

Activate Online Services in the Volume Licensing Service Center

The **Microsoft Volume Licensing Service Center** (VLSC) lets customers in the Open program activate their new Microsoft online services with a simplified process in the new **Online Service Activations** section of the VLSC.



This guide is for administrators who:

1. **Already use the Volume Licensing Service Center (VLSC) to manage some products.**
2. **Want to activate new online services in the VLSC.**
3. **Also need to manage some products in the VLSC other than just online services.**

If you purchased an Open online service (except Azure) and want to activate it by using a new streamlined method that does not require you to use the VLSC, see the guide [Activate an Online Service Without Using the VLSC](#).

Topics in this guide include:

About organizational accounts

Sign in and activate your new online services

About organizational accounts

To use any Microsoft online services, such as Office 365, you and other users in your organization need to sign in to them with an **organizational account**. When you activate your new online services, you will be directed to sign in with an organizational account.

If anyone in your organization already uses Microsoft online services at work, then they must be signing in to them with an organizational account. This is different from the **Microsoft account** you must use to sign in to the Volume Licensing Service Center and personal services such as Outlook.com email.

If you need to create an organizational account or want to learn more about organizational accounts, see the guide [Create an Organizational Account](#). Each organization should have only a single organizational account, which is created by a VLSC administrator.

Sign in and activate your online services

This guide assumes that you have already signed up for new online services either yourself or through your Microsoft Partner and are now ready to activate them in the VLSC.

Review the email invitation

After you subscribe to a new online service and order it through your Microsoft Partner, Microsoft will send email to the person listed as the **online administrator** in the volume licensing agreement that your organization signed with Microsoft. This email confirms your order for the new online services and any other products you also ordered.

Sign in to the VLSC

Sign in to the VLSC to check for new online services you ordered that are ready to activate. You can find them in the VLSC even if you have not received an email confirming your order.

If you've used the VLSC previously, go there now and [sign in](#). Then skip to the section below titled [Go to the Online Services Activation section of the VLSC](#).

If you've never signed in to the VLSC, here's how to register:

1. Create a Microsoft account for yourself, if you don't already have one; you will need this to sign in to the VLSC. This Microsoft account should use your work (business) email address, not a personal email address. [Create your Microsoft account](#).
2. After you have created a Microsoft account, go to the [VLSC](#).

3. On the VLSC home page, click **Sign In**.



4. Type your Microsoft account and password.

5. Click **Sign In**.
6. First-time users must type their business email address (the email address you should have used when you created your Microsoft account). Type the business email address into both the **Business Email** and **Confirm your Business Email** fields.
7. Click **Submit**.
 - If you received an email invitation to the VLSC, type the email address to which your invitation was sent.
 - When you click **Submit**, an email message is sent to confirm ownership of the business email address that you provided.

8. Go to your inbox for the business email address that you provided.
 - a. Open the confirmation email message from the VLSC.
 - b. Click the link in the message to confirm your ownership of this business email address.

NOTE: If you do not receive an email notification, check the junk folder in your email program. Ensure that you add microsoft.com to your Safe Senders list. If you use Microsoft Outlook, turn off automatic filtering by selecting the Home tab. Click the **Junk** menu, click **Junk Email Options**, and then click **No Automatic Filtering**.

Accept the Open License agreement

When you sign in to the VLSC, it verifies whether you have any Open License agreements with unsigned terms and conditions. If you have an unsigned Open License agreement, you will be prompted to sign the agreement.

You must do this before you can activate your online services in the VLSC. Type your full name and click **I ACCEPT**.

If you don't see the terms and conditions page, skip to the next step.

The screenshot shows the Microsoft Volume Licensing Online Service Activation page. At the top left is the Microsoft logo. The main heading is "Volume Licensing Online Service Activation". Below this, a message states: "You will need to accept the following terms and conditions for your Open license to activate your Online Service(s)." There are three dropdown menus: "Open License Type" set to "Commercial", "Country of Usage" set to "United States", and "Language" set to "English". A "Display" button is to the right of these menus. The main content area is titled "Open License Agreement" and contains the following text: "This Microsoft Open License Agreement is between Customer and Microsoft Licensing, GP and consists of: (1) these terms; (2) the Product List; and (3) the Product use rights. If Customer's organization type is not of a business, then the qualifying government entity form is incorporated by reference and may be found at <http://www.microsoft.com/licensing/contracts>." Below this is a section titled "1. Definitions." with the text: "The following definitions apply to this agreement: 'Affiliate' means (1) any legal entity that a party owns, that owns a party, or that is under its common ownership with a party within the 'Defined Region'; or (2) with regard to Customer, if it is a government entity, any entity that meets the qualifying government criteria located at". At the bottom of the agreement text is a scroll bar. Below the agreement text, there is a prompt: "Type your full name in the text box and click the **I Accept** button to agree to these terms and conditions." There is a text input field labeled "Your full name:" and a dark button labeled "I ACCEPT".

Open License Agreement terms and conditions

Go to the Online Service Activation section of the VLSC

After you sign in to the VLSC, select the section titled **Online Service Activation**.

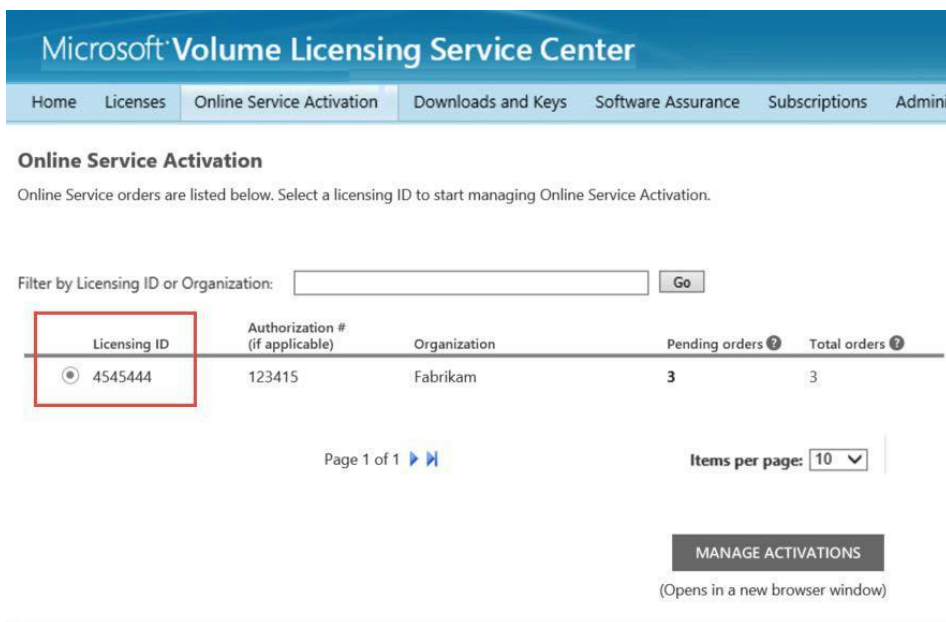
You may also notice other links on the VLSC home page directing you to activate your online services. Clicking any of these links should take you to the same page.



The VLSC home page may have multiple links to activate your online services.

Select the service that you want to activate

1. On the Online Service Activation page, select the Licensing ID for the online service that you want to activate. If you have multiple services listed, use the search box to enter the Licensing ID or organization name for the online services that you want to activate.
2. After you have selected the online services that you want to activate, click **MANAGE ACTIVATIONS**.



Choose how you will provide an organizational account

This should open a **Volume Licensing Online Service Activation** screen where you will be asked to select one of two options:

- **I have an account for my organization to use**
- **I need to create a new account for my organization to use**

Choose one option.

If you need to create an organizational account or want to learn more about organizational accounts, see the guide [Create an Organizational Account](#).



The screenshot shows the Microsoft Volume Licensing Online Service Activation page. At the top left is the Microsoft logo. Below it is the title "Volume Licensing Online Service Activation". Underneath, it says "You have selected the following agreement to manage activations:". Below this is a table with three columns: LICENSING ID, AUTHORIZATION #, and ORGANIZATION. The values are 4545444, 123415, and Fabrikam respectively. Below the table is the heading "Provide an organizational account" with a help icon. There are two radio button options: "I have an account for my organization to use" and "I need to create a new account for my organization to use".

LICENSING ID	AUTHORIZATION #	ORGANIZATION
4545444	123415	Fabrikam

Provide an organizational account 

I have an account for my organization to use

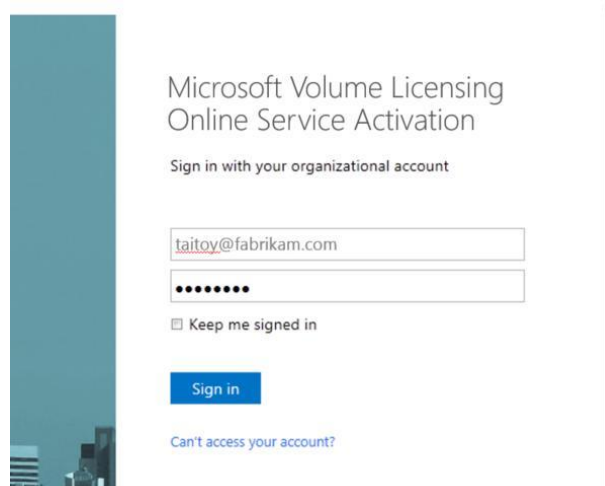
I need to create a new account for my organization to use

Sign in with your organizational account

You will be directed to a page asking you to sign in with your **organizational account**. (NOTE: This is different from the **Microsoft account** you used to sign in to the VLSC.)

Enter your organizational account and password and click **Sign In**.

As explained above in [About organizational accounts](#), an organizational account is the account that employees use to sign in to their Microsoft online services at work.



The screenshot shows the Microsoft Volume Licensing Online Service Activation sign-in page. It has a teal header on the left. The main content area has the title "Microsoft Volume Licensing Online Service Activation" and the subtitle "Sign in with your organizational account". Below the subtitle is a text input field containing "taitoy@fabrikam.com" and a password input field with seven dots. There is a checkbox labeled "Keep me signed in" which is unchecked. Below the checkbox is a blue "Sign in" button. At the bottom, there is a link that says "Can't access your account?".

Microsoft Volume Licensing
Online Service Activation

Sign in with your organizational account

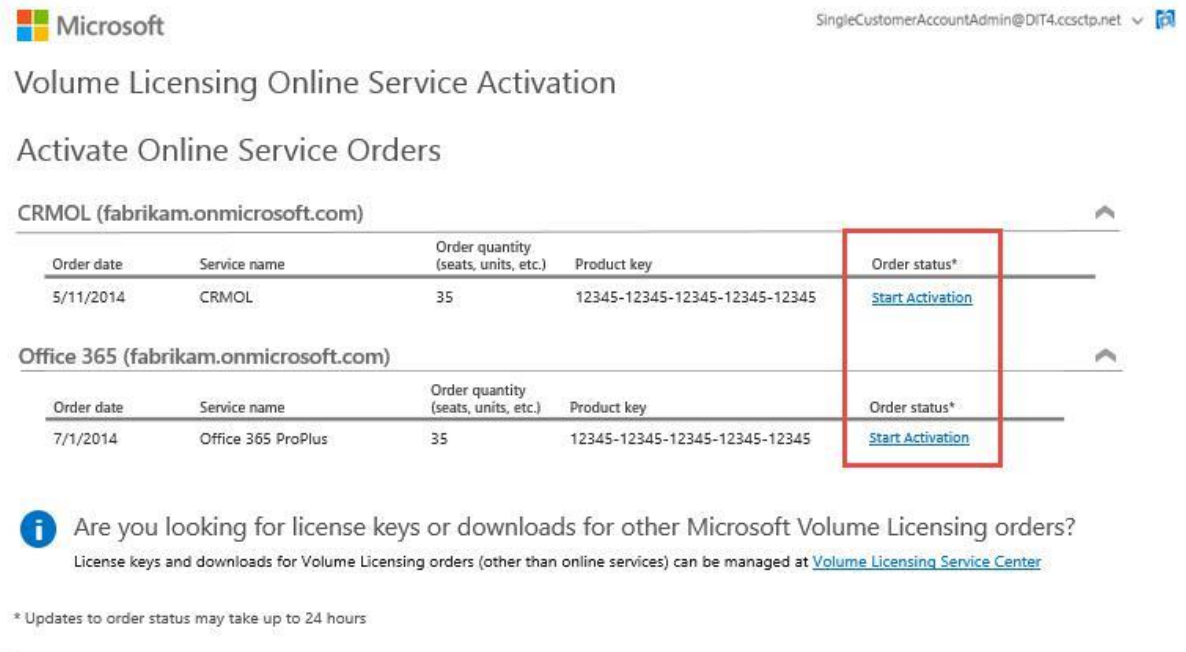
Keep me signed in

[Can't access your account?](#)

Sign in with your organizational account and password.

Start the activation process

After you sign in with your organizational account, you will be taken to a page where you can activate your online services. Find the online service you want to activate, if there is more than one in the list, and click **Start Activation**.



Microsoft SingleCustomerAccountAdmin@DIT4.ccscpt.net

Volume Licensing Online Service Activation

Activate Online Service Orders

CRMOL (fabrikam.onmicrosoft.com)

Order date	Service name	Order quantity (seats, units, etc.)	Product key	Order status*
5/11/2014	CRMOL	35	12345-12345-12345-12345	Start Activation

Office 365 (fabrikam.onmicrosoft.com)

Order date	Service name	Order quantity (seats, units, etc.)	Product key	Order status*
7/1/2014	Office 365 ProPlus	35	12345-12345-12345-12345	Start Activation

i Are you looking for license keys or downloads for other Microsoft Volume Licensing orders?
License keys and downloads for Volume Licensing orders (other than online services) can be managed at [Volume Licensing Service Center](#)

* Updates to order status may take up to 24 hours

This will take you to a page for the online service that you selected. We'll show you how this works for Office 365.

Start setting up your new online service

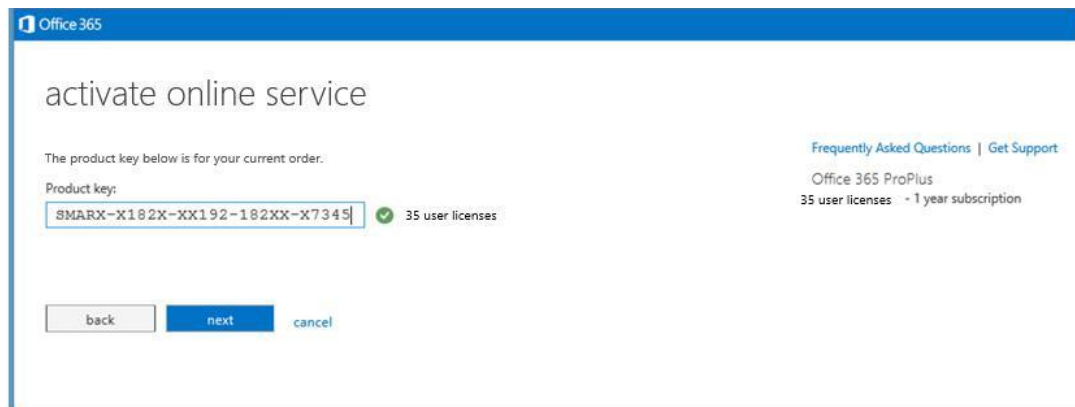
In this example, the customer has clicked **Start Activation** for a new subscription to Office 365. This takes them to an Office 365 screen titled **get started with Office 365**.

1. Click the check box next to **I understand. I'm the right person to be doing this for my organization.**
2. Click **start**.



Activate your online service and redeem your new licenses

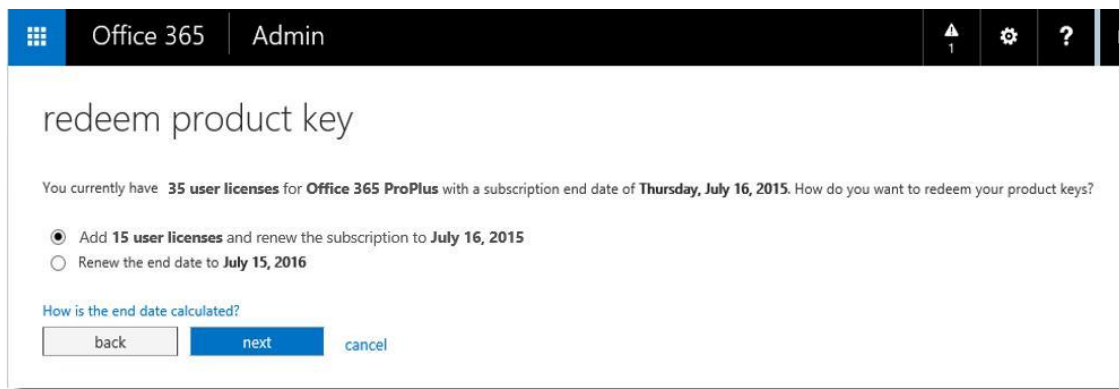
1. The system will automatically enter the product key for your new online service. Click **next**.



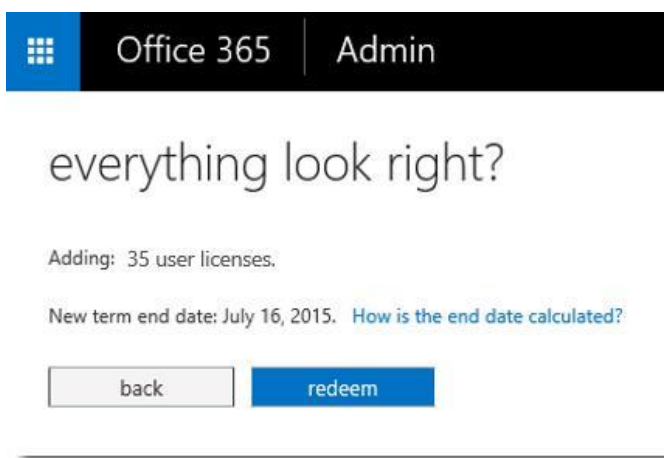
2. If you already have Office 365 services in use at your organization, the screen you see will tell you how many licenses you have, the date they expire, and ask if you want to add the new licenses that you are activating.

You can add the new licenses to your current subscriptions (increasing the number of total subscriptions) or use them to extend the expiration date of your current subscriptions without adding any new subscriptions.

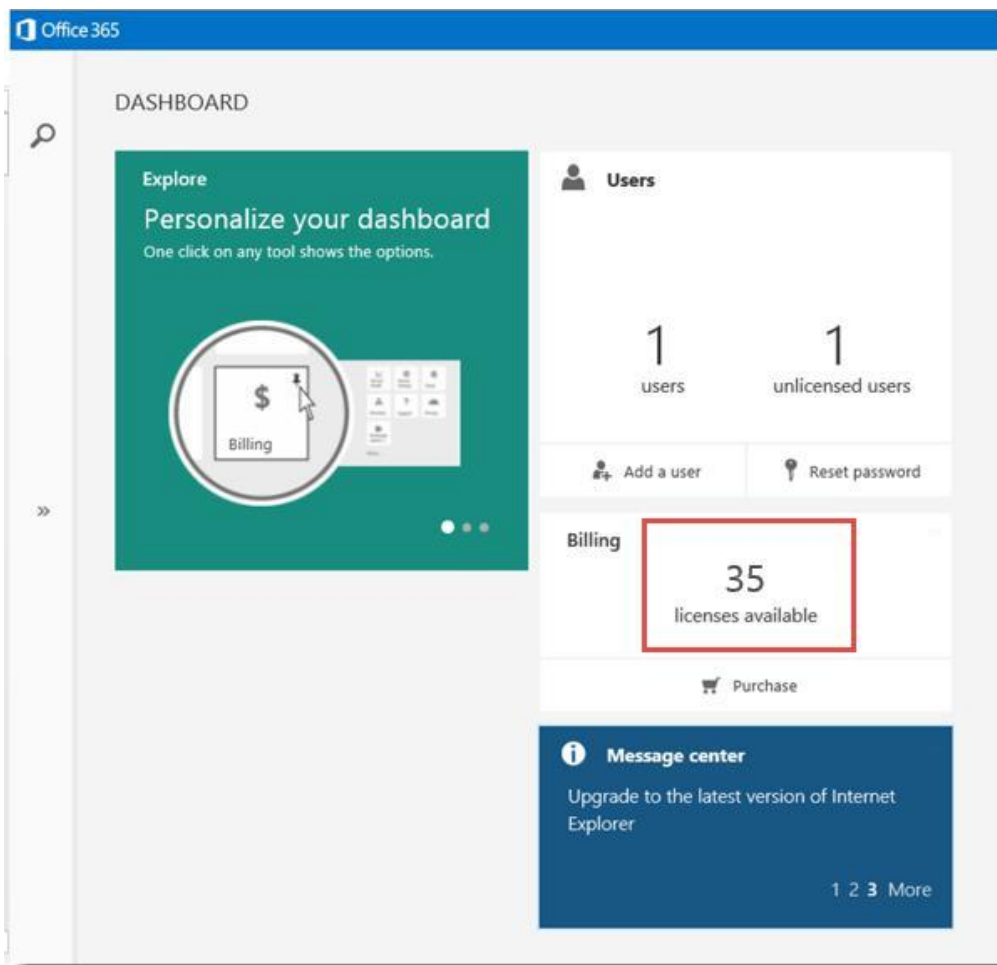
Make the selection you want, and then click **next**.



3. Verify that the information (number of licenses) is correct, and then click **redeem**.



Office 365 should now display the number of new licenses that you activated. These **online services** are ready for you to assign to users.



Now you're ready to use your new online services!

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