

Volume Licensing User Guide

# Accessing the Microsoft Volume Licensing Center



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## Using this Guide

### Audience

The audience for this document is the purchasing account contact and domain administrator for your Microsoft Products and Services Agreement (MPSA).

### Purpose

The purpose of this document is to:

- 1) Guide the purchasing account contact on choosing the right person to list as the domain administrator on the MPSA, and
- 2) Guide the domain administrator on how to register an organizational account for access to the Microsoft Volume Licensing Center (MVLC) after the MPSA is processed, so that he or she can begin to provision users' organizational accounts

#### What is a tenant?

A tenant is a dedicated cloud-based user directory for your organization that you receive when you sign up for one of Microsoft's Online Services or register to use the MVLC (whichever you do first). It utilizes Microsoft Azure Active Directory to enable identity management. Each tenant is distinct and separate from other tenants in the cloud.

Refer to [Step 2: Register for access to the Microsoft Volume Licensing Center](#) in this document for more information.

#### What is an organizational account?

An organizational account is the sign-in account used to access your organization's Microsoft Online Services subscriptions, (such as Office 365) and/or the MVLC. Organizational accounts are associated with your specific tenant.

Refer to [Step 2: Register for access to the Microsoft Volume Licensing Center](#) in this document for more information.

## Introduction

The Microsoft Products and Services Agreement (MPSA) is an improved Microsoft Volume Licensing agreement that allows you to consolidate your licensed assets across your entire organization for all on-premises software, Microsoft Online Services, hybrid solutions, and related services within a single, non-expiring agreement.

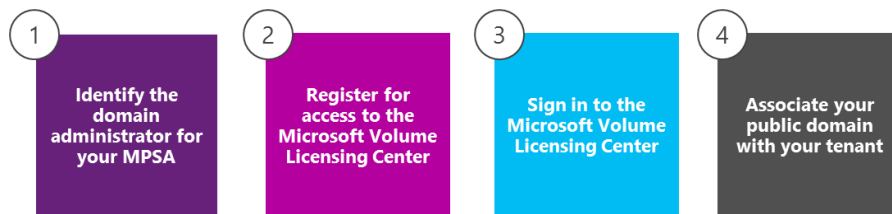
After signing your MPSA, you will use the MVLC to manage your licenses and purchasing accounts, create and manage users and permissions, download software, access product keys, and more.

To access the MVLC you must do one of the following:

- 1) **Sign in** with an *existing* organizational account, or
- 2) **Register** to create a new tenant and use the newly generated organizational account

After you have gained access to the MVLC, you will have the option to associate your public domain with your tenant.

From a high-level perspective, this is a simple process that includes the following steps:



Below, you will find detailed guidance on these steps, plus troubleshooting tips should you encounter any issues along the way. If you prefer to go straight to step-by-step instructions, see the [Appendix](#).

1

### Identify the domain administrator for your MPSA

## Step 1: Identify the Domain Administrator for Your Microsoft Products and Services Agreement (MPSA)

As part of completing the MPSA, your purchasing account contact will be asked to identify your organization's domain administrator on the Purchasing Account Registration form. This individual will be responsible for setting up access to the MVLC by completing the steps described in this document and adding the initial users.

### Choosing a Domain Administrator for Your MPSA

It is **very important** to choose the correct person for this role and list that person on the MPSA. We recommend that all domain administrators possess the following:

- ▶ Knowledge of the organization's IT environment, network, and Internet connectivity
- ▶ Experience supporting and administering operating systems and applications for personal computers
- ▶ Experience providing user assistance or training
- ▶ Ability to troubleshoot user issues

Some additional examples of potential domain administrator responsibilities include:

- ▶ Create, change, or delete user accounts
- ▶ Monitor service licenses and service health
- ▶ Manage passwords
- ▶ Resolve user issues with email and other services
- ▶ Manage sites and site collections
- ▶ Migrate from the existing organizations environment to the cloud
- ▶ Train and support workers on how to use Online Services
- ▶ Escalate issues to Microsoft Support

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### Register for access to the Microsoft Volume Licensing Center

## Step 2: Register for Access to the Microsoft Volume Licensing Center (MVLC)

When your MPSA is submitted electronically, an email message is sent from Microsoft Volume Licensing to the domain administrator prompting that person to register for access to the MVLC. The domain administrator has **14 days** to act on this email message. After 14 days the invitation to the MVLC will expire and the domain administrator will need to contact Microsoft Support to have a new invitation sent.

If your organization already signed up for any Microsoft Online Service (such as Office 365) or Online Service trial—you already have an organizational account. In this case, follow the prompt in the email message to sign in with your existing organizational account. You should not register to create a tenant unless you intentionally want to have separate organizational accounts for your Online Services and MVLC. If you create a new tenant and want to consolidate it with a previous tenant, you will need to work with Microsoft Support to move your users and delete one of the tenants.

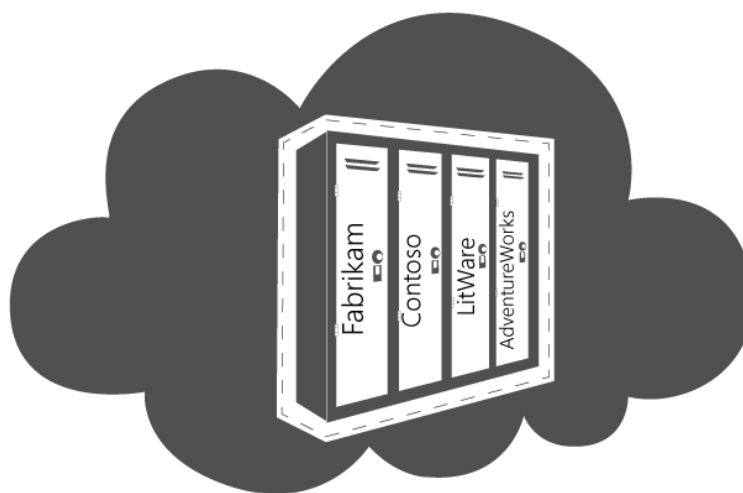
Detailed instructions for how to create a tenant (if needed) and register your organizational account for access to the MVLC are provided in [Appendix A](#).

First, let's take a closer look at the tenant and its relationship to your Microsoft-assigned domain, organizational accounts, and public domain.

### What Is a Tenant?

A tenant is a dedicated cloud-based user directory for your organization that you receive when you sign up for one of Microsoft's Online Services or register to use the MVLC (whichever you do first). It utilizes Microsoft Azure Active Directory to enable identity management. Each tenant is distinct and separate from other tenants in the cloud.

You can think of your tenant as a space in the cloud—like a locker—that holds your organization's unique user directory.



#### Don't delay!

You have **14 days** to register for access to the MVLC from the time the email message is sent from Microsoft Volume Licensing to the domain administrator. If you haven't seen it after you sign the MPSA, check your Junk Email folder in your email application.

Failure to act within 14 days will require you to contact Microsoft Support to have a new invitation sent.

## Accessing the Microsoft Volume Licensing Center

### Microsoft-assigned domains can be temporary

You do not need to use your Microsoft-assigned domain permanently. By associating a public domain with your tenant, you can use that domain instead.

### Is your preferred domain name already taken?

If your organization has a unique name and it is unlikely that someone outside of your organization would have chosen it, check within your organization to make sure your organization does not already have a tenant. In this case you should sign in for access to the MVLC using the organizational account associated with that existing tenant.

### Organizational account vs. Microsoft account

Organizational accounts and Microsoft accounts (formerly Windows Live ID) are both user IDs, however an organizational account is assigned to a user by the organization's administrator. A Microsoft account is created by an individual for personal use and access to all consumer-oriented Microsoft products and Online Services, such as Outlook (Hotmail), Messenger, OneDrive, MSN, Xbox LIVE, or Office Live.

Fabrikam's Tenant

**Microsoft-Assigned Domain:**  
`fabrikam.onmicrosoft.com`

**Users (organizational accounts):**  
`jsills@fabrikam.onmicrosoft.com`  
`sdoe@fabrikam.onmicrosoft.com`  
⋮

**Public Domain:**  
`fabrikam.com`

**Users (organizational accounts):**  
`jsills@fabrikam.com`  
`sdoe@fabrikam.com`  
⋮

## What Is a Microsoft-Assigned Domain?

Microsoft assigns a unique domain name to each tenant. This is also referred to as a "third-level domain." This domain name consists of a prefix you choose followed by '.onmicrosoft.com'. For example, if your company is named Fabrikam, you may choose 'fabrikam' for your domain prefix, so your Microsoft-assigned domain would become 'fabrikam.onmicrosoft.com'.

These domains are assigned on a first-come, first-served basis. That means your preferred selection may already be taken. If your preferred domain prefix name is already taken, you will need to select a different domain prefix, such as 'fabrikam123'. In this case, your Microsoft-assigned domain would be 'fabrikam123.onmicrosoft.com'.

## What Is an Organizational Account?

An organizational account is the sign-in account (user ID) used to access one or more of your organization's Microsoft Online Service subscriptions (such as Office 365) and/or the MVLC. Organizational accounts are assigned to each user in your cloud directory. For example, if you add a user named Javier Sills with a user name 'jsills', 'jsills@fabrikam.onmicrosoft.com' is created, and Javier would use that as his sign-in name.

## What Is a Public Domain?

Your public domain is a domain name your organization has procured through a domain name registrar. Typically this domain is used for your public website (for example, 'fabrikam.com') and email (for example, 'user@fabrikam.com').

You can associate a public domain you own with your tenant to use in place of your Microsoft-assigned ('onmicrosoft.com') domain name. For example, instead of using 'jsills@fabrikam.onmicrosoft.com' for his organizational account, Javier could use the same account he uses for his corporate email and identity, 'jsills@fabrikam.com'.

There is a formal process you need to follow to prove ownership of your public domain and associate it with to your tenant. Refer to [Step 4: Associate Your Public Domain with Your Tenant](#) in this document for details.

### Benefits of Using Organizational Accounts

Using organizational accounts instead of personal Microsoft accounts (previously called Windows Live IDs) for accessing MVLC and other Microsoft tools and Online Services provides you with the following key benefits:

- ▶ **Central management of users and access**

Organizational accounts are linked to the organization rather than the individual. This puts you in control of who can access the Microsoft tools (such as MVLC and the Microsoft Online Subscription Portal) and Online Services (such as Office 365, Microsoft Dynamics CRM Online, and Windows Intune). You set-up your user's accounts and assign them roles, which determines the tools, functionality, and services they can access.

Also, unlike with an individual's Microsoft account, should an individual leave the organization, you can remove that individual's organizational account or transfer it to another individual within the organization.

- ▶ **Simplified user experience**

When you assign an organizational account to an individual, that individual can use the organizational account to sign in to any Microsoft tools and Online Services associated with your tenant for which you have granted that individual access. For example, if the individual needs access to MVLC, you can assign the user to the appropriate role and he or she will be able to sign into MVLC using the organizational account. Likewise, if the individual is licensed for Office 365 through your account, that individual can sign in to the Office 365 service using the same organizational account. In either case, the user has the convenience of a single ID and password for signing in to the different Microsoft tools and Online Services and Microsoft Azure provides the backend authentication.

To make this all possible, the backend system needs to make the connection between your organization, your organization's MPSA, and your organization's existing or new tenant. The registration process described in this guide is what makes this connection. Once this process is completed, you can begin creating user accounts and assigning roles.

### Overview of Process for Registering Your Organizational Account in the MVLC

As mentioned previously, when your MPSA is submitted electronically, an email message is sent from Microsoft Volume Licensing to the domain administrator prompting that person to register for access to the MVLC ([Step 2](#) in this document). The domain administrator has **14 days** to act on this email message.

The email message will prompt you (the domain administrator) to either:

- 1) **Sign in** with an existing organizational account, or
- 2) **Register** to create a new organizational account



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## Accessing the Microsoft Volume Licensing Center

**Do not create user accounts until you've completed all steps**

Wait until you have completed all of the steps detailed in this document before you start creating user accounts.

### Signing in with an existing organizational account

If you have an existing account, click the **Sign in** link in the email message and follow the instructions provided. This process will associate your existing organizational account to the MVLC, which will allow the MVLC to map to the correct tenant to authenticate your organizational users during sign in.

Move on to [Step 3: Sign in to the MVLC](#) below.

### Register to create a new organizational account

If your organization does not have an existing tenant, click the **Register** link in the email message and follow instructions provided. During this process, you will choose the prefix for your Microsoft-assigned domain and your tenant will be created.

Refer to [Appendix A](#) for more detailed instructions.

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### Sign in to the Microsoft Volume Licensing Center

## Step 3: Sign in to the MVLC

Now that you have a tenant and an organizational account, you need to complete this simple, **but important**, step: go to <https://licensing.microsoft.com> and sign in using your organizational account (for example, 'jsills@fabrikam.onmicrosoft.com'). This is necessary to complete the connection between the MVLC account and Microsoft Azure Active Directory; if this is not done, the registration process will not be completed, and you will be unable to access your software, services, and other features of MVLC.

Once completed, you are ready to promote the purchasing account contact to the Global Administrator role in Azure Active Directory (AAD). This will enable the purchasing account contact to begin using MVLC to manage your organization's users. Refer to [Appendix A](#) for step-by-step instructions for promoting the purchasing account contact to the Global Administrator role.

If you **are not** going to associate your public domain with your tenant—and will use your Microsoft-assigned ('.onmicrosoft.com') domain for your organizational accounts—you are ready to begin adding users. Refer to [Appendix A](#) for step-by-step instructions for adding users.

If you **are** going to associate your public domain with your tenant, proceed to Step 4 below before adding users.

4

*Optional*

### Associate your public domain with your tenant

## Step 4: Associate Your Public Domain with Your Tenant (optional)

As mentioned earlier, you do not need to use your Microsoft-assigned domain for your organizational accounts. You can choose instead to use your public domain. Your public domain is a domain name your organization has procured through a domain name registrar (GoDaddy, MelbourneIT, Network Solutions, etc.). Typically this domain is used for your public-facing website (for example 'fabrikam.com') and email (for example, 'user@fabrikam.com').

This provides you and your users with the convenience of using the same user ID (for example, 'jsills@farikam.com') for sign in to their corporate email and network, Microsoft Online Services, and the MVLC.

## Accessing the Microsoft Volume Licensing Center

### Why associate your public domain with your tenant?

By associating your public domain, instead of users having to sign in to MVLC and/or Online Services with their separate Microsoft-assigned user ID (for example 'jsills@fabrikam.onmicrosoft.com'), they can use their public domain user ID (for example, 'jsills@fabrikam.com').

### Overview of Process for Associating Your Public Domain with Your Tenant

The process for associating your public domain with your tenant is completed using the Azure Management Portal (<https://manage.windowsazure.com>) and your domain registrar's administration site. Below is an overview of this process.



Refer to [Appendix B](#) for step-by-step instructions.

## Troubleshooting

If you experience any of the following issues, please follow guidance in the "Solution" column.

Issue	Solution
Difficulty identifying a domain administrator within my organization	<p>IT executives in your organization will likely be able to identify the domain administrator(s) for you. Typically, this person is responsible for or engaged in organizing your IT environment, network, and Internet connectivity; supporting and administering operating systems and applications for personal computers; providing user assistance or training; and troubleshoots user issues.</p> <p>Examples of potential domain administrator responsibilities include creating user accounts, managing passwords, resolving user issues with email and other services, managing sites and site collections, training and supporting workers on how to use Online Services, and escalating issues to Microsoft Support.</p>
Desired Microsoft-assigned domain is unavailable	<p>Microsoft-assigned domain names ('example.onmicrosoft.com') are assigned on a first come, first served basis. If the name you select is already taken, you must choose a different name.</p> <p>If you have chosen a unique name and it is unlikely that someone outside of your organization would have selected it, we recommend that you verify whether someone in your organization has already established a tenant. For example, if your organization already subscribes to a Microsoft Online Service or</p>

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## Accessing the Microsoft Volume Licensing Center

trial, you already have a tenant. In this case, you should sign in to the existing tenant using your organizational account and skip the creation of a new tenant.

Otherwise, choose a different name. Remember, after you have created your organizational account, you can associate your public domain with the account and use your public domain for your organizational account IDs instead of your Microsoft-assigned ('.onmicrosoft.com') domain.

Organizational account registration in MVLC is not completed	If the domain administrator does not receive or act on the organizational account registration email message (due to an incorrect email address, out of office, email goes to junk folder, individual has left the organization, etc.), it is possible for Microsoft to re-send an 'expired' invitation to the domain administrator or cancel the original message and re-send it to a new domain administrator. Contact Microsoft Support at <a href="https://licensing.microsoft.com/Customer/Portal/ContactUs">https://licensing.microsoft.com/Customer/Portal/ContactUs</a> .
Domain administrator does not sign in to MVLC to complete the tenant registration	The domain administrator must sign in to MVLC using his/her new organizational account to complete the connection between the MVLC account and Microsoft Azure Active Directory; if this is not done, the registration process will not be completed, and you will be unable to access your software, services, and other features of MVLC. Go to <a href="https://licensing.microsoft.com">https://licensing.microsoft.com</a> to sign in to MVLC.
Association of public domain to tenant is not completed	Carefully follow the steps for <a href="#">associating a public domain with your tenant</a> .
Domain administrator sets up a new tenant when a Microsoft Online Service (for example Office 365) tenant has previously been created and you want to use the previous tenant for MVLC	Contact Microsoft Support at <a href="https://licensing.microsoft.com/Customer/Portal/ContactUs">https://licensing.microsoft.com/Customer/Portal/ContactUs</a> .
User forgets the password needed to sign in to MVLC	If you forget your password, click the 'Can't access your account?' link on the sign-in page to reset your password.

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## Accessing the Microsoft Volume Licensing Center

The domain administrator is the only user assigned to the Global Administrator role and leaves the organization

Contact Microsoft Support at <https://licensing.microsoft.com/Customer/Portal/ContactUs>.

## Glossary

Term	Description
Domain administrator	The person indicated on the MPSA who will be responsible for registering your organization for the MVLC, creating the initial user accounts, and associating your public domain with your tenant.
Purchasing account contact	The person who is responsible for managing software license purchases and completes, signs, and manages the MPSA on behalf of your organization.
Microsoft Products and Services Agreement (MPSA)	The MPSA is the single, non-expiring agreement for Microsoft Volume Licensing. It consolidates standard baseline contracts—including the Microsoft Business and Services Agreement (MBSA), Select Plus Agreement, and elements of the Enterprise Agreement and Microsoft Online Services Agreement—into one, streamlining legal reviews and simplifying license renewals.
Microsoft Volume Licensing Center (MVLC)	MVLC is a web portal where you can view and manage all of your purchases, users' organizational accounts, and Software Assurance benefits across your entire organization.
Microsoft Azure Active Directory	<p>Microsoft Azure Active Directory provides identity and access management capabilities in the cloud. In much the same way that Active Directory is a service made available through the Windows Server operating system for on-premises identity management, Microsoft Azure Active Directory can be accessed through Microsoft Azure for cloud-based identity management.</p> <p>The use of the organizational account for managing assets via the MVLC is enabled by Microsoft Azure Active Directory. Because Microsoft Azure Active Directory is <i>your organization's</i> cloud directory, you decide who your users are, what information to keep in the cloud, who can use the information or manage it, and what applications or services are allowed to access that information.</p>

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## Accessing the Microsoft Volume Licensing Center

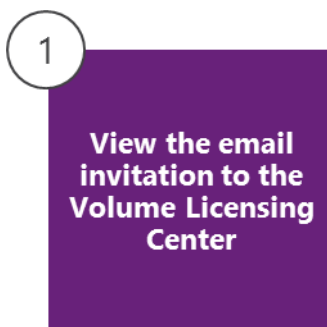
Microsoft account	Microsoft accounts are created by an individual for personal use. Microsoft accounts (previously referred to as Windows Live IDs) provide access to all consumer-oriented Microsoft products and Online Services, such as Outlook (Hotmail), Messenger, OneDrive, MSN, Xbox LIVE, or Office Live. Once created, a Microsoft account can be used to access consumer-related Microsoft Online Services and/or Microsoft Azure.
Organizational account	Organizational accounts are issued to users by an administrator for business or academic use. Organizational accounts provide access to tools such as the MVLC and Microsoft Online Services portals (for example, Office 365 portal). Your organizational account may use your Microsoft-assigned domain name (for example 'fabrikam.onmicrosoft.com') or your public domain name (for example, 'fabrikam.com').

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# Appendix A: Process for Registering for Access to Microsoft Volume Licensing Center

## Overview

This overview provides the high-level steps you need to complete to register. We will walk through each of these in greater detail throughout this document.



## Step 1: View the Email Invitation to the Volume Licensing Center

When your organization signs the Microsoft Products and Services Agreement (MPSA) for a new Volume Licensing contract, Microsoft sends the designated domain administrator an email message welcoming your organization and telling the administrator how to sign in to the Volume Licensing Center for the first time.

If you did not receive this email and believe it should have been sent to you because you are the domain administrator for your organization, you may want to see if someone else in your organization received this email. You may also try contacting the person who signed your organization's Volume Licensing agreement or your Microsoft partner.

### Welcome to the Microsoft Volume Licensing Center

We're sending you this message because you're listed as the domain administrator on the volume licensing agreement [MPSA number] that your organization [ORGANIZATION NAME] recently signed with Microsoft. As the domain administrator, you will set up your organizational account so that you and other employees in your organization can access the Volume Licensing Center.

After you finish registering, you can begin using the Volume Licensing Center and designate other people in your organization to also begin using the website. The Volume Licensing Center allows users to securely view your volume licensing agreement information, view volume licensing orders, download software and keys, set up and manage online services, and much more.

#### Please select one of these links:

Already using Microsoft Office 365, Windows InTune, Windows Azure or Dynamics CRM? Click here to sign in using your existing organizational account (user ID):

[Sign in](#)

Not using Microsoft Office 365, Windows InTune, Windows Azure or Dynamics CRM? Click here to create an organizational account (user ID) and sign in:

[Register](#)

#### For more information

To learn more about the registration process, [download a copy of the guide to Accessing the Microsoft Volume Licensing Center](#).

*Microsoft will send this welcome email to the person designated as domain administrator at your organization, telling them how to get started using the Volume Licensing Center*

2

**Use an existing Organizational Account or register a new one**

### Step 2: Use an Existing Organizational Account or Register a New One

To sign in to the Volume Licensing Center for the first time, you can use either an existing Organizational Account or create a new one. If someone at your organization has already created an Organizational Account, then you should use that one. If you aren't sure if someone at your organization has created an Organizational Account, you may want to ask other members of the IT staff. If some employees at your organization already use Office 365 or other Microsoft online services such as Microsoft Azure, Windows Intune, or Microsoft Dynamics CRM, then they must be signing in with an existing Organizational Account.

#### Select Sign In or Register

The welcome email sent to your domain administrator contains links for your organization to **Sign in** or **Register** an Organizational Account.

#### If You Already Have an Organizational Account

Already using Office 365, Microsoft Azure, Windows Intune, or Microsoft Dynamics CRM? Then you already have an Organizational Account. Select the **Sign in** link in the welcome email. [Proceed to Step 3: Sign in to the Volume Licensing Center](#)

#### If You Don't Have an Organizational Account

Not using Office 365, Microsoft Azure, Windows Intune, or Microsoft Dynamics CRM? Then select the **Register** link in the welcome email to create a new Organizational Account so you can sign in to the Volume Licensing Center.

This will open a registration page where you need to enter information about yourself and your organization.

1. Fill in all the fields. Microsoft will automatically fill in the information for you and your organization that was entered in the MPSA; the fields may already be complete. You can change any field, even if it was already completed for you.
2. When you reach the field marked **DOMAIN NAME**, you must select a domain name to use in your Organizational Account.

The screenshot shows the 'Registration' page in the Microsoft Volume Licensing Center. The page title is 'Registration' and the subtitle is 'If you are this administrator named in your volume licensing agreement, complete your registration by creating a password.' The form contains the following fields:

- FIRST NAME**: Joe
- LAST NAME**: S
- CONTACT EMAIL ADDRESS**: JoeS@fabrikam.com
- COMPANY NAME**: (empty)
- \* DOMAIN NAME**: (dropdown menu showing 'onmicrosoft.com' and a link to 'Learn more about domain names')
- \* USER ID**: fabrikam.onmicrosoft.com
- \* CREATE PASSWORD**: (empty)
- \* CONFIRM PASSWORD**: (empty)

At the bottom of the form are 'SUBMIT' and 'CANCEL' buttons. Below the buttons is a note: 'You'll be able to add other users after you complete your own registration.'

Callouts from the left side of the image point to specific fields:

- CONTACT EMAIL ADDRESS**: Confirm or enter the email address where you want to receive account notifications.
- DOMAIN NAME**: Enter the domain name (known as your "Microsoft-assigned domain") for your organization. (For help, click [Learn more about domain names](#).)
- USER ID**: Enter your user identification (user ID). (You will need this to sign in to the MVL.)

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## Accessing the Microsoft Volume Licensing Center

### Entering a Domain Name

A key aspect of creating an Organizational Account is the selection of a domain name to use in the Organizational Account. If you are the domain administrator, you can choose what domain to use.

Organizations can use a domain name they own. That would typically look like this: *orgname.onmicrosoft.com*

For a company named Fabrikam, that may look like this: *fabrikam.onmicrosoft.com*

**NOTE:** If the domain name your organization owns is not available when you try to enter it during the registration process, don't worry, you can still use that domain name in your Organizational Account just by adding a number after it, such as **fabrikam1.com** or **fabrikam2.com**. This will make it easy to complete the registration process and start using the Volume Licensing Center without delay.

You can change the domain name in your Organizational Account later to your public domain name without the number (such as **fabrikam.com**). For instructions on how to do that, see the section titled [Appendix B: Process for Associating Your Public Domain with Your Tenant](#).

### How Employees Will Sign In

When employees use the Organizational Account to sign in with their own user ID, they will append their user ID to the front of the Organizational Account. That looks like this: *username@orgname.onmicrosoft.com*

For example, if an employee named Taito Yee working at a company named Fabrikam has an email address *taitoy@fabrikam.com*, he would sign in to the Volume Licensing Center with this organizational ID: *taitoy@fabrikam.onmicrosoft.com*

### Select a Domain Name and Finish Creating Your Organizational Account

Now that you understand how to select a domain name, it's time to do that and finish creating your Organizational Account. Here's how:

1. On the registration page for the Volume Licensing Center, enter a **DOMAIN NAME** and select **Check Availability**.
2. If the name you selected is available (not already used by someone else), you will see a message saying **The domain name entered is available**.

If the name you selected is not available, you will see a message saying **Domain name entered is not available. Please use a different domain name**. Keep trying different domain names until you find one that is available.

See the note above about adding a number after your domain name, such as **fabrikam1.com** or **fabrikam2.com**. This will make it easy to complete the registration process and start using the Volume Licensing Center without delay.

The screenshot shows a registration form with the following fields and values:

- \* EMAIL ADDRESS:**
- ORGANIZATION NAME:** Fabrikam Research
- \* DOMAIN NAME:**  .onmicrosoft.com
- \* USER ID:**  @fabrikamresearch.onmicrosoft.com

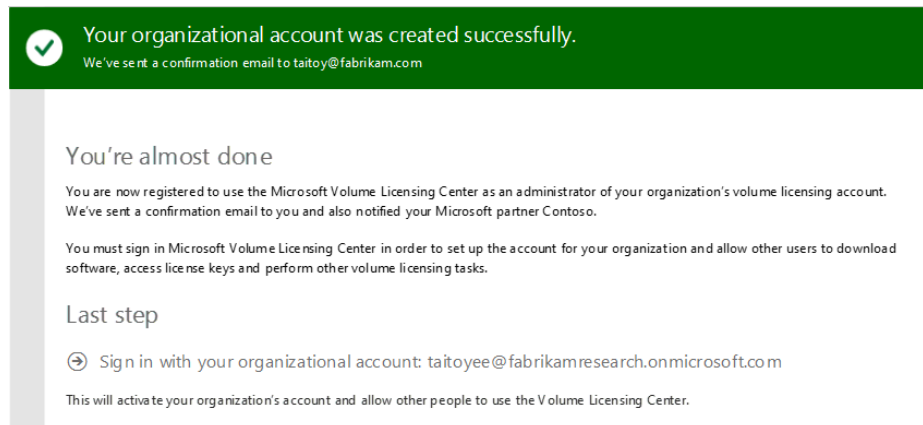
A red-bordered box highlights the domain name field and contains the message: "Domain name entered is not available. Please use a different domain name." A "Check Availability" button is located next to the domain name field.



## Accessing the Microsoft Volume Licensing Center

*In this example, the domain name entered is not available*

3. Once you enter a domain name that is available, enter a **USER ID** for yourself and create a **PASSWORD**. The **USER ID** is typically the same as the ID in your work email address. (Such as taitoy for an employee named Taito Yee.)
4. When you are done completing all the fields, select **SUBMIT**.
5. You should see a confirmation message telling you **Your Organizational Account was created successfully** and asking you to sign in with the new account. The notification shows your Organizational Account.



*This message pops open to confirm when you have successfully created an Organizational Account*

6. Select **Sign in with your Organizational Account**.

**NOTE: To complete the registration process, you must select this link.**

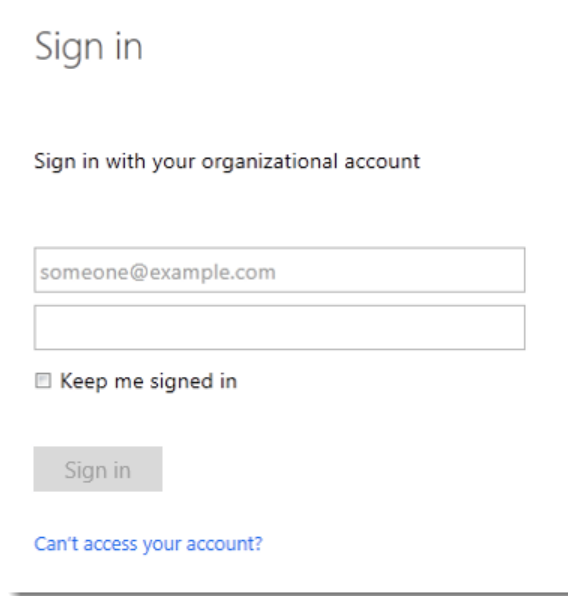
3

**Sign in to the  
Volume Licensing  
Center**

### Step 3: Sign In to the Volume Licensing Center

Now you are ready to sign in with your new or existing Organizational Account.

1. If you have not already done so, select the **Sign in** link in the welcome email from Microsoft or the **Sign in** link in the notice confirming you that you have successfully created a new Organizational Account.  
This will open a **Sign In** page.
2. Enter your organizational ID and select **SIGN IN**.



The image shows a 'Sign in' page for the Volume Licensing Center. It features a heading 'Sign in' and a sub-heading 'Sign in with your organizational account'. Below this are two input fields: the first contains the email 'someone@example.com' and the second is empty. A checkbox labeled 'Keep me signed in' is present. A 'Sign in' button is located below the inputs. At the bottom, there is a link that says 'Can't access your account?'.

*The Sign In page to the Volume Licensing Center*

4

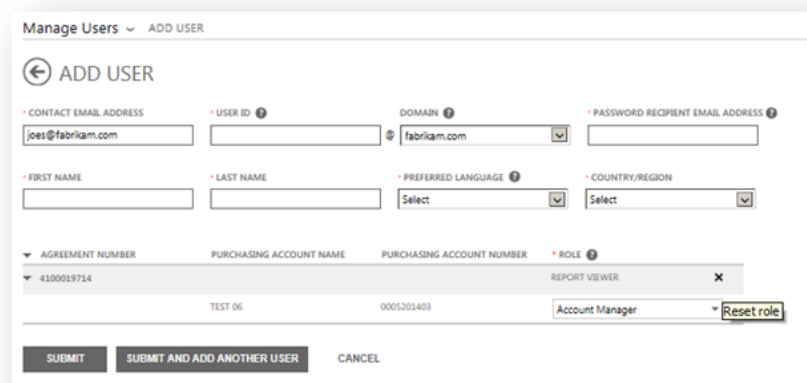
### Add users to the Volume Licensing Center

#### Step 4: Add Users to the Volume Licensing Center

After you sign in to the Volume Licensing Center for the first time, you will be taken to a page called **Manage Users**.

Because you are the first person in your organization to use the Volume Licensing Center, you will be presented with the opportunity to add other employees so they can also use the Volume Licensing Center. Here's how:

1. Select **ADD USER**.



The image shows the 'Manage Users' page with the 'ADD USER' tab selected. The form contains several fields: 'CONTACT EMAIL ADDRESS' (joes@fabrikam.com), 'USER ID' (empty), 'DOMAIN' (fabrikam.com), 'PASSWORD RECIPIENT EMAIL ADDRESS' (empty), 'FIRST NAME' (empty), 'LAST NAME' (empty), 'PREFERRED LANGUAGE' (Select), 'COUNTRY/REGION' (Select), 'AGREEMENT NUMBER' (4100019714), 'PURCHASING ACCOUNT NAME' (TEST 06), 'PURCHASING ACCOUNT NUMBER' (0001201403), and 'ROLE' (Account Manager). There is a 'Reset role' button next to the role dropdown. At the bottom, there are three buttons: 'SUBMIT', 'SUBMIT AND ADD ANOTHER USER', and 'CANCEL'.

2. Fill in all the fields for the user you want to add. To see an explanation of most fields, select the question mark help icon (?) next to the field. The **USER ID** and **DOMAIN** you select will form the person's organizational ID, which they will use to the sign in to the Volume Licensing Center.

## Accessing the Microsoft Volume Licensing Center

**ADD USER** fields include:

- ▶ **USER ID:** Assign a unique identification (ID) for each user.
- ▶ **DOMAIN:** Select the domain associated with your Organizational Account. For example, fabrikam.onmicrosoft.com.
- ▶ **PREFERRED LANGUAGE:** Select a language preference for this user. This sets the language for email notifications they will receive from the Volume Licensing Center.
- ▶ **ROLE:** Set permissions for this user in the Volume Licensing Center by assigning this user one or more roles.

Manage Users ▾

← Add user

\* LAST NAME

\* FIRST NAME

\* COUNTRY/REGION

\* PREFERRED LANGUAGE

\* USER ID

DOMAIN

\* CONTACT EMAIL ADDRESS

\* PASSWORD RECIPIENT EMAIL ADDRESS

☐ Same as contact email address

User role

AGREEMENT NUMBER	ROLE	PURCHASING ACCOUNTS		
		NAME	NUMBER	ROLE
4100004120	Select	Fabrikam Research	0005173899	Select
		Fabrikam Engineering	0005173900	Select
		Fabrikam Finance	0005173901	Select

SUBMIT SUBMIT AND ADD ANOTHER USER CANCEL

3. Select the **User roles** for this person from the drop down list under **ROLE**.
4. Assign the user one or more of the following six roles with these permission levels for the Volume Licensing Center:

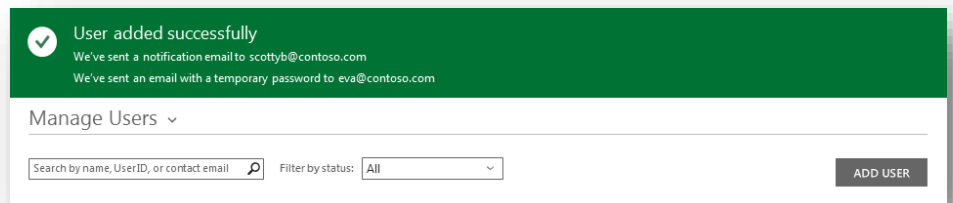
Role	Permission Level
Account Administrator	Users assigned to this role can manage all tasks.
Agreement Administrator	Users assigned to this role can view information specific to agreements.
User Administrator	Users assigned to this role can manage users.
Account Manager	Users assigned to this role can edit active agreements, handle self-service provisioning, and download software; and they can view agreements, keys, orders, license details, and reports.

## Accessing the Microsoft Volume Licensing Center

Report Viewer	Users assigned to this role can view agreements, keys, orders, license details, and reports.
Account Viewer	Users assigned to this role can view agreements, orders, license details, and reports.

### NOTES:

- ▶ After you add a new user, you can change their roles later in the Azure Management Portal. This will be explained in the [instructions below](#).
  - ▶ To give someone an administrator role, you must also promote them in the Azure Management Portal after you finish adding them to the Volume Licensing Center. This will be explained in the [instructions below](#).
  - ▶ You can assign different roles to the same user for different purchasing accounts. If there are multiple purchasing accounts, they will be displayed here. Select the roles you want this user to have for each purchasing account.
5. When you are done completing all the fields and assigning roles for this new user, select **SUBMIT** or **SUBMIT AND ADD ANOTHER USER**. Microsoft will send a message to the **PASSWORD RECIPIENT EMAIL ADDRESS** welcoming the person to the Volume Licensing Center with a link to sign in.
  6. After you select **SUBMIT**, you will return to the **Manage Users** page.
    - ▶ To confirm that your new user was added, make sure you see the notification message **User added successfully**.
    - ▶ If you tried to assign the new user to an administrator role, you should see another message informing you that you must first promote this user to a new role in your organization's Windows Azure Active Directory (AAD). The next section below tells you how to do this.



5

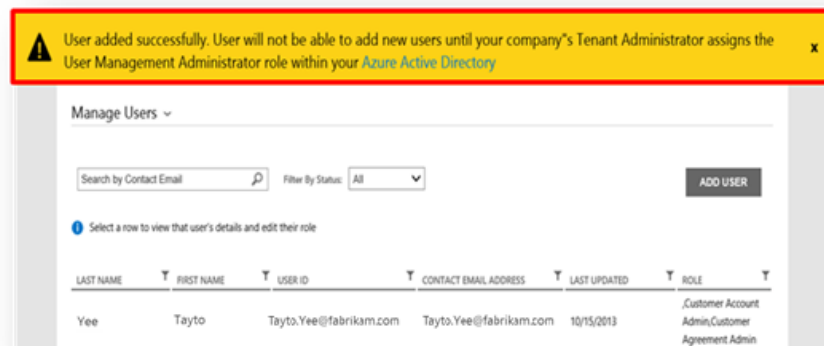
### Promote a user to administrator in the Azure Management Portal

#### Step 5: Promote a User to Administrator in the Azure Management Portal

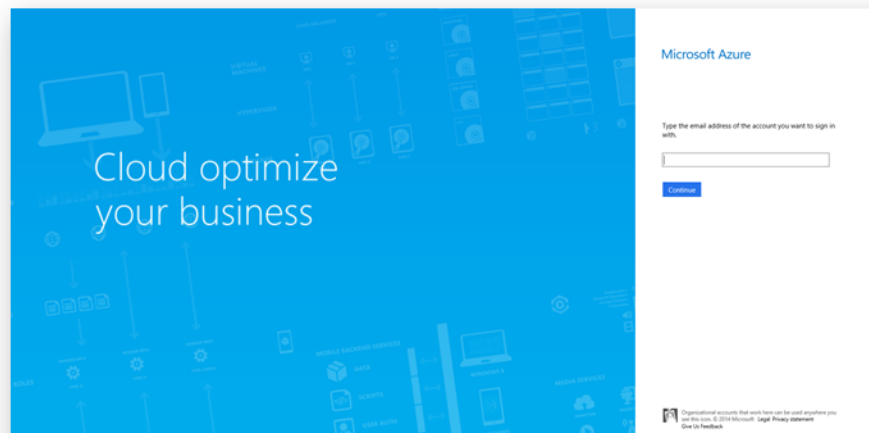
If you assign a user any of the three different types of **administrator** roles in the Volume Licensing Center, you must also change their role to match in your organization's Microsoft Azure Active Directory.

You can do this in the Azure Management Portal. Here's how:

1. Go to the [Azure Management Portal sign in page](#) or click the link in the yellow alert message that you should see if you assigned the user an administrator role.



2. Sign in to the **Azure Management Portal**, if needed. On the **Microsoft Azure Sign in** page, enter your Organizational Account credentials, and then select **Continue**.



3. Upon signing in to the Azure Management Portal for the first time, you will be required to complete a one-time mobile verification process. On the **Sign-up** page enter your mobile phone number, click **Send text message**.

## Accessing the Microsoft Volume Licensing Center

The screenshot shows the Windows Azure sign-up interface. On the left, a blue sidebar contains the text "Sign up", "Access to Azure Active Directory", and a "Learn more" link. The main content area is titled "1 About you" and contains the following fields: FIRST NAME (Tayto), LAST NAME (Yee), COUNTRY/REGION (United States), CONTACT EMAIL (Tayto.Yee@fabrikam.com), and COMPANY NAME (Fabrikam). Below these fields is a "2 Mobile verification" section with radio buttons for "Send text message" (selected) and "Call me". A dropdown menu shows "United States (+1)", and a text input field contains "(123) 111-1111". To the right of the input field is a green "Send text message" button. Below the input field is a "Verify code" button. At the bottom of the form is a "Sign up" button with a right arrow.

4. Enter the verification code from the text message you receive, and then click **Verify code**.

This screenshot shows the same Windows Azure sign-up interface as the previous one, but now in the "2 Mobile verification" step. The "Send text message" radio button is selected. The text input field for the phone number now contains "555555". The "Verify code" button is highlighted with a red border, indicating it is the next step in the process. The "Sign up" button remains at the bottom.

5. After completing the mobile verification, click **Sign up**.

## Accessing the Microsoft Volume Licensing Center

Sign up

Access to Azure Active Directory

Learn more ▾

Windows Azure

taytoyee@fabrikam.com ▾

1 About you

FIRST NAME LAST NAME COUNTRY/REGION ⓘ

Tayto Yee United States ▾

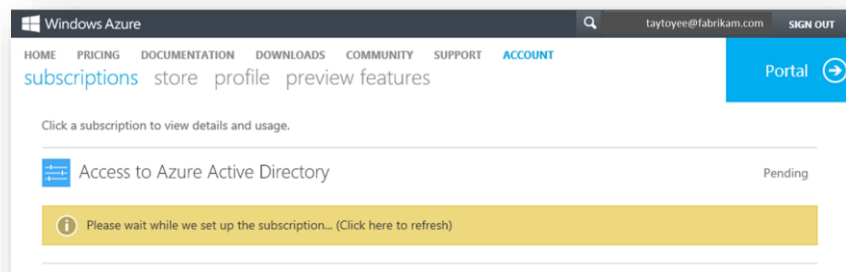
CONTACT EMAIL ⓘ COMPANY NAME

Tayto.Yee@fabrikam.com Fabrikam

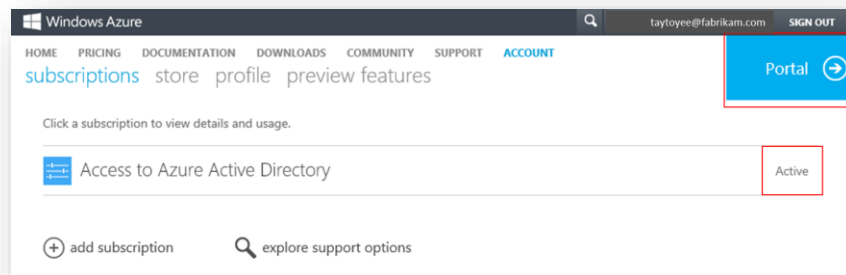
2 Mobile verification ⓘ COMPLETE ✓

Sign up ➔

- A no-cost Azure subscription will automatically be set up.



- Once the subscription shows as Active, click **Portal**.



- On the **Azure Management Portal** dashboard (**All Items** page), select the name of your organization's directory (i.e. the domain name in the Organizational Account you are using to access to Volume Licensing Center.)

## Accessing the Microsoft Volume Licensing Center


all items

NAME	TYPE	STATUS	SUBSCRIPTION	LOCATION	
Fabrikam	→ Directory	✓ Active	Shared by all Fabrikam ...	United States	

9. On your organizations Directory page, select **USERS**.

fabrikam

**USERS** GROUPS APPLICATIONS DOMAINS DIRECTORY INTEGRATION CONFIGURE REPORTS LICENSES

 Your directory is ready to use.  
Here are a few options to get started.

☐ Skip Quick Start the next time I visit

10. On the **USERS** page, find and select name for the user whose role you want to change.

fabrikam

**USERS** GROUPS APPLICATIONS DOMAINS DIRECTORY INTEGRATION CONFIGURE REPORTS LICENSES

DISPLAY NAME	USER NAME	SOURCED FROM	
Angelita Lowery	→ angelita@fabrikam.onmicrosoft.com	Windows Azure Active Directory	
Chase Dorth	chase@fabrikam.onmicrosoft.com	Windows Azure Active Directory	
Galen Rausch	galen@fabrikam.onmicrosoft.com	Windows Azure Active Directory	
Reed Deyoung	reed@fabrikam.onmicrosoft.com	Windows Azure Active Directory	
Tammie Pruitt	→ tammie@fabrikam.onmicrosoft.com	Windows Azure Active Directory	
Violet Ramos	violet@fabrikam.onmicrosoft.com	Windows Azure Active Directory	

11. On the user's **PROFILE** page, under **role**, select the drop-down menu for **ORGANIZATIONAL ROLE**.



## Accessing the Microsoft Volume Licensing Center

12. Select the new role you want them to have and then select **SAVE**.

The screenshot shows the user management interface for 'tammie pruitt'. The interface has tabs for PROFILE, WORK INFO, DEVICES, and ACTIVITY. The PROFILE tab is active. Under the 'identity' section, there are input fields for FIRST NAME (Tammie), LAST NAME (Pruitt), and DISPLAY NAME (Tammie Pruitt). The USER NAME field is 'tammie' with a dropdown menu showing '@ fabrikam.onmicrosoft.com'. Under the 'role' section, there is a dropdown menu for ORGANIZATIONAL ROLE. The dropdown is open, showing options: Global Administrator, User, Global Administrator (highlighted with a red box), Billing Administrator, Service Administrator, User Administrator, and Password Administrator. At the bottom, there are buttons for RESET PASSWORD, DELETE, SAVE (highlighted with a red box), and DISCARD.

6

Promote your organization's purchasing account contact

### Step 6: Promote Your Organization's Purchasing Account Contact

In the MPSA signed by your organization, one individual was designated as the **domain administrator** and another as the **purchasing account contact**.

After the domain administrator signs in to the Volume Licensing Center for the first time, an account will automatically be created for the purchasing account contact.

However, to enable your purchasing account contact to manage users and assign software licenses to them, you must assign that individual the role of **User administrator** in the Azure Management Portal.

To do this, [follow the same process described above in Step 5 to promote any user to administrator](#) in the Azure Management Portal. When you reach the end of this process, select **User administrator** as their role, and then select **SAVE**.

**NOTE:** Typically, the domain administrator is the individual responsible for supporting IT functions within the organization, while the purchasing account contact is responsible for software purchasing and licensing.

# Appendix B: Process for Associating Your Public Domain with Your Tenant

## Introduction

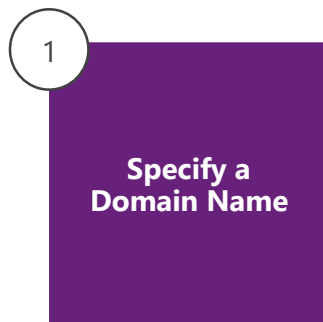
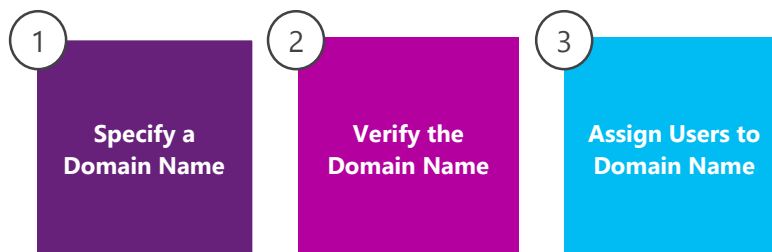
As the domain administrator for your organization, you are responsible for registering your organizational account. As part of that process, you were asked to select a domain name for your organization. You may have selected a Microsoft-assigned domain name or other temporary name, or you may have decided to register your organization's own public domain name.

**IMPORTANT:** To save time and effort, Microsoft recommends you register a public domain for your organization first and then follow up by registering your organizational account.

(For details on how to register your organizational account and start setting up new users, see [Appendix A: Process for Registering Your Organizational Account](#)).

## Getting Started: Adding a Domain Name to Your Organizational Account

After you register a public domain for your organization, you can associate it with your organizational account. This overview provides the steps for how to register a public domain name for your organization and then associate that name with your organizational account using the Azure Management Portal. So let's get started.



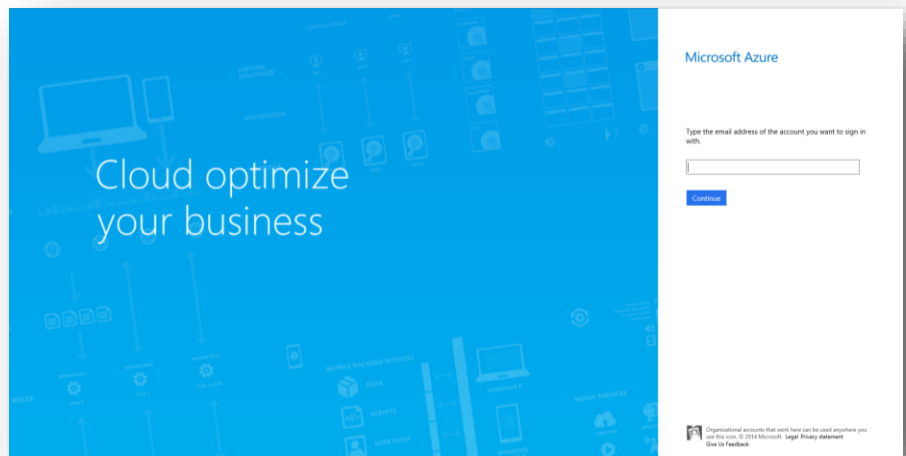
### Step 1: Specify a Domain Name

To start, you must provide Microsoft with the domain name that you want to associate with an organizational account. Make sure to enter a domain name that your organization has already registered through a domain name registrar. If your organization has registered more than one name, enter the name you want to associate with this organizational account.

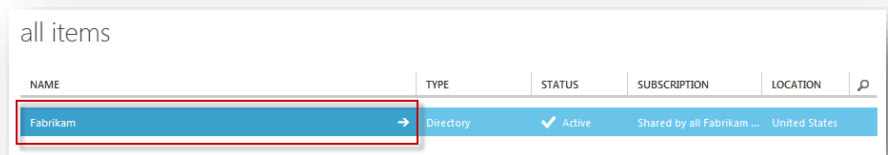
To specify a domain name for this organizational account:

1. Sign in to the **Azure Management Portal** (<https://manage.windowsazure.com>) using your organizational account credentials.

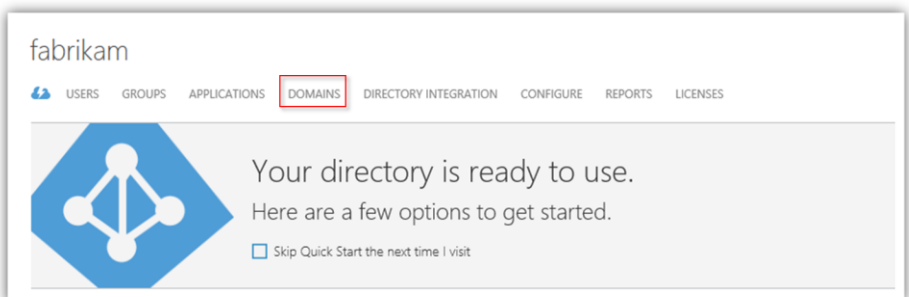
## Accessing the Microsoft Volume Licensing Center



2. On the **Azure Management Portal**, click the name of your organization's directory (tenant).



3. On your organization's Directory page, click **Domains**.



---

## Accessing the Microsoft Volume Licensing Center

4. Under **specify a domain name**, enter the domain name that you want to associate with this directory. Select the check box if you plan to configure the domain for single sign-on with your local Active Directory. Click add and then click the **next arrow**.

**Note:** You may select the check box below the domain name if you plan to configure this domain so that users can have a single sign-on experience to Azure AD by signing on to your local Active Directory. This requires deployment of Active Directory Federation Services or another supported security token service (STS). Refer to the Microsoft Azure [MSDN article](#) for full instructions.

Successfully added domain 'contoso.com'.

ADD DOMAIN

Specify a domain name

Enter the name of a domain that your organization owns. ?

DOMAIN NAME

fabrikam.com

☐ I plan to configure this domain for single sign-on with my local Active Directory. ?

add

→

2

### Verify the Domain Name

## Step 2: Verify the Domain Name

Before you can add your public domain name, you must verify that your organization has registered the name with an official domain registrar and that the registration is current.

### Submit Details to Your Domain Name Registrar

When you select a registrar and click **verify**, the verify domain page in the Azure Management Portal displays steps for submitting information to your specific registrar. At this point, you must sign in to your registrar's website to update the DNS record for your domain.

**NOTE:** Steps will vary according to the provider that you selected. For example, you may be asked to submit a Domain Name Service (DNS) record in text format or adjust the "time to live" (TTL) length for your submittal.

Also, check with your registrar about the typical waiting period. For example, you may have to wait up to 72 hours for your changes to take effect.

Visit the [MSDN article](#) for instructions on verifying a domain on most popular domain name registrars.

To verify the domain name that you previously entered:

1. Complete the steps provided for your registrar and then click **verify**.

**Note:** You may be required to complete this step at a later time if your registrar has a waiting period.

ADD DOMAIN

### Verify fabrikam.com

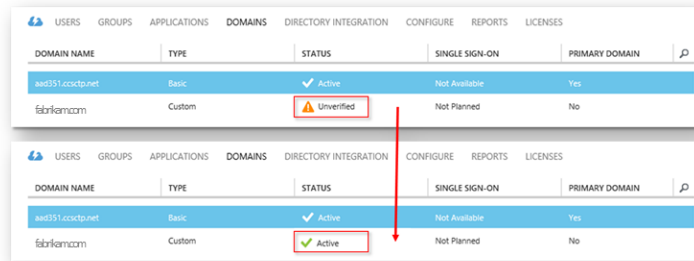
Go to your domain name registrar and update the DNS settings for contoso.com.  
[Instructions for adding a DNS record at popular domain name registrars](#)  
Add the record type that is supported by your domain name registrar for contoso.com.

RECORD TYPE	<input type="text" value="TXT record"/>
ALIAS OR HOST NAME	<input type="text" value="@"/>
DESTINATION OR POINTS TO ADDRESS	<input type="text" value="MS=ms12033061"/>
TTL	<input type="text" value="1 Hour"/>

Navigation icons: back, forward, cancel, confirm.

## Accessing the Microsoft Volume Licensing Center

2. After your domain name is added and successfully verified, the system updates the **Status** field to **"Active"**. Click the option button for the verified domain name to select the link.



DOMAIN NAME	TYPE	STATUS	SINGLE SIGN-ON	PRIMARY DOMAIN
aad5151cc0c0p.net	Basic	Active	Not Available	Yes
fabrikam.com	Custom	Unverified	Not Planned	No

DOMAIN NAME	TYPE	STATUS	SINGLE SIGN-ON	PRIMARY DOMAIN
aad5151cc0c0p.net	Basic	Active	Not Available	Yes
fabrikam.com	Custom	Active	Not Planned	No

**Note:** If you are unable to verify due to your registrar's waiting period or want to verify at a later time, simply return to the Azure Management Portal, click the domain and then **verify** at the bottom of the page.

3

### Assign Users to Domain Name

## Step 3: Assign Users to Domain Name

### Assign Users to the Registered Public Domain Name

After you have finished associating your domain name to the organizational account, you can go to the MVLC to assign new users to the registered public domain name. (Refer to [Appendix A, Step 4](#).)

If you previously set up users with a Microsoft-assigned domain, you must edit user details to assign roles to the registered domain and remove those associated with the Microsoft-assigned domain.

### Appendix C: Administrator Roles and Permissions

The following table shows the Azure Active Directory administrator roles and their associated permissions.

Permission	Billing administrator	Global administrator	Password administrator	Service administrator	User management administrator
View organization and user information	Yes	Yes	Yes	Yes	Yes
Manage support tickets	Yes	Yes	Yes	Yes	Yes
Reset user passwords	No	Yes	Yes	No	Yes; with limitations. He or she cannot reset passwords for billing, global, and service administrators.
Perform billing and purchasing operations	Yes	Yes	No	No	No
Create and manage user views	No	Yes	No	No	Yes
Create, edit, and delete users and groups, and manage user licenses	No	Yes	No	No	Yes; with limitations. He or she cannot delete a global administrator or create other administrators.
Manage domains	No	Yes	No	No	No
Manage organization information	No	Yes	No	No	No
Delegate administrative roles to others	No	Yes	No	No	No
Use directory synchronization	No	Yes	No	No	No

For further details, refer to <http://technet.microsoft.com/en-us/library/hh967622.aspx>.

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