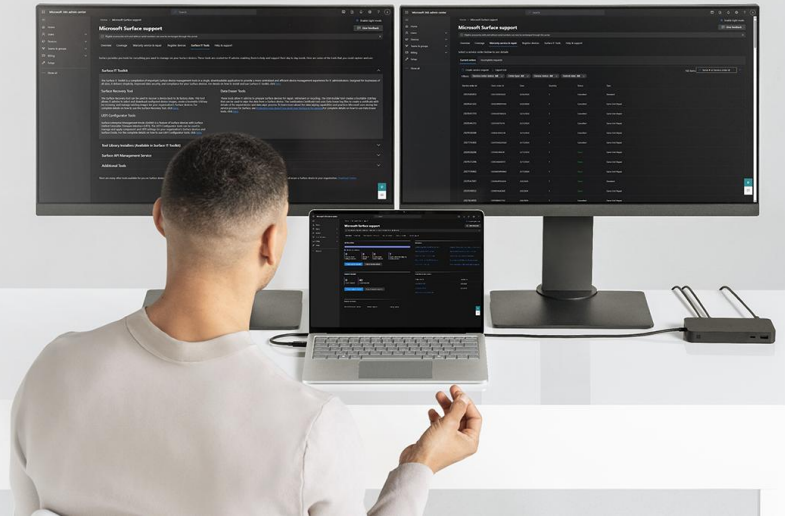
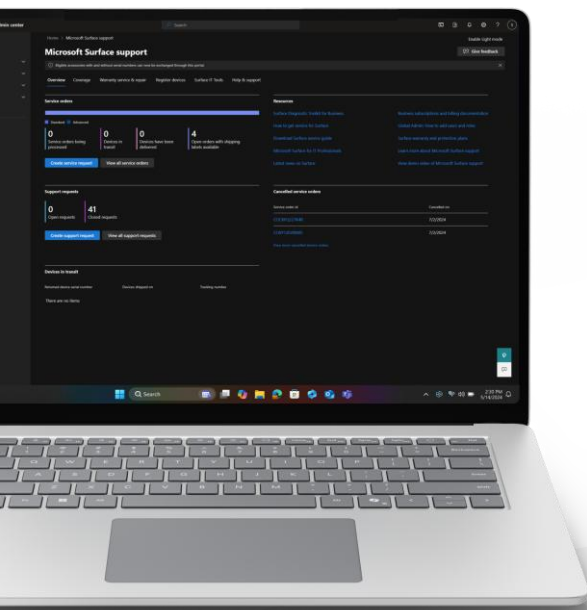


Surface Support Portal

Save time with
Microsoft Surface Support Portal



The [Surface Support Portal](#) gives businesses access, visibility, and control over their own information and device services. When you experience an issue with a Surface device, the portal unlocks more efficient support and management through a streamlined, centralized dashboard.



Surface Support Portal benefits

Use **AI-enabled** self-help to get personalized recommendations and step-by-step guidance

Track service order and support request history

Easily **manage** warranty and Protection Plan status of your Surface devices in one consolidated view

Comprehensive **access control** through role-based permission settings

Gain enhanced **support security** through authentication to prevent unauthorized interactions

Access qualified **Surface technicians support** including chat

How to access Surface Support Portal

Navigate to admin.microsoft.com > Support > Surface Support Portal

Requirements:

- M365 Basic subscription or access without subscription is available

Note: E3/E5 Customers have access to SSP

Frequently asked questions

Can my organization begin using the Surface Support Portal (SSP) now?

Yes. Customers are encouraged to start using SSP now.

How can I access the SSP?

Customers must have a tenant and at least one M365 admin center account and can be accessed through the M365 admin center.

What if I don't have an existing tenant?

Customers who don't already have a tenant can create one at no cost. Step-by-step instructions can be found [here](#).

Who can I contact if I need additional help setting up a tenant?

Customers may create a ticket in Support for Business in Services Hub. This includes tickets related to urgent service requests, tenant creation, or tenant access.

What's the Surface Management Portal (SMP)?

Both the SSP and the SMP enable IT admins to manage support of all their organization's Surface devices from a single platform. The SMP is accessed through the Microsoft Intune admin center, and customers must have a tenant and a minimum of one Intune E3/E5 subscription, as well as at least one Surface device registered with Intune. For more information about the SMP and requirements, visit [Microsoft Learn](#).

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 SSP?

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

For additional information, video tutorials, and to learn more about modernizing Surface support, visit aka.ms/surfaceportals.

