

# Activate Online Services in the Volume Licensing Service Center

The **Microsoft Volume Licensing Service Center (VLSC)** lets customers in the Open program activate their new Microsoft online services with a simplified process in the new **Online Service Activations** section of the VLSC.



This guide is for administrators who:

1. **Already use the Volume Licensing Service Center (VLSC) to manage some products.**
2. **Want to activate new online services in the VLSC.**
3. **Also need to manage some products in the VLSC other than just online services.**

If you purchased a subscription to Office 365 and want to activate it by using a new streamlined method that does not require you to use the VLSC, see the guide [Activate an Online Service \(Office 365 only\)](#).

## Topics in this guide include:

About Organizational Accounts

Sign in and Activate Your New Online Services

# About Organizational Accounts

To use any Microsoft online services, such as Office 365, you and other users in your organization need to sign in to them with an **Organizational Account**. When you activate your new online services, you will be directed to sign in with an Organizational Account.

If anyone in your organization already uses Microsoft online services at work, they must be signing in to them with an Organizational Account. This is different than the **Microsoft account** that you must use to sign in to the Volume Licensing Service Center and personal services such as Outlook.com email.

If you need to create an Organizational Account or want to learn more about Organizational Accounts, see the guide [Create an Organizational Account](#). Each organization should have only a single Organizational Account, created by an administrator.

## Sign in and activate your online services

This guide assumes that you have already signed up for some new online services either yourself or through your Microsoft partner and are now ready to activate them in the VLSC.

### Review the email invitation

After you subscribe to a new online service and order it through your Microsoft partner, Microsoft will send email to the person listed as the **online administrator** in the volume licensing agreement that your organization signed with Microsoft. This email confirms your order for the new online services and any other products you also ordered.

### Sign in to the VLSC

Sign in to the VLSC to check for new online services you ordered that are ready to activate. You can find them in the VLSC even if you have not received an email confirming your order.

If you've already used the VLSC, [go there now and sign in](#). Then skip to the section below titled [Go to the Online Services Activation section of the VLSC](#).

If you've never signed in to the VLSC before, here's how to register:

1. Create a Microsoft account for yourself, if you don't already have one; you will need this to sign in to the VLSC. This Microsoft account should use your work (business) email address, not a personal email address. [Create your Microsoft account](#).
2. After you have created a Microsoft account, go to the VLSC: <https://www.microsoft.com/licensing/servicecenter>
3. On the VLSC home page (titled *Welcome to the Volume Licensing Service Center*), click **Sign In**.

**Microsoft Volume Licensing Service Center**

## Welcome to the Volume Licensing Service Center

### Products, Benefits and Subscriptions

The Volume Licensing Service Center (VLSC) gives you easy access to:

- > Download products and keys
- > Access all your licensing information in one location
- > View your relationship summary and license summary details
- > Review the status of your enrollments
- > Activate and consume Software Assurance benefits

**Sign In**

Sign in to access the Volume Licensing Service Center

[Sign In](#)

4. Type your Microsoft account and password.

**Sign in**

Microsoft account [What's this?](#)

Keep me signed in

[Sign in](#)

[Can't access your account?](#)  
[Sign in with a single-use code](#)

Don't have a Microsoft account? [Sign up now](#)

5. Click **Sign In**
6. First-time users must type their business email address (the email address you should have used when you created your Microsoft account). Type the business email address into both the **Business Email** and **Confirm your Business Email** fields.
7. Click **Submit**.
  - If you received an email invitation to the VLSC, type the email address to which your invitation was sent.
  - When you click **Submit**, an email message is sent to confirm ownership of the business email address that you provided.

8. Go to the inbox for the business email address that you provided
  - a. Open the email message from the Volume Licensing Service Center with the subject line *Thank You for Registering with the Volume Licensing Service Center*.
  - b. Click the link in the email message to confirm your ownership of this business email address.

**NOTE:** If you do not receive an email notification, check the junk mail folder in your email program. Ensure that you add microsoft.com to your Safe Senders list. If you use Microsoft Outlook, turn off automatic filtering by selecting the Home tab. Click the **Junk** menu, click **Junk Email Options**, and then select **No Automatic Filtering**.

## Accept the 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 will be prompted to sign the agreement.

You must do this before you can activate your online services in the VLSC. Type your full name and click **I ACCEPT**.

If you don't see this terms and conditions page, skip to the next step.

The screenshot shows the Microsoft Volume Licensing Online Service Activation page. At the top left is the Microsoft logo. Below it is the title "Volume Licensing Online Service Activation". A message states: "You will need to accept the following terms and conditions for your Open license to activate your Online Service(s)." Below this message are three dropdown menus: "Open License Type" set to "Commercial", "Country of Usage" set to "United States", and "Language" set to "English". A "Display" button is to the right of these menus. The main content area is titled "Open License Agreement" and contains the following text: "This Microsoft Open License Agreement is between Customer and Microsoft Licensing, GP and consists of: (1) these terms; (2) the Product List; and (3) the Product use rights. If Customer's organization type is not of a business, then the qualifying government entity form is incorporated by reference and may be found at <http://www.microsoft.com/licensing/contracts>." Below this is section "1. Definitions." with the text: "The following definitions apply to this agreement: 'Affiliate' means (1) any legal entity that a party owns, that owns a party, or that is under its common ownership with a party within the 'Defined Region'; or (2) with regard to Customer if it is a government entity, any entity that meets the qualifying government criteria located at". At the bottom of the agreement text is a scroll bar. Below the agreement text is a prompt: "Type your full name in the text box and click the **I Accept** button to agree to these terms and conditions." Below this prompt is a text input field labeled "Your full name:" and a dark button labeled "I ACCEPT".

*Open License Program terms and conditions*

## Go to the Online Services Activation section of the VLSC

After you sign in to the VLSC, select the section titled **Online Service Activation**.

You may also notice other links on the VLSC home page directing you to active your online services. Clicking any of these links should take you to the same page.

Microsoft Volume Licensing Service Center

Home Licenses **Online Service Activation** Downloads and Keys Software Assurance Subscriptions Administration Help

Do you have Online Service orders that need activation? [View Online Service Activation](#)

Pending Requests: 0

**Find What You Need**

- Software Downloads
- Find Product Keys
- Review your VLSC Permissions
- Online Services Activation**

**Track Licensing Info**

- View License Summary
- View Relationship Summary
- Add an Open License to your profile

**Use your entitlements**

- View Software Assurance benefits
- Learn more about online services
- MSDN and TechNet Subscriptions

**Learn More**

The VLSC home page may have multiple links to activate your online services.

## Select the service that you want to activate

- On the Online Service Activation page, select the **Licensing ID** for the online service that you want to activate. If you have many services listed, use the search box to enter the Licensing ID or organization name for the online services that you want to find and activate.

Microsoft Volume Licensing Service Center

Home Licenses **Online Service Activation** Downloads and Keys Software Assurance Subscriptions Administration

**Online Service Activation**

Online Service orders are listed below. Select a licensing ID to start managing Online Service Activation.

Filter by Licensing ID or Organization:

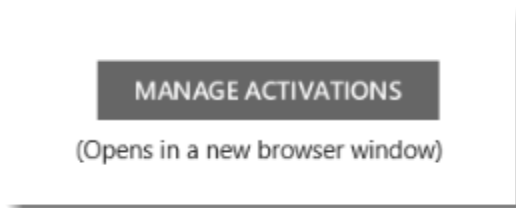
Licensing ID	Authorization # (if applicable)	Organization	Pending orders <sup>?</sup>	Total orders <sup>?</sup>
<input checked="" type="radio"/> 4545444	123415	Fabrikam	3	3

Page 1 of 1

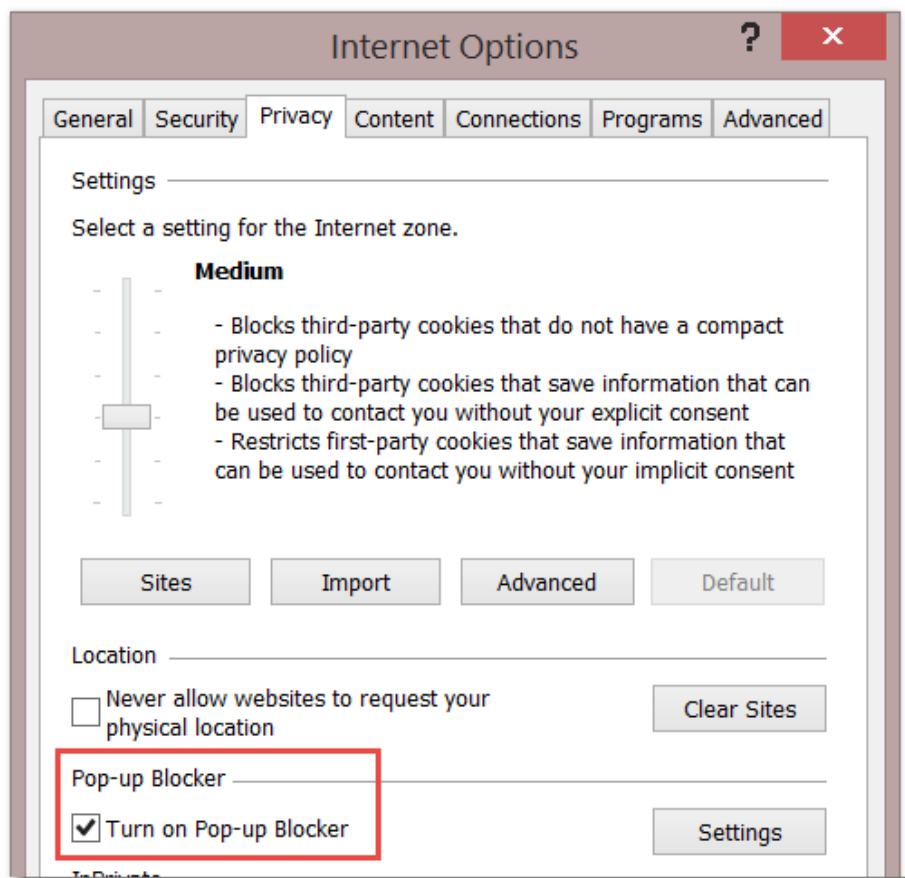
Items per page:

(Opens in a new browser window)

- After you have selected the online services that you want to activate, click **MANAGE ACTIVATIONS**.



**NOTE:** When you click **Manage Activations**, the VLSC will need to open a new browser window. If your pop-up blocker is active, you will need to adjust your browser settings to allow pop-ups for this page. This will allow you to open the page and manage your activations.



*Internet Explorer lets you turn on or disable its Pop-up Blocker.*

## Choose how you will provide an Organizational Account

This should open a **Volume Licensing Online Service Activation** screen where you will be asked to choose one of these two options:

- **I have an account for my organization to use**
- **I need to create a new account for my organization to use**

Make your choice and click one option.

If you need to create an Organizational Account or want to learn more about Organizational Accounts, see the guide [Create an Organizational Account](#).



## Volume Licensing Online Service Activation

You have selected the following agreement to manage activations:

LICENSING ID	AUTHORIZATION #	ORGANIZATION
4545444	123415	Fabrikam

### Provide an organizational account

- I have an account for my organization to use
- I need to create a new account for my organization to use

## Sign in with your Organizational Account

You will be directed to a page asking you to sign in with your **Organizational Account**. (NOTE: This is different than the **Microsoft account** that you used to sign in to the VLSC.)

Enter your Organizational Account and password and click **Sign in**.

As explained above in [About Organizational Accounts](#), an Organizational Account is the account that employees use to sign in their Microsoft online services at work.

The screenshot shows the sign-in interface for a Microsoft organizational account. It includes the Microsoft logo, the title 'Volume Licensing Online Service Activation', and the instruction 'Sign in with your organizational account'. There are two input fields: one for the email address (containing 'taitoy@fabrikam.com') and one for the password (represented by dots). Below the password field is a checkbox labeled 'Keep me signed in'. A blue 'Sign in' button is positioned below the checkbox. At the bottom, there is a link that says 'Can't access your account?'.

*Sign in with your Organizational Account and password.*

## Start the activation process

After you sign in with your Organizational Account, you will be taken to a page where you can activate your online services. Find the online service that you want to activate, if there is more than one in the list, and click **Start Activation**.

Microsoft SingleCustomerAccountAdmin@DIT4.ccsctp.net

### Volume Licensing Online Service Activation

#### Activate Online Service Orders

CRMOL (fabrikam.onmicrosoft.com)

Order date	Service name	Order quantity (seats, units, etc.)	Product key	Order status*
5/11/2014	CRMOL	35	12345-12345-12345-12345	<a href="#">Start Activation</a>

Office 365 (fabrikam.onmicrosoft.com)

Order date	Service name	Order quantity (seats, units, etc.)	Product key	Order status*
7/1/2014	Office 365 ProPlus	35	12345-12345-12345-12345	<a href="#">Start Activation</a>

**i** Are you looking for license keys or downloads for other Microsoft Volume Licensing orders?  
License keys and downloads for Volume Licensing orders (other than online services) can be managed at [Volume Licensing Service Center](#)

\* Updates to order status may take up to 24 hours

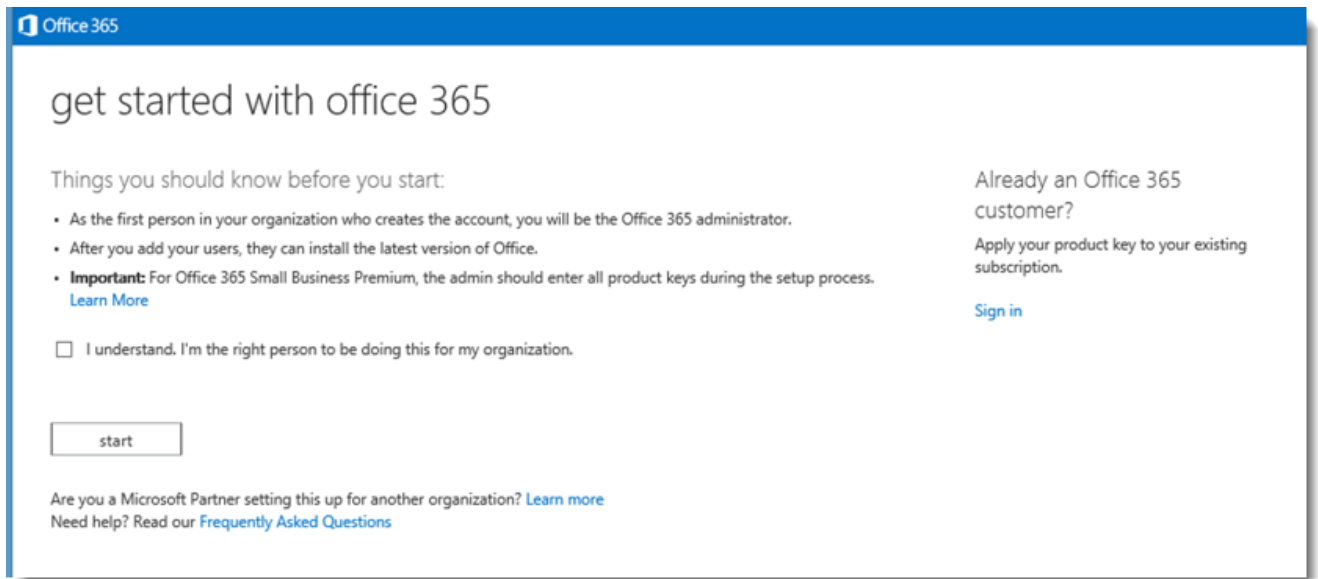
This will take you to a page for the online service that you selected. We'll show how this works for Office 365.

## Start setting up your new online service

In this example, the customer has clicked **Start Activation** for a new subscription to Office 365. This takes them to an Office 365 screen titled *Get started with Office 365*.

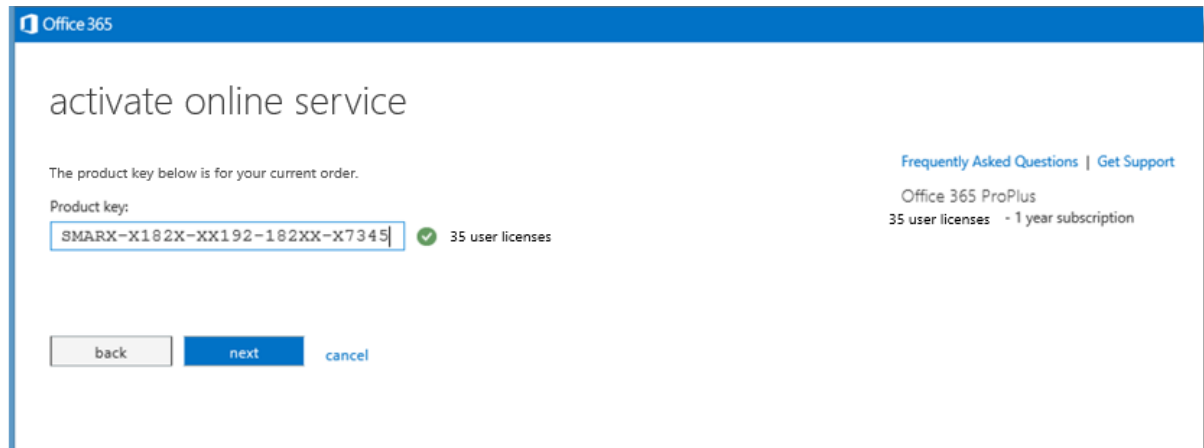
1. Click the check box next to **I understand. I'm the right person to be doing this for my organization.**
2. Click **start**.





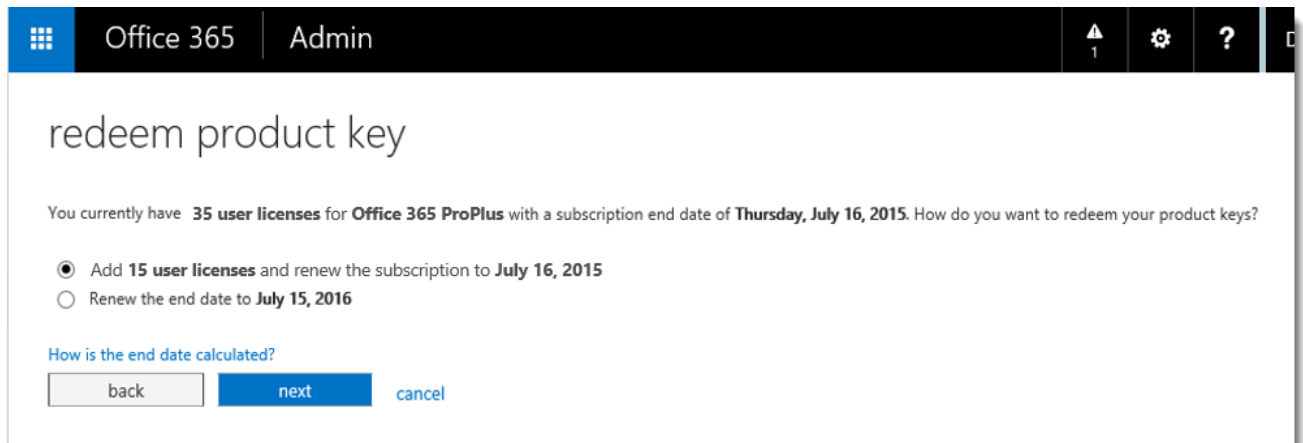
## Activate your online service and redeem your new licenses

1. The system will automatically enter the product key for your new online service. Click **next**.

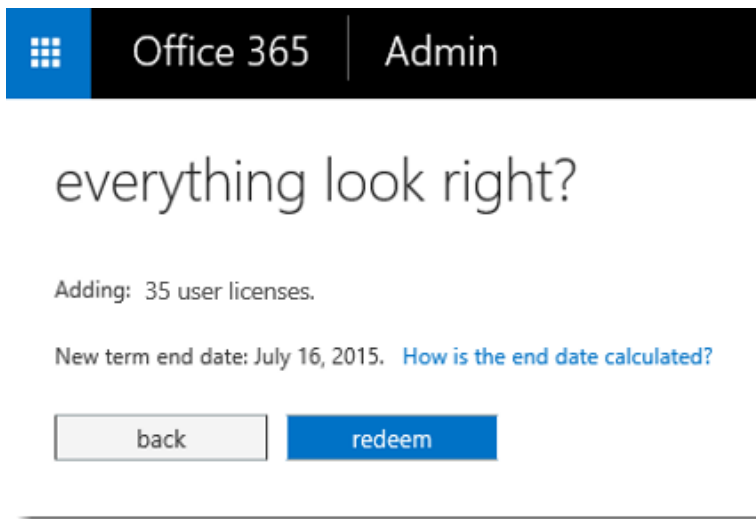


2. If you already have some Office 365 licenses in use at your organization, the screen you see will tell you how many licenses you have, indicate the date they expire, and ask if you want to add the new licenses that you are activating. You can add the new licenses to your current subscriptions (increasing the number of total subscriptions) or use them to extend the expiration date of your current subscriptions without adding any new subscriptions.

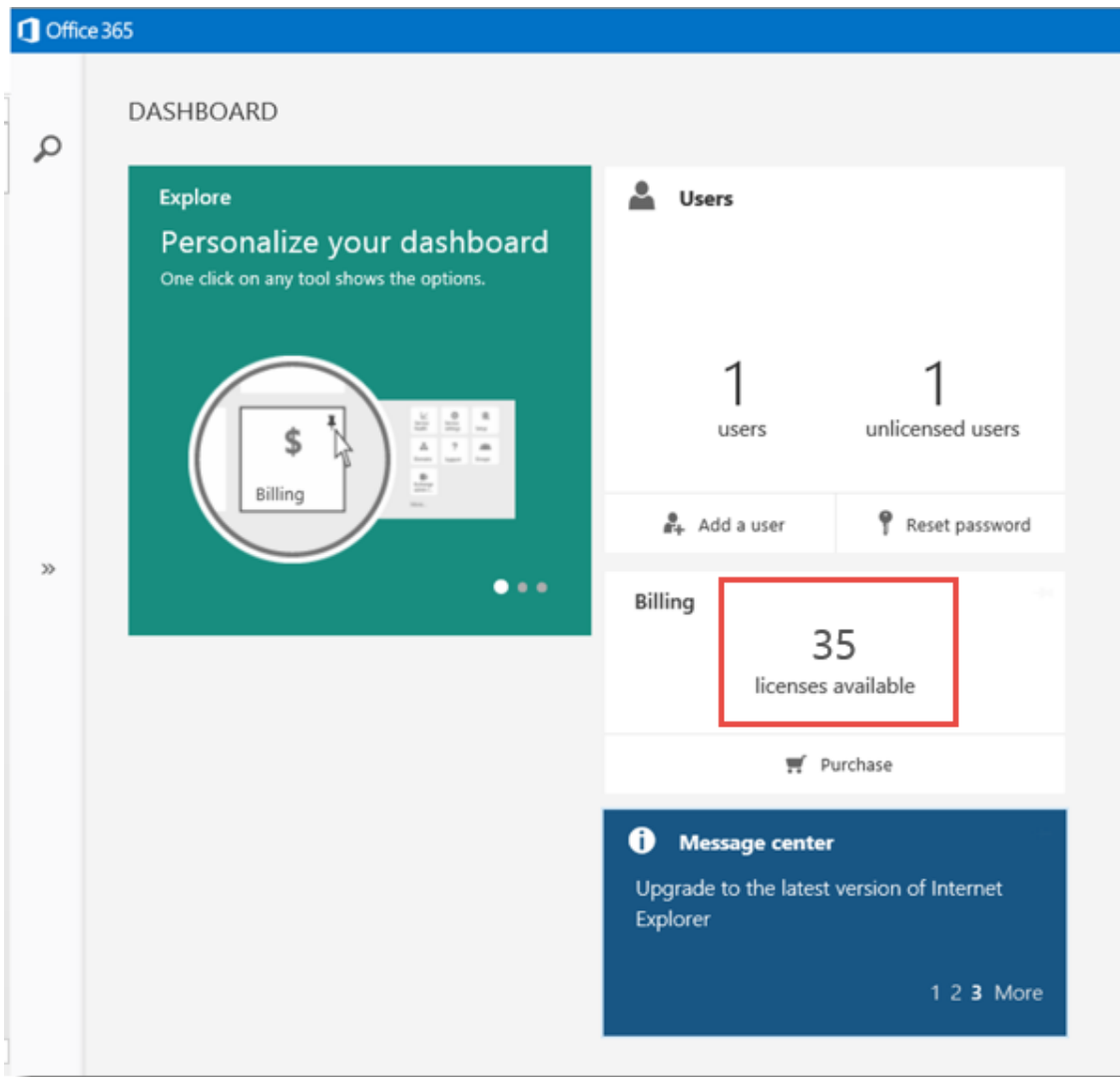
Make the selection that you want and then click **next**.



3. Verify that the information (number of licenses) is correct, then click **redeem**.



Office 365 should now display the number of new licenses that you activated. These **licenses available** are ready for you to assign to users.



Now you're ready to use your new online services!