# E-Learning Benefits Manager FAQ

**Microsoft®**
**Software Assurance**
for Volume Licensing

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**Q.** *What is Microsoft® Software Assurance e-learning?*

**A.** Microsoft Software Assurance e-learning offers self-paced, interactive training designed for end users and IT professionals, delivered via the Internet or intranet. Software Assurance e-learning includes unique features, such as:

- Hands-on virtual labs

- 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.

**Q.** *What courses are available as part of the Software Assurance e-learning benefit?*

**A.** 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, Office 2003, Office 2007, and Windows® SharePoint® Services.

- **Systems**—Customers have access to a select number of system courses, including Windows 7, Windows XP, Windows Vista®, Microsoft Office SharePoint Server, and others.

- **Servers**—Customers have access to a select number of server courses. These are generally in the "designing" series of courses that focus on select Microsoft technologies. Additional IT professional and developer courses on server technology are available for acquisition through Volume Licensing.

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

A.   There are three distinct generations of content:

- 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.

**Q.**   *How does Microsoft group their courses?*

A.   Software Assurance e-learning courses are arranged by:

- **Pool**—A group of courses that represent a discipline, such as applications, systems, and servers.

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

- **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."

**Q.**   *How long does it take to complete the typical course?*

A.   Application and system courses usually take the typical user about one hour to complete. Server courses take approximately two hours.

**Q.**   *Are Software Assurance e-learning courses available in different languages?*

A.   In addition to English, courses are 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.

**Q.**   *Are all courses available in all languages?*

A.   Not all courses are available in all languages.

**Q.**   *Are there search capabilities within the e-learning catalog?*

A.   Online users can search the e-learning catalog by keyword or by the topic, technology, language, collection, and audience.

**Q.** *Where can benefits managers find their access code?*

A.   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 is used by all students for the assigned pool, up to the number of licenses allocated to your company. 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.

Please visit the Volume Licensing Service Center site at https://licensing.microsoft.com for additional information in the Benefits Manager Guide.

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

A.   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 Help page at http://www.microsoft.com/learning/support/worldsites.mspx to contact the Software Assurance E-Learning Support Team.

**Q.** *How do students first access Software Assurance e-learning courses?*

A.   First-time users can activate their access code by going to the E-Learning for Business page at https://business.microsoftelearning.com/activate. After access code activation, returning users can access courses directly from the Software Assurance E-Learning site at https://business.microsoftelearning.com.

**Q.** *How can students get help accessing or using Software Assurance e-learning courses?*

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

**Q.** *How long is a student allowed to access a course?*

A.   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.

**Q.** *Can a Software Assurance e-learning access code be reassigned if the original user is no longer with the company?*

A.   Access codes cannot be reassigned. After a user has activated an access code with their Windows Live™ ID, the code cannot be transferred to another user.

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

A.   Users have access to all Software Assurance e-learning courses related to their access codes, or pool, until expiration of the Volume Licensing Agreement.

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

A.   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.

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

A.   Students have access to the entire catalog for their specific course pool in all languages.

**Q.** *Is there reporting available for online courses?*

A.   For anyone with access to Microsoft Volume Licensing Services, reporting is available at the Business Administration Center site at https://bac.microsoft.com. The Software Assurance e-learning benefit 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).

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

**A.** Until employees have accepted the Data Sharing Notice, data is available only for e-learning courses in use, not those related to specific students. To review the Data Sharing Notice, please visit the Microsoft Learning site at http://business.microsoftelearning.com/help/endUserLicenseAgreement.aspx.

## WINDOWS LIVE ID

**Q.** *Are employees required to use their corporate email address for their Windows Live ID?*

**A.** When employees create their Windows Live ID, they can use a personal or corporate email address. They also have the option of creating a new email address when they set up their Windows Live ID.

**Q.** *What is the purpose of a Windows Live ID?*

**A.** The Windows Live ID, combined with an e-learning access code, helps Microsoft manage student progress. This tracking enables Microsoft to return students to the location where they left off in a course, to provide the transcript of training they have completed, and to list the courses they have selected from the catalog.

**Q.** *How do I know my information is safe when I create a Windows Live ID?*

**A.** Please visit the Windows Live ID page at http://privacy.microsoft.com/en-us/default.mspx for details on the Microsoft privacy policy concerning Windows Live ID.

**Q.** *Are there other options if I do not want my employees to use Windows Live ID?*

**A.** Companies with Software Assurance coverage can download SCORM 1.2 package files directly from Microsoft. This allows e-learning consumption without the need for a Windows Live ID. SCORM 1.2 package files must be hosted in a SCORM-compliant Learning Management System (LMS). The servers pool of courses is not available using this option.

## OFFLINE

**Q.** *I have decided to take my Software Assurance e-learning courses online. Can I download the offline player and distribute the player over our network?*

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

The offline player requires that students initially activate and access Software Assurance e-learning content online, and then students 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 instead is an option for use of online content—connected vs. unconnected.

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## DIFFERENT DELIVERY OPTIONS

**Q.** *What options are available for consuming the Software Assurance e-learning benefit?*

**A.** There are two e-learning delivery options available to Software Assurance customers at no additional charge:

- Online access at the Microsoft E-Learning site: https://business.microsoftelearning.com

- SCORM download available at the Volume Licensing Service Center site at https://licensing.microsoft.com (available only to Enterprise and Select Agreement customers)

Other options are available for a fee:

- **Microsoft Learning reseller channel**—Third-party vendors can host e-learning content for you

- **ContentHub**—Third-party vendor will integrate with your existing AICC-compatible LMS

- **SCORM package files on DVD**—Available through Large Account Resellers for a nominal fee

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

**A.** 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.

**Q.** *What is SCORM?*

**A.** SCORM is the acronym for sharable content object reference model. It is a collection of standards and specifications for web-based e-learning. More information about SCORM is available at the Advanced Distributed Learning site at http://www.adlnet.gov.

**Q.** *Are all Software Assurance e-learning courses available as SCORM 1.2 packages?*

**A.** 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.

**Q.** *Are all of the application and system courses that are available online also available as SCORM 1.2 package files?*

**A.** Most application and system courses are available in SCORM 1.2 format.

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

**A.** Microsoft has limited staffing for SCORM support. 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@winse.microsoft.com.

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

**Q.** *Is it possible to order SCORM 1.2 package files on DVD instead of downloading them from Microsoft?*

**A.** The SCORM 1.2 content-only files can be purchased as a media kit for a small fee from your Large Account Reseller. In most cases, the media kit contains one or two DVDs with all courses for a pool. The following table shows the two media kits available. The SKU numbers refer to the English versions.

| SKU | Product name | Content |
|---|---|---|
| T95-00048 | Software Assurance e-learning (Clnt) Win32 English Disk Kit MVL CD/DVD Content only Sys | Client <br> • Format SCORM—requires LMS <br> • Includes Windows XP and Windows Vista |
| T96-00049 | Software Assurance e-learning (IW) Win32 English Disk Kit MVL CD/DVD Content only Applications | Client <br> • Format SCORM—requires LMS <br> • Versions—Office 2003 and later |

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

**A.** 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.

**Q.** *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?*

A. 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.

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

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

## OTHER

**Q.** *Does Microsoft sell Learning Management Systems?*

A. 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.

**Q.** *Can I use my Premier Support for assistance in setting up Software Assurance e-learning?*

A. Premier Support does not provide e-learning support.

**Q.** *What is the product named MeLL that I have heard about?*

A. MeLL is the acronym for Microsoft E-Learning Library. It is a discontinued e-learning product that Microsoft provided as a behind-the-firewall solution without the need for an LMS. MeLL was discontinued in June 2006. Currently, there is no solution for a behind-the-firewall solution without using an LMS.

Although MeLL was discontinued, and generally the courses are not available online, downloadable versions of MeLL (Microsoft Office 2003 and earlier) are available to Software Assurance customers through the Volume Licensing Service Center site at https://licensing.microsoft.com.

**Q.** *Can Software Assurance IT Training (also known as Training Vouchers) be used for Software Assurance e-learning?*

A.  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.

**Q.** *The courses listed in the Software Assurance catalog do not fully meet our technical needs. What other options are available?*

A.  The Software Assurance e-learning benefit covers a subset of all technical training available from Microsoft Learning. Additional technical courses can be acquired at discounted rates through Microsoft Volume Licensing.

Please visit the Volume Licensing Service Center page at http://www.microsoft.com/learning/mls/default.mspx for more information.