

Volume Licensing Service Center Software Assurance Guide

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Welcome to Software Assurance

Software Assurance for Volume Licensing offers a range of tools and resources to help your organization deploy, manage, and maximize your Volume Licensing purchases. The program covers Microsoft technologies and services, and includes benefits such as new product version rights, Flexible Virtualization, and the Workplace Discount Program.

This guide will show you how to administer your Software Assurance benefit activation, download, and implementation procedures.

Step 1: Get to know your benefits

Familiarize yourself with Software Assurance

Software Assurance offers updated software releases, unique technologies, and support. This guide supplies fundamental information; you can learn more about each benefit on the [Software Assurance website](#).

Check your benefits through the Volume Licensing Service Center (VLSC)

Your Software Assurance benefits are determined by your Volume Licensing agreement (such as an Enterprise Agreement or Open Value agreement) and the number of qualifying licenses that you have with Software Assurance. To determine your Software Assurance benefits, use the [Volume Licensing Service Center](#). You must be registered to use this site (see [Step 3: Claim your benefits through the VLSC](#) for more details).

If your organization has a Microsoft Products and Services Agreement (MPSA), your Software Assurance benefits are managed through the Microsoft Business Center. Sign in to the [Microsoft Business Center](#) for instructions on how to access and use your Software Assurance benefits through your MPSA.

Software Assurance benefits are subject to change at any time.

Step 2: Establish Software Assurance Managers

Before you can use your Software Assurance benefits, there must be at least one registered VLSC Administrator or designated Software Assurance Manager for that license ID. Any registered VLSC Administrator can manage Software Assurance benefits or an Administrator can assign a specific Software Assurance benefit manager. If you already have Manager Permissions, skip ahead to [Step 3: Claim Your Benefits through the VLSC](#).

If you do not have Manager Permissions, you can request these by first [registering](#) to use the VLSC and then requesting Software Assurance Manager Permissions. The VLSC routes such requests to your organization's VLSC Administrator. You can review the [training video](#) for complete instructions.

Tips for choosing Software Assurance Managers

A consideration when choosing whether to have one or more individuals manage your organization's Software Assurance Benefits is the size of your organization and the scope of benefits available to you. A large enterprise that will access multiple benefits across multiple organizations may find decentralized benefits management most effective. A midsize organization may find it more efficient to centralize benefits management with one individual or department.

Register Software Assurance Managers

To begin, register and sign in to the VLSC. After you are registered and signed in, you will need appropriate permissions granted by your organization's VLSC Administrator. The VLSC Administrator grants permission either by approving permission requests submitted by individuals or by proactively assigning permissions to individuals. Visit the [VLSC Training and Resources](#) page.

How to register

Managing your volume licensing agreements in the VLSC is possible only if you are a registered user of the site. Registration requires a valid organization (work) email address. This is the email address provided on your Volume License Agreement.

To [register](#) for the first time as a VLSC user:

- 1) To start the registration process, click the Sign In button and select Sign In with your work account.
- 2) Enter your organization email address and click Submit.
- 3) The VLSC will bring you through the Sign In or Sign Up process of creating a VLSC User ID with a work account (organization email).
- 4) If it is your first time signing in to the VLSC, you are required to input the business email address where you received the invitation to register.
- 5) If the organization email address listed on the agreement is different than the organization email you used to sign in with, a verification email will be sent to the email address listed on the agreement. You should access that email account, find the email titled "Thank you for Registering with the Volume Licensing Service Center" and click the link in the email to confirm your ownership of the business email address. Allow up to 48 hours to receive this validation email and gain access to your agreements in the VLSC. If you see a message in the VLSC telling you that no permissions are associated with your account, do not re-register until you have waited 48 hours. Then you may try to register again.

For further information see [Frequently Asked Questions for Sign-in](#).

Step 3: Claim your benefits through the VLSC

Follow these steps for specific benefits. Whether you want to download the latest version of Windows software, get Problem Resolution Support, or see your benefit allocation, you will need to claim your benefits through the VLSC.

After you are signed in, select the **Software Assurance** tab at the top of the home page. You will see a complete list of the benefits currently available to you. An overview of the Software Assurance benefits can be found on the [Software Assurance](#) website. Note that you will follow different steps depending on the specific benefit.

New Version Rights

This benefit provides new software versions, when available, to help you stay up to date and take advantage of productivity gains from the latest technology.

- 1) Sign in to the [VLSC](#).
- 2) Select Downloads and Keys.
- 3) Select your chosen product link and select **Download** to start the download process.
- 4) Choose **Download Method, Language and Operating System Type** from the dropdown list.
- 5) Select **Continue**.

Workplace Discount Program

The Workplace Discount Program provides your employees with the latest version of Microsoft Office for use on their home computers through a low-cost download. To learn more about the Workplace Discount Program benefit, review [Microsoft Workplace Discount Program \(formerly Home Use Program\) - Microsoft Store](#)

You can check your eligibility for the Workplace Discount Program directly at the [Workplace Discount](#) site. Workplace Discount Program is automatically activated once a VLSC Administrator or Software Assurance Administrator has signed in to the VLSC using a work account and has registered the agreement with relevant Software Assurance licenses.

To activate the Workplace Discount Program benefit:

- 1) **Sign in to the VLSC** with a work or school account and select the **Software Assurance** tab.
- 2) On the Software Assurance Summary Page click **Workplace Discount Program** to access the [Workplace Discount site for employers](#).
- 3) Once the agreement is registered in the VLSC, administrators can navigate to the [Workplace Discount site for employers](#) to manage the Workplace Discount Program.

For MPSA-only customers, the Workplace Discount Program is activated when the Purchase Administrator has signed in to the Business Center with a work account.

License Mobility through Software Assurance

License Mobility through Software Assurance gives you the ability to deploy certain server applications with active Software Assurance on-premises or in the cloud, without having to buy additional licenses. For information on using this benefit, visit [License Mobility through Software Assurance](#).

Microsoft Desktop Optimization Pack (MDOP)

MDOP offers innovative technologies, including application virtualization, asset management, policy control, and device diagnostic and recovery tools.

- 1) Sign in to the [VLSC](#).
- 2) Select **Downloads and Keys**.
- 3) Select the **Windows** check box under the All Products list.
- 4) Select your chosen MDOP product link and select **Download** to start the download process.
- 5) Choose **Download Method, Language and Operating System Type** from the dropdown list. Select **Continue**.

Additional benefits

Software Assurance spans a broad range of Microsoft software and services, including Windows, Microsoft Office, Exchange, System Center, SQL Server, and many others. For more details about each benefit, review the [Microsoft Product Terms](#) or visit the [Software Assurance website](#).

Get help in the VLSC

If you have questions or need help when you are using the VLSC, you can select the **Help** menu to view more information, read the FAQ, and get Support Center contact details.

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