



Licensing Services

Citrix Solutions Advisor



Why should I do this?

- In order for MTM Technologies, Inc. to assist you with your licensing needs, we must have visibility to your account. This can be accomplished online using the Solutions Advisor Assignment tool located on www.mycitrix.com. When you have performed the steps detailed in this document, you will have given MTM access to view your detailed account information, and allow us the opportunity to act as a liaison between you and Citrix to resolve issues with your account.

It's that simple...

Assigning MTM Technologies as your Citrix Solutions Advisor

Get Started Now...

Log into MyCitrix.com

Before you can assign your account to MTM Technologies, you must first be logged into the MyCitrix.com web site. Go to www.mycitrix.com and enter your login information. If you do not know your login, select the "**Forgot Your Password**" link.

You may search by **User Name** or **E-mail Address** to look up your login information. The recommended method is to search by your e-mail address. After you hit "**Search**", an e-mail will automatically be generated and addressed to you, containing your login and password to the MyCitrix web site.

If you do not have a MyCitrix.com login, but you do have access to your license information or your license server, please contact 866-383-2867 and ask to speak with a license specialist. We can help you retrieve and/or create an account for you.

Go to Page 2 now for detailed instructions →

MTM Technologies, Inc.

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How do I do this?

Step 1 →

If you do not have a MyCitrix.com login, but you do have access to your license information or your license server, please contact 866-383-2867 and ask to speak with a license specialist. We can help you retrieve and/or create an account for you.

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Log into MyCitrix.com

Before you can assign your account to MTM Technologies, you must first be logged into the MyCitrix.com web site. Go to www.mycitrix.com and enter your login information. If you do not know your login, select the “Forgot Your Password” link – as shown in Figure 2 below.

Figure 2 (Logging into MyCitrix.com)

My Citrix

Username:

Password:

Log In

Forgot Your Password

New Users

More Options

You may search by User Name or E-mail Address to look up your login information. The recommended method is to search by your e-mail address. After you hit “**Search**”, an e-mail will be automatically generated and addressed to you containing your login and password to the MyCitrix web site.

Figure 2 (Forgot your Password?)

Forgot your password?

Search By:

User Name Search

E-mail Address Search

More Options

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How do I do this?

Step 2 →

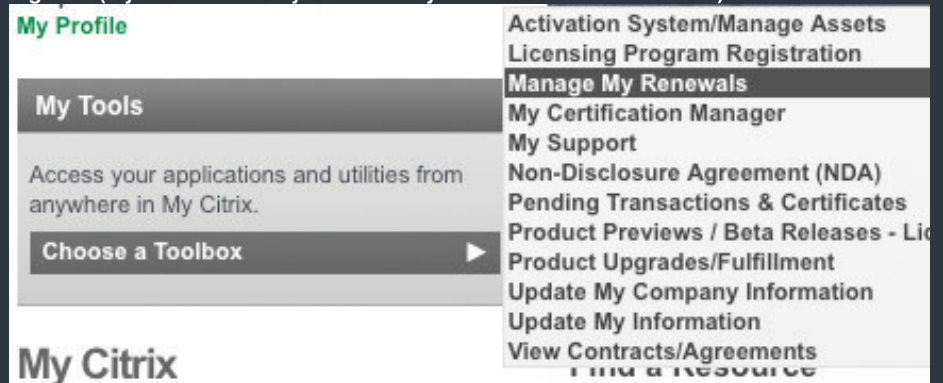
If you do not have a MyCitrix.com login, but you do have access to your license information or your license server, please contact 866-383-2867 and ask to speak with a license specialist. We can help you retrieve and/or create an account for you.

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Partner Assignment Process

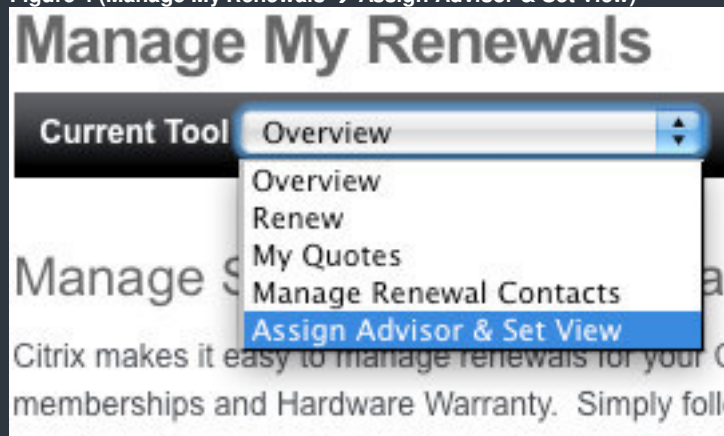
Now that you are logged into MyCitrix.com, hover your cursor over “Choose a Toolbox” (as shown below) and click on “Manage My Renewals”:

Figure 4 (MyCitrix.com → My Profile → My Tools → Choose a Toolbox)



On the next page, click on “Assign Advisor & Set View” from the drop-down option – as shown below.

Figure 4 (Manage My Renewals → Assign Advisor & Set View)



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How do I do this?

- Step 2 (continued) →

If you do not have a MyCitrix.com login, but you do have access to your license information or your license server, please contact 866-383-2867 and ask to speak with a license specialist. We can help you retrieve and/or create an account for you.

Assigning MTM Technologies as your Citrix Solutions Advisor

Now Click on the “Add Solution Advisor” button. On the next screen, you are prompted to search for your advisor. Select the “Select One” option from the state drop-down, and type “MTM” into the name field. Then click the **Search** button – this will enable a search of ALL states.

Figure 6 (Search for a Solution Advisor)

*Required information is preceded by an asterisk.

Search for a Solution Advisor

To search for your Solution Advisor, you must first select a country. If USA or Canada is selected, please select a state from the drop down box. For a faster response, enter at least the first 3 characters of the Solution Advisor's organization name.

* Country:

State:

Name:

You will then be prompted to select a particular MTM Technologies office to assign. Select the MTM Office location that you work with and click continue. **Please be advised, DO NOT select the MTM option listed as “Corporate”.** Rather, you **MUST** select a city location. After you select the location, click **Continue**.

After selecting your MTM location, the next screen will prompt you to select someone at MTM to be notified of the assignment. If possible, select your Account Manager. Or call an MTM Licensing Specialists at 866-383-2867 or email mtmlicensingservices@mtm.com for assistance.

On the final screen you will be prompted to set a visibility level. To ensure that all of your licenses are quoted accurately, please ensure that **MTM Technologies, Inc.** is set to **“View All”** access as depicted below, and then select **Submit**.

Figure 6



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How do I do this?

• Step 3 →

If you do not have a MyCitrix.com login, but you do have access to your license information or your license server, please contact 866-383-2867 and ask to speak with a license specialist. We can help you retrieve and/or create an account for you.

Assigning MTM Technologies as your Citrix Solutions Advisor

Contacting MTM Technologies

Now that your account is named to MTM Technologies with “**View All**” access, please contact your Account Manager to begin the account management process. If you do not currently have an Account Manager unsure as to whom your Account Manager is, please contact MTM’s Licensing Services department.

E-mail: mls@mtm.com Phone: 866-383-2867 (Ask to speak with a license specialist)