

Using the Partner admin center, viewing your customers and performing delegated admin tasks

Office 365 Outlook Calendar People Newsfeed OneDrive Sites ... Admin Partner Coho Consulting

client management

client management

build your business
service requests
service health

client management

resources
Microsoft Cloud Partner
Microsoft Partner Network
Learn more about client management
What's new in the Partner admin center

ORGANIZATION NAME	PRIMARY DOMAIN	SERVICE HEALTH
"Quoted" - Org & Symbols	e11121.ccs	
Alpine Ski House	TestTest01	
Bellows College	aTestTest0	i
Blue Yonder Airlines	TestTest01	
City Power & Light	TestTest01	
Coho Vineyard	TestTest01	i
Coho Winery	TestTest01	
Consolidated Messenger	TestTest01	
Fabrikam, Inc.	TestTest01	
First Up Consultants	TestTest01	
Lucerne Publishing	TestTest01	i
Margie's Travel	tmpdomai	
Nod Publishers	TestTest01	

Access the Partner admin center within the Office 365 admin portal

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Alpine Ski House

One Microsoft Way
Redmond WA 98052
1234567890

subscriptions

Office 365 Enterprise E3

client admin

[Office 365 admin center](#)

[Exchange admin center](#)

[SharePoint admin center](#)

[Lync admin center](#)

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resources

[Microsoft Cloud Partner](#)
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[What's new in the Partner admin center](#)

Select client management to see a list of your customers in which you have delegated admin privileges

Select a customer to view summary information, subscription info, perform admin tasks for the customer

Note: This will only show the customers in which you have delegated admin privileges

Office 365 Partner Admin Center interface showing client management. The 'Partner' tab is selected in the top navigation bar. The left sidebar shows 'client management' as the active section. The main content area displays a table of organizations with columns for Organization Name, Primary Domain, and Service Health. The 'Alpine Ski House' row is highlighted. To the right of the table, a detailed view for 'Alpine Ski House' is shown, including contact information and a 'subscriptions' section. Under the 'subscriptions' section, a 'client admin' box contains quick links to the Office 365, Exchange, SharePoint, and Lync admin centers. A green arrow points from the 'client admin' box to the text below.

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client admin
[Office 365 admin center](#)
[Exchange admin center](#)
[SharePoint admin center](#)
[Lync admin center](#)

Under the **client admin** quick links, go directly into the customer's Office 365 admin center

Go to the customer's admin center to perform tasks

The screenshot displays the Office 365 Admin Center interface. At the top, the header includes the Office 365 logo, the text "Office 365 admin center", and user information "Partner Partner15GA Jan11" with settings and help icons. A search bar for "Search help and community" is located in the top right. The left sidebar contains navigation links: dashboard, setup, users and groups, domains, licensing, service settings, service health, reports, support, and purchase services. The main content area is titled "Welcome to Office 365!" and includes links for "Watch the video to get an overview", "Choose your setup option", "Download your software", and "Get information on Yammer". Below this is the "service overview" section, which is divided into three columns. The first column, "service health", shows "1 issue" and lists "service requests" (No open service requests), "inactive email users" (Unable to load. Refresh the page), and "mail protection" (Unable to load. Refresh the page). The second column, "current health", lists services: Exchange (Service interrupted), Identity Service (Investigating), Lync (Investigating), Office 365 Portal (Investigating), Office Subscription (Investigating), and SharePoint (Investigating). A "view details and history" link is provided below this list. The third column, "planned maintenance", states "No planned maintenance scheduled."

Perform
admin tasks
within
Customer's Office
365 admin center

Viewing your customers' service health and service requests

service health

- client management
- build your business
- service requests

service health

service health planned maintenance

Alpine Ski House

Search by organization name

Last refreshed: 8:32 AM, January 29, 2014 | View history for past 30 days

SERVICE	TODAY	JAN 28	JAN 27	JAN 26	JAN 25	JAN 24	JAN 23
Exchange Online							
E-Mail and calendar access	✓	✓	✓	✓	✓	✓	✓
E-Mail timely delivery	✓	✓	✓	✓	✓	✓	✓
Management and Provisioning	✓	✓	✓	✓	✓	✓	✓
Sign-in	✓	✓	i	i	i	i	i
Voice mail	✓	✓	✓	✓	✓	✓	✓
Identity Service	✓	✓	✓	✓	✓	✓	✓
Lync Online	✓	✓	✓	✓	✓	✓	✓
Office 365 Portal							
Administration	⚠	i	i	i	i	i	i
Portal	?	i	i	i	i	i	i
Office Subscription							
Licensing and Renewal	⚠	i	i	i	i	i	i
Network Availability	✓	✓	✓	✓	✓	✓	✓
Office Professional Plus Download	✓	✓	✓	✓	✓	✓	✓
Power BI for Office 365	✓	✓	✓	✓	✓	✓	✓

Partner sees the service health dashboard for an individual customer

Under service health, Partner views a customer's service health dashboard

Office 365 Partner Coho Consulting

service requests

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service requests

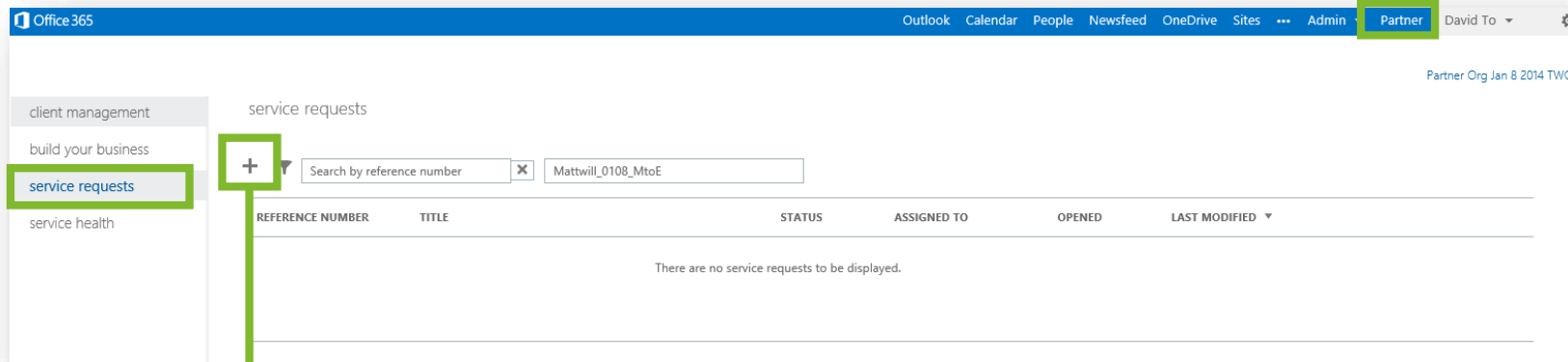
Alpine Ski House

+ Search by reference number Search by organization name

REFERENCE NUMBER	TITLE	STATUS	ASSIGNED TO	OPENED	LAST MODIFIED	
1003811373	not showing presentation	Open	Microsoft	1/21/2014	1/27/2014	1003811373 Alpine Ski House One Microsoft Way Redmond WA 98052 1234567890

Partner can view all service requests associated with a customer, search for a service request by reference number or search for an individual customer

Under service requests, Partner can view all service requests associated with a customer



Selecting the + icon enables the Partner to start creating a new service request for a customer

Enter the details of the service request

Partner can create a new service request on behalf of a customer