



ribbon™

**Partner Portal  
Administration Guide**  
Navigation and Content

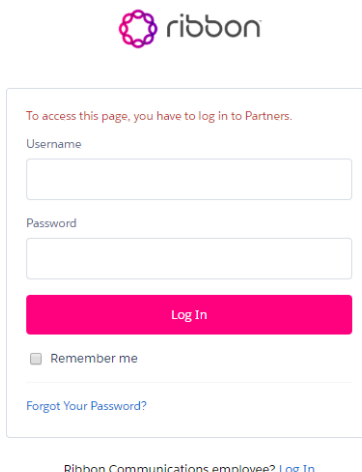
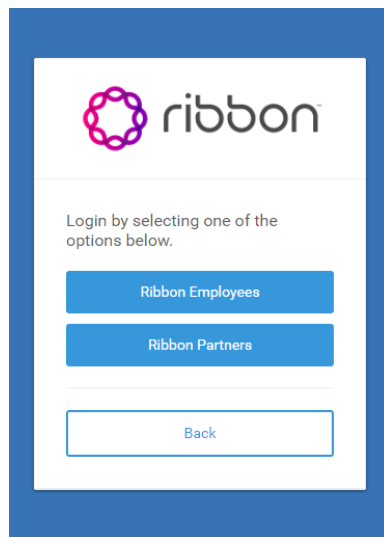
## Ribbon Partner Portal Admin Guide

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Ribbon has created the Ribbon Partner Portal to improve the way that our valued partners do business with Ribbon! You will now have access to all Ribbon Tools, Resources and Systems through a single sign on experiences.

To get started, navigate to [partners.rbbn.com](https://partners.rbbn.com). Next, select the Ribbon Partners Option. And enter your Ribbon SFDC credentials.

Enter your salesforce username and password. Next click “Log In”

A screenshot of the Ribbon login form. It features the Ribbon logo at the top. Below the logo, the text reads "To access this page, you have to log in to Partners." There are two input fields: "Username" and "Password". Below the "Password" field is a red "Log In" button. Below the button is a checkbox labeled "Remember me". At the bottom, there is a link that says "Forgot Your Password?". Below the form, there is a link that says "Ribbon Communications employee? Log In".

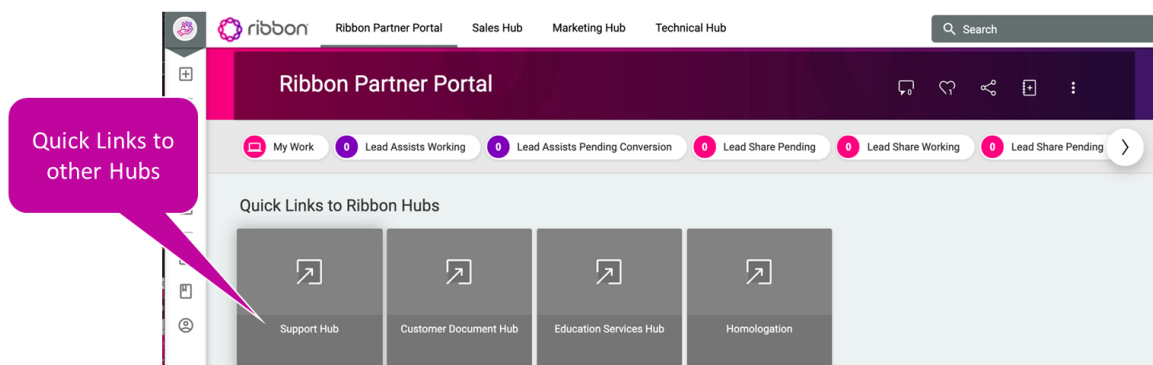
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### Accessing HUBS

After you have successfully logged in, you will be taken to the Ribbon partner Portal Home Page. You can now access the Support hub, the Document center, Education Services directly from the Ribbon Partner Portal Home page.

Additionally, you can access other Ribbon Sales tools by accessing links provided on the Sales Hub. Here you will find options to access Opportunities, Orders, Inventory and Support Contracts. Simply select the tile of interest and you will be directed to the associated link using single sign on capabilities.

### Quick Links



### Navigation

#### Left Navigation Bar

The left Navigation Bar provides access to:

Your Inbox (where you will receive updates) , Data and Content , Subscriptions, Collections and Your Profile

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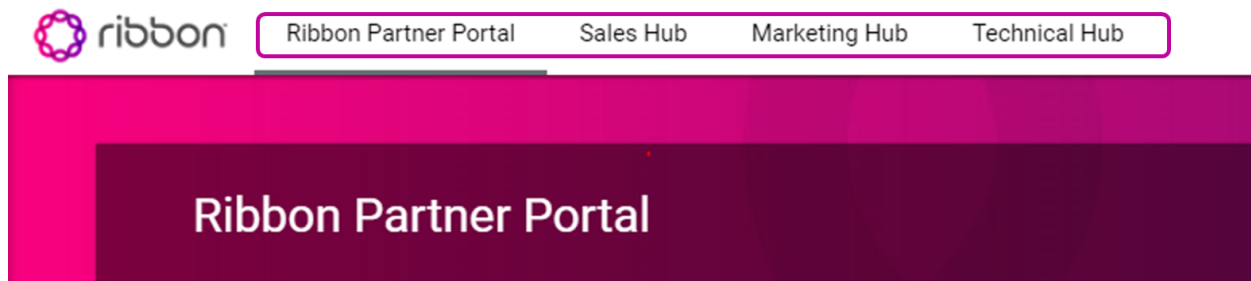
## Top Navigation Bar

The top navigation bar offers access to the home page hub, the Sales hub, Marketing hub and Technical hub.

Each of the top navigation tabs takes you to hubs that contain links and content that is categorized based on the hub category.

The Ribbon Partner Portal contains over 700 Content items and Links that are organized for you and accessible through tiles or links located on each page. These categories or hubs are The Ribbon Partner Portal (or Home) Hub, the Sales Hub, the Marketing Hub and the Technical Hub

## Top Navigation Bar



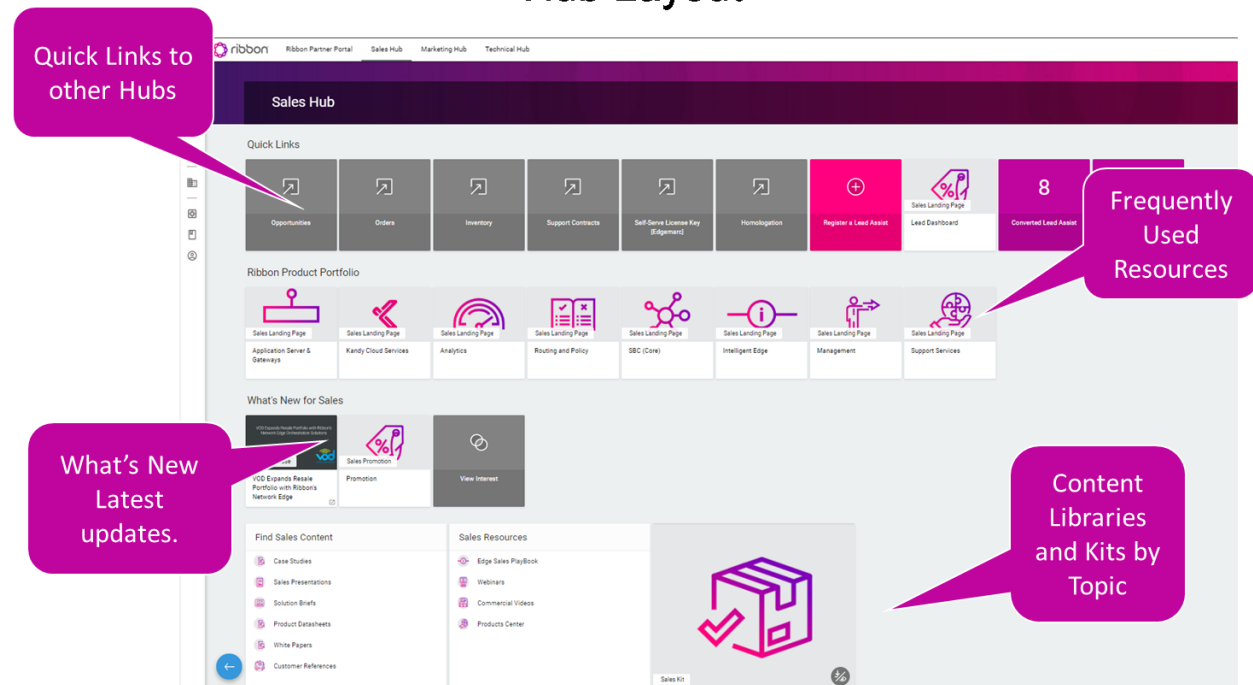
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### Hub Layout

The first Row of each hub contains links to frequently used Ribbon hubs that are external to the partner portal. The second row of each tab includes frequently accessed or needed information. These may include options to contact us for additional support, resources frequently used, or the latest information published by Ribbon such as Webinars, Promotions, Events (on the Marketing Hub) or Product Datasheets. (on the Sales Hub). The bottom half of each page includes quick links to content categorized for you. Simply select the tile or link of interest to access content within each.

Click each link to access content.

### Hub Layout



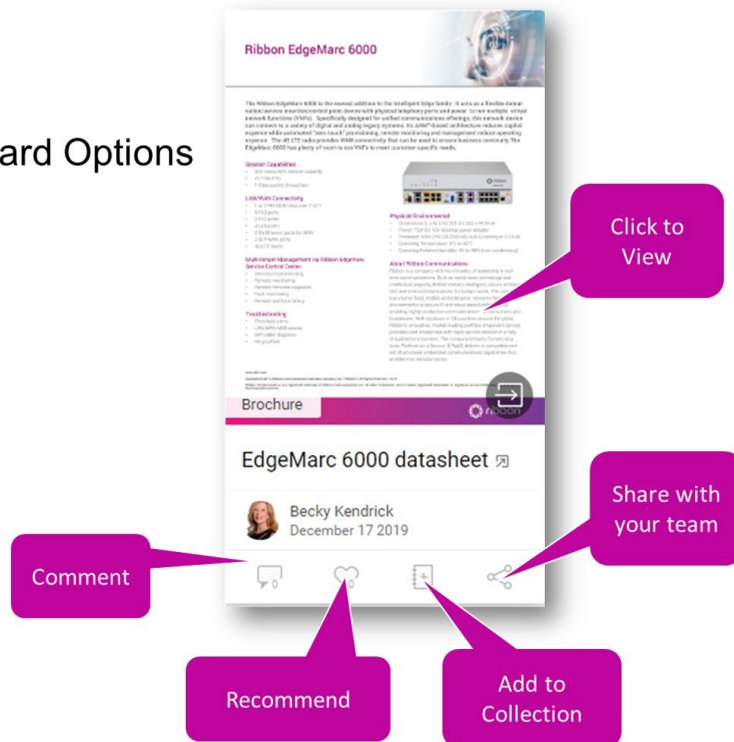
### Content

The Ribbon Partner Portal serves as a library of content specifically designed for Ribbon Partners. Within the Portal, Content is tagged based on a variety of options to make it simple for partners to access the information they need. Ribbon has pre-define frequently used content and made this available on hub dashboards to enable quick access. These categories are represented. By tiles on each Hub page.

Content items in the portal are identified in a card format. Cards will be displayed when you search for content, when you view a collection or interest, or when you view the My Subscriptions Feed.

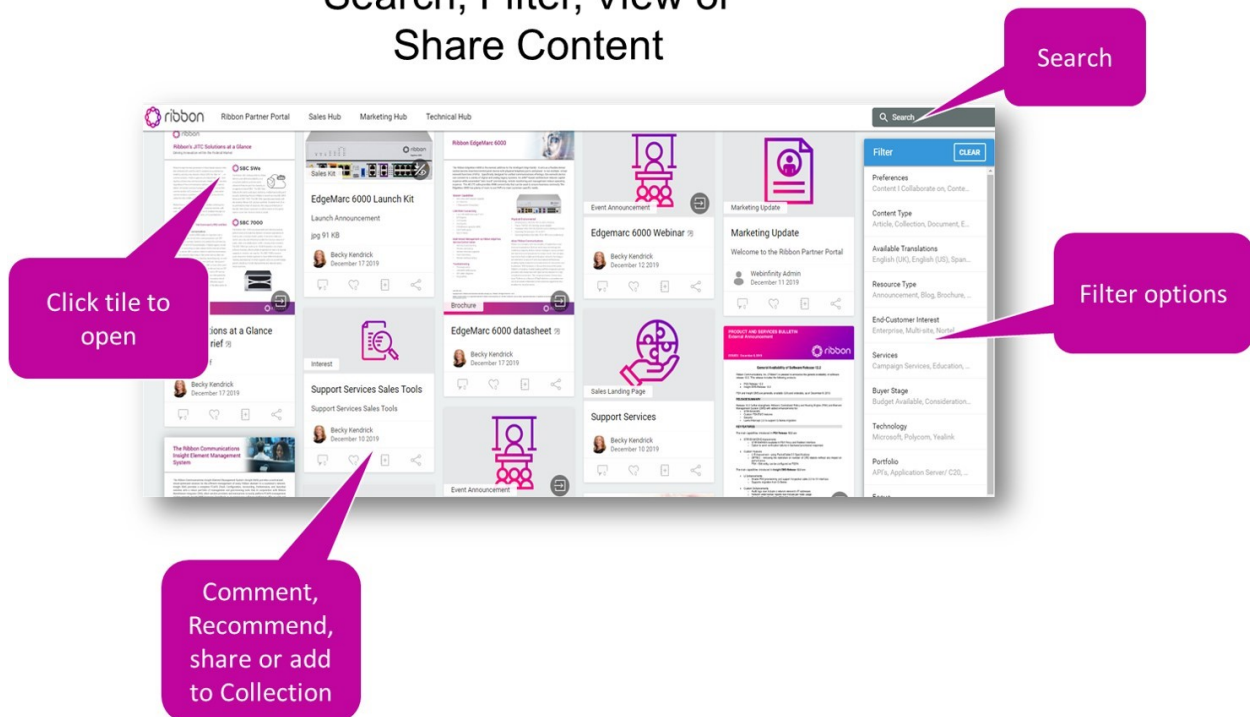
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### Content Card Options



The card view offers options to Comment on the Content, Recommend the content, Add the content to a personal collection, Share the content with another Partner Portal User, or you can click to open the content displayed

### Search, Filter, View or Share Content



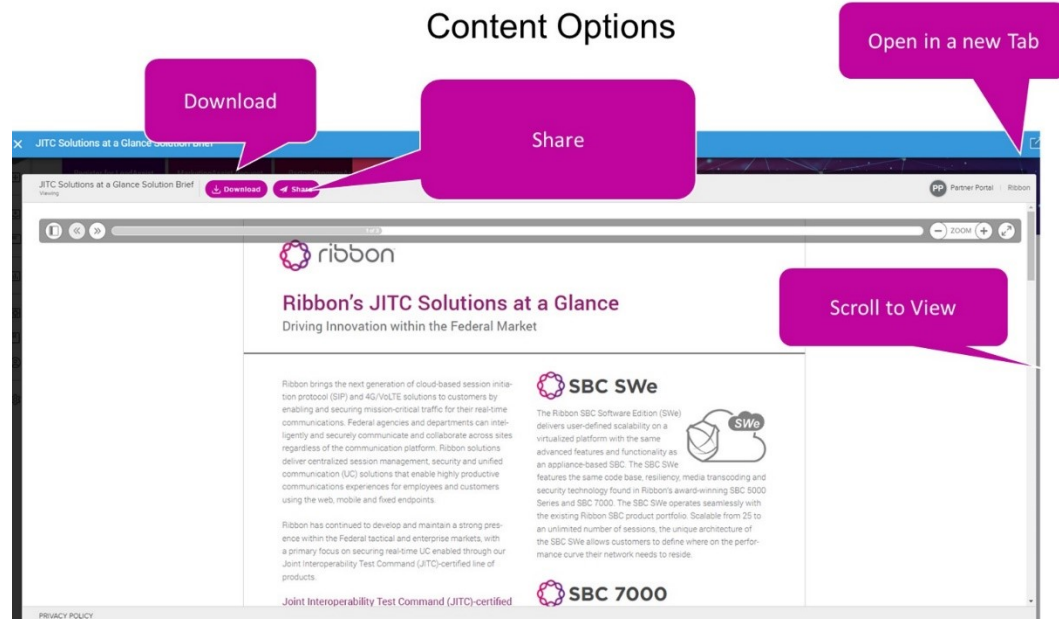
### Viewing Content



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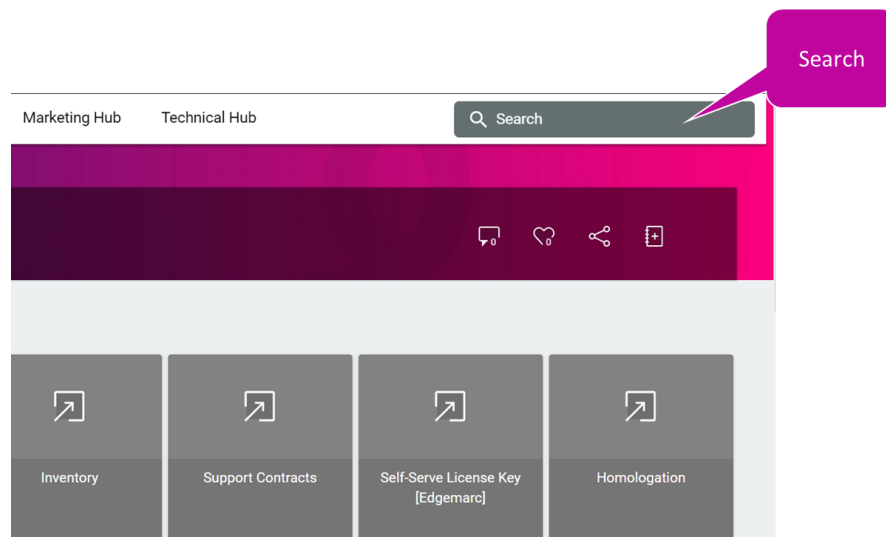
Click on any card to view content. Brochures and datasheets will open within your Partner Portal view (embedded) Links to hubs will be displayed in a separate tab in your browser.

Once you are viewing content that is embedded, you will see option to Download or share content. There may also scroll the content to review with the window provided. This share option allows you to share content with users outside of the portal.



## Search

To search for specific content, enter your search term in the search window provided on the top right of the page.



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### Filtering Content

**Filter Options:** You can filter content based on Content Type, Resource Type, Technology, Portfolio, Solution or multiple other options provided. Once you find the content of interest, Click the card to view the content or use the card icons to comment, recommend, share or add content to a collection.

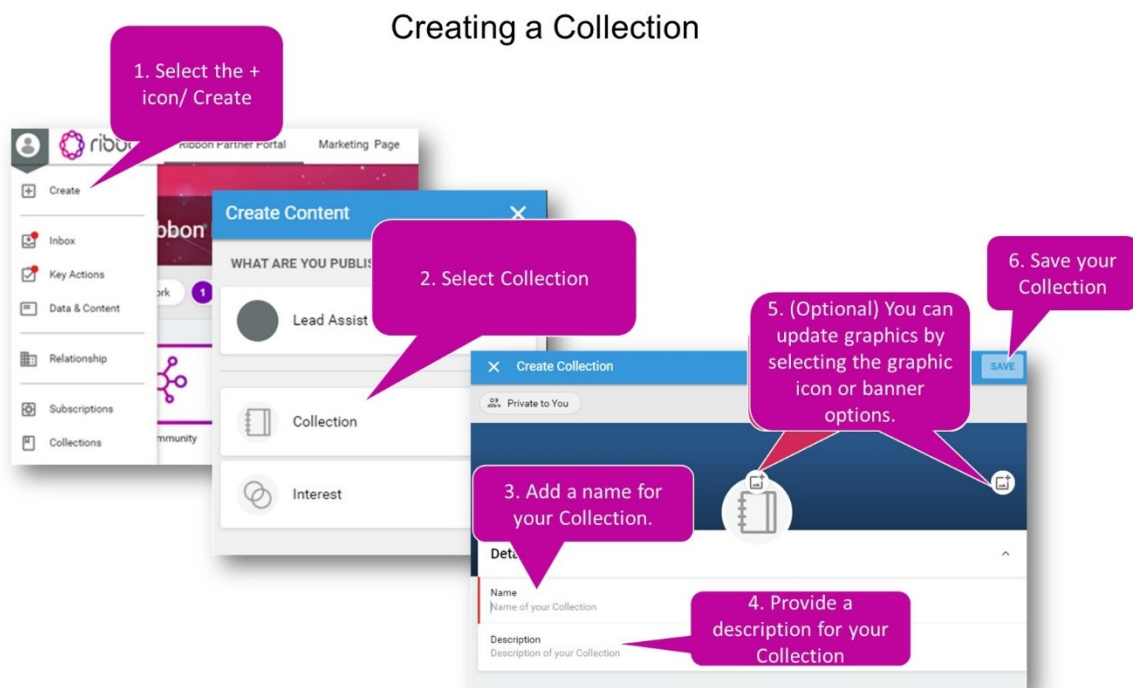
Once you have filtered your search, you can create an interest by selecting the icon located on the top right of the search banner. An interest is similar to a personal folder that you can access from the left navigation tab. Interest are dynamic in that if any new content is uploaded that fits the criteria that you have selected, it will automatically be added to your folder.

### Collections

Adding content to a collection is like creating an interest. It stores content in a personal folder that is accessible through the left navigation bar, however future content is not automatically added.

You must create a collection before adding any content to a collection.

To create a collection, Select the Create Option from the left navigation bar, next select Collection. Provide a name and description for your collection and Click Save to complete creating a collection.



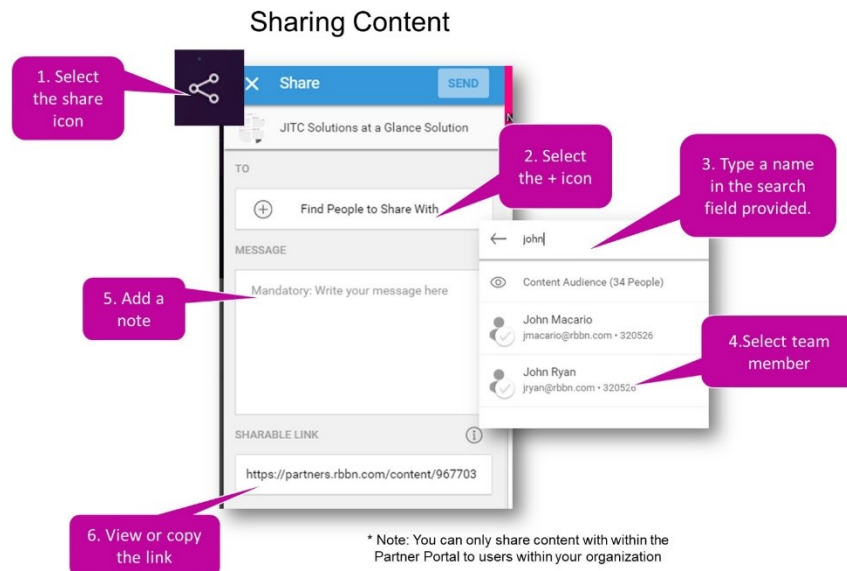
You can now select the Collection Icon from any content card and a menu will appear on the right so that you can select which collection to add your content to. You may also choose to create a new collection from this menu instead of the left navigation bar.



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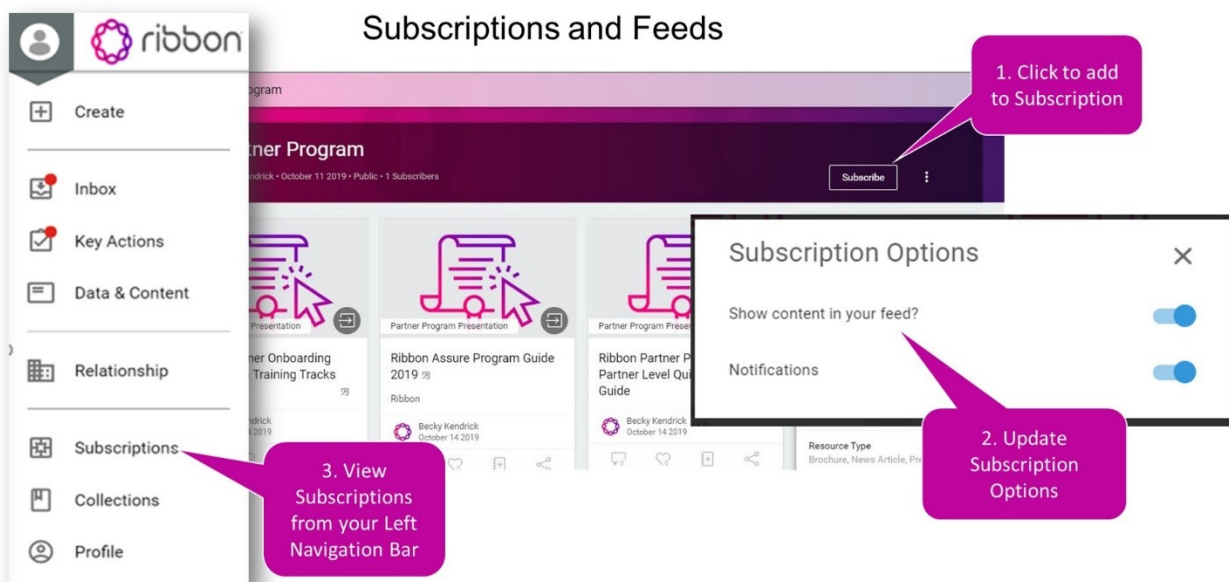
### Sharing Content with Team members

You may share content from within the portal with your team members or account manager by selecting the share icon from the Content card located on the top right banner of any content page.



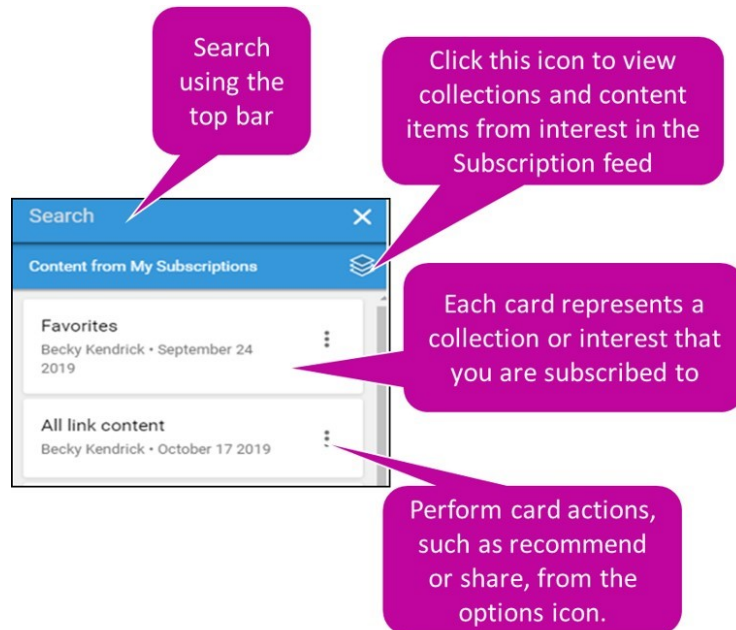
### Subscriptions

Select the subscription icon on the top right of the banner. Next, select the appropriate radio button to determine how you want to manage Subscription notifications. To access your Feed at any time, navigate to the left navigation bar and select the subscription option



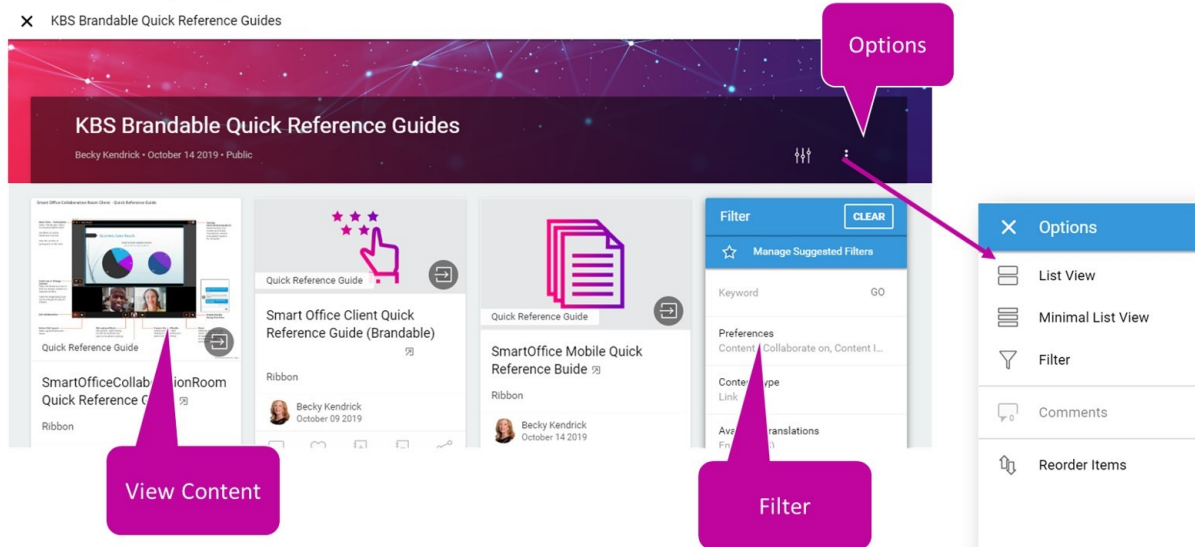
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You can view or filter a subscription item on your feed by selecting the item of choice directly from your subscription list. To view all of your subscription items, select the icon provided in the blue bar.



A content window will open, and you can browse, or filter your subscriptions feed using the menu provided on the right.

## Managing Subscription Content



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### Additional Resources:

A wide variety of resources are available to assist you with using the Ribbon Partner Portal.

- Access: Partners may request access to the Partner portal by completing the form located at <https://ribboncommunications.com/partners/partner-portals>
- Quick Reference Guide
- Tutorial
- Questions?
- Contact Us at:
- [channelsupport@rbbn.com](mailto:channelsupport@rbbn.com)
- [channelmarketing@rbbn.com](mailto:channelmarketing@rbbn.com)