

**Please note: the majority of the links in this document will redirect to the partner portal. You must be logged into the partner to review the content/asset. If you do not have access to Ivanti Partner Portal please contact [IPN@ivanti.com](mailto:IPN@ivanti.com)**

### FAQ: Systems

#### Q: When is the integration of Cherwell systems into Ivanti starting?

**A:** The integration of the systems has already started, and our user go live is scheduled for May 3, 2022.

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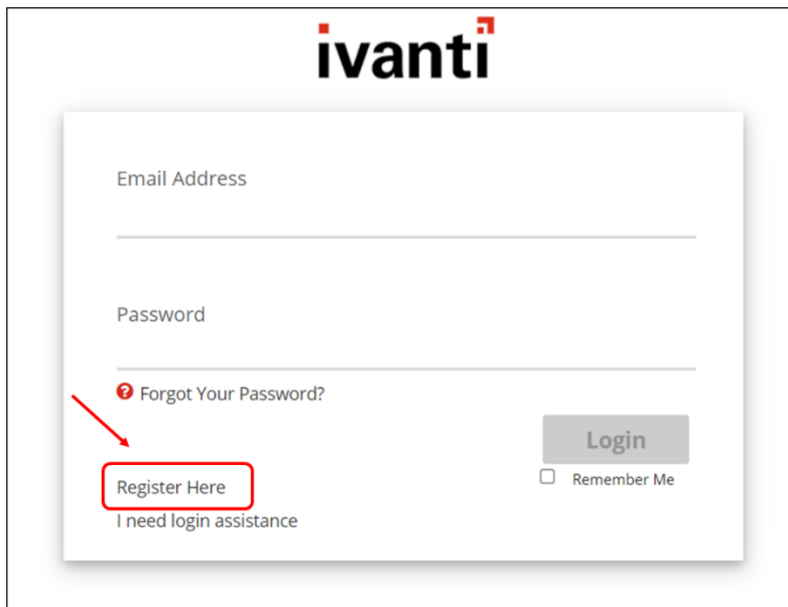
#### Q: How do I get access to the Ivanti Partner Portal?

**A:** Users of the Cherwell portal have been transitioned and have been communicated to in respect to accessing the Ivanti Partner Portal and updating their password.

If you were a user of the Cherwell partner portal and believe that you did not receive the communication – please send an email to [Global Operations](#) to make your request.

If you would like to request access to the Ivanti Partner Portal, please submit your request by completing this form <https://selling.ivanti.com/s/>

- Follow on screen instructions, select login in upper right, then select “Register Here”



The screenshot shows the Ivanti login and registration interface. At the top center is the Ivanti logo. Below it is a white form box containing the following elements: an 'Email Address' input field, a 'Password' input field, a 'Forgot Your Password?' link with a red question mark icon, a 'Login' button, a 'Remember Me' checkbox, and a 'Register Here' button. The 'Register Here' button is highlighted with a red rectangular box, and a red arrow points to it from the left. Below the 'Register Here' button is the text 'I need login assistance'.

**Q: How do I access Ivanti Support**

**A:** Ivanti Support is a portal that provides customer's support. Partners are able to open support cases on behalf of their customers, but only for Ivanti solutions (non-Cherwell)

- [Ivanti Community](#)
- [Ivanti Success Portal](#)
- [Ivanti Partner Portal](#)
- [Ivanti Licensing Portal](#)
- [Ivanti Advantage Learning: This is accessible through the Ivanti Partner Portal](#)
- [Ivanti Marketplace](#)
- [Ivanti User Voice](#)

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**Q: How do we enter in an incident for Cherwell Solutions?**

**A:** Cherwell Support Portal has not transitioned at this time. Users of the Cherwell Support portal have been advised to re-credential their log-ins – if you have any questions, please click [HERE](#) to access the Ivanti and Cherwell Support contact details contact

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**FAQ: Ivanti Partner Program**

**Q: As a Cherwell reseller partner, does Ivanti have a Program Guide for review?**

**A: Yes.** [Here is the](#) Ivanti Channel Sales Partner Program Guide.

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**Q: Does Ivanti have published Rules of Engagement?**

**A: Yes.** The Ivanti Channel Sales ROE provides guidance and policies surrounding the sale of Ivanti solutions. Please access a copy of the Ivanti Rules of Engagement [here](#).

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**Q: As a Cherwell reseller partner, will we be required to execute a new Ivanti Channel Partner Agreement?**

**A: Yes.** For our reseller community that is being transitioned, we will be issuing you with a new agreement that must be executed to resell Ivanti solutions. This agreement will provide you with access to the Ivanti Partner Program and allow you to transact sales with Ivanti or one of our authorized Distributors.

**Q: As a Cherwell reseller, do I need to sign the Ivanti Channel Sales Agreement prior to transacting across the entire Ivanti solution portfolio?**

**A: Yes.** Ivanti will be issuing Cherwell Resellers an Ivanti Channel **Partner** Agreement. You will have 60 days to review and execute the new agreement. Within the 60-day window of receipt and execution of the Ivanti Agreement you may transact sales under your Cherwell Reseller Agreement

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**Q: As a Cherwell reseller, how do I get issued with the Ivanti Channel Partner Agreement?**

**A:** For our reseller community, prior to the user go-live date of April 29, 2022, Ivanti will have communicated with the Cherwell partner organization. In this communication is a DocuSign link to the Ivanti Channel Partner Agreement. If you have not seen this communication, please work with the following leads on our Channel Operations team to assist.

[Matt Olp](#) – Americas Channel Operations

[Alina Anghel](#) – International (EMEA and APAC) Channel Operations

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## **FAQ: Deal Registration and Access to Ivanti Portfolio**

**Q: Am I required to register leads that I will resell as an Ivanti Reseller?**

**A: Yes. Deal Registration** is required on all license and service opportunities that a partner plans to pursue as a Channel Sale Partner. No matter the deal size, all registrations are validated against Ivanti's CRM system by Ivanti's Channel Operations team and approved within five business days of receipt. Partner Deal Registrations that are approved and close are classified as Partner Sourced Deals and become eligible for applicable Partner Sourced Discounts [per the Partner Compensation Matrix found here.](#)

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**Q: How do I register an Ivanti deal?**

**A: Deal Registration** is required on all license and service opportunities the partner plans to pursue as a Channel Sale Partner. No matter the deal size, all registrations are validated against Ivanti's CRM system by Ivanti's Channel Operations team and approved within five business days of receipt. Partner Deal Registrations that are approved and closed are classified as Partner Sourced Deals and become eligible for applicable Partner Sourced Discounts per the Partner Compensation Matrix [found here.](#)

Deal registration is through the partner portal, [please click here](#) for an overview of the deal registration submission process (please note that you must be logged into the partner portal for the link to work). Please [click here](#) for an overview of the Ivanti Partner Portal navigation.

**Q: Can I sell the entire Ivanti portfolio now?**

**A: Yes**, however, we recommend participating in the Ivanti Training and Enablement Program to understand Ivanti's strategy and product portfolio. This begins with the execution of the Ivanti Channel Partner Agreement which will give you access to the resources of the Ivanti Partner Program.

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**Q: Does Ivanti have published Rules of Engagement?**

**A: Yes**. The Ivanti Channel Sales ROE provides guidance and policies surrounding the sale of Ivanti solutions. Please access a copy of the Ivanti Rules of Engagement [here](#).

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**FAQ: Marketing Tools and Resources**

**Q: How do I access Marketing tools and resources?**

**A:** There are a number of marketing tools and resources available to our partners. Please review the benefits page within the Ivanti Channel Sales Program Guide [here](#). For additional information on any of the marketing benefits, please contact [IPN@ivanti.com](mailto:IPN@ivanti.com)

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**Q: Does Ivanti allow partners to access campaign assets?**

**A:** Yes! Our campaigns in a box are accessible to partners via [www.ivanti.com/ciab](http://www.ivanti.com/ciab) - please submit a request to [IPN@ivant.com](mailto:IPN@ivant.com) for access.

Within the Ivanti Partner Portal, you will also find additional resources under the “resources” section. As we move towards the middle of the year, we will be launching a brand-new marketing platform – stay tuned for updates!

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**Q: How do I get listed on Partner Finder?**

**A:** Upon execution of the Ivanti Partner Program Agreement, please contact [IPN@ivanti.com](mailto:IPN@ivanti.com) to learn more about how to get listed on the Ivanti Partner Finder.

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**Q: Will I get access to Marketing Development Funds?**

**A:** This is an invitation only program that is based on your partner tier and determination by your regional channel organization as strategic. Please contact [IPN@ivanti.com](mailto:IPN@ivanti.com) if you have any questions on eligibility.

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**FAQ: Enablement and Training**

**Q: Where do I access training?**

**A:** Training is on our Ivanti Advantage Learning portal which is accessible through the Ivanti Partner Portal. [Click here](#) for the guide on how to access.

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**Q: Is Ivanti training fee-based?**

**A:** Ivanti Sales Training and Enablement is free of charge. However, Partners who wish to become technically certified to deliver implementation services must activate an **Ivanti Education Subscription**. Partners receive a 50% discount on the annual subscription fee (Current MSRP is \$5,000, for a discounted amount of \$2,500 annually per consultant).

Please contact [enablement@ivanti.com](mailto:enablement@ivanti.com) if you have any questions.

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**Q: Does Ivanti have regular enablement updates?**

**A:** Yes, enablement updates are communicated via the internal channel newsletter, and externally through the marketing newsletter. In addition, enablement updates are communicated during The Ivanti Voice--for partners, a bi-monthly webinar, as well as the Ivanti partner portal as needed. Please contact [enablement@ivanti.com](mailto:enablement@ivanti.com) for further information.