

Partner Registration FAQs

Frequently asked questions

Getting Started

Do I need to register to become a Cisco Partner?

Yes, to become a Cisco Partner, you must register and meet the Partner Minimum Eligibility Requirements.

How can I change my language in Partner Registration?

On the landing page of the Partner Registration tool, select your preferred language by clicking the globe icon located at the top right-hand side of the page, and selecting your preferred language.

What is an authorized signatory?

An authorized signatory is an individual with the legal authority to sign binding documents on behalf of your corporation, partnership, or other legal entity. Please note:

- Only one person per company (for each country) can agree to the terms and conditions and submit a registration application.
- The Cisco user account used for registration must be that of an individual authorized to sign on behalf of the entity. For existing registered partners those users must have the Cisco Partner Self Service (PSS) administrator role.
- Without signature authority for your company, you cannot register as a Cisco Partner.

I have attempted to register my company as a Cisco Partner, but the registration tool says we are already registered. How do I associate myself to my Cisco Partner?

If your company is already registered as a Cisco Partner, you should see a "Request Association" link in the search results, when you search for your company. Click the link to connect your Cisco user profile with your company. You do not need to register again. After you successfully associate your profile, you will receive full Cisco partner benefits.

What are and where can I find Cisco's minimum eligibility requirements?

Cisco's minimum eligibility requirements can be found [here](#).

Troubleshooting and Registration Process

Can I save my work and come back later to complete it?

Yes. Auto-save is enabled to capture your progress page by page. Additionally, you may click the 'save' button at the bottom right of each page.

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I am unable to proceed to the next page or don't know the answer to a question?

If you are unable to proceed, ensure every mandatory question on the page is completed; missing information will be outlined in red. If you do not have the necessary information to complete a section, use the 'save' button to exit and return once you have gathered the required details.

Will I be able to go back and edit or update my responses?

Yes. You can navigate backwards and forwards throughout the application using the 'back' and 'next' buttons at the bottom of each page. After the "Additional Details" section, you will be directed to a review page to verify and edit your information before final submission.

Documentation and Compliance

Why do I need to complete the questions in the Additional Details section of the application?

The Additional Details help Cisco evaluate your company, and more thoroughly understand the operations and integrity of our partners worldwide. We trust that you share our values of transparency and integrity in all business matters and appreciate your help in maintaining Cisco's high standards.

What is the reseller account number (RAN)?

This is your company's unique account number with your [Cisco Authorized Distributor\(s\)](#). If you do not know your account number(s) please contact your distributor directly, or if you have not established a relationship with a [Cisco authorized distributor](#), please reach out to one before proceeding with registration.

Why do I need to provide my Taxpayer Identification Number (TIN) and a copy of my W9 (US only)?

The Internal Revenue Service (IRS) requires Cisco to have this form on file before making any incentive or rebate payments. Both corporate and non-corporate entities must complete this form; failure to do so will result in the rejection of your application.

What if I choose not to complete the W9 form as requested? (US Only)

If you do not complete the W9 form, you will not become a Cisco Partner.

- Cisco is legally required in the United States to have a valid tax identification number as well as a completed and signed W9 form on file prior to conducting business.
- For more information on Cisco's tax requirements, visit our [tax requirements](#).

Why do I need to provide my company Tax Identification Number and upload a copy of the tax certificate?

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Cisco requires your Tax Identification Number and a copy of your tax certificate as part of the process used to verify company information and comply with laws regarding payments made by Cisco.

Why do I need to provide a copy of my Certificate of Incorporation / Business License?

A copy of your Certificate of Incorporation (or equivalent) is required to verify your company's legal identity.

Can I submit the registration if I don't have all the requested documents?

Please ensure all required documentation is attached prior to submission. Incomplete applications may face processing delays or result in rejection.

Request for Information

Why am I receiving a Request for Information email? Is something wrong with our application or partnership?

No, this is not necessarily a sign of a problem. This email is a standard part of Cisco's Partner Registration process. Cisco periodically performs due diligence reviews to ensure all partners meet regulatory and ethical standards. It was identified that certain areas in the application require clarification so please click "Respond to Request" in the email to log into Partner Registration and provide a response as instructed in the email.

What happens if I miss the deadline on the Request for Information request?

A timely response is required to keep your registration process moving forward. If you fail to respond in the time stated, your application may be delayed, paused, or in some cases, declined. If you anticipate a delay, refer to the instructions provided in the email.

What exactly does Cisco need from me to satisfy the Request for Information?

The specific requirements are not listed in the email to protect your data privacy. Once you click the "Respond to Request" button and authenticate, you will be directed to a secure portal that clearly lists the specific documents or information needed for your unique case.

If I have questions about a Request for Information, who can I talk to?

For questions about what is being asked, please refer to the instructions provided in the email. Please include your Partner name and country of registration to help the support team assist you faster.

How can I tell if the Request for Information Is a phishing email or a legitimate email?

To verify this is a legitimate request, please check the sender's email address to ensure it originates from an official "@cisco.com" domain. Additionally, hover your mouse over the "Respond to Request" button to see the destination URL—it should lead to a secure Cisco-hosted website.

Post-Submission and Support

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When will I receive notification of my registration status?

You will be notified via email within a maximum of 45 calendar days from submission. Please monitor your inbox, as additional information may be requested during this window.

My company is already a Cisco Partner. How do I get access to Cisco Partner tools?

Go to [Partner Self Service \(PSS\)](#) and login with your Cisco user account to associate with your company. After your company PSS administrator approves your request, you will have access to Cisco Partner tools as granted by your administrators. Refer to the [PSS User Guide](#) to view these steps.

What If I require technical assistance during the application process?

Please open a "Become a Cisco Reseller or Distributor" case via the [Customer Service Hub](#).

How can I get a signed copy of my Indirect Channel Partnership Agreement (ICPA)?

A PSS Administrator can download a signed ICPA at any time. Please view [ICPA download instructions](#) to view these steps.

I am unsure about my future Public Sector / Government engagements. How do I complete this section?

If you are uncertain regarding future Public Sector or Government engagements, please contact your Cisco representative for guidance tailored to your specific business model. If you have questions regarding how your responses align with your future business strategy, please reach out to your Cisco account manager for clarification.

What if my issue is not covered in this FAQ?

If you cannot find the answer to your question here, please open a "Become a Cisco Reseller or Distributor" case via the [Customer Service Hub](#) or contact your Cisco Authorized Distributor.