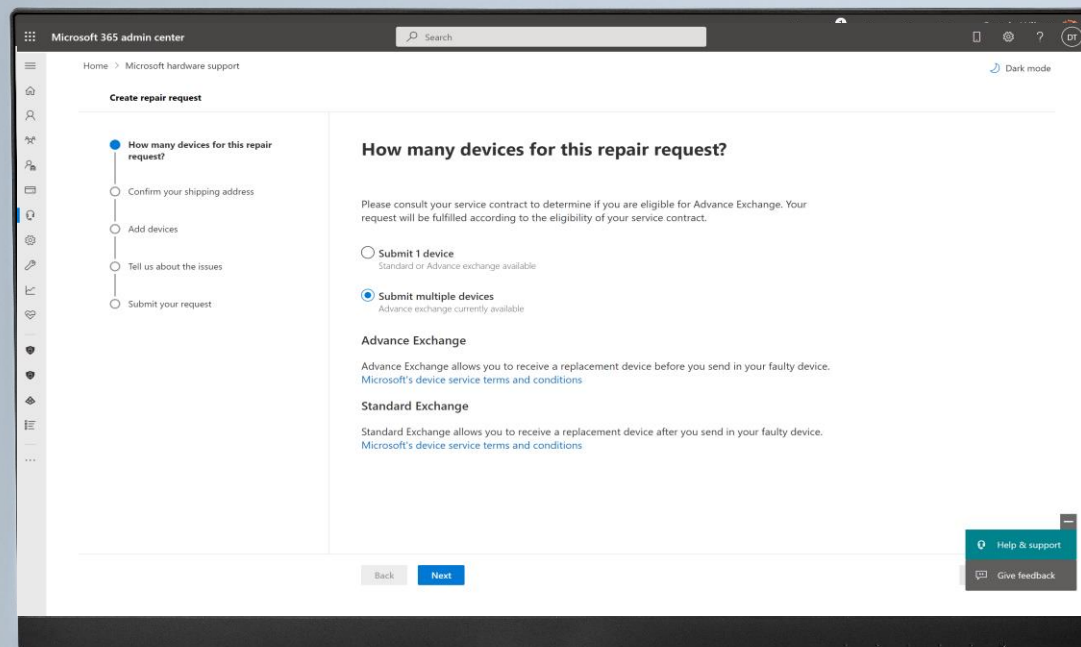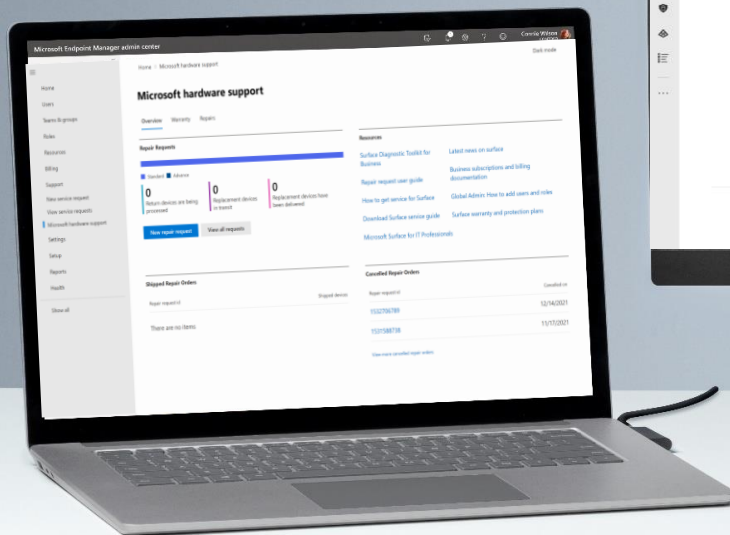# Self-Serve Portals for IT Admins
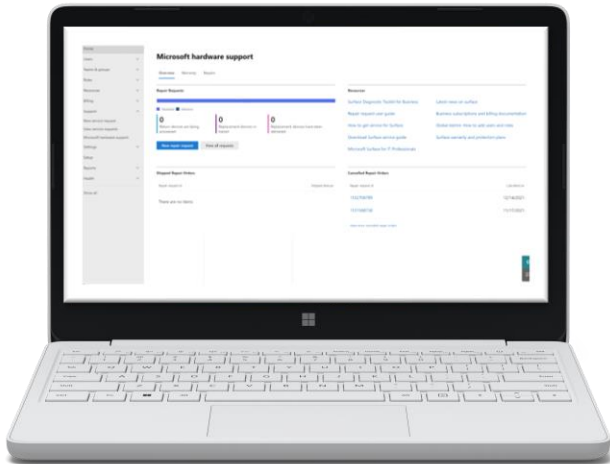
Microsoft Hardware Support Portal on
M365 Admin Center (HSP)

Microsoft Surface

Microsoft Hardware Support Portal

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 advance exchange 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
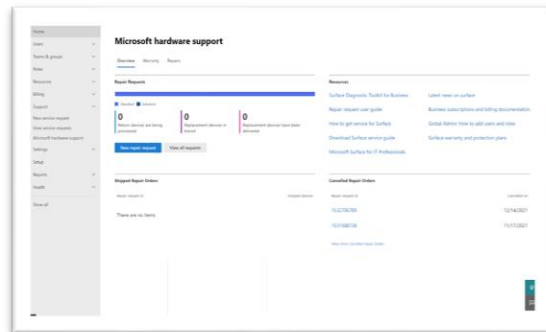
Hardware warranty specialist and admin roles specifically designed so IT technicians can manage their own repair and returns

Microsoft Surface

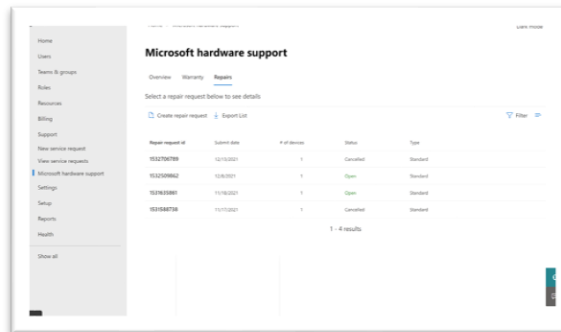# Microsoft Hardware Support Overview

Overview Dashboard

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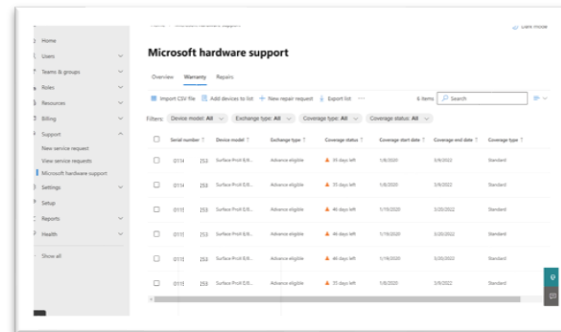

Warranty Exchange Request

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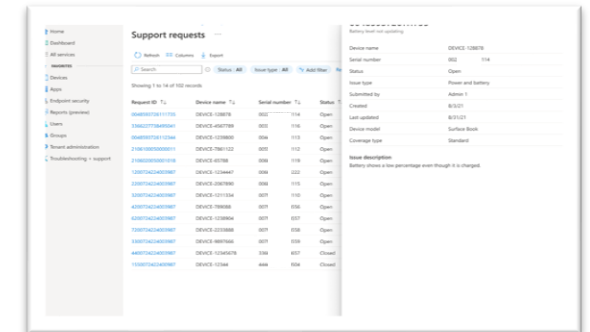

Warranty Lookup

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
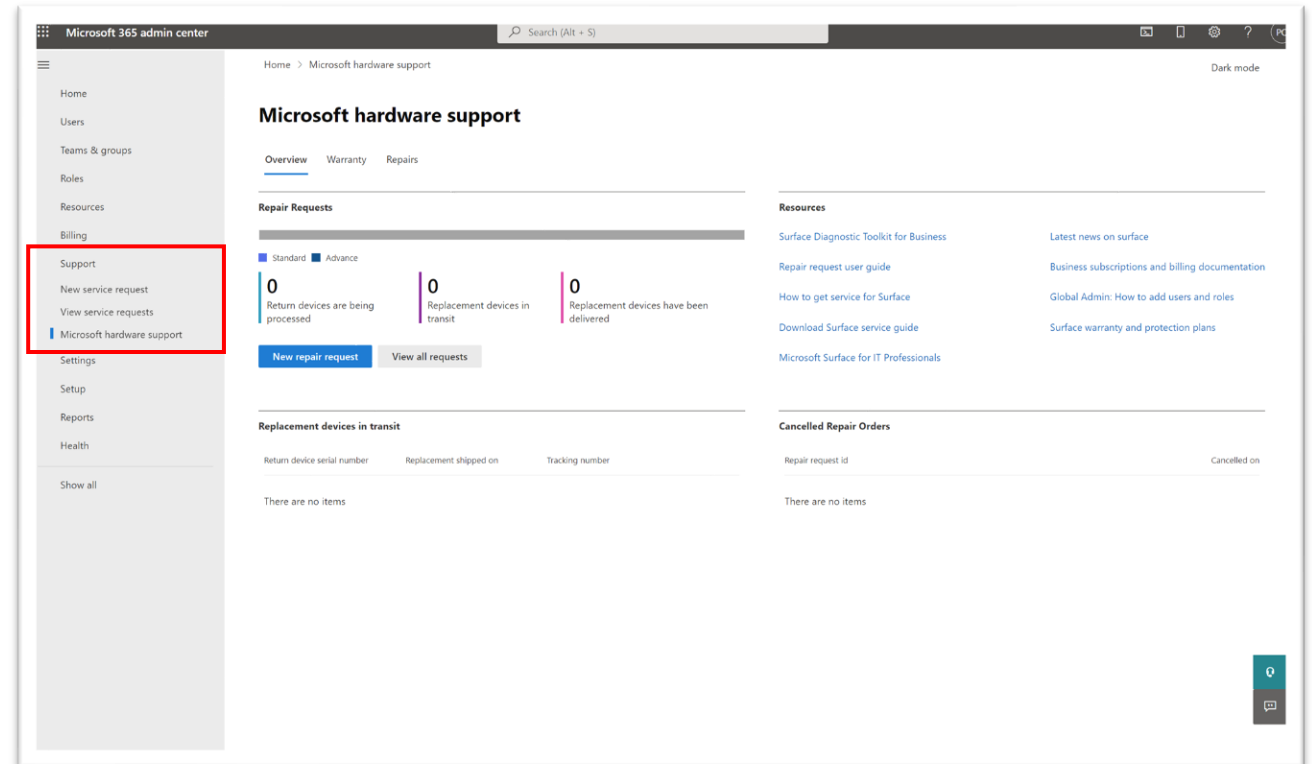
Overview Page

Overview page allows you to start a new repair request

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

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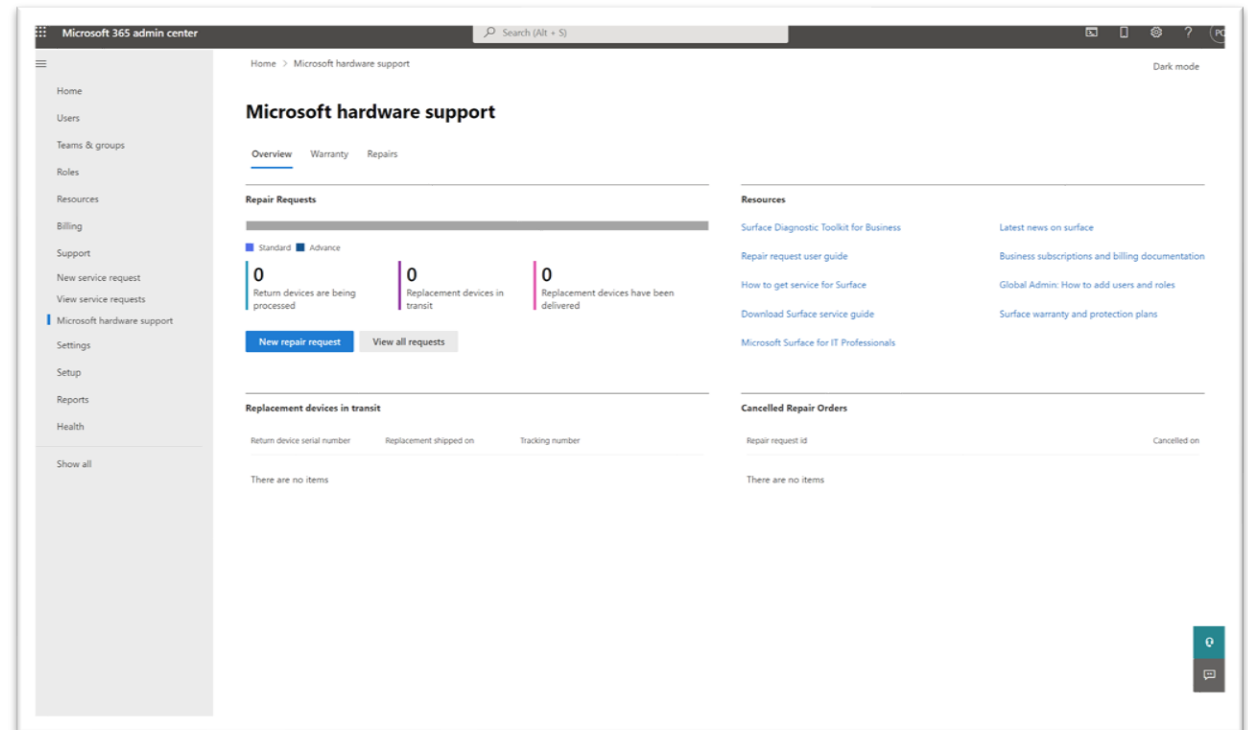
New Repair Request

- 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 a self-serve tool for hardware returns for devices either:
  - Under warranty (advance)
  - Not under warranty (standard)
- A user can start a new repair from the Overview, Warranty or Repair pages
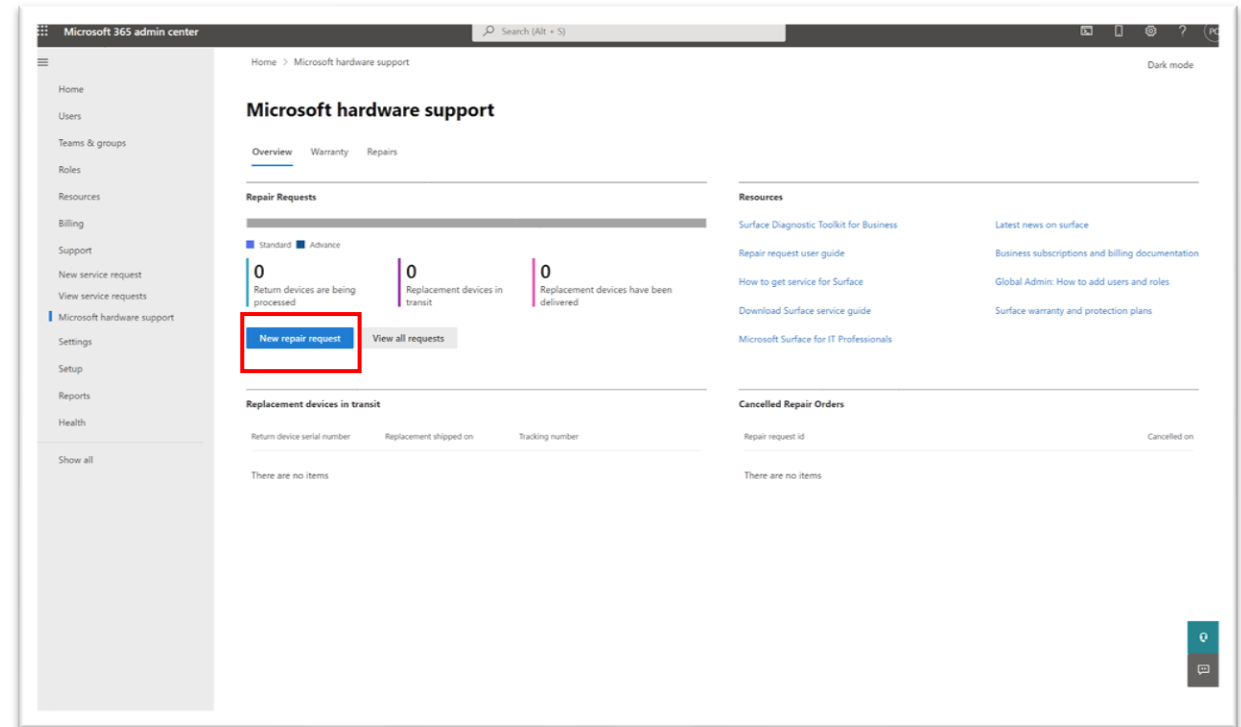
Note: How to process the repair request is provided in more details in the proceeding section

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
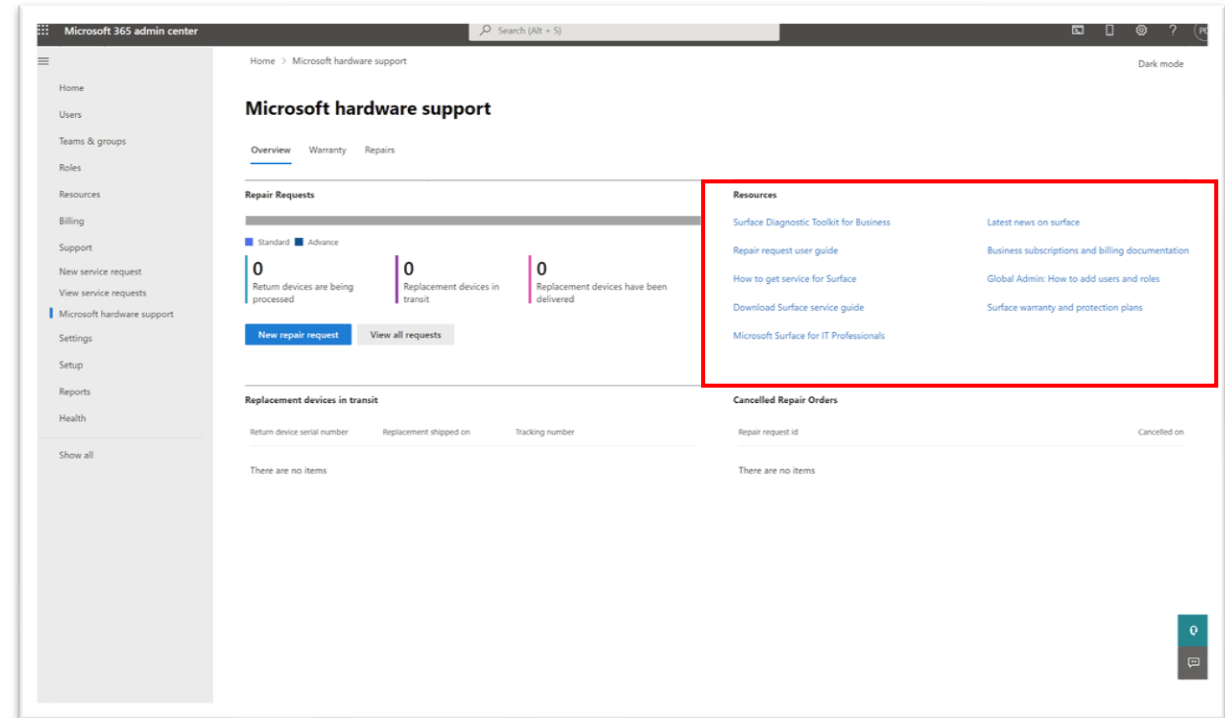
Warranty Page

You can upload serial numbers to view device warranties, for one device, or multiple devices using the import feature
This page allows you to see everything about your device warranty including:

- Time left on the warranty

- Coverage type

  - Standard hardware warranty

  - Advance exchange warranty

  - Purchased add on warranty

- Exchange type

  - Advance exchnage eligible are devices under warranty

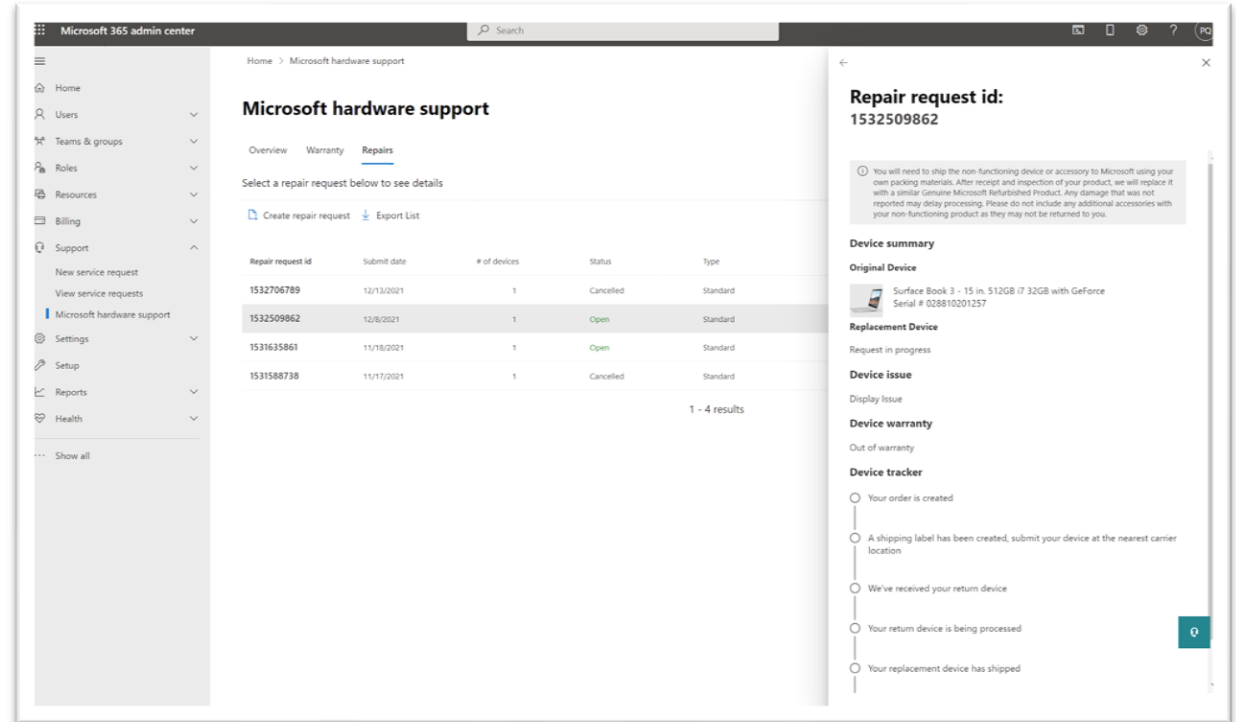 - Standard exchanges are devices not under warranty or same unit repair eligible

From this page you can also chose the devices to start a service or repair order
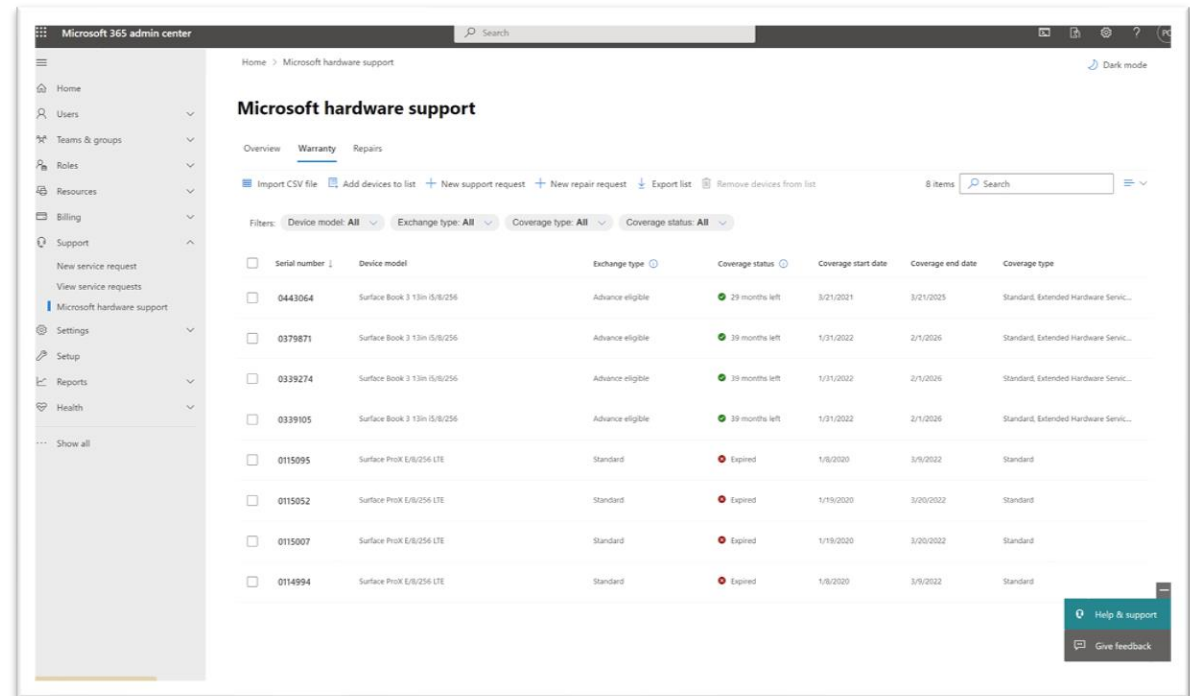
Repair Page

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/advance)
- User can export a list of repairs to a CSV file
- A new repair request can be started from this screen

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

- Advance 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

Support Requests

Getting help for your devices is easy using the support request feature
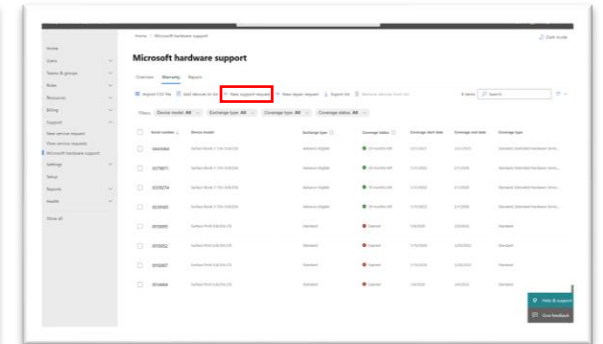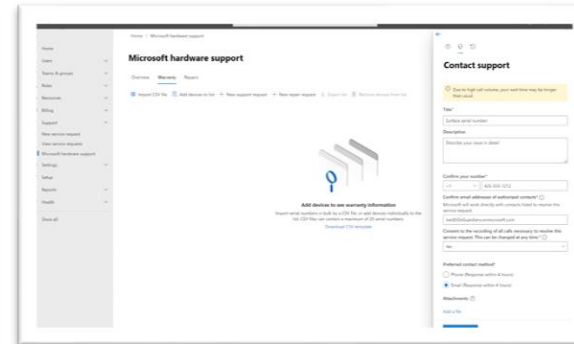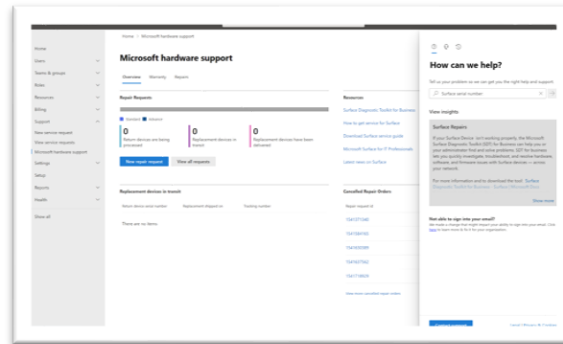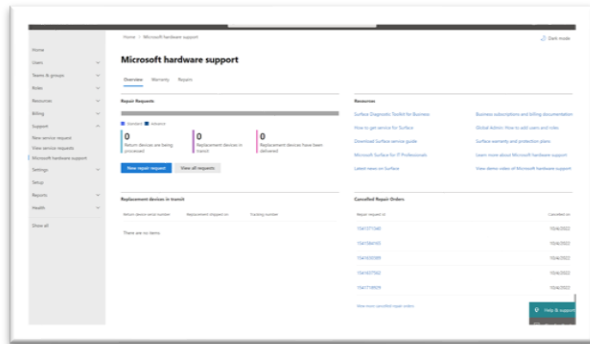
Access help and Support:
- Use the link on the bottom right of your screen to access help and support

Add serial number to get to the right help and support:
- View insights on your device

- Search help online

- Get help from a customer service representative by contacting support

Contact support:
- Add information about the device including the issue

- Select how you would like to be contacted

- Submit support request

- Customer care will contact you directly

Create a support request directly from the warranty page:
- See which devices are still under warranties

- You can create a support request for one or multiple devices

How can customers get started?

System requirements

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

Access

You may already have access to this platform if you have an Intune account. Click the support node on the left side of the platform and look for Microsoft Hardware Support.

Availability

If you do not yet have access to the portal, please sign in to your M365 Admin Center and then register to use the platform by using the following link here.

Assign user roles

Follow the instructions below to assign user roles to you and your team and start using the platform!

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 to obtain user access

1. Go to <u>M365 Admin Center homepage</u>, choose **Users** in the left-hand navigation under users, choose **Active users**
2. Located in the options bar, choose **Filter**
3. Chose **Global Admins from the filter list**
4. Choose a user by clicking on their **display name** to view account details, including their email address
5. Email your global admin for access
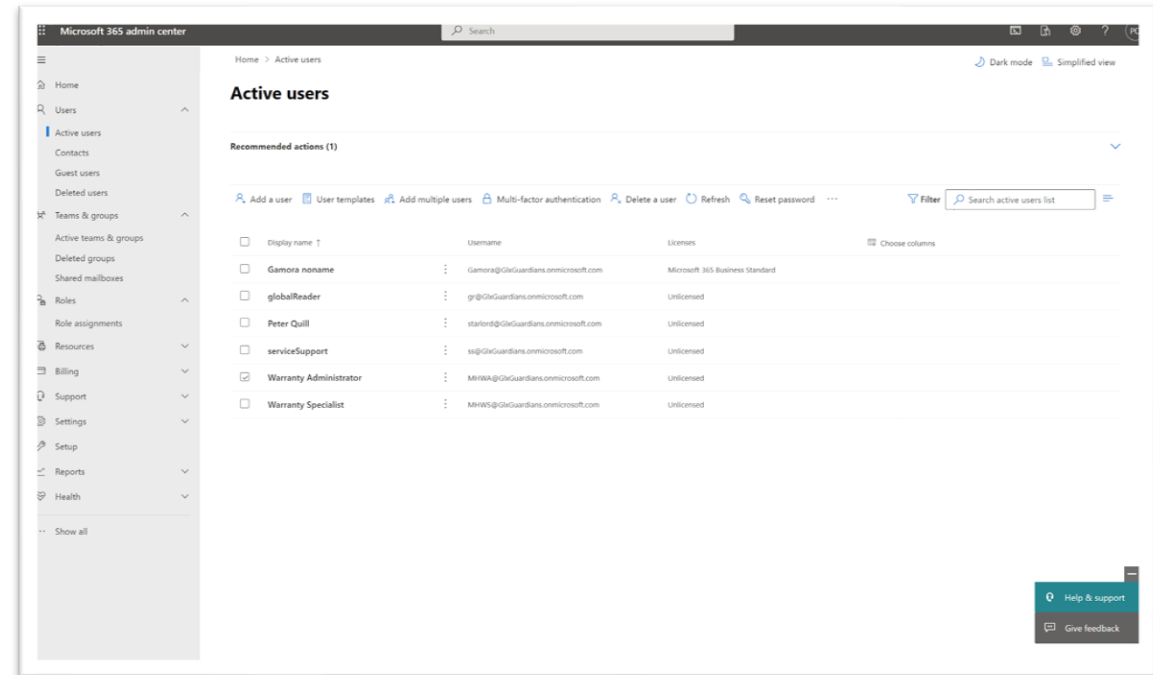
Please visit <u>Overview of the Microsoft 365 admin center</u> for more information. See image to the right on where to go for specifics on admin role details.
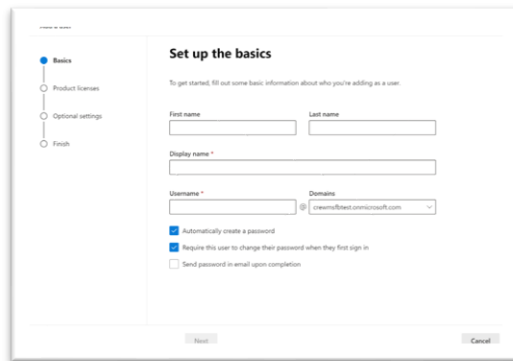
Roles available in M365

Different roles available in Admin Center:
- **Global Admin**: Need 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
- **Microsoft Hardware Warranty Admin:** IT professionals who need global access to all features and data
- **Microsoft Hardware Warranty Specialist:** Assign to IT professionals to create and manage repair and support tickets

Who can use the site and what access levels do they need

Admin Personal	View Service Requests	Create/Manage Device Replacement Request	Add/Edit/Delete Ship to Address
✓ Global Admin	Yes	Yes	Yes
✓ Service Support Admin	Yes	Yes	X
✓ Billing Admin	Yes	Yes	Yes
✓ Global Reader Admin	Yes	X	X
✓ Microsoft Hardware Warranty Administrator	Yes	Yes	Yes
✓ Microsoft Hardware Warranty Specialist	X	Yes	X

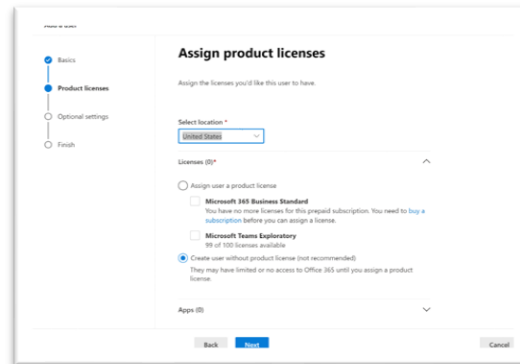![Microsoft Surface]

Add a User

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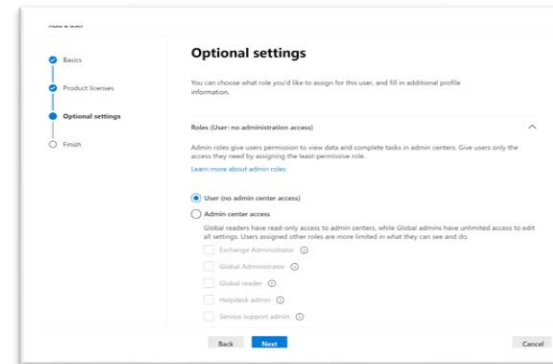

Set up the basic info

- Fill out basic information

- Choose automatically create a password or create your own

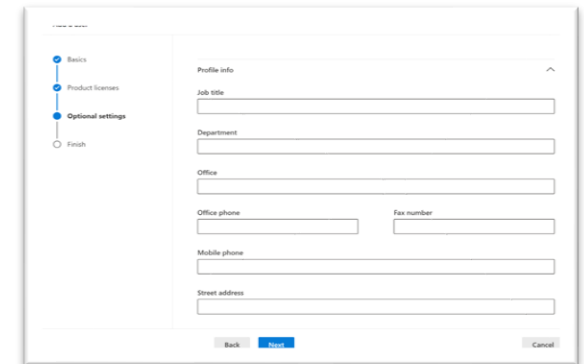- Select if they create their own password or have one emailed

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 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