

Como añadir un CSA preferente en nuestro MyCitrix

Escrito por xavisan

Lunes, 27 de Mayo de 2013 11:03 - Actualizado Lunes, 27 de Mayo de 2013 11:11

En esta ocasión mostramos como añadir un CSA preferente en nuestro MyCitrix, la razón de ello es para que un Partner pueda cotizarnos nuestra renovación de licencias de Citrix, algo que en el nuevo MyCitrix, no está muy claro para poder realizarlo.

Imaginemos que actualmente estamos trabajando con un Partner determinado y que deseamos cambiar a por **ejemplo "101 Consulting"**, bién porqué no estamos contentos o por cualquier otra razón, el procedimiento sería muy simple,

Accederemos a MyCitrix con nuestras credenciales autorizadas,

Licensing

- ◆ [Activate and Allocate Licenses](#)
- ◆ [View Licenses](#)
- ◆ [Previews/Betas - License Retrieval](#)
- ◆ [All Licensing Tools](#)

Training and Certification

- ◆ [My Certification Manager](#)

Contracts and Agreements

- ◆ [Licensing Program Registration](#)
- ◆ [View Non-Disclosure Agreement](#)
- ◆ [View Executed Agreements](#)
- ◆ [Appliance Evaluation Agreement \(AEA\)](#)

Support and Maintenance

- ◆ [Create/View Service Requests](#)
- ◆ [Manage Maintenance Programs](#)

(Subscription Advantage, Premier Support, Appliance Maintenance, Software Maintenance)

Account Profile

- ◆ [Update My Profile](#)

You also have access to

- ◆ [Downloads](#)
- ◆ [Support Forums](#) 
- ◆ [Customer Service](#)

Seleccionaremos la opción de "Manage Maintenance Programs",

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♦ Manage Maintenance Programs

Una vez seleccionado aparecerán las siguientes opciones,

The screenshot shows the 'Manage Maintenance Programs' page in the MyCitrix portal. At the top, there is a breadcrumb trail: 'Home / My Account / Manage Maintenance Programs'. Below this is a navigation bar with three tabs: 'Overview' (which is selected and highlighted with a green underline), 'Manage Renewal Contacts', and 'Assign Advisor & Set View'. On the left side, there is a blue button labeled 'Launch Maintenance Program Tool'. The main heading is 'Manage Subscription Advantage Membership and Hardware Warranty renewals'. Below the heading, a paragraph states: 'Citrix makes it easy to manage renewals for your Citrix Subscription Advantage Memberships and Hardware Warranty. Simply follow the available instructions within each area to perform your desired task. Contact [Citrix Customer Service](#) if you need assistance.' Underneath this is a section titled 'Important Notes' with three bullet points: 1. 'Citrix Presentation Server licenses have been renamed Citrix XenApp licenses. [Learn more.](#)' 2. 'Pricing Schedules - View Citrix Maintenance Memberships and Agreements renewal pricing schedules.' 3. 'New Supplier Vendor Form' - This form contains all the information you need to add Citrix Systems, Inc. as a vendor (PDF). On the right side of the page, there is a grey box titled 'Pending Transactions and Certificates' with a 'View now >' link.

Home / My Account / Manage Maintenance Programs

Overview Manage Renewal Contacts Assign Advisor & Set View

Launch Maintenance Program Tool

Manage Subscription Advantage Membership and Hardware Warranty renewals

Citrix makes it easy to manage renewals for your Citrix Subscription Advantage Memberships and Hardware Warranty. Simply follow the available instructions within each area to perform your desired task. Contact [Citrix Customer Service](#) if you need assistance.

Important Notes

- Citrix Presentation Server licenses have been renamed Citrix XenApp licenses. [Learn more.](#)
- [Pricing Schedules](#) - View Citrix Maintenance Memberships and Agreements renewal pricing schedules.
- [New Supplier Vendor Form](#) - This form contains all the information you need to add Citrix Systems, Inc. as a vendor (PDF)

Pending Transactions and Certificates

[View now >](#)

Seleccionaremos "Assign Advisor & Set View",

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[Home](#) / [My Account](#) / [Manage Maintenance Programs](#)

[Overview](#) [Manage Renewal Contacts](#) [Assign Advisor & Set View](#)

Assign Citrix Solution Advisor & Set View Access

Citrix Solution Advisors provide a valuable service of assisting you in keeping your Citrix Maintenance Memberships and Agreements current. You can use this tool to assign Citrix Solution Advisors to your Citrix Maintenance Memberships and Agreements as well as assign their level of visibility. After you assign Solution Advisors to your Citrix Maintenance Memberships and Agreements, the Solution Advisor(s) will contact you regarding your renewal.

Choose from the following options:

- Select "View Assignment(s)" to display a list of product lines and their current assignments and/or to assign additional product lines to a Solution Advisor, or
- Select "Update Citrix Solution Advisor Visibility" to modify the Solution Advisors' visibility level, or
- Select "Add Citrix Solution Advisor" to assign a Citrix Solution Advisor.

Your License/Company information may be passed on to a Certified Citrix Distributor, not explicitly identified here, in order to facilitate the renewal process.

[View Assignment\(s\)](#)

[Update Citrix Solution Advisor Visibility](#)

[Add Solution Advisor](#)

Vulsaremos sobre "Add Solution Advisor"

[Home](#) / [My Account](#) / [Manage Maintenance Programs](#)

[Overview](#) [Manage Renewal Contacts](#) [Assign Advisor & Set View](#)

Citrix Solution Advisor Selection

**Required information.*

Search for a Solution Advisor

To search for your Solution Advisor, you must first select a country. If USA or Canada is selected, please select a state from the drop down box. For a faster response, enter at least the first 3 characters of the Solution Advisor's organization name.

Country: *

Name:

[Search](#)

Select your Solution Advisor by choosing the appropriate option button from the search results below.

[Back](#)

[Continue](#)

Desde este momento el Partner Represenante de Citrix Consulting y gestiona las