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Microsoft Volume Licensing Service Center

Downloads, Keys, Subscriptions and Online Services

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Microsoft Volume Licensing Service Center

The Microsoft Volume Licensing Service Center (VLSC) is the primary site where Microsoft Volume Licensing customers can view and manage their licensing agreements.

You can perform many tasks in the VLSC. Some of the main tasks are downloading software products, obtaining keys and managing subscriptions to online services.

Using the Downloads and Keys page

In order to access VLSC Downloads, end users must have at least one of the following roles associated with a license ID within their profile.

- Administrator
- Download
- Software Assurance Manager

If you have Open License agreements, then the products you have purchased are displayed for download where available. If you have a Select, Select Plus, Enterprise, Campus or School Agreement, then you can view the entire Volume Licensing product catalog.

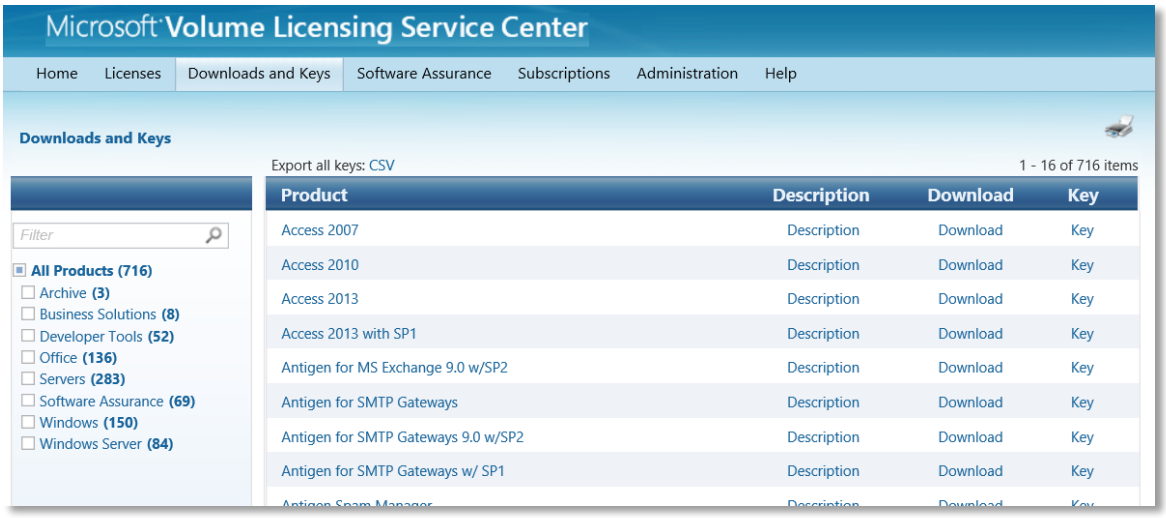
You can use the product search filter to find your products and product keys. In the Filters pane, you can type the product name or use the check boxes to narrow your search results. You can also control how many products are displayed on the page by using the paging control at the bottom of the page. You can change the filter settings to display more products on a single page and reduce the page count of your search results. The default value of this control is 16.

This page allows you to do the following:

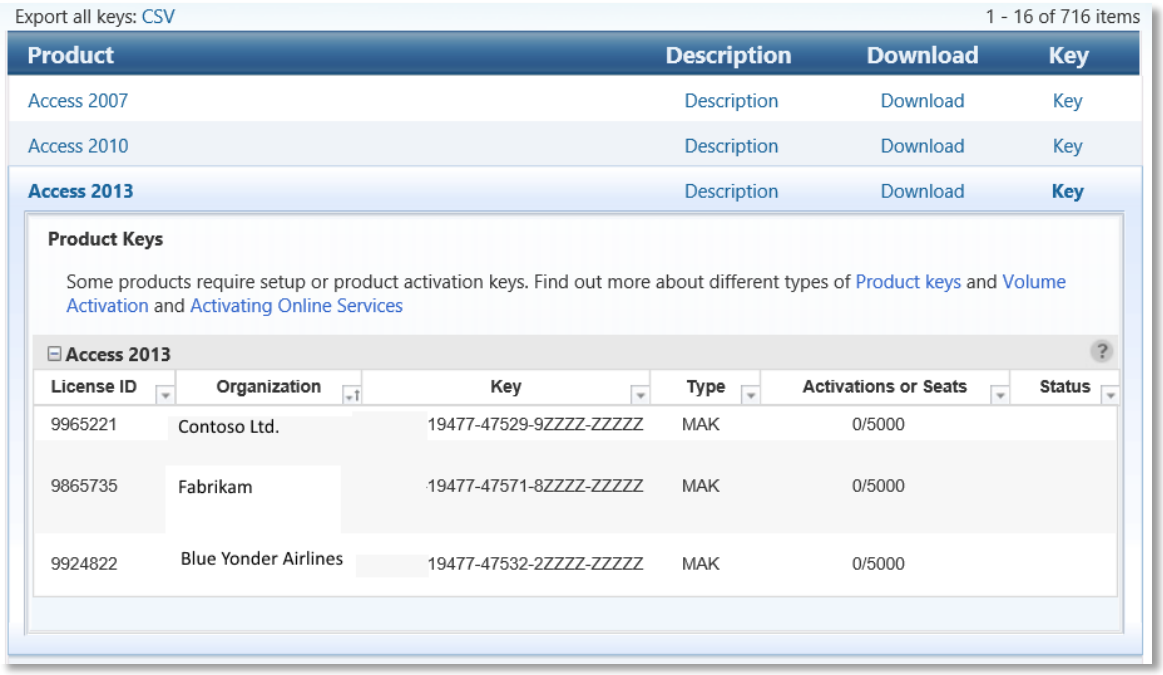
- Download products
- View a product description
- View a description for a key
- Determine which products need keys
- Locate the correct key for a product

To download a product and obtain the keys

1. Search for a product by typing a product name into the Product text box, or filter products using the product type check boxes.
2. Select the product from the results and view the description.



Determine whether the product to be installed requires a product key. Click **Key** to view the type of product key for a product.



3. Click **Download** to download the product.
   - **Filters**: Type a product name into the **Product** text box, or use the sort list

to limit your search by product type. The Product text box displays possible suggestions as you type. Select the suggestion to populate the text box.

By default, the **All Products** check box is selected. You can clear this box to narrow your search results. If you do not know the name of your product, or if no suggestion appears in the Product text box as you type, enter the name of the software into the **Product** search text box, and then click the **Search** icon.

NOTE *If you select a specific product family such as Windows Server, and you type a product name into the filter box belonging to a different product family and click **Enter**, no search results will appear.*

- **Product**: In the search results, select the product. If your search results are more than one page, use the arrows at the bottom of the page to advance to the next page of search results.

TIP *To view more search results on the page, select the Items per page control at the lower right of the **Product** column.*

- **Description**: Click a product **Description** link to view the version, release date, and product description.
- **Downloads**: Click a product **Download** link to view special instructions, download settings, including the download method, language, and the operating system type.
- **Key**: Click a **Product Key** link to view information about
    - Product keys
    - License ID number
    - Organization
    - License Key
    - Type
    - Number of Activations remaining from an initial number of activations for the Volume Activation.
    - Online Service Keys will display Number of Seats instead of Number of Activations, and the Status of the key.

  If there are service packs for the products, these are included below the Product Keys information.

  You can select the **Export all keys** link above the **Product** column to open the product keys list in a Microsoft Excel spreadsheet.

To search for a software product

1. On the main navigation bar, click **Downloads and Keys**.
2. In the **Filters** panel, type a product name into the **Product** text box. The

Product text box displays possible suggestions as you type. You can select the suggestion to populate the text box. By default, the **All Products** check box is selected. You can clear this box to narrow your search results.

3. If you do not know the name of your product, or if no suggestion appears in the **Product** text box as you type, then type the name of the product into the **Product** search box and click the **Search** icon.
4. On the **Product** panel, select the product you want. If the search results are more than one page, then use the arrows at the bottom of the Product panel to advance to the next page of search results.

To view a product description

1. On the **Download and Keys** page, click either the **Product name** or the **Description** link for the desired product.
2. The **Description** panel opens, providing the Version, Release Date, Product Description, and System Requirements for the product selected.
3. Click the **Product name** or **Description** again to close the drop-down list.

To download a software product

After you search for and find your product, click the **Download** link for that product.

1. In Download Settings, click **Download**. Select the following options from the drop-down menus.
    - For the **Download Method**, click the down arrow, and then select a menu item from the list. There are two download methods:
        i. **Download Manager** is a software application used to download content. When using the Download Manager, you can pause, stop, and resume downloads later.
        ii. **Web Browser** is an embedded download feature within your web browser to download content.
    - For the **Language**, click the down arrow, and then select the language from the list.
    - For the **Operating System Type**, click the down arrow, and then select a menu item from the list (if available).
2. Select **Continue**. The Product section expands to show the Product, OS, Size, and Format in the lower area of the Product section.
3. In **Files**, click **Download,** and then follow the download and installation instructions.

To activate an online product

See the section titled Using the Online Service Activations page.

To locate a product key

If the product that you have installed requires a product key, or if you need a product key to activate an online service, you can obtain the product key from the VLSC. If you have problems with a product key or require assistance to activate your product, contact your local Microsoft Volume Licensing Activation Center.

1. On the Downloads and Keys page, click the **Key** link for that product.

   The Product Keys drop-down panel shows the total number of available keys for this product.

2. Click the **Display All** button to display all of the keys.

   A popup window displays the available keys by License ID, Organization, Key, Type and Activation.

3. You have the option to select the **Export all keys: CSV** link above the Product panel to open the product keys list locally in a spreadsheet.
4. To locate a key by organization, see Accessing product keys by organization in the VLSC.

Product Key options

If product keys are not available, you will see one of the following messages in the product keys drop-down panel:

1. No Product Key assigned - The product you have selected requires a product key for activation. To obtain your product key, contact your local Microsoft Volume Licensing Activation Center.
2. Online Service Activation (OSA) Key - This single-use product key is used to activate subscriptions to Microsoft Online Services. OSA Keys are distributed electronically via the VLSC and can be redeemed at Office 365 Open activation or Azure Open activation.
3. No Key Required - This product does not require a product key.

Accessing product keys by Licensing ID in the VLSC

When you need to view a product key for a product that you have purchased in a licensing agreement, you can access the product keys that are associated to your

License ID by viewing the License Key information on the Enrollment Summary page. The Product Keys tab allows you to view all product keys associated with each product in the selected agreement.

1. On the VLSC main navigation bar, click **Licenses**, and then click **Relationship Summary**.
2. On the Relationship Summary page, select the Licensing ID link for the enrollment.

   A Licensing ID may be an Enrollment (Enterprise or Select programs), an Affiliate (Select Plus program), an Agreement (Open Value program), or a License (Open License program). This depends on the Microsoft Volume Licensing program the Licensing ID is used with.

3. On the Enrollment Details page, select the **Product Keys** tab.

   The **Product Keys** tab shows the product keys that are associated with each product on the selected agreement.

4. If you have an Online Service Activation key, activate this service by going to Office 365 Open activation or Azure Open activation. This will require you to establish a new account for either Office 365 or Azure using your organizational ID.

   After you activate the service, you will be able to manage user access to product keys.

Accessing product keys by organization in the VLSC

If you purchased an Enterprise Agreement, you can track your product keys by the organization and sort them in the open Microsoft Excel file in the **Organization** column.

1. On the VLSC main navigation bar, click **Downloads and Keys**.
2. On the Downloads and Keys page, locate the **Export all Keys: CSV** link.
3. Click **CSV** to download the product keys.

4. At the prompt, click **Open** to view the file in Excel.
5. Use the **Organization** column to sort the keys by organization.

Finding a Part Number in the VLSC

Use the Downloads and Keys page to locate a Part Number in the VLSC. The part number is the last nine characters in the product download file name.

Using the Subscriptions page

You can also manage certain kinds of subscriptions in the VLSC. The Subscriptions page of the VLSC provides information about managing your services and subscriptions.

If you ordered an Office 365 subscription or Azure for Open, go to the **Relationship Summary** page or **Downloads and Keys** page in the VLSC to find your keys.

- Once you have obtained your Online Service Activation (OSA) Key, you will be directed to Office 365 Open Activation or Azure Open Activation to activate your Office 365 service.
- On this site, enter the key(s) to manage user access and keys.

If you have an MSDN or TechNet subscription, you can manage your subscriptions depending on the subscription type:

- Click **Subscriptions** on the main navigation bar to manage online and TechNet subscriptions
- Click **MSDN Search** to manage MSDN subscriptions.

MSDN subscriptions

Microsoft Developer Network (MSDN) offers a subscription package giving you access to licenses to use on nearly all Microsoft software released to the public.

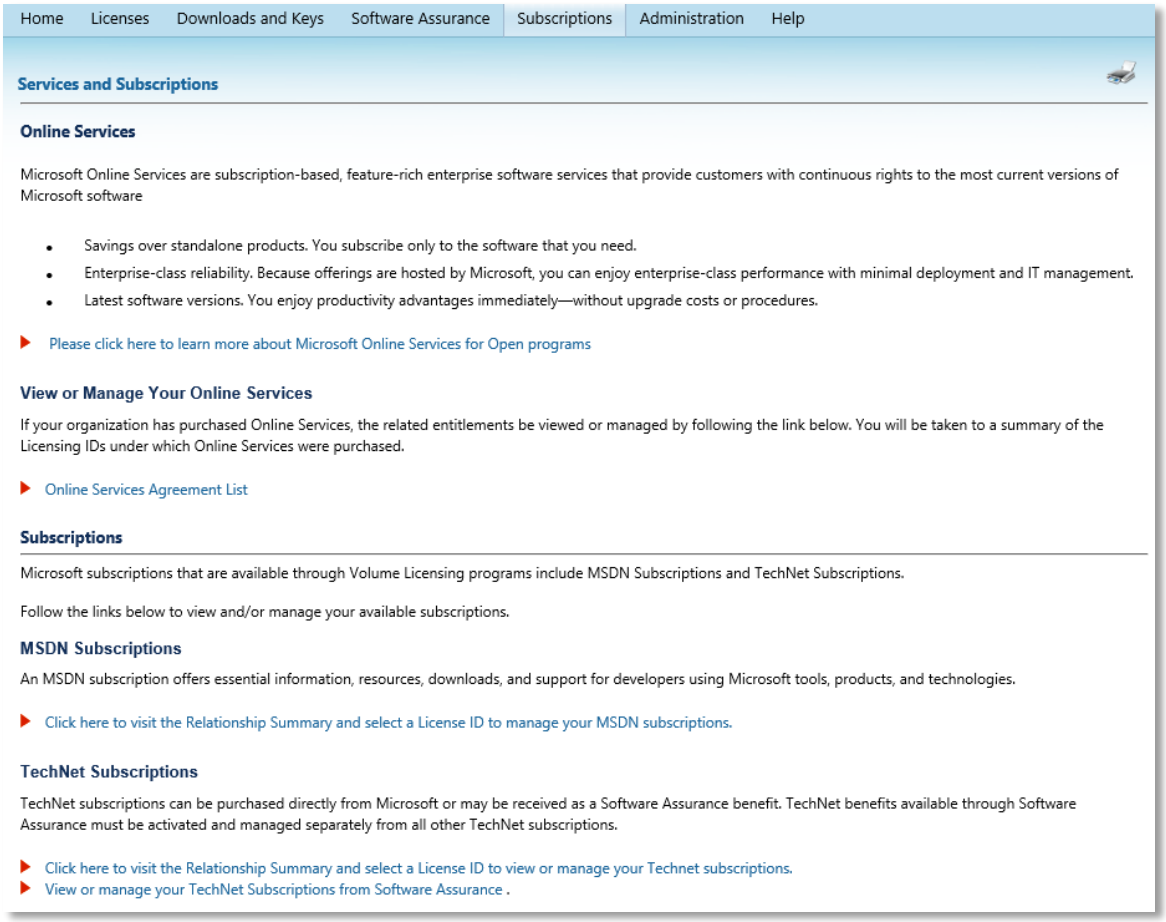
MSDN subscriptions give your organization comprehensive access to the Microsoft development platform, tools, services and resources, to build high-quality applications. Guidance on managing your MSDN subscriptions can be found at the VLSC Training and Resources site.

The MSDN license agreement does not allow you to use your software in a business production environment. However, you can activate as many copies as you need for your development purposes.

TechNet subscriptions

TechNet subscriptions can be purchased directly from Microsoft. Find more information at http://technet.microsoft.com.

TechNet is a Microsoft program and resource for technical information, news, and events for IT professionals. TechNet gives your IT and Help Desk staff access to technical information, as well as beta and final versions of products for testing and evaluation.



- Click the link under **Online Services** to go to the Microsoft Online Services homepage.
- Click the link under **View or Manage Your Online Services** to go to the Online Services Agreement List to view and manage your authorized licensing IDs.
- Click the link under **MSDN Subscriptions** to go to the Relationship summary.
- Click the first link under **TechNet Subscriptions** to view the Relationship Summary page and a license ID for subscriptions you want to manage.
- Click the second link under **TechNet Subscriptions** to go to the Software Assurance Summary to view and manage license IDs that are eligible for Software Assurance benefits.

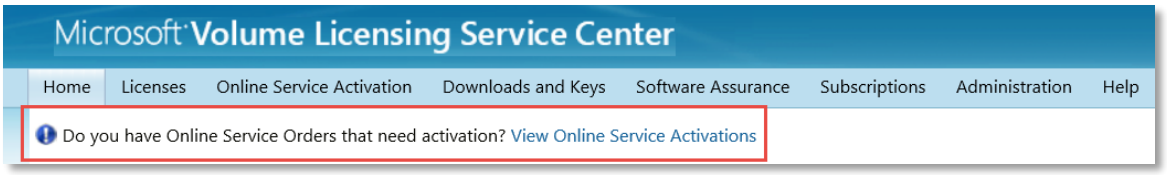
Online Service Activations

Activate your online services (Open program customers)

Microsoft has simplified and streamlined the process Open program customers use to activate their online services. You no longer need to copy an activation key for every new online service.

Under the new simplified system, **Open program** customers can activate their new online services (except Azure) with just a few steps in a new section of the VLSC for them named **Online Service Activations**.

NOTE *Customers with **Enterprise agreements** will not see the **Online Service Activations** link in the top navigation menu. They can learn how to create and manage online services reservations in the VLSC user guide titled "Online Service Reservations for Enterprise Agreements."*



The VLSC will remind you if you have online services you have not activated.

Customers who only activate online services without purchasing other software products can activate them using an express method that does not require the VLSC. To learn more about how to activate your online services, select one of these guides:

Activate new online services by using the VLSC
Activate new online services without using the VLSC

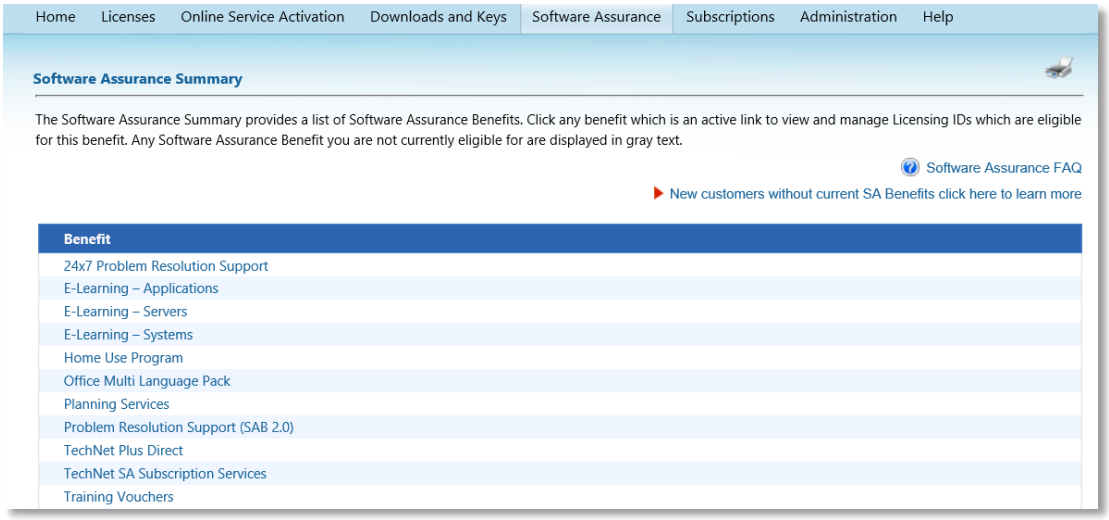
Sign in with an Organizational account

After you activate your Microsoft online services such as Office 365, you and other users in your organization will need to sign in to those services with an Organizational account.

An Organizational account is similar in some ways to a Microsoft account, the account used to sign in to the VLSC. Individuals can also use a Microsoft account to access their personal services from Microsoft, such as Outlook.com email. Organizational accounts are intended only for employees to use at work, to sign in to their organization's Microsoft services.

Microsoft Software Assurance

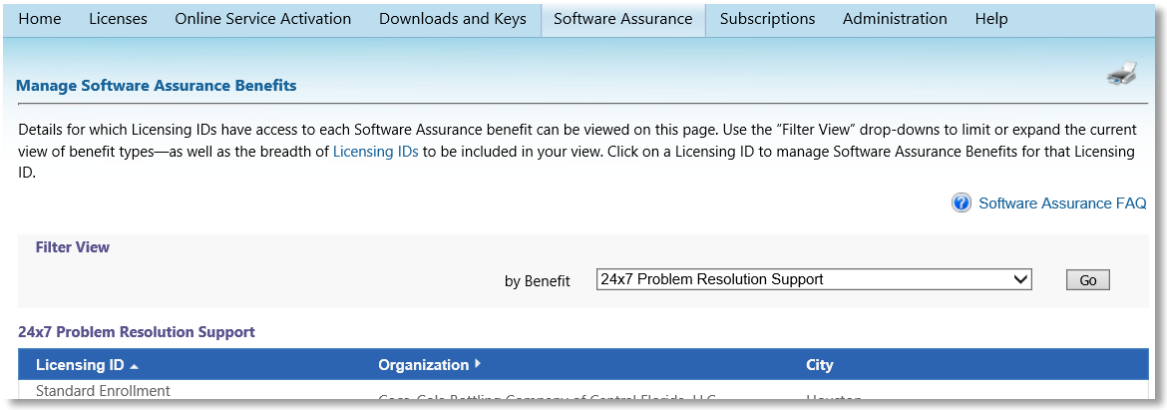
Select **Software Assurance** on the main navigation bar to navigate to the Software Assurance Summary page. This page provides a list of your Software Assurance Benefits (SAB). You can select a benefit to view and manage eligible license IDs for the benefit using the Manage Software Assurance Benefits page.



- To access the Software Assurance for Microsoft Volume Licensing page, click the link that says **New customers without current Software Assurance Benefits click here to learn more**.
- Click the link for any **Benefit** to open the Manage Software Benefits page.

Using the Manage Software Assurance Benefits page

The Manage Software Assurance Benefits page allows you to select a Licensing ID associated with each Software Assurance benefit.



- Filter View: Use this menu to select a benefit option.
- Licensing ID: Select the product licensing ID to view the benefit summary for the selected product.
- Organization: View the organization for the selected Software Assurance benefit.
- City: View the where the selected Software Assurance benefit was signed.

To manage Software Assurance benefits

1. On the main navigation bar, click **Software Assurance**.

   The Software Assurance Summary page appears, showing a list of linked Software Assurance Benefits.

2. Click a benefit link to view details on a particular benefit. The **Manage Software Assurance Benefits** page appears.
3. Click the **Licensing ID**.
4. The **Benefits Summary** page opens. You can select the linked benefit to:
   - View your activated benefits
   - Activate a benefit
   - View your expired benefits

For further details and instructions for using your Software Assurance benefits, download the VLSC Software Assurance Guide. It will help you accomplish the following tasks:

- Get to Know Your Benefits
- Establish Software Assurance Managers
- Claim Your Benefits Using the VLSC
- Get Help in the VLSC

About online service license reservations

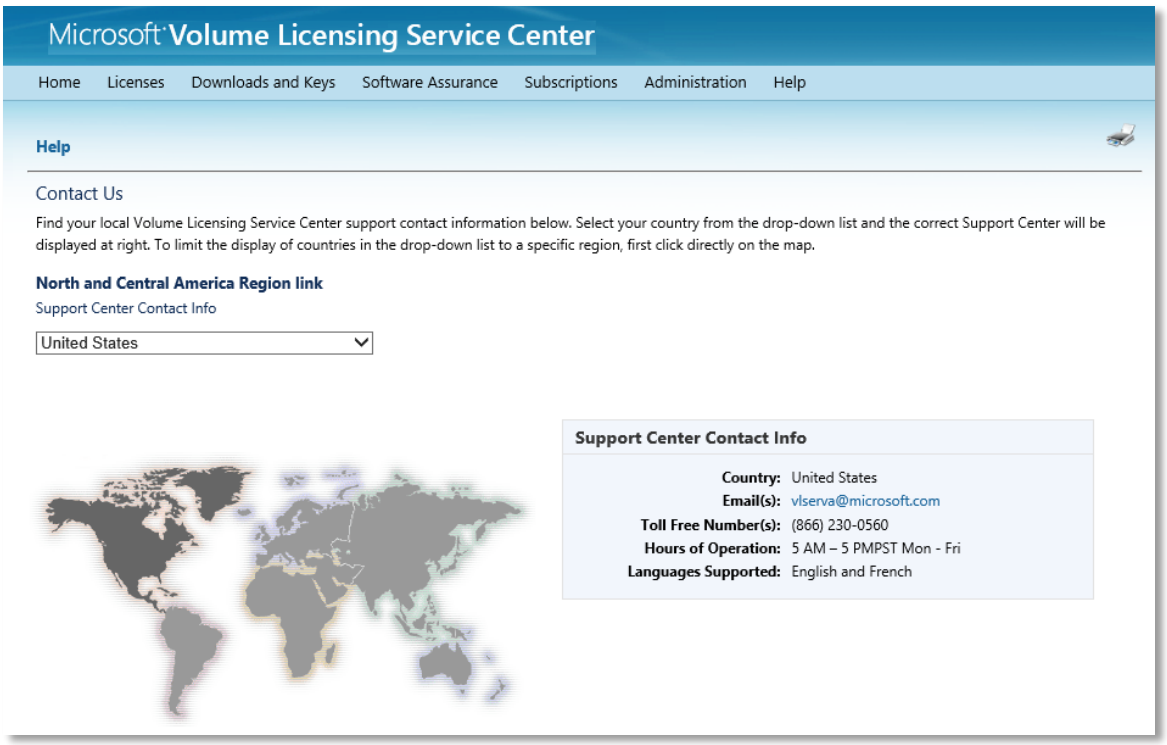
To learn about online service license reservations, see the guide titled VLSC User Guide Online Service Reservations for Enterprise Agreements that is available to download from the VLSC Training and Resources page.

Getting help

Select the **Help** link on the main navigation bar to view a drop-down menu with two options: **See FAQ** (Frequently Asked Questions**)** or **Training & Resources**. You do not have to be signed into the VLSC to view and use the VLSC FAQs or Training and Resources.

The **Help** link in the footer at the bottom of every page in the VLSC also points to the FAQs page. There is a **Contact Us** link at the bottom of the FAQs page that points to information about how to contact Microsoft by phone or email if you need support. This Contact Us page has three items:

- **Support Center Contact Info:** This drop-down menu lets you select your country from the drop-down list to display the Support Center information.
- **Interactive map:** This lets you select the region to limit the number of entries in the Support Center Contact Info drop-down list.
- **Support Center Contact Info:** This displays contact information and Support Center hours of operation.



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