



Welcome to Dynamics 365

Support Guide



Dynamics 365 Support & Answers



You have a variety of options ranging from traditional Microsoft support plans and Dynamics partners to online resources and active user communities.

Answers & Support from the Web and Communities

Search engines

Use your favorite search engine

- If your support question is: “How do I...in Dynamics,” try typing it into a search engine

[Microsoft Dynamics 365 YouTube Channel](#)

- How-to videos, product announcements, success stories, Tech Talks

[Dynamics 365 communities](#)

- Post questions in forums, search forums, blogs, and videos to help answer your questions

Look up answers in [CustomerSource Knowledge Base](#)

- Search the Knowledge Base, learn about service plans
- Get help creating support requests
- Access requires a Dynamics Service Plan and is available only to registered users
- To get access, go to [Need Access to Customer Course](#)

Microsoft Support Sites

[Dynamics 365 Support home page](#)

- Guide to all self-support and assisted support options
- Links to billing, licensing, and troubleshooting help

Check on service status, maintenance, deployment, and release schedules

- Get real-time status of your Dynamics 365 (online) and Office 365 services from the Office 365 [Service Health Dashboard](#)
- View planned maintenance, deployment schedules using [Message Center](#)
- Monitor instance-specific health at the [Dynamics 365 Administration Center](#) using the “Service Health” tab

Specialized Resources for Deeper Support



[Service Incident Policy Guide](#)

- Dynamics 365 Sales and Service customers: learn about service policies and how to report and monitor service incidents
- [Lifecycle Services](#) for Dynamics 365 Finance and Operations, Retail or Talent make implementations more predictable

[Subscription Licensing Guide](#)

- Explains various plans, pricing tiers, and support options
- Details different subscription license types and the relationship to traditional volume licensing

[FAQs for Volume Licensing](#)

- Understand discounting for volume licensing customers
- Learn how to move from direct purchase subscription to Enterprise Agreement

[Administrator Guide for Dynamics 365](#)

- Resources and topics for administrators and implementers
- Getting Started, Managing Subscriptions, Extending, Product Updates

[Dynamics 365 Release Notes](#)

- New capabilities, additional integration features, performance advancements
- Review current plans and product roadmaps

[Dynamics 365 Blogs](#)

- [Dynamics 365 Marketing blog](#)
- [Dynamics 365 Team blog](#)
- [Community blogs](#)
- Product-specific MSDN blogs
 - [Dynamics CRM](#)
 - [Dynamics AX](#)
 - [Dynamics NAV](#)
 - [Dynamics GP](#)
 - [Dynamics AXSCM](#)

[FastTrack for Dynamics 365](#)

- FastTrack is a service available to the largest Dynamics 365 enterprises for support during implementations
- If your organization is part of FastTrack, be sure to leverage FastTrack for implementation support

Compare Additional Support Plan Options

[Support Comparison Tool](#)

- Find appropriate support package whether your business is large or small.
- Use online comparison tool to find the right support plan for your organization

Microsoft Dynamics 365 Support Plans

Get the support options that make sense for your changing business. Take advantage of competitive, tiered support for different cost scenarios, options for partner involvement, and other elements tailored to your needs. Microsoft Dynamics 365 support is the clear choice across a shifting market segment. For a detailed description of Microsoft Dynamics 365 Support benefits visit the service plan [page](#).

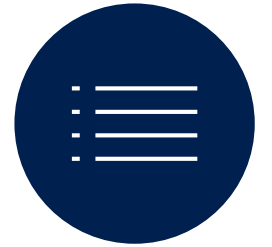
Level	Subscription	Enhanced	Professional Direct	Premier
Self-Select Your Plan	Small business operating a simple environment, sandboxing, or using a full-service partner	Small business operating a production application with a need for faster response	Medium/large business operating a 24/7 production environment requiring access to experts for lite advisory and escalation services	Large enterprise operating a 24/7 complex Dynamics 365 environment requiring immediate access to experts and full range of proactive services
Community Forums	X	X	X	X
Service Dashboard	X	X	X	X
Web & Phone Incident Submission	X	X	X	X
Access to Self-help Portals	X	X	X	X
Unlimited Break/Fix Incidents	X	X	X	X
Support	Local business hours	Local business hours	24x7 for Severity A cases	24x7 for Severity A cases
Fastest Response Time	Next business day	<2 hours	<1 hour priority routing to Tier 2 escalation engineers	<1 hour priority routing to Tier 3 escalation engineers
24x7 Support			Severity A cases	Severity A cases
Lifecycle Services	X	X	X	X
Unlimited Online Training	X	X	X	X
Technical Account Manager			Pooled	Assigned
Priority Handling			X	X
Escalation Phone Line			X	X
Ask the Expert Webinars			X	X
Advisory Support			Limited	Full
Monthly Reviews			X	X
Proactive Services			Limited	X
Cloud Service Dependency Mapping				X
Major Incident Response Planning				X
Remote Diagnostics & Reporting				X
Mentoring				X
Onsite Services				X

Microsoft Dynamics 365 support plans are available through Volume Licensing channels and Web Direct

Microsoft provides this material solely for informational purposes and not as an offer. Customers who have questions about this material or their agreements should contact their reseller or Microsoft account manager.

Eligibility for Microsoft Dynamics 365 Support plan benefits varies by offering and region and is subject to change. For those customers who purchased Microsoft 365 Support, review the Terms of Use for the Microsoft Cloud Services Portal [here](#). For Volume Licensing Customers, consult product use rights [here](#).

Summary of Key Dynamics 365 Resources



Getting Started

Dynamics 365 home page	dynamics.microsoft.com
Documentation	docs.microsoft.com/dynamics365
Training	docs.microsoft.com/dynamics365/get-started/training/index
Communities	community.dynamics365.com
CustomerSource	mbs.microsoft.com/customersource/northamerica/home
Dynamics 365 YouTube Channel	youtube.com/channel/UCJGCg4rB3QSs8y_1FquelBQ

Learning and Training

Do-It-Yourself Dynamics	mbs.microsoft.com/customersource/northamerica/news-events/news-events/news/DIY_Dynamics
Microsoft Virtual Academy	mva.microsoft.com/product-training/microsoft-dynamics
Dynamics 365 Training on edX	openedx.microsoft.com/courses/course-v1:Microsoft+81900+2018_T1/about
CustomerSource training	mbs.microsoft.com/customersource/northamerica
Core and application-related user guides	docs.microsoft.com/en-us/dynamics365/customer-engagement
Dynamics 365 Administrator Guide	docs.microsoft.com/dynamics365/customer-engagement/admin/admin-guide
Dynamics 365 User Groups	d365ug.com/home
Dynamics 365 Team blog	community.dynamics.com/enterprise/b/365teamblog
Training partners and workshops	appsource.microsoft.com/marketplace/consulting-services
Microsoft Certified Professional training	microsoft.com/learning/browse-all-certifications.aspx?technology=Microsoft%20Dynamics%20365

Support

Support home page	microsoft.com/dynamics365/support
Latest Dynamics 365 release notes	docs.microsoft.com/dynamics365/get-started/whats-new/index
Finance, Operations, Retail, Talent support	lcs.dynamics.com
FastTrack for Dynamics 365	fasttrack.microsoft.com/dynamics
Choosing a Dynamics 365 support plan	microsoft.com/dynamics/dynamics-online-support.aspx

