

## **Windows Live ID access instructions for CustomerSource**

This document will explain to you how to sign up for a Windows Live ID (if you do not already have one) and use it to sign into the Microsoft Dynamics extranet.

Microsoft Windows Live ID is an online service that makes it possible for you to use a single email address and password to sign in to a Windows Live ID -Participating web site or service.

To learn more about Windows Live ID, visit <http://www.passport.net/>.

To sign into Microsoft Dynamics CustomerSource, follow these steps:

### **Step 1**

- **Get a Windows Live ID.**

If you do not already have a Windows Live ID, go to

<https://accountservices.passport.net/reg.srf?id=486&ru=http%3A%2F%2Fwww%2Epassport%2Eenet%2FConsumer%2Fdefault%2Easp%3F%3D1033&vv=30&sl=1&lc=1033>.

Any email address can be used to get your Windows Live ID Complete the creation of a Windows Live ID, and then close the browser window. This will be the username and password you use to log into CustomerSource in the future.

- **Forgot your password?**

If you already have a Windows Live ID (Ex: hotmail email account) set up, and you have forgotten your Windows Live ID password, go to

<https://accountservices.passport.net/uiresetpw.srf?lc=1033> to reset it.

### **Step 2 - Log into CustomerSource.**

Now that you have a Windows Live ID account set up and you know your Windows Live ID password, you are ready to log in to CustomerSource.

To do this, go to <https://mbs.microsoft.com/customersource>.

### **Step 3 - Enter Windows Live ID account.**

You will be prompted to enter your Windows Live ID account. Enter Windows Live ID username and password. This is the Windows Live ID account that you want to use to log into CustomerSource.

**Sign In to Microsoft Dynamics**
[Help](#)

**E-mail address:**

**Password:**

[Forgot your password?](#)

Save my e-mail address and password

Save my e-mail address

Always ask for my e-mail address and password

**Windows Live ID**  
Works with Windows Live, MSN, and Microsoft Passport sites  
[Account Services](#) | [Privacy Statement](#) | [Terms of Use](#)  
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#### Step 4 - Enter MBS email account.

You will be prompted to enter the email address that you registered within the Microsoft Dynamics system. This may or may not be the same email address as your Windows Live ID account.

If you do not know the email address that is stored in the Microsoft Dynamics system, send an email to [voice@microsoft.com](mailto:voice@microsoft.com).

Business Solutions Home | Solution Builder | Business Solutions Worldwide
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Search for

[Advanced Search](#)

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How to Buy ▶

Partners ▶

CustomerSource

PartnerSource

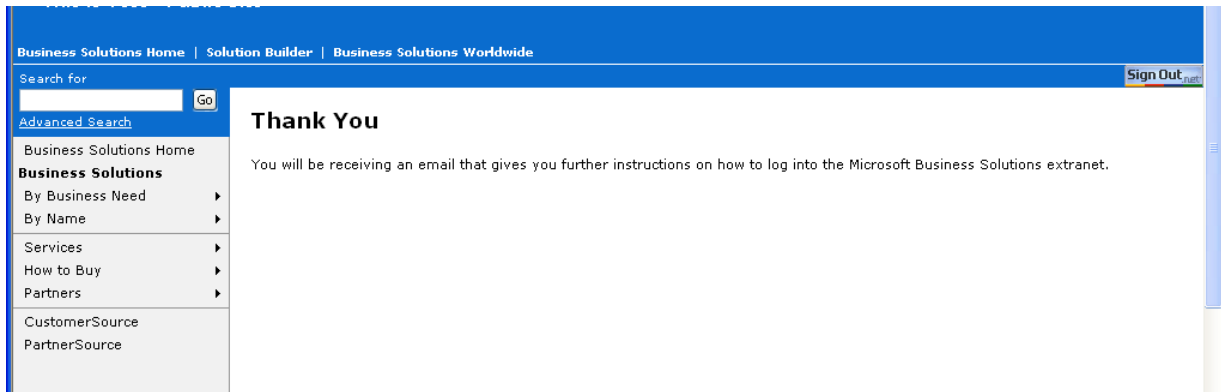
### Account Association

The Microsoft® .NET Passport account you used has not been associated with an existing Microsoft Business Solutions account yet. If this is your first time accessing PartnerSource or CustomerSource with your .NET Passport account please enter your email address below.

**EmailAddress:**

#### Step 5 - Email Sent Message

After you enter the email address registered within the MBS system and click **Continue**, you will receive the following message:



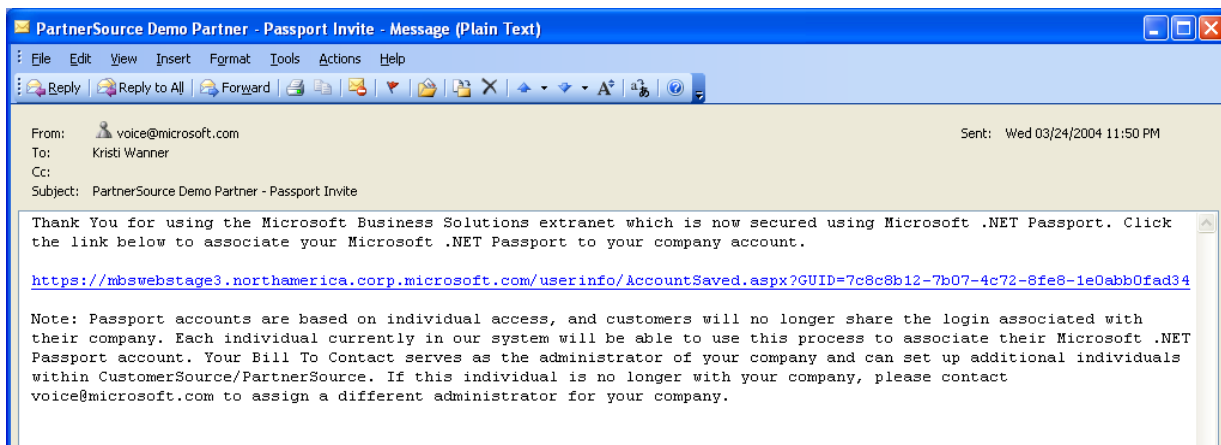
### Step 6 - Open Received Email

Microsoft Dynamics has sent you an email that you will use to associate your Windows Live ID account with your Microsoft Dynamics account in CustomerSource. Go to the inbox of the email address you entered in Step 5.

**NOTE:** You will receive a separate email for every profile that you have set up in CustomerSource. Follow Step 10 for each email you receive.

### Step 7 - Click on association link

Open the email you received from [voice@microsoft.com](mailto:voice@microsoft.com). You will see an email similar to the screenshot below. Click on the long blue link in the email.



### Step 8 - Enter Windows Live ID account

You will be prompted again for your Windows Live ID. Enter the Windows Live ID you entered in Step 3:

**Sign In to Microsoft Dynamics** [Help](#)

**E-mail address:**


**Password:**

[Forgot your password?](#)

Save my e-mail address and password

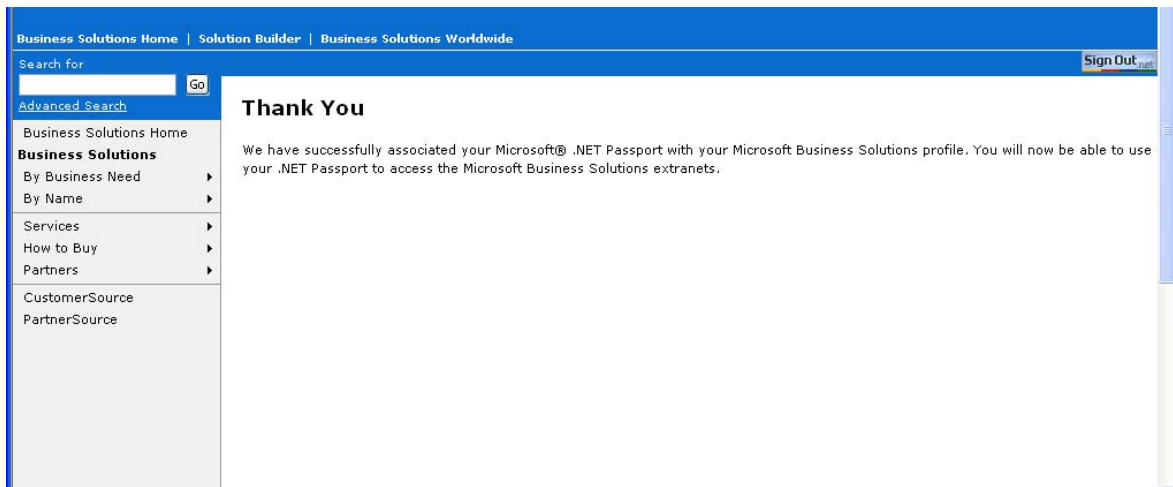
Save my e-mail address

Always ask for my e-mail address and password

 **Windows Live ID**  
Works with Windows Live, MSN, and Microsoft Passport sites  
[Account Services](#) | [Privacy Statement](#) | [Terms of Use](#)  
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### Step 9 - Success Message

You will get a message stating that you have successfully associated your Windows Live ID with your MBS profile:



### Step 10 - Access CustomerSource

You are ready to use CustomerSource! Go to CustomerSource (<https://mbs.microsoft.com/customersource>).

When you use CustomerSource in the future, use this Windows Live ID username and password to log in.

If you have any trouble with your Windows Live ID account (username/password, etc.), please contact the Windows Live ID support team at [http://support.msn.com/eform.aspx?productKey=passport&page=support\\_home\\_options\\_for\\_m\\_byemail&ct=eformts](http://support.msn.com/eform.aspx?productKey=passport&page=support_home_options_for_m_byemail&ct=eformts).

Please contact the VOICE support team at [voice@microsoft.com](mailto:voice@microsoft.com), If you have any questions regarding this process