

# What to expect

## MSP model

You will receive an email within 24-48 hours containing information required to access the Proofpoint portal. If you do not receive this email within the expected timeline, please reach out to AppDirect for assistance at [help@appdirect.com](mailto:help@appdirect.com). Please note that a Company Admin may need to verify your account domain upon logging into the Proofpoint portal.

As your Managed Service Provider, AppDirect will provide ongoing support as well as technical configuration and implementation to fit your needs. If applicable, a Professional Services team member will set up and manage your environment and serve as your point of contact. For any technical support, please contact [help@appdirect.com](mailto:help@appdirect.com).

## Resale model

You will work directly with a Proofpoint representative who will provide you with optional ongoing support and/or technical implementation. They will serve as your primary point of contact post-fulfillment. Distribution is handled in conjunction with Ingram Micro. In the AppDirect Marketplace, click [Manage Bills](#) to view your invoices or update your payment methods.

## Need help?

Our team is here to assist you with any inquiries related to Proofpoint or the AppDirect Marketplace itself. If you encounter any issues or need assistance of any kind with your purchase, please contact us at [help@appdirect.com](mailto:help@appdirect.com).

