Windows Live ID access instructions for CustomerSource

This document will explain to you how to sign up for a Windows Live ID (if you do not already have one) and use it to sign into the Microsoft Dynamics extranet.

Microsoft Windows Live ID is an online service that makes it possible for you to use a single email address and password to sign in to a Windows Live ID -Participating web site or service.

To learn more about Windows Live ID, visit http://www.passport.net/.

To sign into Microsoft Dynamics CustomerSource, follow these steps:

Step 1

- **Get a Windows Live ID.**
  If you do not already have a Windows Live ID, go to https://accountservices.passport.net/reg.srf?id=486&ru=http%3A%2F%2Fwww%2Epasp
don%2Enet%2Econsumer%2Fdefault%2Fesap%3Flc%3D1033&vv=30&sl=1&lc=1033. Any email address can be used to get your Windows Live ID Complete the creation of a Windows Live ID, and then close the browser window. This will be the username and password you use to log into CustomerSource in the future.

- **Forgot your password?**
  If you already have a Windows Live ID (Ex: hotmail email account) set up, and you have forgotten your Windows Live ID password, go to https://accountservices.passport.net/uiresetpw.srf?lc=1033 to reset it.

Step 2 - Log into CustomerSource.
Now that you have a Windows Live ID account set up and you know your Windows Live ID password, you are ready to log in to CustomerSource.

To do this, go to https://mbs.microsoft.com/customersource.

Step 3 - Enter Windows Live ID account.
You will be prompted to enter your Windows Live ID account. Enter Windows Live ID username and password. This is the Windows Live ID account that you want to use to log into CustomerSource.
Step 4 - Enter MBS email account.
You will be prompted to enter the email address that you registered within the Microsoft Dynamics system. This may or may not be the same email address as your Windows Live ID account.
If you do not know the email address that is stored in the Microsoft Dynamics system, send an email to voice@microsoft.com.

Step 5 - Email Sent Message
After you enter the email address registered within the MBS system and click Continue, you will receive the following message:
Step 6 - Open Received Email
Microsoft Dynamics has sent you an email that you will use to associate your Windows Live ID account with your Microsoft Dynamics account in CustomerSource. Go to the inbox of the email address you entered in Step 5.

**NOTE:** You will receive a separate email for every profile that you have set up in CustomerSource. Follow Step 10 for each email you receive.

Step 7 - Click on association link
Open the email you received from voice@microsoft.com. You will see an email similar to the screenshot below. Click on the long blue link in the email.

Step 8 - Enter Windows Live ID account
You will be prompted again for your Windows Live ID. Enter the Windows Live ID you entered in Step 3:
Step 9 - Success Message
You will get a message stating that you have successfully associated your Windows Live ID with your MBS profile:

Step 10 - Access CustomerSource
You are ready to use CustomerSource! Go to CustomerSource (https://mbs.microsoft.com/customersource).

When you use CustomerSource in the future, use this Windows Live ID username and password to log in.
If you have any trouble with your Windows Live ID account (username/password, etc.), please contact the Windows Live ID support team at http://support.msn.com/eform.aspx?productKey=passport&page=support_home_options_form_byemail&ct=eformts.

Please contact the VOICE support team at voice@microsoft.com, if you have any questions regarding this process.