



Citrix Ready Marketplace – FAQs

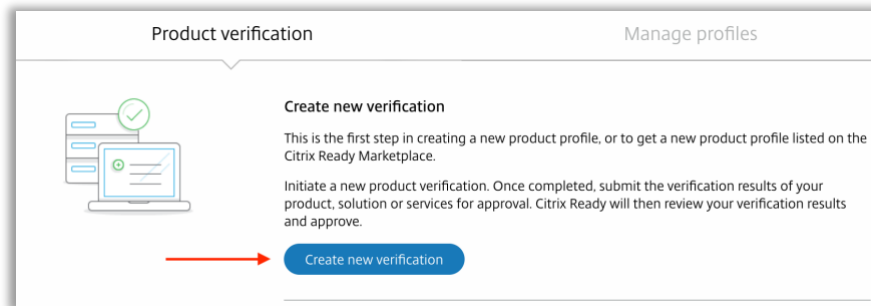
1. How can I get access to the Citrix Ready Marketplace?

You will need to login to Marketplace using your Partner Central credentials and click on “Request access”. Access will be provided within 2-3 business days.

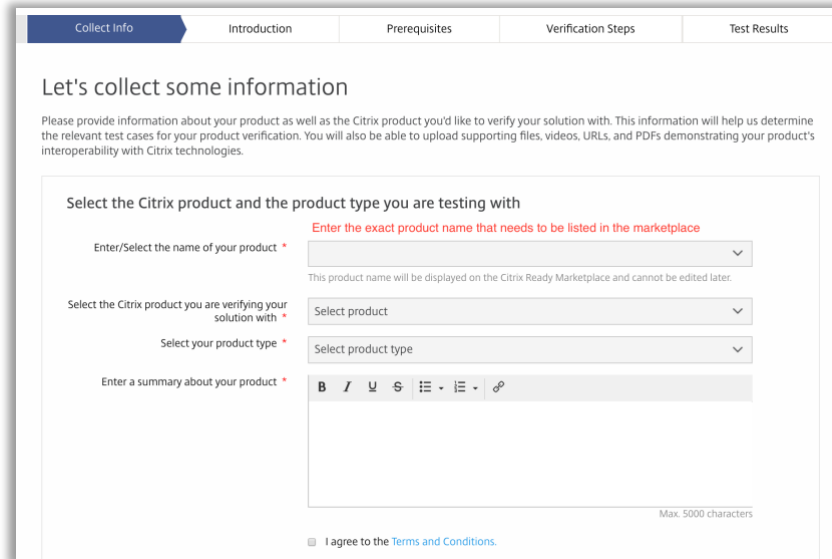
2. How do I verify a new product on the Citrix Ready Marketplace?

Follow the below steps to submit your product verification(s):

- Login to [Marketplace](#)
- Click on Create *New verification* under *Product verification*



Click on Next and fill in the mandatory fields under Collect info section. Then fill in the product test results. Refer to this [blog](#) to submit your verification.



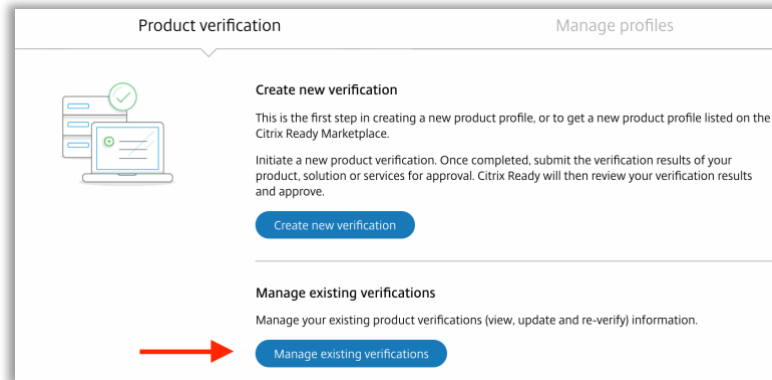
- Click on Submit for the Citrix Ready technical admin to review and approve your verification.

Please note: Your product profile will be published on marketplace once the Citrix Ready technical team reviews and approves your verification results.

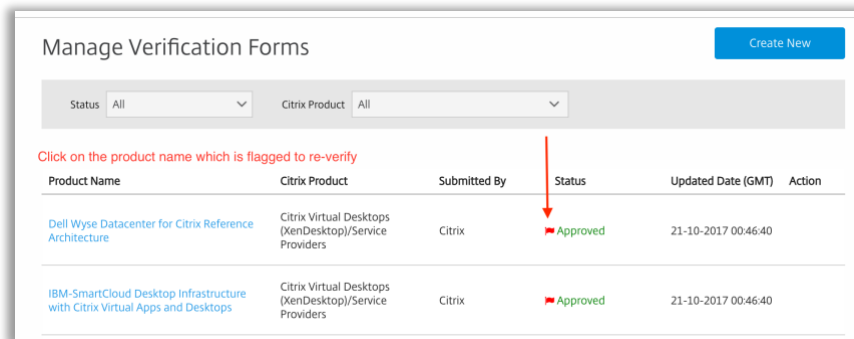
3. Can I re-verify my product with the latest Citrix product versions?

Partners can re-verify only when your product verification has “flagged” status. Follow the below steps to re-verify your product profile:

- Login to Marketplace
- Click on *Manage existing verifications* under *Product verification*.



- Click on the product name which is flagged for re-verification and submit the test results for our Technical team to review.

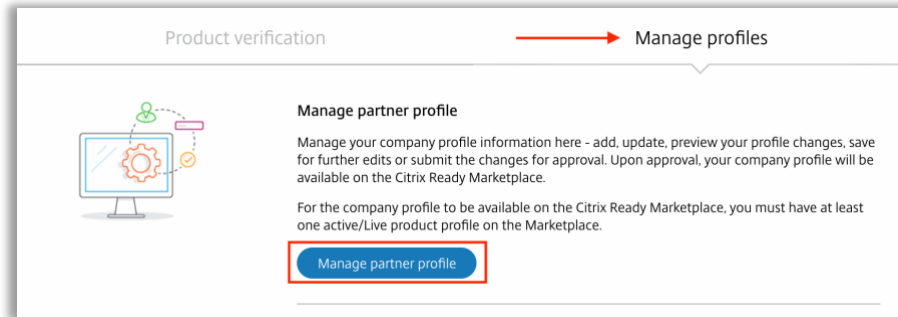


Once the Citrix Ready technical team reviews and approves the test kit, your verification results will be published on the Marketplace.

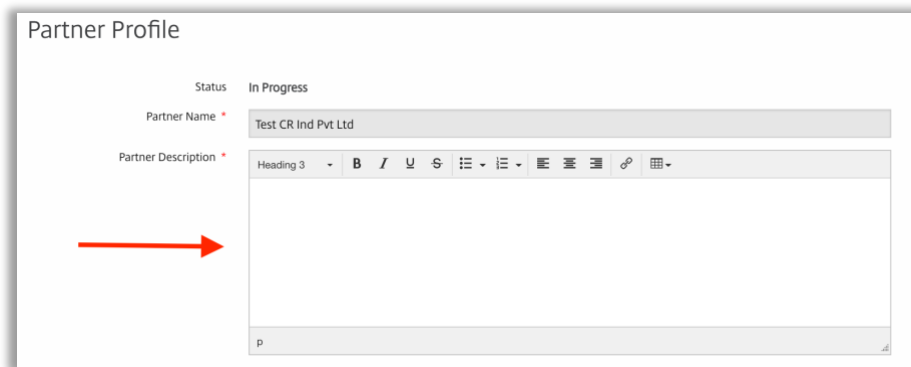
4. Can I edit/update my company profile content on the Citrix Ready Marketplace?

Partners can edit/update the company profile content anytime. Follow the below steps to edit/update the company profile:

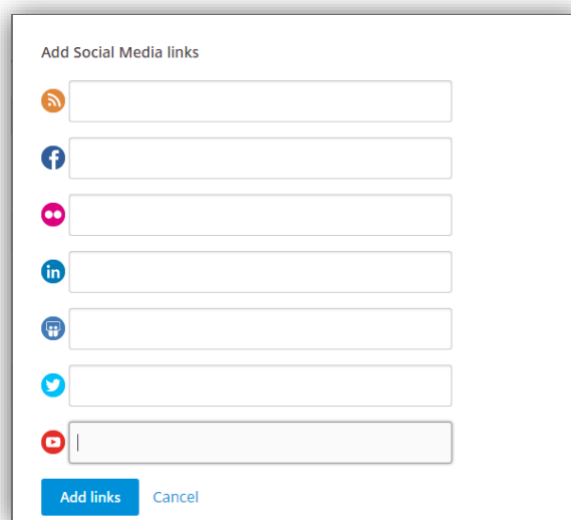
- Login to Marketplace
- Go to *Manage profiles* and click on *Manage partner profile*.



- Update the Company Description.



- Update the company's Social media information.



- Upload additional resources such as Case Studies, Brochures and Company Video URL (References).

- Click on “Submit” to complete your submission.
Your submission will be reviewed and published on marketplace by the Citrix Ready admin.

5. Can I edit/update my product profile content on the Citrix Ready Marketplace?

Yes, partners can edit / update their product profile content anytime. Follow the below steps to update the product profile:

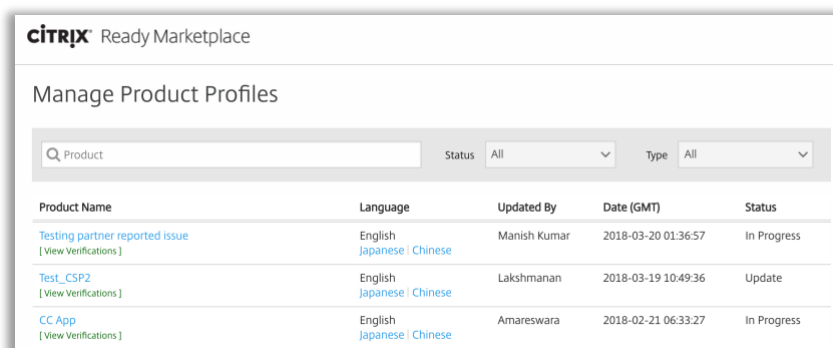
- Login to Marketplace
- Go to *Manage Profiles* and click on *Manage product profile*

Product verification → **Manage profiles**

Manage partner profile
Manage your company profile information here - add, update, preview your profile changes, save for further edits or submit the changes for approval. Upon approval, your company profile will be available on the Citrix Ready Marketplace.
For the company profile to be available on the Citrix Ready Marketplace, you must have at least one active/Live product profile on the Marketplace.
[Manage partner profile](#)

Manage product profile
Manage all your product profile information here - add, update your product profile content, preview your changes, save for further edits or submit the profile changes for approval. Upon approval, your product profile will be available on the Citrix Ready Marketplace.
To create a new product profile, or to get a new product profile listed on the Citrix Ready Marketplace, please do [create a new product verification](#). Once a verification is created, you can then come here to add/update the profile content.
For the product profile to be available on the Citrix Ready Marketplace, you must have an active/Live company profile on the Marketplace as well.
[Manage product profile](#)

- Click the product profile to update/edit the content and Submit for approval.



Product Name	Language	Updated By	Date (GMT)	Status
Testing partner reported issue [View Verifications]	English Japanese Chinese	Manish Kumar	2018-03-20 01:36:57	In Progress
Test_CSP2 [View Verifications]	English Japanese Chinese	Lakshmanan	2018-03-19 10:49:36	Update
CC App [View Verifications]	English Japanese Chinese	Amareswara	2018-02-21 06:33:27	In Progress

Your submission will be reviewed and published on marketplace by the Citrix Ready admin.

6. What are the supported formats and size to publish your company and product logo?

The recommended specifications are as follows:

- Logo size: 285x270 pixels
- Supported file format: JPG, JPEG & PNG

7. What are the required specifications to submit the Product Images?

The recommended specification are as follows:

- Product images: 780x440 pixels
- Supported file format: JPG, JPEG & PNG

8. What are the eligibility criteria to publish my company and product profiles on Citrix Ready marketplace?

Your company and product profiles will be published based on the below:

- At least one product verification approved by Citrix Ready
- Availability of required content to publish the profiles

9. How can I change/update my company and product name on Citrix Ready Marketplace?

Contact Citrix Ready team at citrixready@citrix.com to change/update your company and product name.

10. How can I remove my product listing from the Citrix Ready Marketplace?

Contact Citrix Ready team at citrixready@citrix.com to remove your product listing.

11. How can I join the latest Citrix Ready Technical Programs?

Partners can find the latest technical program information here - <https://citrixready.citrix.com/partner.html>

12. How can customers directly contact partners for additional product information?

Customers can use the “email” option available on the product profiles to contact the respective partners.

13. Can I publish the product profile pages in different languages?

Partners have the option to create product profiles in English, Chinese and Japanese.

14. Will I be notified when my company and product profiles are published on marketplace?

Yes, you will receive email notifications whenever your profiles are published on marketplace.

For any additional queries on Citrix Ready Marketplace, please send an email to citrixready@citrix.com.



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