

# Contact Surface Support for Business and Education customers

Article • 01/09/2023 • 2 minutes to read • Applies to: Surface, Surface Hub

## Before you contact us

Review the [Top Support Solutions for Surface devices](#).

Run the [Surface Diagnostic Toolkit for Business](#) (SDT). The SDT enables IT administrators to quickly investigate, troubleshoot, and resolve hardware, software, and firmware issues with Surface devices.

If you're still having a problem after reviewing the top solutions and running the toolkit, use the tabs below to select a support option.

### Online support

Depending on your company's active product subscription(s) and/or paid Support offers, convenient solutions are available to manage your Surface device support requests individually and in bulk. Please follow the link that best fits your company's profile.

### You manage your devices with Intune

Built into Intune, the Surface Management Portal provides a centralized solution to self-serve, manage, and monitor Surface devices at scale. [Get support](#).

### You have a Microsoft 365 Subscription

The Microsoft 365 Hardware Support Portal provides a self-serve, centralized solution to look up current warranty and protection plans, create service requests, and track the status of device repairs. [Get support](#).

### You have a Premier or Unified Support contract

Create, Manage, and track support requests while staying current on Microsoft technologies with access to select self-paced learning paths.

[Learn more](#) or [Get Support](#) .

## All other business customers

To expedite your service requests, please make sure to include your device(s) serial number(s).

[Get Support](#)

Still need help? Go to [Microsoft Community](#) .