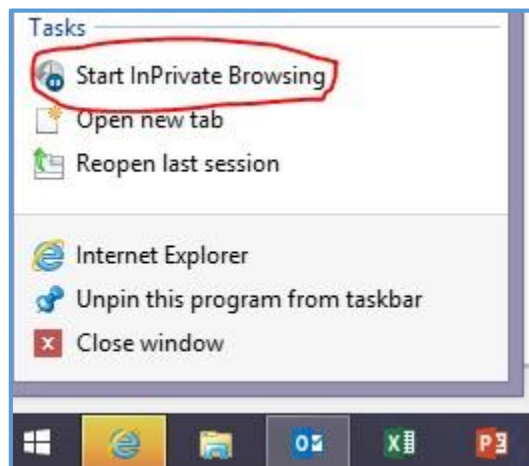


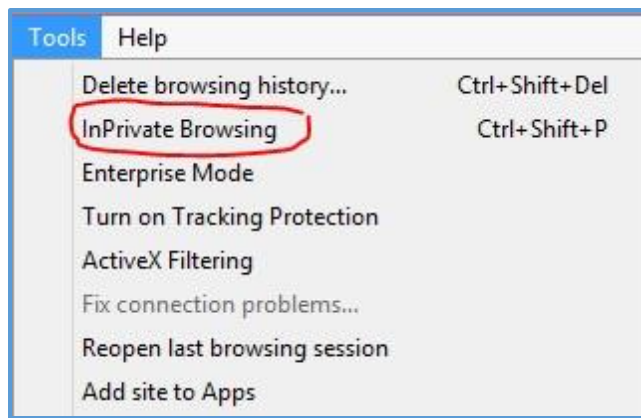
OEM Marketing Asset Portal

Frequently Asked Questions

- **What is the Asset Portal called?** The asset portal site is "OEM Marketing Asset Portal (OMAP)" which replaced the former OEM Elements platform on October 1, 2014. The platform that OMAP resides on is Microsoft Dynamic Marketing (MDM).
- **Can I use any current Microsoft Account ID (i.e. O365) for the OMAP site?** You will not be able to use any previous or current Microsoft Account ID (Live ID) for accessing OMAP. You must use an OMAP-issued username to successfully login.
- **What will my OMAP user ID be?** All users of the new OEM Marketing Assets platform will need to request access to the OMAP platform. Once approved, you will be provided your new user ID. The format for the user IDs will be the first 3 letters of your first name combined with the first 3 letters of your last name. Some variances may occur based on names with less than 3 characters or character availability. All user IDs are formatted in English characters only.
- **How long after I request access to OMAP will I receive my new user ID?** All users need to be approved prior to receiving a user ID. Once you are approved, you will receive your user ID within 3 business days.
- **When can I start using OMAP?** As soon you are approved and receive your User ID, you can start using the site.
- **How can I change my password on OMAP?** If you forget your password, you just need to select "Can't access your account?" from <https://login.microsoftonline.com> and follow the prompts to change your password. Need assistance? Email: omaps@microsoft.com
- **I am having issues logging in with my O365 credentials:** If you have other O365 accounts, you must be logged off of them to access OMAP. If this does not work, then you will need to use InPrivate browsing when you login to OMAP. For Internet Explorer (IE), this can be done in 1 of 2 ways.
 - 1) "RIGHT" clicking on the IE icon on your taskbar and selecting "Start InPrivate Browsing":



- 2) From the "Tools" menu, select InPrivate Browsing:



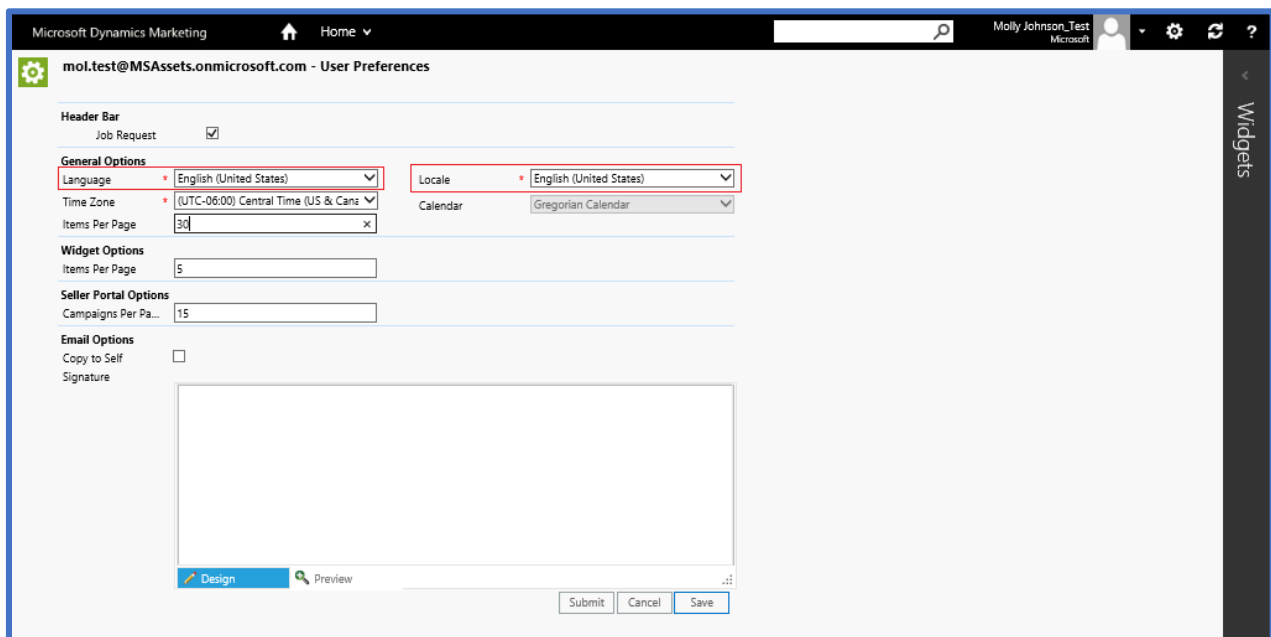
- **Do I need Silverlight installed?**
Silverlight features are now replicated to HTML5. HTML5 is now the standard interface regardless of which web browser you use. Silverlight is only available on request.
- **How do I get user support for OMAP?** Send an email to omaps@microsoft.com.

Troubleshooting Tips

If you are experiencing problems with OMAP, please try the following troubleshooting tips.

1. **Log on using private browsing:** Right-click the Internet Explorer icon, and then click **Start InPrivate Browsing**.
2. **Update User Preferences:**

On the upper-right of the Home page, click the **Settings** button (⚙️), and then click **Preferences**. Under **General Options** on the User Preferences page, change the **Language** and **Locale** fields, and then click **Save**.

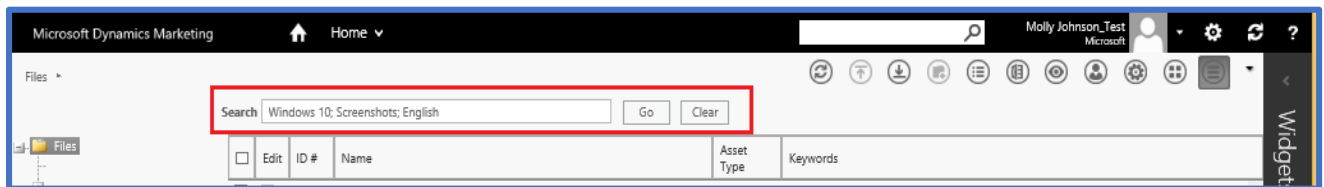


Undo the changes you just made, and then click **Submit**.

Search OMAP Assets

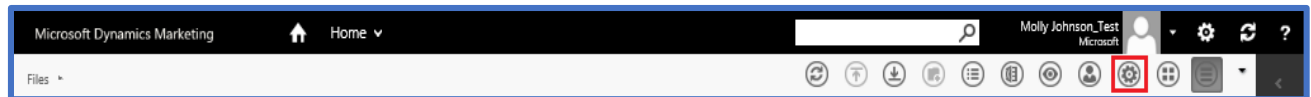
- **How can I search for assets?** Search for assets by using **Keywords** in the **Search** field. Assets are discoverable by searching multiple keywords and separating keywords by a comma (,) or semi-colon (;). For example, (screenshot below): Windows 10; Screenshots; English

Results will be displayed for those assets with matching keywords in the folder currently open (and its sub-folders). Try searching in higher level folders for different results, such as: OEM Marketing Assets or LOEM Incentives Assets (available based on your partner/program permissions) to complete a keywords search for all assets located under that parent/root folder structure. Search results will not be displayed if assets do not exist or are not located within the selected folder or its child folders.

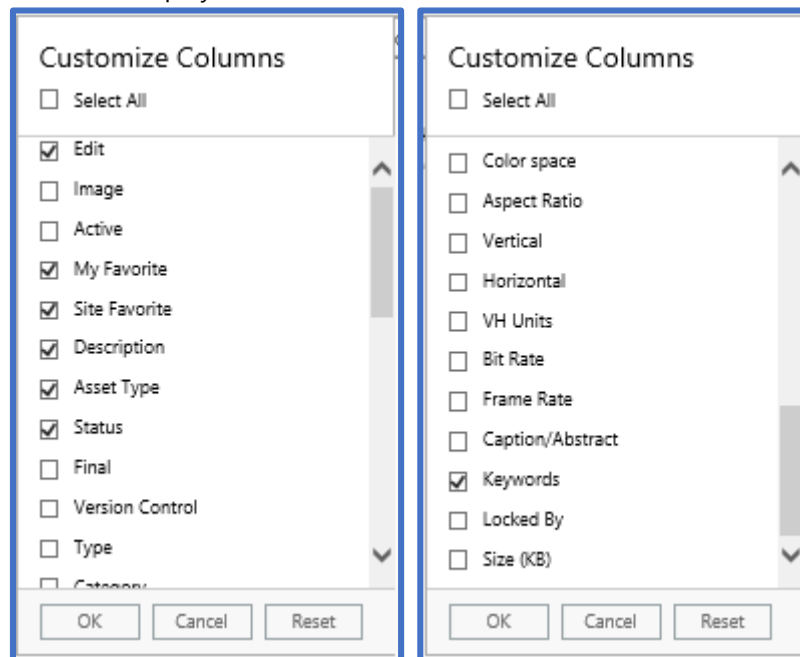


- **How can I customize columns to optimize search results?**

Click on the Customize Columns icon



The Customize Columns menu will display:



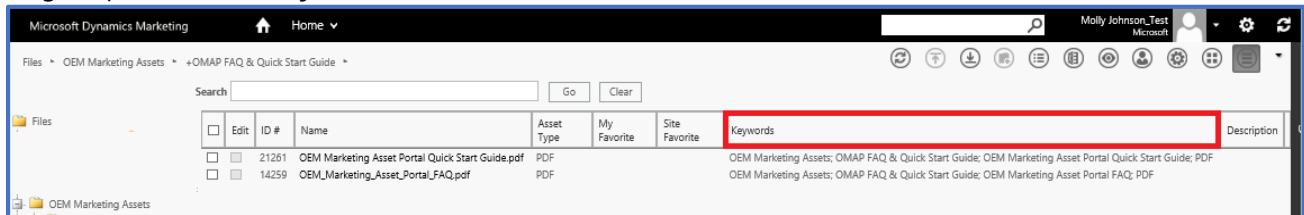
Click on **Keywords**; Ensure **Image** and **Asset Type** are also checked.

This will allow you to see Keywords selected to help tag assets on OMAP and view terms, images and asset types (e.g. PDF, PPTX, PNG, JPG, AI) that may help you with your business needs.

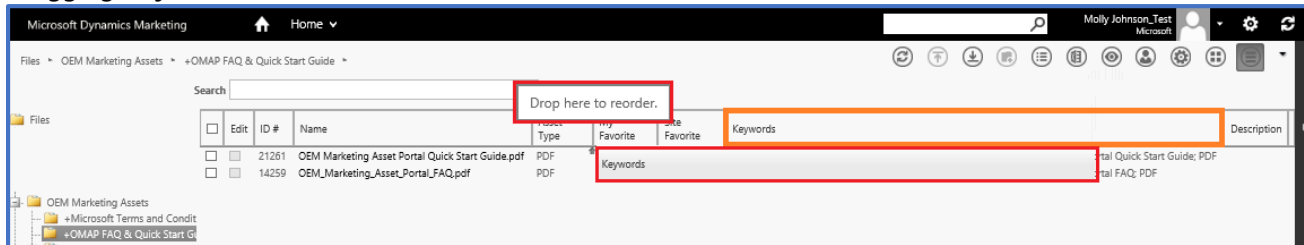
OMAP allows customized column placement to avoid scrolling horizontally on the page view. We recommend moving the **Keywords** column near the Asset's **Name, Image, Asset Type** and **Size** columns.

To customize column placement, click on the column header and drag the column to the desired placement area.

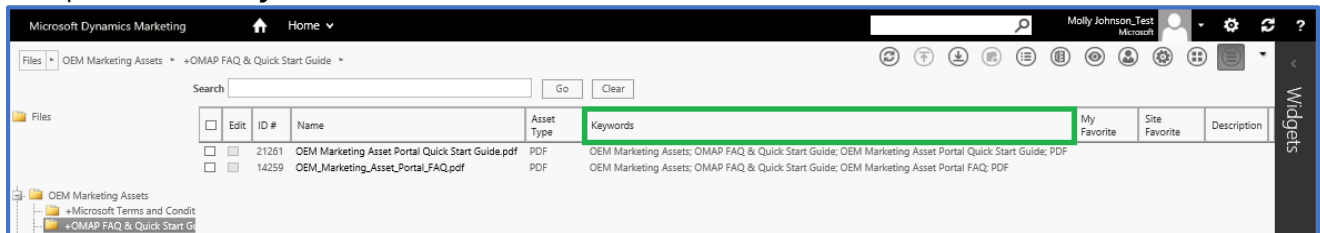
Original placement of **Keywords** column:



Dragging **Keywords** column:



New placement of **Keywords** column:



Click on the far right hand side of each column header to expand the width of each column.

Additionally, click on the Column Header name to Filter columns, such as:

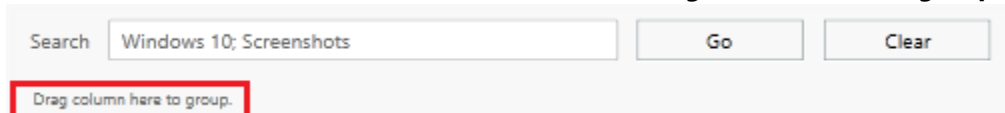
ID# - filter chronologically descending or ascending

Asset Type – filter by File type descending or ascending (AI, JPG, PDF, PNG, TIFF)

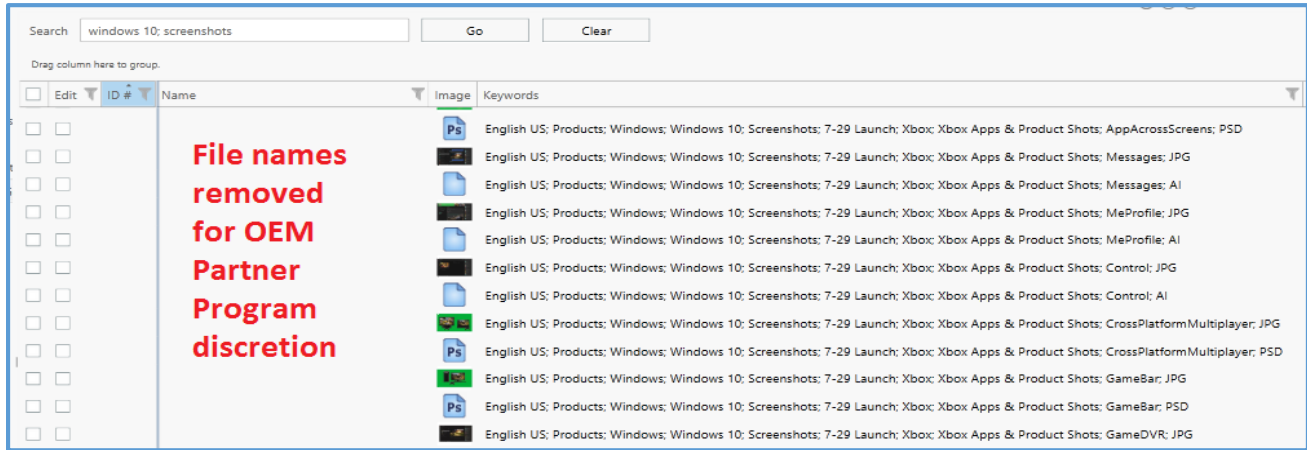
Keywords – filter by Keywords descending or ascending alphabetically

Click once to filter and click on it again to filter it in the opposite manner (descend vs. ascend).

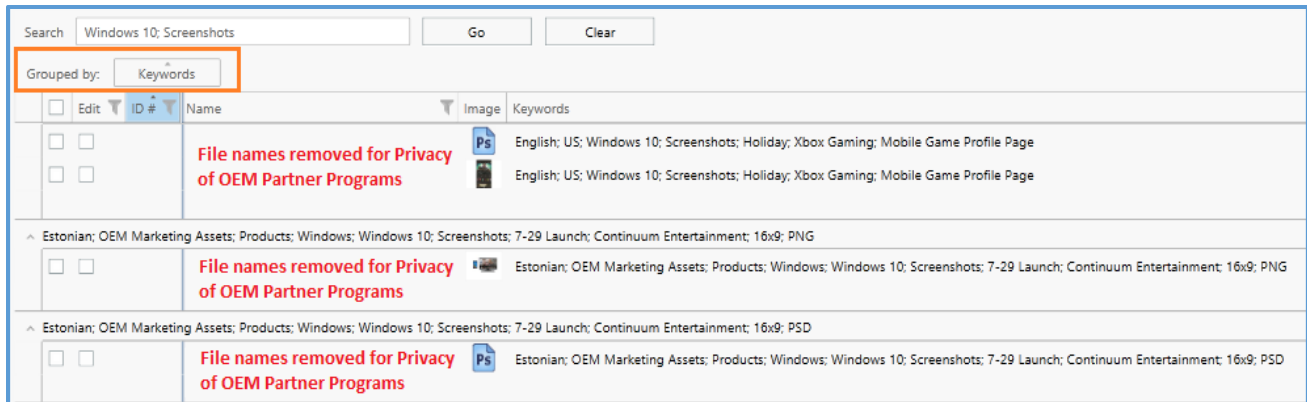
- **How to group similar assets by column headers?** Click on a column name and drag it above the column headers and underneath the **Search** box. It is labeled: **Drag columns here to group**



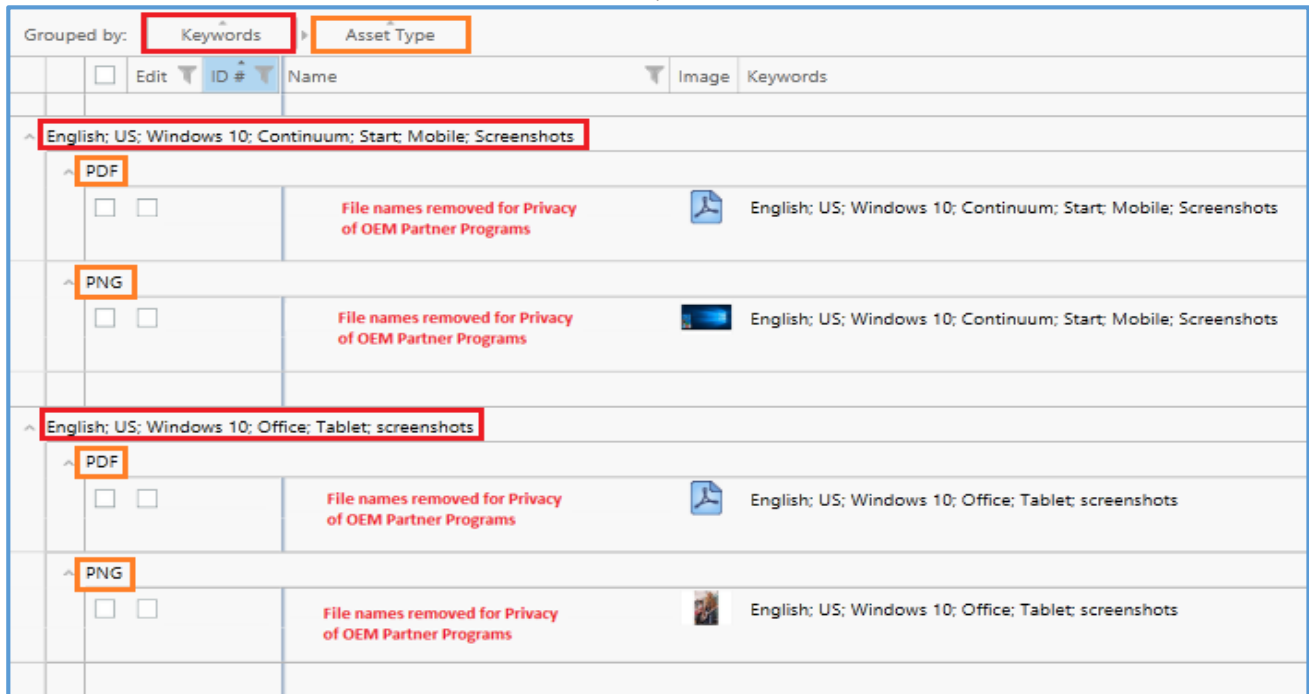
Keywords by default are displayed as:



Add a column, such as: **Keywords** to **Group** will display the **Keywords** as:



When multiple columns are used for grouping, such as: **Keywords** and **Asset Type**, search results will show up based on the first column and then the second column, as shown below:



Remove the **Group** option by moving your mouse over the **Group** name and an X will appear:

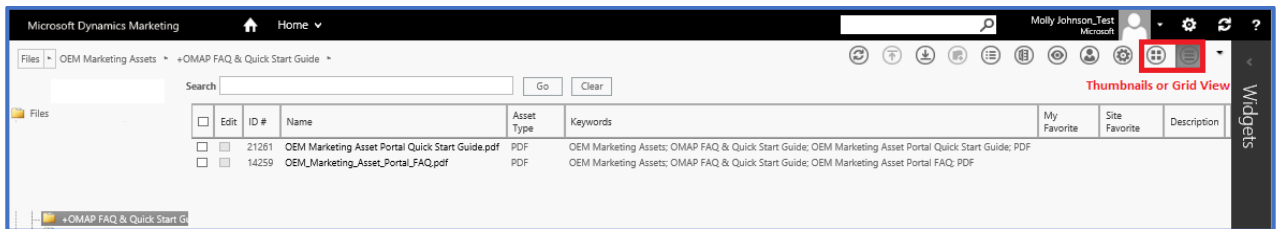


- **How can I preview assets before downloading them?** Preview assets by taking the following steps:

Option 1: Use the thumbnails view slider settings, located in the upper right hand corner of the assets display page.

Left setting: Displays assets in a thumbnail view

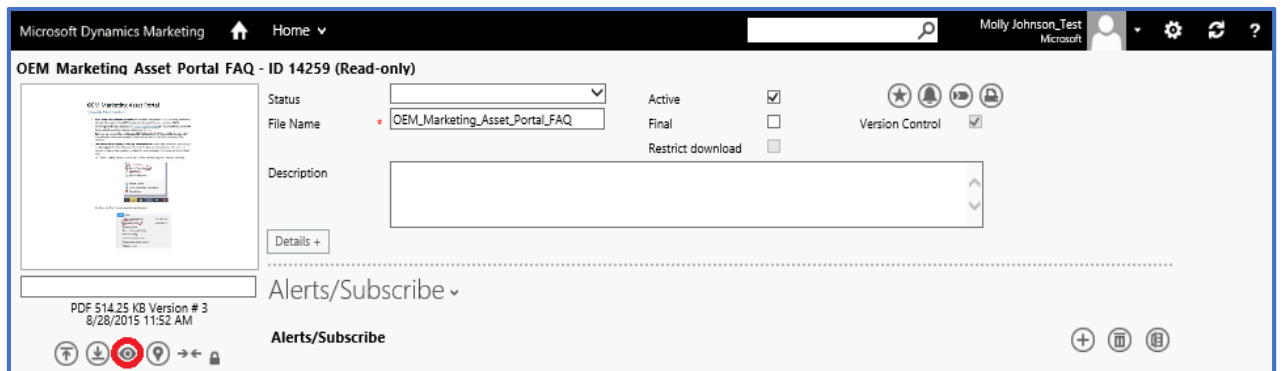
Right setting: Displays assets by list (seen in below screenshot)



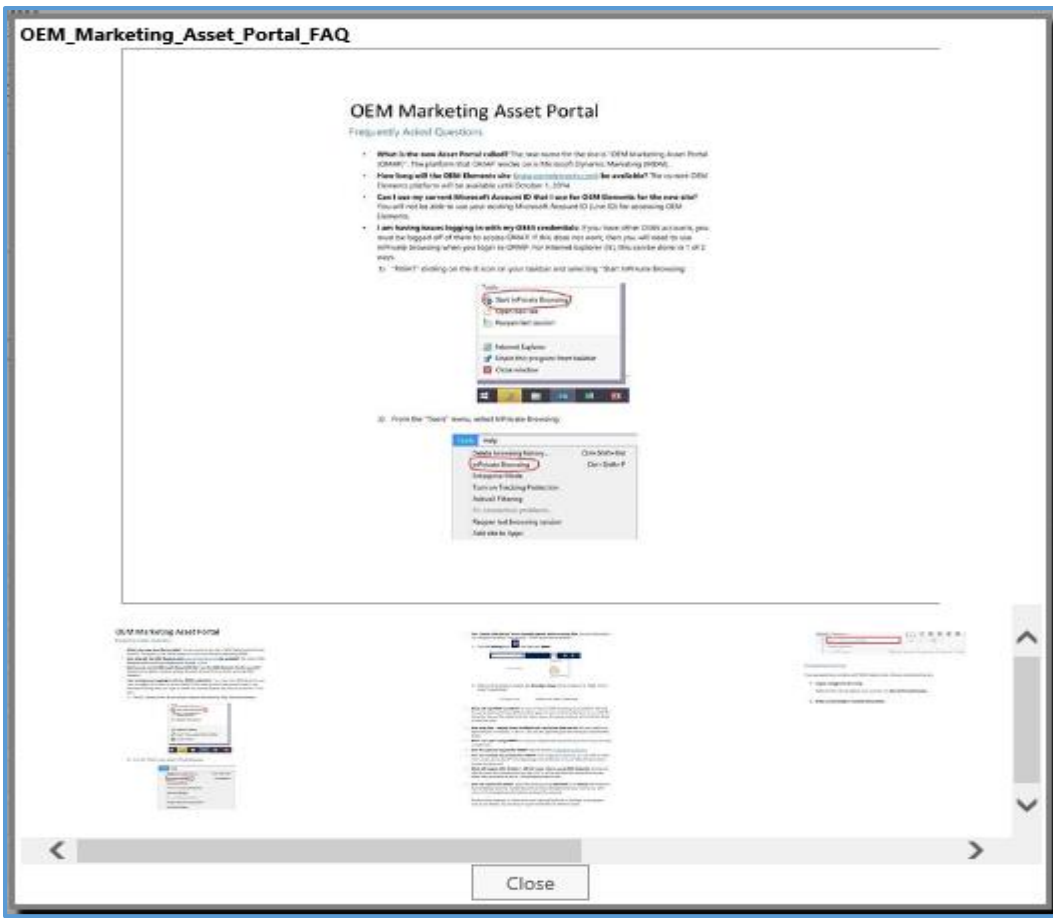
Note: Keywords will not display when thumbnails are displayed. Use the Grid View (LIST) display option.

Option 2: Click on an asset name/thumbnail to view the asset's display page in your main web browser page.

Click on the **Preview** icon:



The asset's preview will be displayed:

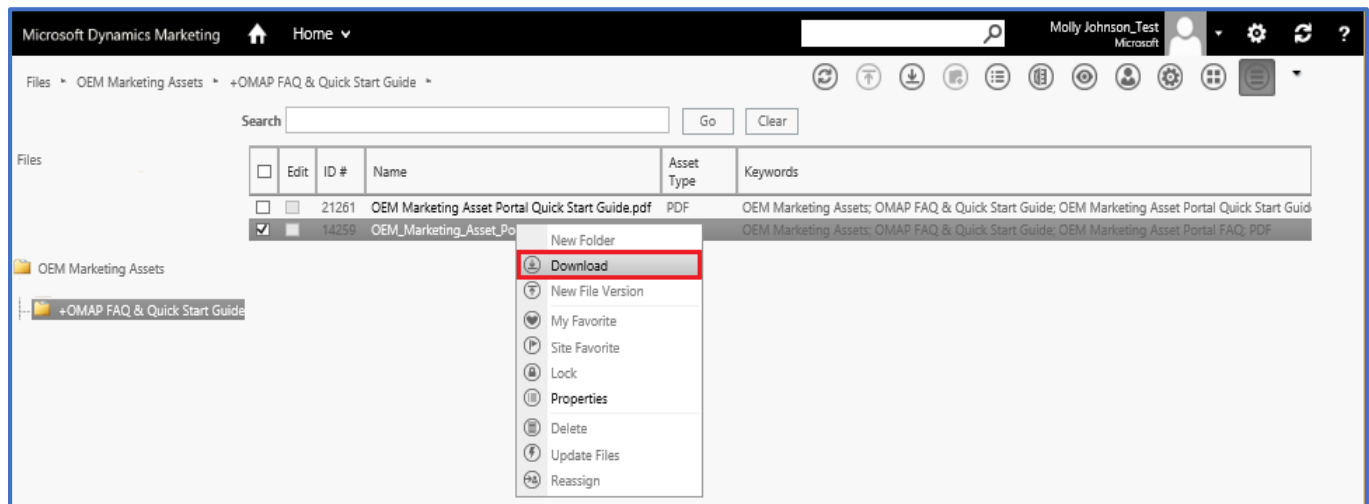


Click on **Close** to close the preview.

- Alternatively, on the assets display page, click on the filename and then on the **preview** icon:



Click on the **down arrow** icon (left of preview) to download it. Alternatively, on the assets display page, right click on the filename for which you wish to download. Select **download**.



Multiple File Download

2015 Introduced Feature: Learn how to use the new multiple file download feature. Access the feature details from our [OMAP Enrollment site](#).

If you have any additional questions, please contact omaps@microsoft.com.