

Windows 365

Q: What is Windows 365?

Windows 365 securely streams your Windows desktop, apps, settings, and content from the Microsoft Cloud to a Windows 365 Cloud PC. Access a personalized Windows 11 or Windows 10 experience from any Windows, iOS, or Android device.

With Windows 365, organizations have more options to build the best computing environment for a particular user or role. This could be a PC with a locally installed operating system, a Cloud PC with a cloud-based operating system, or a combination of both.

Q: Who is Windows 365 for?

Windows 365 is for organizations of all sizes that need secure and flexible work solutions for elastic workforces, distributed employees, or specialized workloads. Windows 365 provides versatile computing and storage capabilities and is accessible from any device.

Q: What Windows 365 plans are available?

Windows 365 is available in four plans: Business, Enterprise, Frontline, and Government.

Q: What is Windows 365 Business?

Windows 365 Business is for smaller organizations (up to 300 users) that want a simple way to buy, deploy, and manage Cloud PCs. <https://www.microsoft.com/windows-365/business/compare-plans-pricing>.

Q: What is Windows 365 Enterprise?

Windows 365 Enterprise is for organizations that want to manage their Cloud PCs with Microsoft Intune and take advantage of integrations with other Microsoft services, including Microsoft Entra ID (formerly Azure Active Directory) and Microsoft Defender for Endpoint. Windows 365 Enterprise has no license limit. To use Windows 365 Enterprise, each user must be licensed for Windows 11 Enterprise or Windows 10 Enterprise, Intune, and Microsoft Entra ID P1. Intune and Microsoft Entra ID P1 are included in Microsoft 365 F3, Microsoft 365 E3, Microsoft 365 E5, Microsoft 365 A3, Microsoft 365 A5, Microsoft 365 Business Premium, and Microsoft 365 Education Student Use Benefit subscriptions, or they can be purchased separately. Get more information in <https://www.microsoft.com/windows-365/business/compare-plans-pricing>.

Q: What is Windows 365 Frontline?

Windows 365 Frontline is designed for organizations that need to provide Cloud PCs to shift workers or part-time employees who only require access for a limited time during their workday. With Windows 365 Frontline, workers can securely log in to a full Windows experience from any device and location during their shift. Their personalized Cloud PC, hosted in the Microsoft Cloud, ensures they have access to the apps and content they need to stay productive.

Key Benefits:

- Secure & Flexible Access – Employees can access their Cloud PC from any device, anywhere.
- Personalized Windows Experience – Each worker gets a tailored Windows 365 Cloud PC during their shift.
- Cost-Effective – Pay only for the Cloud PC time employees actually use.

Subscription & Requirements:

- Offered as a monthly subscription
- Customers need licenses for:
 - Windows 11 Enterprise or Windows 10 Enterprise
 - Microsoft Intune
 - Microsoft Entra ID P1

Intune and Microsoft Entra ID P1 are included in the following Microsoft 365 plans:

- Microsoft 365 Business Premium
- Microsoft 365 F3, E3, E5 (including versions without Teams)
- Microsoft 365 G3, G5
- Microsoft 365 A3, A5
- Microsoft 365 Education Student Use Benefit

Alternatively, Intune and Microsoft Entra ID P1 can be purchased separately.

This solution helps organizations efficiently manage Cloud PC access for workers who do not need a dedicated device throughout the day. To purchase Windows 365 Frontline, see <https://go.microsoft.com/fwlink/?linkid=2182892>.

Q: What is Windows 365 Government?

Windows 365 Government is built to meet the strict security and compliance requirements of U.S. defense, federal, state, local, and tribal agencies. It also supports government contractors who are authorized to handle and process controlled data within the Microsoft Government Cloud.

Key Benefits:

- Meets U.S. Government Security Standards – Designed for defense and government agencies.
- Secure Cloud PC Access – Enables authorized users to work securely from any location.
- Supports Government Contractors – Available for sponsored contractors handling controlled data.

Subscription & Requirements:

To use Windows 365 Government, each user must have licenses for:

- Windows 11 Enterprise or Windows 10 Enterprise
- Microsoft Intune
- Microsoft Entra ID P1

Intune and Microsoft Entra ID P1 are included in the following Microsoft 365 plans:

- Microsoft 365 Business Premium
- Microsoft 365 F3, E3, E5 (including versions without Teams)
- Microsoft 365 G3, G5
- Microsoft 365 A3, A5
- Microsoft 365 Education Student Use Benefit

Alternatively, Intune and Microsoft Entra ID P1 can be purchased separately.

Windows 365 Government provides a secure and compliant Cloud PC solution for U.S. government agencies and eligible contractors, ensuring reliable access to critical applications and data.

Q: How is Windows 365 Enterprise licensed?

Customers can purchase directly from <https://windows365.com/> or from their account representative and then provision and manage their Cloud PCs using fully integrated Microsoft Intune.

License Requirements:

Each user needs licenses for:

- Windows 11 Enterprise or Windows 10 Enterprise
- Microsoft Intune
- Microsoft Entra ID P1

These licenses are included in:

- Microsoft 365 Business Premium
- Microsoft 365 F3, E3, E5 (including versions without Teams)
- Microsoft 365 A3, A5
- Microsoft 365 Education Student Use Benefit

If you do not already have a qualifying license but want Windows 365 Enterprise, visit the <https://www.microsoft.com/microsoft-365/windows/windows-11-enterprise> page or the <https://www.microsoft.com/microsoft-365/business/compare-all-microsoft-365-business-products> page to learn more and purchase the plan that is right for your organization.

Q: How is Windows 365 Business licensed?

Customers can purchase directly from <https://windows365.com/>, set up their account without a domain, and provision and manage their Cloud PCs directly from the Windows 365 homepage. No other Microsoft licenses are required—simply provide a credit card number to get started. Existing Microsoft 365 customers need to complete their purchase through the Microsoft 365

admin center. Contact your global administrator or billing administrator to complete the purchase.

Q: How is Windows 365 Frontline licensed?

Subscription & Licensing Requirements

- Windows 365 Frontline is available as a monthly subscription.
- Each user must have licenses for:
 - Windows 11 Enterprise or Windows 10 Enterprise
 - Microsoft Intune
 - Microsoft Entra ID P1

These licenses are included in:

- Microsoft 365 Business Premium
- Microsoft 365 F3, E3, E5 (including versions without Teams)
- Microsoft 365 G3, G5
- Microsoft 365 A3, A5
- Microsoft 365 Education Student Use Benefit

Alternatively, Intune and Microsoft Entra ID P1 can be purchased separately.

Important Notes

- Windows 365 Frontline is a separate product and is not subject to the Microsoft 365 F1/F3 license eligibility conditions or Windows use rights for Microsoft 365 F3.
- Microsoft 365 F3 users can continue using their existing license for frontline workers without needing to switch to Windows 365 Frontline.

How Windows 365 Frontline Licenses Work

- Each Windows 365 Frontline license provides access to three Cloud PCs.
- Any three employees can use these Cloud PCs at different times, but not concurrently.

For more information about pricing, please visit the <https://www.microsoft.com/windows-365/frontline/all-pricing>.

To learn more to purchase, contact your Microsoft account manager or Sales <https://go.microsoft.com/fwlink/p?linkid=2182892>.

Q: How is Windows 365 Government licensed?

Customers can buy Windows 365 Government from their account representative, then provision and manage their Cloud PCs using Microsoft Intune.

License Requirements:

Each user must have licenses for:

- Windows 11 Enterprise or Windows 10 Enterprise
- Microsoft Intune
- Microsoft Entra ID P1

These licenses are included in:

- Microsoft 365 Business Premium
- Microsoft 365 F3, E3, E5 (including versions without Teams)
- Microsoft 365 G3, G5
- Microsoft 365 A3, A5
- Microsoft 365 Education Student Use Benefit

Alternatively, Intune and Microsoft Entra ID P1 can be purchased separately.

If you don't already have a qualifying license but want Windows 365 Government, visit the <https://www.microsoft.com/microsoft-365/windows/windows-11-enterprise> or the <https://www.microsoft.com/microsoft-365/business/compare-all-microsoft-365-business-products> to explore plans and choose the best option for your organization.

Note: Windows 365 Government is only available in the United States.

Q: Is there a minimum number of licenses required for purchasing Windows 365?

There is no minimum purchase required to access Windows 365. However, some licensing channels, such as Enterprise Agreement, may have minimum purchasing requirements.

Q: Can multiple users share one Cloud PC on Windows 365?

Windows 365 provides a personalized Windows experience for each worker so employees do not need to share Cloud PCs. Windows 365 allows one user per license* and does not support multiple users on a single Cloud PC.

*Windows 365 Frontline provides non-concurrent individual Cloud PC access to three employees per license for a fixed monthly fee.

Q: Can multiple Cloud PCs be assigned to a single user on Windows 365?

Yes, a user may have multiple Cloud PCs assigned to them, if needed. For example, a contractor who works for several companies could have a Cloud PC assigned to them by each customer.

Q: How much does Windows 365 Link cost?

Windows 365 Link will have an MSRP of US\$349 per device once it is generally available starting April 2025. Additional market pricing will be shared at a later date.

Q: Can I cancel my Windows 365 subscription?

Cancel your Windows 365 subscription any time by going to the Microsoft 365 admin center. When a subscription is canceled, all associated data will be deleted. For more information, see <https://go.microsoft.com/fwlink/p?linkid=2225711>.

Q: Can I upgrade or downgrade to another Windows 365 Cloud PC configuration? —

Windows 365 customers can use the Resize feature to upgrade RAM, CPU, and storage size to meet users' needs, such as users who require a more powerful Cloud PC to run CPU-intensive apps or users who need more disk space for file storage. Learn more

<https://go.microsoft.com/fwlink/p?linkid=2238185>.

Q: Can I convert from one Windows 365 plan to another? —

Customers cannot change their existing subscriptions between Windows 365 plans and retain their data on the service. To change to a different plan, contact your Microsoft account manager to purchase a new subscription.

Q: What is Windows Hybrid Benefit? —

- Windows Hybrid Benefit is a licensing benefit that helps reduce the cost of Windows 365 Business.
- Receive a discount of up to 16% on your Windows 365 Business subscription if you already use Windows 11 Pro or Windows 10 Pro on a device.
- Savings vary by Windows 365 Cloud PC configuration and region.

Q: Who qualifies for Windows Hybrid Benefit? —

- Windows Hybrid Benefit is available to customers who have devices with valid Windows 11 Pro or Windows 10 Pro licenses.
- Each person assigned a Windows 365 Business license with a Windows Hybrid Benefit license must be the primary user of a Windows 11 Pro or Windows 10 Pro licensed device, and that device must be their primary work device.
- To maintain your discounted pricing, during any subscription term in which you access the Windows 365 service, you must also access the service from your Windows 11 Pro or Windows 10 Pro licensed device at least once during that same term.

Q: Can I use Windows 365 if I'm not connected to the internet? —

An internet connection is required to use Windows 365.

Q: Do I need high-speed internet to run Windows 365? —

If you have an internet connection capable of streaming a video, you can run Windows 365. Your bandwidth needs, however, will vary depending on your workload.

Q: Where is Windows 365 available? —

Windows 365 is available worldwide except for China and embargo countries (Cuba, Iran, Democratic People Republic of Korea, Sudan, and Syria). Windows 365 Government is available in the United States only. Network performance and latency will affect user experience and are dependent on proximity to an Azure region. See a list of supported Azure regions <https://go.microsoft.com/fwlink/p/?linkid=2166922>.

Q: Will Microsoft Teams work with Cloud PCs?

Microsoft provides system images in the gallery that include Teams optimizations and installed Microsoft 365 apps. For custom system images, endpoint analytics check and deploy the required Teams optimizations (if needed) to maximize the user experience.

Q: Is Windows 365 available to individuals or only to businesses?

Windows 365 is intended to provide value for businesses of all sizes—from enterprises that employ thousands to a small business of one. Individuals can go to <https://www.microsoft.com/windows-365> to purchase a subscription using a credit card or similar payment method. Windows 365 Government is for United States defense, federal, state, local, and tribal agencies and the government contractors that support them. (Note: Windows 365 Government is available in the United States only.)

Q: Can multiple users share one Cloud PC on Windows 365 Frontline?

With Windows 365 Cloud PCs, frontline, contract, or part-time workers no longer have to experience the hassles of sharing a physical PC. When you sign in to a Windows 365 Cloud PC, you have access to a full Windows 11 experience. Organizations can provision Windows 365 Frontline Cloud PCs in dedicated mode to give employees a personalized Cloud PC, which saves users' settings, apps, and data. Windows 365 Frontline Cloud PCs can also be provisioned in shared mode to give employees a non-personalized Cloud PC experience that resets after signing out.

Q: Can multiple Cloud PCs be assigned to a single user on Windows 365 Frontline?

Yes, a user may have multiple Cloud PCs assigned to them, if needed. For example, a contractor who works for several companies could have a Cloud PC assigned to them by each customer.

Q: How is Windows 365 Frontline different from Windows 365 Enterprise?

Windows 365 Enterprise is for employees that need dedicated, anytime access to their Cloud PC. Windows 365 Frontline is for workers that need access to a Cloud PC only for a limited amount of time, including part-time, for intermittent access or during a work shift. For example, workers may only need to complete tasks occasionally throughout the day, or only need access during their shift but not after working hours.

Q: Does Windows 365 Frontline have the same license eligibility and Windows use rights as the Microsoft 365 Frontline Worker licenses?

Windows 365 Frontline is not governed by the Microsoft 365 F1 or Microsoft F3 license eligibility conditions or Windows use rights for Microsoft 365 F3.