

Microsoft CustomerSource

Microsoft CustomerSource is a great resource for Dynamics users. It contains an online forum for interacting with the Dynamics community, eLearning options, a searchable Knowledge Base and much more.

Accessing CustomerSource

- 1) Log in to CustomerSource: <https://mbs.microsoft.com/customersource/northamerica/>
- 2) If you don't have a CustomerSource log in, please contact your internal CustomerSource administrator or michelle@stoneridgesoftware.com for assistance

Questions about accessing your CustomerSource account? Visit <https://mbs.microsoft.com/customersource/northamerica/help/help>. This page includes CustomerSource Help Videos and an Access FAQ.

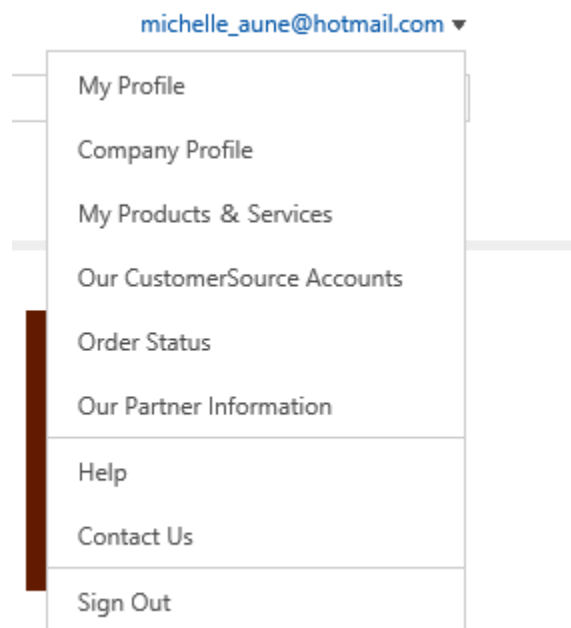
CustomerSource Key Features

News and Events

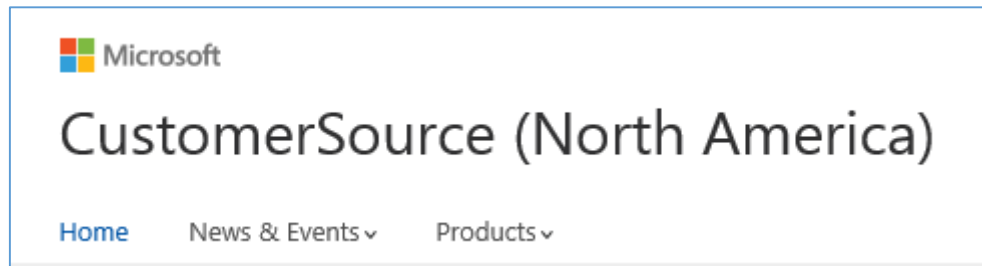
- Stay up to date on the Dynamics roadmap
- Learn about upcoming live and online seminars and webcasts
- View business articles from industry experts

User menu

Located in the upper right-hand corner, the User Menu will take you to your profile, your company profile, your purchased products and more.

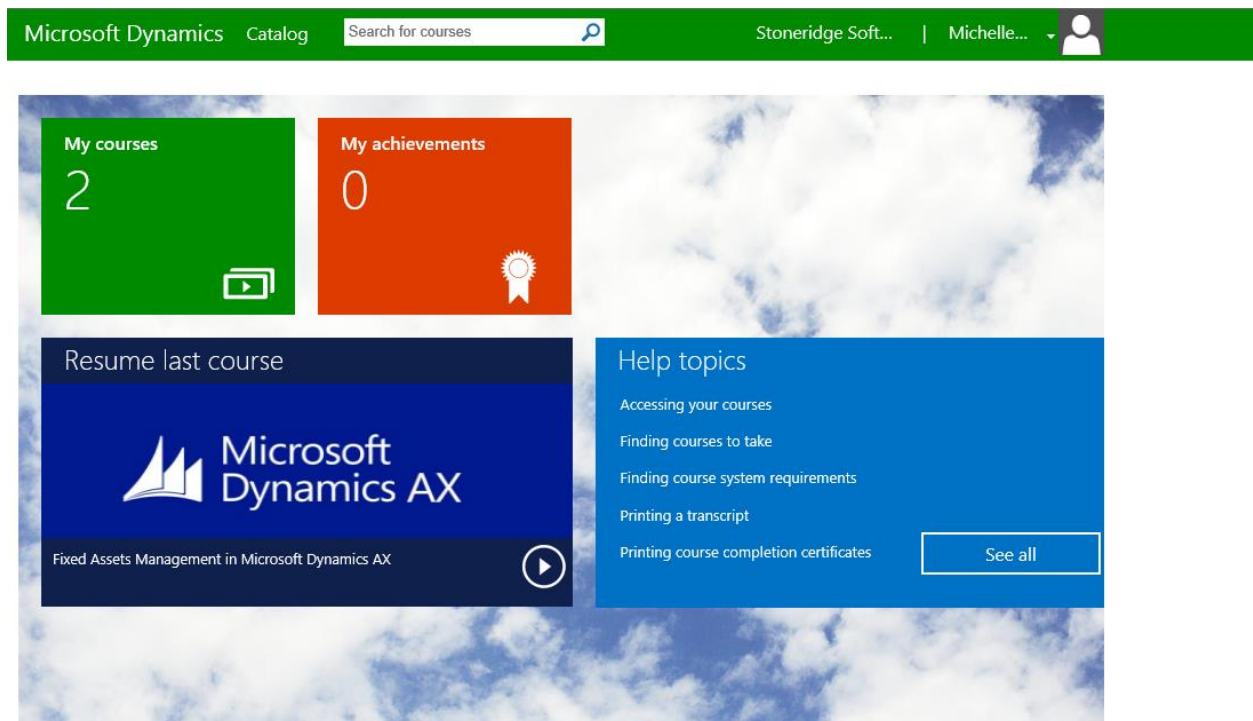


To access online technical support features, click on Products and select your Dynamics product.



- **Microsoft Knowledge Base** – This database contains technical tips, usability recommendations and answers to commonly-asked questions.
- **Community Forums** – This is a great place to review answers to questions other users have submitted and submit your own question.
- **Technical Documentation** – Includes how-to tips and tricks, installation set-up guides, white papers and more.
- **Learning** – The Learning tab includes a variety of information such as product documentation, learning plans, training materials and how-to videos.

Microsoft Imagine Academy (eLearning)



Begin with the course catalog which will allow you to search for classes by product. You can further drill down by product version and topic.

The screenshot shows the top navigation bar of the Microsoft Dynamics Catalog. It includes the text "Microsoft Dynamics Catalog", a search bar with the placeholder "Search for courses", and user information "Stoneridge Soft..." and "Michelle...". Below the navigation bar, the main content area is titled "Courses By Product". It lists several product categories with their respective course counts: "Microsoft Dynamics AX" (198), "Microsoft Dynamics NAV" (48), "Microsoft Dynamics CRM" (41), "Microsoft Dynamics Online" (28), "Microsoft Dynamics GP" (3), and "Microsoft Azure" (1). A "See All Courses" link with a right-pointing arrow is located at the bottom right of the list. The bottom of the page features a decorative image of a blue sky with white clouds.

Product	Count
Microsoft Dynamics AX	198
Microsoft Dynamics NAV	48
Microsoft Dynamics CRM	41
Microsoft Dynamics Online	28
Microsoft Dynamics GP	3
Microsoft Azure	1

If you are searching for a specific task or topic, use the search feature to set parameters.

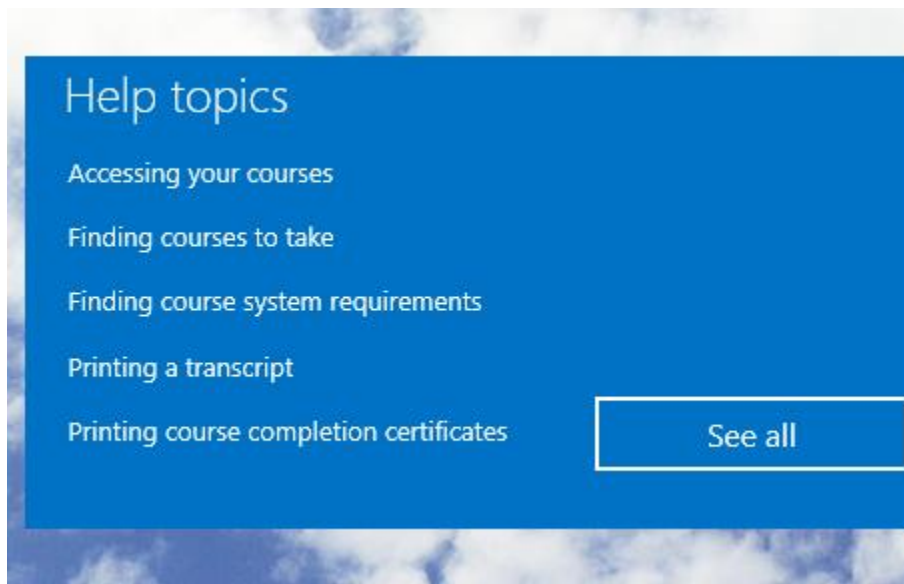
The screenshot shows a "Narrow by" filter sidebar. It contains five dropdown menus for filtering results: "Product", "Product Version", "Topic", "Level", and "Language". Below these filters, there is a "Reset Filters" button with a circular arrow icon. The "Product" dropdown is currently selected, showing "x Microsoft Dynamics NAV (48)".

Narrow by

- Product ▼
- x Microsoft Dynamics NAV (48)
- Product Version ▼
- Topic ▼
- Level ▼
- Language ▼

Reset Filters

There is also a help menu should you need assistance.



enjoyed