

Xerox[®] App Gallery Master Account

Quick Start Guide

Master Account Overview

The Xerox[®] App Gallery Master Account is for Xerox Representatives to manage Channel Partner App Gallery Accounts.

The App Gallery Master Account allows the Xerox Representative, or OpCo, to do the following:

- Send or Resend an account invitation to a Channel Partner.
- Cancel a Channel Partner Account Invitation.
- View a list of all the Channel Partner Accounts associated with the Master Account.
- Reset the Master Account Password.
- Edit the Master Account Profile:
 - Change the Master Account Password.
 - Edit the Master Account Contact Information for Email Address, First Name, Last Name, Company, Country, Preferred Language, or Payment Currency.

Accessing Your Master Account

To access your App Gallery Master Account, open a browser, then enter this link:

<https://appgallery.services.xerox.com>.

Logging in to Your Master Account

1. Go to <https://appgallery.services.xerox.com>.
2. Click **Log In**.
3. Enter your OpCo Email Address.
4. Enter your Master Account Password.

The App Gallery Master Account appears on the Accounts page.

Viewing the Channel Partner Accounts Page

1. Log in to your App Gallery Master Account.

The Accounts page appears.

2. To send an App Gallery Account Invitation to a new Channel Partner, click **Invite**. For more information, refer to [Sending a Channel Partner Account Invitation](#).

- **Search Field:** To locate an individual Channel Partner Account or group of accounts, use the Search field. You can search using a Channel Partner Name, Email Address, or Company.
- **Channel Partner Accounts List:** There are four status conditions for accounts: Active, Invited, Locked, and Suspended. You can sort and display accounts based on the status that you select from the menu.

Each Channel Partner Account includes the following information:

- Account: The full name and email address of the Channel Partner account.
- Company Name: The company name of the Channel Partner.
- Status: The status of the account. Account status conditions can be Active, Invited, Locked, or Suspended.
- **Status Conditions:** There are four status conditions for the accounts that are shown on the Channel Partner Accounts page.

- **Active Status:** This status includes accounts that are in an Active state. An Active condition means that a Channel Partner completed the App Gallery Account registration process. The new App Gallery Account is activated and ready for use.
- **Invited Status:** This status includes accounts that are in an Invited state. An Invited condition means that an App Gallery Account Invitation was sent to a Channel Partner.
- **Locked Status:** This status includes accounts that are in a Locked state. A Locked condition means that a Channel Partner account is locked due to too many invalid login attempts. To use the account, the Channel Partner requests a password reset using the Forgot Password? link. After the user resets the password, they can log in with the updated user information.
- **Suspended Status:** This status includes accounts that are in a Suspended state. A Suspended condition means that the OpCo suspended the Channel Partner from using the account. The Channel Partner account is not accessible until the OpCo reinstates the account.

Master Account Support

1. For online help, and support for a Master Account, at the top of the Channel Partner page, click the **Help** icon. The Help window appears.
2. Click **Online Support**. On the Support site, search for information by keyword, or to view the related documents, click the **Documentation** tab.
 - To view the questions and responses from customers, click **Customer Support Forum**.
 - To send an email note that contains a question, problem, or comment, select the **Feedback** link.
 - For account removal requests, send an email to xerox.app.gallery.feedback@xerox.com.

Master Account Management

Resetting Your Master Account Password

1. Go to the Xerox® App Gallery OpCo log in page <https://appgallery.services.xerox.com>.
2. Click the **Log In** link.
3. Click **Forgot Password?**.
The Forgot password screen appears.
4. Enter the Email Address that is associated with your OpCo account, then click **Send Request**. A message appears:
Password reset instructions have been sent.
If you do not receive an email within a few minutes, check your junk email.
To ensure that you receive future emails, specify the message as Not junk.
Close
5. To dismiss the message, click **Close**.
6. Access your email, then open the Xerox® App Gallery password reset request email.

Note

If you do not see the email about the password reset, check your Junk or Spam email folder.

7. In your Reset Password email, click the **Password Reset** button, or right-click the button. Select **Copy Hyperlink**, then paste the link into your browser. Press **Enter**.
The Reset Password window appears.

Note

Passwords must be at least eight characters, and contain three of the following: uppercase letters, lowercase letters, numbers, and symbols.

- In the New Password field, enter your new password.
- To confirm your new password, reenter it.
- Click **OK**.

Note

If you do not change your password and click OK, the password remains the same.

8. To test the new password, log in to the Xerox® App Gallery OpCo log in page using the new password.

Master Account Profile Procedures

Editing Your Master Account Contact Information

Use this procedure to edit, change, or update your Master Account Profile Contact Information.

1. Go to the Xerox® App Gallery OpCo login page <https://appgallery.services.xerox.com>.
2. Log in to your App Gallery Master Account.
3. Click your first name.
4. Click the **Account Details** link.
5. Click **Edit**.
6. You can change or update the Contact Information fields:
 - Email
 - Name: First and Last name
 - Company
 - Country
 - Preferred Language
 - Payment Currency

Note

In the United States, the Payment Currency is USD.

7. After you make the necessary updates, click **OK**.

Changing your Master Account Password

Use this procedure to change your Master Account Password.

1. Go to the Xerox® App Gallery OpCo login page: <https://appgallery.services.xerox.com>.
2. Log in to your App Gallery Master Account.
3. Click your **First Name**.
4. Click the **Account Details** link.
5. Click **Change Password**.
6. Change your Password.
 - a. In the Current Password field, enter your current password.
 - b. In the New Password field, enter a new password.

Account passwords are at least eight characters, and contain three of the following categories:

 - Uppercase letters, A, B, C, D for example
 - Lowercase letters, a, b, c, d for example
 - Numeric characters, 1, 2, 3 for example
 - Non-alphanumeric punctuation marks, for example: ! @ # \$ % & * +?
 - c. In the Confirm Password field, reenter the same password.
7. After you make the necessary updates, click **OK**.

Note

All fields are required. If you want to keep your current password, click **Cancel**.

Master Account Procedures

Sending a Channel Partner Account Invitation

1. Go to the Xerox® App Gallery OpCo log in page <https://appgallery.services.xerox.com>.

2. Log in to your App Gallery Master Account.

The Accounts page appears.

3. Click the **Invite** button.

The Account Invitation window appears.

4. In the email address field, enter the Channel Partner email address.

5. Click **OK**.

The system sends an account invitation to the Channel Partner. You are returned to the Accounts page.

Note

Channel Partner accounts in an Active, Suspended, or Locked state are listed alphabetically by last name. Inactive Channel Partner accounts that are in the Invited state are listed in chronological order, by the send date of the account invitation.

To finalize and activate the new App Gallery account, from the Account Invitation email, Channel Partners select the **Create Account** link, then complete the registration.

Note

After the App Gallery Account registration is completed, the new Channel Partner account appears on the Accounts screen as Active.

Canceling an Invited Channel Partner Account Invitation

Use this procedure to cancel a Channel Partner Account invitation that is in the Invited state on the Accounts page.

Note

You can cancel a Channel Partner account invitation only when the account status on the Accounts page is Invited.

After the account is Activated, the Master Account owner cannot cancel it. To delete an activated account, refer to [Deleting an Activated Channel Partner Account](#).

1. Go to the Xerox® App Gallery OpCo login page <https://appgallery.services.xerox.com>.

2. Log in to your App Gallery Master Account.

3. From the Account status menu, select **Invited**.

4. Locate the Invited account that you want to remove.

5. Click the account name.

6. Click **Cancel Invite**.

A Cancel Account Invitation window appears and prompts you with this message: Are you sure you want to cancel the following invitation: <email address that the account invitation was sent to>

7. In the Cancel Account Alert dialog box, click **Yes**.

The Channel Partner Account invitation is canceled.

Troubleshooting

Deleting an Activated Channel Partner Account

To delete an Activated Channel Partner Account, send the request to App Gallery support at xerox.app.gallery.feedback@xerox.com. Include the name and email address associated with the account. After your request is received, the system administrator removes the account.

Note

If a Channel Partner Account is shown as Invited, the Master Account owner can cancel the invitation. For more information, refer to [Canceling an Invited Channel Partner Account Invitation](#).

Resending a Channel Partner Account Invitation

You can resend an account invitation to Channel Partners for various reasons, for example:

- An Invited account was deleted accidentally from the Master Account.
- The Channel Partner accidentally and permanently deleted the invitation email.

Resending an Invitation for a Deleted Account

To resend an account invitation when the original invitation was deleted from the Master Account, refer to [Sending a Channel Partner Account Invitation](#).

Resending an Existing Channel Partner Invitation

To resend the existing Channel Partner Invitation:

1. Go to the Xerox® App Gallery OpCo login page: <https://appgallery.services.xerox.com>.
2. Log in to your App Gallery Master Account.
3. From the Channel Partner Accounts list, click the existing Invited account.
4. To resend the existing invitation, click **Resend Invite**.

To confirm the action, click the **Resend** button on the message that appears.