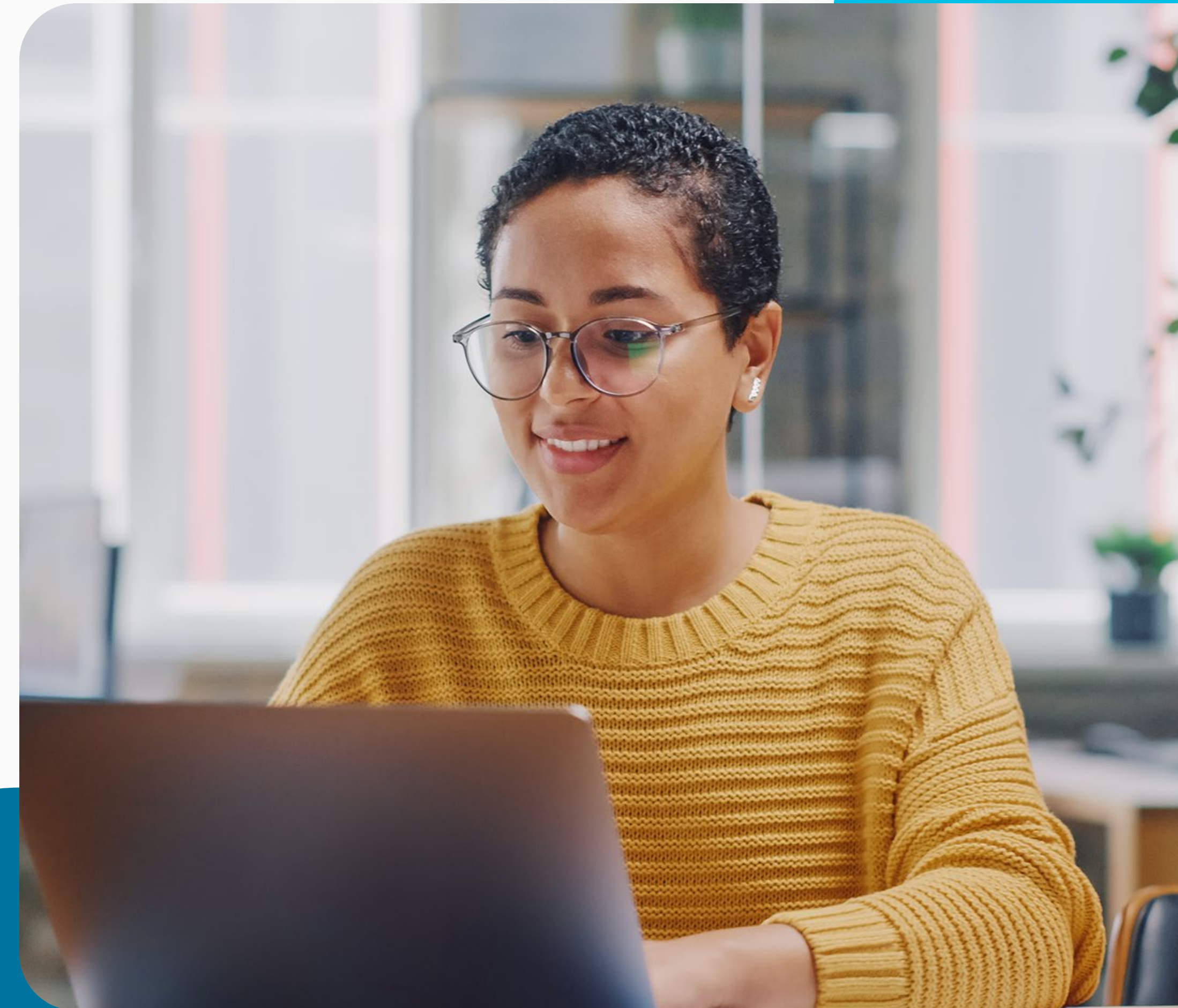


How to Move from **TechSoup-Supported Licenses** to Microsoft Direct



techsoup

The best way to do this is in two consecutive parts.

We highly recommend ensuring that new replacement licenses are in place before your current licenses are canceled. This helps make sure that license holders will maintain consistent access to their Microsoft tools.

Part 1: Create Your New Microsoft Direct Licenses

Part 2: Retire Your Current TechSoup Licenses

Disclaimer:

Office 365 E1 donated licenses are no longer available from Microsoft. For up to 300 licenses, Microsoft 365 Business Basic could be an alternative.

A man with dark skin and short, curly hair is shown from the chest up, wearing a light blue button-down shirt. He is looking towards the right side of the frame, where a computer monitor is partially visible. The background is a blurred office environment with a white desk lamp and a green plant.

Part 1: Create Replacement Microsoft Direct Licenses

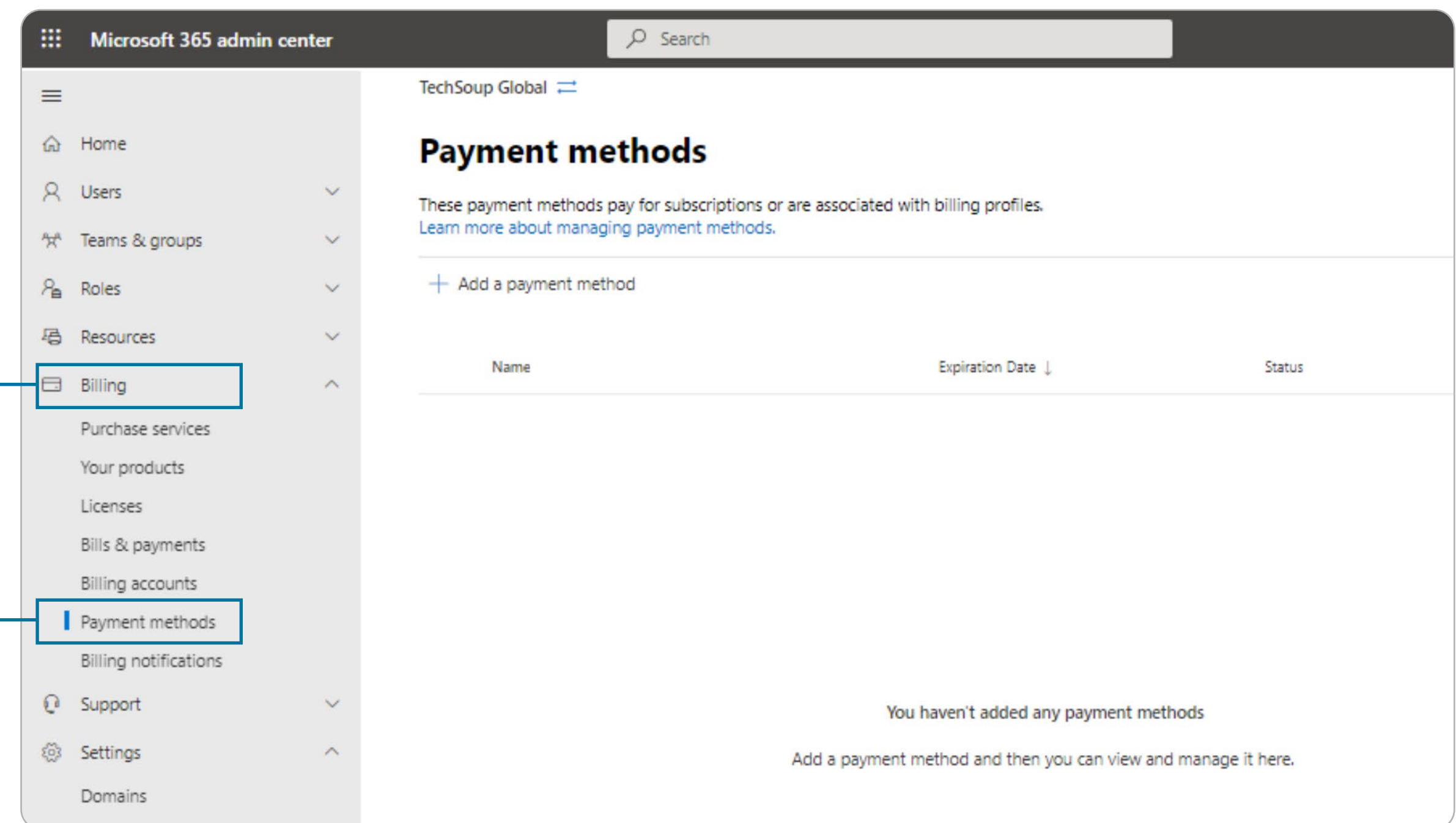
First Step:

Update Payment Information in Microsoft Admin Center

Please note: A credit or debit card is required to be entered into your Microsoft account to obtain licenses from Microsoft, even if the licenses cost \$0. Cards accepted are Visa, Mastercard, Discover, or American Express.

1 Log in to your organization's [Microsoft Admin Center](#). Access credentials are generally in the format `name@organizationname.onmicrosoft.com` and a password.

2 Choose **Billing**; _____
then select **Payment methods** _____
in the menu on the left.



3 Select **+Add a payment method**, enter details, and click **Save**.


×


Add a payment method


New payment methods do not automatically pay for your subscriptions. After you add a new one, assign it to the subscription you want it to pay for.
[Learn more about adding payment methods.](#)

We accept the following cards:

VISA







Card number *

Security code * ⓘ

Expiration month * Expiration year *

▼

▼

First name *

Unknown

Last name *

Unknown

Name on card *

Address line 1 *

Address line 2 (Optional)

City *

State *

▼

Zip *

Country/Region *

United States ▼

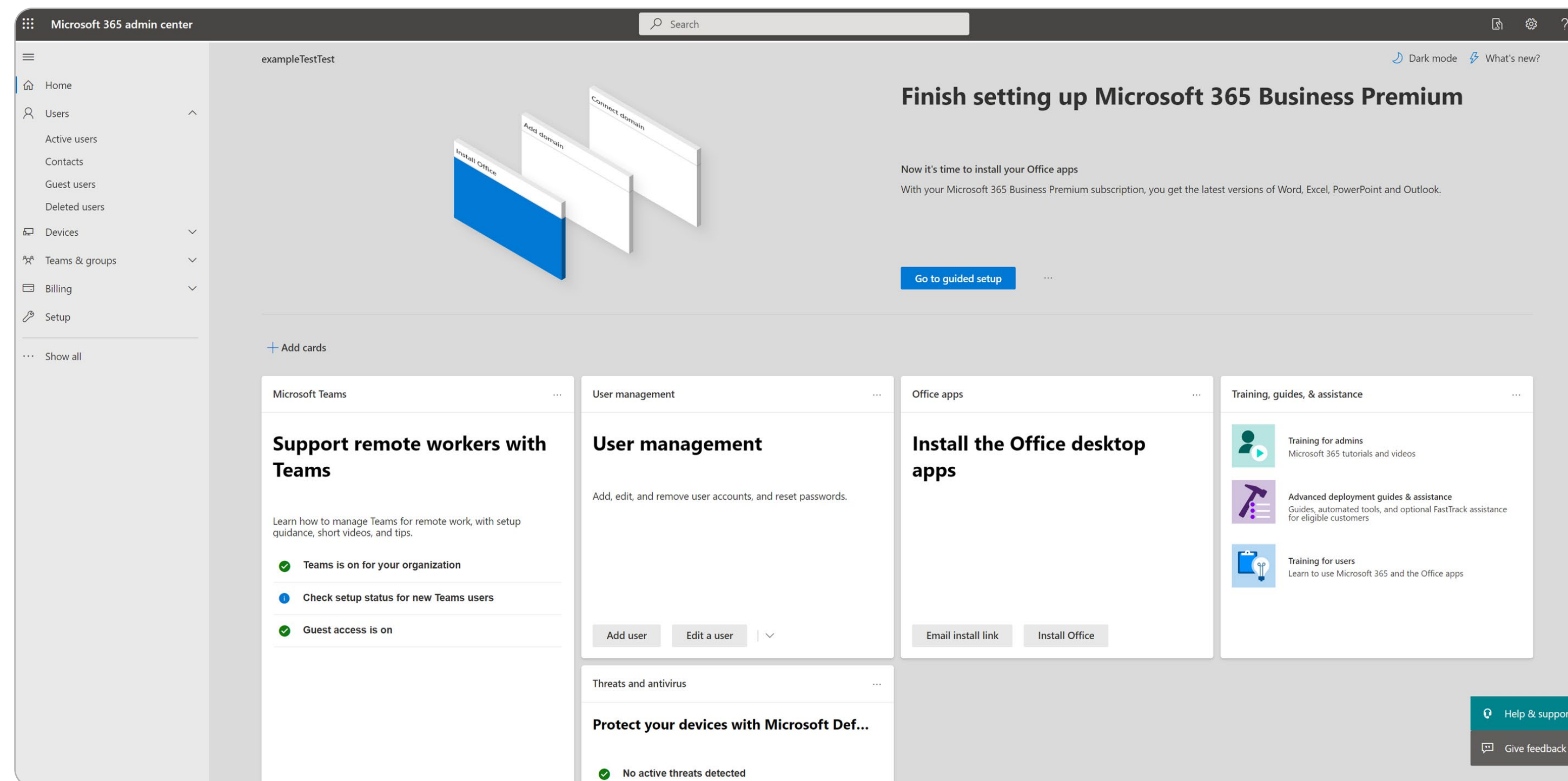
Save

Cancel

Second Step:

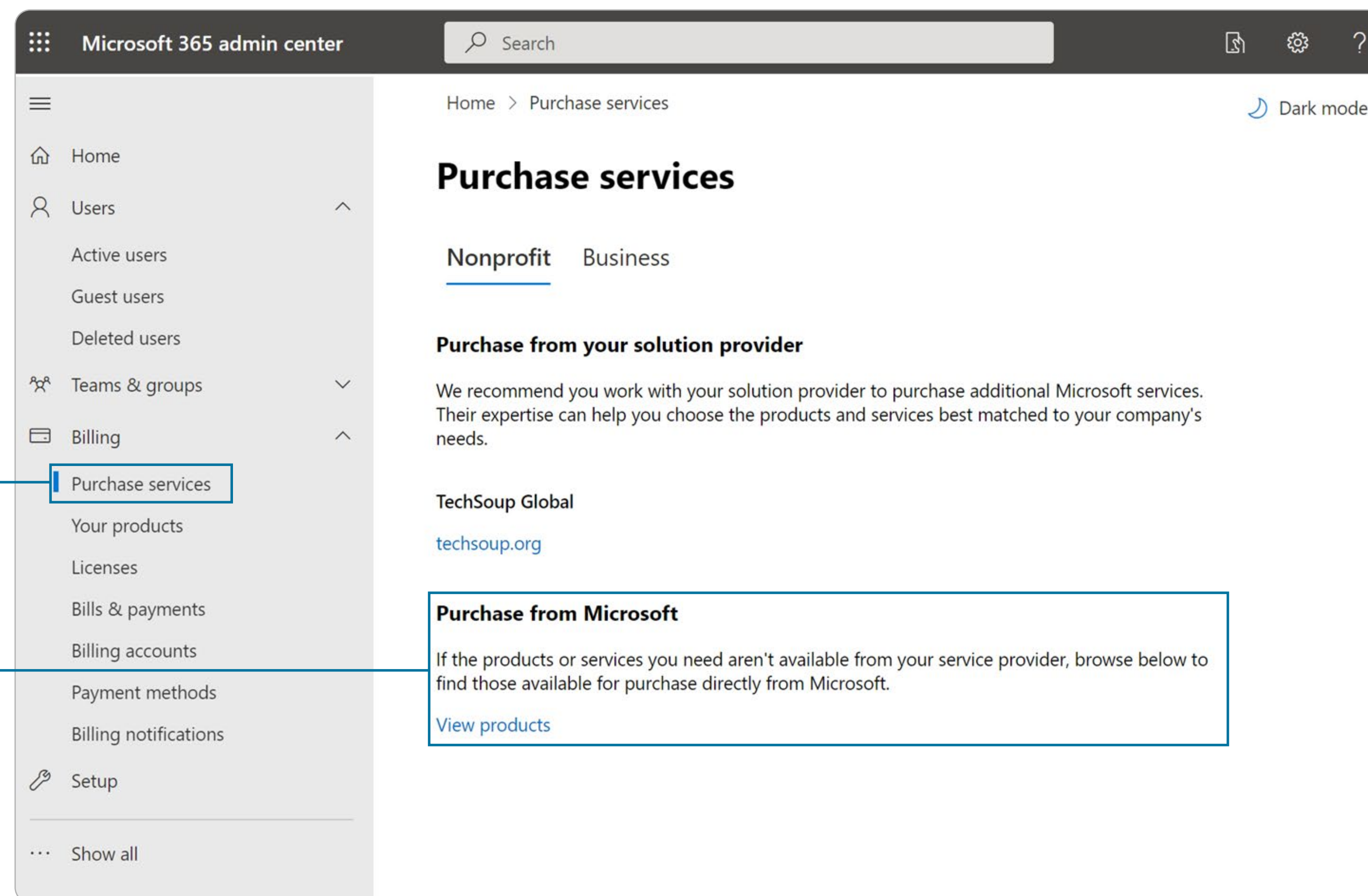
Obtain Replacement Licenses

- 1 Log in to your organization's [Microsoft Admin Center](#). Access credentials are generally in the format [name@organizationname.onmicrosoft.com](#) and a password. You'll see the screen below.

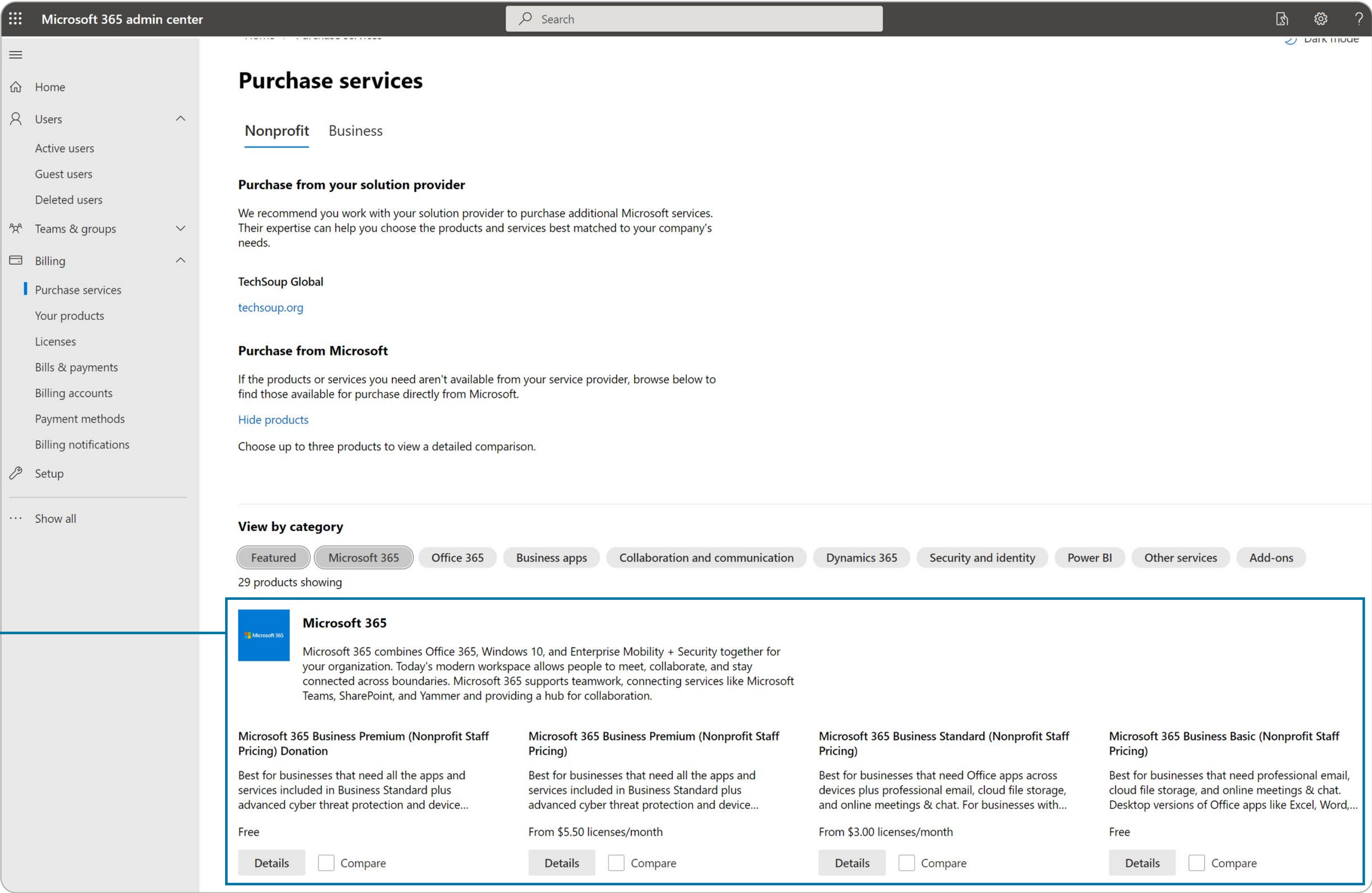


2 Choose Billing; then select **Purchase services** to find your Microsoft product and purchase licenses. Select **Purchase from Microsoft**.

* You may need to use **Admin** in the menu on the left to move to the admin functions.



3 Find the licenses you want to get directly from Microsoft. For donated licenses, select **Microsoft 365** and choose the specific license you need.



4 Select the quantity of licenses you want and select **Buy**.

Microsoft 365 admin center

Search

Dark mode

Home > Purchase services > Product details

Microsoft 365 Business Premium (Nonprofit Staff Pricing) Donation

Best for businesses that need all the apps and services included in Business Standard plus advanced cyber threat protection and device management. For businesses with up to 300 employees.

Select license quantity

1

Select billing frequency

☐ \$0.00 license/month

Pay monthly, annual commitment

Subtotal before applicable taxes

\$0.00

Buy

Compare details

Add-ons (21)

Included

Partially included

Not included

License coverage

Installable on PCs or Macs ⓘ

Phones and tablets/user

Office apps

Office apps empower your employees to create, collaborate, and share work wherever they are, on any device.

Included apps

Outlook ⓘ

Word ⓘ

Microsoft 365 Business Premium (Nonprofit Staff Pricing) Donation

Free

5 per user

5

✓

✓

Microsoft 365 Business Standard (Nonprofit Staff Pricing)

From \$3.00 licenses/month

Details

5 per user

5

✓

✓

Office 365 E3 (Nonprofit Staff Pricing)

From \$5.75 licenses/month

Details

5 per user

5

✓

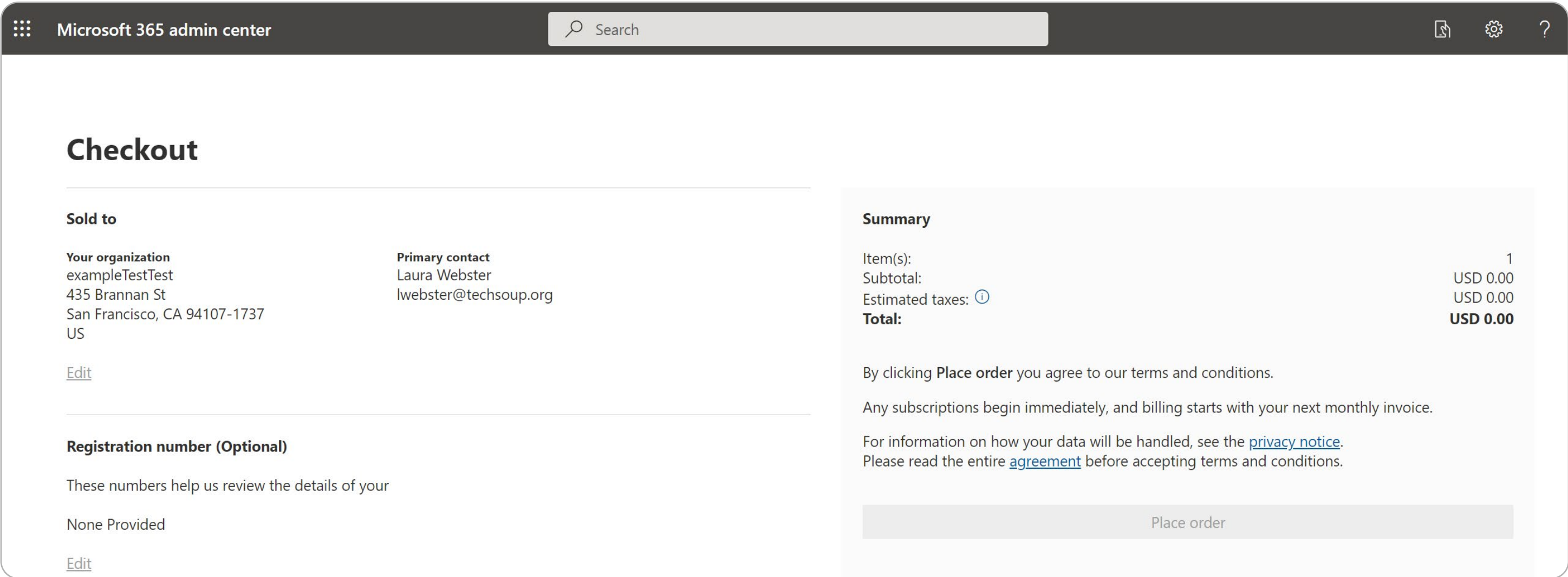
✓

9

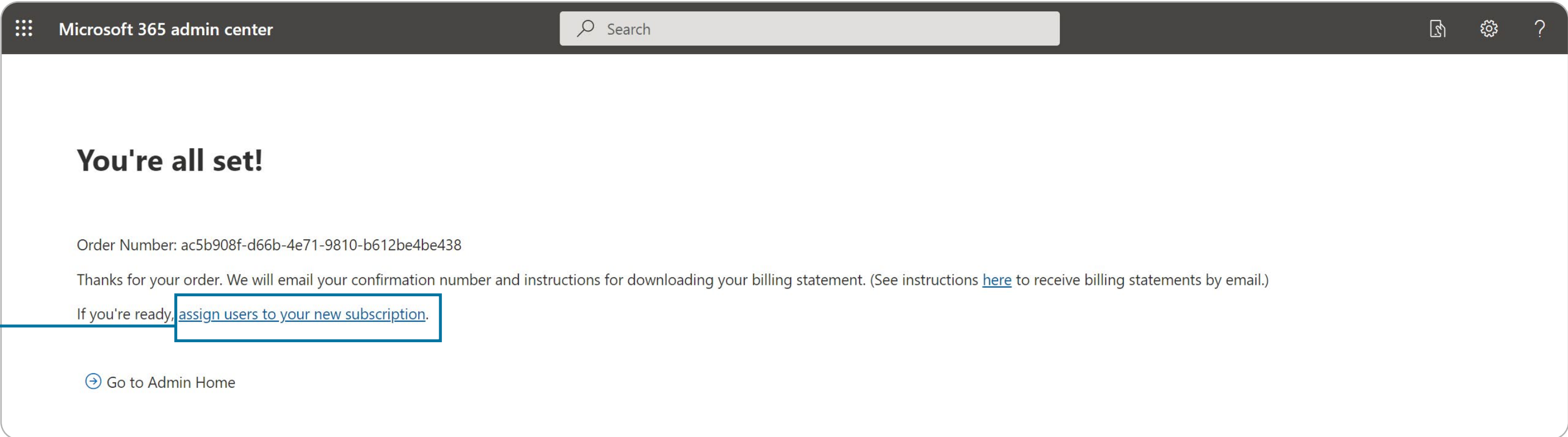
How to Move from TechSoup-Supported Licenses to Microsoft Direct

Part 1: Create Replacement Microsoft Direct Licenses

5 Check out and confirm your billing information.



6 Click the **Assign users to your new subscription.**

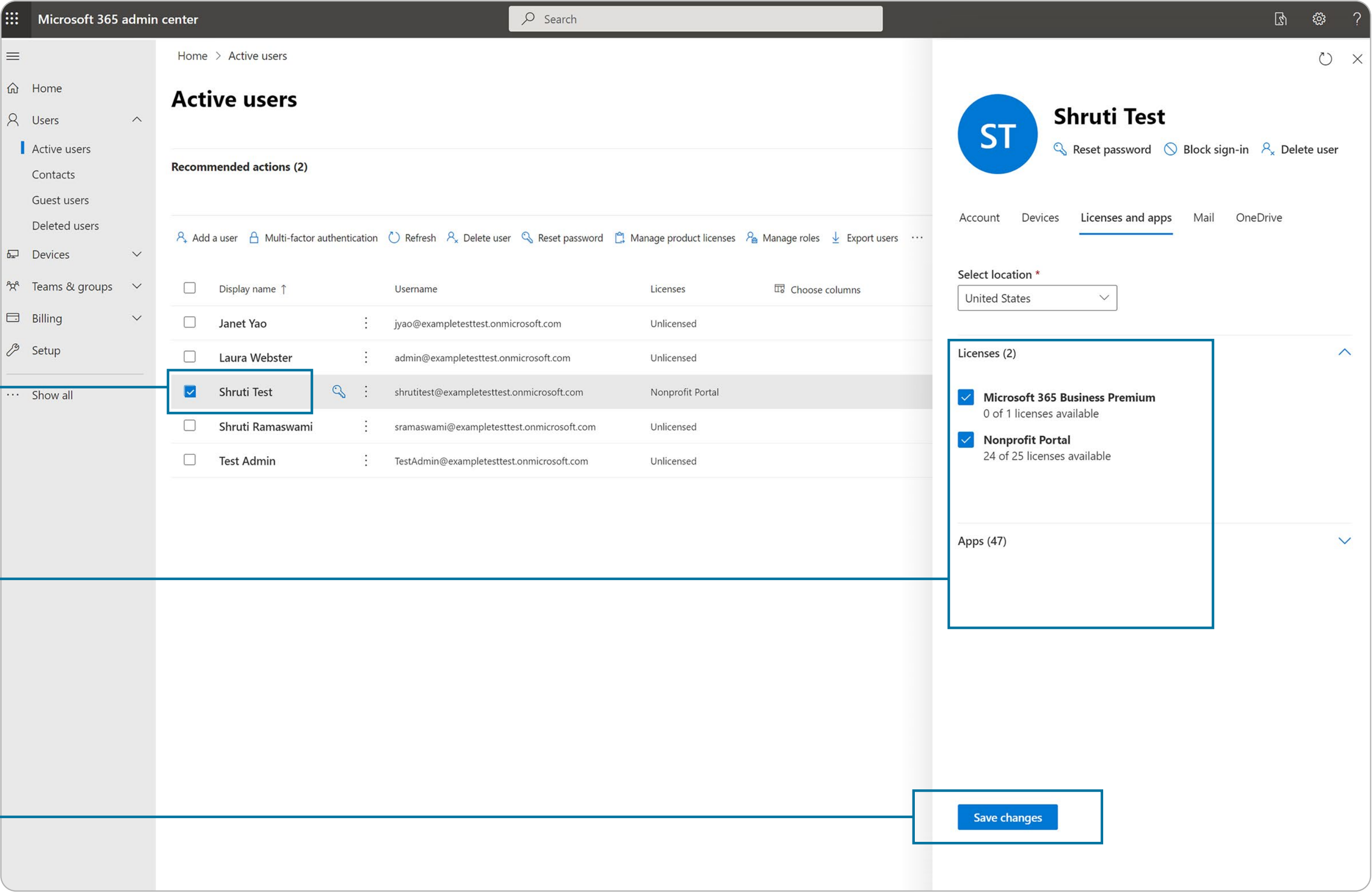



7

Select the **user** you want to add the license to. Then the right hand pane will open up.

Select **Licenses and Apps** and check the boxes for licenses you want to assign to them.

Remember to **Save your Changes.**



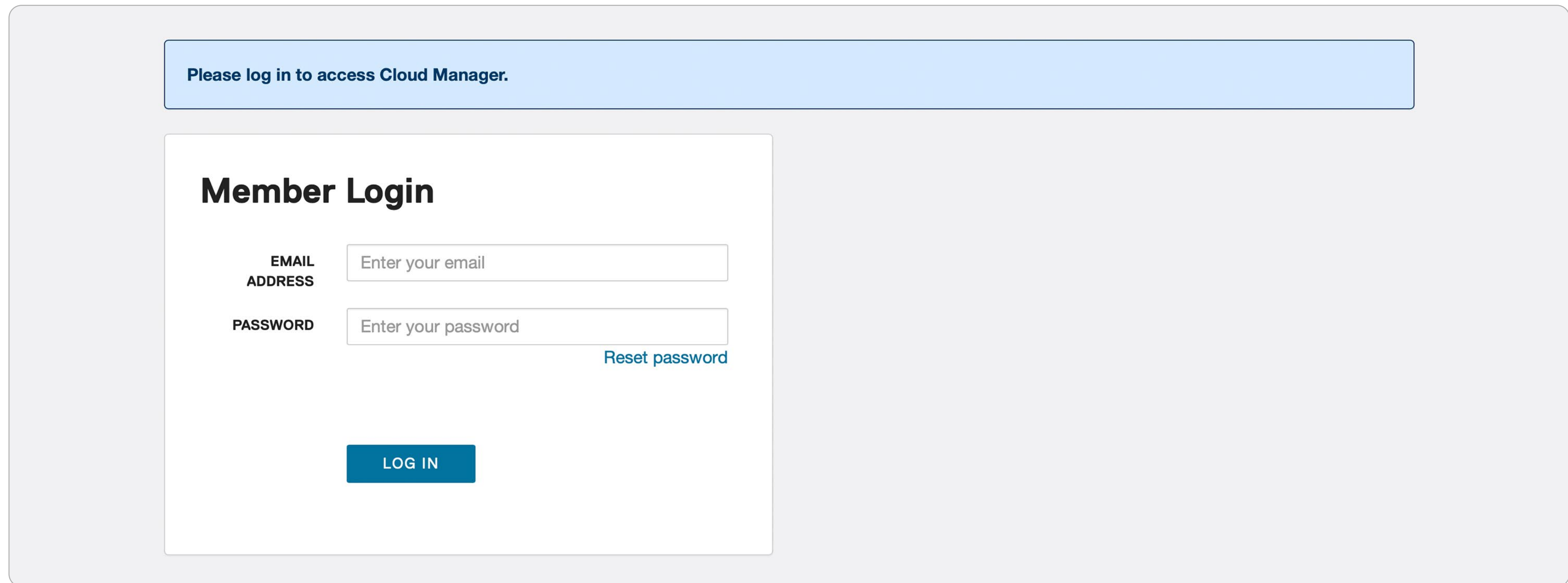


Part 2: Retire Your Current TechSoup Licenses

1 Log in to [TechSoup Cloud Manager](https://www.techsoup.org/Login?LoginView=CSP&ReturnUrl=/csp-thanks-for-logging-in).

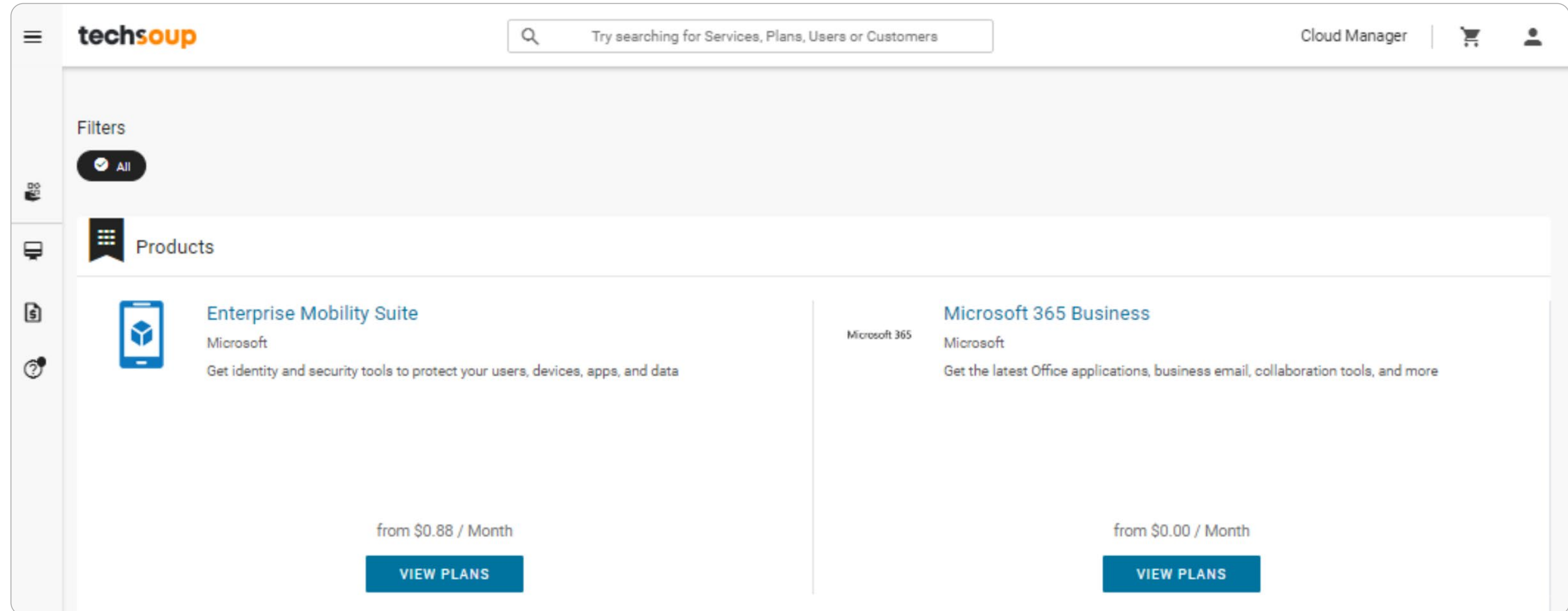
Or copy and paste this URL into your browser address bar:

<https://www.techsoup.org/Login?LoginView=CSP&ReturnUrl=/csp-thanks-for-logging-in>

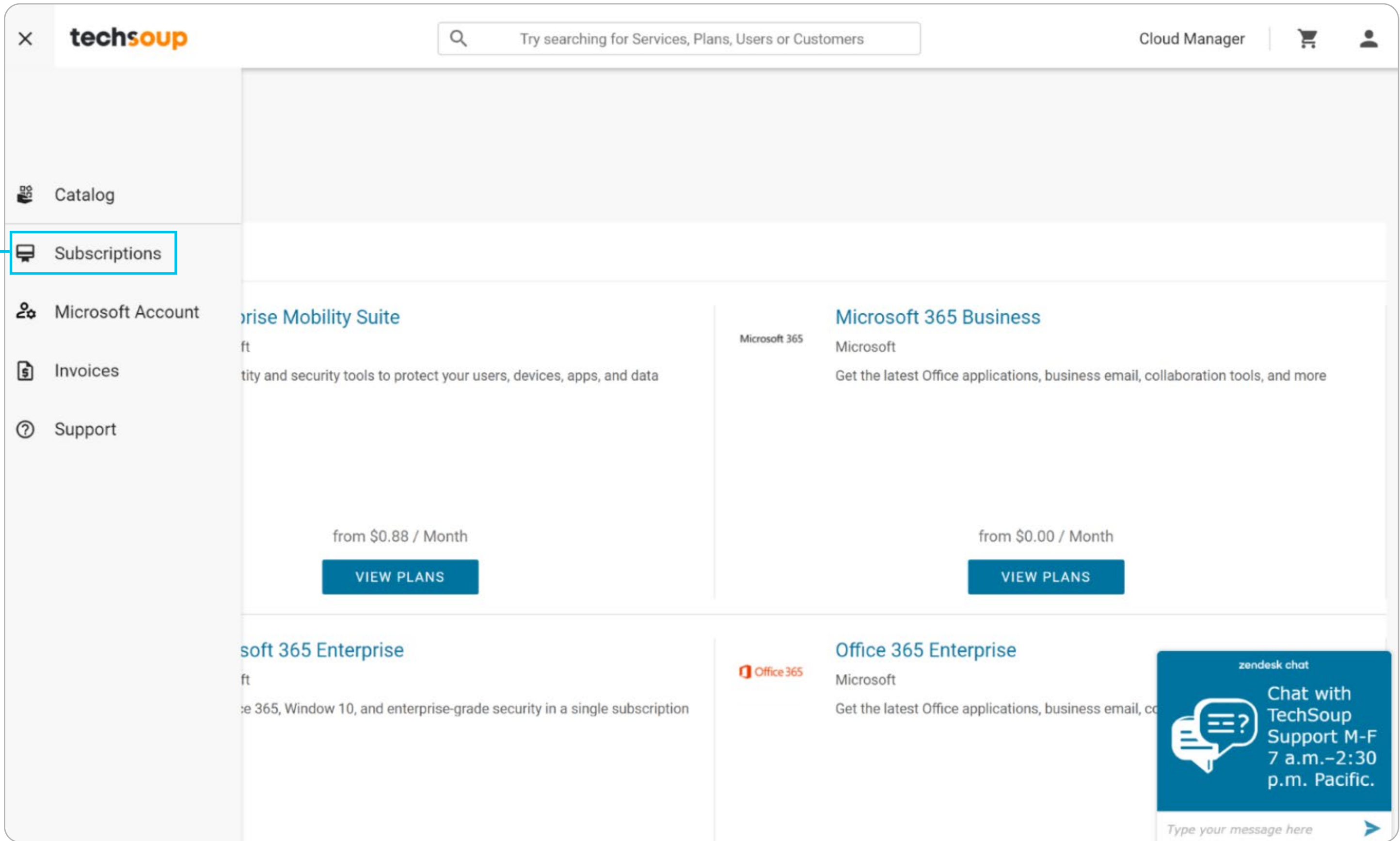


The screenshot shows a web page for logging into TechSoup Cloud Manager. At the top, a light blue banner contains the text "Please log in to access Cloud Manager." Below this, the main content area is titled "Member Login". It features two input fields: "EMAIL ADDRESS" with the placeholder text "Enter your email" and "PASSWORD" with the placeholder text "Enter your password". To the right of the password field is a blue link that says "Reset password". At the bottom of the form is a dark blue button with the text "LOG IN" in white capital letters.

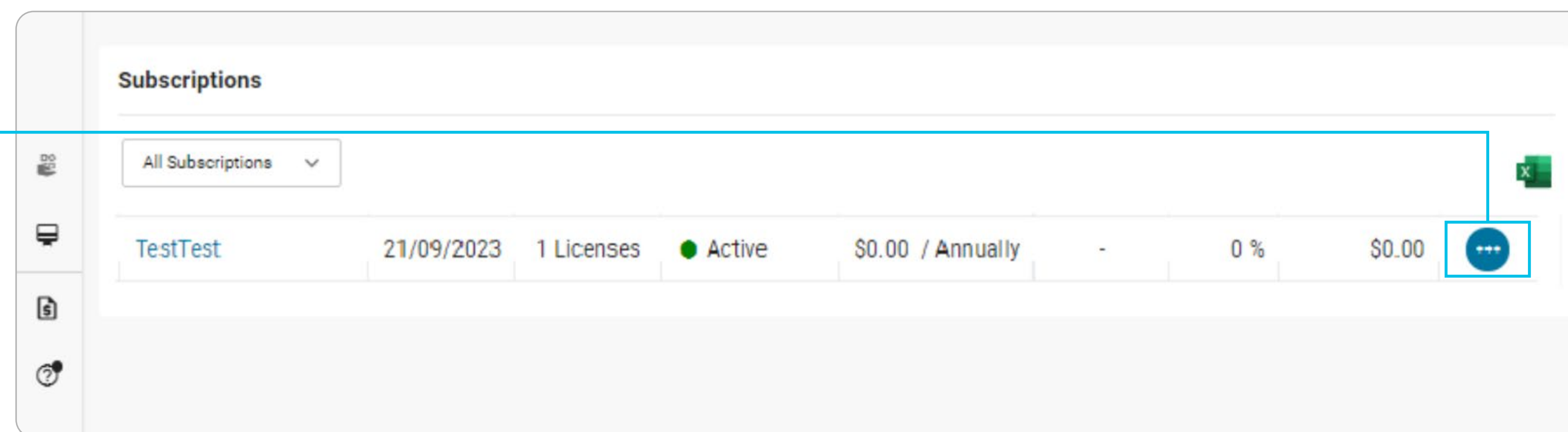
2 You are now logged into TechSoup's Cloud Manager.



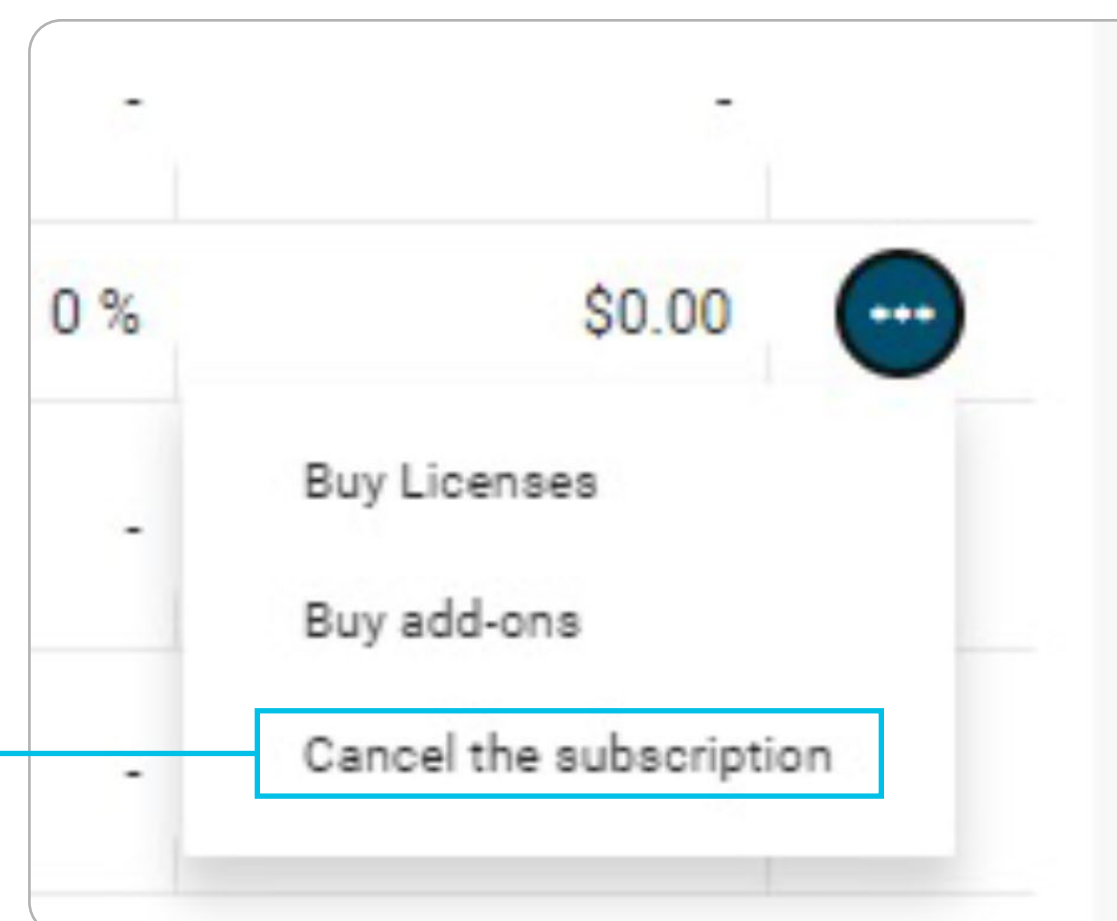
3 Click **Subscriptions** in the icon menu on the left.



- 4 Click on the **ellipses** (blue circle) to the right of each subscription line.



- 5 Select **Cancel the subscription** from the menu that appears.



- 6 Click **ALL** to cancel all licenses, select **Immediate** as your effective date, and click **SUBMIT**.

Cancellation Request

Cancel your subscription: Microsoft 365 Business Basic (Nonprofit Staff Pricing) (Nonprofit)

How Many Licenses you want to cancel?

Go Back 1 **ALL** ☒ Immediate ☐ End of Billing Period

Cancellation Instructions

Enter here any instructions you may have...

GO BACK SUBMIT

- 7 You'll see **confirmation of your cancellation submission**.

Subscription

All Subscriptions

SUBSCRIPTION	NEXT INVOICE	QUANTITY	UNIT PRICE	DISCOUNT	SUBSCRIPTION AMOUNT
Microsoft 365 Business Standard (Nonprofit Staff Pricing) (Nonprofit)		1 Licenses	Cancelled on 08/16/2021		
Microsoft 365 Business Basic (Nonprofit Staff Pricing) (Nonprofit)	10/02/2021	1 Licenses	€0.00 / Month	0.00 %	€0.00
Office 365 (Nonprofit)					

Cancellation Request

Your cancellation request has been submitted.

You request for cancelling 1 Microsoft 365 Business Basic (Nonprofit Staff Pricing) (Nonprofit) has been submitted to our support department.

You will receive an email notification when the cancellation is completed.

CLOSE

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](tel: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>





techsoup.org