Office 365 Government GCC for CSP Partner and Customer Validation Step by Step Guide

The purpose of this document is to detail the various process steps a Cloud Solution Provider (CSP) program *direct bill partner would carry out to validate their eligibility and/or their customers eligibility to participate in Office 365 Government GCC for the CSP program. If concerns or questions specific to the validation process, please contact the appropriate alias listed in the Questions section at the end of this document. Dynamics 365, EMS and Power BI offers will be available September 2018 and the eligibility criteria, validation process, and ordering steps for these offers will be the same as for Microsoft Office 365 Government GCC. Partners and their customers who are already validated for Microsoft Office 365 Government GCC will not be required to go through an additional validation for these offers.

*Direct bill partner refers to direct resellers and indirect providers. If you are an indirect reseller please work with your indirect provider.

NOTE: This document is optimized for Web Layout view type.

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Partner Validation Process

**IMPORTANT:** Your organization must be enrolled in the Cloud Solution Provider program as it is a prerequisite to being approved for Office 365 Government GCC for CSP.

Step 1: Navigate to the [Office 365 Government GCC for CSP partner validation page](#). Complete the form and you will receive a response via email, within two business days outlining next steps. Ensure you have your *Commercial/Global Partner Tenant ID ready to complete this step.

*Some organizations also have an Azure GCC Tenant ID. Do not use this tenant ID.*

The Partner Tenant ID can be found in the Partner’s Organization Profile in the Partner Center’s Partner Settings/Organizational profile labeled “Microsoft ID:”

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Partner Validation Form:
Office 365 Government GCC for CSP

Validate your organization's eligibility for Office 365 Government GCC for CSP by completing the brief form below. You could be approved if you are a partner serving US federal, state, local, or tribal government entities. Specific eligibility criteria for partners and customers can be found here.

Enrolling in the Cloud Solution Provider program is a prerequisite to being approved for the Office 365 Government GCC for CSP.

If you would like to determine your customer organizations' eligibility, please complete the customer form located here.

Get started selling Office 365 Government GCC license-based services for CSP!

You will receive a response via email, within two business days after completing the form below, outlining next steps.

Check out the detailed Step-by-Step guide that walks through the end-to-end process.

Contact BSC Support Escalations for validation questions or issues.

Tell us about your organization

First Name

Last Name

Organizational E-mail Address

Confirm E-mail Address

Country Code

Phone Number

Organization Name

Organization Website

Please provide your business address

Country/Region
Step 2: Once your organization is confirmed you will see “Government_community_cloud” appear as one of your organizations “Reseller Qualifications” in your Partner Center Partner Profile.

Your organization is now enabled for Government Community Cloud and can view customer GCC qualifications, transact, and create new GCC customers.

Customer Validation Process

New Customer Validation Process

Once Microsoft Community Cloud has been added to your Reseller Qualifications in Partner Center Profile (see Partner Validation Process) you are ready to add new customers and submit them for validation for the Microsoft Office 365 Government for CSP which enables you to transact for such offers.

Step 1: In the Partner Center Dashboard → Customers page choose “Add a customer”
Step 2: Enter in the required customer information and choose “Government Community Cloud (GCC)” from the “Special Qualifications” drop down menu.
Step 3: A “Customer Validations” menu option will appear. Since this is a new customer, you will not see a Customer Validation option to choose yet, so click “What is this?” link above the drop-down menu.

Step 4: A help dialogue will appear. Click the “new request” link within the dialogue text.
Step 5: You will be taken to the [Office 365 Government GCC for CSP customer validation page](https://partner.microsoft.com/g365/gov/gcc/csp/csp_customer_validation). Complete the form below on behalf of your customer (you will need your *Commercial/Global Partner Tenant ID*). It takes up to 2 business days for customer validation to be completed. During this time, Microsoft may contact the customer for additional information as part of the validation process. Once validation is complete, the customer’s status will be updated in their Partner Center account and you can begin placing orders for GCC offers.

**IMPORTANT**: All partner types (direct reseller, indirect provider, indirect reseller) can submit validation requests on behalf of their customers. However, the Commercial/Global partner tenant ID they use must be that of the transacting partner. For example, if you're an indirect reseller, you would use the Commercial/Global partner tenant ID of the indirect provider. Note that some organizations also have an Azure GCC Tenant ID. Do not use this tenant ID.
Office 365 Government GCC for CSP

Validate your customers’ eligibility for Office 365 Government GCC for CSP by completing the brief form below. Your customer could be approved if they are an organization that handles government-controlled data or are a U.S. federal, state, local or tribal government entity. Specific eligibility criteria for partners and customers can be found here.

If you would like to determine your organizations’ eligibility, please complete the partner form located here.

Get your customers started with Office 365 Government GCC for CSP!

Your customer will receive a response via email, within two business days, after completing the form below outlining next steps.

Check out the detailed Step-by-Step guide that walks through the end-to-end process.

Contact PSC Support Escalations for validation questions or issues.

Tell us about your organization

My Organization is: Select

First Name

Last Name

Organizational E-mail Address

Confirm E-mail Address

Country Code

Phone Number

Organization Name

Organization Website
Step 6: Once the customer has been validated you will see the customer’s status updated in their Partner Center account and you can place orders for GCC offers for this customer. See Check Customer Validation Status section for details on how to do this.

Existing Microsoft Office 365 GCC Government Customer Your Organization Doesn’t Manage

If the customer you wish to place an order for is not already in your Partner Center customer validation list you will need to request a reseller relationship and have the customer approve.

See also Partner Center Help article Connect with customers in Partner Center

Step 1: To request a reseller relationship, select Customers from your Dashboard menu and then select “Request a reseller relationship”.

Step 2: On the next page, review the draft email message. You can open the draft message in your default email application or you can copy the message to your clipboard and paste it into an email. You can edit the text in the email but be sure to include the link as it is personalized to link the customer directly to your account. Select Done when you’ve completed this step.

Step 3: Send the email to your customer.
Step 4: After the customer accepts your invitation, they'll appear on your Customers page in Partner Center, and you'll be able to provision and manage the service for the customer from there.

Step 5: Check Customer Validation Status to confirm the newly added customer is validated and ready for you to transact GCC offer orders.

Check Customer Validation Status
Step 1: In Partner Center select the customer and then select the “Account” option.

Step 2: If “Government Community Cloud” is displayed in the Special Qualifications section the customer is validated for the Microsoft Cloud US Government.
Placing an order once customer is validated
Partners can purchase Office 365 Government GCC offers only for customers that are validated for Office 365 Government GCC.

New Customer
Step 1: In the New customer Account Info screen, choose “Microsoft Community Cloud (GCC)” from the Special Qualifications dropdown.
Step 2: Choose the appropriate “Customer Validation” item from the dropdown list.

NOTE: If you are not seeing your customers’ validation appear in the dropdown then they have not been validated for GCC yet. Please see the Customer Validation steps or contact the validation support team.
Step 3: Click “Next: Subscriptions”
Step 4: Proceed to add products as per usual ordering process...
Existing Customer
Partners can purchase Office 365 Government GCC offers for existing customers that they have previously created or added to their Partner customer list via Request Relationship. Partners can always verify the customers validation status by going to their Account info and viewing their Special Qualifications.

Step 1: Select the customer from Customer List
Step 2: (optional) Verify the customer’s Account info Special Qualifications

Step 3: Click Add Subscriptions to add new offers and services for GCC
Step 4: Select the offer and submit
Questions?
For questions specifically related to the validation process please contact [RSC Support Escalations](#).

For all other Partner Center related questions contact [Partner Center Support](#).