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 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 users Office 365 account is missing an association to the Office365 ProPlus and/or Exchange Online (Plan1) license in the O365 Admin Console.

Solution:

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

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