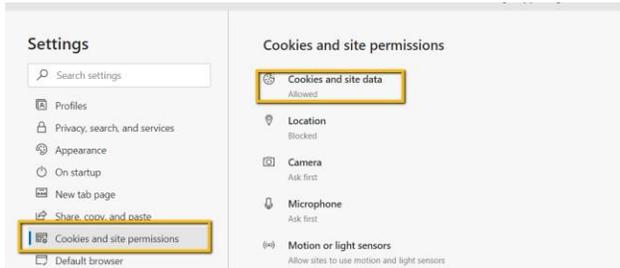
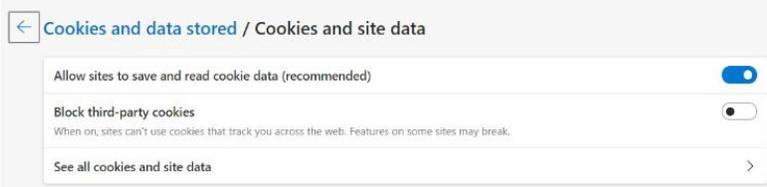
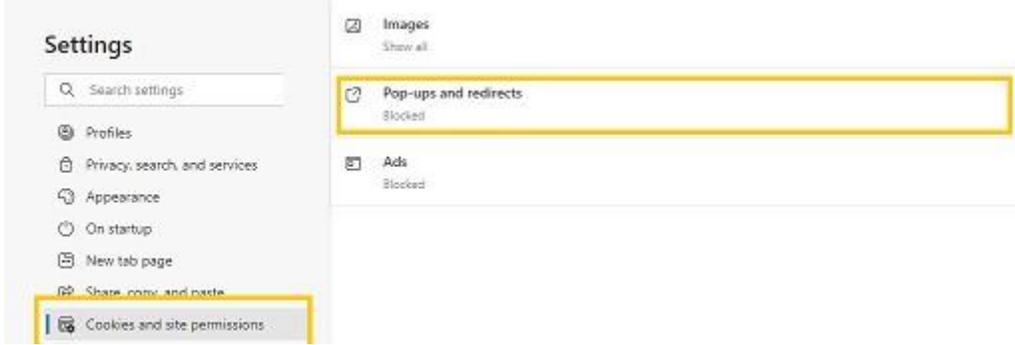


Reseller Portal: Please follow the steps below to resolve the issues.

Solution: The fix contains two steps, and both are needed to ensure the problem is fixed.

Step – 1: Allow the Cookies and Disable Block Third-party Cookies

Step – 2: Allow Popups from this application.

Step 1: Allow the Cookies and Disable: Block Third Party Cookies	Step – 2: Allow popups from this application.
<ol style="list-style-type: none">1. Open an edge window (make sure there are no other Edge windows open)2. Click on the 3 dots on the browser and navigate to 'Settings' as shown below: A screenshot of the Microsoft Edge browser's settings menu. The three-dot menu icon is highlighted with a yellow arrow pointing to it. The 'Settings' option is also highlighted with a yellow arrow.3. Click on 'Cookies and site permissions' on the left menu, and then click on the 'Cookies and site data': A screenshot of the Edge settings page. The 'Cookies and site permissions' option in the left-hand menu is highlighted with a yellow box. In the main content area, the 'Cookies and site data' option is also highlighted with a yellow box.4. On the Cookies and site permissions page, please verify you have the following settings:<ol style="list-style-type: none">a. 'Allow sites to save and read cookie data (recommended) – <u>Enabled</u> (blue)b. <u>Block third party cookies</u> – Disabled (Greyed out) A screenshot of the 'Cookies and data stored' settings page. The toggle for 'Allow sites to save and read cookie data (recommended)' is turned on (blue). The toggle for 'Block third-party cookies' is turned off (greyed out).	<ol style="list-style-type: none">1. Click on the 3 dots on the browser and navigate to 'Settings' as shown below: A screenshot of the Microsoft Edge browser's settings menu. The three-dot menu icon is highlighted with a yellow arrow pointing to it. The 'Settings' option is also highlighted with a yellow arrow.2. Click on 'Cookies and site permissions' on the left menu, and then click on the 'Pop-ups and redirects' under 'Site permissions': A screenshot of the Edge settings page. The 'Pop-ups and redirects' option in the 'Site permissions' section is highlighted with a yellow box.3. Under 'Allow' section click on 'Add' button and add the following Url: <u>https://reseller.microsoftcrmportals.com:443</u>. A screenshot of the 'Site permissions / Pop-ups and redirects' settings page. The 'Block (recommended)' toggle is turned on. Under the 'Allow' section, the 'Add' button is highlighted, and the URL 'https://reseller.microsoftcrmportals.com:443' is entered in the input field.

Note: Microsoft recommends using EDGE Browser. Not all users need to make this change, this is only required when you see the problem mentioned above.

If you continue to face errors, please open a support case with partnerlifecycle@microsoft.com