
PMC FAQs

What is the Partner Management Console?

The Partner Management Console is a web-based console. It is designed to make it easier for you to monitor and manage Symantec Endpoint Protection Cloud and Small Business Edition on behalf of your customers.

What can I do with the Partner Management Console?:

Using the Partner Management Console, you can:

1. Import existing SEP Cloud customers.
2. Monitor customer entitlement status.
3. Manage customer's policies and reports.

How do I get the Partner Management Console?

The Partner Management Console can be ordered from your distribution partner. There is no cost to order or use the PMC, which will be granted for an “evergreen” term. You will receive a Welcome email with a link to access the PMC after placing your order.

How does my customer grant me permission to manage their product?

When you import a customer, the customer receives an email notification. The email instructs them how to grant you permission to manage their account.

How do I import an existing customer?

You can import an existing SEP Cloud customer into your customer list. The only required information to send an import request to a customer is the email address that is attached to their SEP Cloud account.

You should have a business relationship with the customer because your import request is dependent upon their approval. If they approve your import request, you can manage their account. You do not automatically take ownership of their existing account.

To import an existing customer:

1. On the **Customers** page, press the **Import existing customer** link on top of the page.
2. In the **Import Customer** dialog box, type your customer's email address and press **Send**.

Your request is sent to the customer. As soon as the customer confirms the request, the account is connected. After a delay of several seconds the status is updated in the **Request Status** table.

What can I manage on behalf of my SEP Cloud customers ?

You must be authorized in advance to log on to your customer's SEP Cloud account with full administrative privilege.

Once authorization is granted, you can manage any of your co-managed customer's policy settings, devices, and create new installation packages as well any other functions regularly accessed in SEP Cloud console.

To manage your customer's products

1. On the **Customers** page, click the customer name.
2. On the **Customer Profile** page, in the **Management Status** section, click **Manage Customer**. The **Manage Customer** feature automatically logs you in to your customer's SEP Cloud account in a new browser tab or window. You are logged on with full administrative rights.
3. To end your customer management session, click **Sign Out** and close the browser window or tab.