Volume Licensing Service Center User Guide

Microsoft Volume Licensing

February 2015

What's new

- License Summary has been improved with expanded search capabilities

Contents

Overview of the Volume Licensing Service Center

The Volume Licensing Service Center (VLSC) is the primary location for Microsoft Volume Licensing customers to view and manage their licensing agreements.

A license agreement with Microsoft dictates how a product is used, how long it can be used, and how a customer intends to deploy the product in a business environment. For example, a license agreement or entitlement might detail a lease agreement for a single software product that may have multiple activations. Moreover, customers can purchase service agreements, such as Software Assurance, which offers benefits in the licensing relationship with Microsoft, such as complimentary product upgrades and a set number of service tickets.

When you purchase and download software from Microsoft, you are given the right to use Microsoft intellectual property through the volume licensing agreements and services that you elect to use.

Registering with the Volume Licensing Service Center

NOTE You need a valid business email address and Microsoft account to register. See Appendix A for instructions on creating a Microsoft account.

To streamline the process for managing multiple agreement numbers, a Microsoft account and a valid business email address are required for registration. Following these steps makes the process easier for you to track and manage multiple agreement numbers.

When you register with the VLSC, the site requires you to validate your business email address using an invitation email message from Microsoft. You should use the same business email address that you used when you signed your agreement or order.

If you are an Administrator on a parent agreement, then when you sign into the VLSC for the first time, the Administrator Inheritance Option page is displayed. If you select to opt-in, then you automatically become an Administrator on all child agreements associated with the parent agreement.

To register with the Volume Licensing Service Center (VLSC)

1. Access the VLSC at www.microsoft.com/licensing/servicecenter.
2. On the Welcome to the Volume Licensing Service Center home page, select **Sign In**.
3. Type your Microsoft account and password.
4. Select **Sign In**.

NOTE If you are a returning user and would like to see an overview of navigating the VLSC, see the Navigating the Volume Licensing Service Center section.

5. First-time users must enter their business email address. Type the business email address into both the **Business Email** and **Confirm your Business Email** fields.
   Select **Submit**.
   - If you received an email invitation to the VLSC, then enter the email address to which your invitation was sent.
   - Select **Submit.** We will send an email message to confirm that you own the Business Email address provided.

6. Go to the inbox for the business email address you provided**.**
   a. Open the confirmation email message from the Volume Licensing Service Center.
   b. Select the link in the email message to confirm your ownership of the business email address.

NOTE If you do not receive an email notification, check your junk email folder in your email program. Ensure that you add @microsoft.com to your Safe Senders list.

Signing new Open License customer agreements

When you sign in to the VLSC, it verifies whether you have any Open License agreements with unsigned terms and conditions. If you have an unsigned Open License agreement, you are prompted to sign the agreement.

To sign an Open License customer agreement

1. On the Microsoft Volume Licensing page:
   a. In the **Open License Type** field, select the down arrow to open the menu, and then select an item from the menu.
   b. In the **Country of Usage** field, select the down arrow to open the menu, and then select an item from the menu.
   c. In the **Language** field, select the down arrow to open the menu, and then select an item from the menu.
2. Select **Go**.
   The Open License agreement appears.
3. Type your full name, and then select **I Accept**.
   If terms and conditions are not accepted, all Open Licenses are removed from your profile during your session. A single acceptance only is required for all terms and condition types, and for both current and future Open License agreements that are assigned to you.

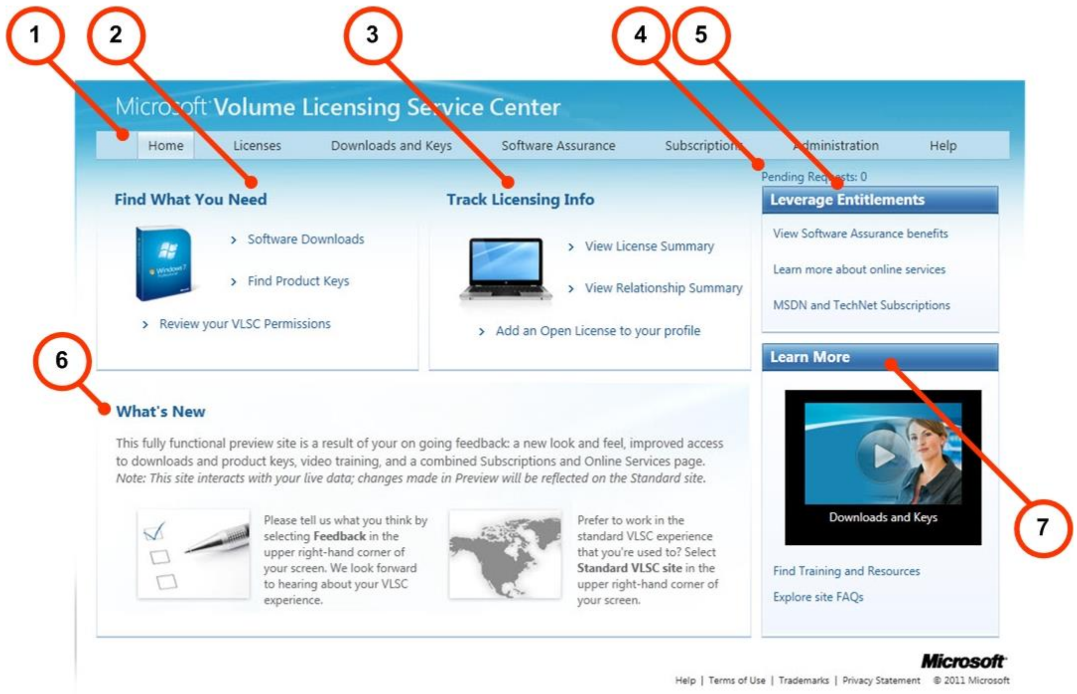
Navigating the Volume Licensing Service Center

The VLSC is designed for easy access to your licensing management needs. You can:

- Download products and keys
- Access all your licensing information in one location
- View your relationship summary and license summary details
- View all agreements or purchases in your organization
- Review the status of your enrollments, including upcoming agreement expirations
- View recent download activity
- Receive a licensing summary that illustrates all entitlements by product and version
- As an Administrator, view any pending requests
- Find help and training resources
- View news or updates regarding the Volume Licensing Service Center

The menu options and notifications that you can view depend on your user role. On the VLSC home page, use the main navigation bar to

- View your open Licenses
- Download software and access product keys
- Access Software Assurance Benefits
- View Subscriptions
- Activate Online Services (Open customers only)
- Perform Administration tasks
- Get Help with the VLSC



The VLSC home page has several sections to help you perform the following tasks.

Number	Name	Purpose
1	Main navigation bar	Use the main navigation bar to access the Licenses, Downloads and Keys, Software Assurance, Subscriptions, Administration, and Help pages.
2	Find What You Need	Select the links to • Download your software • Find product keys • Review your VLSC permissions
3	Track Licensing Info	Select the links to view your license summary, relationship summary information, or add an Open License to your profile.
4	Number of Pending Requests link	If you have administrative credentials, this link informs you of the total number of pending requests. Select the link to open the **Manage Users** page where you can view or edit permissions and address pending requests.
5	Leverage Entitlements	Use this section to see the type of entitlements you have depending on your benefits.

6	What's New	Learn about VLSC site updates and new features.
7	Learn More	View videos on common VLSC tasks, and find other training and resources.

Administration tasks in the VLSC

If you are granted the Administrator role, you will have additional functionality and tabs on the VLSC Administration page.

Administration only:
- Add User
- Manage Users
- Add Open License

Users and Administration:
- My Preferences
- Request Permissions
- My Permissions
- Add Open License

The My Preferences page

Select **Administration**, and then select **My Preferences** from the top navigation bar to manage your notifications and alerts, and view the Administrator FAQ.

To select your preference options

To receive Notifications and Alerts, select the **I want to receive . . .my permissions are made** box. You will receive notifications from the administrator when changes to your permissions are made.

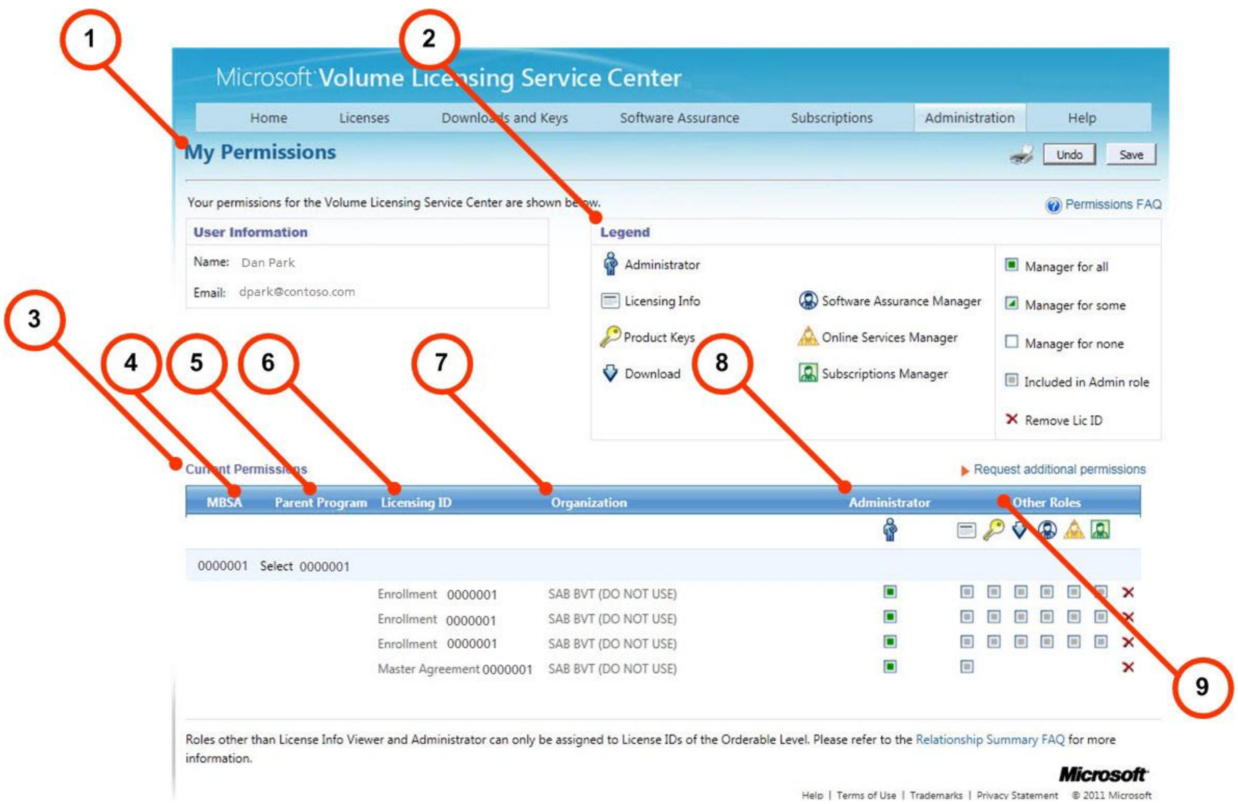
In the Administrator FAQ section, you may also opt in or opt out of the Administrator role by selecting:

- **Opt In**: You will receive the Admin role for all future Enrollments added under the MBSA or Select/Enterprise Agreement(s) that you are named as the Primary Contact or Notices Correspondent and Online Access Contact.
- **Opt Out**: You will not receive the Admin role for all future Enrollments added under the MBSA or Select/Enterprise Agreement(s) that you are named as the Primary Contact or Notices Correspondent and Online Access Contact.

NOTE Opting out may cause loss of permissions for current and future Volume License agreements.

Once you have selected your preferences options, select **Save**. You can view your permissions and remove licenses from your view.

NOTE If you are an Administrator, ensure that you select Save to save your permissions changes.

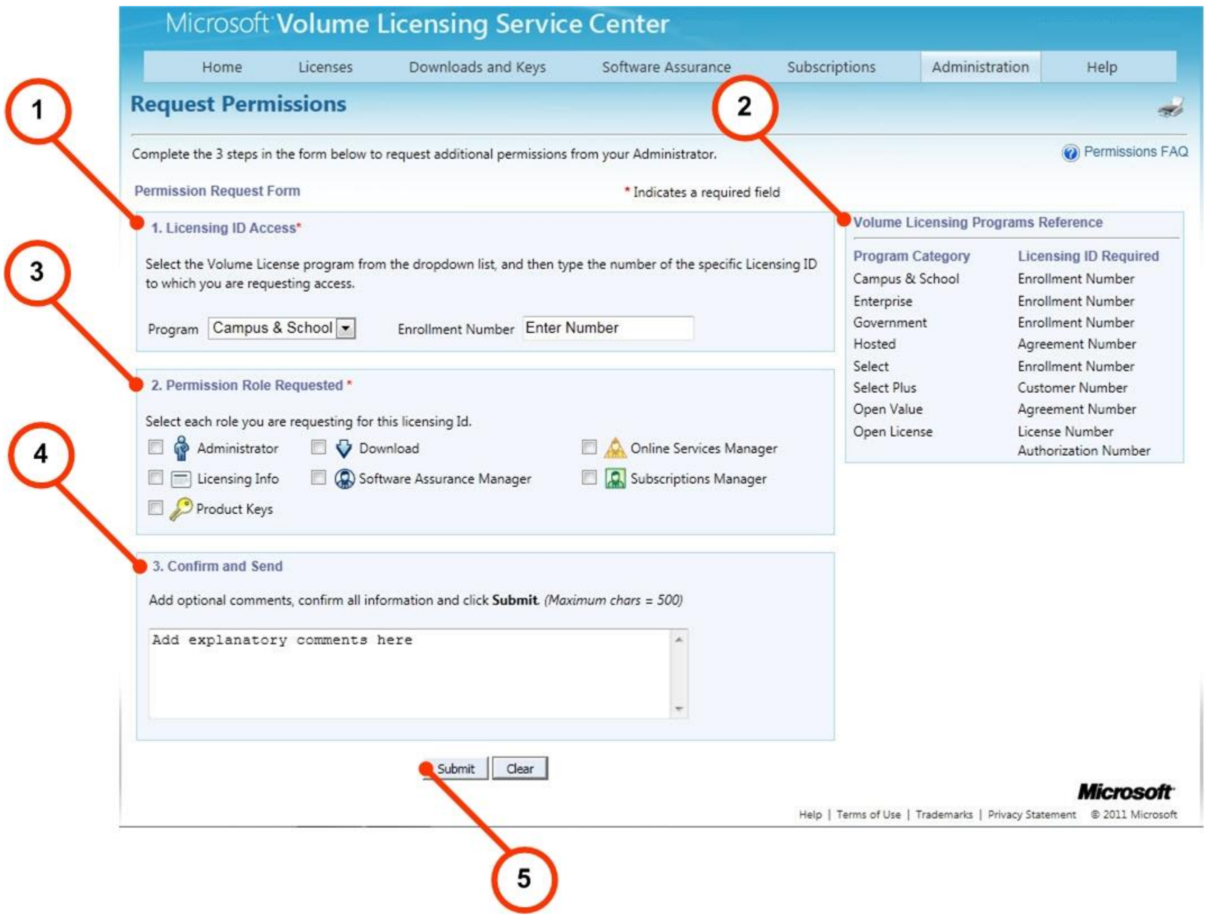


Number	Name	Purpose
1	User Information	Displays your name and email address.
2	Legend	Displays the description for icons and check boxes used in the **Other Roles** column.
3	Current Permissions	Use this section to view your Volume License permissions. You can view the information hierarchy from the MBSA, the Parent Program, the enrollments listed in the Licensing ID column, and

		the Organization. The Administrator and Other Roles columns allow you to grant Administrator status and modify a user's permissions.
4	MBSA column	This column displays the Master Business Service Agreement (MBSA) number under which the Parent Program(s) and entitlements are listed.
5	Parent Program column	This column displays the Parent Program type and the number.
6	Licensing ID column	This column shows the entitlement and the identification number.
7	Organization column	This column shows the organization name.
8	Administrator column	View license details and the type of permissions that you currently are assigned.
9	Other Roles column	Use this column to view other VLSC user roles. You can hover over an icon to view its description. To delete permission to a licensing ID, select the red **X** to delete permission to that licensing ID. **NOTE** Deleting permission to a license does not delete the user from the VLSC. Their business email is always associated with an agreement even if they do not have licensing permissions. For the Software Assurance Manager, Online Services Manager, and Subscription Manager roles, a popup displays that allows you to select individual roles. Select **Select All** to select all roles. **NOTE** The ability to select individual roles is currently inactive. If you select one role, then all roles are selected. When you delete a user role, a popup window displays indicating that you will need to request access from the administrator should you need to regain access to the licensing ID.

The Request Permissions page

You can request changes to your permissions and request access to a new licensing ID.



Number	Name	Purpose
1	Licensing ID Access	From the **Program** drop-down menu, select the type of Volume License program, for example, **Campus & School**, and then type the **Enrollment Number** into the associated text field.
2	Volume Licensing Program Reference	Use the Volume Licensing Program Reference section to identify the license ID type for each program type. For more information, see Appendix B – Glossary.
3	Permission Role Requested	Select the appropriate check box to indicate the role that you want to request for the licensing ID, for example, **Product Keys**.

		When you select the Software Assurance Manager, Online Services Manager, and Subscription Manager roles, a popup window appears. You can either select **Select All** to select all options, or select options singly. **NOTE** The ability to select individual roles is currently inactive. If you select one role, then all roles are selected. Select **OK** to save your changes. Repeat as required for each role.
4	Confirm and Send text entry form	Add optional comments if needed. There is a maximum character limit of 500.
5	Submit button	After you have completed Steps 1 through 3, select **Submit** to send your request to the Administrator for approval.

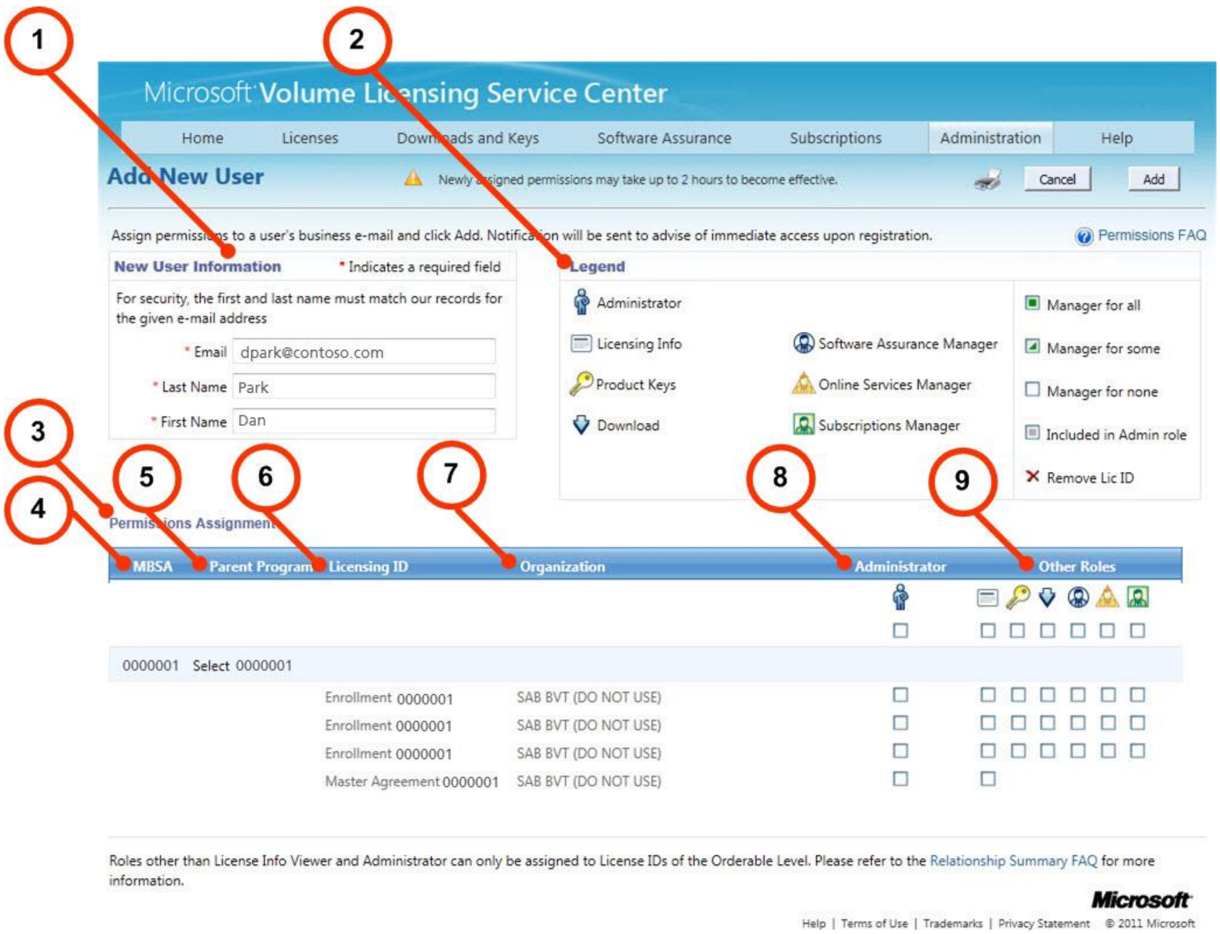
To address pending requests

Where a user requests permissions, that request is emailed to the administrator who manages that licensing ID for their approval. For more information, sign in to the VLSC, and then select Review Your VLSC Permissions. If you are an Administrator, you can address all pending requests from the **Manage Users** page. For more information on pending requests, see The Manage Users page section.

The Add User page

If you are an administrator, you can add a new user and assign permissions using their business email.

NOTE To add a user and to save permission changes, ensure that you select **Add** to complete adding a new user.



Number	Name	Purpose
1	New User Information	Type the user's business email address, and the first and last names into the text fields. Your entries and the user's data must match.
2	Legend	Displays the description for icons and checkboxes used in the **Other Roles** column. **TIP** You can hover over the icons to display a popup of their descriptions.
3	Permissions Assignment	You can use this area to request permissions for the new user.
4	MBSA	This column displays the Master Business Service Agreement (MBSA) number under which the

		Parent Program(s) and entitlements are listed.
5	Parent Program	This column displays the Parent Program type and the number.
6	Licensing ID	This column shows the entitlement and the identification number.
7	Organization	This column shows the organization name.
8	Administrator	View license details and the type of permissions that you currently are assigned.
9	Other Roles	All licenses that are associated with the Administrator are displayed. For each licensing ID, select the relevant text box to assign the user role and permissions for the new user. For the Software Assurance Manager, Online Services Manager, and Subscription Manager roles, see The Request Permissions page section. For each licensing ID, select the relevant check box to assign user roles and permissions for the new user. There are two options to apply a permissions assignment to an enrollment: • If you want to apply a permissions assignment to all of the licenses listed, then select the check box immediately under the role in either the **Administrator** or the **Other Roles** columns (for example, Subscriptions Manager). • If you want to apply a permissions assignment to a single license listed, then select the check box on the same line as the entitlement. **NOTE** Ensure that you select **Add** to complete the process.

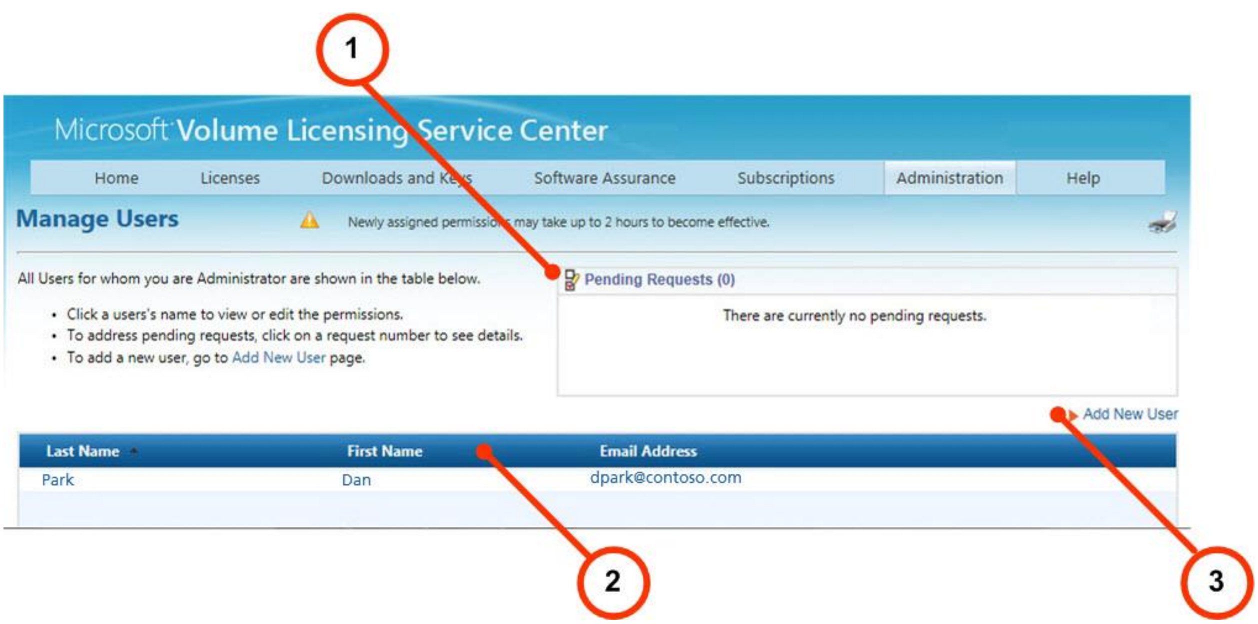
		The new user will receive an email message notifying them that they have access to licenses in the VLSC.

To add a new user

1. On the main navigation bar, go to **Administration,** and then select **Add User**.
2. In the New User Information box, type the user's **email** address, **Last Name**, and **First Name**.
3. In the Permissions Assignment section, select the permissions to assign to the user.
4. Select **Add**.
   The new user will receive an email notification. Newly assigned permissions may take up to two hours to become effective.

The Manage Users page

You can use the Manage Users page to view pending requests from users for whom you are an administrator for the license, or to view existing users. Select a user name or email address to view their permissions.



Number	Name	Purpose
1	Pending Requests	If another user requests permissions for a license, it displays in the field under the **Pending Requests** header.
2	User Management	Select the last name, first name, or email address to navigate to the Edit User Permissions window to add, edit, or change the current permissions for the selected user.
3	Add New User	Select the **Add New User** link to navigate to the Add New User page.

To edit a user's permissions

A user's roles and permissions are listed for each licensing ID. You can review the legend for a role description. Users whose permissions are updated will receive an email message notifying them of the Administrator's action.

1. On the main navigation bar, go to **Administration** and then select **Manage Users**.
2. Select a user's Last Name, First Name, or Email Address to edit their permissions.
   The Edit User Permissions page displays.
3. To change a role, select the check box under the role.
4. Select **Add** to save your updates.
   The user for which the permissions have been updated will receive an email message notifying them of the Administrator's action.

To approve or deny a permission request

1. Select **Administration**, and then select **My Permissions** from the main navigation bar.
2. On the Manage Users page, the pending user requests are displayed in the **Pending Requests** section.
   Select the user's request number to view the request details.
3. The VLSC Permission Request window displays. For the Admin Action, select either **Accept** or **Deny**.
4. Add a message to the requestor if required.
5. Select **OK**. The user receives a notification email informing them of their request status.

The Add Open License page

When a new Open License order is placed, Microsoft captures the details for both the end customer and reseller.

- Once the order is processed, both the customer and reseller are automatically granted access to the new Open License agreement.
- A notification email message is sent to the Administrator of the agreement, and a welcome email is sent to both the customer and the reseller.
- The Administrator has the option of denying the reseller access to the agreement.

This feature is designed as an alternative for resellers who have been authorized to manage licenses on behalf of Open License customers. You should not use this feature in place of Request Permissions.

To access the Add Open License page

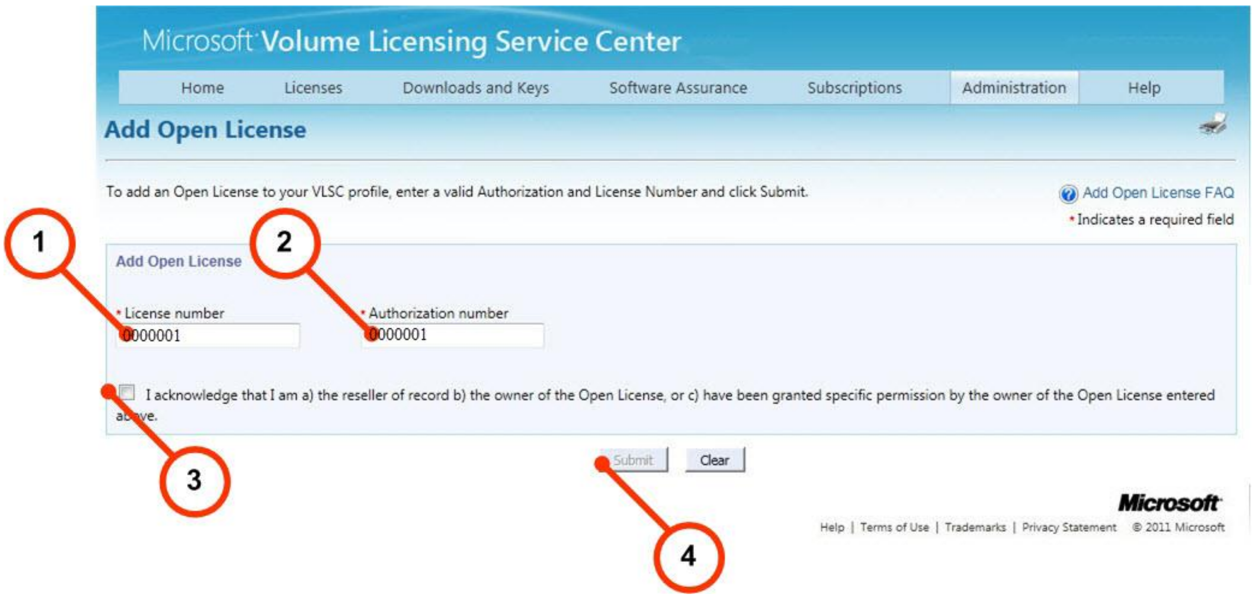
There are two ways to access the Add Open License page:

- On the main navigation bar, select **Administration**, and then from the drop-down menu, select **Add Open License**.
- From the VLSC home page in the Track Licensing Info area, select the **Add an Open License to your profile** link.

Registered VLSC users who are owners or resellers of Open License agreements can request a limited set of permissions for Open License agreements only. These permissions include

- Viewing Open License agreements
- Download licensed software
- Access product keys
- Viewing a Software Assurance summary
- Viewing or managing Microsoft subscriptions

NOTE This feature does not grant full Administrator permissions, such as the ability to manage users. To be added as an Administrator for a license, select **Administration**, and then select **Request Permissions**.



Number	Name	Purpose
1	License Number	To add an Open License, type the license number into the text field.
2	Authorization Number	Type the Open License Authorization number into the text field. **NOTE** If you have already registered, the name fields will not display.
3	I acknowledge that I am	Select the **I acknowledge that I am** check box to indicate that you: • Are the reseller of a record. • Are the owner of the Open License. • Have been granted specific permissions by the owner of the Open License.
4	Submit	This button is unavailable until you type numbers into the Open License number and Authorization Number fields. Type the numbers, and then select **Submit** to complete the request. Repeat to add another Open License to your profile. If the license and authorization numbers are validated, a message indicates the request is

		already submitted for processing and to check the request again in 24 hours. • A notification email message is sent to the Administrator(s) for that license. • If the Administrators take no action, then the access request is automatically approved. • An Administrator can deny the access request by selecting a link in the notification email message.

Viewing License Summary and Relationship Summary information

On the main navigation bar, you can select **Licenses** to view License Summary and Relationship Summary information for the agreements that you are authorized to view and manage. In the VLSC, there is a three-level hierarchy of licensing. You can use the Licenses page to view the Master Business Service Agreement (MBSA), Parent agreement, and Licensing ID.

a. The MBSA defines the type of agreements that you have for using your software, and discusses how all of your Microsoft licensing agreements are managed. The MBSA governs the parent agreement that details the types of benefits and entitlements that you have elected. Purchases are not made at the MBSA level.

b. As a child of the MBSA, the Parent agreement governs the use of one or more agreements for each licensing ID or enrollment at the program level. The Parent agreement details the status of the agreement you have made with Microsoft, such as start and end date, the benefits you elect, such as Software Assurance, and in the case of Open License business agreements, your digitally signed agreement with Microsoft.

c. Depending on what it is referred to by the type of licensing program, each licensing ID, entitlement, and enrollment has a child relationship to the parent agreement. The licensing ID is the end item, such as the actual software and the license keys and enrollment that you order under the parent agreement.

The License Summary page

The License Summary page provides details of all of your licensed Microsoft products across all Volume Licensing programs. You can view the effective quantity of your licenses across all your active and inactive Microsoft Live IDs. The License Summary displays all licenses that you are authorized to view and modify.

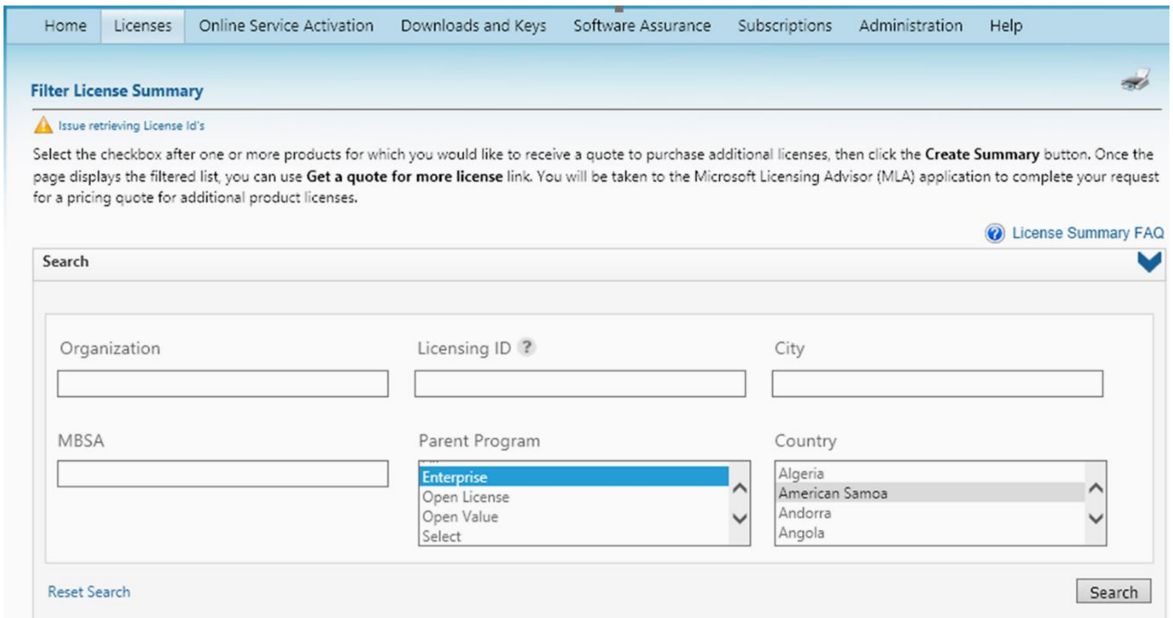
Filter your search results

If your initial search displays too many results, you can filter the results using search criteria.

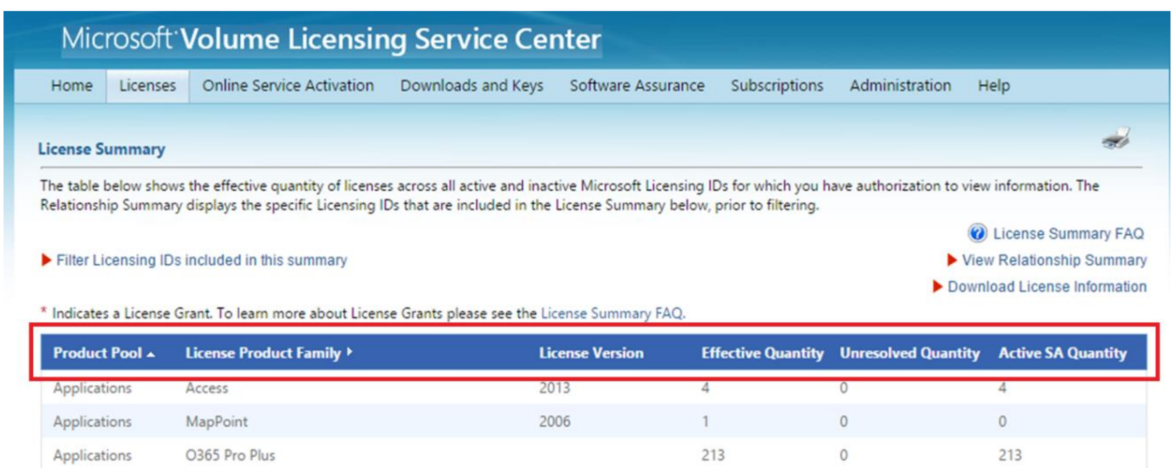
To narrow your search results, select Filter Licensing IDs included in this summary. Then complete one or more of the following fields for the licenses you want to find:

- Organization
- Licensing ID
- City
- Country
- MBSA
- Parent Program (Campus/Schools, Enterprise or Government)

When you are finished, select **Search**.



The License Summary displays a table with six columns of information about each license.



- **Product Pool** - This identifies the product type from three choices: Application, Server, or System.
- **License Product Family** - The name of the product.
- **License Version** - The product version.
- **Effective Quantity** - The set number of Volume Licensing entitlements. This indicates the highest version of a product that may be used. Volume licensing customers may combine all of their licenses to install an earlier version, or divide their deployment between older and newer software versions.

- **Unresolved Quantity** - The number of upgrade licenses without a base license.
- **Active SA Quantity** - The number of licenses covered by Software Assurance complimentary benefits.

NOTE Unresolved quantity occurs when:

- A customer purchased an upgrade license but has not purchased a base license for the fully licensed product, or the base license cannot be found.

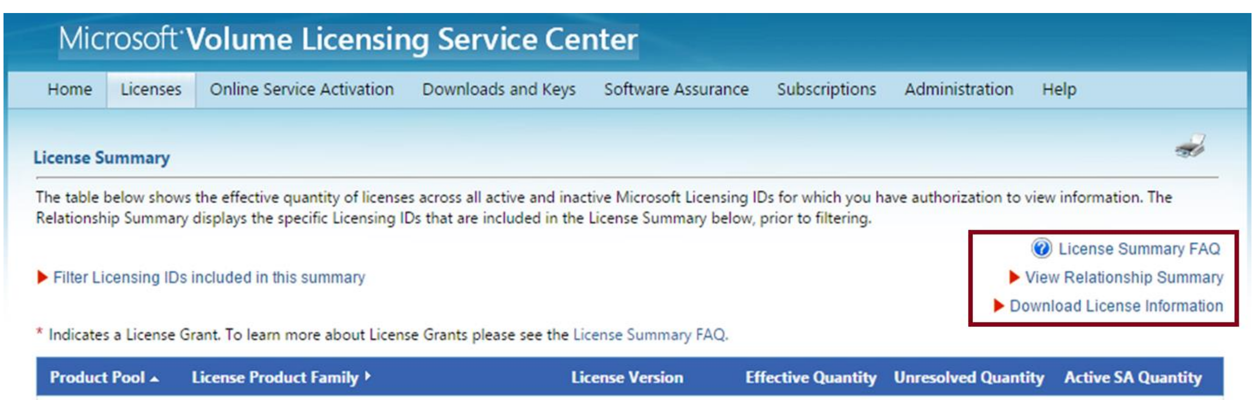
- A customer purchased a computer with Original Equipment Manufacturer (OEM) software installed from a retail outlet. As a result, the base licenses are unknown to the VLSC since these products shipped with OEM software, such as the Windows operating system or Microsoft Office licenses. When a non-Volume Licensing base license is present, a Volume License can be used to upgrade a non-Volume Licensed OEM product. The unresolved quantity can be added to the Effective Quantity column.

Active SA Quantity is for Software Assurance customers who receive complimentary product upgrades.

Additional license information

The License Summary page displays three additional items above the license table:

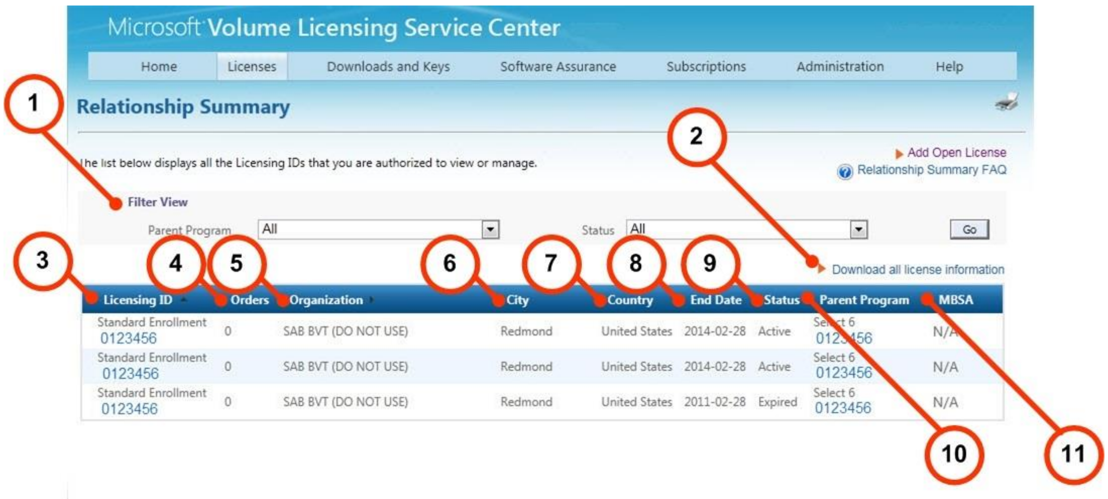
- **License Summary FAQs**
- **View Relationship Summary** (described in the next section below)
- **Download license information**



The Relationship Summary page

The Relationship Summary page provides the summary of a customer's business relationship with Microsoft. It details all of the licensing agreements that the customer has permission to view, such as Volume Licensing agreements, Licensing IDs, enrollment details, and Parent Program details.

You can also use this page to view status details for agreement start and end dates, entitlements, Software Assurance benefits, license details related to your business (your organization and business contact information), the agreement status, your organization information, license ID, MBSA, and Parent Program information.



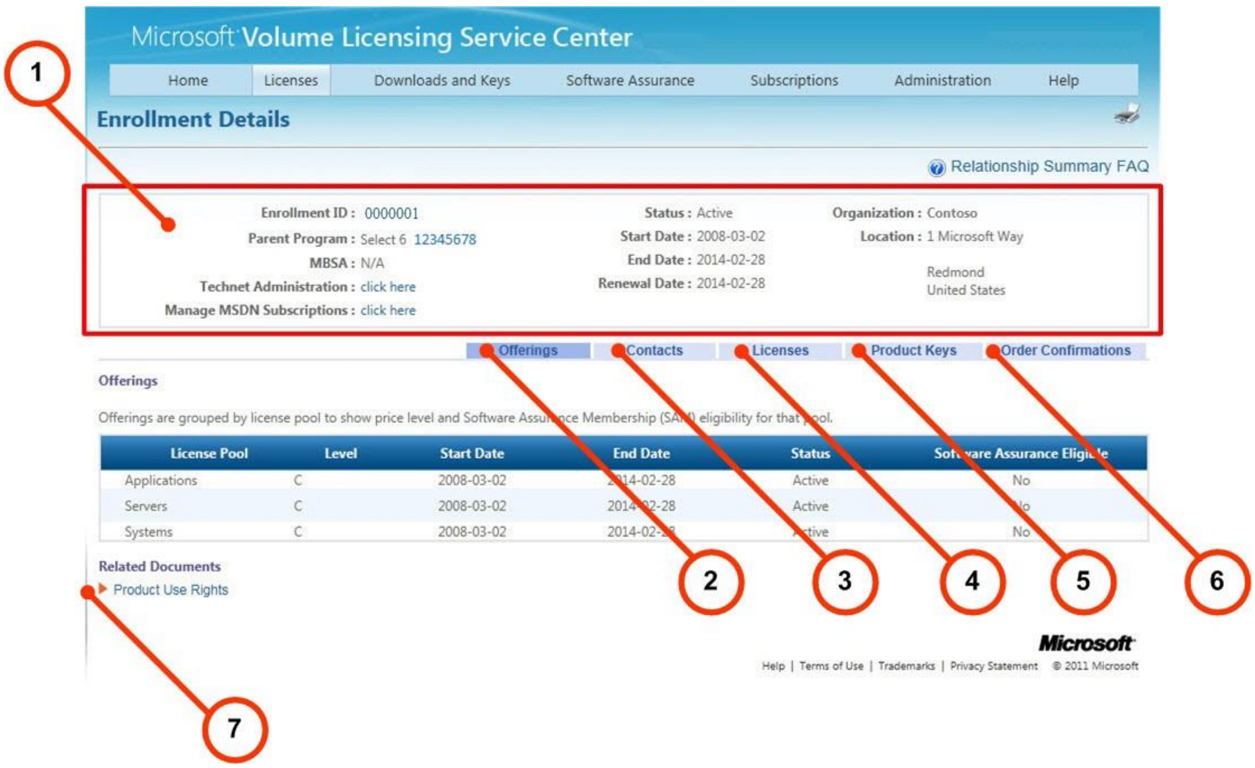
Number	Name	Purpose
1	Filter View	Use the Parent Program and Status drop-down menus to select license IDs to view or manage. a. Select the **Parent Program** down arrow to filter the *Orders* view to view the parent programs by type (for example, **Select**). b. To sort your *Status* search results, select the **Status** down arrow to select an option from the menu (for example, **Active**). c. After you have set your filter options, select **Go**.
2	Download all license information	Use this link to download all license information on this page to a local drive.
3	Licensing ID	Use this column to view the licensing ID enrollment

		type. You can select the number link to navigate to the **Enrollment Details** page for a selected enrollment number to view enrollment details and offerings information such as offerings, contacts, licenses, product keys, and order confirmations.
4	Orders	This column shows the total orders you have for an entitlement. An order can have as many enrollments as needed with a minimum of one enrollment. An order may contain one or more products.
5	Organization	Use this column to view the business organization details for an enrollment.
6	City	The city in which the enrollment was signed.
7	Country	The country in which the enrollment was signed.
8	End date	Provides the ending date for the enrollment and its benefits.
9	Status	Provides the state of the agreement: Active, Expired, or Terminated.
10	Parent Program	Provides detail to what type of agreement and the agreement's enrollment details and offerings. Select a number link to access the Enrollment Details page to view parent program details for a selected program number such as Offerings, Contacts, and Performance Summary information.
11	MBSA	The Master Business Service Agreement (MBSA) that states the business relationship with Microsoft that is specific to a division of a corporation.

Viewing Licensing ID and Enrollment Details

When you select a License ID number link in the License ID column, you can use the Enrollment Details page to view your Microsoft applications, servers, and systems offerings, contacts, licenses, product keys, and order confirmations associated with the selected license ID. If you have an MSDN or TechNet enrollment, the links to view and manage these enrollment types appear in the Relationship Summary area.

On the Enrollment Details page, the Order Renewals and the SA Step-ups columns display only for Open License agreements. As Open License is a cash-and-carry paperless program, you can view an open license agreement by selecting the country of usage and the language, and then selecting **Display**.



Number	Name	Purpose
1	Enrollment Details	Displays the agreement hierarchy for the selected license ID, such as Parent Program and MBSA. The Status, Start Date, End Date, and Renewal Dates are provided. If the license ID has MSDN or TechNet agreements, the links to manage these agreements are visible.
2	Offerings (Displays for Enterprise and Select agreements only)	The following columns are provided on the Offerings header. • Offerings are grouped by **License Pool** to show the type (Applications, Servers, or Systems). • The **Level** column shows the pricing level. Generally, the higher the letter, the more of a discount a customer receives. The letter

		becomes higher as more products are ordered. • The **Start Date and End Date** columns display start and end dates for the offering. • The **Status** column details the status of the offering (Active, Expired, or Terminated). • The **Software Assurance Eligible** column indicates whether your product may be eligible for Software Assurance benefits, such as upgrades and support. For Open License and Select Plus agreements*, the Offerings tab also displays the **Units Achieved**, **Units to Maintain Level**, and **Units to Next Level** columns to indicate the status of your offerings. • **Units Achieved** indicates the total units purchased by all affiliates that roll up under the Lead Affiliate. • **Units to Maintain Level** are the number of units required to remain at the existing price level. • **Units to Next Level** are the number of points required to reach the next price level.
3	Contacts	Displays the type, (or title) of the company contact that signed the enrollment. The City and Country columns detail where the enrollment was signed and the name of the signing contact are provided in the last column.
4	Licenses	Displays a view similar to the License Summary tab, but is limited only to the selected license ID.

*Effective July 1, 2016, in markets where the MPSA is available, Microsoft will stop accepting new orders and Software Assurance renewals through existing commercial Select Plus agreements at your next agreement anniversary date. This retirement does not apply to government and academic Select Plus agreements. More information is at www.microsoft.com/selectfaq.

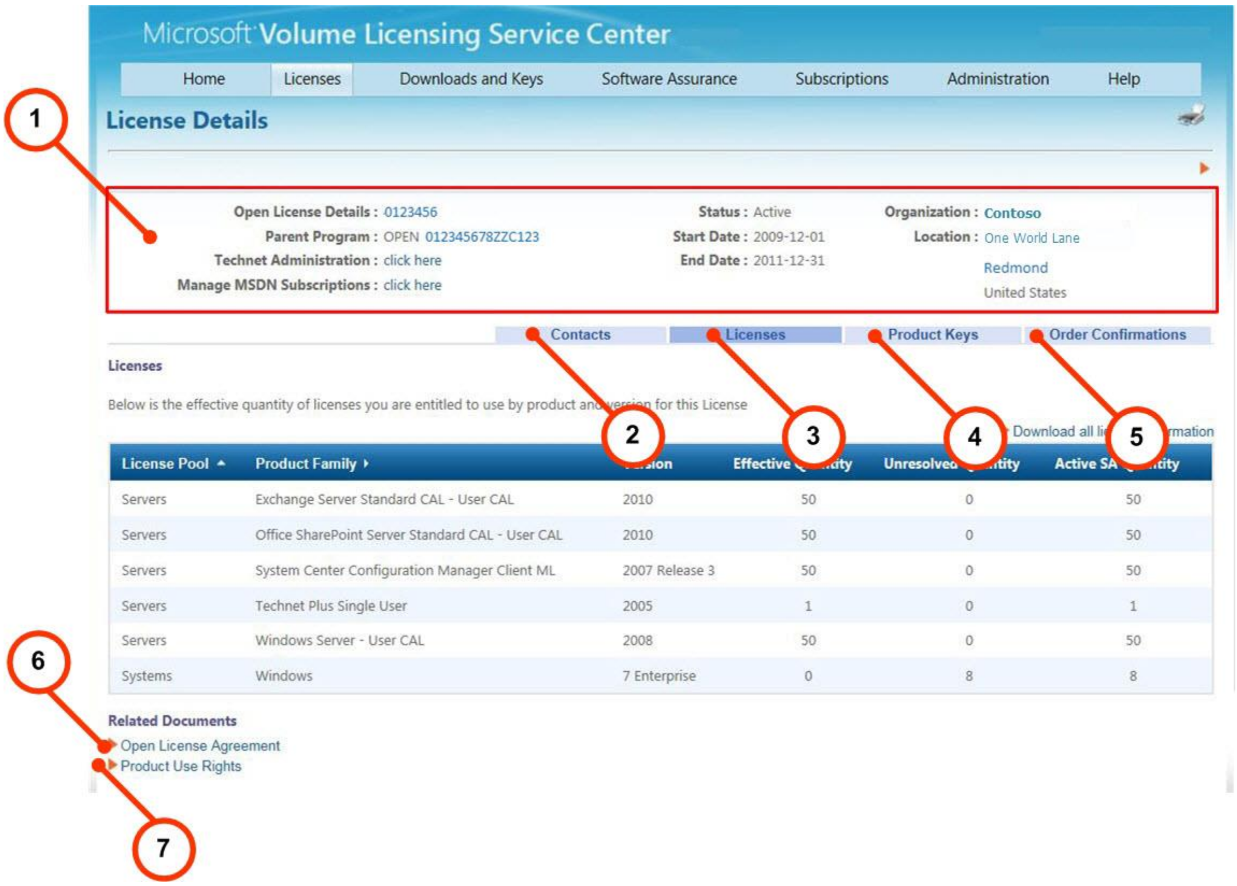
5	Product Keys	Provides details regarding the keys for the selected license ID. a) The **Product** column lists the product. b) The **Product Key** column displays the key for the product. c) The **Type** column describes what type of licensing key. The choices are Volume Licensing Key, KMS, and MAK. d) In the **MAK Activations Used/Available** column, you can view the number of used and available Multiple Activation Key (MAK) activations (for example, 235 keys have been used out of a possible 2500 total keys). You can also select the **Download all product keys** link to download the keys displayed for an entitlement to a local drive.
6	Order Confirmations	This tab allows you to view confirmation details to show the receipt of what software, application, or service that was purchased under the selected enrollment number in the Volume Licensing program.
7	Product Use Rights	Select the **Product Use Rights** link to learn more about the terms and conditions of using Microsoft intellectual property.
8	Order Renewals (Displays for Open License and Select Plus agreements* only)	For the Select Plus program*, you can filter your line items to view details regarding your three-year renewal options, auto renewal status, renewal term and coverage end date, Software Assurance ending dates, and billing options. Instead of an agreement duration, the Select Plus program* has an evergreen anniversary agreement that does not expire. On the renewal agreement's third anniversary, you have the option to continue the agreement or change it to a different agreement type.

9	Software Assurance Step-ups (Displays for Open License and Select Plus agreements* only)	As part of the Software Assurance program, Step-up Licensing allows you to pay only for the price difference between product versions instead of having to purchase the entire product. You can view the available version upgrades for your licenses.

*Effective July 1, 2016, in markets where the MPSA is available, Microsoft will stop accepting new orders and Software Assurance renewals through existing commercial Select Plus agreements at your next agreement anniversary date. This retirement does not apply to government and academic Select Plus agreements. More information is at www.microsoft.com/selectfaq.

The License Details page

When you select a license on the License Summary page, the License Details page displays the License Details, Contacts, Licenses, Product Keys, and Order Confirmations for the selected Open License.



Microsoft | Volume Licensing

Number	Name	Purpose
1	License Details	Displays the agreement hierarchy for the selected Open License ID, such as Parent Program, Status, Start Date, and End Date. If the license ID has MSDN or TechNet agreements, then the links to manage these agreements are visible.
2	Contacts	Displays the type, (or title) of the company contact that signed the enrollment. The **City** and **Country** columns detail where the enrollment was signed, and the name of the signing contact is provided in the last column.
3	Licenses	Displays a view similar to the License Summary tab, but is limited only to the selected license ID.
4	Product Keys	Provides details regarding the keys for the selected license ID. a) The **Product** column lists the product. b) **Product Key** column displays key for the product. c) The **Type** column describes what type of licensing key. The choices are Volume Licensing Key, KMS, and MAK. d) In the **MAK Activations Used/Available** column, you can view the number of used and available Multiple Activation Key (MAK) activations (for example, 235 keys have been used out of a possible 2500 total keys). You can also select the **Download all product keys** link to download the keys displayed for an entitlement to a local drive.
5	Order Confirmations	This tab allows you to view confirmation details to show the receipt of what software, application, or service that was purchased under the selected enrollment number in

		the Volume Licensing program.
6	Open License Agreement	If you have Open License agreements, then the products you have purchased are displayed for download where available.
7	Product Use Rights	Select the **Product Use Rights** link to learn more about the terms and conditions of using Microsoft intellectual property.

Using the Downloads and Keys page

In order to access VLSC Downloads, end users must have at least one of the following roles associated with a license ID within their profile.

- Administrator
- Download
- Software Assurance Manager

If you have Open License agreements, then the products you have purchased are displayed for download where available. If you have a Select, Select Plus*, Enterprise, Campus or School Agreement, then you can view the entire Volume Licensing product catalog.

You can use the product search filter to find your products and product keys. In the Filters pane, you can type the product name or use the check boxes to narrow your search results. You can also control how many products are displayed on the page by using the paging control at the bottom of the page. You can change the filter settings to display more products on a single page and reduce the page count of your search results. The default value of this control is 16.

This page allows you to do the following:

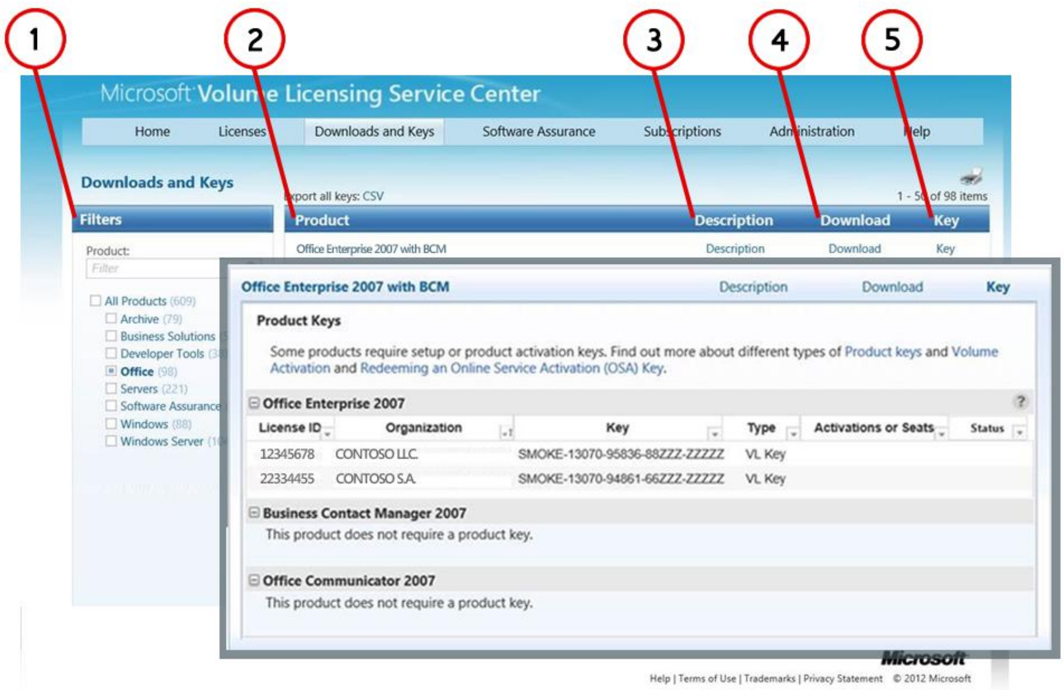
- Download products
- View a product description
- View a description for a key
- Determine which products need keys
- Locate the correct key for a product
- Purchase Media Kits

*Effective July 1, 2016, in markets where the MPSA is available, Microsoft will stop accepting new orders and Software Assurance renewals through existing commercial Select Plus agreements at your next agreement anniversary date. This retirement does not apply to government and academic Select Plus agreements. More information is at www.microsoft.com/selectfaq.

Process steps

To download a product and obtain the keys

1. Search for a product by typing a product name into the **Product** text box, or filter products using the **product type** check boxes.
2. Select the product from the results and view the description.
3. Determine whether the product to be installed requires a product key, and view the type of product key for a product.
4. Download the product.



Number	Name	Purpose
1	Filters	Type a product name into the **Product** text box, or use the sort list to limit your search by product type. The Product text box displays possible suggestions as you type. Select the suggestion to populate the text box. By default, the **All Products** check box is selected. You

		can clear this box to narrow your search results. If you do not know the name of your product, or if no suggestion appears in the Product text box as you type, enter the name of the software into the **Product** search text box, and then select the **Search** icon. **NOTE** If you select a specific product family such as, Windows Server, and you type a product name into the filter box belonging to a different product family and select Enter, no search results will appear.
2	Product	In the search results, select the product. If your search results are more than one page, use the arrows at the bottom of the page to advance to the next page of search results. **TIP** To view more search results on the page, select the Items per page control at the lower right of the **Product** column
3	Description	Select a product **Description** link to view the version, release date, and product description.
4	Downloads	Select a product **Download** link to view special instructions, download settings, including the download method, language, and the operating system type.
5	Key	Select a **Product Key** link to view information about • Product keys • License ID number • Organization • License Key • Type • Number of Activations remaining from an initial number of activations for the Volume Activation. • Online Service Keys will display Number of Seats instead of Number of Activations, and the Status of the key. If there are service packs for the products, these are

		included below the Product Keys information. You can select the **Export all keys** link above the Product column to open the product keys list locally in a Microsoft Excel spreadsheet.

To search for a software product

1. On the main navigation bar, select **Downloads and Keys**.
2. In the Filters panel, type a product name into the **Product** text box. The Product text box displays possible suggestions as you type. You can select the suggestion to populate the text box. By default, the All Products check box is selected. You can clear this box to narrow your search results.
3. If you do not know the name of your product, or if no suggestion appears in the Product text box as you type, then:
    a. Type the name of the software into the **Product:** search text box.
    b. Select the **Search** icon.
4. On the **Product** panel, select the product. If the search results are more than one page, then use the arrows at the bottom of the Product panel to advance to the next page of search results.

To view a product description

1. On the Download and Keys page, select either the **Product name** or the **Description** link for the desired product.
2. The **Description** drop-down panel opens, providing the Version, Release Date, Product Description, and System Requirements for the product selected.
3. Select the **Product name** or **Description** again to close the drop-down list.

To download a software product

After you search for and find your product, select the **Download** link for that product.

1. In Download Settings, select **Download**. Select the following options from the drop-down menus.
    a. For the **Download Method**, select the down arrow, and then select a menu item from the list. There are two download methods:
        - **Download Manager** is a software application used to download content. When using the Download Manager, you can pause, stop, and resume downloads later.
        - **Web Browser** is an embedded download feature within your web browser to download content.

b. For the **Language**, select the down arrow, and then select the language from the list.
c. For the **Operating System Type**, select the down arrow, and then select a menu item from the list (if available).

NOTE If there is no file available for download, then you can select Order Media to have the physical media shipped. Your options to order physical media may be presented differently depending on the product, your level of access, and regional restrictions.

2. Select **Continue**. The Product section expands to show the Product, OS, Size, and Format in the lower area of the Product section.
3. In Files, select **Download,** and then follow the download and installation instructions.

To activate an online product

See the section titled Using the Online Service Activations page.

To locate a key for a product

If the product that you have installed requires a product key, or if you need a product key to activate an online service, you can obtain the product key from the VLSC. If you are having issues with a product key or require assistance to activate your product, contact your local Product Activation Call Center.

1. On the Downloads and Keys page, select the **Key** link for that product.
   The Product Keys drop-down panel shows the total number of available keys for this product.
2. Select the **Display All** button to display all of the keys.
   A popup window displays the available keys by License ID, Organization, Key, Type and Activation.
3. You have the option to select the **Export all keys: CSV** link above the Product panel to open the product keys list locally in a spreadsheet.
4. To locate a key by organization, see Accessing product keys by organization in the VLSC.

Product Key options

If product keys are not available, you will see one of the following messages in the product keys drop-down panel:

1. No Product Key assigned - The product you have selected requires a product key for activation. To obtain your product key, contact your local Product Activation Call Center.

2. Online Service Activation (OSA) Key - This single-use product key is used to activate subscriptions to Microsoft Online Services. OSA Keys are distributed electronically via the VLSC and can be redeemed at Office 365 Open activation or Azure Open activation.
3. No Key Required - This product does not require a product key.

Accessing product keys by Licensing ID in the VLSC

When you need to view a product key for a product that you have purchased in a licensing agreement, you can access the product keys that are associated to your License ID by viewing the License Key information on the Enrollment Summary page. The Product Keys tab allows you to view all product keys associated with each product in the selected agreement.

To access product keys by Licensing ID

1. On the VLSC main navigation bar, select **Licenses**, and then select **Relationship Summary**.
2. On the Relationship Summary page, select the Licensing ID link for the enrollment.
3. On the Enrollment Details page, select the **Product Keys** tab.
   The **Product Keys** tab shows the product keys that are associated with each product on the selected agreement.
4. If you have an OSA key, you activate this service by going to Office 365 Open activation or Azure Open activation. From there you enter the key(s) to manage user access and keys.

NOTE You will be required to establish a new account using your organization ID at Office 365 Open activation or Azure Open activation.

Accessing product keys by organization in the VLSC

If you purchased an Enterprise Agreement, you can track your product keys by the organization and sort them in the open Microsoft Excel file in the **Organization** column.

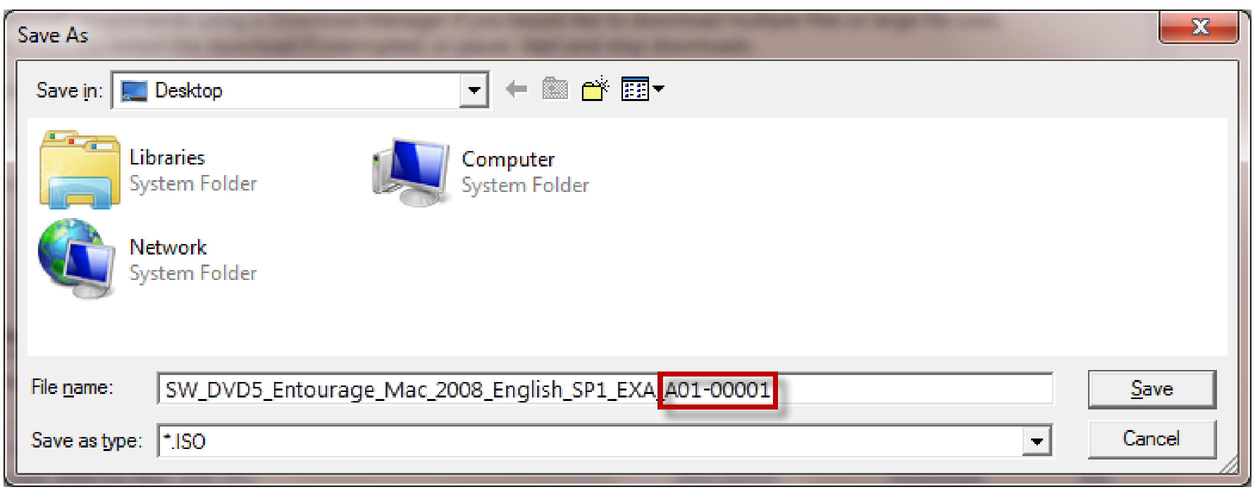
To access product keys by organization in the VLSC

1. On the VLSC main navigation bar, select **Downloads and Keys**.
2. On the Downloads and Keys page, locate the **Export all Keys: CSV** link.
3. Select **CSV** to download the product keys.

4. At the prompt, select **Open** to view the file in Excel.
5. Use the **Organization** column to sort the keys by organization.

Finding the Part Number in the VLSC

Use the Downloads and Keys page to locate the Part Number in the VLSC. The part number is the last nine characters in the product download file name.



Requesting and viewing Multiple Activation Keys

VLSC users must have administrator or Product Key roles in order to view the Product Keys section. You can request permission to view your Multiple Activation Keys (MAK). For more information, see The Request Permissions page.

For more information about product keys and product activation, see Getting help, or visit http://www.microsoft.com/licensing/existing-customers/product-activation.aspx.

To request and view Multiple Activation Keys

1. On the Download and Keys page, locate the desired product, and then view the **Key** column.
2. Select the **Key** link to open the **Product Keys** menu.

The **Product Keys** menu shows the License ID, Organization, Key, Type, and Activations columns.

3. To see if the product has a MAK, view the **Type** column to determine whether the product has a MAK.
4. Use the **Activations** column to view the number of used and available activations. For example, in the **Activations** column, the value 27/500 indicates that 27 keys have been used for a MAK that allows 500 activations.

Media Kits

If you cannot download a product using the Downloads and Keys page, you may be able to order a Media Kit. Open License customers in the United States, Canada, Europe, Middle East, and Africa can order a Media Kit for products purchased under the Open License program. However, Media kits are unavailable for products purchased under Open Value, Select, and Select Plus*, Enterprise, Campus, or School Volume Licensing programs. The Order Media key is dimmed if the Media Kit is unavailable.

*Effective July 1, 2016, in markets where the MPSA is available, Microsoft will stop accepting new orders and Software Assurance renewals through existing commercial Select Plus agreements at your next agreement anniversary date. This retirement does not apply to government and academic Select Plus agreements. More information is at www.microsoft.com/selectfaq.

Using the Subscriptions page

If you ordered an Office 365 subscription or Azure for Open, go to the Relationship Summary page or Downloads and Keys page in the VLSC to find your keys.

- Once you have obtained your Online Service Activation (OSA) Key, you will be directed to Office 365 Open activation or Azure Open activation to activate your Office 365 service.
- On this site, enter the key(s) to manage user access and keys.

NOTE You will be required to establish a new account using your organization ID at Office 365 Open activation or Azure Open activation.

If you have a MSDN or TechNet subscription, you can manage your subscriptions depending on the subscription type:

- Select **Subscriptions** on the main navigation bar to manage online and TechNet subscriptions
- Select **MSDN Search** to manage MSDN subscriptions.

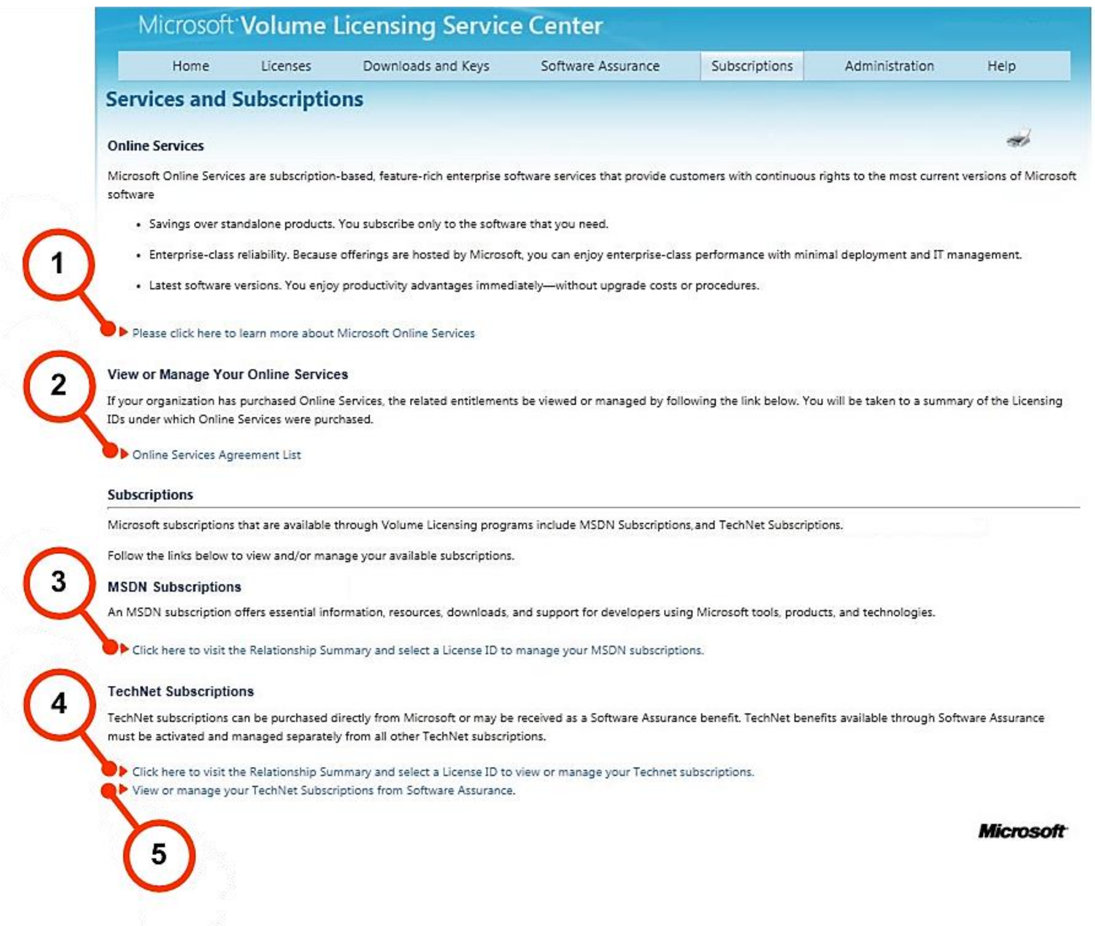
MSDN subscriptions

MSDN subscriptions give your organization comprehensive access to the Microsoft development platform, tools, services and resources, to build high-quality applications for the web, desktop, cloud, server, and phone. The MSDN Subscription Administrator Guide is available via the VLSC Training and Resources site.

TechNet subscriptions

TechNet subscriptions can be purchased directly from Microsoft or may be received as a Software Assurance benefit. TechNet benefits available through Software Assurance must be activated and managed separately from all other TechNet subscriptions. Find more information at http://technet.microsoft.com.

The Subscriptions section of the VLSC provides information about managing your services and subscriptions.



Number	Purpose
1	Select this link to navigate to the Microsoft Online Services homepage.
2	Select the link to navigate to the **Online Services Agreement List** to view and manage your authorized licensing IDs.
3	Select the link under MSDN subscriptions to go to the Relationship summary.
4	Select this link to view the Relationship Summary page and select a license ID to manage the TechNet subscription.
5	Select the last link under TechNet Subscriptions to go to the Software Assurance Summary to view and manage license IDs that are eligible for software assurance benefits.

Using the Online Service Activations page

Activate your online services

Microsoft has simplified and streamlined the process customers use to activate their online services. You no longer need to copy an activation key for every new online service.

Under the new simplified system, Open program customers can activate their new online services (except Azure) with just a few steps in a new section of the VLSC named **Online Service Activations**.

Customers who activate only online services (not purchasing other software products) can activate them using an express method that does not use the VLSC.

To learn more about how to activate your online services, select one of these guides:

- Activate new online services using the VLSC
- Activate new online services without using the VLSC

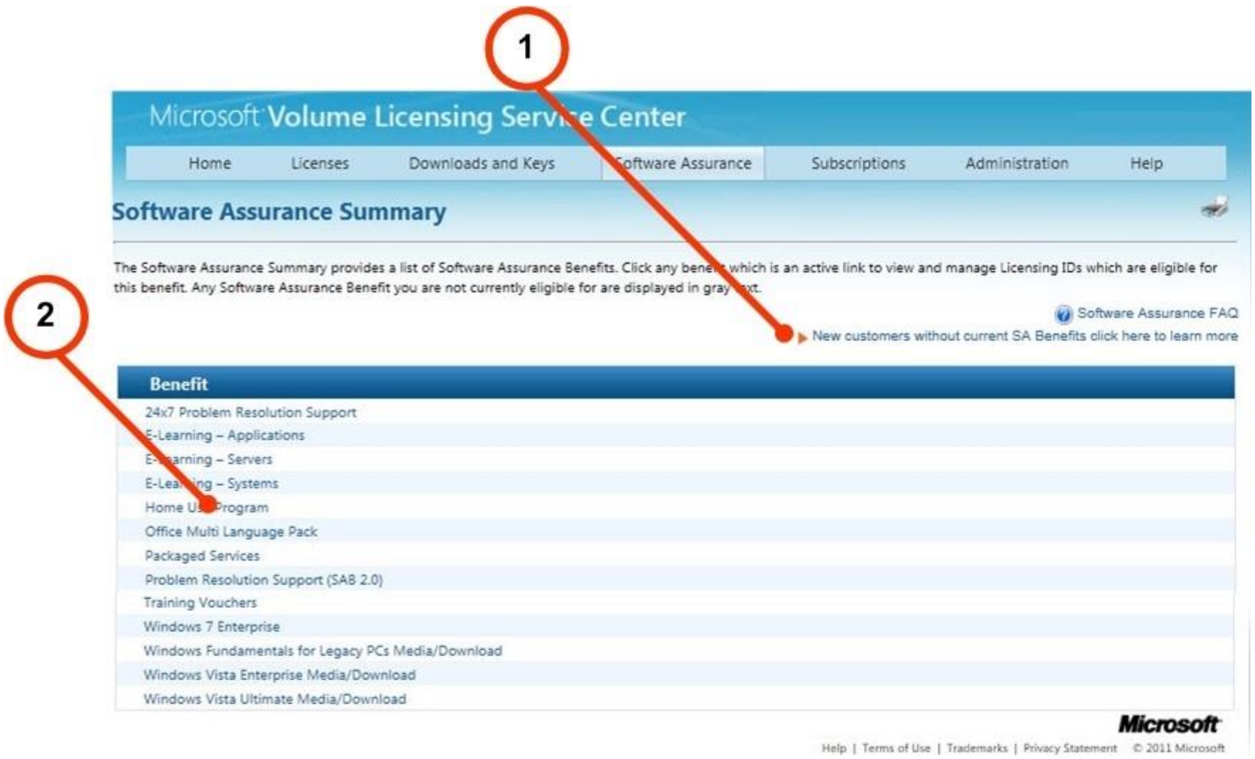
Sign in with an Organizational Account

After you activate your Microsoft online services such as Office 365, you and other users in your organization will need to sign in to them with an **Organizational Account.**

An Organizational Account is similar in some ways to a **Microsoft Account**, the account used to sign in to the VLSC. Individuals can also use a Microsoft account to access their personal services from Microsoft, such as Outlook.com email. Organizational Accounts are intended only for employees to use at work, to sign in to their organization's Microsoft services.

About Microsoft Software Assurance for Volume Licensing

Select **Software Assurance** on the main navigation bar to navigate to the Software Assurance Summary page. This page provides a list of your Software Assurance Benefits (SAB). You can select a benefit to view and manage eligible license IDs for the benefit using the Manage Software Assurance Benefits page.



Number	Purpose
1	Select this link to access the Microsoft Volume Licensing, Software Assurance for Volume Licensing page to learn more about SAB.
2	Select the link for each benefit to open the Manage Software Assurance Benefits page.

Using the Manage Software Assurance Benefits page

The Manage Software Assurance Benefits page allows you to select a Licensing ID associated with each Software Assurance benefit.

Number	Name	Purpose
1	Filter View	Use this menu to select a benefit option.
2	Licensing ID	Select the product licensing ID to view the benefit summary for the selected product.
3	Organization	View the organization for the selected Software Assurance benefit.
4	City	View the city where the selected Software Assurance benefit was signed.

To manage Software Assurance benefits

1. On the main navigation bar, select **Software Assurance**.
   The Software Assurance Summary page appears, showing a list of linked Software Assurance Benefits.
2. Select a benefit link to view details on a particular benefit.
   The Manage Software Assurance Benefits page appears.
3. Select the **Licensing ID**.
4. The Benefits Summary page opens. You can select the linked benefit to:
   - View your activated benefits
   - Activate a benefit

- View your expired benefits

For further details and instructions for using your software assurance benefits, download the VLSC Software Assurance Guide. It will help you accomplish the following tasks:

- Get to Know Your Benefits
- Establish Software Assurance Managers
- Claim Your Benefits Using the VLSC
- Get Help in the VLSC

Creating and managing online service license reservations

NOTE The following information and procedures are only applicable to Enterprise Agreements.

You can use the VLSC to create and manage online services (OLS) license reservations. You may need to change your roles and permissions.

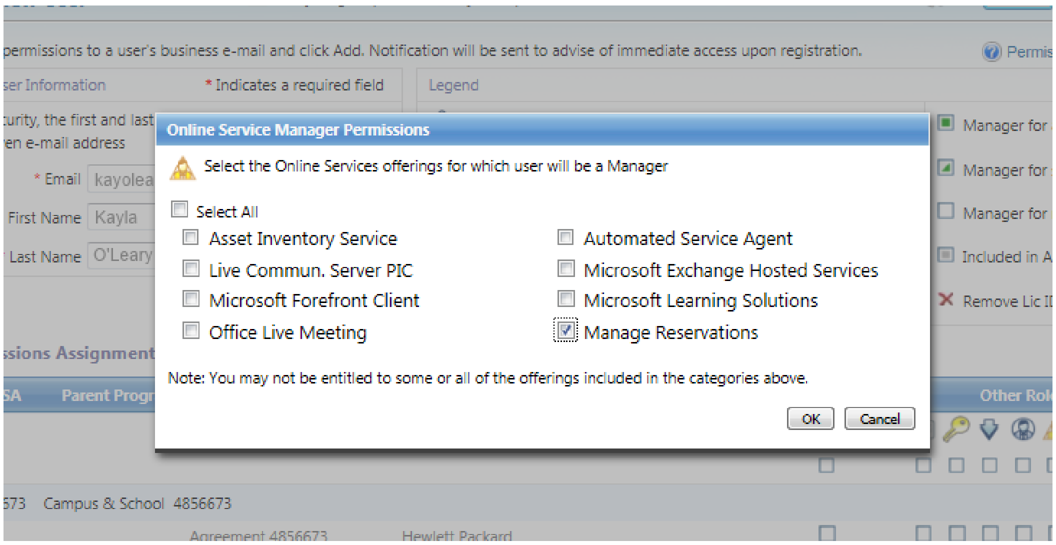
In order for a VLSC user to see the reservation page, they must have these roles selected:

- Online Administrator role (OLA): this is the existing Online Administrator role automatically given to the End Customer when an order is placed.
- OLS Manager role with the Manage Reservation constraint.
- An agreement type of **E6, EU**, or **USG**.

To change your roles and permissions

NOTE You must be granted Administrator permissions to perform these tasks.

1. In the main navigation, select **Administration**.
2. Select **Add New User**, and then enter the new user details.
3. Select the agreement that you want to add roles.
4. A new constraint or role is added to the OLS role **Manage Reservations**, which allows you to access VLSC pages that are relevant to Online Services reservations.



About License Reservations and Transitions

A **License Reservation** is a statement of intent by the customer that they plan to migrate users to making use of OLS, also known as Microsoft Cloud, products, either through creating new orders, or by transitioning licenses from prior on-premises purchases. A reservation gives customers the ability to use their current Microsoft Cloud product with the commitment that they will complete the purchase at the next anniversary.

A **Transition** is the process of migrating end users from prior on-premises purchases to new online Microsoft Cloud products or services. Transitioning to a cloud product has the advantage over purchasing the product as Net New in that many transition scenarios have no cost

A **QuickStart Reservation** allows the customer to obtain a particular service prior to signing the uEA Amendment and establishing locked pricing for the service. In placing a QuickStart Reservation, the customer accepts:

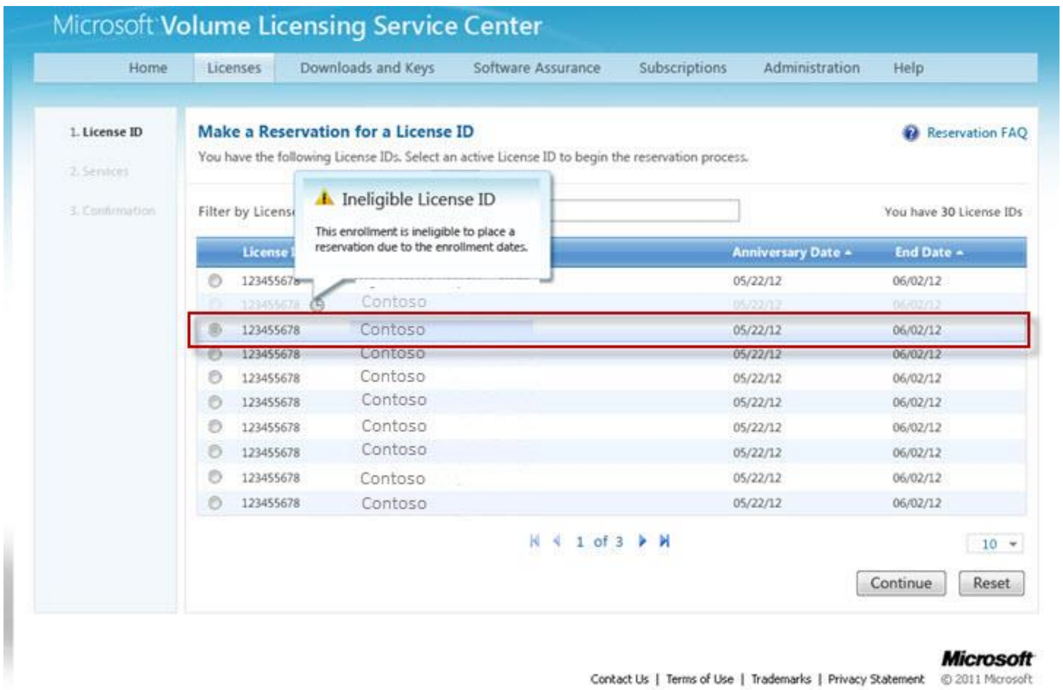
- A formal financial obligation to pay during True-Up or the Annual Order process
- A commitment to sign the Updated Enterprise Agreement (uEA) amendment (if Enterprise Agreement was signed before 2011) and Online Services Terms and Conditions (if Microsoft Business and Services Agreement was signed before 2010)
- A commitment to establish a locked price, as needed
- Complete all of the above within the QuickStart Compliance Period (30 days after the reservation Usage Date)

QuickStart Reservation opportunities and related information are indicated by this icon or the “QuickStart” label. QuickStart Reservations can be made as Net New, Step-Up, or Transition.

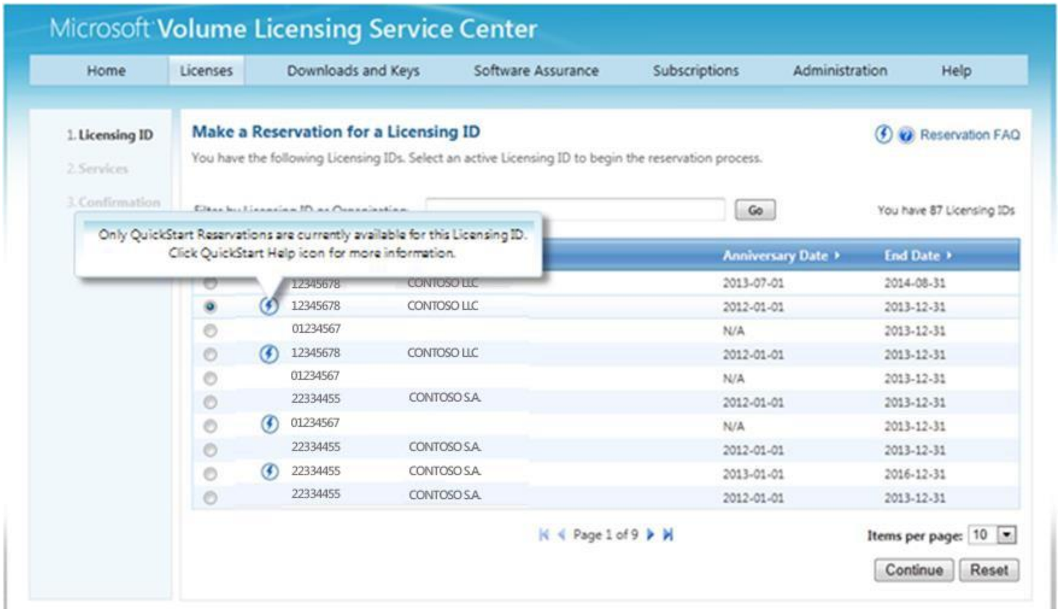
For customers who have signed the uEA amendment, OLS Terms and Conditions, and established locked pricing for all online services available for reservation the QuickStart reservation option is not necessary.

To place a reservation

1. From the main navigation, select **Licenses**, and then select **Make Reservations**.
2. On the **Make a Reservation for a Licensing ID** page, select an eligible license. You can hover over a grayed-out ineligible license to see the reason for ineligibility.



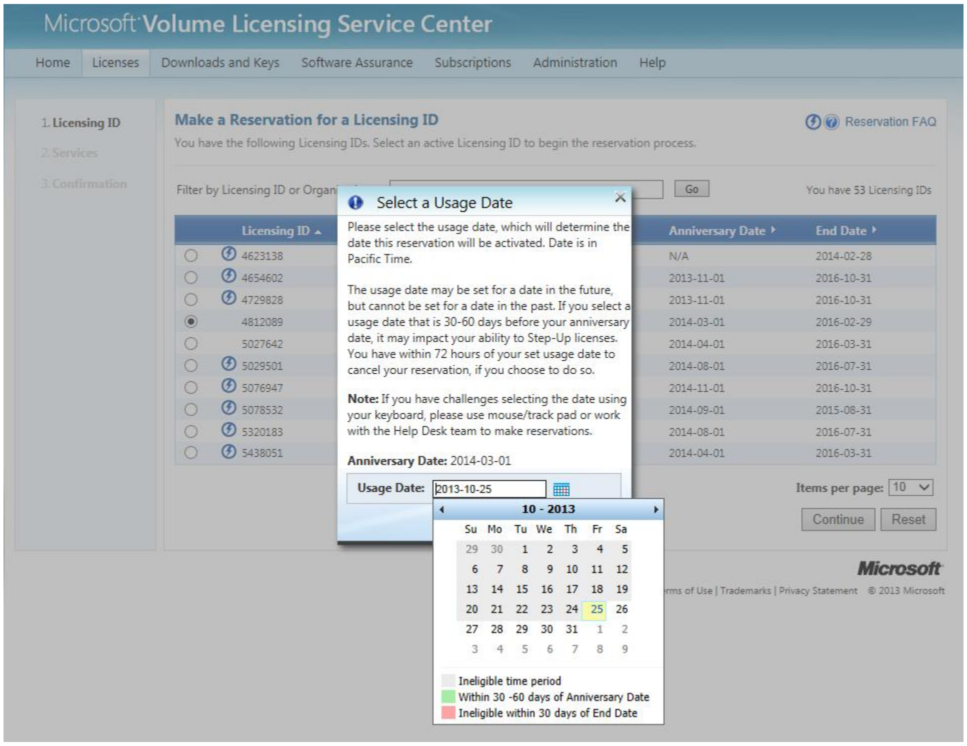
Any Licensing ID with the QuickStart icon means only QuickStart Reservations are currently available under that agreement. For the Licensing ID to be eligible for non-QuickStart Reservations, a signed uEA Amendment (for pre-2011 agreements) and locked pricing for the service are required.



TIP More information about QuickStart Reservations is available if you hover over the or icons at the upper-right of the screen.

3. Select an eligible licensing row, and then select **Continue**.
4. Select the reservation Usage Date from the Calendar icon, and then select **Continue**.

NOTE The Usage Date will apply to all items in this reservation purchase order.



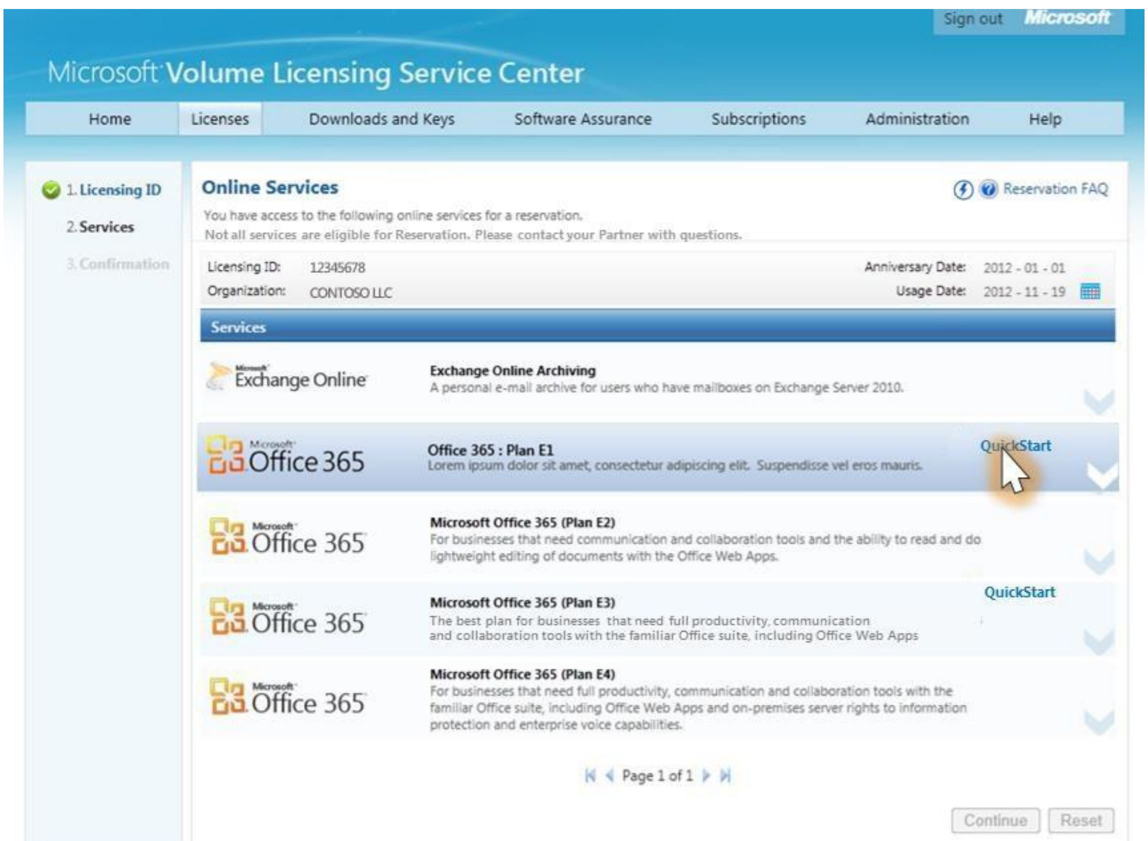
5. The usage date rules are:
   - It cannot have a past Usage Date.
   - It cannot have a Usage Date beyond 6 months in the future.
   - It cannot have a Usage Date within 30 days prior to the end of the agreement.
6. The Usage Date Rules and corresponding color and behavior are:
   - Grey indicates an ineligible time period.
   - Green indicates the time frame is within 30–60 Days of the Anniversary Date.
   - Red indicates the time frame is within 30 days of the end date.
7. Once you have selected the Usage Date and select **Continue**, you can view a list of services in the form of product family names, and then select from a list of products to reserve. Services that appear next will be determined by your company’s agreement and the amendments already signed. Not every agreement selected has all services available for use.

NOTE You may see a mix of services, some of which are listed as QuickStart, and some not. In this case, the QuickStart label means that the product does not have locked pricing, so it is available as a QuickStart reservation.

You may see all services labeled as QuickStart. This means that your company has not signed the Updated Enterprise Agreement (uEA) amendment (if Enterprise Agreement was signed before 2011) and Online Services Terms and Conditions (if Microsoft Business and Services Agreement was signed before 2010) and/or has not locked pricing for the services.

If none of the services has a QuickStart label, this means your company is either not eligible for QuickStart reservations, or that it has met the requirements described above for all services.

8. Select the product you would like to reserve. You can reserve more than one product in a reservation, and if available, you can reserve both QuickStart and non-QuickStart License Reservations in the same session.



9. If you want to change the usage date for the overall reservation, select the **Calendar** icon to open the date selection widget.
10. Once you have selected a service to reserve, from the **Action** drop-down menu, select **New License** or **Step-Up**.
11. Type the number of licenses in the Licenses text box, and then select the **Usage Country** from the drop-down list.
12. If you want to reserve multiple products, select another online service and repeat steps 10 and 11.

More about usage dates:

- If you change the Usage Date after making step-up line item actions on the reservation (but before submitting the reservation), the system must evaluate if the change in the Usage Date also changes step-up opportunities.
- If the new Usage Date is outside of the original step-up opportunities usage date ranges, a warning message appears. If you select **Continue** and accept the date, the affected step-up items are deleted.

13. On the Online Services page, select **Continue**.
14. Review the reservation details to ensure they are correct. If one of the services is being reserved as a QuickStart Reservation, you will see QuickStart Compliance Date in red.

This is the date (30 days from the Usage Date) by which the uEA amendment and Online Services Terms and Conditions must be signed, and pricing locked.

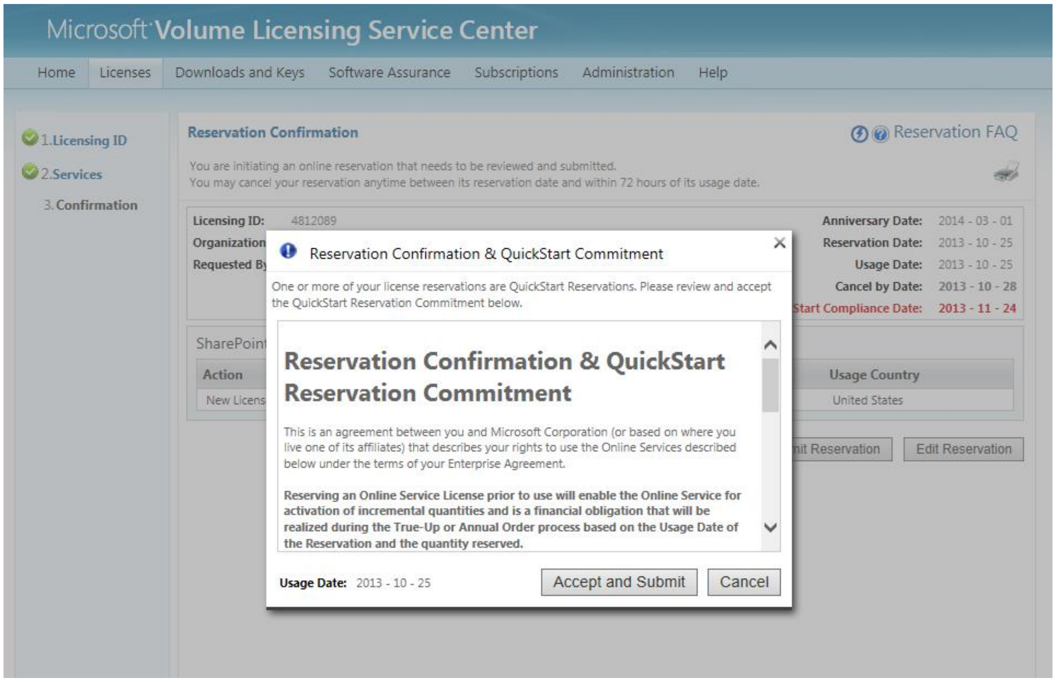
15. After reviewing and, if necessary, correcting the reservation, select **Submit Reservation**.

NOTE Ensure that all details are correct. You have 72 hours to cancel the reservation once it is submitted. Get more information on how to cancel a reservation.

16. Next, to commit to the terms of the reservation, you will see one of three Reservation Commitment pop-up windows.

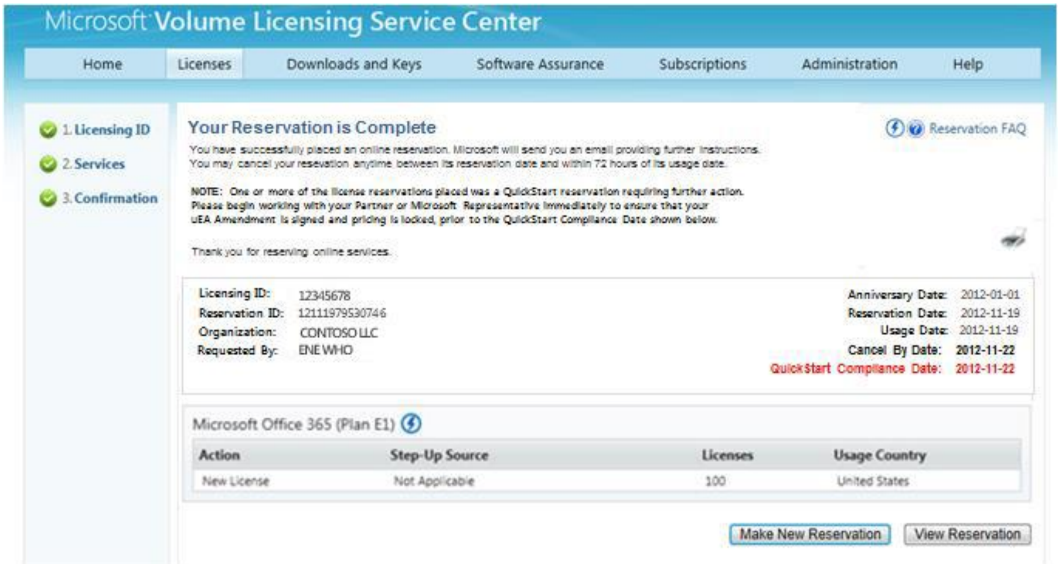
    If your company **has not** signed the uEA amendment (if Enterprise Agreement was signed before 2011) and the Online Services Terms and Conditions (if Microsoft Business and Services Agreement was signed before 2010) and/or locked pricing, a pop-up window will appear, displaying the QuickStart Reservation Commitment and OLS Use Terms. This is a legally binding financial commitment to pay for the service during True-Up or Anniversary Order, as well as a commitment to sign the uEA amendment and Online Services Terms and Conditions, and lock pricing (if not already locked) within 30 days of the reservation Usage Date. Once you select **Accept and Submit**, the Reservation Complete screen will appear.

    If your company **has** signed the uEA amendment, but has not locked pricing, and you have QuickStart items in your reservation, a pop-up window will appear displaying the Reservation Confirmation and QuickStart Reservation Commitment. This is a legally binding financial commitment to pay for the service during True-Up or Anniversary Order, as well as a commitment to lock pricing within 30 days of the reservation Usage Date. Once you select **Accept and Submit**, the Reservation Complete screen will appear.



If your reservation does not include QuickStart items, a pop-up window will appear displaying the Reservation Confirmation. Once you select **Submit Reservation**, the Reservation Complete screen will appear.

17. At the confirmation popup window, read the entire agreement. If you want to commit financially on behalf of your company, select **Accept and Submit** or **Submit Reservation** depending on the pop-up that appears.
18. You may also select **Cancel** to restart the process from the beginning.
19. The Reservation Complete screen will appear, showing details about the reservation placed. It will indicate if it is complete or if there were any errors in the submission.



NOTE If one or more items on the reservation are a QuickStart reservation, further action is required of you. Please begin working with your Partner or Microsoft representative immediately to ensure that your uEA amendment and OLS Terms and Conditions are signed and pricing is locked prior to the QuickStart Compliance Date shown in red.

After the Reservation is complete, the person who placed the reservation will receive a confirmation email message from Microsoft detailing features of the Reservation (including required QuickStart follow up items, if applicable).

If your agreement does not have any existing OLS prior to this reservation, the person who placed the reservation will receive an Activation email from Microsoft with instructions on how to create an online services account (Tenant) to connect to your Volume Licensing subscription. If your agreement has an existing OLS account (Tenant) you will not receive this email, and your reserved licenses will be added to the existing account.

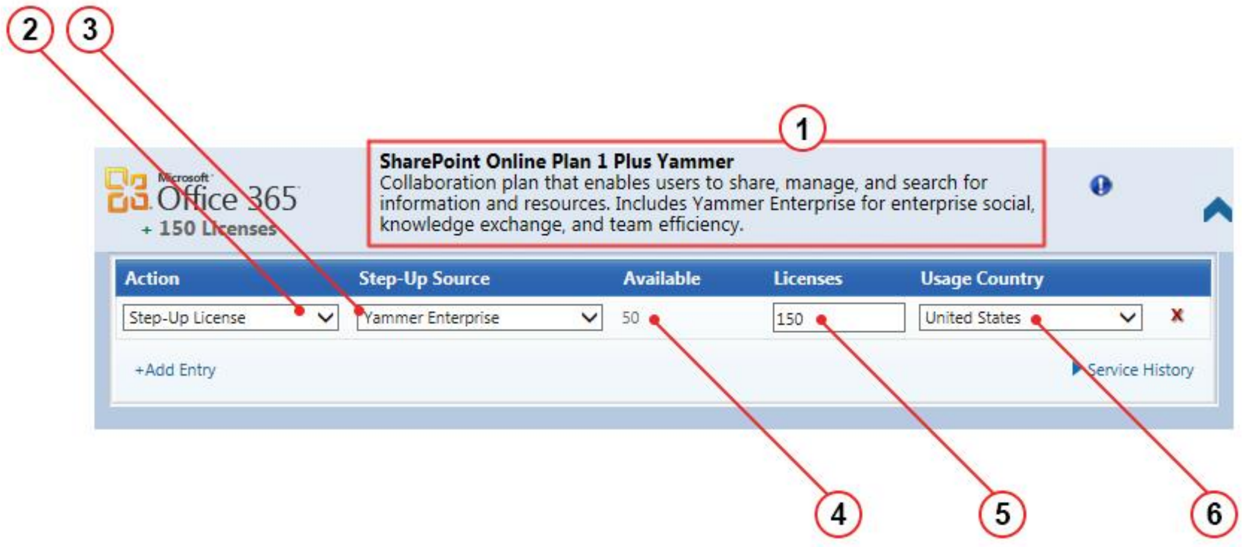
Once the reserved licenses are ready to be assigned to users, the person who placed the reservation and the online services account administrator (Tenant Admin) will be notified that the service is ready and users can be assigned in order to begin using the services.

If it is the first time a QuickStart Reservation has been placed for your Enrollment ID, an email message will be sent to both your company's Customer Notices Contact and Partner representative within one day. This message will describe the commitment made, and the requirements of a QuickStart Reservation, which must be completed within 30 days after the reservation Usage Date.

Until these requirements are satisfied, reminder email messages will be sent to your company's OLS Administrator, Customer Notices Contact, and Partner representative every two weeks.

Placing a Step-up Reservation

1. Follow the same reservation process as previously described; however, on the Online Services page, select the **Action** drop-down menu, and then make the following selections.

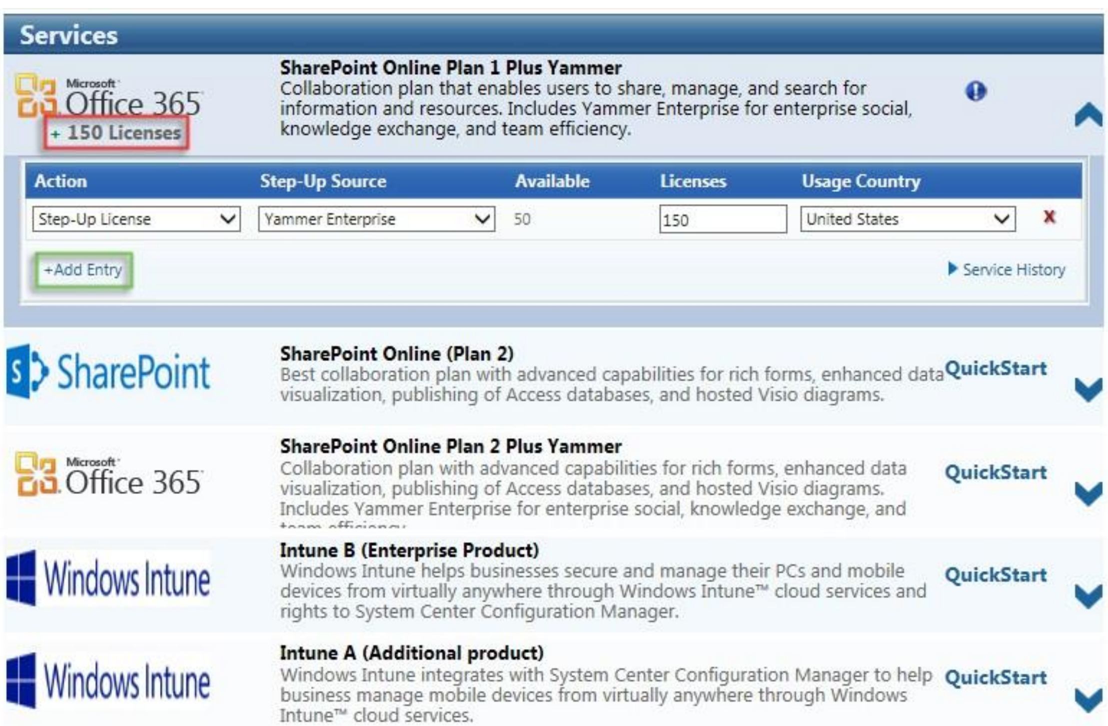


Label	Item	Action
1	Service description	Confirm that the product is the one that you want to reserve.
2	Action	Select the **Action** drop-down list, and then select **Step-up License**.
3	Step-up Source	Select the appropriate source for the step-up reservation. Selecting a product populates the Available field.
4	Available	Note the number that appears in this field. It is the maximum number of licenses that you can reserve.

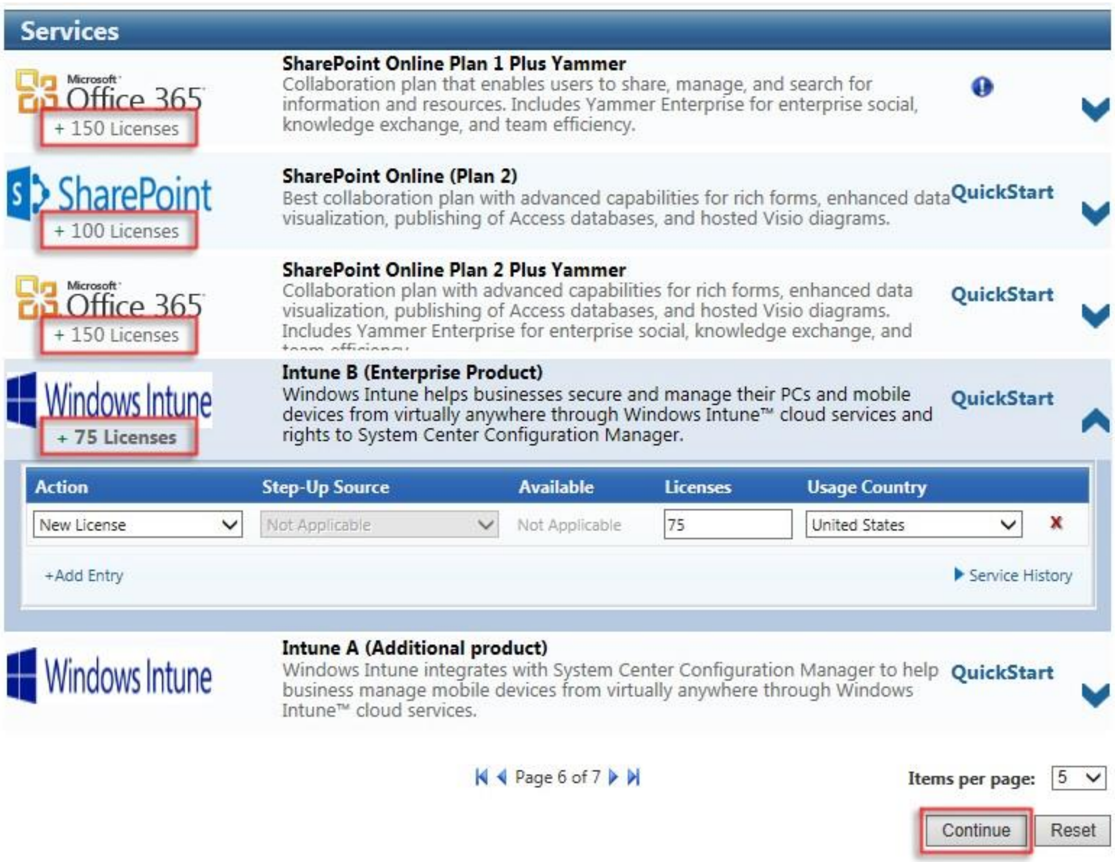
5	Licenses	Type the number of licenses required. Once this field is populated, the total number of licenses in the Available column decreases by the number of licenses you reserve. In this example, 200 licenses were available, and 150 are reserved. There are 50 licenses remaining for the source product.
6	Usage Country	Select the Usage Country where the licenses are reserved.

When you finish making all the selections, the number of licenses you selected appears beneath the product logo.

2. You can select **Add Entry** to add another line item to the same service if needed.



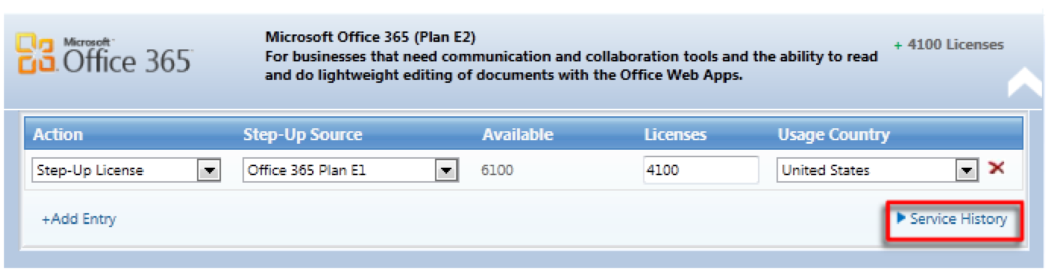
3. Review your line items, and then select **Continue**. For each product you selected, the number of licenses you are reserving appears beneath the product logo. Be sure to view other pages where you may have made selections.

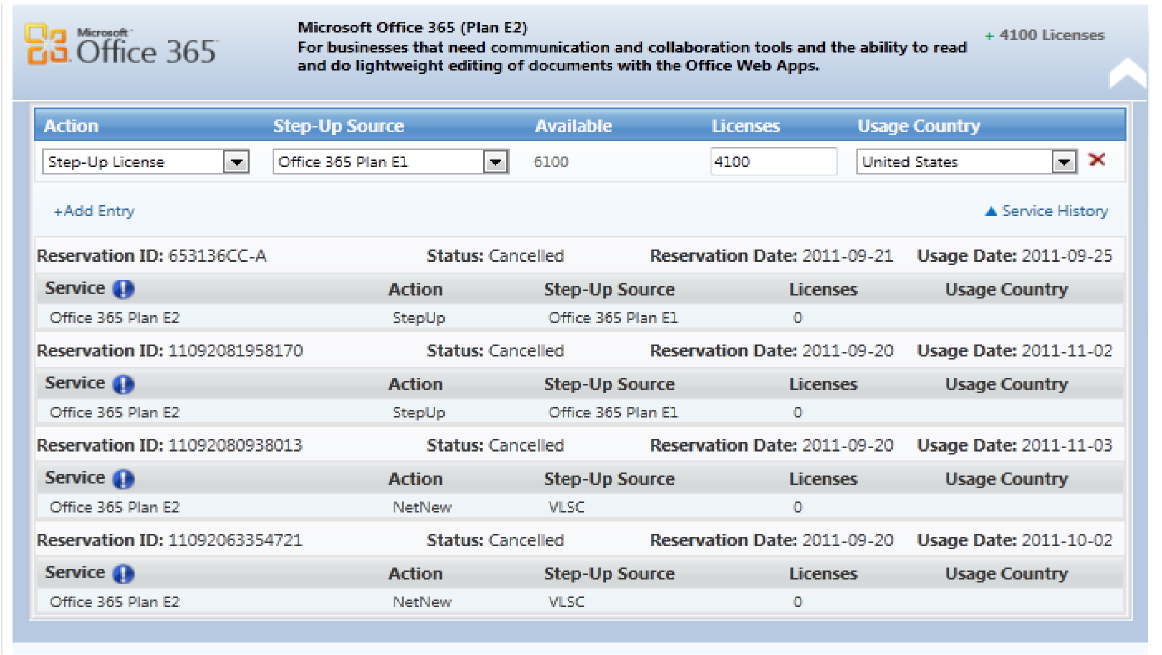


4. The **Reservation Confirmation** page displays the multiple online services chosen for step-up that are included in this reservation.
5. Select **Submit Reservation** or **Edit Reservation** to make changes.

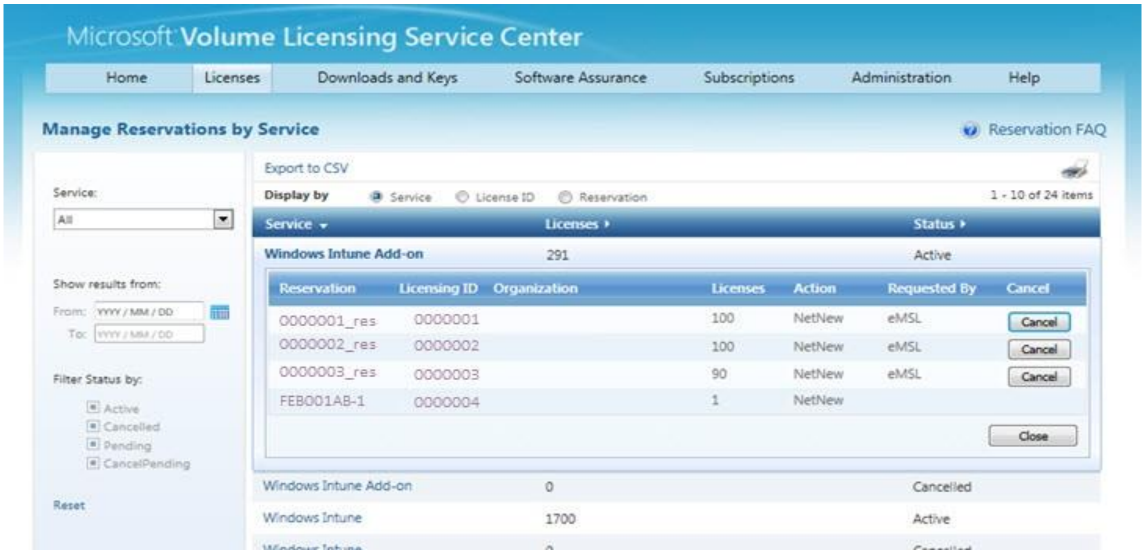
Viewing your Service, License ID, and Reservation details

1. You can use the **Service History** link to display the details of your previous reservations. A notification tool tip may provide additional information.

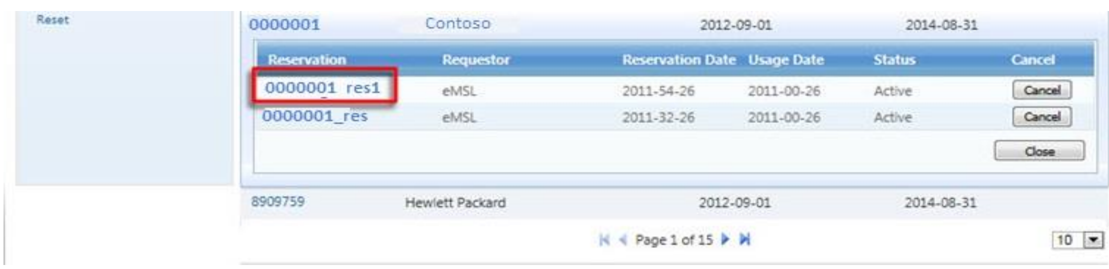




2. From the main navigation, select **Licenses**, and then select **Manage Reservations**. You can view the Manage Reservations by Service, License ID, and Reservation pages. Select the **Service** button to display all of your reservations.
    - Select a number in the **Reservation** column to see reservation details.
    - You can select **Cancel** to cancel a reservation within 72 hours of submitting the reservation.
    - Selecting a license ID in the Licensing ID column displays the License Details page.
    - Even though the Status is active for services and indicates that your reservation is complete, the service will not be active until it is provisioned in the Microsoft commerce platform.
    - Selecting **Close** closes the Service section.



3. Select the License ID to view your reservations by license ID.
    - Select a number in the **License ID** column to view reservation details.
    - Select a number in the **Reservation** column to view reservation information for the license ID selected.



- If you select a reservation number link, the page will open the Reservation view and close the License ID view. You can view reservation information by descending order or by the reservation date.
- If one or more line items on the reservation was placed as a QuickStart Reservation, the QuickStart icon will be displayed.

Getting help

You can access the Help page to search the FAQs, contact technical support, or see an overview of the main navigation bar in the VLSC website. You can select **Contact Us** on the bottom of the FAQs page to navigate to the VLSC Help page.

From the main navigation bar, select **Help** to view the Frequently Asked Questions, or select **Contact Us** to view contact details for the Support Center nearest you.

Number	Name	Purpose
1	Support Center Contact Info drop-down	You can select your country from the drop-down list to display the Support Center information.
2	Interactive map	You can select the region to limit the number of entries in the **Support Center Contact Info** drop-down list.
3	Support Center Contact Info	Displays contact information, and Support Center hours of operation.

To locate a local Support Center

You can use the interactive world map to locate the nearest Support Center.

1. On the Help page map, hover and then select the region.
2. The Support Center choices in **the Support Center Contact Info** drop-down menu are limited to your selected region.
3. Select the **Support Center Contact Info** drop-down menu.
4. Select an item from the list.
   The **Support Center Contact Info** box displays the phone number, email address, and Support Center hours of operation.

Appendix A – Signing up for a Microsoft account

You must sign up for a Microsoft account to use the VLSC. A Microsoft account also allows you to access other Microsoft services.

To sign up for a Microsoft account

NOTE Using a group alias or public email account is not recommended for use with the VLSC.

1. From the VLSC home page, select **Sign In**.
2. Select **Sign up now** to sign up for a new Microsoft account.
3. The **New to Microsoft?** page opens.
4. Type your email address in the **Email address** field.
5. Type a password in the **Password** and **Retype password** fields. The Password strength indicator shows the security of your chosen password.
6. Select a password reset **Question** from the drop-down list.
7. Type the **Secret answer** to the question in the field.
8. Type the **verification** characters in the text box.
9. Select the links to review the Microsoft terms of use and the Microsoft online privacy statement.
10. Select **I Accept**. The Verify your email address page opens. Follow the directions to access your email account and verify the email address.
11. In your business email account, locate and open the confirmation email.
12. Select the link provided to verify ownership of your Microsoft account address.
13. The email address confirmation appears. Select **Finish**.

Appendix B – Glossary

Term	Definition
Commerce Technology Platform (CTP)	Previously called Online Commerce Platform. This portal provisions online services.
Enrollments	Enrollments are referred to as licenses in some licensing programs, and agreements in other programs. An enrollment is the actual end item that orders are placed.
Licensing ID	Depending on the specific Microsoft Volume Licensing program, a Licensing ID may be an Enrollment (Enterprise or Select programs), an Affiliate (Select Plus program*), an Agreement (Open Value program), or a License (Open License program). License IDs have a child relationship to the Parent Program and is the actual application, software, or service that is ordered.
MBSA	The Master Service Business Agreement defines the rules of engagement for all actual agreements. You can use the MBSA to establish other Parent Program child agreements. You can have one or more Parent Program agreements that are governed by the MBSA agreement. Each agreement is specific to a division of a corporation. The MBSA outlines what benefits you get if you have an Enterprise, Select, or Select Plus agreement*. The MBSA is a program that can cover all Enterprise and Select agreements.
MSDN	Microsoft Developer Network (MSDN) offers a subscription package where you have access to licenses to use on nearly all Microsoft software released to the public. However, the MSDN license agreement does not allow you to use your software in a business production environment. You can activate as many copies as you need for your development purposes. MSDN subscriptions are on an annual basis, and the license to use the software does not terminate. After one year, you are not entitled to product upgrades.
Parent Program	The Parent Program has a child relationship to the MBSA in the Volume Licensing Agreement structure. The Parent Program

<table>
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defines the actual program(s) against which products may be ordered. The Parent Program shows what offerings Microsoft offers for purchase and the levels (for example, A, B, and C) of discount that a customer receives based on the number of orders. Generally, the more higher the letter, the higher the rate of discount is on purchased applications, systems and services. Each Parent Program (for example, Enterprise) has its own Parent Program that governs and describes all of the qualifying the entitlements and conditions for agreements.
Volume License IDs have different names associated with them per the Licensing ID and Parent Program. Use the table below to locate the name of the Volume Licensing program that corresponds with your Licensing ID or Parent Program.
<table>
<tr><th>Volume Licensing Program</th><th>Program name for the Licensing ID</th><th>Parent Program name</th></tr>
<tr><td>Select, Enterprise, Campus, School</td><td>Enrollment</td><td>Master agreement</td></tr>
<tr><td>Select Plus*</td><td>Public Customer Number</td><td>Agreement</td></tr>
<tr><td>Open Value, Open Value Subscription</td><td>Agreement</td><td>N/A</td></tr>
<tr><td>Open License</td><td>License</td><td>Authorization Number</td></tr>
</table>
</td>
</tr>
<tr>
<td>Performance Summary</td>
<td>Performance summary information details progress toward the forecast target for a Select agreement in terms of percentage of target achieved as of the most recent order received by Microsoft.</td>
</tr>
<tr>
<td>Planning Services</td>
<td>Planning Services (aka Packaged Services) provides structured planning services from Microsoft partners to enable efficient deployments, covering Desktop (Office and Windows), SharePoint, Exchange, and Business Value Planning Services. You receive onsite deployment planning help from Microsoft Consulting Services or a qualified Microsoft Partner through a straightforward voucher creation and redemption process.</td>
</tr>
</table>

Software Assurance	A Microsoft support program that allows a customer to receive complimentary product updates, a complimentary number of service tickets, and e-learning opportunities for products. Typically, a Software Assurance agreement is renewed every three years.
Step-Up Licensing	Step-up Licensing enables your organization to upgrade from a lower- to a higher-level software edition at a low cost. Rather than pay full cost for the higher-level software edition, Step-up Licensing allows you to pay only the pricing difference. To purchase software using your Step-up Licensing benefit, contact your Microsoft Account Manager or reseller. Once purchased, you may download the software through the VLSC.
TechNet Benefits	Microsoft TechNet is a Microsoft program and resource for technical information, news, and events for IT professionals. TechNet gives your IT and Help Desk staff access to technical information, as well as beta and final versions of products for testing and evaluation. TechNet is a collection of sites for the IT professional community that provide information, documentation, and discussion, which is authored both by Microsoft and by the community at large. Learn more about TechNet at: http://technet.microsoft.com/

*Effective July 1, 2016, in markets where the MPSA is available, Microsoft will stop accepting new orders and Software Assurance renewals through existing commercial Select Plus agreements at your next agreement anniversary date. This retirement does not apply to government and academic Select Plus agreements. More information is at www.microsoft.com/selectfaq.