

# Onboarding Guide to the Microsoft Azure Enterprise Portal (Indirect Enrollment)

Enterprise Azure Operations – Updated July 2016

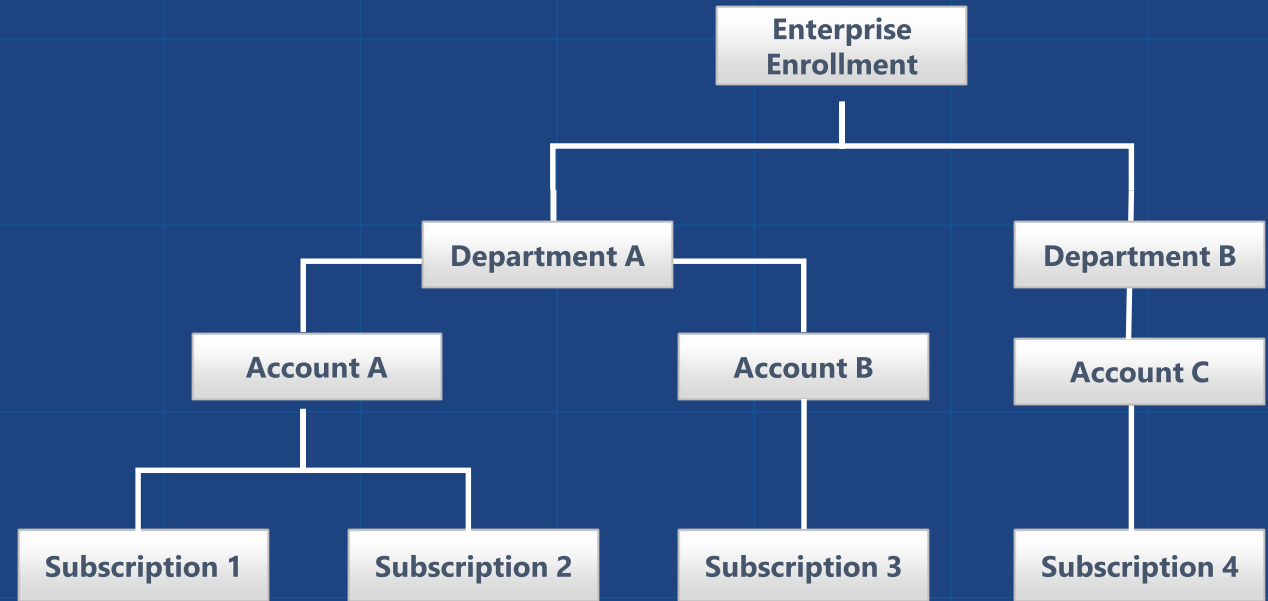
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- Activation of the Microsoft Azure Enterprise Portal
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- Overview of Reporting and Notification

# Enterprise Azure Roles and Portals

To administer your Microsoft Azure services under your Enrollment, there are four distinct administrative roles: the Enterprise Administrator, The Department Administrator, the Account Owner and the Service Administrator. Users are required to authenticate using a valid Microsoft Account (LiveID <http://signup.live.com>) or School or Work Account (Azure-based Active Directory). Please ensure the ID entered is associated with a monitored mailbox as enrollment and account notifications will be sent to this mailbox.

The roles complete tasks on three different Microsoft Azure portals. The Enterprise Portal, the Account Portal and the Management Portal.



## Enterprise Portal

**Enterprise Administrator** - The Enterprise Administrator has the ability to add other Enterprise and Department Administrators, add Departments, add or associate Accounts to the Enrollment, can view usage and charges data across all Accounts and Subscriptions, can view the monetary commitment balance associated to the Enrollment. There is no limit to the number of Enterprise Administrators on an Enrollment. You can also add a Notifications Contact that can receive all email notifications.

**Department Administrator** - The Department Administrator has the ability to edit their department name and cost center, manage department admins, add accounts to the enrollment and their departments, remove accounts from their departments and view Department charges if enabled by the Enterprise Admin.

## Account Portal

**Account Owner** - The Account Owner can add Subscriptions for their Account, update the Service Administrator and Co-Administrator for an individual Subscription, view usage data for their Account, and view Account charges if enabled by the Enterprise Administrator. The Account Owner will not have visibility of the monetary commitment balance unless they also have Enterprise Administrator rights.

## Mgmt Portal

**Service Administrator** - The Service Administrator and up to 199 Co-Owners per Subscription have the ability to access and manage Subscriptions and development projects within the Azure Management Portal. The Service Administrator does not have access to the Enterprise Portal unless they also have one of the other two roles. Subscription roles can be set using Role Based Access with roles defined in Azure Active Directory

# Invitation to Activate Your Enrollment

Ideally, before logging into the Enterprise Portal, the Enterprise Administrator should identify the accounts of the individuals they want to fill these roles:

To activate your service, the initial Enterprise Administrator should go to <https://ea.azure.com> and login using the email address listed in the invitation email that was sent.

NOTE: If the Enterprise Admin email is listed as a Microsoft Account and you have not created a Microsoft Account associated with the email address from which you received the invitation, you will need to do so before sign on by going to <https://signup.live.com> and utilizing this email address when creating a Microsoft Account.

If you would prefer to use a different email address to activate your enrollment, please request a new ID be added by submitting a ticket [here](#)

We recommend scheduling a concierge onboarding meeting where our staff can provide an overview of Enterprise Azure, answer questions and get you started right.

<http://aka.ms/AzureEntSupport>

Choose the problem type: Enterprise Portal

Choose the category: Scheduling an Onboarding or Concierge Session

# Types of Authentication Credentials

## Personal Microsoft Account

- Joe.doe@hotmail.com
- Mee.too@outlook.com
- He.aswell@live.com
- tony@my\_company.com
- tina@my\_school.edu
- joseph@my\_ngo.org

Accounts and Passwords are set by account owner on:  
<http://signup.live.com>  
Passwords are reset on:  
<http://login.live.com>

## Work or school account

- tony@my\_company.com
- tina@my\_school.edu
- joseph@my\_ngo.org

Accounts and Passwords are set by your company or Active Directory Domain administrator on:  
Synchronized Azure Active Directory in the Cloud or Office 365 (See slide notes for details)

# Log In and Activate Your Online Services

## Step 1

Log onto the Microsoft Azure Enterprise Portal by clicking on the link provided in the invitation email or by going to <https://ea.azure.com>

## Step 2

On the Enterprise Portal landing page, select Authentication Mode, click the Sign in button

## Step 3

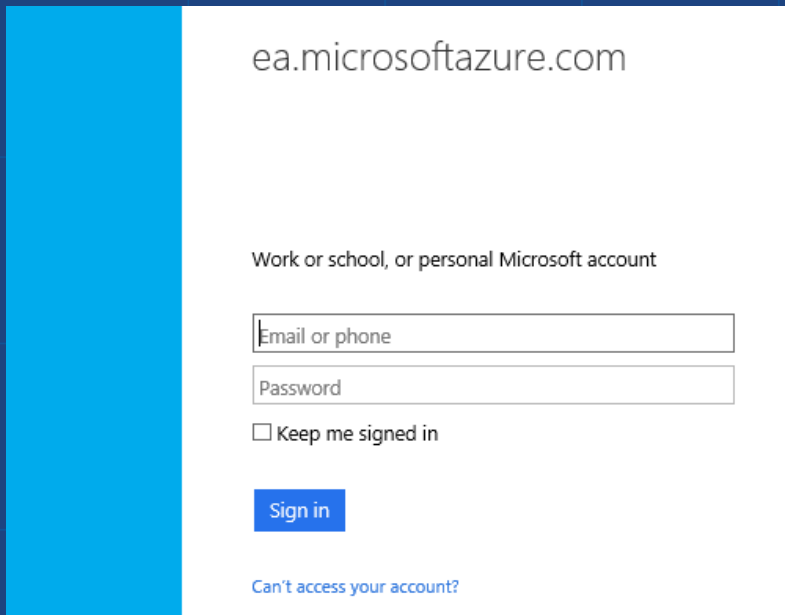
Activate the online service by entering account email address and password of the initial Enterprise Administrator in the appropriate fields

## Step 4

Click the Sign in button

## Step 5

Begin administering your Microsoft Azure services



The screenshot shows the sign-in page for the Microsoft Azure Enterprise Portal. The URL is ea.microsoftazure.com. Below the URL, there is a heading "Work or school, or personal Microsoft account". There are two input fields: "Email or phone" and "Password". Below the input fields, there is a checkbox labeled "Keep me signed in". A blue "Sign in" button is located below the checkbox. At the bottom left, there is a link that says "Can't access your account?".

For a personal Microsoft Account it is a password you have created. For a Work or School Account you must have a cloud-based Azure Active Directory and the password is provided by your Organization.

# Manage Enrollment Panel

When you login to the EA Portal you begin in an Enrollment view for enrollment level details. Here your main tasks are to add others in administrative roles and change any desired enrollment level settings.

You begin at the enrollment level. The focus will be highlighted in blue

You can move to Department, Account and Subscription level

You can see and add Enterprise Admins

Feedback can be provided through the comment icon

You can move to reporting, notifications and help file views on the left hand navigation panel

Related accounts is the same as the account view on top

Items with a blue pen are editable

Read Only Role Flag for those who can see but not edit

Language Selection and Support links are on each page

You add notification contacts here

Hovering over the headshot icon will allow you to see your login credentials and sign out

The screenshot shows the 'Manage Enrollment' interface. The 'Enrollment' tab is selected and highlighted in blue. The left navigation pane includes 'Manage', 'Reports', 'Notification', and 'Help'. The main content area is divided into 'Enrollment Detail' and 'Administrator' sections. The 'Enrollment Detail' section shows fields like Enrollment Number (100), Company Name (Test Enrollment (Direct)), Country (United States), Auth Level (Mixed Account), Start/End Date (7/1/2013 - 6/30/2018), Billing Cycle (Quarterly), Status (Active), Support Level (Standard), Support Coverage (8/6/2015 - 6/30/2016), and Azure Marketplace (Enabled). The 'Administrator' section shows a table of administrators with columns for Email, Auth Type, Notification Frequency, Lifecycle Notification Suppression, and Read-only. Below the administrator table is a 'Notification Contact' section with a table for adding contacts. The footer includes a 'Support' link, a language dropdown set to 'English', and copyright information for 2016 Microsoft Corporation.

Email	Auth Type	Notification Frequency	Lifecycle Notification Su...	Read-only
billtest339823@live.com	Microsoft Account	Weekly	No	No
billtest397830@live.com	Microsoft Account	None	No	No
billtest698326@live.com	Microsoft Account	Weekly	No	No
chewan@microsoft.com	Work or School Account	Weekly	No	No
cts-gcrdsd@live.com	Microsoft Account	Weekly	No	No

Email	Notification Frequency	Lifecycle Notification Suppression
123456@naver.com	Monthly	Yes
bharat.gangavarapu@hotmail.com	Daily	Yes
v-l@microsoft.com	Monthly	Yes
v-ll@microsoft.com	None	Yes

# Adding/Editing Enterprise Admins and Notification Contacts

To focus on a specific Enterprise Admin hover over it. An edit pen and delete icon will appear. Selecting edit will open a screen to update notifications and selecting the x will open a screen to delete the admin

The screenshot displays the Azure portal interface for managing an enrollment. On the left, the 'Enrollment Detail' section shows various attributes such as Enrollment Number (100), Company Name (Test Enrollment (Direct)), and Status (Active). The main area is titled 'Administrator' and features a table with columns for Email, Auth Type, Notification Frequency, Lifecycle Notification Suppression, and Read-only. The administrator 'cts-gcrdsd@live.com' is selected, and a form is open for editing its details. The form includes fields for Email Address, Notification Contact, Notification Frequency (with radio buttons for Daily, Weekly, Monthly, and None), and Lifecycle Notification Suppression (with checkboxes for Coverage Period End Date Approaching and Disable and De-provision Date Approaching). A 'Save' button is visible at the bottom of the form. A blue box highlights the 'Add Administrator' button in the top right corner of the administrator table. Another blue box highlights the 'Add Administrator' button and the 'Administrator' table. A third blue box highlights the 'Add Administrator' button and the 'Administrator' table. A fourth blue box highlights the 'Add Administrator' button and the 'Administrator' table.

Email	Auth Type	Notification Frequency	Lifecycle Notification Suppression	Read-only
billtest339823@live.com	Microsoft Account	Weekly	No	No
billtest397830@live.com	Microsoft Account	None	No	No
billtest698326@live.com	Microsoft Account	Weekly	No	No
chewan@microsoft.com	Work or School Account	Weekly	No	No
cts-gcrdsd@live.com	Microsoft Account	Weekly	No	No

Clicking on the Add buttons will bring slide outs in from the right side of the screen.

Fill in the action box with appropriate details



# Department/Account Setup Methodology

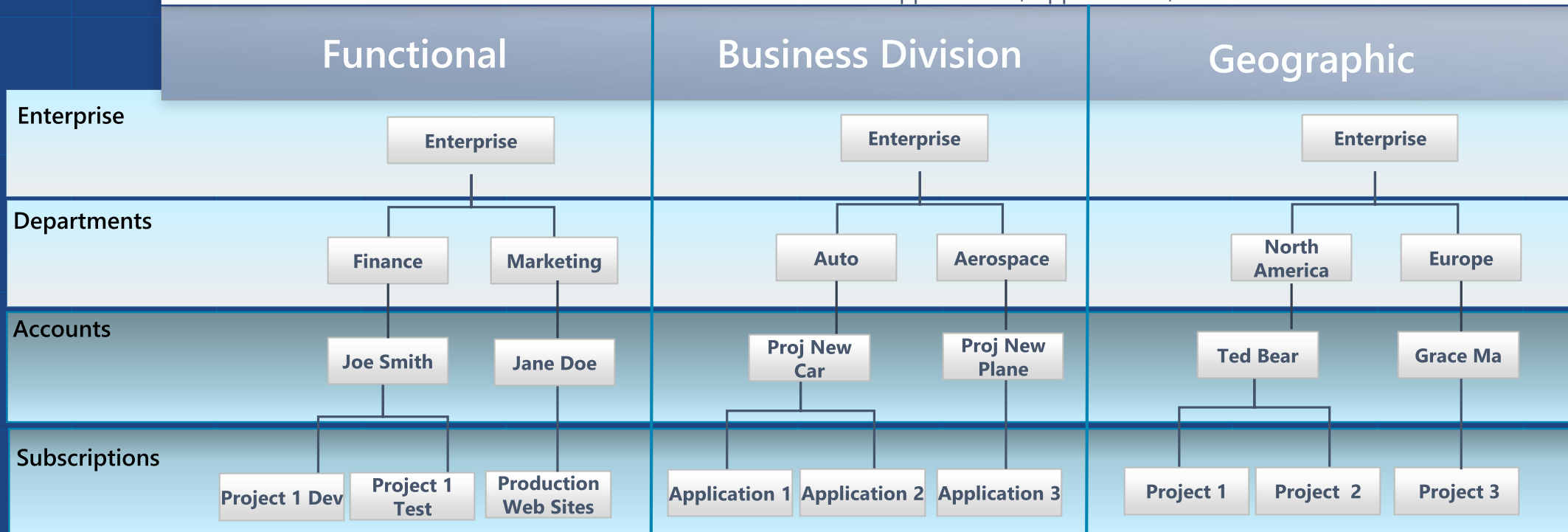
Choosing the right set up methodology for your organization is an important first step in setting up your enrollment. How you set up your Departments/Accounts and Subscriptions will impact how they are administered and how they are reflected on your enterprise level reports. **This is now done by adding the Department then creating a Account with the name you want and associating the account with the Department.** Examples of typical set up methodologies include structuring by:

**Functional Teams**  
Finance, Marketing, Sales, etc.

**Geographic Locations**  
North America, Europe, Asia, etc.

**Business Divisions**  
Automotive, Aerospace, Medical, etc.

**Applications**  
Application 1, Application 2, etc.



# Manage Departments Panel

The Department focus allows you to operate at the department level. The new default iconic view uses color to show active departments in green and inactive departments in orange. If you prefer a list view you can toggle to that view.

Your view focus will be highlighted in blue

Default view uses Icons. You can toggle to a list view here

Filter to show only active status items

Clicking on the Department will open a Details view where you can view and edit details

You can add Departments and Department Admins here.

Clicking on add will bring a slide out from the right hand side of the screen with an action box to fill in details.

Department Name	Spending Quota
avepoint customer	\$0.00
CompanyB	\$0.00
dfahfdah	\$431,643.00
KKLLC	\$0.00
Paccar	\$0.00
ryans' team	\$0.00
Shaopeng Dept1	\$0.00
Shaopeng Dept2 U...	\$0.00
Shell	\$0.00
softline customer	\$0.00
Test Department	\$10,000.00
Test Department A	\$0.00
TEST SHAHADAT	\$15,000.00
test-V2-01	\$0.00
Third Party Company	\$0.00
zvxczxc	\$0.00

# Manage Department Detail

Clicking on a department brings you to the detail view where you can edit department details

The most recently selected department will become the top left focus icon and it will also move to the top of the list view

The screenshot displays the 'Manage' interface for departments. At the top, there are navigation tabs for Enrollment, Department (selected), Account, and Subscription. The user is identified as 'Test Enrollment (Direct)'. Below the tabs is a 'Department List (15 in total)' with a table of departments. The 'Test Department' is highlighted with a blue border and a green underline. Below the list is the 'Department Details' section for 'Test Department', showing fields for Name, Cost Center, Spending Quota, Spending Notifications, and Status. An 'Administrators' section shows 'None'. An 'edit pen' icon is visible above the details. An overlaid 'Department Details' form is shown, containing input fields for Name, Cost Center, and Spending Quota, with 'Save' and 'Cancel' buttons. A 'See related accounts' button is at the bottom left.

Department Name	Spending Quota
Test Department	\$10,000.00
avepoint customer	\$0.00
CompanyB	\$0.00
dfahfdah	\$431,643.00
KKLLC	\$0.00
Paccar	\$0.00

Department Details for Test Department:

- Name: Test Department
- Cost Center: ggdf
- Spending Quota: \$10,000.00
- Spending Notifications: 50% 75% 90% 100%
- Status: Active

Administrators: None

Related accounts will now show accounts with the department focus set

Clicking on the edit pen opens this overlaid view.

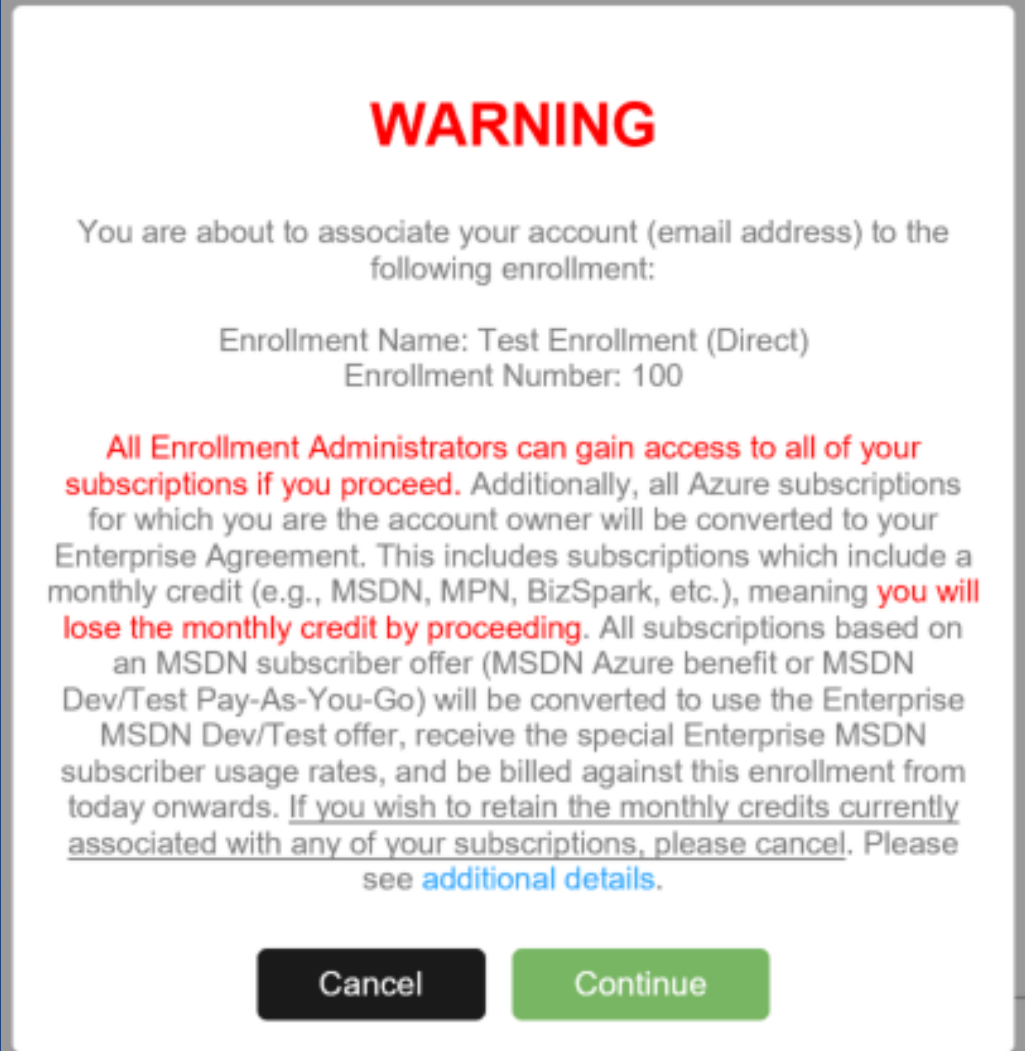
# The Department Administrator Role

**Department Administrator** - The Department Administrator has ability to do the following:

- Create Department Administrator (Department focus – click on add administrator)
- View/Edit Department properties such as name or Cost Center (Department focus – click on edit pen icon)
- Create a new Account Owner on the Department they administer (Switch to Account focus – click on add account)
- Remove the associated Accounts from the Department they administer (In Account focus – hover over account and then select the x icon to delete)
- Download usage details of the Department they administer (Switch to Reports panel on left – Select Download Usage focus)
- View the monthly Usage and Charges associated to their Department if Enterprise Administrator has granted permission to do so. (Switch to Reports panel on left – Select Usage Summary focus)

# Important information before you add Account Owners

- The first time you login to the EA Portal as an account owner you will see this warning
- It is important to read and understand because your existing subscriptions are about to be converted and benefits could be lost
- A Visual Studio subscriber who is added as an Account Owner will lose their individual monthly Azure credit until they take further action
- See additional details on the next slide



**WARNING**

You are about to associate your account (email address) to the following enrollment:

Enrollment Name: Test Enrollment (Direct)  
Enrollment Number: 100

**All Enrollment Administrators can gain access to all of your subscriptions if you proceed.** Additionally, all Azure subscriptions for which you are the account owner will be converted to your Enterprise Agreement. This includes subscriptions which include a monthly credit (e.g., MSDN, MPN, BizSpark, etc.), meaning **you will lose the monthly credit by proceeding.** All subscriptions based on an MSDN subscriber offer (MSDN Azure benefit or MSDN Dev/Test Pay-As-You-Go) will be converted to use the Enterprise MSDN subscriber usage rates, and be billed against this enrollment from today onwards. If you wish to retain the monthly credits currently associated with any of your subscriptions, please cancel. Please see [additional details](#).

Cancel Continue

# CAUTION: EA Account Owners

EA Account Owners cannot use the same login for the EA and other Azure offers. Doing so will convert the other Azure subscriptions (e.g., Visual Studio subscription Benefits, BizSpark, MPN, Pay-As-You-Go, etc.) that they own into the EA.

For example, if a user is added to the EA Portal as an Account Owner and logs in with the Microsoft account that is also used for their individual Visual Studio Azure Benefits, then this Visual Studio Azure Benefit subscription will be converted to the EA Dev/Test type, losing the \$50 (professional), \$100 (platform), or \$150 (enterprise) monthly credit they receive.

To recover your individual Visual Studio Azure Benefit after you authenticate as an EA Account Owner (having used the same login for the EA as for your Visual Studio subscription) you must either:

- 1) Delete this Account Owner from the EA Portal (after removing or moving any Azure subscriptions they own) and have them sign up for their individual Visual Studio Azure benefits anew, or
- 2) Delete the subscriber from the Visual Studio Administration site in the VLSC and reassign the subscription, having them use a different login this time—then they can sign up for their individual Visual Studio Azure benefits anew.

# Manage Accounts Panel

The Accounts Panel is where you do all things related to accounts

Your view focus will be highlighted in blue

Filter to remove deleted accounts from view. Once deleted they show as Inactive but remain for historic billing info. They can be re-added as well

View My Account opens the Account Detail screen where you can edit your account name for example

You can select accounts across all departments or filter by department

You can add Accounts Here.  
Clicking on add will bring a slide out from the right hand side of the screen with an action box to fill in details.

You can see and define Cost Center at the Department, Account and Subscription Level

The screenshot shows the 'Manage Accounts Panel' interface. At the top, there are tabs for 'Enrollment', 'Department', 'Account' (which is highlighted in blue), and 'Subscription'. On the right side, there are options for 'Test Enrollment (Direct)', a chat icon, and a user profile icon. Below the tabs, there are buttons for 'Active(Pending)' (with a checkmark icon), 'Search', '+ Add Account', and 'View My Account'. A dropdown menu is open under 'All Departments', showing a list of departments including 'Unassigned', '2qw12e', 'AAA', 'avepoint customer', 'CompanyB', 'dfahfdah', 'Finance', 'Go Blackhawks', and 'KKLLC'. The main area contains a table of accounts with columns for 'Auth Type', 'Status', 'Start/End Date', 'Dev/Test', 'Department', and 'Cost Center'. The table lists several accounts, mostly 'Microsoft Account' types, with various statuses like 'Active' and 'Pending'. At the bottom of the page, there is a 'Support' link, a language dropdown set to 'English', and copyright information for Microsoft.

# Create or Associate an Account

You may create a new Account or associate an existing Account to your Enrollment. To associate an existing Account, enter the Account Owner email address associated with your existing Account. To create a new account, enter an Account Owner email address that is not associated to an existing account. Creating a new Account or associating an existing Account requires confirmation of account ownership.

The owner of the email address provided in the above step will receive a notification that they have been invited to activate their account in the Enrollment. **Confirm Account Ownership by signing in to the Enterprise Portal with the Account Owner email address provided. Receipt of email notification is not required for login. Account Owners can log in by going to <https://ea.azure.com>.**

## IMPORTANT NOTICE:

The association of an Account and its subscriptions happens on the day the Account Owner signs into the enterprise portal and thereby confirms association of the account owner email address. Existing subscriptions transferred to an Enterprise Enrollment will be immediately transitioned to billing on the Enterprise Enrollment on that day. The Account owner is responsible for paying any outstanding charges on the payment instrument prior to the association date.

All usage on transferred accounts will be billed based on terms of the Enterprise Enrollment. Subscriptions that were using a different offer type for payment like Pay As You Go on a credit card will be converted to Enterprise Offers. The automated process will rename the subscription appending the words (converted to EA) to the end of the subscription name so that you know it has made that transition.

**Warning:** If an account has subscriptions with special pricing (including no charge services), once transferred, the account will begin incurring costs based on the terms of the Azure Amendment to the Enterprise Enrollment.

### Add Account

Department \*

Authentication Type \*  
 Microsoft Account  Work or School Account

Account Name \*

Email Address \*

Confirm Email Address \*

Cost Center



# Manage Accounts Panel

To manage account details hover over the account until it is highlighted then select from the icons on the right

Auth Type:  
Shows the Authentication method required for each account

Status:  
Active if account owner has logged in.  
Pending if account owner has not logged in.  
Inactive if the account owner has been deleted

Start Date is the date the account owner first logged in. End date is end of EA contract period

Dev/Test shown as Yes if the account has been enabled to create EA Dev/Test subscriptions

Department is Unassigned until set by Enterprise or Department Admin

Hovering over the account reveals the Action Icons.

Options are Edit Account, Delete Account, Change Account Owner and Transfer Subscriptions

The screenshot displays the 'Manage Accounts Panel' interface. At the top, there are tabs for 'Enrollment', 'Department', 'Account', and 'Subscription'. Below the tabs, there's a search bar and a dropdown menu for 'All Departments'. The main content is a table with the following columns: Account..., Account Owner, Auth Type, Status, Start/End Date, Dev/Test, Department, and Cost Center. The table contains several rows of account data. The 'Miwa Test' account is highlighted, and a tooltip shows four action icons: a pencil (Edit Account), an 'X' (Delete Account), a person icon (Change Account Owner), and a document icon (Transfer Subscriptions). The bottom of the page includes a 'Support' link, a language dropdown set to 'English', and copyright information for © 2015 Microsoft.

Account...	Account Owner	Auth Type	Status	Start/End Date	Dev/Test	Department	Cost Center
test123	abhiag@ntdev.microsoft.c...	Work or School Account	Active	3/10/2015 - 6/30/2016	No	Unassigned	
Andrew...	ahwangbo@hotmail.com	Microsoft Account	Active	2/27/2015 - 6/30/2016	Yes	Unassigned	
aztestbrs...	aztestbrscot01@outlook.c...	Microsoft Account	Pending		No	Unassigned	
EA Test...	aztesttestea@outlook.com	Microsoft Account	Pending		No	Unassigned	
Azure Bil...	azurebilltestea@outlook.c...	Microsoft Account	Active	5/9/2014 - 6/30/2016	No	Unassigned	
Miwa Test	beautifulharmony@msn.co...	Microsoft Account	Active	10/8/2014 - 6/30/2016	Yes	Unassigned	
TestShah...	billtest102047@live.com	Microsoft Account	Active	7/1/2015 - 6/30/2016	Yes	Unassigned	
billtest10...	billtest108077@live.com	Microsoft Account	Active	7/13/2015 - 6/30/2016	No	Unassigned	
billtest12...	billtest126448@live.com	Microsoft Account	Active	8/7/2015 - 6/30/2016	No	Unassigned	
billtest14...	billtest145078@live.com	Microsoft Account	Active	1/29/2015 - 6/30/2016	No	Unassigned	
billtest20...	billtest207277@live.com	Microsoft Account	Active	7/14/2015 - 6/30/2016	No	Unassigned	

# Manage Accounts Panel – Edit Account

Selecting the edit icon brings a pop over where you can change the account name, associate the account with a specific department, enable the creation of EA Dev/Test subscription offers and set a Cost Center

The screenshot shows the 'Manage Accounts Panel' with the 'Account' tab selected. A pop-over is displayed for editing the account 'test123'. The pop-over includes a form with the following fields:

- Account Name: test123
- Department: Third Party Company (dropdown menu open showing options: Unassigned, Finance, MAEP TEST, notebooks billinger, Paccar, ryans' team, Sales Mayo, Shaopeng Dept1, Shaopeng Dept2 Updated, Shell)
- Dev/Test:  Cost Center

Below the form is a table of accounts:

Account...	Account Owner	Auth Type	Status	Start/End Date	Dev/Test	Department	Cost Center
test123	abhiag@ntdev.microsoft.c...	Work or School Account	Active	3/10/2015 - 6/30/2016	No	Unassigned	
Andrew...	ahwangbo@hotmail.com	Microsoft Account					
aztestbrs...	aztestbrscot01@outlook.c...	Microsoft Account					
EA Test...	aztesttestea@outlook.com	Microsoft Account					
Azure Bil...	azurebilltestea@outlook.c...	Microsoft Account					
Miwa Test	beautifulharmony@msn.co...	Microsoft Account					
TestShah...	billtest102047@live.com	Microsoft Account					

If an account owner has Dev/Test selected, this enables them to create Enterprise Dev/Test subscriptions, but it does not change any of their existing subscriptions to EA Dev/Test. At the point of creating a new subscription, they can choose either Microsoft Azure Enterprise or EA Dev/Test.

Note: Only active Visual Studio subscribers are authorized to use the services within an EA Dev/Test subscription. Also there are no SLA guarantees for EA Dev/Test subscriptions.

# Manage Accounts Panel – Change Account Owner

New in August 2015 is the ability to transfer subscriptions from one account owner to another. In the past this required a support ticket. This function currently has some limitations as highlighted in the Note: section of the confirmation box

### Change Account Owner

1 — 2

Source Account: 1-MAEP Test3

Select Target Account

Account Name	Account Owner
<input type="radio"/> 1-MAEP Test3	maeptest3@hotmail.com
<input type="radio"/> Account 2	billtest09238734@outlook.com
<input type="radio"/> afaad	billtest644163@live.com
<input type="radio"/> Andrew Hwangbo	ahwangbo@hotmail.com
<input type="radio"/> aztestbrscot01	aztestbrscot01@outlook.com
<input checked="" type="radio"/> Azure Billing Portal test	azurebilltestea@outlook.com
<input type="radio"/> Bill Test	billtest536009@live.com
<input type="radio"/> billtest108077@live.com	billtest108077@live.com
<input type="radio"/> billtest126448@live.com	billtest126448@live.com
<input type="radio"/> billtest145078	billtest145078@live.com

« < 1 2 3 4 5 > »

Note

If you are unable to select the account for transfer, please contact [Support](#)

[Next](#) [Cancel](#)

The Selection box will highlight eligible transfer candidates in dark bold text.

Candidates are made eligible by being active and having created at least one subscription.

Please note limitations and contact support if there is a failure.

Status will appear at the top of the window after submission. Transfers are not instant. If the transfer has not completed in an hour please contact support.

### Change Account Owner

1 — 2

Confirm Information

Source Account Owner

1-MAEP Test3  
maeptest3@hotmail.com  
Microsoft Account

Target Account Owner

Azure Billing Portal test  
azurebilltestea@outlook.com  
Microsoft Account

Note

Source and Destination Account MUST be active.  
Transfer Subscriptions from Work or School Account to Microsoft Account is NOT supported.  
Transfer Subscriptions to Microsoft Account is supported. Note the Microsoft Account must have created an Azure subscription in order for it to be a valid target account. If the account is empty, please ask the Microsoft Account owner to first create an empty Azure subscription before attempting the transfer of subscriptions to the account.  
When you complete a transfer of subscriptions we will update the account owner accordingly. Please note we do not update the service administrator. If you wish to revoke access to the prior service administrator, ensure the new owner of the subscriptions follows these steps:

1. Sign in to [account.windowsazure.com](#)
2. Click into one of the subscriptions that appear in the subscriptions list (following steps should be completed for all subscriptions)
3. Click on 'Edit Subscription Details' from the options on the right
4. Update the service administrator field accordingly
5. Please note that failure to complete these steps will result in the original service administrator continuing to have access to the subscriptions after the account transfer has been completed

If you face any issues here, please contact [Support](#)

[Prev](#) [Submit](#) [Cancel](#)

# Manage Accounts Panel – Transfer Subscriptions

New in October 2015 is the ability to transfer individual subscriptions from one account owner to another. So if Account A has three subscriptions the Enterprise Admin could transfer one to Account B, one to Account C and one to Account D.

### Transfer Subscriptions

1 — 2 — 3

Source Account: 1-MAEP Test3

Select Subscriptions

Subscription Name	Subscription GUID
<input type="checkbox"/> Visual Studio MSDN Prem...	c459569a-cf93-495c-ac87-4527d6586d6a
<input type="checkbox"/> New Name	ed0cd154-b9f8-41eb-a358-031b1479b8bb
<input type="checkbox"/> Proof of Concept - Storage	fc010f92-c5bc-41a7-b347-62d2041d0163
<input type="checkbox"/> Seahawks Rule	554c723e-255c-4254-bd80-8fa3b96b21d1
<input checked="" type="checkbox"/> Project Superdeeduper	f08fbe1b-83e4-4f46-ac72-2f420765021a
<input type="checkbox"/> test1	f69c3c8e-fe18-4d86-8290-4800a0456ea9
<input type="checkbox"/> New Name	bf2e0272-7cd6-46a5-8b58-5f79ba0fe253
<input type="checkbox"/> Multi Factor	01302cdf-b781-4136-9996-3a205dab9bbd
<input type="checkbox"/> Go Huskies	121d3168-29eb-4c31-87b6-faa1ca2dec87
<input type="checkbox"/> Go Sharks	f07c2315-94fb-4162-a4bd-a9877b8643b3

[Next](#) [Cancel](#)

The Selection box will show a subscription list to select from.

Select the target from the bold dark eligible destination accounts.

Continue on to transfer the subscription in the final window.

Status will appear at the top of the panel.

### Transfer Subscriptions

1 — 2 — 3

Select Target Account

Account Name	Account Owner
<input type="radio"/> 1-MAEP Test3	maeptest3@hotmail.com
<input type="radio"/> Account 2	billtest09238734@outlook.com
<input type="radio"/> afasd	billtest644163@live.com
<input type="radio"/> Andrew Hwangbo	ahwangbo@hotmail.com
<input type="radio"/> aztestbrscot01	aztestbrscot01@outlook.com
<input checked="" type="radio"/> Azure Billing Portal test	azurebilltestea@outlook.com
<input type="radio"/> Bill Test	billtest536009@live.com
<input type="radio"/> billtest108077@live.com	billtest108077@live.com
<input type="radio"/> billtest126448@live.com	billtest126448@live.com
<input type="radio"/> billtest145078	billtest145078@live.com

« < 1 2 3 4 5 > »

Note

If you are unable to select the account for transfer, please contact [Support](#)

[Prev](#) [Next](#) [Cancel](#)

✔ Your request has been submitted, please wait for the transfer to complete. You can check the transfer status in subscription page.

### Confirm Information

Source Account Owner

1-MAEP Test3  
maeptest3@hotmail.com  
Microsoft Account

Selected Subscriptions

Subscription Name	Subscription GUID
Project Superdeeduper	f08fbe1b-83e4-4f46-ac72-2f420765021a

Target Account Owner

Azure Billing Portal test  
azurebilltestea@outlook.com  
Microsoft Account

Note

Source and Destination Account MUST be active.

Transfer Subscriptions to Microsoft Account is supported. Note the Microsoft Account must have created an Azure subscription in order for it to be a valid target account. If the account is empty, please ask the Microsoft Account owner to first create an empty Azure subscription before attempting the transfer of subscriptions to the account.

When you complete a transfer of subscriptions we will update the account owner accordingly. Please note we do not update the service administrator. If you wish to revoke access to the prior service administrator, ensure the new owner of the subscriptions follows these steps:

1. Sign in to [account.windowsazure.com](#)
2. Click into one of the subscriptions that appear in the subscriptions list (following steps should be completed for all subscriptions)
3. Click on 'Edit Subscription Details' from the options on the right
4. Update the service administrator field accordingly
5. Please note that failure to complete these steps will result in the original service administrator continuing to have access to the subscriptions after the account transfer has been completed

If you face any issues here, please contact [Support](#)

[Prev](#) [Submit](#) [Cancel](#)

# Manage Accounts Panel – Transfer Subscriptions

Whether doing an ownership change (transferring all subscriptions) or individual subscription transfers, to see the transfer status you will have to first deselect the Active filter to show subscriptions in non-active statuses. You will also notice that the subscription is in Active Transferring status until the transfer is completed and at that point will show as Transferred Out and the same GUID will now show as active in the destination account with the start date being the transfer date. You can see that in the second image below with the GUID moving from billtest145078 to billtest501874

Subscriptions

All Departments | 1-MAEP Test3

Active Search + Add Subscription Refresh Subscription View My Subscriptions

Subscription Name	Subscription GUID	Start Date	Status	Account	Cost Center
Microsoft Azure Enterprise MSDN Dev/Test	7c3a695a-27ea-4742-87d1-fe63b8b37a37	8/4/2015	Active	1-MAEP Test3	
Microsoft Azure Enterprise	8f934a5e-b2d9-465a-a891-e46427dceffd	9/30/2015	Active	1-MAEP Test3	
Database Mayo	8fda44e4-38c0-4bab-8a72-f200cd33d831	9/16/2015	Active	1-MAEP Test3	
Microsoft Azure Enterprise	b9abd311-0dab-43c3-8f61-874f9b74426a	9/21/2015	Active	1-MAEP Test3	
Microsoft Azure Enterprise MSDN Dev/Test	ba65bee9-0141-455a-8684-6e5369460fe0	7/9/2015	Active	1-MAEP Test3	
New Name	bf2e0272-7cd6-46a5-8b58-5f79ba0fe253	11/17/2014	Active	1-MAEP Test3	
Microsoft Azure Enterprise	c19c3fc6-1877-4f57-9312-9865e76360e1	9/22/2015	Active	1-MAEP Test3	
Visual Studio MSDN Premium (Converted t...	c459569a-cf93-495c-ac87-4527d6586d6a	10/10/2014	Active	1-MAEP Test3	
Microsoft Azure Enterprise	d17848af-76d4-4f5a-b057-436fb82a1688	9/30/2015	Active	1-MAEP Test3	
Microsoft Azure Enterprise	e317861b-5724-458a-9b04-a9d08bdcf79	9/29/2015	Active	1-MAEP Test3	
New Name	ed0cd154-b9f8-41eb-a358-031b1479b8bb	10/10/2014	Active	1-MAEP Test3	
Go Sharks	f07c2315-94fb-4162-a4bd-a9877b8643b3	4/1/2015	Active	1-MAEP Test3	
Project Superdeeduper	f08f8e1b-83e4-4f46-ac72-2f420765021a	10/14/2014	Active Transferring	1-MAEP Test3	
test1	f69c3c8e-fe18-4d86-8290-4800a0456ea9	10/14/2014	Active	1-MAEP Test3	
Microsoft Azure Enterprise	f92a10cb-7bd0-4322-96c6-753cce8417a6	9/23/2015	Active	1-MAEP Test3	

« < 1 2 3 > »

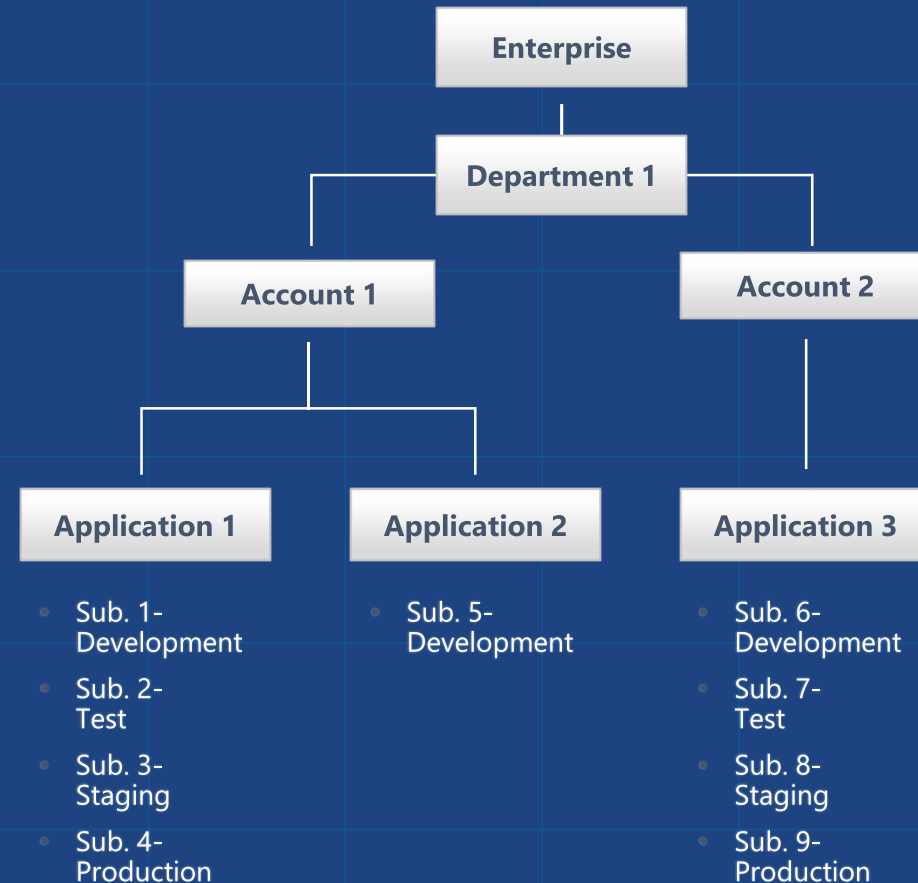
Subscription

Microsoft Azure Enterprise	2029c89a-eb54-454e-a1e6-9161fed92029	4/1/2015	Active	billtest547118@live.com
Microsoft Azure Enterprise	22d26c43-e453-44cb-963b-3133e2f5796a	4/16/2015	Transferred Out	billtest145078
Microsoft Azure Enterprise	22d26c43-e453-44cb-963b-3133e2f5796a	8/5/2015	Active	billtest501874

# Subscription Setup Methodology

Only the Account Owner has the ability to create Subscriptions. Subscriptions may have any combination of services associated to them.

Creating different Subscriptions for each environment of your applications and assigning a different Service Administrator and Co-Administrators to each subscription can be used to help control access to development projects and environments within your organization.



# Manage Subscriptions Panel

This view allows you to view or refresh all subscriptions available to you and if you are an account owner add new subscriptions.

Filter by Department and Account

Only Account owners will have an add subscription link

Setting a Cost Center value at the subscription level can only be done after the subscription is created. To do so, hover over the subscription to reveal the edit icon and then click on it.

Within the popover box you can set or edit the subscription level Cost Center

Subscription Name	Subscription GUID	Start Date	Status	Account	Cost Center
Multi Factor	01302cdf-b781-4136-9996-3a205dab9bbd	3/17/2015	Active	1-MAEP Test3	
Pay-As-You-Go(Converte...	0269cb22-2799-44eb-a410-f1674b4ad47a	3/10/2015	Active	test123	
Azure Promotional Offer...	03107ee0-0754-4b7d-9458-1c4f446d4cc6	2/27/2015	Active	Andrew Hwangbo	
Microsoft Azure Enterprise	03edf0b1-e493-4239-9b52-68ca4a7cbba4	2/18/2015	Active	Open Test	
Microsoft Azure Enterprise	04b1ab26-9889-4dff-8372-adf1a2fba022	9/23/2015	Active	1-MAEP Test3	
Microsoft Azure Enterprise	072ae617-3793-4709-878a-19f9c2bf14ec	9/23/2015	Active	1-MAEP Test3	
Microsoft Azure Enterpris...	09c065c7-910f-4289-af23-7df395135930	4/1/2015	Active	Smoke Test	
Microsoft Azure Enterprise	09c2b1d7-3325-4be2-bfe6-94872bcded1c	9/30/2015	Active	1-MAEP Test3	



# Adding a New Subscription

When you add a new subscription to your enrollment from the enterprise portal, you will be defaulted to the Microsoft Azure Enterprise offer to ensure no billing outside of your Microsoft Azure Amendment happens.

When you add your first subscription to an account, you will be asked to provide your contact information. After filling in these fields for the first subscription, subsequent additions will show only an agreement to the terms and a purchase button.

When finished providing the information, click the *Sign Up* button.

Each new subscription will default to the name Microsoft Azure Enterprise. It is best practice to rename to something unique so you can identify each subscription.

**Sign up**

Microsoft Azure  
Enterprise

[Learn more](#)

**Microsoft Azure** maeptest2@hotmail.com

1 About you

FIRST NAME LAST NAME COUNTRY/REGION ?

MAEP TEST2 United States

CONTACT EMAIL ? COMPANY/SCHOOL

maeptest2@hotmail.com - Optional -

2 Contact phone number ?

United States (+1)

(425) 555-0100

3 Agreement

This subscription is governed by your Enterprise Agreement.

Microsoft may use my email and phone to provide special Microsoft Azure offers.


[Sign up](#)



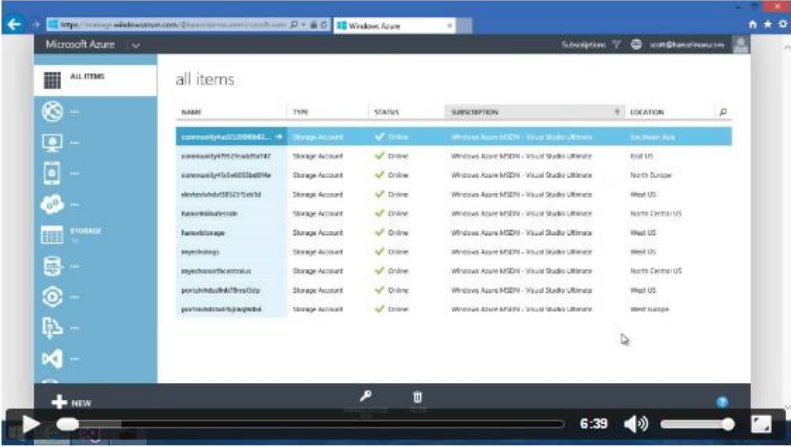
# Adding a New Subscription

Microsoft Azure maep\_a01@hotmail.com Sign out

Welcome to Microsoft Azure!  
Your subscription - Microsoft Azure Enterprise

Just a moment while we get things ready.  
This typically takes up to 4 minutes. 

Take a tour of the management experience while you wait.



NAME	TYPE	STATUS	SUBSCRIPTION	LOCATION
community4d11009842...	Storage Account	Online	Windows Azure MSDN - Visual Studio Ultimate	East Asia
community4f9127e4d82742	Storage Account	Online	Windows Azure MSDN - Visual Studio Ultimate	East US
community4f5465524d47e	Storage Account	Online	Windows Azure MSDN - Visual Studio Ultimate	North Europe
eb0e94d40582335e7fd	Storage Account	Online	Windows Azure MSDN - Visual Studio Ultimate	West US
fa0e0a0a0a0a0a0a0a0a	Storage Account	Online	Windows Azure MSDN - Visual Studio Ultimate	North Central US
fa0e0a0a0a0a0a0a0a0a	Storage Account	Online	Windows Azure MSDN - Visual Studio Ultimate	West US
fa0e0a0a0a0a0a0a0a0a	Storage Account	Online	Windows Azure MSDN - Visual Studio Ultimate	West US
fa0e0a0a0a0a0a0a0a0a	Storage Account	Online	Windows Azure MSDN - Visual Studio Ultimate	North Central US
fa0e0a0a0a0a0a0a0a0a	Storage Account	Online	Windows Azure MSDN - Visual Studio Ultimate	West US
fa0e0a0a0a0a0a0a0a0a	Storage Account	Online	Windows Azure MSDN - Visual Studio Ultimate	West Europe

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Subscription Creation is done on the Account Portal and can take a few minutes so you are offered a few tutorials while you wait.

When it is ready you will see a link to take you to the management portal. You will need to come back to the account portal to customize the subscription name or sign up for preview features.

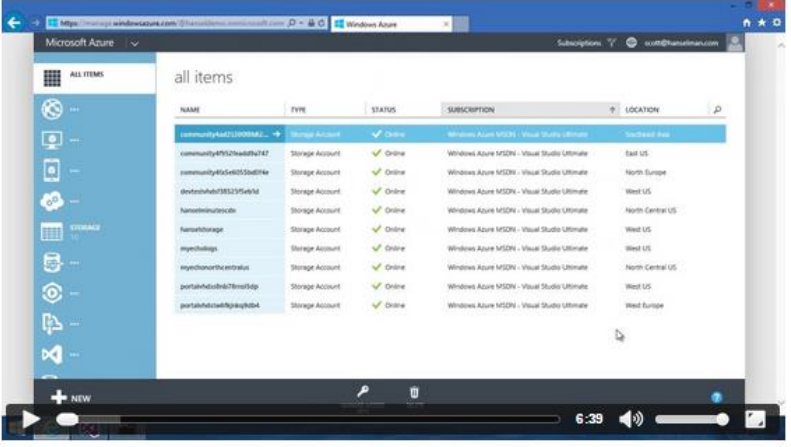
Microsoft Azure maep\_a01@hotmail.com Sign out

Welcome to Microsoft Azure!  
Your subscription - Microsoft Azure Enterprise

Your subscription is ready for you!

[Start managing my service >](#)

Take a tour of the management experience while you wait.



NAME	TYPE	STATUS	SUBSCRIPTION	LOCATION
community4d11009842...	Storage Account	Online	Windows Azure MSDN - Visual Studio Ultimate	East Asia
community4f9127e4d82742	Storage Account	Online	Windows Azure MSDN - Visual Studio Ultimate	East US
community4f5465524d47e	Storage Account	Online	Windows Azure MSDN - Visual Studio Ultimate	North Europe
eb0e94d40582335e7fd	Storage Account	Online	Windows Azure MSDN - Visual Studio Ultimate	West US
fa0e0a0a0a0a0a0a0a0a	Storage Account	Online	Windows Azure MSDN - Visual Studio Ultimate	North Central US
fa0e0a0a0a0a0a0a0a0a	Storage Account	Online	Windows Azure MSDN - Visual Studio Ultimate	West US
fa0e0a0a0a0a0a0a0a0a	Storage Account	Online	Windows Azure MSDN - Visual Studio Ultimate	West US
fa0e0a0a0a0a0a0a0a0a	Storage Account	Online	Windows Azure MSDN - Visual Studio Ultimate	North Central US
fa0e0a0a0a0a0a0a0a0a	Storage Account	Online	Windows Azure MSDN - Visual Studio Ultimate	West US
fa0e0a0a0a0a0a0a0a0a	Storage Account	Online	Windows Azure MSDN - Visual Studio Ultimate	West Europe

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# Edit Subscription Details

When you add a new subscription, the subscription name will default to the Microsoft Azure Enterprise offer name. We recommend that you always update the subscription name.

To update your subscription name, click on the Subscription Icon, select your subscription. Select the new subscription from the Subscriptions List. Next, select the lightning bolt in the cloud icon a menu will appear for subscription management options. You can also choose the Manage Link above the Orange information stripe. Choose "Edit Subscription Details" This will open a window on the Account Portal at [account.windowsazure.com](https://account.windowsazure.com) where you will once again have to select "Edit Subscription Details" to customize the subscription name and/or Service Admin in the Make it yours pop-up window.

The screenshot displays the Microsoft Azure portal interface. On the left is a navigation sidebar with options like 'New', 'Resource groups', and 'Subscriptions'. The main area shows a list of subscriptions. The 'Azure Pass(Converted to EA)' subscription is selected and highlighted. To the right, a details pane for this subscription is visible, showing its ID, purchase date, and role. A 'Quickstart' panel on the far right offers management options. In the foreground, a 'Make it yours' pop-up window is open, allowing the user to edit the subscription name and service administrator.

SUBSCRIPTION	SUBSCRIPTION ID	SUBSCRIPTION STATUS
EA Ad	e317861b-5724-458a-9b04-a9d08bdcf79	Active
EA Azure Pass(Converted to EA)	0ac147d9-833f-458c-a0bf-c76e88907229	Active
EA DevTest	1c3c93b8-8ee9-4181-90a2-f93332299b66	Active
EA DisasterRecv	2d72b7fb-dcd8-4ae4-9dd4-931faa1de2b5	Active
EA DPI Storage	d17848af-76d4-4f5a-b057-436fb82a1688	Active
EA DPI Storage East	9822a13f-f135-4cfa-aad9-6f703d9df4c9	Active
EA Go Huskies	121d3168-29eb-4c31-87b6-faa1ca2dec87	Active
EA Go Sharks	f07c2315-94fb-4162-a4bd-a9877b8643b3	Active
EA Infrastructure	04b1ab26-9889-4dff-8372-adf1a2fba022	Active
EA Infrastructure	3d475c7f-5a29-4bfe-9365-fda6aac5a278	Active
EA Microsoft Azure Enterprise	1d154e27-44aa-48c1-bf70-71f8c4589bff	Active

**Subscription Details:**

- Subscription ID: 0ac147d9-833f-458c-a0bf-c76e88907229
- Purchase date: 3/8/2016
- Your role: Account admin
- Current billing period: 3/8/2016-4/7/2016
- Offer: Enterprise Agreement
- Currency: USD
- Offer ID: MS-AZR-0017P

**Subscription Name:** Azure Pass(Converted to EA)

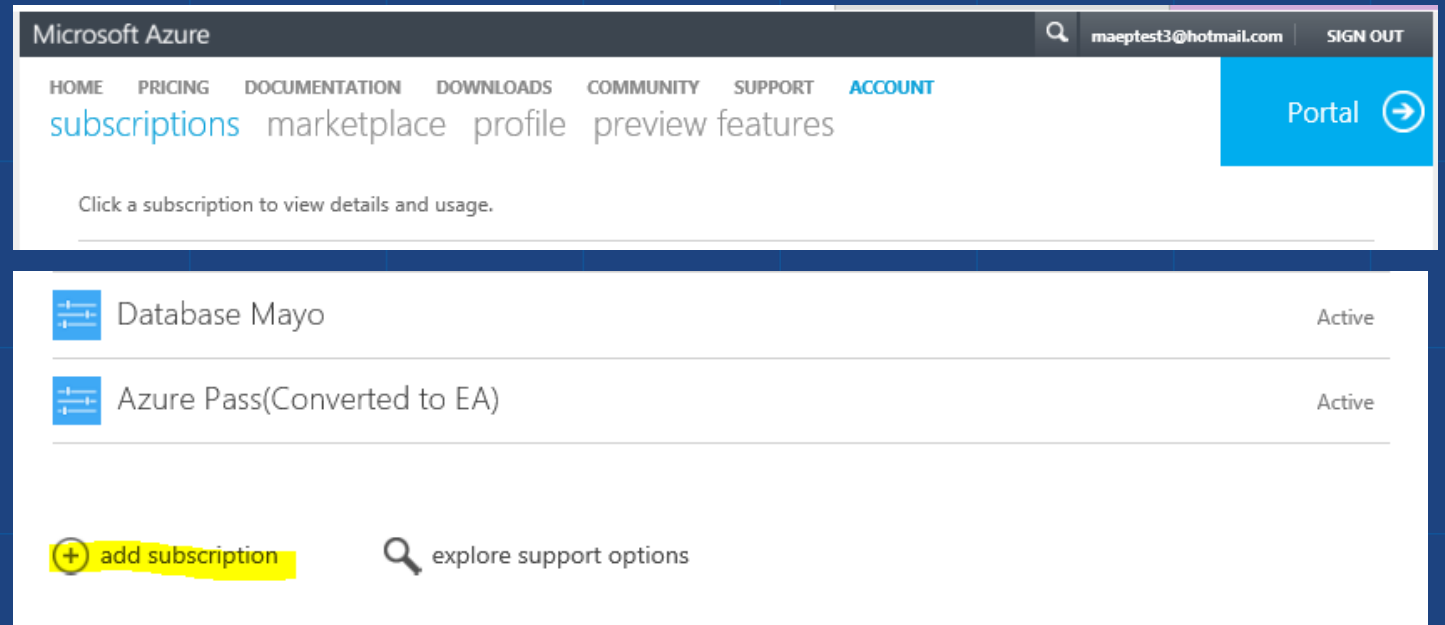
**Service Administrator:** maeplest3@hotmail.com

# Add Subscription from Subscriptions List

After you have added your first subscription to your account, you will have an option to add additional subscriptions to your account from the subscriptions list.

To add a subscription from the Subscriptions list, click the add subscription link below the list of your active subscriptions.

Similarly to when you added a subscription from the Enterprise Portal, the offer will be defaulted to a Microsoft Azure Enterprise offer to ensure all billing is within your Enterprise Agreement. Simply click through the offer pages to add the new subscription.



Microsoft Azure

maeptest3@hotmail.com SIGN OUT

HOME PRICING DOCUMENTATION DOWNLOADS COMMUNITY SUPPORT ACCOUNT

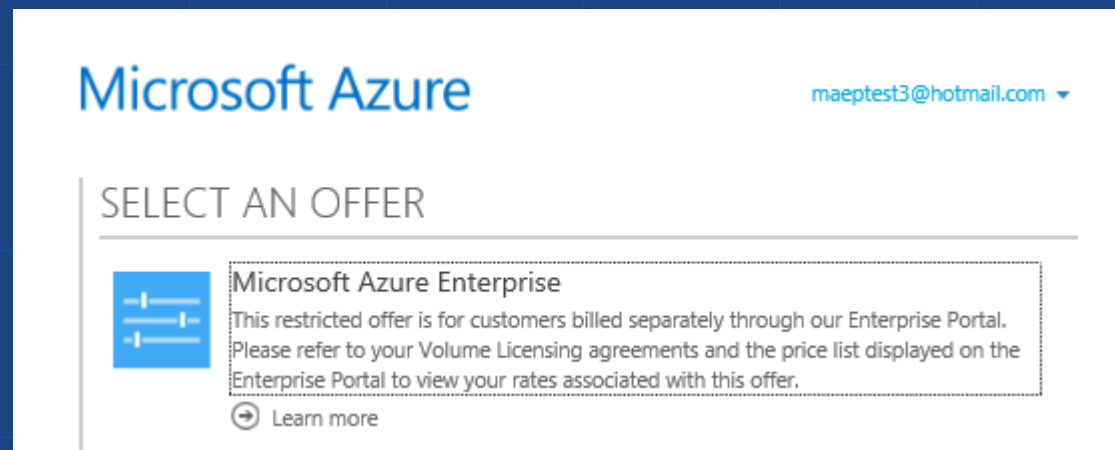
subscriptions marketplace profile preview features

Portal

Click a subscription to view details and usage.

Database Mayo	Active
Azure Pass(Converted to EA)	Active

+ add subscription explore support options



Microsoft Azure

maeptest3@hotmail.com

### SELECT AN OFFER

**Microsoft Azure Enterprise**

This restricted offer is for customers billed separately through our Enterprise Portal. Please refer to your Volume Licensing agreements and the price list displayed on the Enterprise Portal to view your rates associated with this offer.

Learn more

# Account Owner with the Dev/Test box checked - Add Subscription from Subscriptions List

The screenshot shows the 'Add subscription' page in the Microsoft Azure portal. The page is titled 'Microsoft Azure' and shows the user's email address as 'maeptest3@hotmail.com'. Under the heading 'SELECT AN OFFER', there are two options:

- Enterprise Dev/Test**: This offer enables active MSDN subscribers to run dev/test workloads, with access to special MSDN images and preferential service rates. [Learn more](#)
- Microsoft Azure Enterprise**: This restricted offer is for customers billed separately through our Enterprise Portal. Please refer to your Volume Licensing agreements and the price list displayed on the Enterprise Portal to view your rates associated with this offer. [Learn more](#)

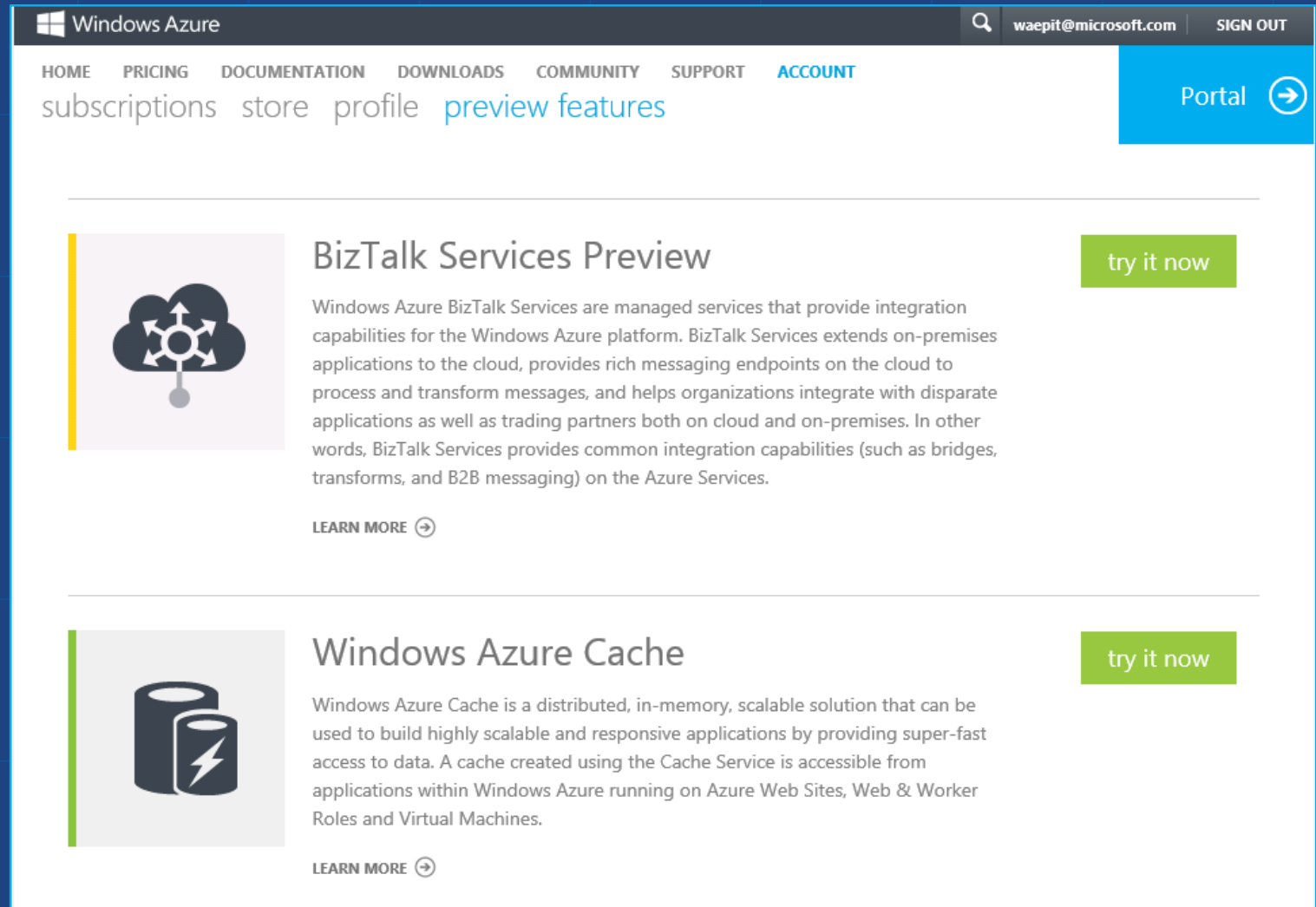
A blue arrow points to the 'Enterprise Dev/Test' option.

Account Owners only see the EA Dev/Test offer option if they have the necessary permissions (set by Enterprise Admins in the Azure Enterprise Portal)

# Signing up for Preview Features

Once your account is associated with the Enterprise Agreement you can log in directly at <https://account.windowsazure.com/>

The Account Portal is also where you sign up for Preview Features which are added on a subscription by subscription basis by clicking on the try it now button.

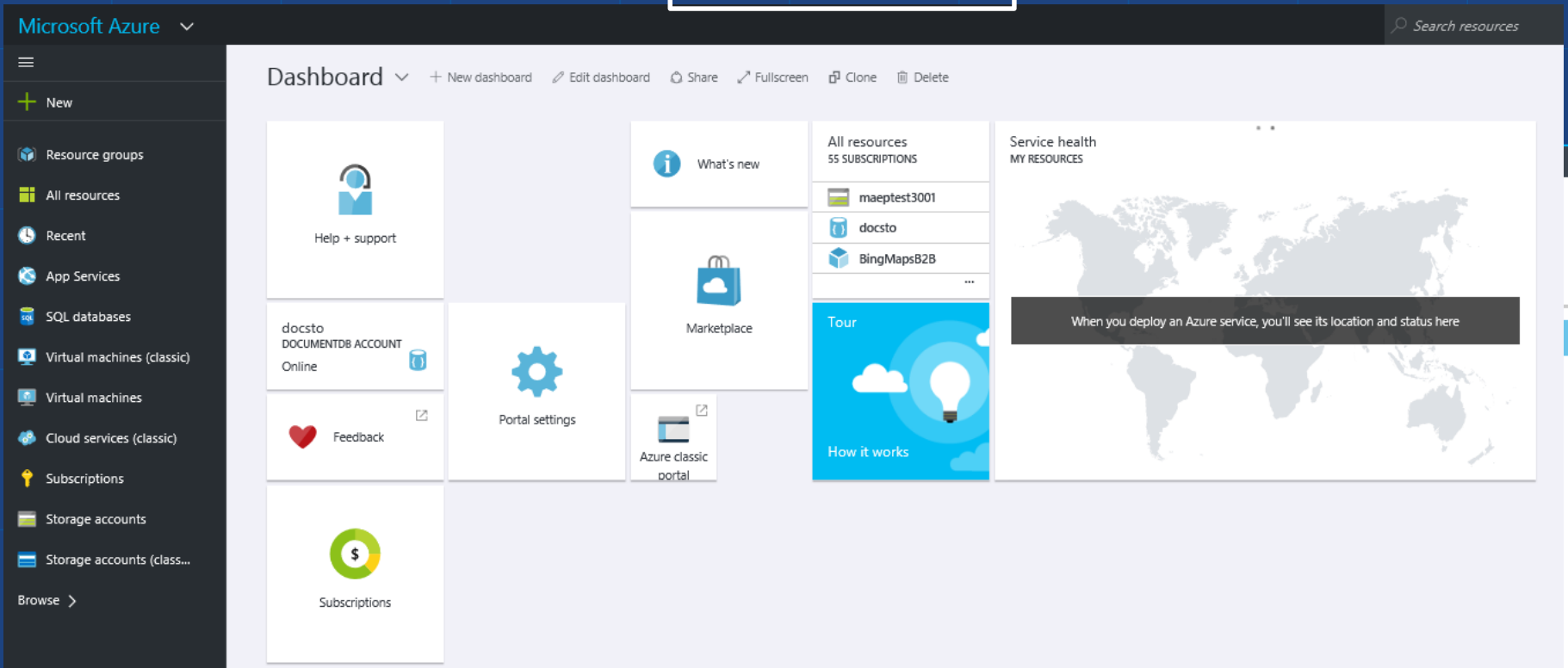


The screenshot shows the Windows Azure Account Portal interface. At the top, there is a navigation bar with the Windows Azure logo, a search icon, the user email 'waepit@microsoft.com', and a 'SIGN OUT' link. Below this is a secondary navigation bar with links for HOME, PRICING, DOCUMENTATION, DOWNLOADS, COMMUNITY, SUPPORT, and ACCOUNT. The ACCOUNT link is highlighted in blue. Below the navigation bar, there are links for 'subscriptions', 'store', 'profile', and 'preview features'. A blue 'Portal' button with a right-pointing arrow is located in the top right corner. The main content area features two preview feature cards. The first card is for 'BizTalk Services Preview', which includes an icon of a cloud with a gear and arrows, a description of the service, and a green 'try it now' button. The second card is for 'Windows Azure Cache', which includes an icon of two server racks, a description of the service, and a green 'try it now' button. Both cards also have a 'LEARN MORE' link with a right-pointing arrow.

# Azure Portal

For most Azure services you will configure and manage them at <http://portal.azure.com> for any Azure services not yet supported there you will be directed to the classic management portal at <http://manage.windowsazure.com/> On [portal.azure.com](http://portal.azure.com) you can customize and create multiple dashboards and/or click on items on the left but you always want to indicate which subscription you are operating on first and we also recommend using [Resource Manager](#) right from the start.

New Portal



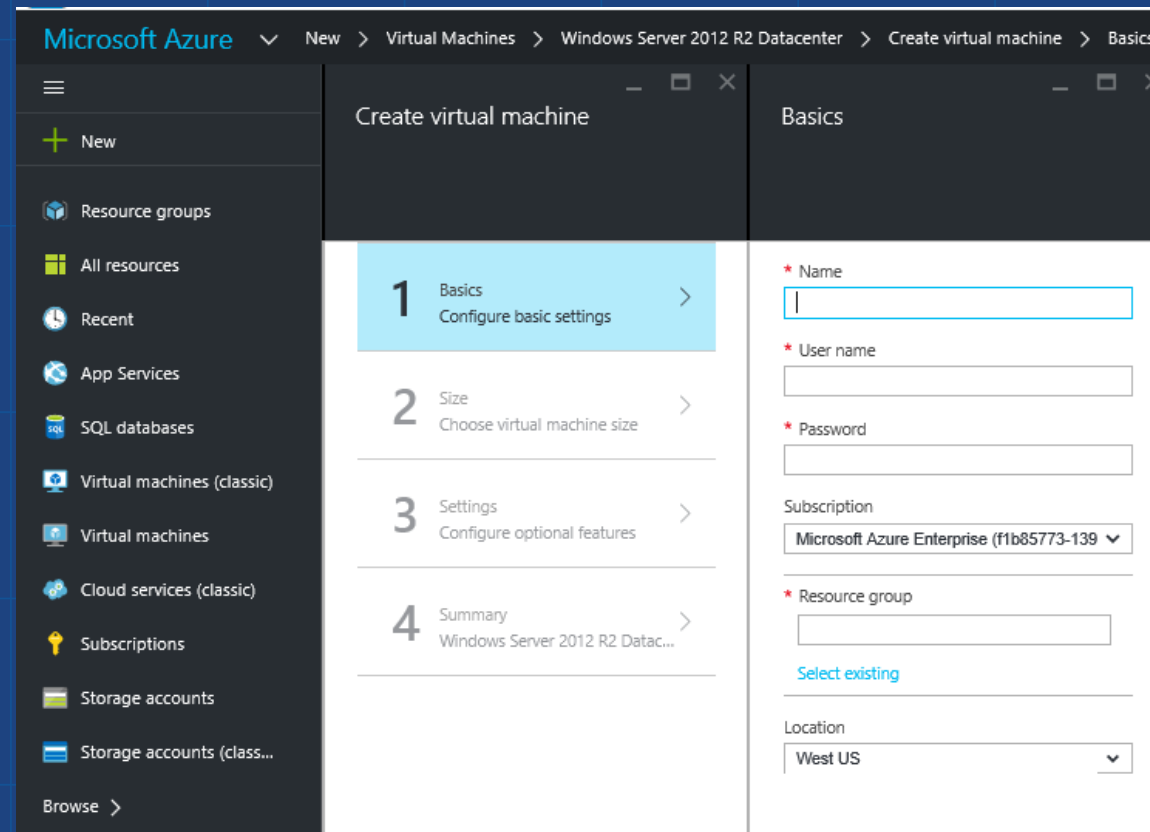
Classic Portal

SUBSCRIPTION	LOCATION
WAEP Azure Internal Consumption	West US
WAEP Azure Internal Consumption	West US
WAEP Azure Internal Consumption	West US
WAEP Azure Internal Consumption	West US
WAEP Azure Internal Consumption	West US
WAEP Azure Internal Consumption	West US
WAEP Azure Internal Consumption	West US
WAEP Azure Internal Consumption	West US
WAEP Azure Internal Consumption	West US
WAEP Azure Internal Consumption	West US
WAEP Azure Internal Consumption	West US
WAEP Azure Internal Consumption	West US
WAEP Azure Internal Consumption	West US
WAEP Azure Internal Consumption	West US
WAEP Azure Internal Consumption	West US
WAEP Azure Internal Consumption	West US

waeplu	SQL Database	Online
waeppiapp	Storage Account	Online
waepciadiag	Storage Account	Online

# Azure Management Portal

If you only have a single subscription you can begin deploying by selecting the + NEW button left of the page then selecting the service type you want to configure. If you have more than one subscription first select the subscription. Panels expand from left to right and get overlaid as you go deeper down the configuration path.





# Adding an Ownership Role to a subscription

First we highly recommend that you gain an understanding of Role Based Access which is an important concept to Azure Subscriptions. To add a co-administrator or ownership role to a subscription, click on the double head and shoulders icon in the individual subscription panel, then the add button, then select the owner role and the select or search for the personal Microsoft account or Work or School account you want to add. They must be valid and discoverable before they can be added

The screenshot shows the Azure Management Portal interface for an Azure Pass (Converted to EA) subscription. The navigation breadcrumb is: Subscriptions > Azure Pass(Converted to EA) > Users > Add access > Add users. The main content area is divided into four panels:

- Subscription Panel:** Shows the subscription name "Azure Pass(Converted to EA)" and a warning banner: "This subscription is managed in Microsoft Enterprise Portal." Below this, there are "Essentials" for the subscription, including fields for Subscription ID, Purchase date, Your role, Account admin, Offer, Enterprise Agreement, Offer ID, and MS-AZR-0017P.
- Users Panel:** Displays a table of users with columns for USER, ROLE, and ACCESS. The current user is "Subscription admins" with the role of "Owner" and "Inherited" access.
- Add access Panel:** Shows a step-by-step process: "1 Select a role Owner" (with a green checkmark) and "2 Add users None selected" (with a right arrow).
- Add users Panel:** Shows a search bar for users and a list of available users: Anthony Chong (achong@tailspinonline.com), DIAzureea (dlazureea@hotmail.com), Doug Lora (maeptest3@hotmail.com), and ericbrush@hotmail.com.

The owner role only operates on the Azure Management Portal

Their role includes the ability to:

- 1) Provision/de-provision azure services within the subscription
- 2) Manage the other roles within the subscription
- 3) Open support tickets for issues within the subscription

They do not get any email notification when they are added to a role but they can now access the subscription at portal.azure.com

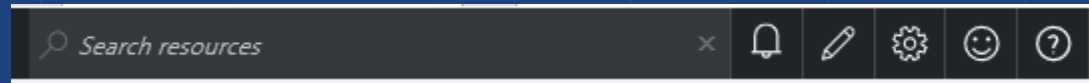
The screenshot shows the "Users" panel for the Azure Pass (Converted to EA) subscription. It features a table with columns for USER, ROLE, and ACCESS. The current user is "DIAzureea" with the email address "dlazureea@hotmail.com", the role of "Owner", and "Assigned" access.

USER	ROLE	ACCESS
DIAzureea dlazureea@hotmail.com	Owner	Assigned

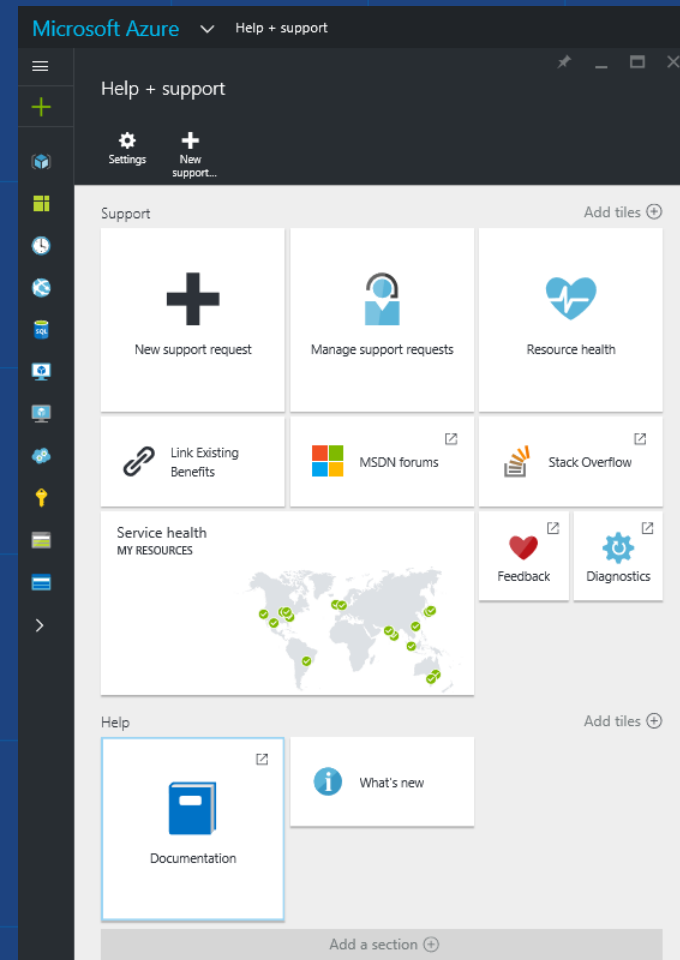


# Azure Service Level Help

To see documentation about configuring an azure service or to get support click on the help and support icon in the upper right corner, the question mark inside a circle. It will open a Help and Support Panel pre-populated. Use the Documentation Icon to go to [www.azure.com](http://www.azure.com) where there are searchable articles, videos and other helps for understanding and configuring Azure services.



The items are self explanatory.  
Documentation, New Support Request, Manage existing Support Requests, etc.



# Opening a Support Request

Choose the New Support Request Icon or menu item and fill out the needed information in panels. Below is an example of requesting a quota increase for more cores within a subscription.

The screenshot shows the 'New support request' form with the 'Basics' panel selected. The form is divided into two main sections: a left sidebar with a progress indicator and a main content area. The sidebar shows three steps: 1 Basics (selected), 2 Problem, and 3 Contact information. The main content area contains the following fields:

- \* Issue type: Quota
- \* Subscription: Microsoft Azure Enterprise (1d154e27-44...)
- \* Quota type: Cores per subscription
- \* Support plan: Quota support - Included

The screenshot shows the 'New support request' form with the 'Problem' panel selected. The sidebar shows three steps: 1 Basics, 2 Problem (selected), and 3 Contact information. The main content area contains the following fields:

- \* Severity: C - Minimal impact
- \* Deployment model: Resource Manager
- \* Location: West US
- SKU family: A Series
- \* New quota (Cores): 500

[Learn more about Azure quotas](#)

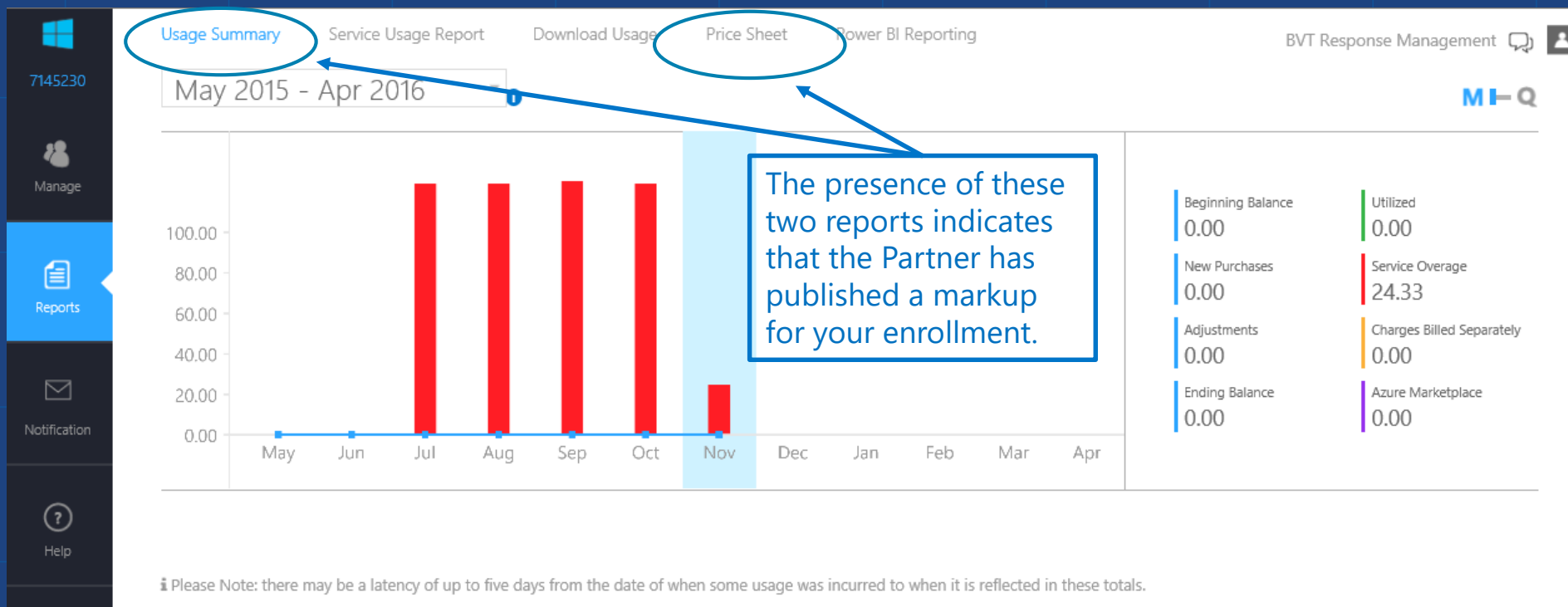
The screenshot shows the 'New support request' form with the 'Contact information' panel selected. The sidebar shows three steps: 1 Basics, 2 Problem, and 3 Contact information (selected). The main content area contains the following fields:

- \* First name: Doug
- \* Last name: Lora
- \* Email: maepetest3@hotmail.com
- Who else should we email?: Who else should we email?
- Phone number: [Empty]
- \* Country/region: United States
- \* Language: English
- Contact method: Phone, Email (selected)
- Save contact changes for future support requests.

At the end you must click on the create button and when successful you will also get the support ticket number for your reference. **Note:** for technical support you must have a technical support contract in place. If you do not, for EA customers it is ordered as a line item SKU on a Purchase Order. See our slide on Support Plan Tiers.

# Reports for Indirect Enrollments Markup or no Markup

The reports you will see depends on whether your Partner is using the Publish Markup feature available to them or not. You will be able to tell if your partner is using the markup feature by the absence or presence of the Price Sheet and Usage Summary menu items.



The Add Markup feature basically provides Indirect Customers with a Direct Customer view which includes prices and costs in both the Usage Summary and in the Download Usage Data reports through the presence of the Resource Rate and Extended Cost columns

Note: If no Markup is published your Partner owes you a monetary commitment balance amount, a monthly list of prices and regular feedback on your spend at those prices

# Reports – Service Usage Report

With no published Markup the only data you will have in the EA portal is usage data. The Download Usage will provide usage at the detailed service level and the Service Usage Report will provide a month by month usage summary which just indicates relative usage of services at the published unit of measure.

Usage Summary **Service Usage Report** Download Usage Price Sheet Power BI Reporting BVT Response Management

Service Usage Report May 2015 - Apr 2016

May 2015 - Jul 2015 Aug 2015 - Oct 2015 **Nov 2015 - Jan 2016** Feb 2016 - Apr 2016

Nov 2015 - Jan 2016 Service Usage Report **Partner: SAB BVT (DO NOT USE)**

Service Description	Unit of Measure	Nov	Dec	Jan	Total
A1 VM (Non-Windows) - AP East	100 Hours	1.8398	0	0	1.8398
A1 VM (Windows) - AP East	100 Hours	3.6793	0	0	3.6793
Geo Redundant Storage Standard IO - Page Blob/Disk	100 GB	0.1468	0	0	0.1468
Geo Redundant Storage Standard IO - Block Blob	100 GB	0.0001	0	0	0.0001
Data Transfer In - Zone 2	10 GB	0.0275	0	0	0.0275
Data Transfer Out - Zone 2	10 GB	0.0760	0	0	0.0760
Storage Transactions	100,000,000 Transactions	0.0126	0	0	0.0126

[Export to Excel](#)

Please Note: there may be a latency of up to five days from the date of when some usage was incurred to when it is reflected in these totals.

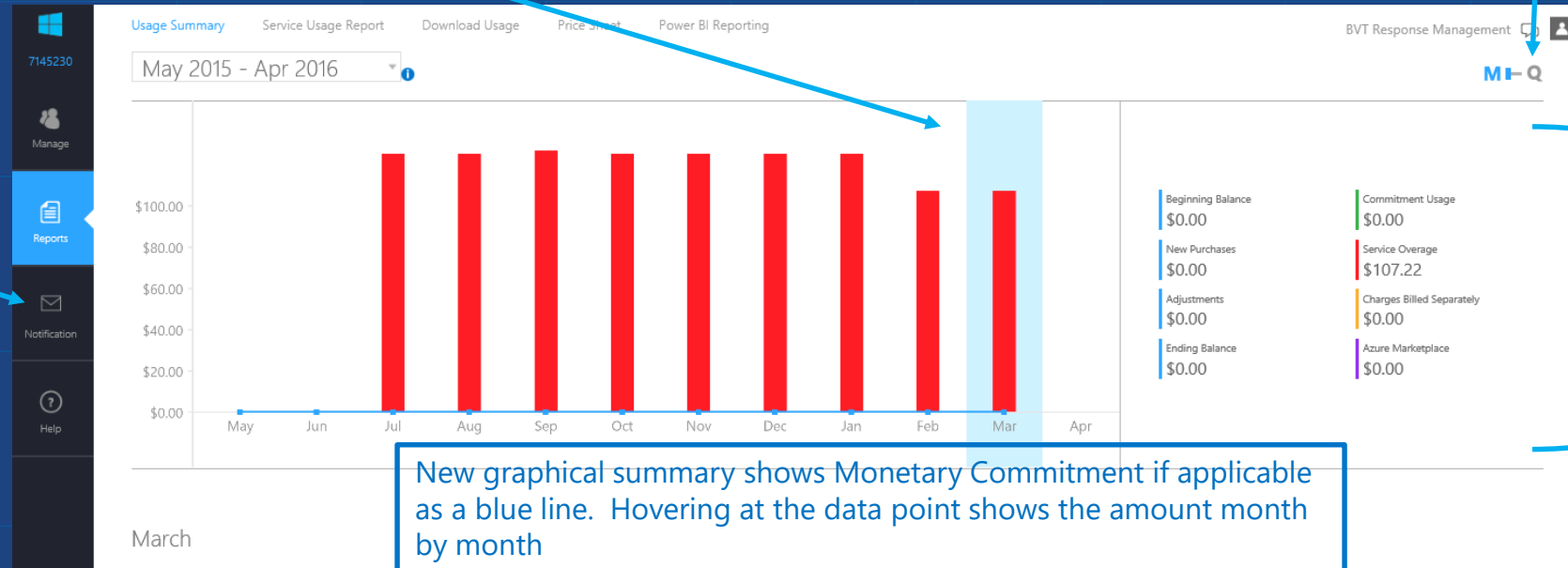
# Reports – Usage Summary – Monthly View

With a published markup from your partner this default monthly view is where you can see a historic graph with the current month or selected month's data highlighted on the right. If you scroll down you will get a monthly detail where you can filter by Department, Account and Subscription

Your view focus will be highlighted in blue. Hover over the month you want to focus on for details

M is the Monthly view and Q is the Quarterly view. Click to toggle

Notifications in the UI will show up like emails to be read in a slide out from the left.



New graphical summary shows Monetary Commitment if applicable as a blue line. Hovering at the data point shows the amount month by month

Charges are summarized on the side and color coded. Green is spend against a monetary commitment, Red is Overage, Yellow is charges billed separately by invoice and Purple is Marketplace charges billed and invoiced separately

# Reports – Usage Detail – Monthly View

**Service** – Each of the Microsoft Azure services that have been utilized by one or more subscriptions during the calendar month

**Unit of Measure** – The Unit of Measure used to calculate charges each month

**Consumed Units** – The amount of service consumed (hours, GB, etc.), during the selected month

**Included Units** – The Units consumed that are included at no cost or pre-paid

**Charged Units** – The Units consumed that are billable

The screenshot shows the Azure Usage Detail Monthly View report interface. At the top, there are navigation links: Usage Summary, Download Usage, Price Sheet, and Power BI Reporting. The user is logged in as 'Test Enrollment (Direct)'. Below the navigation, there are three dropdown menus for filtering: All Departments, All Accounts, and All Subscriptions. The report is currently set to 'Charge by Services'. A table titled 'Azure Service' is displayed, showing usage and charges for various services. The table has columns for Service Name, Unit of Measure, Consumed Units, Included Units, Charged Units, Unit Price, and Usage Charge. The total usage charge is 882.92.

Service Name	Unit of Measure	Consumed Units	Included Units	Charged Units	Unit Price	Usage Charge...
A1 VM (Windows) - AP East	100 Hours	3.6643	0	3	5.76	17.28
A1 VM (Windows) - EU West	100 Hours	14.5973	0	14	5.76	80.64
A1 VM (Windows) - US East	100 Hours	40.279	0	40	5.76	230.40
A1 VM (Windows) - US South Central...	100 Hours	1.8398	0	1	3.84	3.84
A1 VM (Windows) - US West	100 Hours	42.0878	0	42	5.76	241.92
A6 VM (Windows) - US West	100 Hours	1.83	0	1	42.24	42.24
Backup	10 GB	0.0011	0	0	1.76	0.00
BASIC.A1 VM (Windows) - BR South	100 Hours	0.0849	0	0	5.70	0.00
BASIC.A1 VM (Windows) - US South C...	100 Hours	3.9666	0	3	4.74	14.22

**Note:** To learn more about pricing, billing and metering, click [here](#).

**Unit Price** – The commitment pricing per unit used to calculate monthly charges

**Usage Charge** – The amount of money applied against your monetary commitment

Scrolling down will show usage and charges by categories in color coded and labelled sections for: charges against monetary commitment, charges in overage, charges billed separately and marketplace charges also billed separately

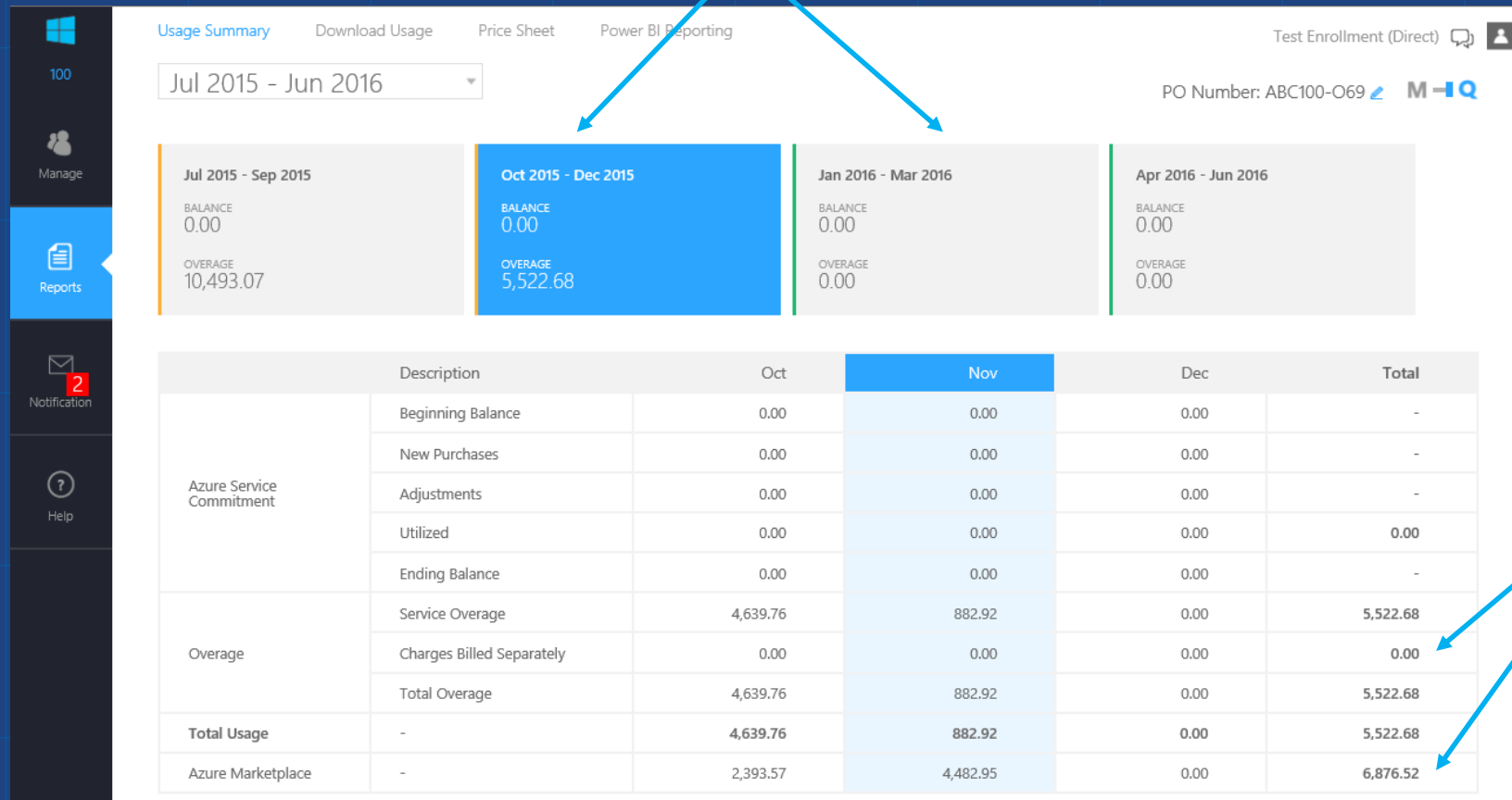
# Reports – Usage Summary – Quarterly View

This quarterly view shows the contract year broken down in quarters with the current quarter highlighted. There is a monthly summary for each quarter and if you scroll down you will get a monthly detail where you can filter by Department, Account and Subscription

Current quarter highlighted. Click on other quarters to change the focus to that quarter

Beginning Balance, Purchases, and Adjustments show pre-paid balance. Utilized shows spend against that balance. Service Overage and Charges Billed Separately show amount billed back in arrears by invoice.

Please note that Charges Billed Separately and Azure Marketplace charges are invoiced separately and not against the monetary commitment balance. They are billed back quarterly in arrears.



# Reports – Usage Summary – Filtered Usage

Scrolling down show the service usage details and cost by service type and allows you to filter by Service Type, Department, Account and Subscription

Your view focus will be highlighted in blue

Two Views by Service and by Hierarchy: Service is Azure Services, Services Billed Separately, Marketplace etc. and Hierarchy is Department, Account and Subscription Level

Azure Service							Total	882.92
Service Name	Unit of Measure	Consumed Units	Included Units	Charged Units	Unit Price	Usage Charge...		
A1 VM (Windows) - AP East	100 Hours	3.6643	0	3	5.76	17.28		
A1 VM (Windows) - EU West	100 Hours	14.5973	0	14	5.76	80.64		
A1 VM (Windows) - US East	100 Hours	40.279	0	40	5.76	230.40		
A1 VM (Windows) - US South Central...	100 Hours	1.8398	0	1	3.84	3.84		
A1 VM (Windows) - US West	100 Hours	42.0878	0	42	5.76	241.92		
A6 VM (Windows) - US West	100 Hours	1.83	0	1	42.24	42.24		
Backup	10 GB	0.0011	0	0	1.76	0.00		
BASIC.A1 VM (Windows) - BR South	100 Hours	0.0849	0	0	5.70	0.00		
BASIC.A1 VM (Windows) - US South C...	100 Hours	3.9666	0	3	4.74	14.22		



# Reports – Usage Summary – Filtered Usage

Scrolling down show the service usage details and cost by service type and allows you to filter by Service Type, Department, Account and Subscription

Your view focus will be highlighted in blue

I have chosen Charge by Hierarchy then the "Third Party Company" Department, then the "Store Simple Test" account, then the "Microsoft Azure Enterprise" subscription

The screenshot shows the 'Usage Summary' page for the month of November. The interface includes a navigation sidebar on the left with options like '100', 'Manage', 'Reports', 'Notification', and 'Help'. The main content area has tabs for 'Usage Summary', 'Download Usage', 'Price Sheet', and 'Power BI Reporting'. Below the tabs, there are three dropdown filters: 'Third Party Company', 'Store Simple test', and 'Microsoft Azure Enterprise (c5274c20-1129-4...)'. The 'Charge by Hierarchy' view is selected. A table displays usage data with columns for Department Name, Account Name, Account Owner, Total, and Subscription Name. The 'Third Party Company' department, 'Store Simple test' account, and 'Microsoft Azure Enterprise' subscription are highlighted in blue. A callout box explains that clicking on these elements expands the panel for that view, while clicking on the three dots contracts it.

Department Name	Account Name	Account Owner	Total	Subscription Name
Test Department A	storsimpletest2	storsimpletest2@ou...	550.04	Microsoft Azure Enterprise
test department J	Store Simple test	storsimpletest@outl...	103.67	Enterprise
TEST SHAHADAT				
test-V2				
test-V2-01				
TestDept				
Third Party Company				
vivek				
ZVXCZXC				

A click on the account or subscription in the panel expands the panel for that view. Clicking on the three dots contracts the view

# Reports – Download Usage

This is where you can see details in a spreadsheet that provide the lowest level details down to individual virtual machines and storage accounts. The Monthly Usage Detail reports are pre-pulled with historic month usage and current month to date usage. Enterprise Administrators have the ability to download all account and subscription daily, SKU-level usage data associated with the Enrollment. Account Owners have the ability to download usage data from subscriptions associated with their account and can only view cost data if it is enabled by the Enterprise Administrator.

Usage Summary **Download Usage** Price Sheet Power BI Reporting

Test Enrollment (Direct) [User Icon]

Monthly Report Download (all accounts) | Advanced Report Download | API Access Key

Month	Balance And Charge	Usage Detail	Marketplace Charges	Price Sheet
November 2015 (Current 11/9/2015)	<a href="#">Download</a>	<a href="#">Download</a>		<a href="#">Download</a>
October 2015	<a href="#">Download</a>	<a href="#">Download</a>		<a href="#">Download</a>
September 2015	<a href="#">Download</a>	<a href="#">Download</a>		<a href="#">Download</a>
August 2015	<a href="#">Download</a>	<a href="#">Download</a>	<a href="#">Download</a>	<a href="#">Download</a>
July 2015	<a href="#">Download</a>	<a href="#">Download</a>	<a href="#">Download</a>	<a href="#">Download</a>
June 2015	<a href="#">Download</a>	<a href="#">Download</a>	<a href="#">Download</a>	<a href="#">Download</a>
May 2015	<a href="#">Download</a>	<a href="#">Download</a>		<a href="#">Download</a>
April 2015	<a href="#">Download</a>	<a href="#">Download</a>		<a href="#">Download</a>
March 2015	<a href="#">Download</a>	<a href="#">Download</a>		<a href="#">Download</a>
February 2015	<a href="#">Download</a>	<a href="#">Download</a>	<a href="#">Download</a>	<a href="#">Download</a>

**Balance and Charge:** shows the usage summary view of month beginning balance and charges against that balance

**Usage Detail:** shows the monthly view of the detailed daily usage for all accounts and subscriptions

**Marketplace Charges:** shows the details for consumption based purchases. Fixed monthly charges are not here.

**Price Sheet:** shows historic service prices

# Reports – Download Usage

This is where you can see details in a spreadsheet that provide the lowest level details down to individual virtual machines and storage accounts for a custom set of accounts and a custom date range. You can also use the API to pull data programmatically

Your view focus will be highlighted in blue.

This is the Advanced Report focus where you can choose a date range and account set for a custom report

Selecting the API Access Key focus opens this view, where you can generate, regenerate, delete and copy API keys

Usage Summary **Download Usage** Price Sheet Power BI Reporting

Monthly Report Download (all accounts) **Advanced Report Download** API Access Key



Select Date Range  
From: 10/01/2015 To: 12/31/2015

Usage Reports Requested In The Last 7 Days [Refresh](#)



Requested On	Requested By	Status:
+ 11/9/2015	maeptest3@hotmail.com	No Data
+ 11/9/2015	maeptest3@hotmail.com	<a href="#">Download</a>
+ 11/2/2015	maeptest3@hotmail.com	<a href="#">Download</a>

Usage Summary **Download Usage** Price Sheet Power BI Reporting

Monthly Report Download (all accounts) **Advanced Report Download** API Access Key

Primary Key: `eyJ0eXAiOiJKV1QiLCJhbGciOiJSUzI1NiI:`  

Start Date: 9/17/2015-3/17/2016

Secondary Key: `eyJ0eXAiOiJKV1QiLCJhbGciOiJSUzI1NiI:`  

Start Date: 8/27/2015-2/27/2016

You will be prompted to confirm your actions for API key actions when you click on the icons

# Reports – Price Sheet

This is where you can see your negotiated prices for each service

Your view focus will be highlighted in blue.

New in this UI is the ability to download the price sheet in an excel spreadsheet

Service	Unit of Measure	Included Quantity	Commitment Part Number	Commitment Unit Price	Overage Part Number	Overage Unit Price
A1 Cloud Services	100 Hours	0	N7H-00100	\$4.92	N7H-00101	\$4.92
A1 Cloud Services - AP East	100 Hours	0	N7H-00570	\$5.12	N7H-00571	\$5.12
A1 Cloud Services - AP East - MSDN	100 Hours	0	N7H-03450	\$3.84	N7H-03451	\$3.84
A1 Cloud Services - AP Southeast	100 Hours	0	N7H-00553	\$5.12	N7H-00552	\$5.12
A1 Cloud Services - AP Southeast - MSDN	100 Hours	0	N7H-03458	\$3.84	N7H-03459	\$3.84
A1 Cloud Services - AU East	100 Hours	0	N7H-01068	\$7.23	N7H-01069	\$7.23
A1 Cloud Services - AU East - MSDN	100 Hours	0	N7H-03848	\$4.54	N7H-03849	\$4.54
A1 Cloud Services - AU Southeast	100 Hours	0	N7H-01070	\$7.23	N7H-01071	\$7.23
A1 Cloud Services - AU Southeast - MSDN	100 Hours	0	N7H-03866	\$4.54	N7H-03867	\$4.54
A1 Cloud Services - BR South	100 Hours	0	N7H-00442	\$6.27	N7H-00443	\$6.27

Clicking on the Information icon will show the baseline negotiated rate and the current rate. Customers get the better of the two rates.

Commitment prices are prices negotiated against a pre-paid monetary commitment balance

Overage prices are those in excess of a monetary commitment therefore billed back in arrears

# Reports – Power BI Reporting

Usage Summary   Download Usage   Price Sheet   **Power BI Reporting**   Test Enrollment (Direct)

## Power BI Reporting

With the Microsoft Azure Enterprise content pack for Power BI, you can quickly import and analyze Azure consumption for your enterprise enrollment, find out which department, account or subscription consumed the most usage, which service your organization used most, or track spending and usage trends.

**To access:**

Navigate to the [Power BI Website](#)

1. Log in with a valid Work or School Account
  - a. Work or School account can be the same or different than what is used to access the enrollment through the Enterprise Portal
2. On the Dashboard of services, choose
  - a. "Microsoft Azure Enterprise" tile
  - b. Click Connect
3. On the "Connect to Azure Enterprise" screen, choose
  - a. Azure Environment URL: <https://ea.azure.com>
  - b. Number of Months: choose between 1 and 36
  - c. Enrollment Number: enter the enrollment number
  - d. Click Next
4. On Authentication Key Box, enter the API Key. You can get the API key here in the Azure Enterprise portal, under "Download Usage" tab above, click "API Access Key"
  - a. Copy and Paste the Key into the box for "Account Key"
5. Data will take approximately 5 minutes -30 minutes to load in Power BI depending on the size of the datasets.

Power BI Reporting is available for EA Direct, Partner, and Indirect Customers who are able to view billing information.

Note: Microsoft Accounts (MSAs) are not supported for Power BI. You must have a valid Work or School Account with authentication in Azure Active Directory (AAD) in order to use Power BI.

Marketo   Microsoft Azure Enterprise   Microsoft Dynamics CRM   Microsoft Dynamics Marketing

## Microsoft Azure Enterprise

With the Microsoft Azure Enterprise content pack for Power BI, you can quickly import and analyze Azure consumption for your enterprise enrollment during the past 12 months. Find out which department, account or subscription consumed the most usage, which service your organization used most, or track spending and usage trends. Click the charts to drill down into more costing details.

**Connect**

[Learn more](#)

### Connect to Microsoft Azure Enterprise

To start using your Microsoft Azure Enterprise data in Power BI, follow the prompts below.  
Need help connecting? [Learn more](#)

**Azure Environment URL**  
The URL for the Azure environment you want to connect to

**Number of Months**  
The number of months, between 1 - 36, for which to get data

**Enrollment Number**  
The enrollment number for your Azure Enterprise subscription

**Next**   **Cancel**

### Connect to Microsoft Azure Enterprise

To start using your Microsoft Azure Enterprise data in Power BI, follow the prompts below.  
Need help connecting? [Learn more](#)

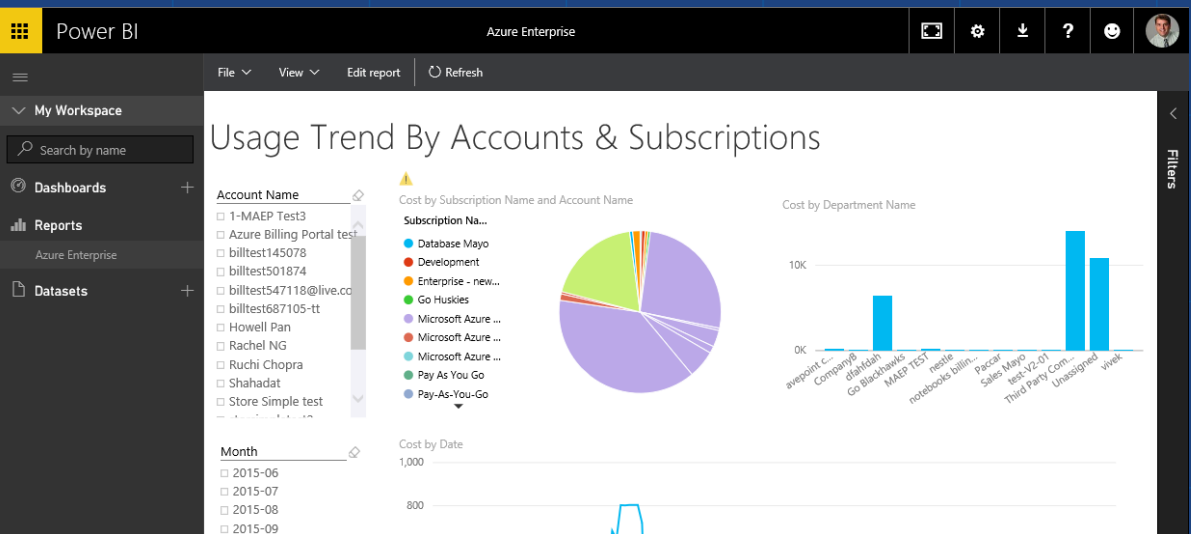
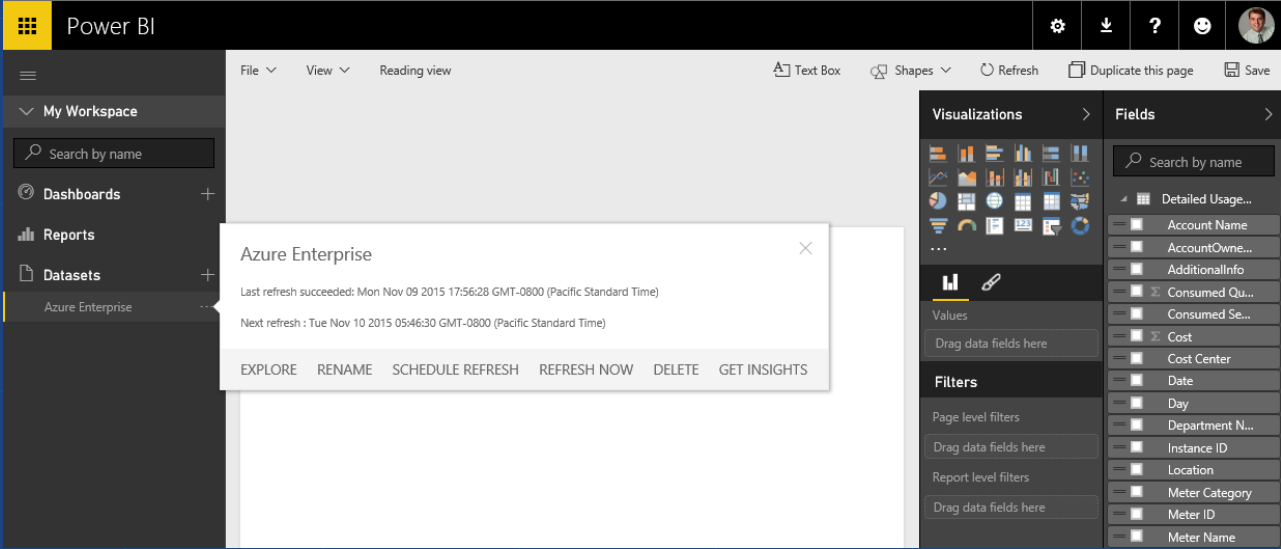
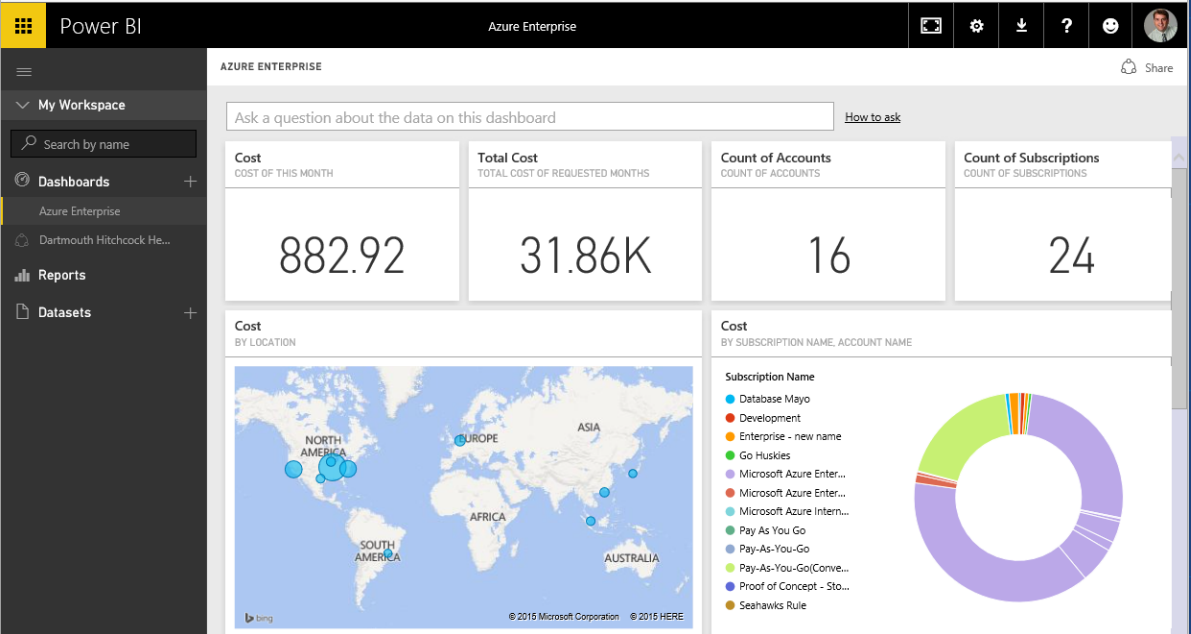
**url**

**Authentication method**

**Account key**

**Sign in**   **Cancel**

# Reports – Power BI Reporting



Default Dashboard: Customize and drill down by clicking.  
Default Reports: Customize and drill down by clicking.  
Datasets: Update automatically or can be refreshed on demand and you can build your own Dashboards and Reports from the dataset.

# Overage and Quota Threshold Notifications

## Indirect Customers and their Partners

If your usage has exceeded your monetary commitment balance, your enrollment will begin to consume overage. For Indirect customers overage invoices are set to bill quarterly by default.

Your Partner will receive email communications alerting them of overage charges at their costs. You should expect to receive and pay invoices from your Partner at the rates negotiated with them.

For Quotas set at the department level, email notifications are set to send at 50%, 75%, 90% and at 100% of the set amount.

Partner Name: Partner Inc.

Below is a summary of the overage charges for the invoicing period ending on 9/30/2015. The following enrollments associated with your organization have overage charges that will be invoiced for this period:

Company Name	Enrollment Number	Billing Period Start Date	Billing Period End Date	Current PO	Invoicing Frequency	Overage Charges
University of North Somewhere	123456	7/1/2015	9/30/2015	123MYAZURE-O66	Quarterly	\$55.55

Please note that the above charges do not include any applicable taxes and will be invoiced against the PO number(s) indicated above on 10/23/2015. If you would like to change the PO number(s) please log into the [Microsoft Azure Enterprise Portal](#) to do so. The PO(s) must be updated within 7 days from the date this email is received in order to appear on the invoice.

If you would like to view the detailed usage for a particular enrollment, please log into the [Microsoft Azure Enterprise Portal](#) and select the applicable enrollment. Then click on Download Usage Data under the Reports section for the selected enrollment.

# Periodic Usage & Lifecycle Email Notifications

Indirect Enterprise Administrators are automatically enrolled to receive weekly notifications of their total enrollment usage. Emails are also sent to notify customers that their coverage period date is approaching, enrollment will be Disabled and De-provisioned.

## Monetary Commitment Balance & Unbilled Usage:

- The emails provide a usage summary only. If the partner has published a markup cost information is available in Usage Summary and Download Usage reports.
- Each Enterprise Administrator has the ability to change the frequency of the notification to daily, weekly, monthly or turn them off completely.
- A Notification Contact can be added to receive notifications on the same frequency or can be set up independently on their own schedule
- To modify notification settings: hover over the admin account and then select the edit pen on the right, a popover will appear with notification settings

**Administrator**

Email

LSP\_EA2@outlook.com

LSP\_EA@outlook.com

maep-4282015@outlook.com

maepao1@outlook.com

maeptest3@hotmail.com

Microsoft Account

Weekly

No

Email Address:

Notification Contact:

Notification Frequency:  Daily  Weekly  Monthly  None

Lifecycle Notification Suppression:  Coverage Period End Date Approaching  Disable and De-provision Date Approaching

[Save](#) [Cancel](#)

**Microsoft Azure Service Usage Summary**

---

waep@microsoft.com (waep@microsoft.com) 5:07 PM [Newsletters](#)

To: maeptest6@hotmail.com

**Enrollment Details:**

Partner Name: SAB BVT (DO NOT USE)

Company Name: BVT Response Management

Enrollment Number: 7145230

Enrollment End Effective Date: 4/30/2018

The following is a summary of your total usage as of 10/21/2015 for your Microsoft Azure™ subscription:

Service Description	Unit of Measure	Current Month Usage	Total Enrollment Usage
A1 VM (Non-Windows) - AP East	100 Hours	4.7097	26.5272
A1 VM (Windows) - AP East	100 Hours	9.4197	53.0947
Data Transfer In - Zone 2	10 GB	0.1150	0.4714
Data Transfer Out - Zone 2	10 GB	0.2954	1.8233
Geo Redundant Storage Standard IO - Block Blob	100 GB	0.0003	0.0017
Geo Redundant Storage Standard IO - Page Blob/Disk	100 GB	0.3662	2.0847
Storage Transactions	100,000,000 Transactions	0.0299	0.1531



# Lifecycle Email Notifications

Enterprise Administrators are automatically enrolled to receive weekly notifications of their remaining monetary commitment balance and any unbilled usage. Emails are also sent to notify customers that their coverage period date is approaching, enrollment will be Disabled and De-provisioned.

## Lifecycle Email Notifications:

- Coverage Period End Date Approaching Emails are sent to Enterprise Administrator 60, 30, 7 day prior to the Azure Amendment Coverage Period End Date
- Disable and De-provision Date Approaching: Inform the Enterprise Administrators on an enrollment that the coverage period end date has past by more than 10 months and that their Accounts and Subscriptions will be disabled after the coverage period end date has been exceeded by one full year. Email is sent 60, 30, 15, 7 and 1 days prior to end of grace period.

Subject: Microsoft Azure Coverage Period End Date Approaching

Company Name: <Company Name>  
Enrollment Number: <Enrollment Number>  
Enrollment End Date: <Azure EA Coverage End Date>

The coverage period for your Microsoft Azure services for this enrollment is ending. As of <the end date of EA> you will no longer be able to consume Microsoft Azure services under your expired agreement and your Microsoft Azure subscriptions will be disabled.

There are three options for your existing Microsoft Azure Accounts and Subscriptions:

1. Place a new purchase order for Microsoft Azure under your Enterprise Program. If your original enrollment has also expired, you will need to either renew your enrollment or enter into a new enrollment.
2. Migrate your Microsoft Azure Accounts and Subscriptions to one of our public Microsoft Online Subscription Program (MOSP) offers advertised at our <http://www.windowsazure.com> site. Cost will vary based on the offer you select for each of your individual subscriptions. Each subscription will be billed monthly via credit card or invoice option.
3. Cancel all of your Microsoft Azure Accounts and Subscriptions to ensure no further costs are accrued. You can cancel your subscriptions at any time by logging into the <http://www.windowsazure.com> site for each of your accounts and going to the [subscriptions page](#) to cancel each subscription.

If you plan to renew your enrollment, please contact your Microsoft account representative or your channel partner.

If you plan to migrate your subscriptions to MOSP or would like to terminate your Accounts and Subscriptions, please contact the [Azure Subscription Management Support](#).

If no action is taken within 30 days of this email notification, we will disable your enrollment and you will not be able to continue consuming services. If you are within 3 days of your disablement date and wish to keep your services running, please [contact us](#). Once disabled, your data will be retained on a read only basis for 90 days subsequent to the date your service is disabled.

If you would like to elect not to receive these notifications, please log into the [Azure Enterprise Portal](#) and select **Notification Recipients**.

This message from Microsoft is an important part of a program, service, or product that you or your company purchased or participate in. Microsoft respects your privacy. Please read our [Privacy Statement](#).

# Our Tiered Support Offerings

Find details on our support offerings page  
<http://azure.microsoft.com/en-us/support/plans/>

For Complex Or Business Critical Applications

**Premier**

- Developer Mentoring & Proactive Services
- Assigned TAM or ADM Full Advisory Service
- Unlimited Phone Support Unique Phone Line Exec Escalations
- Response Time Fastest: <15 mins Priority Routing Designated support team
- Unlimited Break/Fix Support (24X7)

Priority Handling, Skill building

**Pro-Direct**

- Pooled Escalation Mgr Basic Advisory Service
- Unlimited Support Escalation Services
- Response Time Fastest: <1 hr Priority Routing
- Unlimited Break/Fix Support (24X7)

For Fast Response

**Standard**

- 1:1 Phone Support (call-back, up to 3x month)
- Response Time Fastest: <2 hrs
- Unlimited Break/Fix Support (24X7)

**W6T-00002 EA SKU as PO Line Item**

**W6T-00003 EA SKU as PO Line Item**

*Support can be purchased through your channel partner. If you have already placed an order for a support plan and the order is pending, you can be temporarily enabled for technical support. To do so, please click on this [link](#) to create a support incident. Please select a Support Type of "Support Offers and Pricing Information" and a Problem Type of "Enable Temporary Technical Support". In the description of the issue, please indicate that you have ordered or are in the process of ordering a paid support plan, the plan that you ordered (e.g., Standard, Professional Direct, etc.) and provide a description of your issue.*

Available to all: Community Forum; Service Dashboard and Outage Reporting; Billing and Subscription Support

# Microsoft Azure Services and Support Resources

## Helpful Links

**Microsoft Azure Enterprise Portal** – To view your enterprise level accounts, subscriptions, monetary commitment and overage balances and to create accounts and subscriptions <https://ea.azure.com>

**Microsoft Azure Management Portal** – To deploy and host your applications once you have created a subscription on the Microsoft Azure Enterprise Portal <https://manage.windowsazure.com>

**Microsoft Azure Account Dashboard** – To update your subscription name or Service Administrator information <https://account.windowsazure.com>

**Demos of the various roles and portals and features can be found at our Channel9 Blob Site**  
<http://channel9.msdn.com/blogs/ea.azure.com>

## Support

**Microsoft Enterprise Portal Support** – For Enterprise Portal Access, Administration and onboarding requests, go here: <https://aka.ms/AzureEntSupport>

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# Microsoft Azure Support Resources (continued)

**Service Dashboard** – Current status on the health of Microsoft Azure Services can be viewed at the service dashboard at <http://azure.microsoft.com/en-us/support/service-dashboard/>. If you wish to receive notifications for interruptions to any of the services, you can subscribe to the respective RSS feeds from that page.

**Service Level Agreements** – To view service level agreements associated with Microsoft Azure services, go to the SLA homepage at <http://azure.microsoft.com/en-us/support/legal/sla/>.

# Appendix for Managed Service Provider (MSP) Enrollments

# Manage Departments Panel - MSP

The Department focus allows you to operate at the department level. The new default iconic view uses color to show active departments in green and inactive departments in orange. If you prefer a list view you can toggle to that view.

Your view focus will be highlighted in blue

MSP Departments are identified with the MSP badge

Default view uses Icons. You can toggle to a list view here

Filter to show only active status items

Clicking on the Department will open a Details view where you can view and edit details

Enrollment **Department** Account Subscription Test Enrollment (Direct)

Department List ( 17 in total )   Active Search + Add Department + Add Administrator ^ Collapse

avepoint customer Spending Quota \$0.00 MSP	CompanyB Spending Quota \$0.00 MSP	dfahfdah Spending Quota \$431,643.00 MSP	KKLLC Spending Quota \$66,666.00	notebooks billinger Spending Quota \$0.00	Paccar Spending Quota \$0.00 MSP
ryans' team Spending Quota \$0.00 MSP	Shaopeng Dept1 Spending Quota \$0.00 MSP	Shaopeng Dept2 U... Spending Quota \$0.00	Shell Spending Quota \$0.00 MSP	softline customer Spending Quota \$0.00 MSP	Test Department Spending Quota \$10,000.00
Test Department A Spending Quota \$0.00 MSP	TEST SHAHADAT Spending Quota \$15,000.00	test-V2-01 Spending Quota \$0.00	Third Party Company Spending Quota \$0.00 MSP	zvxzcxc Spending Quota \$0.00 MSP	

You can add Departments and Department Admins here.

Clicking on add will bring a slide out from the right hand side of the screen with an action box to fill in details.

# Add Department - MSP

As an MSP enrollment when you add a department there is additional information needed for each department you define as an MSP department

When you click the add department button and select yes for MSP the information items will appear

**Add Department**

Department Name \*

Cost Center \*

Spending Quota

MSP  
 Yes  No

MSP Contact Information ▾

Technical Contact Information ▾

Account and Application Information ▾

Add Cancel

MSP Contact Information ^

Is Government  
 Yes  No

Company Name \*

Country/Region

First Name

Last Name

Email

Phone

Fax

Street \*

City \*

State/Province \*

Postal Code

Contact Information has required fields with are noted with a \*

It is important that the Company Name and Address are recognizable by Microsoft for billing and revenue purposes

MSP Contact Information ▾

Technical Contact Information ^

First Name

Last Name

Email

Phone

Emergency Number

Account and Application Information ^

Charge Code

Contract ID

Description

Although all other fields are optional there may be important fields for your use in managing MSP departments