ACCESS

Available in Global English, Plus 7 Languages

- **Danish**
- **Dutch**
- **English**
- **French**
- **German**
- **Italian**
- **Spanish**

A Global English Site, Plus 16 Local Sites

- **Australia/New Zealand**
- **Austria**
- **Belgium (Dutch language)**
- **Belgium (French language)**
- **Canada**
- **Denmark**
- **France**
- **Germany**
- **Italy**
- **Latin America**
- **Netherlands**
- **Spain**
- **Switzerland (French language)**
- **Switzerland (German language)**
- **United Kingdom**
- **United States of America**

Microsoft Dynamics CustomerSource

Microsoft Dynamics™ CustomerSource is a valuable connection to your relationship with Microsoft® and an efficient way of accessing information you can use at your convenience 24 hours a day.

As one of the benefits of being on a service plan for Microsoft Dynamics, CustomerSource empowers you with tools and information that can help you increase efficiency and productivity.

Through self-help resources, such as Knowledge Base and technical documentation, CustomerSource can help you reduce support costs.

Around the clock access to training provides you opportunities to learn at your convenience.

Microsoft Dynamics communities offer a unique opportunity for you to share hard-won tips, to get answers to tough questions, or to broaden your understanding of your business management software.

CustomerSource can save you time by providing a one-stop resource for quick and easy access to information that helps you maintain and expand your business management solution.

Connected. Empowered. Productive. CustomerSource
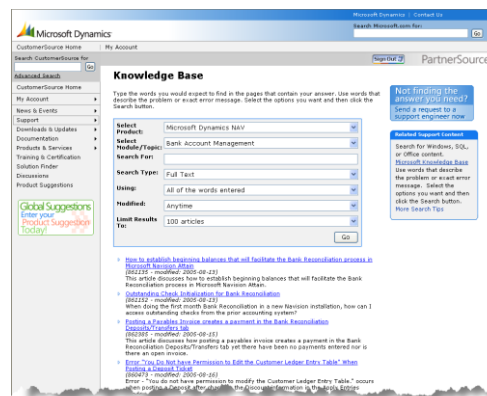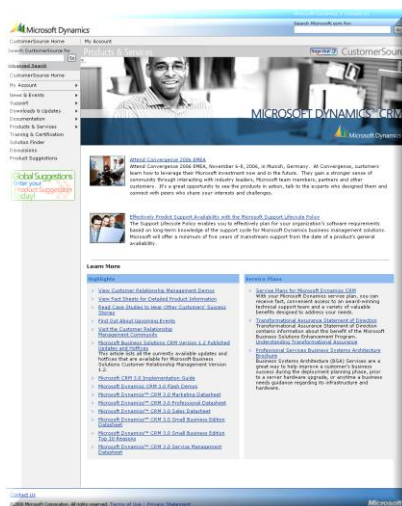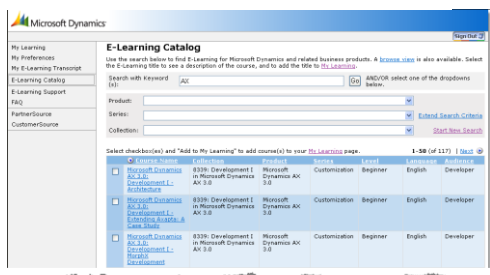
BENEFITS	FEATURES

Enables you to be more knowledgeable about your solution and the Microsoft Dynamics strategy and roadmap

Keep current on the latest developments for your solution and future technology.

- *Products and Services:* Get the latest information about your Microsoft Dynamics solution and the maintenance and support plans to keep your solution up to speed.
- *Newsgroups:* Participate in an online forum to exchange ideas and solutions with other customers.
- *Product Suggestions:* Submit a suggestion for a new feature and reinforce other people's suggestions through public newsgroups.
- *Industry Solutions:* Search for information about third-party software products.
- *Services Guide:* Read about the policies of your service plan, such as Investment Protection and the Support Lifecycle.
- *News and Events:* Read articles about business issues from industry experiences, view news affecting your business and solution with information on special offers, new products and press releases. Plan to attend an upcoming seminar, conference, or webcast to interact with your peers and improve your business success with Microsoft Dynamics.

Enhances your productivity and enables self-sufficiency by providing anytime access to online support tools and training

Access self-help tools, training, and support around the clock to keep your solution running smoothly.

- *Documentation:* Download installation guides, setup guides, user guides, system requirements, technical white papers, and updated help files.
- *Searchable Knowledge Base:* Find answers to the most common technical questions, including troubleshooting steps, solutions to common problems, and how-to articles.
- *Support:* Search hot topics and automated solutions. Submit support requests online to the Microsoft Dynamics support team and view your personalized support history.
- *Upgrades, Updates, Product Fixes and Service Packs:* Receive regularly published product roadmaps and ongoing innovation through major version releases.
- *Certification:* View classroom training schedules, access online training, read information about certification options and how to take exams, view lists of training materials, and find a Microsoft Certified Partner for Learning.
- *New Unlimited Online Training:* Access online training, including *E-Learning*--classroom-equivalent online training on specific topic areas; *Training Materials*--a study tool or a desktop reference; *Learning Plans*--a training roadmap that outlines every training and certification option available for each module.

Enables you to manage your licenses, service plans, and support history

Ensure your individual and organizational information are up to date.

- *My Account:* Update your company information and personal profile, retrieve registration keys, view information about your registered products and track your service plan expiration date.
- *My Messages:* View information about your service plan and expiration date. License additional modules, users, and services (U.S. only). Does not apply to Microsoft Dynamics CRM or Microsoft Retail Management System customers.
- *My Benefits Access Pages:* Review information on how to access service plan benefits online.
- *My Partner:* View information about your partner, update your industry profile information, and select your country and language preferences.

Take the Next Step!

To start using CustomerSource, please visit https://mbs.microsoft.com and enter your Microsoft Business Solutions Account Number to confirm your organization name and update your user accounts.

Microsoft

MS0207