



Software Assurance Benefits Guide for Users

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Introduction

Software Assurance (SA) is the most effective way to ensure your Microsoft® software is up-to-date. It gives you automatic access to the latest technology and provides productivity benefits, support, tools, and training to help you deploy and use software efficiently.

This document explains all the benefits and entitlements included in the Software Assurance Programme. As a Microsoft Software Assurance customer, the type of Volume Licence Agreement you have will determine which Software Assurance benefits you are entitled to. For more information regarding your Volume Licence Agreement and Software Assurance, we recommend you speak to your HR, IT or Finance departments as first points of contact.

Deploying the benefits

The Software Assurance Programme relies on a benefits administrator to allocate the benefits within your organisation. Use this document as a best practice guide to deploying and utilising your SA benefits.

Desktop Benefits

Productivity

Home Use Programme – (HUP)

The Home Use Programme allows employees to obtain a licensed copy of the Microsoft Office System desktop applications to install on their home computer, i.e. every employee who has an Office licence covered by SA at work may use the Office Suite on their home PC. The programme is open to full time employees only. The number of Office licences used at home must not exceed the number of qualifying Office licences enrolled by SA through the Volume Licence Agreement. If an employee leaves the organisation, he/she must remove the applications from his/her home computer. For further information, please see the link below:

http://www.microsoft.com/licensing/programs/sa/productivity/home_use_rights.asp

Employees must order the media from the Home Use Programme web site. There will be a fulfilment fee for media, support, shipping and handling to be met by the employee. The employee will be required to enter their email address for verification by Microsoft.

Below are instructions for employees on how to access the HUP benefit. All the employee needs is the activation number which is specific to your organisation and can be obtained from your benefits administrator. All of your organisation's domain names are registered with Microsoft. However, if for any reason you find they're not, please contact your benefits administrator.



Instructions for employees

To access the Microsoft Home Use Programme web site, please follow the steps below:

1. Go to <https://hup.microsoft.com/>
2. Choose the language for viewing the HUP web site and select the country you wish your order to be shipped to.
3. Enter your work email address and insert the programme code (available from your benefits administrator). *Note: this programme code is assigned for your organisation's sole use. It should not be shared with anyone outside your organisation.*
4. Your email address will then be verified by Microsoft, and an email will be sent to you welcoming you to the programme. The email will come from "service@microsoft" and be entitled: "Welcome to Microsoft® Home Use Programme."
5. When you've received this email, it will provide you with a link. Click on it, and you'll be directed to the site where you can start your order.
6. Follow the instructions, and place your order on-line. It will be shipped to your chosen location. Please note that a fulfilment fee will be charged to cover packaging, shipping and handling costs. You can choose your preferred method of payment: credit card, cheque, etc.
7. The responsibility for setting up and configuring and supporting the software is entirely your responsibility as the employee. We provide details on how to obtain support from Microsoft with the software supplied.
8. **This FAQs site is useful:**
https://oms.one.microsoft.com/tc/cr_information/hupcommonquestions.htm



Microsoft Employee Purchase Programme – (MSEPP)

The Microsoft Employee Purchase Programme allows employees to buy Microsoft products at a considerable discount. Products include PC games, desktop products and hardware. Each employee is entitled to three copies of MS consumer products.

Instructions for employees

To access the MSEPP web site, please follow the steps below:

1. Go to <https://epp.microsoft.com/> and insert the programme code (available from your benefits administrator). *Note: this programme code is assigned for your organisation's sole use. It should not be shared with anyone outside your organisation.*
2. Choose your preferred country and language.
3. Enter your work email address, organisation name and programme code. (Note: Microsoft will verify your email address prior to permitting any purchase).
4. Place your order on-line and it will be shipped to you.
5. Please note that MSEPP member exclusive offers are subject to availability. Orders cannot be shipped to PO boxes. Your MSEPP purchases are subject to your employee status. See <https://epp.microsoft.com/> for details.

Support

TechNet On-line Concierge Chat

TechNet On-line Concierge Chat offers one-on-one web assisted search chat sessions between Microsoft on-line advisors and users to help you quickly locate information needed to troubleshoot technology issues. As a Software Assurance customer, you are entitled to a free user ID to gain access to this.

Instructions for employees

1. Your benefits administrator will need to generate subscriber IDs for each designated employee.
2. Once your ID has been generated, you will then be able to link to the TechNet registration site to complete the set up of the benefit.
3. On activation, a notification email with the subscriber ID will be sent to you, the employee, explaining the benefit.

For more information on TechNet Concierge Chat visit:

<http://www.microsoft.com/licensing/programs/sa/support/technet.asp>



Tools

Microsoft Windows® Pre-installation Environment – (Win PE)

Win PE allows IT staff to build custom solutions that speed up deployment through automations, so IT staff can spend less time and effort keeping desktops updated. It is effectively a replacement for DOS when deploying Windows and associated applications. This means users can get a small footprint onto machines, configure the installation scripts and test before rolling out to desktops. You may have received the Win PE disks in a shipment kit, or they can be obtained via your reseller.

Instructions for employees

1. This benefit can only be managed by one contact (but can be changed at any subsequent time). Please see your benefits administrator to find out who this is in your organisation.
2. The nominated contact will then receive the media and be able to manage the benefit. The Win PE and CER tools will be distributed via your Volume licence Agreement (ie MYO, OSL, Select or Enterprise) on CD kit, and can also be downloaded from the Microsoft Volume Licensing Services (MVLS) site.
3. On activation of the benefit, a notification email with programme details will be sent to the designated contact.

For more information, please follow the link:

<http://www.microsoft.com/licensing/programs/sa/support/winpe.asp>

Enterprise Source Licensing Programme – (ESLP)

With the Enterprise Source Licensing Programme, eligible customers with 1,500 or more desktops can access Microsoft Windows source code for internal development and support. With this programme, you can make adjustments and improvements to systems and related applications, and implement improved debugging to help maintain security and protect against viruses and other computer hazards.

Instructions for employees

1. The benefits administrator must download and complete an application form from the MVLS site.
2. Eligibility and areas of availability are subject to Microsoft terms and conditions (see <http://www.microsoft.com/resources/sharedsource/licensing/enterprise.mspcx>)

For more information, please follow the link:

http://www.microsoft.com/licensing/programs/sa/support/source_code.mspcx



Corporate Error Reporting

This allows the sending of error reports and provides control over what data gets sent. Corporate Error Reporting gives Microsoft background information if escalation is required. It maps solutions to crashes by identifying which systems are failing and why, connects to up-to-date knowledge and fixes, and provides actionable information when escalation is required. The media is available in the shipment kits, or obtain a CD via your reseller.

Instructions for employees

1. This benefit can only be managed by one contact (but can be changed at any subsequent time). Please see your benefits administrator to find out who this is in your organisation.
2. The nominated contact will then receive the media and manage the benefit. The Corporate Error Reporting tools will be distributed via your Volume Licence Agreement (ie MYO, OSL, Select or Enterprise) as a CD kit. The Corporate Error reporting tools can also be downloaded from the MVLS site.
3. On activation of the benefit, a notification email with programme details will be sent to the designated contact.

For more information, please visit the following link:

<http://www.microsoft.com/licensing/programs/sa/support/cer.asp>

Training

eLearning

Microsoft eLearning is an on-line training package, which uses streamed audio and video software demonstrations, hands-on exercises and animations, all designed by professional instructors. Employees can take interactive modules and tutorials on various Microsoft applications at anytime on their own PC or off-line. This flexibility makes it easier for you to update your skills and stay up to date with information that can help you work more efficiently. The number of Office licences an organisation has will determine the number of eLearning licences they are entitled to.



Instructions for employees

The eLearning modules will be distributed via a programme CD kit (also available from your reseller) or may be downloaded from the MVLS and eOpen web sites. Please contact your benefits administrator for further information or visit the following link:

<http://www.microsoft.com/licensing/programs/sa/training/elearning.mspx>

Training Vouchers

Training vouchers are available on selected courses from Microsoft Certified Partners for Learning Solutions (CPLS), the authorised training channel for delivering learning products and services on Microsoft technology. These courses enable IT professionals and developers to get the latest information about Microsoft technologies and training solutions, which can be instructor-led and on-line, self paced courses or consultative learning services.

Instructions for employees

1. Your benefits administrator designates a contact to manage this benefit. Please refer to them for more information.
2. The benefit contact distributes the training vouchers accordingly within the organisation.
3. Once you have received a training voucher, sign up for a course from any of the 1,600 Certified Partners for Learning Solutions organisations worldwide, giving your training voucher information.
4. A notification email will then be sent to you, explaining the benefit in detail.

To find a course, go to: <http://www.microsoft.com/learning/sa/training.asp>

Server Benefits

Support

TechNet Plus

For server licences with Software Assurance, IT professionals have free access to TechNet On-line Concierge Chat, and are able to post messages in Managed Newsgroups for timely answers to technical questions from industry colleagues. TechNet Plus also provides information such as Knowledge Base, drivers and "How-to" articles. Microsoft support professionals monitor the newsgroups to help ensure accuracy. Each subscriber will get their own TechNet Plus Managed Newsgroup subscription and Subscriber ID. The subscriber will not receive a media shipment.



Customers are entitled to one free User ID per server licence. To check how many IDs you have, contact your benefits administrator.

For more information, please visit the following links:

<http://www.microsoft.com/technet/> and

<http://www.microsoft.com/technet/treeview/default.asp?url=/technet/subscriptions/current/suboserv.asp>

Extended Life Cycle Hot-Fix Support

With Software Assurance, you may request hot-fixes for products in the Extended Life Cycle Support without signing up or paying an initial fee prior to determining a need. This means you do not pay for extended support unless hot-fixes are required.

For more information on this offering, please visit the following links:

<http://www.microsoft.com/licensing/programs/sa/support/extended.asp> and

[http://support.microsoft.com/default.aspx?scid=fh;\[ln\];lifecycle](http://support.microsoft.com/default.aspx?scid=fh;[ln];lifecycle)

Problem Resolution Support

Software Assurance provides customers with Standard Editions of servers with access to Web-based support on qualifying servers, while customers with Enterprise Editions of servers can access telephone support on qualifying servers. Problem Resolution Support provides assistance for analysing and diagnosing specific problems encountered while using MS server products.

Instructions for employees

This benefit will be managed by a designated benefit contact. At least one user/caller on the Software Assurance access ID will be authorised. Authorised users/callers on the Software Assurance ID can be added or removed at any subsequent time. Please contact your benefits administrator for more information.

For further information follow the link:

<http://www.microsoft.com/licensing/programs/sa/support/resolution.msp>



Tools

Microsoft Windows Pre-installation Environment – (Win PE)

As for the desktop offering, Microsoft Windows Pre-installation Environment (Win PE) is a tool based on Microsoft Windows XP Professional that allows IT staff to build custom solutions that speed up deployment through automation so they spend less time and effort keeping desktops updated. Win PE can run Windows setup, scripts, and imaging applications.

Instructions for employees

1. This benefit can only be managed by one contact (but can be changed at any subsequent time). Please see your benefits administrator to find out who this is in your organisation.
2. The nominated contact will then receive the media and manage the benefit. The Win PE and CER tools will be distributed via your Volume Licence Agreement (ie MYO, OSL, Select or Enterprise) as a CD kit. CER tools can also be downloaded from the MVLS site.
3. On activation of the benefit, a notification email with programme details will be sent to the designated contact.

For details, please visit the following link:

<http://www.microsoft.com/licensing/programs/sa/support/winpe.asp>

Corporate Error Reporting

This is the same programme as outlined in the Desktop section above. Corporate Error Reporting (CER) gives IT professionals a clear and easy way to monitor and review error information so they can control deployment of fixes and resolutions. It provides the ability for applications and the operating system to collect and report on crashes in the system, and gives IT staff the ability to control the types of reports sent to Microsoft.

Instructions for employees

1. This benefit can only be managed by one contact (but can be changed at any subsequent time). Please see your benefits administrator to find out who this is in your organisation.
2. The nominated contact will then receive the media and manage the benefit. The Corporate Error Reporting tools will be distributed via your Volume Licence Agreement (ie MYO, OSL, Select or Enterprise) as a CD kit, and can also be downloaded from the MVLS site.
3. On activation of the benefit, a notification email with programme details will be sent to the designated contact.

For details, please visit the following link:

<http://www.microsoft.com/licensing/programs/sa/support/cer.asp>



Cold Back ups for Disaster Recovery

Servers and Client Access Licences (CAL) with Software Assurance, are entitled to complimentary 'cold back up' server licences for the purpose of disaster recovery. A cold server is a server that is turned off until a disaster arises, and no other processing or production is done on this server.

Instructions for employees

No formal action needs to be taken to activate or use this Software Assurance benefit. For each server licence which has active Software Assurance, you are entitled to install the same software on a cold back up server. To install on the cold back up servers, you may use the volume licensing media. The number of disaster recovery licences for which you are entitled to, correlates directly to the number of server & CAL which have active Software Assurance.

Training

eLearning

This is the same programme as outlined in the Desktop offering. On- and off-line training is available for employees who need to upgrade their skills and knowledge. Designed by subject matter experts, Microsoft's eLearning courses can be used as traditional training or as a just-in-time reference resource – either on-line or off-line. Server courses include the likes of: Programming a Microsoft SQL Server® 2000 Database; Implementing Microsoft Windows 2000 Professional and Windows 2000 Server; and Preventative Maintenance for Microsoft Windows Server™ 2003.

For more information about eLearning, please visit:

<http://www.microsoft.com/licensing/programs/sa/training/elearning.aspx>

Course List

http://download.microsoft.com/download/2/f/f/2ff38f3e-033d-47e6-948b-8a7634590be6/sa_course_list.xls

This benefit is self monitored and media can be downloaded from the MVLS download centre at <https://licensing.microsoft.com/elicense/L1033/Default.asp> or from your reseller.



Contacts

For more information, please contact your benefits administrator. Alternative contacts may be within your HR, IT or Finance departments.

Software Assurance hotline

Phone: 0800 917 9016

Lines are open 8:00 a.m. to 5:00 p.m. Monday to Friday (except bank holidays).

Microsoft Helpline

Phone: 0870 60 10 100 – and ask for licensing.

Lines are open 8:00 a.m. to 6:00 p.m. Monday to Friday (except bank holidays).

Email: licensing@microsoft-contact.co.uk – we'll respond to your email within 48 hours.

Useful Sites

Software Assurance

<http://www.microsoft.com/uk/licensing/software-assurance/access/default.aspx>

Volume Licensing Information

<http://www.microsoft.com/uk/licensing>

Licensing Briefs

<http://www.microsoft.com/licensing/resources/volbrief.aspx>