

Microsoft Home Use Program – A guide for Software Assurance customers

Last updated: 4/4/2019

As a Software Assurance (SA) customer of Microsoft, your company continues to be eligible for the Microsoft Home Use Program (HUP). HUP offers discounts to your employees on Microsoft products and services. Companies should no longer manage their HUP benefit through the Volume Licensing Service Center (VLSC) and should complete the steps below to manage the benefit in the [Microsoft Store for Business](#) (MSfB).

This guide contains instructions on how to manage HUP, the benefit is already available to your organization's employees* in the new HUP store if the benefit administrator had previously activated HUP in VLSC.

***Note:** The new HUP store is not yet available in the following countries: Venezuela, China, Japan, Russia, Hong Kong and Macao. For users in these locales, continue to manage your HUP benefit in VLSC and direct your employees in those locales to microsofthup.com to view available discounts on Office software. Software Assurance benefit administrators will be notified when the new program is available in these countries.

To manage benefits in Microsoft Store for Business, you will need an Azure AD tenant¹ and a VLSC benefit administrator account. There are a couple of ways to meet this requirement, depending on whether you have an Azure AD tenant, or if you created a work identity in Volume Licensing Service Center (VLSC).

Note: You can find the [Frequently Asked Questions](#) at the bottom of this document.

If you created a work account in VLSC and connected that identity to a Microsoft account you previously used with VLSC, then you have an unmanaged² work identity. Creating the work identity in VLSC creates an unmanaged tenant with one user account. You will need an IT administrator with the right privileges to manage your company domains to take over the unmanaged tenant and convert it to a managed tenant.

Complete the steps in [Have a work identity that was created in VLSC](#), and then see [Manage HUP benefits in Microsoft Store for Business](#).

¹ "Tenant" is the organization's identifier in our modern systems

² "Unmanaged" because we haven't validated the domain in that account. Being a managed tenant basically means that someone has validated that they own the domain and can perform activities under that domain.

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Have a work identity that was created in Volume Licensing Service Center

VLSC provides self-service sign up for a work identity based in Azure Active Directory (AD). When a self-service user signs up for a service that uses Azure AD, they are added to an unmanaged Azure AD tenant based on their email domain.

All your company's HUP benefit information for active licensing agreements will be automatically transferred from VLSC to MSfB and available to your employees without any required action by the administrator. All the custom domains you have previously added to VSLC will be displayed in Microsoft Store for Business³.

Adding a new custom domain

In case you want to add new custom domains to HUP, VLSC customers who have an account in an unmanaged Azure AD tenant need to transition the tenant to a managed Azure AD tenant. You'll need someone in your IT department that can be responsible for being the global administrator for your Azure AD tenant.

The process looks like this:

1. Find an IT administrator to become the global administrator in MSfB and take over your unmanaged directory (this is also called directory takeover)
2. Add custom domains that your organization uses to your Azure AD tenant to make them available for HUP benefits

After you've completed these steps you can [Manage HUP benefits in Microsoft Store for Business](#).

Step 1 - Take over unmanaged directory as administrator in Azure AD

An IT administrator in your company needs to do the domain takeover. They'll become the global administrator for the managed directory as part of the process.

This topic outlines how to take over an unmanaged directory: [Take over an unmanaged directory in Azure Active Directory](#).

Step 2 – Add custom domains to AAD

After you create your Azure AD tenant, you can add any custom domains to your tenant. Domains that are part of your tenant will be available when you manage HUP benefits in Microsoft Store for Business.

This topic outlines how to add domains: [Add your custom domain name using the Azure Active Directory portal](#)

³ Exception being the use of public domains (@hotmail.com, @gmail.com, @yahoo.com, etc.). Those are not allowed.

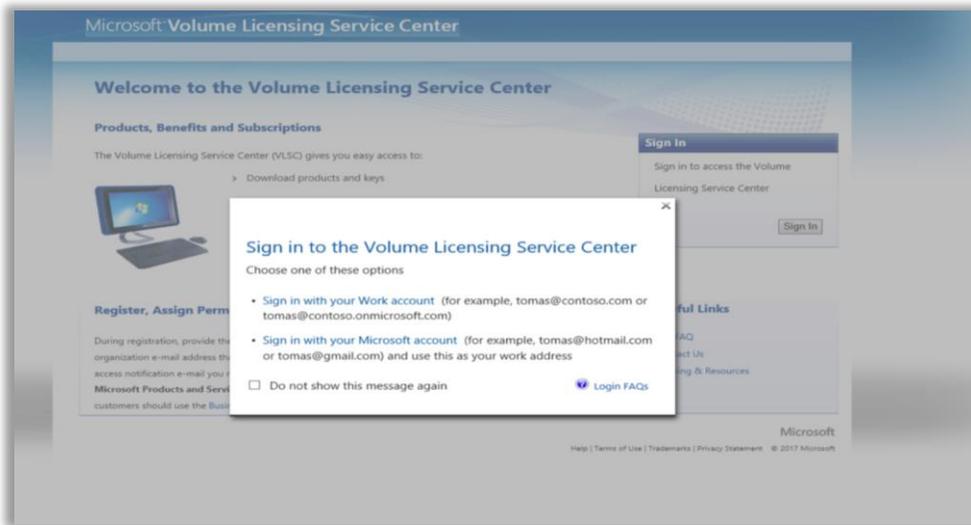
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Don't have a work account in VSLC or a managed Azure AD tenant

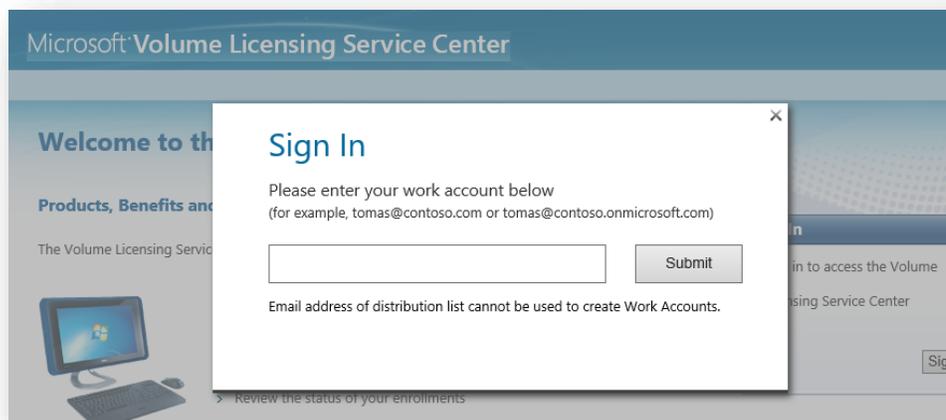
For customers that have only used a Microsoft account to access VLSC and have not created a work identity in VLSC or a managed Azure AD tenant, you'll first need to create one.

To create a work account

1. Sign in to [Volume Licensing Service Center](#). On the sign in dialog, select **Sign in with your work account**.



2. Enter your corporate email address.



3. As the system doesn't recognize the corporate email yet, you will be asked to create a Work account. Enter the email address listed in the Microsoft agreement.

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Welcome, let's get to know you

First name Last name

Work email

Business phone number

Company name

Your company size

Country or region

This can't be changed after sign-up. Why not?

Username @ Your company .onmicrosoft.com

Create password Confirm your password

By choosing **Next**, you agree to our [terms and conditions](#) and [privacy statement](#).

Microsoft Online Services will be contacting you with tips and advice for using our products and services. You can unsubscribe at any time.

Microsoft Partners may contact me with information about their products, services, and events

4. As part of the account creation, a verification code will be sent to your corporate email address and you will need to list it in the 'verification code' tab.

Prove. You're. Not. A. Robot.

Enter a number that isn't VoIP or toll free.

Text me Call me

Code Phone number

We don't save this phone number or use it for any other purpose.

5. After a few moments, the system will map the new Work account to the VLSC portal.

After you've completed these steps you can [Manage HUP benefits in Microsoft Store for Business](#).

Activate your HUP benefit in VLSC

Before you start using the Home Use Program, make sure you have activated your SA Home Use Program benefits in VLSC.

1. Go to VLSC, and check if Home Use Program is listed in **Benefits available for activation** section. Select **Home Use Program** under **Benefit Available for Activation** section.

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Benefit Summary

Benefit Name	Status	Description	Reference	Details	History	Terms and Conditions
Office Multi Language Packs	Activate Now	View		Eligible Kits: 1 Current Kits: 0 Remaining Kits: 1	None	
Home Use Program	Activate Now	View			None	Not Accepted
E-Learning – Applications	Activate Now	View		Users Eligible: 389 Current: 0 Remaining: 389	None	
E-Learning – Servers	Activate Now	View		Users Eligible: 178 Current: 0 Remaining: 178	None	

Benefit Name	Status	Description	Reference	Details	History	Terms and Conditions
Planning Services	Active	View		Eligible Days: 14 Assigned Days: 0 Reserved Days: 0 Redeemed Days: 0 Remaining Days: 14	View	
Training Vouchers	Active	View		Eligible Days: 8 Assigned Days: 4 Reserved Days: 1 Redeemed Days: 0 Remaining Days: 3 Awarded: 16	View	
24x7 Problem Resolution Support	Active	View		Available Incidents: 9 Used for SA Support: 0 Reserved for Premier: 0 Transferred to Premier: 7 Web Incidents: Unlimited	View	View

2. Read and accept the Home Use Program's Terms and Conditions.

msa > benefit administration > benefit summary

Accept Home Use Program Terms and Conditions

To activate your Home Use Program Benefits, you must read and accept the terms and conditions listed below.

TERMS AND CONDITIONS for Employee Home Use Program

By clicking "I accept" below:

(a) You represent that you are a Microsoft volume license customer with an active Software Assurance coverage for Microsoft Home Use Program ("MSHUP") - eligible applications.

(b) You acknowledge that:

- Your participation in MSHUP is subject to: (a) these **MSHUP Terms & Conditions** (as updated by Microsoft from time to time) and (b) the terms and conditions of your Microsoft volume license agreement.
- Microsoft software is licensed through MSHUP solely for the use of employees of Microsoft volume licensing customers participating in the MSHUP program
- An employee's eligibility to license a given software title under MSHUP is conditioned upon (a) that employee's status as a user of a licensed copy of the software within your organization, and (b) your enrollment of that copy in Software Assurance.
- Each of your eligible employees may order only one license per Microsoft software title.
- The End User License Agreement for the software licensed through MSHUP is an agreement between Microsoft and your employee. We will not hold you responsible for any individual employee's failure to comply with the terms and conditions of that agreement.
- From time to time and upon your request we will provide you with limited information pertaining to your employees' MSHUP license acquisitions (employee name, email address, purchase date and software title ordered).
- We may terminate your participation in MSHUP immediately and without notice in connection with unauthorized access to or licensing through your personalized MSHUP website.
- Your participation in this program may have tax implications for you and your employees. You may wish to consult your tax advisor before you sign up. We assume no responsibility for compliance with any employment-benefit, tax or reporting obligation that either you or your employees may have.

(c) You agree that:

[Printer Friendly Version](#)

Your Name:

3. Select **Continue with Benefit Activation**.

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[Home](#) > [Benefit Administration](#) > [Benefit Summary](#)

Home Use Program Terms and Conditions Accepted

You have successfully accepted your Home Use Program Terms and Conditions

Continue with Benefit Activation

Return to Benefit Summary

4. Add the Benefit Contact details and the domains to access the benefit. Then, select **Activate Benefit**.

Activate Benefit

IP Australia	Active	Enterprise 6	Agreement Start Date:	2013-07-01
Agreement Number:			Agreement End Date:	2019-06-30
Agreement Status:				
Program:				
Benefit:	Home Use Program			

Benefit	Qualifying Purchases	Eligible Quantity
Microsoft® Project For Home Use	SA Benefit Project Licenses	158
Microsoft® Visio Professional For Home Use	SA Benefit Visio Licenses	229

Benefit Contact Detail

The contact assigned in the Benefit Contact Detail section will receive a program code for distribution to company employees. The code enables the employees to receive the benefit. We recommend that this program code be distributed to employees in a secure fashion.

First Name (required)	Last Name (required)
<input type="text"/>	<input type="text"/>
First Name Pronunciation	Last Name Pronunciation
<input type="text"/>	<input type="text"/>
Email Address (required)	
<input type="text"/>	
Phone Number (required)	
<input type="text"/>	
Organization (required)	
<input type="text"/>	
Address Line 1 (required)	
Discovery House, 47 Bowes Street	
Address Line 2	
<input type="text"/>	
Address Line 3	
<input type="text"/>	
Address Line 4	
<input type="text"/>	
City/Town (required)	
Phillip	
State/Province (required if in US or Canada)	Postal Code
<input type="text"/>	2606
Country (required)	
Australia	
Correspondence Language (required)	
<input type="text"/>	

User Authentication

Enter valid domain name(s) which will be used to authenticate employees when exercising benefit.
Multiple Domains can be entered simultaneously by separating values with semicolons, i.e. "msn.com; microsoft.com; passport.com".

Domain Name (one required; i.e. abc.com)

Add >> << Remove

Valid Domains

Activate Benefit Cancel

Important: the information added to VLSC might take a few days day to be imported to Microsoft Store for Business.

Manage HUP in Microsoft Store for Business (for benefit administrators)

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HUP benefits are moving to Microsoft Store for Business. To manage benefits for your company, you need to be able to sign in with your benefit administrator account from VLSC, or as the global administrator for your company's Azure AD tenant.

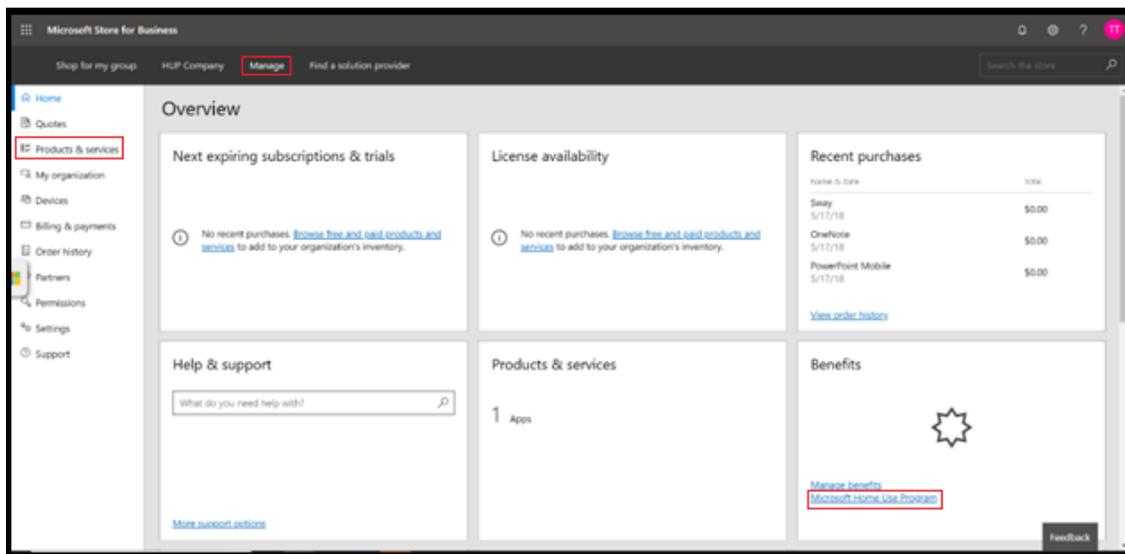
The process looks like this:

- Sign in to Microsoft Store for Business
- Access HUP benefit page to manage for your organization

For more information, see [Microsoft Home Use Program](#).

To access HUP benefits in Microsoft Store for Business

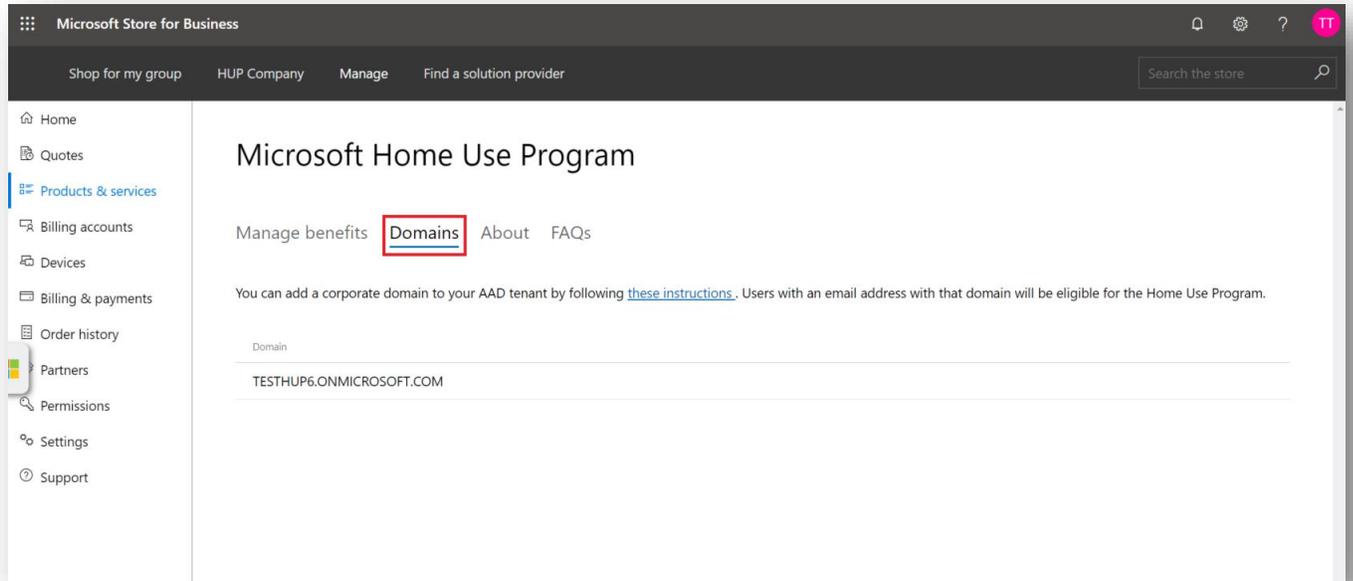
1. Sign in to [Microsoft Store for Business](#) with your software assurance benefit manager account or as the global administrator for your Azure AD tenant.
2. Select **Manage**, and then select **Products & services**. On the **Benefits** card, select **Microsoft Home Use Program**.



3. View the HUP terms and conditions. If you need to see them later, they're available on the HUP page, under **About**.
4. Select **Domains** and verify that custom domain names used by your organization are included. If not, all are listed, you can add a custom domain to Azure AD.

For more information, see [Add your custom domain name in Azure Active Directory](#).

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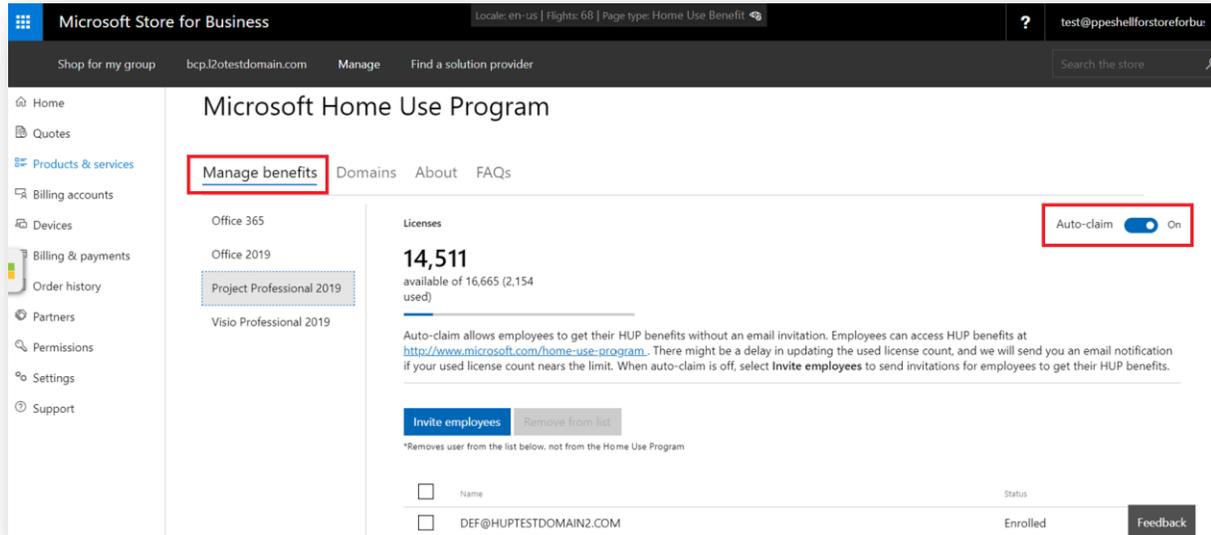
To invite employees to use the Microsoft Home Use Program

Administrators can manage the Home Use Program in two ways: by allowing employees to automatically claim the benefit, or by sending email invitations to users to the benefit.

Auto-claim – When auto-claim is turned on, employees with a corporate email from one of the listed domains can sign up for HUP at www.microsoft.com/home-use-program. An email will be sent to verify eligibility. Employees should select **Log in to start saving** and sign in or create a Microsoft account using their personal email. The HUP benefit will be attached to their personal account and they can select any available product.

To turn off auto-claim, select **Manage benefits** in the Home Use Program page then select the HUP. Auto-claim is available for any Office 2019, Project Professional 2019, and Visio Professional 2019 product that your company is eligible for. Administrators can choose to turn off **Auto-claim** for each product. .

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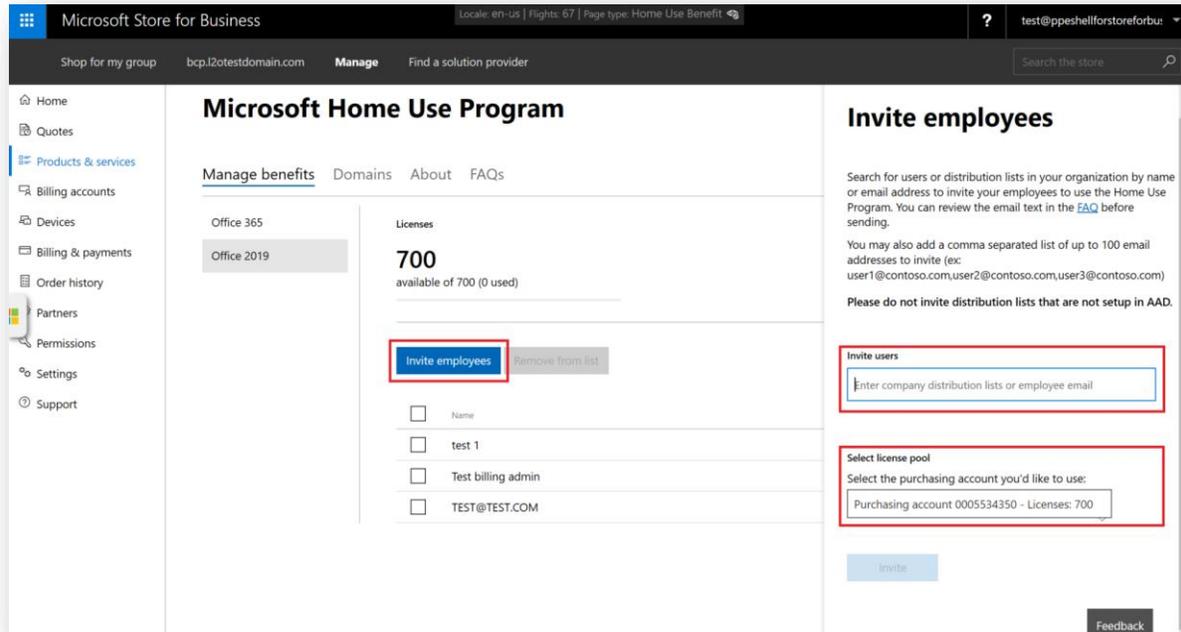


Send email invites – If Administrators turn off auto-claim for a product, they can still send email invitations to individual employees.

To send email invitations

1. On **Microsoft Home Use Program** page, select **Manage Benefit**, and then select the product you want to offer to employees in your organization.
2. Select **Invite employees**, enter an employee email address under **Invite users**, and then choose a license pool under **Select license pool**.

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License pool - Choose which enterprise agreement you want to use for this benefit. One license will be deducted for each employee who is invited to purchase this product.

Note This only applies to Microsoft Office 2019, Microsoft Visio Professional 2019 and Microsoft Project Professional 2019. For the Office 365 HUP benefit, invitation by the administrator is optional and users can get it from [Microsoft Home Use Program](#).

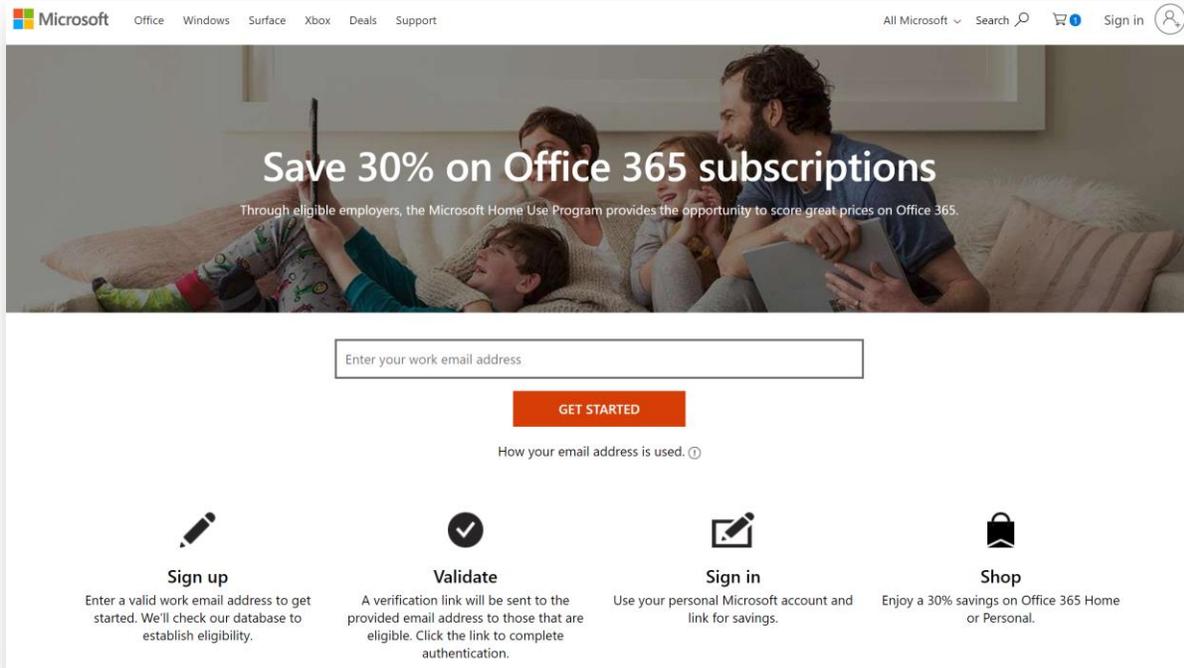
Invite users – Enter individual email addresses, distribution lists (security groups) managed in Azure AD, or a comma-separated email list ([user1@contoso.com,user2@contoso.com](#)) with a maximum of 100 email addresses at a time.

3. Select **Invite** to send emails to all invited employees.

Using Microsoft HUP benefits (employees in your organization)

1. To access the HUP benefit, employees in the organization can access the [Microsoft Home Use Program](#) sign up page. At that page, user should insert their corporate email address into the field and click **Get Started**.

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2. Employees will receive an email from Microsoft with a link to view and access their Microsoft Home Use Program benefits. The email gives them a single use link to access the benefit. In the email, user clicks **Login to start saving**.

You should remind your users:

- After they receive the HUP email, need to sign in using a **personal** Microsoft account, not a work email address. The HUP benefit will be connected to their **personal** Microsoft account after they sign in.
- **The benefit they are eligible for can be connected to only one Microsoft account.** In case they sign in with a different account an error will be display informing to use the first account they signed in with.
- When they sign in, they'll be able to see all Home Use Program products, but they'll be able to view the discount only on the ones the company is eligible for and that has given access to the user.

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Hello Test Tester,

Congratulations! You're eligible for the Microsoft Home Use Program through HUP Company. We're excited to provide you with preferred discounts on Microsoft products.

Here is a link to access your special offers from Microsoft. You can return to your account at any time, from any computer by clicking on the link below and signing in with your personal Microsoft account.

[Login in to start saving](#)

Sincerely,
Microsoft Home Use Program

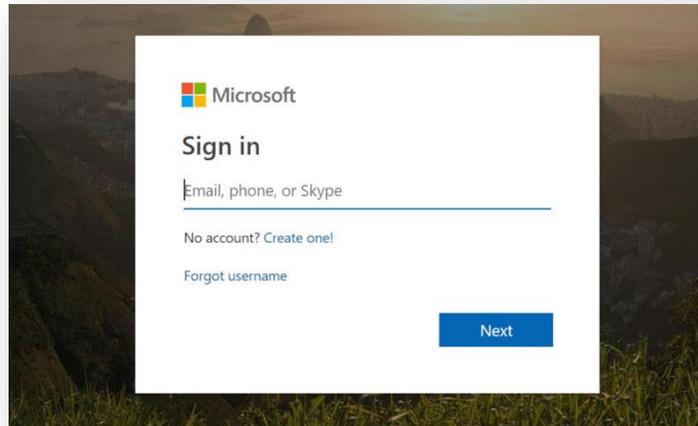
3. **Sign in with a personal Microsoft account** - Since this benefit is for you to use at home, use a personal email address or account to sign in. If you don't have a personal Microsoft account, you can sign up for one as part of accessing your Microsoft Home Use Program benefits.

Enter your personal email address, and then select **Next**.

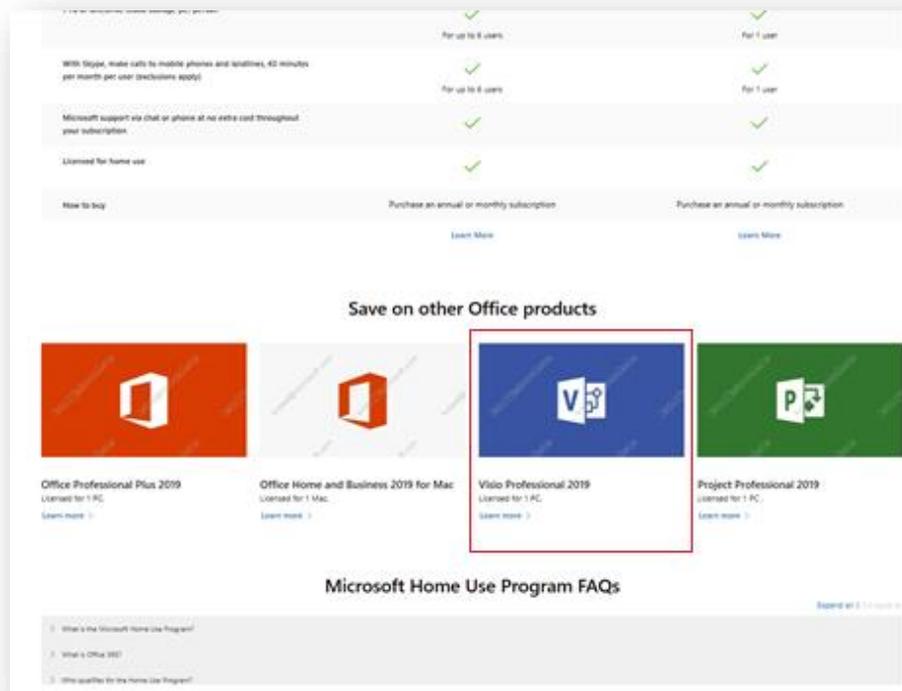
-or-

Select **Create one!** to create a personal Microsoft account.

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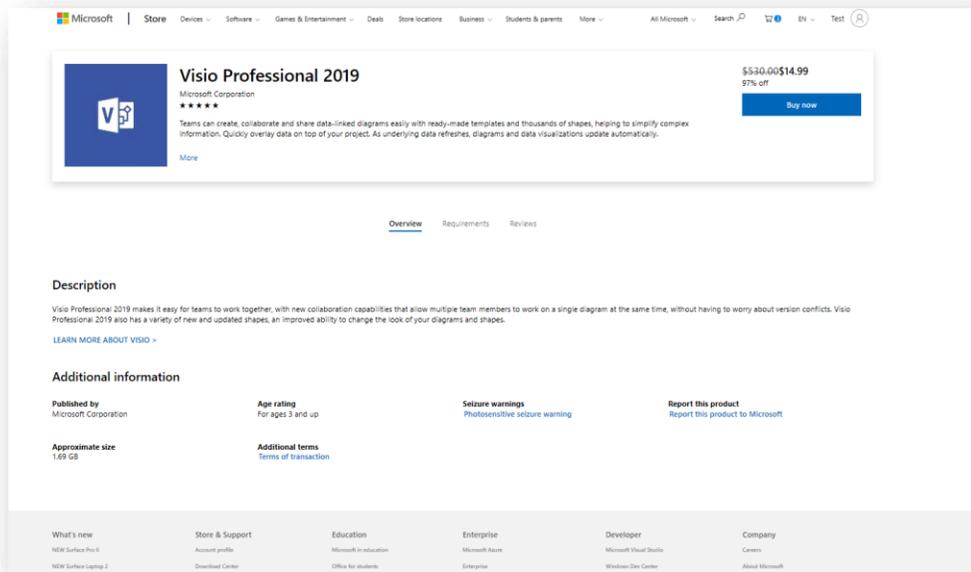


4. Select the product you were invited to purchase. You'll only be able to select products that your IT admin invited you to use.

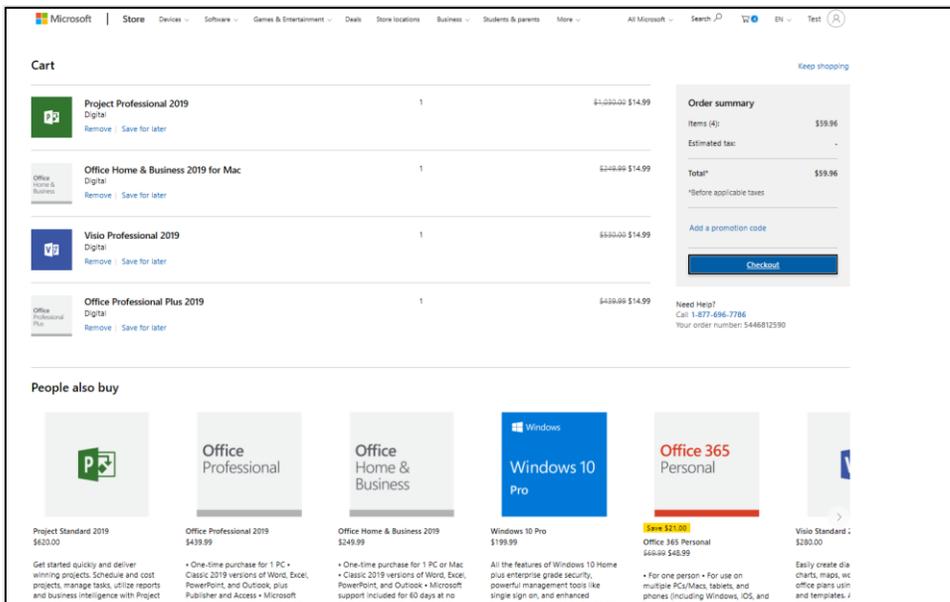


5. Select **Buy now** to add the product to your cart.

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4. In your **Cart**, select **Checkout** to buy your product.



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Appendix - Frequently Asked Questions (FAQ)

Question and answer pairs in this section cover Azure AD topics and further questions we have heard since the launch of the new Microsoft Home Use Program (HUP). For additional information about HUP benefits, see [Software Assurance benefit FAQ](#).

Do I need to assign HUP benefits individually to each employee?

No. For the HUP Office 365 benefit, you don't need to since there's no limit to that benefit. Any employee with a corporate email can get the benefit. For Office Professional Plus 2019, Office Home & Business 2019 for Mac, Visio Professional 2019 and Project Professional 2019, the number of HUP product licenses is limited to the number of licenses your organization has through Software Assurance. If you don't want to assign these benefits individually then keep the Auto-claim setting On for the desired products.

What if some of my employees don't have a corporate email?

Your employees will need a valid corporate email in order to get the benefit.

Why can't I keep using VLSC to manage my HUP benefits?

We're modernizing the Home Use Program to a broader range of license and product benefits and the legacy process to manage HUP in VSLC is being shut down. Administrators with employees located in countries that have not migrated to Microsoft Store for Business yet will be able to continue to manage their benefits on VLSC for a limited time until the migration takes place.

What is Azure Active Directory?

Azure Active Directory (AD) is an identity and access management solution. It is an identity service that helps Microsoft Store for Business (MSfB) validate your organization. **Signing up for Azure AD does not require on-prem customers to move their existing services to the cloud** or purchase additional licenses. For more information, see [Azure Active Directory](#).

Why do I have to create an Azure AD account to use Modern Home Use Program/Microsoft Store for Business?

Microsoft Store for Business is used for eligibility validation and to assign HUP benefits, and it relies on Azure AD has an identity service for the admins accessing it.

Do I need to move on-prem services to the cloud to create an Azure AD account?

No, your organization can continue to use your on-prem Microsoft services.

Is Azure AD General Data Protection Regulation (GDPR) compliant? What's the process for Data Subject Requests?

Yes, Azure is GDPR compliant. For more information on the process and or to submit Data Subject Requests, see [Azure Data Subject Requests for the GDPR](#).

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Is Azure Active Directory free?

To access HUP, you only need the Free version of Azure AD. For more information, see [Azure AD plans and pricing](#).

What if my employees don't have an account in Azure AD already? Do they have to get one to be eligible for HUP benefits?

No, employees are not required to have an account in Azure AD to get the benefit. Instead, only the email domains of the organization need to be added to Azure AD. Public domains such as hotmail.com, gmail.com, yahoo.com cannot be used for the sending invitations rather the domain should belong to the company (i.e. user@contoso.com)

How do I add custom domains in Azure AD for Modern HUP?

In order to Microsoft Store to know that a user is employee of your organization, you will need to add your domains to Azure AD. For more information, see [Add a custom domain](#).

Still have questions?

Admin Support Resources

1. Start here: [Home Use Program Overview](#): We constantly update this page to address all your questions. Check out the *Microsoft Home Use Program – A guide for Software Assurance Customers'* guide on this page.
2. For questions or issues in the Microsoft Store for Business, contact: [Store for Business Admin support](#) (Please also see the FAQ page for admins within MSfB)
3. For questions or issues with eligibility, licensing agreements, or other issues with the VLSC site, contact [Volume Licensing Support](#).

Employee Support Resources

1. If your employees purchased products on the Microsoft Store (new experience), they can view their order history using the Microsoft account at <https://account.microsoft.com/services/>
2. If they purchased on legacy HUP purchase experience (now retired) and can no longer reach that site, then please ask them to review the FAQs on www.microsoft.com/home-use-program to find a link for how to request their order history. Alternatively this is the direct link to that page: www.microsoft.com/home-use-program/order-history
3. HUP employee FAQ: https://aka.ms/hup_faq
4. Employee Support: <https://support.microsoft.com/>

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