Welcome!

• Your customer’s account in the [Enterprise Portal](#) has been created in accordance with the contact information associated with their order where the person listed as the “Notices Contact and Online Admin” will automatically be added as the initial Enterprise Administrator. However, the Azure Government environment must first be provisioned before they are able to deploy services.

Getting Started

• Customers should activate by visiting the [Azure Government Support Page](#) and creating a support request:
  
  • Problem Type: Activation and Provisioning
  
  • Category: New enrollment in Azure Government

*Note:* Please note that because the Azure Government Cloud is logically isolated, the chosen domain must be unique across the onmicrosoft.com namespace. As such, the domain name must be different than any existing O365, Azure Global, or other cloud offering they might have. Also, if they are migrating from a Preview or Trial of Azure Government, please indicate as part of this request.

Concierge Onboarding

• As a reminder, we do offer a service where we can walk your customer through the Enterprise Portal as well as point out some of the nuances of the Azure Gov cloud. If they would like to take advantage of this service, click [here](#) to submit a request by selecting “Activation and Provisioning” > “Schedule a customer on-boarding call”. That same link can be used to request other support for the Enterprise Portal.
# Microsoft Azure Government Support Plans

**For Complex Or Business Critical Applications**

<table>
<thead>
<tr>
<th>Tier</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Premier</td>
<td>Priority Handling, Skill building</td>
</tr>
<tr>
<td></td>
<td>Developer Mentoring &amp; Proactive Services</td>
</tr>
<tr>
<td></td>
<td>Assigned TAM or ADM Full Advisory Service</td>
</tr>
<tr>
<td></td>
<td>Unlimited Phone Support</td>
</tr>
<tr>
<td></td>
<td>- Unique Phone Line</td>
</tr>
<tr>
<td></td>
<td>- Exec Escalations</td>
</tr>
<tr>
<td></td>
<td>Response Time</td>
</tr>
<tr>
<td></td>
<td>- Fastest: &lt;15 mins</td>
</tr>
<tr>
<td></td>
<td>- Priority Routing</td>
</tr>
<tr>
<td></td>
<td>Designated support team</td>
</tr>
<tr>
<td></td>
<td>Unlimited Break/Fix Support (24X7)</td>
</tr>
</tbody>
</table>

**Pro-Direct**

- Pooled Escalation Mgr Basic Advisory Service
- Unlimited Support Escalation Services
- Response Time Fastest: <1 hr Priority Routing
- Unlimited Break/Fix Support (24X7)

**Standard**

- 1:1 Phone Support (call-back, up to 3x month)
- Response Time Fastest: <2 hrs
- Unlimited Break/Fix Support (24X7)

*Available to all: Community Forum; Service Dashboard and Outage Reporting; Billing and Subscription Support*

Support can be purchased through your channel partner.

Partner Framework

Enterprise

Customer #1

IT
Finance

Customer #2

Auto
Aerospace

Customer #3

West
East

Department

Account

Joe
John

New Car
New Plane

Joe
John

Subscription

Production
Dev/Test
Project 1

App 1
App 2
App 3

Project 1
Project 2
Project 3
Azure Government Roles & Azure Active Directory (AAD) Associations

**Enterprise Portal**

**Enterprise Admin**
- Monitor and manage their Indirect Customer enrollments, can publish markup prices for them, and can see detailed usage and costs for the services they are consuming. The Partner Markup allows the Partner to add markup to their Indirect Customer enrollments and provides Price Lists, and Download Usage reports showing costs and prices at marked up rates.

**Department Admin**
- Can add other Enterprise and Department Administrators, addDepartments, add or associate Accounts to the Enrollment, can view usage and charges data across all Accounts and Subscriptions, can view the monetary commitment balance associated to the Enrollment. There is no limit to the number of Enterprise Administrators on an Enrollment.

**Account Owner**
- Can add subscriptions to the account, update the Service Administrator and Co-Administrator for an individual subscription, view usage data for their Account, and view Account charges if enabled by the Enterprise Administrator. The Account Owner will not have visibility of the monetary commitment balance unless they also have Enterprise Administrator rights.

**Subscription Admin**
- Has the ability to access and manage Subscriptions and development projects within the Azure Management Portal. The Service Administrator does not have access to the Enterprise Portal unless they have either Enterprise Admin or Department Admin roles.

**Global Admin**
- Has the ability to create additional and delete users/identities within the Azure Government Active Directory tenant associated with your Azure Government environment. Can also reset user passwords.

**User**
- This is the role that is used when setting up an identity within the Azure Government Active Directory for all Account Owners, Service Admins and Co-Admins.

Note: Additional Role Based Authentication Control (RBAC) roles can be found [here](#)
Partner Access

Initial Partner Admin

- The email identity listed as the Channel Partner Contact in Microsoft Volume Licensing Systems will automatically be added as a Partner Administrator on related Indirect Enrollments. Partner Administrators then have permissions to add and remove additional Partner Administrators in the Enterprise Portal as desired. There is no limit to the number of Partner Administrators who can access your enrollments.

New Enrollments

- Each time a new enrollment is received, the Channel Partner Contact listed in the Microsoft Volume Licensing system and all active Partner Administrators will receive a notification of the availability of the enrollment in the Enterprise Portal.

Enterprise Portal

- Partner Admins can go to http://ea.azure.com to login and administer their customer enrollments.
When you login using the new UI you will find every function that was in the UI previously but the look and feel is different and things have moved around. To start you are in a management view for Partner level details.

You can move to Enrollment, Department, Account and Subscription level.

You can see and add Partner Admins.

Feedback can be provided through the comment icon.

Hovering over the headshot icon will allow you to see your login credentials and sign out.

Items with a blue pen are editable.

Language Selection and Support links are on each page.

You can move to reporting, notifications and help file views on the left hand navigation panel.

You begin at the Partner level. The focus will be highlighted in blue.
Adding/Editing Partner Admins

Clicking on the Add button will bring a slide out in from the right side of the screen.

To focus on a specific Partner Admin hover over it. An edit pen and delete icon will appear. Selecting edit will open a screen to update notifications and selecting the x will open a screen to delete the admin.

Fill in the action box with appropriate details.
The Enrollment focus allows you to operate at the enrollment level. The new default iconic view uses color to show active enrollments in green and inactive enrollments in orange. If you prefer a list view you can toggle to that view.

Your view focus will be highlighted in blue.

Graphical Icon in the upper right corner indicates that the enrollment has a published markup.

Default view uses Icons. You can toggle to a list view here.

Filter to show only active status items.

Clicking on the Enrollment will open a Details view where you can view and edit details.
Manage Indirect Enrollments Panel

This is the list view with the Active only filter removed showing all enrollment statuses. You can see the markup status where enrollments are listed as disabled (no markup), preview (markup set but not published) or published (markup published to Indirect customer enrollment).

<table>
<thead>
<tr>
<th>Enrollment Number</th>
<th>Company Name</th>
<th>Support Level</th>
<th>Start/End Date</th>
<th>Status</th>
<th>Markup Status</th>
<th>Balance</th>
<th>Overage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1806433</td>
<td>BVT Response Management</td>
<td>None</td>
<td>10/3/2012 - 9/30/2013</td>
<td>Active</td>
<td>Disabled</td>
<td>$0.00</td>
<td>$717.87</td>
</tr>
<tr>
<td>747955</td>
<td>BVT Response Management</td>
<td>None</td>
<td>2/1/2013 - 4/10/2015</td>
<td>Grace Period</td>
<td>Disabled</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>7145230</td>
<td>BVT Response Management</td>
<td>None</td>
<td>4/6/2013 - 4/10/2018</td>
<td>Active</td>
<td>Disabled</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>5155222</td>
<td>BVT Tenant - Duet III</td>
<td>None</td>
<td>4/26/2013 - 2/29/2016</td>
<td>Pending</td>
<td>Disabled</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>7071362</td>
<td>BVT_AZURE_TESTS</td>
<td>Pro Direct</td>
<td>7/28/2011 - 7/31/2014</td>
<td>Grace Period</td>
<td>Published</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>8426886</td>
<td>ECIT E2E</td>
<td>None</td>
<td>4/1/2014 - 3/11/2017</td>
<td>Future</td>
<td>Disabled</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>6796407</td>
<td>ECIT E2E SWE BVT - PRI (DO NOT USE)</td>
<td>None</td>
<td>4/1/2013 - 3/11/2018</td>
<td>Future</td>
<td>Disabled</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>94857311</td>
<td>ECIT E2E SWE BVT - PRI (DO NOT USE)</td>
<td>None</td>
<td>4/1/2015 - 5/11/2018</td>
<td>Future</td>
<td>Disabled</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>7303440</td>
<td>SAB BVT (DO NOT USE)</td>
<td>None</td>
<td>11/13/2010 - 11/30/2016</td>
<td>Expired Pass</td>
<td>Disabled</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>4802452</td>
<td>SAB BVT (DO NOT USE)</td>
<td>None</td>
<td>1/1/2012 - 5/11/2014</td>
<td>Expired Pass</td>
<td>Preview</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

- **Your view focus will be highlighted in blue**
- **Default view uses Icons. You can toggle to a list view here**
- **Filter to show only active status items**

Clicking on the Enrollment will open a Details view where you can view and edit details.
To view add or change a markup first you select the enrollment then go into the Reports Tab in the Usage Summary view.

Your view focus will be highlighted in blue.

The status will show in blue next to Markup: Clicking the blue text will open the popover to edit settings.

For a published markup you can edit or disable.

Set the Markup (from + or - 100%) and then click Preview to see the impact.

DISCLAIMER: Setting end customer pricing is the sole responsibility of the channel partner. Microsoft is not responsible for determining prices, invoicing or collecting payment from end customers. Microsoft will not access or utilize the provided markup and associated prices for any purpose unless explicitly authorized by the channel partner.
Manage Indirect Enrollments – Partner Markup

To view add or change a markup first you select the enrollment then go into the Reports Tab in the Usage Summary view.

Once in Preview you will see a Publish button and you will be able to toggle using the Partner/Customer view toggle to see the view your customer will have once published. When you are satisfied with the markup press Publish and that will make the customer’s prices and costs visible in their portal as well.

Partner View / Customer View Toggle
Switch to the customer view to see the impact of a preview or published markup.
Quarterly Overage Notification

If your customer’s monetary commitment has reached a zero balance during a quarter, overage will begin to incur.

Overage charges are calculated on a monthly basis and billed in arrears at the end of the billing cycle period.

Shortly after the end of the period where overage was incurred, we will send a notification to all Partner Administrators informing them of the overage amount. If you would like a specific PO number to be included on the invoice, you can enter that PO number on the Usage Summary report any time during the 28 days following the overage notification.

Please note: this notification is not sent from the invoicing system, so the amount will not include applicable tax information that will be included on the actual invoice.

<table>
<thead>
<tr>
<th>Company Name</th>
<th>Enrollment Number</th>
<th>Billing Period Start Date</th>
<th>Billing Period End Date</th>
<th>Current PO</th>
<th>Invoicing Frequency</th>
<th>Overage Charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>SAB BVT</td>
<td>7500044</td>
<td>2/1/2013</td>
<td>4/30/2013</td>
<td>123AWXZ</td>
<td>Quarterly</td>
<td>$500.00</td>
</tr>
</tbody>
</table>

Please note that the above charges do not include any applicable taxes and will be invoiced against the PO number(s) indicated above on 11/21/2013. If you would like to change the PO number(s) please log into the [Windows Azure Enterprise Portal](#) to do so. The PO(s) must be updated within 28 days from the date this email is received in order to appear on the invoice.

If you would like to view the detailed usage for a particular enrollment, please log into the [Windows Azure Enterprise Portal](#) and select the applicable enrollment. Then click on Download Usage Data under the Reports section for the selected enrollment.

Thank you for choosing Microsoft®
Partner Administrators are automatically enrolled to receive weekly notifications of their customers’ unbilled usage. Each Partner Administrator has the ability to change the frequency of the email notifications to daily, weekly, monthly or turn them off completely. Emails are also sent to notify Partner Administrators of their customers’ coverage period date is approaching, enrollment will be Disabled and De-provisioned.

Monetary Commitment Balance & Unbilled Usage:

The emails provide a summary of current balance and any overage incurred as of date of email sent.

- Each Partner Administrator has the ability to change the frequency of the notification to daily, weekly, monthly or turn them off completely.

To modify notification settings:

Open the notifications dashboard from the Enterprise Portal by clicking the Notification Recipients link under Reports.
Lifecycle Email Notifications

Partner Administrators are automatically enrolled to receive weekly notifications of their customers’ unbilled usage. Each Partner Administrator has the ability to change the frequency of the email notifications to daily, weekly, monthly or turn them off completely. Emails are also sent to notify Partner Administrators of their customers’ coverage period date is approaching, enrollment will be Disabled and De-provisioned.

Lifecycle Email Notifications:
- **Coverage Period End Date Approaching Emails** are sent to Enterprise Administrator 60, 30, 7 day prior to the Azure Amendment Coverage Period End Date
- **Disable Date Approaching**: Inform the Partner Administrators on an enrollment that the coverage period end date has past by more than 10 months and that their Accounts and Subscriptions will be disabled after the coverage period end date has been exceeded by one full year. Email is sent 60, 30, 15, 7 and 1 days prior to end of grace period.
Microsoft Azure Services and Support Resources

Helpful Links

**Microsoft Azure Enterprise Portal** – To view your enterprise level accounts, subscriptions, monetary commitment and overage balances and to create accounts [https://ea.azure.com](https://ea.azure.com)

**Microsoft Azure Account Portal** – To create additional subscriptions and rename existing subscriptions [https://account.windowsazure.us/](https://account.windowsazure.us/)

**Microsoft Azure Management Portal** – To deploy and host your applications once you have created a subscription on the Microsoft Azure Enterprise Portal [portal.azure.us](https://portal.azure.us)

**Service Dashboard** – Current status on the health of Microsoft Azure Services can be viewed at the service dashboard at [http://azure.microsoft.com/support/service-dashboard/](http://azure.microsoft.com/support/service-dashboard/).

If you wish to receive notifications for interruptions to any of the services, you can subscribe to the respective RSS feeds from that page

**Service Level Agreements** – To view service level agreements associated with Microsoft Azure services, go to the SLA homepage at [http://azure.microsoft.com/support/legal/sla/](http://azure.microsoft.com/support/legal/sla/)

**Services Deployed in Azure Gov** – To view services that have been deployed into the Azure Gov environment, go to the Azure Regions page at [http://azure.microsoft.com/regions/#services](http://azure.microsoft.com/regions/#services)

Support

**Microsoft Enterprise Portal Support for Government** – For Enterprise Portal Access, Administration, and onboarding requests, go here: [http://aka.ms/azuregovsupport](http://aka.ms/azuregovsupport)