

How to activate your Software Assurance benefits

After you have signed a licensing agreement that includes Software Assurance, you will need to activate many of your benefits online before you can begin using them. For assistance, please e-mail: eOpenhelpa@msdirectservices.com.

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Have your license information ready

Before you can activate your Software Assurance benefits, you'll need:

- Your license agreement number as provided by your license provider
- Your Open Authorization number found on your agreement summary

2

Use our online resources

Visit <http://www.microsoft.com/activate> for activation resources and information, including:

- Benefits activation training
- Phone and e-mail support information

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Activate your benefits

Access eOpen at <https://eopen.microsoft.com> to begin activating your Software Assurance benefits.

1. From the eOpen Web site, log into Passport using your registration information.
2. Your Open Authorization number and license number will be required for access to the Software Assurance benefits and the eOpen Web site.
3. On the *Agreement Summary* window, click on the appropriate license number hyperlink.
4. Scroll down the page and click on the Software Assurance Benefits Administration Tool hyperlink and enter the required information.
5. If applicable, accept the terms and conditions for the Home Use Program.
6. From the *Benefit Summary* page, click on the appropriate benefit to begin using/administering it.

Use	<p>VIRTUAL PC EXPRESS</p> <ul style="list-style-type: none"> • Activate the Windows Vista™ Enterprise Virtual PC Express benefit by visiting https://eopen.microsoft.com • Install Windows Vista Enterprise Virtual PC Express on each desktop that is covered by Software Assurance for Microsoft® Windows.® • Load the legacy application(s). <p>MICROSOFT eLEARNING</p> <ul style="list-style-type: none"> • Click on the IW, Client, or Server eLearning hyperlinks from the agreement benefits summary page. • Designate the benefit contact who is eligible to receive the media and manage the benefit (only one contact is allowed). • Activate the benefit for the designated contact. • For IW, Client, or Server, the eLearning modules will be distributed via the training module CD kit, or they can be downloaded from the MVLS site. • Upon activation, a notification e-mail with program details will be sent to the designated contact. <p>HOME USE PROGRAM</p> <ul style="list-style-type: none"> • Click on the Home Use Program hyperlink from the agreement benefits summary page. • Designate at least one contact to distribute access to the benefit to employees. • Activate the benefit to enable the HUP Program Code (this is needed to access the HUP Web site). Upon activation, a notification e-mail with the HUP Program Code will be sent to each contact explaining how to administer the benefit and distribute access to employees.
Maintain	<p>24x7 PROBLEM RESOLUTION SUPPORT</p> <ul style="list-style-type: none"> • Click on "enroll" next to the 24x7 Problem Resolution Support benefit to access your company's benefits. • Activate the new benefits. • Set up a list of approved users who will be able to submit support incidents. • Promote the benefits within your organization to the IT team and helpdesk.
Transition	<p>EXTENDED HOTFIX</p> <p><i>This benefit is not managed via the eOpen site – please contact your Microsoft representative for more information.</i></p>

Software Assurance Help

To download a detailed users guide for instructions on how to register and activate your Software Assurance benefits through eOpen, go to <https://eopen.microsoft.com>. To send a question to a service representative, please e-mail: eOpenhelpa@msdirectservices.com. For telephone support call 1-866-230-0560.

Upon activation, we will send an e-mail with all of your program details to the appropriate contact.

Eligibility for Software Assurance benefits varies by offering and region and is subject to change. The terms and conditions of your volume license agreement and the terms and conditions under which any specific Software Assurance benefits are offered will take precedence in the case of any conflict with the information provided here. For information about the terms and conditions of your volume license, contact your Microsoft account manager or reseller.