Volume Licensing Service Center User Guide

Contents

Overview of the Volume Licensing Service Center

The Volume Licensing Service Center is the single location for Microsoft Volume Licensing customers to view their licensing information.

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 e-mail 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 e-mail 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 e-mail using an invitation e-mail from Microsoft. You should use the same business e-mail 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

1. Access the Volume Licensing Service Center (VLSC) at
   https://www.microsoft.com/licensing/servicecenter.
2. On the Welcome to the Volume Licensing Service Center homepage, click **Sign In**.
3. Type your Microsoft Account and password.
4. Click **Sign In**.

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

5. First-time users must type their business e-mail address. Type the business e-mail into both the **Business E-mail** and **Confirm your Business E-mail** fields.
   Click **Submit**.

   - If you received an e-mail invitation to the VLSC, then type the e-mail address to which your invitation was sent.

   - When you click **Submit**, an e-mail is sent to confirm ownership of the Business E-mail address provided.

6. Go to the inbox for the business e-mail address you provided**.**
   a. Open the e-mail from Volume Licensing Service Center with the subject line *Thank You for Registering with the Volume Licensing Service Center*.

   b. Click the link in the e-mail to confirm your ownership of the business e-mail address.

> **NOTE**   If you do not receive an e-mail notification, then check your junk e-mail folder in your e-mail program. Ensure that you add *@*.microsoft.com* to your Safe Senders list. If you use Microsoft Outlook, turn off automatic filtering by selecting the **Home** tab. Click the **Junk** drop-down menu, select **Junk E-Mail Options**, and then select **No Automatic Filtering.**

Signing New Open License Customer Agreements

When you log in to the VLSC, it verifies if you have any Open License agreements with unsigned terms and conditions. If you have an unsigned Open License agreement, then 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, click the down arrow to open the menu, and then select a choice from the menu.
   b. In the **Country of Usage** field, click the down arrow to open the menu, and then select a choice from the menu.
   c. In the **Language** field, click the down arrow to open the menu, and then select a choice from the menu.
2. Click **Go**.
   The Open License agreement displays.
3. Type your full name, and then click **I Accept**.
   If terms and conditions are not accepted, then 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.

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Navigating the Volume Licensing Service Center

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

- View your open **Licenses**
- **Download** software and access **product keys**
- Access Software Assurance Benefits
- View Subscriptions
- Perform **Administration** tasks
- Get **Help** with the VLSC

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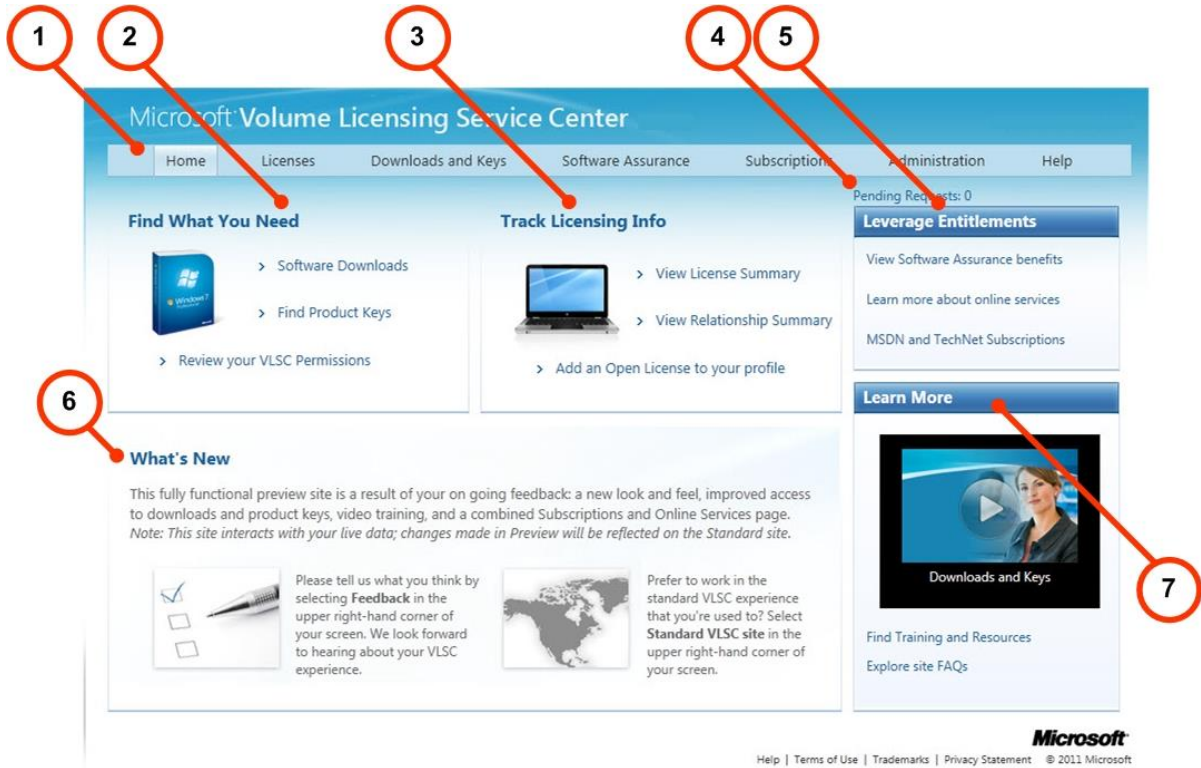
Upon sign in, the VLSC home page has several sections to help you perform the following tasks.

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**	Click the links to • Download your software • Find Product Keys • Review your VLSC permissions
3.	**Track Licensing Info**	Click 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. Click the link to open the **Manage Users** page where you can view and 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.

About Administration Tasks on the VLSC

If you are granted the Administrator role, you will have additional functionality and tabs on the Volume License Service Center *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

Click **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

1. To receive Notifications and Alerts, click the **I want to receive . . .my permissions are made** checkbox. 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.

2. Once you have selected your preferences options, click **Save** in the upper right of the *My Preferences* page.

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The My Permissions Page

You can view your permissions and remove licenses from your view.

NOTE   If you are an Administrator, ensure that you click **Save** to save your permissions changes.
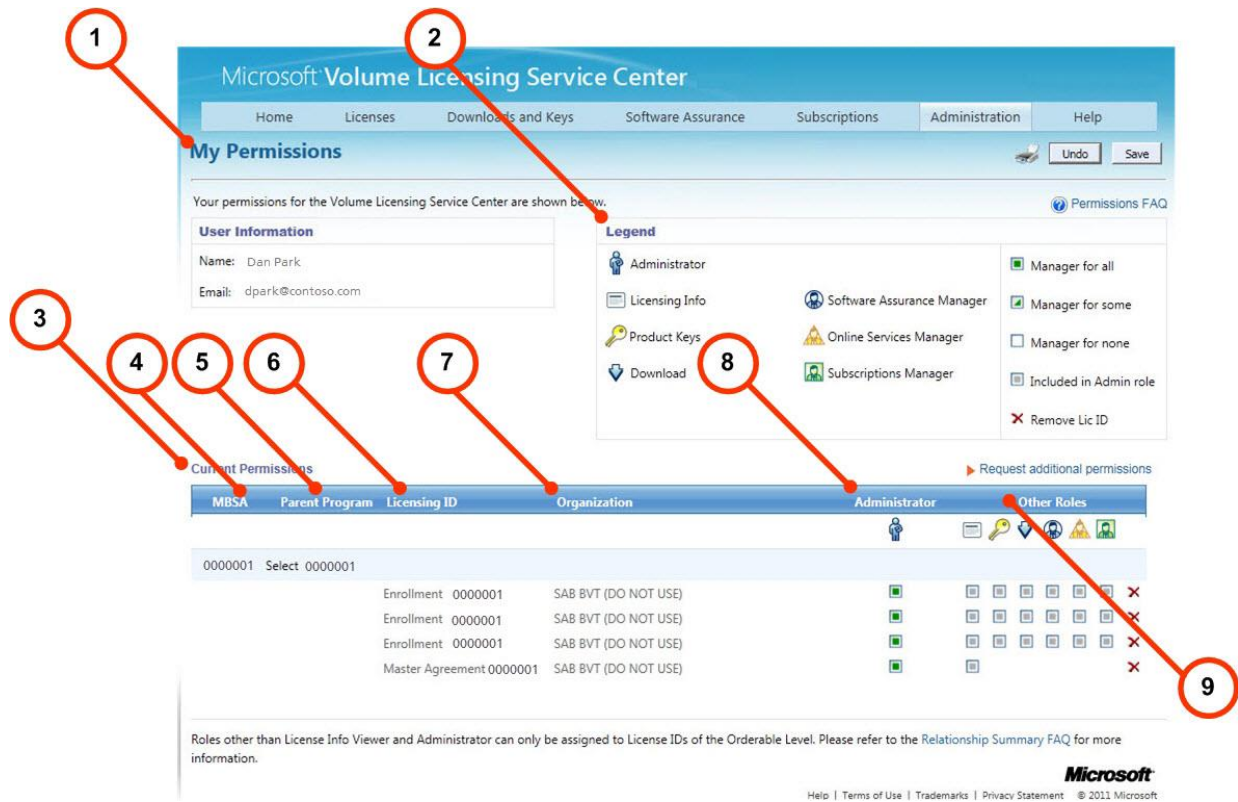
Number	Name	Purpose
1.	**User Information**	Displays your name and e-mail address.
2.	**Legend**	Displays the description for icons and checkboxes used in the **Other Roles** column.
3.	**Current Permissions**	Use this section to view your Volume License permissions. You can view the information hierarchy from the MBSA, the Parent Program, the

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		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, click 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 e-mail 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 which allows you to select individual roles. Click **Select All** to select all roles. **NOTE** The ability to select roles singly 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 checkbox to indicate the role that you want to request for the licensing ID (for example, **Product Keys**). When you click the Software Assurance Manager, Online Services Manager, and Subscription Manager roles, a popup window displays. You can either click **Select All** to select all options, or select options singly. NOTE The ability to select roles singly is currently inactive. If you select one role, then all roles are selected. Click **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, click **Submit** to send your request to the Administrator for approval.

To address pending requests

Where a user requests permissions, that request is e-mailed to the administrator who manages that licensing ID for their approval. For more information, see The My Permissions Page. 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 where you can either approve or decline requests.

The Add User Page

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

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

Number	Name	Purpose
1.	**New User Information**	Type the user's business e-mail 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.

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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	All licenses that are associated with the Administrator are displayed. For each licensing ID, click 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.
		For each licensing ID, click 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 wish to apply a permissions assignment to all of the licenses listed, then click the checkbox immediately under the role in either the **Administrator** or the **Other Roles** columns (for example, Subscriptions Manager).
		• If you wish to apply a permission assignment to a single license listed, then check the checkbox on the same line as the entitlement.
		NOTE Ensure that you click **Add** to complete the process.

		The new user will receive an e-mail 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 **e-mail** address, **Last Name**, and **First Name**.
3. In the *Permissions Assignment* section, select the permissions to assign to the user.
4. Click **Add**.
   The new user will receive an e-mail 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. Click a user's name or e-mail address to view their permissions.
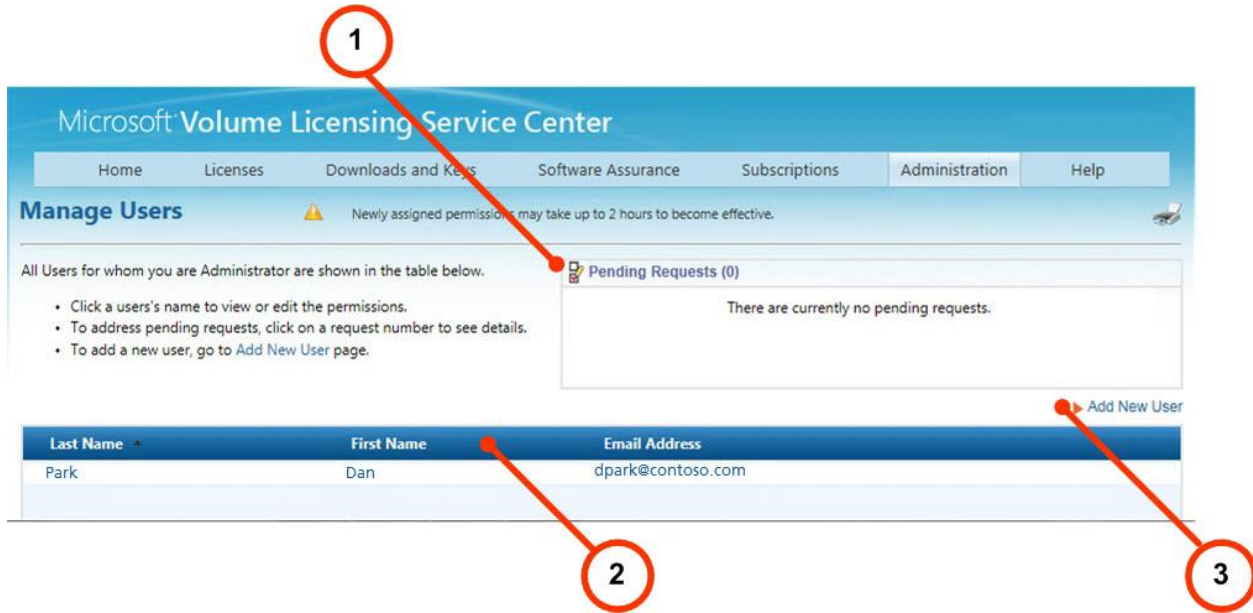
Number	Name	Purpose
1.	**Pending Requests** section	If another user requests permissions for a license, it displays in the field under the **Pending Requests** header.
2.	**User management** section	Click the last name, first name, or e-mail address to navigate to the *Edit User Permissions* window to add, edit, or change the current permissions for the selected user.
3.	**Add New User** link	Click the **Add New User** link to navigate to the Add New User page.

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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 e-mail notifying them of the Administrator's action.

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

To approve or deny a permission request

1. Click **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.
   Click 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. Click **OK**. The user receives a notification e-mail 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 e-mail is sent to the Administrator of the agreement, and a welcome e-mail 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 methods to access the Add Open License page:

- On the main navigation bar, click **Administration**, and then from the drop-down menu, select **Add Open License**.
- From the VLSC home page in the *Track Licensing Info* area, click 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, click **Administration,** and then click **Request Permissions**

Number	Name	Purpose
1.	**License Number** text field	To add an Open License, type the license number into the text field.
2.	**Authorization Number** text field	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 . . . checkbox.	Click the checkbox**, I acknowledge that I am. . .** to indicate that you are • The reseller of a record. • The owner of the Open License. • You have been granted specific permissions by the owner of the Open License.
4.	**Submit** button	This button is grayed out until you type numbers into the Open License number and Authorization Number fields. Type the numbers, and then click **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 e-mail 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 clicking a link

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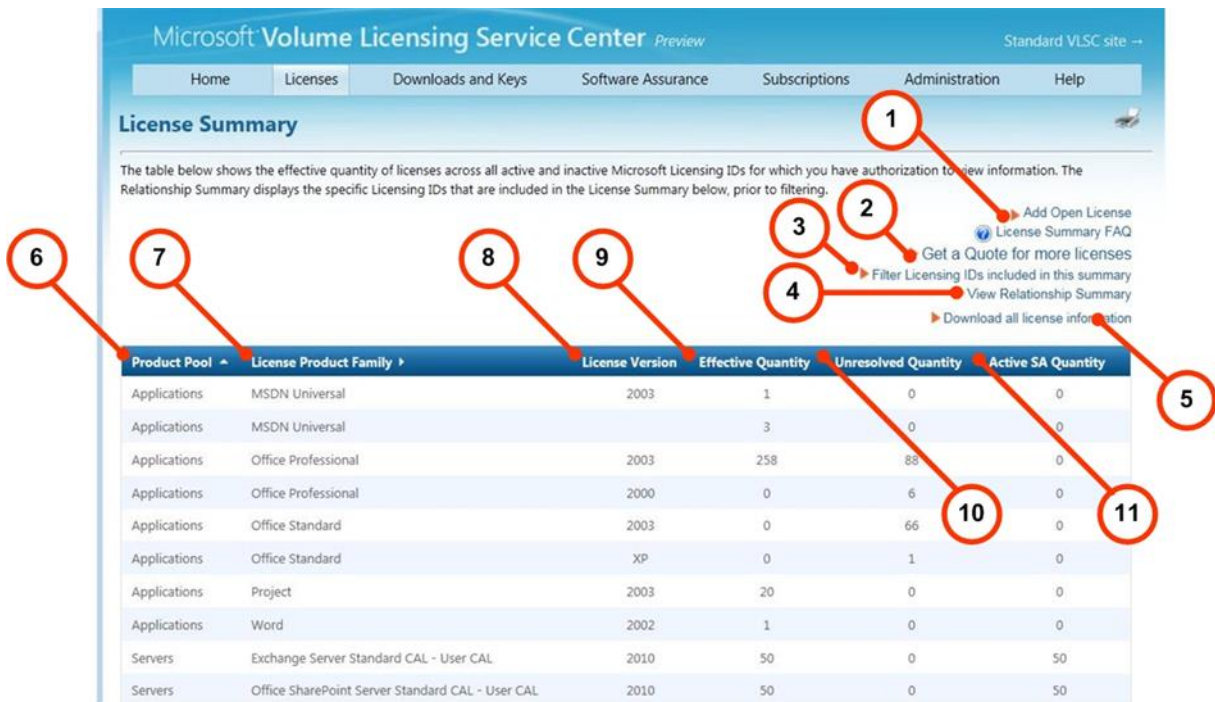|		in the notification e-mail.

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 your licensed Microsoft products across all your Volume Licensing programs. You can view the effective quantity of licenses that you have across all of your inactive and active Microsoft Live IDs that you are authorized to view and modify. You can either view all license IDs, or filter the license IDs by program.

Number	Name	Purpose
1.	**Add Open License** link	Click this link to add an open license. 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
2.	**Get a Quote for more licenses** link (not visible to all users)	If shown, this link allows users in some countries to get a quote to add more licenses to their agreement. Follow these steps to get a quote: 1. On the License Summary Page, click Filter Licensing IDs included in this

		summary.
		2. Adjust the selected licenses using the check marks.
		3. Select **Create Summary**. You will return to the License Summary page.
		4. Click Get a Quote for more licenses.
		5. Select the agreements requiring a new **Product Family.**
		6. Click Get Quote.
3.	**Filter License IDs included in this summary** link	Click the link to filter a group of license IDs by type, and to create a summary report. For example, to view only the Select Plus license IDs, click the checkboxes for the Select Plus line items in the Parent Program column, and create a summary only for the agreements that you have selected.
4.	**View Relationship Summary** link	This page allows you to view a summary of your business relationship with Microsoft. You can view all Volume Licensing agreements that you have permission to view such as Volume Licensing agreements, Licensing IDs, enrollment details, and Parent Program details.
5.	**Download all license information** link	Click the link to download all of the license summary information to your local drive as a CSV file to view in a Microsoft Excel spreadsheet.
6.	**Product Pool** column	This column identifies the product type from the three possible pool choices: application, server, and system.
7.	**License Product** Family column	This column identifies the name of the product.
8.	**License Version** column	This column describes the product version.

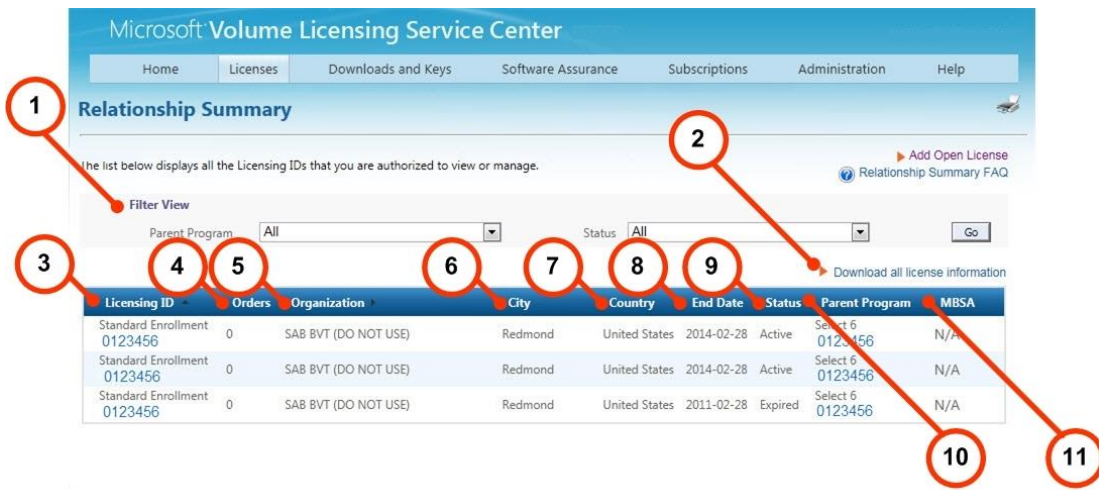| 9.	**Effective Quantity** column	This column identifies the set number of Volume License entitlements. It indicates the highest version of a product that may be used. Volume Licensing customers may combine all of their licenses to install an earlier version, or divide their deployment between the older and newer software versions.
10.	**Unresolved Quantity** column	The Unresolved Quantity indicates that there is an upgrade license for which a base license was not found in Volume Licensing systems. Below are instances where an unresolved quantity might occur: • 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. • If a customer purchased a computer with OEM software installed from a retail outlet, then the base licenses are unknown to the VLSC since these products shipped with OEM software, such as Microsoft Windows or Office licenses. When a non-VL base license is present, a Volume License can be used to upgrade a non-Volume Licensed OEM product, and the unresolved quantity can be added to the Effective Quantity column.
11.	**Active SA Quantity** column	The Active SA Quantity column indicates the number of licenses that are covered by Software Assurance complimentary benefits. Customers who purchase SA receive complimentary product upgrades. SA coverage is upgrade insurance, and is renewed every three years, It also includes the following benefits: • E-learning benefits to receive product

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		training • Technical support tickets for product issues and incidents • The option to upgrade from a Professional to an Enterprise product

The Relationship Summary page

The *Relationship Summary* page provides the summary of a customer's business relationship with Microsoft. It details all of the volume 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.

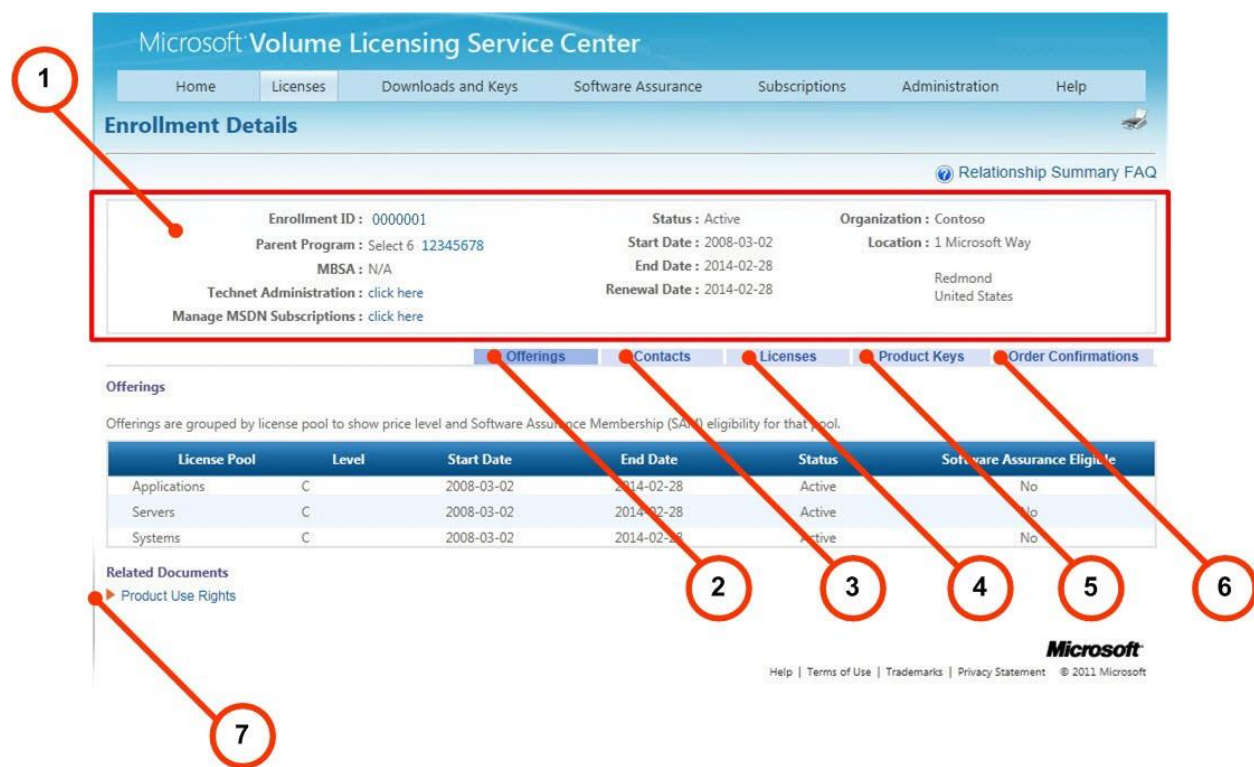| Number	Name	Purpose
1.	**Filter View**	Use the *Parent Program* and *Status* drop-down menus to select license IDs to view or manage. a. Click the **Parent Program** down arrow to filter the *Orders* view to view the parent programs by type (for example, **Select**). b. To sort your *Status* search results, click the **Status** down arrow to select an option from the menu (for example, **Active**).

		c. After you have set your filter options, click **Go**.
2.	**Download all license information** link	Use this link to download all license information on this page to a local drive.
3.	**Licensing ID** column	Use this column to view the licensing ID enrollment type. You can click 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** column	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** column	Use this column to view the business organization details for an enrollment.
6.	**City** column	The city in which the enrollment was signed.
7.	**Country** column	The country in which the enrollment was signed.
8.	**End date** column	Provides the ending date for the enrollment and its benefits.
9.	**Status** column	Provides the state of the agreement: Active, Expired, or Terminated.
10.	**Parent Program** column	Provides detail to what type of agreement and the agreement's enrollment details and offerings. Click 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** column	The Master Business Service Agreement (MBSA) that states the business relationship with Microsoft that is specific to a division of a corporation.

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Viewing Licensing ID Enrollment Details

When you click 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 a MSDN or TechNet enrollment, the links to view and manage these enrollment types display 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 clicking **Display**.

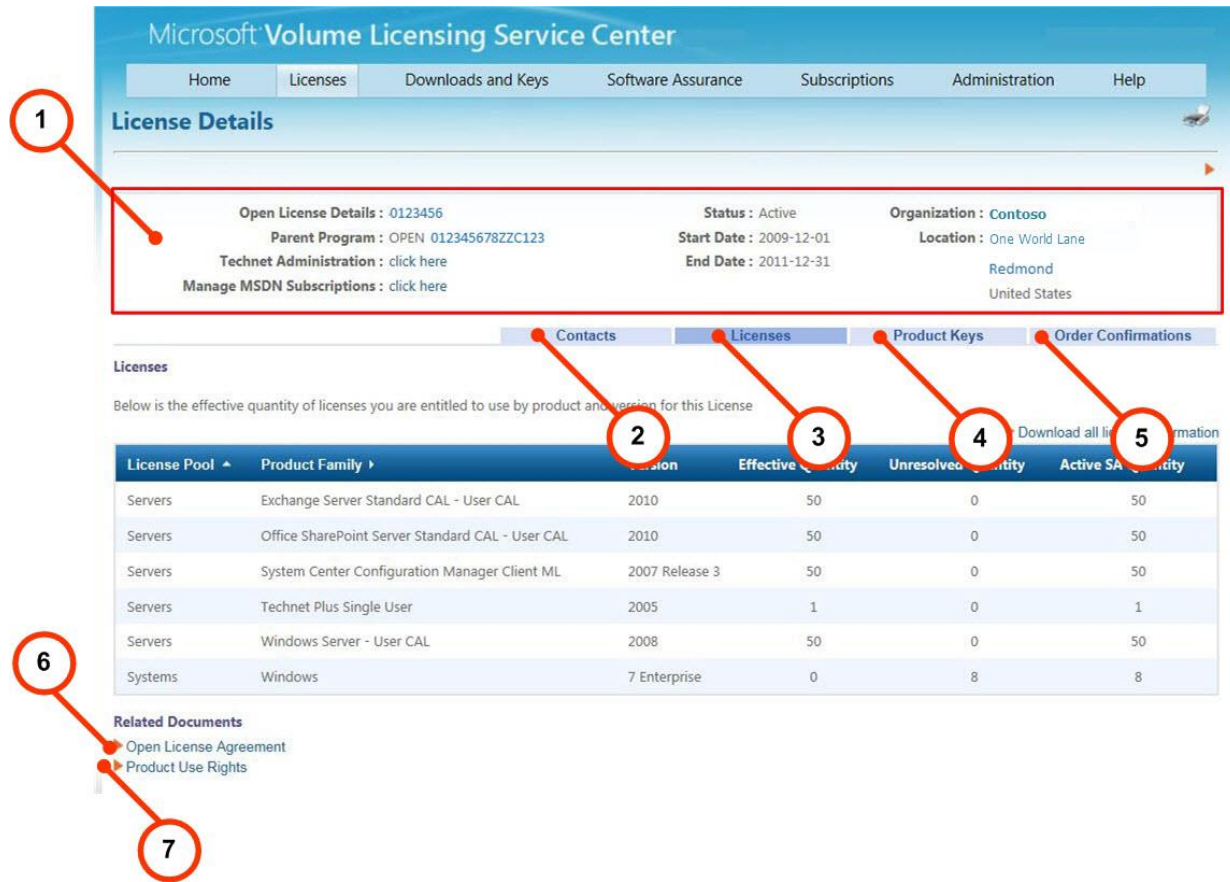| Number	Name	Purpose
1.	Enrollment Details	Displays the agreement hierarchy for the selected license ID, such as Parent Program and MBSA. The

		Status, Start Date, End Date, and Renewal Dates are provided. If the license ID has MSDN or TechNet agreements, then the links to manage these agreements are visible.
2.	**Offerings** tab (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 tab	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.
4.	Licenses tab	Displays a view similar to the License Summary tab, but is limited only to the selected license ID.
5.	Product Keys tab	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 click the **Download all product keys** link to download the keys displayed for an entitlement to a local drive.
6.	Order Confirmations tab	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 link	Click the **Product Use Rights** link to learn more about the terms and conditions of using Microsoft intellectual property.
8.	**Order Renewals** tab (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.	**SA Stepups** tab (Displays for Open License and Select Plus agreements only)	As part of the Software Assurance program, step-ups allow 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.

The License Details page

When you click 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.

Number	Name	Purpose
1.	License Details tab	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 tab	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 tab	Displays a view similar to the License Summary tab, but is limited only to the selected license ID.
4.	Product Keys tab	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 click the **Download all product keys** link to download the keys displayed for an entitlement to a local drive.
5.	Order Confirmations tab	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 link	If you have Open License agreements, then the products you have purchased are displayed for download where available.
7.	Product Use Rights link	Click 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. For more product information, see http://www.microsoft.com/licensing/existing-customers/fulfillment.aspx#tab=1.

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 checkboxes 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

Process step overview

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 if 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** column	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 checked. You can uncheck 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, then enter the name of the software into the **Product** search text box, and then click the hand lens (search) icon.
		NOTE If you have selected a specific product family (for example, *Windows Server*), and you type a product name into the filter box belonging to a different product family and click **Enter**, then no search results will display.

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2.	**Product** column	In the search results, select the product. If your search results are more than one page, then 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, click the *Items per page* control at the lower right of the **Product** column
3.	Description column	Click a product **Description** link to view the version, release date, and product description.
4.	Downloads column	Click a product **Download** link to view special instructions, download settings, including the download method, language, and the operating system type.
5.	**Key** column	Click 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. If there are service packs for the products, then these are included below the Product Keys information. You can click 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, click **Downloads and Keys**.
2. In the Filters panel, type a product name into the **Product** text box (for example, **Excel 2010**). 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 checked. You can uncheck this box to narrow your search results.

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3. (Optional) 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. Click the hand lens (search) icon.
4. (Optional) 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, click 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. Click the **product name** or **Description** again to close the drop-down.

To download a software product

After you have searched for and found your product, click the **Download** link for that product.

1. In Download Settings, click **Download**. Select the following options from the drop-down menus.
    a. For the **Download Method**, click 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 at a later time.

NOTE   In the event that your Internet connection is interrupted, or if you are using an older browser and the download fails, Microsoft recommends using the **Download Manager**.

        • **Web Browser** is an embedded download feature within your web browser to download content.
    b. For the **Language**, click the down arrow, and then select the language from the list.
    c. For the **Operating System Type**, click 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 click **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. Click **Continue**. The *Product* section expands to show the Product, OS, Size, and Format in the lower area of the Product section.
3. In Files, click **Download,** ⬇ and then follow the download and installation instructions.

To activate an online product

If you have any Online Service Activation (OSA) keys, you can activate online services by going to the Office 365 Open activation link.

From there, you will be able to enter the OSA key(s) and create an account to manage user access and keys. *Please note:* You will be required to establish a new account using your organization ID on the Office 365 Open activation link.

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, then contact your local Product Activation Call Center.

1. On the *Downloads and Keys* page, click the **Key** link for that product.
   The Product Keys drop-down panel shows the total number of available keys for this product.
2. Click 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. (Optional) You can click the **Export all keys: CSV** link above the Product panel to open the product keys list locally in a Microsoft Excel 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, then 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 product activation. To obtain your product key, please contact your local Product Activation Call Center at the telephone number provided here.
2. Retail Products Only:
   Product keys for this product are only provided on the retail product media. If you do not have the product media, you can order it by navigating to the download panel for this product.
3. Online Service Activation (OSA) Key:
   An OSA Key is a type of Product Key. This single-use key is used to activate subscriptions to Microsoft Online Services. OSA Keys are distributed electronically via the VLSC and can be redeemed at the Office 365 Open activation link.

4. 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, click Licenses, and then select **Relationship Summary**. The Relationship Summary page displays.
2. On the Relationship Summary Page, click the hyperlinked Licensing ID 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 the Office 365 Open activation link. From there you enter the key(s) to manage user access and keys. *Please note:* You will be required to establish a new account using your organization ID on the Office 365 Open activation link.

Accessing Product Keys by Organization in the VLSC

If you have purchased an Enterprise Agreement, then you can track your product keys by the organization, and also 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, click **Downloads and Keys**.
2. On the Downloads and Keys page, locate the **Export all Keys: CSV link**.
3. Click **CSV** to download the product keys.

4. At the prompt, click **Open** to view the file in Microsoft 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 included in the product download file name as the last nine characters as shown in the following example.
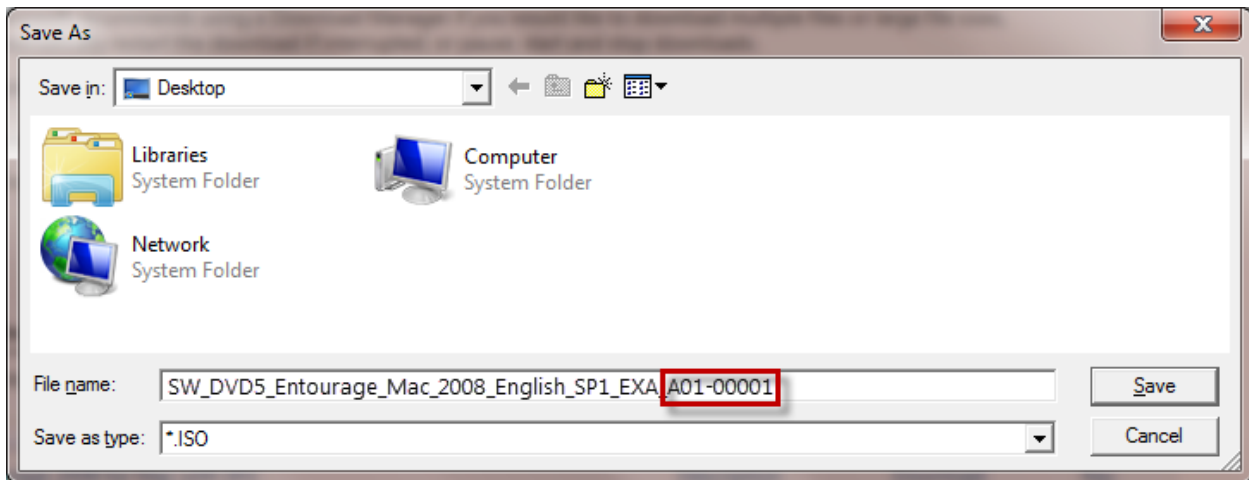
Requesting and Viewing Multiple Activation Keys

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 Requesting Permissions Page.

For more information on Product Keys and Product Activation, either see Getting Help, or see http://www.microsoft.com/licensing/existing-customers/product-activation.aspx.

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To request and view Multiple Activation Keys (MAK)

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 displays, showing the License ID, Organization, Key, Type, and Activations column.

3. To see if the product has a MAK, view the **Type** column to determine if 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, then you may be able to order a Media Kit. Open License customers in USA, 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, Select Plus, Enterprise, Campus, or School Volume Licensing programs. The Order Media key is grayed out if the Media Kit is unavailable.

Using the Subscriptions Page

If you have ordered an Office 365 subscription, go to the Relationship Summary page, or Downloads and Keys page to find your keys.

- Once you have obtained your Online Service Activation (OSA) Key, you will be directed to the Office 365 Open activation link to activate your Office 365 service.
- At that site enter the key(s) to manage user access and keys.
- *Please note:* You will be required to establish a new account using your organization ID on the Office 365 Open activation link

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

An MSDN subscription offers essential information, resources, downloads, and support for developers using Microsoft tools, products, and technologies. You can find more information at http://msdn.microsoft.com.

Viewing MSDN Subscription Administration Information

You can view basic agreement information in the top area of the MSDN subscription management pages. For example, an expired agreement displays the start and end dates. You can also manage the following aspects of MSDN subscriptions:

- Subscriber
- Subscriptions
- Media Shipments
- Subscription Summary

From the MSDN Subscription Administration page you can:

- Assign subscriptions to a single subscriber or to multiple subscribers simultaneously
- Track Media Shipments
- View a summary of subscriptions available and assigned
- Remove or modify subscriber details
- Resend an invitation to activate a subscription

To view MSDN Subscription Administration information

1. From the main navigation, click **Subscriptions**.
2. From the Subscriptions drop-down menu, click **MSDN Search**.
   The MSDN Subscriptions Administration page displays.
3. Type an Agreement Number, Master Agreement Number, Customer Name, or Public
   Customer Number. The Agreement Number is a required field.
4. (Optional) you can select the Program, Agreement Status, Country, and also search using
   Last Name, First Name, Email Address, and Subscriber ID.
   You can also use the **Reference** text fields to identify the subscribers. For example, you
   can type an internal employee number into a Reference field.
5. Click **Search**.
6. (Optional) From the Agreement/Public Customer Results list, select an **Agreement #** or
   Public Customer # link to view the subscriber information for the agreement.

You can view the agreement information in the **Agreement** area.
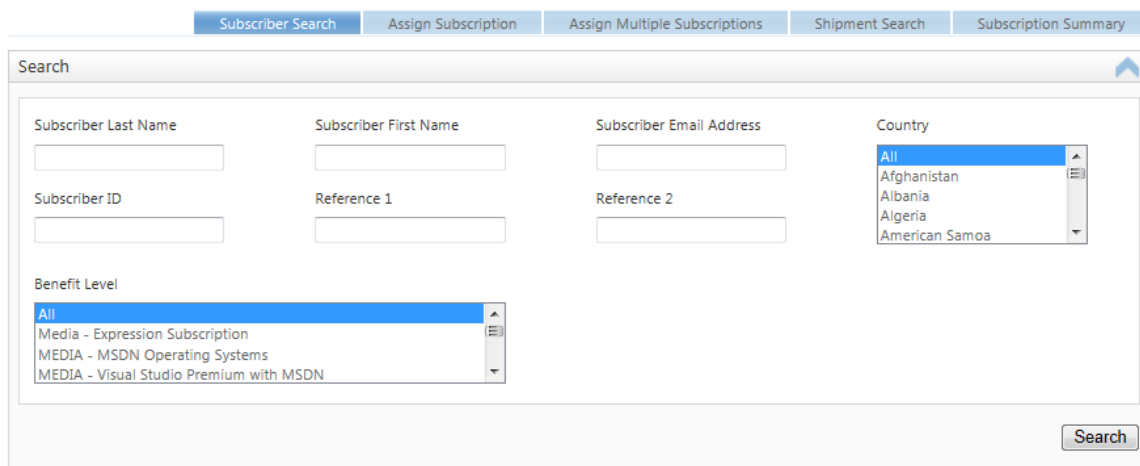
For Select Plus agreements, the Customer Number is indicated instead of an End Date since the Select Plus agreement is an evergreen anniversary agreement and has no end date.

Using the Subscriber Search Tab

You can use the **Subscriber Search** tab to view details about subscribers. The Subscriber Search tab is collapsed by default. You can search for a subscriber by typing the Subscriber Last Name, Subscriber First Name, Subscriber Email Address, Subscriber ID, and references into the text fields. You can also select the **Country** and the **Benefit Level** from the scrolling menus.

To open the Subscriber Search tab

1. From the main navigation, click **Subscriber Search.**
   The Subscriptions page displays with the **Search** area hidden.
2. Click the arrow   to open the Search area.

To search for a subscriber

On the MSDN Subscription Administration page, you can view up to 200 subscribers for an agreement. To view other subscribers not shown,

- Use the **Search** area to narrow the search results.

- Export the entire subscriber list to an Excel spreadsheet.
- Sort your search results within the subscriber list.

1. From the main navigation, click the **Subscriptions** tab, and then from the MSDN Search drop-down menu, select **MSDN Search**.
   The MSDN Subscription Administration page displays.
2. In the **Search** area of the Subscriber Search page, you can type the subscriber's Last Name, First Name, E-mail Address, and Benefits Access Number into the fields.
3. From the **Country** option box, select the country.
4. From the **Subscription Level** option box, select an option from the drop-down menu. Use the scroll bar to scroll down the list to a desired option.
5. Click **Search**.
   The Results area displays your returned search results.
6. View and edit details by clicking the subscriber's hyperlinked last name.
7. (Optional) To remove a subscriber, select the checkbox by the subscriber(s), and then click **Remove Subscribers**
8. (Optional) If you would like to view all of your subscribers from an open .csv file in Microsoft Excel, click **Export all Subscribers: CSV**.

You can view returned information from your subscriber search. This area contains information about the selected entitlement. Red checkmarks indicate what entitlement is selected within the subscription. For example, you can view the Benefit Level that is elected for the subscriber, and Media, Download, Support, Newsgroup, and Concierge elections.
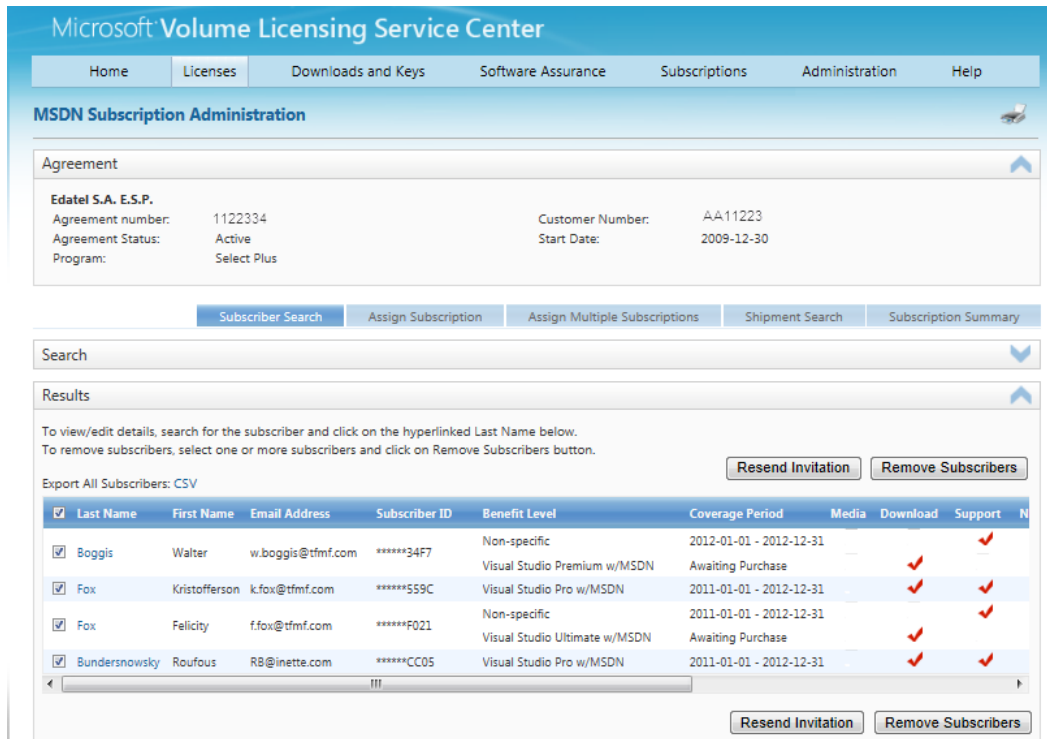
To resend an invitation by email, you can select a subscriber by clicking the checkbox next to the subscriber's name, and then click **Resend Invitation** to resend the benefits subscription email.

To view subscriber details

1. From the main navigation, click **Subscriptions**, and then click **MSDN Search**.

   The MSDN Subscription Administration page displays.

2. In the Search area,

   a. Type the **Agreement Number or Public Customer Number** into the fields.

   b. (Optional) In the Results area from the **Agreement/Public Customer Results** list, click the link in either the **Agreement #** or **Public Customer #** columns, and then use the subscriber Search page to search for a subscriber.

3. In the **Agreement** area, you can view the subscriber agreement information.

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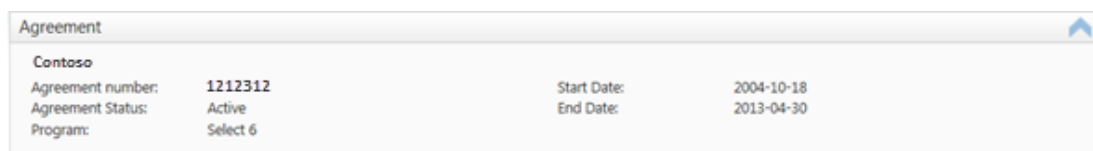
To edit subscriber details

1. Select a subscriber from the Results list by clicking the **Last Name** hyperlink.

   You can also search subscriber details such as the subscriber's first name, last name, or email address.

2. In the **Subscriber Details** area, you can view the subscriber information.

3. Click **Edit.**

   The Edit Subscriber area displays.

4. In the **Edit Subscriber** area, type the required information into the fields.

   Required information is indicated by red asterisks (*).

5. Click **Save**.

To add or edit a subscription selection level

NOTE   A subscription benefit may be put on hold by the administrator if it cannot be used in MSDN. It can be activated any time there is eligibility.

1. In the **Subscription Selection** area, click a radio button by the selection to select it.

   This action allows the subscriber to check or uncheck their choice of subscriptions.

2. Click **Add**.

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3. In the Add Subscription Selection popup window, click **Save**.
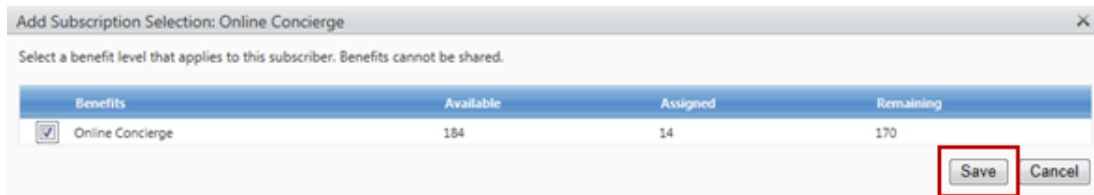
4. If there is already a subscription selected, then select **Add**, **Edit**, or **Remove** to manage the selection.

NOTE   If you have not yet added a subscription, the **Edit** button is grayed out.

5. From the **Subscription Selection** drop-down menu list, select a subscription to edit.
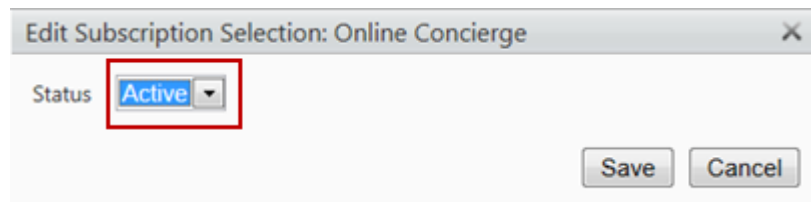
6. Click the **Status** down arrow to open the drop-down menu.

7. Select the status for the subscription selection.

   You can select either **Active** or **Hold**.

8. Click **Save**.

   The updated status displays in the **Status** column.
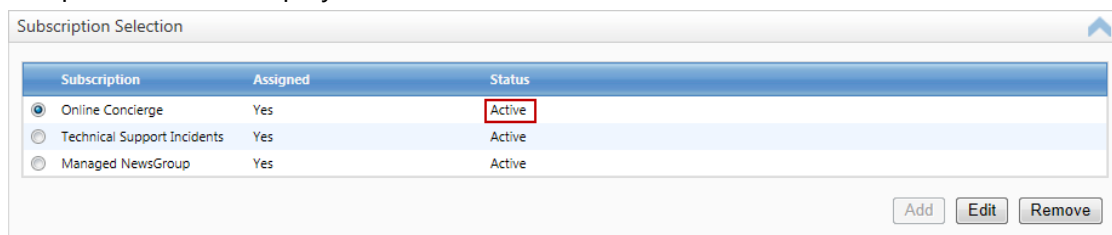
To add or edit subscriber downloads details

1. On the Downloads Details area, click **Add** to add downloads details.

   The Add Subscriber Downloads popup displays.

2. From the **Add Subscriber Download** popup drop-down menu, select a subscription level (for example, **Visual Studio Ultimate w/MSDN**).

   The Add Subscriber Downloads popup window displays the Subscription Benefits, Coverage Period, and the Available, Assigned, and Remaining benefits.

   NOTE   A negative remaining balance indicates an over-claimed benefit. You must make additional purchases to reconcile this, per the terms of your agreement.

3. To edit or remove downloads details information, select the row, and then click **Edit**.

To add media details to a subscription

1. On the **Media Details** area, you can view media details that are added to the subscription.

   If there are no media details assigned to a subscription, then click **Add** to add media details.

2. From the **Add Media Details** popup window, select a subscription level that applies to the subscriber (for example, Visual Studio Ultimate w/MSDN).

   The **Add Media Subscription** popup displays.

3. From the Add Media Subscription popup window drop-down menu, select a subscription level that applies to the subscriber.

   The benefits for the subscriber are displayed with the **Available**, **Assigned**, and **Remaining** benefits shown.

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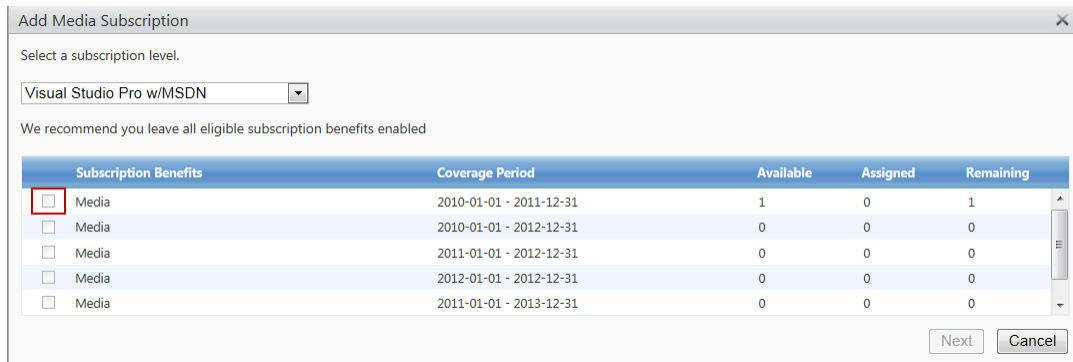
4. Select the benefit by clicking the checkbox by the benefit.

5. Click **Next**.

The **Media Details** area displays your selected media choice.

To add Media Subscription Ship To information

Use the Add Media Subscription **Ship To** information area to add media subscription shipping details for a subscriber. You can view the **Ship To** information entry fields, the **Media Subscription Summary**, and the **Add Media Subscription** areas.
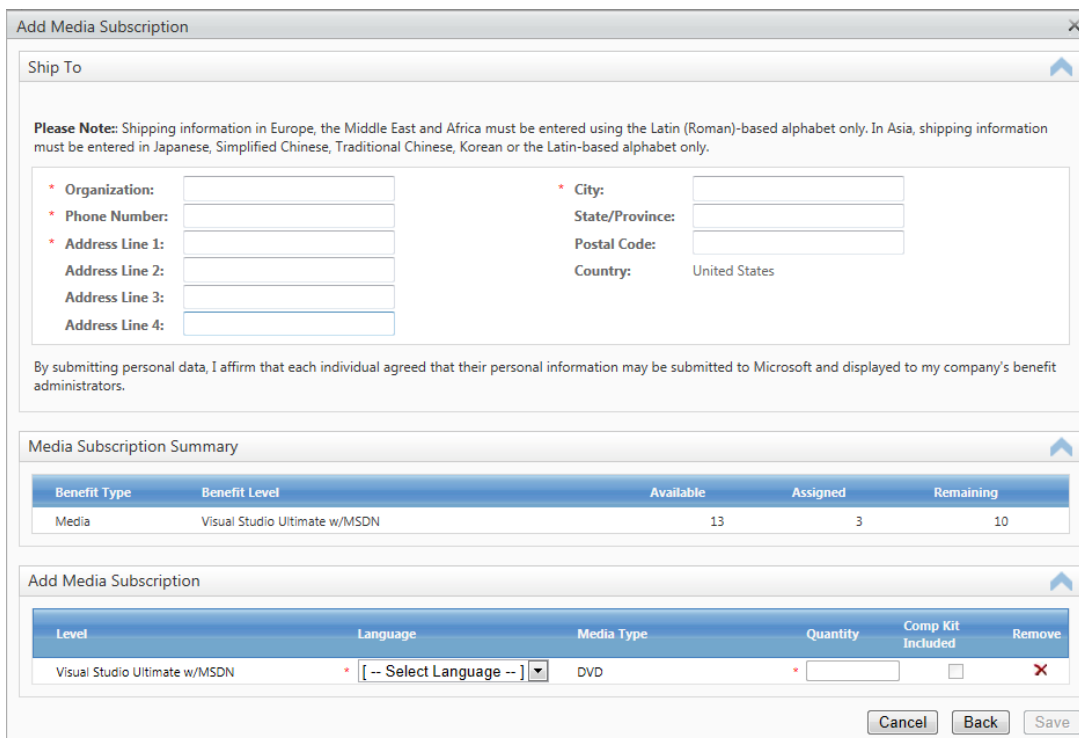
1. Type the necessary subscriber shipping information into the fields. All required fields are denoted by a red asterisk (*).

2. In the Media Subscription Summary area, you can view the Subscription Type, Subscription Level, and all **Available**, **Remaining**, and **Assigned** subscriptions.

3. On the Add Media Subscription area, click the **Language** drop-down menu to select a language.

   Your language menu drop-down selection choices are **European (NA)**, **Intl (NA)**, **English**, and **English, French**.

4. Type the number of physical media that you wish to ship in the **Quantity** field.

5. To include a comprehensive media kit, select the **Comp Kit Included** checkbox.

6. Select **Save**.

   The results of your saved Ship To information display.

Assign a Subscription

You can click the **Assign Subscription** tab to type information for a new subscriber to MSDN. Select the subscription level for this subscriber. The subscription level should correspond to the license you purchased.

Subscriptions are licensed per subscriber, so the component benefits of the subscription must all be assigned to the same person and cannot be shared with others.

> **TIP**   Microsoft recommends you disable **Media**, and manage all of your benefits digitally by checking **Subscriber Downloads**. Subscriber Downloads allows you to download software, access e-learning, Windows Azure, and other benefits that may be included.

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To assign a subscription to an agreement

1. From the main navigation, click the **Subscriptions** tab.
2. From the drop-down menu, select **MSDN Search**.
   The MSDN Subscription Administration page displays.
3. In the Search area, type an agreement number into the **Agreement Number** field.
   You can also type a public customer number into the **Public Customer Number** field.
4. Click **Search**.
5. Click the **Agreement #** or **Public Customer #** hyperlink to view a relevant result or agreement. Click the **Assign Subscription** tab.
6. Click the **Assign Subscription** down arrow to open the Subscription Benefits drop-down menu.
7. Select an option from the list (for example, **Visual Studio Ultimate with MSDN**).
8. Click the checkboxes to select eligible subscription benefits that apply to the subscriber.

NOTE   Microsoft recommends that you leave all eligible subscription benefits enabled

9. Click **Next**.
   The **Assign Subscription** area displays with the subscriber information text fields available.
10. Type the subscriber's information into the text fields.
    Required text fields are denoted with a red asterisk (*).

NOTE   You can use the **Reference** fields to keep track of additional information (for example, the subscriber's department or division) in your organization.

11. Click **Next**.
    The Subscription Selection area displays with your selections listed.
12. Click **Finish**.
    A welcome email is automatically sent to the new subscriber detailing how to activate the subscription. Activation is required to gain access to Subscriber Downloads and other online subscription benefits.

To assign a subscription with media

1. Click the Assign Subscription tab.
2. Click the **Assign Subscription** down arrow to open the subscription benefits drop-down menu.
3. Select an option from the list (for example, **Visual Studio Ultimate with MSDN**).
4. Click the checkboxes to select eligible subscription benefits that apply to the subscriber.
5. To send media to the subscriber, select the **Media** checkbox.
   The Ship To, Media Subscription Summary, and Add Media Subscription areas display.
6. Type the required information into the **Ship To** fields.

7. Review the available media in the Media Subscription Summary.
8. In the Add Media Description area, select the **Language** and the **Quantity**.
9. Click the **Comp Kit Included** checkbox to include a comprehensive media kit.
10. Click **Next**.
    You can review your typed information.
11. Click **Finish**.
12. The Results area indicates the status of your added subscriber.
13. (Optional) You can click the **Export All Subscribers: CSV** link to export the subscriber list to a Microsoft Excel spreadsheet.

Assign Multiple Subscriptions

You can assign multiple MSDN subscriptions by pasting an XLS spreadsheet with multiple MSDN subscribers to VLSC.

You should enable editing in the Excel file, and then go to the **Enter Multiple Subscriptions** tab. You can type the information into designated fields for each individual subscriber. If you need additional clarification in filling out the file, refer to the steps on the Instructions tab in the Excel file. Depending on your agreement type, you may need to select a coverage end date.

To assign multiple MSDN subscriptions

1. From the main navigation, click **Licenses**.
2. Ensure that you are adding subscribers to the correct agreement.
3. Click the Assign Multiple Subscriptions tab.
4. Under the **Add Multiple Subscribers** heading, follow the instructions provided. Use the instructions detailed within the Excel template.

NOTE   You can add a maximum 250 subscribers per session.

5. In the Excel spreadsheet, click and drag to copy the rows for the subscribers that you would like to add to VLSC from the Excel spreadsheet. You do not need to highlight the column headers.
6. In Excel, click **CTRL,** and then click **C** to copy all highlighted rows of new subscriber data.
7. Click Paste and Submit Subscribers from Excel.
8. The process summary page displays.
9. At the popup prompt, click **Allow Access**.
10. Click **Refresh**.
11. You can view a report to verify the added subscribers and view any errors that occur.
12. The **Assign Multiple Subscriptions** status confirms that the multiple subscribers were added successfully.
13. Click **Finish**.

14. You can view the newly assigned subscribers from the main **MSDN Subscriptions Administration** page.

> **NOTE**   Depending on the number of subscribers uploaded, it may take some time for the request to process. It is advised to check back later to confirm completion.

To manage errors in adding multiple MSDN subscribers

1. Under **the Add Multiple Subscribers** heading, you can view subscribers who were not added due to errors. Subscribers who are not added due to errors are listed in the **Not Added Due to Errors** area.
2. Click the subscriber's hyperlinked first or last name, and then make the necessary correction(s).

To fix added MSDN user entry errors

1. The error message displays. Click the last name of the added subscriber to edit entered information.
2. The MSDN Subscription Administration page displays with the **Add Multiple Subscribers Error Correction – Update Subscriber Information** area active.
3. Select the drop-down arrow to select a benefit level (for example, **Visual Studio Ultimate w/MSDN**).
4. The Add Multiple Subscribers Error Correction – Update Subscriber Information area displays with the subscriber's information entry form active.
5. Type the required information into the fields.
6. Select the drop down arrow to open the menus to enter a **Country** and **Correspondence Language**.

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7. Click **Next**.
8. The updated subscriber information displays.
9. Review your changes, and then click **Finish**.
10. The **Added Successfully** confirmation message displays.
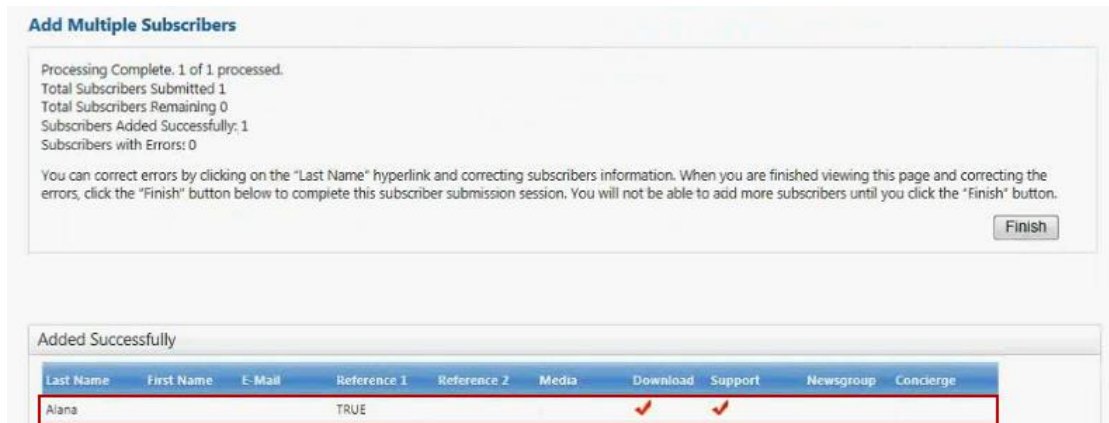
Removing a Subscriber

If a subscriber has left the company or changed responsibilities, then it may be necessary to remove them.

To remove a subscriber

1. From the main navigation, click the **Subscriptions** tab.
2. From the drop-down menu, select **MSDN Search**.
3. On the MSDN Subscriptions Administration page,
   a. Locate the subscriber you are removing from the list in the **Results** section or
   b. Type the subscriber's information into the **Search** form text fields.
4. Click the arrow on the right hand side to expand the **Search** section.
   You can filter by various fields, including subscriber name and email, Subscriber ID, subscription level, or country.

NOTE   In the **Results** section, you can also export all subscribers to a CSV file.

5. Select the check box next to the subscriber's last name
6. Click Remove Subscriber.
7. At the confirmation prompt, click **OK**.
   The **MSDN Subscription Administration** page updates with the subscriber no longer listed.

Using Shipment Search

You can search for shipments by typing the relevant information into the fields.

To search for a shipment

1. From the main navigation, click **Subscriptions**.
2. From the drop-down menu, select **MSDN Search**.
3. Click the **Shipment Search** tab.
4. The Shipment List page displays with the Media Details, Ship To, and Shipment Line Items areas displayed.
5. View the read-only Shipments Details page. To view a different shipment, click the **Back to Shipments List** link.
6. You can find the shipment status by using any of the drop-down filters.
7. Click the **Shipment #** to go to the Shipment Details page.
8. The **Shipment Details** page shows media details and shipping information by line item.

Viewing the Subscription Summary

The Subscription Summary page provides summary information for licenses and media. You can view the results of your subscription. You can filter results to view either *Subscriber Downloads* or *Media*. Both of these results display by default. The summary provides the total available subscriptions by subscription level and how many have been assigned or are remaining.

The **Agreement** area displays information about the selected agreement.

You can sort the subscription summaries using **the Subscriber Benefit Level(s)** controls.

- Use the **Benefits** control to filter for Subscriber Downloads and Media.
- Use the **Subscription Level** to filter based on the subscription level (for example, Visual Studio Ultimate w/MSDN).
- For Select Plus subscribers, use the **Coverage Period End Date** calendar widget to filter based on the coverage period.

You can use the **View Benefit Summary** area to view Benefit Type, Benefit Level, Coverage Period, and Available, Assigned, and Remaining benefits columns.

The **Remaining Benefits** column indicates the remaining quantity of unassigned benefits that are still available for use.

NOTE   A negative remaining balance indicates an over-claimed benefit

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.

Number	Name	Purpose
1.	**Learn more about Microsoft Online Services** link	Click this link to navigate to the Microsoft Online Services homepage.
2.	**Online Services Agreement List** link	Click the link to navigate to the **Online Services Agreement List** to view and manage your authorized licensing IDs.
3.	**Click here. . .to**	Click the link under MSDN and Expression

	manage your MSDN subscriptions link	subscriptions to go to the Relationship summary.
4.	Click here . . .to manage your TechNet subscriptions link	Click this link to view the *Relationship Summary* page and select a license ID to manage the TechNet subscription.
5.	View or manage your TechNet subscriptions from Software Assurance link	Click 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.

## About Online Services Subscriptions Management

The Microsoft Enterprise Agreement gives you the best overall pricing based on the size of your organization along with the full benefits of Microsoft Software Assurance and simplified licensing management through the company-wide option.

To learn more about Online Services

1. On the main navigation bar, click **Subscriptions**.
2. Click the **Please click here to learn more about Microsoft Online services** link, or navigate to http://www.microsoft.com/online/default.aspx.

## About Microsoft Software Assurance for Volume Licensing

Click **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 click a benefit to view and manage eligible license IDs for the benefit using the Manage Software Assurance Benefits page.
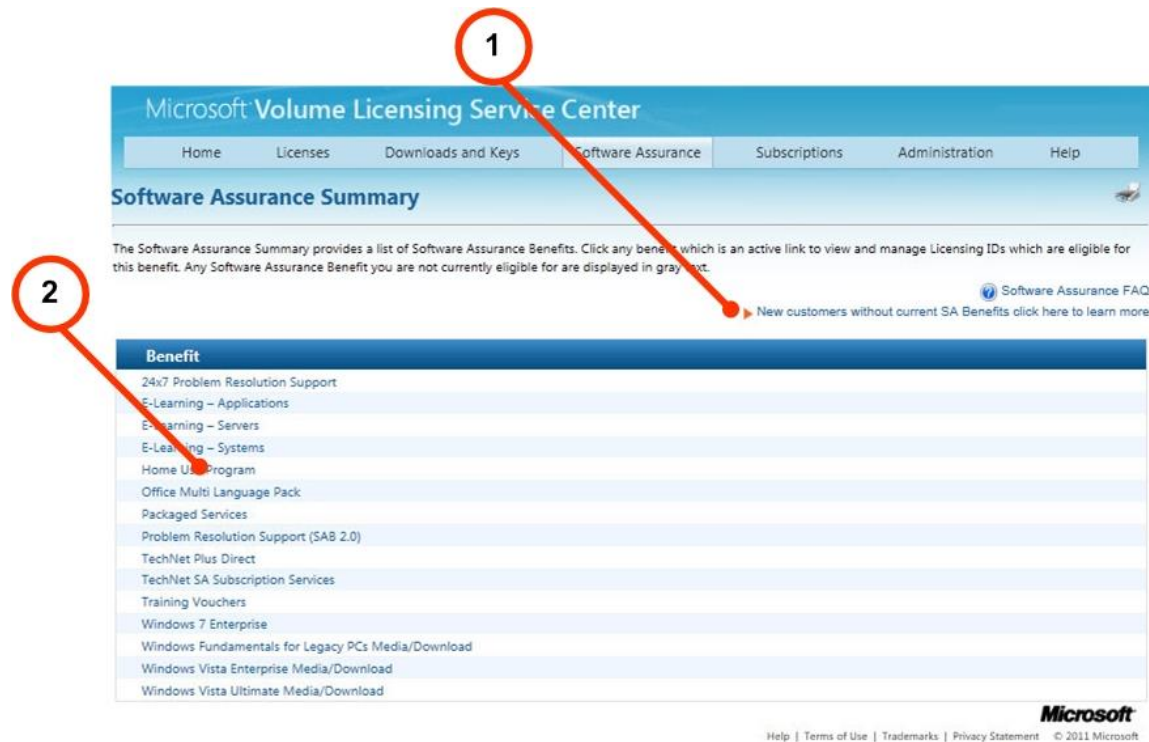
Number	Name	Purpose
1.	**New customer without current SA Benefits** link	Click this link to access the Microsoft Volume Licensing, Software Assurance for Volume Licensing page to learn more about SAB.
2.	**Benefit** list	Click the link for each benefit to open the Manage Software Assurance Benefits page.

Using the Manage Software Assurance Benefits page

The Manage Software Assurance Benefits page allows you to select a Licensing ID associated with each SA benefit.
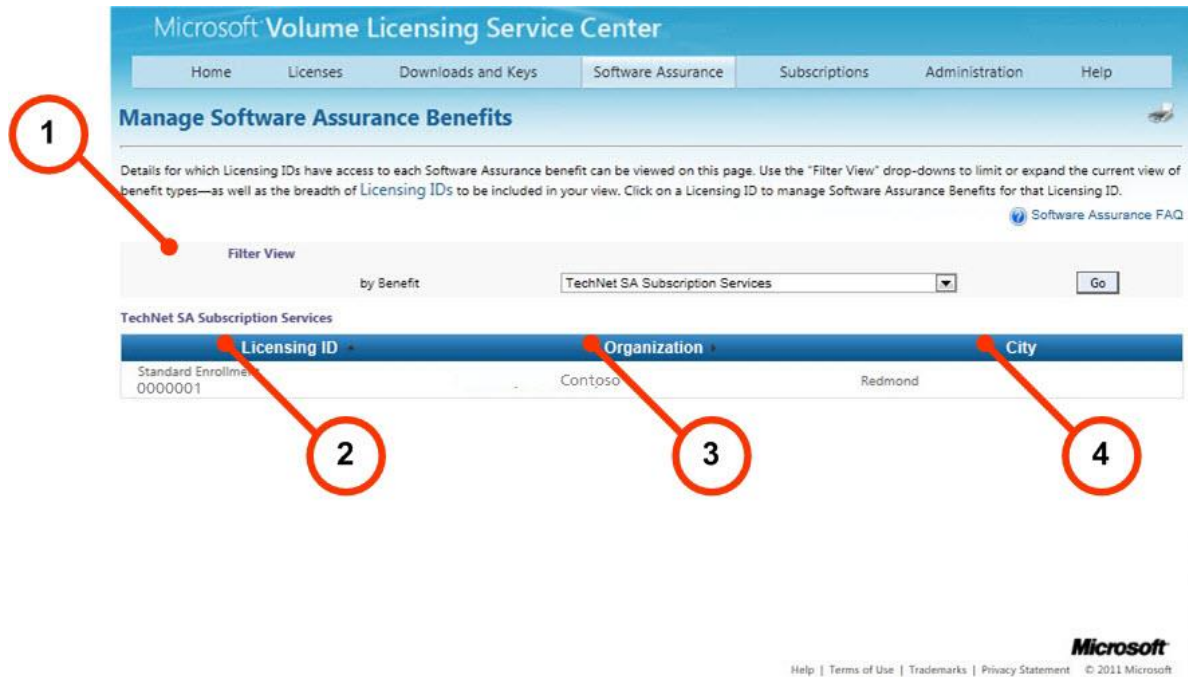
Number	Name	Purpose
1.	**Filter View**	You can use this menu to select a benefit. Select an option, and then click **Go**.
2.	**Licensing ID** column	You can click the product licensing ID to view the benefit summary for the selected product.
3.	**Organization** column	View the organization for the selected software assurance benefit.
4.	**City** column	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 displays, showing a list of linked Software Assurance Benefits.
2. Click a benefit link to view details on a particular benefit.
   The Manage Software Assurance Benefits page displays.
3. Select the **Licensing ID**.
   The Benefits Summary page opens. You can click the linked benefit to
   - View your activated benefits
   - Activate a benefit
   - View your expired benefits

For further details and step instructions for using your software assurance benefits, you can view the _Microsoft Software Assurance for Volume Licensing Quick Start Guide_. This document assists you in accomplishing the following tasks:

- Step 1: Get to Know Your Benefits
- Step 2: Establish Software Assurance Managers
- Step 3: Claim Your Benefits Using VLSC
- Step 4: See More Ideas and Tips for Getting the Most out of Software Assurance

Creating and Managing Online Service License Reservations

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

You can use 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.
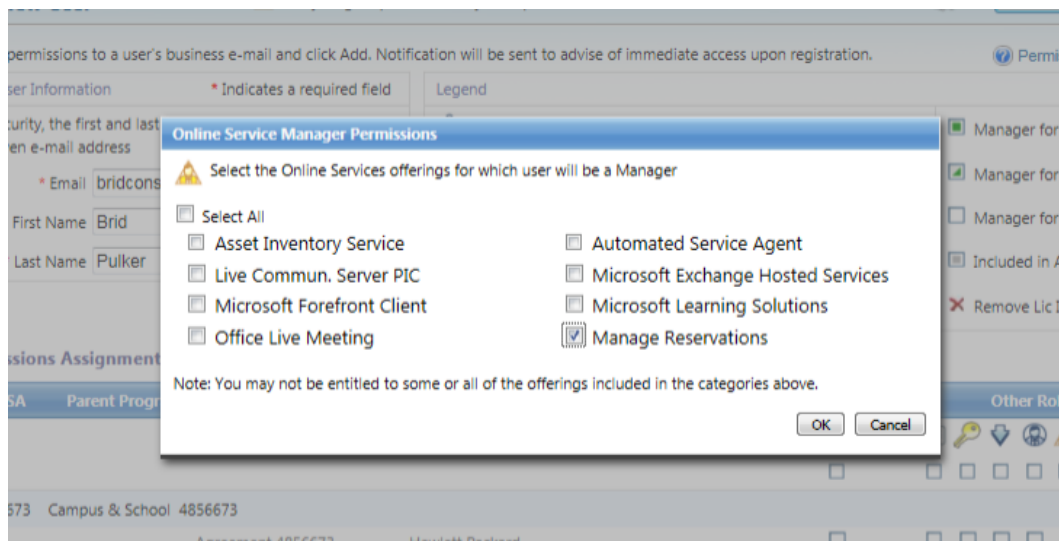
About License Reservations and Transitions

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 allows 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 click **Make Reservations**.
2. On the **Make a Reservation for a License ID** page, select an eligible license.
   You can hover over a grayed-out ineligible license to see the reason for ineligibility.
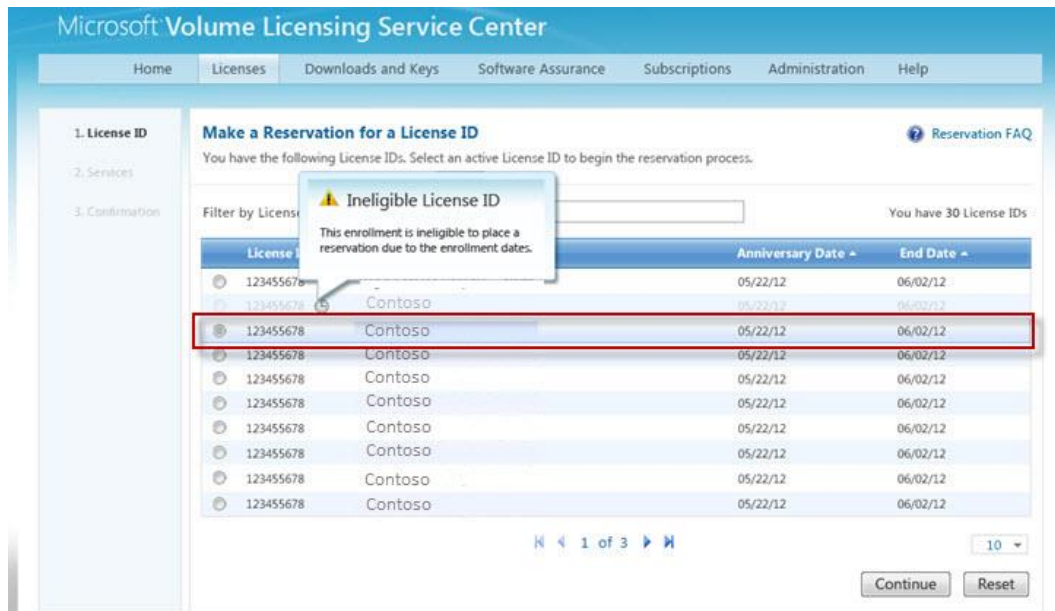
Any Licensing ID with the QuickStart icon ⚡ means only QuickStart Reservations are currently available under that agreement. For the Licensing ID to be eligible for non-QuickStart Reservations, a signed uEA Amendment (for pre-2011 agreements) and locked pricing for the service are required.
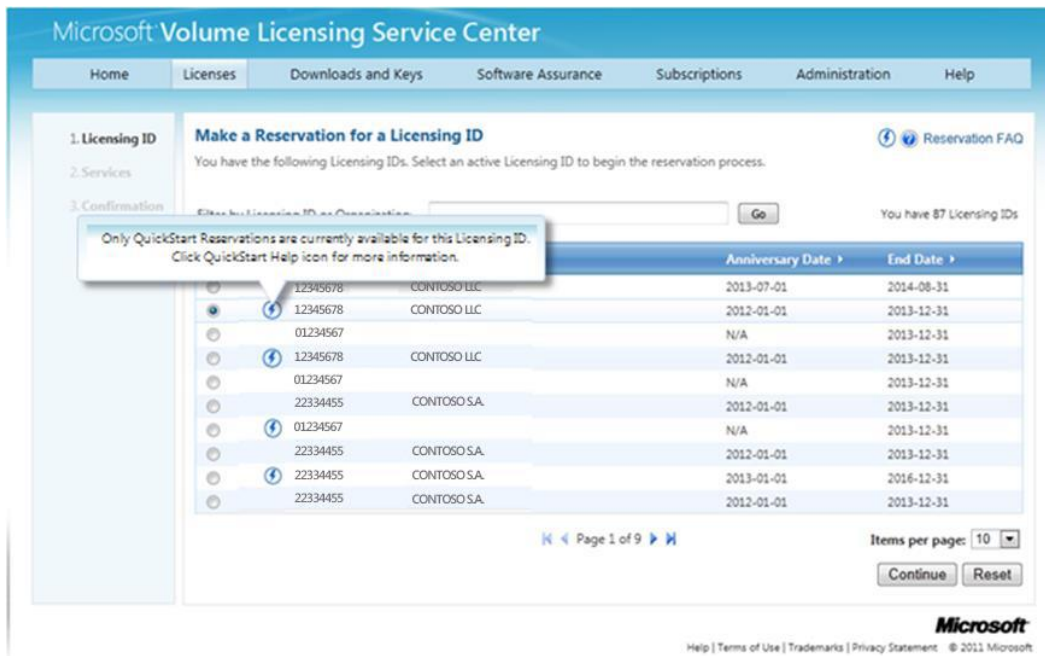
TIP - More information about QuickStart Reservations is available if you hover over the ⚡ or ❓ icons at the upper right of the screen.

3. Select an eligible licensing row, and then click **Continue**.
4. Select the reservation Usage Date from the Calendar icon, and then click **Continue**.
    Note that the Usage Date will apply to all items in this reservation purchase order.
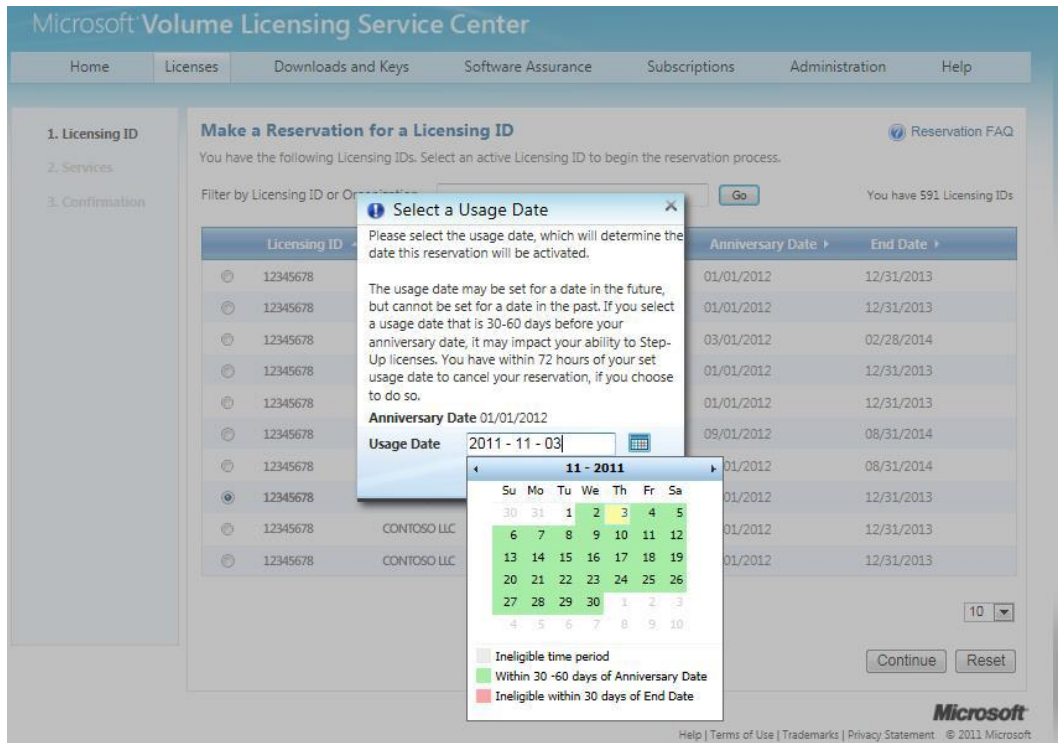
5. The usage date rules are:
   - It cannot have a past Usage Date.
   - It cannot have a Usage Date beyond 6 months in the future.
   - It cannot have a Usage Date within 30 days prior to the end of the agreement.
6. The Usage Date Rules and corresponding color and behavior are:
   - Grey indicates 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 click **Continue**, you can view a list of services in the form of product family names,. 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.
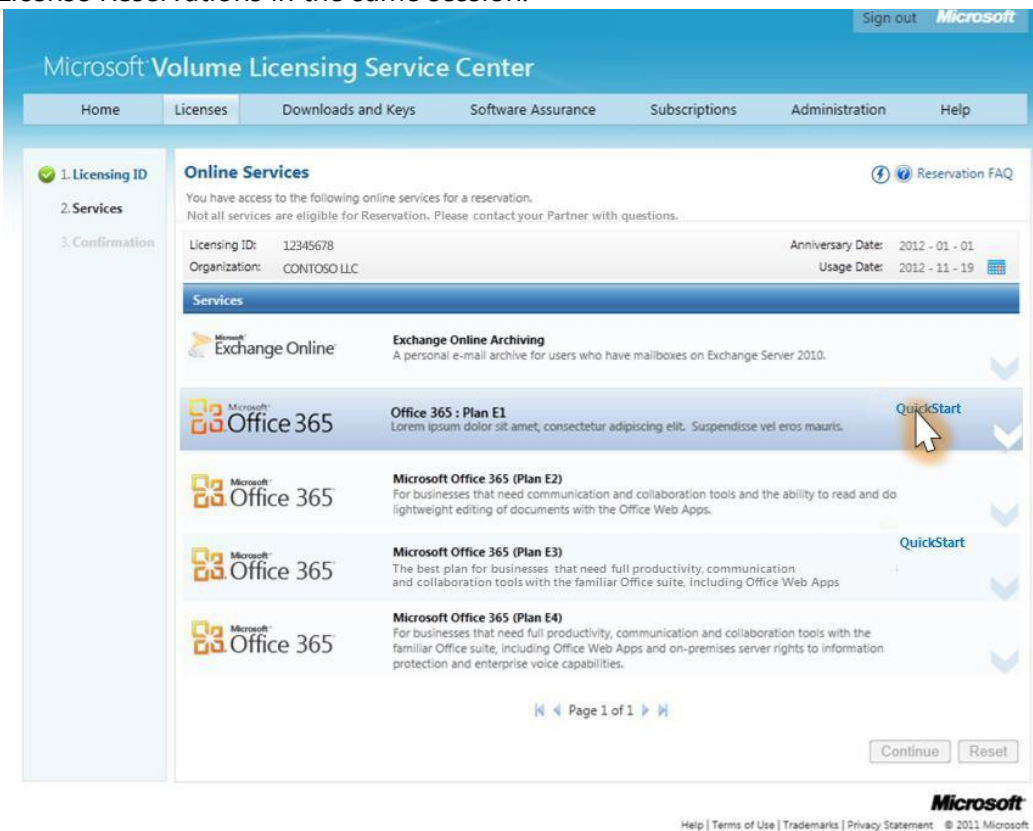
9. If you would like to change the usage date for the overall reservation, select the **Calendar** icon to open the date selection widget.

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'd like to reserve multiple products, select another online service and repeat steps 10 and 11.
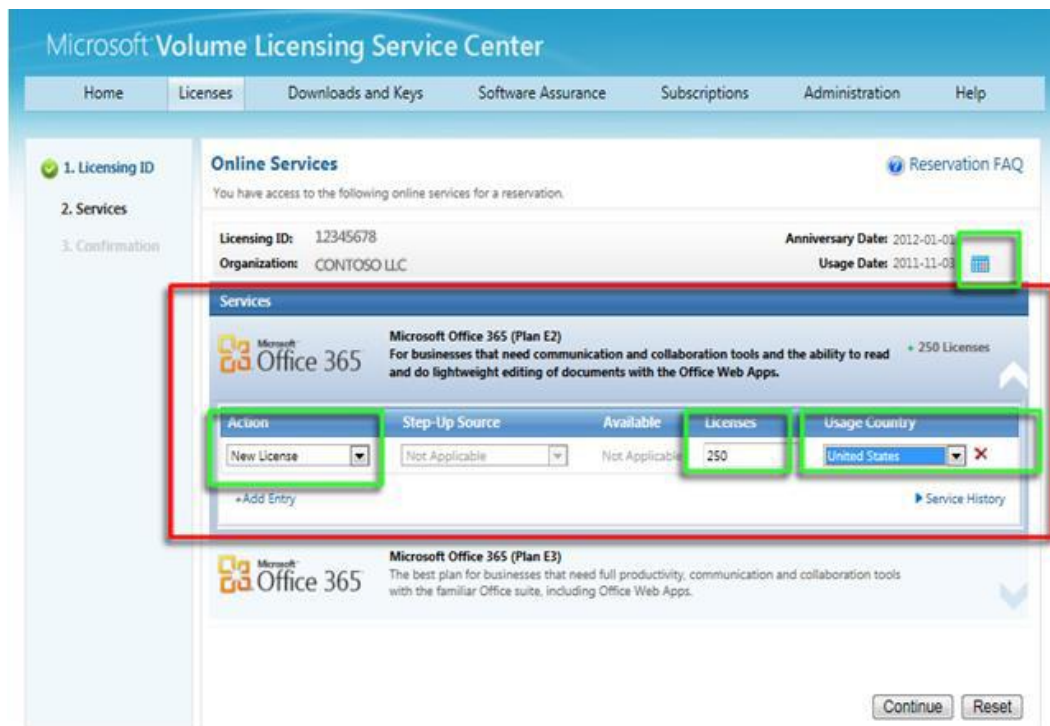
More about usage dates:
- If you change the Usage Date after making step-up line item actions on the reservation (but before submitting the reservation) then the system must evaluate if the change in the Usage Date also changes step-up opportunities.
- If the new Usage Date is outside of the original step-up opportunities usage date ranges, then a warning message displays. If you select **Continue** and accept the date, the affected step up items are deleted.

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13. On the Online Services page, click **Continue**.
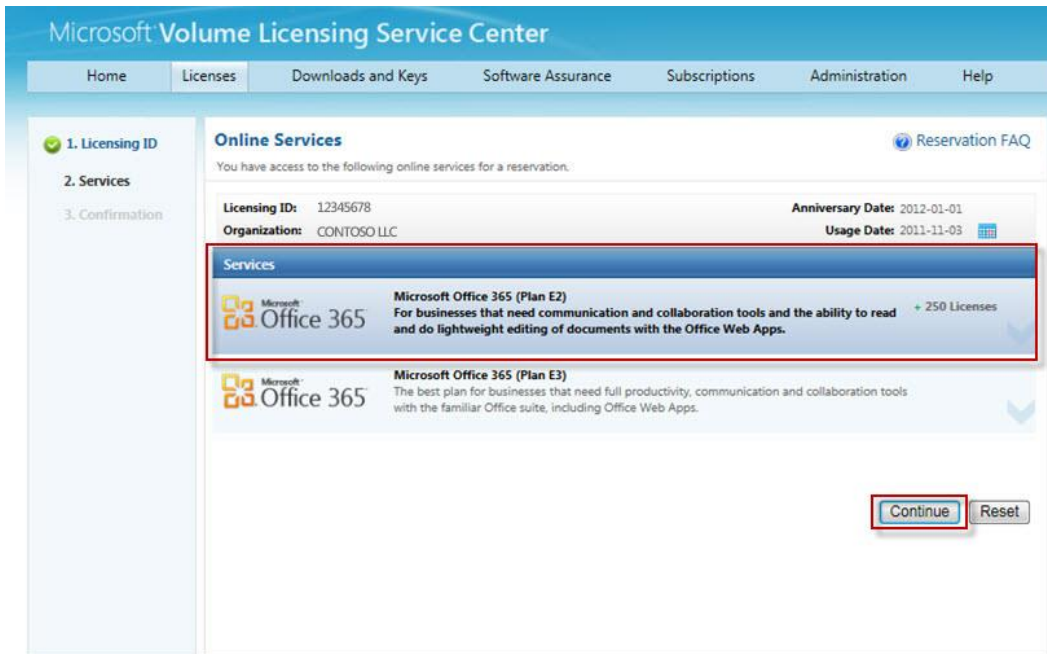
14. Review the reservation details to ensure they are correct. If one of the services is being reserved as a QuickStart Reservation, you will see QuickStart Compliance Date in red. This is the date (30 days from the Usage Date) by which the uEA amendment and Online Services Terms and Conditions must be signed, and pricing locked.
15. After reviewing and, if necessary, correcting the reservation, select **Submit Reservation**.

NOTE   Ensure 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 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 click 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

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Order, as well as a commitment to lock pricing within 30 days of the reservation Usage Date. Once you click Accept and Submit, the Reservation Complete screen will appear.
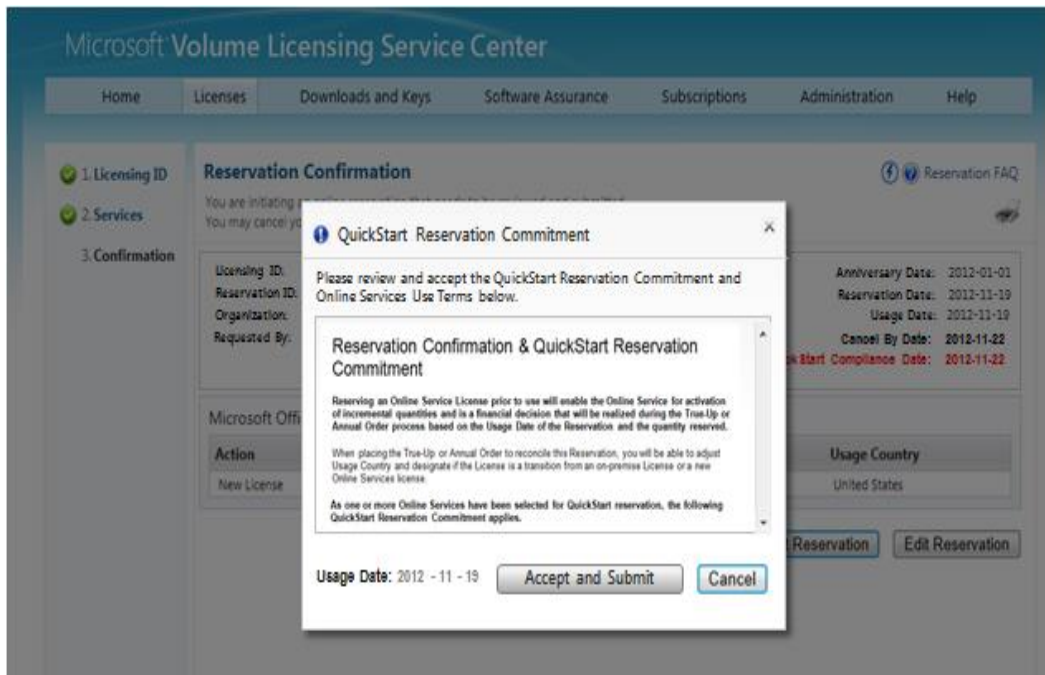

If your reservation does not include QuickStart items, a pop-up window will appear displaying the Reservation Confirmation. Once you click Submit Reservation, the Reservation Complete screen will appear.

17. At the confirmation popup window, read the entire agreement. If you want to financially commit on behalf of your company, click **Accept and Submit** or **Submit Reservation** depending on the pop-up that appears.
18. You may also click **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.
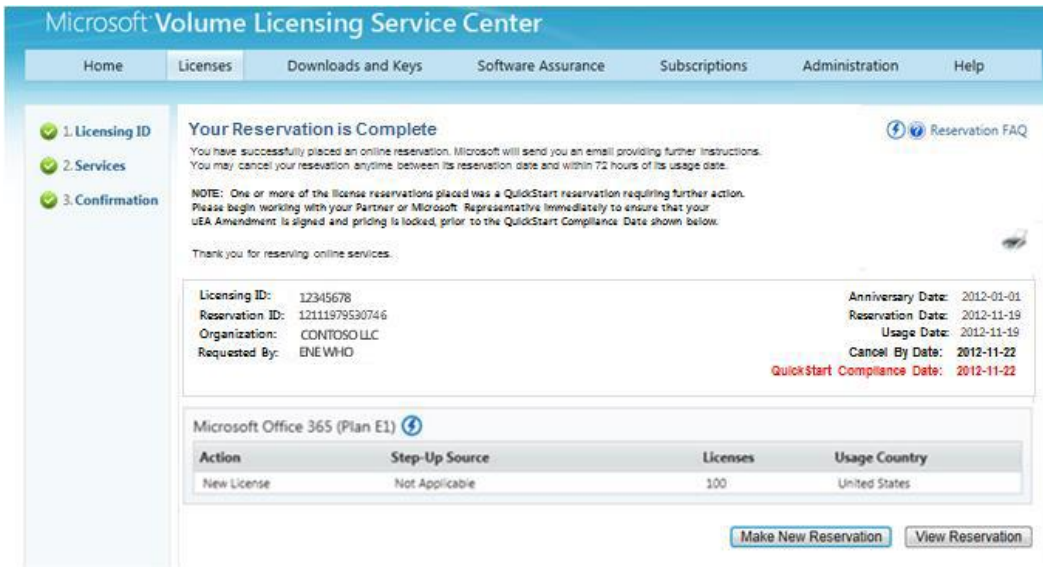
NOTE: If one or more items on the reservation are a QuickStart reservation, further action is required of you. Please begin working with your Partner or Microsoft representative immediately to ensure that your uEA amendment and OLS Terms and Conditions are signed and pricing is locked prior to the QuickStart Compliance Date shown in red.

After the Reservation is complete, the person who placed the reservation will receive a confirmation email 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 will be sent to both your company's Customer Notices Contact and Partner representative within one day. This mail 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 emails 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, click the **Action** drop-down menu, and then make the following selections.
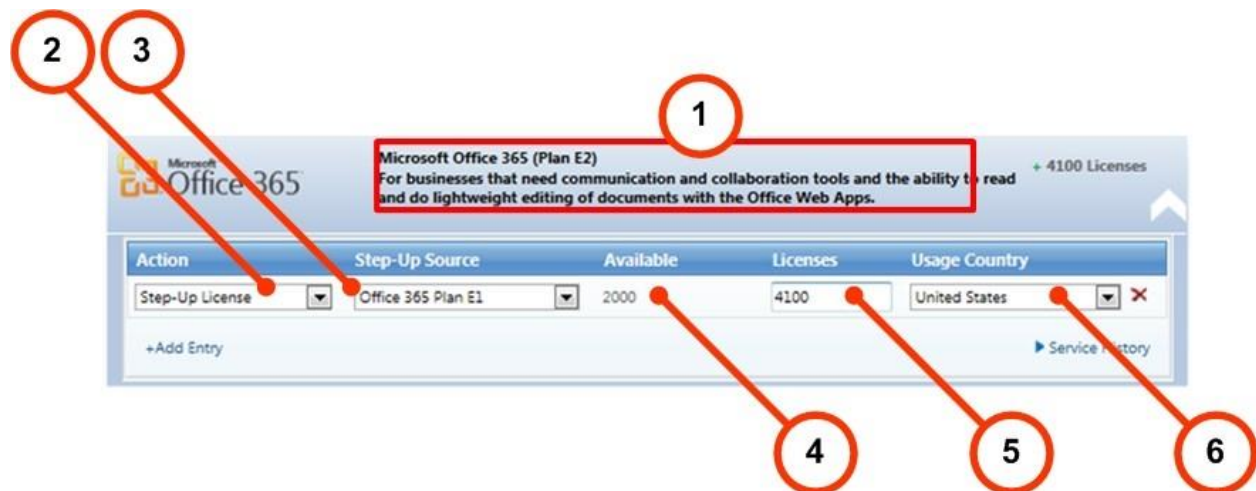
	Name	Purpose
1.	**Service** description	**Plan E2** is the service to be reserved.
2.	**Action** menu	Click the **Action** drop-down menu, and then select **Step-up License**.
3.	**Step-up Source** menu	Select **Office 365 Plan E1**. Selecting a product populates the Available Quantity column. In this example, Office 365 Plan E1 is the service that you will pull the Office 365 resources from to reserve the licenses for Office 365 Plan E2.

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4	**Available Quantity** column	The **Available Quantity** column displays the total number of licenses that are available. The number of licenses you choose cannot be greater than the number available.
5.	**Licenses** textbox	Type the number of licenses required. Once this field is populated, the total number of licenses in the Available Quantity column decreases by the number of licenses you reserve. In this example, 6100 licenses were available, and 4100 are reserved. There are 2000 licenses remaining for the source product.
6.	**Usage Country** menu	Select the Usage Country where the licenses are reserved.

2. Once you have selected all of the options, the service section closes, and the results of your selection display. You can manage other plans that you may have listed in your service agreement.

   You can click **Add Entry** to add another line item to the same service if needed.
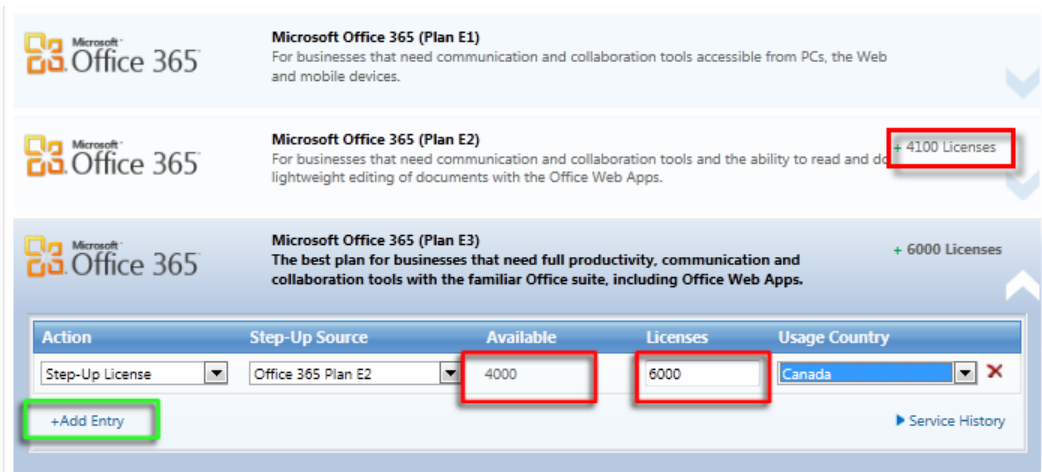
3. Review your line items, and then click **Continue**.

4. The **Reservation Confirmation** page displays the multiple online services chosen for step-up that are included in this reservation.
5. Click **Submit Reservation**, or **Reset** to restart the procedure.

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, click **Licenses**, and then click **Manage Reservations**. You can view Manage Reservations by Service, License ID, and Reservation pages.
Click the **Service** button to display all of your reservations.
   - Click a number in the **Reservation** column to see reservation details.
   - You can click **Cancel** to cancel a reservation within 72 hours of submitting the reservation.
   - Clicking 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.
   - Clicking **Close** closes the Service section.
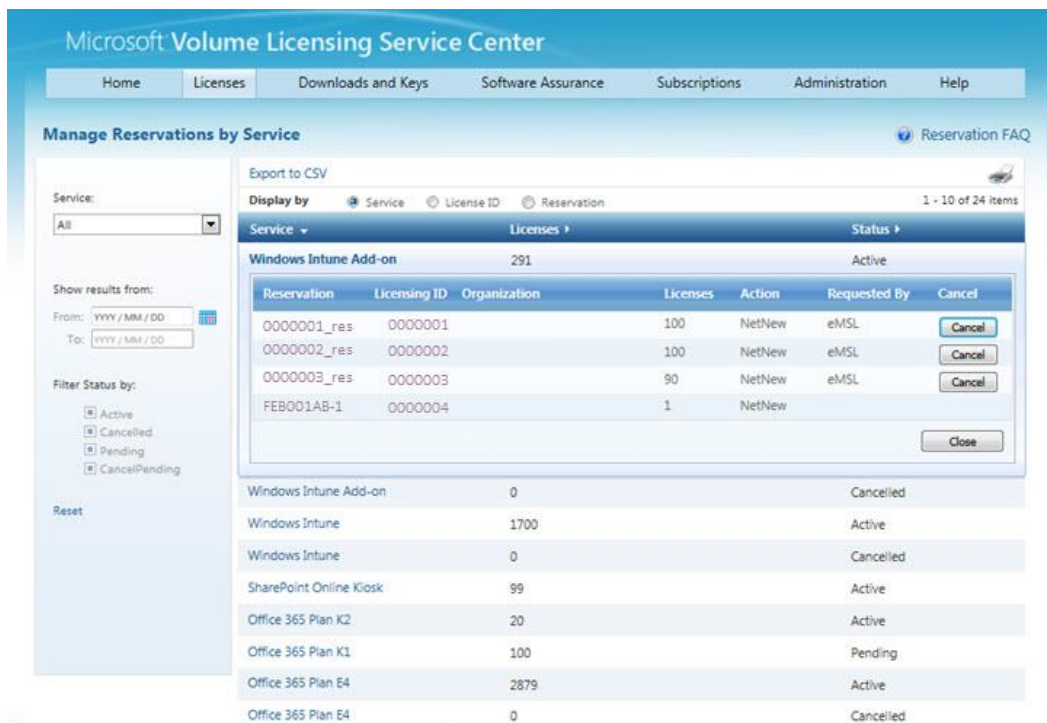
3. Click the License ID to view your reservations by license ID.
   • Click a number in the License ID column to view reservation details.
   • Click a number in the Reservation column to view reservation information for the license ID selected.
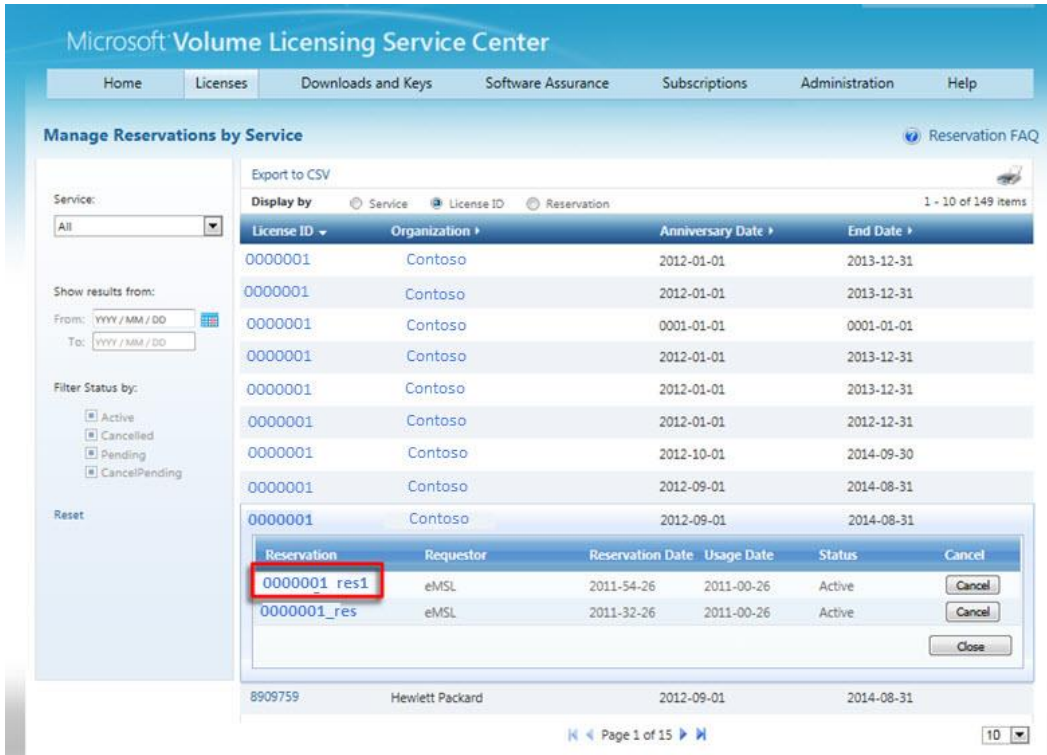
   • If you click a reservation number link, the page will open the Reservation view and close the License ID view. You can view reservation information by descending order or by the reservation date.
   • If one or more line items on the reservation was placed as a QuickStart Reservation, the QuickStart icon ⚡ will be displayed.

Getting Help

You can access the Help page to search FAQ, contact technical support, or see an overview of the main navigation bar in the VLSC web site. You can click the **Contact Us** link on the bottom of the *FAQ Overview* page to navigate to the VLSC Help page.

From the main navigation bar, click **Help** to view *the Frequently Asked Questions Overview* page, or click the **Contact Us** link at the bottom of the page to view contact details for the Support Center nearest you.

Number	Name	Purpose
1.	**Support Center Contact Info** drop-down menu	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 box	Displays e-mail, telephone and fax 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 **Contact Us** page map, hover and then click the region (for example, North America).
2. The Support Center choices in **the Support Center Contact Info** drop-down menu are limited to your selected region.
3. Click the Support Center Contact Info drop-down menu.
4. Select a choice from the menu list.
   The **Support Center Contact Info** box displays the phone number, e-mail 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 e-mail account is not recommended for use with the Volume Licensing Service Center.

1. From the VLSC Home Page, click **Sign In**.
2. Click **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. Click the links to review the Microsoft terms of use and the Microsoft online privacy statement.
10. Click I Accept.
    The **Verify your email address** page displays. Follow the directions to access your e-mail account and verify the e-mail address.
11. In your business e-mail account, locate and open the *Verify the email address for your Microsoft Account* message.
12. Click the link provided in the e-mail to verify ownership of your Windows Live e-mail address.
13. The email address confirmation message displays. Click **Finish**.

Appendix B – Glossary

Term	Definition
Commerce Technology Platform (CTP)	Previously called Online Commerce Platform. This is the portal that 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.
MOC	Microsoft Online Services Portal. This portal is used exclusively by Microsoft Office 365.
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 program-agnostic; one MBSA can cover all Enterprise and Select agreements.
MSDN	Microsoft Developer Network (MSDN) offers you a subscription package where you have access to licenses to use on nearly all Microsoft software released to the public. In most cases, the software functions exactly like the full product version. 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.

Commerce Platform	The portal that provisions online services. This backend service is connected to a third party system, Metracare, to perform billing operations.
Parent Program	The Parent Program has a child relationship to the MBSA in the Volume Licensing Agreement structure. The Parent Program defines the actual program(s) that products may be ordered against. 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.

Volume Licensing Program	Program name for the Licensing ID	Program name for the Parent Program
Select, Enterprise, Campus, School	Enrollment	Master agreement
Select Plus	Public Customer Number	Agreement
Open Value, Open Value Subscription	Agreement	N/A
Open License	License	Authorization Number

Performance Summary	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 from the reseller.
Planning Services	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.
Software Assurance	A Microsoft support program which allows a customer to receive complimentary product updates, a complimentary number of service tickets, and E-learning opportunities for products. Typically, a SA 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—such as Office Standard to Office Professional—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 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. Through Software Assurance, you get two different TechNet Benefits, a TechNet Plus Direct Subscription, and TechNet Chat and Newsgroup. Learn more about **TechNet** at: http://technet.microsoft.com/
VL	Volume Licensing
VLSC	The Volume Licensing Service Center (VLSC) helps you manage your Microsoft Volume Licensing entitlements.