

Self-serve your Surface warranty & service requests

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Microsoft 365 Business customers are eligible to use the Hardware Support Portal to self-serve their Surface devices' service requests within Microsoft 365 Admin Center.

The Hardware Support Portal allows you to:

- Add one or multiple devices simultaneously to view current warranty and protection plans.
- Select one or multiple devices to create service requests.
- Track the real-time status of device repairs and transit times.

When you add a Microsoft 365 tenant to the tool, the following Admin roles are granted additional permissions:

Role	Permissions
Microsoft Hardware Warranty Administrator	View all service requests Create/manage device replacement requests Add/edit/delete ship-to address(es) Read-only access to the M365 tenant outside of the Hardware Support Portal
Microsoft Hardware Warranty Specialist	View own service requests Create/manage device replacement requests Read-only access to the M365 tenant outside of the Hardware Support Portal
Global Admin	View service requests Create/manage device replacement requests Add/edit/delete ship-to address(es) Create/manage users and their roles
Service Support Admin	View service requests Create/manage device replacement requests
Billing Admin	View service requests Create/manage device replacement requests Add/edit/delete ship-to address(es)

Gain access to the Hardware Support Portal

To access the portal, customers should first sign in to their M365 Admin Center and then register to use the platform using the following link:

<https://admin.microsoft.com/adminportal/home#/support/microsofthardwaresupport>

If access has already been granted, this link will directly lead to the portal. Active access to Microsoft 365 Admin Center is required to access the portal.

Learn more

- Watch this [demo video](#) .
- Read the [walkthrough tutorial](#) .
- Contact your Microsoft representative if you have more questions.