



Tungsten Printix Partner Guide

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TUNGSTEN
AUTOMATION

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Chapter 1

Introduction

This documentation is intended for Tungsten Printix partners and their resellers and describes how to use the [Printix Partner Portal](#).

Watch this video: [Printix Partner Portal Introduction](#).



- You can [apply to become a partner](#), or contact partner.printix@tungstenautomation.com if you have questions.
- Dates are in the format YYYY-MM-DD.
Example: 2025-12-31

Quick links

Use these links to quickly locate details about typical tasks:

- [How to sign in](#)
 - [Sign-in issues](#)
- [Best practices](#)
 - [Partner user and tenant access](#)
- [Billing](#)
- [How to create a tenant](#)
- [How to add a system manager to a tenant](#)
- [How to add a user](#)
- [How to issue a not for resale license](#)
- [How to add or change a credit card](#)
- [How to start a subscription](#)

Partner Resource Center

Visit the [Printix Partner Resource Center](#) for:

- Everything you need to know about partner onboarding
- Sales and marketing collateral and tools
- Technical training and support materials

Product information

- [Pricing](#)
- [Subscription Terms of Service](#)
- [Privacy Policy](#)
- [Printix Security and Privacy](#)

Product Support

- [Product support](#)

Printix partner api

- [Read about Printix api.](#)
Supported operations:
 - Create new tenant.
 - Get a single tenant including basic billing information.
 - Cancel a tenant's subscription.

Best practices

Ensure a successful implementation of Printix at the customer:

1. Clearly define the responsibilities (see below).
2. Manage expectations (see below).
3. Do the implementation (see below).

Clear definition of responsibility

Appoint who is responsible for the implementation.

- Who is going to be the single point of contact in your (and/or the reseller's) organization?
- Who is going to be the single point of contact at the customer?

Manage expectations

Understand the customer's motivation, current pain points, and project timeline.

- What Printix functionality do they want to use? Use our [checklist](#) to record this.

Do the implementation

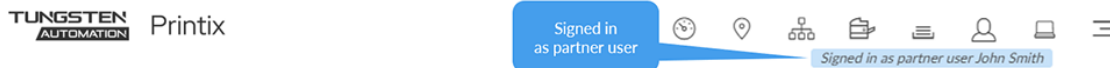
With insights into the customer's current print infrastructure (or lack of), you can proceed with the implementation.

- Follow the steps in the [Printix Implementation Help](#).

Partner user and tenant access

Access	Partner user	System manager at tenant	User at tenant
Sign in to Printix Partner Portal	+	–	–
Sign in to Printix Administrator	+ (1)	+	–
Sign in to Printix Client	–	+	+
Sign in to Printix App	–	+	+

(1) Must [open Printix Administrator](#) from the Printix Partner Portal.



As a **Partner user**, you cannot perform the tasks below. To perform these tasks, you must have access to at least one user (account) in the tenant. The tenant user should have the **System manager** role in Printix.

- Test printing. Requires sign-in to Printix Client.
- Test secure print. Requires sign-in to Printix Client and Printix App. For example, scanning a QR code does not select the printer as expected.
- Test mobile print. Requires sign-in to Printix App.
- Add and work with print driver configurations. Requires sign-in to Printix Administrator and Printix Client.
- Upload of print drivers. Requires sign-in to Printix Client.

i The account you use to sign in to our support system (Zendesk) is a separate account and has nothing to do with the accounts you use to access the Printix Partner Portal and Printix Administrator.

Web browser requirements

Printix software is designed to work on all newer web browsers on your phone, tablet, and computer.

- Google Chrome 4 or higher
- Microsoft Edge 88 or higher
- Mozilla Firefox 3.6 or higher
- Apple Safari 4 or higher
 - Private mode is not supported.

Revision history

2024-07-06

- Updated the *Partner Guide* to reflect the rebranded company and product names: Tungsten Automation and Tungsten Printix. The email address support@printix.net is replaced with a [Product Support](#) page.

2024-01-30

- Replaced finance.printix@kofax.com with finance.printix@tungstenautomation.com and replaced partner.printix@kofax.com with partner.printix@tungstenautomation.com. The email address support@printix.net is still valid but will be replaced later.

2023-10-17

- Documentation is updated to reflect that Microsoft has changed the name of Azure AD to Microsoft Entra ID.

2023-01-04

- Replaced finance@printix.net with finance.printix@tungstenautomation.com. The email address support@printix.net is still valid but will be replaced later.

2022-10-07

- Added section [How to create a tenant \(Tungsten Automation\)](#), which is relevant for Tungsten Automation employees only.

2022-09-28

- Replaced partner@printix.net with partner.printix@tungstenautomation.com. The email addresses support@printix.net and finance@printix.net are still valid but will be replaced later.

2022-07-06

- Printix Go is enabled for all existing and new tenants. It is therefore no longer necessary to become authorized to enable [Printix Go](#) for your [tenants](#) and [resellers](#).

2022-03-31

- It is now possible to [revoke subscription cancellation](#).
- Added section [How to move a tenant to another Printix partner](#).

2022-02-01

- Added section [Product support](#) with relevant information for partners doing support.



2021-11-25

- Introduced [Set subscription start date](#) on the **Subscription** tab on the **Tenant properties** page.
- **Renewal date** for annual subscriptions is now listed on the **Subscription** tab on the **Tenant properties** page.
- Printix staff can now **Change Printix Home** and **Change company name** of tenants.

2021-09-22

- Introduced [Accounting contact email](#) on the **Billing** tab on the **Partner properties** page.

2021-07-09

- The number of staff for monthly billed education [subscriptions](#) can now be changed by partners without involving Printix. If subsequent changes need to be made (fewer or more users) to an annual subscription, contact finance.printix@tungstenautomation.com to have the subscription modified accordingly.
- The [reseller](#) name is now shown on the **Tenant properties** page's **Dashboard** tab.
- To make it easier to determine how to sign in, the sign-in method for [partner users](#) and [reseller users](#) is now represented by an icon:
 - Microsoft 
 - Email  (Printix account)
- The [Add user](#) process now shows the email address of the invited user, the time of the invitation, and the email address of the user who created the invitation. Example: Created by: john.smith@ajax.com, YYYY-MM-DD. After the invited user has registered, the question mark (?) is replaced by the name of the user.



2021-04-08

- The Printix Go setting **Require PIN code for sign in with ID code** has been removed from the [Printix Go](#) tab on the **Tenant properties** page. It is only visible to Printix employees. If you want this setting changed, you must contact [Product Support](#) so we can change the setting for you. This is for security reasons.

2021-01-14

- On the partner/reseller [Dashboard](#), you can now see the total number of both active and paying users across all tenants. Data for paying users is only available from December 2020 and forward.

2020-11-24

- Tenants are now sorted as follows: **Deactivated** , **Trial** , and they are followed by the **Active** subscribing tenants (in alphabetical order).
- The [Tenant dashboard](#) page now shows the **Subscription start date**.

2020-11-02

- For partner-created tenants, the Printix Administrator **Subscription** page no longer includes the **Billing** and **Transactions** tabs.
- Invited users can now be deleted while they appear with a question mark (?) and have not yet completed their registration.

2020-10-23

- After sign-in, users are now routed directly to their partner/reseller [Dashboard](#).
- The [Dashboard](#) for partners and resellers now includes a graph of **Total number of active users** for the partner or reseller in question.
- On the **Subscription** tab on the **Tenant properties** page, you can select [Non-profit discount](#) if the tenant is eligible for this.
- Hourglass icon shows if tenant is in trial period 🕒 or if the tenant has been deactivated 🚫 (trial period has expired or subscription has been canceled).
- When you [Add user](#) to the Printix Partner Portal, the user will appear with a question mark (?) until the registration is completed. The invitation is valid for 72 hours.
- This guide has been renamed from Printix Partner Portal Manual to Printix Partner Manual.
- Added new section [Billing](#).

2020-09-30

- Partners who have been authorized to enable Printix Go for their resellers can do so on the [Printix Go](#) tab on the **Reseller properties** page.
- Partners and resellers who have been authorized to enable Printix Go for their tenants can do so on the [Printix Go](#) tab on the **Tenant properties** page.

2020-09-24

- On the **Tenant properties** page, the [Dashboard](#) tab now includes the name and email address of the person who created the tenant and the date the tenant was created.
- To make it more obvious that Printix Administrator can be opened by selecting the tenant name, a [Redirect](#) 📄 icon has been appended.

2020-03-11

- On the **Partner properties** page, the [Billing](#) tab was renamed (used to be **Credit card**).

2019-11-29

- Invoices can now be sent to multiple [invoice email recipient](#) addresses. The additionally added email addresses will be copied on the invoice emails (CC - Carbon Copy).
- If you, as a partner, do not want your resellers to be able to create tenants, select [Disable tenant creation](#).

2019-11-08

- From printix.net, you can now select **Partner Sign in** on the **Partners** menu.
- When you [open Printix Administrator as partner user](#), it will show that you are a partner user. Example: Signed in as partner user John Smith.

2019-09-19

- Instead of being offered to enter **Your order number or reference information** when you create a tenant, you can now enter this after the tenant is created. You do this on the [Subscription](#) tab on the **Tenant properties** page.

2019-09-06

- To reduce fraud and make online payments more secure, payments now comply with the European regulatory requirement for Strong Customer Authentication (SCA). Going forward, you can see your transactions on the new [Transactions](#) tab.

2019-04-05

- If a tenant trial has expired and the tenant has been **Deactivated**, you can now [Start subscription](#) for that tenant. You have to do this before one month has elapsed after the trial expired, otherwise the tenant is deleted automatically.
- It is now possible to [Cancel subscription](#). The subscription will be canceled, but it continues until the end of the ongoing agreement.
- As a partner, you can no longer **Delete tenant**. Instead, you should [Cancel subscription](#). Only Printix staff can delete tenants.
- [Deleting a user](#) is now implemented.

Chapter 2

Billing

All new tenants created in the Printix Partner Portal start as a free 1-month trial and are set to **Deactivate tenant after trial** by default. You must proactively select **Start subscription after trial** to initiate a subscription. If you do not select **Start subscription after trial**, the tenant is deactivated automatically.

When a tenant is set to deactivated:

- The system manager will see **Your Printix account has expired** in Printix Administrator.
- The customer can still perform direct printing and Printix Client remains installed on computers.
- Mobile print, Secure print, Cloud printing, and performing changes in Printix Administrator will NOT work.
- It is only possible to reactivate the tenant within the next 30 days.
- After the grace period of 30 days, the tenant will be permanently deleted from the Printix Cloud.

If a monthly subscription is [canceled](#), it continues until the end of the ongoing agreement. To cancel an annual subscription, contact finance.printix@tungstenautomation.com.

i If you select to downgrade a subscription or unsubscribe, we offer no refunds for subscription charges or other fees and payments. Downgrading a subscription plan may cause loss of content, features, or capacity of the service as available to you under your account, and Printix does not accept any liability for such loss.

See also:

- [Monthly subscriptions](#)
- [Annual subscriptions](#)
- [Payment](#)
- [How to add or change a credit card](#)
- [How to extend a trial](#)
- [How to change the subscription](#)
- [How to get a non-profit discount](#)
- [How to cancel a subscription](#)
 - Only Printix can delete tenants on request prior to deactivation or during the grace period. Contact [Product Support](#).
- [How to issue a not for resale license](#)
 - As a Printix partner or reseller, we encourage you to create your own tenant (**not for resale**) for use to train and educate employees on Printix.

Monthly subscriptions

- For all of your customers on a monthly subscription plan, Printix will send a single monthly aggregate invoice on the first weekday at the month.
- The invoice statement is itemized per tenant (customer) and the billing period for each tenant is stated on the invoice.
- The first time a tenant is stated on the aggregated invoice will be after their first billing period is finished.
Example: If the tenant's first billing period is January 5th–February 5th, the period stated on the aggregated invoice will be March 1st.
- The billing period for a monthly subscriber is one month's usage.
- Tenants created by partners do not have a minimum fee/number of users.
- The start-date for the first billing period is the same as the trial end-date.

Annual subscriptions

- When a tenant in Printix Partner Portal has been set to Start subscription after trial, and the subscription has been modified to annual, an invoice draft is generated automatically. Therefore, if changes need to be made (fewer or more users), contact finance.printix@tungstenautomation.com to have the subscription modified accordingly.
- For more information on how to start an annual subscription, see [How to change the subscription](#).
- For annual subscriptions, the partner is invoiced upon receipt of order, which may occur prior to the start of the subscription period.
- Partner is not billed for trial periods.
- The partner receives an individual invoice for each annual subscriber.
- The subscription period is 12 months and the to and from dates are stated on the invoice. The start-date is the same as the trial end-date.

Renewal

One month prior to an annual renewal, a reminder email will be sent to your Invoice Contact and your Primary Contact, as registered in the Printix Partner Portal. The reminder will ask you to advise Printix if the tenant is to be renewed for either the same number of users, as the previous annual subscription, or modified for more/less users for the forthcoming annual subscription.

Unless otherwise agreed, the following will apply:

- Business customers
 - If the Business customer has used the exact amount or less than has been paid for, they will be renewed for the same user count as the previous annual subscription.
 - If the Business customer has used more than the amount paid for, they will be renewed for the high watermark of the last six months.

- Education customers
 - Education customer will be renewed for the same number of staff.

It is up to the partner to inform Printix about any renewal modifications. Note that if the number of users to reconcile for is higher than the number of users to renew for, you will get a 0 cost renewal invoice. Printix does not credit renewal invoices.

In case a customer consumes all their "user credits" long before renewal, Printix will contact you to negotiate billing of the over usage. If more than three months remain until the renewal date, we recommend that you purchase a top-up of user credits. If less than three months remain until renewal, you can choose to add the surplus as a debit on the coming renewal invoice.


Quote

If a quote is needed for an annual Business plan renewal, you can obtain this no sooner than one month prior to renewal. For an annual Education plan renewal, you may receive a quote up to 90 days in advance. For renewal quotes, contact finance.printix@tungstenautomation.com.

Payment

Accepted payment methods

- **Credit card** (preferred)
Partners with a registered credit card are charged automatically for all due invoices.
 - [How to add a credit card to your account.](#)
- **International wire transfer** (IBAN/SWIFT)
- **Local bank payment**
Only possible for partners based in US (ACH) and UK (BACS).
 - Contact finance.printix@tungstenautomation.com if you want to pay through a local bank.

 Any other payment methods, including cheques, are not accepted.

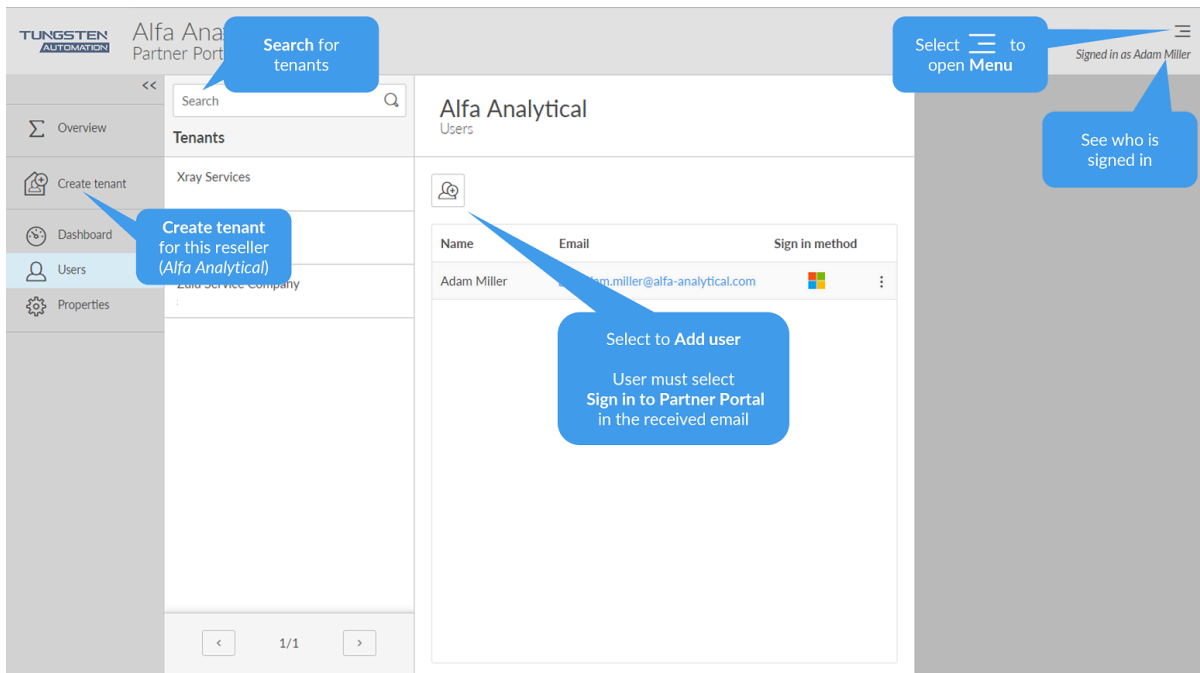
The standard payment term for invoices is 30 days net.

Currency

We accept payment in the following currencies: EUR and USD, which is the default depending on your location, and also DKK and GBP. Contact finance.printix@tungstenautomation.com if you want to pay in DKK or GBP.

Chapter 3

Printix Partner Portal



Signed in as reseller Adam Miller from Alfa Analytical

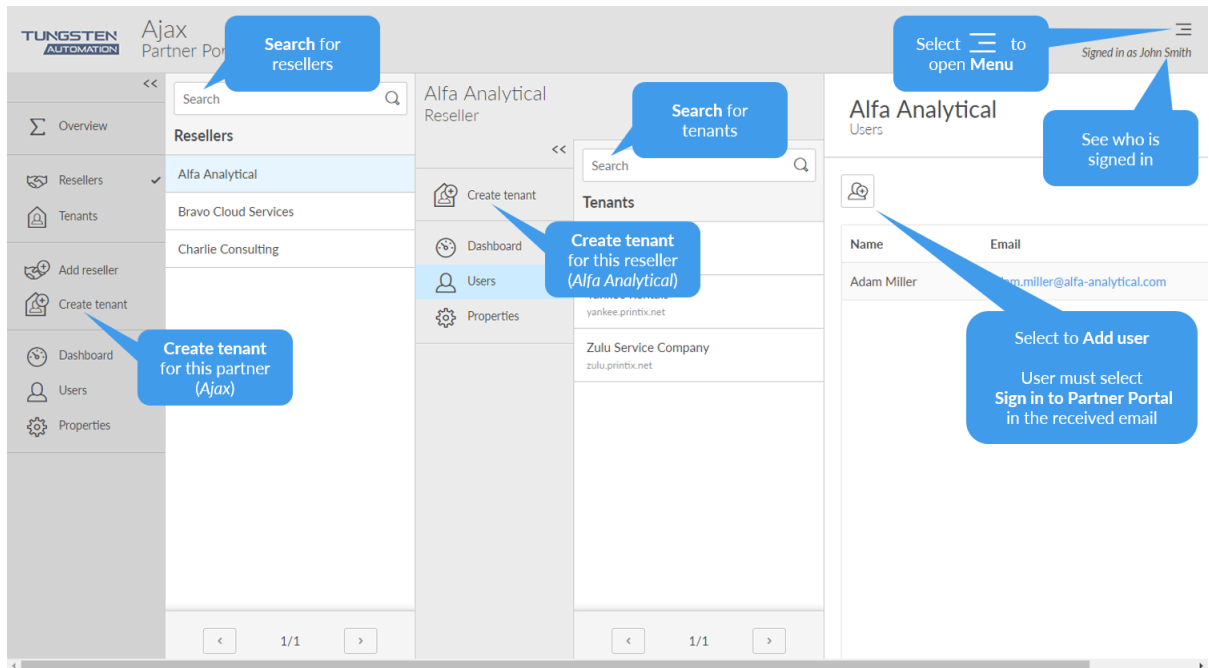
Functionality for resellers and partners

- Select the tenant name to [open Printix Administrator](#) and configure and manage printers for the tenant.
- Select [Create tenant](#) to create a new tenant.
- Select [Dashboard](#) to see your dashboard.
- Select [Users](#) to manage who in your organization has access to the Printix Partner Portal.
- Select [Properties](#) to see details about your Printix partnership.

Additional functionality for partners

- Select [Resellers](#) to view and search for resellers.

- Select **Tenants** to view and search for own and resellers' tenants.
- Select **Add reseller** to add a reseller.



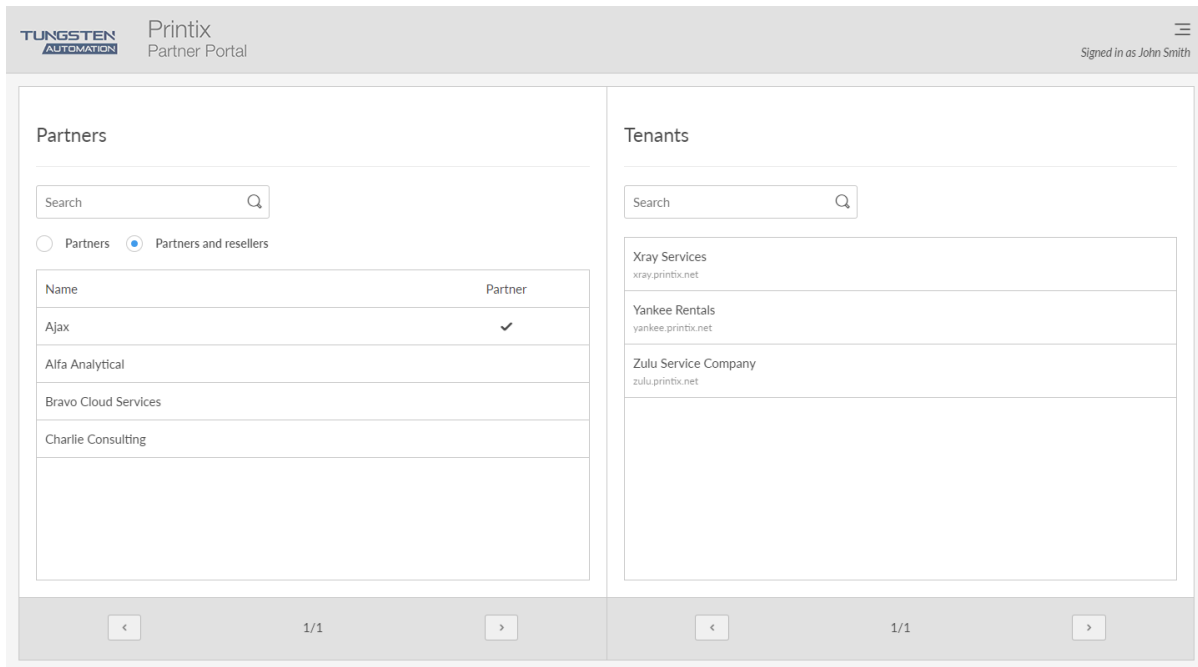
Signed in as partner John Smith from Ajax

Menu

Select **Menu** ☰ in the top right corner to access the functions.


- **Manual**
- **[Partner Resource Center](#)**
- **Language**
- **Sign out**

Overview




- Select **Partners** to list partners.
- Select **Partners and resellers** to list partners and resellers.

Search for partner

1. Select **Search** .
2. Enter part of the partner name.
The search is not case-sensitive.

Search for tenant

1. Select **Search** .
2. Enter part of the tenant name or Printix Home.
The search is not case-sensitive.

Resellers

The screenshot displays the Tungsten Automation Ajax Partner Portal interface. The top navigation bar includes the Tungsten Automation logo, the text "Ajax Partner Portal", and a user profile indicator "Signed in as John Smith".

The main content area is divided into three sections:

- Left Sidebar (Resellers):** A list of resellers under the heading "Resellers". The resellers listed are Alfa Analytical (selected), Bravo Cloud Services, and Charlie Consulting. Below the list are icons for adding, editing, and deleting resellers.
- Middle Section (Tenants):** A list of tenants for the selected reseller, "Alfa Analytical". The tenants listed are Xray Services, Yankee Rentals, and Zulu Service Company. Below the list are icons for adding, editing, and deleting tenants.
- Right Section (Dashboard):** A dashboard titled "Alfa Analytical Dashboard" showing a line chart titled "Total number of active users". The chart displays data from October to October. Below the chart, it indicates "Tenants: 3".


The chart data is as follows:

Month	Total number of active users
Oct	80
Nov	90
Dec	100
Jan	150
Feb	280
Mar	290
Apr	300
May	270
Jun	280
Jul	280
Aug	300
Sep	410
Oct	420

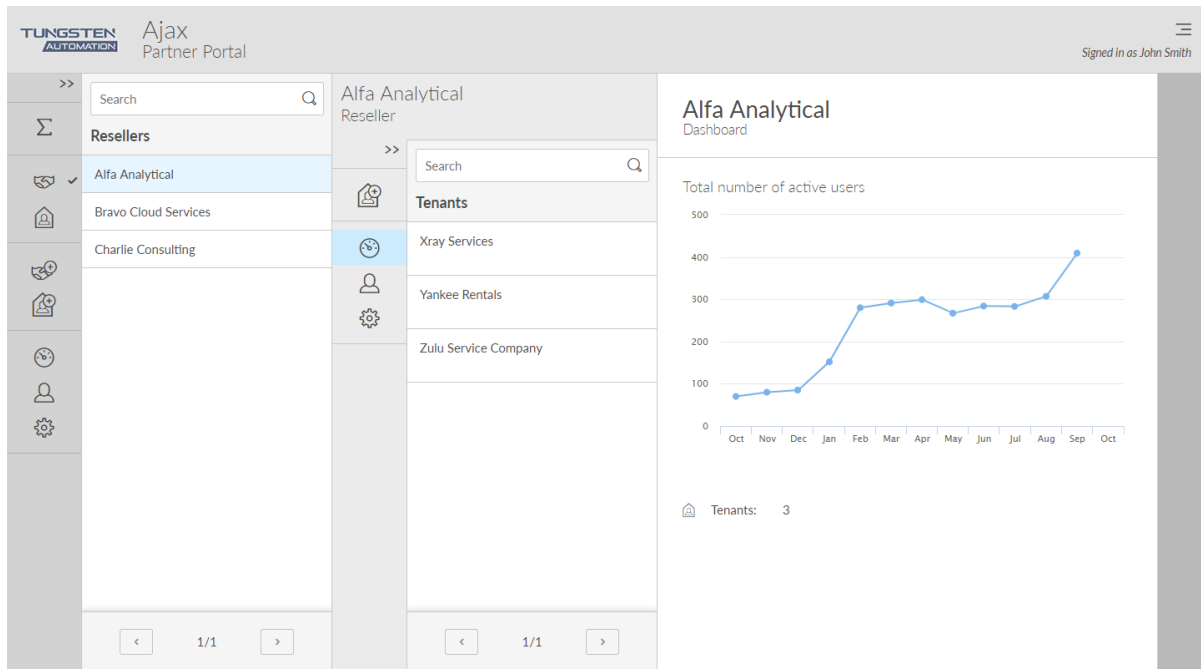
Add reseller


1. Select **Add reseller**  to add a reseller.

Search

1. Select **Search** .
2. Enter part of the reseller's name.
The search is not case-sensitive.

Dashboard



On the **Dashboard** , you can see the status of a reseller.

- **Active users**


The total number of active users across the partner's tenants. Show/hide an item on the graph by selecting it.

- **Paying users**

The total number of users across the partner's tenants that are paid for. Show/hide an item on the graph by selecting it.

- **Tenants** 

The number of tenants.

 Select the menu icon in the top right of the graph to **Download as XLS** or **Download as CSV**.

Users

The screenshot shows the 'Alfa Analytical Partner Portal' interface. The top left corner displays the 'TUNGSTEN AUTOMATION' logo and 'Alfa Analytical Partner Portal'. The top right corner indicates 'Signed in as Adam Miller'. The left sidebar contains navigation options: Overview, Create tenant, Dashboard, Users (highlighted), and Properties. The main content area is titled 'Alfa Analytical Users' and features a search bar. Below the search bar is a table with the following data:

Name	Email	Sign in method
Adam Miller	✉ adam.miller@alfa-analytical.com	🇺🇸

At the bottom of the sidebar, there are navigation arrows and a page indicator '1/1'.


i **Sign in with Microsoft** will only work after you have been added as a user and is listed here on the **Users** tab. See [Sign-in issues](#).

The **Sign in method** is represented by icons:

- Microsoft 🇺🇸
- Email 📧 (Printix account)
- Active Directory (AD)

To **add a user**, select .

i To add a user who does not have a Microsoft account, contact partner.printix@tungstenautomation.com.


To **delete a user**, select  and [Delete user {Name}](#).

Properties

The screenshot shows the 'Alfa Analytical Partner Portal' interface. On the left, there is a navigation menu with options: Overview, Create tenant, Dashboard, Users, and Properties (which is currently selected). Below the menu is a search bar and a list of tenants: Xray Services, Yankee Rentals, and Zulu Service Company. The main content area is titled 'Alfa Analytical Reseller properties' and has two tabs: 'Setup' (active) and 'Printix Go'. The 'Setup' tab contains a form with the following fields and values:

- Reseller name: Alfa Analytical (with a green checkmark)
- Email: operations@alfa-analytical.com (with a green checkmark)
- Country: Denmark (with a green checkmark and a dropdown arrow)
- Phone: (empty field)
- Address 1: Broadway 101 (with a green checkmark)
- Address 2: (empty field)
- City: New Town (with a green checkmark)
- Postal code: 1234 (with a green checkmark)
- State: (empty field)
- Disable tenant creation: (checked)

A green 'Save' button is located at the bottom right of the form. At the bottom of the tenant list, there are navigation arrows and a '1/1' indicator.

On the **Setup**  tab, you can modify the properties of the reseller.

Additional tabs:

- [Printix Go](#) 

The reseller properties are explained below:

- **Reseller name**
Company name of the reseller. This is required.
- **Email**
Email address to be used for communication to the reseller. This is required.
- **Country**
Country of the reseller.
- **Phone number**
Phone number to be used for contacting the reseller.
- **Address 1**
Street address of the reseller.
- **Address 2**
Additional street address information of the reseller.
- **City**
City of the reseller.
- **Postal code**

Postal code of the reseller.

- **State**

State or province.

- **Disable tenant creation**

Select this if you do not want the reseller to be able to create tenants. This is only available if you are signed in as partner.

Printix Go

The screenshot shows the Alfa Analytical Partner Portal interface. The top navigation bar includes the Tungsten Automation logo, the text 'Alfa Analytical Partner Portal', and a user profile indicator 'Signed in as Adam Miller'. A left sidebar contains navigation options: Overview, Create tenant, Dashboard, Users, and Properties (which is currently selected). The main content area is titled 'Alfa Analytical Reseller properties' and has two tabs: 'Setup' and 'Printix Go' (which is active). Under the 'Printix Go' tab, there is a single configuration item: 'Can enable Printix Go' with an unchecked checkbox and a 'Save' button. A search bar is visible at the top of the main content area, and a pagination indicator '1/1' is at the bottom of the sidebar.

i Printix Go is enabled for all

Since 6 July 2022, Printix Go has been enabled for all existing and new tenants. It is therefore no longer necessary to become authorized to enable [Printix Go](#) for your [tenants](#) and [resellers](#).

On the **Printix Go** tab, you can enable Printix Go for the reseller.

- **Can enable Printix Go**

Select this if the reseller should be allowed to enable Printix Go for their tenants.

Tenants

The screenshot shows the Ajax Partner Portal interface. The left sidebar contains navigation options: Overview, Resellers, Tenants (selected), Add reseller, Create tenant, Dashboard, Users, and Properties. The main content area is titled 'Xray Services' and shows tenant properties, system status, and a line graph of active users.

Tenant properties:

- Dashboard
- Subscription
- System manager
- Printix Go

System status:

- Printers: 12
- Users: 284
- Computers: 289


Active users:

Month	Active Users
Mar	0
Apr	0
May	0
Jun	0
Jul	210
Aug	230
Sep	230
Oct	235
Nov	235
Dec	240
Jan	240
Feb	240

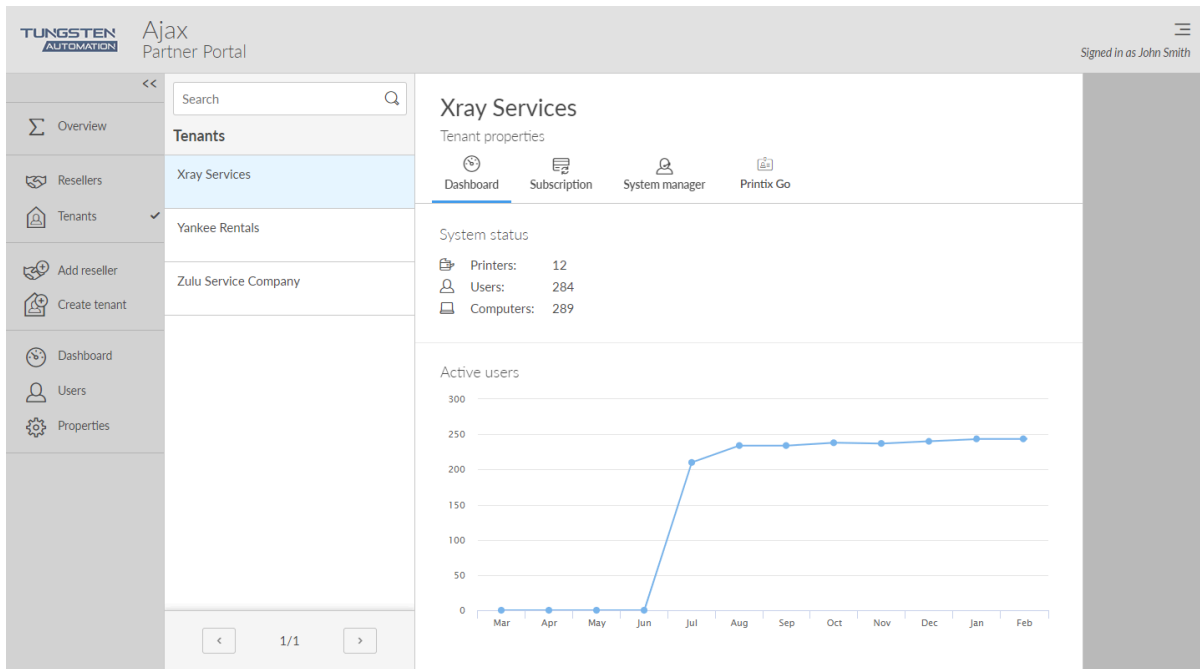
Create tenant

Select [Create tenant](#)  to create a new tenant.

Search

1. Select **Search** .
2. Enter part of the tenant's name or company name.
The search is not case-sensitive.

Tenant properties



On the **Dashboard** tab, you can see the status of this tenant.

Additional tabs:

- [Subscription](#)
- [System manager](#)
- [Printix Go](#)

System status

Lists the number of:

- **Printers**
Number of registered printers.
- **Users**
Number of registered users.
- **Computers**
Number of registered computers.


Active users

Graph showing the number of **Active users** for the previous months.

- **Active user**

Any user that signed in to Printix (Client, App, or Administrator) at least once during the monthly billing cycle.

- This is regardless if groups and [Exclusive access](#) has been used to prevent users access to Printix printers.
- **Period begin**
The date when the current period began.
- **Period end**
The date when the current period will end.
- **Reseller**
The name of the reseller.
- **Created by**
The name and email address of the person who created the tenant.
- **Date created**
The date the tenant was created.
- **Subscription start date**
The date of the start of the subscription.

 Dates are in the format YYYY-MM-DD. Example: 2021-12-31

How to reduce the number of active users


The reduction does not take effect until the following monthly billing cycle.

- Have the user **Sign out** (or uninstall Printix Client, remove Printix App and Printix for Chromebook).
- **Delete** the user in Printix Administrator, which will sign the user out from Printix. However, if the user **Sign in with Microsoft** or **Sign in with Google** again, then the user is created again.
- **Microsoft Entra ID**
 - If you **Delete** a user in Microsoft Entra ID, the user is also deleted in Printix if Microsoft Entra groups are enabled.
 - If you **Block sign in** for a user in Microsoft Entra ID, the user is signed out from Printix and will not be able to sign in until the user's account is unblocked in Microsoft Entra ID.
 - Use [Microsoft Entra Conditional Access](#) to control access to the Printix App.
- **Google**
 - If you **Delete** a user in Google Workspace, the user is also deleted in Printix.
 - If you **suspend** a user in Google Workspace, the user is signed out from Printix and will not be able to sign in until the user's account is not suspended in Google Workspace.

Subscription

The screenshot shows the Ajax Partner Portal interface. The top left corner displays the Tungsten Automation logo and the text "Ajax Partner Portal". The top right corner shows "Signed in as John Smith". The left sidebar contains navigation options: Overview, Resellers, Tenants (checked), Add reseller, Create tenant, Dashboard, Users, and Properties. The main content area is titled "Xray Services" and shows "Tenant properties". Below this, there are tabs for Dashboard, Subscription (selected), System manager, and Printix Go. The Subscription tab displays the following information:

- Status: Active
- Legal company name or organization name: Xray Services Inc.
- Your order number or reference information: Purchase order number (with two empty input fields below it)
- Business model: Business, Monthly
- Buttons: Cancel subscription, Modify, Save
- Extend trial button
- Checkboxes: Not for resale, Non-profit discount

On the **Subscription**  tab, you can see the status of the subscription.

Plan

- Business model
 - **Business**
 - **Education**
- Billing frequency
 - **Monthly**
Monthly is the default setting and the tenant will be added as a line item to the partner's monthly aggregated invoice.
 - **Annual**
If a customer prefers to purchase with annual upfront payments, the partner can order an annual subscription. The invoice is afterwards distributed to the partner through email.



- For a **Business+Annual** plan, you are required to enter the number of **Users** to access the Printix service.
For an **Education** plan, you are required to enter the number of **Staff** to access the Printix service. Students are free.
- You can change subscription ONLY if the current plan is **Monthly**. Otherwise, the **Modify** button is hidden and you should contact [Product Support](#). We need to know the name of the tenant and what the new plan should be.

Your order number or reference information

The text you enter will appear on your invoice. You can for example use it to enter your order number.

See also:

- [How to start a subscription](#)
- [How to change the subscription](#)
- [How to cancel a subscription](#)
- [How to extend a trial](#)
- [How to issue a not for resale license](#)

Trial

- **Created**
The date the tenant was created.
- **Trial ends**
When the trial will end/ended.



Dates are in the format YYYY-MM-DD. Example: 2021-12-31

Options

- **[Extend trial](#)**
Select this to extend the trial with one month.
- **[Not for resale](#)**
Only select this if the tenant is used by you as a Printix partner internally or a reseller to train and educate employees on Printix.
- **Non-profit discount**
Only select this if the tenant is eligible for non-profit discount.

Set subscription start date


- **Set subscription start date**

Set a [subscription start date](#) of your choice. If not selected, the subscription automatically begins after the trial period ends. Only dates after the end of the current period are eligible.

System manager

The screenshot shows the Ajax Partner Portal interface. The top navigation bar includes the Tungsten Automation logo, the text "Ajax Partner Portal", and a user profile indicator "Signed in as John Smith". The left sidebar contains a navigation menu with options: Overview, Resellers, Tenants (checked), Add reseller, Create tenant, Dashboard, Users, and Properties. The main content area is titled "Xray Services" and includes a search bar, "Tenant properties" section with tabs for Dashboard, Subscription, System manager (selected), and Printix Go, and a "System manager" table.

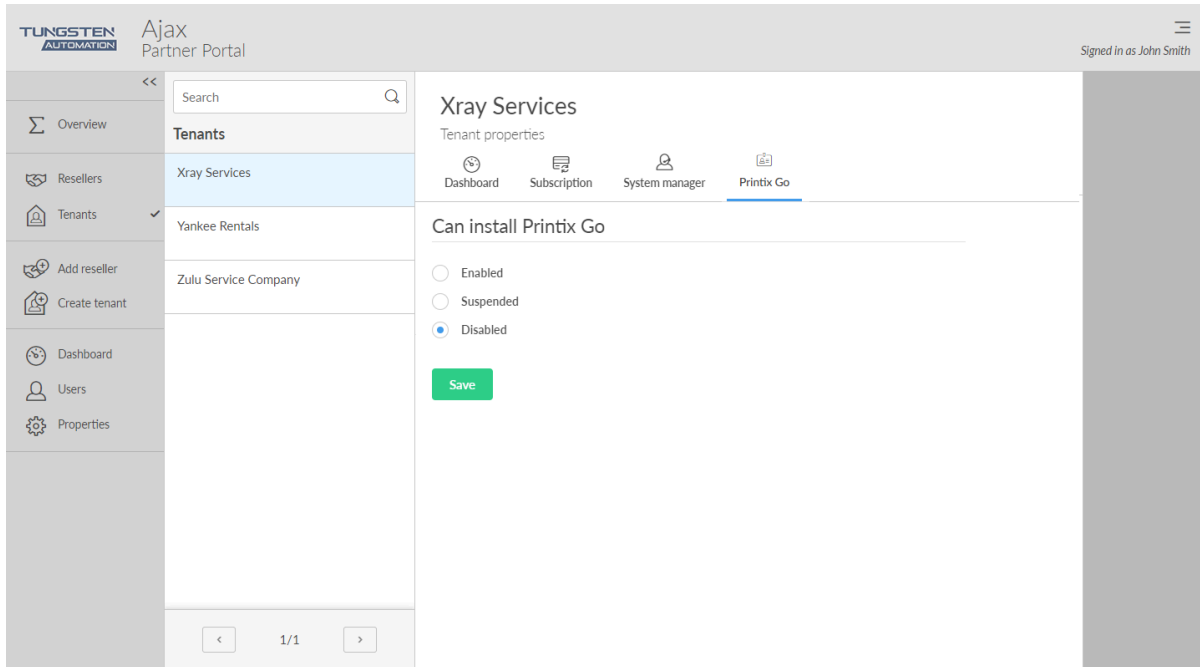
Name	Email
Xandra López	xandra.lopez@xray.com

On the **System manager**  tab, you can see a list of users with the **System manager** role.

The **System manager** table has the following columns:

- **Name**
Name of the user.
- **Email**
Email of the user.

Printix Go



i Printix Go is enabled for all

Since 6 July 2022, Printix Go has been enabled for all existing and new tenants. It is therefore no longer necessary to become authorized to enable [Printix Go](#) for your [tenants](#) and [resellers](#).

On the **Printix Go** tab, you can enable the installation of Printix Go for the tenant.

i The **Sign in profile** you create to install Printix Go must include the [printer administrator user name and password](#).

Can install Printix Go

- **Enabled**

Select this to enable the **Printix Go** tab in Printix Administrator and allow Printix Go to be installed on printers. Printix Go on a printer can only be used with one Printix Home. If multiple companies need to use the same printer, another option could be to add [multiple Microsoft Entra directories](#) or [multiple Google domains](#).

- **Suspended**

Select this to suspend further installations of Printix Go on printers, and only allow uninstallation on printers. After Printix Go has been uninstalled from printers, you can select **Disabled**.

- **Disabled**

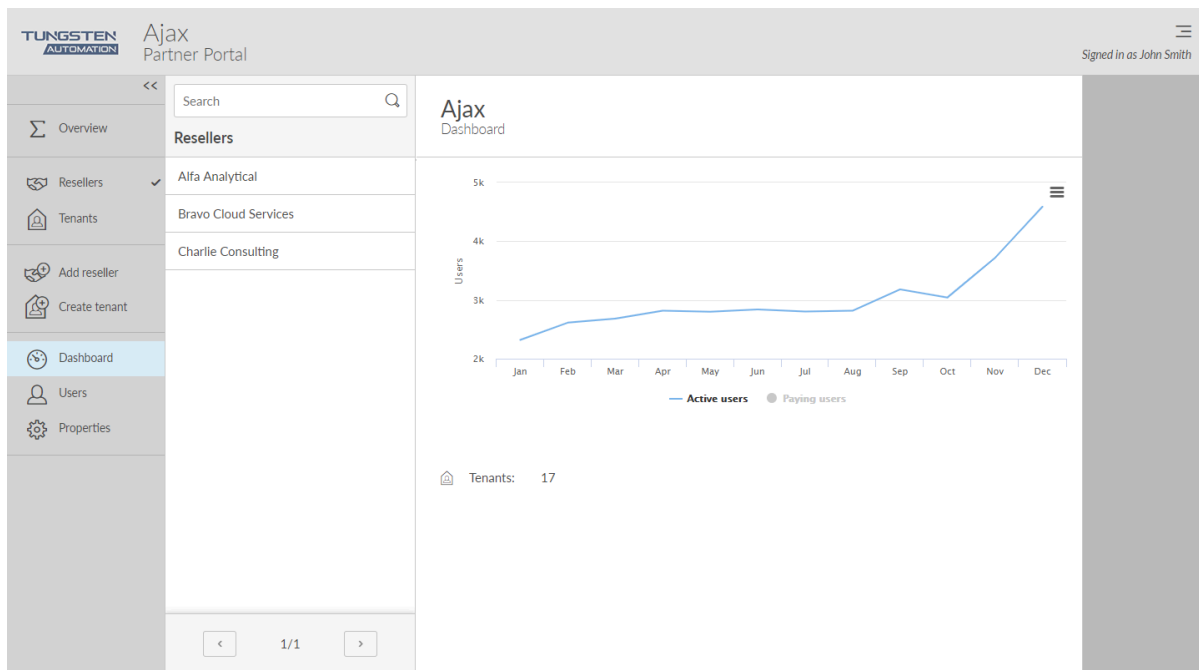
This is the default. In Printix Administrator, the **Printix Go** tab on the **Printer properties** page and **Settings** page will explain that access to Printix Go can be requested.

Require PIN code for sign in with ID code

- **Require PIN code for sign in with ID code**

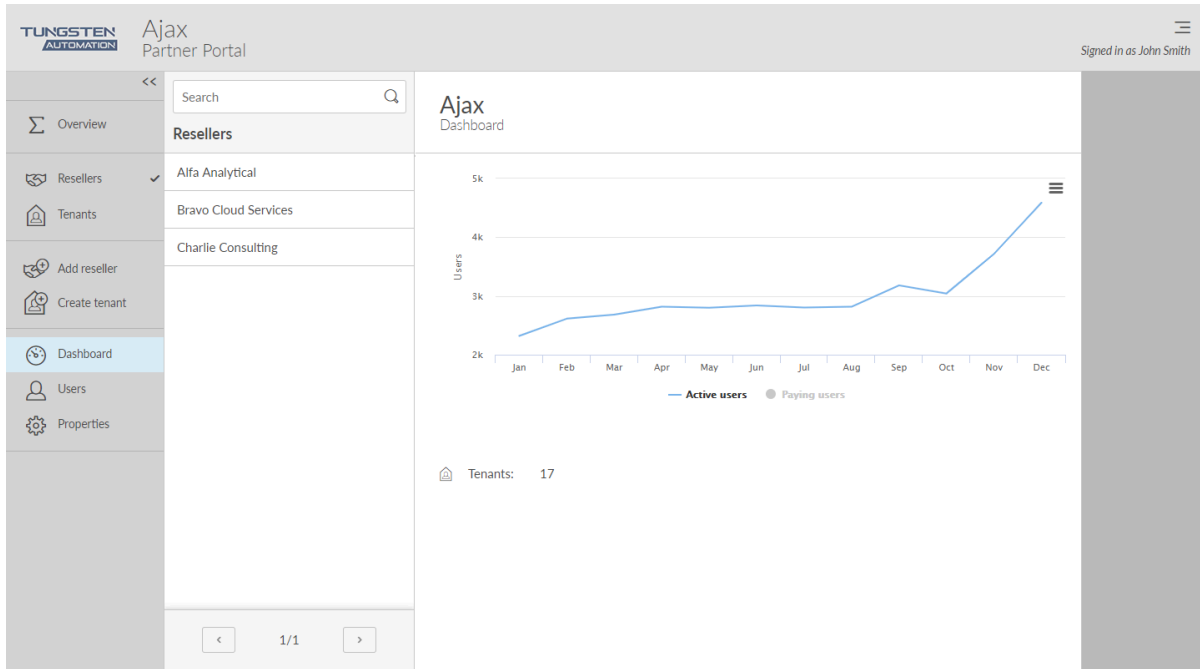
This is selected by default. If users are to only enter ID code to sign in to Printix Go enabled printers, then clear this. For security reasons, the corresponding setting cannot be changed in [Printix Administrator](#). Can only be changed if **Can install Printix Go** is either **Enabled** or **Suspended**.

Partner



- Select [Resellers](#) to view and search for resellers.
- Select [Tenants](#) to view and search for own and resellers' tenants.
- Select [Add reseller](#) to add a reseller.
- Select [Create tenant](#) to create a new tenant.
- Select [Dashboard](#) to see your dashboard.
- Select [Users](#) to manage who in your organization has access to Printix Partner Portal.
- Select [Properties](#) to see details about your Printix partnership.

Dashboard



On the **Dashboard** 📊, you can see the status of the partner.

- **Active users**

The total number of active users across the partner's tenants. Show/hide an item on the graph by selecting it.

- **Paying users**

The total number of users across the partner's tenants that are paid for. Show/hide an item on the graph by selecting it.

- **MSP target** (paying users)

The target for the total number of paying users across the partner's tenants. Appears only for a Managed Service Provider (MSP) that has entered into an agreement with Printix, involving a fixed price per user and a deadline (**MSP target date**) for when the total number of paying users is to be achieved. Show/hide an item on the graph by selecting it.

- **Tenants** 🏠

The number of tenants.

i Select the menu icon in the top right of the graph to **Download as XLS** or **Download as CSV**.

Users

The screenshot shows the 'Users' tab in the Ajax Partner Portal. The sidebar on the left contains navigation options: Overview, Resellers, Tenants, Add reseller, Create tenant, Dashboard, Users (highlighted), and Properties. The main content area is titled 'Ajax Users' and features a search bar and a list of resellers: Alfa Analytical, Bravo Cloud Services, and Charlie Consulting. Below the reseller list is a table of users:

Name	Email	Sign in method
Jane Doe	jane.doe@ajax.com	Microsoft
John Smith	john.smith@ajax.com	ITA


Sign in with Microsoft will only work after you have been added as a user and is listed here on the **Users** tab. See [Sign-in issues](#).

The **Sign in method** is represented by icons:

- Microsoft 
- Email  (Printix account)
- Active Directory (AD)

To [add a user](#), select .

To add a user who does not have a Microsoft account, contact partner.printix@tungstenautomation.com.


To **delete a user**, select  and [Delete user {Name}](#).

Properties




The screenshot shows the 'Ajax Partner Portal' interface. On the left is a navigation menu with options: Overview, Resellers, Tenants, Add reseller, Create tenant, Dashboard, Users, and Properties (selected). The main content area is titled 'Ajax Partner properties' and has tabs for Setup, Billing, Transactions, and Printix Go. The 'Setup' tab is active, displaying a form with the following fields:

- Partner name: Ajax
- Email: sales@ajax.com
- Country: Denmark
- VAT number (Canada: GST, US: TAX ID): DK36086416
- Phone: +4571741337
- Address 1: Hoerkaer 20
- Address 2: (empty)
- City: Herlev
- Postal code: 2730
- State: (empty)

A green 'Save' button is located at the bottom right of the form. The top right corner shows 'Signed in as John Smith'.

On the **Setup**  tab, you can modify the properties of the partner.

Additional tabs:

- [Billing](#) 
- [Transactions](#) 
- [Printix Go](#) 

The partner properties are explained below:

- **Partner name**
Company name of the partner. This is required.
- **Email**
Email address to be used for communication to the partner. This is required.
- **Country**
Country of the partner.
- **VAT number**
Value added tax identification number. See [VAT number equivalent for select countries](#).
- **Phone number**
Phone number to be used for contacting the partner.
- **Address 1**
Street address of the partner.
- **Address 2**

Additional street address information of the partner.

- **City**
City of the partner.
- **Postal code**
Postal code of the partner.
- **State**
State or province.

VAT number equivalent for select countries

Country	VAT number equivalent
Australia	GST number
Canada	GST number
Denmark	Momsnummer (CVR)
France	Numéro de TVA
Finland	ALV numero
Germany	Umsatzsteuer-Identifikationsnummer
Italy	Partita IVA
Netherlands	BTW-nummer
New Zealand	GST number
Norway	MVA-nummer
Portugal	Número de IVA
Romania	Cod TVA
Spain	Número de IVA
Sweden	Momsregistreringsnummer
Turkey	KDV numarası
US	TAX ID number

Billing

- **Invoice approver**

Name of the person receiving billing information.

i The name of the person receiving billing information **MUST** be entered before a credit card can be added.

- **Invoice email recipients**

Email address to where invoices are sent. Select **Add email** (+) to add additional email addresses to be in CC (Carbon Copy).

i A valid email address **MUST** be entered in **Invoice email recipients** before a credit card can be added.

- **Accounting contact email**

Email address that can be used to contact accounting.

- **Credit card**

Credit card information of the partner.

i Before you can add a credit card, you must fill in all the above and select **Save**.

A partner can lower the administrative burden by adding a credit card to pay for Printix. Then, Printix payments and invoicing will happen automatically.

If no credit card information is entered, the partner will have to pay Printix invoices with bank transfer.

i **European regulatory requirement for Strong Customer Authentication (SCA)**

Since 14 September 2019, your bank might require you to verify your credit card payments. As a result, if you add a new credit or debit card, or register a new account, you may see a pop-up from your bank that requests a user name and password, a code sent to email or text, or any other authentication method supported by your bank. If you have any questions or issues with one of these popups, it is best to contact your bank directly, because Printix does not control the form. If you have additional questions, contact finance.printix@tungstenautomation.com.

1. Select **Add credit card**.
2. Fill in the details:
 - **Card number**
The number of the card.
 - **MM / YY**
The expiration month (MM) and year (YY) of the card.
 - **CVC**
The card security code (CVC) is typically the last three or four digits printed, not embossed like the card number, on the signature strip on the back of the card.
3. Select **I hereby authorize Printix to take payments from my credit/debit card account in accordance with [the terms of my agreement with Printix](#)**.
4. Select **Save**.

See also:

- [How to change partner credit card](#)

Transactions

The screenshot shows the Ajax Partner Portal interface. The sidebar on the left contains navigation options: Overview, Resellers, Tenants, Add reseller, Create tenant, Dashboard, Users, and Properties. The main content area is titled 'Ajax Partner properties' and has tabs for Setup, Billing, Transactions, and Printix Go. The Transactions tab is active, displaying a table of transactions.

Payment status	Created	Amount	Invoice	Credit card
Action required	2019-09-03	523.50 EUR	596 ↓	visa 3178 02 / 2020
Error: <code>card_declined, insufficient_funds</code>				
Retry Change credit card				
Action required	2019-08-27	561.09 EUR	591 ↓	visa 3178 02 / 2020
Authenticate payment				
Paid	2019-08-22	2076.05 EUR	583 ↓	-

Lists the transactions.

- Select **Retry** to try to pay the transaction if it failed.
- Select **Change credit card** to use another credit card.
- Select an invoice ID to download the invoice.
- Select **Authenticate payment** to approve payment with the authentication method supported by your bank. If you have any questions or issues with one of these popups, it's best to contact your bank directly, because Printix does not control the form. If you have additional questions, contact finance.printix@tungstenautomation.com.

i If someone from your finance department needs access to change the credit card, you need to [add them as user](#).

Printix Go

The screenshot displays the Ajax Partner Portal interface. At the top left, the Tungsten Automation logo is visible, followed by 'Ajax Partner Portal' and a user profile icon. The user is signed in as John Smith. A search bar is located at the top left of the main content area. The left sidebar contains navigation options: Overview, Resellers (checked), Tenants, Add reseller, Create tenant, Dashboard, Users, and Properties (highlighted). The main content area shows 'Ajax Partner properties' with tabs for Setup, Billing, Transactions, and Printix Go. Under the Printix Go tab, there is a checkbox labeled 'Can enable Printix Go' which is currently unchecked, and a 'Save' button below it. A pagination indicator at the bottom of the sidebar shows '1/1'.

i Printix Go is enabled for all

Since 6 July 2022, Printix Go has been enabled for all existing and new tenants. It is therefore no longer necessary to become authorized to enable [Printix Go](#) for your [tenants](#) and [resellers](#).

Chapter 4

Product support

This section is intended for IT professionals working with the support of Printix.

- Printix Administrator includes a number of [History](#) pages where you can see what happened when, and who did what. Familiarize yourself with this and the different levels (Debug, Info, and Warning).
- Familiarize yourself with the [Troubleshooting](#) section in the *Printix Administrator Help*.
- If you are not able to resolve the issue, you may also want to:
 - Use our [Product Support](#).
 - [Submit a support request on behalf of your customer](#).

Top issues

- [Sign-in issues](#)
- [Print issues](#)
- [Add printer issues](#)
- [Printix Go issue](#)
 - [Verify that the printer model is supported by Printix Go](#)
 - [Verify that Printix Go is enabled for the tenant](#)

Relevant sections in the *Printix Administrator Help*


- [How to](#)
- [FAQ](#)
- [Error messages](#)

How to get logs

- [How to get Printix App logs](#)
- [How to get Windows logs](#)
- [How to get Mac logs](#)
- [How to get Printix Client logs](#)
- [How to get Printix Chromebook logs](#)


How to submit a support request on behalf of your customer

The screenshot shows the Tungsten Printix Support page. At the top left is the logo for TUNGSTEN AUTOMATION Printix. To the right is a navigation menu with icons for home, search, location, printer, document, list, user, and settings. Below the navigation is the heading "Support". The form consists of four main sections: "Subject" with a text input field containing the placeholder "Enter a descriptive title for the problem (in English)"; "Description" with a larger text input field containing the placeholder "Enter a detailed problem description (in English)"; "Priority" with a dropdown menu currently showing a hyphen and a downward arrow; and "Email" with a text input field containing the placeholder "Email".

1. In the customer's Printix Administrator, open the **Support**  page.
 - See [How to open Printix Administrator](#).
2. Fill out the form.

To help us investigate and reproduce the issue, include as much detail as possible, such as:

 - The name of the involved user, computer, printer, and print queue.
 - Can the issue be reproduced, or does it happen randomly?
 - When did the issue occur?
3. Select **Send**.

 Update notifications are sent through email. If you do not receive notifications, ask your internal IT department or service provider to assist you.

After the support request is opened, you can subsequently add attachments, such as images to the confirmation email you receive from Product Support.

Printer administrator default user name and password

Table with default user name and password that you need when adding a **Sign-in profile** to install Printix Go.

Vendor	User name	Password	Notes
Brother			A password MUST be set. Contact your Brother technician to get the default password.
Epson	-	-	No default, but a user name and a password MUST be set.
Fujifilm	x-admin	11111	A user name and password MUST be set.
HP	-	-	No default, but a user name and a password MUST be set.
HP Workpath	-	-	No default, but a user name and a password MUST be set.
Konica Minolta	admin	12345678	On some models, password might be 1234567812345678. A user name and a password MUST be set.
Kyocera	Admin	Admin	On some models, the password might be admin00 and the user name is blank. A user name and a password MUST be set.
Lexmark	-	-	No default, but a user name and a password MUST be set.
Ricoh	-	-	No default, but a user name and a password MUST be set.
Xerox	admin	1111	A user name and a password MUST be set.

 For Ricoh SOP Generation 2 printers, [the web server password must be the default password.](#)

Chapter 5

How to

Sign in

- [How to sign in](#)
- [How to set up two-factor authentication](#)
- [How to reset your password](#)

Tenants

- [How to create a tenant](#)
 - [How to create a tenant \(Tungsten Automation\)](#)
- [How to open Printix Administrator](#)
- [How to add a system manager to a tenant](#)
- [How to change the Printix Home for a tenant](#)
- [How to enable Printix Go for a tenant](#)

Subscription

- [How to add or change a credit card](#)
- [How to start a subscription](#)
- [How to extend a trial](#)
- [How to change the subscription](#)
- [How to get a non-profit discount](#)
- [How to cancel a subscription](#)
- [How to move a tenant to another Printix partner](#)
- [How to issue a not for resale license](#)

Resellers

- [How to add a reseller](#)
- [How to enable Printix Go for a reseller](#)
- [How to delete a reseller](#)

Users

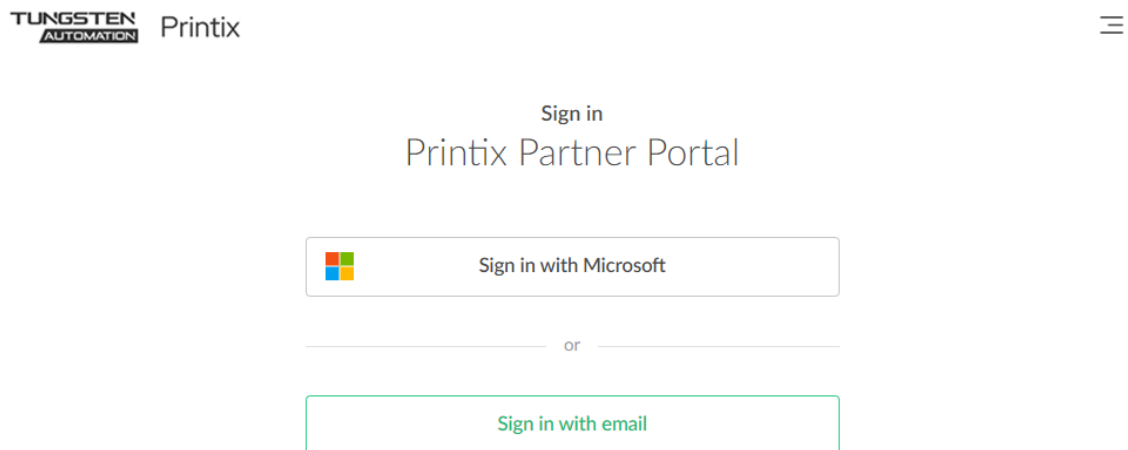
- [How to add a user](#)
- [How to delete a user](#)

How to sign in

1. Visit partner.printix.net.

2. To sign in, select a sign-in method:

- [Sign in with Microsoft](#)
- [Sign in with email](#)



i If you have issues while signing in, see [Sign-in issues](#). If you forgot your password, see [How to reset your password](#).

Sign in with Microsoft

i Sign in with Microsoft will only work after you have been added as a user, that is, you are listed in the [Users](#) tab.

1. On the Microsoft sign-in page:
 - Enter your work or school account.
 - Enter your password.
2. Select **Sign in**.
3. If prompted, select **Accept** to grant permissions to Printix.

If you see the check box **Consent on behalf of your organization**, it is because you have the global administrator role in Microsoft Entra ID, and the Printix Partner Portal has not yet been accepted for all users. Select **Consent on behalf of your organization** so Printix can have access to the specified resources for all users in your organization. No one else will be prompted.

Sign in with email



Sign in Printix Partner Portal

[Forgot password?](#)[Sign in with another method](#)

i If you do not have a Microsoft account and have to sign in with email, you must first contact partner.printix@tungstenautomation.com.

1. Sign in with your Printix account:
 - Enter **Email**.
 - Enter **Password**.


If this is the first time you sign in, you must select [Forgot password](#) to set your password.
2. Select **Sign in**.
The **Code** page appears.
3. Enter the **Code**.
The code is a 6-digit number from your [two-factor authenticator](#), for example, your Google Authenticator or Microsoft Authenticator on your phone.
4. Select **Send**.

How to set up two-factor authentication

Signing in with email to the Printix Partner Portal requires two-factor authentication. This can be accomplished by installing a time-based, one-time password generator on your phone, such as:

- [Google Authenticator](#)
- [Microsoft Authenticator](#)

Install Google Authenticator on your smartphone


1. Install Google Authenticator on your phone.
2. On your phone, open the **Authenticator** .
3. Select the + plus icon.
4. Select **Enter a setup key**.
5. In **Account**, enter your email address.
6. In **Key**, enter the 16-character key that was supplied to you.
Uppercase and lowercase letters are treated the same.
7. Select **Time-based**.
8. Select **Add**.

When you [sign in](#) to the Printix Partner Portal, you will use the **Authenticator** on your phone to generate the required code.

See also:

- [How to reset your password](#)
- Google Account Help: [Install Google Authenticator](#)

Install Microsoft Authenticator on your smartphone

1. Install Microsoft Authenticator on your phone.
2. On your phone, open the **Authenticator** .
3. Select the + plus icon.
4. Select **Other**.
5. Select **Or enter code manually**.
6. In **Account name**, enter your email address.
7. In **Secret key**, enter the 16-character key that was supplied to you.
Uppercase and lowercase letters are treated the same.
8. Select **Finish**.

When you [sign in](#) to the Printix Partner Portal, you will use the **Authenticator** on your phone to generate the required code.

See also:

- [How to reset your password](#)
- Microsoft Help: [Microsoft Authenticator Help](#)

How to reset your password


If you forget your network password, contact your administrator or use the following procedure to reset it.


To change your password, or if you have forgotten your password:

1. On the sign-in page, select **Forgot password**.
This option is not supported for the Printix App for Android and iOS/iPadOS.
2. On the **Reset password** page, enter the email address used when you registered.
3. Select **Send**.
An email is sent to you. If you do not see the email within a few minutes, check your spam/junk mail folder.
4. Open the email with the subject **Reset password instructions** and select **Reset password**.
If you ignore the email, your password is not changed.
5. On the **Reset password** page, enter your new password.
6. Select **Reset**.

How to create a tenant

i What Printix functionality does the customer want to use? You can use our [checklist](#) to record this.

1. Select **Create tenant**  to create a new tenant.
You can do this in the scope of:
 - The partner (Ajax).
 - The reseller (Alfa Analytical). A partner may have chosen to select **Disable tenant creation** for a reseller, and thereby, prevent the reseller's access to **Create tenant**.

 The tenant starts with a 1-month trial for free.

The **Create tenant** dialog box appears.

2. In the **Info** section, enter your **Company**.

3. Enter **Your Printix Home**.

It does not need to be the same as the email domain (acme). However, because the text is used in your Printix web address, you can use only: A-z, 0-9, -.

4. Select an **Identity provider**.

Available choices:

- **Email:** Users sign in with their email (Printix account).
 - No additional configuration is required.
 - If you choose to **Add system manager**, the user must select **Forgot password** the first time, and then read the email with the subject **Reset password instructions** and select **Reset password**.
 - Optional setup of third-party identity providers ([Okta](#) and [OneLogin](#)) is done in Printix Administrator.
- **Microsoft Entra ID/Office 365:** Users sign in with their Microsoft work or school account.
 - You are prompted to enter your **Microsoft hosted email domain** (acme.com).
 - If you choose to **Add system manager**, the user must **Sign in with Microsoft** (assuming the user has a Microsoft account).
 - Printix supports [multiple Microsoft Entra directories](#) per tenant.
- **Google:** Users sign in with their Google Workspace account (not @gmail.com).
 - You are prompted to enter your **Google hosted email domain** (acme.com).
 - If you choose to **Add system manager**, the user must **Sign in with Google** (assuming the user has a Google account).
 - Printix supports [multiple Google domains](#) per tenant.
- **Vertical:** Users sign in with their [Vertical account](#).
 - You are prompted to enter your **Vertical customer SID**.
 - If you choose to **Add system manager**, the user must select **Sign in with another method** and then **Sign in with Vertical** (assuming the user has a Vertical account).

5. In **Options**, select what should happen after the trial:

- **Deactivate tenant after trial**

Unless subscription is started during the trial period, the tenant is deactivated after the trial, and after another month, the tenant is deleted automatically.

- **Start subscription after trial**

Invoicing starts automatically when the trial period has ended.

6. Optionally, select **Add system manager**. You can also wait to [add a system manager](#).

- Enter your **Email**.

- Enter your **Full name**.

- No email is sent to the added system manager.

- If you selected **Microsoft Entra ID/Office 365**, the added system manager can sign in with Microsoft and their Microsoft work or school account.


- If you selected **Google**, the added system manager can sign in with Google and their Google Workspace account (not @gmail.com).
 - If you selected **Email**, the added system manager must select [Forgot password](#) the first time, and then read the email with the subject **Reset password instructions** and select **Reset password**.
 - If the email does not appear within a few minutes, check the spam/junk mail folder.
 - Subsequently, the system manager can sign in with email.
 - If the system manager already has a Printix account, the password does not need to be reset.
7. Select **Create tenant** to create the Printix Home for the new tenant.

Configure a tenant

Open Printix Administrator for the new tenant to proceed with the configuration as described in the [Printix Implementation Help](#).

You who created the tenant is listed as the subscription [email receiver](#). We recommend that you configure the following in Printix Administrator:

- **Email message signature**


On the [Settings](#)  page, you can change the signature to include contact details for your Help Desk. By default, this is populated with the name and email address of the user (you) who created the tenant. You can replace this text with something else.

- **Accept Printix for all users**

If you selected **Microsoft Entra ID** as the **Identity provider**, ensure that [Printix is accepted](#) for all users, so the automatic sign-in to Printix Client works on Microsoft Entra joined Windows 10 computers. You must have the global administrator role in Microsoft Entra ID to do this. You can [enable groups](#). Subsequent deletion or modification of the used global administrator Microsoft Entra ID account does not affect the already consented application privileges.


How to create a tenant (Tungsten Automation)

i This section is relevant for Tungsten Automation employees and Tungsten Automation resellers.

1. Select **Create tenant**  to create a new tenant. The **Create tenant** dialog box appears.
2. In the **Info** section, enter your **Company**.
3. Enter **Your Printix Home**.
It does not need to be the same as the email domain (acme). However, because the text is used in your Printix web address, you can use only: A-z, 0-9, -.
4. In the **System Manager** section:
 - Enter your **Email**.
 - Enter your **Full name**.
 - No email is sent to the added system manager.
 - The added system manager must select **Forgot password** the first time, and then read the email with the subject **Reset password instructions** and select **Reset password**.
 - If the email does not appear within a few minutes, check the spam/junk mail folder.
 - Subsequently, the system manager can sign in with email.

- If the system manager already has a Printix account, the password does not need to be reset.
5. Enter your **Purchase order number**.
The content of the purchase order defines the subscription plan (**Business** or **Education, Monthly** or **Annual**, and so on), and this is subsequently set up by the Tungsten Automation order and fulfillment team.
 6. Enter an email address where the **Confirmation email** should arrive.
Optionally, select **Add email** (+) to send the confirmation email to additional addresses.
 7. Select **Create tenant** to create the Printix Home for the new tenant.

Start the subscription

1. Find the tenant you just created.
2. Open the [Tenant properties](#).
3. Select the **Subscription**  tab.
4. Enter your **Purchase order number** (it may have been entered earlier in step 5).
Change of subscription (**Business** or **Education, Monthly** or **Annual**) is done by the Tungsten Automation order and fulfillment team according to the content of the purchase order referenced through the **Purchase order number**.
5. Select **Save** (step 1 in the figure).

Legal company name or organization name


Xray Services

Purchase order number

PO Number

Save

1. Select **Save** after entering/changing **Purchase order number**

Set subscription start date 

12/10/2022 

Save


2. Select **Save** to start subscription after trial or on selected start date.

6. Optionally, set a **subscription start date**.
If not set, the subscription automatically begins after the trial period ends.
Only dates after the end of the current period are eligible.

7. Select **Save** (step 2 in the figure).

If you do not select **Save**, the tenant is deactivated after the trial.

Extend the trial

1. Open the **Subscription**  tab.
2. Optionally, select **Extend trial** to extend the trial with one month.


Issue a "not for resale" license

1. Open the **Subscription**  tab.
2. Optionally, select **Not for resale**.

Only select this if the tenant is used internally by you as a Printix partner or by a reseller to train and educate employees on Printix.

 If you subsequently clear **Not for resale**, the tenant enters the trial.


Configure a tenant

 What Printix functionality does the customer want to use? You can use our [checklist](#) to record this.

Open Printix Administrator for the new tenant to proceed with the configuration as described in the [Printix Implementation Help](#).

You who created the tenant is listed as the subscription [email receiver](#). We recommend that you configure the following in Printix Administrator:

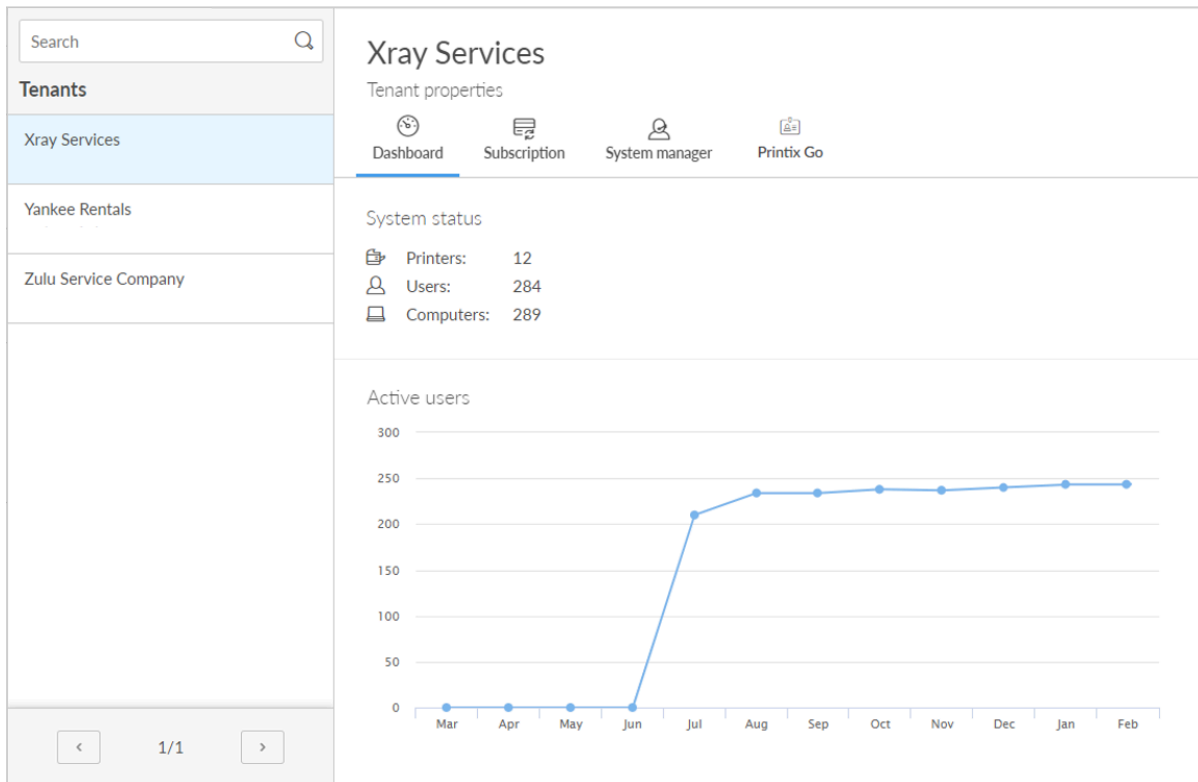
- **Email message signature**

On the [Settings](#)  page, you can change the signature to include contact details for your Help Desk. By default, this is populated with the name and email address of the user (you) who created the tenant. You can replace this text with something else.

- **Accept Printix for all users**

If you [enable Microsoft Entra authentication](#) to allow signing in with Microsoft, ensure that [Printix is accepted](#) for all users, so the automatic sign-in to Printix Client works on Microsoft Entra joined Windows 10 computers. You must have the global administrator role in Microsoft Entra ID to do this. You can [enable groups](#). Subsequent deletion or modification of the used global administrator Microsoft Entra ID account does not affect the already consented application privileges.

How to open Printix Administrator



See the [Printix Administrator Help](#) for more information about:

- [Getting started](#)
 - [Features](#)
 - [How to](#)
1. Open the [Tenant properties](#).
 2. Select the tenant name (Xray Services in the example image) to open the [Printix Administrator](#) for this tenant.
You are signed in automatically.

TUNGSTEN
AUTOMATION Printix

Signed in as partner user



Signed in as partner user John Smith

i The [partner user](#) you sign in with is not really part of the tenant, so, we advise against using this account for printing on the tenant. For example, [scanning a QR code](#) does not select the printer as expected.


How to add a system manager to a tenant

The screenshot shows the 'Add user' form in the Printix interface. At the top left is the 'TUNGSTEN AUTOMATION Printix' logo. To the right are several navigation icons. The main heading is 'Add user'. Under the 'ROLE' section, there are two radio button options: 'User' (with the description 'Print with Printix') and 'System manager' (with the description 'Full rights in Printix Administrator to control everything, including the roles of all other users'). The 'System manager' option is selected. Below this is an 'EMAIL' field with a text input containing 'john@ajax.com'. At the bottom right, there is a green button labeled 'Add'.

If you did not add a system manager when the [tenant was created](#), or if you need to add additional users with the system manager role, follow these instructions.

1. Open the [Tenant properties](#).
2. Select the tenant name (Xray Services or xray.printix.net) to open the [Printix Administrator](#) for this tenant.
You are signed in automatically.
3. Open the **Users**  page.
4. Select **Add user** .
5. Change the **Role** of the user to **System manager**.
6. Enter the user's email address.
7. Select **Add**.

The user receives an email with the subject **Welcome to Printix**.

- If the email does not arrive within a few minutes, ask the user to check the spam/junk mail folder.
- On the **Users** page, the invited user is listed at the top with a question mark (?) until the registration is complete.
- The invitation is valid for 72 hours.
- Select  and **Info** to see when the invitation expires.

Invited user signs in with a Microsoft account

An invited user with a Microsoft account performs these steps to sign in:

1. Open a web browser and enter the Printix Home (xray) followed by **/admin**.
2. Select **Sign in with Microsoft**.

The user also receives an email with the subject **Get started with Printix** with links to the Printix Client and the Printix App.

Invited user signs in with a Google Workspace account

An invited user with a Google Workspace account performs these steps to sign in:

1. Open a web browser and enter the Printix Home (xray) followed by **/admin**.
2. Select **Sign in with Google**.

The user also receives an email with the subject **Get started with Printix** with links to the Printix Client and the Printix App.

Invited user signs in with another account


Other invited users perform these steps to sign in:

Open the email with the subject **Welcome to Printix** and select **Get started** to register.

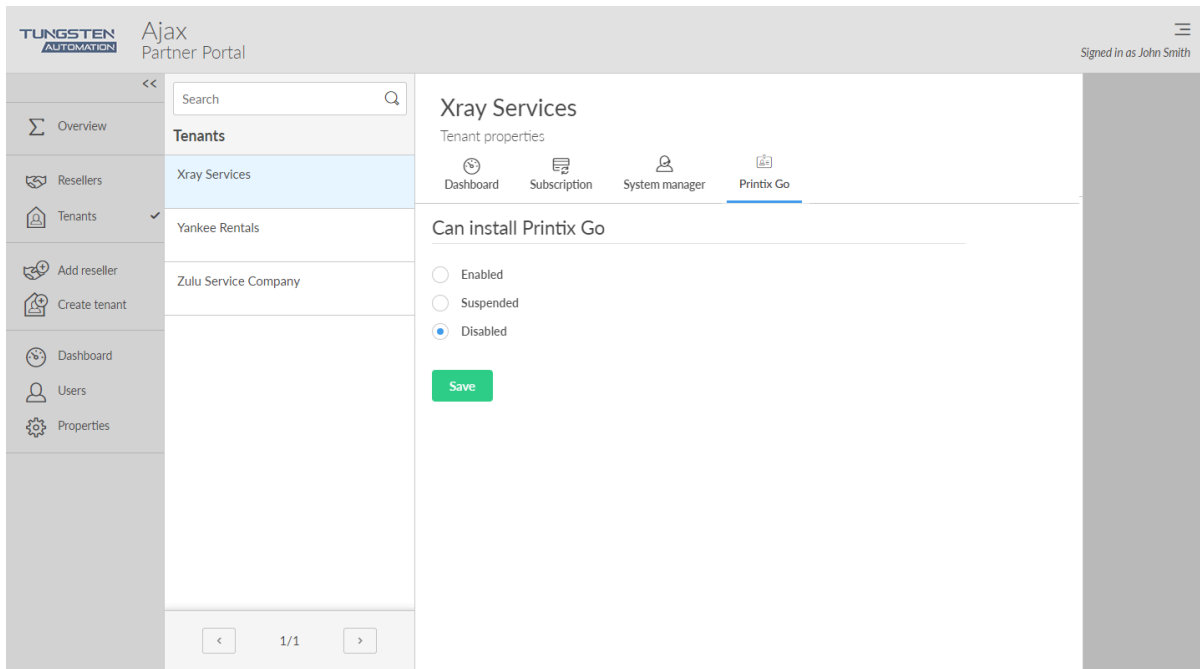
After a successful registration, the user is prompted to **Download Printix Client**. If the user's role is **System manager**, the user is prompted to sign in to the Printix Administrator.

The user also receives an email with the subject **Get started with Printix** with links to the Printix Client and the Printix App.

How to change the Printix Home for a tenant

 To change the Printix Home for a tenant (for example, from acme1.printix.net to acme.printix.net), contact [Product Support](#) about the current Printix Home and the new one.

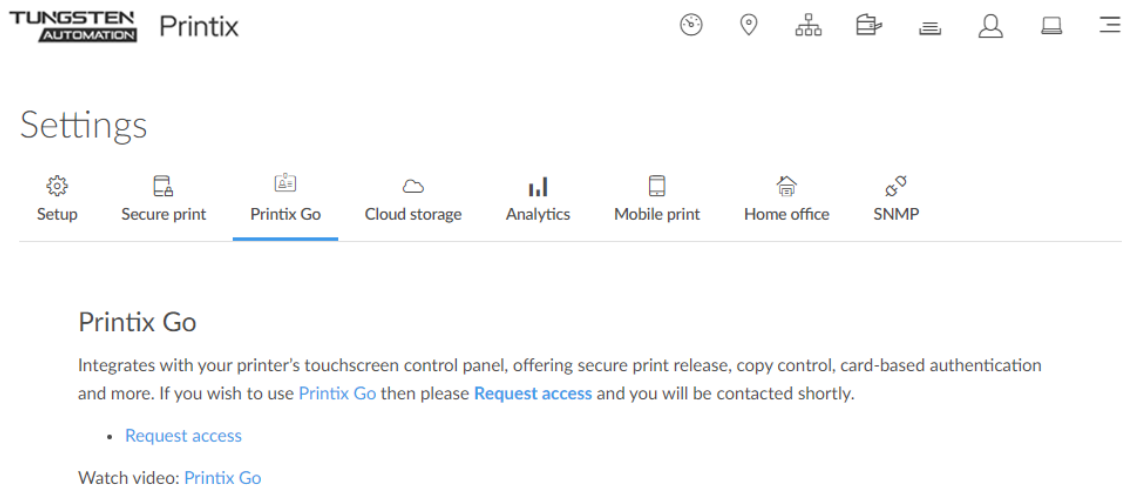
How to enable Printix Go for a tenant



i Printix Go is enabled for all

Since 6 July 2022, Printix Go has been enabled for all existing and new tenants.

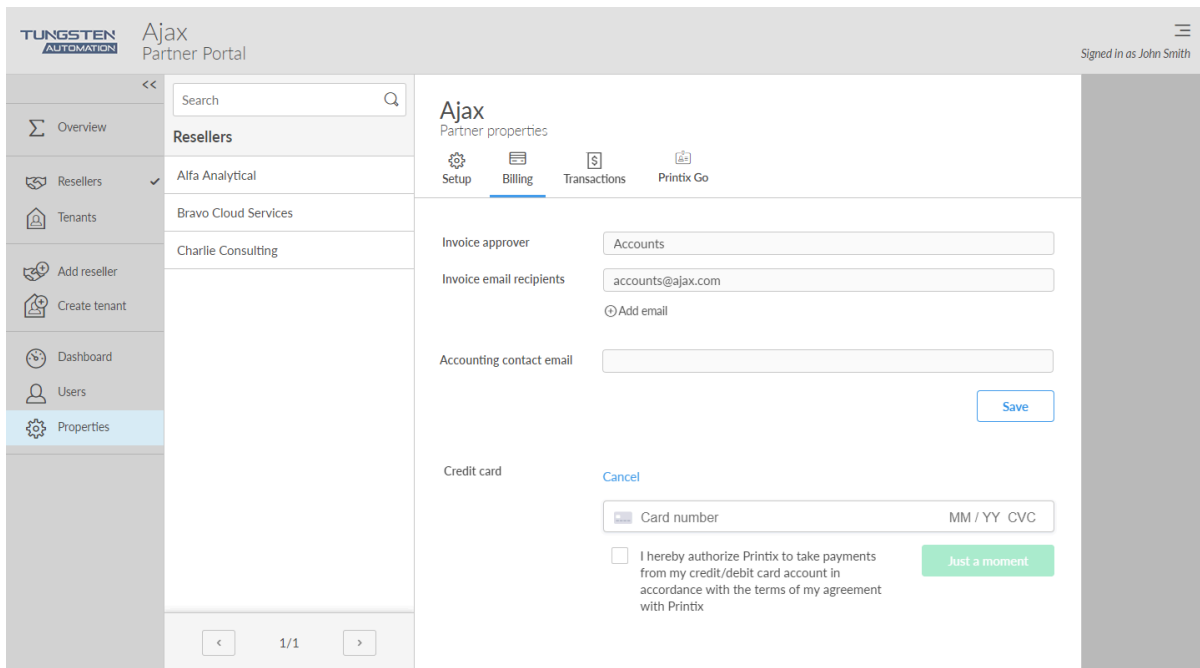
1. Open the **Tenant properties** page.
2. Select the **Printix Go** tab.
3. Select **Enabled**.
 - **Enabled**
Select this to enable the **Printix Go** tabs in Printix Administrator and allow Printix Go to be installed on printers. Printix Go on a printer can only be used with one Printix Home. If multiple companies need to use the same printer, another option could be to add [multiple Microsoft Entra directories](#) or [multiple Google domains](#).
 - **Suspended**
Select this to suspend further installations of Printix Go on printers, and only allow uninstallation on printers. After Printix Go has been uninstalled from printers, you can select **Disabled**.
 - **Disabled**
This is the default. In Printix Administrator, the **Printix Go** tab on the **Printer properties** page and the **Settings** page explains that access to Printix Go can be requested.



4. Select **Save**.




- If users need to enter only an ID code to sign in to Printix Go enabled printers, contact [Product Support](#) so we can change the setting **Require PIN code for sign in with ID code**. This is for security reasons.


How to add or change a credit card



As a partner, you can enter a credit card, and then Printix will charge this automatically for all of the tenants you have created.



Add a partner credit card

1. Select **Properties** .
2. Select the **Billing**  tab.
3. In **Invoice approver**, enter the name of the person receiving the billing information.
4. In **Invoice email recipients**, enter the email address where the invoices are sent. Optionally, select **Add email**  to add additional email addresses to be in CC (Carbon Copy).
5. Optionally, in **Accounting contact email**, enter the email address that can be used to contact the accounting team.
6. Select **Save**.
7. Select **Add credit card**.

 The name of the person receiving the billing information **MUST** be entered as the **Invoice approver** before a credit card can be added. Also, a valid email address **MUST** be entered in **Invoice email recipients** before a credit card can be added.

8. Fill in the details:
 - **Card number**
The number of the card.
 - **MM / YY**
The expiration month (MM) and year (YY) of the card.
 - **CVC**
The card security code (CVC) is typically the last three or four digits printed, not embossed like the card number, on the signature strip on the back of the card.
9. Select **I hereby authorize Printix to take payments from my credit/debit card account in accordance with the terms of [my agreement with Printix](#)**.
10. Select **Save**.

Change a partner credit card

1. Select **Properties** .
2. Select the **Billing**  tab.
3. Select **Change credit card**.
4. Fill in the details:
 - **Card number**
The number of the card.
 - **MM / YY**
The expiration month (MM) and year (YY) of the card.
 - **CVC**
The card security code (CVC) is typically the last three or four digits printed, not embossed like the card number, on the signature strip on the back of the card.

5. Select **I hereby authorize Printix to take payments from my credit/debit card account in accordance with the terms of [my agreement with Printix](#)**.
6. Select **Save**.


How to start a subscription

You can start a subscription in two ways:

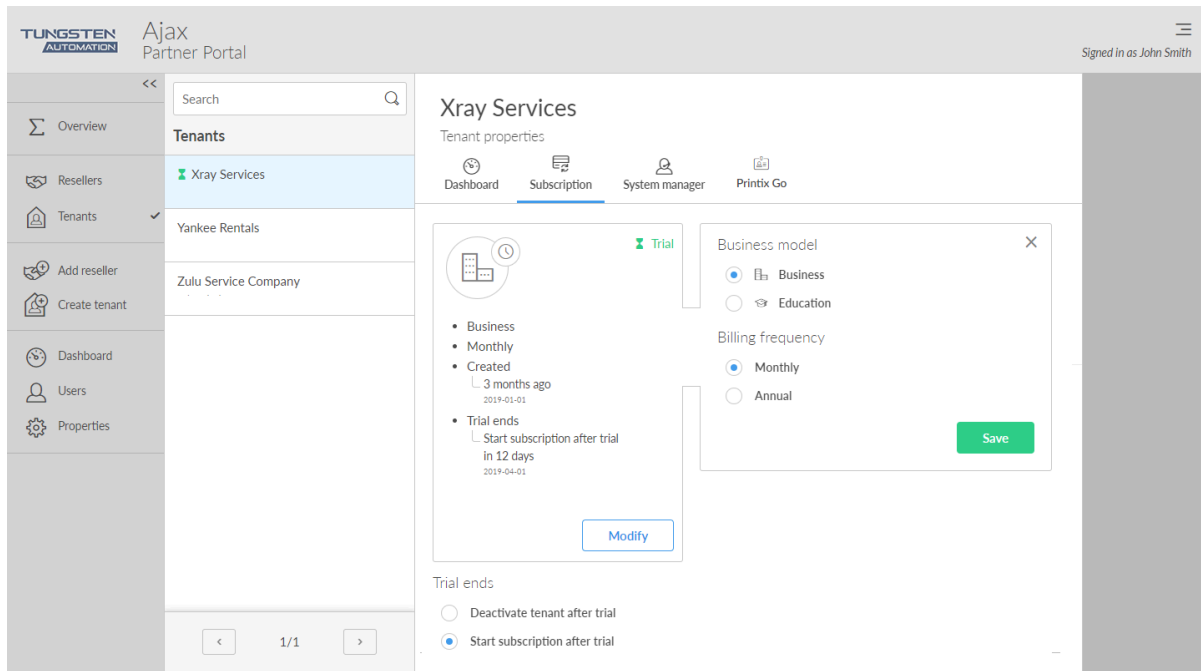
- [The tenant is deactivated](#).
This is the case if the trial expired or the subscription was canceled.
- [The tenant is still in trial](#).


The tenant is deactivated

The screenshot shows the Ajax Partner Portal interface. The left sidebar contains navigation options: Overview, Resellers, Tenants, Add reseller, Create tenant, Dashboard, Users, and Properties. The main content area displays 'Xray Services' tenant properties, which are marked as 'Deactivated'. A 'Start subscription' dialog box is open, showing options for 'Business' and 'Monthly' plans, and a 'Start subscription' button. The dialog also includes links for 'Terms of Service', 'Privacy Policy', and 'Data Processing Agreement'.

1. Open the [Tenant properties](#).
2. Select the **Subscription**  tab.
3. Select **Start subscription**, then select **Start subscription** in the box that appears.
4. Optionally, select **Modify** to [change the plan](#) and/or [set the subscription start date](#).

The tenant is still in trial



1. Open the [Tenant properties](#).
2. Select the **Subscription**  tab.
3. If the trial has not ended, select **Start subscription after trial**.
4. Optionally, select **Modify** to [change the plan](#) and/or [set the subscription start date](#).

Change the plan

1. Select **Modify** to change the plan.
2. Choose the plan you want:
 - Business model
 - **Business**
 - **Education**
 - Billing frequency
 - **Monthly**
Monthly is the default setting and the tenant will be added as a line item to the partner's monthly aggregated invoice.
 - **Annual**
If a customer prefers to purchase with annual upfront payments, the partner can order an annual subscription. The invoice is afterwards distributed to the partner through email.
 - Requirements
 - **Users** (Required for a **Business+Annual** plan)

Enter the number of users to access the Printix service.

- **Staff** (Required for an **Education** plan)

Enter the number of administrative staff to access the Printix service. Students are free.

3. Select **Save**.

Changes to the subscription take effect immediately or after the trial. If the billing frequency is **Monthly**, it will be reflected on the next invoice. If the change is on an **Annual** subscription, a new invoice is sent to the financial contact.

Set subscription start date

The screenshot displays the 'Xray Services' tenant configuration page in the Ajax Partner Portal. The page is titled 'Xray Services' and shows 'Tenant properties'. The 'Subscription' tab is active, displaying a trial status and a 'Set subscription start date' field. The trial ends in 16 days. The legal company name is 'Xray Services Inc.' and the order number is 'Purchase order number'. The subscription start date is set to '12/09/2021'. Below the start date field, there are radio buttons for 'Deactivate tenant after trial' and 'Start subscription after trial', and checkboxes for 'Not for resale' and 'Non-profit discount'.

1. Optionally, set a **subscription start date** of your choice.


If not selected, the subscription automatically begins after the trial period ends. Only dates after the end of the current period are eligible.

2. Select **Save**.

How to extend a trial

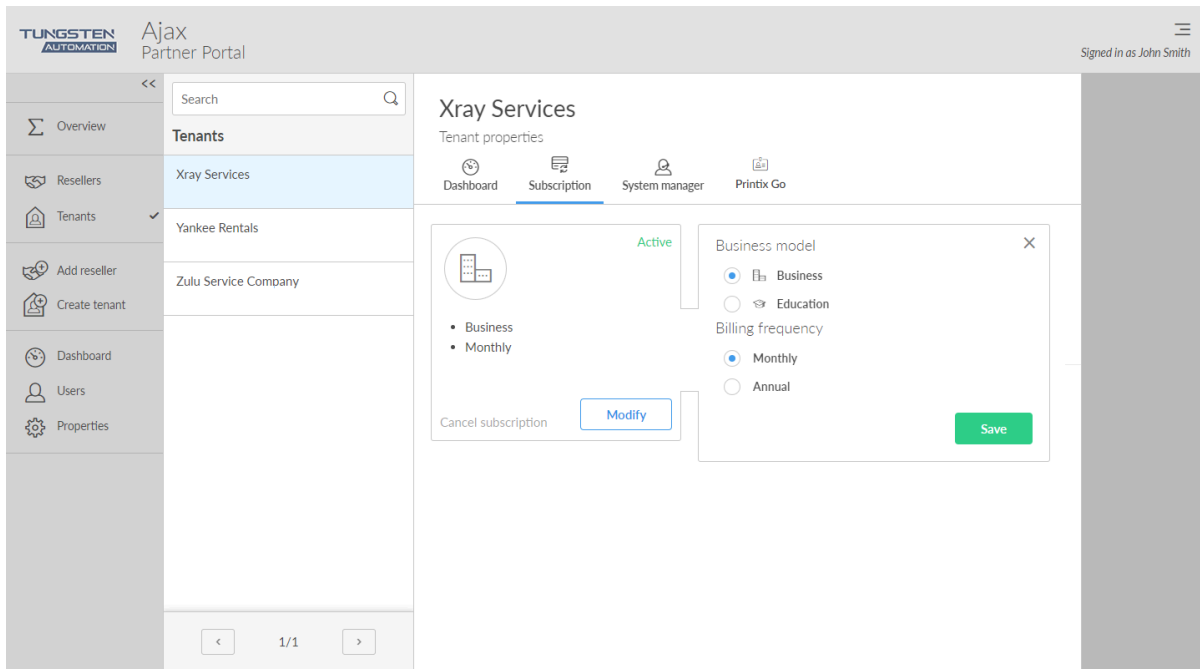
The screenshot shows the Ajax Partner Portal interface. The left sidebar contains navigation options: Overview, Resellers, Tenants (selected), Add reseller, Create tenant, Dashboard, Users, and Properties. The main content area is titled 'Xray Services' and shows 'Tenant properties'. The 'Subscription' tab is active, displaying a trial status with a 'Trial' icon. The trial details include: Business, Monthly, Created 3 months ago (2019-01-01), and Trial ends in 12 days (2019-04-01). Below this, there are radio buttons for 'Deactivate tenant after trial' and 'Start subscription after trial' (selected). An 'Extend trial' button is visible. To the right, there are input fields for 'Legal company name or organization name' (Xray Services Inc.) and 'Your order number or reference information' (Purchase order number). A 'Save' button is located at the bottom right of the form area.

i Do NOT extend the trial unnecessarily. It is in our joint business interest to close the deal and start a paid subscription.


1. Open the [Tenant properties](#).
2. Select the **Subscription**  tab.
3. Select **Extend trial** to extend the trial with one month.

i Contact [Product Support](#) if you, by mistake, extended the trial too long.

How to change the subscription



i You can change the subscription **ONLY** if the current plan is **Monthly**. Otherwise, the **Modify** button is hidden. In this case, you should contact [Product Support](#) about the name of the tenant and what the new plan should be.

1. Open the [Tenant properties](#).
2. Select the **Subscription**  tab.
3. Select **Modify**.
4. Choose the plan you want to change to:
 - Business model
 - **Business**
 - **Education**
 - Billing frequency
 - **Monthly**
Monthly is the default setting and the tenant will be added as a line item to the partner's monthly aggregated invoice.
 - **Annual**
If a customer prefers to purchase with annual upfront payments, the partner can order an annual subscription. The invoice is afterwards distributed to the partner through email.
 - Requirements
 - **Users** (Required for a **Business+Annual** plan)

Enter the number of users to access the Printix service.

- **Staff** (Required for an **Education** plan)

Enter the number of administrative staff to access the Printix service. Students are free.

5. Select Save.

i Changes to the subscription take effect immediately or after the trial. If the billing frequency is **Monthly**, it will be reflected on the next invoice. If the change is on an **Annual** subscription, a new invoice is sent to the financial contact. If subsequent changes need to be made (fewer or more users) to an **Annual** subscription, contact finance.printix@tungstenautomation.com to have the subscription modified accordingly.

How to get a non-profit discount

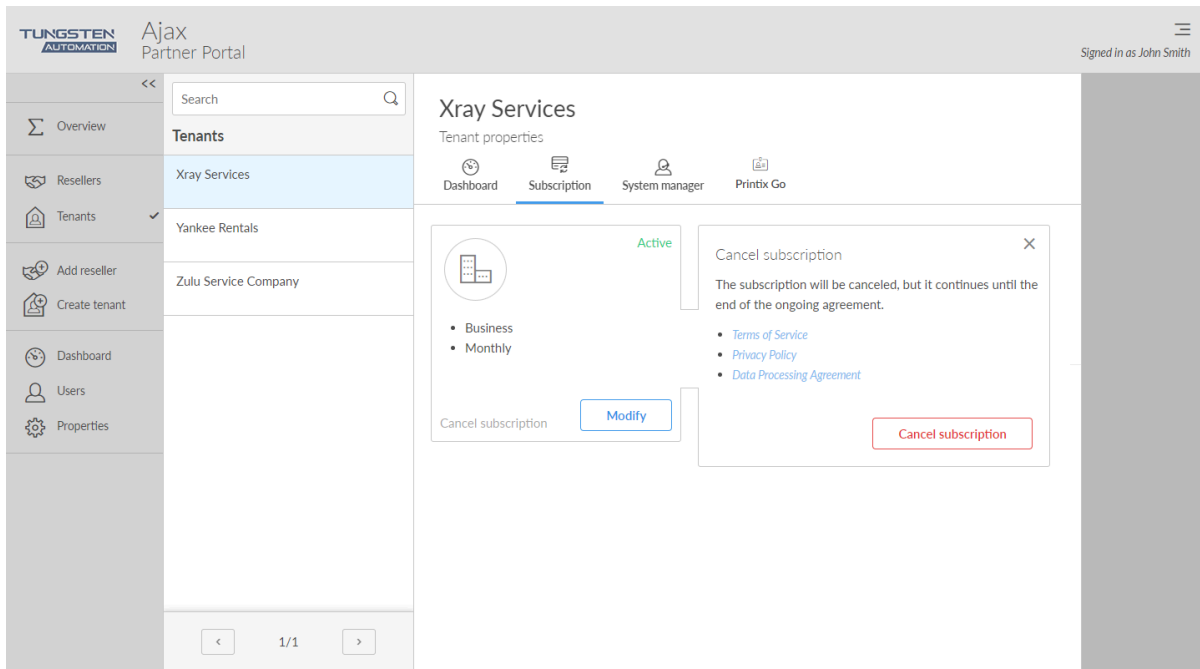
The screenshot shows the 'Xray Services' tenant properties page in the Tungsten Automation Partner Portal. The 'Subscription' tab is active, displaying a trial status. The trial information includes:


- Business**
- Monthly**
- Created** 3 months ago (2019-01-01)
- Trial ends** Start subscription after trial in 12 days (2019-04-01)

 Below this, there are radio buttons for 'Deactivate tenant after trial' and 'Start subscription after trial'. At the bottom, there are checkboxes for 'Not for resale' and 'Non-profit discount'. The 'Your order number or reference information' section includes a 'Purchase order number' field and a 'Save' button.

1. Open the **Tenant properties**.
2. Select the **Subscription** tab.
3. Select **Non-profit discount**.
4. In **Your order number or reference information**, include the non-profit or non-governmental (NGO) organization's **verification ID** (such as, ANBI, 501 c 3) or similar for your country.

How to cancel a subscription



1. Open the **Tenant properties**.
2. Select the **Subscription**  tab.
3. Select **Cancel subscription**.
 - The subscription will be canceled, but it continues until the end of the ongoing agreement.
 - **For monthly subscription**
Cancellation is effective at the end of the month for which you have paid.
 - **For annual subscription**
Cancellation is effective at the end of the year for which you have paid. Contact finance.printix@tungstenautomation.com.
 - Only Printix can delete tenants on request prior to deactivation or during the grace period. Contact [Product Support](#).
4. Select **Cancel subscription**.

 To undo the cancellation, select **Revoke subscription cancellation**.

How to move a tenant to another Printix partner

To move a tenant (customer) from one Printix partner, the customer must always request the move.

The customer who contacts their new Printix partner must provide a confirmation that they want to move to this new Printix partner. The customer confirmation should be forwarded to [Product Support](#), together with the name of the Printix tenant and a contact person within the new Printix partner.


At their own discretion, it is the customer's responsibility to inform the involved parties of the move.

How to issue a "not for resale" license

The screenshot shows the 'Xray Services' tenant properties page in the Ajax Partner Portal. The 'Subscription' tab is active, displaying a trial status for 'Xray Services Inc.' with a 'Modify' button. Below the trial information, there are radio buttons for 'Deactivate tenant after trial' and 'Start subscription after trial', with the latter selected. At the bottom, the 'Not for resale' checkbox is checked, and the 'Non-profit discount' checkbox is unchecked. The 'Legal company name or organization name' field contains 'Xray Services Inc.', and the 'Your order number or reference information' section has a 'Purchase order number' field and a 'Save' button.

1. Open the [Tenant properties](#).
2. Select the **Subscription**  tab.
3. Select **Not for resale**.

Only select this if the tenant is used internally by you as a Printix partner or by a reseller to train and educate employees on Printix.

 If you subsequently clear **Not for resale**, the tenant enters the trial.

How to add a partner

Add partner
✕

Marked fields are required

INFO

CompanyID

SalesforceID

Partner name

* Enter partner name

Email

* Enter valid email

Grant access to Partner Portal

Finance email

* Enter valid email

Grant access to Partner Portal

Country

* No country selected

VAT number (Canada: GST, US: TAX ID)

ADDRESS

Address 1

* Address 1

Address 2

City


* City

Postal code

* Postal code

State

Phone number

1. Select **Add partner**  to add a partner.
2. In the **Info** section:
 - Enter **CompanyID**. The company ID must only contain numbers; otherwise, you cannot add the partner.
 - Enter **SalesforceID**.
 - Enter **Partner name**. This is required.
 - Enter **Email**. This is required.
 - Check **Grant access to Partner Portal** to [Add user](#), so the user gets an email and can sign in to Printix Partner Portal.
 - Enter **Finance email**. This is required.
 - Check **Grant access to Partner Portal** to [Add user](#), so the user gets an email and can sign in to Printix Partner Portal.
 - Select **Country**. This is required.
 - Enter **VAT number**.
3. In the **Address** section:
 - Enter **Address 1**. This is required.

- Enter **Address 2**.
 - Enter **City**. This is required.
 - Enter **Postal code**. This is required.
 - Enter **State**.
 - Enter **Phone number**.
4. Select **Add partner**.

How to add a reseller

Add reseller
✕

Ajax

Marked fields are required

INFO

Reseller name

*

Email

*

Grant access to Partner Portal

Country

Disable tenant creation

ADDRESS

Address 1

Address 2


City

Postal code

State

Phone number

Cancel
Add reseller

1. Select **Add reseller**  to add a reseller for this partner (Ajax).
2. In the **Info** section:
 - Enter the **Reseller name**. This is required.
 - Enter your **Email** address. This is required.
 - Select **Grant access to Partner Portal** to [add a user](#), so the user can get an email and sign in to the Printix Partner Portal.
 - Select your **Country**.


- Select **Disable tenant creation** if you do not want the reseller to be able to create tenants.
3. In the **Address** section, enter the following information:
 - **Address 1**
 - **Address 2**
 - **City**
 - **Postal code**
 - **State**
 - **Phone number**
 4. Select **Add reseller**.

How to enable Printix Go for a reseller

The screenshot shows the Alfa Analytical Partner Portal interface. The top navigation bar includes the Tungsten Automation logo, the user name 'Alfa Analytical Partner Portal', and a 'Signed in as Adam Miller' indicator. A left sidebar contains navigation options: Overview, Create tenant, Dashboard, Users, and Properties (which is currently selected). The main content area displays the 'Alfa Analytical Reseller properties' page. Under the 'Printix Go' tab, there is a checkbox labeled 'Can enable Printix Go' which is currently unchecked, and a 'Save' button below it. A search bar is visible at the top of the main content area, and a pagination control shows '1/1' at the bottom.

i Printix Go is enabled for all

Since 6 July 2022, Printix Go has been enabled for all existing and new tenants.

1. Open the **Reseller properties** page.
2. Select the **Printix Go**  tab.
3. Select **Can enable Printix Go**.
4. Select **Save**.

How to delete a reseller

To delete a reseller, contact [Product Support](#) about the name of the reseller and what should happen to the tenants that the reseller has created.

How to add a user

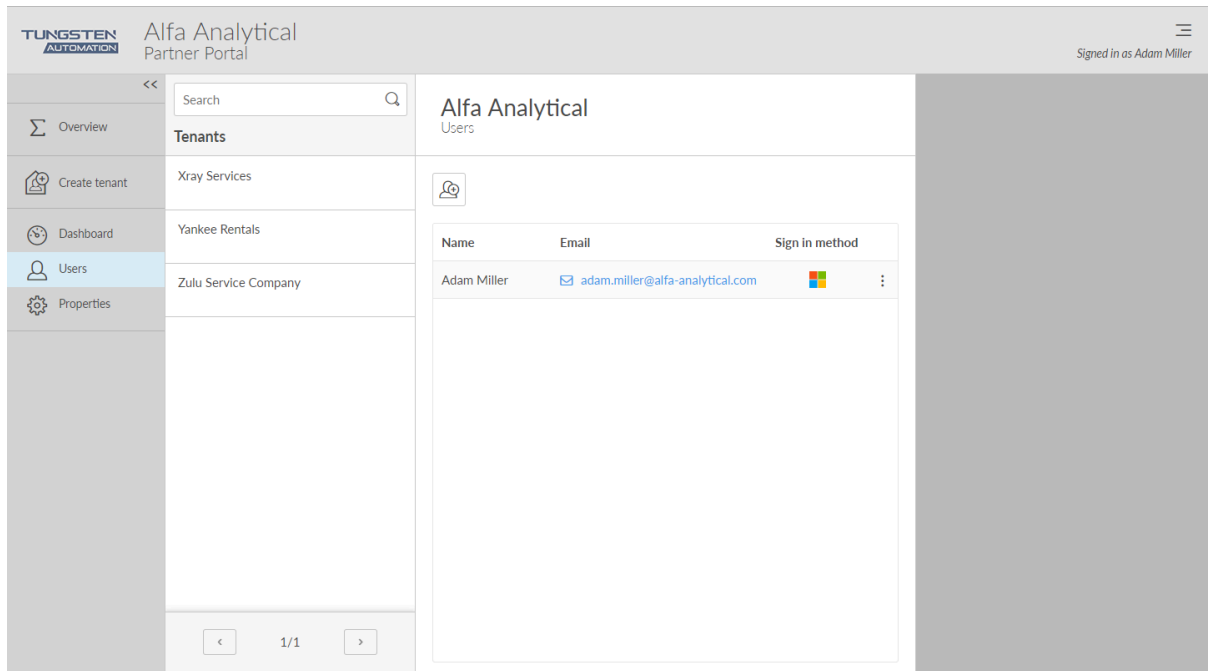
i Ensure users are familiar with the Printix product and the Printix Partner Portal before you add them. You should NEVER add a user if you see a risk the user would mistakenly deactivate tenants or configure tenants incorrectly. It will harm your customers and our joint business.



The screenshot shows the Ajax Partner Portal interface. The top navigation bar includes the Tungsten Automation logo, the text 'Ajax Partner Portal', and a user profile indicator 'Signed in as John Smith'. The left sidebar contains navigation options: Overview, Resellers, Tenants, Add reseller, Create tenant, Dashboard, Users (highlighted), and Properties. The main content area is titled 'Ajax Users' and displays a table of users for the selected partner.

Name	Email	Sign in method
Jane Doe	jane.doe@ajax.com	⋮
John Smith	john.smith@ajax.com	⋮

1. Select **Users** to add a user for this partner (Ajax).

- The email MUST be the user's Microsoft account. To add a user who does not have a Microsoft account, contact partner.printix@tungstenautomation.com.
- The added user will have full access to Printix Partner Portal for the partner (or reseller) in question.
- The user is not added to any tenants.
- You can also **Add user** for a reseller (Alfa Analytical).



2. Select **Add user** .
The **Add user** dialog box appears.
3. Enter the **Email** address of the user's Microsoft  account.

Add user
✕

Ajax

Email

Cancel
Add user

4. Select **Add user**.
The user receives an email.
 - The added user appears with a question mark (?) until the registration is completed.
 - The invitation is valid for 72 hours.

After selecting **Sign in to Partner portal** in the received email, the added user will have full access to Printix Partner Portal for the partner (or reseller) in question. The user is not added to any tenants.

The invited user

An invited user with a Microsoft work or school account performs these steps:

1. Open the email with the subject **Welcome to Printix Partner Portal** and select **Sign in to Partner Portal**.

Hi jane.doe@ajax.com

You can now access the Printix Partner Portal for Ajax.

[Sign in to Partner Portal](#)

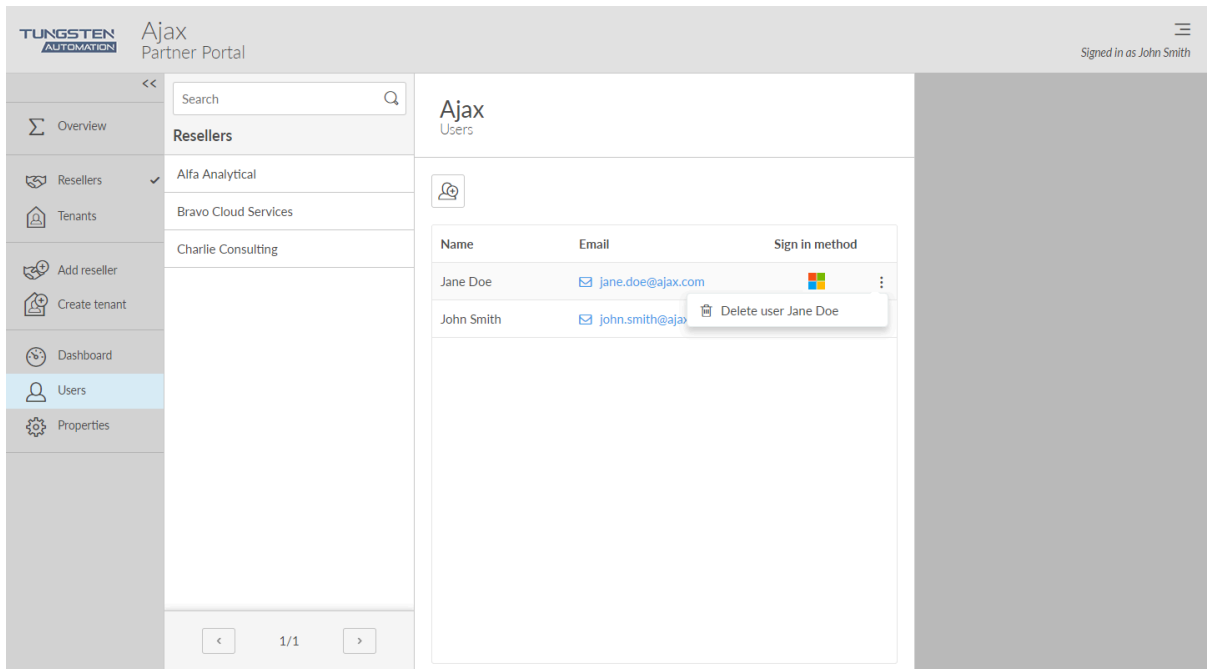
Friendly regards

John Smith



Do not respond directly to this email

- If the email does not arrive within a few minutes, check the spam/junk mail folder.
2. On the sign-in page, select **Sign in with Microsoft**.
 3. On the Microsoft sign-in page:
 - Enter your work or school account.
 - Enter your password.
 4. Select **Sign in**.
 5. If prompted, select **Accept** to grant permissions to Printix.
 - If you see the check box **Consent on behalf of your organization**, it is because you have the global administrator role in Microsoft Entra ID, and the Printix Partner Portal has not yet been accepted for all users. Select **Consent on behalf of your organization** so Printix can have access to the specified resources for all users in your organization. No one else will be prompted.

How to delete a user



The screenshot shows the Ajax Partner Portal interface. The left sidebar contains navigation options: Overview, Resellers, Tenants, Add reseller, Create tenant, Dashboard, Users (selected), and Properties. The main content area is titled 'Ajax Users' and displays a table of users. A context menu is open over the 'Jane Doe' user row, showing a 'Delete user Jane Doe' option.

Name	Email	Sign in method
Jane Doe	jane.doe@ajax.com	
John Smith	john.smith@ajax.com	

Select **More** and **Delete user**.

The deleted user will no longer be able to sign in to the Printix Partner Portal.

Chapter 6

Troubleshooting

To troubleshoot an issue, we recommend that you explore below. If you find no resolution, [submit a support request](#).

- [Sign in reports: Need admin approval](#)
- [Sign in reports: User not found](#)
- [Sign in reports: Whitelabel Error Page](#)
- [Sign in reports: Error AADSTS50105](#)
- [After sign-in, a gray screen is displayed](#)
- [Username or password is wrong](#)

Sign-in issues

Make sure you are opening the Printix Partner Portal through partner.printix.net.

- [Sign in reports: Need admin approval](#)
- [Sign in reports: User not found](#)
- [Sign in reports: Whitelabel Error Page](#)
- [Sign in reports: Error AADSTS50105](#)
- [After sign-in, a gray screen is displayed](#)
- [Username or password is wrong](#)

Sign in reports: Need admin approval



Need admin approval

Printix Partner Portal
printix.net

Printix Partner Portal needs permission to access resources in your organization that only an admin can grant. Please ask an admin to grant permission to this app before you can use it.

[Have an admin account? Sign in with that account](#)

[Return to the application without granting consent](#)

If you get the above message, your organization may not allow people in your organization to allow third-party apps to access your Office 365 information.

See also: Microsoft documentation on: [Managing user consent to apps in Microsoft 365](#).

Resolution: To use your organization's Microsoft Entra ID for authentication in the Printix Partner Portal, a Microsoft Entra ID global administrator needs to approve Printix as a third-party application. This can be accomplished in two ways:

- [Add a user](#), who has the global administrator role in Microsoft Entra ID, to the Printix Partner Portal.
- Have a user, who has the global administrator role in Microsoft Entra ID, sign in with Microsoft to your Printix tenant.

Both of the above will register Printix as an approved third-party application.

Sign in reports: User not found

TUNGSTEN
AUTOMATION Printix



Internal Server Error

User not found

If this is the first time you Sign in with Microsoft to the Printix Partner Portal, then please contact a colleague in your organization who has access to the Printix Partner Portal so you can be invited by email. Otherwise, open your browser in Incognito or In private mode, and try again.

- You signed in with Microsoft, but you are not yet registered as a user of the Printix Partner Portal. Resolution: Contact a colleague in your organization who has access to the Printix Partner Portal, and ask to be [added as a user](#). Open the received email with the subject **Welcome to Printix Partner Portal** and select **Sign in to Partner Portal**.
- Another reason could be that your browser has you registered with another account. Resolution: Open your browser in incognito or private mode, then try again.

Sign in reports: Whitelabel Error Page

You tried to use **Sign in with Microsoft** before you were [added as a user](#) with your Microsoft work account.

Resolution: [Add user](#).

Sign in reports: Error AADSTS50105

You have been [added as a user](#) and now you try to Sign in with Microsoft to the Printix Partner Portal but get the message:

- Error AADSTS50105 - The signed-in user is not assigned to a role for the application

This is because your organization does not allow users to register applications, in this case, the Printix Partner Portal.

Resolution: A person with the global administrator role in Microsoft Entra ID needs to follow the steps to either:

- [Accept Printix Partner Portal for all users](#)
- [Accept Printix Partner Portal for selected users](#)

Accept Printix Partner Portal for all users

Follow these steps to accept Printix Partner Portal for all users.

1. Open a new browser window and sign in to **Microsoft Azure** (portal.azure.com) using your work account credentials.

2. In the portal menu, select **All Services**.
3. In the **Identity** category, select **Microsoft Entra ID**.
4. In the left pane, select **Enterprise applications**.
5. Search for **Printix Partner Portal** and select it.
6. In the left pane, select **Permissions**.
7. Select **Grant admin consent for** to accept Printix Partner Portal for all users.
8. On the Microsoft sign-in page:
 - Enter your work or school account. You must have the global administrator role in Microsoft Entra ID to grant permission to read users' profiles.
 - Enter your password.
9. Select **Sign in**.

The Printix Partner Portal prompts you to accept privileges for your organization to:

 - Sign in and read user profile.
10. Select **Accept** to grant these privileges.

Accept Printix Partner Portal for selected users

Follow these steps to accept Printix Partner Portal for selected users.

1. Open a new browser window and sign in to **Microsoft Azure** (portal.azure.com) using your work account credentials.
2. In the portal menu, select **All Services**.
3. In the **Identity** category, select **Microsoft Entra ID**.
4. In the left pane, select **Enterprise applications**.
5. Search for **Printix Partner Portal** and select it.
6. In the left pane, select **Users and groups**.
7. Select **Add user/group**.
8. Select users or groups.
9. Select **Select**.

After sign-in, a gray screen is displayed

The reason could be that your browser has you registered with another account.

Resolution: Open your browser in incognito or private mode, then try again.

If the above still does not work, and the browser log reports a 403, then try to [delete the user](#) and [add the user](#) again.

Username or password is wrong

You used **Sign in with email**, but you are not created as a user or you entered the wrong **Email**, **Password**, or **Code**.

Resolution: Make sure it is the right 6-digit code you are entering from the right account in your [two-factor authenticator](#). The 16-character key you used to set up your [two-factor authenticator](#) is

NOT your password. If it is the first time (or you do not remember your password), select [Forgot password](#).