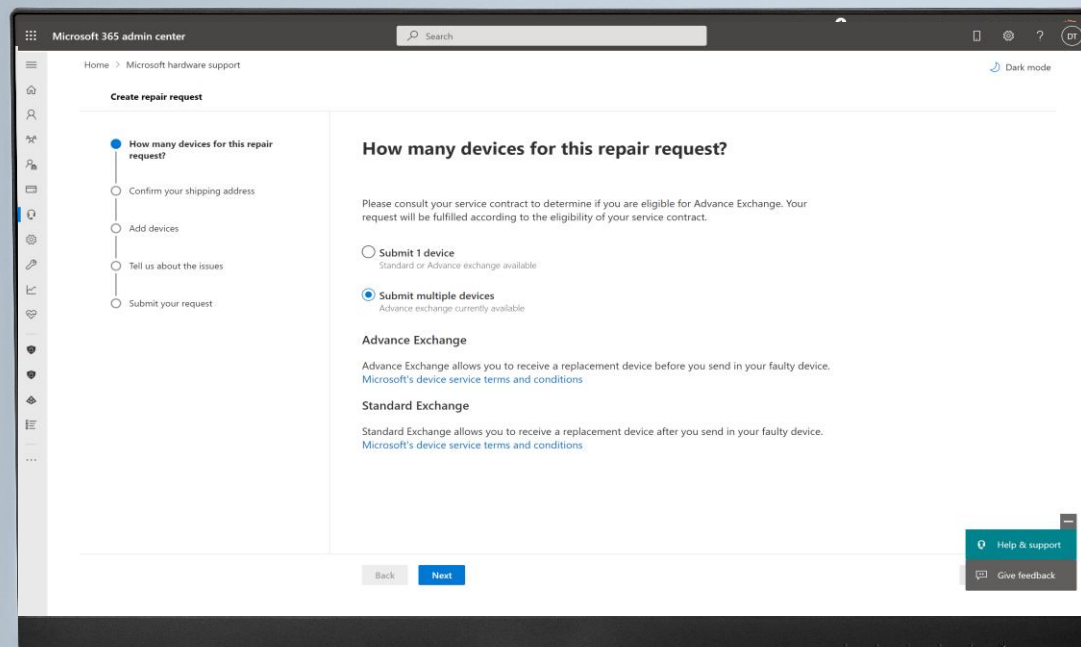
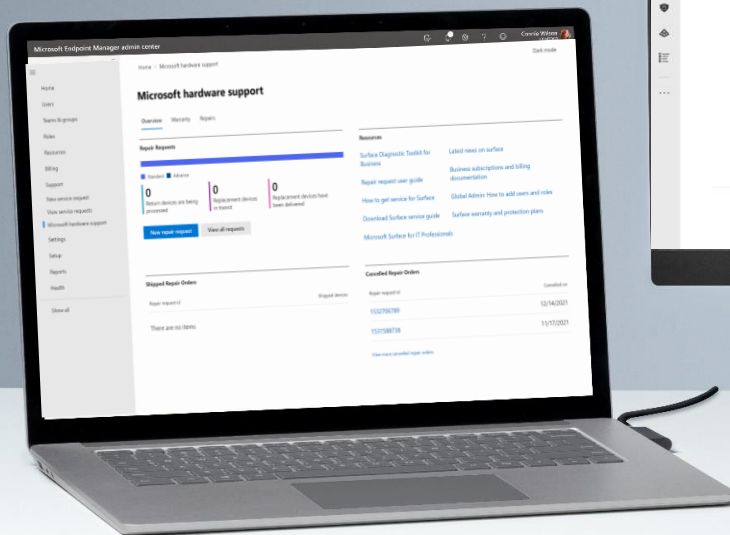


# Self-Serve Portals for IT Admins

Microsoft Hardware Support Portal on  
M365 Admin Center (MAC)



# Microsoft Hardware Support Portal





# What can it do?

Microsoft Hardware Support Portal provides one location to:



## Everything in one place

Gain insight to the status of your requests with our easy-to-use self serve platform and use the helpful links to navigate through M365 and everything Surface



## Manage your hardware exchange

Submit hardware repairs one at a time or in bulk (for advanced repairs) through our streamlined process



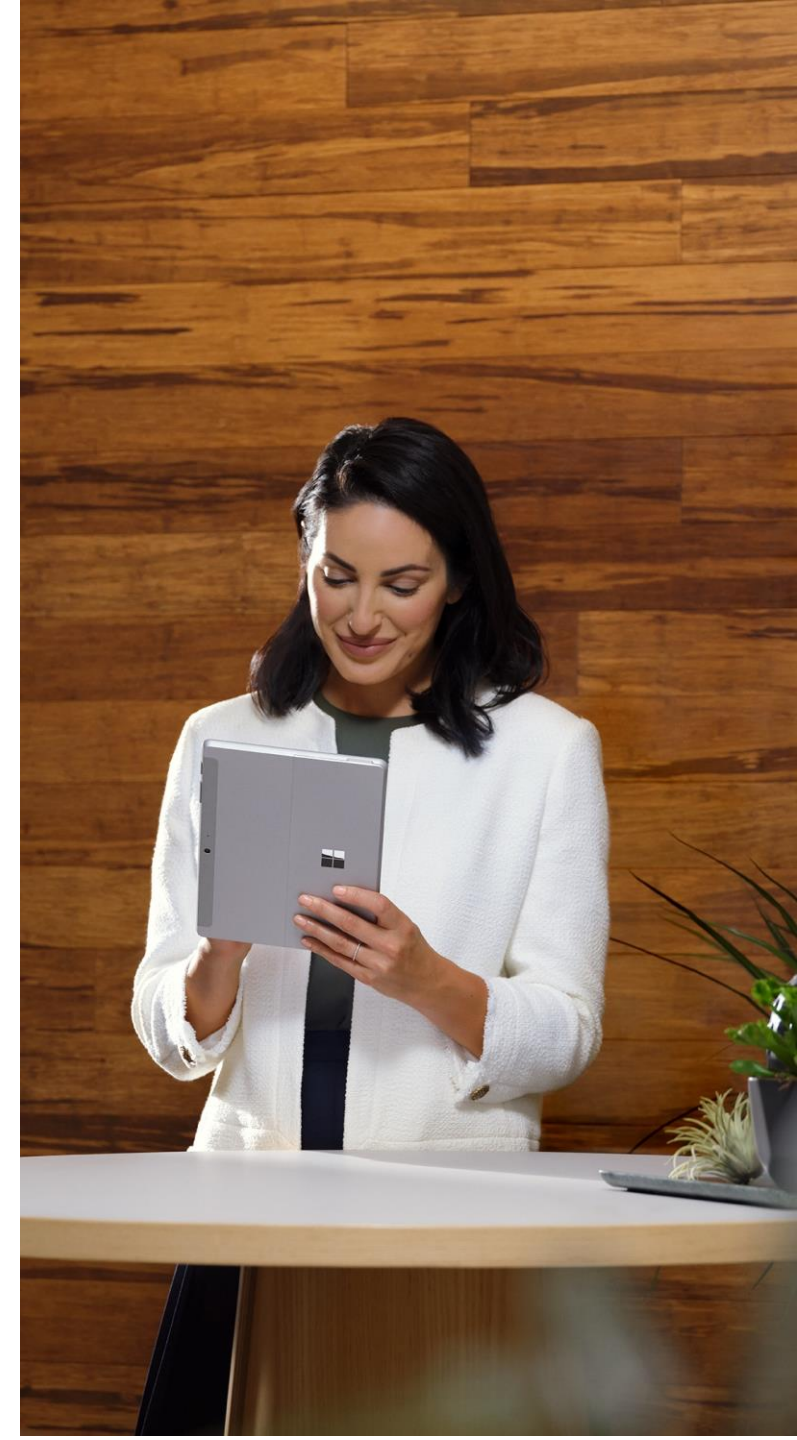
## View hardware warranty

Upload serial numbers to see warranty info on your devices

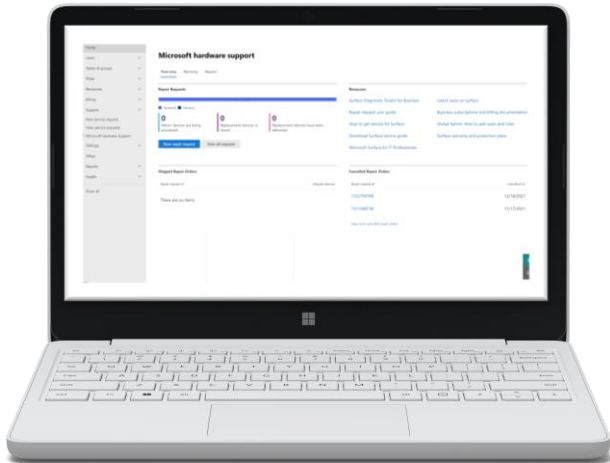


## Manage support requests

Track all updates seamlessly by viewing your Surface support needs in one location



# Microsoft hardware support portal



**Seamless device repair** for one or multiple devices using M365



**Warranty lookup** allows you to upload serial numbers see all your devices at a glance



**Bulk Service ordering** capability gives the ability to do multiple repairs in one place for advanced warranty returns



**Overview page** gives a live view of your repairs and service requests, including current status, and history



**Helpful resources** gives you everything you need to know about your surface device and working in M365 and the latest news on Surface

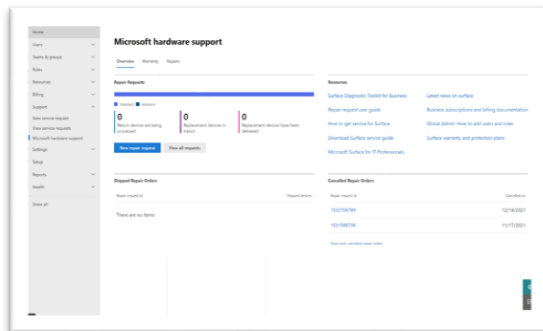


**Service support** allows you look up information about your devices and accessories, and create a service request without having to pick up the phone

# Microsoft Hardware Support Overview

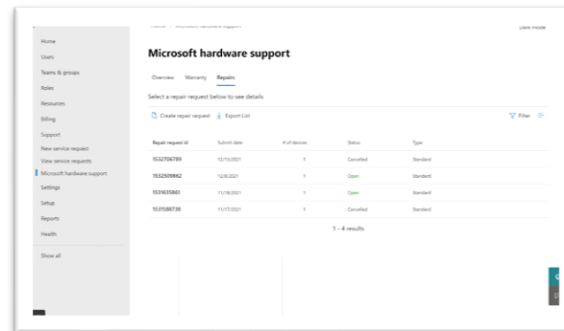
## Overview Dashboard

Get a centralized view of hardware service requests, and resources for support & troubleshooting



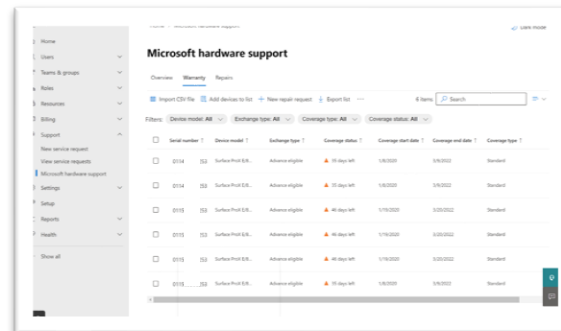
## Warranty Exchange Request

View the status of your Surface device repairs in one location and ability to export the detail to your local device



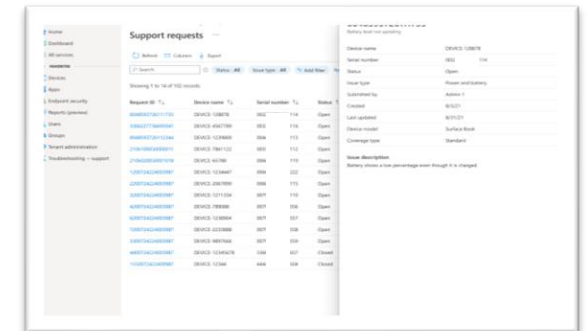
## Warranty Lookup

Upload device SNs to gain insight on device warranties and initiate service request by choosing the devices



## Support Requests

Raise and monitor your Surface support requests from one consolidated view



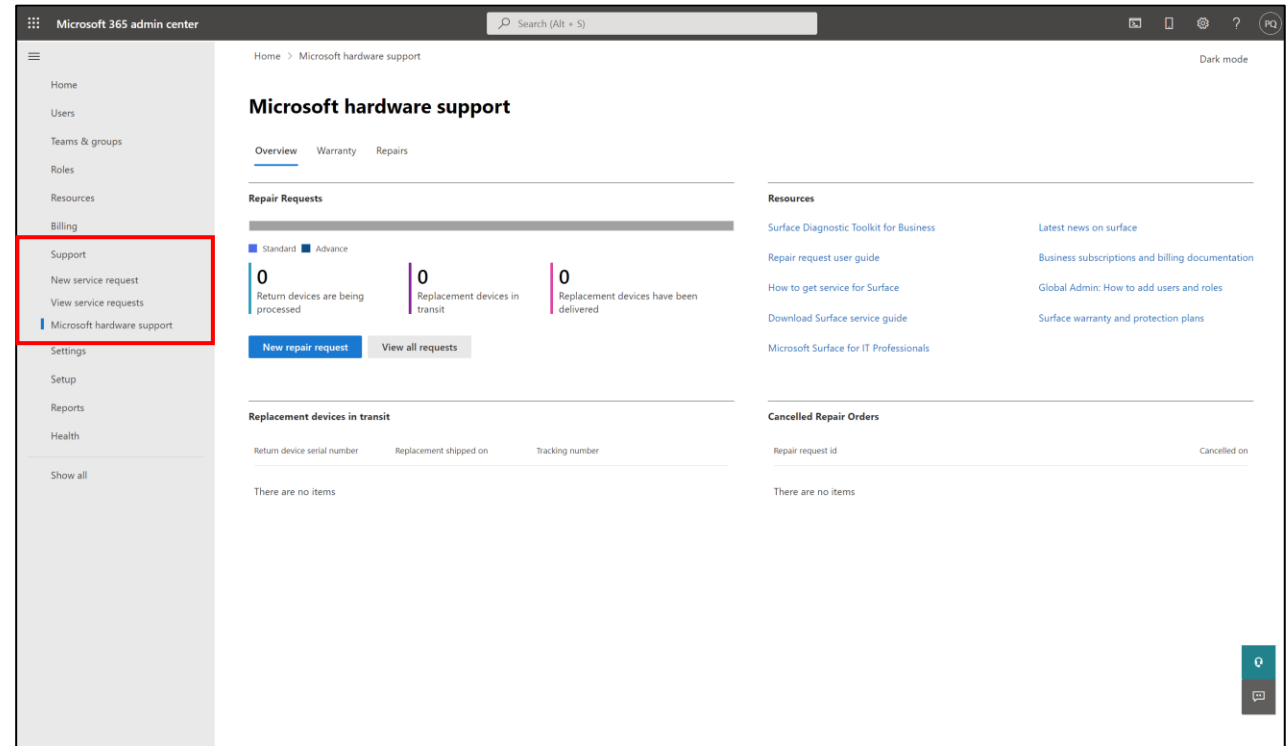
# Getting Started

## Log into Admin 365 Portal

- Customer with the existing credential for MAC can login (*No separate credential required for Microsoft hardware portal*)

## Go to the left menu bar

- Click “Support” then “Microsoft hardware support”
- Three tabs will appear on the right – Overview, Warranty and Repair

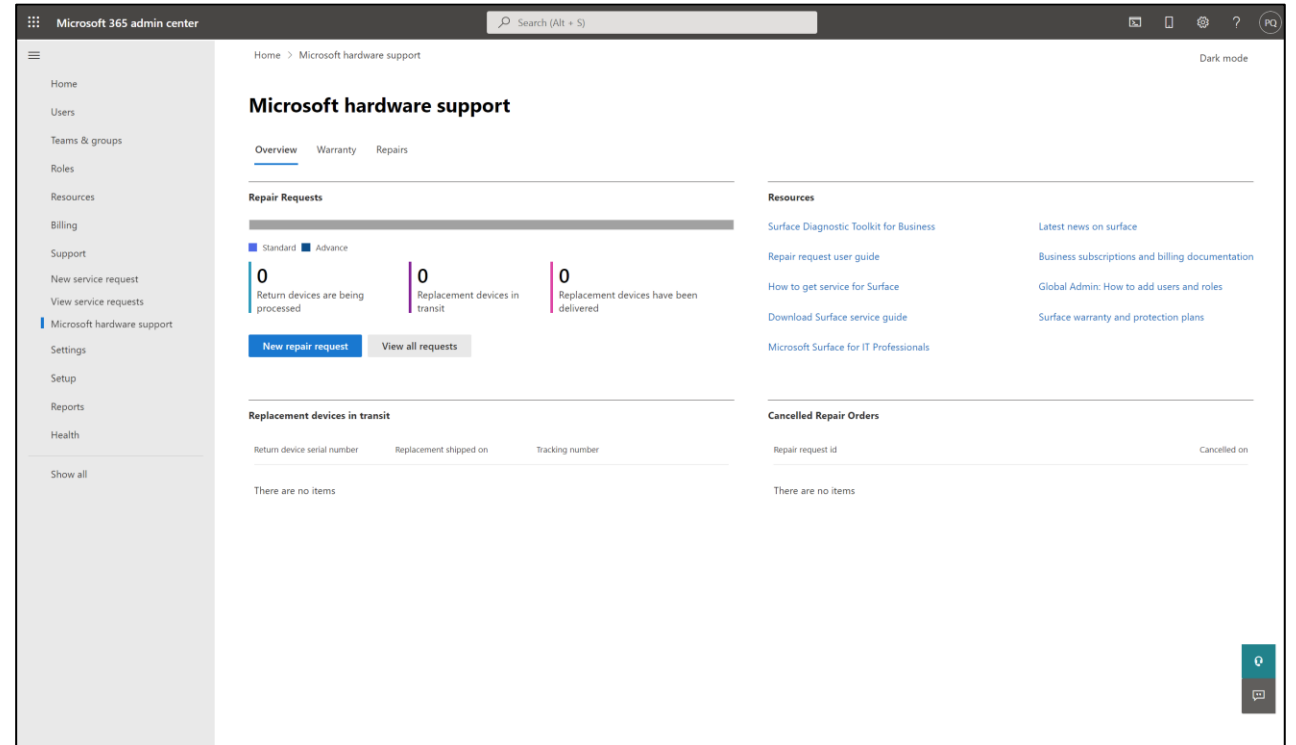


# Overview Page

Overview page allows you to start a new repair request

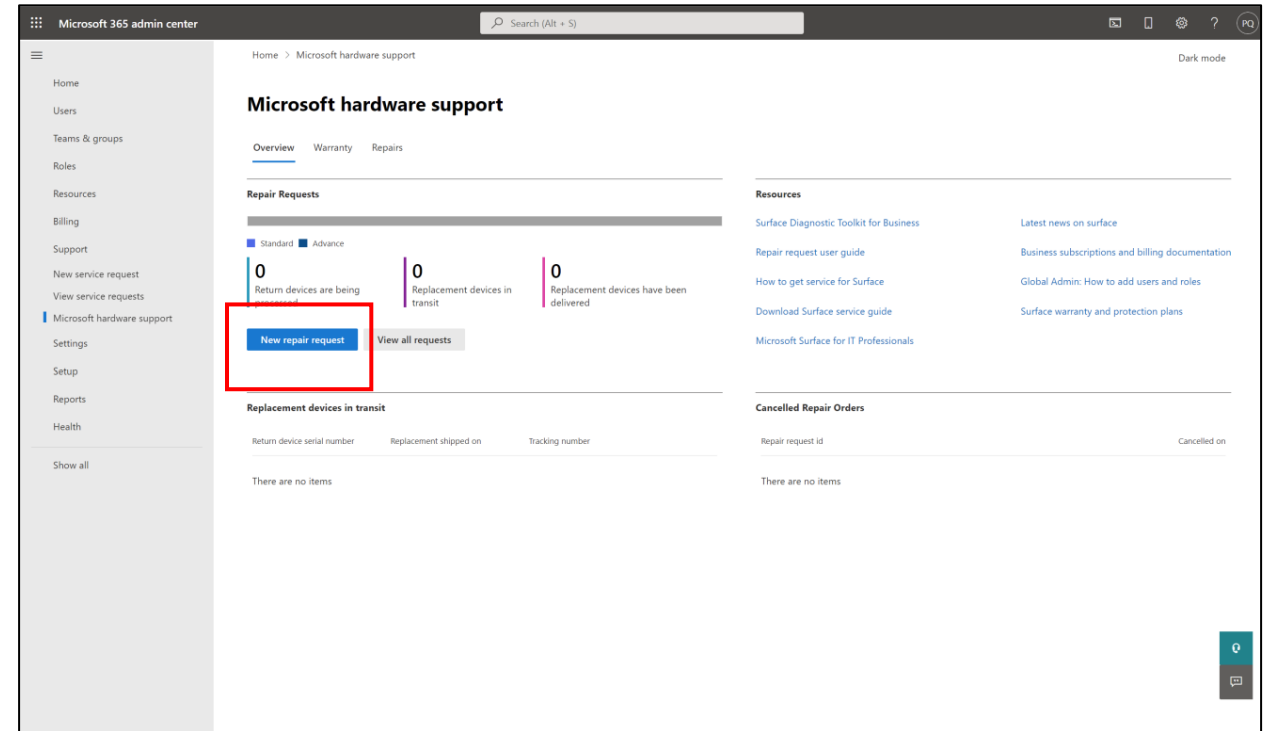
This page also shows the status of your repair requests for standard and advance orders including:

- Details of return process for devices
- Tracking numbers for devices in transit
- Cancelled repair orders
- Details for all requests



# New Repair Request

- A new repair request can be completed using this link for one, or multiple repairs
- Going into this link will start the repair request process
- The repair request is self-serve tool for hardware returns for devices either:
  - Under warranty (Advanced)
  - Not under warranty (Standard)
- A user can start a new repair from the Overview, Warranty or Repair pages



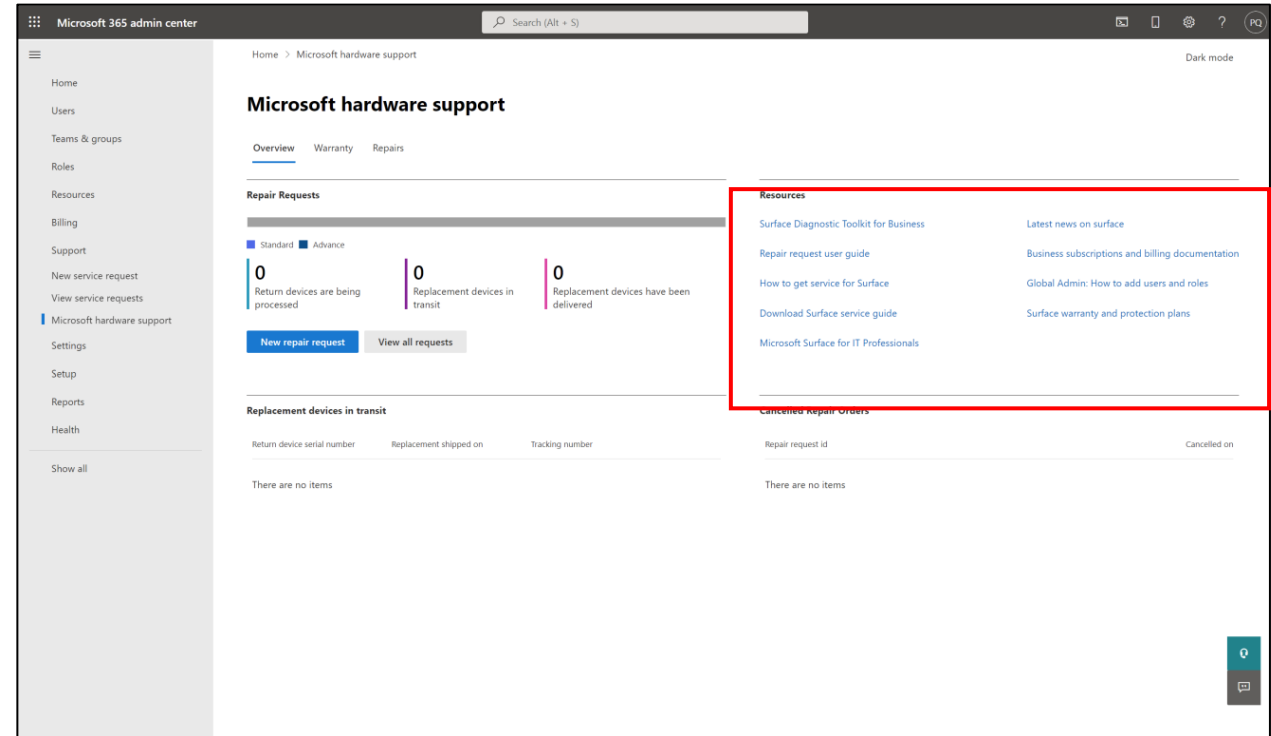
*Note: How to process the repair request is provided in more details in the proceeding section*



# Resources and FAQs

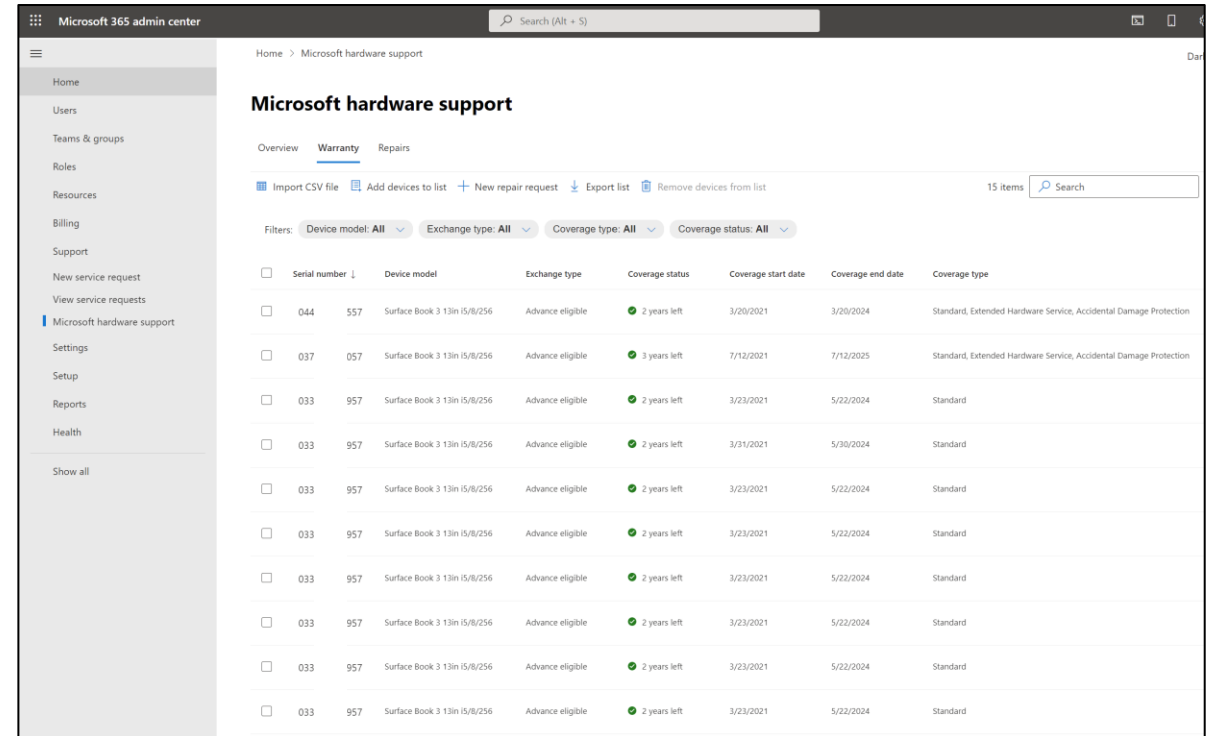
The resource page shows helpful tools and FAQs to manage your devices including:

- Diagnostics toolkit
- Repair request user guides
- Service guide for Surface
- Training for the Hardware Support Portal
- Tips for working in the M365 Portal
- Warranty information
- The latest news on Surface



This page allows you to see everything about your device warranty including:

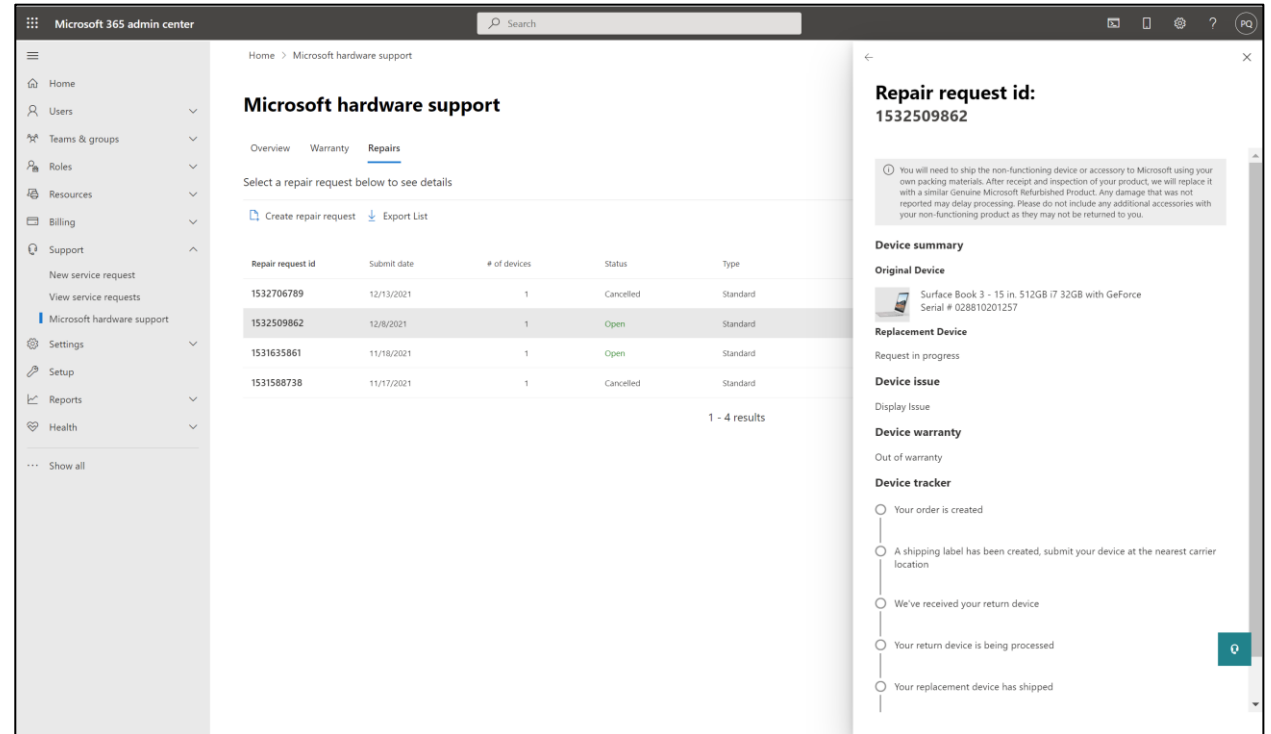
- From this page you can also chose the devices to start a repair order



# Repair Page

The repair page shows detailed information for your repairs for open, closed and canceled returns

- Click the repair ID number to see detailed information on the repair including:
  - Detailed information on the return
  - Status of the return
  - Warranty information
  - Device tracker
- User can filter the repair request by type (Open/close/ standard/advanced)
- User can export a list of repairs to a CSV file
- A new repair request can be started from this screen



The screenshot shows the Microsoft 365 admin center interface. The left sidebar contains navigation links: Home, Users, Teams & groups, Roles, Resources, Billing, Support, New service request, View service requests, Microsoft hardware support (selected), Settings, Setup, Reports, and Health. The main content area is titled 'Microsoft hardware support' and has tabs for Overview, Warranty, and Repairs (selected). Below the tabs, there are links for 'Create repair request' and 'Export List'. A table displays a list of repair requests with columns: Repair request id, Submit date, # of devices, Status, and Type. The table shows four rows of data, with the second row (ID: 1532509862) highlighted. To the right of the table, there is a detailed view for the selected repair request (ID: 1532509862). This view includes a warning message about shipping non-functioning devices, a 'Device summary' section showing the original device (Surface Book 3), a 'Replacement Device' section, a 'Device issue' section (Display Issue), a 'Device warranty' section (Out of warranty), and a 'Device tracker' section showing the progress of the repair process.

Repair request id	Submit date	# of devices	Status	Type
1532706789	12/13/2021	1	Cancelled	Standard
1532509862	12/8/2021	1	Open	Standard
1531635861	11/18/2021	1	Open	Standard
1531588738	11/17/2021	1	Cancelled	Standard

# New Repair Request

## Add devices:

- Choose whether to submit one device or upload multiple devices (using CSV upload)

## Confirm your shipping address:

- Chose a shipping address or add a new address
- Add Tax or VAT ID (for European customers), if applicable

## Tell us about the issue:

- Based on the issue, and if under warranty an offer will be displayed
- Advanced exchanges can be done in bulk
- Standard exchanges must be done separately

## Submit your repair request:

- Shows instructions for return
- Billing address
- Mailing address
- Details of return

# How can customers get started?



## System requirements

To use Microsoft Hardware Support Portal, customers will be required to have a M365 account.



## Access

To access this portal, click the support node on the left side of the platform and look for Microsoft Hardware Support. If you do not have the access, you will see the registration page for you to gain access. You will be notified when the access is granted.



## Availability

All US M365 customers can get access to the portal. Coming soon to additional markets where Surface is sold. If you are outside of United States, please fill out this [form](#) to request access.

Please view the Microsoft Hardware Support [Demo](#) to see what it can do for your business





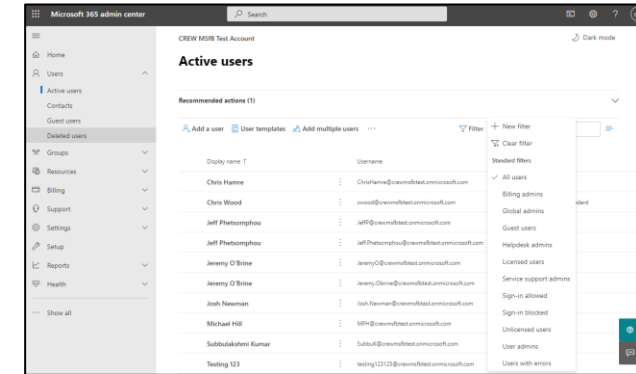
# Global Admin: How to Add a User?



# Getting Access to M365 Admin

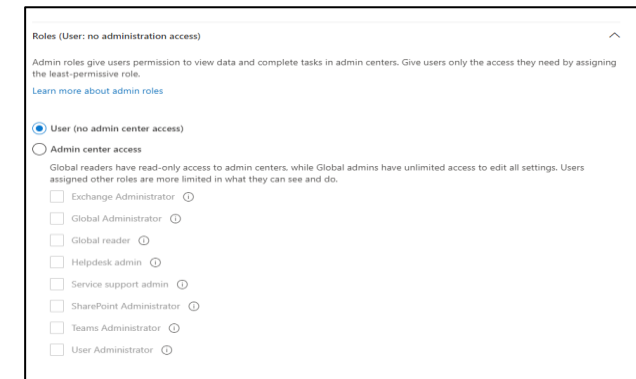
These are the steps obtain user access

- Go to [M365 Admin Center homepage](#), choose **Users** in the left-hand navigation under users, choose **Active users**
- Located in the options bar, choose **Filter**
- Chose **Global Admins from the filter list**
- Choose a user by clicking on their **display name** to view account details, including their email address
- Email your global admin for access



Different roles in Admin Center:

- **Global Admin:** Need access global access to management features and data
- **Service Support Admin:** Users who need to open or manage service requests and view or share message center posts
- **Billing Admin:** Assign to users who need to make purchases, manage subscriptions, manage support tickets, and monitor service health
- **Global Reader Admin:** Assign to users who need to view admin features and settings in the admin center that the global admin can view



Please visit [Overview of the Microsoft 365 admin center](#) for more information. See image to the right on where to go for specifics on admin role details.

# Add a User

Log in to M365, choose Home in the left-hand navigation, then under user management, chose add user to begin

## Set up the basic info

- Fill out basic information
- Choose automatically create a password or create your own
- Select if they create their own password or have one emailed

## Assign product licenses

- Select location of the country in which the Service support admin or Billing admin
- Under Licenses, choose Create user without product license

## Optional settings

- Under optional settings, choose Roles
- Use dropdown to choose the admin role for the user

- Fill in Profile information
- Review information entered for the new user's profile
- Review all information before adding admin user
- Hit next, then add user