

How to Add New Admins

Follow the step-by-step instructions in this guide to add new administrators in the Sophos Partner Portal and the Sophos Central Partner Dashboard.



Getting Started

There are two ways to create new users or administrators. You can either start in Central Partner Dashboard or in the Partner Portal:

1. Creating a New Admin in Central Partner Dashboard

New Administrators will have access to Central Partner Dashboard to manage customers based on their role.

***New Administrators will not have access to the Partner Portal by default. They will be created in the Partner Portal as an Inactive User.

2. Creating a New User in Partner Portal

Users have access to sales and marketing resources, as well as training.

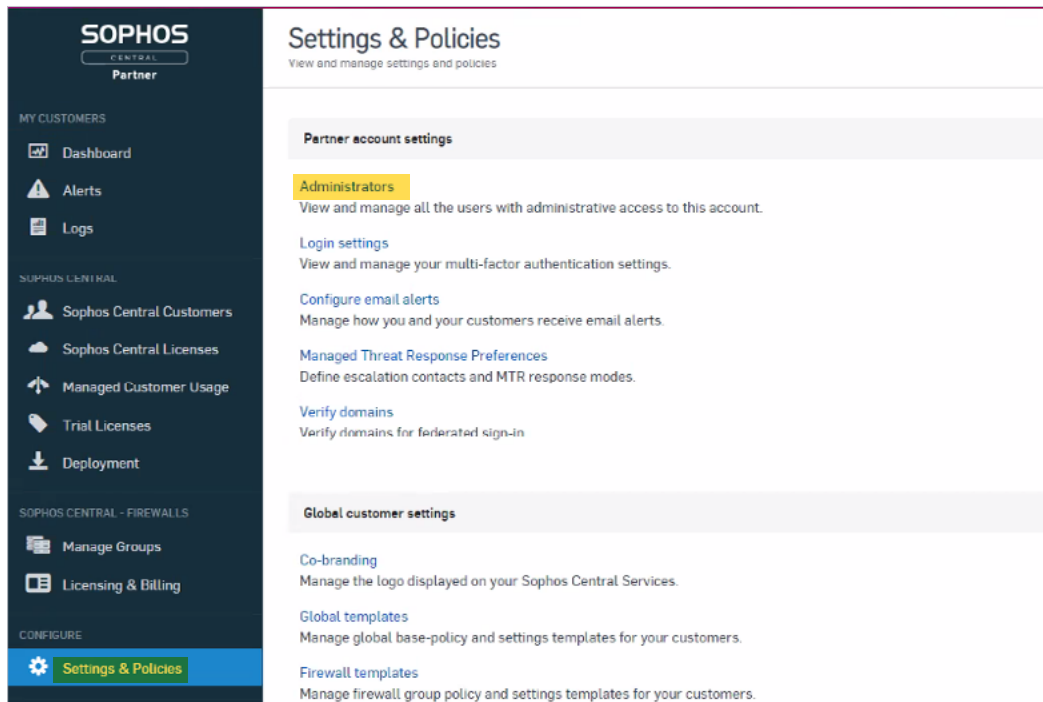
***New Users can be assigned the Central Partner Access permission, which will grant Read Only access by default.

Creating Admins in Central Partner Dashboard

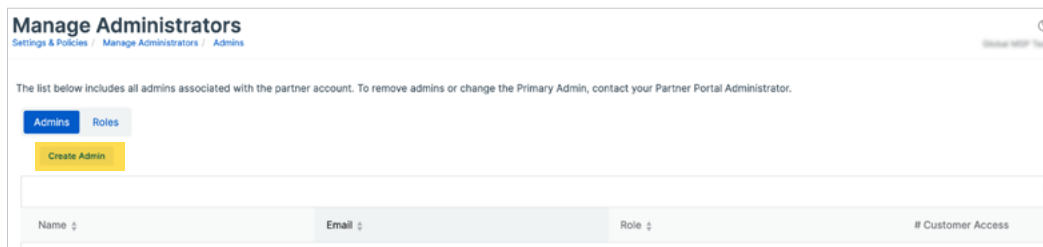
Start by going to <https://id.sophos.com> and log in with your partner email address. Then click on Central Partner Dashboard.

The screenshot displays the Sophos ID dashboard. At the top left is the 'Sophos ID' logo. To the right of the logo is a user profile section showing a blurred email address followed by '@sophos.com'. Below the logo, there are two main navigation buttons: 'My Profile' and 'My Applications'. The 'My Applications' button is highlighted in blue. To the right of these buttons, a section titled 'These are the Sophos applications you have access to.' lists several applications: 'Central Partner Dashboard' (highlighted in yellow), 'MySophos', 'Sophos Community', 'Sophos Partner Portal', 'Support Portal', and 'UserVoice'. Below this list, there is a section titled 'Interested in Sophos Central Admin?' with a description: 'Get comprehensive cybersecurity management, from network to endpoint.' and a link 'Learn more | Sign up'. At the bottom of the dashboard, there is a footer bar containing 'English' with a dropdown arrow, 'Sign Out', and 'Sophos ID Help'.

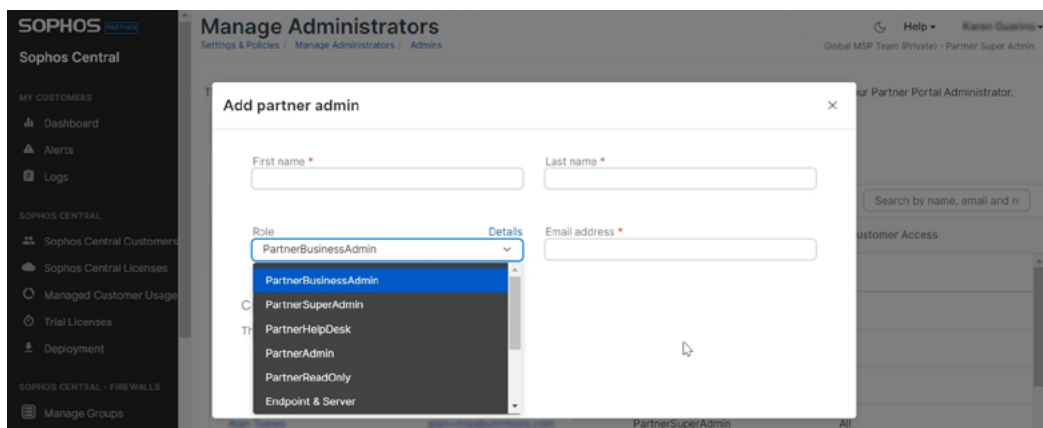
Next, click on Settings and Policies and then Administrators



Then, click on "Create Admin"



Complete the form by adding the user's first name, last name and email address, and select a Role. Then click "save".



If Partner Portal Access is also required, wait about 10 to 15 minutes for the sync from Central to the Partner Portal. Then, in the Partner Portal, click on the gear at the top right and select Manage Users. Check the box for Show Inactive Users. Find the new user and adjust their permissions for the Partner Portal.

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 Tech ▾
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 Training ▾

Manage Users

Use the Add New User button below to provide access to a user. They will receive instructions assisting them in gaining access to the portal.

← Back to Profile

+ Add New User

Manage Current Users

Manage Pending Users

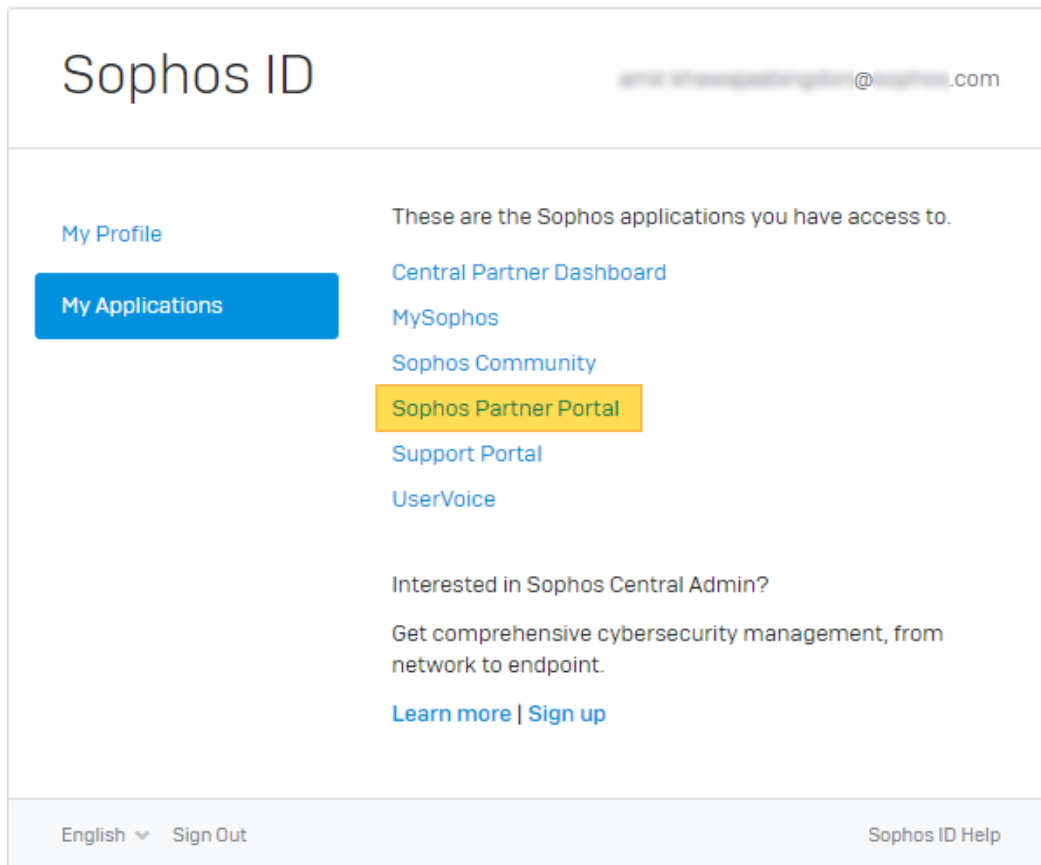
Current Users

☐ Show Inactive Users

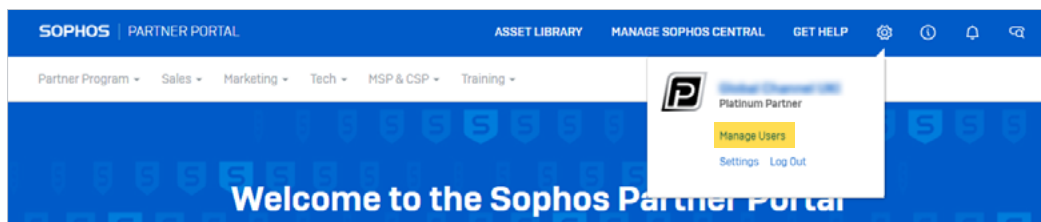
User ▲	Email	Active	Role	Portal Access Type	Partner Portal Administrator	Central Partner Administrator	MDF Requestor	Central Partner Access
Fourth Partner Contact	[REDACTED]	✓	Manager	Full Access	✓	✓	✗	✓

Creating Users in Partner Portal

Start by going to <https://id.sophos.com> and log in with your partner email address. Then click on Sophos Partner Portal.



On the partner portal, click on the gear icon at the top right and then click on Manage Users.



From the manage users page we recommend to first search for the person you're adding by entering their email address.

After you verified that they don't exist, click on Add New User.

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Manage Users

Use the Add New User button below to provide access to a user. They will receive instructions assisting them in gaining access to the portal.

[← Back to Profile](#)
[Add New User](#)

[Manage Current Users](#)
[Manage Pending Users](#)

Current Users

☐ Show Inactive Users

User ▲	Email	Active	Role	Portal Access Type	Partner Portal Administrator	Central Partner Administrator	MDF Requestor	Central Partner Access
Fourth Partner Contact	partner@phos.com	✓	Manager	Full Access	✓	✓	✗	✓

Fill in the New User Information.

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Add New User

Please fill out the information below to add a new User to your account.

User Information

Please enter the new User's information below.

* First Name

* Last Name

Salutation

- Select One - ▾

Job Title

* Email

* Phone

* Language

- Select One - ▾

* Locale

- Select One - ▾

Fill in the User Address.

User Address

Please enter your User's address below.

* Address	Address 2
<input type="text" value="Test Street"/>	<input type="text"/>
* Country	State / Province
<input type="text" value="United Kingdom"/>	<input type="text" value="Test"/>
* City	* Zip / Postal Code
<input type="text" value="Test"/>	<input type="text" value="OX14"/>

And finally, the User Access and Roles:

User Access and Roles

Please select the applicable roles and levels of access.

* Role	* Portal Access Type
<input type="text" value="User"/>	<input type="text" value="Content and Education"/>
* Partner Portal Administrator	
<input type="text" value="No"/>	
* MSP Usage File Access	* Central Partner Access
<input type="text" value="No"/>	<input type="text" value="No"/>

Role

- User – Contact can only see opportunities that they are assigned to
- Manager – Contact has complete visibility of all opportunities

Portal Access Type

- Full Access – Contact has full access to all areas of the portal
- Content & Education – Contact has restricted access, and are unable to view opportunity manager, deal registration, or any customer information

Portal Administrator

- Yes – Contact is a Partner Portal Admin
- No – Contact is not a Partner Portal Admin

Central Partner Administrator

This is a read-only field in the Partner Portal. There can only be one Central Partner Administrator.

- Yes – User is the Primary Portal Admin and will have Central Partner Super Admin Role by default.
- No – User is not the Primary Portal Admin

MSP Usage File Access

- Yes – Contact has access to MSP Usage Files
- No – Contact does not have access to MSP Usage Files

Central Partner Access

- Yes – Contact has access to Sophos Central Partner Dashboard
 - No – Contact does not have access to Sophos Central Partner Dashboard
- ***The default role assigned is Read Only with no customers. This must be changed in Central Partner Dashboard by a Super Admin.

At this point a welcome email will be sent to the user. It will contain a link valid for 24 hours. They need to click on that link to create a password for the Partner Portal.

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Partner Program ▾ Sales ▾ Marketing ▾ Tech ▾ MSP & CSP ▾ Training ▾

Manage Users

Use the Add New User button below to provide access to a user. They will receive instructions assisting them in gaining access to the portal.

← Back to Profile Add New User

Manage Current Users Manage Pending Users

Current Users

☐ Show Inactive Users

User	Email	Active	Role	Portal Access Type	Partner Portal Administrator	Central Partner Administrator	MDF Requestor	Central Partner Access
Fourth Partner Contact	thomas.partner@company.com	✓	Manager	Full Access	✓	✓	✗	✓

Once they log into the Partner Portal, they will need to click on Manage Sophos Central.

They will be guided to create a PIN that they need to remember for recovery purposes for Multi Factor Authentication.

You will be given the option of SMS or Google Authenticator for your MFA. The easiest and fastest is Google Authenticator.

Changing the Default Role in Central Partner Dashboard

New Users given access to Central Partner Dashboard will be automatically assigned Read Only. Wait about 10 to 15 Minutes and then login to the Central Partner Dashboard to change their role.

***You will be unable to make changes to the Central Administrator if they're currently logged in.

Go to <https://id.sophos.com> again and this time click on Central Partner Dashboard.

Sophos ID

My Profile

My Applications

These are the Sophos applications you have access to.

Central Partner Dashboard

MySophos

Sophos Community

Sophos Partner Portal

Support Portal

UserVoice

Interested in Sophos Central Admin?

Get comprehensive cybersecurity management, from network to endpoint.

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English Sign Out

Sophos ID Help

Next, click on Settings and Policies and then Administrators

SOPHOS
CENTRAL
Partner

MY CUSTOMERS

Dashboard

Alerts

Logs

SOPHOS CENTRAL

Sophos Central Customers

Sophos Central Licenses

Managed Customer Usage

Trial Licenses

Deployment

SOPHOS CENTRAL - FIREWALLS

Manage Groups

Licensing & Billing

CONFIGURE

Settings & Policies

Settings & Policies
View and manage settings and policies

Partner account settings

Administrators
View and manage all the users with administrative access to this account.

Login settings
View and manage your multi-factor authentication settings.

Configure email alerts
Manage how you and your customers receive email alerts.

Managed Threat Response Preferences
Define escalation contacts and MTR response modes.

Verify domains
Verify domains for federated sign-in.

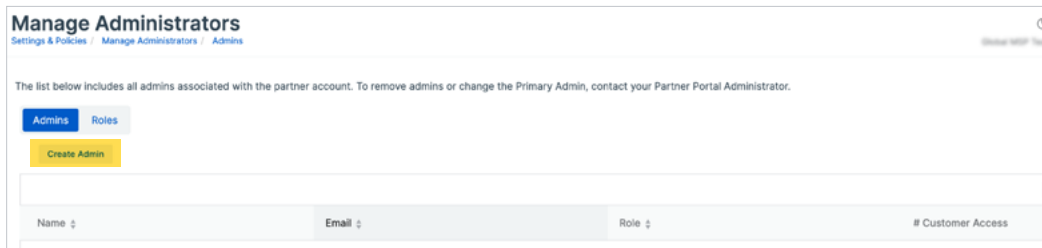
Global customer settings

Co-branding
Manage the logo displayed on your Sophos Central Services.

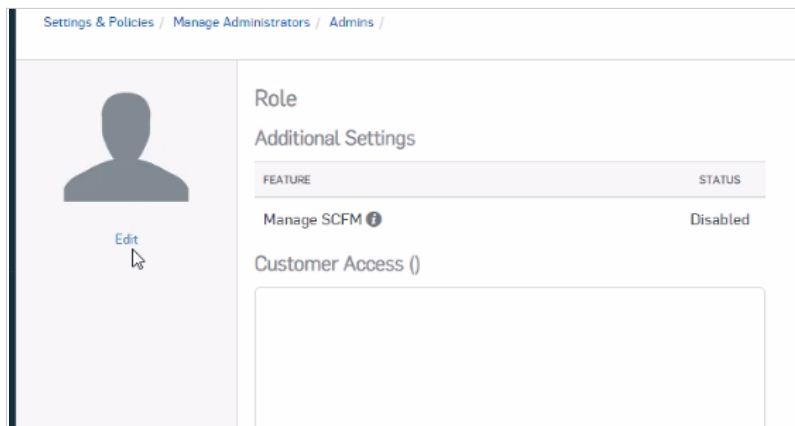
Global templates
Manage global base-policy and settings templates for your customers.

Firewall templates
Manage firewall group policy and settings templates for your customers.

Put the email address or name of the person you're looking for into the search box. Then click on the user's name.



You will notice that the user is Partner Read-only with Zero Customer Accounts. Click Edit below the user icon on the left.



Before we get to the edit screen, we need to discuss admin roles. Below is a list of all available, predefined roles. Partner Super Admins are the only ones allowed to control role-based administration, global policies and have access to all customers.

All other roles can have All Customers selected or individual Customers selected.

Can Manage Firewalls is only used for Virtual Firewall as a Service. It adds that email address to the Registrant List for MySophos.

Admins / Roles			
Search			
Name	# Admins	Type	Description
Partner Super Admin	99	Pre-defined	The Partner Super Admin role has access to all the features within Sophos Central Partner and has full access to all the Sophos Central Admin customers. The Partner Super Admin role can also assign SCFM, manage global templates, assign roles and designate the customers that other admins are allowed to access.
Partner Admin	5	Pre-defined	The Partner Admin role has access to all the features within Sophos Central Partner. However, this role can only access its designated customers.
Partner Help Desk	0	Pre-defined	The Partner Help Desk role allows the admin to take limited administrative actions from within Sophos Central Partner and Sophos Central Admin. More Info
Partner Read-only	10	Pre-defined	The Partner Read-only role provides read-only access to Sophos Central Partner and Sophos Central Admin. An admin assigned to this role cannot edit, add, or delete anything in the system.
Partner Business Admin	0	Pre-defined	The Partner Business Admin role is a predefined role that only has access to licensing in Sophos Central Partner.

Based on the roles above, we're going to make this user a partner admin.

Edit partner admin

First name

Last name

Role *

Partner Admin

Details

Email address

Additional settings

☐ Can manage firewalls

Customer account access

☐ All customers (includes all existing and future customers)

☒ Select customers

Search

☐ AVAILABLE CUSTOMERS

42

☐ New Service Provider

☒ iSoftPhone

☐ New Service Provider

☐ Microsoft Dynamics

☐ Learn & Partner Tool (L&P)

☐ ServiceHub

☐ iSoftPro

☐ iSoftPro (Web)

☐ iSoftPro

☐ iSoftPro (Web)

☐ iSoftPro

☐ iSoftPro (Web)

☐ iSoftPro

>

<

Search

☐ ASSIGNED CUSTOMERS

0

Cancel

Add

Select "All customers (Includes all existing and future customers)" to automatically add new customers in the future or select individual customers from the list.

Your New Administrator is now set up.

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