

Microsoft Volume Licensing Service Center

VLSC User Guide to Online Services

MARCH 2018

Contents

Who is this guide for?.....	3
Introduction.....	3
If you are subscribing to Microsoft services for the first time	5
If you are already using some Microsoft services.....	10
Reserve seats or add new services in the VLSC	16
View your services in the VLSC	23
Change a role in the VLSC	26
Assign seats and manage your services.....	27
Troubleshooting tips.....	30
Get help and support for your services.....	31
More information	32

Who is this guide for?

This guide applies to customers who use the Volume Licensing Service Center (VLSC) and want to subscribe to new Microsoft services (online services) and manage their current services, such as Office 365 or Dynamics 365.

(This guide does not cover Microsoft Azure, since this service has its own portal and cannot be subscribed to from the VLSC.)

To use these service-related features in the VLSC, you must be in one of these five Microsoft licensing programs:

- Enterprise
- Enterprise Subscription
- Campus
- Schools
- US Government (USG)

If you have one of these other types of licensing agreements, please contact your Microsoft partner to sign up for services:

- Open
- Open Value
- Open Value Subscription
- Select
- Select Plus

If you have a Microsoft Products and Services Agreement (MPSA), you have the option of subscribing to services on your own in the [Microsoft Business Center](#). Customers with an MPSA agreement use the Business Center to manage their services and licensing instead of the VLSC. (VLSC and MPSA customers can also subscribe to services through their Microsoft partner.)

Introduction

This guide describes how to view your current Microsoft services in the VLSC and reserve more services there, as well as steps to activate and manage your services in the Office 365 Portal.

The guide also explains:

- What notification emails you can expect to receive from Microsoft about activating your services.
- Who Microsoft sends activation emails to in your organization.
- How to sign up for Microsoft services the first time (new customers).
- How to create an account and register a domain name with Microsoft to use when you and other people in your organization sign in to your services.
- How to add more seats to services you already have.
- How to get trial editions of new services.

If you are in any of the five Microsoft licensing programs listed above (see *Who is this guide for?*), you can sign up for Office 365 and other Microsoft services on your own in the VLSC or through your Microsoft partner.

- There are two ways to start using Microsoft services: **order** them or **reserve** them. You can reserve more seats at any time without placing an order. After you reserve more seats, your partner must order them to ensure they get paid for.
- If you **reserve** more seats in the VLSC, your partner will then “reconcile” your reservations (comparing the services you have reserved or provisioned to the services you have ordered and paid for), to make sure all the services you reserve get ordered and paid for.
- You don’t need to reserve anything when you are simply **renewing** seats you already have for a service you already use. Contact your Microsoft partner to renew your existing seats before they expire. (Renewals do not add more seats or more services.)
- Customers with **Campus** or **Schools** licensing agreements cannot reserve seats in the VLSC. Only customers with non-academic licensing agreements can reserve seats.
- Contact your partner if you want to subscribe to the [Microsoft Azure](#) cloud platform. You cannot reserve seats for Azure in the VLSC.

Definition of key terms

There are several key terms and roles used with services that it will help you to understand as you read this guide.

Account

Every organization that subscribes to Microsoft services must create a services account. This account includes the domain name that people in your organization will use to sign in to their services. For example, a fictitious company named Contoso might use the domain name contoso.onmicrosoft.com. Employees could sign in with their usual work account (email address) or a user name such as user@contoso.onmicrosoft.com, depending on how the account is set up.

Global Admin

The person in this role is whoever creates the services account for your organization. They have the ability to add additional global admins to the account. ([Learn more](#))

Public Customer Number (PCN)

Every organization that has a licensing agreement with Microsoft has at least one Public Customer Number (PCN.) Each enrollment your organization has can have its own unique PCN. This PCN is used to identify your organization and enrollments.

Online Services Manager

The Online Services Manager is the primary person in your organization for reserving and checking your services in the VLSC. At least one person in your organization should be designated as the Online Services Manager in your licensing agreement with Microsoft. Microsoft will send this person an email to sign up for an online services account the first time your organization subscribes to services.

If you are subscribing to Microsoft services for the first time

If you do not currently have any Microsoft services under your licensing agreement, you can get started by “reserving” seats for new services in the VLSC. If you prefer, you can contact your Microsoft partner and ask them to order the services you want. (Whether you reserve seats on your own or ask your partner to order them for you, your partner must eventually order all the services you use, to ensure they are paid for.)

When you reserve seats and subscribe to new services, Microsoft will automatically send an email to the person designated in your licensing agreement as the **Online Services Manager**, asking them to complete a services account profile and activate the new services.

If you don’t know who this person is, you can find their name in the VLSC (see instructions in the next section.)

Have Microsoft send the activation email to someone else

If you believe Microsoft should have sent the activation email to someone else in your organization, you can find out who it was previously sent to and change the name yourself in the VLSC. This will re-trigger the activation email to send it to the new contact person you designate. Microsoft sends the activation email to the person in your organization designated as the Online Services Manager.

To designate a new person to receive this activation email and have Microsoft send it to them:

1. [Sign in to the VLSC](#).
2. In the main navigation menu of the VLSC, select **Subscriptions**.
3. Go to Online Services Agreement List.
4. Enter your **Agreement Number** and click **Search**.
5. In the search results, click the link for your Agreement Number.
6. Under Activated Online Services, click Service Name.

- Look under **Subscription Contact** to see the name of the person who was designated to receive the activation email from Microsoft (and should already have received it.)

[Home](#) > [Online Services Agreement List](#) > [Online Services Summary](#)

Online Service Details

Agreement Number: [REDACTED]	Agreement Status: Active	Agreement Start Date: [REDACTED]
Program: Enterprise 6		Agreement End Date: [REDACTED]
Online Service Name: Microsoft Office 365 - Dedicated		Subscription ID: [REDACTED]
Online Service Status : Active		Subscription Created Date: 2016-10-05
Eligible Users: 6289		

Manage Online Service

As the VL administrator of the Agreement, complete the tasks below by selecting the links:
[Edit Subscription Contact](#)

The activation link required to activate the licenses on an existing account or new account was sent to the following alias [REDACTED], if this alias is incorrect please contact your VL administrator to follow these steps:

- If the Subscription Contact information is incorrect or the email address is empty, select the **Last Name** in the **Subscription Contact** section and correct the necessary information - ensure the email address is correct.
- Changing or adding the email address for the Subscription Contact will trigger the activation email - so please check your emails after a few minutes and follow the instructions to activate the license.

Online Service Details

Online Service Item	Eligible Quantity
Exchange Online Archiving - Dedicated	6289

Subscription Contact

Edit subscription contact below by selecting the last name.

Last Name	First Name	Email Address	Organization
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

[Return to Online Services Summary](#)

8. Select the **Last Name** of the person you want Microsoft to re-send the activation email to. Enter the new name and contact information for the person, then select **Update Contact Details**. When you save this information, the system will automatically re-trigger the activation email and send it to this person.

[Home](#) > [Online Services Agreement List](#) > [Online Services Summary](#) > [Online Service Details](#)

Update Subscription Contact Detail

Agreement Number:
Agreement Status: **Active**
Program: **Enterprise 6**
Online Service Name: **Microsoft Office 365**
Online Service Status: **Active**

Update contact details:

(* = Required)

- Edit existing contact details by making the changes and selecting Update Contact Details button.
- [Create a New Contact](#) and enter new contact details.

First Name * Last Name *

First Name Pronunciation Last Name Pronunciation

Email Address *

Phone Number *

Organization *

Address Line 1 *

Address Line 2

Address Line 3

Address Line 4

City/Town *

State/Province (* if in US or Canada) Postal Code

Country *

Preferred Correspondence Language *

Sign up for a new account and activate your services

When you sign up for a new account and activate new services, Microsoft will send email to the **Online Services Manager** asking them to activate the new services.

The activation email from Microsoft will have this subject line:

Action required: Complete your profile to set up your services

NOTE Microsoft will only send this activation email the first time you place an order for services under a new enrollment. After that, any new services you order under that enrollment will automatically be added to your account.

This activation email contains a **Register** link that will take the Online Services Manager to the Office 365 Portal, where activation occurs. This portal includes the Office 365 Admin Center, where admins can manage the entire family of Office business services, including Office 365, Exchange, SharePoint, OneDrive for Business, Skype for Business, Microsoft Teams, and Yammer.

When the Online Services Manager clicks the **Register** link in the activation email, this will connect their work account to their organization's licensing agreement and associate the new services with their organization's online services account.

NOTE The Online Services Manager must also be designated as a Global Admin on this account in order to sign in to the existing services account. If they are not a Global Admin, the Online Services Manager can forward this email to someone who is a Global Admin on this account and ask them to sign in.

Here are the steps to follow in the activation email:

1. If your organization is not already using any Microsoft services, go to option 2 in the email titled **My organization does not use any Microsoft services** and read the instructions.
2. Click the link in the email that says **Register for a new work or school account**.

NOTE Before you open the **Register** link in your activation email, we recommend you follow these steps to make sure you are not signed in to any other Microsoft service accounts:

- If you use any other Microsoft services, sign out of those accounts.
- Shut all your open browser windows.
- Copy and paste the link into a private browser window.

Please complete your activation to begin using your Office 365 services

2

My organization does not use any Microsoft services

If you do *not* have an existing Microsoft services trial or paid subscription, select this option. This will take you to a page where you can create a new work or school account and register a domain with Microsoft to use when you and other people in your organization sign in to your services.

After you register, any other Volume Licensing purchases you make under this agreement will be automatically activated and ready to use.

[Register for a new work or school account](#)

3. This link will take you to a page on the Office 365 site asking you to **create account profile**. Complete all the required fields and save your changes.

Office 365

[sign in](#) to add this subscription to your current account

create account profile

set up your account

* Country or region:

Can't be changed after you sign up. [Why not?](#)

* First name

* Last name

* Email:

We'll use this to send you important account information.

* Address 1

Address 2

* City

* State or province

* ZIP or postal code

* Phone:

* Organization name:

Get started now by following these simple steps:

- Complete your customer profile
- Select a unique domain name
- Create the new user ID you will use to sign in to the service
- Create a new password
- As an option, you can select among contact options where Microsoft can provide you information and offers
- Upon submission of the form, a confirmation email will be sent to the email address you provided

If you are already using some Microsoft services

If you are already using some Microsoft services from a paid or trial subscription, then you already have a Microsoft services account. You will be able to sign in with your existing account and do not need to create a new one. People in your organization will be able to continue using the same user name (email address) to sign in to all their Microsoft services, including any new services you order.

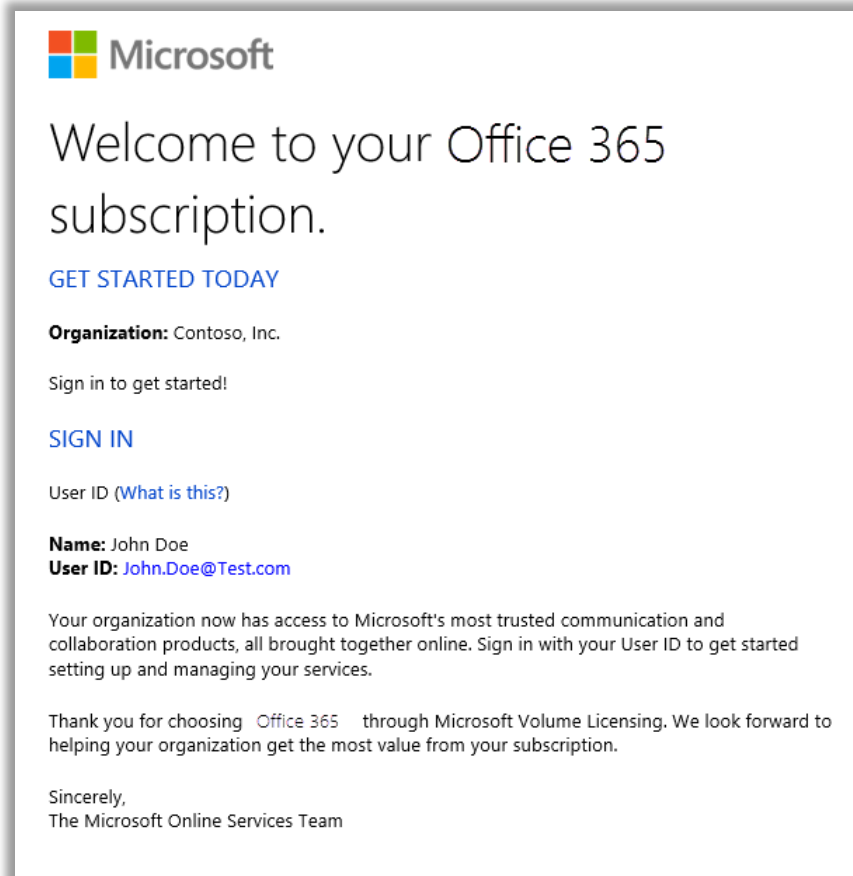
You can order more services under the **same enrollment** and **same Public Customer Number** in the VLSC. This is called “reserving” more seats. (See instructions below to [reserve more seats in the VLSC.](#))

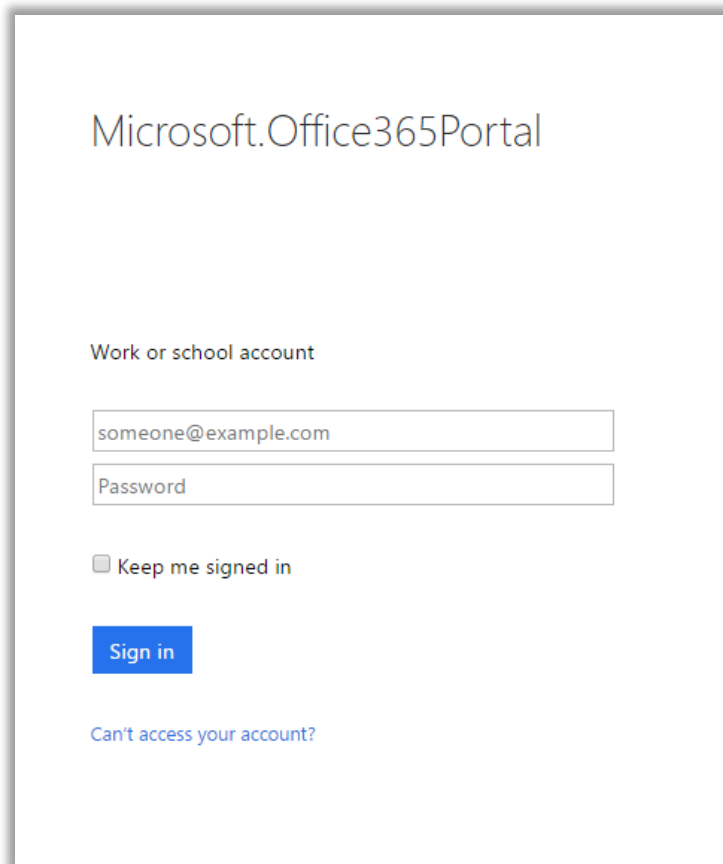
You do not need to activate these new services or create a new services account. They will automatically be added to your existing account.

[Welcome email for more services on an existing enrollment](#)

After you reserve more seats in the VLSC for an existing enrollment (or order more services through your partner), Microsoft will send a **welcome email** to the **Global Admin** of your account, telling them how to start managing the new services in your account and assigning seats to people in your organization.

This welcome email from Microsoft will contain the headline **Welcome to your subscription** and include a link to **SIGN IN** in to the Office 365 Portal.





The screenshot shows the Microsoft Office 365 Portal sign-in interface. At the top, it says "Microsoft.Office365Portal". Below that, there is a section for "Work or school account". It contains two input fields: one for an email address (pre-filled with "someone@example.com") and one for a password. Below the password field is a checkbox labeled "Keep me signed in". A blue "Sign in" button is positioned below the checkbox. At the bottom of the form, there is a link that says "Can't access your account?".

Activation email for more services on a new enrollment

If you order more services under a **new enrollment**, Microsoft will send an **activation email** to the person in your organization designated as **Online Services Manager**.

This activation email from Microsoft will have this subject line:

Action required: Complete your profile to set up your services

NOTE Microsoft will only send this activation email the first time you place an order for services under a new enrollment. After that, you will not need to activate any new service. Your subsequent orders will automatically be ready for you to use (provisioned) without any activation.

This activation email contains a **Sign In** link that will take the Online Service Manager to the Office 365 Portal, where activation occurs. When they click this link and sign in, the system will connect their work account with their organization's licensing agreement and associate the new services with this account.

The Online Services Manager must also be designated as a Global Admin on this account to perform this task. If they are not a Global Admin, the Online Services Manager should forward this email to someone who is a Global Admin on the account and ask them to sign in.

Here are the steps to follow if you receive this activation email:

1. Read the instructions in the activation email for option 1: **My organization already uses Microsoft**

services

Please complete your activation to begin using your Office 365 services

1**My organization already uses Microsoft services**

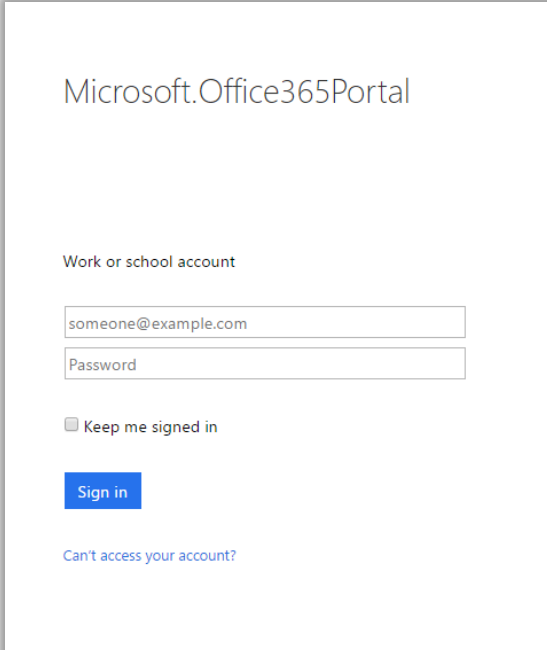
Select this option if you have an existing Microsoft services trial or paid subscription. This means you already have a work or school account you can use to sign in to use your new services.

This option will connect your existing work or school account and associated domain to this subscription. Once connected, all Volume Licensing purchases you make under this agreement will be automatically activated and ready to use.

If you have any other Microsoft services currently open in a browser, sign out of them and close the browser. We recommend you copy and paste this Sign In link into a private browser window.

[Sign in to your existing work or school account](#)

2. Click **Sign in to your existing work or school account**. Enter your work or school account and password.



Microsoft.Office365Portal

Work or school account

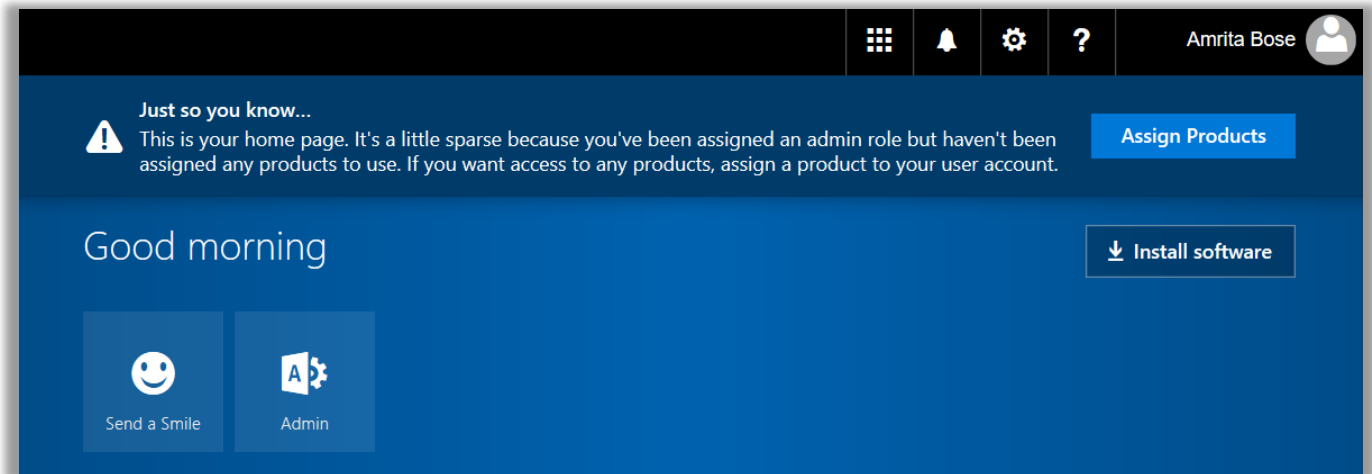
Keep me signed in

[Can't access your account?](#)

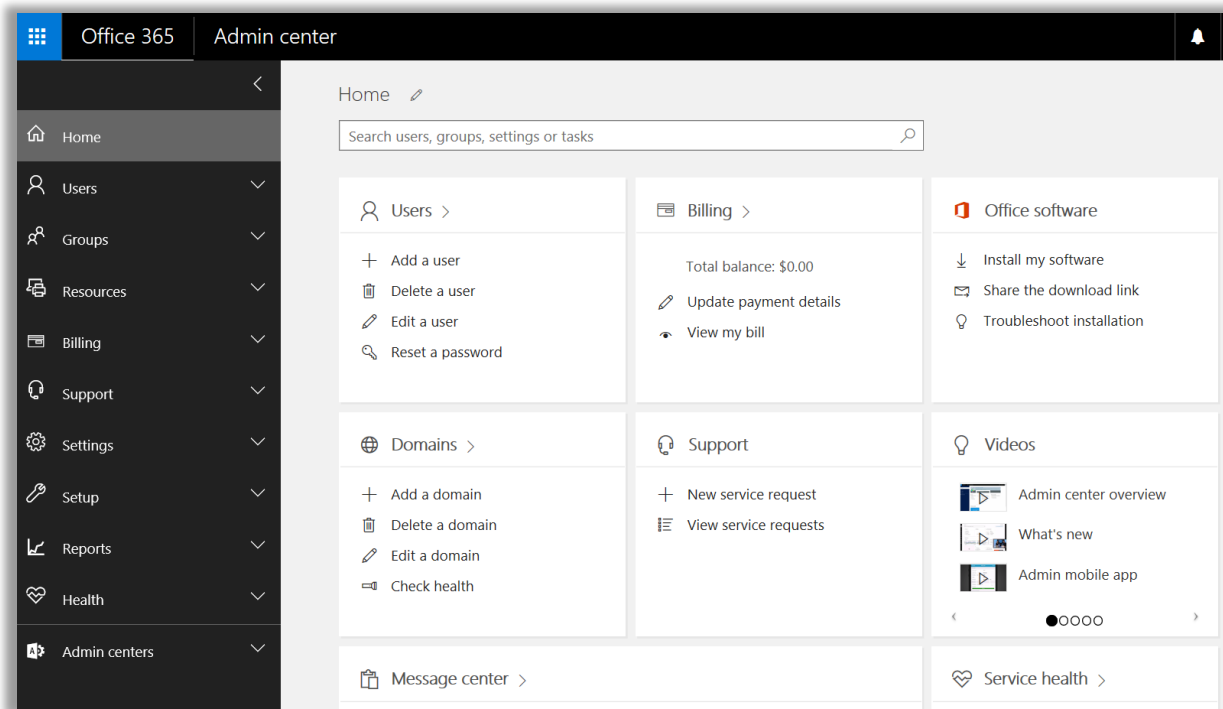
NOTE Before you open the *Sign In* link in your activation email, follow these steps to make sure you are not signed in to any other online service accounts:

- If you use any other Microsoft services, sign out of all those accounts.
- Shut all your open browser windows.
- Copy and paste the link into a private browser window.

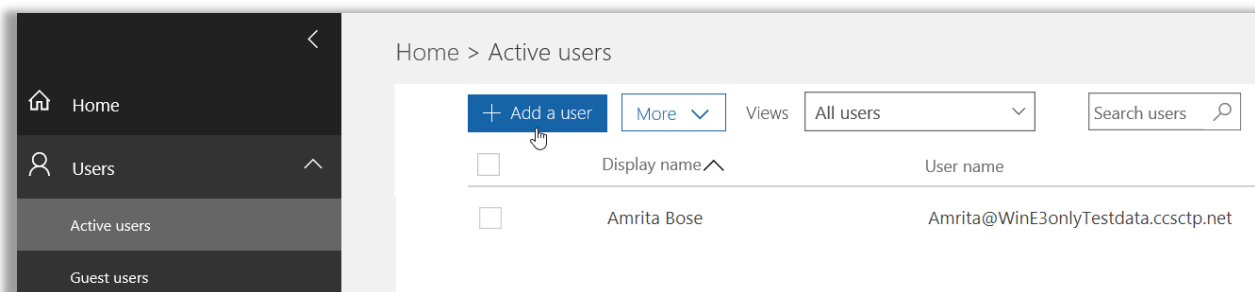
3. This will take you to your Office 365 home page. Select **Admin**.



This will take you to the Office 365 Admin Center. This is where you will manage your services. To add a new user to the service, expand **Users** in the navigation pane.



4. Click **Add a user** and follow the steps to add new users from your organization to your newly purchased services.



Admins can manage the entire family of Office business services in the Office Admin Center, including Office 365, Exchange, SharePoint, OneDrive for Business, Skype for Business, Microsoft Teams, and Yammer.

You can return to the Office Admin Center anytime and sign in with your work account at www.office.com/signin. There you can perform many other tasks to manage your services.

NOTE You can also assign and manage services in [Office 365 PowerShell](#).

For more information, see [About the Office 365 Admin Center](#).

Reserve seats or add new services in the VLSC

Once you've activated a service, you can add more seats to it in the VLSC. The process of adding more seats to a service is called "making reservations."

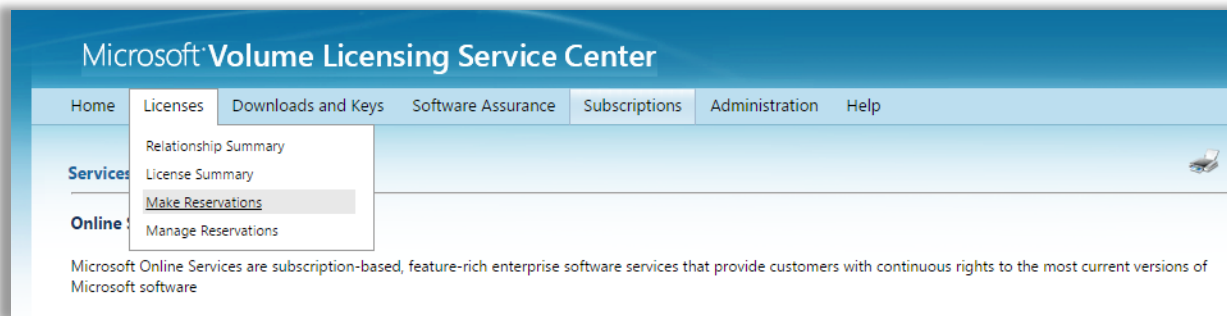
You may need to change your VLSC roles and permissions to be able to perform this task. To reserve services in the VLSC, you must be assigned the role of **Online Services Manager**. ([How to change a role in the VLSC.](#))

NOTE Customers in the *Campus or Schools* licensing agreements cannot reserve seats in the VLSC. This section applies to customers with non-academic licensing agreements.

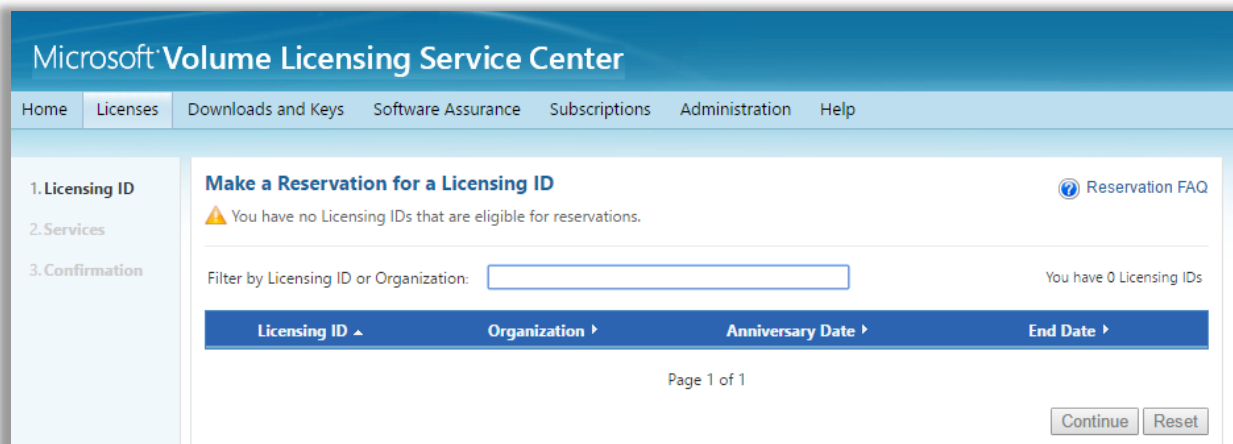
To reserve more seats for a service

5. [Sign in to the VLSC.](#)
6. In the main navigation menu of the VLSC, select **Licenses**, then **Make Reservations**.

NOTE If you don't see this in the menu, then you don't have permission to make reservations. To reserve services in the VLSC, you must be assigned the role of Online Services Manager. ([How to change a role in the VLSC.](#))



7. This will take you to a page titled **Make a Reservation for a Licensing ID**, where you can reserve seats for a new service or a service you already subscribe to. Enter the Licensing ID or name of your organization and select **Continue**.



- This will display a list of licenses for your services. Choose an eligible license and then select **Continue** to open a screen titled **Select a Usage Date**.



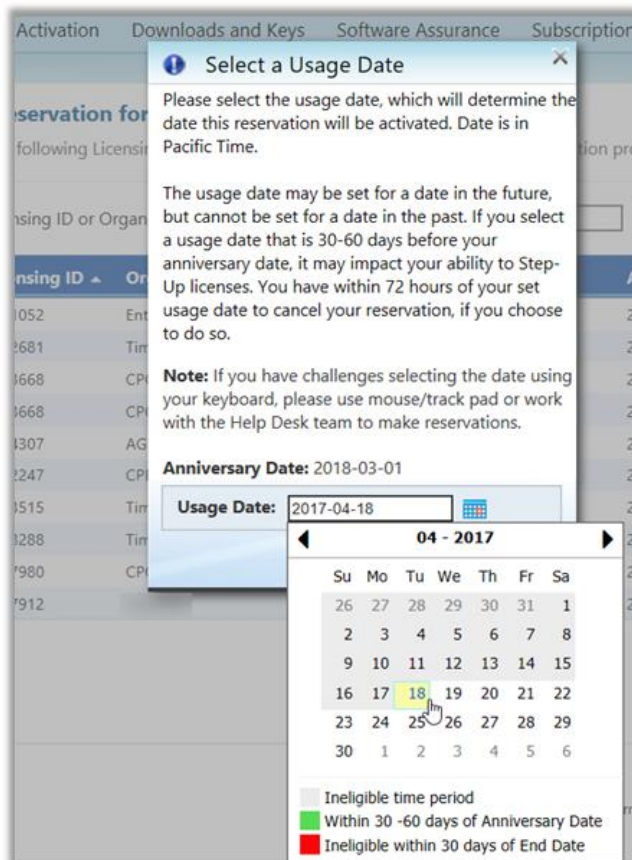
NOTE If a license is grayed-out, it is not eligible for you to reserve more seats. Hover over the license to see the reason for ineligibility.

- Select the Calendar icon at the bottom of the screen and choose a **Usage Date** (the date you want to start using this service).

The usage date you select will apply to all items in this reservation purchase order. You can select a usage date in the future, but not in the past (more details below.) Note your **Anniversary Date** (enrollment date) and **End Date**.

Please allow 24 hours for your new service to be provisioned (set up) after you make a reservation.

NOTE The Usage Date is listed in Pacific Standard Time (PST), not your local time if you are in a different time zone.



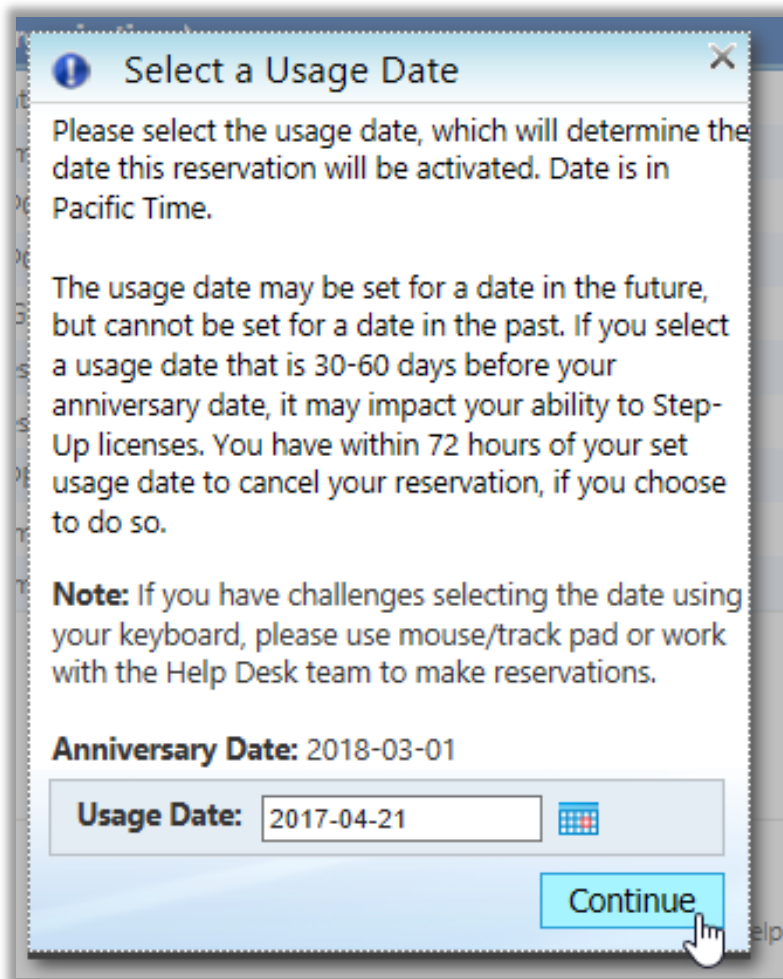
The Usage Date you select cannot occur:

- In the past.
- More than six months in the future.
- Less than 30 days before the end of the agreement.

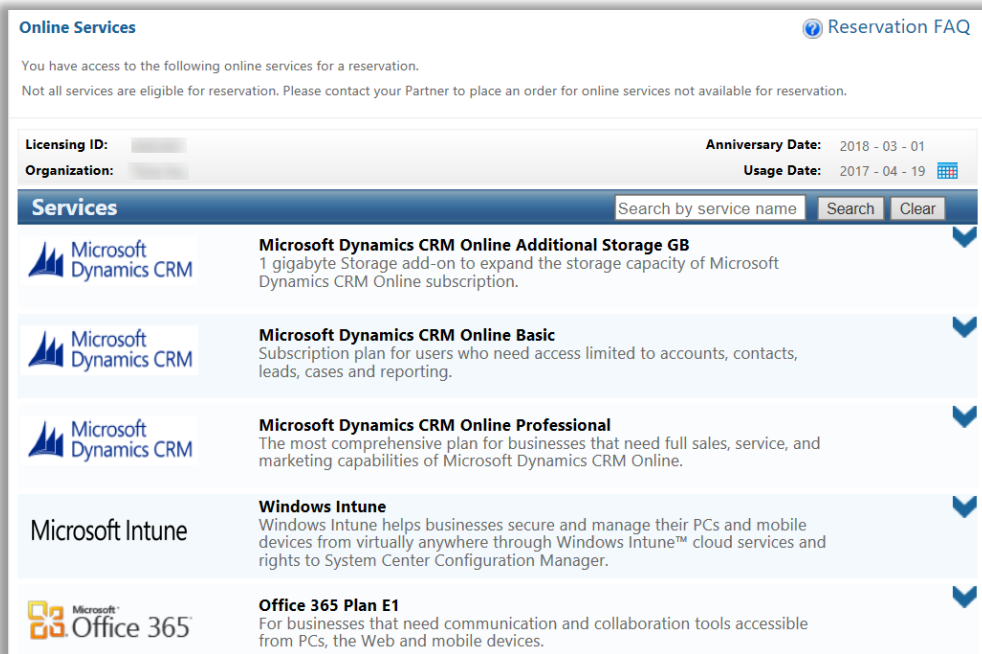
Usage Date colors:

- **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.

10. After you select a Usage Date, select **Continue**.



11. The **Online Services** page opens, where you can view a list of services by product family names. Select a service to reserve.



Online Services [Reservation FAQ](#)

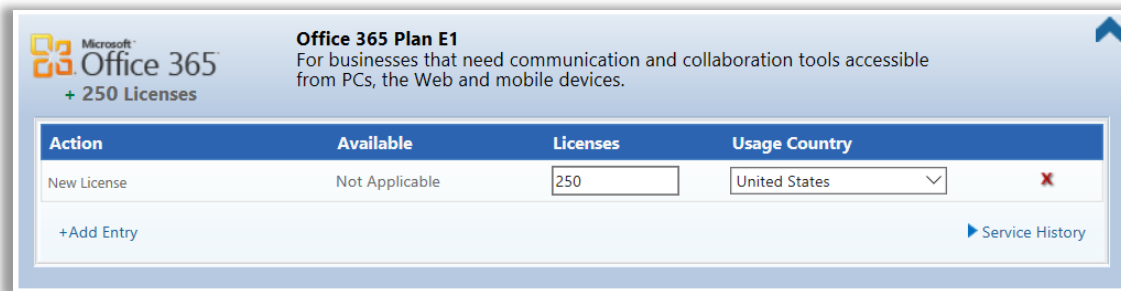
You have access to the following online services for a reservation.
Not all services are eligible for reservation. Please contact your Partner to place an order for online services not available for reservation.

Licensing ID: Anniversary Date: 2018 - 03 - 01
Organization: Usage Date: 2017 - 04 - 19

Services Search by service name Search Clear

- Microsoft Dynamics CRM**
Microsoft Dynamics CRM Online Additional Storage GB
1 gigabyte Storage add-on to expand the storage capacity of Microsoft Dynamics CRM Online subscription.
- Microsoft Dynamics CRM**
Microsoft Dynamics CRM Online Basic
Subscription plan for users who need access limited to accounts, contacts, leads, cases and reporting.
- Microsoft Dynamics CRM**
Microsoft Dynamics CRM Online Professional
The most comprehensive plan for businesses that need full sales, service, and marketing capabilities of Microsoft Dynamics CRM Online.
- Microsoft Intune**
Windows Intune
Windows Intune helps businesses secure and manage their PCs and mobile devices from virtually anywhere through Windows Intune™ cloud services and rights to System Center Configuration Manager.
- Microsoft Office 365**
Office 365 Plan E1
For businesses that need communication and collaboration tools accessible from PCs, the Web and mobile devices.

12. Now you are ready to reserve the service you selected. Select **New License** from the **Action** drop-down menu.



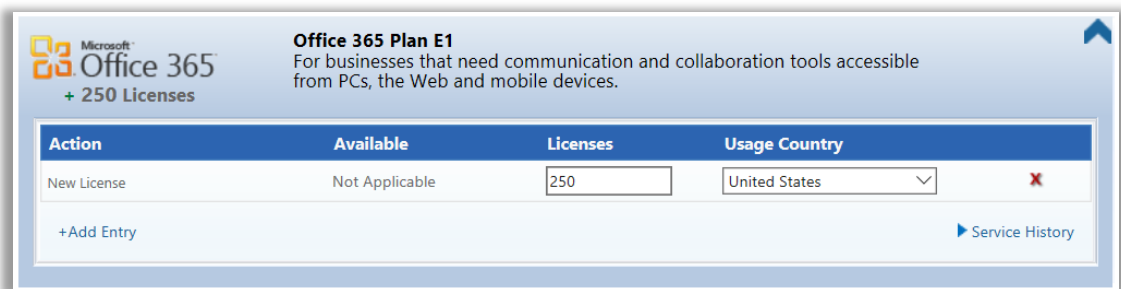
Microsoft Office 365
+ 250 Licenses

Office 365 Plan E1
For businesses that need communication and collaboration tools accessible from PCs, the Web and mobile devices.

Action	Available	Licenses	Usage Country
New License	Not Applicable	<input type="text" value="250"/>	<input type="text" value="United States"/>

+Add Entry [Service History](#)

13. Optional: If you want to reserve multiple products, select another service and repeat steps 7 and 8 before you select **Continue**.
14. Select the **Usage Country** where the services will be used and then select **Continue**.
15. **Optional:** Select the **Service History** link to display the details of your previous reservations.



Microsoft Office 365
+ 250 Licenses

Office 365 Plan E1
For businesses that need communication and collaboration tools accessible from PCs, the Web and mobile devices.

Action	Available	Licenses	Usage Country
New License	Not Applicable	<input type="text" value="250"/>	<input type="text" value="United States"/>

+Add Entry [Service History](#)

16. Review your new reservations. Select **Edit Reservation** if you want to make any changes, then select **Submit Reservation**.

Ensure all details are correct before you submit your reservation. You will have 72 hours to cancel the reservation once it is submitted. ([How to cancel a reservation.](#))

Reservation Confirmation
[Reservation FAQ](#)

You are initiating an online reservation that needs to be reviewed and submitted.
You may cancel your reservation anytime between its reservation date and within 72 hours of its usage date.

Licensing ID: [REDACTED]	Anniversary Date: 2018 - 03 - 01
Organization: [REDACTED]	Reservation Date: 2017 - 04 - 18
Requested By: [REDACTED]	Usage Date: 2017 - 04 - 19
	Cancel by Date: 2017 - 04 - 22

Office 365 Plan E1

Action	Licenses	Usage Country
New License	250	United States

17. A Reservation Confirmation window will open, listing the terms of your reservation. Read the entire agreement. If you want to commit financially on behalf of your company, select **Accept and Submit**. You may also select **Cancel** to restart the reservation process from the beginning.

Reservation Confirmation
✕

Reserving an Online Service License prior to use will enable the Online Service for activation of incremental quantities and is a financial decision that will be realized during the True-up or Annual Order process based upon the usage date of the Reservation and the quantity reserved.

When placing the True-Up or Annual Order to reconcile this Reservation, you will be able to adjust usage country and designate if the License is a transition from an on-premise License or a new Online Services license.

Usage Date: 2017 - 04 - 19

18. The **Reservation Complete** screen will appear, showing details about the reservation you placed. It will tell you if your reservation is complete or if there were any errors in your submission.

Your Reservation is Complete. [Reservation FAQ](#)

You have successfully placed an online reservation. Microsoft will send you an email providing further instructions. You may cancel your reservation anytime between its reservation date and within 72 hours of its usage date.

Thank you for reserving online services.

Licensing ID:		Anniversary Date:	2018 - 03 - 01
Reservation ID:		Reservation Date:	2017 - 04 - 18
Organization:		Usage Date:	2017 - 04 - 19
Requested By:		Cancel by Date:	2017 - 04 - 22

Office 365 Plan E1

Action	Licenses	Usage Country
New License	250	United States

[Make New Reservation](#) [View Reservation](#)

After you complete a reservation

After the reservation is complete, Microsoft will send a confirmation email to the person who placed the reservation, detailing features of the reservation.

If your organization has not ordered any services before and does not have a Microsoft services account, Microsoft will send an activation email to the person designated as Online Services Manager for your organization. (For details, see [Sign up for a new account and activate your services.](#))

If your agreement has an existing online services account, the services you reserved will be added to your existing account and you will not receive this activation email.

Once the services you reserved are ready to be assigned to users, Microsoft will notify the person who placed the reservation. Then your global admins can go the Office 365 Admin Center to begin assigning the services to people in your organization and performing other management tasks.

After you reserve licenses, you can view them on the **Online Services Summary** page. To view this page:

1. [Sign in to the VLSC.](#)
2. In the main navigation menu of the VLSC, select **Subscriptions**, then **Subscriptions**.

Microsoft Volume Licensing Service Center

Home Licenses Online Service Activation Downloads and Keys Software Assurance Subscriptions Administration

Do you have Online Service Orders that need activation? [View Online Service Activations](#)

Subscriptions
Visual Studio Subscriptions

- On the Subscriptions page, select **Online Services Summary**.

The screenshot shows the 'Online Services Summary' page. At the top, there is a breadcrumb trail: 'Home > Online Services Agreement List'. Below this, the page title is 'Online Services Summary'. There are three summary items: 'Agreement Number:', 'Agreement Status: Active', and 'Program: Enterprise 6'. To the right, there are fields for 'Agreement Start Date:' and 'Agreement End Date:'. The page is divided into two main sections: 'Available for Activation' and 'Activated Online Services'. The 'Available for Activation' section contains a table with two rows: 'Forefront Online Protection for Exchange' and 'Microsoft Forefront Client Security', both with a status of 'Activate Now' and a 'View' link. The 'Activated Online Services' section contains a table with one row: 'Microsoft Office 365', with a status of 'Active' and a 'View' link.

Cancel a reservation

You can cancel a reservation within 72 hours of placing the reservation. Here's how:

- [Sign in to the VLSC](#).
- In the main navigation menu of the VLSC, select **Licenses**, and then select **Manage Reservations**. You can view the Manage Reservations by Service, License ID, and Reservation pages.
- Select the **Service** button to display all of your reservations.
- Select a number in the **Reservation** column to see reservation details.
- Select **Cancel** if you want to cancel a reservation **within 72 hours** of submitting the reservation.

If you want to cancel a reservation more than 72 hours after you placed it, please contact your Microsoft partner.

The screenshot shows the 'Microsoft Volume Licensing Service Center' interface. The top navigation bar includes 'Home', 'Licenses', 'Downloads and Keys', 'Software Assurance', 'Subscriptions', 'Administration', and 'Help'. The main heading is 'Manage Reservations by Service'. On the left, there is a sidebar with a 'Service' dropdown set to 'All', 'Show results from:' fields for 'From' and 'To', and a 'Filter Status by:' section with checkboxes for 'Active', 'Cancelled', 'Pending', and 'Cancel/Pending'. The main content area shows a table of reservations for 'Windows Intune Add-on'. The table has columns for 'Reservation', 'Licensing ID', 'Organization', 'Licenses', 'Action', and 'Requested By'. There are three rows of reservations, each with a 'Cancel' button in the 'Action' column. A red box highlights these 'Cancel' buttons. At the bottom of the table, there is a 'Close' button.

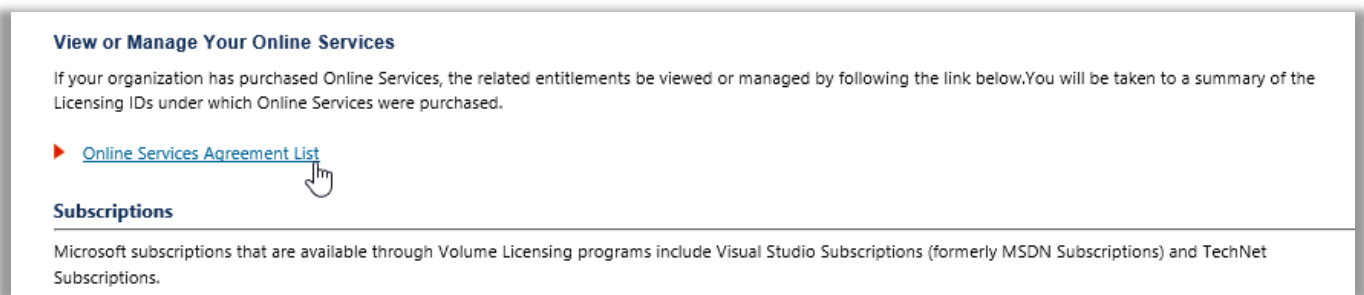
View your services in the VLSC

You can view your current services on the **Online Services Summary** page of the VLSC.:

1. [Sign in to the VLSC](#).
2. In the main navigation menu of the VLSC, select **Subscriptions**, and then select **Subscriptions**.



3. Under **View or Manage Your Online Services**, select **Online Services Agreement List**.



4. This will take you to a page titled **Online Services Agreement/Public Customer Number List**, where you can view information about all the services you already have for each of your agreements.

You can search for your services by:

- Agreement number
- Master Agreement Number
- Organization or company name
- Public Customer Number

You can refine your search by:

- Agreement program
- Country
- Agreement status

When you're done entering all your search criteria, select **Search**.

[Home](#)

Online Services Agreement/Public Customer Number List

Administer Online Services by clicking on the Agreement Number or Public Customer Number. Sort the list by clicking on the column header. For Select Plus, please note that the Start Date, End Date and Status are based on your current/last Registration in the program.

Agreements / Public Customer Numbers

Use search options below to find agreements or Public Customer Numbers

Agreement Number Master Agreement Number Organization or Company Name Public Customer Number

To make multiple selections press "ctrl" key.

Agreement Program Country Agreement Status

Search Agreements/Public Customer Numbers with Purchased online services

Search Results

Administer Online Services by clicking on the Agreement number or Public Customer Number. Sort the list by clicking on the column header. For Select Plus, please note that the Start Date, End Date and Status are based on your current/last Registration in the program.

Agreement Number	Public Customer Number	Master Agreement Number	Organization Name	Country	Agreement Program	Start Date	End Date	Agreement Status
No Agreements to display!								

- This will open the **Online Services Summary** page, where you can view all your services for this account, listed as **Available for Activation** or **Activated Online Services**. There is also a section on this page for services that are **Available for Trial**.

[Home](#) > [Online Services Agreement List](#)

Online Services Summary

Agreement Number:

Agreement Status: **Active**

Program: **Enterprise 6**

Agreement Start Date:

Agreement End Date:

Available for Activation

- Activate an Online Service by clicking on the service name in the table below.

Service Name	Status	
Forefront Online Protection for Exchange	Activate Now	View
Microsoft Forefront Client Security	Activate Now	View

Activated Online Services

- Online Services available for your organisation to use. To view details, please select the Online Service in the table below.

Service Name	Status	Description
Microsoft Office 365	Active	View

Available for Trial

- The following services are available as an Online Trial. Select a service from the table below to activate the trial.

Service Name	Status	
Office Live Meeting - Trial		View
Microsoft Office 365 - Trial		View
Dynamics CRM Online - Trial		View
Windows Intune - Trial		View

Any services you reserved in the VLSC will appear on this **Online Services Summary** page, under **Available for Activation**.

6. Select a service to view its **Online Service Details**.

[Online Services Agreement List](#) > [Online Services Summary](#)

Online Service Details

Agreement Number: [Redacted]
Agreement Status: Active
Program: Enterprise 6
Agreement Start Date: [Redacted]
Agreement End Date: [Redacted]
Online Service Name: Microsoft Office 365 - Dedicated
Online Service Status: Active
Eligible Users: 6289
Subscription ID: [Redacted]
Subscription Created Date: 2016-10-05

Manage Online Service

As the VL administrator of the Agreement, complete the tasks below by selecting the links:
[Edit Subscription Contact](#)

The activation link required to activate the licenses on an existing account or new account was sent to the following alias: [Redacted], if this alias is incorrect please contact your VL administrator to update these steps:

1. If the Subscription Contact information is incorrect or the email address is empty, select the **Last Name** in the **Subscription Contact** section and correct the necessary information - ensure the email address is correct.
2. Changing or adding the email address for the Subscription Contact will trigger the activation email - so please check your emails after a few minutes and follow the instructions to activate the licenses on a new account.

Online Service Details

Online Service Item	Eligible Quantity
Exchange Online Archiving - Dedicated	6289

Subscription Contact

Edit subscription contact below by selecting the last name.

Last Name	First Name	Email Address	Organization
[Redacted]	[Redacted]	[Redacted]	[Redacted]

[Return to Online Services Summary](#)

NOTE Licenses you reserve will *not* appear on the *Relationship Summary* or *Licensing Summary* pages in the VLSC.

Microsoft Volume Licensing Service Center

Home Licenses Online Service Activation Downloads and Keys Software

Do you need activation? [View Online Service Activation](#)

Find [Track Licensing](#)

Licenses dropdown menu:

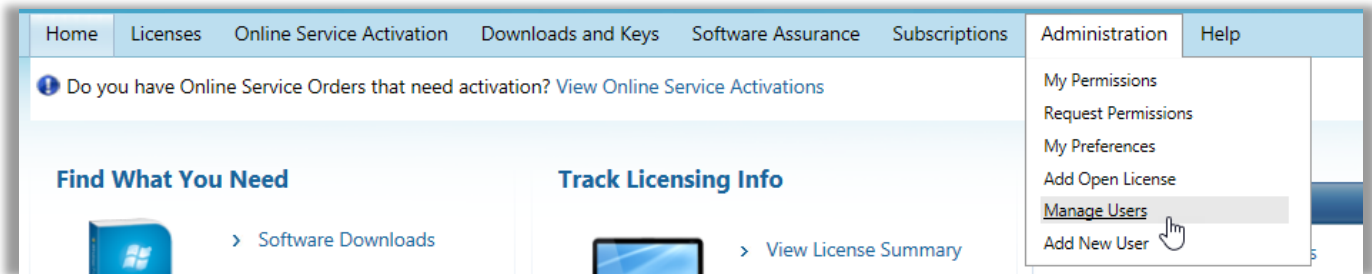
- Relationship Summary
- License Summary
- Make Reservations
- Manage Reservations

Change a role in the VLSC

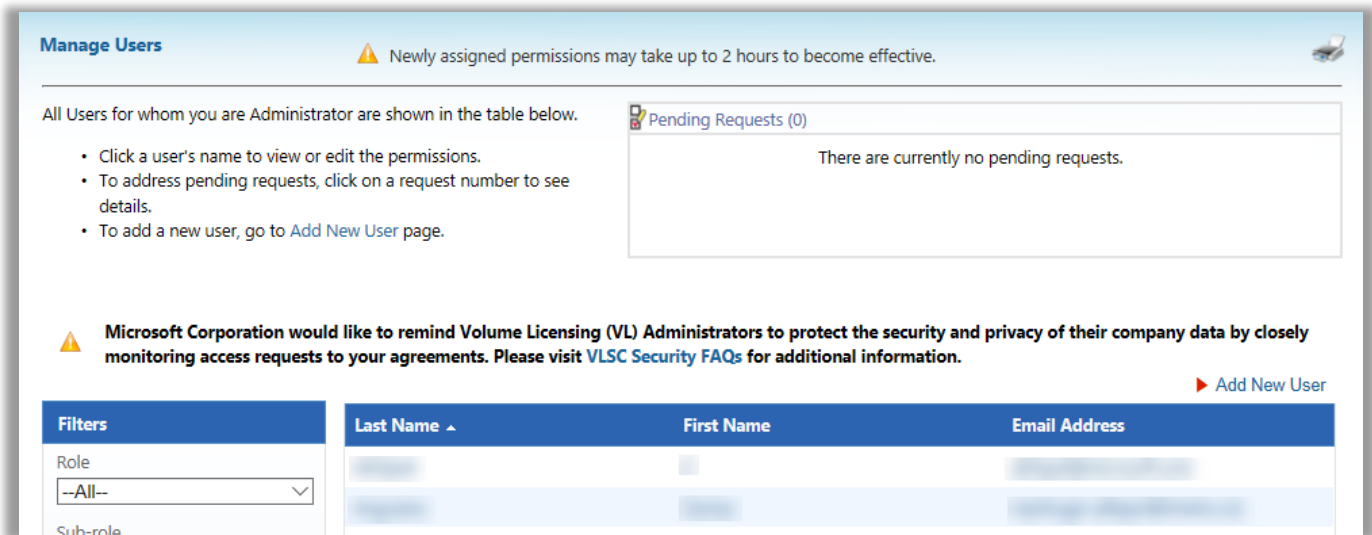
You must have Administrator permissions to change your role or someone else's role in the VLSC. If you don't, ask a VLSC administrator in your organization to do this for you.

If you are the VLSC admin for your account, you can change permissions for yourself or another user by following these steps:

1. [Sign in to the VLSC](#).
2. In the main navigation menu of the VLSC, select **Administration**, then **Manage Users**.



3. On the **Manage Users** page, find the user whose role you want to change and then select their name. You can filter the results on this page using the **Role** and **Sub-role** filters.



- On the page titled **Edit User Permissions**, go to the **Permissions** section and select the agreement where you want to add roles for this person, then select the checkbox for **Online Services Manager**. If you have admin permissions, you can also make them an admin by checking the **Administrator** box.

Edit User Permissions Cancel Submit

⚠ Newly assigned permissions may take up to 2 hours to become effective.

Add, delete, or change the current permissions for this user. Permissions FAQ

User Information (0) Pending Requests

Name:

Email:

Legend

- Administrator
- Licensing Info
- Product Keys
- Download
- Software Assurance Manager
- Online Services Manager**
- Subscriptions Manager

Manager for all
 Manager for some
 Manager for none
 Included in Admin role
 Managed in Visual Studio
 Remove Lic ID

Permissions Add Licensing ID

MBSA	Parent Program	Licensing ID	Organization	Administrator	Other Roles
	Campus & School			<input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
		Enrollment	Test1	<input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>
	Government			<input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>
		Enterprise Enrollment		<input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>

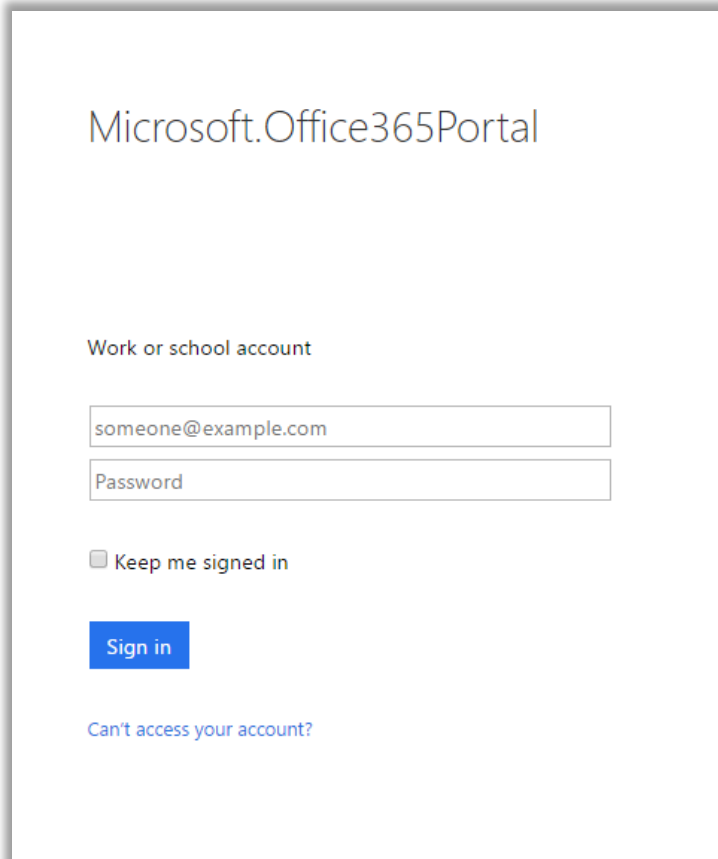
- To finish, select **Submit** at the top of the page. Allow up to two hours for the change to take effect. Then this person should be able to reserve services in the VLSC.

Assign seats and manage your services

After you have activated a service, you can assign seats to people in your organization and perform other management tasks in the Office 365 Admin Center.

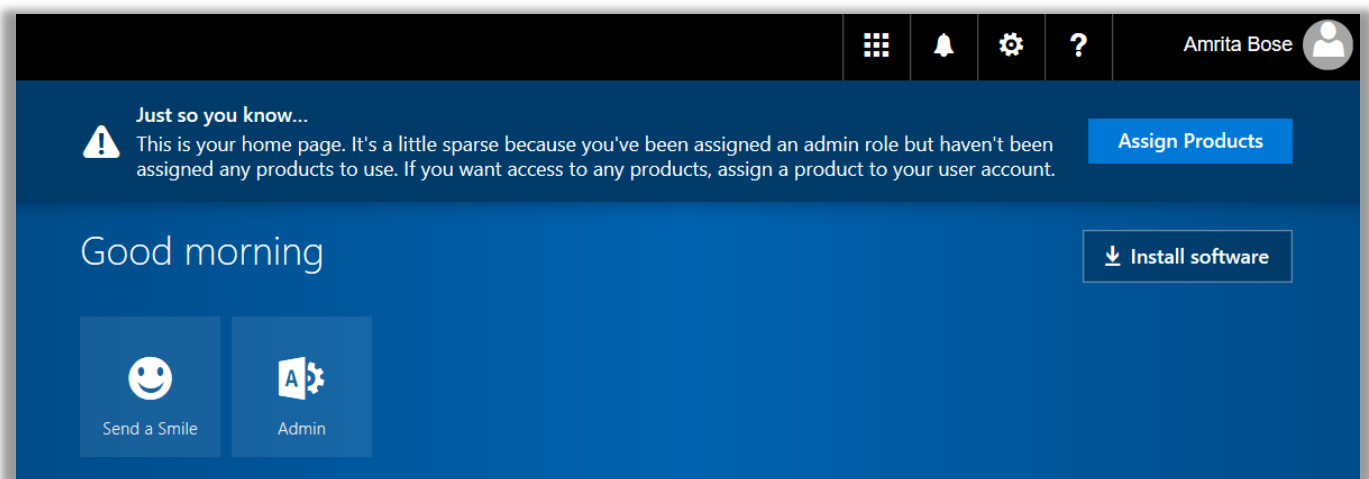
The Office 365 Admin Center lets you manage the family of Office business services, including Office 365, Exchange, SharePoint, OneDrive for Business, Skype for Business, Microsoft Teams, and Yammer.

1. Sign in to Office 365 with your work account at www.office.com/signin



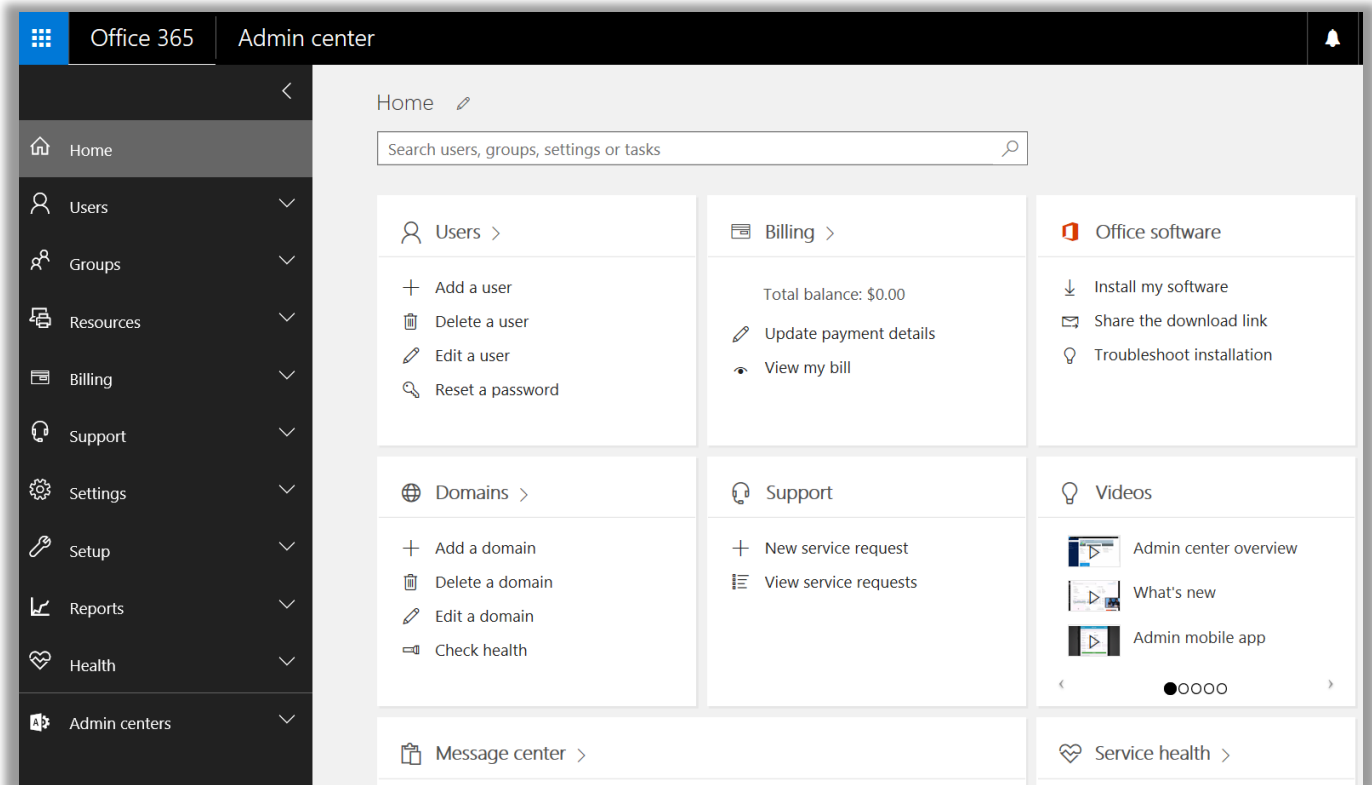
The screenshot shows the Microsoft Office 365 sign-in page. At the top, it says "Microsoft.Office365Portal". Below that, there is a section for "Work or school account". There are two input fields: one for the email address, which contains "someone@example.com", and one for the password, which contains "Password". Below the password field is a checkbox labeled "Keep me signed in". A blue "Sign in" button is positioned below the checkbox. At the bottom of the sign-in section, there is a link that says "Can't access your account?".

2. This will take you to your Office 365 home page. Select **Admin**.

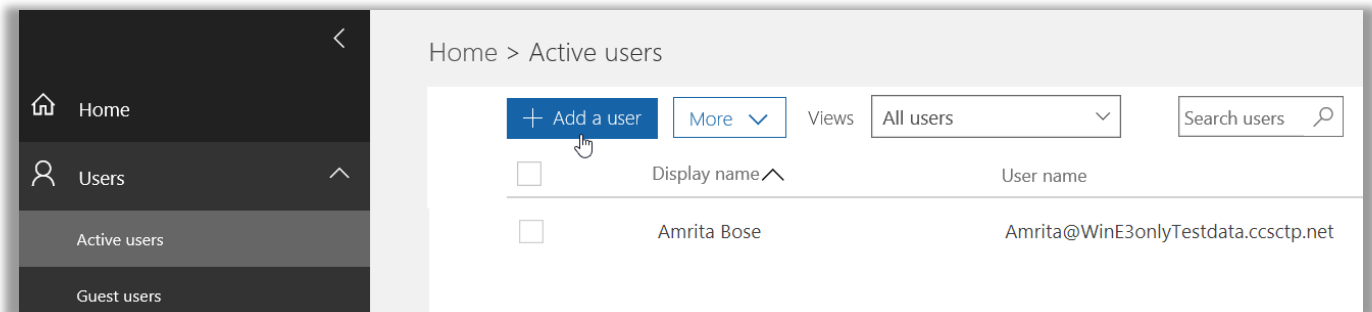


The screenshot shows the Microsoft Office 365 Admin Center home page. At the top right, there is a navigation bar with icons for a grid, a bell, a gear, and a question mark, followed by the user's name "Amrita Bose" and a profile picture. Below the navigation bar, there is a blue banner with a warning icon and the text "Just so you know... This is your home page. It's a little sparse because you've been assigned an admin role but haven't been assigned any products to use. If you want access to any products, assign a product to your user account." To the right of this banner is a blue button labeled "Assign Products". Below the banner, there is a "Good morning" greeting and a button labeled "Install software". At the bottom, there are two buttons: "Send a Smile" with a smiley face icon and "Admin" with an "A" and a gear icon.

- This takes you to the Office 365 Admin Center. This is where you will manage your services. To add a new user to the service, expand **Users** in the navigation pane.



- Click **Add a user** and follow the steps to add new users from your organization to your newly purchased services.



Admins can manage the entire family of Office business services in the Office Admin Center, including Office 365, Exchange, SharePoint, OneDrive for Business, Skype for Business, Microsoft Teams, and Yammer.

You can return to the Office Admin Center anytime and sign in with your work account at www.office.com/signin. There you can perform many other tasks to manage your services.

NOTE You can also assign and manage services in [Office 365 PowerShell](#).

Troubleshooting tips

Here are some suggestions to help you avoid issues with your Microsoft services, especially if you also use the VLSC.

- When you open your activation email to click **Sign In** or **Sign Up**, follow these steps to make sure you are not signed into any other service accounts:
 - If you use any other Microsoft services, sign out of them.
 - Shut all your open browser windows.
 - Copy and paste the link into a private browser window.
- If you cannot log in to the Office 365 Portal because you forgot your password, read this information about [how to reset your Office 365 password](#). If that doesn't work, [contact Office 365 business support for admins](#).
- If you have made a mistake with reservations contact and you cannot cancel the reservation anymore, contact your partner.
- If you activate your volume licensing enrollment for an incorrect account, contact a [Microsoft Volume Licensing Activation Center](#).
- If you cannot re-send the activation email and don't know where your services were activated, contact a [Microsoft Volume Licensing Activation Center](#).
- If you want to split your licenses across multiple enrollments, contact your partner.
- If you switch the purchasing channel from credit card or invoice to Enterprise, [contact Office 365 business support for admins](#).
- If you reserve more seats in the VLSC, you can view them on the **Online Services Summary** page of the VLSC. ([How to open the Online Services Summary page](#).) They will *not* appear on the **Relationship Summary** or **Licensing Summary** pages.

[Home](#) > [Online Services Agreement List](#)

Online Services Summary

Agreement Number:		Agreement Start Date:	
Agreement Status:	Active	Agreement End Date:	
Program:	Enterprise 6		

Available for Activation

- Activate an Online Service by clicking on the service name in the table below.

Service Name	Status	
Forefront Online Protection for Exchange	Activate Now	View
Microsoft Forefront Client Security	Activate Now	View

Activated Online Services

- Online Services available for your organisation to use. To view details, please select the Online Service in the table below.

Service Name	Status	Description
Microsoft Office 365	Active	View

- There are several rules to keep in mind about how your organization's Public Customer Number (PCN) works with your services:
 - If you have multiple enrollments associated with the same PCN, any services you order will be provisioned under the same services account.
 - If you have multiple enrollments with different PCNs, any services you order may be part of the same services account or provisioned under separate accounts.
 - Microsoft does not support more than one online service account for one PCN.

Get help and support for your services

Office 365

For help with Office 365, admins should either work with their IT department or [contact Office 365 business support for admins](#).

Non-admin users of Office 365 should visit <https://support.office.com>

VLSC Help

Select VLSC Help from the main navigation bar in the VLSC to view a drop-down menu with two options: **See FAQ** (Frequently Asked Questions) or **Training & Resources**. You do not have to be signed in to the VLSC to view and use the [VLSC FAQs](#) or [Training and Resources](#).



A **Help** link is also in the footer at the bottom of every page in the VLSC.

VLSC Support

The **Contact Us** link at the bottom of the VLSC [FAQs page](#) points to information about how to contact Microsoft by phone or email if you need support.

The [Contact Us page](#) has three items:

- **Support Center Contact Info** drop-down menu. Select your country from the drop-down list.
- **Interactive map**. Select a region to limit the number of entries in the Support Center Contact Info drop-down list.
- **Support Center Contact Info**. This displays contact information for your country and Support Center hours of operation.

More information

To find out more information about services and the VLSC, go to the [Frequently Asked Questions page](#) in the VLSC and read the FAQ titled **Service Activation for Volume Licensing programs**. This FAQ contains information about how to re-send the activation emails from Microsoft, change who receives those emails in your organization, how to activate services for the correct account, and more.