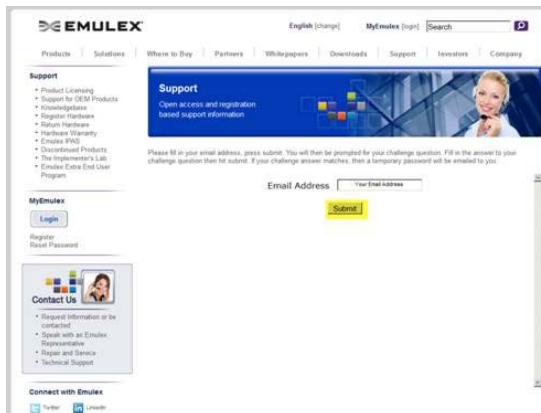


Figure 3: Enter Email Address

If you are registered, you will be prompted for a challenge question. (See FAQ #4 How do I retrieve my password?)

If you receive the following error: “Response not configured for user,” please contact sfdcitadmin@emulex.com for further assistance.



Figure 4: Response Not Configured for User

4. How do I retrieve MyEmulex password?

It’s simple. Click MyEmulex Login, then “Forgot your password.” Enter your email address. You will be prompted to answer a challenge question. If you didn’t set the challenge question in the past, the system default question is: “What is your favorite color? Answer: “purple.”

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Figure 5: Default Challenge Question and Answer

(NOTE: If you receive the following error: “Response not configured for user,” please contact sfdcitadmin@emulex.com for further assistance.)

After submitting the correct challenge response, you will receive an email with an auto-generated password. From the email, click on the web link and enter the password provided.

If you are entering a system generated password, you should get the following screen:

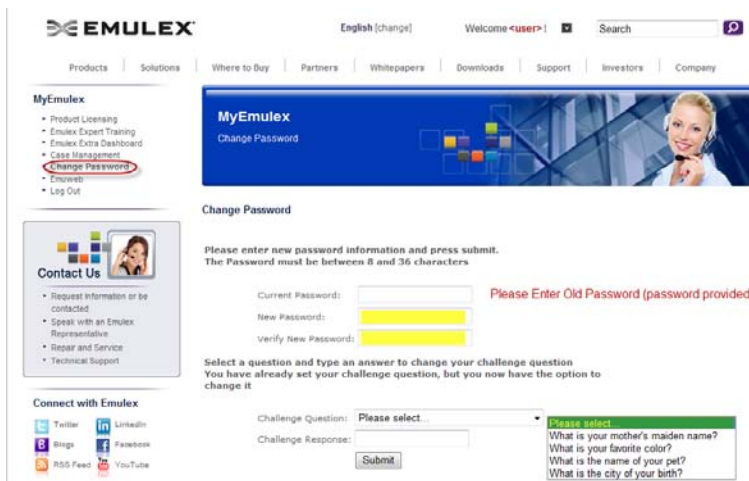


Figure 5: Change Password and Select a Challenge Question Page



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If you are not automatically prompted to change your password, **MAKE SURE** you immediately do it and select a challenge question and answer.

To change your password and select a challenge question and answer, click on the “Welcome” menu and select “Change Password” (See Figure 6). You will be directed to the MyEmulex Change Password page.

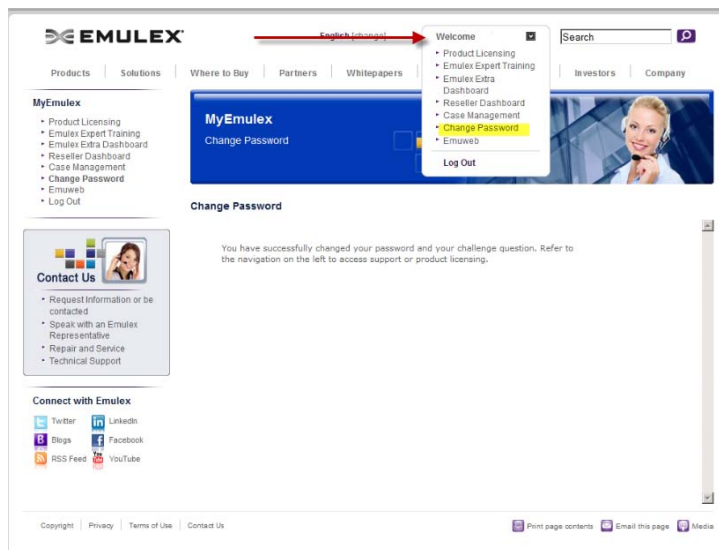
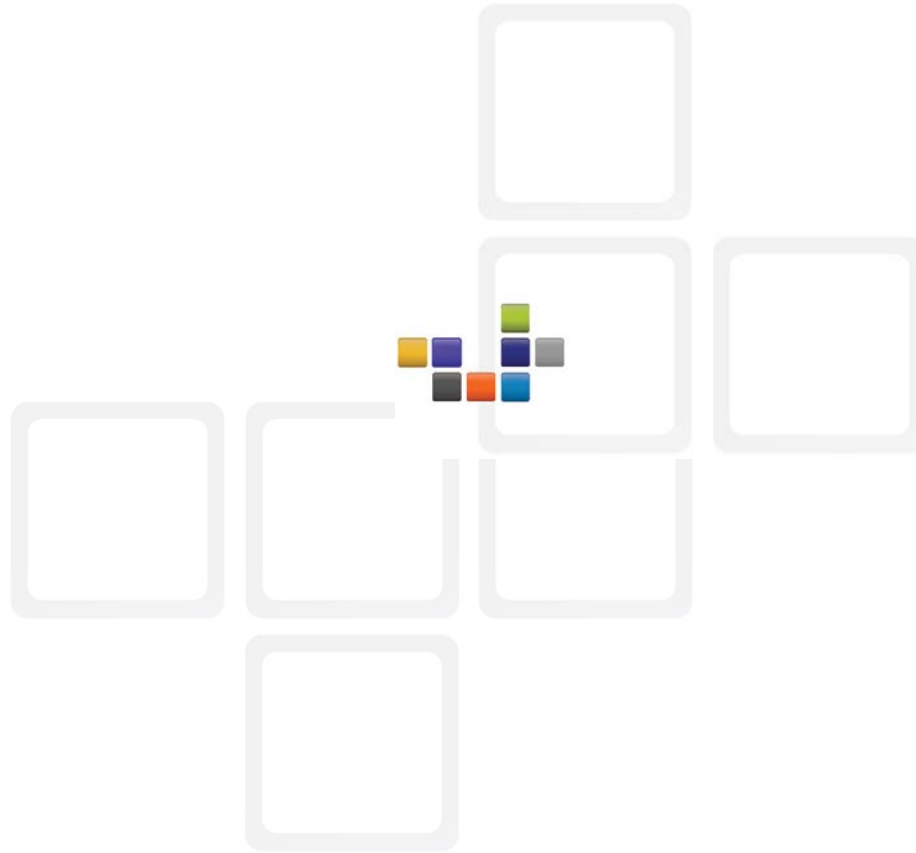


Figure 6: Change Password Menu

***YOU MUST choose a challenge question and response or you will receive an error when you attempt to login again.**

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