



FAQ: Shared Computer Activation (SCA) for Office 365 ProPlus, Project Online Professional and Visio Pro for Office 365

1. What is Shared Computer Activation (SCA)?

SCA is a product activation mode that allows multiple Office 365 ProPlus, Project Online Professional and Visio Pro for Office 365 users to share the same hardware. Office 365 is licensed per user, so SCA helps ensure that users accessing Office 365 ProPlus, Project Online Professional and Visio Pro for Office 365 are licensed appropriately. With this mode, Office 365 ProPlus, Project Online Professional and Visio Pro for Office 365 natively support RDS scenarios and it is no longer necessary to install MSI software as a workaround.

2. Why did Microsoft introduce the SCA Program for Office 365 ProPlus, Project Online Professional and Visio Pro for Office 365 for service providers?

The SCA Program provides Microsoft partners with the opportunity to deploy Office 365 ProPlus, Project Online Professional and Visio Pro for Office 365 in multitenant environments for customers, while ensuring the best possible customer experience.

3. Who can participate in the SCA Program?

To be eligible to participate in the SCA Program, a service provider must be a Direct (1-Tier) Cloud Solution Provider (CSP) and a SPLA provider.

4. What are the Microsoft Cloud Solution Provider (CSP) requirements, and why are these a prerequisite for the SCA Program?

To be eligible to participate in the SCA Program, a service provider must be a Direct (1-Tier) Cloud Solution Provider (CSP). The CSP program certifies partners to provide the level of Office 365 technical support required to ensure quality of service and customer satisfaction. The CSP program will also broaden the business opportunity for partners by expanding the set of Microsoft products and services they are eligible to resell to customers.

5. Why is it a requirement to be a Direct (1-Tier) CSP to participate in the SCA Program?

The requirement to be a Direct (1-Tier) CSP helps ensure that service providers in the program meet Office 365 supportability and technical requirements to provide an optimal end customer experience.

6. Where can I find additional information about the Cloud Solution Provider (CSP) Program?

Details about the CSP program and its requirements are published [here](#).

7. Does Microsoft plan to extend the SCA Program to Indirect (2-Tier) CSP Partners, allowing them to participate in the program?

No, Microsoft does not plan to extend the SCA Program to Indirect (2-Tier) CSP Partners at this time.

8. Can service providers in the SCA Program only host Office 365 ProPlus, Project Online Professional and Visio Pro for Office 365 if the licenses were purchased through CSP?

A service provider in the SCA Program must be a valid and existing Direct (1-Tier) Cloud Solution Provider (CSP) and a SPLA provider. However, the end customers deploying SCA through a hoster do not necessarily have to purchase their Office 365 ProPlus, Project Online Professional and Visio Pro for Office 365 licenses through CSP. As long as the licenses are for Office 365 ProPlus, Project Online Professional or Visio Pro for Office 365 (and not a perpetual/on-premises version of Office), it does not matter what channel the license was purchased through.

9. If the Office 365 ProPlus, Project Online Professional or Visio Pro for Office 365 license was acquired via an Indirect (2-Tier) provider, can the service provider support SCA for these products through the SCA Program?

Yes, the service provider can support SCA for Office 365 ProPlus, Project Online Professional and Visio Pro for Office 365 regardless of how the end customer acquired the license, as long as the service provider is in the SCA Program.

10. Will a partner in the SCA Program need to execute an amendment to their Master SPLA Agreement?

Yes, the "Services Provider License Agreement Office 365 Shared Computer Activation Qualified Cloud Provider Amendment" will need to be processed prior to a service provider being eligible for the program. The term of this amendment will coincide with the Master SPLA Agreement.

11. Is Microsoft charging a fee as a requirement to participate in the SCA Program?

Yes, there is a monthly program administrative fee for service providers. Qualified cloud partners are urged to contact their Microsoft Account representative for any questions.

12. How soon can a qualified cloud partner who is an Authorized SCA Partner talk with their end customers about SCA and begin actively selling it?

New partners to the program can begin actively selling the SCA Program once they have completed the on-boarding process.

13. Will Microsoft be selling Office 365 ProPlus, Project Online Professional and Visio Pro for Office 365 via the SPLA program?

No. The CSP program enables partners to have complete ownership of the customer relationship by enabling direct management of billing, provisioning, and support, and will be the best way for service provider partners to resell Office 365.

14. Will Microsoft be making changes to the Online Service Terms (OST) for Office 365?

Yes, the OST has these rights reflected as of January 2016.

15. Is Microsoft also changing the licensing policy for Office Professional Plus in SPLA?

No. We have no plans to change the current licensing policy in SPLA.

16. Is a Remote Desktop Services Subscriber Access License (RDS SAL) required to host Office 365 ProPlus, Project Online Professional and Visio Pro for Office 365?

Yes, a RDS SAL is required for each user.

17. What are the reporting requirements associated with the SCA Program?

Manual monthly reporting will be required until an automated reporting mechanism is in place, expected in the first half of calendar year 2017. In the interim, a manual reporting template will be provided to the program participants. The manual monthly reporting template will capture hosting partner name, number of customers and number of end-users by license type (CSP, VL etc.).

18. When the automated reporting mechanism is available, how will it be installed?

More detailed guidance and instructions will be made available when the automated reporting mechanism is closer to becoming available, expected in the first half of calendar year 2017.

19. Which Office 365 licenses are eligible for the SCA Program?

Office 365 ProPlus and all Office 365 suites that include Office 365 ProPlus are eligible for the SCA Program. Project Online Professional and Visio Pro for Office 365 are also eligible for the SCA program. Office 365 Business and Office 365 Business Premium are NOT eligible.

20. How will a customer with Office 365 ProPlus, Project Online Professional or Visio Pro for Office 365 license know which service providers are Authorized SCA Partners?

The OST will direct customers to www.office.com/sca, which explains the SCA Program and provides a list of qualified cloud partners who are Authorized SCA Partners.

21. Are qualified cloud partners who are Authorized SCA Partners required to maintain a page on their website explaining the SCA Program?

Yes, each service provider in the SCA Program will need to provide Microsoft with a link to their webpage that explains the SCA Program. Microsoft will provide the required minimum language to be included on this webpage.

22. How do I become an Authorized SCA Partner?

To be eligible to participate in the SCA Program, a service provider must be a Direct (1-Tier) Cloud Solution Provider (CSP) and a SPLA provider. If you are interested in becoming an Authorized SCA Partner, please reach out to your primary point-of-contact at Microsoft.

23. Where can I find more information about technical requirements, best practices etc.?

Go to www.office.com/sca

24. If I have more questions about the SCA Program who should I contact?

Please contact the SCA Program Service Desk at scaprog@microsoft.com for any additional questions.