

Frequently Asked Questions

Q. How can I get an access to Profiling Services Portal?

- A. For the first time user, you need to login using your [Azure Active Directory Credentials](#) (in case you have already moved to AAD) or [Microsoft Account](#) (Formerly Live ID). The system will fetch all your details using the MPN ID and domain associated with your organization and you will be redirected to an auto-populated Registration Form. You can verify all the details and Submit the form. After submission, your information will be checked and once validated, you will receive an email for Access Granted. This process of validating information may take up to 24 – 48 hours.
- Please Note: You need to have an active MPN (Microsoft Partner Network) ID to use the Portal. Click [here](#) to register at MPN or find more information [here](#).

Q. In case, I already have an existing Portal Account and now logging with new (AAD or Live ID) credentials. How can I access my previous data?

- A. As the first-time log in verification to the recently updated Portal, you will be asked to provide your existing email address and new email address (one to be used in future). A verification code will be sent to your existing/previous email address. Please enter this code to the form to map your previous account with the new credential to access the previous historical data.
- Please make sure the previous email provided is accessible and email enabled.

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Q. One of my team members provided me with MLS that was created in LicenseIQ. The profile is missing agreements and organizations. Can Profiling Services Team update this profile and generate a new MLS?

A. Profiling Services does not have any visibility on TPID or GPID profiles in LicenseIQ. In order to make an update, we will need to create a new profile.

Q. What is the standard SLA for completing MLS?

A. The SLA for completing an MLS request is 72 business hours from the time it is submitted.

Q. How long is MLS available for download on CLP Works?

A. Once MLS is uploaded to your Available Downloads view, it will remain in the system for future references.

Q. What is Letter of Authorization (LOA)?

A. A Letter of Authorization is a written consent from an End Customer, stating permission to view their Licensing Information. A LOA can be an email, pdf, or any document.