# Office 365 - License not associated with account

If a client cannot log into Office 365 it's possible their license is not associated with an account.

## Information

Problem: Unable to log into Office 365 - License not associated with account

## Solution

Escalate to System to have the following changes applied:

1. Open Office 365 Admin Tools
2. Select Users
3. Verify that user is listed in "Active Users".
4. In Office 365 Admin Portal > Users > Active Users
5. Edit = Product licenses > Office 365 Education Plus for students
6. Verify that License is active as well as Exchange Online (Plan 1)

### O365: Unable to log into Office 365 - License not associated with account

**Symptoms**

User is unable to log into their Outlook 365 account in both their Outlook client and via [https://outlook.office365.com](https://outlook.office365.com) OWA. Outlook will just continually prompt for credentials. OWA will give one of several error messages indicating either, a license is not associated with the account, the mailbox is disabled, the mailbox isn't available or bad request. Bad user name or password.

**Cause:**

The user's Office 365 account is missing an association to the Office365 ProPlus and/or Exchange Online (Plan 1) license in the O365 Admin Console.

**Solution:**

Escalate ticket to Systems to have license added to the account.
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