

# Microsoft 365 Self-Service Licensing Portal Guide

This guide provides an easy-to-follow overview of the Microsoft 365 Self-Service Licensing Portal, covering initial setup, navigation, and license management. Whether you're adjusting license quantities or exploring subscription options, these instructions ensure you make efficient changes while staying informed about billing and support processes.

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## Initial set up

Step 1 – You will receive an email from [noreply@365licensing.ramsac.com](mailto:noreply@365licensing.ramsac.com) with your username and temporary password.

Step 2 – Click the **ramsac logo** to enter the website or follow this link [365licensing.ramsac.com](https://365licensing.ramsac.com).

Step 3 – Log in and you will be prompted set up **Multi Factor Authentication (MFA)** and to change your **password**. When setting up your MFA application, please remember to select “other” when the pop up appears on your phone.

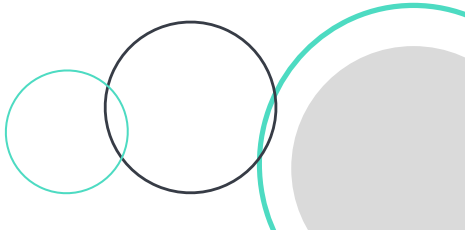
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## Navigating the Portal

**Home screen** – When you first log in you will see an overview of your company information – please make sure this is accurate and advise ramsac if incorrect.

**Left-hand side bar** – Here you can click through the various licenses you have in place – click the company name to open more details.

**License details** – As you click through the various licenses you will be shown how many of that license you hold, the price you pay, the details associated and the expiry/renew date.



## Making changes

We ask that the only change you make in the Portal is increasing the quantities of licenses you have. All other changes (e.g. adding new license types) should be made via ramzac.

### Changing quantity

- Using the left-hand side bar navigate to the license you wish to increase.
- Using the pencil icon next to 'quantity' change to the desired value.
- Note – you can only increase not decrease the amount.
- At the top of the page it will advise of the change in price.
- If happy, tick then save.

If you have made a mistake or change your mind you can undo the process by repeating and putting the quantity number back to the original, you must do this within 4 days of making the change.

## Billing:

### Billing subscriptions



**(NCE) Monthly Commit** - Monthly commit offers the most flexibility, as you are only committed to your licenses on a month-by-month basis. License additions can take place at any time, and reductions can happen at the end of each month.

The monthly option will come with a price premium – this is approximately 20% more than annual commitment.



**(NCE) Annual Commit** - Annual commit licenses will offer the best value. While you are locking into a commitment for a minimum number of licenses for a year, we will still only bill you monthly. You can add licenses through the year, but not reduce.



**(NCE) Pre-paid Annual Commit** - Some license types are only available as pre-paid licenses paid upfront for the year. If you increase a pre-paid license mid-term you will be charged from when the license is added to your tenant until the annual renewal date.



## Billing FAQs

- (NCE) monthly and annual 365 licenses will be included in your monthly agreement and pro-rated from the date the license was added to your tenant.
- (NCE) monthly and annual 365 licenses will be co-termed with your existing billing subscription.
- Subscriptions can be mixed, i.e you can have some licenses on monthly commit and some on annual.
- (NCE) Pre-paid annual licenses will not be included in your monthly services, you will receive an invoice for this billing type.

For any invoicing queries please contact: [accounts@ramsac.com](mailto:accounts@ramsac.com).

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## Licensing FAQs

- If you need help assigning licenses on your portal, please contact our support team at [support@ramsac.com](mailto:support@ramsac.com).
- NCE Licenses can only be increased during the term.
- The only time they may be decreased is at the point of renewal and we will contact you prior to this to discuss your requirements.
- If you would like any advice on new licenses or how best to license your users, please contact your Relationship Manager.
- If you are having any issues logging into the portal please contact us, please log this with our support team [support@ramsac.com](mailto:support@ramsac.com) who will escalate to our supplier.
- [T&Cs Microsoft Cloud Agreement Licensing Documents](#).

### Find out more

For any further assistance, our team is here to help.  
Contact us on

Tel: **01483 412 040**

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