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Microsoft Volume Licensing Service Center

Getting Started and Administration

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Microsoft Volume Licensing Service Center

The Microsoft Volume Licensing Service Center (VLSC) is the primary location for Microsoft Volume Licensing customers to view and manage their licensing agreements. You can perform many tasks in the VLSC, from downloading software and keys to viewing information about your licenses and relationships.

A license agreement with Microsoft dictates how a product is used, how long it can be used, and how a customer intends to deploy the product in a business environment. For example, a license agreement or entitlement might detail a lease agreement for a single software product that may have multiple activations. Moreover, customers can purchase service agreements, such as Software Assurance, which offers benefits in the licensing relationship with Microsoft, such as complimentary product upgrades and a set number of service tickets.

When you purchase and download software from Microsoft, you receive the right to use Microsoft intellectual property through the volume licensing agreements and services that you elect to use.

Getting started with the VLSC

A Microsoft account and a valid business email address are required to register and begin using the VLSC. This helps streamline the process for managing multiple agreement numbers. Following these steps will make the process easier for you to track and manage multiple agreement numbers.

Signing up for a Microsoft account

You must sign up for a Microsoft account to use the VLSC. A Microsoft account also allows you to access other Microsoft services.

To sign up for a Microsoft account

1. From the VLSC home page, click **Sign In**.
2. Click **Sign up now** to sign up for a new Microsoft account.
3. The **New to Microsoft?** page opens.
4. Type your email address in the **Email address** field. Using a group alias or public email account is discouraged for use with the VLSC.

5. Type a password in the **Password** and **Retype password** fields. The password strength indicator shows the security of your chosen password.
6. Select a password reset **Question** from the drop-down list.
7. Type the **Secret answer** to the question in the field.
8. Type the **verification** characters in the text box.
9. Select the links to review the Microsoft terms of use and the Microsoft online privacy statement.
10. Click **I Accept**. The Verify your email address page opens. Follow the directions to access your email account and verify the email address.
11. In your business email account, locate and open the confirmation email.
12. Click the link provided to verify ownership of your Microsoft account address.
13. The email address confirmation appears. Click **Finish**.

Registering for the VLSC

When you register with the VLSC, the site requires you to validate your business email address using an invitation email message from Microsoft. You should use the same business email address that you used when you signed your agreement or order.

If you are an Administrator on a parent agreement, when you sign into the VLSC for the first time, the Administrator Inheritance Option page is displayed. If you select to opt-in, then you automatically become an Administrator on all child agreements associated with the parent agreement.

To register

1. Access the VLSC at www.microsoft.com/licensing/servicecenter.
2. On the **Welcome to the Volume Licensing Service Center** page, click **Sign In**.
3. Type your Microsoft account and password.
4. Click **Sign In**.
5. If you are a returning user and would like to see an overview of navigating the VLSC, see the **Navigating the Volume Licensing Service Center** section.
6. First-time users must enter their business email address. Type the business email address into both the **Business Email** and **Confirm your Business Email** fields, and then click **Submit**.
7. If you received an email invitation to the VLSC, then enter the email address where your invitation was sent.
8. Click **Submit**. Microsoft will send an email message to confirm that you own the Business Email address provided.

9. Go to your email inbox and open the confirmation email message from the Volume Licensing Service Center.
10. Click the link in the email to confirm your ownership of this business email address.

    NOTE: *If you do not receive an email, check your junk mail folder. You should also add @microsoft.com to your Safe Senders list.*

Signing a new Open License agreement

When you sign in to the VLSC, it verifies whether you have any Open License agreements with unsigned terms and conditions. If you have an unsigned Open License agreement, you are prompted to sign the agreement.

To sign an Open License customer agreement

1. Go to the Microsoft Volume Licensing page.
2. In the **Open License Type** field, click the down arrow to open the menu, and then select an item from the menu.
3. In the **Country of Usage** field, click the down arrow to open the menu, and then select an item from the menu.
4. In the **Language** field, click the down arrow to open the menu, and then select an item from the menu.
5. Click **Go**.
6. The Open License agreement appears. Type your full name, and then click **I Accept**.

   If terms and conditions are not accepted, all Open Licenses are removed from your profile during your session. A single acceptance only is required for all terms and condition types, and for both current and future Open License agreements that are assigned to you.

Navigating the Volume Licensing Service Center

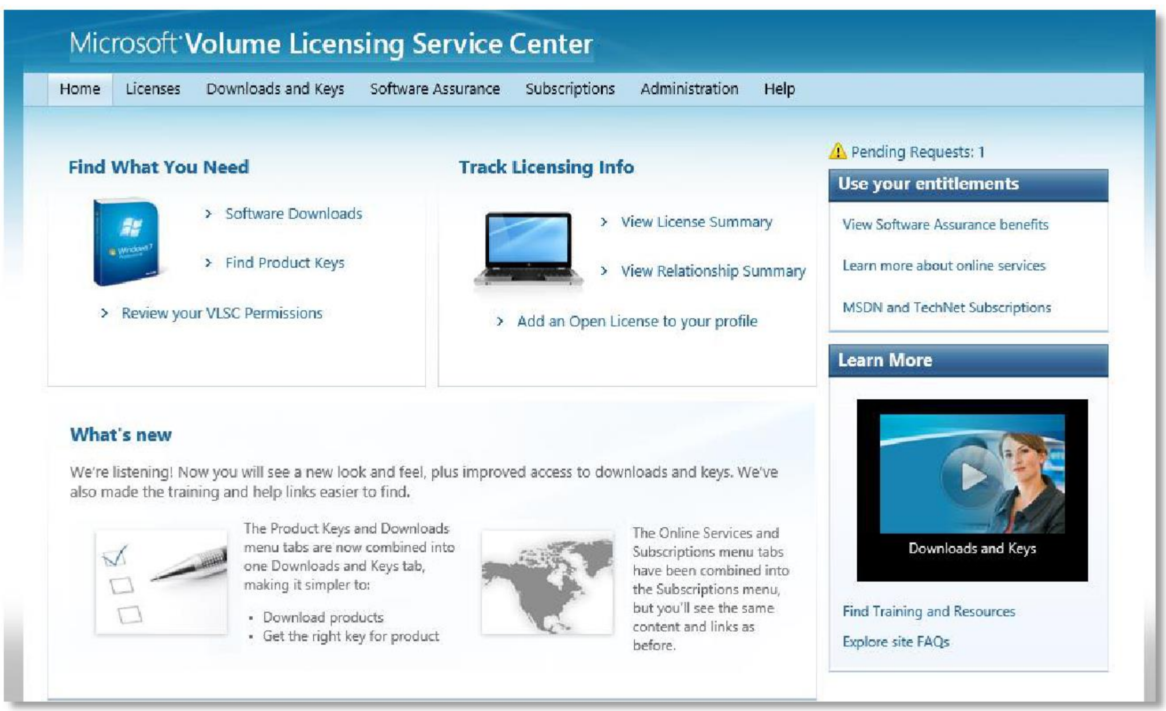
The VLSC is designed for easy access to your licensing management needs. You can:

- Download products and keys
- Access all your licensing information in one location
- View your relationship summary and license summary details

- View all agreements or purchases in your organization
- Review the status of your enrollments, including upcoming agreement expirations
- View recent download activity
- Receive a licensing summary that illustrates all entitlements by product and version
- As an Administrator, view any pending requests
- Find help and training resources
- View news or updates regarding the Volume Licensing Service Center

The menu options and notifications that you can view depend on your user role. On the VLSC home page, use the main navigation bar to:

- View your Open Licenses
- Download software and access product keys
- Access Software Assurance benefits
- View Subscriptions
- Activate Online Services (Open customers)
- Perform administration tasks
- Get help with the VLSC



The VLSC home page has several sections to help you perform the following tasks.

- **Main navigation bar**

  Access the Licenses, Downloads and Keys, Software Assurance, Subscriptions, Administration, and Help pages from the items on the main navigation bar. **Open program** customers also have a menu item named **Online Service Activations** (for more information, see the next section titled *Main navigation bar variations*.)

- **Find What You Need**

  Select the links to:

  - Download your software
  - Find product keys
  - Review your VLSC permissions

- **Track Licensing Information**

  Select the links to view your license summary, relationship summary information, or add an Open License to your profile.

- **Number of Pending Requests**

  If you have administrative credentials, this link informs you of the total number of pending requests. Select the link to open the Manage Users page where you can view or edit permissions and address pending requests.

- **Leverage Entitlements**

  Use this section to see the type of entitlements you have depending on your benefits.

- **What's New**

  Learn about VLSC site updates and new features.

- **Learn More**

  View videos on common VLSC tasks, and find other training and resources.

Main navigation bar variations

The items on the VLSC top navigation bar can change depending on your Volume Licensing program.

Open program customers can activate their new online services (except Microsoft Azure) in a new section of the VLSC named **Online Service Activations** on the main navigation bar.

Enterprise program customers will not see the **Online Service Activations** link in the top navigation menu. The VLSC user guide titled “Online Service Reservations for Enterprise Agreements” helps enterprise customers learn how to manage online services in the VLSC.

Administration tasks in the VLSC

If you are an Administrator, you will see additional functionality and tabs on the VLSC Administration page.

Administration only:

- Add User
- Manage Users
- Add Open License

Users and Administration:

- My Preferences
- Request Permissions
- My Permissions
- Add Open License

The My Preferences page

To manage notifications and alerts

1. Click **Administration**.
2. Then select **My Preferences** from the top navigation bar.

To receive Notifications and Alerts

Select the box labelled **I want to receive . . .my permissions are made**. You will receive notifications from the administrator when changes to your permissions are made.

To opt in or out of the Administrator role

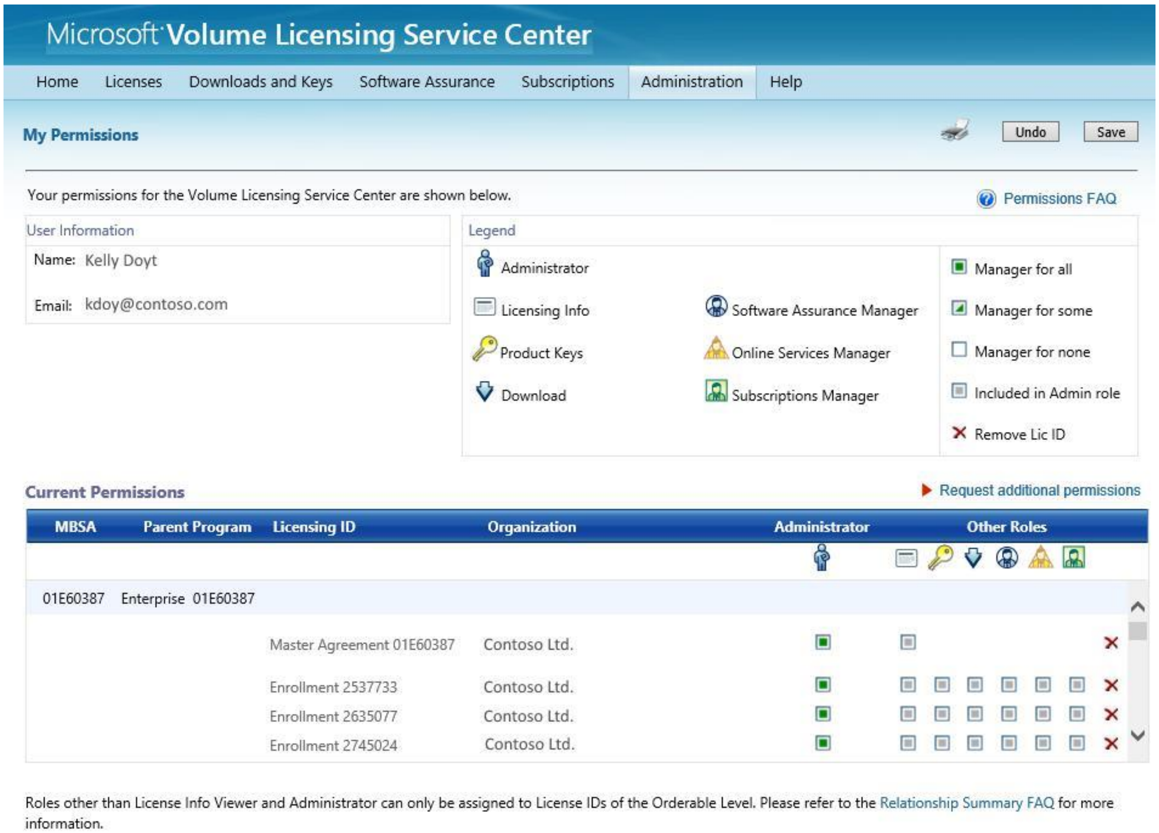
Go to the [Administrator FAQ](#)section and then select one of the following options:

- **Opt In**: You will receive the Administrator role for all future Enrollments added under the MBSA or Select/Enterprise Agreement(s) that you are named as the Primary Contact or Notices Correspondent and Online Access Contact.

- **Opt Out**: You will not receive the Administrator role for all future Enrollments added under the MBSA or Select/Enterprise Agreement(s) that you are named as the Primary Contact or Notices Correspondent and Online Access Contact.

NOTE: *Opting out may cause loss of permissions for current and future Volume License agreements.*

Once you have selected your preferences options, click **Save**. To view your permissions, click **Administration** and then **My Permissions**.



The fields on the **My Permissions** page are:

- **User Information:** Your name and email address.
- **Legend**: The description for icons and check boxes used in the Other Roles column.
- **Current Permissions:** Your Volume License permissions. You can view the information hierarchy from the MBSA, the Parent Program, the enrollments listed in the Licensing ID column, and the Organization. The Administrator and Other Roles columns allow you to grant Administrator status and modify a user's permissions.
- **MBSA:** The Master Business Service Agreement (MBSA) number under which the Parent Program(s) and entitlements are listed.
- **Parent Program:** The Parent Program type and the number.
- **Licensing ID:** The entitlement and identification number.

- **Organization:** Organization name
- **Administrator:** License details and the type of permissions that you currently are assigned.
- **Other Roles:** Other VLSC user roles. Hover over an icon to view its description.

To delete permission to a licensing ID and user roles

1. Go to the bottom of the **My Permissions** page.
2. Select the red **X** to delete permission to that licensing ID.

NOTE: *Deleting permission to a license does not delete the user from the VLSC. Their business email is always associated with an agreement even if they do not have licensing permissions.*

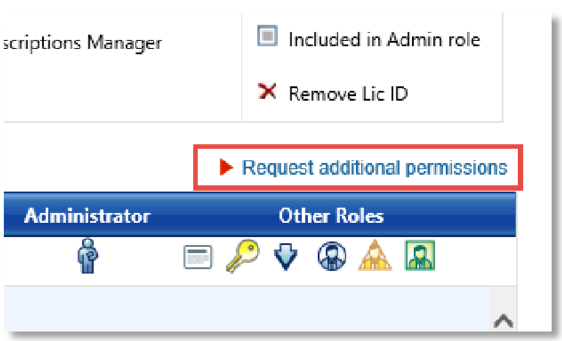
3. Use the pop-up display to select individual roles. **Select All** will select all roles. This capability is available only to users with one of these roles:
    - Software Assurance Manager
    - Online Services Manager
    - Subscription Manager

    When you delete a user role, a pop-up window displays indicating that you will need to request access from the administrator to regain access to the licensing ID.

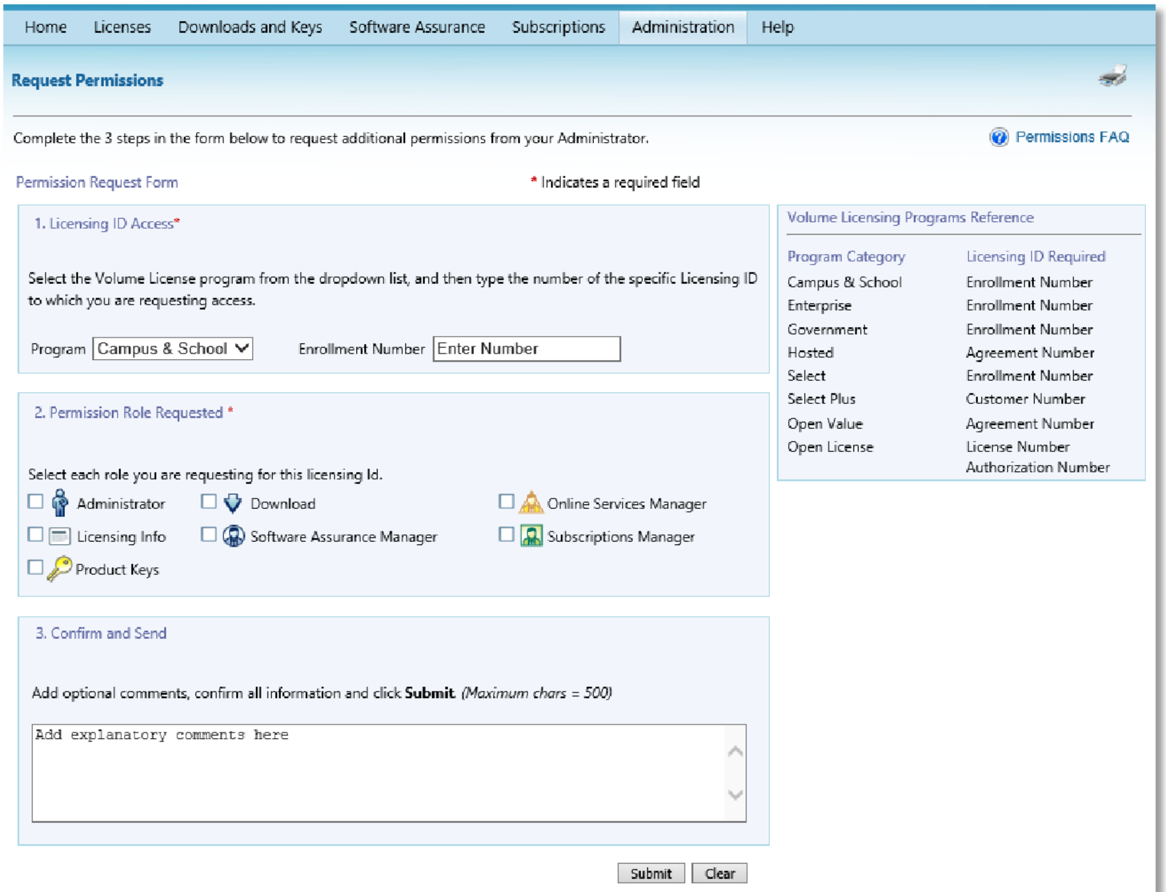
Request Permissions

You can request changes to your permissions and request access to a new licensing ID.

To get started, click **Request Additional Permissions**.



On the **Request Permissions** page, make your selections:



- **Licensing ID Access**

  From the Program drop-down menu, select the type of Volume License program, for example, Campus & School, and then type the Enrollment Number into the associated text field.

- **Volume Licensing Program Reference**

  Use this section to identify the license ID type for each program type.

- **Permission Role Requested**

  Select the appropriate check box to indicate the role that you want to request for the licensing ID , for example, Product Keys.

  When you select the Software Assurance Manager, Online Services Manager, and Subscription Manager roles, a pop-up window appears. You can either select Select All to select all options, or select options singlyindividually.

  NOTE: *The ability to select individual roles is currently inactive. If you select one role, then all roles are selected.*

  Click **OK** to save your changes. Repeat as required for each role.

- **Confirm and Send**

  Add optional comments if needed. There is a maximum character limit of 500.

- **Submit**

  After you have completed all the sections on this page, click **Submit** to send your request to the Administrator for approval.

To address pending requests

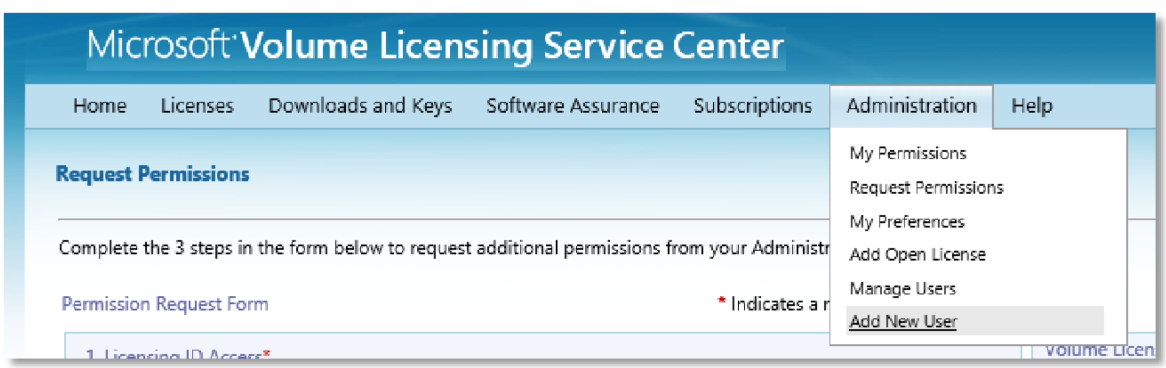
When a user requests permissions, a request for approval is emailed to the administrator who manages that licensing ID. For more information, sign in to the VLSC, and then click **Review Your VLSC Permissions**. If you are an Administrator, you can address all pending requests from the **Manage Users** page. For more information on pending requests, see the Manage Users page section.

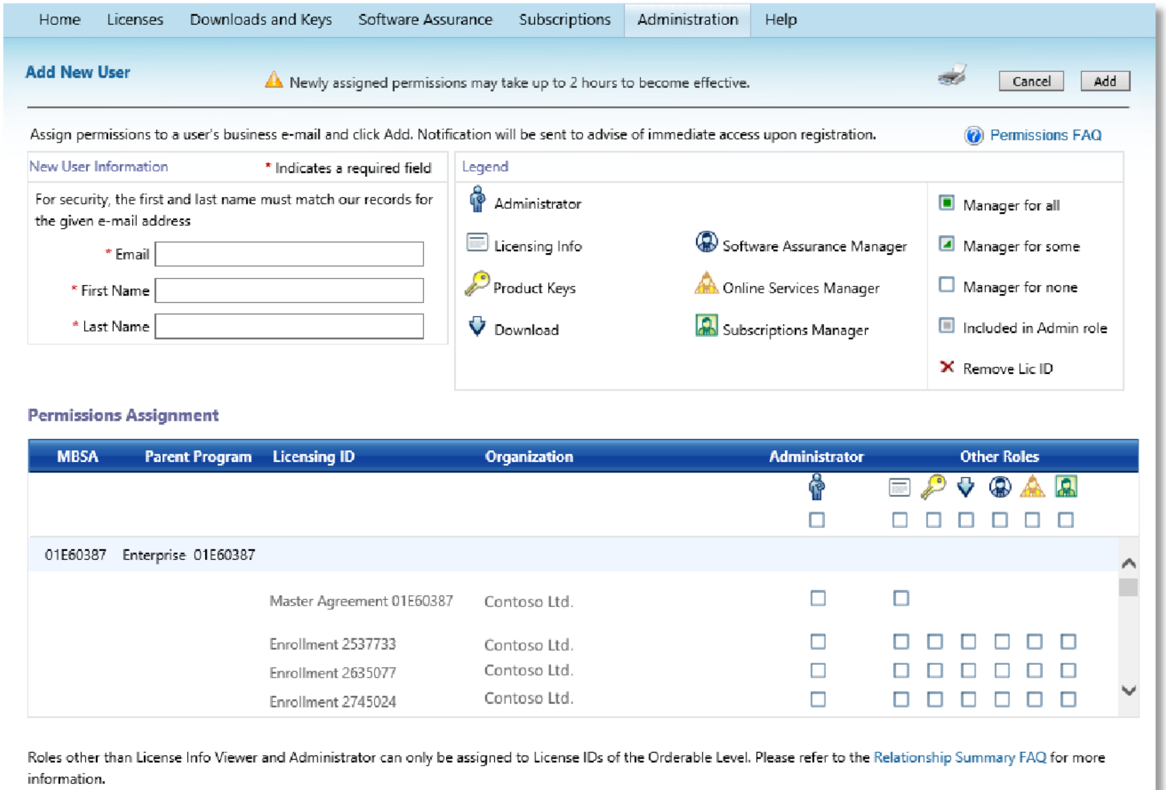
Add User page

If you are an administrator, you can add a new user and assign permissions using their business email.

To add a new user

1. On the main navigation bar, go to **Administration**, and then click **Add User**.
2. In the **New User Information** box, type the user's email address, Last Name, and First Name. (See the description below of all the fields on the Add User page.)
3. In the **Permissions Assignment** section, select the permissions to assign to the user. (See the instructions below for details on how to assign permissions.)
4. Click the **Add** button at the top of the page. You must complete this step in order to submit your changes and add this new user.
5. The new user will receive an email notification from Microsoft. Newly assigned permissions may take up to two hours to become effective.





- **New User Information**: Type the user's business email address, and the first and last names into the text fields. Your entries and the user's data must match.
- **Legend**: Displays the description for icons and checkboxes used in the Other Roles column.
- **Permissions Assignment**: You can use this area to request permissions for the new user.
- **MBSA**: This column displays the Master Business Service Agreement (MBSA) number under which the Parent Program(s) and entitlements are listed.
- **Parent Program**: This column displays the Parent Program type and the number.
- **Licensing ID**: This column shows the entitlement and the identification number.
- **Organization**: This column shows the organization name.
- **Administrator**: View license details and the type of permissions that you currently are assigned.
- **Other Roles**: All licenses that are associated with the Administrator are displayed. For each licensing ID, select the relevant text box to assign the user role and permissions for the new user.

To change roles

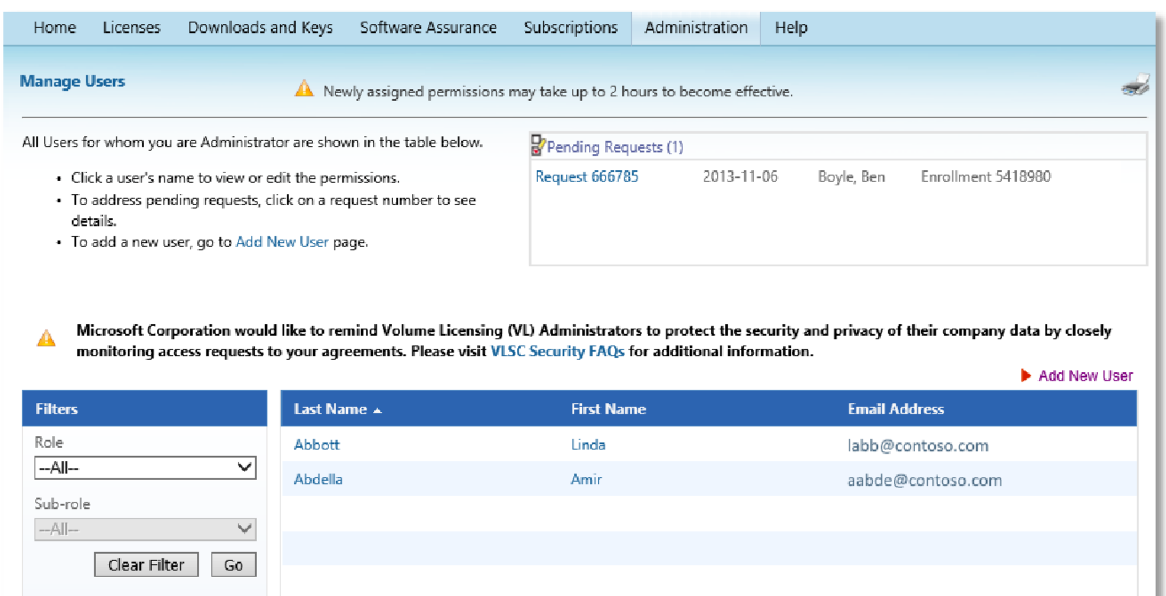
To change roles for Software Assurance Manager, Online Services Manager, or Subscription Manager, go to the **Request Permissions** page.

1. For each licensing ID, select the relevant check box to assign user roles and permissions for the new user. There are two options to apply a permissions assignment:
   - To apply a permissions assignment to all the licenses listed, select the check box immediately under the role in either the Administrator or the Other Roles columns (for example, Subscriptions Manager).
   - To apply a permissions assignment to a single license listed, select the check box on the same line as the entitlement.
2. Click **Add** to complete the process.

   The new user will receive an email message notifying them that they have access to licenses in the VLSC.

Manage Users page

Use the Manage Users page to view pending requests from users for whom you are license administrator, or to view existing users. Click a user name or email address to view their permissions.



- **Pending Requests**: If another user requests permissions for a license, it displays in the field under the Pending Requests header.

- **User Management:** Click the last name, first name, or email address to navigate to the Edit User Permissions window to add, edit, or change the current permissions for the selected user.
- **Add New User:** Click the Add New User link to navigate to the Add New User page.

To edit User Permissions

A user's roles and permissions are listed for each licensing ID. You can review the legend for a role description. Users whose permissions are updated will receive an email message notifying them of the Administrator's action.

1. On the main navigation bar, go to **Administration** and then click **Manage Users**.
2. Click a user's Last Name, First Name, or Email Address to edit their permissions.
3. The Edit User Permissions page displays.
4. To change a role, select the check box under the role.
5. Click **Add** to save your updates.
6. The user for whom the permissions have been updated will receive an email message notifying them of the Administrator's action.

To approve or deny a permission request

1. Click **Administration**, and then click **My Permissions** from the main navigation bar.
2. On the Manage Users page, the pending user requests are displayed in the **Pending Requests** section.
3. Select the user's request number to view the request details.
4. The VLSC Permission Request window displays. For the Admin Action, click either **Accept** or **Deny**.
5. Add a message to the requestor if required.
6. Click **OK**. The user receives a notification email informing them of their request status.

Add Open License page

When a new Open License order is placed, Microsoft captures the details for both the end customer and reseller.

- Once the order is processed, both the customer and reseller are automatically granted access to the new Open License agreement.
- A notification email message is sent to the Administrator of the agreement, and a welcome email is sent to both the customer and the reseller.
- The Administrator has the option of denying the reseller access to the agreement.

NOTE: *This feature is designed as an alternative for resellers who have been authorized to manage licenses on behalf of Open License customers. You should not use this feature in place of Request Permissions.*

To access the Add Open License page

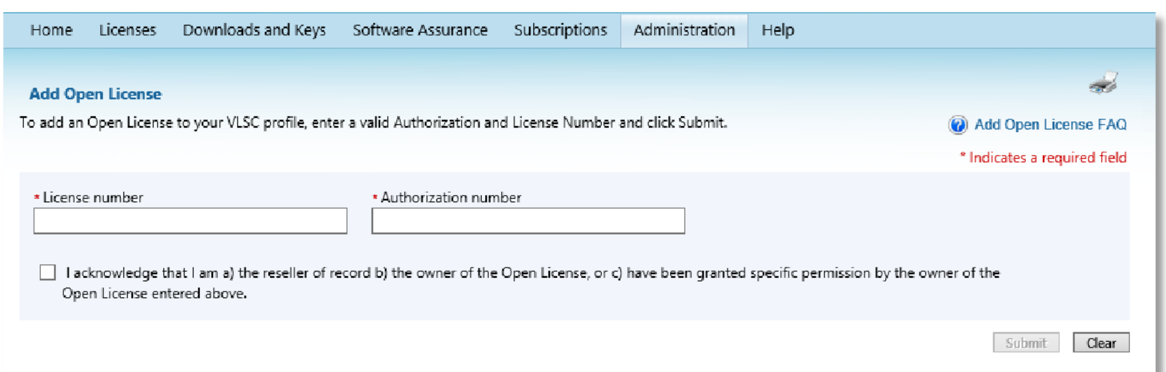
There are two ways to access the Add Open License page:

- On the main navigation bar, click **Administration**, and then from the drop-down menu, select **Add Open License**.
- From the VLSC home page in the Track Licensing Info area, click the **Add an Open License to your profile** link.

Registered VLSC users who are owners or resellers of Open License agreements can request a limited set of permissions for Open License agreements only. These permissions include:

- Viewing Open License agreements
- Download licensed software
- Access product keys
- Viewing a Software Assurance summary
- Viewing or managing Microsoft subscriptions

NOTE: *This feature does not grant full Administrator permissions, such as the ability to manage users. To be added as an Administrator for a license, select Administration, and then select Request Permissions.*



- **License Number:** To add an Open License, type the license number.
- **Authorization Number:** Type the Open License Authorization number into the text field. If you have already registered, the name fields will not display.

- **Check this box if one of these applies to you:**
  - You are the reseller of record.
  - You are the owner of the Open License.
  - You have been granted permission by the Open License agreement owner.
- **Submit**: This button is unavailable until you type numbers into the Open License number and Authorization number fields. Type the numbers, and click Submit to complete the request. Repeat to add another Open License to your profile.

  If the license and authorization numbers are validated, a message indicates the request is already submitted for processing and you should check the request again in 24 hours.

After you have submitted your Open License to add to your VLSC profile:

- A notification email is sent to the Administrators for that license.
- If the Administrators take no action, the access request is automatically approved.
- An Administrator can deny the request by clicking a link in the notification email.

Getting help

Select the **Help** link on the main navigation bar to view a drop-down menu with two options: **See FAQ** (Frequently Asked Questions) or **Training & Resources**. You do not have to be signed into the VLSC to view and use the VLSC FAQ or Training and Resources.

The **Help** link in the footer at the bottom of every page in the VLSC also points to the FAQ page. There is a **Contact Us** link at the bottom of the FAQ page that points to information about how to contact Microsoft by phone or email if you need support. This Contact Us page has three items:

- **Support Center Contact Info:** This drop-down menu lets you select your country from the drop-down list to display the Support Center information.
- **Interactive map:** This lets you select the region to limit the number of entries in the Support Center Contact Info drop-down list.
- **Support Center Contact Info:** This displays contact information and Support Center hours of operation.