

## **Kofax MFDP Partner Portal FAQs**

### **Kofax Partner Portal**

#### **What is in the Partner Portal?**

- *The Kofax Partner Community Portal is a self-service password-protected community for Kofax partners and is delivered by [SalesForce.com](https://www.salesforce.com). It includes features to assist in managing account information, contacts, lead registration, lead distribution and more. The Kofax Partner Portal also includes a Content Library offering a comprehensive collection of sales and marketing tools, product information, webinar recordings and technical resources designed to enable our partners to effectively sell and support Kofax solutions. Partners can access technical support, the knowledgebase and log cases through the community portal.*

#### **How do partners access the Partner Portal?**

- *Partners can access the Partner Portal from <https://login.kofax.com> or they can visit <https://www.kofax.com/partners> click on "Sign Into Partner Portal"*
- *Please note that many of the user names have a ".kofax" ".kofax2" or ".kofax3" at the end of the email. Contacts must use the username provided to log into the Portal.*

#### **How do Partners get a login for the partner portal?**

- *Please go to <https://www.kofax.com/partners> and click on "Request Partner Portal Access". We typically respond within 1-2 working days. During this time of moving the MFDP partners into the portal, it may take 4-5 days to respond due to the high volume of inquiries.*

#### **How do partners add portal access for new contacts?**

- *Partners can add additional contacts by directing them to <https://www.kofax.com/partners> and having them click on "Request Partner Portal Access".*

#### **How can Partners delete a contact?**

- *Partners can delete existing contacts by emailing [prm@kofax.com](mailto:prm@kofax.com) and providing us with the name and email that needs to be removed.*

#### **Where are the Sales Assets found?**

- *Sales Assets are found under the Sales drop down menu. Click on MFD & Productivity (Navigator) this will take you to a folder where the approved assets that were previously in Navigator are now found.*

#### **Is the content in the Portal translated to local languages?**

- *The majority of the content is available in English only.*

## **How do MFDP Partners enter a Productivity Deal Registration (previously named Core Imaging Deal Registration)?**

- *The Productivity Deal Registration can be found at: <https://www.kofax.com/partners/productivity-deal-registration> or under Important Links in the Partner Portal*

## **How do MFDP Partners enter a Kofax Advantage Deal Registration?**

- *Authorized partners can find The Kofax Advantage registration under the Sales drop down menu. If you feel you should have access to the Advantage program but do not see it under the Sales drop down menu, please email [PRM@Kofax.com](mailto:PRM@Kofax.com)*

## **Where can I find the Workflow Demo Center previously located in Kofax Navigator?**

- *The Workflow Demo Center can be found here: <https://www.kofaxdemocenter.com/>*

## **How can I ensure that I receive Partner updates from Kofax?**

- *Kofax does not want to inundate you and your team with information so, it's important to ensure that you select appropriate communication options from the Partner Portal. In addition, don't forget to opt in using the following URL: <https://www.kofax.com/Go/Subscription-Preference-Center> and ensure you select "Kofax Partner Communications"*

## **How Should I Escalate Any Issues or Feedback Suggestions?**

- *Any issues regarding Partner Program can be escalated to the local Partner Team member at [PRM@kofax.com](mailto:PRM@kofax.com).*

## **Partner Enablement**

### **What sales training is available for Partners?**

- *The PSE (Partner Sales Enablement) site is located at: <https://learn.kofax.com/index.php/learn/courses>. This can be accessed through the Partner Portal under the Enablement tab or from [www.kofax.com](http://www.kofax.com)*
- *Invitations for regularly scheduled Webex product updates are also sent out to Partner contacts who have opted in to receive notifications. Please ensure that you do this as our content is highly targeted and considered very effective.*
- *Recorded Webinar presentations are posted on the Partner Portal.*
- *There are many educational videos and reference sites posted at [www.Kofax.com](http://www.Kofax.com)*
- *For additional questions on training, please email [training@kofax.com](mailto:training@kofax.com)*

### **What technical / product training is available?**

- *Kofax offers multiple training formats for technical training via Kofax Education Services: <https://learn.kofax.com/>. This can also be accessed directly through the partner portal by clicking on the Enablement tab in the partner portal and then clicking on "Certification Training"*

### How can a partner get training on-site?

- On site training can be requested at the Kofax Education Services link as well. This may be a cost effective solution for Partner who want to train 6-20 employees in one location. Please contact [Imtraining@kofax.com](mailto:Imtraining@kofax.com) or [training@kofax.com](mailto:training@kofax.com) for more information.

### How can Partners contact their local office around the world?

- Local office contact information available at <https://www.kofax.com/Contact-Us/Offices>

### How can Partners acquire Not For Resale demonstration licenses?

- For Kofax NFRs contact the Sales Support Department  
([SSR.AMS@Kofax.com](mailto:SSR.AMS@Kofax.com); [SSR.EMEA@Kofax.com](mailto:SSR.EMEA@Kofax.com); [SSR.APAC@Kofax.com](mailto:SSR.APAC@Kofax.com))
- For MFDP (legacy NDI) NFRs, please contact [portalorders@kofax.com](mailto:portalorders@kofax.com)
  - To obtain an NFR the certified Partner contact must provide the following information to
    - **Partner**
    - **Partner location** (in the US, city/state; outside the US, name of country)
    - **Partner contact** (full name and email address)
    - **Kofax contact** (email address of Sales contact or Alliance Manager)
    - **Product**
    - **Quantity**
    - **Comments** (any additional information you would like to provide)
- The NFR request will be picked up by Kofax Sales Support or Technical Support to process.

### How can Partners renew expired demo licenses?

- Email [portalorders@kofax.com](mailto:portalorders@kofax.com)

### Orders, Licensing and Software

#### Where do MFDP Partners send PO's?

- Email PO's to:
- AMS –
  - For MFD products - [Inside.SalesOrders@kofax.com](mailto:Inside.SalesOrders@kofax.com)
  - For Power PDF – [KDIsales@kofax.com](mailto:KDIsales@kofax.com)
- EMEA and APAC - [DirectOF.INTL@kofax.com](mailto:DirectOF.INTL@kofax.com)

#### Software Downloads:

- Please visit: [delivery.kofax.com](http://delivery.kofax.com) for all software downloads

#### Maintenance Renewals

#### How do MFDP Partners get a renewal quotes on software maintenance?

Contact: [contracts@kofax.com](mailto:contracts@kofax.com)

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#### Other helpful support links include:

- <https://knowledge.kofax.com/>
- [https://knowledge.kofax.com/Power\\_PDF\\_PaperPort\\_OmniPage\\_Support\\_Information](https://knowledge.kofax.com/Power_PDF_PaperPort_OmniPage_Support_Information)
- [https://knowledge.kofax.com/MFD\\_Productivity](https://knowledge.kofax.com/MFD_Productivity)