Software Assurance E-Learning FAQ for Benefits Administrators

Microsoft

IMPORTANT NOTE: Please do not access or launch courses on the new site <u>until you are notified</u> your organization has migrated. Doing so may cause data discrepancies in your e-learning entitlements and any course progress will be lost.

Table of contents

Software Assurance E-Learning benefit overview

This document provides a comprehensive review of frequently asked questions (FAQs) 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, including:

- 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 to help them prepare for new versions with up-to-date, online training developed by Microsoft experts.

Which 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: **Application** (also known as *Information Worker* or IW), **System** (also known as *client*), and **Server**. Course access depends on the type of product licenses that the organization acquired from Microsoft.

- **Application.** Customers have access to all **Application** courses offered by the Microsoft learning experiences team. Examples   include Office 2010/2013, SharePoint 2010/2013 and Office 365.

- **System.** Customers have access to a select number of **System** courses, including Windows 7/8, Windows XP,   and Windows Vista.

- **Server.** 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, Office 2010, and other newer courses.

How does Microsoft group courses?

Software Assurance E-Learning courses are arranged by:

- **Course.** An individual course that can either be taken as a stand-alone subject or as part of a collection, such as "What's New in Microsoft Office 2010 Applications."

- **Collection.** A recommended grouping of courses that make up a curriculum, such as "Core Training for Microsoft Office Word 2007."

- **Pool.** A group of courses that represent a discipline, such as **Application**, **System**, or **Server**.

How long does it take to complete a typical course?

Each **Application** and **System** course usually takes the typical user about one hour to complete. **Server** courses take approximately two hours. Some newer courses may take longer because they include hands-on demo exercises.

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

In addition to English, courses may be available in up to 15 other languages, including Chinese (Simplified), Chinese (Traditional), Dutch, French, German, Italian, Japanese, Korean, Arabic, Polish, Portuguese (Brazil), Russian, Spanish, Bahasa Melayu, 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 delivery options available to Software Assurance customers at no additional cost:

- Online delivery through the Microsoft Online Learning Portal. To access e-learning, learners must have a Microsoft account (formerly Windows Live ID).

- Sharable Content Object Reference Model (SCORM) 1.2 delivery. SCORM downloads are available at the Volume Licensing Service Center (VLSC) site (available only to Enterprise Agreement and Select Agreement customers).

SA E-Learning FAQ for Benefits Administrators

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

For more information on the two delivery options available to SA customers, please see the Software Assurance E-Learning delivery option guide for customers.

My company is trying to access the e-learning online but is unable to create its Microsoft account

Most of the time, this indicates that your company's IP was blocked for security reasons. To whitelist your company's IP addresses. complete the IP whitelisting form .

What is *Microsoft account IP whitelisting*?

For security reasons, if multiple IDs are created from the same Microsoft account IP address in a short time span (three in 24 hours), the IP is blocked, as is any further deployment, pending whitelisting of the IP address. Administrators can use the IP whitelisting form to submit a Microsoft account IP Address Whitelisting request.

To prevent the organization's IP addresses from being blocked after more than three learners create a Microsoft account within a 24-hour period, we recommend that Administrators submit the Microsoft account whitelisting form *before* deploying the e-learning training to their learners.

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 or want to host the e-learning content on their own servers and to 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 **Application** and **System** course pools are available as SCORM 1.2 package files. Due to the complexities of virtual labs in those courses, **Server** courses are not available in SCORM format.

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 SCORMhlp.

For non-SCORM related questions, contact your Regional Service Center.

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 **Application** pool, a single access code can be used for up to 50 students.

There are two primary ways to distribute access to e-learning via the Online Learning Portal:

- After your Software Assurance E-Learning benefit has been activated, you receive an email message from Microsoft that contains the access code for the **Application**, **System**, and/or **Server** course pools. The same access code can used by all students for the assigned pool, up to the number of licenses allocated to your company.

- For those who want a more managed experience, there is other e-learning management and access distribution functionality within the Online Learning Administrator Portal.

If you are using the SCORM 1.2 delivery solution, you must directly manage user access according to the functionary provided through your LMS.

For detailed information on all delivery options available through Software Assurance, see the Software Assurance E-Learning delivery options guide for customers.

For additional information from the Benefits Administrator Guide, visit the Volume Licensing Service Center site.

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

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

If you still cannot find the access code email message, 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 the access code by going to the Online Learning page.

- If e-learning access was provided through the Microsoft Online Learning Administrator Portal, learners are invited to activate the e-learning through a link provided in an email.

After access code activation or activation link click through, returning users can access courses directly from the Software Assurance Online Learning site.

For detailed information on using Software Assurance E-Learning, see the SA E-Learning learner guide.

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

E-Learning course assistance is available in various languages. For assistance, please use the Support page.

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 his or her Microsoft account, the access cannot be transferred to another user.

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

After activation, 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 Online Learning Portal. Administrators can:

- 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.

- 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 Online Learning Portal so that specific courses surface in the learner's My Courses section.

Is reporting available for online courses?

Reporting, among other administrative features, is available at the Microsoft Online Learning Portal. The e-learning usage for employees within your organization can be tracked by using two 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.

Other questions

Is there an e-learning offline player?

At this time, there is no offline player. This functionality will be considered for future releases.

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

Administrators and learners can search for courses on Online Learning by keywords and can browse by catalog. They can also filter the browse/search results by course language.

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 (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 or for demo sessions 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.

SA E-Learning FAQ for Benefits Administrators