Microsoft On-Premises Products

Guide to Checkout and Fulfillment

February 2022
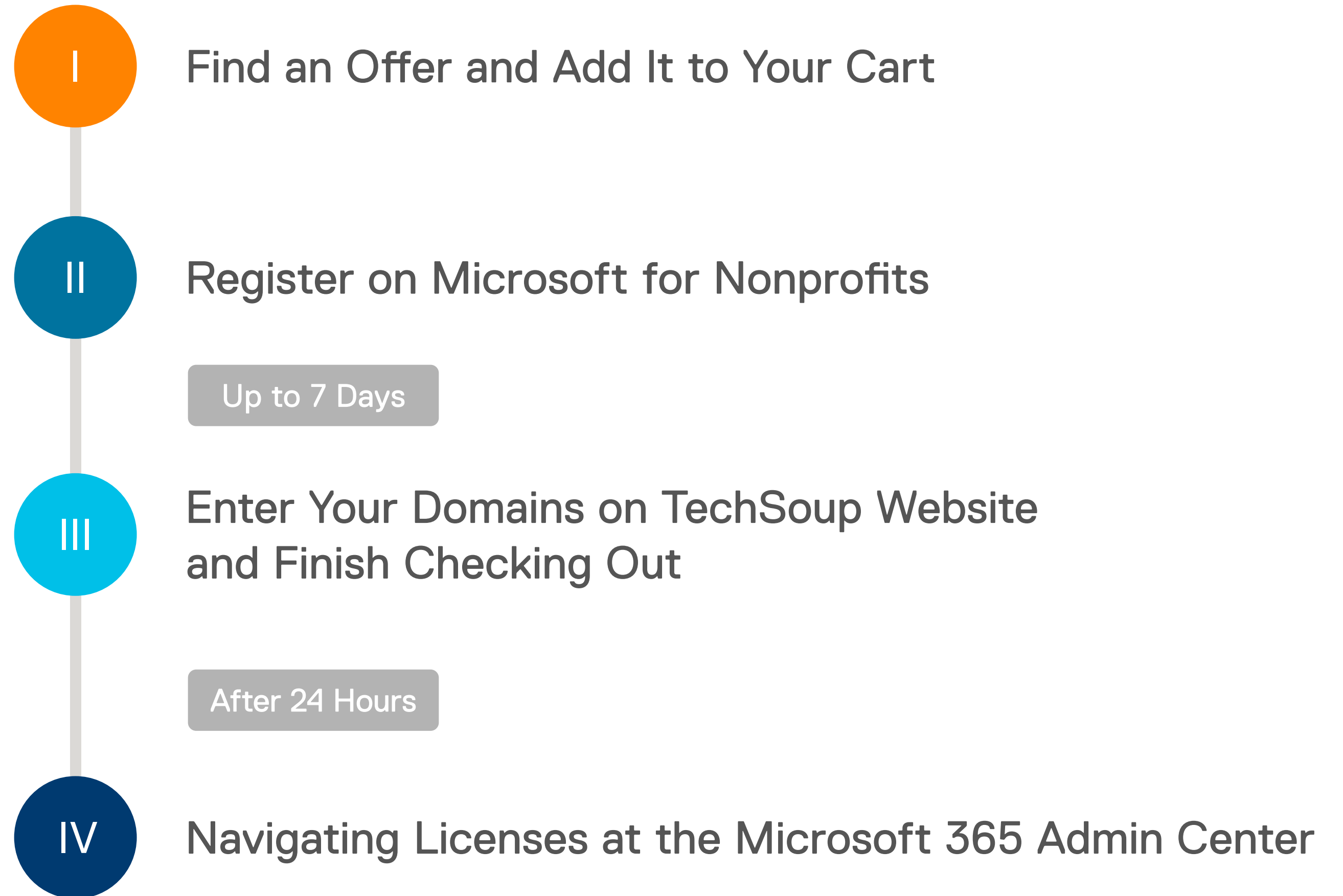
techsoup

Process Overview

This document summarizes the new checkout and fulfillment processes for on-premises Microsoft products.

The process will be the same for all on-premises Microsoft products.

I — Find an Offer and Add It to Your Cart

II — Register on Microsoft for Nonprofits

Up to 7 Days

III — Enter Your Domains on TechSoup Website and Finish Checking Out

After 24 Hours

IV — Navigating Licenses at the Microsoft 365 Admin Center

Things You Will Need in This Process

Your TechSoup.org account

A validated Microsoft account domain from your Microsoft for Nonprofits account
(which you will create in Part II)

Your Microsoft 365 Admin Center account
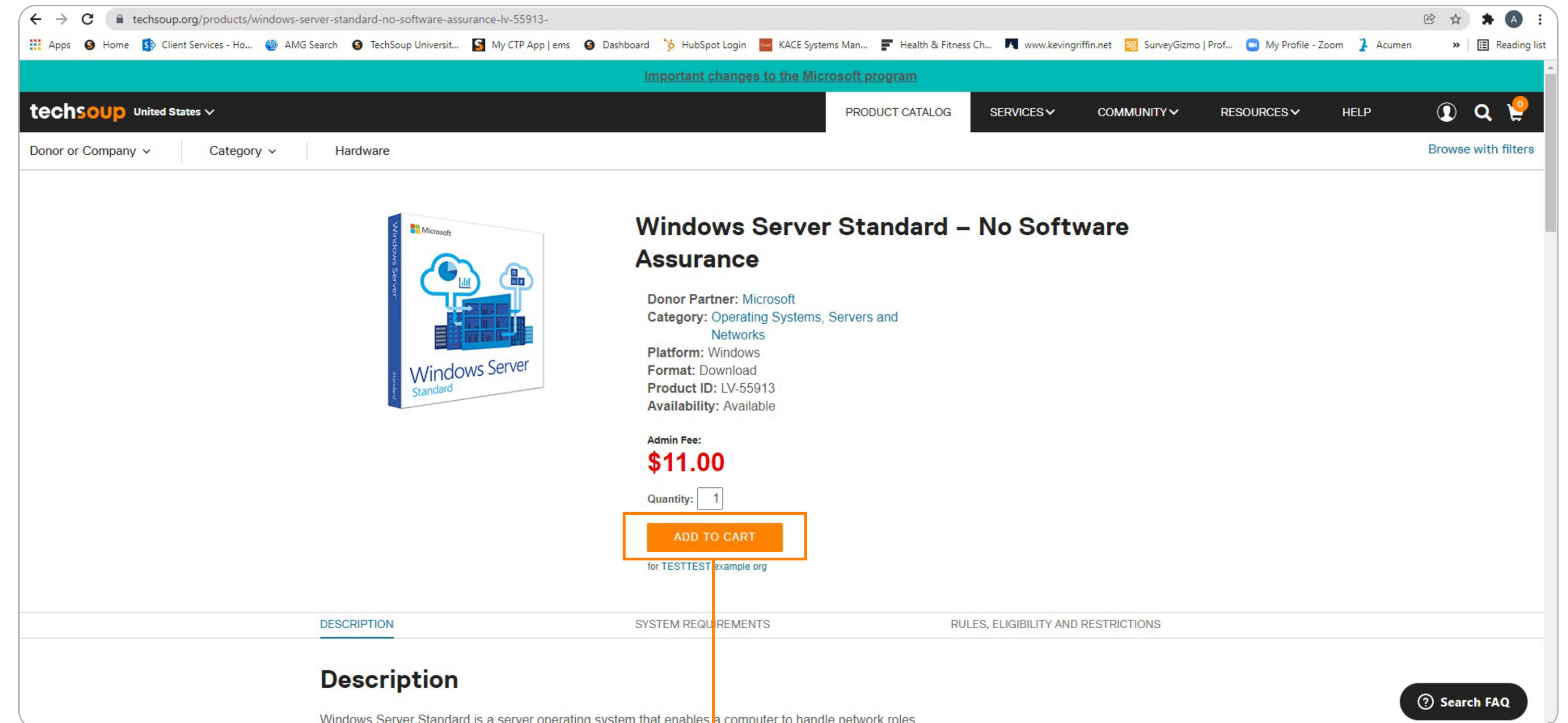(which you will also create in Part II)

Find an Offer and
Add It to Your Cart

1 First, navigate to a Microsoft on-premises product.

2 Log in and click the button on the product page that says **Add to cart**.

3 You are presented with a screen that asks for your validated Microsoft account domain.
If you don't have one yet, click **Register on Microsoft for Nonprofits**.

Connect to Microsoft for Nonprofits

1 MICROSOFT ACCOUNT   **2** AUTHORIZATION   **3** ADD TO CART

Step 1

What is your validated Microsoft account domain?

Find your domain in your Microsoft 365 Admin Center or in your email from Microsoft confirming successful eligibility.

Enter your validated domain

Unless you used your own website domain with your Microsoft account, this looks like *orgname.onmicrosoft.com*.

CONTINUE

New to Microsoft for Nonprofits? Create (or revalidate) an account

Microsoft will then **validate your account domain**, which TechSoup uses to confirm your eligibility for charitable offers. Microsoft's validation may take a few days.

⚠️ *Independent locations or branches of an organization may need unique domains.*

Register on Microsoft for Nonprofits

Have questions? See our Microsoft Program FAQ.
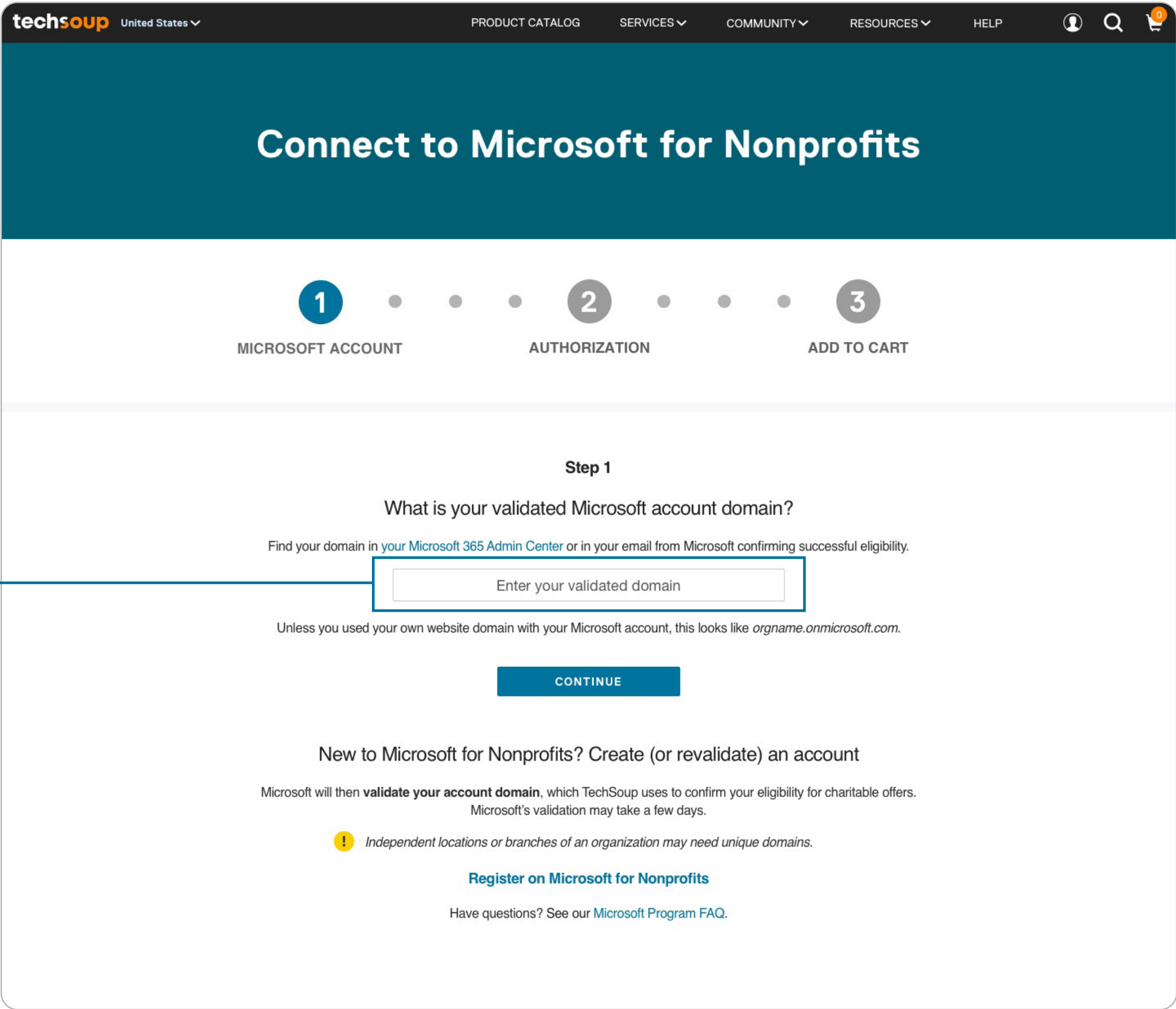
Register on Microsoft for Nonprofits

When you register on Microsoft for Nonprofits, you'll create an **onmicrosoft.com** domain.

1 Follow instructions in this guide to register your nonprofit at Microsoft for Nonprofits.

Validation at Microsoft for Nonprofits can take up to seven days. It's frequently quicker than that, especially for organizations that already have a TechSoup account.

2 When your Microsoft for Nonprofits account is validated, you can return to TechSoup to **Enter your Microsoft account domain**.

techsoup United States ∨   PRODUCT CATALOG   SERVICES ∨   COMMUNITY ∨   RESOURCES ∨   HELP

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Enter Your Domains on TechSoup Website and Finish Checking Out

1 Your validated domain can be found in the email your organization received from **microsoft-noreply@microsoft.com** confirming your eligibility, titled **"You're eligible for grants and discounts from Microsoft."**

Admins of your Microsoft account can see all of your organization's domains in your Microsoft 365 Admin Center. If you're unsure which domain to use, try the domain listed as "default."

## Accept TechSoup as your provider for Microsoft products

2 In Step 2, we ask that you let Microsoft know that you accept TechSoup as your provider for Microsoft products in the Microsoft 365 Admin Center. To do that, click **Open Microsoft 365 Admin Center**. In the future, this is also where you'll go to manage your Microsoft on-premises licenses.
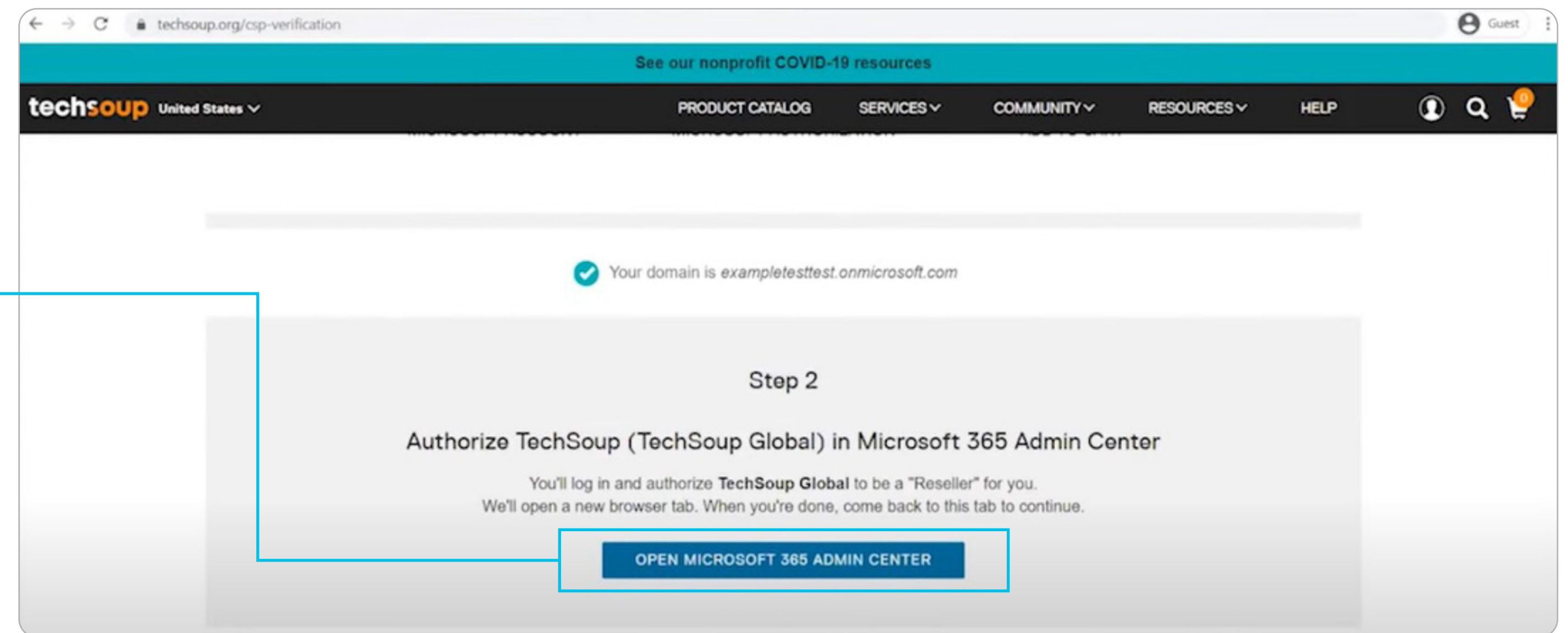
3 You'll be prompted to log in at the Microsoft 365 Admin Center. You should use your global admin email to log in. This frequently takes a form like "**yourname@yourorg.onmicrosoft.com**," but it might look a little different if you have a custom domain.
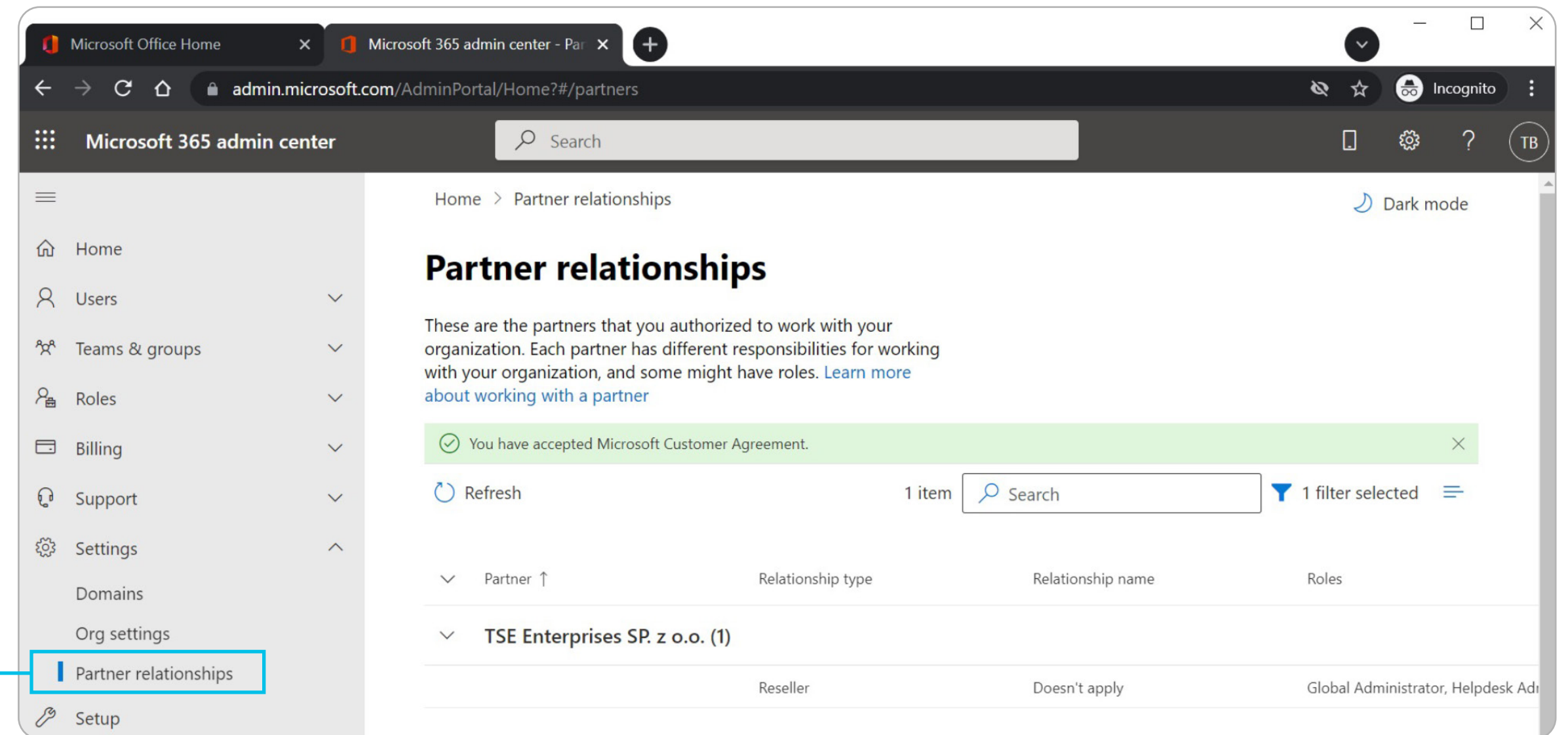

4 Once logged in, you can authorize TechSoup to be your provider. There is a box to check that acknowledges that you've read Microsoft's Customer Agreement. Be sure to check that box.
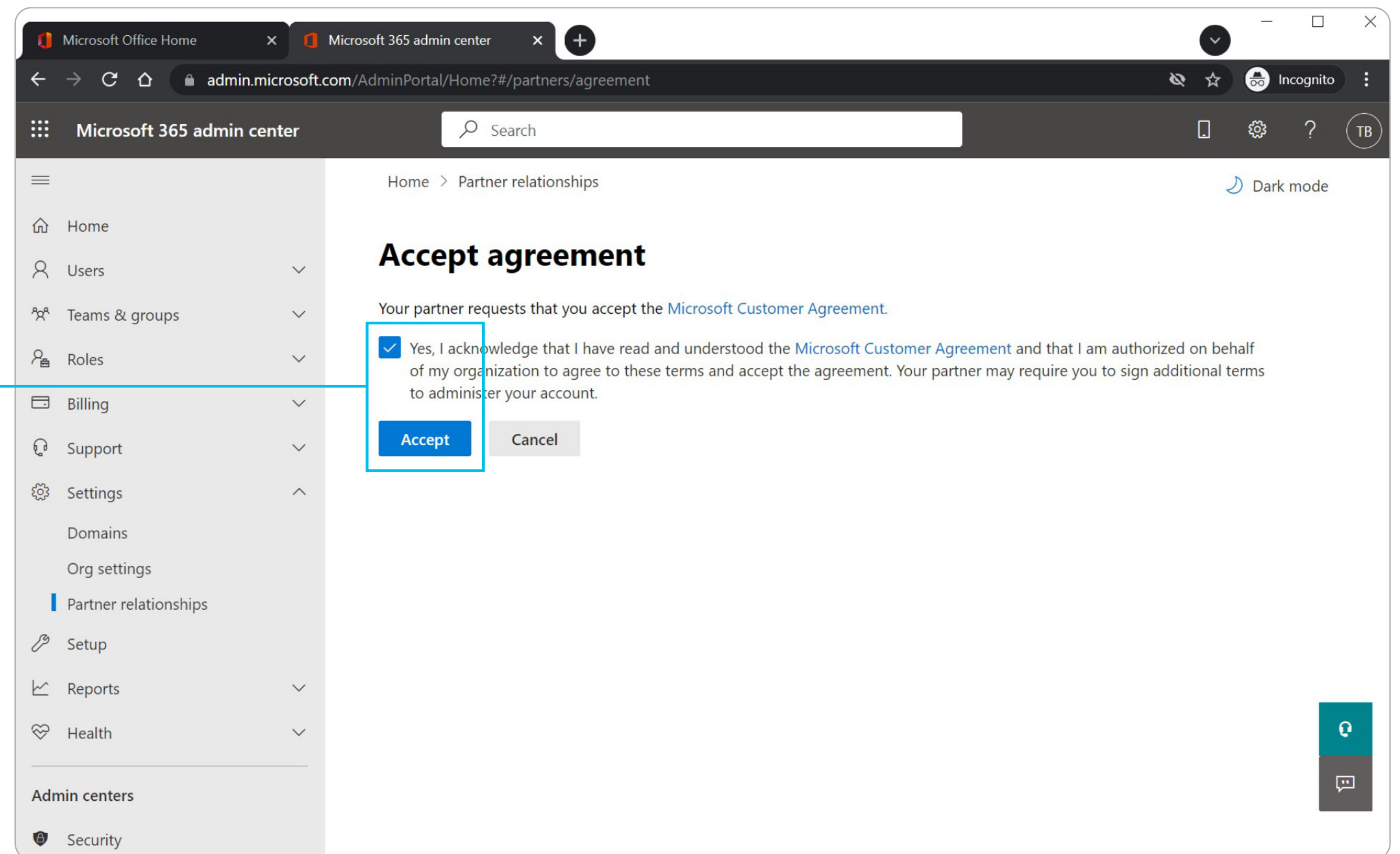
5 After you've accepted the agreement, you'll see TechSoup listed under **Settings > Partner Relationships**.

(Different regions in the world may have different legal names for TechSoup.)

6 Once you've authorized TechSoup as your provider, return to TechSoup and check the confirmation box.
Then click **Add Microsoft Offer to Cart**.

Your product will then be successfully added to your cart, and you can check out.
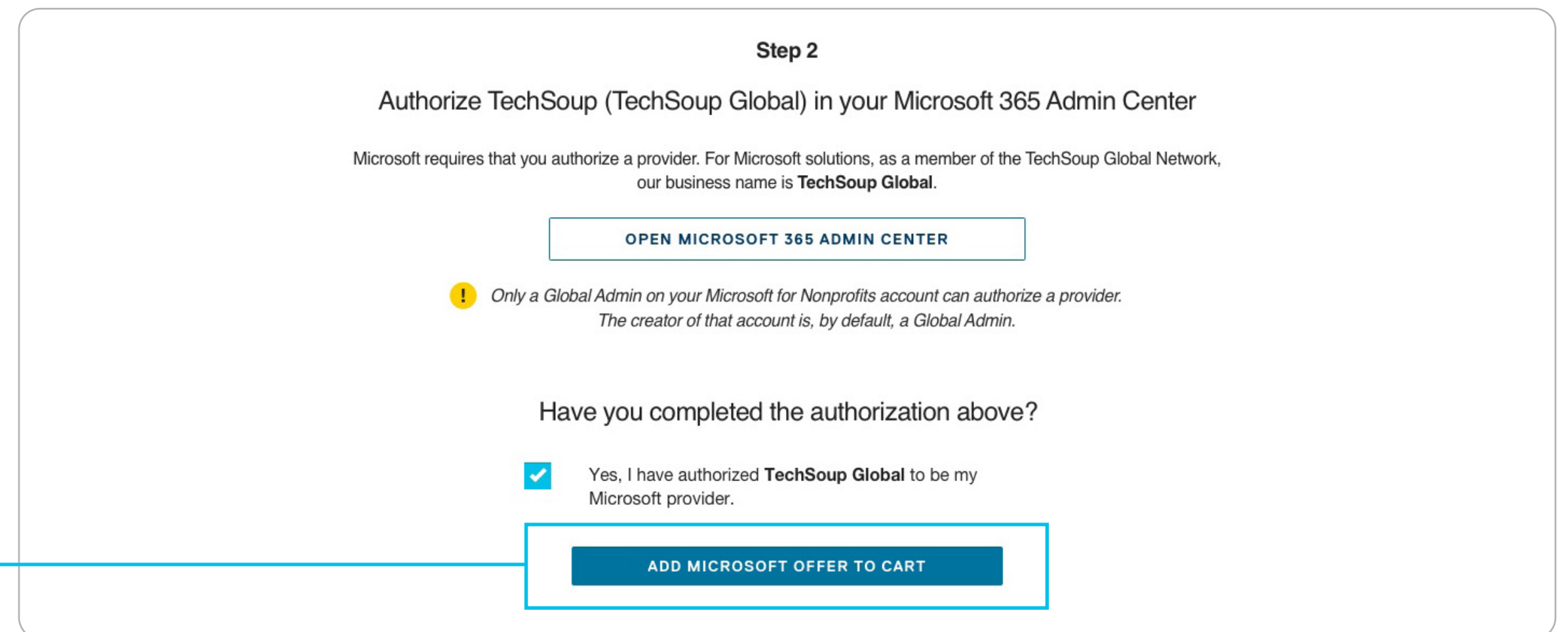
Navigate Licenses and Download Software at the Microsoft 365 Admin Center

Once requests for on-premises Microsoft products without Software Assurance have been processed, you'll find them at the Microsoft 365 Admin Center. This will take 24 hours.

1   Using any browser, navigate to **admin.microsoft.com**. Log in using the email that was generated while creating your Microsoft for Nonprofits account.
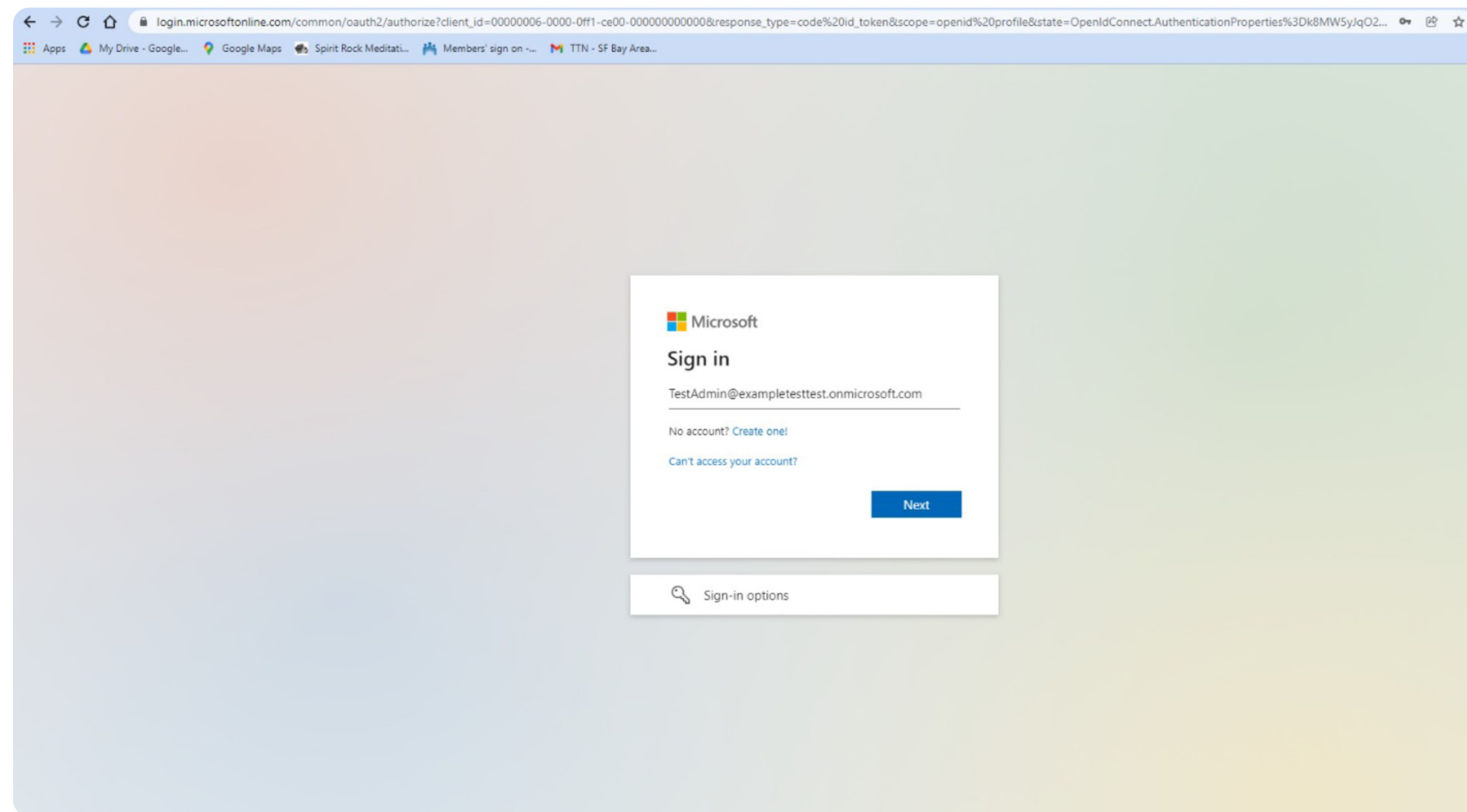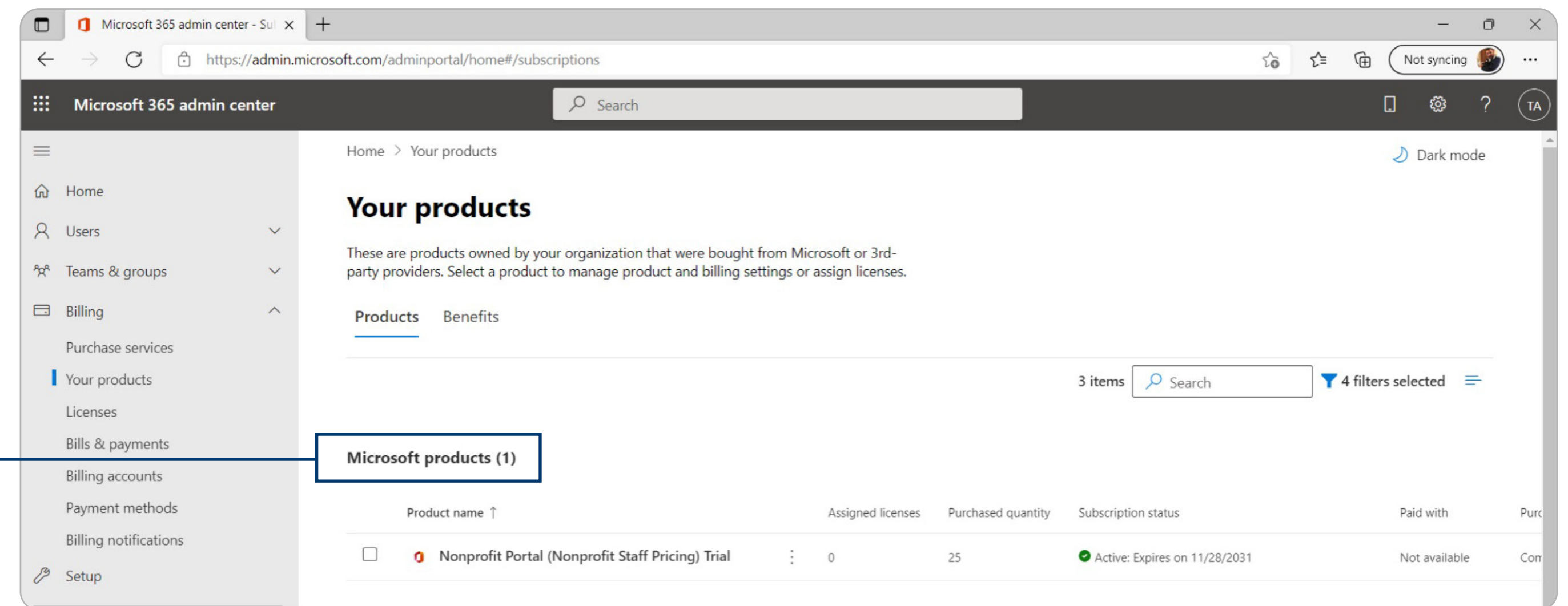
2 To find your products, in the menu on the left choose **Billing > Your products**.
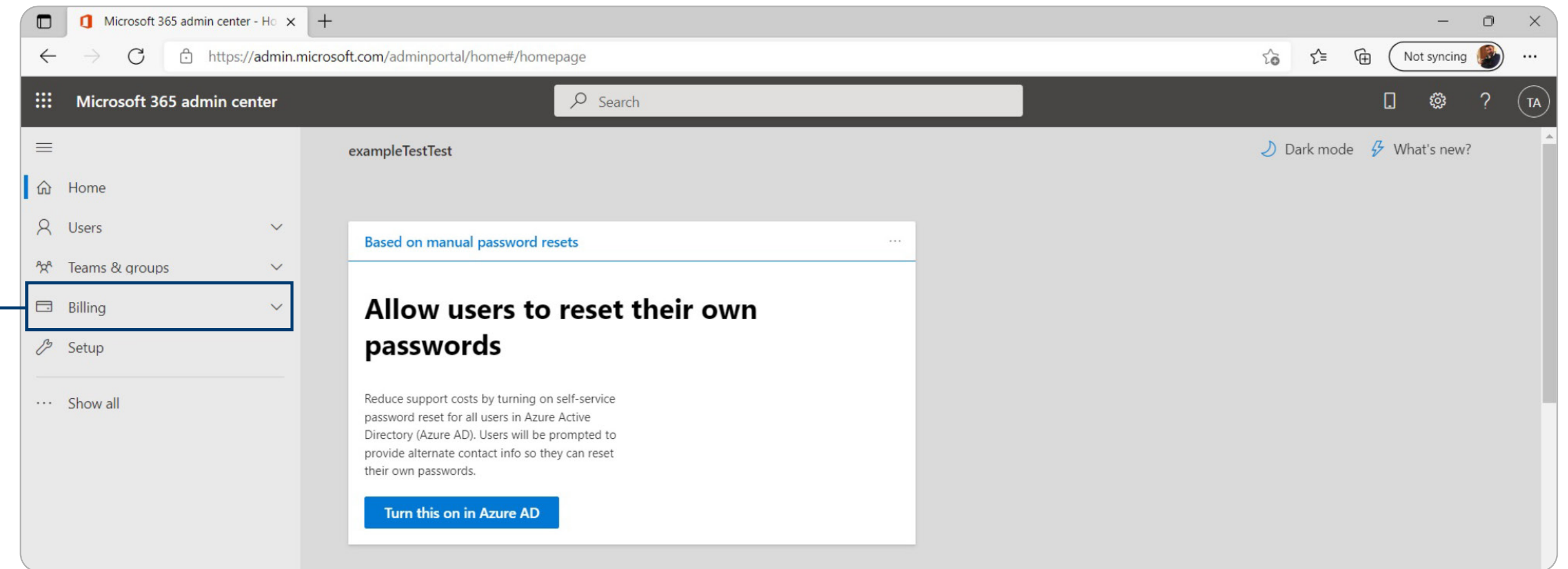
3 Under **Microsoft Products**, are any cloud products that you have procured.

(You can ignore Nonprofit Portal Trial, which is your access to Microsoft for Nonprofits.)

4 Your on-premises licenses are farther down under **Software**.

5 To open a product, click its name.

(Here there is one on-premises product requested through TechSoup: Excel 2019)

Your products

These are products owned by your organization that were bought from Microsoft or 3rd-party providers. Select a product to manage product and billing settings or assign licenses.

Products   Benefits

7 items   🔍 Search   ▼ 4 filters selected ≡

Microsoft products (6)

Product name ↑		Assigned licenses	Purchased quantity	Subscription status	Paid with	Purchase channel	⊞ Choose colu
🔴 Advanced Communications	⋮	0	1	✅ Active	Not available	Reseller	
🔴 Microsoft 365 Audio Conferencing	⋮	0	1	✅ Active	Not available	Reseller	
🔴 Microsoft 365 Business Premium	⋮	0	1	✅ Active	Not available	Reseller	
🔴 Microsoft 365 Business Standard	⋮	0	1	✅ Active	Not available	Reseller	
🔴 Microsoft 365 Business Voice (without calling plan)	⋮	0	1	✅ Active	Not available	Reseller	
🔴 Office 365 E1	⋮	0	1	✅ Active	Not available	Reseller	

Software (1)

Product name ↑		Purchased quantity	⊞ Choose columns
🟩 Excel 2019	⋮	1	

5 Some Microsoft products, including Windows upgrades, are downloaded as ISO files. For these, to download the software, click **Download**.
Once you've downloaded the ISO file, you can refer to this article to install the software.

For Microsoft Office apps for PCs, version 2019 and later, you'll instead download the Microsoft deployment tool on this page. During software installation, you'll need an activation key, which you can get by clicking **Show activation keys**.
For Office for Mac, you'll instead download a Volume Serializer. Instructions for downloading and installing Office 2019 or later for Mac or PCs, refer to this article.
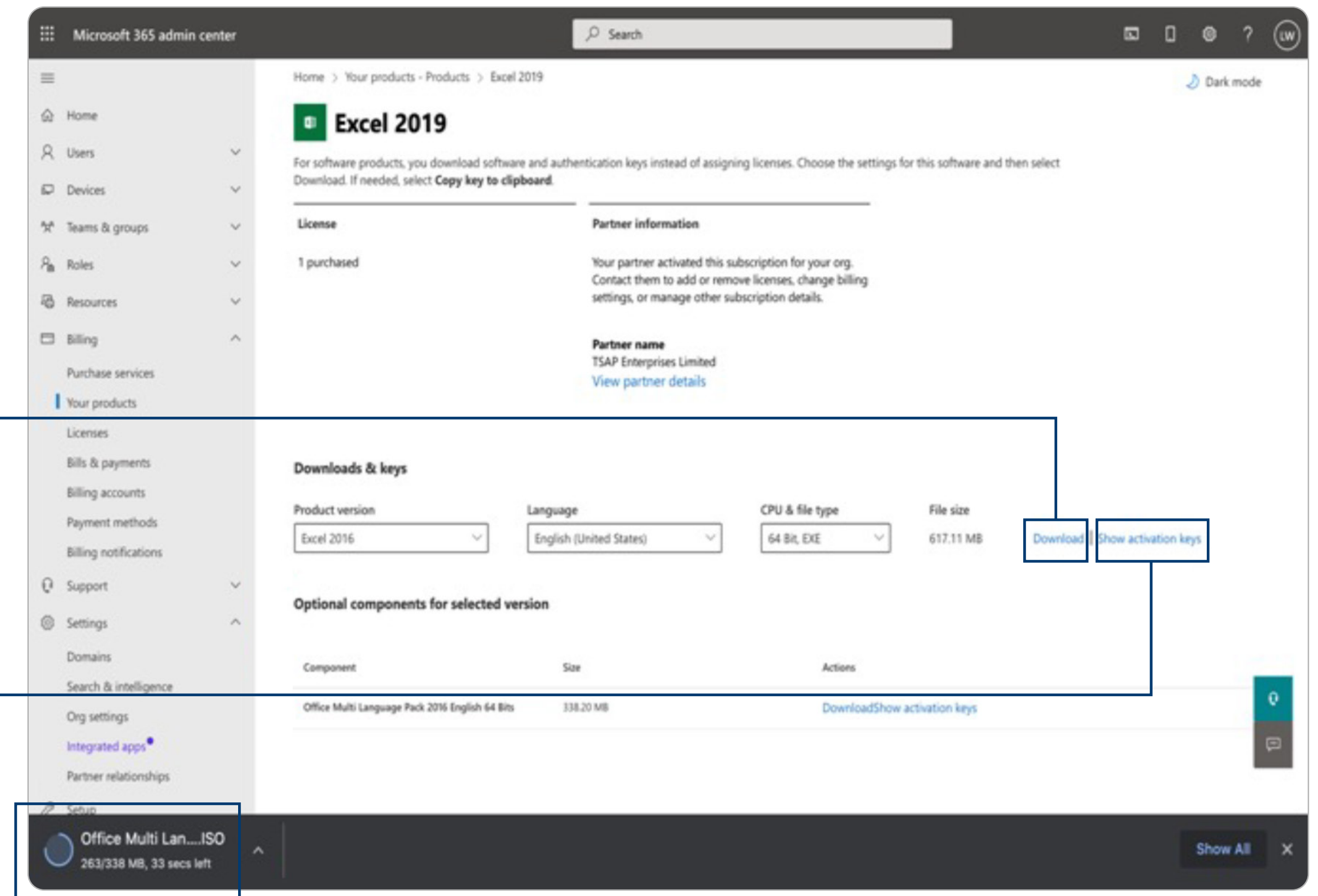
If the software appears in the Microsoft 365 Admin Center but you don't see a link to download or install your software, that means the window to download the software has expired. In order to download the software, you'll need to contact TechSoup to have us refresh the product.

How Can TechSoup Help You?

SERVICES

We have services that range from license activation, migration, security assessment, and setting up multi-factor authentication to a full Office 365 Complete Setup that will help you get up and running.

You can reach us via one of the following methods:

Via phone 1-800-659-3579. Monday through Friday from 7 a.m. to 12 p.m. Pacific time

Create a support ticket: https://page.techsoup.org/office-365-support-services

TRAINING

We offer training courses for nonprofit staff and volunteers on how to use Microsoft applications such as Teams, Excel, PowerPoint, Word, SharePoint, and many other applications.

Start learning: https://techsoup.course.tc/catalog?type=microsoft-digital-skills-center

COMMUNITY

Be a part of our community!

http://forums.techsoup.org/cs/community/f/112.aspx

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