

Microsoft Dynamics CustomerSource is a valuable connection to your relationship with Microsoft and an efficient way of accessing information you need 24 hours a day. This one-stop resource helps you maintain and grow your business management solution and increase productivity. Customers with a service plan can use it at any time to get information such as technical support, product updates and downloads, training, events, and more. CustomerSource provides access to timely information about each business management solution and can help reduce support costs by allowing you to find answers to your questions at any time.

When you log in, CustomerSource displays content pertinent to your products and profile, delivering information relevant to you in your geography.

CustomerSource

CustomerSource has nine regional/country sites in five languages. The regional/country sites and languages are:

- Australia and New Zealand – English
- Denmark – Danish
- France – France
- Germany – German
- Global – English
- Latin America – Spanish
- North America – English
- Spain – Spanish
- United Kingdom – English

Customer from countries without a dedicated site can go to the Global site to look for content that is relevant to their country and multinational customers can toggle easily between country sites. To toggle between sites scroll down to the CustomerSource footer and click on the local switcher which for North America looks like the image below.



Although the navigation of the Global site will remain in English the content displayed will have a mix of English and non-English content. Both search and catalog pages can be filtered by language to make the user experience more personalized.

Key Features

CustomerSource key features include

- News and Events
- Account Management
- Self-Support and Assisted Support
- Knowledge Base
- Downloads and Updates
- Technical Documentation

- Product and Service Information
- Training and Certification
- Microsoft Dynamics Community Forums

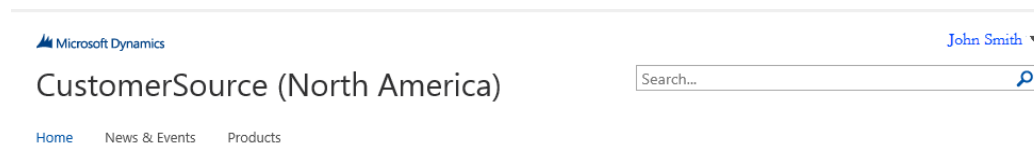
News and Events

Stay up to date on the latest corporate, local, and product-specific news and upcoming events.

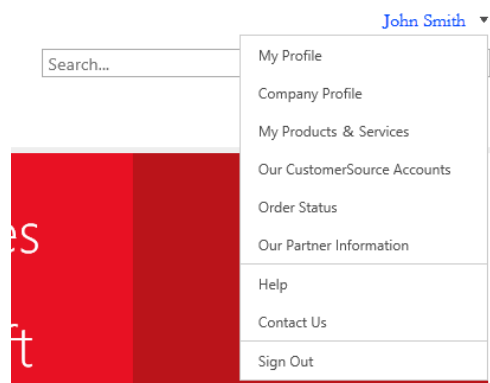
- **News and press releases**
Read the latest news affecting your business and your Microsoft Dynamics product with information on special offers, new products, product releases, and press releases.
- **Articles**
View articles about business issues from industry experts.
- **Conferences and seminars**
Plan to attend an upcoming seminar or conference. Use this opportunity to learn how you can improve your business success with Microsoft Dynamics while interacting with your peers and team members.
- **Online seminars and webcasts**
Participate in an online seminar or webcast to learn more about how our products and services can drive your business success.

User Menu

In the upper right-hand side of a CustomerSource page click on the User menu (usually contains the name of the CustomerSource user) to view the extended menu and then select the option you would like to view. In the example below the user is John Smith which is also the title of the User menu.



After clicking on “John Smith” the following menu is displayed.



Within the “User” menu a user can access and update your account information anytime. The User menu provides you with access to your account information, including your personal profile and company profile, product registration keys, partner information, and order and billing status, as well as an overview of your service plan.

Support

The Support section of CustomerSource provides convenient access to many technical resources, including both self-help and assisted support services. For customers enrolled in a Microsoft Dynamics [service plan](#), electronic support requests have the same guaranteed response time as telephone support incidents. Further information about the Microsoft Support Lifecycle Policy is also available [here](#).

Online technical support features include:

- **[Microsoft Knowledge Base](#)**: Access the same database used by our award-winning technical support team. Microsoft Knowledge Base contains thousands of technical tips, solutions to common problems, usability recommendations, and answers to frequently asked questions. Knowledge Base content is available in up to 12 languages based on geography.
- **[Community Forums](#)**: Leverage the [community forums](#) to receive answers to your everyday questions and learn more about your solution from others in the Dynamics community.
- **Hot Topics**: View the most critical support information related to your solution, including support alerts and service pack releases.
- **[Assisted support](#)**: Initiate support requests directly to our online support team for responses to your technical support questions.

Downloads and Updates

Stay current by updating your system with the latest service packs, product releases, tax and regulatory updates, and hot fixes.

Technical Documentation

Gain deeper understanding of benefits and capabilities of your software investment by accessing how-to tips and tricks, installation and set-up guides, product white papers, and more. Advanced search features have been added to specific pages, allowing you to refine your search easily with drop-down field selection options.

Product and Service Information

Access the product and service information that helps you grow your overall business solution as your business needs change. Review literature, service plan information, customer testimonials, industry solutions, and more. The Microsoft Dynamics and Related Products page provides information on other solutions available in your geography.

Training and Certification

CustomerSource enables you to take advantage of a wide range of training resources that help you understand your solution's features, functionality, and potential. Customers benefit

from unlimited organizational access to online training including downloadable training materials in many languages and E-Learning for Microsoft Dynamics. You can also access learning plans that outline every training and certification option available, and certification exam preparation guides which provide all the information you need to prepare for a certification exam for Microsoft Dynamics and related business products. Visit the Training & Certification section of CustomerSource today.

Microsoft Dynamics Community Forums

Leverage the [community forums](#) to receive answers to your everyday questions and learn more about your solution from others in the Dynamics community.

Connected. Empowered. Productive. CustomerSource.

Save time by using CustomerSource—a one-stop resource for quick and easy access to information that helps you maintain and expand your business management solution.

Microsoft Dynamics Marketplace

Visit the [Microsoft Dynamics Marketplace](#) to search, find, and try a solution developed for your business or industry demands. Amplify your Microsoft Dynamics software with the latest industry and horizontal apps from our selected partners.