Overview

This guide provides information to help you learn more about Windows Intune and how it can benefit your organization. Inside you’ll find an overview of features and policies, along with details about the purchase process and support offered.

If you are interested in purchasing through the Microsoft Online Services Customer Portal, this guide is for you. For Enterprise Agreement, Enterprise Services Agreement, or Enrollment for Education Solutions customers, please contact your Microsoft Account Representative or Microsoft Partner for more information.

Note: The information included in this guide is subject to change. Your account representative or partner can provide you with the latest information.

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Windows Intune Can Help Your Business

Windows Intune is an all-in-one solution that brings together cloud services for PC management and security with upgrade rights to Windows 7 Enterprise and future versions of Windows.

Windows Intune offers three key benefits that can help optimize performance of your PC infrastructure:

1. Help manage and secure PCs anywhere.

The Windows Intune cloud service helps you centrally manage and secure your PCs through a simple web-based console—whether your IT staff or end users are in the main office, in a branch office, or on the road. Replace the need for multiple tools and server-based infrastructure with a single, simple solution for PC management, security, and updates. With the Windows Intune cloud service, IT can deliver remote management and protection to keep IT and end-users productive from virtually anywhere.

Manage updates
Centrally manage the deployment of the Microsoft updates and service packs to all PCs.

Protect PCs from malware
Help protect your PCs from the latest threats with centralized endpoint protection built on the award-winning Microsoft Malware Protection Engine.

Proactively monitor PCs
Receive alerts on updates and threats so you can proactively identify and resolve problems with your PCs—before they impact end users and your business.

Provide remote assistance
Resolve PC issues, regardless of where you or your users are located, with remote assistance.

Track hardware and software inventory
Track hardware and software assets used in your business to efficiently manage your assets, licenses, and compliance.

Set security policies
Centrally manage update, firewall, and endpoint protection policies across all PCs, even on remote machines outside your corporate network.

2. The best Windows experience.

Provide a better experience for your workforce that’s easier to manage by standardizing your PC environment. You can upgrade to Windows 7 Enterprise or run a prior release—it’s your choice.

Stay current with Windows 7 Enterprise
Upgrade your PCs to Windows 7 Enterprise, providing end users with an improved, intuitive interface and advanced search capabilities, plus Windows BitLocker Drive Encryption to better protect confidential data.

Key Windows 7 features and benefits
• BitLocker and Windows BitLocker To Go
• Improved Windows taskbar
• Windows Search and libraries
• Windows troubleshooting
• View available networks
• Speed, reliability, and responsiveness

Standardize on the Windows you want
Get the flexibility to standardize your PC environment on a single Windows platform—Windows 7 Enterprise, Windows Vista, or even Windows XP—and automatically get the rights to future version of Windows, so you never have to worry about purchasing upgrade licenses.
3. Fits your business.

Windows Intune can help you get big-tech results with a small-tech investment, minimal overhead, and simple billing.

All-in-one solution
Windows Intune is a comprehensive, end-to-end Microsoft solution that includes PC management, malware protection, Windows upgrades, and more—in one easy purchase.

Always up-to-date
Get any new features or updates to Windows Intune or the Windows operating system automatically as long as your subscription is active.

Easy to get started
The Windows Intune cloud service requires no costly server setup, so you can start managing and protecting your PCs right away.

Simple billing
Windows Intune offers a predictable, monthly payment cycle that helps your business more accurately forecast expenditures.

Low overhead and maintenance
Because the Windows Intune cloud service is hosted by Microsoft, you don’t have the overhead of maintaining on-site PC management servers and software.

Try before you buy
Try Windows Intune for 30 days with no up-front costs. You can run it concurrently with your existing systems to evaluate it before making a decision.

Optional Add-On

Microsoft Desktop Optimization Pack (MDOP): MDOP is a set of on-site advanced desktop management tools that can help further enhance security and control, and resolve critical issues not addressed by cloud services. Learn more about MDOP here.

For information about technical requirements, please see Recommended System Requirements.
Pricing

Windows Intune brings Windows cloud services and Windows 7 together in single license and subscription at an affordable, monthly cost. It is priced per device – by devices, we are referring to personal computers running Windows. The base price for a single Device Subscription License is €11 per PC, per month.

All prices are given in Euro (EUR) per PC, per month.

As outlined below, volume discounts can be applied to purchases of more than 250 seats. The more units purchased, the deeper the discount. The discount will be recognized at point of purchase and immediately reflected in the purchase price.

### 2011 Windows Intune Pricing

<table>
<thead>
<tr>
<th>Price Level</th>
<th>Discount</th>
<th>Units Purchased</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>0%</td>
<td>1–249</td>
<td>€11.00</td>
</tr>
<tr>
<td>2</td>
<td>3%</td>
<td>250–2,399</td>
<td>€10.71</td>
</tr>
<tr>
<td>3</td>
<td>6%</td>
<td>2,400–5,999</td>
<td>€10.38</td>
</tr>
<tr>
<td>4</td>
<td>9%</td>
<td>6,000–14,999</td>
<td>€10.05</td>
</tr>
<tr>
<td>5</td>
<td>12%</td>
<td>15,000–20,000</td>
<td>€9.72</td>
</tr>
</tbody>
</table>

**Note:** All prices are per month and meant to be estimates only. Actual price list may differ from the above due to rounding or system limitations.

**Discount for Windows Software Assurance Customers**

Windows Intune volume discounts are applied at the time of purchase in the Microsoft Online Services Customer Portal. If your devices are already covered by Windows Client Software Assurance, a credit for up to half of the Windows Intune price is available. Eligibility is detected post-purchase (as the subscription is provisioned), and the discount is applied in the form of a credit on a subsequent bill (typically the second bill after purchase). After that, you will receive invoices at the discounted rate throughout the duration of the subscription.

If you would like more information about pricing and discounts, please contact your Microsoft Partner or Microsoft Support.
Understanding Windows Intune Terms and Conditions

Within this section you will find information that can help you understand the Windows Intune terms and conditions including additions, reductions, cancellations, and managing subscriptions.

Licensing

License Terms

• Windows Intune is licensed through a Device Subscription License. The subscription is tied to the device not the user. For the context of this document, device refers to personal computers running Windows. For systems requirements, please see page 33.

• Subscription term is 12 months.

License Requirements

• If you are a Windows Open/Select Software Assurance (SA) customer and you purchase Windows Intune through Microsoft Online Customer Portal (MOCP), you will continue to receive the full set of SA benefits per your Select SA Agreement.

• The Windows software included in Windows Intune is provided on a subscription, non-perpetual basis. If you cancel your subscription, you may purchase the Windows 7 Buyout Option to maintain perpetual use rights to the upgraded Windows 7 license. If you do not wish to purchase the buyout, you will need to uninstall the upgraded version.

• For volume licensing customers—whether through an Enterprise Agreement or non-subscription Open/Select—you will retain perpetual use rights to the Windows operating system upon completion of the underlying SA.

Benefits

As a Windows Intune customer, you will receive the following Windows licensing benefits as part of your subscription:

• Windows 7 Enterprise Upgrade Rights*
• Future Upgrade Rights
• Downgrade Rights
• Reimage Rights
• Run 4 Additional Local Virtual Machines
• Virtual Desktop Access (VDA)
• Able to Purchase Microsoft Desktop Optimization Pack
• Windows Fundamentals for Legacy PCs
• E-Learning**
• Extended Hotfix Support

*To learn how to download Windows 7 Enterprise, reference the Downloading Windows 7 Enterprise Software and Activation Keys section.

**If Windows Intune is purchased through MOCP, e-learning benefits are not available. However, if you are a Software Assurance customer and purchase Windows Intune via MOCP, you will retain any e-learning benefits associated with your SA agreement.
Global Availability and Localization

Windows Intune is currently available in the geographies below and is sold in the corresponding currencies.

<table>
<thead>
<tr>
<th>Country</th>
<th>Currency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australia</td>
<td>AUD – Australian Dollar</td>
</tr>
<tr>
<td>Austria</td>
<td>EUR – Euro</td>
</tr>
<tr>
<td>Belgium</td>
<td>EUR – Euro</td>
</tr>
<tr>
<td>Canada</td>
<td>CAD – Canadian Dollar</td>
</tr>
<tr>
<td>Costa Rica</td>
<td>USD – U.S. Dollar</td>
</tr>
<tr>
<td>Cyprus</td>
<td>EUR – Euro</td>
</tr>
<tr>
<td>Czech Republic</td>
<td>EUR – Euro</td>
</tr>
<tr>
<td>Denmark</td>
<td>DKK – Danish Krone</td>
</tr>
<tr>
<td>Finland</td>
<td>EUR – Euro</td>
</tr>
<tr>
<td>France</td>
<td>EUR – Euro</td>
</tr>
<tr>
<td>Germany</td>
<td>EUR – Euro</td>
</tr>
<tr>
<td>Greece</td>
<td>EUR – Euro</td>
</tr>
<tr>
<td>Hong Kong SAR</td>
<td>USD – U.S. Dollar</td>
</tr>
<tr>
<td>Hungary</td>
<td>EUR – Euro</td>
</tr>
<tr>
<td>India</td>
<td>USD – U.S. Dollar</td>
</tr>
<tr>
<td>Israel</td>
<td>USD – U.S. Dollar</td>
</tr>
<tr>
<td>Ireland</td>
<td>EUR – Euro</td>
</tr>
<tr>
<td>Italy</td>
<td>EUR – Euro</td>
</tr>
<tr>
<td>Japan</td>
<td>JPY – Yen</td>
</tr>
<tr>
<td>Luxembourg</td>
<td>EUR – Euro</td>
</tr>
<tr>
<td>Malaysia</td>
<td>USD – U.S. Dollar</td>
</tr>
<tr>
<td>Mexico</td>
<td>USD – U.S. Dollar</td>
</tr>
<tr>
<td>Netherlands</td>
<td>EUR – Euro</td>
</tr>
<tr>
<td>New Zealand</td>
<td>NZD – New Zealand Dollar</td>
</tr>
<tr>
<td>Norway</td>
<td>NOK – Norwegian Krone</td>
</tr>
<tr>
<td>Poland</td>
<td>EUR – Euro</td>
</tr>
<tr>
<td>Portugal</td>
<td>EUR – Euro</td>
</tr>
<tr>
<td>Puerto Rico</td>
<td>USD – U.S. Dollar</td>
</tr>
<tr>
<td>Romania</td>
<td>EUR – Euro</td>
</tr>
<tr>
<td>Singapore</td>
<td>USD – U.S. Dollar</td>
</tr>
<tr>
<td>Spain</td>
<td>EUR – Euro</td>
</tr>
<tr>
<td>Sweden</td>
<td>SEK – Swedish Krona</td>
</tr>
<tr>
<td>Switzerland</td>
<td>CHF – Swiss Franc</td>
</tr>
<tr>
<td>Trinidad &amp; Tobago</td>
<td>USD – U.S. Dollar</td>
</tr>
<tr>
<td>United Kingdom</td>
<td>GBP – British Pound</td>
</tr>
<tr>
<td>United States</td>
<td>USD – U.S. Dollar</td>
</tr>
</tbody>
</table>

Product Localization Languages

Windows Intune is available in the following languages. English is the default setting.

**Note:** Windows Intune is not commercially available in Korea, Russia, and China (except Hong Kong).

<table>
<thead>
<tr>
<th>Language</th>
<th>Country</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chinese (Traditional)</td>
<td></td>
</tr>
<tr>
<td>Chinese (Simplified)</td>
<td></td>
</tr>
<tr>
<td>English</td>
<td></td>
</tr>
<tr>
<td>French</td>
<td></td>
</tr>
<tr>
<td>German</td>
<td></td>
</tr>
<tr>
<td>Italian</td>
<td></td>
</tr>
<tr>
<td>Portuguese (Brazilian)</td>
<td></td>
</tr>
<tr>
<td>Japanese</td>
<td></td>
</tr>
<tr>
<td>Korean</td>
<td></td>
</tr>
<tr>
<td>Russian</td>
<td></td>
</tr>
<tr>
<td>Spanish</td>
<td></td>
</tr>
</tbody>
</table>
Data Centers

Microsoft Online Services uses data centers located in the United States, Singapore and Ireland to best serve subscribers. A data center will be assigned based on the location of your organization.

Countries Served by Each Data Center:

Visit Microsoft's Data Centers for more information.
Billing and Payment

Billing Cycle

During the subscription term, you will receive a monthly bill for the quantity of Device Subscription Licenses purchased for that term. Additional licenses may be added.

Payment Options

Two payment options are available, depending on volumes purchased:

1. **Credit Card:** International credit or debit card payment is available. VISA, MasterCard, American Express, Discover, and JCB are accepted.

2. **Wire/Bank Transfer:** In addition to the credit card option, qualifying customers may choose Wire/Bank Transfer. This means Microsoft would issue an electronic invoice and the customer initiates a funds transfer to the Microsoft (within 30 days of the invoice date). To qualify the total invoice must be equal or greater than US$500 per month in the United States or be equal or greater than US$250 per month outside the United States. **Note:** Regional prices may vary.

Financing

Financing is not available. The 12-month subscription is billed monthly.

Price Protection

The unit price agreed to upon subscription will stay the same throughout your 12 month subscription. Microsoft reserves the right to lower the price at any time.

Service Level Agreement

Microsoft offers a financially backed, 99.9 percent scheduled uptime Service Level Agreement (SLA) for the duration of the subscription term. That means, if Microsoft does not meet the terms of the SLA, you are eligible to receive service credits.

<table>
<thead>
<tr>
<th>Monthly Uptime Percentage</th>
<th>Service Credit</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt; 99.9%</td>
<td>25%</td>
</tr>
<tr>
<td>&lt; 99%</td>
<td>50%</td>
</tr>
<tr>
<td>&lt; 95%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Order Size

When purchasing through Microsoft Online Customer Portal, the minimum purchase requirement is one device subscription license. No minimum is required for additional orders of the same service. There is a maximum limit of 20,000 devices in a single subscription account. You may choose to have multiple accounts, but the maximum number of seats that can be managed on any single account is 20,000.
Add-On Options

Microsoft Desktop Optimization Pack (MDOP) is available as an add-on purchase through the Microsoft Online Customer Portal (MOCP).

<table>
<thead>
<tr>
<th>Price Level</th>
<th>Units Purchased</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1–249</td>
<td>€0.95</td>
</tr>
<tr>
<td>2</td>
<td>250–2,399</td>
<td>€0.86</td>
</tr>
<tr>
<td>3</td>
<td>2,400–5,999</td>
<td>€0.80</td>
</tr>
<tr>
<td>4</td>
<td>6,000–14,999</td>
<td>€0.73</td>
</tr>
<tr>
<td>5</td>
<td>15,000–20,000</td>
<td>€0.68</td>
</tr>
</tbody>
</table>

Note: If you are interested in purchasing MDOP, the Windows Intune subscription transaction will need to be completed first. Once your Windows Intune subscription has been processed, you may go back into MOCP and add MDOP to your order.

Additions, Reductions, and Renewals

Additions

• You can add units to your subscription at any time at the current subscription purchase price.
• The added units will follow your original subscription anniversary date for renewals.
• When adding units moves your organization to a new pricing tier, all existing and new units take the lower prices of that tier from that point onward.
• New units added between billing cycles will be billed on a prorated basis in the next billing cycle.

You can manage your account details through MOCP or by consulting your Microsoft Online Services Partner.

Reductions

• Reductions within the first 12-month subscription period are not allowed.
• If reductions after the first 12-month term move you to a new pricing tier, all your units will assume the pricing within the new tier.

Auto Renew

Nearing the end of your subscription, you will be notified that your subscription is coming to an end. If no action is taken, your subscription will automatically be renewed for another 12-month term.

Opting out of the auto renewal feature can be done through MOCP. If you’ve opted out of auto renew and would like to continue the Windows Intune service when the initial subscription ends, you will need to call Support to manually renew the subscription before the end of the 30-day grace period.

Subscriptions are renewed at the purchase price, unless pricing changes during the subscription term. Price protection continues throughout the renewed subscription. Microsoft retains the right to change the price by giving 30-day notice before the renewal date.
Cancellations

Cancelling a New Subscription

You can cancel any time within 30 days of purchase and will be billed for the first month. Cancellations can be made after that point, but you will be responsible for paying for the entire initial 12-month subscription.

Cancelling a Subsequent Subscription

After the initial 12-month subscription you can call to cancel any time. The cancellation will take effect at the end of the following subscription month.

Windows 7 Buyout Option

The Windows upgrade license included in the Windows Intune subscription is a non-perpetual license. If a subscription is canceled after the initial 12-month period, you have the ability to retain your organizations upgraded Windows operating system licenses by converting them to perpetual use licenses with the Buyout option. If you choose not to purchase the Buyout option, Windows 7 will need to be uninstalled from your organization’s computers. For information on purchasing the buyout, please contact Support.
How Do I Purchase Windows Intune?

Purchasing Windows Intune is quick and easy. You can make purchases yourself or designate a preferred Microsoft Partner (as long as they are a certified Microsoft Online Services Partner) to initiate the order on your behalf. If a partner begins the order, you will be emailed a request to complete the transaction by accepting the Microsoft Online Services Agreement (MOSA) and entering your payment details.

Following are the steps to:

1. Convert an existing free trial to purchase.
2. Purchase Windows Intune as a new customer.

**Note:** Under either scenario, you will need a valid Windows Live ID to purchase Windows Intune.

Converting an Existing 30-Day Trial to Purchase

If you are evaluating the 30-day trial of Windows Intune, here are the steps to purchase the full suite.

**STEP 1:** After logging into the Microsoft Online Customer Service Portal with your Windows Live ID, click the Subscriptions tab. From there, click “Buy Now”.

**STEP 2:** Select the number of licenses you want to purchase and update total.

**Note:** Maximum purchase amount is 20,000 units per single subscription.
STEP 3: Designate your Partner of Record

If you are working with a partner, you can identify your partner as long as they are a Microsoft Online Services Partner. Having the expertise and experience of an IT partner can help you get the most out of your subscription. You will also see the total cost per month for your subscription.

Note: To identify your Partner of Record you will need the partner’s ID number or their company name, city and zip code.
STEP 4: Payment

You can pay by credit card or request invoice payments. The invoice payment option is available for customers whose total invoice is equal to or greater than US$500 per month in the United States or equal to or greater than US$250 per month outside the United States. More details can be found in these Terms and Conditions. **Note:** Regional prices may vary.

STEP 5: Enter Payment Information
STEP 6: Sign the Microsoft Online Subscription Agreement

As the customer, you will be asked to confirm the order and accept the terms of the Microsoft Online Services Agreement (MOSA). Signing this document means you agree to the terms outlined in the agreement.

STEP 7: Review Purchase Details and Confirm Order

Once you click “Confirm Order”, you will receive an email confirmation that includes your order number and links to additional services and support. Activation typically happens approximately 15 minutes after confirming your order. To check status, simply refresh this page and an activation status will display.

Congratulations! Your order is processing.
STEP 8: Confirmation and Next Steps

You’ve successfully purchased Windows Intune. A confirmation is being sent to your email address.
Purchasing Windows Intune as a New Customer

Following are the steps to purchase Windows Intune if you are a new customer.

**STEP 1:** Go to the Windows Intune Homepage.

Select the "Try and Buy" tab.
STEP 2: Click the "Buy Now" button.

STEP 3: Create your Windows Live ID or sign in using an existing Windows Live ID [here].
STEP 4: Create your profile by adding contact, company and address information.

![Profile Creation Screenshot]

STEP 5: Now you’re ready to make a purchase. Select the number of licenses you wish to buy.

Note: Maximum purchase amount is 20,000 units per a single subscription. You may purchase multiple subscriptions.

![Purchasing Screenshot]
**STEP 6: Designate your Partner of Record**

If you are working with a partner, you can identify your partner as long as they are a Microsoft Online Services Partner. Having the expertise and experience of an IT partner can help you get the most out of your subscription. You will also see the total cost per month for your subscription.

**Note:** To identify your Partner of Record you will need the partner’s ID number or their company name, city and zip code.
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You can pay by credit card or request invoice payments. The invoice payment option is available for customers whose total invoice is equal to or greater than US$500 per month in the United States or equal to or greater than US$250 per month outside the United States. More details can be found in these Terms and Conditions. Note: Regional prices may vary.

STEP 8: Enter Payment Information
STEP 9: Sign the Microsoft Online Subscription Agreement

As the customer, you will be asked to confirm the order and accept the terms of the Microsoft Online Services Agreement (MOSA). Signing this document means you agree to the terms outlined in the agreement.

STEP 10: Review Purchase Details and Confirm Order

Once you click “Confirm Order”, you will receive an email confirmation that includes your order number and links to additional services and support. Activation typically happens approximately 15 minutes after confirming your order. To check status, simply refresh this page and an activation status will display.

Congratulations! Your order is processing.
STEP 11: Confirmation and Next Steps

You’ve successfully purchased Windows Intune. A confirmation is being sent to your email address.
Activating Your Subscription

Within this section you will find information about the service activation process.

**Note:** To activate, your Windows Live ID must be the same email address that received the activation mail.

**Time to Activation**

Activation happens just a few minutes after the purchase process is complete. Windows Intune can be used as soon as activation is complete.

**Notification of Activation**

Upon completing the online purchase process, you will be returned to the subscription page on the Microsoft Online Services Customer Portal (MOCP). The Windows Intune subscription will be listed as “in progress.” To remain apprised of the status of the activation, just refresh the page to see status. Activation status will display as: In Progress; Partially Active, or Service Active.

At the same time, you will be sent a confirmation email once your account has been provisioned that confirms your order. This email will include a link to the Windows Intune Administration Console so you can begin using the cloud service as well as a link to the Microsoft Online Services Download Center to download your Windows or optional Microsoft Desktop Optimization Pack software. Links to more information and support will also be included in the confirmation email.

**Logging into the Windows Intune Administration Console**

Once your Windows Intune subscription is active, you can start managing your PCs! Simply log into https://manage.microsoft.com with the Windows Live ID you used to complete your purchase in MOCP.

**Designating Administrators**

The Windows Live ID associated with the subscription purchase is designated as the tenant administrator*. The tenant administrator is the account owner and has rights to perform all administrative tasks for Windows Intune. A tenant administrator can designate service administrators at any time. Service administrators can conduct administrative tasks in Windows Intune but cannot modify subscription details—such as number of seats or modifying service administrators in MOCP. Partners can be designated as service administrators.
There are two ways to designate a service administrator post-purchase:

1. The Windows Intune Administration Console
   - The tenant administrator can add a Windows Live ID from the “Administration” workspace.

2. The Microsoft Online Services Customer Portal
   - The tenant administrator signs in with their Windows Live ID.
   - A service administrator can be added through the Microsoft Online Customer Portal (MOCP) by going to the Subscriptions tab and clicking on “Edit service details”.
   - Once in Service Details, you can add contact details for your “Service Administrator”. Only one service administrator can be added through MOCP.
• A service administrator added through Microsoft Online Customer Portal (MOCP) automatically becomes a tenant administrator* in Windows Intune. This means that this added administrator can only see account details in MOCP, but cannot modify subscription details. However, this administrator can act as a tenant administrator in Windows Intune, meaning he/she has full administrative right and can add new service administrators within the Windows Intune Administrative Console at anytime.

• These service administrators can be changed at any time by the original tenant administrator.

• If you would like your partner to manage the Windows Intune subscription on your behalf, adding service administrators through MOCP is the recommended option.

*Note: An account will remain under the original tenant’s name and Windows Live ID unless:
1. Account owner leaves the purchasing organization or is no longer in charge of MOCP subscriptions within the organization.
2. The purchasing organization is legally inherited by another organization.

In these cases, please contact the Microsoft Online Customer Partner Care Center (CPC) to transfer the account to a new tenant administrator and Windows Live ID.

**Downloading your Windows 7 Enterprise Upgrade or Optional Microsoft Desktop Optimization Pack Add-On**

There are three ways to access the Online Services Download Center to activate the Windows upgrade software included in your subscription. If you also purchased the optional Microsoft Desktop Optimization Pack (MDOP) add-on, you will need to download the MDOP software from the Download Center also.

1. **Link provided in confirmation email.** Your activation email will include a link to the Online Services Download Center, where you can access the Windows software included in your subscription.

2. **Access via MOCP.** Link to Online Services Download Center from the ‘Actions’ field in MOCP.
3. **Directly visit the Online Services Download Center** and login with the Windows Live ID associated with your purchase. Next, choose the version of Windows you wish to download, then click the “Download” link. If you purchased the Microsoft Desktop Optimization Pack add-on, you will also be able to download the software from here.
Managing Your Subscription

Subscription Management

As a Windows Intune customer, you can utilize the Microsoft Online Customer Service Portal (MOCP), for purchase-related administrative functions such as adding licenses to your existing subscription. For information on managing administrative tasks using MOCP, consult Microsoft Online Service Help and How to.
Support

Following is the Windows Intune Purchase, Provisioning and Technical support for general availability. If you are working with a Microsoft Partner or have questions regarding management services delivered by your partner, please contact them first.

Pre-Purchase, Purchase, Provisioning, and Activation Support

For questions regarding pre-purchase, purchase, provisioning, or activation, please contact Microsoft Online Customer-Partner Care by calling one of the local numbers listed on Microsoft Online Service Help and How to or submit a support ticket here.

Contact Microsoft Online Customer-Partner Care for help with the following:

• Activation—including Windows Client and Microsoft Desktop Optimization Pack keys
• Billing
• Requests to change subscription, including adding seats/units, removing seats/units, upgrading, downgrading, changing payment type, modifying subscription owner
• Purchasing the Windows Buyout Option
• Renewal. If you have not opted into auto renew, then call Support to renew once the original subscription ends.
• Cancellations

Microsoft Online Customer-Partner Care support is available Monday through Friday 9:00AM–5:00PM in your local time and in the following languages:

<table>
<thead>
<tr>
<th>English</th>
<th>Spanish</th>
<th>Japanese</th>
</tr>
</thead>
<tbody>
<tr>
<td>German</td>
<td>Dutch</td>
<td>Italian</td>
</tr>
<tr>
<td>French</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Product Technical Support for Windows Intune, Windows Software, or Microsoft Desktop Optimization Pack

Windows Intune

For technical information or to check out forums to hear what other IT professionals are saying, visit Windows Intune Online Help.

If you are experiencing issues with the Windows Intune cloud service, please visit the Service Status page for information on known service issues.

For 24x7 technical support regarding the Windows Intune cloud service, get support here. Windows Intune cloud service product support is available in the following languages:

Phone Support
English  German  Cantoneses
Japanese  Spanish  Italian
French    Mandarin  Portuguese (Brazilian)

Email Support
English
Japanese
Windows Software Included in Your Subscription

• Click [here](#) for technical guides, FAQs, and forums.
• Click [here](#) for Windows technical support

**Note:** Technical support for Windows may require payment or be counted as a decrement towards your existing Windows benefits.

Optional Microsoft Desktop Optimization Pack Software

• Click [here](#) for technical guides, FAQs, forums, and instructions about how to contact technical support.

**Note:** Technical support for Windows may require payment or be counted as a decrement towards your existing Windows benefits.
Recommended System Requirements

The Windows Intune client software is supported on both 32-bit and 64-bit versions of:

- Windows 7 Enterprise, Ultimate, and Professional
- Windows Vista Enterprise, Ultimate, and Business
- Windows XP Professional with Service Pack (SP) 2; SP3 recommended

The Windows Intune client software has no additional hardware requirements for Windows 7 or Windows Vista–based computers. However, to install the client software on Windows XP–based computers, you will need a CPU clock speed of 500 megahertz (MHz) or faster and a minimum of at least 256 megabytes (MB) of RAM.

You will also need administrator rights on the computer to complete the Windows Intune client software installation.

To access the Windows Intune Web console, administrators will need access to a Web browser that supports Silverlight 3.0, such as Windows Internet Explorer 7.0 or higher.

**Note:** To install the Windows Intune client software on Windows XP Professional with SP2–based computers, you will need to install the following software (these updates are not required for Windows XP Professional with SP3 or later):

- Forefront Client Security Filter Manager QFE for Windows XP SP2 is located [here](#).
- Microsoft Core XML Services (MSXML) 6.0 must be running. For more information about MSXML 6.0 and how to download it, visit the [Microsoft Download Center](#).
- We recommend you also download and install the latest security update, MSXML 6.0 SP2.

**Note:** The Windows Intune client software is supported on x86-based and x64-based editions of the previous operating systems. Itanium-based (IA-64) systems are not supported by the Windows Intune client software. Click [here](#) for more information.
Glossary

DSL or Device Subscription License
Online Services are subscription-based and provide access to software and services. Licensing under this model consists of one or more of the following: User or Device Subscription License (USL or DSL). Windows Intune requires a DSL for each device that accesses the online service.

Microsoft Desktop Optimization Pack (MDOP)
MDOP is a suite of on-premises management technologies. Click here for more information about MDOP.

Microsoft Online Services Administration Center (MOAC)
MOAC is a Web portal that the designated service administrator for a customer subscribing to Microsoft Online Services uses to manage settings for the company. User accounts and specific services the customer subscribes to are subscribed to and are managed from MOAC.

Microsoft Online Services Customer Portal (MOCP)
MOCP is a Web portal that customers use to try or buy subscriptions to Microsoft Online Services. Customers can also manage active subscriptions through MOCP.

Microsoft Online Subscription Agreement (MOSA)
MOSA is an agreement customers sign when purchasing online services subscriptions. View the full agreement here.

Microsoft Online Services Partner
A partner who has signed the Microsoft Online Services Partner Agreement (MOSPA) and is certified to sell Microsoft Online Services.

Partner of Record
The term used to reference the Microsoft Online Services Partner tied to a specific subscription sale. The Partner of Record is the partner recognized for selling you Windows Intune and may be providing you with value add services using Windows Intune.

Service Administrator
A service administrator may or may not be the subscription owner. Service administrators are administrators with privileges to administer the Windows Intune service – this can be an internal IT professional or a Microsoft Partner.

Service Level Agreement (SLA)
Service Level Agreements representing commitments Microsoft makes with regard to a product, if applicable. SLAs for each product, if applicable, can be accessed via the Online Services Use Rights.

Service Request (SR)
A Service Request is how customers engage Microsoft Online support for issues – whether online or via phone.

Software Assurance (SA)
Microsoft Software Assurance is a set of benefits to help improve workforce productivity, streamline software deployment, and reduce costs.
For more information on Windows Software Assurance programs, go here.

Tenant Administrator
A tenant administrator is the subscription owner. He/she has rights to modify subscription details such as billing information or quantity purchased in MOCP and can also perform administration tasks in Windows Intune service. The tenant administrator only has rights to the Online Services Download Center to download Windows or MDOP software.

Volume Licensing (VL)
A set of programs and policies allowing customers to attain licenses to software and services in a way that works for them. Examples of programs: EA, EAS, EES, Select License, Select Plus, Open License, Open Value, or Open Value Subscription. Click here for more information about Microsoft’s Volume Licensing programs.

Windows Live ID
This Microsoft single sign on service allows users to sign in to many Web sites using one account.