

# GSD. O365 - How to Request for Microsoft O365 License

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General Information:

Possible symptoms/errors:

How to Request for Microsoft O365 License.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

O365 license is essential in using O365 applications. Some users may have their AD accounts, but do not seem to have licenses at all, which keeps them from enjoying O365. This article will help you to guide user through the request process.

1. Advise user to go to IT Service Portal.
2. Then, to click Service Catalog > Communication Services.
2. Ask user to Look for Office 365 Subscription Management and to click it.
3. Advise them to fill out the following details on the form:

Order for - The user that needs license. Cost Center Approver Action - Option should be Create. Note: If Create option is not generated or the only options available are Modify and Remove, this means that the user probably already has a license already. Raise a ticket by following the note at the end of this article to confirm license assignment.

4. Under New license plan, ask user to click the drop-down button and select the license that should be granted to the user. The options are the following and their definitions can also be found on the catalog item.

Information Worker Power: Provides the full set of M365 features including locally installed Office applications, Enterprise Voice, PowerBI Pro, Windows Enterprise Upgrade, and much more. Information Worker Basic: Provides access to Outlook, Teams, OneDrive including locally installed Office applications and Windows Enterprise Upgrade. Information Worker Lite: Provides access to Outlook, Teams, OneDrive, and Office apps via browser only (no offline access) Mailbox size is limited to 50 GB, OneDrive to 1 TB. Mail Only: Provides access to Outlook Web Access via browser only (2 GB mailbox size). Clinic Worker: Provides access to Outlook, Teams, OneDrive, and Office apps via browser only

(no offline access) Mailbox and OneDrive size are limited to 2 GB.

5. Under License Terms and Conditions, advise user to click the drop-down button and select Accept.

6. After completing the form, user needs to click Submit at the upper right side of the page to complete their request.

7. Advise user to wait for an email indicating their request's ticket number, approval from the approver, and request fulfillment.

Assignment Group:

N/A

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A