Upgrade Office 365 User License from EOP1 to EOP2

This article describes how to upgrade an Office 365 User from an Exchange Online Plan 1 license to an Exchange Online Plan 2 license in the Cloud Office Control Panel.

For more information about Office 365 subscriptions, see **Set Up Office 365**.

Prerequisites

- o   Applies to: Administrator
- o   Difficulty: Easy
- o   Time needed: Approximately 15 minutes for the subscription to be visible in Office 365 portal
- o   Tools required: Office 365 Global Administrator access

For more information about prerequisite terminology, see **Cloud Office support terminology**.

Add an Office 365 license

1. Log in to your **Office 365 Control Panel**.
2. From the left menu, select Product Catalogs drop down, and then select Microsoft 365.
3. Select a plan and click Add Product. Search for Exchange Online Plan 2.
   - You can learn more about each license by clicking on the arrow next to the details. To compare Office 365 subscriptions offered by Rackspace, see **Office 365 - Pick your plan**.
4. Enter the number of licenses that you need and review the charges.
5. Click Add Product.

Note: It might take up to 15 minutes for Office 365 to add the license.

Assign a license to a user

1. Log in to your **Office 365 Control Panel**.
2. From the left menu, select My Users.
3. Find the user you want to assign the new license to and select Manage.
4. Select Edit Licenses and then select Exchange Online Plan 2. This action will automatically remove the EOP1 license from this user.
5. Click Update Licenses at the bottom of the page to finish the process.

Downgrade Unused EOP1 Licenses

1. Log in to your **Office 365 Control Panel**.
2. From the left menu, select My Products.
3. Find Exchange Online Plan 1
4. Select Change Qty
5. Decrease Total Quantity
   - If you get a note saying you cannot downgrade due to being outside of the downgrade window, please create a ticket to our Customer Success Team so that they can verify the license swap and downgrade in our system.

Note: You must have available licenses to assign them. See the preceding section to add more licenses.

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