

Digital Operations Center (DOC) Portal Online Help

The DOC portal is the result of an initiative to create an online supply chain portal linking customers, partners and supply chain vendors with each other and with Microsoft.

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Basic Navigation

After successful sign-in, you will be directed to the DOC portal Home page. From this page you can:

- Select an **Application** from the horizontal navigation menu at the top of the portal Home page
- Get help on a specific function by selecting **Help** from the bottom of any page, and then by selecting help resources from the resulting menu
- Obtain answers to the Frequently Asked Questions by selecting **Help** from the bottom of any page, and then selecting **FAQ** from the resulting menu
- View portal Notifications and Alerts
- Update your user profile information at any time by selecting **My Profile** from the top right corner of any page

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Applications

When you were granted DOC portal access, you were assigned permissions to different applications hosted on the portal.

Links to each application are located in the horizontal navigation menu at the top of the portal Home page. To access an application, simply click on the link to the desired application.

Agreements Menu	Product Menu	Orders Menu	Invoices Menu
<i>Agreements Management</i> Agreements Home Page CLA Management MapPoint Billing Xbox License Validation Xbox ShipTo Maintenance Search Agreements <i>Organizations & Participants</i> Search Organizations Search Participants <i>Design Management</i> Advanced Search Design Management Home Sales Out Search	<i>Quick Product Search</i> Search End Item Search Kit Search Licensable <i>Advanced Product Search</i> Search All Products Search Component Search End Item Search Kit Search Licensable <i>Other</i> Product Home Page BOM List Part Number Cross Reference Search	<i>IEB Order Management</i> Xbox Order Entry Xbox Order Status <i>Software Downloads</i> Software Order Center <i>Other</i> OEM Activation 1, 2.x	<i>Invoices Management</i> Invoices Home Search Invoices Search Scheduled Billings Statement of Account <i>Sales Out & Royalty Reporting</i> Embedded Disti Sales Out Embedded OEM Sales Out ODR Sales Out Reporting OEM Sales Out Reporting Royalty Report Manager <i>Reconciliation Reports</i> COA OEM Shipment View Report ODR Shipment View Report ODR Tools OED Triangulation DrillDown Report OED Triangulation Main Report OED Triangulation Shipment Report

Returns Menu	COA Management Menu	Reports Menu	Administration Menu
COA Returns COA Receipt CRC Maintenance CRC Receipt ODR RMA IEB Returns/OEM RMA RMA Reconciliation Report RMA Summary Refurbisher Program Refurbisher	COA Inventory Management Certificate of Destruction COA Inventory Reports Scrap Tracking Set Benchmarks Shrink and Scrap Inventory COA Event Reconciliation Bulk COA Trace Transaction Journal	Report Management and Dashboards Legacy Online Reports Legacy DOC Site Home Legacy Reports Reports Home Design Management	Account Management Create User Account Clone Account Modify Existing Account Reports Administrations Reports

Each application contains **Online Help** and **Frequently Asked Questions (FAQ)** if you find you need assistance on a particular function while in the application.

Please contact your Company Administrator if you need assistance with obtaining permission to use an additional application.

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Administration

The DOC portal allows you to maintain accurate user information and perform other administrative tasks by providing links to these functions from the Home page. The administrative functions are located on Administration menu in the horizontal navigation menu at the top of the portal Home page.

The following options are available to portal Company Administrators:

Account Management: for users who are designated as portal Company Administrators and have permission to create portal users.

- Create User Account
- Clone Account
- Modify Existing Account

Reports: displays portal profile, roles, and permissions information for those users in your company.

- Administration Reports

Note: If this option does not appear on your navigation menu, you do not have the required Company Administrator role and permissions.

The General Administrative functions include the following:

- **My Profile** - Allows you to view your profile information as it was set-up by your Company Administrator. You can verify your existing profile and make updates as needed. This function can be accessed by clicking on the link located in the top right corner of all portal pages.

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Notifications and Alerts

The News and Events area on the home page provides messages which are displayed for an extended period of time for major planned events. Alerts display when Microsoft has a time-critical message to convey. Users will see a given message only once, in a pop-up window. In order to access portal functions, the user must select **OK** after they review the alert to verify they received the alert.

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Online Help, FAQs and Support

If at any point you need help on a particular function while using the DOC portal or one of the applications, select **Help** from the bottom of any page, and then select the help resources from the resulting menu.

If you would like to view the Frequently Asked Questions for the DOC portal, select **Help** from the bottom of any page, and then select the **FAQ** from the resulting menu.

You can contact the DOC portal Helpdesk at any time by selecting the **Contact Us** link from the bottom of any portal page. You will be directed to the appropriate email address (MSOEMOps@microsoft.com).

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