

CustomerSource Access Frequently Asked Questions


CustomerSource provides you with access to resources such as self-help tools, product updates, newsgroups, training, documentation and online newsletters to help you optimize your use of your Microsoft Dynamics™ product. Customers with an Enhancement Plan or support plan may access CustomerSource. This document provides the most common questions and answers related to using your Windows Live ID with CustomerSource.

If your question isn't found below, please visit the [Windows Live ID site](#) or e-mail voice@microsoft.com. CustomerSource uses Windows Live ID for authentication. This is a Web-based service designed to make signing in to Microsoft Web sites fast and easy. Formerly known as "Passport," Windows Live ID enables participating sites to authenticate a user with a single set of sign-in credentials, eliminating your need to remember numerous passwords and sign-in names.

I am able to use CustomerSource. How do I get the rest of my colleagues set up to use it?

Setting up new users for CustomerSource access is easy and extremely beneficial. Learn how you can [invite individuals in your organization](#) to receive access to this valuable online wealth of resources.

How do I create a Windows Live ID?

If you have signed in to any site or service that displays  **Microsoft Passport Network** OR  **Windows Live ID**, or if you have an e-mail address that ends with @hotmail.com or @msn.com, then you may already have a Windows Live ID. You can use that e-mail address to sign in to Windows Live ID-participating sites and services. You may use that existing Windows Live ID to access CustomerSource.

If you don't have a Windows Live ID, visit the [Windows Live ID Account Services site](#), and follow the instructions given.

What if I forget my Windows Live ID password?

Visit the [password help page](#).

I do not recall registering for Windows Live ID. However, when I try to register my e-mail address, it says that it is already registered. What should I do?

First, attempt to reset your password. When you create a Windows Live ID account, you also create a secret question and answer to us when you need to reset your password. If you're not able to reset your password, you can either set up a new Microsoft Passport ID, [learn how](#) to check for an existing account, or request further assistance from the Windows Live ID [support](#) team.

Can I view a list of my current Windows Live ID accounts?

No. While you can set up several Windows Live ID accounts, these accounts are not linked together per person; therefore, the service does not offer the ability to view all Windows Live ID accounts you've established.

You get the greatest benefit by having only one Windows Live ID. With one Windows Live ID, you have a single e-mail address and password that you can use to sign in to participating sites and services. If you want more than one Windows Live ID, you can register for as many as you would like; however, each one must have a different e-mail address.

I created a new Windows Live ID to access my Microsoft Dynamics profile, but it does not appear when I sign in to Windows Live ID. However, if I try to create it again, it says it's already been created. What now?

Immediately after creating a Windows Live ID account, the account name will not appear in the drop-down list on the sign-in page. On this first use of your account or any other time your account name doesn't appear in the sign-in page, you will need to enter the account information.

Every time I go to CustomerSource, I am automatically logged into my Windows Live ID. Is this secure?

When you sign into Windows Live ID, you may select a checkbox to indicate you would like to sign in automatically. If you select this check box when you sign in, you remain signed in to your Windows Live ID and any participating sites or services until you click Sign Out, even if you close the browser window or turn off the computer. We recommend that you use this option only if you are the only person using the computer.

If you are not prompted for your Windows Live ID credentials when you access CustomerSource, you may have selected that checkbox. Alternatively, you may have already signed into Windows Live ID through a different site or application.

Why did I get multiple e-mails when I entered my e-mail address in the account association page?

When you enter your e-mail address, we search our systems for all occurrences of that e-mail address. You will then receive an e-mail for each one of those profiles. You may associate the same Windows Live ID account to all of these profiles; just click the link included in each one of the e-mails.

After you've associated your Windows Live ID to more than one Microsoft Dynamics profile, you will need to select which profile to use upon each visit to CustomerSource. To switch between profiles, close your browser and open a new browser, or sign out of Windows Live ID and sign in again.

I've already associated one Windows Live ID account with my Microsoft Dynamics extranet profile. How can I switch my CustomerSource profile to use a different Windows Live ID account?

In CustomerSource, select [My Account](#) from the left navigation, and choose [Personal Profile](#) from the flyout menu. On this page, verify that your e-mail address is correct; if it is, click on the button at the bottom that says Send Invite E-mail.

If the e-mail address is not correct, select the Edit button at the bottom of the page, enter the correct e-mail address, click Send Invite E-mail, and then click the Save button. After receiving this e-mail, sign into the Windows Live ID account you'd like to use and click on the link within your new invitation e-mail.

CustomerSource availability may vary by location. Microsoft Dynamics partners and employees also have access to the site. Site availability may vary based on scheduled maintenance and other downtime.