

### Update discounts with a new Customer Info file

There are a 3 ways of getting the file.

The first two REQUIRE that you know your Partners Portal Password and Login ID. The Login ID is the email you registered with on the Partners Portal.

If you are not sure what it is, you can get it reset by using the "Password Help" link on the Partners Portal.

<https://partnersportal.jeld-wen.net>

#### Options:

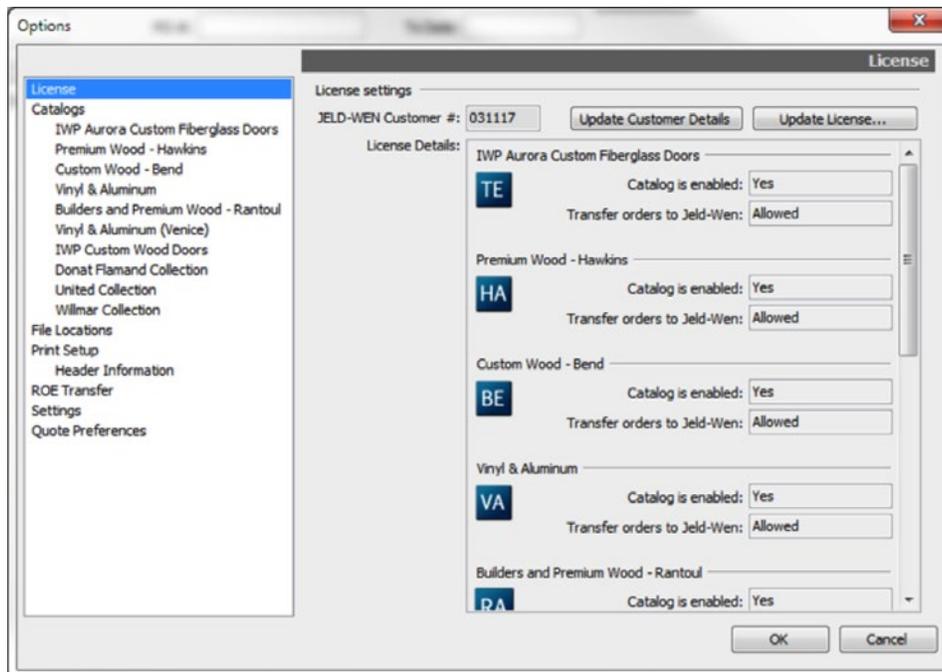
1. Start Quick Quote and have it load the file
2. Login to the Partners Portal, download and save the file to your desktop.
3. Request the file from Quick Quote support [quickquotesupport@jeld-wen.com](mailto:quickquotesupport@jeld-wen.com)

Please note: Due to the increase in volume, Option #3 will likely take longer, please utilize options #1 and #2 when possible.

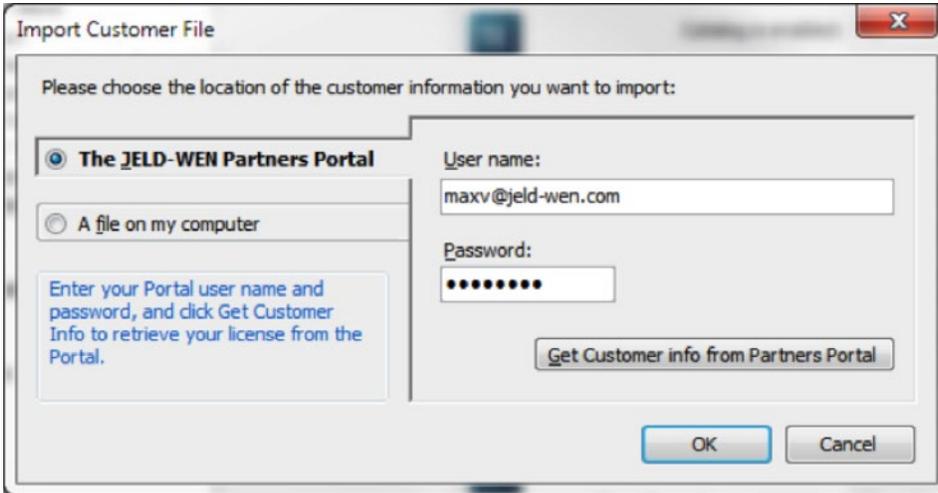
#### OPTION #1

Have Quick Quote Load in the File.

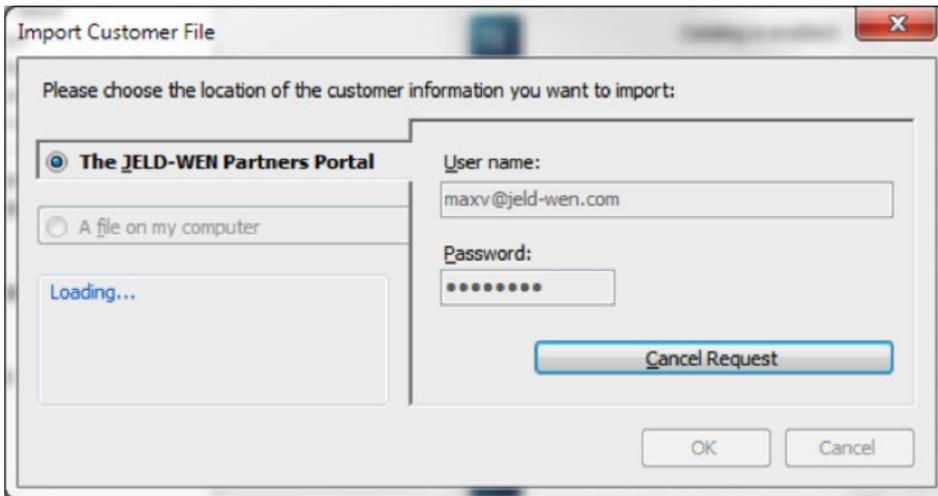
Start up Quick Quote, Select the TOOLS menu, Select the Options menu. On the Options Screen Select the "License". Click the "Update Customer Details" button.



Put in the email address you registered with on the Partners Portal and the password. Then click the "Get Customer Info from the Partners Portal."

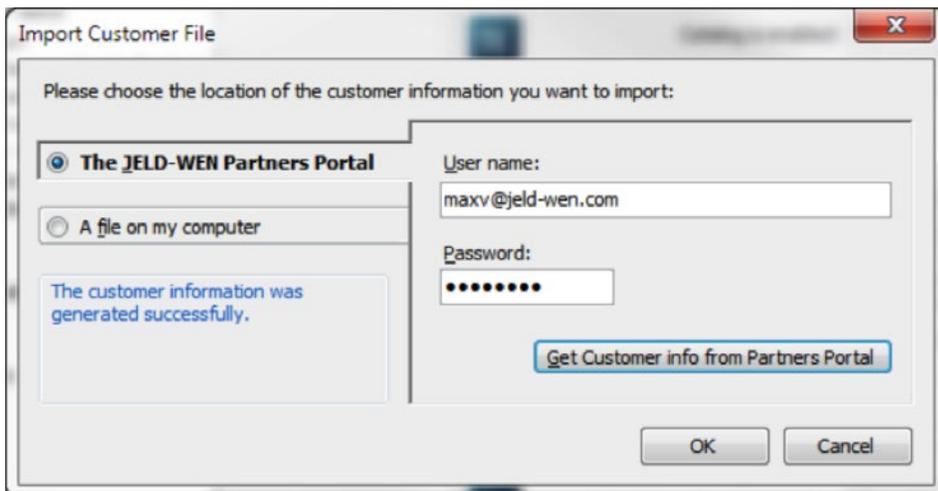


You should see a "Loading ....." in the lower left.



If Quick Quote was able to access your account and download the file you will see this next screen. If so then click the OK Button, then click OK on the "Options" window, exit Quick Quote. Once you reopen Quick Quote, the new discounts should be active.

If you get some kind of error, your firewall or security settings may be blocking the access or Your login ID and password were not correct. You may need to resort to Option #2



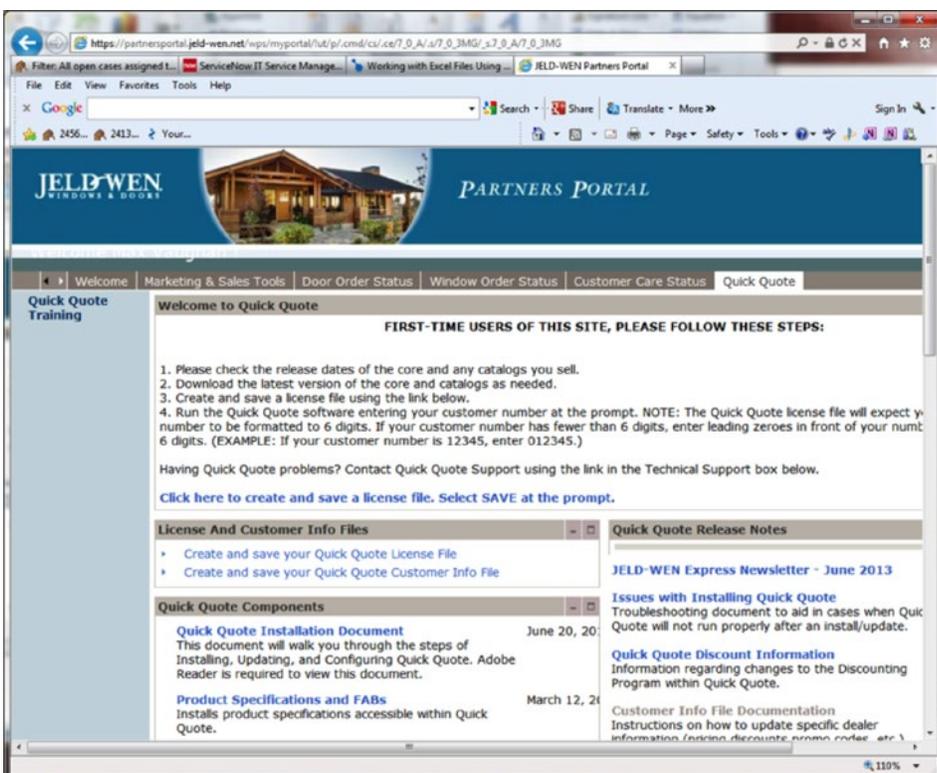
## OPTION #2

Go to the Partners Portal at <https://partnersportal.jeld-wen.net>

Again, you must know your login ID and password to login.



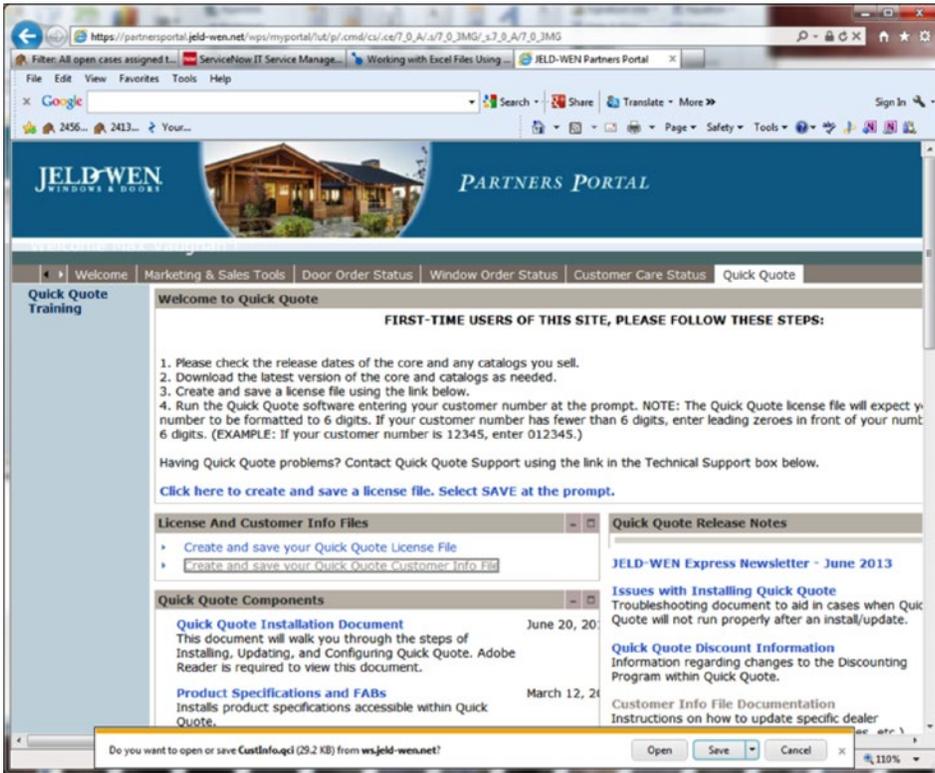
Click the "Quick Quote" Menu Item on the Top Right menu bar. In the "License and Customer Info Files" area, click the "Create and save your Quick Quote Customer Info File"



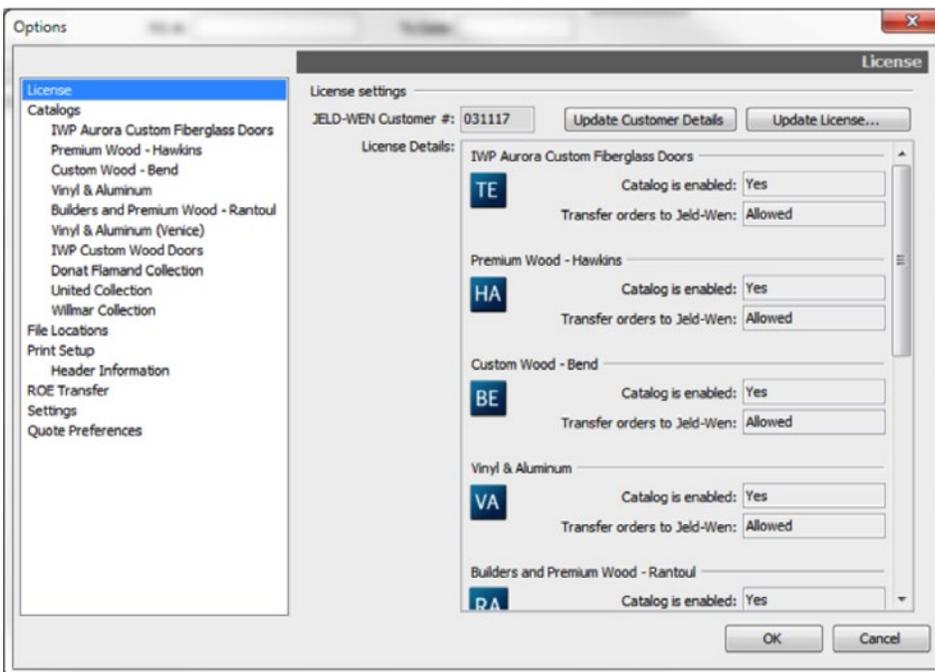
Users of Windows XP will see a dialog box come up with a "Save" or "Open" menu... You must pick "Save"

Users of Windows 7 etc. will see a "Save" menu item on the bottom menu bar when it pops up. Click the down Arrow next to the "Save" and pick the "Save As..." menu item.

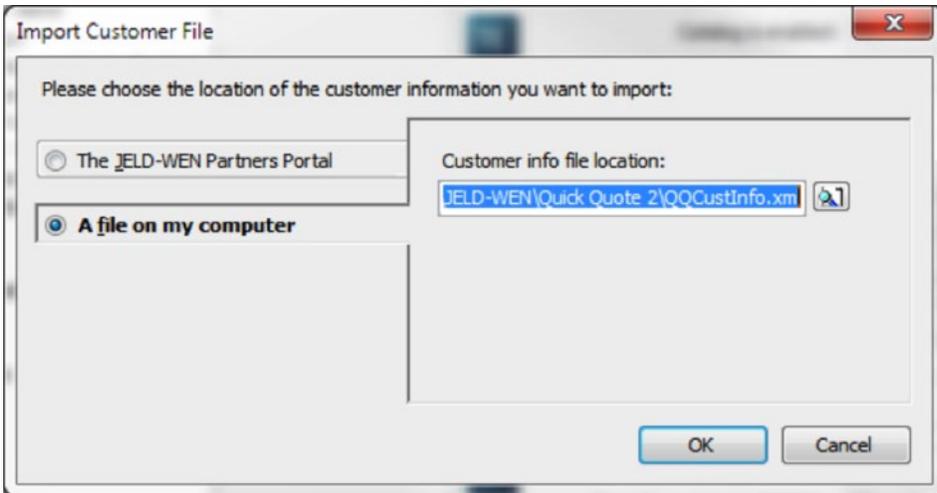
Regardless of which type of PC you have; you will be prompted where you would like to save the file to. Pick your "Desktop" Icon or Folder. And save the file. You can then start up Quick Quote.



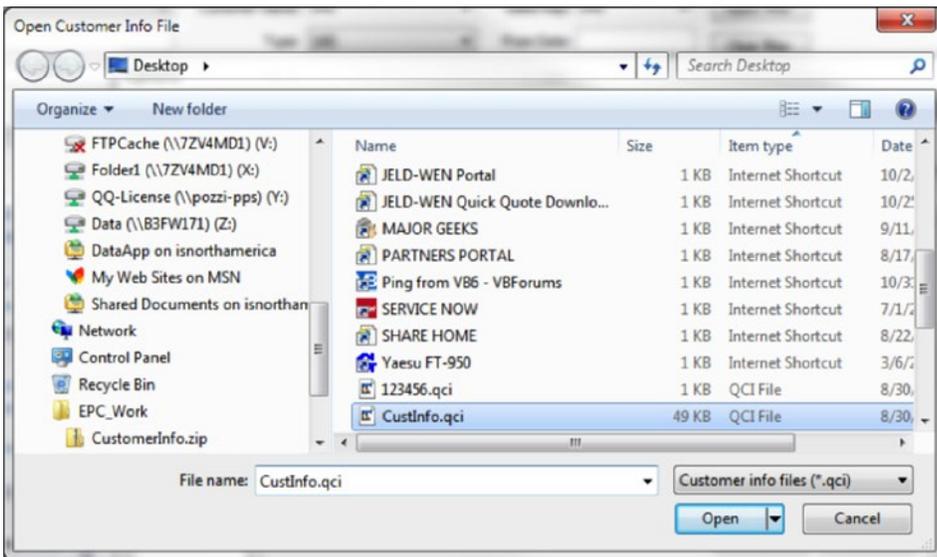
Start up Quick Quote, Select the TOOLS menu, Select the Options menu. On the Options Screen Select the "License" area on the left menu. Click the "Update Customer Details" button.



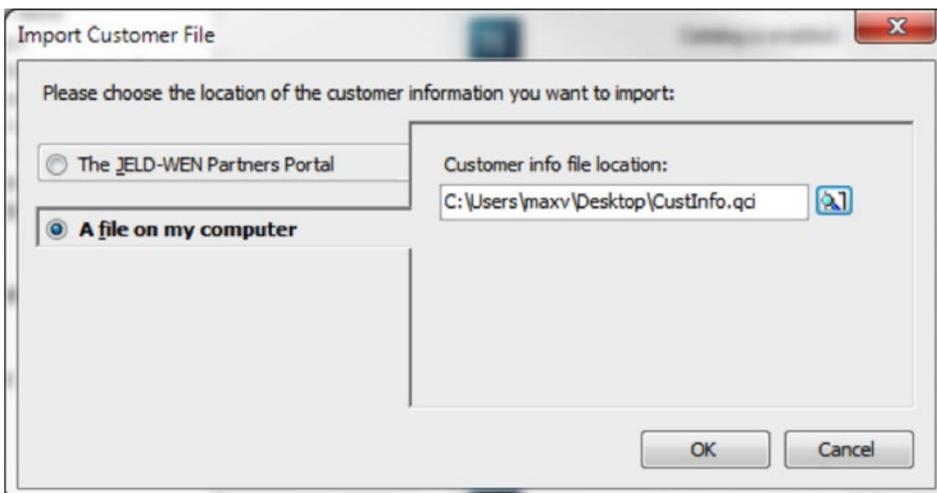
Pick the "A file on my computer" option.... Click the little browse ICON next to the right of the location box. Find your "Desktop" icon or folder. Double click it.



You should see a screen similar to this and your file should be there... It may have your customer number as part of the name or it could just be called CustInfo.qci. Regardless the file ends in qci that is what to look for.



Your screen should look like this.... Click the OK button here, then click the OK button on the "Options" window. You then have to exit Quick Quote and go back in for the change to take effect.



### OPTION #3

If Quick Quote is unable to get the file from the Partners Portal in Option #1 or your unable to access the Portal in Option #2 (Be sure to try and get your password reset first if need be).

Then please contact us at [quickquotesupport@jeld-wen.com](mailto:quickquotesupport@jeld-wen.com) and request a new customer file. Please put "Customer Details File" in the subject and include your JELD-WEN customer number. Please be aware that if demand is high, files can take up to 3 business days to process. This file will then need to be installed.

### Problems getting password reset.

If you're unable to get your password reset on the Partners Portal, a new one can be provided. Send a new email to [partnerstechsupport@jeld-wen.com](mailto:partnerstechsupport@jeld-wen.com) with your customer number and request your password.



Official window and  
door provider of  
Major League Soccer



JELD-WEN is proud to support  
*a better way to build*

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