

HOW TO BECOME AN AUTHORIZED PARTNER @



How to become a Channel Partner

Navigate to <http://www.ruckuswireless.com/> and select from the heading menu :

PARTNERS > **Channel Partners** > Please click on "**Become a BIG DOG**"



The screenshot shows the Ruckus Wireless website. The Ruckus logo is in the top left corner with the tagline "Simply Better Wireless." The navigation menu includes: RESOURCES, PRODUCTS, VERTICALS, ECOSYSTEM PARTNERS, TOOLS, COMPETITIVE, and LOG IN. A login form is overlaid on the right side, containing fields for "Username or e-mail" and "Password", with links for "Forgot Username" and "Forgot Password", and a "Log in" button. The main content area features the headline "Accelerate your business" and "Join the Wi-Fi Explosion", followed by a paragraph about the enterprise WLAN market. A yellow box highlights the "Become a BiG DOG" button, with a yellow arrow pointing to it from the right. An "AUTHORIZED PARTNER" badge is visible in the bottom right corner of the main content area.



New Company Registration

Once you have clicked on "**Become a BIG DOG**" you will have to fill in the below form :

- First of all insert your Company details.

Ruckus Wireless Big Dog Partner Program Application

Thanks for your interest in becoming a Ruckus Big Dog Partner. You will soon find that we have a superior technology that makes for faster set-up / demos and more reliable connections. If you haven't already heard, because of our technology, we win deals - now that's fun. Ruckus is a dedicated Wi-Fi company with a 100% channel focus since inception – we are not over-saturated with resellers in any geography so now is a great time for you to sign-up.

Signing up is easy with fewer steps than you can count on one hand. We look forward to working with you!

* Required Field

Company Information

Company Name *

Street Address *



Personal Details

Then fill in the [Contact Information](#) section with your personal details*

Contact Information

First / Given Name *

Last / Family Name *

Job Title *

Phone Number *

Email Address *

Do you Currently Sell a Wi-Fi
Solution *

We will review your Application and respond to you within the next 48 business hours.

* Please use your company e-mail address, Do **NOT** use a generic e-mail address such as yahoo, hotmail, etc.



Partner Program Agreement

Then scroll down to the [Partner Program Agreement](#) and tick the box* «Accept Terms & conditions» then hit [Accept & Continue to Partner Portal](#) button.

Submit Application

Please scroll through and read the Ruckus Partner Reseller Agreement below.

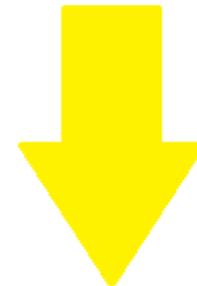
Download Agreement in: [English](#), [简体中文](#), [Deutsch](#), [Español](#), [Français](#)



BIG DOG

Partner Program Agreement

Participation



Check this box to accept the reseller agreement terms.

[Submit Partner Application](#)

* In order to be able to tick the box you will have to read (scroll down) Terms & Conditions

We will review your Application and respond to you within the next 48 business hours.



Next Steps

Once your Partnership Application has been approved, to then become a "**Big Dog Certified**" Partner you will need to complete the below requirements

1. Buy a NFR demo kit to demonstrate to your customer*
2. Complete the online Sales training **Ruckus Sales Expert (REx)****
3. Complete the online Technical training **Wireless Solutions Engineer (WiSE) ****



- Please contact your preferred Ruckus Distributor to purchase the NFR Demo kit; Your Company has 30 days to purchase the demo kit

** Your Company has 90 days to complete the training



Adding a New User to an Existing Company

From the Channel Partners section please click on "Existing Partners – Add Another User"



The image shows a screenshot of the Ruckus website. At the top, there is a navigation bar with links for WWW, SUPPORT, TRAINING, CONTACT, and ADD A NEW USER. The 'ADD A NEW USER' link is highlighted with a yellow box, and a large yellow arrow points to it from below. Below the navigation bar, there is a main content area with the Ruckus logo and tagline 'Simply Better Wireless.' on the left. The main text reads 'Accelerate your business' and 'Join the Wi-Fi Explosion'. Below this, there is a paragraph of text: 'Take advantage of the exponential growth in the enterprise WLAN market through a partnership with Ruckus Wireless, a leading technology vendor committed to providing disruptive wireless solutions. This is your opportunity to drive increased sales, deliver customer satisfaction and grow your business.' At the bottom left, there is a green button that says 'Become a BiG DOG'. On the right side of the main content area, there is a graphic of a 'BiG DOG' authorized partner tag, which is a silver metal tag with the Ruckus logo and the text 'BiG DOG' and 'AUTHORIZED PARTNER'.



Personal Details

Fill in this section with your personal details* specifying the existing company name and then click

Submit Request

Request a Ruckus Wireless Partner Center Account

Are you already an Approved Partner, but don't have a login and password for the Ruckus Wireless Partner Center? Complete and submit the information below and we will send you an email with your login credentials.

* Required Field

Company Information

Company Name *

Street Address *

City *

* Please use your company e-mail address, Do **NOT** use a generic e-mail address such as yahoo, hotmail, etc.



DEAL REGISTRATION PROCESS @

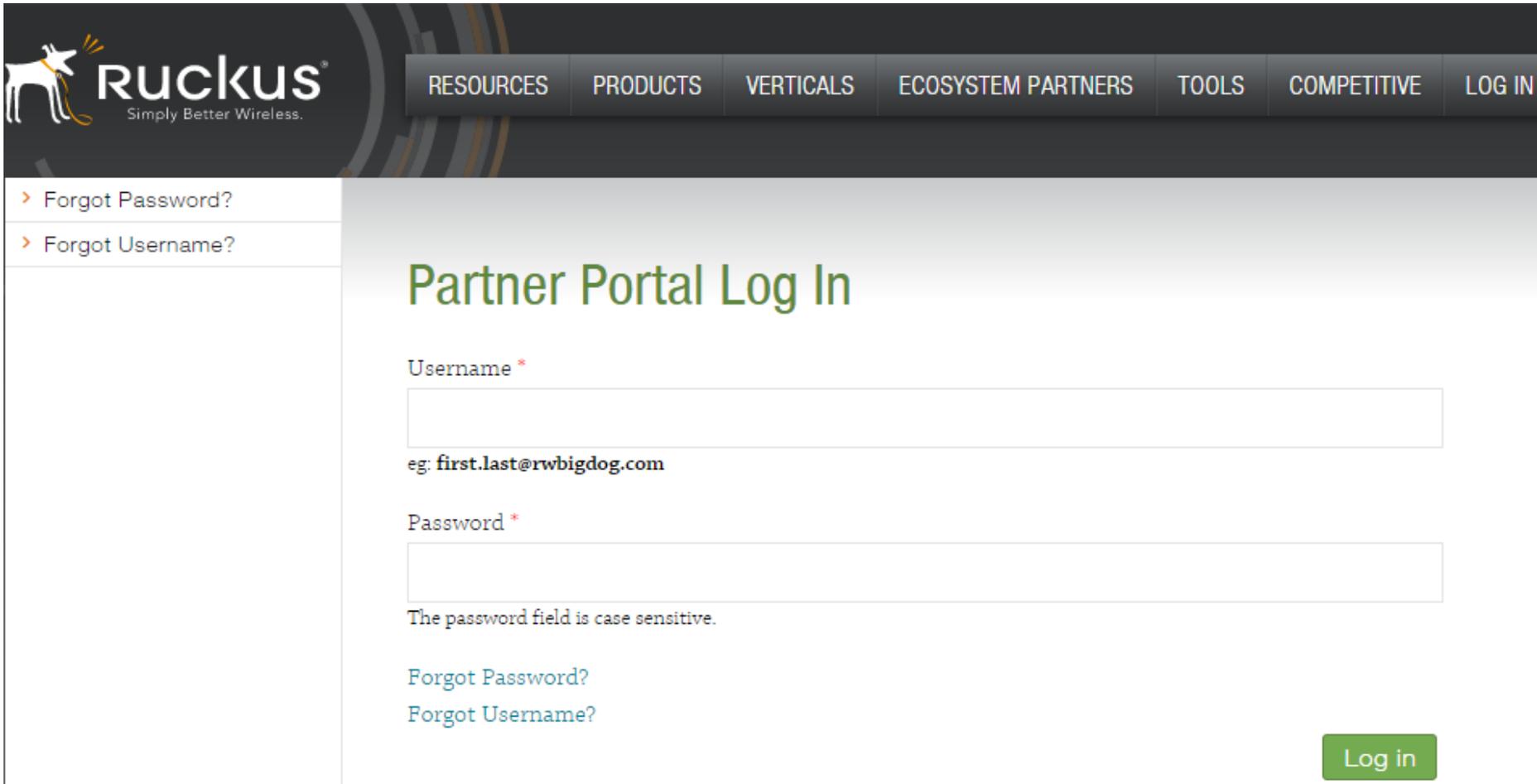


RuckusTM
WIRELESS

Access the Partner Portal

Please log into the Ruckus Partner Portal using the following link:

<https://partners.ruckuswireless.com/?q=user/login> use your login and password*



> [Forgot Password?](#)

> [Forgot Username?](#)

Partner Portal Log In

Username *

eg: [first.last@rwbigdog.com](#)

Password *

The password field is case sensitive.

[Forgot Password?](#)

[Forgot Username?](#)

[Log in](#)

*To reset your password please use the following link:

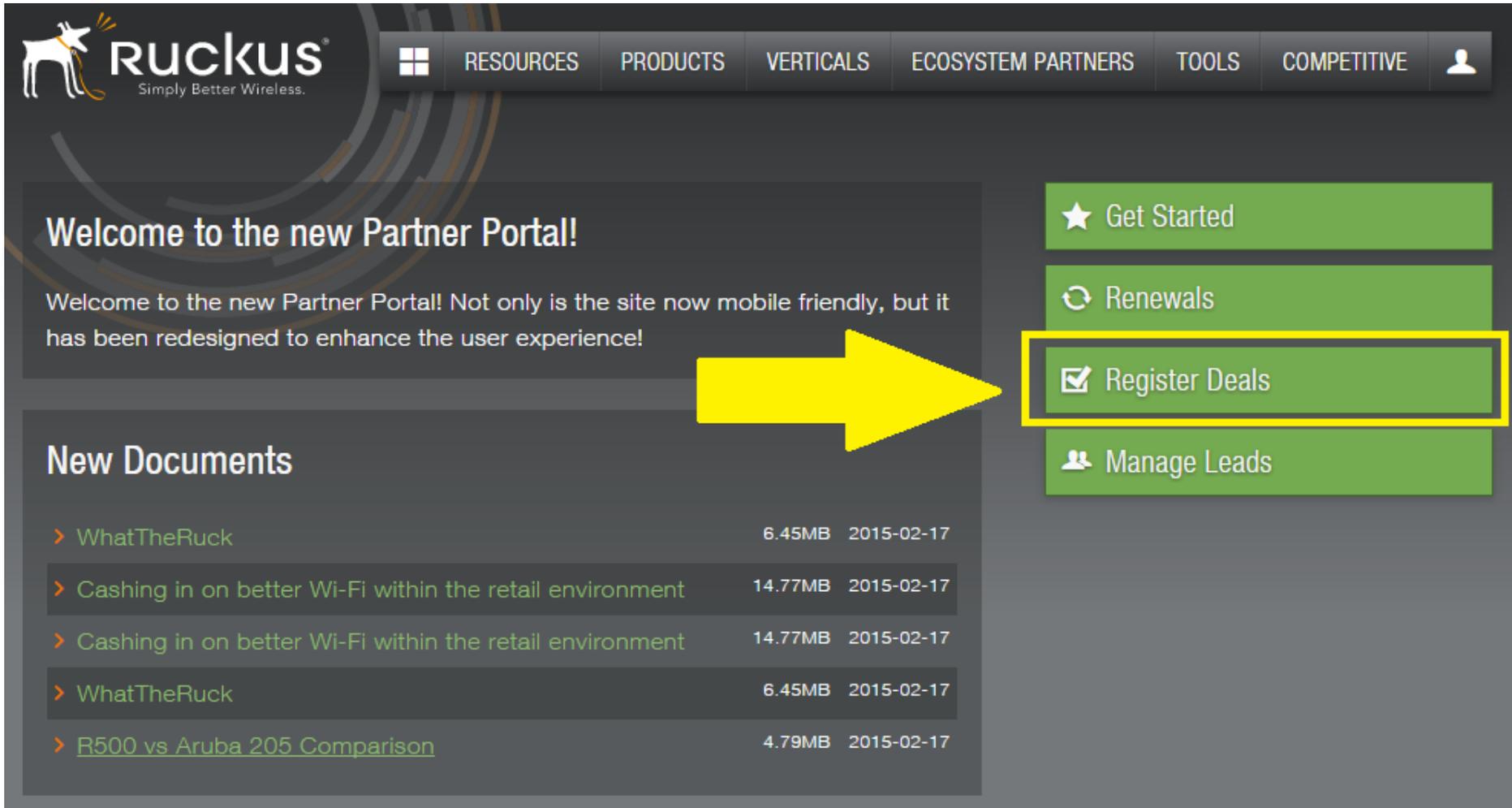
<http://partners.ruckuswireless.com/forgot-password>



Register your project

Using the Deal Registration System will guarantee **exclusivity** on registered deals and will *automatically* provide you **discounts** for the registered deals.

Please click on “*register your deal*” from the right hand menu



The screenshot displays the Ruckus Partner Portal interface. At the top left is the Ruckus logo with the tagline 'Simply Better Wireless.' To the right of the logo is a navigation menu with the following items: RESOURCES, PRODUCTS, VERTICALS, ECOSYSTEM PARTNERS, TOOLS, and COMPETITIVE. Below the navigation menu is a large dark grey banner with the text 'Welcome to the new Partner Portal!' and a sub-message: 'Welcome to the new Partner Portal! Not only is the site now mobile friendly, but it has been redesigned to enhance the user experience!'. A large yellow arrow points from this banner towards the right-hand menu. The right-hand menu consists of five green buttons: 'Get Started' (with a star icon), 'Renewals' (with a refresh icon), 'Register Deals' (with a checkmark icon and highlighted by a yellow border), and 'Manage Leads' (with a person icon). Below the banner is a section titled 'New Documents' containing a list of document entries with their titles, sizes, and dates.

Document Title	Size	Date
> WhatTheRuck	6.45MB	2015-02-17
> Cashing in on better Wi-Fi within the retail environment	14.77MB	2015-02-17
> Cashing in on better Wi-Fi within the retail environment	14.77MB	2015-02-17
> WhatTheRuck	6.45MB	2015-02-17
> R500 vs Aruba 205 Comparison	4.79MB	2015-02-17



End-user details

Please fill in the End-user* details then click on "Save & Next"

Register for New Deal



End User Information

Save & Next Cancel

Deal Source	<input type="text" value="--None--"/>	Industry	<input type="text" value="--None--"/>
Salutation	<input type="text" value="--None--"/>	Industry Detail	<input type="text" value="--None--"/>
First Name	<input type="text"/>	Country	<input type="text"/>
Last Name	<input type="text"/>	Street	<input type="text"/>
Title	<input type="text"/>	City	<input type="text"/>
Email	<input type="text"/>	State/Province	<input type="text"/>
Phone	<input type="text"/>	Zip	<input type="text"/>
Company	<input type="text"/>		
Website	<input type="text"/>		

Save & Next Cancel

*Please note : You will have to insert the End-user details and **NOT** your company details.



Project's details

Please fill in your project details, selecting the preferred Distributor and eventually the *Promotion information* if applicable*Once completed click the “Save & Next” button to save your project details.

Register for New Deal



Project Information

[Previous](#) [Save & Next](#) [Cancel](#)

Project Name	<input type="text"/>	Competitor	<input type="text"/>
Project Budgeted	<input type="checkbox"/>	Distributor	<input type="text"/>
Project Size	--None--		
Project Timing	--None--		
Estimated Close Date	<input type="text" value="9/24/2013"/>		

Project Description

Comments

Promotions

If you have a promotion that applies to this deal, check this box.
Add Promotional Code(s)

[Previous](#) [Save & Next](#) [Cancel](#)

*This section is reserved for trade-in promotions only. If you would like to take advantage of any other promotion, including the *Educational Bundle*, please just type after your project name the promotion title, for example : “*St.Mary School - Educational Bundle*”



Select Products and Services

There are two ways to Add Products and Services to your project :

1) Select "Product Code" and write the required Part Number in the space then click "Search"

Register for New Deal



Build Order

[Previous](#) [Save & Next](#) [Cancel](#)
Add / Edit Products for TEST

- Product Code**
- Hardware/License/Software etc.
- Support



[Previous](#) [Save & Next](#) [Cancel](#)

Please note that if you add a Zone Director you will have to also add a Support Contract or you will not be able to register your project.



Select Products and Services

2) Select “Hardware/License/Software etc.” and choose products and services related to your project from the scroll down menu, then click on “Add to Project ”

Register for New Deal



Build Order

[Previous](#) [Save & Next](#) [Cancel](#)
Add / Edit Products for TEST

- Product Code
- Hardware/License/Software etc.**
- Support

Type: Family: Category: Name: Quantity:

Selected Products

Code	Family	Category	Name	Quantity	Type	
901-7372-WW00	Access Points	Indoor	7372 WW dual band 11n indoor AP 2x2:2	1	Hardware	Delete Edit

[Previous](#) [Save & Next](#) [Cancel](#)

Please note that if you add a Zone Director you will have to also add a Support Contract or you will not be able to register your project.



Select Support

Once you've added products and services to your project please select the appropriate "Support" level from the scroll down menu, click on "Add to Project " and then click "Save & Next"

Register for New Deal



Build Order

[Previous](#) [Save & Next](#) [Cancel](#)

Add / Edit Products for TEST

- Product Code
- Hardware/License/Software etc.
- Support**

Type: Family: Category: Name: Quantity:

Selected Products

Code	Family	Category	Name	Quantity	Type	
802-3025-3000	ZoneDirector	ZD 3000	Partner Support ZD3025 3yr	1	Partner Support	<input type="button" value="Delete"/> <input type="button" value="Edit"/>

[Previous](#) [Save & Next](#) [Cancel](#)

Please note that if you add a Zone Director you will also need to add a Support Contract or you will not be able to register your project.



Submit for Approval

Once you've added products and services you will be ready to click on "Submit" and send us your deal registration request

Register for New Deal



Submit Deal for TEST

[Previous](#) [Submit](#) [Cancel](#)

Name	TEST TEST
Close Date	12/31/2013
Address	TEST TEST Italy
Distributor	Italia S.r.l.
Distributor Contact Name	Antonio
Distributor Contact Email	

[Previous](#) [Submit](#) [Cancel](#)

At this point your deal reg. has been submitted and we will respond to you within 48 business hours. Please note that you will not be able to modify the project until it is marked as "Approved" by Ruckus Wireless.



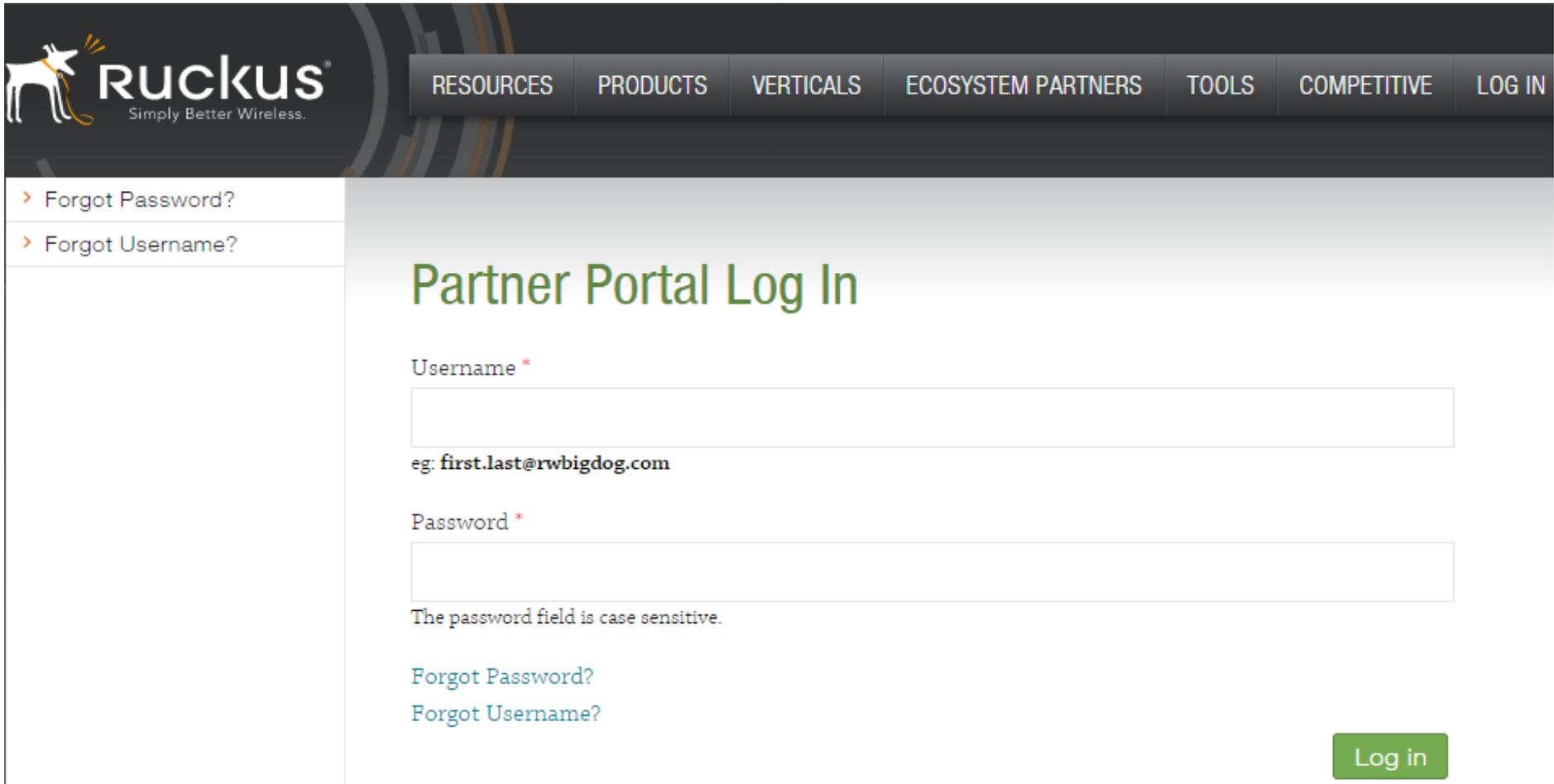
ONLINE TRAINING TO BECOME A



Access the Partner Portal

Please log into the Ruckus Partner Portal using the following link:

<https://partners.ruckuswireless.com/?q=user/login> use your login and password*



RUCKUS
Simply Better Wireless.

RESOURCES PRODUCTS VERTICALS ECOSYSTEM PARTNERS TOOLS COMPETITIVE LOG IN

> [Forgot Password?](#)
> [Forgot Username?](#)

Partner Portal Log In

Username *

eg: first.last@rwbigdog.com

Password *

The password field is case sensitive.

[Forgot Password?](#)
[Forgot Username?](#)

[Log in](#)

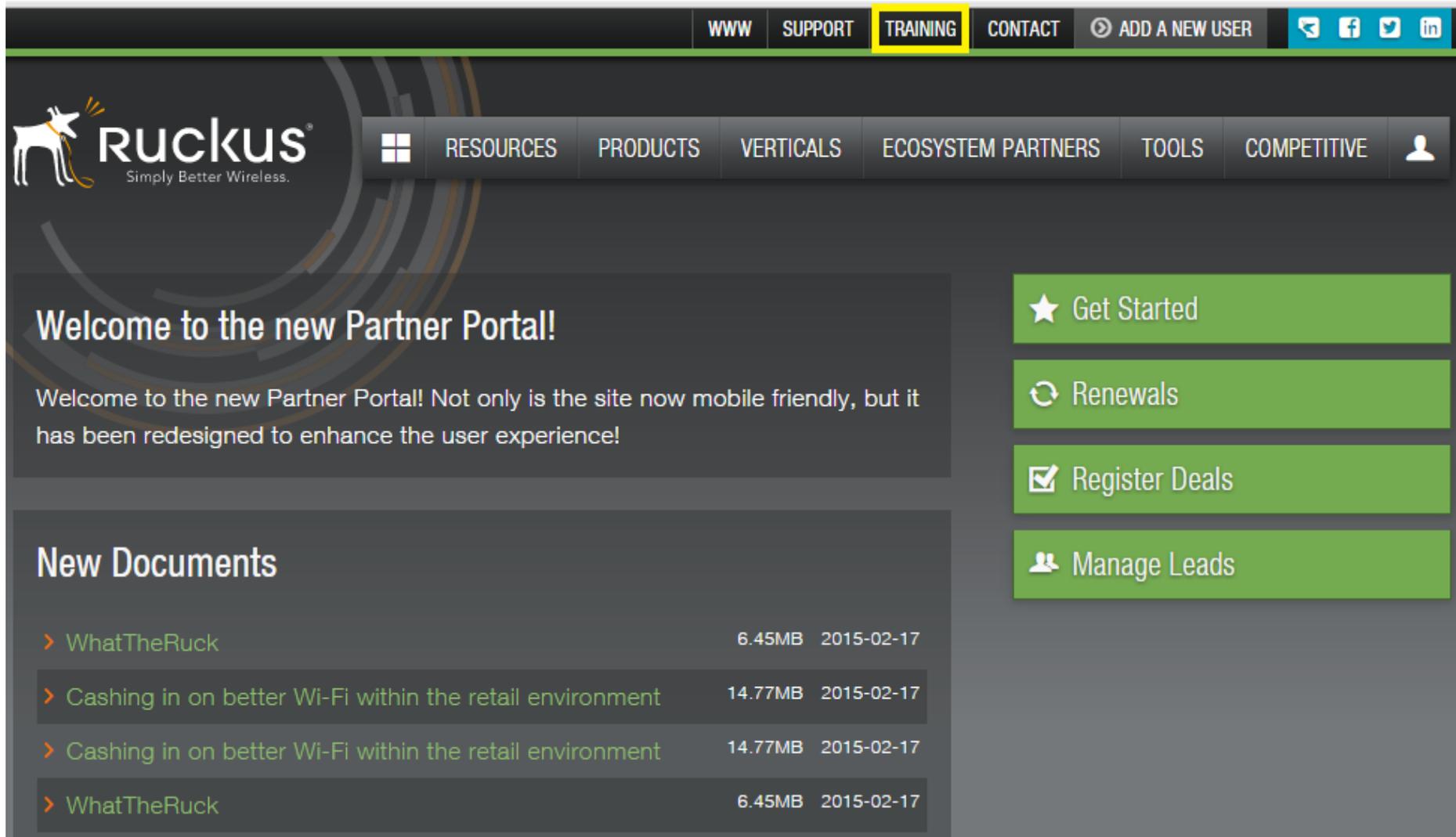
*To reset your password please use the following link:

<http://partners.ruckuswireless.com/forgot-password>



Online Training

Click on "**Training**" from the main top menu



The screenshot shows the Ruckus Partner Portal website. The top navigation bar includes links for WWW, SUPPORT, TRAINING (highlighted in yellow), CONTACT, and ADD A NEW USER. Below this is a secondary navigation bar with links for RESOURCES, PRODUCTS, VERTICALS, ECOSYSTEM PARTNERS, TOOLS, and COMPETITIVE. The main content area features a welcome message and a list of new documents. On the right side, there are four green buttons: Get Started, Renewals, Register Deals, and Manage Leads.

WWW **SUPPORT** **TRAINING** **CONTACT** **ADD A NEW USER**

RUCKUS
Simply Better Wireless.

RESOURCES **PRODUCTS** **VERTICALS** **ECOSYSTEM PARTNERS** **TOOLS** **COMPETITIVE**

Welcome to the new Partner Portal!

Welcome to the new Partner Portal! Not only is the site now mobile friendly, but it has been redesigned to enhance the user experience!

New Documents

> WhatTheRuck	6.45MB	2015-02-17
> Cashing in on better Wi-Fi within the retail environment	14.77MB	2015-02-17
> Cashing in on better Wi-Fi within the retail environment	14.77MB	2015-02-17
> WhatTheRuck	6.45MB	2015-02-17

★ Get Started

🔄 Renewals

☑ Register Deals

👤 Manage Leads



Online Training (2)

Click on "**Get Partner Training**" from the central menu



I'm a Partner

Get Partner Training



I'm a Customer

Get Customer Training



I'm an Employee

Get Employee Training

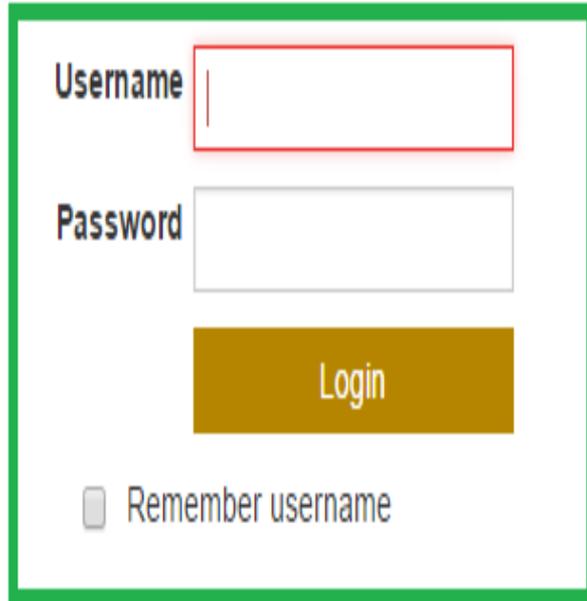


Online Training (2)

Login using your Partner or Support username and password if requested, or alternately click on “Get access now”

Returning user?

Login using your Partners or Support username and password
(Cookies must be enabled in your browser) ?

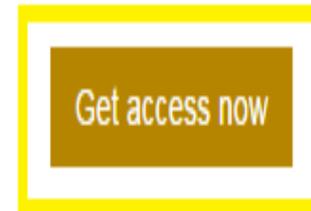


A login form for returning users, enclosed in a green border. It features a red-bordered input field for the username, a white input field for the password, a gold 'Login' button, and a checkbox labeled 'Remember username'.

Not signed up yet?

Ruckus Training requires a Support or Partners account. You can create a free Support account and start your training right now by following the link below.

Bonus: By signing up for Ruckus Support, you will receive all the benefits of the Support website, including access to Knowledgebase articles, updates, and our Forum.



Sales & Technical Training

To become a Big Dog Partner at least one sales person from your company should complete the **Ruckus Sales Expert (REX)***, this is free of charge

Big Dogs, Top Dogs and Alpha Dogs Partner Training

Ruckus Wireless approved Big Dog and Top Dog Partners are required to successfully complete the certifications for WiSE Guy and Ruckus Sales Expert (REX).

All online supporting courses and the online Ruckus Sales Expert Certification Exam are available to you for free.

Certificate Requirements

Certificate	Exam and Supporting Course Links	Big Dog	Top Dog	Alpha Dog	Price (USD)	Certificate Period (Years)
	Wireless Solutions Engineer (WiSE) Level 1 Exam <ul style="list-style-type: none"> • Wi-Fi Essentials • ZoneDirector 9.6 Installation and Management with 9.7 Updates 	1*	2*	3*	\$150	2
	Wireless Solutions Engineer (WiSE) Level 2 Exam <ul style="list-style-type: none"> • Wi-Fi Essentials • ZoneDirector 9.6 Installation and Management with 9.7 Updates • Basic Wi-Fi Site Survey 	*	*	*	\$250	2
	Ruckus Sales Expert (REX) Exam <ul style="list-style-type: none"> • Introduction to Ruckus Products • Sales Essentials 	1*	3*	4*	Free	Perpetual

THEN CLICK ON THE EXAM LINK AND COMPLETE THE EXAM

FIRST OF ALL COMPLETE THE TRAINING WATCHING THE VIDEOS

* number of people with certification.

All certifications should be completed within 60 days of partner application approval

Passing either WiSE L1 or WiSE L2 will fulfill a WiSE Certification requirement for Big Dog, Top Dog and Alpha Dog Partners.

*First of all complete the training by clicking on the links (Introduction to Ruckus Products, and Sales Essentials) and watching the Video Training. Then click on the Ruckus Sales Expert (REX) Exam link and complete the exam.



Sales & Technical Training

To become a Big Dog Partner at least one technical person from your company should complete the **Wireless Solutions Engineer (WiSE) Level 1 Exam***, for which you will have to pay a \$ 150 fee.

Big Dogs, Top Dogs and Alpha Dogs Partner Training

Ruckus Wireless approved Big Dog and Top Dog Partners are required to successfully complete the certifications for WiSE Guy and Ruckus Sales Expert (REx).

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FIRST OF ALL COMPLETE THE TRAINING WATCHING THE VIDEOS

* number of people with certification.

All certifications should be completed within 60 days of partner application approval

Passing either **WiSE L1** or **WiSE L2** will fulfill a **WiSE Certification** requirement for **Big Dog, Top Dog and Alpha Dog Partners**.

*First of all complete the training by clicking on the links (Wi-Fi Essentials, and Zone Director 9.6 Installation...) and watching the Video Training. Then click on the WiSE Level 1 Exam link and complete the exam.



Sales & Technical Training

Once you click on **Wireless Solutions Engineer (WiSE) Level 1 Exam**, click on the **Buy Now** button to pay the \$ 150 fee and then you will be able to enroll for the exam.

Enrollment options

Ruckus WiSE Level 1 Certification Exam

Course purpose

WiSE Level 1 is our primary certification. It ensures that you have the necessary skills to design, deploy, manage, and support robust wireless networks consisting of a range of Ruckus smart Wi-Fi products, including ZoneDirector controllers and Access Points at revision 9.6.

Who should attend

This certification is intended for Ruckus partners and network engineers who manage ZoneDirector deployments.

Delivery method: Online exam, 90 multiple choice and matching questions

Price: \$150.00 USD

Buy Now 



RUCKUS SUPPORT PORTAL



ruckusTM
WIRELESS

How to activate a Support Portal Account

Once logged into the Ruckus Partner Portal <http://partners.ruckuswireless.com/user/login> select from the Top Menu “Support” or click on <https://support.ruckuswireless.com/>

WWW **SUPPORT** TRAINING CONTACT ADD A NEW USER

RUCKUS
Simply Better Wireless.

RESOURCES PRODUCTS VERTICALS ECOSYSTEM PARTNERS TOOLS COMPETITIVE

Welcome to the new Partner Portal!

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> R500 vs Aruba 205 Comparison	4.79MB	2015-02-17

- ★ Get Started
- 🔄 Renewals
- ☑ Register Deals
- 👤 Manage Leads



Register your new product

You can Activate Your Support Contract & License Code by clicking on “Activate Purchase” or Register Your Products For Warranty by clicking on “Register Warranty”

The screenshot shows the Ruckus support portal interface. At the top left is the Ruckus logo with the tagline "Simply Better Wireless." To the right is a navigation bar with buttons for DOCUMENTS, DOWNLOADS, KNOWLEDGE, FORUM, PRODUCTS, CASES, ASSETS, and a user profile icon. Below the navigation bar is a search bar with the placeholder text "What do you need help with?" and a "Support Chat" button. The main content area is divided into four quadrants: Technical Documents, Software Downloads, Knowledge Base Articles, and Announcements & Forum Discussions. On the right side, there is a vertical sidebar with five blue buttons: "Activate Purchase" (with a checkmark icon), "Register Warranty" (with a leaf icon), "Download Licenses" (with a leaf icon), "Submit A Case" (with a flag icon), and "View Customers" (with a binoculars icon). The "Activate Purchase" and "Register Warranty" buttons are highlighted with a yellow border.



Downloads

Select "Downloads" from the Top Menu to download the latest available software releases and firmware updates

Downloads

What do you need help with?

Software Downloads

◀ Prev **1** 2 3 4 5 ... 17 18 Next ▶

Name	Release Version	File Type	Last Updated
FlexMaster 9.6.0.0.17 - 9.6.1.0.4 Patch	9.6	TAR	2014-11-14
SmartCell 8800-s AP Software 9.6.1.0.15	9.6.1	BL7	2014-11-14
ZD1000 9.3.4.0.21 MR Software Release	9.3.4	IMG	2014-11-14
ZD1100 9.4.3.0.22 MR Software Release	9.4.3	IMG	2014-11-14
ZD1100 9.6.1.0.15 MR Software Release	9.6.1	PDF	2014-11-14
ZD3000 9.3.4.0.21 MR Software Release	9.3.4	IMG	2014-11-14
ZD5000 9.4.3.0.22 MR Software Release	9.4.3	IMG	2014-11-14
ZF2942 Firmware 9.6.1.0.15	9.6.1	BL7	2014-11-14
ZF7321 Firmware 9.6.1.0.15	9.6.1	BL7	2014-11-14



Log a Case

If you have a post-sales query you can Submit a case by clicking on the right hand menu tab: "Submit a Case"*

The screenshot shows the Ruckus support portal interface. The top navigation bar includes 'DOCUMENTS', 'DOWNLOADS', 'KNOWLEDGE', 'FORUM', 'PRODUCTS', 'CASES' (highlighted with a yellow circle), and 'ASSETS'. Below the navigation is a search bar with the text 'What do you need help with?' and a 'Support Chat' button. The main content area is divided into four sections: 'Technical Documents', 'Software Downloads', 'Knowledge Base Articles', and 'Announcements & Forum Discussions'. On the right side, there is a vertical menu with buttons for 'Activate Purchase', 'Register Warranty', 'Download Licenses', 'Submit A Case' (highlighted with a yellow border), and 'View Customers'.

Follow the "Instructions" on how to fill in the form (STEP1 and STEP2)

*You can check your existing *Open Cases* by clicking on the top menu tab: "CASES"

