

MVLS Administrator User Guide

A reference guide for MVLS
Administrators

- **Registering for MVLS**
- **Adding Benefit Administrators**

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MVLS Administration

The Notices or Primary Contact is the person who is designated as the contact correspondent on their volume license agreement. The Notices or Primary Contact is also responsible for assigning Benefit Administrators on the agreements that they administer. The Benefit Administrator has the ability to administer one or more of the Software Assurance benefits.

This guide covers the following topics:

[Registering in MVLS](#)

[Assigning a Benefit Administrator](#)

[Editing Benefit Administrator Privileges](#)

[Accessing Benefit Administration Screens](#)

[Notices or Primary Contact Invitation Email](#)

[Notices or Primary Contact Benefit Notification Email](#)

[Benefit Administrator Invitation Email](#)

[Benefit Administrator Benefit Notification Email](#)

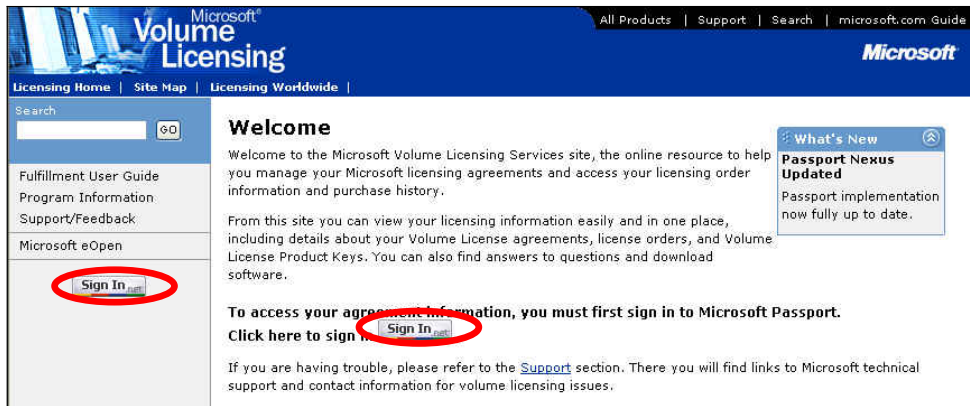
[Assistance with MVLS](#)

Registering in MVLS

The Notices Contact or Primary Contact receives an invitation email when their agreement is signed and activated. The invitation email contains a link to the MVLS website, as well as a Registration ID. For the complete text of the invitation email, see [Notices or Primary Contact Invitation Email](#).

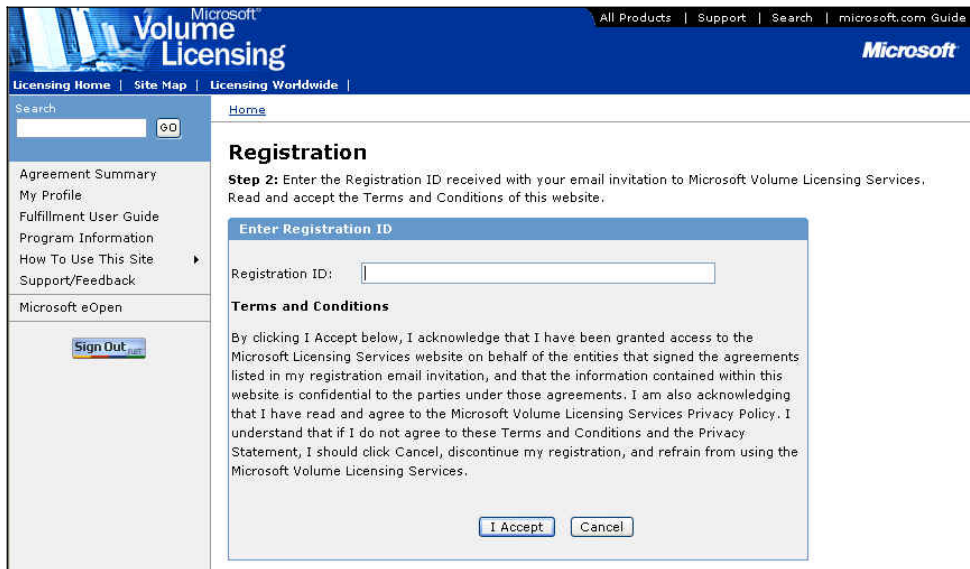
To register in MVLS:

1. Go to the website shown in the Notices or Primary Contact invitation email.



2. Log into Passport.

3. The *Registration (Step 2)* window appears.



4. Enter the Registration ID shown in the Notices or Primary Contact invitation email.

5. Read the Terms and Conditions and click **I Accept**. The *Registration (Step 3)* window appears.

Note: If you decline the Terms and Conditions (by clicking Cancel, you will be able to register in MVLS, but not have access to any of your agreements).

Registration

Step 3: Fill in required user profile information to register. Be sure to review the Microsoft Volume Licensing Services Privacy Policy.
If you have not accepted the Software Assurance Terms and Conditions, you may do so by clicking [here](#).

User Profile Information

First Name (Required): Don
 Last Name (Required): Hall
 EMail Address (Required): Contoso_1@hotmail.com
 Organization: Contoso Pharmaceuticals
 Language: English
 Country: UNITED STATES

I prefer not to receive e-mail related to this site.

Update

Request Agreement Access

To add an agreement that is not listed, enter in the agreement number under Request Agreement Access and click Submit. An email will be sent to the Notices or Primary Contact of the agreement. If you do not know the active agreement holder name or agreement number, contact your local administrator or reseller.

Agreement Number: **Submit**

Agreements

You are authorized to view the following agreements.

To Remove an agreement from your view, uncheck the view check box below and click update. **Update**

View Access Level	Program and Contracting Organization	Type	Number	Status	Start Date	End Date
Select 6						
<input checked="" type="checkbox"/>	No Access	Contoso, Ltd.	Agreement	01565432	Active	2003-06-18 2006-06-30
<input checked="" type="checkbox"/>	Admin	Contoso Pharmaceuticals	Enrollment	3455697	Active	2003-06-18 2006-06-30
Benefit Admin for:				eLearning	Registered	
				Employee Purchase Program	Not Registered	
				Home Use Program	Not Registered	
				Problem Resolution Support	Not Registered	
				TechNet	Registered	
				Technology & Tools	Registered	
				Training Vouchers	Registered	

6. Enter the required information in the *User Profile Information* section and click **Update**.

7. If you want access to any agreement other than those shown in the Agreements section, enter your Agreement Number in the *Request Agreement Access* section and click **Submit**.

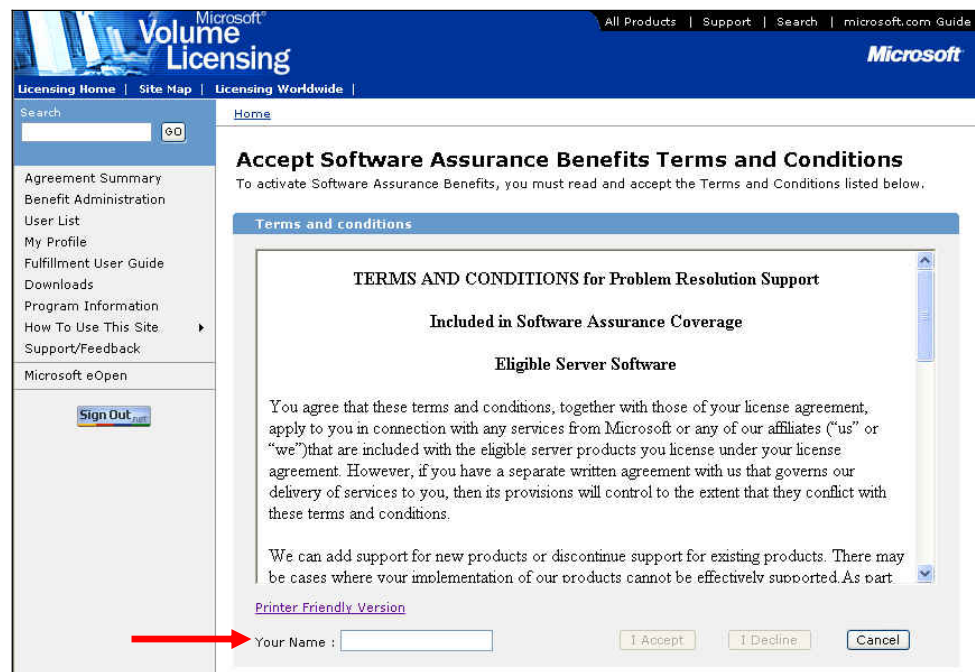
Note: An agreement number is not required for MVLS registration. If you do not have access to an agreement and would like it, enter the number in this section.

Note: You can add multiple agreements if necessary. If you want to remove an agreement, deselect the View checkbox for the agreement and click Update in the Agreement Roles section of the window.

Note: You can add additional agreements from your home page after completing registration.

- To accept the Software Assurance Terms and Conditions, click the word **here** in the sentence at the top of the screen: *If you have not accepted the Software Assurance Terms and Conditions, click **here**.*
- The *Accept Problem Resolution Support Terms and Conditions* window appears.

Note: If you are not eligible for the Problem Resolution Support benefit, this window will not appear. Go to step 11.



- Read the Terms and Conditions, enter your full name in the Your Name box, and click **I Accept**. The *Problem Resolution Support Terms and Conditions Accepted* window appears.

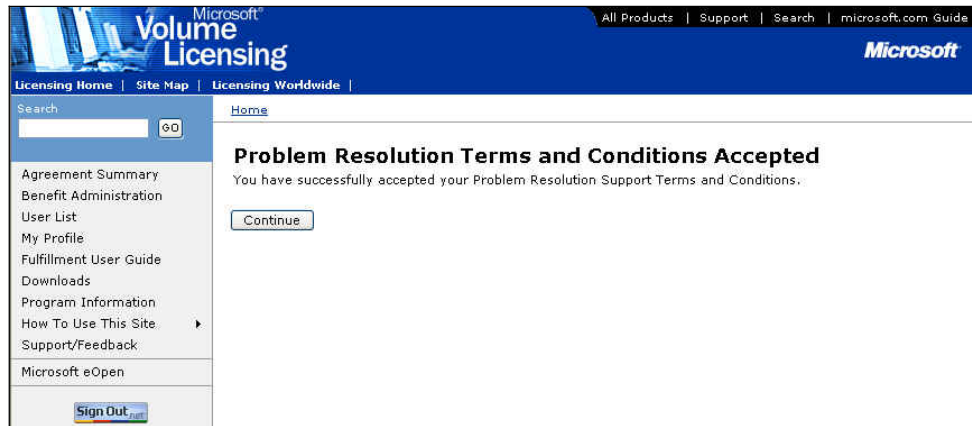
Note: If you decline the Terms and Conditions (by clicking **I Decline**), you will be able to register in MVLS, but not utilize use the Problem Resolution Support benefit. You will be able to accept these Terms and Conditions at a later time by clicking on the link provided in your profile page.

The *Problem Resolution Support Terms and Conditions Declined* window appears.

Note: If you click **Cancel**, the secure home page appears.

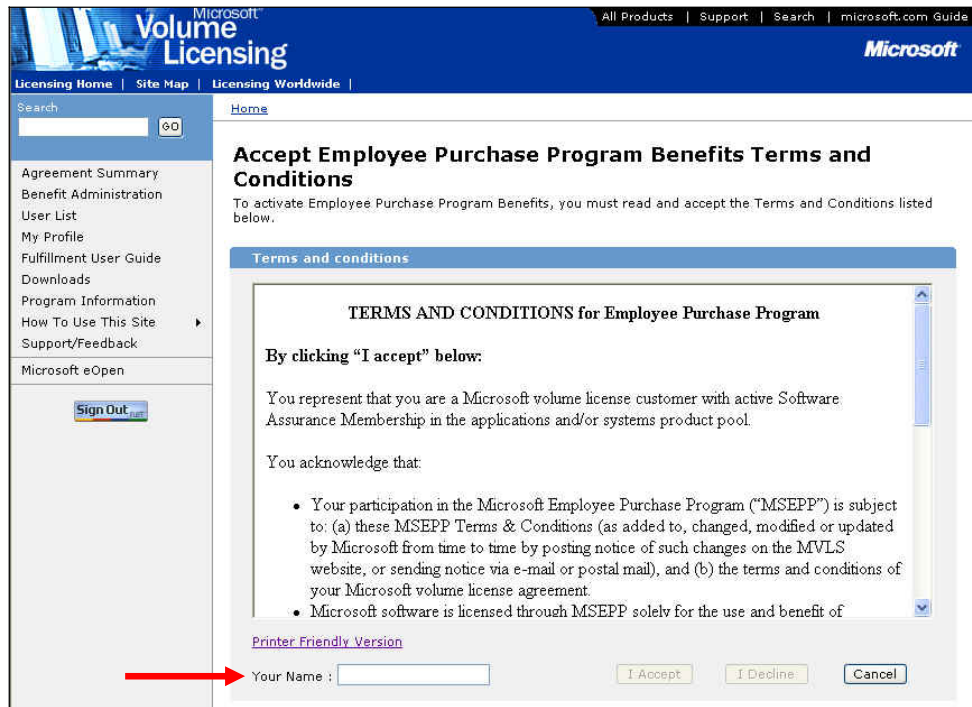
Note: The **I Agree** and **I Decline** buttons are disabled until the name is entered in the Your Name box.

Note: A printer friendly version of the Terms and Conditions is available by clicking **Printer Friendly Version**.



11. Click **Continue**. The *Accept Employee Purchase Program Terms and Conditions* window appears.

Note: If you are not eligible for the Employee Purchase Program benefit, this window will not appear. Go to step 13.



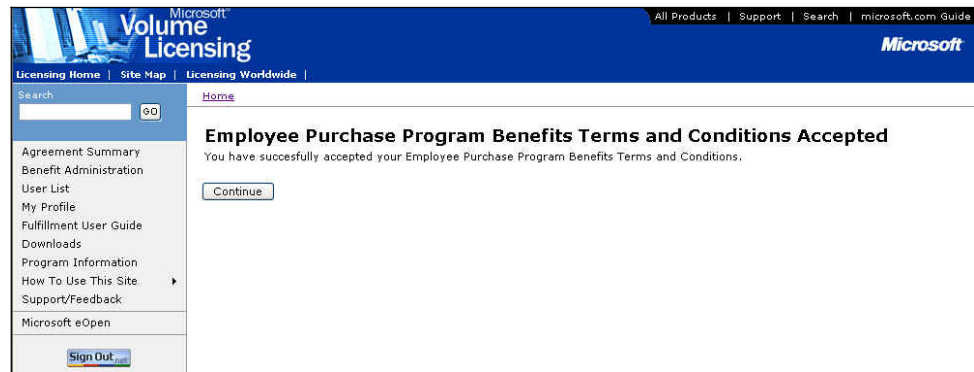
12. Read the Employee Purchase Program Terms and Conditions, enter your full name in the Your Name box, and click **I Accept**. The *Employee Purchase Program Terms and Conditions Accepted* window appears.

Note: If you decline the Terms and Conditions (by clicking **I Decline**, you will be able to register in MVLS, but not utilize use the Employee Purchase Program benefit. You will be able to accept these Terms and Conditions at a later time by clicking on the link provided in your profile page.
The *Employee Purchase Program Terms and Conditions Declined* window appears.

Note: If you click **Cancel**, the secure home page appears.

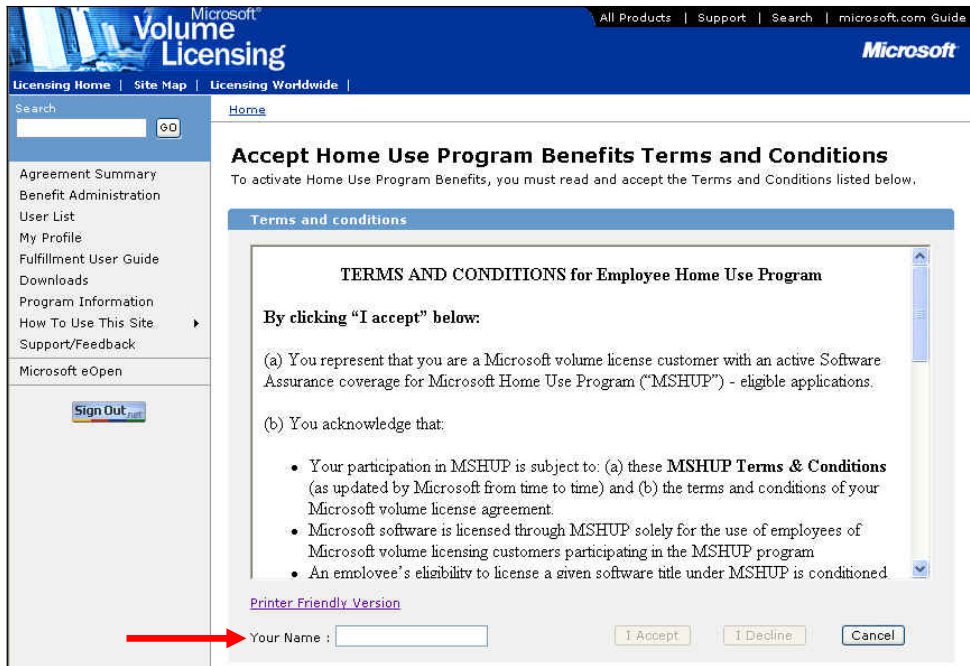
Note: The I Agree and I Decline buttons are disabled until the name is entered in the Your Name box.

Note: A printer friendly version of the Terms and Conditions is available by clicking **Printer Friendly Version**.



13. Click **Continue**. The *Accept Home Use Program Terms and Conditions* window appears.

Note: If you are not eligible for the Home Use Program benefit, this window will not appear. Go to step 15.



14. Read the Home Use Program Terms and Conditions, enter your full name in the Your Name box, and click **I Accept**. The *Home Use Program Terms and Conditions Accepted* window appears.

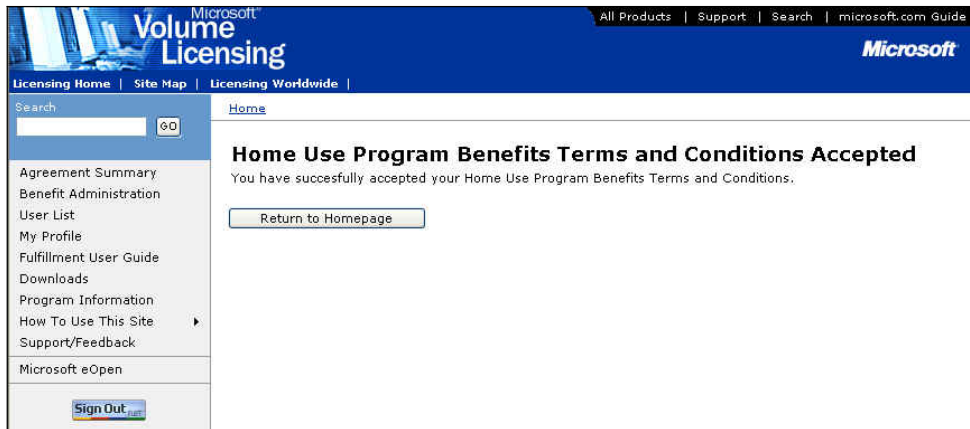
Note: If you decline the Terms and Conditions (by clicking **I Decline**, you will be able to register in MVLS, but not utilize use the Home Use Program benefit. You will be able to accept these Terms and Conditions at a later time by clicking on the link provided in your profile page.

The *Home Use Program Terms and Conditions Declined* window appears.

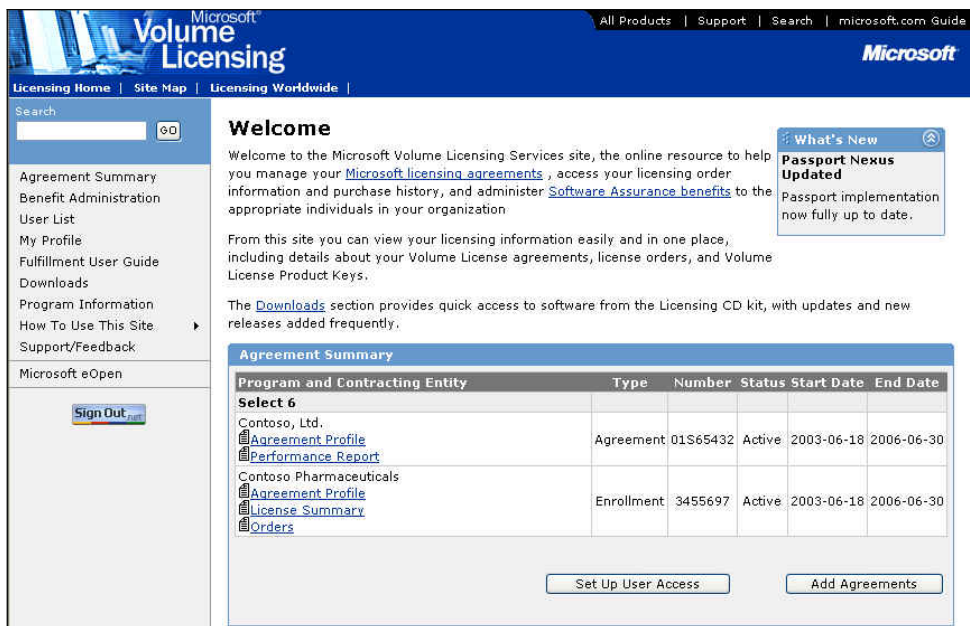
Note: If you click **Cancel**, the secure home page appears.

Note: The I Agree and I Decline buttons are disabled until the name is entered in the Your Name box.

Note: A printer friendly version of the Terms and Conditions is available by clicking **Printer Friendly Version**.



15. Click **Return to Homepage**. The secure home page is displayed.



[Return to Topic List](#)

Assigning a Benefit Administrator

After registering in MVLS, Benefit Administrators can be assigned. After the Benefit Administrator is assigned, they will receive an invitation email with MVLS access and registration information. For the complete text of the Benefit Administrator invitation email, see [Benefit Administrator Invitation Email](#).

To assign a benefit administrator:

1. Log into MVLS.

Microsoft Volume Licensing

Agreement Summary
Benefit Administration
User List
My Profile
Fulfillment User Guide
Downloads
Program Information
How To Use This Site
Support/Feedback
Microsoft eOpen

Sign Out

Welcome

Welcome to the Microsoft Volume Licensing Services site, the online resource to help you manage your [Microsoft licensing agreements](#), access your licensing order information and purchase history, and administer [Software Assurance benefits](#) to the appropriate individuals in your organization.

From this site you can view your licensing information easily and in one place, including details about your Volume License agreements, license orders, and Volume License Product Keys.

The [Downloads](#) section provides quick access to software from the Licensing CD kit, with updates and new releases added frequently.

What's New

Passport Nexus Updated

Passport implementation now fully up to date.

Program and Contracting Entity	Type	Number	Status	Start Date	End Date
Select 6					
Contoso, Ltd. Agreement Profile Performance Report	Agreement	01S65432	Active	2003-06-18	2006-06-30
Contoso Pharmaceuticals Agreement Profile License Summary Orders	Enrollment	3455697	Active	2003-06-18	2006-06-30

- Click **Set Up User Access** in the *Agreement Summary* section of the homepage. The *User List* window appears.

Microsoft Volume Licensing

User List

Click on a user's last name to edit their agreement access level.

Last Name	First Name	Email Address	Status
Hall	Don	Contoso_1@Hotmail.com	Not Registered Delete
Hall	Don	Contoso_1@Hotmail.com	Not Registered Delete

- Click **Add New User**. The *Add New User* window appears.

Microsoft Volume Licensing | All Products | Support | Search | microsoft.com Guide

Licensing Home | Site Map | Licensing Worldwide |

Search GO

Home > User List

Add New User

As an administrator, you are able to invite additional users to this web site by setting their agreement access levels and assigning benefit administration rights accordingly.

To invite a new user:

- Enter required new user information below
- Click the Submit button
- After clicking the Submit button, you will be taken to the Manage User Access page where you can set the user's agreements [access level](#) and assign benefit administration rights for each enrollment
- When done, click the Submit button on the Manage User Access page to send an email invitation to the user

New User Detail

Email Address

First Name

Last Name

Organization

Country

Access Levels

Users of Microsoft Volume Licensing Services obtain privileges to certain functionality based on their assigned agreement access level. The below table defines what privileges a user will obtain based on the level of agreement access specified by the user admin.

Status	User Privileges
No Access	<ul style="list-style-type: none"> • None
User	<ul style="list-style-type: none"> • View agreement information only, but not Volume License Product Keys (VLKS)
User + VLKS	<ul style="list-style-type: none"> • View all agreement information, including Volume License Product Keys (VLKS) • Download software
Co-Admin	<ul style="list-style-type: none"> • View all agreement information, including Volume License Product Keys (VLKS) • Download software • Add users

4. Enter the required information (all fields) for the benefit administrator in the *New User Detail* section and click **Submit**.

5. The *Manage User Access* window appears.

Microsoft Volume Licensing | All Products | Support | Search | microsoft.com Guide

Licensing Home | Site Map | Licensing Worldwide

Search:

Home > User List

Manage User Access

- Set the [access level](#) for each agreement from the access level menu
- Assign Benefit Administration Rights by clicking on the Assign link in the Assign Benefit Admin Rights column
- Click Submit to save your changes and send an email invitation to the new user

User Profile (Read Only)

First Name	Last Name	Email Address	Organization	Status
Britta	Simon	brittas@contoso.com	Contoso	Not Registered

Customer and Agreement Type	Agreement Number	Access Level	Benefits	Assign Benefit Admin Rights
Select 6				
Select 6 Master Agreement -- Contoso, Ltd.	01S65432	No Access	None	N/A
Select 6 Standard Enrollment -- Contoso Pharmaceuticals	3455697	No Access	None	Assign

Access Levels

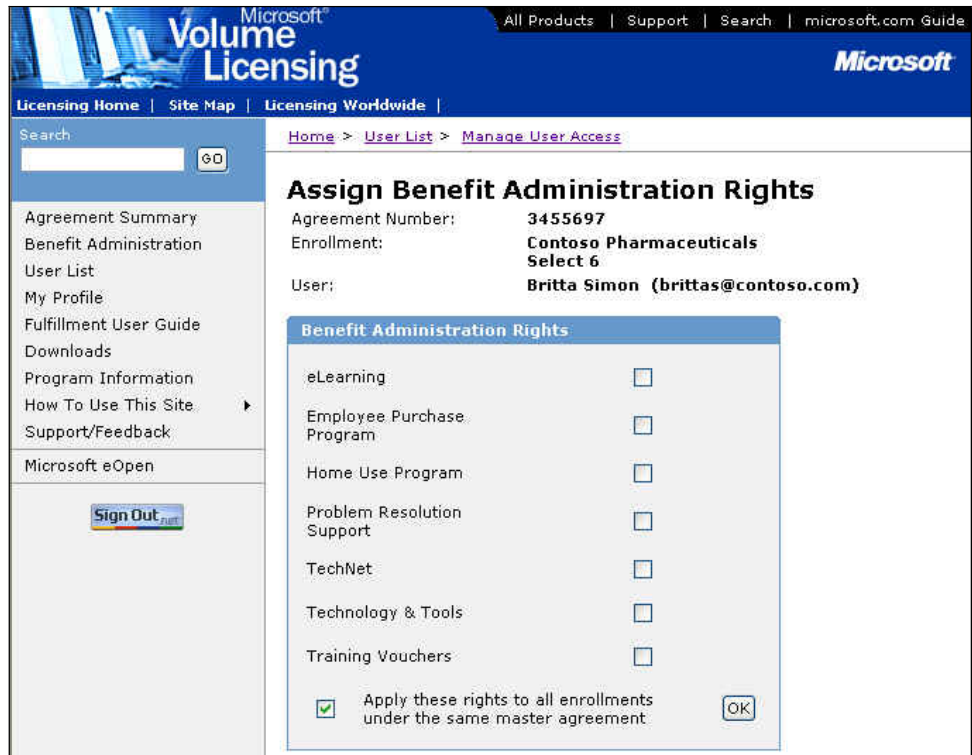
Users of Microsoft Volume Licensing Services obtain privileges to certain functionality based on their assigned agreement access level. The below table defines what privileges a user will obtain based on the level of agreement access specified by the user admin.

Status	User Privileges
No Access	<ul style="list-style-type: none"> None
User	<ul style="list-style-type: none"> View agreement information only, but not Volume License Product Keys (VLKS)
User + VLKS	<ul style="list-style-type: none"> View all agreement information, including Volume License Product Keys (VLKS) Download software
Co-Admin	<ul style="list-style-type: none"> View all agreement information, including Volume License Product Keys (VLKS) Download software Add users

- Select the agreement access level for the Agreement(s) for which the benefit administrator will be administering benefits.

Note: Most benefit administrators can have any agreement level permissions, including No Access. However, **benefit administrators for eLearning, WinPE, and Corporate Error Reporting benefits must have User+VLK, Co-Admin, or Admin agreement access** which will allow them to download the benefit media and tools.

- To assign specific benefits to the benefit administrator, click the **Assign** hyperlink in the Assign Benefit Admin Rights column. The *Assign Benefit Administration Rights* page appears.



8. Check the box next to each benefit that this benefit administrator will be administering.

Note: If this benefit administrator will be administering the same benefits across all enrollments within the same master agreement, check the **Apply these rights to all enrollments under the same master agreement** box.

9. Click **OK** to save your changes and return to the *Manage User Access* window.

Note: The benefits to which the benefit administrator was assigned are displayed in the Benefits column.

The screenshot shows the 'Manage User Access' interface. At the top, there's a navigation bar with 'Microsoft Volume Licensing' and 'Microsoft' logos. Below that, a search bar and a breadcrumb trail 'Home > User List'. The main heading is 'Manage User Access' with two bullet points: 'Set the [access level](#) for any agreement from the access level menu' and 'You can update Benefit Administration Rights by clicking on the Assign link in the Assign Benefit Admin Rights column'. Below this is a 'User Profile(Read Only)' section with fields for First Name (Don), Last Name (Hall), Email Address (Contoso_1@hotmail.com), Organization (Contoso, Ltd.), and Status (Not Registered). The main part of the page is a table with columns: Customer and Agreement Type, Agreement Number, Access Level, Benefits, and Assign Benefit Admin Rights. The table has two rows. The first row is a 'Select 6' dropdown. The second row is 'Select 6 Master Agreement -- Contoso, Ltd.' with Agreement Number '01S65432', Access Level 'Admin', and Benefits 'None'. The third row is 'Select 6 Standard Enrollment -- Contoso Pharmaceuticals' with Agreement Number '3455697', Access Level 'Admin', and Benefits 'eLearning, Employee Purchase Program, Home Use Program, Problem Resolution Support, TechNet, Technology & Tools, Training Vouchers'. The 'Assign Benefit Admin Rights' column has 'N/A' for the first row and an 'Assign' link for the second row. A 'submit' button is circled in red at the bottom right of the table area.

10. Click **Submit** after assigning the benefits for all of the agreements.

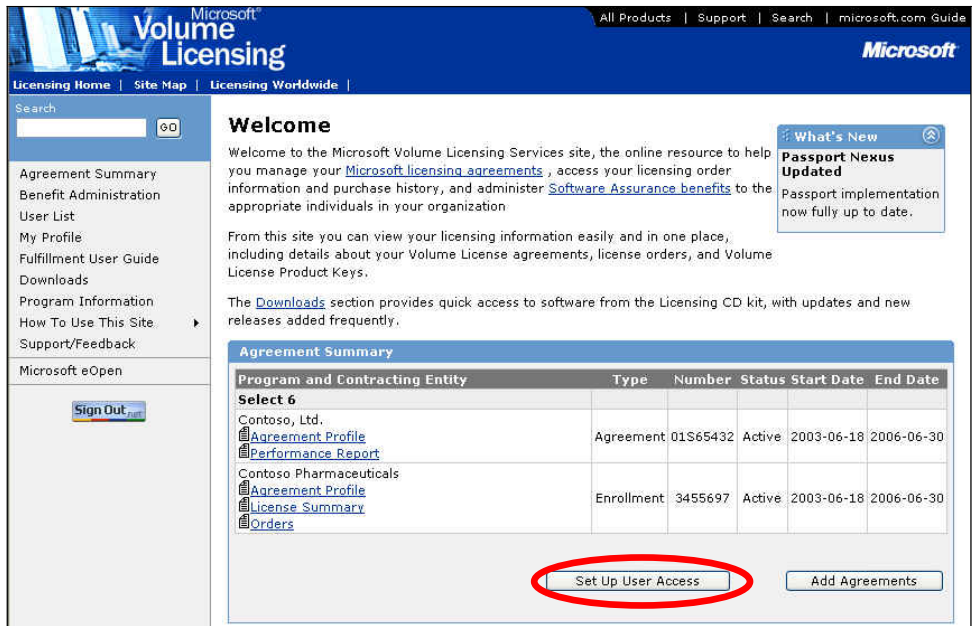
Note: When you click **Submit**, the new user will receive the Benefit Administrator invitation email. For the complete text of this email, see [Benefit Administrator Invitation Email](#).

[Return to Topic List](#)

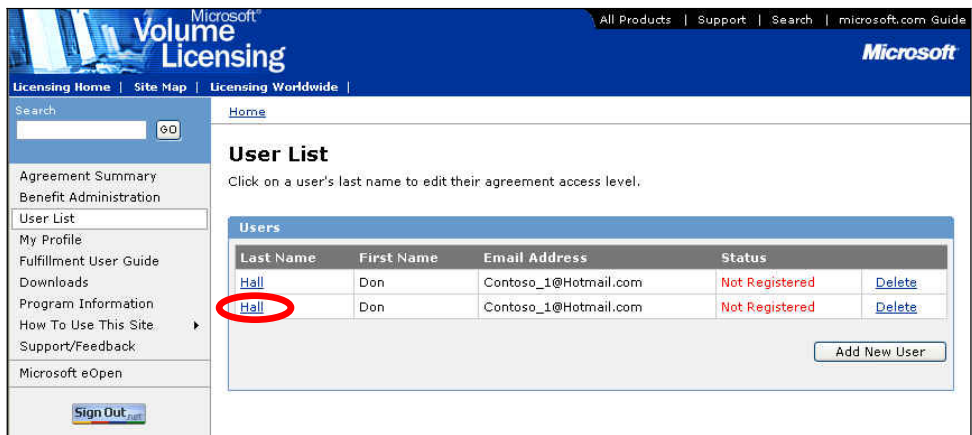
Editing Benefit Administrator Privileges

To edit the benefit administrator privileges:

1. Log into MVLS.



2. Click **Set Up User Access** in the Summary of Agreements section of the homepage or User List on the left navigation bar. The *User List* window appears.



3. Click the Last Name of the user that you want to update. The *Manage User Access* window appears.

Manage User Access

- Set the [access level](#) for any agreement from the access level menu
- You can update Benefit Administration Rights by clicking on the Assign link in the Assign Benefit Admin Rights column
- Click Submit to save your changes

User Profile(Read Only)

First Name	Last Name	Email Address	Organization	Status
Don	Hall	Contoso_1@hotmail.com	Contoso, Ltd.	Not Registered

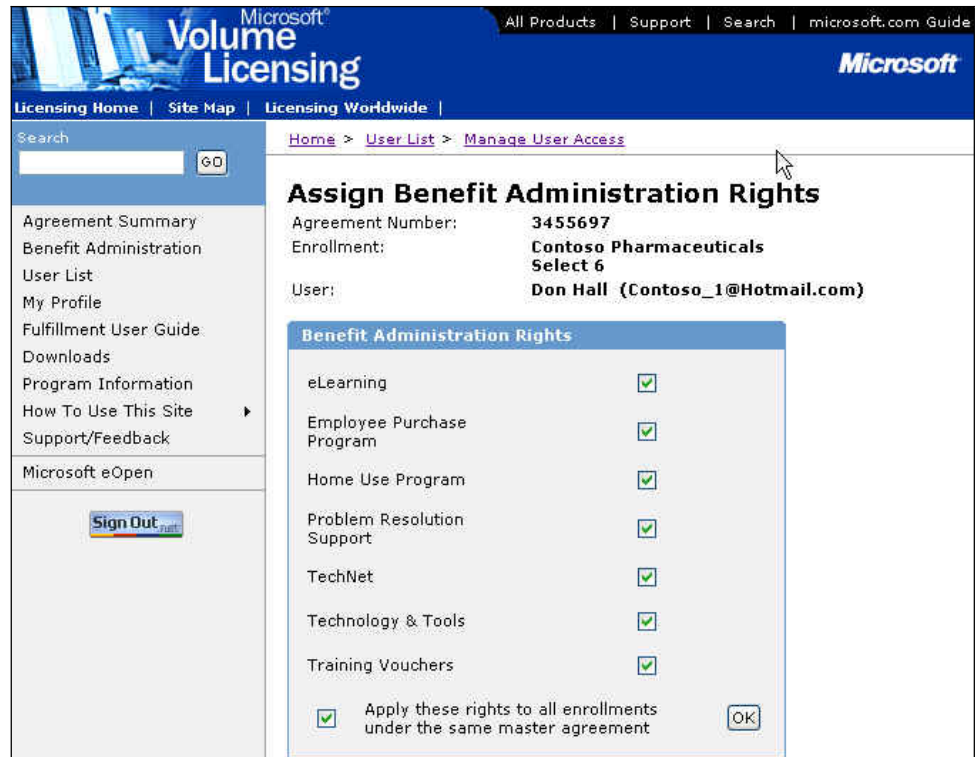
Customer and Agreement Type	Agreement Number	Access Level	Benefits	Assign Benefit Admin Rights
Select 6				
Select 6 Master Agreement -- Contoso, Ltd.	01S65432	Admin	None	N/A
Select 6 Standard Enrollment -- Contoso Pharmaceuticals	3455697	Admin	eLearning, Employee Purchase Program, Home Use Program, Problem Resolution Support, TechNet, Technology & Tools, Training Vouchers	Assign

submit

- Select the agreement access level for the Agreement(s) for which the benefit administrator will be administering benefits.

Note: Most benefit administrators can have any agreement level permissions, including No Access. However, **benefit administrators for eLearning, WinPE, and Corporate Error Reporting benefits must have User+VLK, Co-Admin, or Admin agreement access** which will allow them to download the benefit media and tools.

- Click **Assign** in the Assign Benefit Admin Rights column to assign the benefits for the appropriate agreements. *The Assign Benefit Administration Rights window appears.*



6. Check the box next to each benefit that this benefit administrator will be administering.

Note: If this benefit administrator will be administering the same benefits across all enrollments within the same master agreement, check the **Apply these rights to all enrollments under the same master agreement number** box.

7. Click **OK** to save your changes and return to the *Manage User Access* window.

Note: The benefits to which the benefit administrator was assigned are displayed in the Benefits column.

The screenshot shows the 'Manage User Access' interface. At the top, there are navigation links for 'Licensing Home', 'Site Map', and 'Licensing Worldwide'. A search bar is present. The main content area includes instructions on setting access levels and updating rights. Below this is a 'User Profile (Read Only)' section with fields for First Name, Last Name, Email Address, Organization, and Status. The bottom section is a table of agreements with columns for Customer and Agreement Type, Agreement Number, Access Level, Benefits, and Assign Benefit Admin Rights. A 'submit' button is circled in red at the bottom right of the table.

Customer and Agreement Type	Agreement Number	Access Level	Benefits	Assign Benefit Admin Rights
Select 6				
Select 6 Master Agreement -- Contoso, Ltd.	01S65432	Admin	None	N/A
Select 6 Standard Enrollment -- Contoso Pharmaceuticals	3455697	Admin	eLearning, Employee Purchase Program, Home Use Program, Problem Resolution Support, TechNet, Technology & Tools, Training Vouchers	Assign

8. Click **Submit** after assigning the benefits for all of the agreements.

Note: When you click **Submit**, the benefit administrator will receive the Benefit Administrator notification email (if they have been assigned new benefits to administer). For the complete text of this email, see [Benefit Administrator Notification Email](#).

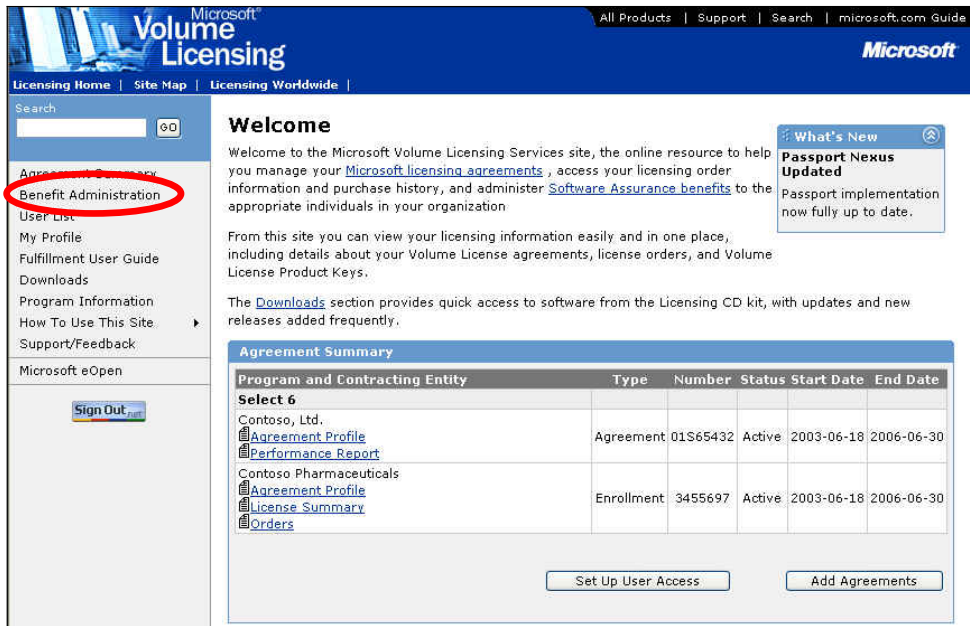
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Accessing Benefit Administration Screens

After the Benefit Administrator is added as a new user, they will receive an invitation email with MVLS access and registration information. For the complete text of this email, see [Benefit Administrator Invitation Email](#).

To access the benefit administration screens:

1. Log into MVLS. See [Registering in MVLS](#) for detailed instructions.



2. Select **Benefit Administration** from the left-hand menu. The *Benefit Administration* window appears.

Note: Only the agreements for which you are administering benefits will be displayed. If you are only administering benefits for one agreement, this window will not be displayed (go to Step 4).



3. Click the **Agreement Number** hyperlink to view the benefits associated with that agreement.
4. The *Benefit Summary* window appears.

The screenshot shows the Microsoft Volume Licensing website. The main content area is titled "Benefit Summary" for "Contoso Pharmaceuticals". It displays the Agreement Number (3455697) and Agreement Status (Active). The Start Date is 2003-06-18 and the End Date is 2006-06-30. Below this, there is a table of benefits:

Benefit	More Info	Reference	Enrollment Status	Details
Training Vouchers	ⓘ		Not Enrolled	Eligible Days: 30 Assigned Days: 0 Reserved Days: 0 Redeemed Days: 0 Remaining Days: 30
Problem Resolution Support	ⓘ		Not Enrolled	Eligible Callers: 2 Current Callers: 0 Remaining Callers: 2
TechNet Online Concierge Chat	ⓘ		Not Enrolled	Eligible Users: 1004 Current Users: 0 Remaining Users: 1004
TechNet Plus	ⓘ		Not Enrolled	Eligible Users: 1000 Current Users: 0 Remaining Users: 1000
TechNet Plus Subscription Media	ⓘ		Not Enrolled	Eligible Kits: 1 Current Kits: 0 Remaining Kits: 1
Home Use Program	ⓘ		Not Enrolled	
Employee Purchase Program	ⓘ		Not Enrolled	
Microsoft SA eLearning - IW	ⓘ		Not Enrolled	
Microsoft SA eLearning - Client	ⓘ		Not Enrolled	
SA Windows Pre-Installation Edition (WinPE)	ⓘ		Not Enrolled	
SA Corporate Error Reporting Kit (CER)	ⓘ		Not Enrolled	

5. Click on the hyperlinked Benefit Name to view details about a particular benefit.

For more information about administering benefits, refer to the benefit-specific Benefit Administration User Guides. These User Guides can be accessed from the MVLS home page by selecting How To Use This Site from the left-hand menu, then Benefit Administration Management User Guides.

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Notices or Primary Contact Invitation Email

The Notices or Primary Contact receives an invitation to MVLS email when the agreement is signed.

Text of the Notices or Primary Contact invitation email:

MICROSOFT VOLUME LICENSING SERVICES

****This is an auto generated message. Please do not reply to this message.****

[yyyy-mm-dd]

Subject: Microsoft® Pilot Software Assurance Enhancements – Your [Insert licensing program] Agreement [Agreement Number]

Dear [FirstName] [LastName],

You are currently identified as the main contact for your company's Microsoft Volume Licensing agreements, and as such, you have a key role with the new Software Assurance benefits.

As the primary contact for your company, you also have been identified as the Administrator for Software Assurance benefits. As an Administrator you will have the ability to designate other individuals to administer any or all of the Software Assurance benefits for your organization.

If you are not the correct contact for your company, please contact your reseller and provide the correct name so we can update our records.

Moreover, [Your Company] is very important to Microsoft. As a result, you have been chosen as one of a select number of companies to participate in an early launch of the new Software Assurance benefits beginning on July 1st.

As a pilot participant, your company will have the opportunity to obtain and use all the benefits ahead of their broad availability in the market. This also gives you the ability to help us shape the Software Assurance experience to meet the needs of your company, so that you can better utilize the Microsoft software you have purchased. You will be able to provide feedback anytime you want online, but we may also like to talk with you for approximately 1 to 2 hours sometime in the next few months about how you feel about your experiences as a pilot participant in using your Software Assurance benefits.

Listed below are instructions on how to access password-protected, confidential information regarding your Microsoft Volume License agreement(s). You will need your agreement numbers in order to start accessing your Software Assurance benefits.

Access Instructions

To enable you to access your agreements, you have been invited to register for access to **Microsoft Volume Licensing Services**, a Web site where you can view information about your Microsoft Volume License agreement(s).

It is important to register on the Microsoft Volume Licensing Services website so that you will be able to have access to your Software Assurance benefits.

To register, [click here to go to the Microsoft Volume Licensing Services site](#). You may be prompted to sign on to Microsoft Passport before proceeding to the site.

Your Registration ID is: {0FCD1C81-FD0A-4077-90FB-21A91CA83E25}

Please note that this Registration ID is only valid for 90 days from the date it was sent. If it is not used within 90 days, the Registration ID will expire and become invalid. If you do not use this Registration ID within this period, please contact mvlshelpa@MSDirectServices.com to request a new MVLS Registration ID.

If you experience any difficulty with the link above, follow these steps to sign in:

1. Go to <https://licensing.microsoft.com>
2. If prompted, sign on to Microsoft Passport.
3. Complete the Volume Licensing Registration page and click Register.
4. If prompted for a Registration ID, use the ID number below and click Accept.>

If you cannot access the site please contact mvlshelpa@MSDirectServices.com for assistance. For further assistance, you may contact a local Microsoft Call Center. The phone number for your country can be found at [xxxxxxxxxxxxx].

For subsequent visits to the Microsoft Volume Licensing Services website, please go directly to <https://licensing.microsoft.com>. You will also be able to find more information about Software Assurance on this site. Further information on designating individual Software Assurance benefit administrators will be available on the Microsoft Volume Licensing Services website.

Software Assurance Benefits

Here is a brief description of each of the Software Assurance benefits. Specific benefits that your company is entitled to may vary by your Volume Licensing Program and software purchases.

eLearning - Web-based, multimedia training that helps your employees receive the maximum benefit from Microsoft software products. Get your information workers productive with Office and Windows and your IT Professionals up to speed on the server products they need to deploy, administer, and support.

Employee Purchase Program (EPP) - Allows your employees to obtain Microsoft products at reduced prices

Home Use Program (HUP) - Allows your employees to get a copy of the desktop applications in Microsoft Office Systems for which they are licensed to install on their home computers, allowing them to work at home with confidence in the compatibility of documents they create.

Problem Resolution Support - Helps you keep your servers up and running by letting your staff work directly with MS support professionals to troubleshoot and resolve problems.

TechNet - Allows your IT professionals to more easily find technical information to plan, deploy, manage, and support Microsoft products.

Technology & Tools - Allows you to use Microsoft products more effectively.

Training Vouchers - Microsoft Certified Technical Education Center Training

Provide your employees with the necessary skills and knowledge to unleash their creativity and productivity. Well trained employees help their organization deploy Microsoft software faster and realize a better return on investment.

Welcome to Microsoft Volume Licensing and the Software Assurance program! We look forward to your participation and comments.

Thank you in advance for your help.

Regards,

The Microsoft Volume Licensing Services Team

Notes:

You should take reasonable methods to keep this information secure. This site contains confidential information about your agreements, including Volume License Product Keys and data about your license transactions with all Resellers associated with your license agreement(s). Because you will be held responsible for unauthorized use of product keys issued under your agreement, you should only permit authorized individuals within your organization or authorized third parties to access the site.

A Volume License Product Key is required when you install Office XP components, Microsoft Visio or Windows XP acquired through Volume Licensing or MSDN. The Microsoft Volume Licensing Services site provides an easy, secure method for obtaining the Volume License Products Keys for your organization.

If Microsoft receives and accepts other Volume Licensing agreements from your organization at a later date in which you are listed as the Notices Contact, you may receive another registration message. Please also register using that message, in order to include those agreements under your portfolio on the website. This and follow-on registration messages may be transferred to someone else whom you wish to be responsible for site administration for your organization.

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Notices or Primary Contact Benefit Notification Email

If a qualifying purchase has been made which allows access to a new benefit, the Notices or Primary Contact is notified. There is a general email for all benefits except for the Home Use Program and Problem Resolution Support benefits (which have specific emails). Text for all three emails is shown below.

Text of the general Notices or Primary Contact benefit notification email:

Subject:

Action Required - Activate Your Software Assurance [Benefit Category] Benefit

From:

Microsoft Software Assurance Team

Body:

[First Name] [Last Name],

This email is to confirm that [Company Name] is now eligible to participate in the Software Assurance [Benefit Category] benefit. Eligibility for this benefit is based on qualifying license purchases made under enrollment agreement [Agreement Number].

As the assigned benefit administrator for the Software Assurance [Benefit Category] benefit, you are responsible for activating this benefit on behalf of [Company Name].

Activate Software Assurance benefits today at <https://licensing.microsoft.com/benefits>.

Thank You,

Microsoft Software Assurance Team

For further assistance you may contact a local Call Center.

The phone number for support in your country is [Support Number].

Email assistance may be obtained by contacting [Support Email Address].

Text of the Notices or Primary Contact Home Use Program benefit notification email:

Subject:

Action Required - Activate Your Software Assurance [Benefit Category] Benefit

From:

Microsoft Software Assurance Team

Body:

[First Name] [Last Name],

This email is to confirm that [Company Name] is now eligible to participate in the Software Assurance [Benefit Category] benefit. Eligibility for this benefit is based on qualifying license purchases made under enrollment agreement [Agreement Number].

The Home Use Program helps to increase employee productivity and maximize the value of your Microsoft Office System investment by enabling your employees to work at home. The Home Use Program enables eligible employees to get a licensed copy of select Microsoft Office System desktop applications to install and use on a home computer. Eligible employees for each application include users of licensed copies of that application with active Software Assurance under the enrollment.

As the assigned benefit administrator for the Software Assurance [Benefit Category] benefit, you are responsible for activating this benefit on behalf of

[Company Name]. For more information about the Home Use Program, please visit <http://microsoft.com/licensing>.

Activate Software Assurance benefits today at <https://licensing.microsoft.com/benefits>.

Thank You,

Microsoft Software Assurance Team

For further assistance you may contact a local Call Center.

The phone number for support in your country is [Support Number].

Email assistance may be obtained by contacting [Support Email Address].

Text of the Notices or Primary Contact Problem Resolution Support benefit notification email:

Subject:

Action Required – Activate Your Software Assurance Server Support Benefit

From:

Microsoft Software Assurance Team

Body:

[First Name] [Last Name],

This email is to confirm that [Company Name] is now eligible to participate in the Software Assurance Problem Resolution Support benefit for servers. Eligibility for this benefit is based on qualifying server license purchases made under enrollment agreement [Agreement Number], and it must be activated in order to begin receiving support.

As the assigned benefit administrator for the Problem Resolution Support benefit, you are responsible for activating this benefit on behalf of [Company Name]. This involves the following four steps:

Step 1: Please log into the Microsoft Volume Licensing Services site, at <https://licensing.microsoft.com/benefits>.

Step 2: Confirm acceptance of the PSS support terms and conditions relating to this benefit if you have not done so already.

Step 3: Enter the names of individuals you would like to identify as authorized users for the Software Assurance Access ID. You may want to gather this list before you begin the activation process. You will

need to enter at least one name in order to activate this benefit, but can add other names or make changes at a later date.

Step 4: Complete the process by activating the SA access ID. Once this step is finished, all authorized users will receive an automated email regarding this benefit including the SA Access ID for problem resolution support.

Please allow at least 24 hours for this activation to be processed.

For eligible Standard Edition server products, the SA Access ID allows authorized users to open problem resolution requests via the web using the Microsoft Online Assisted Support (OAS) interface. For eligible Enterprise Edition server products, the SA Access ID allows authorized users to open problem resolution requests using either the PSS support phone line or the OAS web interface. If an individual is also an authorized contact on a Premier Services contract, then the SA Access ID allows them to open problem resolution requests via the normal Premier Support channels (Premier Online for eligible Standard Edition server products, or Premier Support phone line for eligible Enterprise Edition server products). Support service levels for these various offerings remain unchanged.

It is important to note that the SA Access ID may be used to open problem resolution requests only on those products which are currently covered under Software Assurance. For all other support issues, you may continue to use your existing support options as you do today.

For more information about the SA Problem Resolution Support service offering, Microsoft PSS telephone numbers and web access URL's, and other Microsoft support offerings, please refer to <http://support.microsoft.com>. For more information about Software Assurance, please refer to <http://www.microsoft.com/licensing>.

Thank You,

Microsoft Software Assurance Team

For further assistance you may contact a local Call Center.

The phone number for support in your country is [Support Number].

Email assistance may be obtained by contacting [Support Email Address].

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Benefit Administrator Invitation Email

The Benefit Administrator receives an invitation to MVLS email when they are assigned to administer benefits. They will only receive one email even if they are

assigned to multiple benefits. In addition to the MVLS access information, the email contains a list of only the benefits they will be administering.

If additional benefits are assigned to them at a later date, another email will be sent with the benefit details. See [Benefit Administrator Benefit Notification Email](#) for the complete text of the email.

Text of the Benefit Administrator invitation email:

MICROSOFT VOLUME LICENSING SERVICES

****This is an auto generated message. Please do not reply to this message.****

[yyyy-mm-dd]

Dear [FirstName] [LastName],

This message contains instructions on how to access password-protected, confidential information regarding your Microsoft Volume License agreement(s).

You have been invited to register for access to **Microsoft Volume Licensing Services**, a Web site where you can view information about your Microsoft Volume License agreement(s).

Access Instructions

To register, [click here to go to the Microsoft Volume Licensing Services site](#). You may be prompted to sign on to Microsoft Passport before proceeding to the site.

Registration ID: {0FCD1C81-FD0A-4077-90FB-21A91CA83E25}

Please note that this Registration ID is only valid for 90 days from the date it was sent. If it is not used within 90 days, the Registration ID will expire and become invalid. If you do not use this Registration ID within this period, please contact mvlshelpa@MSDirectServices.com to request a new MVLS Registration ID.

If you experience any difficulty with the link above, follow these steps to sign in:

5. Go to <https://licensing.microsoft.com>
6. If prompted, sign on to Microsoft Passport.
7. Complete the Volume Licensing Registration page and click Register.
8. If prompted for a Registration ID, use the ID number below and click Accept.

If you cannot access the site please contact mvlshelpa@MSDirectServices.com for assistance. You may contact Microsoft via email or phone. Service locations for your region or country can be found at <https://licensing.microsoft.com/> by clicking on the support link.

Software Assurance Benefits

You have been designated the Administrator for Software Assurance benefits under your Microsoft Volume Licensing agreement by your organization.

As an Administrator you will have the ability to designate other individuals to administer the different Software Assurance benefits available to your organization. There is no additional cost for these benefits as they are being granted in connection with Software Assurance coverage under your Microsoft Volume Licensing agreement.

Here is a brief description of each of the Software Assurance benefits:

eLearning - Web-based, multimedia training that helps your employees receive the maximum benefit from Microsoft software products. Get your information workers productive with Office and Windows and your IT Professionals up to speed on the server products they need to deploy, administer, and support.

Employee Purchase Program (EPP) - Allows your employees to obtain Microsoft consumer products at reduced prices.

Home Use Program (HUP) – A simple way to help increase employee productivity and maximize the value of your Microsoft Office System investment by enabling employees to work at home. Qualifying employees can acquire licensed copies of select desktop applications they use at work for installation and use on a home computer.

Problem Resolution Support - Helps you keep your servers up and running by letting your staff work directly with MS support professionals to troubleshoot and resolve problems.

TechNet - Allows your IT professionals to more easily find technical information to plan, deploy, manage, and support Microsoft software products.

Technology & Tools - Allows you to use Microsoft software products more effectively.

Training Vouchers - Microsoft Certified Technical Education Center Training

Provide your employees with the necessary skills and knowledge to unleash their creativity and productivity. Well trained employees help their organization deploy Microsoft software faster and realize a better return on investment.

More detailed information about Software Assurance benefits can be found at <http://www.microsoft.com/licensing>.

For subsequent visits to the Microsoft Volume Licensing Services website, please go directly to <https://licensing.microsoft.com>. We look forward to your participation and comments.

Regards,

The Microsoft Volume Licensing Services Team

Notes:

You should take reasonable care to keep this information secure. This site contains confidential information about your agreements, including Volume License Product Keys and data about your license transactions with all Resellers/Software Advisors associated with your license agreement(s). Because you will be held responsible for unauthorized use of product keys issued under your agreement, you should only permit authorized individuals within your organization or authorized third parties to access the site.

A Volume License Product Key is required when you install Office XP components, Microsoft Visio or Windows XP acquired through Volume Licensing or MSDN. The Microsoft Volume Licensing Services site provides an easy, secure method for obtaining the Volume License Products Keys for your organization.

If Microsoft receives and accepts other Volume Licensing agreements from your organization at a later date in which you are listed as the Notices Contact, you may receive another registration message. Please also register using that message, in order to include those agreements under your portfolio on the website. This and follow-on registration messages may be transferred to someone else whom you wish to be responsible for site administration for your organization.

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Benefit Administrator Benefit Notification Email

If the Benefit Administrator already has MVLS access and they are assigned to administer one or more new benefits, they will receive a notification email. Note that only the new benefit(s) will be included in the email.

Text of the Benefit Administrator benefit notification email:

MICROSOFT VOLUME LICENSING SERVICES

****This is an auto generated message. Please do not reply to this message. ****

[yyyy-mm-dd]

Dear [FirstName] [LastName],

You have been designated the Administrator for Software Assurance benefits under your Microsoft Volume Licensing agreement by your organization.

As an Administrator you will have the ability to designate other individuals to administer the different Software Assurance benefits available to your organization. There is no additional cost for these benefits as they are being granted in connection with Software Assurance coverage under your Microsoft Volume Licensing agreement.

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Provide your employees with the necessary skills and knowledge to unleash their creativity and productivity. Well trained employees help their organization deploy Microsoft software faster and realize a better return on investment.

More detailed information about Software Assurance benefits can be found at <http://www.microsoft.com/licensing>.

If you cannot access the site please contact mvlshelpa@MSDirectServices.com for assistance. You may contact Microsoft via email or phone. Service locations for your region or country can be found at <https://licensing.microsoft.com> by clicking on the support link.

We look forward to your participation and comments.

Regards,

The Microsoft Volume Licensing Services Team

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A Volume License Product Key is required when you install Office XP components, Microsoft Visio or Windows XP acquired through Volume Licensing or MSDN. The Microsoft Volume Licensing Services site provides an easy, secure method for obtaining the Volume License Products Keys for your organization.

If Microsoft receives and accepts other Volume Licensing agreements from your organization at a later date in which you are listed as the Notices Contact, you may receive another registration message. Please also register using that message, in order to include those agreements under your portfolio on the website. This and follow-on registration messages may be transferred to someone else whom you wish to be responsible for site administration for your organization.

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Assistance with MVLS

For assistance using the MVLS website, click on **Support** on the left navigation menu on the site.

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