

Microsoft 365 Copilot and Copilot Chat

Q: Who is eligible to use Microsoft Copilot Chat?

Copilot Chat is available at no additional cost for Entra account users with one of the following licenses:

- Microsoft 365 A1/A3/A5/A7 (including M365 A3/MA5/MA7 for students, M365 A3/A5/A7 for faculty, and M365 A3/A5/A7 Student Use Benefit)
- Microsoft 365 Business Basic/Business Standard/Business Premium
- Microsoft 365 E3/E5
- Microsoft 365 F1/F3
- Microsoft Teams/Teams Enterprise/ Teams Essentials/Teams Rooms
- Office 365 A1/A1 Plus/A3/A5/A7
- Office 365 E1/E1 Plus/E3/E5
- Office 365 F3

License versions above that are designated "(no Teams)" and "EEA (no Teams)" are also included.

US government cloud customers and students under 18 are not yet eligible. To provide access to Copilot Chat for students aged 18 and older, admins must adjust the user profile. See [Elevating User Management with Age Group and Consent Provided Fields in Microsoft Entra](#).

For additional details, refer to <https://learn.microsoft.com/copilot/manage>.

Q: Where can I learn more about Microsoft 365 Copilot?

Find answers to frequently asked questions <https://www.microsoft.com/microsoft-365/copilot/business#FAQ> about Microsoft 365 Copilot.

Q: What are the eligibility prerequisites for Microsoft 365 Copilot?

For individuals: To use Copilot features in M365 apps, customers must purchase a Microsoft 365 Personal or Family subscription and be signed into their Microsoft account.

For business and enterprise customers: To purchase, customers must have a qualifying Microsoft 365 plan for enterprise <https://www.microsoft.com/microsoft-365/copilot/enterprise> or business <https://www.microsoft.com/microsoft-365/copilot/business>.

Q: What's the difference between Microsoft 365 Copilot Chat and Microsoft 365 Copilot?

Microsoft 365 Copilot Chat is an AI chat available at no additional cost with Microsoft 365. It includes web grounding, the latest large language models, file uploads, Copilot Pages (<https://techcommunity.microsoft.com/blog/microsoft365copilotblog/announcing-copilot-pages-for-multiplayer-collaboration/4242701>), IT controls, and enterprise-grade privacy and security.

When you add a Microsoft 365 Copilot license, Copilot Chat becomes more powerful by drawing on the Microsoft Graph (<https://developer.microsoft.com/graph>) working directly in productivity apps and using advanced measurement and management tools.

Copilot Studio



Q: What is the Microsoft Copilot Studio User License used for?

The Microsoft Copilot Studio User License, which is \$0.00 per user/month, is required for each user authoring bots. It is recommended to acquire the tenant license and user licenses as part of a single transaction to simplify onboarding to Microsoft Copilot Studio.

Q: How do Microsoft Copilot Studio use rights that come with Microsoft 365 or Office 365 licenses compare with use rights for the full Microsoft Copilot Studio licenses?

Microsoft Copilot Studio for Teams enables customers with select Microsoft 365 or Office 365 licenses to build and deploy custom chatbots directly within Teams, using Dataverse for Teams, as opposed to Dataverse. Additionally, chat sessions are unlimited per tenant/month. A service limit of 10 sessions per user/24 hours across all bots in a tenant is enforced.

Microsoft Copilot License Check Diagnostic



Q: What is the Copilot License Check Diagnostic?

The [Copilot License Check Diagnostic](#) is a customer-facing test that validates whether a user is correctly licensed to access Copilot for Microsoft 365. It confirms license assignment and checks related requirements, so Copilot features work as expected.

Q: Why is this Copilot License Check Diagnostic important?

Copilot capabilities are tied to proper licensing. If the right licenses or service plans aren't in place, users may not see Copilot features. The [Copilot License Check Diagnostic](#) helps organizations quickly validate license readiness, reducing confusion and ensuring they realize full value from their Microsoft 365 investment.

Q: What value does the Copilot License Check Diagnostic provide to customers and admins?

It streamlines troubleshooting by automatically checking user eligibility for Copilot, flagging missing prerequisites, and identifying gaps that could block Copilot-powered experiences—saving time and helping admins and support teams resolve access issues faster.

Q: Who should use the Copilot License Check Diagnostic? —

IT admins, help desk and support engineers, and adoption/change-management leads can all use the diagnostic to validate user license readiness during rollout, and to troubleshoot when Copilot features don't appear for specific users.

Q: What specific checks does the Copilot License Check Diagnostic perform? —

It verifies assignment and validity of Copilot for Microsoft 365 licenses, confirms dependencies such as eligible Microsoft 365 base licenses (for example, E3/E5) and Office apps where applicable, reviews enabled service plans within the Copilot license, and highlights potential configuration gaps that could prevent features from working.

Q: Do I need to be a Global Administrator to run the Copilot License Check Diagnostic? —

No. The diagnostic can be run with either a Global admin account or a standard (non-admin) account, making it accessible to a broader set of support roles and program leads.

Q: How do I access and run the Copilot License Check Diagnostic? —

Go to **Microsoft Remote Connectivity Analyzer (MRCA)**, choose **COPILLOT**, and then select **Copilot License Details**. Follow the prompts to run the test for the user you want to validate.

Q: When should my organization use the Copilot License Check Diagnostic? —

Use it during Copilot rollout to confirm users are license-ready before enabling features, and any time a user reports that Copilot options are missing or not functioning—this helps quickly isolate licensing as the root cause (or rule it out).

Q: Does the Copilot License Check Diagnostic make changes to my tenant or licenses? —

No. It is a read-only validation that analyzes license assignments and prerequisites to provide guidance; it does not modify tenant settings or license assignments.

Q: Where can I learn more about this Copilot License Check Diagnostic? —

See the Microsoft Community Hub announcement, "[New Diagnostic: Copilot License Details check](#)," which explains what the diagnostic does, who should use it, why it matters, and how to get started in [Microsoft Remote Connectivity Analyzer](#).
