**How to upgrade from a Basic User to a Partner User in CA Support Online**

# **Introduction:**

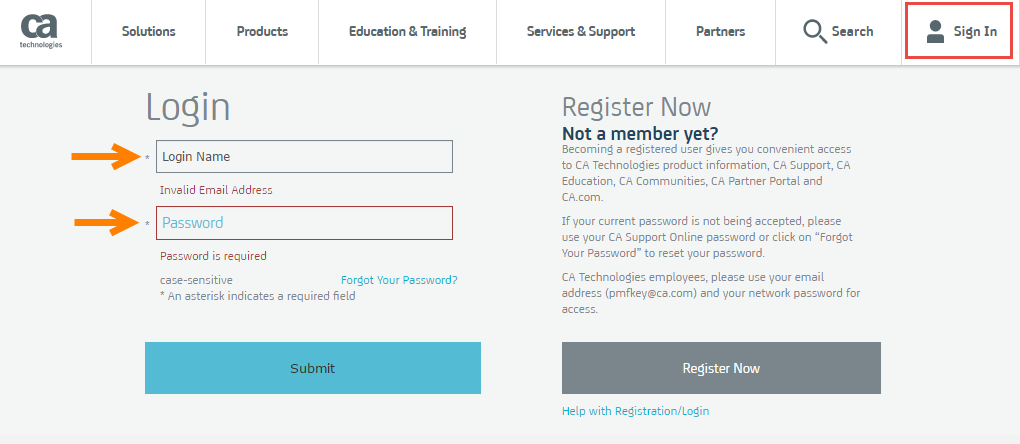
During initial registration to **CA.com**, users are presented with a number of access options to various sites on **CA.com**. If Basic **Access** was selected during registration it will provide "**Basic User"** access to **CA.com, CA Communities** and limited content on **CA Support Online**(support.ca.com)**.**



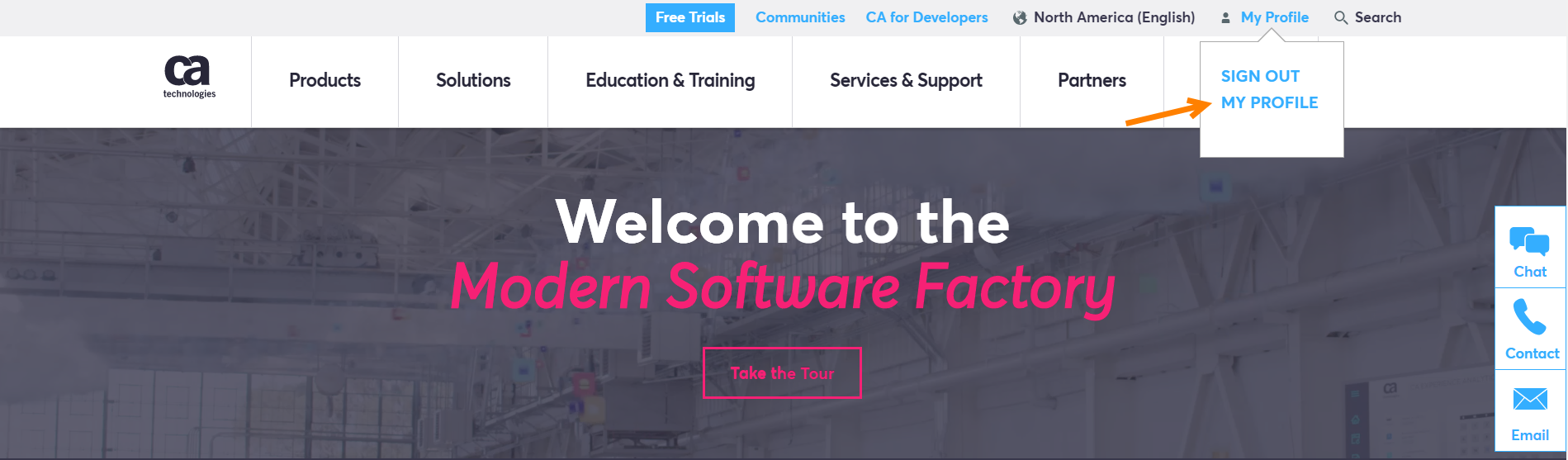
In order for a partner user to access the Partner Experience Portal, the partner user needs to enroll as a CA Partner. When enrolling as a Partner **User** the partner user will need to know their **Partner Account ID.** These advanced access requests are reviewed and processed within 24 to 48 hours.

# **Upgrading your profile to become a Partner User**

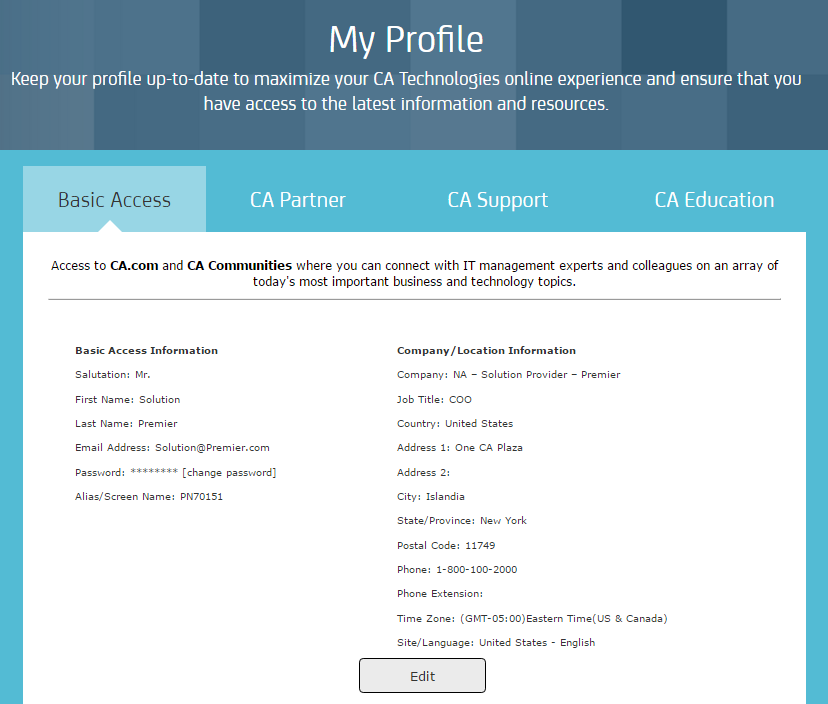
1. Log into **CA.com**



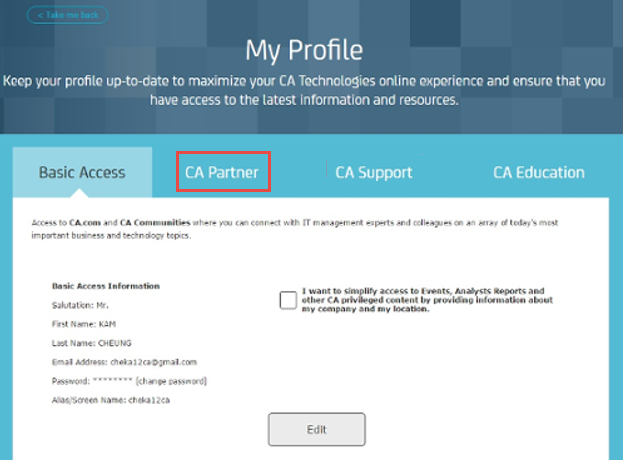
1. Select **“My Profile”** and then **“My Profile”** from the dropdown as seen below:



1. If your **“Company / Location Information”** was already provided during registration, **“My Profile”** will look like below, click on the **“CA Partner”** tab and go to **Step 5**:



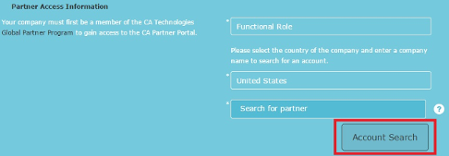
1. If your **“Company / Location Information”** has not yet been provided, **“My Profile”** will look similar to the below picture. Complete the information on this tab and then click on the **“CA Partner”** tab.



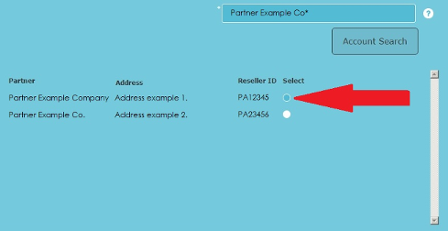
1. In order to register as **Partner User**, please check the **"CA Partner"** option as below (both **"CA Support"** and **"CA Education"** will also be checked automatically).

[](https://communities.ca.com/servlet/JiveServlet/showImage/102-231169444-1-92249/pastedImage_46.png)

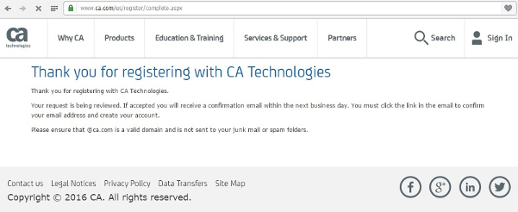
1. Complete the **"Partner Access Information"** for Functional Role and the country of the partner company. Enter the partner company name and click **"Account Search"** as below:

[](https://communities.ca.com/servlet/JiveServlet/showImage/102-231169444-1-92252/pastedImage_49.png)

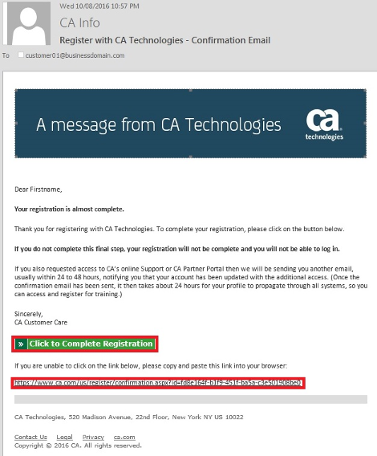
1. Select the correct Partner account from the Account Search result as below:

[](https://communities.ca.com/servlet/JiveServlet/showImage/102-231169444-1-92253/pastedImage_50.png)

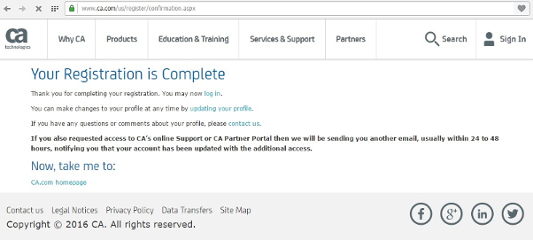
1. Click **"Register Now"** at the bottom of the page to submit the registration request.
2. After the request is submitted, user will be presented with the on-screen message as below and the registration request will be sent for processing:

[](https://communities.ca.com/servlet/JiveServlet/showImage/102-231169444-1-92254/pastedImage_51.png)

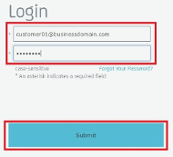
1. Once the registration request has been processed, user will receive the **Confirmation Email** (as below) from CA Info. Remember to check Spam or Junk mail boxes if the **Confirmation Email** is not in In-box. Complete the registration by clicking on the link in the **Confirmation Email** or copy the link to a browser:

[](https://communities.ca.com/servlet/JiveServlet/showImage/102-231169444-1-92255/pastedImage_52.png)

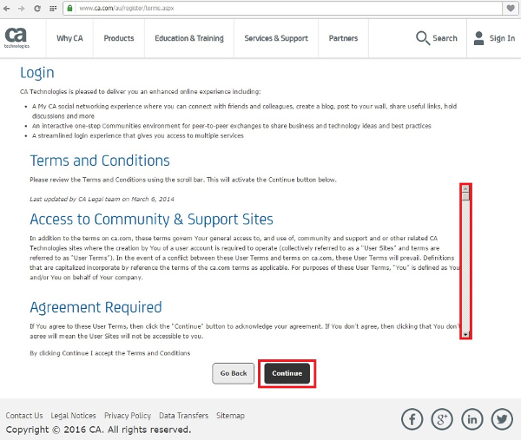
1. Once the registration process completed, user will be presented with the below on-screen message:

[](https://communities.ca.com/servlet/JiveServlet/showImage/102-231169444-1-92257/pastedImage_54.png)

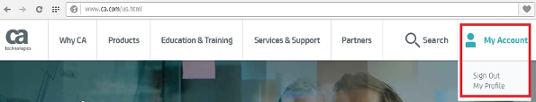
1. User are now ready to log into CA.com:

[](https://communities.ca.com/servlet/JiveServlet/showImage/102-231169444-1-92258/pastedImage_55.png)

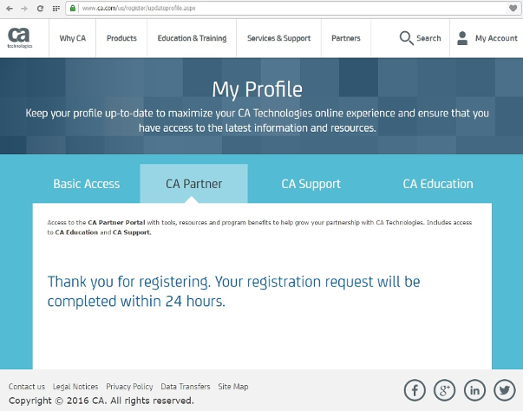
1. After logging into CA.com for the first time, user will be presented the **"Terms and Conditions"** as below. Please review the **"Terms and Conditions"** using the scroll bar inside the sub view and click **"Continue"** to acknowledge:

[](https://communities.ca.com/servlet/JiveServlet/showImage/102-231169444-1-92259/pastedImage_56.png)

1. To review the Partner User Registration status, click **"My Profile"** under **"My Account"** as below:

[](https://communities.ca.com/servlet/JiveServlet/showImage/102-231169444-1-92260/pastedImage_57.png)

1. Click **"CA Partner"** tab as below:

[](https://communities.ca.com/servlet/JiveServlet/showImage/102-231169444-1-92261/pastedImage_58.png)

1. User should receive the access to **Partner Portal** within 24 hours, please contact [Customer Care](https://communities.ca.com/external-link.jspa?url=http%3A%2F%2Fwww.ca.com%2Fus%2Fservices-support%2Fca-support%2Fcontact-support.html) team if assistance is needed.