



Welcome to Critical Start's MSP/MSSP Channel Sales Program!

Here are the steps required for a reseller to set up your MSP/MSSP with the Critical Start solutions.

DO YOU HAVE AN EXISTING CYLANCE TENANT?

➤ **If Yes:**

- Notify your existing Cylance Tenant or Multi-Tenant Console (MTC) in writing to release your tenant back to Cylance.
- Once released to Cylance, it will be transferred to Critical Start as your new Master MSSP.
- Cylance will notify Critical Start upon the release and transfer.
- Critical Start will contact you once the transfer is completed and will schedule your onboarding.

- [Sign the mutual non-disclosure and reseller agreement](#)
- [Complete qualification questionnaire](#)

➤ **If NO:**

- If you do not have an existing Cylance MTC console, Critical Start can provision a new Cylance MTC console for your organization and clients.
- Critical Start will provide you with a "OneLogin" account.
- Users will receive a OneLogin invitation to setup a password and two-factor authentication.
- Cylance requires that you set up your customers with their own tenant, i.e. in a **parent** (your MSP) & **child** (your customer) format.

- Provide the following information to setup your customers tenants:

- Company Name: _____
- Company Address: _____
- Number of Endpoints: _____
- CylancePROTECT with CylanceOPTICS: Y | N_____

- Please provide the following information to create user accounts:

- Full Name: _____
- Email: _____
- Mobile Number: _____
- Is this user authorized to make account changes, i.e. request the addition or removal of users? Y | N

- Critical Start will setup you and your customer's tenant and create requested user accounts.
 - Once you receive access to your installers, you can deploy up to the licensed number of endpoints (servers, desktops and laptops).
 - If you experience any issues as you deploy the agent, our Channel support team can help.
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- Sign the mutual non-disclosure and master service agreement
 - Complete qualification questionnaire

If you have any questions, please reach out to our support at (877) 684-2077 or channel@criticalstart.com.

TEAM CRITICALSTART

Channel Sales Support: (877) 684-2077 or channel@criticalstart.com