

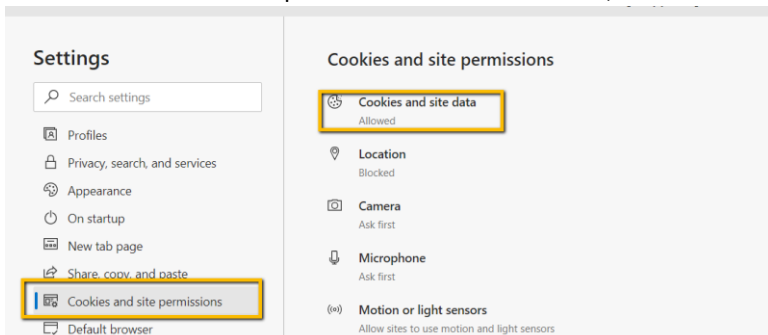
Reseller Portal: Please follow the steps to resolve MPN count 0 issue OR Blank screen:

BROWSER 1: MICROSOFT EDGE (InPrivate):

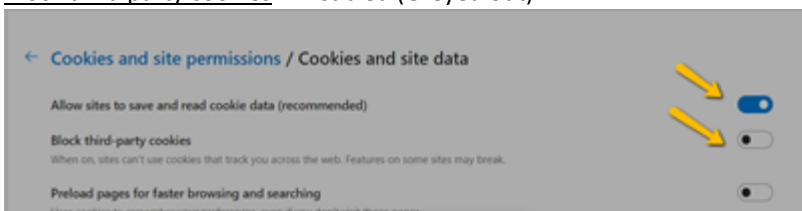
1. Open an edge window (make sure there are no other Edge windows open in InPrivate mode)
2. Click on the 3 dots on the browser and navigate to 'Settings' as shown below:



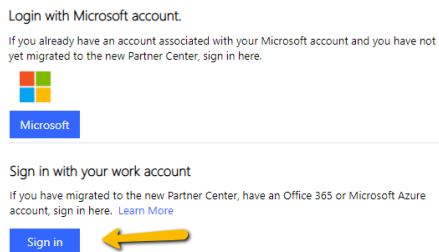
3. Click on 'Cookies and site permissions' on the left menu, and then click on the 'Cookies and site data':



4. On the Cookies and site permissions page, please verify you have the following settings:
 - a. 'Allow sites to save and read cookie data (recommended) – Enabled (blue)
 - b. Block third party cookies – Disabled (Greyed out)



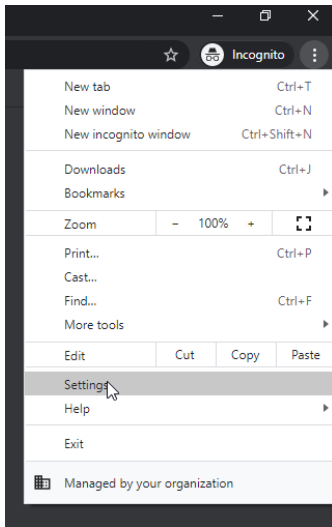
5. If using normal Edge open a new tab or else use the InPrivate window(Edge incognito), Navigate to '[Reseller Portal](#)', use 2nd option to sign in as shown if you are using work account to sign in and faced issue logging in:



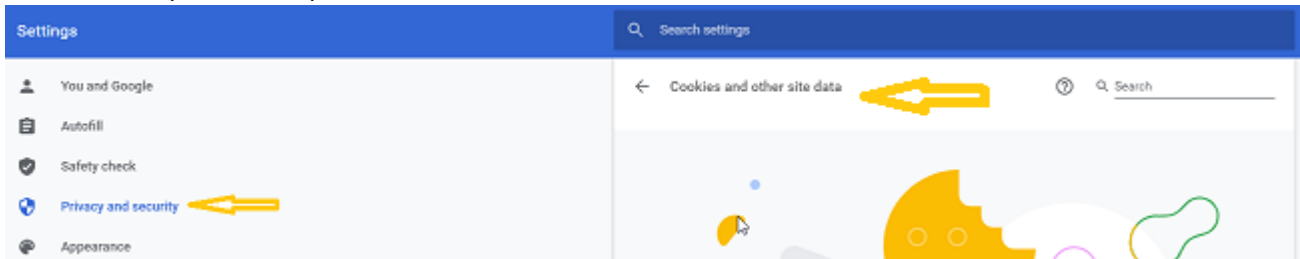
6. Please wait for few minutes for the page to load when you are on reseller.microsoftcrmportals.com/loading/ page.

BROWSER 2: CHROME (Incognito):

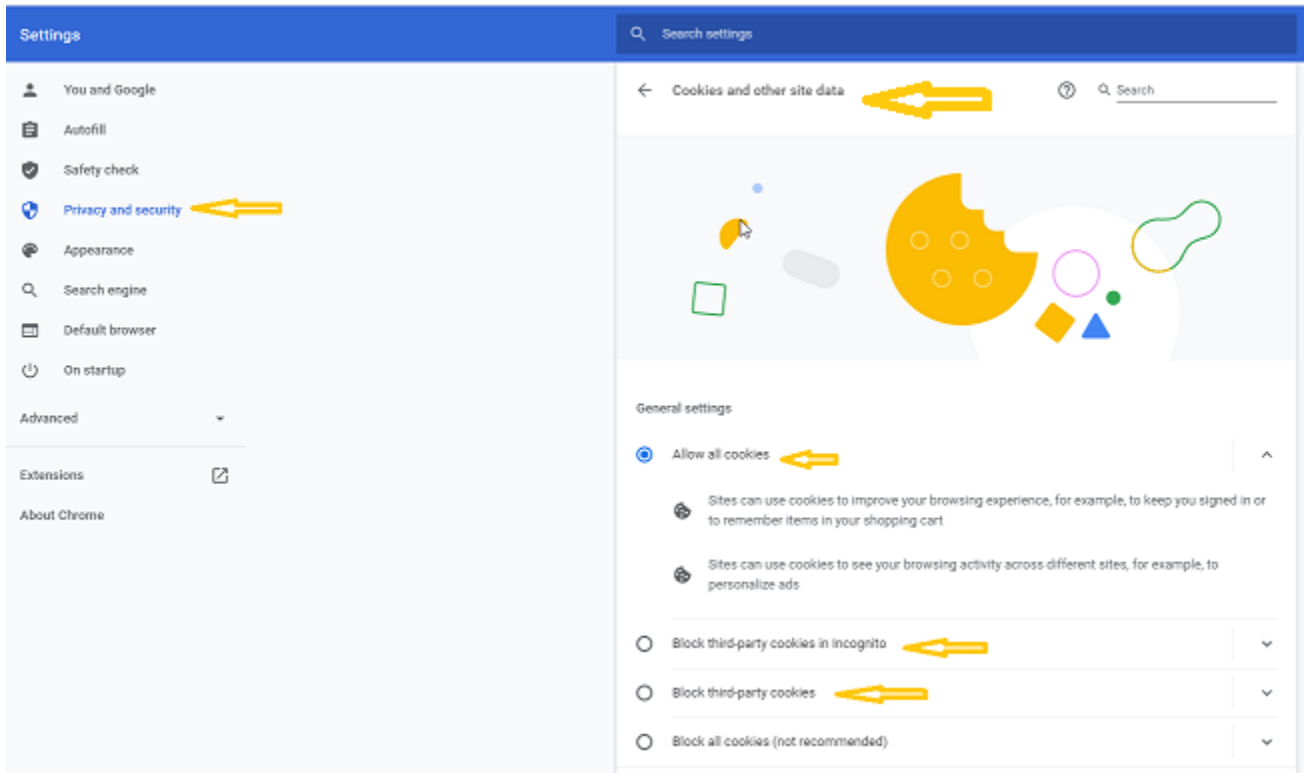
1. Open an Chrome window (make sure there are no other Chrome windows open in Incognito mode)
2. Click on the 3 dots on the browser and navigate to 'Settings' as shown below:



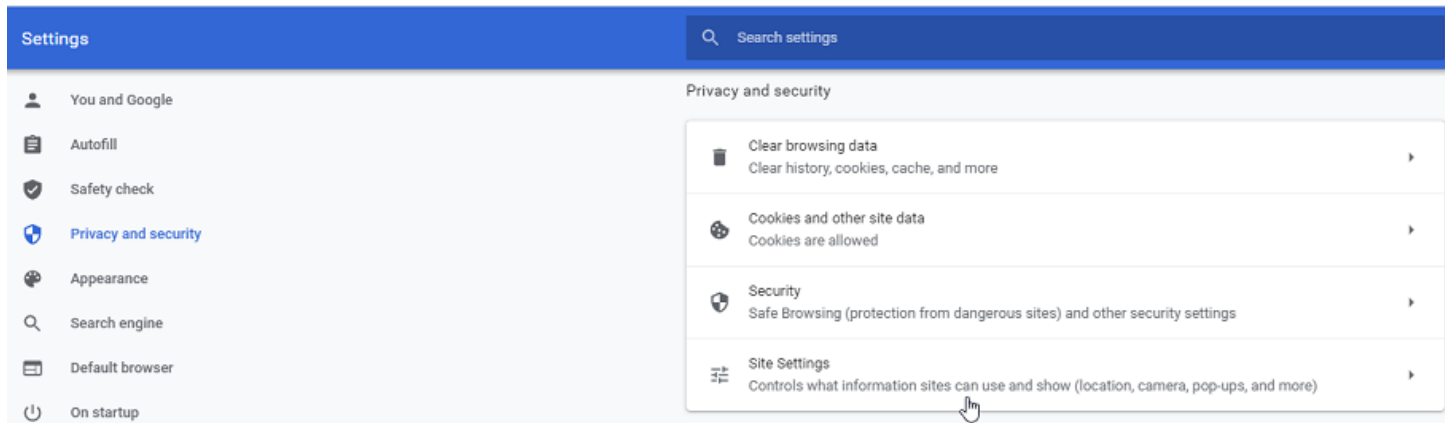
3. Click on 'Privacy and Security' on the left menu, and then click on the 'Cookies and other site data':



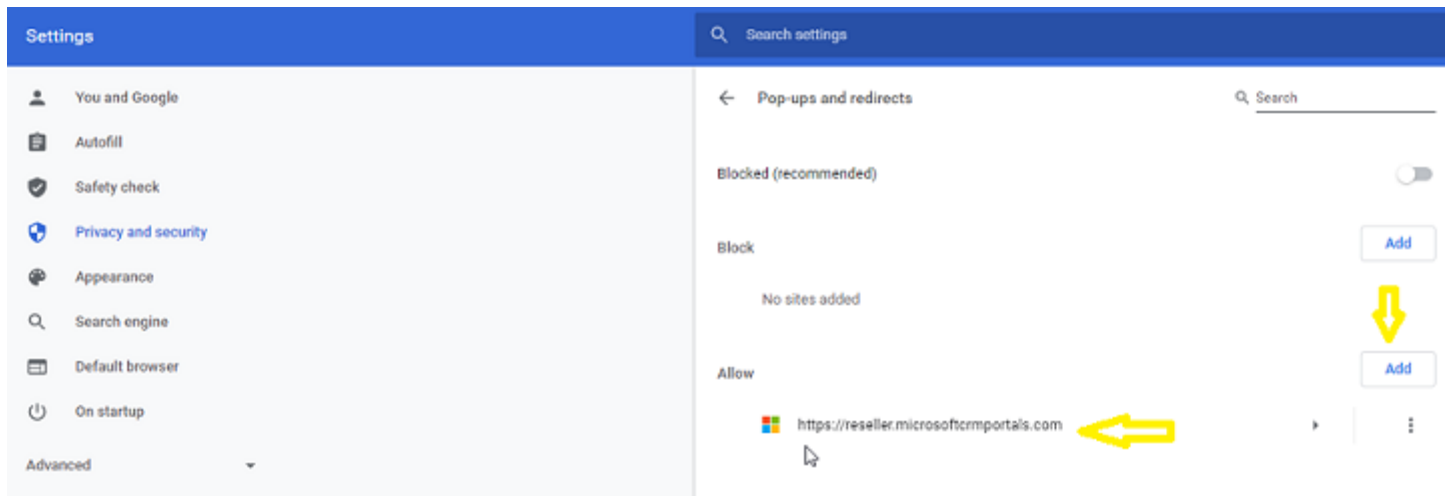
4. On the Cookies and other site data page, please verify you have the following settings:
- a. 'Allow all cookies' selected – Enabled (blue)
 - b. Block third-party cookies in Incognito and Block third party cookies – Disabled (Not selected)



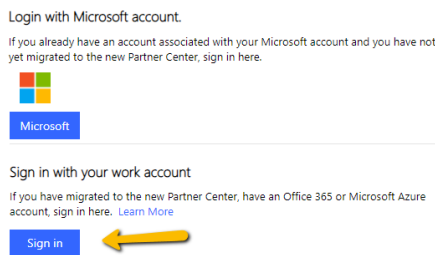
5. Allow popups from this website. Click on the 3 dots on the browser and navigate to 'Settings'. Click on 'Privacy and Security' on the left menu, and then click on the 'Site Settings':



6. On Site Settings page, scroll down to 'Content' section and click on 'Pop-ups and Redirects'.
7. On this page Click on 'Add' button in Allow section and add following URL: <https://reseller.microsoftcrmportals.com>



8. If using normal Chrome open a new tab or else use the InCognito window, Navigate to '[Reseller Portal](https://reseller.microsoftcrmportals.com)', use 2nd option to sign in as shown if you are using work account to sign in and faced issue logging in:



9. Please wait for few minutes for the page to load when you are on reseller.microsoftcrmportals.com/loading/ page.