

# AVEVA

## AVEVA Partner Ecosystem Platform Instructions for Partners

The Partner Platform is where Partners can access Knowledge & Support Center, Partner News, Partner Events Calendar and Highspot (Sales Enablement Platform).

**Helpful tips: Use your business email when you register! Best supported in Google Chrome, Firefox, Safari and Microsoft Edge. The Primary administrator will need to add additional users to access the Partner Ecosystem Platform.**

### First, Sign in

**Register for New Web Account** [New User Account](#) | [AVEVA Web Account](#)

Register to gain access to the AVEVA Partner Platform. If you are a NEW user or do not have a customer support login, please register.

**VIP! Please select the appropriate partner that you are registered with in the AVEVA Partner Ecosystem as the User Type. I.e, Alliance Partner, Embedded Solutions (e.g. OEM), Managed Solution Provider, Strategic Partner (e.g. Schneider Electric), System Integrator, Technology Partner, Value Added Reseller (e.g. Specialist Solution Provider).**

Allow up to 24 hours for registration to be processed. You may need your Customer FIRST contract number to complete the registration process if applicable which will expedite new account processing.

**Existing AVEVA partner user** [AVEVA Partner Platform](#) | [Home](#)

Sign into your account using your existing customer support login.

### Helpful tips:

**If you have previously registered for the AVEVA Learning Academy, please register as New. AVEVA Learning Academy uses a different access link than Partner Platform/Highspot.**

**To access Highspot, you must enter through the Partner Platform. Access to Highspot is user specific. Any links you may have received may have access issues.**

**Then, Access Partner Platform** [AVEVA Partner Platform](#) | [Home](#)

## AVEVA Partner Platform

Find personalized sales tools, build more collaborative sales engagement, and improve training, demand generation, and management experience all through our partner platform—your one-stop business resource.



### Existing AVEVA partner user

Access to valuable resources, information and tools.

[Sign in](#)



### Platform sign-up

Register to gain access to the AVEVA Partner Platform.

[Register](#)



### Become an AVEVA partner

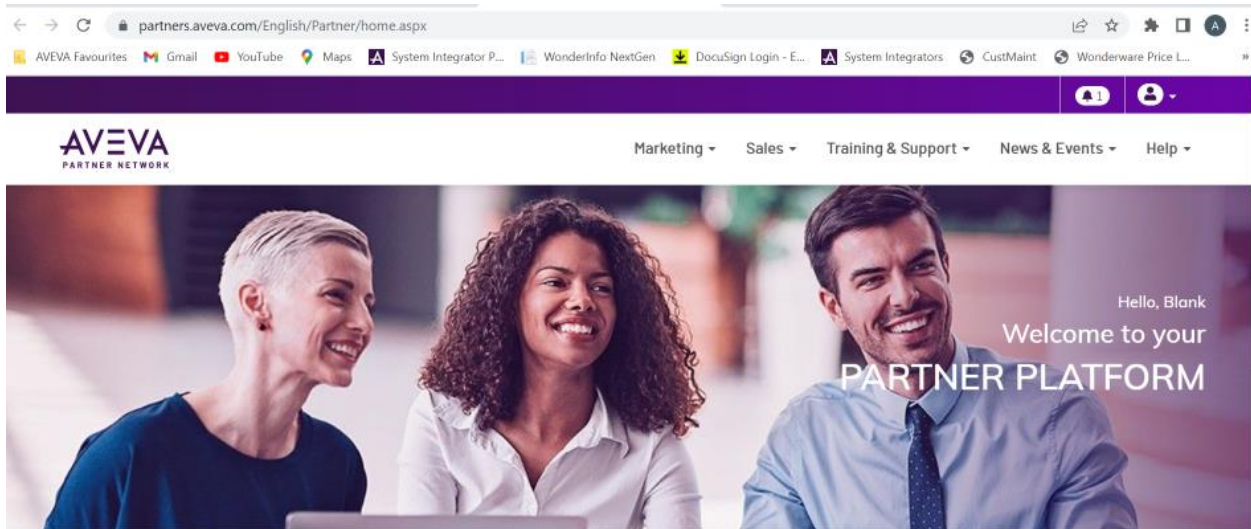
Find out more about the AVEVA Partner Network.

[Learn more](#)

We encourage you to attend events and other initiatives in which partners are eligible. You will receive invitations to these via the Partner Platform so if you want to hear about this and other partner news, please ensure you have registered by **opting-in**.

Questions or concerns, please contact your sponsor, AVEVA account manager or [partners@aveva.com](mailto:partners@aveva.com).

The landing page is where you can access Marketing information, Sales enablement, Training & Support, and News & Events.



The top of the page informs you of relevant information from specific AVEVA teams as well as three (3) tiles: Sales Enablement, Partner News, and Partner Demand Center. These are areas we highlighted as being very important and pertinent to the partner program.



### Partner Enablement

Support your sales process with high-quality content & presentations.



### Partner News

Find the latest information on AVEVA products and Partner Network.

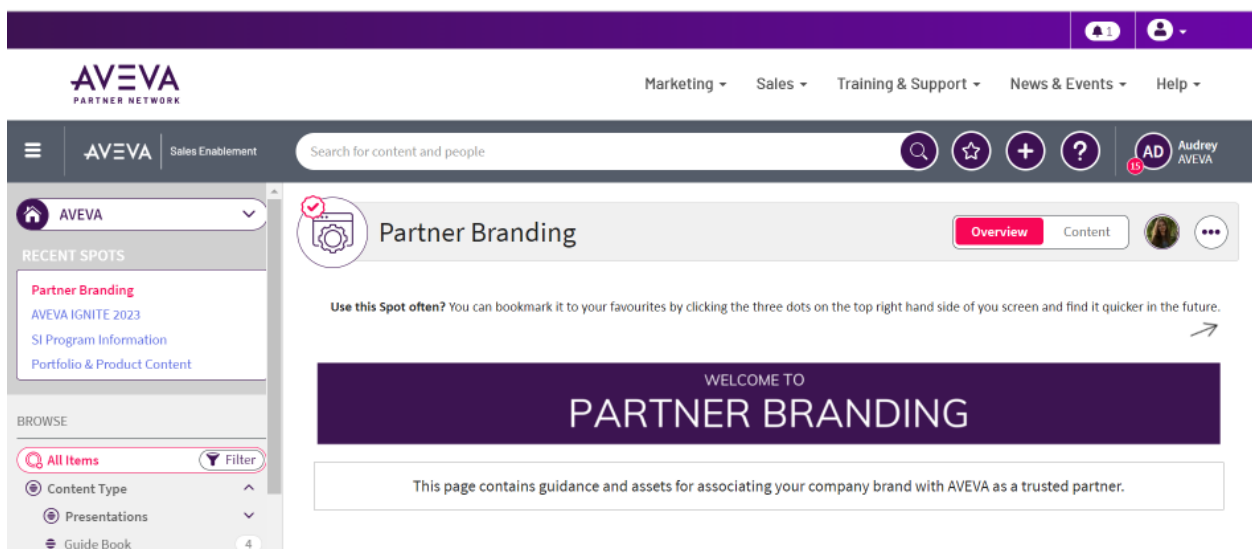


### Partner Demand Center

Execute AVEVA marketing campaigns online in real-time.

**Partner Branding** the Marketing tab has the AVEVA Partner Brand Guidelines and other general information.

*For your individualized certificate and badge, please contact your sponsor, AVEVA account manager or our general partner email, [EcoSystemPRG@aveva.com](mailto:EcoSystemPRG@aveva.com) for access to the Partner Ecosystem portal.*



**Partner Enablement & Excellence** the Sales tab includes information for Partner Enablement: Enablement Content (e.g. Highspot) and Enablement Training (e.g. AVEVA Learning Academy).

## Partner Enablement & Excellence

Our AVEVA Partner Enablement solutions aim to ensure you have the tools, knowledge and confidence you need to engage with your customers and continue to develop, grow and succeed with AVEVA..

### Enablement Content

You can find all the enablement content, collateral and guidance that is required throughout the sales process on Highspot. Here, you will find resources tailored to industry type, product and portfolio content, sales plays, success stories, recordings of previous training webinars and much more.

[Discover more on Highspot](#)

### Enablement Training

The AVEVA Learning Academy consolidates all AVEVA eLearning modules and training courses available to our partners. Visit this platform for sales, presales and product training.

[Access AVEVA Learning Academy](#)

## **AVEVA Learning Academy, Learn more about AVEVA solutions. They empower industry leaders to optimize value, efficiency, and sustainability.**

- AVEVA portfolio: Asset performance, Engineering & execution, Industrial information, Operations control, Planning and scheduling, Production optimization, Simulation and learning, CONNECT, and PI system.
- Choose how you want to learn: Learning paths, eLearning, eLearning +plus, or Instructor-led training

**Customer & Product Support** the Training & Support tab includes information for Customer & Product Support, Customer FIRST Program, and Product Training & Certification.

## Customer & Product Support

### Knowledge & Support Center

Help for Partners and Customers

Technical information and documentation, product forums, product updates, and more for many AVEVA product lines.

[ACCESS SUPPORT](#)

### Product Support Sites

In addition to the Knowledge & Support websites, link on where to find product specific contact details including telephone, email or fax.

- **Avantis Support** - <https://sw.aveva.com/support/avantis>
- **SimSci Support** - <https://sw.aveva.com/support/simsci>
- **Wonderware Support** - <https://sw.aveva.com/support/wonderware>

### AVEVA Product Communities

Access the AVEVA centralized community hubs tailored to specific product portfolios, where partners, customers and AVEVA connect over product related topics and content.

- **Heroes HQ** (HMI/SCADA & Operations Control)
- **PI Square** (PI System)

**Knowledge & Support Center. Click on 'Access Support' Sign in to the Knowledge & Support Center website. Access the AVEVA knowledge base content, product compatibility data, case management, product news, content subscriptions and more! A wonderful site of technical information and documentation, super popular with our Partners.**

Access the AVEVA knowledge base content, product compatibility data, case management, product news, content subscriptions and more!

**Sign In**

Welcome to the AVEVA Knowledge & Support Center website!

[Sign In](#)

[Forgot Your Password?](#)

Haven't registered yet?

[Register](#)

For support on PI Systems please [click here](#)

Registration benefits:

- Access to supported solutions.
- View latest Tech Support news and security updates.
- Access to community forums.

Learn more about Knowledge & Support Center functionality



### Product support

Manage your technical support cases, download software updates, and activate licenses.



### Knowledge base

Find supported solutions to common problems, product security guidelines, best product management practices, and more, provided by expert technical support engineers.



### Product training

Link to Global Product training schedules and course offerings.



### Product news

Subscribe to Knowledge & Support Center web content, such as knowledge article

**Product Support Site Websites & AVEVA Product Communities** *Be sure to check these links out!*

**Customer FIRST Program** *A link to Customer First & Customer Support spot in Highspot*

**Product Training & Certification**

# Product Training & Certification

The journey to performance can be efficient and effective, such as found in well-designed training. AVEVA Customer Education Services provides all the components to efficiently construct the bridge between where you are today in technical performance and where you want to be in the future.

Our training solutions are designed to maximize plant availability and utilization through the following:

- Establishing consistency of methods and applications
- Managing risks through reducing incorrect methods, applications and design
- Maximizing revenue and margins through improved performance

For more information on product training and certification, please contact us at [AVEVATraining@aveva.com](mailto:AVEVATraining@aveva.com)

## Product Training

Search, browse and sign-up for a wide range of AVEVA Product exams and courses, including classroom, remote and webinar training sessions.

[Find your training now](#)

Follow our [AVEVA Customer Education Services Highspot](#) page for more updates.

## Partner News & Partner Events

AVEVEA News on Demand. Here you can select your preferences for news and events: Top News, Announcements and Press, Products, Program Updates, Sales Resources, Marketing, Success stories, Sustainability.

## HELP! Company Administration Help, User Profile, Contact Us

**Company Administration Help** is where you Manage Company Information, Managing Team Members (e.g. Adding a Team Member), and Access Rights.

**VIP! You will need to be the account primary or have the 'Account Profile Administrator' privilege.**

**Company Administration Help** you can edit your personal information, as well as manage your preferences. AVEVA Partner News in the 'My Profile' Section of the Partner Platform site.

This can be accessed by clicking on the 'Human' icon located in the top right hand side corner of the page. Clicking this icon presents a drop down list with personal information being accessible under 'My Profile'.

Questions or concerns, please contact your sponsor, AVEVA account manager or [partners@aveva.com](mailto:partners@aveva.com).