

How to Find TechSoup Subscription Renewal Information

techsoup




Information such as subscription renewal term date, activation date, and payment information can be accessed via one of the following methods.

Cloud Manager will show all subscriptions and licenses obtained through TechSoup, including any licenses that may in future include support fees.

Microsoft Admin Center will show all subscriptions and licenses obtained from TechSoup and other providers, such as Microsoft Direct.

Via TechSoup Cloud Manager

Via the Microsoft Admin Center



**Option 1:
TechSoup Cloud
Manager**

1

Log in to [TechSoup Cloud Manager](https://www.techsoup.org/CloudManager).

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

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

Please log in to access Cloud Manager.

Member Login

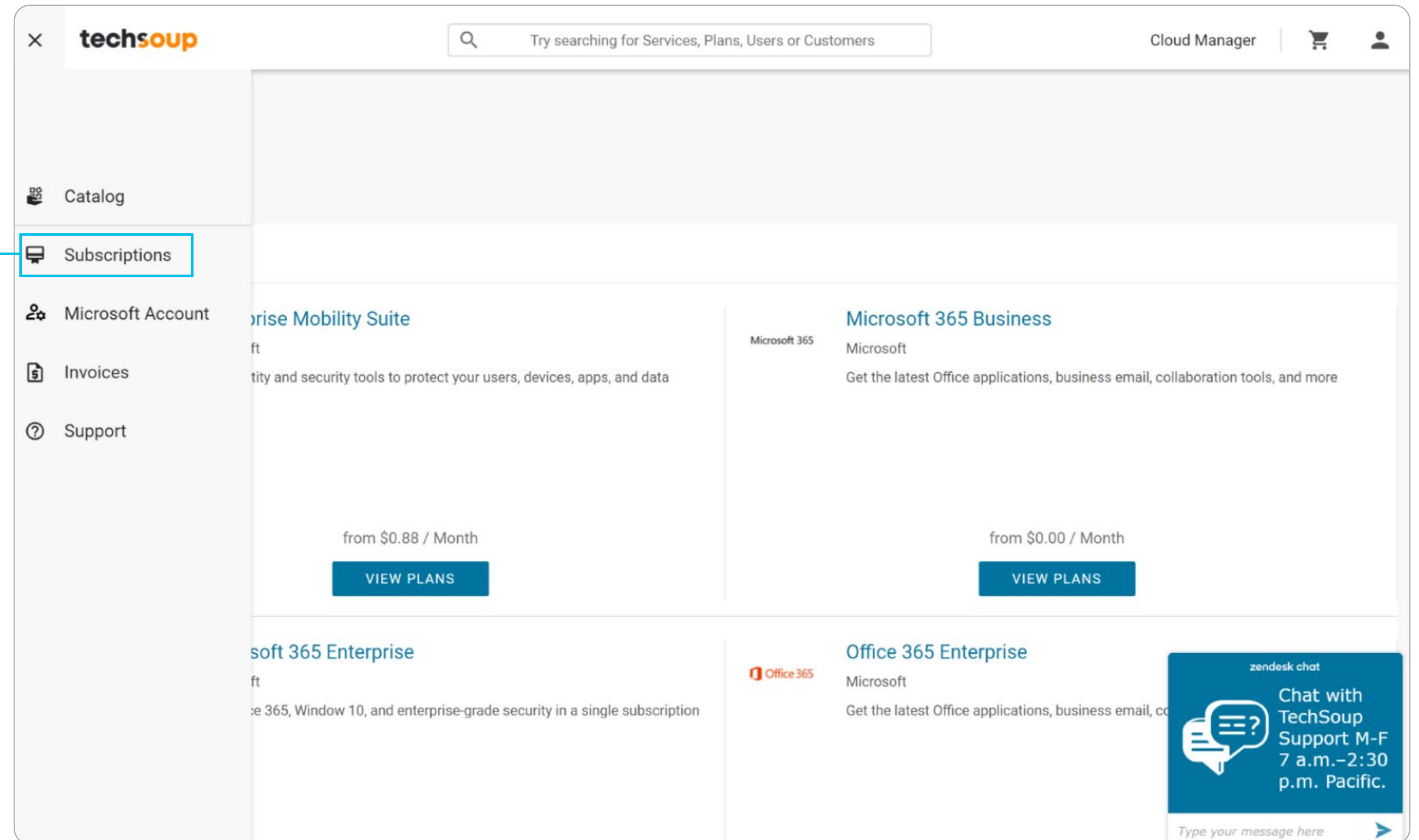
EMAIL ADDRESS

PASSWORD [Reset password](#)

LOG IN

2 Choose **Subscriptions** in the icon menu on the left. These are the subscriptions obtained through TechSoup.

If these subscriptions include Office 365 E1 (donation), Microsoft 365 Business Basic, or Microsoft 365 Business Premium (10-seat donation), these subscriptions will include support fees upon term renewal on or after January 4, 2023.



3 Select a **subscription**.

techsoup

Try searching for Services, Plans, Users or Customers

Cloud Manager

Subscriptions

All Subscriptions

AZ	SUBSCRIPTION	NEXT INVOICE	QUANTITY	STATUS	UNIT PRICE	BILLING PLAN	DISCOUNT	SUBSCRIPTION AMOUNT	ACTIONS
Microsoft 365	WCA Microsoft Office 2022	06/24/2022	1 Licenses	Active	\$0.00 / Month	-	0 %	\$0.00	⋮
Office 365	WCA Microsoft Office	07/05/2022	1 Licenses	Active	\$0.00 / Month	-	0 %	\$0.00	⋮

Current page 1

zendesk chat
Chat with TechSoup Support M-F 7 a.m.-2:30 p.m. Pacific.
Type your message here

4 View subscription renewal information such as **Next Invoice date**, **Activation date**, and **Price Protection date** — your rate is normally guaranteed for one year after the activation date.

The screenshot shows the TechSoup Cloud Manager interface. At the top, there is a search bar with the text "Try searching for Services, Plans, Users or Customers" and a "Cloud Manager" label with a shopping cart icon. The main content area is divided into two sections. On the left, under the "Microsoft 365" category, there is a card for "WCA Microsoft Office 2022". This card shows a status of "Active" with a green dot, a quantity of "1 Licenses", a "Next Invoice:" date of "06/24/2022", and an "Activation Date:" of "12/24/2021". Below this is a blue button labeled "I WANT TO....". At the bottom of the card, it shows "Amount: \$0.00 / Month". On the right, under the "Your Items" section, there is a table with the following data:

PRODUCT / ADD-ON	QUANTITY	UNIT PRICE	DISCOUNT	FINAL UNIT PRICE	ACTIONS
Microsoft 365 Business Premium (Nonprofit Staff Pricing) Donation (Nonprofit)	1	\$0.00	—	\$0.00	

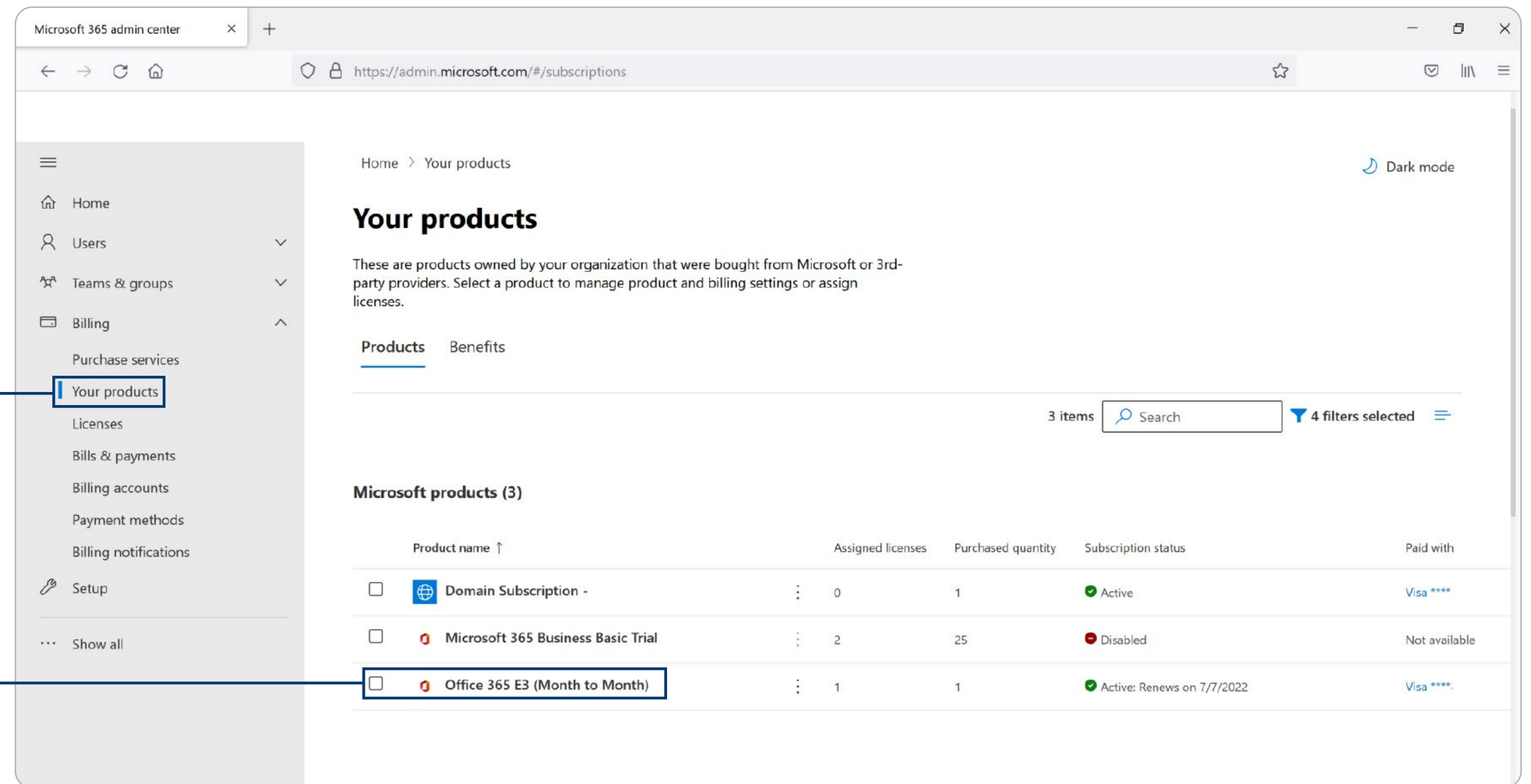
Below the table, there is a notification box with a gear icon and the text "Subscription is under price protection until 12/23/2022". A blue box highlights this notification. In the bottom right corner, there is a "zendesk chat" widget with the text "Chat with TechSoup Support M-F 7 a.m.-2:30 p.m. Pacific." and a "Type your message here" input field.

A woman with dark curly hair is shown in profile, looking at a laptop screen. She is wearing a dark grey button-down shirt. The background is a bright, out-of-focus office space with a window. A blue rounded rectangle is overlaid on the right side of the image, containing white text.

Option 2: Microsoft Admin Center

- 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**,
select **Your products**
in the menu on the left,
and select a **subscription**.



3 View subscription renewal details such as the **Renew On date**, **Initial Purchase date**, and **Billing Frequency** (monthly or annually).

The screenshot displays the Microsoft 365 Admin Center interface for a specific Office 365 E3 (Month to Month) subscription. The left-hand navigation pane is open, showing the 'Your products' section. The main content area is divided into several informational panels:

- License:** Shows '1/1 assigned' with a progress bar and buttons for 'Buy licenses' and 'Remove licenses'.
- Subscription and payment settings:** Contains four sub-sections:
 - Recurring billing:** 'On, renews on 7/7/2022' with an 'Edit recurring billing' link.
 - Payment method:** 'Visa ****' with 'Edit payment method' and 'Replace payment method' links.
 - Billing frequency:** 'Monthly, \$32.20' with an 'Edit billing frequency' link.
 - Subscription status:** 'Active' with a 'Cancel subscription' link.
- Purchase information:** Shows 'Initial purchase date' as 7/7/2021, 'Unit price' as \$32.20 user/month, and 'Purchase channel' as Commercial direct. A 'Download and install software' link is also present.
- Product details and upgrades:** Includes a link to 'View apps and services included with this subscription' and a note about recommended upgrades.
- Add-ons:** A section explaining that this subscription does not have associated add-ons, with a link to 'Find more add-ons in Purchase services'.

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