

Software Assurance E-Learning FAQ for Benefits Administrators



Frequently Asked Questions

Table of Contents

Software Assurance E-Learning Benefit Overview	1
E-Learning General Questions:	2
Software Assurance E-Learning Delivery Options.....	2
Software Assurance E-Learning Distribution and Access.....	4
Software Assurance E-Learning Administrator Functionalities	5
Other Questions	6

Software Assurance E-Learning Benefit Overview

This document provides a comprehensive review of Frequently Asked Questions (FAQ) for Software Assurance (SA) E-Learning Benefits Administrators on all aspects of the SA E-Learning benefit.

What is Microsoft Software Assurance E-Learning?

Microsoft Software Assurance E-Learning offers self-paced, interactive training designed for end users, delivered via the Internet or Intranet. Software Assurance E-Learning includes unique features, such as:

- ▶ A highly interactive user interface
- ▶ Assessments
- ▶ Audio and multimedia content

The e-learning courses are designed to help your employees gain skills to be more productive with their current software or help them prepare for new versions with up-to-date, online training developed by Microsoft experts.

What courses are available as part of the Software Assurance E-Learning benefit?

The Microsoft licensing agreement determines which courses are included with your Software Assurance E-Learning benefit. For every qualifying license covered by Software Assurance, one person in your organization may access e-learning courses for that product. In general, most Software Assurance customers have access to all three e-learning categories, or course pools: **Applications** (also known as Information Worker or IW), **Systems** (also known as clients), and **Servers**. Course access depends on the type of product licenses that the organization acquired from Microsoft.

- ▶ **Applications** – Customers have access to all Application courses offered by Microsoft Learning. Examples include Microsoft Office 2010, SharePoint 2010, Office 365 and Office 2007.
- ▶ **Systems** – Customers have access to a select number of System courses, including Windows 7, Windows XP, and Windows Vista.
- ▶ **Servers** – Customers have access to a select number of Server courses.

SA E-Learning FAQ for Benefits Administrators

E-Learning General Questions:

Do all e-learning courses have the same look and feel?

Microsoft is constantly taking feedback to improve our e-learning player. There are currently three distinct generations of content and there may be more in the future:

- ▶ The first generation of e-learning content was developed for technologies such as Windows Server® 2003, Windows XP, and Microsoft Office 2003.
- ▶ The second generation of e-learning courses includes Windows Vista and the 2007 Microsoft Office system.
- ▶ The third generation of e-learning courses includes Windows 7, Microsoft Office 2010, and other newer courses.

How does Microsoft group their courses?

Software Assurance E-Learning courses are arranged by:

- ▶ **Course** – An individual course that can either be taken as a standalone subject or as part of a collection, such as "What's New in Microsoft Office 2010 Applications."
- ▶ **Collection** – A recommended grouping of courses that comprise a curriculum, such as "Core Training for Microsoft Office Word 2007."
- ▶ **Pool** – A group of courses that represent a discipline, such as Applications, Systems, and Servers.

How long does it take to complete the typical course?

Each Application and System course usually take the typical user about one hour to complete. Server courses take approximately two hours.

Are Software Assurance E-Learning courses available in different languages?

In addition to English, courses may be available in up to 16 other languages, including Chinese (Simplified), Chinese (Traditional), Czech, Danish, Dutch, French, German, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazil), Russian, Spanish, and Swedish.

Are all courses available in all languages?

No, not all courses are available in all languages.

Software Assurance E-Learning Delivery Options

What options are available for consuming the Software Assurance E-Learning benefit?

There are two (2) delivery options available to Software Assurance customers at no additional cost

- ▶ Online Delivery through the Microsoft Learning Central Business Portal (Learning Central) at <https://business.microsoftlearning.com>. Learners must have a Microsoft account (formerly Windows Live ID) in order to access the e-learning
- ▶ SCORM 1.2 Delivery – SCORM downloads are available at the Volume Licensing Service Center (VLSC) site at <https://www.microsoft.com/Licensing/servicecenter/default.aspx> (available only to Enterprise and Select Agreement customers)

SA E-Learning FAQ for Benefits Administrators

Where do I find more information to compare and contrast the delivery options?

Please see the [Software Assurance E-Learning Delivery Option Guide](#) for more information on the two delivery options available to Software Assurance customers.

My company are trying to access the e-learning online but are unable to create their Microsoft account

Most of the time, this indicates that your company's IP was blocked for security reasons. You will need to complete the [IP whitelisting form](#) to "whitelist" your company's IP address(es).

What is Microsoft account IP Whitelisting?

Microsoft account has a security feature that if multiple ID's are created from the same IP address in a short time span (3 in 24 hours), the IP is blocked and any further deployment is blocked pending white-listing of the IP address. Administrators can submit a Microsoft account IP Address Whitelisting request directly with the Microsoft account Support Team through the [IP whitelisting form](#).

We recommend that Administrators submit the Microsoft account whitelisting form before deploying the e-learning training to their Learners as this will prevent the organization's IP addresses from being blocked after more than 3 learners create a WIN LIVE ID within a 24 hour period.

What is SCORM?

SCORM is the acronym for sharable content object reference model. It is a collection of standards and specifications for web-based e-learning.

Companies who need to, or want to, host the e-learning content on their own servers and integrate the content with their own Learning Management System (LMS) can use the SCORM 1.2 compliant delivery solution provided through VLSC. This is also the behind-the-firewall solution provided through Software Assurance.

What options are available for a behind-the-firewall solution?

Software Assurance E-Learning via SCORM 1.2 package downloads provides this solution. SCORM 1.2 packages must be hosted in a SCORM 1.2-compliant LMS

Are all Software Assurance E-Learning courses available as SCORM 1.2 packages?

Only the Applications and Systems course pools are available as SCORM 1.2 package files. Server courses are not available in SCORM format due to the complexities of virtual labs in those courses.

Are all of the Application and System courses that are available online also available as SCORM 1.2 package files?

Most Application and System courses are available in SCORM 1.2 format.

Does Microsoft provide support for loading SCORM 1.2 content-only files into an LMS?

Microsoft has limited support for SCORM. Please contact your LMS vendor or consultant regarding loading or use of your LMS. Microsoft has made every effort to ensure operability with most commercial LMS products that comply with SCORM 1.2 standards. For other questions regarding SCORM, please contact scormhelp@microsoft.com.

For non-SCORM related questions, please visit the page at <http://www.microsoft.com/learning/support/worldsites.mspx> to find a Regional Service Center in your area.

SA E-Learning FAQ for Benefits Administrators

Does my company have perpetual use of the SCORM 1.2 package files?

SCORM 1.2 package files are licensed for use for the duration of your Software Assurance coverage with Microsoft. If your Software Assurance coverage expires, access to SCORM 1.2 content must be disabled and the course files deleted from your LMS.

I have downloaded the SCORM 1.2 package files and want to use only a portion of the course. Am I allowed to do this?

The courses are Microsoft intellectual property and are provided as a complete course. No part of the course can be removed, replaced, copied, reproduced, distributed in any format, or modified.

The SCORM 1.2 standard divides content into shareable content objects (SCO). At what level does Microsoft define the SCO?

Microsoft defines the SCO at the course level. The entire course is a single SCO.

Software Assurance E-Learning Distribution and Access

How can benefits managers distribute access to SA E-Learning?

Access to SA E-learning is limited up to the number of licenses allocated to your company through your SA agreement. For example, if your organization is allocated 50 licenses in the Applications pool, a single access code can be used for up to 50 students.

There are 2 primary ways to distribute access to e-learning via Online Delivery (Learning Central):

- ▶ After your Software Assurance E-Learning benefit has been activated, you will receive an email message from Microsoft that contains the access code for Applications, Systems, and/or Servers course pools. The same access code can be used by all students for the assigned pool, up to the number of licenses allocated to your company.
- ▶ There are also other e-learning management and access distribution functionality within the Learning Central Administrator portal for those who want a more managed experience.

If you are using the SCORM 1.2 Delivery solution, you will have to directly manage user access according to the functionality provided through your LMS.

Please see the [Software Assurance E-Learning Delivery Options Guide](#) for detailed information on all delivery options available through Software Assurance.

Please visit the Volume Licensing Service Center site at <https://www.microsoft.com/Licensing/servicecenter/default.aspx> for additional information in the Benefits Manager Guide.

Why have I not received my access code in an email message from Microsoft?

Occasionally, corporate spam filters will intercept email from Microsoft. Check your junk-mail folder to see whether the message was routed there, or consult your email administrator. Also, please ensure that the benefit has been activated.

If you still cannot find the email message that has your access code, please visit the page at <http://www.microsoft.com/learning/support/worldsites.msp> to contact the Software Assurance E-Learning Support Team.

SA E-Learning FAQ for Benefits Administrators

How do Learners first access Software Assurance E-Learning courses?

Learners must go through a first time activation process for their e-learning courses.

- ▶ If e-learning access was provided with an access code: First-time learners can activate their access code by going to the Learning Central page at <https://business.microsofttelearning.com/activate>.
- ▶ If e-learning access was provided through the Learning Central Admin portal: Learners will be invited to activate the e-learning through a link provided in an automated email.

After access code activation or activation link click through, returning users can access courses directly from the Software Assurance E-Learning site at <https://business.microsofttelearning.com>.

Please see the [SA E-Learning Learner Guide](#) for detailed information on using Software Assurance E-Learning.

How can students get help accessing or using Software Assurance E-Learning courses?

E-Learning course assistance is available in various languages from Microsoft Regional Service Centers worldwide. Please visit the page at <http://www.microsoft.com/learning/support/worldsites.msp> to find a Regional Service Center in your area.

How long is a student allowed to access a course?

From the time a student first begins a course, he or she has up to 12 months to complete it before access expires. Courses must be started prior to expiration of an organization's Software Assurance coverage.

Can a Software Assurance E-Learning access be reassigned if the original user is no longer with the company?

Access cannot be reassigned. After a user has activated through an access code or activation link with their Microsoft account, the access cannot be transferred to another user.

Can I stop access for a user who has left the company?

Once activated e-learning users have access to all Software Assurance E-Learning courses related to their access until expiration of the Volume Licensing Agreement.

Our licensing agreement has expired, but we still have unused Software Assurance course subscriptions. Can we still use them or get a refund?

E-Learning course subscriptions are available for the length of an organization's Volume Licensing Agreement with Microsoft. Unused subscriptions are not redeemable or refundable after expiration of the organization's Software Assurance coverage.

Software Assurance E-Learning Administrator Functionalities

What administrative functions are available for Software Assurance E-Learning courses?

For customers who would like a more hands on administrative approach to managing their Software Assurance E-Learning, administrative features can be found through the Microsoft Learning Central Business Portal. Administrators will be able to:

- ▶ Create and manage user accounts for learners
- ▶ Create and manage groups of learners

SA E-Learning FAQ for Benefits Administrators

- ▶ Create access codes that direct students to a pre-defined set of e-learning
- ▶ Develop specialized Learning Plans
- ▶ Generate real-time reports summarizing student sign-in, attendance, and assessment data
- ▶ Review/verify license information
- ▶ Access documentation, help text, and FAQs

Can a benefits manager or training manager limit the courses a student can view in the catalog?

Learners have access to the entire catalog for their specific course pool in all languages. E-Learning administrators can, however, assign courses with Learning Plans at the Microsoft Learning Central Business Portal so specific courses surface in the Learner's My Learning section.

Is there reporting available for online courses?

Reporting, among other administrative features, is available at the Learning Central Business Portal. The e-learning usage for employees within your organization can be tracked by using three primary reports:

- ▶ **Assessment Activity Report** - a report on an employee's assessment associated with a particular course, including, but not limited to, start date, finish date, and the score, date, and time of an assessment attempt.
- ▶ **Course Activity Report** – a report that shows an employee's progress associated with a particular course, including, but not limited to, course title, topics completed, and the date and time a course was accessed and completed.
- ▶ **Login Activity Report** – a report that shows an employee's sign-in dates and duration of sign-in (in minutes).

What happened to the reporting features on the Microsoft Business Administration Center (BAC) site?

Reporting features from the BAC site have been migrated to the new Microsoft Learning Central Business Portal.

I do not see reporting for specific employees. How can I resolve this?

Until employees have accepted the Data Sharing Notice, data is available only for e-learning courses in use, not those related to specific students.

Other Questions

What is the e-learning offline player?

The e-learning offline player is available to learners accessing their Software Assurance E-Learning content online. The student can download courses for offline use. This option is useful for people who want to continue training without Internet access-while traveling, for example. Student records from offline work are updated to the server with each new online session.

The offline player is not a substitute for online e-learning but is intended for use by those who are temporarily disconnected with the internet and will reconnect with the server later.

SA E-Learning FAQ for Benefits Administrators

Can I download the offline player and distribute the player over our network?

The offline player cannot be distributed across an organization's network.

What are the search capabilities within the e-learning catalog?

Administrators and Learners can search the **Training Catalog** on Learning Central by keyword, by topic, by technology, by language, by collection, and by audience. Learners and Administrators can also set and modify language preferences to further filter what is shown in the **Training Catalog**

Does Microsoft sell Learning Management Systems?

Microsoft does not sell Learning Management Systems. There are several LMS vendors in the marketplace. A community-supported SharePoint Learning Kit (SLK), originally developed by Microsoft, is available at the SharePoint Learning Kit site at <http://www.codeplex.com/SLK> (English only).

This is a community-supported LMS and Microsoft does not provide support for the SLK.

Can I use my Premier Support for assistance in setting up Software Assurance E-Learning?

Premier Support does not provide e-learning support.

Can Software Assurance IT Training (also known as Training Vouchers) be used for Software Assurance E-Learning?

Software Assurance IT Training/Training Vouchers can only be used for instructor-led training and can be redeemed at any participating Microsoft Certified Partner for Learning Solutions facility. To find a classroom near you, visit the Class Locator page at <http://www.microsoft.com/learning/classlocator>.

Microsoft provides this material solely for informational and marketing purposes. Customers should refer to their agreements for a full understanding of their rights and obligations under Microsoft's Volume Licensing programs. Eligibility for Software Assurance benefits varies by offering and region and is subject to change. The Terms and Conditions of your Volume License Agreement and the Terms and Conditions under which any specific Software Assurance benefits are offered will take precedence in the case of any conflict with the information provided here. For eligibility criteria and current benefit program rules, see the Microsoft Product List.

[Publication: 112012 Software Assurance E-Learning FAQ for Benefits Administrators]