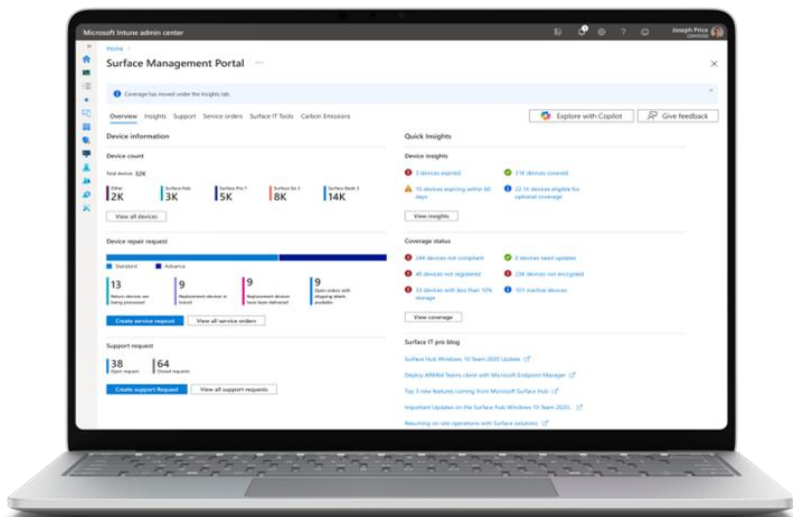


# Surface Management Portal

Move to a modernized support experience today



The [Surface Management Portal](#) is a centralized platform for IT admins to manage and monitor Surface devices at scale within Microsoft Intune admin center.<sup>1</sup>



## How to access Surface Management Portal

Navigate to the [Intune admin center](#) > All services > Surface Management Portal

Not an Intune customer? [Try Microsoft Intune for free](#), or access [the Surface Support Portal](#) for support services.

## Surface Management Portal benefits

**Secure access** to protect privacy and prevent fraud

Gain **valuable insights** into the health of all Surface devices across your network in one location

**Monitor** and manage warranty information

Promptly **identify issues** or concerns before they escalate

**Initiate support** and repair requests in one portal<sup>2</sup>

**Find links** to important documents, blogs, and tools

**Estimate** the emissions of your Surface devices registered in Intune

**Export details** of your Surface devices into 3rd party tools via an API

Copilot **empowers IT admins** with insights and guidance<sup>3,4</sup>

**Facilitate efficient management** and maintenance with a range of built-in admin roles

<sup>1</sup> Software license required. Sold separately.

<sup>2</sup> Available warranty experience may vary by region and product

<sup>3</sup> Access to Microsoft Copilot in Surface Management Portal requires purchase of Security Compute Units (SCU). Learn more at [aka.ms/SecurityCopilot](https://aka.ms/SecurityCopilot)

<sup>4</sup> Pre-release product shown, subject to change

# Frequently asked questions

## Can my organization begin using the Surface Management Portal (SMP) now?

Yes, Intune customers are encouraged to start using SMP now.

## What are the requirements for accessing the SMP?

Customers must have a tenant and a minimum of one Intune E3/E5 subscription, plus at least one Surface device registered with Intune. Additional access and role requirements may apply.

## What if I don't have an Intune subscription?

Customers who don't already have an Intune subscription can start a free trial or choose a subscription plan that fits organizational needs. Step-by-step instructions can be found [here](#). Customers that don't have or don't plan to start an Intune subscription should begin using the [Surface Support Portal](#) now.

## What are some of the key tasks that can be completed in the SMP?

The SMP has the data and insights IT teams need to ensure devices remain compliant, up-to-date, and fully functional. Some examples include tracking support requests, managing warranty and device coverage, and accessing various Surface IT Tools. For a deeper look at IT tasks in SMP, visit [Microsoft Learn](#).

## What AI capabilities are available in the SMP?

The SMP now integrates with Microsoft Security Copilot, bringing AI-powered insights to IT teams. This feature enables automated troubleshooting, proactive device management, and security-driven intelligence, helping admins resolve issues faster and strengthen security postures.

## Does everyone with access to the portal have the same permissions?

Microsoft provides a range of built-in administrator roles designed for managing Surface devices, tailored to facilitate efficient management and maintenance of Surface hardware within your organization. Learn more about the types of admin roles and how to assign them [here](#).

## Can Unified/Premier customers benefit from SMP?

Yes, Unified/Premier customers can also use SMP. The paid service will remain functional, and there is no impact to SLAs. A support ticket created through SMP will land in the right queue based on entitlements.

**For additional information, video tutorials, and to learn more about modernizing Surface support, contact us today.**

