

Frequently Asked Questions

How do I become an AppDirect provider?

[Sign up by completing this form](#) and an AppDirect team member will contact you if your application is approved. **Please note that there is an onboarding fee and we require our agreement these details will be provided to you during the application process.

Are you a reseller service provider? [Please Sign up here](#)

I have a signed referral agreement. What are the next steps?

Please complete [Contact & Process Intake Form](#)

The information you provide will be used by AppSmart to guide our interactions so we can work together seamlessly and make the most of our partnership. Once completed please return to providerops@appdirect.com

Create your or update profile in the [AppDirect Marketplace](#)

Please complete the [Marketplace Profile Request Form](#) once you click on the link you will also find a style guide that will walk you through best practice when completing your form.

Please note that non sponsoring providers will be limited to creation of profile only. If you are interested in adding products and more visibility please see our Sponsorship details on this page.

Once the Product Profile form is submitted, a ZenDesk ticket will be created and sent to you via email.

1. All status updates & questions will be addressed within each ZenDesk ticket
2. SLA is 5 to 10 business days and there will be an update in ZenDesk upon completion.
3. If you have any questions or need to reach the merchandise team please email product_requests@appdirect.com

Appsmart Locator

Make your serviceable locations instantly searchable by providing your LIT building lists to our team. Using the AppDirect Locator, a self-service tool for AppDirect Technology Advisors, they can easily search for serviceable addresses by the provider.

Please follow the steps below to successfully submit your Lit Building Lists, Fiber Maps, KMZ Files, On-Net, Near-Net & Off-Net Lists. This is also the process for adding additional locations.

1. Download the list template [here](#)
2. Populate the document with your most accurate, up-to-date data
3. Submit the spreadsheet to providerops@appdirect.com

[Watch a Demo of the Locator](#) Dan Hoerr Giovanna Pasini

How do I connect with AppDirect Sales, Engineers, Commissions, Marketing teams?

[AppDirect Support Deck](#)

How can I get a copy of AppSmart's W-9 and updated banking information?

[AppDirect W-9](#) [AppDirect ACH Details](#)

What is the best way to gain Technology Advisor mindshare as a Provider with AppDirect?

New providers will have the opportunity to participate in the 2022 AppDirect Provider Growth Marketing Program. The Marketing Program includes a wide range of ways for going to market together, and some basic metrics around our dynamically growing business. We are excited to build a growth engine that will provide the platform for us to achieve new heights together.

How do I participate in the AppDirect Provider Growth Program?

For information on the 2022 sponsorship opportunities please see the [sponsorship brochure](#) or reach out to sponsorship@appdirect.com

Please note, priority consideration will be provided to businesses investing in our 2022 growth programs as a fast start to the year can have a profound impact on revenue in a recurring monthly services business model in which we operate.

Is there a content management portal?

["AppDirect Provider Resources"](#) platform reaches 2000+ selling Advisors and provides an opportunity for our providers to share meaningful content like; sell sheets, battle cards, case studies, recorded content, spiffs, promotions, and much more!

For inclusion in our content management system, please note that there is a \$2,500 cost of entry. To sign up for access to this portal, please fill out our [Registration Form](#).

How do I access AppDirect Resources once registered?

[AppDirect Resources Portal Guide](#)

Not participating in AppDirect Resources?

Please send all SPIFFs and promotions promos@appdirect.com

Who do I send agreement and rate change updates to?

providersops@appdirect.com

Who should I contact if I have additional provider-related questions?

Please submit all other provider related questions to providerops@appdirect.com

What is the corporate mailing address for AppDirect?

AppDirect Agent Services, Inc. is:
650 California Avenue, 25th Floor
San Francisco, CA 94108

How do I connect with AppDirect on social media?

You can engage with us on [LinkedIn](#), [Twitter](#), and [Facebook](#).