Troubleshooting Support Portal Access for Parallels Desktop for Chrome OS Enterprise and Education Edition administrators

- Parallels Desktop for Chrome OS Enterprise and Education Edition

If you are a Parallels Desktop for Chrome OS Enterprise and Education Edition administrator and cannot access Support Portal, verify that the following requirements are met:

- You have Parallels Desktop for Chrome OS Enterprise and Education Edition license redeemed in Google Admin console. Visit KB 125113.

- The email address you are using to access Support Portal is set as an administrator for Parallels Desktop for Chrome OS Enterprise and Education Edition in Google Admin console.
    1. In the Google Admin console, navigate to **Devices > Chrome devices**.
    2. In the drop-down menu at the top, select **Apps & extensions**.
    3. Select the **App Licensing** tab.
    4. Click on the **Parallels Desktop for ChromeOS Enterprise and Education Edition** app in the list.
    5. A pane opens on the right side. Click the "person" icon ("Manage contact info").
    6. Change the email address if required and click **Save**.

- You accepted the invitation to Parallels Business Account (search for emails from noreply@parallels.com in your mailbox or visit https://my.parallels.com/profile/business_invitations) and you are using the email address specified in the Google Admin console.

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