

Surface Management Portal overview

Article • 03/22/2023 • 2 minutes to read • Applies to: Windows 10, Windows 11

Built into Microsoft Endpoint Manager, the new Surface Management Portal provides a centralized solution to self-serve, manage and monitor Surface devices at scale.

Introduction

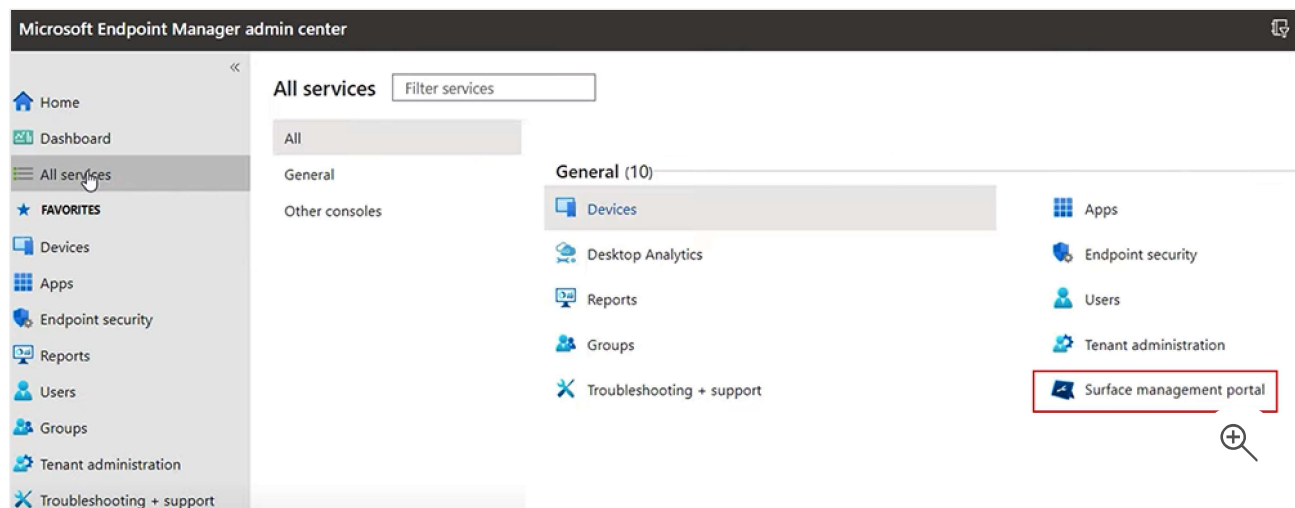
As a single environment for the end-to-end visibility of corporate or user-owned Surface devices, the Surface Management Portal lets you quickly see any issues that need prompt attention before they hit your help desk.

Get insights into device compliance, support activity, and warranty coverage. Quickly see the status of each device, which ones are still in warranty or expiring soon, and the status of active support requests with your hardware providers.

When your Surface devices are enrolled for cloud management and users log in for the first time, information from these Surface devices automatically flows into the Surface Management Portal, giving you a single pane of glass for Surface-specific device admin activities.

Get started

Sign in to Microsoft Endpoint Manager, select **All services** > **Surface Management Portal**.

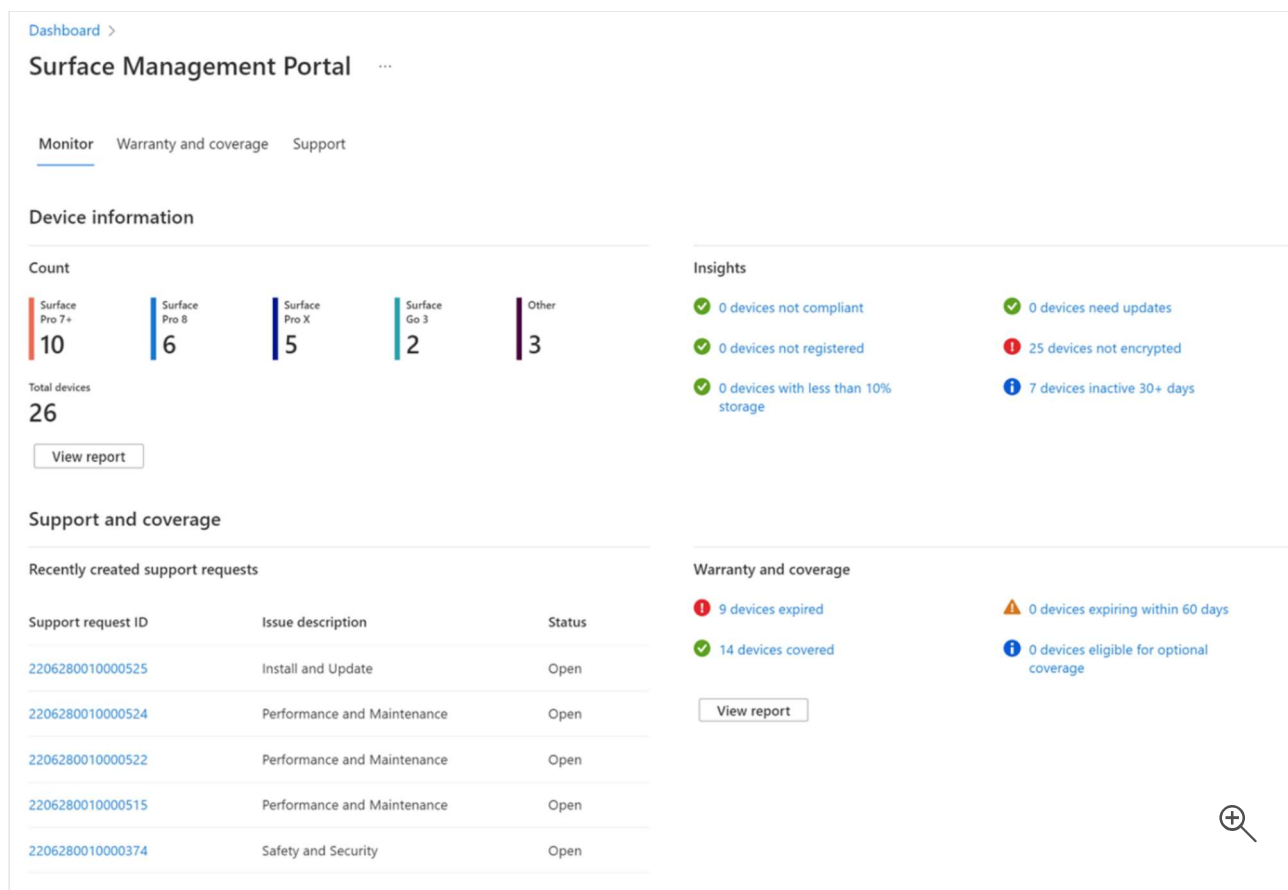


Monitor Surface devices

Select **Monitor** to display insights for all your Surface devices, including:

- Devices out of compliance, which could mean users can't access information requiring Azure AD login.
- Devices that aren't registered.
- Devices with critically low storage available on disk, a leading indicator of potential user experience issues.
- Devices requiring updates.
- Devices without drive encryption enabled.
- Devices that are currently inactive.

Select **View report** to see details on each insights category, giving you diagnostic information that you can customize and export.



💡 Tip

The portal shows device information for your top four registered devices with all others listed under **Other**. Select **View report** to see all your devices.

Device warranty and coverage

If you manage hundreds or thousands of devices, having direct access to the warranty status of each device is especially useful, letting you quickly see the following information:

- Devices within the warranty period
- Devices expiring
- Devices out of warranty
- Devices eligible for optional coverage

Support requests

The Surface Management Portal gives complete visibility into support activity along with the status of each request.

Dashboard >

Surface Management Portal

Monitor Warranty and coverage **Support**

Support activity

Open requests
57

Recently created support requests

Support request ID	Issue description	Status
2206280010000525	Install and Update	Open
2206280010000524	Performance and Maintenance	Open
2206280010000522	Performance and Maintenance	Open
2206280010000515	Performance and Maintenance	Open
2206280010000374	Safety and Security	Open

[View all support requests](#)

Troubleshoot and request support

When troubleshooting devices we recommend using the Surface Diagnostic Toolkit (SDT) first. If the problem persists, contact us for support.

[Create support request](#) [Learn more about SDT](#)

Resources

- [Microsoft Surface for IT Professionals](#)
- [Download Surface service guides](#)
- [Before you contact support](#)
- [Surface for business online service center](#)
- [Surface Device Self-Serve Warranty and Service](#)

Create Support Requests

Newly added to the portal is the ability to create and submit new requests for one device or many.

1. Select **Create support request**.
2. Select the Product (Device) from the drop-down list.

3. Based on the Product selected, pick the device model.
4. Select the device or devices based on the serial number (SN).
5. Provide details and supporting information about the issue.
6. Provide your contact information and a contact preference.
7. Review and submit the request.

[Dashboard](#) > [Surface Management Portal](#) >

Create support request ...

✓ Devices ✓ Issue description ✓ Contact details **4 Review and submit**

Devices

Device name	Serial number	Device model
JORDAN	0F00XV721	Surface Pro 8
STEVEN	0F00NNY21	Surface Pro 8

Issue description

Category: Surface Pro

Description: Display and Screen

Primary contact details

Preferred contact method: Email

💡 Tip

Track request status using the current insights and detailed views.

Try for free

Surface Management Portal is available to customers who use Microsoft Endpoint Manager and have enrolled Surface devices through Intune. If you're new to Intune, set up your

Intune tenant today by visiting [Quickstart: Try Microsoft Intune for free](#).

Learn more

- [What is Microsoft Surface Management Portal?](#)
- [Microsoft Mechanics](#)
- [Surface IT Pro Blog post: Surface Management Portal](#)