

## Table of Contents

---

What is the Microsoft Business Center?.....	2
Why is the MVLC becoming the Microsoft Business Center? .....	2
What’s changing?.....	2
What’s not changing?.....	2
When can I start using the Microsoft Business Center? .....	3
Will my Volume Licensing Center sign-in information still work? .....	3
How do I get started with the Microsoft Business Center? .....	3
What tasks can I do in the Microsoft Business Center? .....	3
I have other Volume Licensing agreements in addition to the MPSA. What licenses and subscriptions can I see and manage in the Microsoft Business Center? .....	3
Where can I get help to use the Microsoft Business Center?.....	3

## Microsoft Business Center – Customer FAQ

### **The Microsoft Volume Licensing Center (MVLC) is now the Microsoft Business Center.**

With the Business Center, we’re bringing more resources to your online volume licensing experience to make it easier to do business with Microsoft. Now, you can see your licenses, subscriptions, and benefits you’ve purchased through the Microsoft Products and Services Agreement (MPSA) right when you sign in, and you can get help before you sign in if you need it.

Over time, we’ll add more information and capabilities to help you manage your relationship with Microsoft, including purchases you have made through other Microsoft Volume Licensing agreements and improved access to support.

What’s not changing is all the data and functionality you had in the MVLC, including information about your licenses and subscriptions and how you sign in.

A better experience begins in the Business Center.

---

# Microsoft Business Center – Customer FAQ

## What is the Microsoft Business Center?

In the Business Center, you'll find all the data and functionality you had in the Microsoft Volume Licensing Center, plus some key design changes.

- ▶ **Updated dashboard.** Information about your licenses, subscriptions, and benefits is surfaced on the new dashboard, where you can quickly view what inventory (licensing assets) you have and what benefits you can use.
- ▶ **New homes for key tasks.** You can hover over the new Business Center drop downs and links to find familiar tasks.
- ▶ **More consistent style.** You will now see a hub that's more in line with the other Microsoft experiences you already have, making it easier for you to navigate and find what you need.

Stay tuned as we add more features to the Business Center to help you discover, learn, and manage your accounts with Microsoft.

## Why is the MVLC becoming the Microsoft Business Center?

The MVLC is becoming the Business Center to make it easier for you to manage the licenses, subscriptions, and benefits you've purchased through the MPSA. In addition to the intuitive tasks you find in the MVLC today, like setting up online services and viewing and managing your benefits, the Business Center organizes your licensing information in an enhanced dashboard view that serves up the personalized, relevant information you need right when you sign in. Over time, we'll be able to add more information and capabilities to the Business Center dashboard to make it easier for you to see and manage your relationship with Microsoft, beyond what you've purchased through the MPSA.

## What's changing?

You will notice the following changes in the Business Center.

- ▶ **A new dashboard once you sign in.** Your new dashboard presents your licenses and subscription information right away. You'll also notice familiar Microsoft design elements, including a common header and footer, so you feel right at home. Over time, we'll add new features to this page to make it easier to do business with us.
- ▶ **New menu navigation.** We've replaced the menu tiles with drop-down navigation consistent with Microsoft design standards. Hover over them to find all the familiar tasks such as licenses and services, user management, benefit administration, downloads & keys, reporting and agreement, and order details.
- ▶ **Help is now available on the landing page before you sign in.** Access a Quick-Start Guide on the sign-in page if you need help with the registration or sign-in process. (When ready, use your existing credentials to sign in to the Business Center.) Additional FAQs and contact information is available once you've signed in.
- ▶ **A new URL.** Our new address is [businessaccount.microsoft.com](https://businessaccount.microsoft.com). We suggest you add it to your bookmarks, but the old address will work for a while, too.

## What's not changing?

What's not changing is your MPSA, the program rules, nor the data and information about your licenses, subscriptions and benefits that you currently view and access through the MVLC. The experience of viewing your inventory, downloading keys, setting up online services, viewing reports, and managing your users now begins at your Business Center dashboard, but the process to complete these familiar activities is not changing.

---

# Microsoft Business Center – Customer FAQ

## **When can I start using the Microsoft Business Center?**

We introduced the Business Center to MPSA customers in the United States, Canada, and Japan in 2015 and are bringing it to all MPSA customers worldwide on May 16, 2016. When it's available, you'll get there and sign in the same way you do today.

## **Will my Volume Licensing Center sign-in information still work?**

Yes. Your sign-in credentials will not change. Once the Microsoft Business Center is available in your area, simply sign in the way you do today, and we'll take you to your dashboard in the Microsoft Business Center.

## **How do I get started with the Microsoft Business Center?**

You can find detailed instructions to get started with the Business Center within the [Registration Quick-Start Guide](#). You can access this resource for help even before you've registered for or signed in to the Business Center.

## **What tasks can I do in the Microsoft Business Center?**

The Business Center gives you easy access to your licensing management needs for purchases made through the MPSA. Just as you do today in the MVLC, you can perform the following tasks in the Business Center:

- ▶ View details of your agreements.
- ▶ Look up an order and purchase history.
- ▶ Download products and obtain product keys.
- ▶ Manage cloud services and licenses.
- ▶ Manage users.
- ▶ Access reports.

## **I have other Volume Licensing agreements in addition to the MPSA. What licenses and subscriptions can I see and manage in the Microsoft Business Center?**

Today, subscriptions and licenses purchased through the MPSA are visible in the Business Center. We know it's challenging to manage your licensing inventory in different locations, so we're working hard to bring information from other agreements to you through the Business Center in a future release.

## **Where can I get help to use the Microsoft Business Center?**

The Support links near the bottom of the dashboard take you to a FAQs for many of the most common questions. If you need more assistance, it's easy to contact support.