

Modern Work FAQ – Microsoft 365 for Education

Frequently Asked Questions

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Microsoft 365 for Education

1. Can customers buy the Microsoft 365 Education component (standalone) products?

Yes, customers can buy components.

2. What are considered qualifying Education Platform Products?

The products that can be purchased as Qualifying Education Platform Products are:

- Windows 10 Education A3/A5
- Office 365 Education A3/A5
- EMS E3/E5
- Microsoft 365 Education A3/A5
- Microsoft 365 Apps for enterprise

3. Through what channels are Education plans available?

	EES	OVS-ES	CSP	Web Direct ²
Microsoft 365 A1			•	
Microsoft 365 A3	•		•	•
Microsoft 365 A5	•		•	•
Microsoft 365 A5 Security	•		•	•
Microsoft 365 A5 Compliance	•		•	•
Office 365 A1	•	•	•	•
Office 365 A3	•	•	•	•
Office 365 A5	•		•	•
Windows 10 Education A3 per User	•		•	
Windows 10 Education A5 per User	•		•	
EMS E3	•	•	•	•
EMS E5	•	•	•	•
Minecraft: Education Edition ¹	•		•	•

¹Minecraft: Education Edition standalone is available through Microsoft Store for Business

²Web Direct offers do not include Student Use Benefits

4. Through what channels are the main components (Windows, Microsoft, EMS) available?

The standalone components of Microsoft 365 Education are available in EES, CSP and Buy Online (EMS E3 & E5 are also available in OVS-ES), however, for Windows, the functionality available does slightly vary by program. Additionally, while Office plans are available in all channels listed, Office A5 is not available in OVS-ES. Minecraft is also not available via OVS-ES.

5. What are the licensing paths to Microsoft 365 A5?

With the launch of Microsoft 365 A5, multiple Step-up SKUs also launched, making it easier than ever for customers to obtain Microsoft 365 A5.

- For current Microsoft A5 there is a Microsoft 365 A5 Step-up.
- For customers who decide to first purchase Microsoft 365 A3 there is a Microsoft 365 A5 Step-up.
- For customers who decide to first purchase Microsoft A3 they can purchase Microsoft 365 A5 through two paths: Step-up from Microsoft A3 to Microsoft A5 and then Step-up to Microsoft 365 A5 or Step-up from Microsoft A3 to Microsoft 365 A3 and then Step-up to Microsoft 365 A5.

6. What are the on-premises/hybrid Office Server rights for Microsoft 365 Education?

Refer to [CAL equivalency section](#) of the Product Terms.

7. Do the Microsoft 365 Education Productivity Servers include Downgrade Rights?

Yes, users may install and use the latest version or previous versions of the software.

8. Are the Productivity Server and System Center CML rights perpetual for any version beyond what the customer already owns?

No, the use rights are included with the subscription and expire if the Microsoft 365 Education subscription expires.

9. If a customer has all four Microsoft 365 Education components (Office A3, Windows 10 Education A3, EMS E3 and Minecraft) purchased, but not the Microsoft 365 A3/A5 bundle, do they get the hybrid rights benefit?

No, the customer must purchase the Microsoft 365 Education suites to qualify for the Productivity Server rights..

10. Do Microsoft 365 A5 Security and Microsoft 365 A5 Compliance need to be ordered org-wide?

Microsoft 365 A5 Security and Microsoft 365 A5 Compliance are considered Education Platform Products, therefore receive volume discounts, and can be used to fulfill the Education Platform Product requirement for EES eligibility. However, if the EES Education Platform Products requirement has otherwise been met, A5 Security and A5 Compliance may be treated as Additional Products and ordered in any quantity of users licensed with Microsoft 365 A3.

11. Does a customer get rights to Windows 11 Education or Windows 11 Enterprise with Microsoft 365 or standalone Windows 11?

If a customer purchases Windows 11 Education A3 they have rights to deploy Enterprise or Education edition. If they use Entra activation, they can only deploy Enterprise edition until RS4.

12. Are Windows Remote Desktop Services (RDS CALs) covered by Microsoft 365 Education suites?

No, RDS CALs must be licensed separately.

13. Does Windows 11 Home qualify for the Windows 11 Education upgrade?

Windows 11 Home is a Qualifying Operating System for Windows 11 Education upgrade except through CSP.

14. Other licensing materials show that System Center Config Client Management and Endpoint Protection are covered, but what about Orchestrator, Data Protection Manager, Operations Manager, and Service Manager Client Management?

These are not covered and must be licensed separately. .

15. What if a customer with fewer than 1,000 Education Qualified Users wants to buy Microsoft 365, what would we offer them?

They can purchase via CSP with no minimums.

16. Are Windows Server CALs (and other CALs) available through CSP?

Yes, Windows Server CALs (and other CALs) are available in CSP with no minimums

Microsoft Intune per Device for Education

17. What is Microsoft Intune per Device for Education?

Microsoft Intune per device for Education was created to address the need for Intune in shared device scenarios such as labs, libraries and common areas while also providing capabilities specific to the Education segment.

Microsoft Intune per-device license includes the following service plans:

- Microsoft Azure Active Directory for Education
- Exchange Foundation
- Microsoft Intune
- Microsoft Intune for Education
- Windows Store Service

18. Why should I buy Microsoft Intune per device?

Microsoft Intune per device for Education helps organizations provide their users with access to applications, data, and resources from anywhere on almost any device, while helping secure the organization's information. This offer was created to address the need for Intune in shared device and lab use scenarios and provide capabilities specific to Education..

19. Through which channels is Microsoft Intune per device available?

This offer is only available through the Volume Licensing channel via Enrollment for Education Solutions (EES).

20. What if customers have per user and want to transition or add per device licenses to address specific scenarios?

Please refer to the customer agreement and [Product Terms](#) for information on license reassignment.

21. Are there any pre-requisites for purchasing Microsoft Intune per device for Education?

No, there are no licensing prerequisites.

22. How is the license tied to a device?

Microsoft Intune per device for Education may only be linked to devices that are not affiliated with specific users. Product features with user affinity, including but not limited to Conditional Access, App Protection, and optional app installation, cannot be used under Microsoft Intune for Devices SLs. Applications that are typically mapped to specific users, such as Outlook and OneDrive, may not be used under this service. Product Terms - [Microsoft Intune for Devices](#).

23. Can a customer buy a Microsoft Intune per device for Education license for a non-Windows device?

Microsoft Intune per device for Education is available for Windows, iOS, and Android devices.

24. Can Microsoft Intune per device for Education be managed on Chromebooks?

No, Chrome OS devices cannot be managed via Intune for Education.

25. Can Microsoft Intune per device for Education be managed on iPads or iOS devices?

Yes. Microsoft Intune per device for Edu can be managed on Apple devices.

26. Can Microsoft Intune per device for Education be used for libraries, computer labs and other shared device scenarios?

Yes. This offer was created to address the need for Intune in shared device scenarios such as labs, libraries and common areas while also providing capabilities specific to the Education segment.

27. If a device fails while paying for this subscription, can I reassign the Microsoft Intune per device license to a new device?

Yes, in this circumstance, the license can be reassigned to a new device per the product terms.

28. Where can I learn more about Intune for Education?

To learn more, please see the [What is Intune for Education?](#) overview on the Microsoft Learn page.

Microsoft 365 A1 for Devices Overview

29. What is Microsoft 365 A1 for devices?

Microsoft 365 A1 for devices offers a simple transaction for schools buying new devices that lasts for up to 6 years. Feature availability will include Microsoft Teams and OneNote for classroom collaboration, Office desktop apps with Microsoft 365 Apps for Enterprise, Intune for Education for device management, and Minecraft: Education edition.

30. What happened to the previous Microsoft 365 A1 offer?

The existing Microsoft 365 A1 SKU was renamed 'Microsoft 365 A1 (legacy)' and remains on the pricelist.

31. If have Microsoft 365 A1 (legacy) licenses, does this change my licensing?

No, the new Microsoft 365 A1 for devices does not impact past purchases of Microsoft 365 A1 (legacy).

32. Through which channels is Microsoft 365 A1 for devices be available?

CSP only.

33. Are there any pre-requisites for purchasing Microsoft 365 A1 for devices?

No, although the license will provide more value to new devices as it is tied to a specific device. Microsoft 365 A1 for devices can be used with Windows and non-Windows devices.

34. What is the difference between Microsoft 365 A1 (legacy) and Microsoft 365 A1 for devices?

Microsoft 365 A1 for devices provides all the services of the Microsoft 365 A1 (legacy) offering, as well as Office desktop apps and Minecraft: Education Edition. Shared-device scenarios are supported with Microsoft 365 A1 (legacy) licenses but are not supported with a Microsoft 365 A1 for devices license.

35. What is the difference between licensing an Office 365 A1 (per user) license and assigning a Microsoft 365 A1 for devices license?

Microsoft 365 A1 for devices provides the benefits of Microsoft A1 in addition to Intune for Education, Office desktop apps, and Minecraft: Education Edition for one-time upfront payment for up to 6 years. Microsoft A1 is a free offer for students, faculty, and staff which provides users access to Office web apps and storage (and more) with no commitment.

36. Is there a minimum or maximum number of licenses purchased?

No minimum or maximum of Microsoft 365 A1 for devices licenses are required.

37. Can customers purchase Microsoft A1 for devices to be used on existing devices?

Yes. Microsoft 365 A1 for devices may be licensed for existing devices, although the license will provide more value for a new device.

38. How is the license tied to a device?

Microsoft 365 A1 for devices provides licensing for the device, for up to 6 years. If a device is refreshed earlier than 6 years, a new license needs to be procured.

39. Can a customer buy a Microsoft 365 A1 for devices license for a non-Windows device?

Yes, Microsoft 365 A1 for devices is available on non-Windows devices and is recommended for Windows, iOS, and Android devices.

40. Can Microsoft 365 A1 for devices be used on Chromebooks?

Chrome OS devices cannot be managed via Intune for Education and would need to utilize Microsoft 365 web apps. Chrome OS customers are advised to explore other licenses for Microsoft 365 web apps and Minecraft: Education Edition.

41. Can Microsoft 365 A1 for devices be used on iPads or iOS devices?

Yes. Microsoft 365 A1 for devices can be purchased and used on Apple devices.

42. Can Microsoft 365 A1 for devices be used on Bring Your Own Device (BYOD) scenarios?

Microsoft 365 A1 for devices can be licensed by any education customer and provided to a student for their BYOD device. However, the terms of the license is with the institution, so a Microsoft 365 A1 for devices license does not continue on a student's device which may leave the tenant well in advance of the 6 years or a regular device refresh cycle.

43. Why isn't Microsoft 365 A1 for devices available for EES customers?

Customers currently covering all Education Qualified Users (EQUs) through an EES agreement with Microsoft 365 A3 or A5 faculty licenses have student use benefits.

44. Will this work in a shared-device or shared cart scenario?

No. The Microsoft 365 A1 for devices license is not intended for shared-device scenarios and should be purchased for dedicated device scenarios only.

45. If a user moves outside the school/tenant, can I reassign the Microsoft 365 A1 for devices license to a new user?

Yes, the license can be reassigned to a new user when needed, but multiple users cannot be support simultaneously on this license.

46. Can a customer transition from Microsoft 365 A1 for devices to a Microsoft 365 A3/A5 per user license?

No. Microsoft 365 A1 for devices is a per-device license and therefore has no transition path to Microsoft 365 A3/A5 per user licenses.

47. Are there student use benefits for this license?

No. The Microsoft 365 A1 for devices license is tied to the device and does not include any student use benefits.

48. Does Microsoft 365 A1 for devices include a Windows upgrade?

Yes, Microsoft 365 A1 for devices does include the right to upgrade to Windows 10/11 Pro Education at no additional cost. As with Microsoft 365 A1 (legacy), the new Microsoft 365 A1 for devices includes an upgrade to Windows 10/11 Pro Education for devices licensed with Windows 7 Home/Professional, Windows 8/8.1 Home/Pro, and Windows 10/11 Home/Pro to support the use of Intune for Education.

49. How do I upgrade my Windows device to Windows 10 Pro Education?

Windows 10/11 Pro Education upgrade is available for devices owned by K-12 academic institutions that purchase the new Microsoft 365 A1 for devices license. Please open a support ticket through the [Microsoft 365 Admin Center](#).

50. How does the 'up to 6 years' license work?

Per the Product Terms, the Microsoft 365 A1 for devices is up to six years from the date of order. If the license extends beyond the expiration of Customer's licensing agreement under which the Microsoft 365 A1 for devices was purchased, the terms of such agreement will survive as necessary for the duration of the Microsoft 365 A1 for devices.

51. Why are there different Microsoft 365 A1 for devices offers for student and faculty?

To ensure successful deployment of the service plans for Microsoft Teams and Office, the student or faculty user must be assigned a license. There is no difference in price between the student and faculty Microsoft 365 A1 for devices SKUs.

52. When a user moves outside the school/tenant, can I reassign the Microsoft 365 A1 for devices license to a new user?

Yes, the license can be reassigned to a new user when needed, but multiple users cannot be supported simultaneously on this license.

53. Can a user with a Microsoft 365 A1 for devices license sign into a different device and access their Microsoft 365 apps, documents, or files?

The assigned user for a Microsoft 365 A1 for devices license will be able to install and activate Microsoft 365 Apps on up to 5 devices.

54. If a customer has existing Microsoft 365 A3 and/or A5 licenses, can they buy Microsoft 365 A1 for devices licenses?

Yes, customers can have multiple Microsoft 365 license types across an institution. Users can be licensed with an A1 for devices license or an A3/A5 license, but only need to be covered by one license.

55. Why is Microsoft 365 A1 for devices showing up on the CSP Price List as a monthly price instead of a one-time charge?

CSP displays a monthly price on the Price List but will result in a one-time charge on the Invoice. Even though Microsoft 365 A1 for devices is designated as 'annual' in CSP, it is set up with 'one-time billing' so it will not show up on subsequent invoices.

Student Use Benefits

56. What are Student Use Benefits?

Student Use Benefits is a program that entitles school students to free copies of the software after paid versions are purchased for 100% of a school's faculty/staff, Knowledge Worker or Education Qualified User count.

57. Through which programs are Student Use Benefits available?

Student Use Benefits are available to customers who purchase through EES, OVS-ES, and CSP.

58. Which products qualify for Student Use Benefits?

Refer to the [Product Terms](#).

59. Are there Student Use Benefits for Microsoft 365 A5 Security?

Yes. For Microsoft 365 A5 Security, the Student Use Benefit value provided is the same value a customer would receive if they purchased the standalone component SKU. Therefore, there will Student Use Benefits for Office 365 Plan 1 (aligns to Microsoft Defender for Office 365 Plan 2 (previously *Office ATP Plan 2*) standalone benefit) and Entra ID Plan 2 (aligns to Entra Id Plan 2 standalone benefit). Additional Student Use Benefits for security are available with the full Microsoft 365 A5 suite. .

Note: The Microsoft 365 A5 Security Student Use Benefit SKU is not available via Buy Online.

60. Are there Student Use Benefits for Microsoft Compliance offers?

No, there no Student Use Benefits for Microsoft Compliance offers.

61. Why are there security Student Use Benefits that are only available with the full Microsoft 365 A5 SKU and not the A5 Security SKU?

Reserving some Student Use Benefits for the full Microsoft 365 A5 SKU helps to increase the value of our hero offering while limiting the risk of the new A5 Security SKU cannibalizing Microsoft 365 A5.

62. Is Minecraft: EE available as a Student Use Benefit via CSP?

Minecraft: EE is available as a Student Use Benefit if purchased via the A3 or A5 suite in EES or CSP or via the standalone SKU in EES only.

63. Microsoft Bookings available as a Student Use Benefit?

No, Microsoft Bookings is not available as a Student Use Benefit.

64. What are the Student Use Benefit ratios?

Student Use Benefit calculations are based on the number of faculty/staff, Knowledge Workers or Education Qualified Users. The only difference is whether the product is purchased standalone, which has a ratio of up to 1:15, or whether the product is purchased via a bundle or suite, in which case the ratio is up to 1:40

65. How can a customer acquire Student Use Benefits?

They must purchase an offer containing a qualifying product for your entire organization population/count. For qualifying products purchased through a suite purchase, customers receive the qualifying component for students, not the entire suite functionality.

66. How do customers get the Student Use Benefits licenses to assign to students?

For Student Use Benefits, the partner should order the \$0 SUB SKUs from the pricelist when placing their original paid order.

67. Do Student Use Benefits provide free coverage for both CALs and Servers for SharePoint, Exchange, and Skype for Business?

No, Server licenses and CAL rights are not included with Student Use Benefits.

68. If a customer has the Microsoft 365 A3 SUB SKU, is there a path for them to Step-up to Microsoft 365 A5?

If a customer has gotten access to Microsoft 365 A3 for their students through Student Use Benefits, then the functionalities of that suite are not a full match to the paid Microsoft 365 A3 for students offer given not all functionalities in Microsoft 365 suites qualify for Student Use Benefits. Therefore, customers can't use the Microsoft 365 A3 to Microsoft 365 A5 Step-up when the base license is the \$0 Microsoft 365 A3 Student Use Benefit offer. If a customer wants the full Microsoft 365 A5 for students, they could either purchase the FUSL or purchase the Microsoft 365 A5 standalone components they'd like for these students (such as Windows Defender Advanced Threat Protection).

Microsoft 365 Apps for enterprise Device-based Subscription for Education

69. What is a "device-based subscription"?

Microsoft 365 Apps for enterprise Device-based Subscription for Education is an add-on license that will allow admins to assign a Microsoft 365 Apps for enterprise license to a device rather than to a user with an AAD identity.

70. What is the cost of a device-based subscription?

There is no additional cost. Microsoft 365 Apps for enterprise Device-based Subscription for Education is available as a benefit for every Microsoft 365 Apps for enterprise, Office 365/Microsoft 365 A3 or A5 Faculty and Student license, if all Education Qualified Users are covered with Microsoft 365 Apps for enterprise, Office 365/Microsoft 365 A3 or A5.

71. How different is device-based subscription from user-based licensing?

The most important difference is in the licensing method. Users on a licensed device will have access to the Office 365 desktop apps (Word, Excel, PowerPoint, etc.). Access to Office 365 services like OneDrive will depend on the user's license.

72. Will users have to use one of their five downloads?

No, users with Office 365 or Microsoft 365 licenses will not have to use one of their five downloads to access and use Office client apps on a device using/assigned a license for using Microsoft 365 Apps for enterprise Device-based Subscription for Education.

73. How do customers get access to the device-based licenses?

Place an order for the no-cost SKU through the reseller.

74. Is the device-based subscription available through partner sales?

No. Microsoft 365 Apps for enterprise Device-based Subscription for Education is only available through EES and is not currently available through CSP.

75. Does device-based subscription replace the current "lab and library" benefit?

For EES, the Microsoft 365 Apps for enterprise Device-based Subscription for Education can be deployed on any device in the organization and will replace the need to deploy a different version of Office on open access lab or library devices. Starting in August 2019, we will update the older "lab and library" benefit that relied on an Office 2019/16 license in favor of this new, more comprehensive solution. The lab and library benefit with the Office 2019/16 license is only available for OVS-ES, where Microsoft 365 Apps for enterprise Device-based Subscription for Education is not available at this time.

76. Would everyone have the same Office experience when using a computer with a device-based subscription?

No. The specific user experience will depend on the user's license. A student with a with a qualifying Office 365 or Microsoft 365 user-based license signing in to a licensed device would have full access to the Microsoft 365 Apps for enterprise apps – including Word, Excel, and PowerPoint – as well as all licensed cloud services, such as OneDrive or SharePoint. A visitor without a license would have full access to the desktop apps, but none of these cloud services.

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84. Where can I find more information?

Announcement: [Attention IT administrators: Announcing Office 365 ProPlus Device-based Subscription for Education](#)

Documentation: [Device-based licensing for Microsoft 365 Apps for enterprise - Deploy Office | Microsoft Learn](#)