

Microsoft Business Center – Customer FAQ

Frequently Asked Questions

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The Microsoft Business Center

What is the Microsoft Business Center?

The Microsoft Business Center is a secure website for customers with a Microsoft Products and Services Agreement (MPSA). The Business Center lets people in your organization securely view purchase agreements, view volume licensing orders, download software, manage other users, and much more, depending on their role.

The Business Center brings more resources to your online volume licensing experience to make it easier to do business with Microsoft. You can see your licenses, subscriptions, and

benefits you've purchased through your MPSA agreement as soon as you sign in, and you can get help before you sign in, if you want it.

Visit the Business Center: <https://businessaccount.microsoft.com/customer>.

How do I get started using the Microsoft Business Center?

You can find detailed instructions to get started with the Business Center in our help guide, [Register for the Microsoft Business Center](#). You can access this guide before you've registered or signed in to the Business Center.

What is a Microsoft Products and Services Agreement (MPSA)?

The Microsoft Products and Services Agreement (MPSA) is the easy way for organizations that are at least 250 seats to buy all the cloud services and on-premises software that you need. With the MPSA, you can choose whether to deploy on-premises or in the cloud, or to create a hybrid environment—whatever works best for your organization. You can quickly provision cloud services such as M365 Apps for Enterprise and other Office 365 services, Microsoft Azure, Enterprise Mobility + Security, or Dynamics 365 and save time and money with per user licensing offers, including Microsoft 365. Recommended for midsize to large organizations, the MPSA makes it easy to license what you need.

What are some key features of the Business Center?

- ▶ **Updated dashboard.** Easily access information about your licenses, subscriptions, and benefits on the dashboard, where you can quickly view what inventory (licensing assets) you have and what benefits you can use.
- ▶ **Homes for key tasks.** Hover over the Business Center drop-down menus find links to key tasks.
- ▶ **Consistent style.** The Business Center is designed to be like other Microsoft experiences, to help you navigate and find what you need.

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. You can perform all these tasks and more 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.

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

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

Unfortunately, only the subscriptions and licenses purchased through the MPSA are visible in the Business Center. However, users can view all their MPSA and Volume Licenses within the M365 Admin Center.

Where can I find help using the Microsoft Business Center?

The **Support** link in the top menu of the Business Center takes you to a page with help guides and frequently asked questions (FAQ). If you want more assistance, it's easy to contact Microsoft support.

What was the Microsoft Volume Licensing Center?

The Volume Licensing Center was Microsoft's previous site for customers with a Microsoft Products and Services Agreement (MPSA). The Business Center replaced the Volume Licensing Center for all customers worldwide in May 2016.

What is the Microsoft Volume Licensing Partner Center?

The Volume Licensing Partner Center is Microsoft's site for partners serving customers with a Microsoft Products and Services Agreement (MPSA) agreement.

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