

Scope: This job aid is intended for external users that access the PartnerNetwork Portal with the @member.rockwellautomation.com login ID , and access IdentityIQ with their company email address.

Contents

FORGOT LOGIN CREDENTIALS?	1
FORGOT PASSWORD? INSTRUCTIONS TO RESET PASSWORD	1
PASSWORD EXPIRATION (90-DAY); CHANGE PASSWORD	5
CUSTOMERCARE SUPPORT CONTACTS FOR COMMERCIAL PROGRAM PARTICIPANTS	7

Forgot Login Credentials?

If you have misplaced the welcome email from prmadmin@rockwellautomation.com confirming your login credentials for the PartnerNetwork Portal, refer to the [Support Contacts](#) listing at the bottom of this job aid.

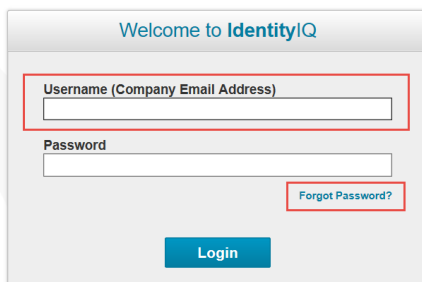
Forgot Password? Instructions to Reset Password

Your Partner Portal password is reset using IdentityIQ (IIQ).

IMPORTANT NOTICE: The password resulting from a reset password will also replace any Rockwell Automation Knowledgebase and Software Downloads passwords that you have previously created. Going forward any password changes to the Partner Portal or Knowledgebase/Software Downloads sites **MUST** be done via IdentityIQ at <https://raiiqxp.rockwellautomation.com/identityiq/login.jsf>.

Option 1 - Go Direct to IdentityIQ

1. Click on the IdentityIQ URL link below or paste into your browser:
<https://raiiqxp.rockwellautomation.com/identityiq/login.jsf>
2. On the IdentityIQ Login screen, enter your IdentityIQ **Username** (which is your **company email address**). Click on **Forgot Password**.



Welcome to IdentityIQ

Username (Company Email Address)

Password

[Forgot Password?](#)

Login

3. You will be prompted to answer 3 of the security questions you created during your original IdentityIQ setup.
4. Enter **New Password** and **Confirm Password**.
5. Click **Submit**

Answer Authentication Questions

Question 1 --Select question--
Answer

Question 2 --Select question--
Answer

Question 3 --Select question--
Answer

Enter New Password

Confirm Password

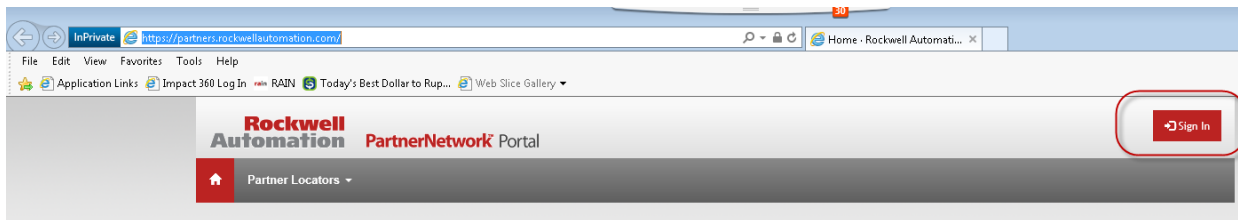
Cancel Submit

© Copyright 2014 SallPoint Technologies - All rights reserved.

6. Allow a few minutes for the password change to synchronize and then you may log in to the PartnerNetwork Portal with your Portal Username (XXXX@member.rockwellautomation.com) and your new password.

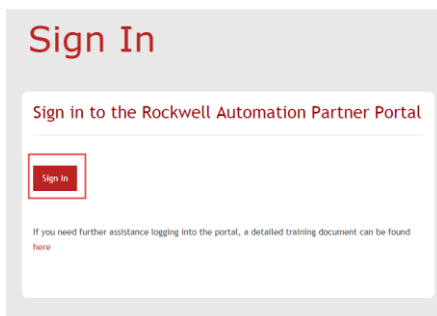
Option 2 - From the Partner Portal

1. From the Partner Portal home page (<https://partners.rockwellautomation.com/>) click on **Sign In** button (upper right).



You will then be directed to the Rockwell Single Sign-on page.

2. Click on the Rockwell Automation Partner Portal **Sign in** button.



You will be redirected to the MFA (Multi-factor Authentication) login page.

- At the bottom right of the MFA login page, you will see the message “To reset your password please go to: <https://raiiqxp.rockwellautomation.com/identityiq/login.jsf>” (this is the URL to IdentityIQ login).

If you need help with logging in please contact as follows:
In North America contact: 888-382-5353, Option 2 or your local RA Contact
In EMEA and Asia/Pacific contact your local Customer Care representative
Copyright: Rockwell Automation 2017
*** Please ensure your saved favorite/bookmark/shortcut is for the Rockwell site and not this page. Right-click on the favorite/bookmark/shortcut and click Properties to review and update as necessary.

Sign in with your work or school account

someone@member.rockwellautomation.com

Password

Keep me signed in

Sign in

Can't access your account?

To reset your password please go to:
<https://raiiqxp.rockwellautomation.com/identityiq/login.jsf>

© 2017 Microsoft
Terms of use Privacy & Cookies

© 2017 Microsoft
Terms of use Privacy & Cookies

Microsoft

- Copy the URL and paste into your web browser.

IMPORTANT!! Do NOT use the “Can’t access your account” link on the page. This is not for Partner Portal access or password reset. This is a standard Microsoft Office 365 function that cannot be removed from the site.

Sign in with your work or school account

someone@member.rockwellautomation.com

Password

Keep me signed in

Sign in

Can't access your account?

What kind of account do you have?

Personal account

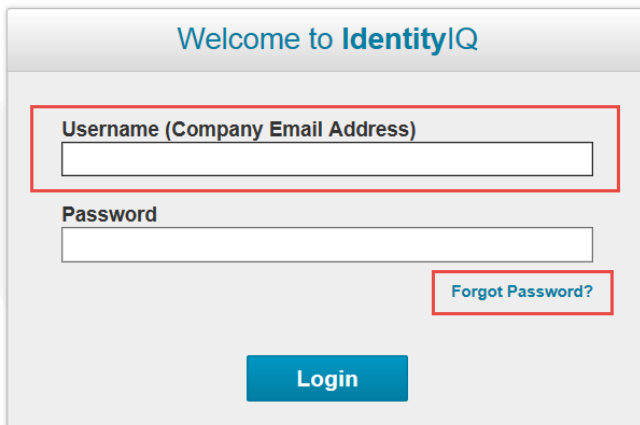
Work or school account

To reset your password please go to:
<https://raiiqxp.rockwellautomation.com/identityiq/login.jsf>

© 2017 Microsoft
Terms of use Privacy & Cookies

Microsoft

5. On the IdentityIQ Login screen, enter your **Username** (which is your **company email address**). Click on **Forgot Password**.



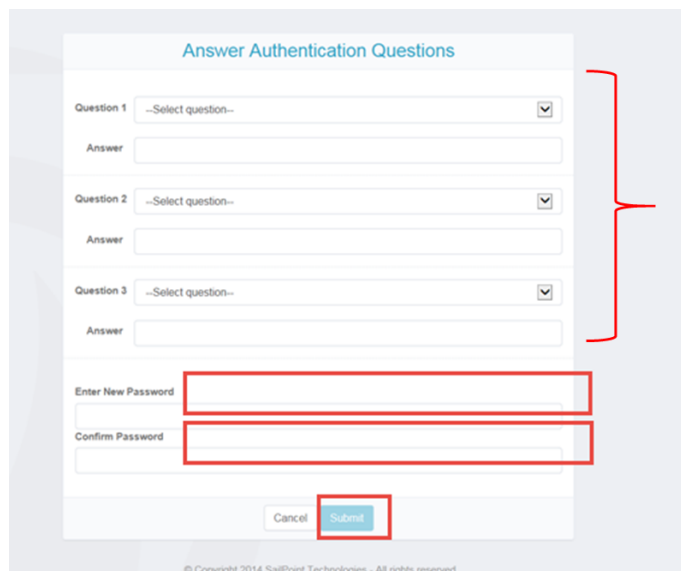
Username (Company Email Address)

Password

Forgot Password?

Login

6. You will be prompted to answer 3 of the security questions you created during your original IdentityIQ setup.
7. Enter **New Password** and **Confirm Password**.
8. Click **Submit**



Answer Authentication Questions

Question 1 --Select question--

Answer

Question 2 --Select question--

Answer

Question 3 --Select question--

Answer

Enter New Password

Confirm Password

Cancel Submit

© Copyright 2014 SailPoint Technologies - All rights reserved.

9. Allow a few minutes for the password change to synchronize and then you may log in to the Partner Portal with your Portal Username (XXXX@member.rockwellautomation.com) and your new password.

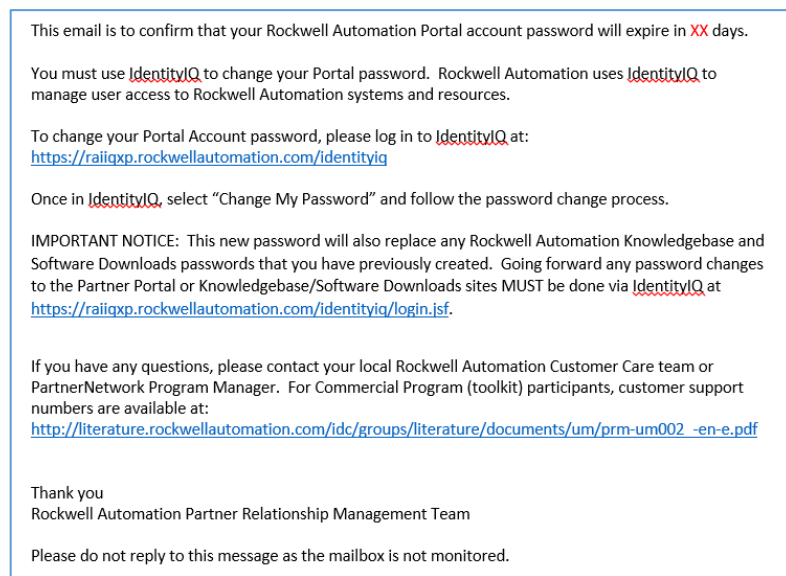
Password Expiration (90-day); Change Password

NOTE: Your Partner Portal password is reset using IdentityIQ (IIQ).

PRM Partner Portal passwords expire every 90 days after account activation.

IMPORTANT NOTICE: The password resulting from a reset password will also replace any Rockwell Automation Knowledgebase and Software Downloads passwords that you have previously created. Going forward any password changes to the Partner Portal or Knowledgebase/Software Downloads sites **MUST** be done via IdentityIQ at <https://raiiqxp.rockwellautomation.com/identityiq/login.jsf>.

You will receive an email from **account_admin@rockwellautomation.com** notifying you that your password will expire.



1. Click on the IdentityIQ URL link below or paste into your browser:
<https://raiiqxp.rockwellautomation.com/identityiq/login.jsf>
2. Log in to IdentityIQ with your Username (which is your Company Email Address) and current password.

Welcome to IdentityIQ

Username (Company Email Address)

Password

[Forgot Password?](#)

3. Under dashboard select **Change My Password**.

IdentityIQ

Dashboard Define Monitor Analyze Manage System Setup

Dashboard

MAIN MENU TASKS

- Change My Password
- Reset A Users Password
- Create a single user
- Create SharePoint Account
- Create SalesPlanning Account

4. Enter a **New password** of your choice conforming to the Password Policy shown below. Enter your new password again to confirm. Select **Change Password**.

Change My Password

***Re-enter all password fields when there is an error.

New Password*

Confirm New Password*

Password Policy

All passwords are case sensitive, must be at least 6 characters long, and must contain three of the following:

- Lowercase letter
- Uppercase letter
- Special character
- Number

Password must not contain User ID, email, first name or last name.

* indicates required field

Change Password Cancel

Customer Care Support Contacts for Commercial Program Participants

Commercial Program (Toolkit) Participants – please refer to the regional Customer Care support contacts below should you have issues or questions about Partner Portal IIQ SSO/MFA login and/or access.

North America Region (Canada & USA) Commercial Program Participants – Support Contacts

Please call +1 414-382-8360, and select Option 5



Email address: ratechconnect_cs@ra.rockwell.com

Latin America Region Commercial Program Participants – Support Contacts



Email address: ratechconnect_la@ra.rockwell.com

Country	Telephone Number
Argentina & Paraguay	+54 11 5554-4080
Bolivia	0800-100-915
Brazil (Distributors)	+55 11 5189-9400
Brazil (Direct Customers)	+55 11 5189-9500
Chile	+56 2 2290-0701
Colombia	+57 1 6499632
Mexico	+52 (1) 55 5246 2010
Peru	+51 1 211-4912
Puerto Rico & Caribe Trinidad & Tobago Dominican Republic	+1 787-300-6240
Venezuela	+58 212 9490770

Asia Pacific Region Commercial Program Participants – Support Contacts



Email address: sea_contract@ra.rockwell.com

Country	Toll Free Number	Direct Dial (DID)
China	400 620 6620	+86 21 61288288
Taiwan	080 902 0908	+886 266188244
Hong Kong	N/A	+852 28874666
India	8000504090	+91 1204671590
Philippines	1800 1651 0732	+63 2 705 6488
Indonesia	00180 365 7075	+62 21 25545255
Thailand	001800 658 170	+66 2 936 1500
Vietnam	120 651 77	+84 8 6255 6433
Malaysia	1800 806 577	+60 3 8997 6698
Singapore	1800 510 6774	+65 6510 6774
Pakistan	0080011065 At the voice prompt, enter 2# At the next voice prompt, enter 2#	+65 65106772
Australia	1800 762 593	+61 3 9757 1588
New Zealand	0800 762 593	+61 3 9757 1589
Korea	N/A	+82 2 21884488
Japan	N/A	

EMEA Region Commercial Program Participants – Support Contacts



Belgium, Luxemburg, the Netherlands - support.benelux@ra.rockwell.com

Czech Cluster: Hungary, Croatia, Slovenia, Romania- racz@ra.rockwell.com

DACH region: Austria, Switzerland, Germany - tcquote_dach@ra.rockwell.com

France, Monaco - tcquote_france@ra.rockwell.com

Italy and Israel - tcquote_italy@ra.rockwell.com

Poland - polandorderentry@ra.rockwell.com

Russia and CIS region - tcquote_russia@ra.rockwell.com

South Africa - tcquote_sa@ra.rockwell.com

Sweden, Denmark, Finland, Norway - tcquote_scandinavia@ra.rockwell.com

UK, Ireland - rauktechconnect@ra.rockwell.com

Country	Local Number	International Number
Austria	073238909	+43 73238909
Belgium	027168499	+32 27168499
Czech Cluster	284015901	+420 284015901
Denmark	43466050	+45 43466050
France	0825303132	+33 161087980
Germany	021141553620	+49 21141553620
Italy	199119900 or 199119922	+39 0230249577 or +39 0230249578
Netherlands	0102665580	+31 102665580
Poland	327208998	+48 327208998
Portugal	214225500	+351 214225500
Russia	4959560464	+7 4959560464
South Africa	0860762522	+27 860762522
Spain	902309330	+34 902309330
Sweden	0046199478	+46 46199478
Switzerland (Deutsch)	848000277	+41 848000277
Switzerland (Francais)	848000278	+41 848000278
Switzerland (Italiano)	848000279	+41 848000279
Turkey	4444940	+90 4444940
UAE (Middle East)	026948106	+971 2 6948106
UK	08702411803	+44 8702411803