

# Microsoft NCE – Partial Upgrades

## Table of Contents

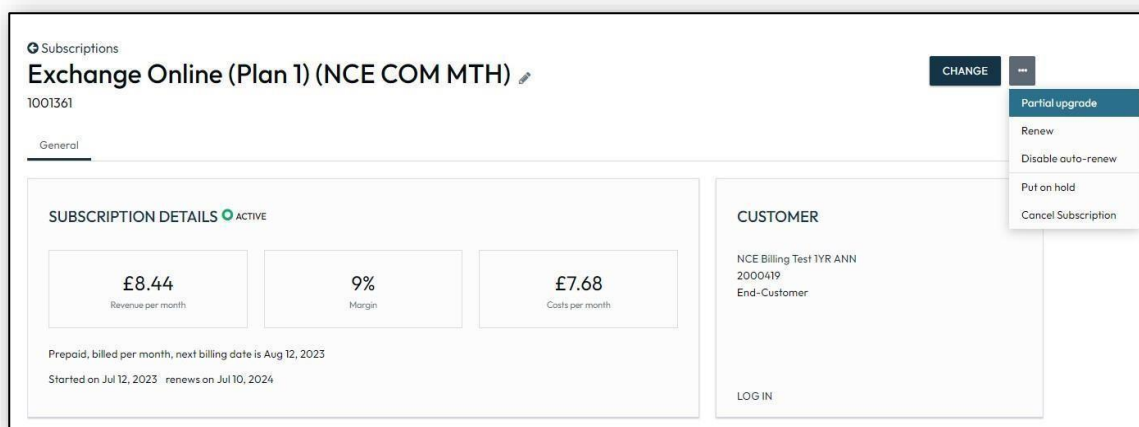
Microsoft NCE – Partial Upgrades	1
Overview	1
How to complete a Partial Upgrade to a New Subscription	2
How to complete a Partial Upgrade to an Existing Subscription	4
Please note	5

## Overview

This document has been created as a guide on placing partial upgrade orders within CORE. This is also known as ‘forking’ or ‘splitting’ in Microsoft terms. This document will detail both processes of partially upgrading licences to either a new NCE subscription, or an existing NCE subscription.

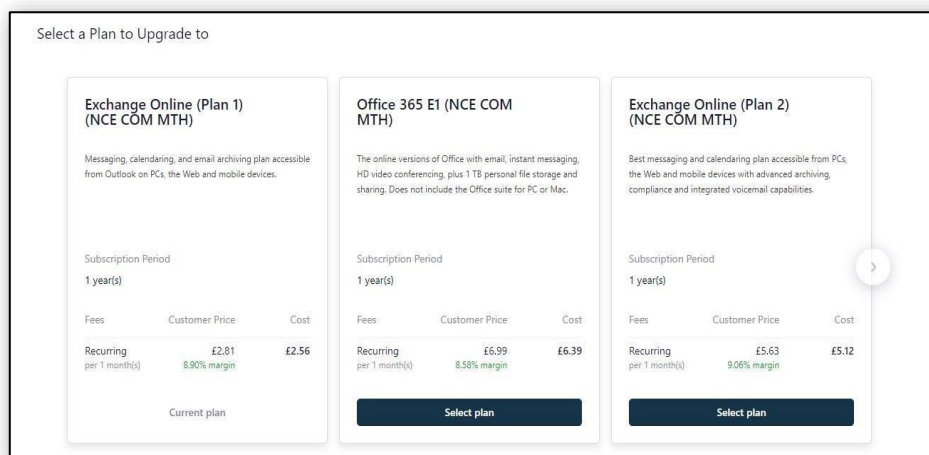
# How to complete a Partial Upgrade to a New Subscription

1. Login to Infinigate CORE using your login credentials <https://core.infinigate.cloud/>
2. Once logged in, go to **Customers** > **Subscriptions** and search for the Subscription you would like to partially upgrade.
3. Once found click on the subscription (Change) then click on the 3 dots and click **Partial Upgrade**.



You will now be presented with a list of possible new subscriptions which you can upgrade to (or partially upgrade to).

4. Use the arrows to search for the plan you would like to partially upgrade to, and once found click Select Plan.



You will now be asked to confirm how many licences are to be upgraded from your original Subscription. In the example above, Exchange Online (Plan 1) had 3 licenses, and only 1 license is being upgraded to Microsoft 365 Business Premium.

##### 5. Click Next

You will now be asked to **Place Order** on the final screen.

Select a destination subscription

New subscription
Upgraded seats will go to a new subscription

Adjust options

Plan & Options	Quantity	Cost	Cost total	Margin	Customer price	Customer total
Exchange Online (Plan 1) (NCE COM MTH)						
Current subscription						
Exchange Online (Plan 1) CFQ7TTCOLH16:0001	2 Licenses(s)	per 1 month(s)				
— Refund	1 Licenses(s)					£2.81
Microsoft 365 Business Premium (NCE COM MTH)						
Destination subscription						
Microsoft 365 Business Premium CFQ7TTCOLCHC:0002	1 1 available	per 1 month(s)		N/A	£15.43 /Licenses per 1 month(s)	£15.43
Total Fees:		£0.00	Customer Total Fees:		£17.96	
Tax Total:		£0.00	Tax Total:		£2.53	
Refund:		£0.00	Refund:		£2.81	
Order Total:		£0.00	Total Customer Price:		£15.15	

CANCEL
NEXT

Includes

Plan & Options	Quantity	Cost	Cost total	Margin	Customer price	Customer total
Exchange Online (Plan 1) (NCE COM MTH)						
Current subscription						
Exchange Online (Plan 1) CFQ7TTCOLH16:0001	2 Licenses(s)	per 1 month(s)				
— Refund	1 Licenses(s)					£2.81
Microsoft 365 Business Premium (NCE COM MTH)						
Destination subscription						
Microsoft 365 Business Premium CFQ7TTCOLCHC:0002	1 Licenses(s)	per 1 month(s)		N/A	£15.43 /Licenses per 1 month(s)	£15.43
Total Fees:		£0.00	Customer Total Fees:		£17.96	
Tax Total:		£0.00	Tax Total:		£2.53	
Refund:		£0.00	Refund:		£2.81	
Order Total:		£0.00	Total Customer Price:		£15.15	

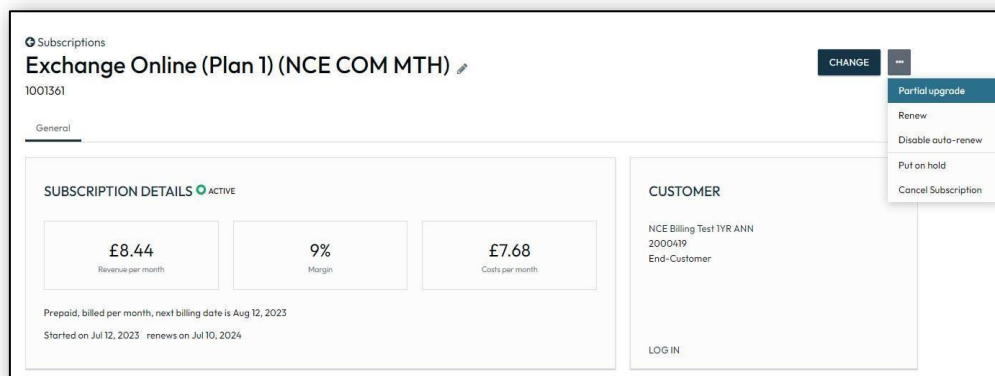
CANCEL
BACK
PLACE ORDER

Once the order has been placed in CORE, a new subscription will be provisioned containing the licences you requested to partially upgrade in step 5. Please allow up to 30 minutes for provisioning, however it will typically reflect within 10 minutes.

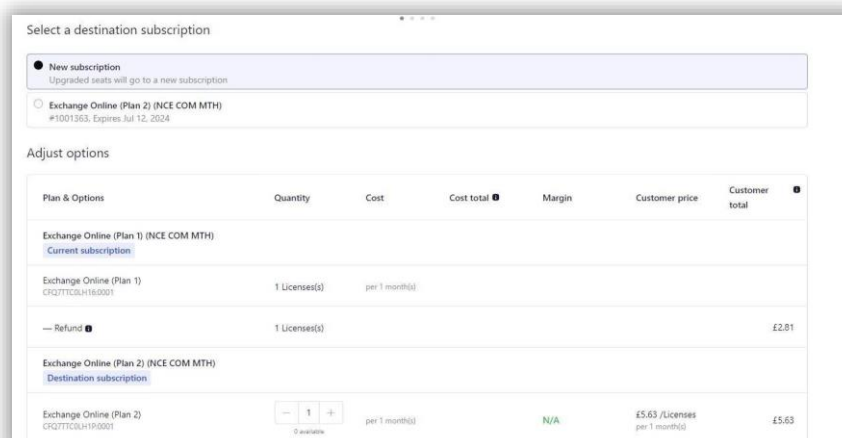
## How to complete a Partial Upgrade to an Existing Subscription

1. Login to Infinigate CORE using your login credentials <https://core.infinigate.cloud/>
2. Once logged in, go to Customers > Subscriptions and search for the Subscription you would like to partially upgrade.
3. Once found click on the subscription then click on the 3 dots and click Partial Upgrade.

You will now be presented with a list of plans to upgrade to.



If you already have an existing subscription which you would like to partially upgrade licences to, please select the plan name from the list and you will be asked if you want to use a new subscription or use an existing subscription - click Next and you'll now be able to Place Order.



## Please note

- Upgraded licenses that go to a new subscription will naturally have new NCE subscription terms applied.
- You will not be able to 'Adjust Prices' during the partial upgrade wizard for the subscription(s); this is coming at a later date.
- You will still be bound by standard NCE terms when trying to adjust licenses, please do not attempt to 'game' or circumvent Microsoft policies with the above.
- A further iteration of this guide will be published post-launch of partial upgrades.



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