# Manage your partnership relationships effectively with Zyxel

Zyxel Marketplace, an intuitive online platform that we've created to purchase and manage security licenses for our channel partners and their business customers in a convenient and secured way. To help partners manage customers' service on their behalf, follow the steps below to confirm reseller permissions and have corresponding privileges for management:



You may need a few days to receive the Confirmation Notice email. After receiving the email of Confirmation Notice, go back to myZyxel dashboard and click the 'Agency Permission Management' button, you will see the reseller navigation panel.

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Then, A select the button of 'Requested Agency Permission', and B fill in the customer's email to get the permission.

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## Get permission from your customer

After getting the agency's permission, you can view the customer's/reseller's license status on the dashboard.

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Please remember to remind customers to authorize reseller to administer customer's license on their behalf. Click the 'Details' button in the action column.

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### From customer's view

A Click the 'Edit' button, you will see the 'Edit Agency Permission' page; next, B select yes for 'License Management' and choose the selected devices, then C click the submit button to authorize the permissions to you and the reseller.

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### Get permission from your customer

After the customer authorizes the reseller, the reseller will receive an email and have the administrator permissions to manage customer's service.

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Now that the process is complete, you can start to check your client's device list.

For managing the customer's license, click the Marketplace button to see the license status and device list.

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Reply Reply All G Forward Mon 30/08/2020 5:18 PM myZyxel (XXXXXX@myzyxel.com) my Zyxel Agency Permission Request Notice This email notification was generated by myZyxel. Do not reply to this email. ZYXEL NETWORKS Dear Customer, Your account now has permission to manage the device below. Please find the device information below. •Customer Name: XXXX XXXX •Customer Email: XXXXXXX@email.com •Device MAC Address: B0:B2DC:69:A6:BB •Device Serial Number: B122L23030030 •Associated Date: 2016-06-30 Click here to start management Need Help? Post them on our <u>Zyxel Forum</u> we will be happy to help. Sincerely, Zvxel Support Team If you wish to stay updated on the latest news, insights and special offers, please click <u>here</u> to receive our newsletter.

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