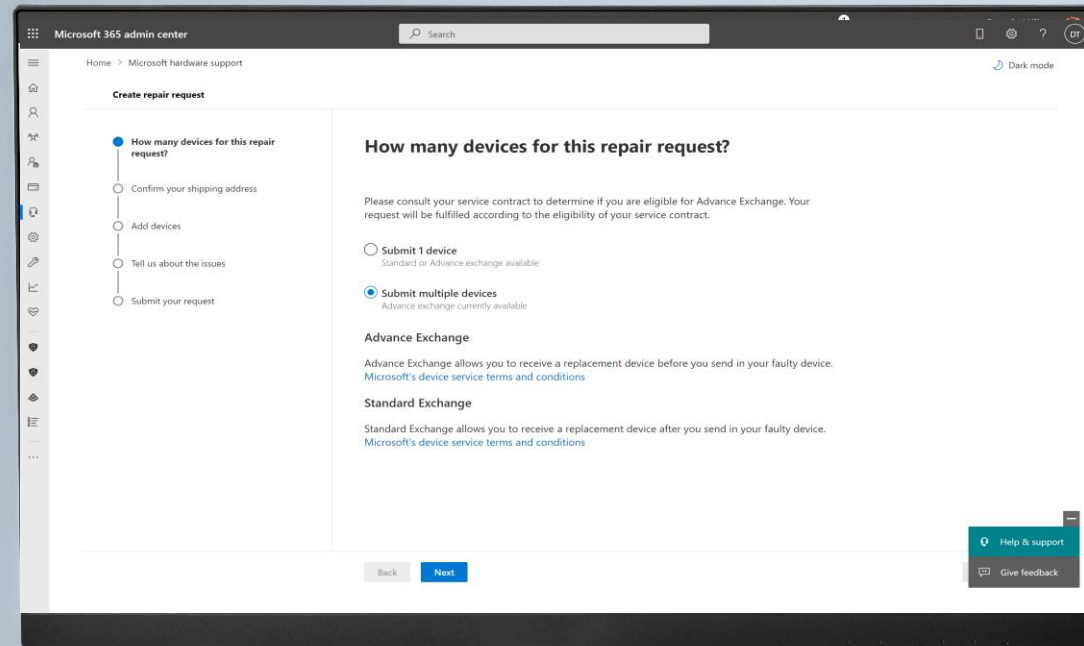
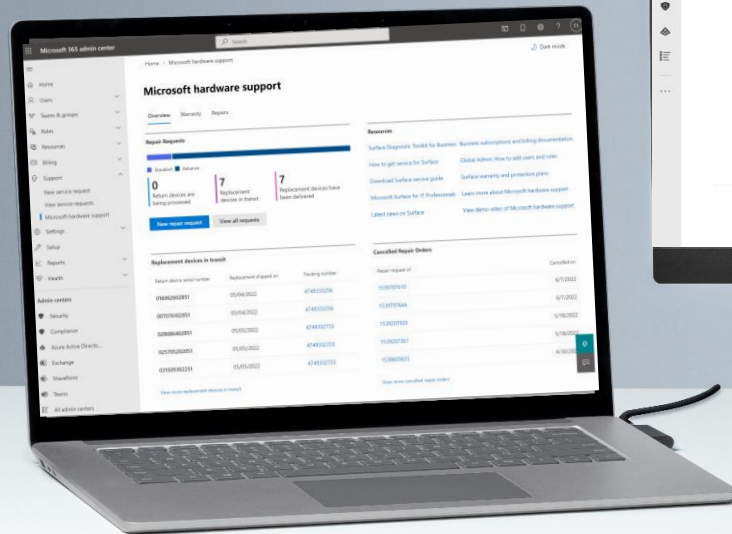


# Self-Serve Portals for IT Admins

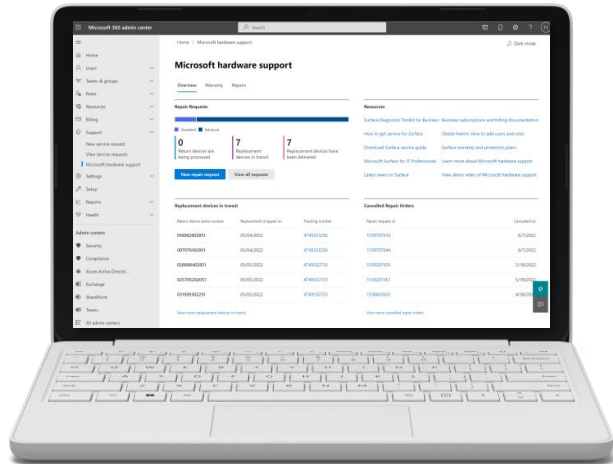
Microsoft Hardware Support Portal on  
M365 Admin Center (HSP)



# Microsoft Hardware Support Portal



# Microsoft hardware support portal



**Seamless device repair** for one or multiple devices using M365



**Warranty lookup** allows you to upload serial numbers see all your devices at a glance



**Bulk service ordering** capability gives the ability to do multiple repairs in one place for advance exchange warranty returns



**Overview page** gives a live view of your repairs and service requests, including current status, and history



**Helpful resources** gives you everything you need to know about your surface device and working in M365 and the latest news on Surface



**Service support** allows you look up information about your devices and accessories, and create a service request without having to pick up the phone



**Hardware warranty specialist and admin roles** specifically designed so IT technicians can manage their own repair and returns



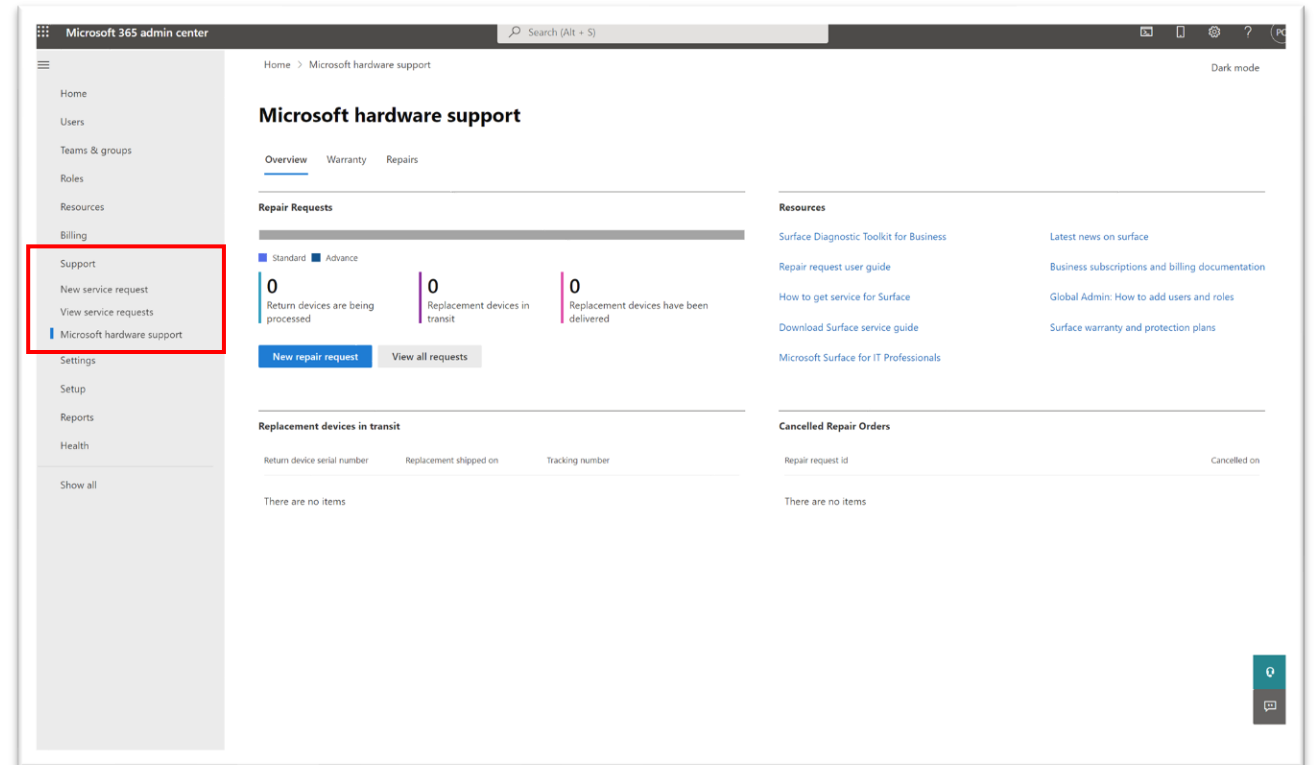
# Getting Started

## Log into Admin 365 Portal

- Customer with existing credential can login  
(No separate credential required for Microsoft hardware portal)

## Go to the left menu bar

- Click "Support" then "Microsoft hardware support"
- Three tabs will appear on the right – Overview, Warranty and Repair

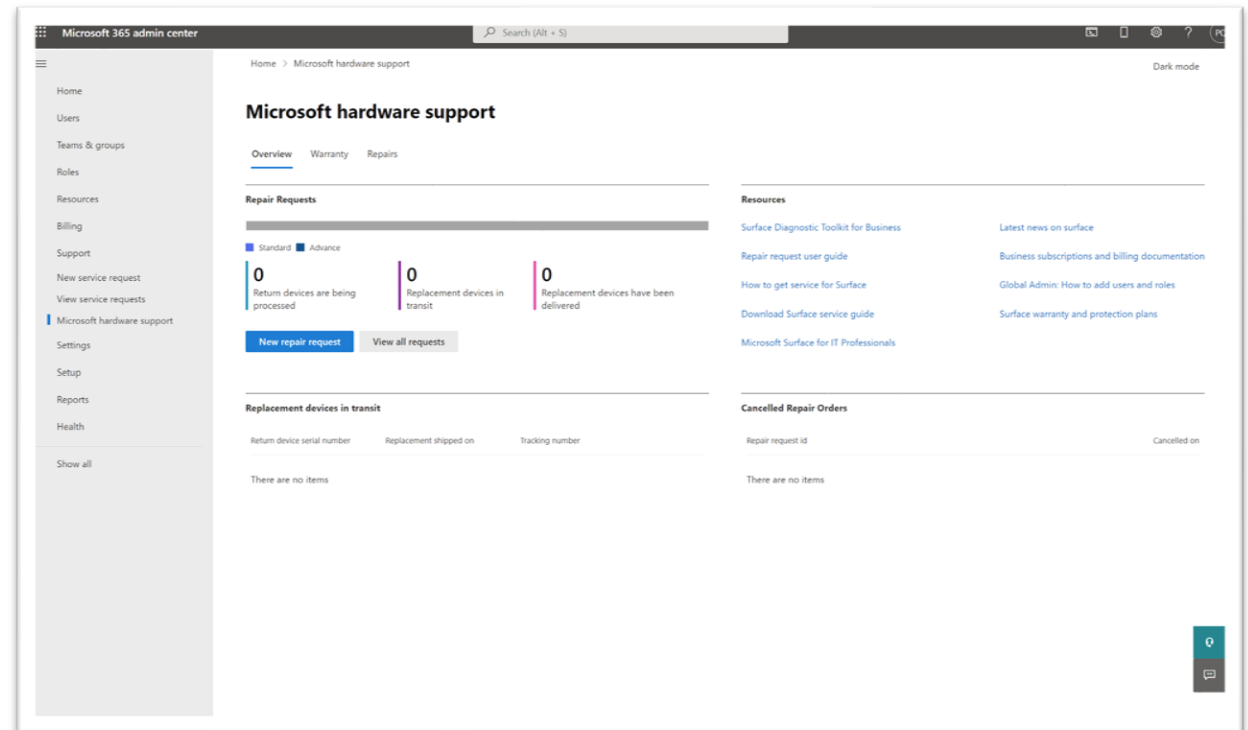


# Overview Page

Overview page allows you to start a new repair request

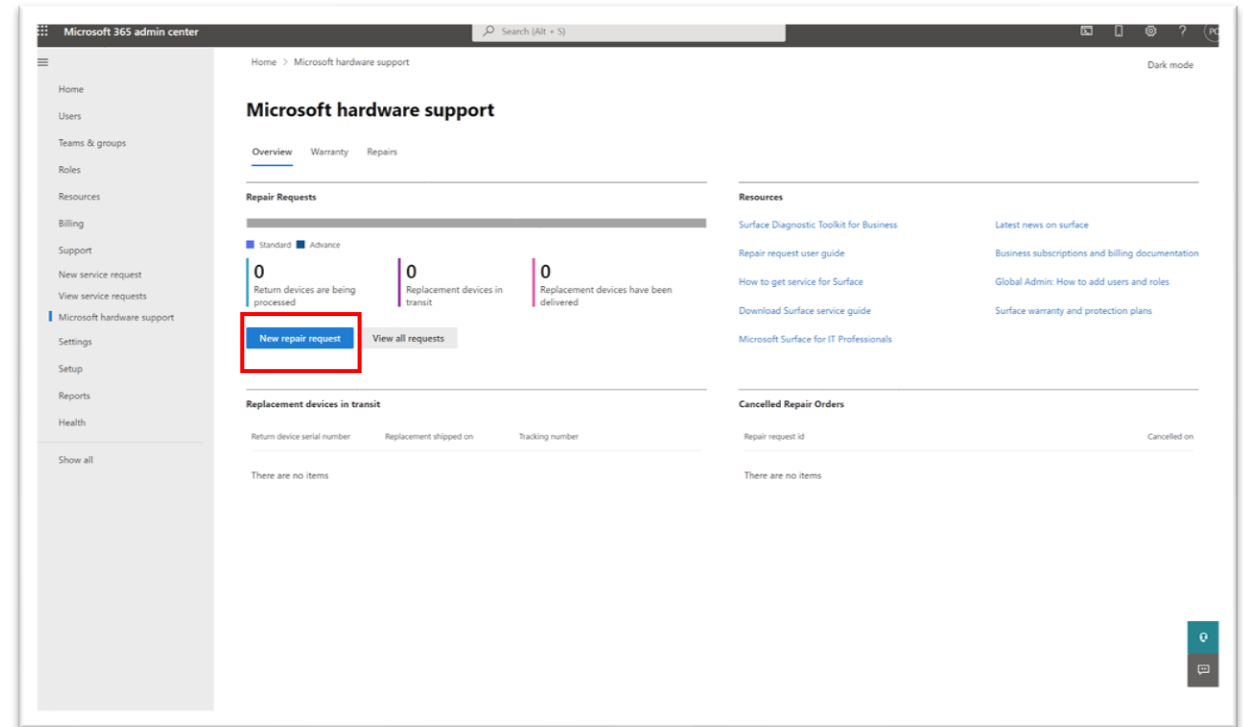
This page also shows the status of your repair requests for standard and advance exchange orders including:

- Details of return process for devices
- Tracking numbers for devices in transit
- Cancelled repair orders
- Details for all requests



# New Repair Request

- A new repair request can be completed using this link for one, or multiple repairs
- Going into this link will start the repair request process
- The repair request is a self-serve tool for hardware returns for devices either:
  - Under warranty (advance)
  - Not under warranty (standard)
- A user can start a new repair from the Overview, Warranty or Repair pages

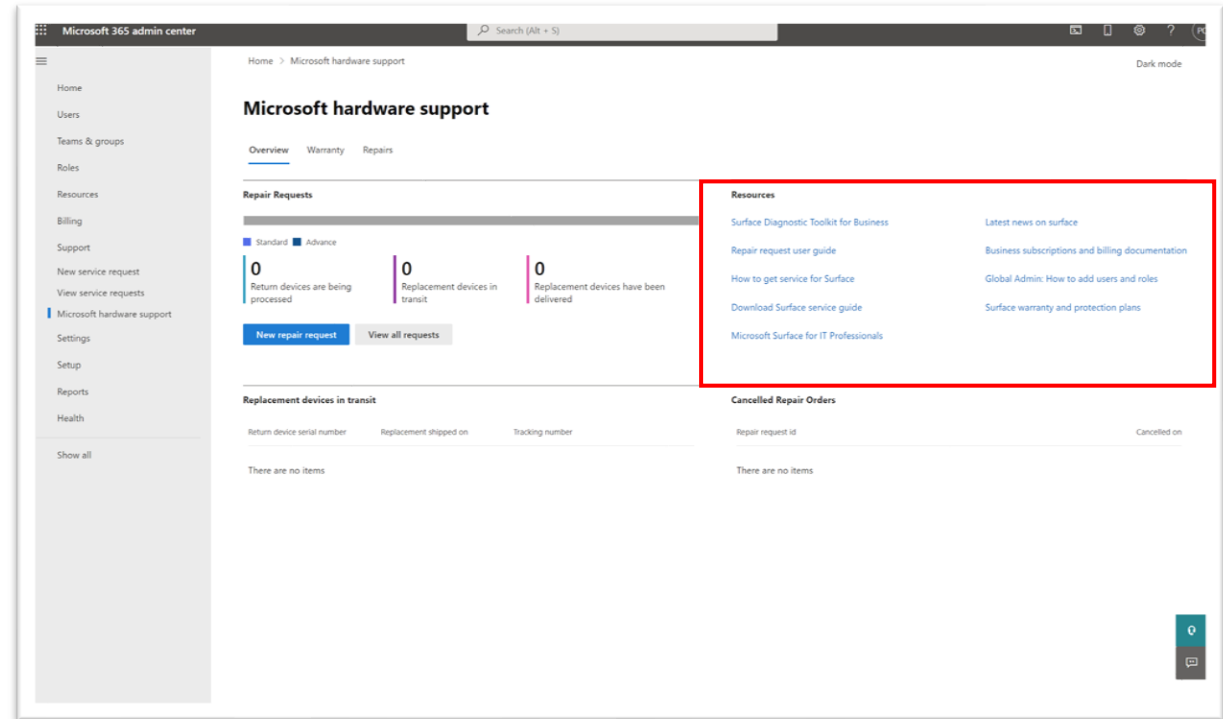


*Note: How to process the repair request is provided in more details in the proceeding section*

# Resources and FAQs

The resource page shows helpful tools and FAQs to manage your devices including:

- Diagnostics toolkit
- Repair request user guides
- Service guide for Surface
- Training for the Hardware Support Portal
- Tips for working in the M365 portal
- Warranty information
- The latest news on Surface





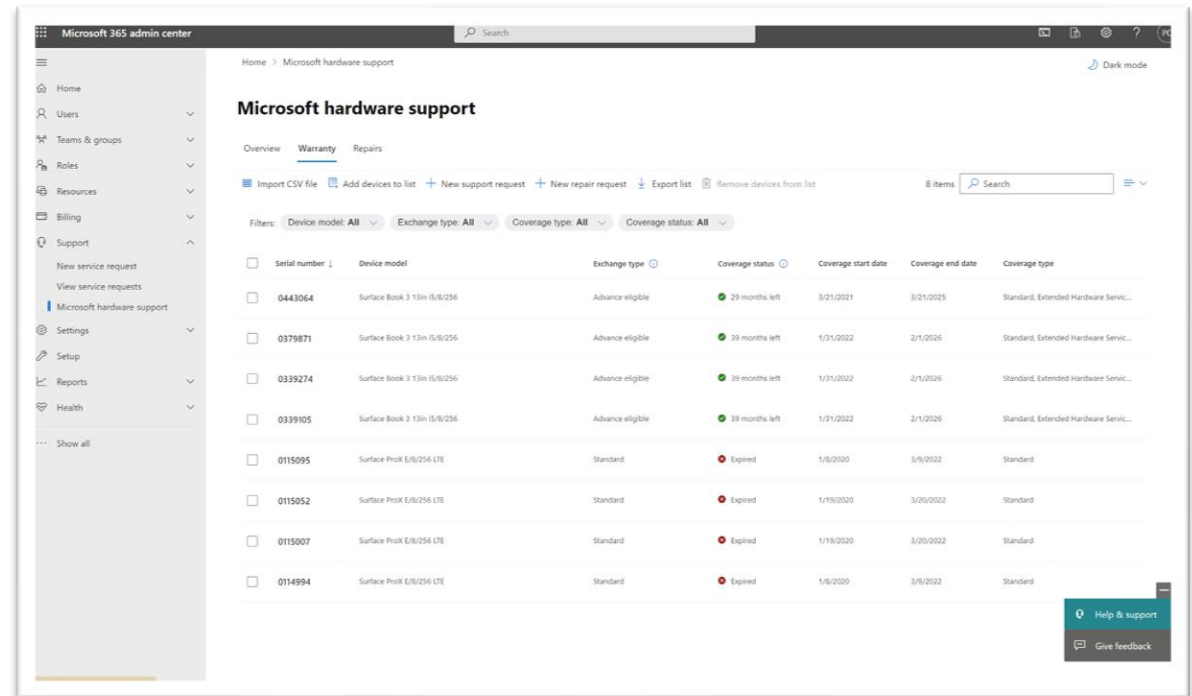
# Warranty Page

You can upload serial numbers to view device warranties, for one device, or multiple devices using the import feature

This page allows you to see everything about your device warranty including:

- Time left on the warranty
- Coverage type
  - Standard hardware warranty
  - Advance exchange warranty
  - Purchased add on warranty
- Exchange type
  - Advance exchange eligible are devices under warranty
  - Standard exchanges are devices not under warranty or same unit repair eligible

From this page you can also chose the devices to start a service or repair order



# Repair Page

The repair page shows detailed information for your repairs for open, closed and canceled returns

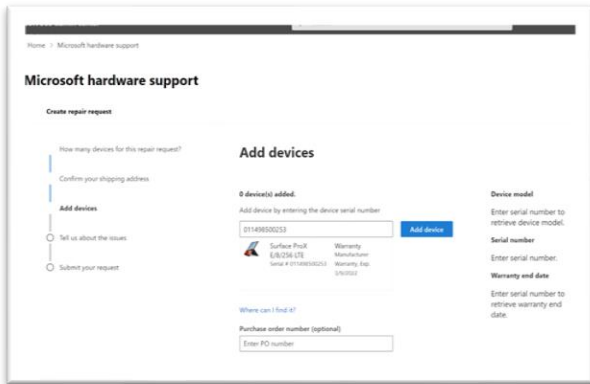
- Click the repair ID number to see detailed information on the repair including:
  - Detailed information on the return
  - Status of the return
  - Warranty information
  - Device tracker
- User can filter the repair request by type (Open/close/ standard/advance)
- User can export a list of repairs to a CSV file
- A new repair request can be started from this screen

The screenshot shows the Microsoft 365 admin center interface. The main content area is titled "Microsoft hardware support" and has tabs for "Overview", "Warranty", and "Repairs". Below the tabs, there is a "Select a repair request below to see details" section with "Create repair request" and "Export List" options. A table lists repair requests:

Repair request id	Submit date	# of devices	Status	Type
1532706789	12/13/2021	1	Cancelled	Standard
1532509862	12/8/2021	1	Open	Standard
1531635861	11/18/2021	1	Open	Standard
1531588738	11/17/2021	1	Cancelled	Standard

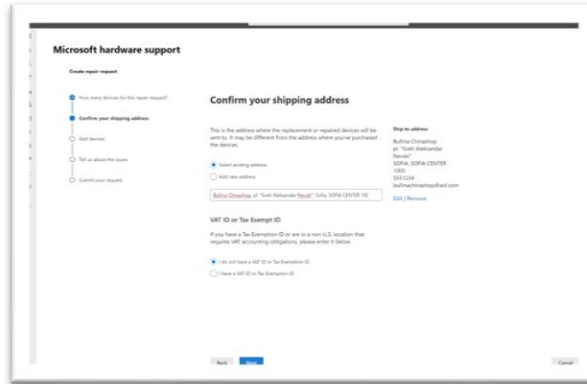
Below the table, it says "1 - 4 results". On the right side, a detailed view for repair ID "1532509862" is shown. It includes a warning message, "Device summary" (Surface Book 3 - 15 in, 512GB i7 32GB with GeForce), "Replacement Device" (Request in progress), "Device issue" (Display Issue), "Device warranty" (Out of warranty), and "Device tracker" (Your order is created, A shipping label has been created, We've received your return device, Your return device is being processed, Your replacement device has shipped).

# New Repair Request



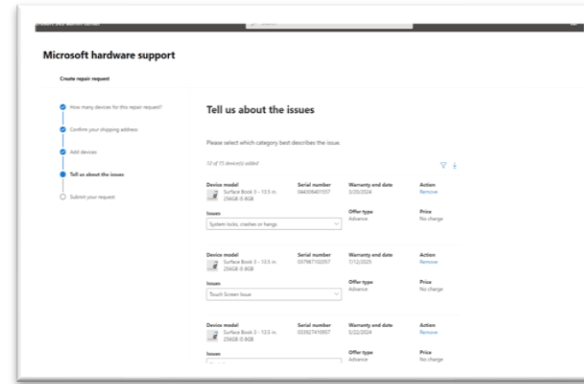
## Add devices:

- Choose whether to submit one device or upload multiple devices (using CSV upload)



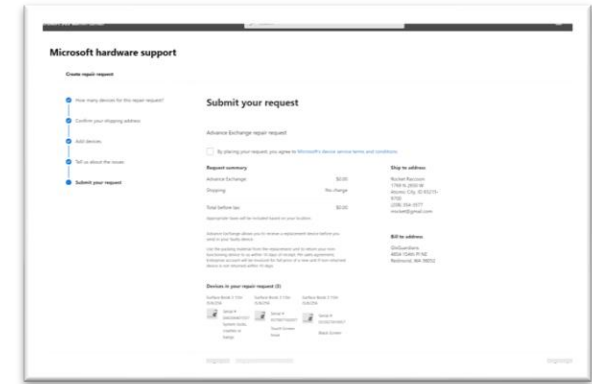
## Confirm your shipping address:

- Chose a shipping address or add a new address
- Add Tax or VAT ID (for European customers), if applicable



## Tell us about the issue:

- Based on the issue, and if under warranty an offer will be displayed
- Advance exchanges can be done in bulk
- Standard exchanges must be done separately

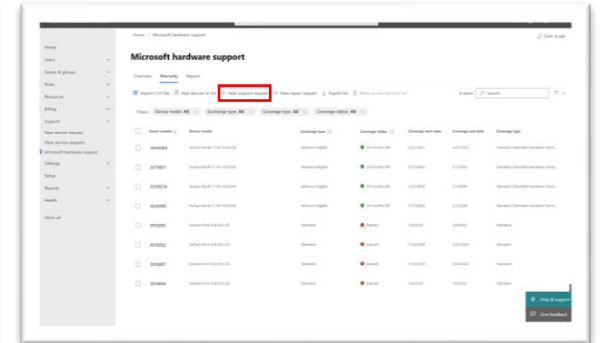
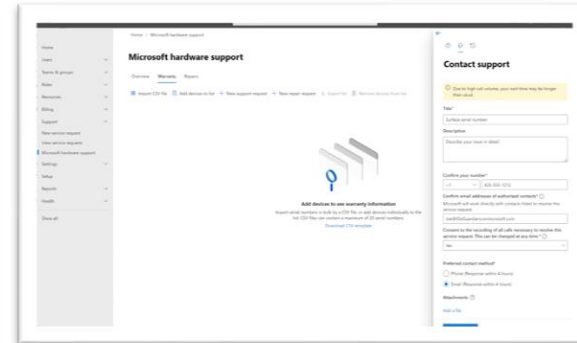
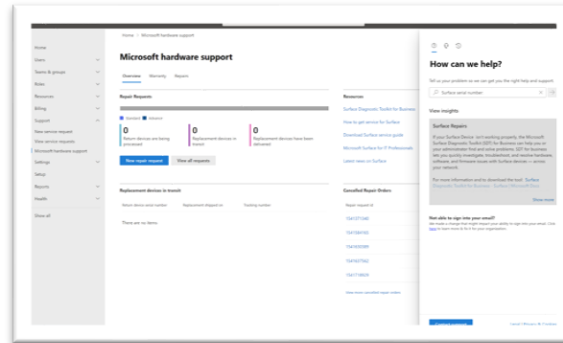
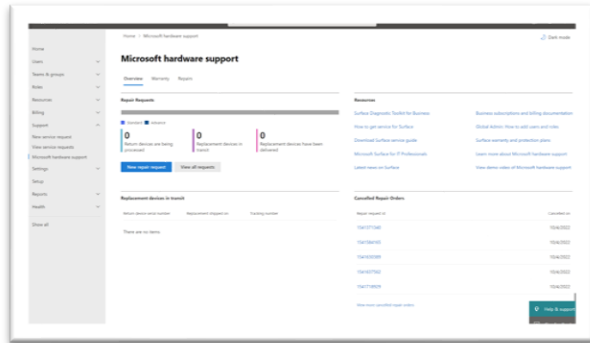


## Submit your repair request:

- Shows instructions for return
- Billing address
- Mailing address
- Details of return

# Support Requests

Getting help for your devices is easy using the support request feature



## Access help and Support:

- Use the link on the bottom right of your screen to access help and support

## Add serial number to get to the right help and support:

- View insights on your device
- Search help online
- Get help from a customer service representative by contacting support

## Contact support:

- Add information about the device including the issue
- Select how you would like to be contacted
- Submit support request
- Customer care will contact you directly

## Create a support request directly from the warranty page:

- See which devices are still under warranties
- You can create a support request for one or multiple devices

# Print shipping labels

Get shipping label reprints of Advance exchange orders through the portal

Reprinting your shipping label is easy using this feature

- Go to the repair page that shows all repair orders
- Select order in which you wish to reprint labels
- Fly out screen will show all devices associated with the exchange order
- Download one label, or select print all button to print all labels associated with exchange

Information about your repair's status can be viewed by clicking on the serial number

Microsoft Endpoint Manager admin center

Surface Management Portal

Monitor Warranty and coverage Support **Repair**

Surface device repairs

Select a repair below to see details

+ New repair request + Export list

<input type="checkbox"/>	Repair request ID ↓ ↑	Submit date ↑ ↓	Number of devices
<input type="checkbox"/>	8766509332	1/1/2022	1
<input type="checkbox"/>	8766509332	1/1/2022	1
<input type="checkbox"/>	8766509332	1/1/2022	1
<input type="checkbox"/>	8766509332	1/1/2022	1
<input type="checkbox"/>	8766509332	1/1/2022	1
<input type="checkbox"/>	8766509332	1/1/2022	12
<input type="checkbox"/>	8766509332	1/1/2022	16
<input type="checkbox"/>	8766509332	1/1/2022	3
<input type="checkbox"/>	8766509332	1/1/2022	1
<input type="checkbox"/>	8766509332	1/1/2022	5
<input type="checkbox"/>	8766509332	1/1/2022	1

Repair request ID: 8766509332

Devices Shipping

Advance Exchange - 20 devices

[Download all shipping labels](#)

Device name	Serial number	Status	Shipping Label
Surface Book 3 13in (5/8)/256	002256789101114	Closed	<a href="#">Download</a>
Surface Book 3 13in (5/8)/256	003356789101116	Closed	<a href="#">Download</a>
Surface Book 3 13in (5/8)/256	004456789101113	Closed	<a href="#">Download</a>
Surface Book 3 13in (5/8)/256	005556789101112	Closed	<a href="#">Download</a>
Surface Book 3 13in (5/8)/256	002256789101114	Closed	<a href="#">Download</a>
Surface Book 3 13in (5/8)/256	003356789101116	Closed	<a href="#">Download</a>
Surface Book 3 13in (5/8)/256	004456789101113	Closed	<a href="#">Download</a>
Surface Book 3 13in (5/8)/256	005556789101112	Open	<a href="#">Download</a>
Surface Book 3 13in (5/8)/256	005556789101112	Open	<a href="#">Download</a>

Done

# How can customers get started?



## System requirements

To use Microsoft Hardware Support Portal, customers will be required to have a M365 account.



## Access

You may already have access to this platform if you have an Intune account. Click the support node on the left side of the platform and look for Microsoft Hardware Support.



## Availability

If you do not yet have access to the portal, please sign in to your M365 Admin Center and then register to use the platform by using the following link [here](#).



## Assign user roles

Follow the instructions below to assign user roles to you and your team and start using the platform!

Please view the Microsoft Hardware Support [Demo](#) to see what it can do for your business



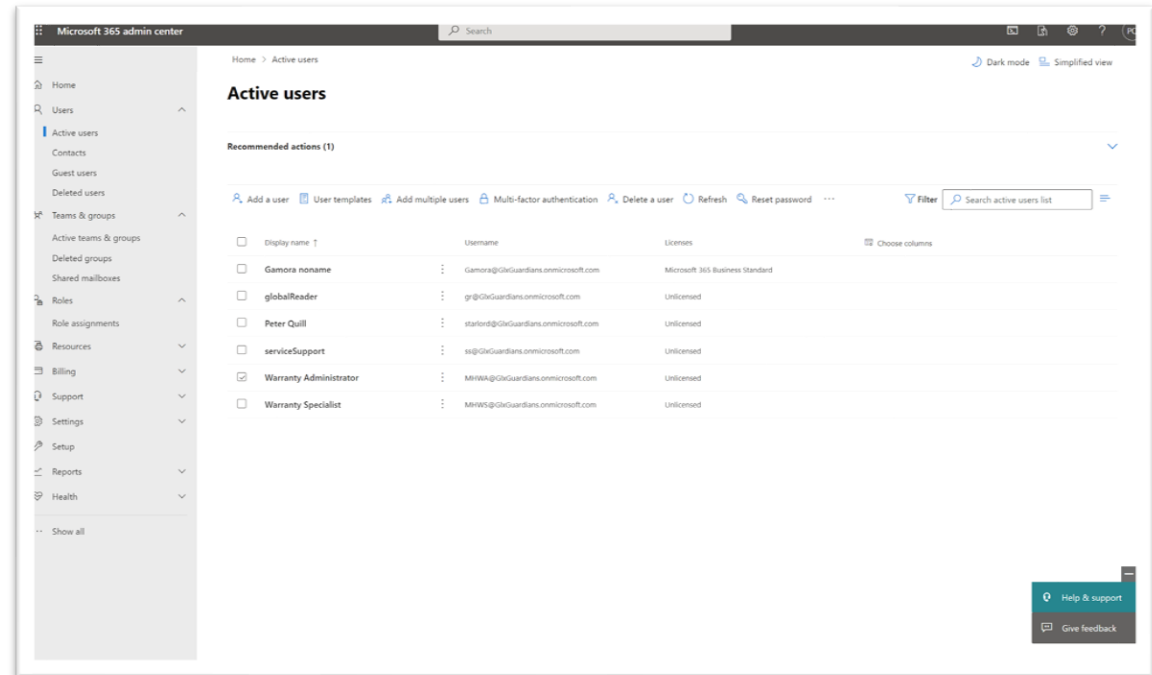
# Global Admin: How to Add a User?



# Getting Access to M365 Admin

These are the steps to obtain user access

1. Go to [M365 Admin Center homepage](#), choose **Users** in the left-hand navigation under users, choose **Active users**
2. Located in the options bar, choose **Filter**
3. Chose **Global Admins from the filter list**
4. Choose a user by clicking on their **display name** to view account details, including their email address
5. Email your global admin for access



Please visit [Overview of the Microsoft 365 admin center](#) for more information. See image to the right on where to go for specifics on admin role details.



# Roles available in M365

User Roles and Access Level			
	View Service Requests	Create/Manage Device Replacement Request	Add/Edit/Delete Ship to Address
<b>Global Admin</b> Need global access to management features and data	Yes	Yes	Yes
<b>Service Support Admin</b> Users who need to open or manage service requests and view or share message center posts	Yes	Yes	X
<b>Billing Admin</b> Users who need to make purchases, manage subscriptions, manage support tickets, and monitor service health	Yes	Yes	Yes
<b>Global Reader Admin</b> Users who need to view admin features and settings in the admin center that the global admin can view	Yes	X	X
<b>Microsoft Hardware Warranty Administrator</b> IT professionals who need global access to all features and data	Yes	Yes	Yes
<b>Microsoft Hardware Warranty Specialist</b> IT professionals who need to create and manage repair and support tickets	Yes (Can view their own requests)	Yes	X

# Add a User

Log in to M365, choose Home in the left-hand navigation, then under user management, chose add user to begin

## Set up the basic info

- Fill out basic information
- Choose automatically create a password or create your own
- Select if they create their own password or have one emailed

## Assign product licenses

- Select location of the country in which the Service support admin or Billing admin
- Under Licenses, choose Create user without product license

## Optional settings

- Under optional settings, choose Roles
- Use dropdown to choose the role for the user

## Fill in Profile information

- Review information entered for the new user's profile
- Review all information before adding admin user
- Hit next, then add user