



What to expect

Provisioning

After processing your order, the AppDirect Marketplace will provision your licenses. You will receive an email within 48 hours containing information required to access the CrowdStrike Falcon console. If you do not receive anything within the expected timeline, please reach out for assistance at help@appdirect.com.

Your first user is registered as a Falcon Admin as part of the initial CID (CrowdStrike Customer Identification) creation and will be able to set up your account upon receiving the welcome email. They will have the Falcon Admin role which will allow them to add more users from your team on the portal.



Resources

Implementation services are offered through Falcon Launch Services. If applicable, a CrowdStrike representative will be in touch to serve as your primary point of contact post-fulfillment and to get you started with the platform.

Want to deepen your knowledge? Take a look at the certifications and courses available on the [CrowdStrike University \(CSU\)](#). Please note that customers need to purchase CSU accounts to access this content.

Need help?

Please contact CrowdStrike directly for support. You can submit a request via [CrowdStrike's Support Portal](#). You will need their CrowdStrike credentials to log in.

As a customer, you will have a support level with your CrowdStrike product with specific SLAs, hours of operation, and features. [Details can be found here.](#)

