



Microsoft Volume Licensing E-Learning Activating and Using Microsoft E-Learning



This document is your reference for accessing and using Microsoft E-Learning courses. The courses are available through the volume licensing agreement your company has with Microsoft. E-learning content includes e-learning course collections and e-learning libraries. Please note that the initial activation process differs between the two types of offers, so be sure to follow the respective instructions included here. The entire process of activating your Microsoft E-Learning subscription takes just a few minutes. To activate your account, complete all of the steps as they appear below.

Updated June 2010

We invite you to refer to this guide to help you enjoy all of the benefits of Microsoft® Volume Licensing E-Learning.

—The Microsoft Learning Volume Licensing team

Note: This guide has been created for end users who will be accessing and using Microsoft E-Learning courses online at the [Microsoft Learning](http://business.microsoftlearning.com) site at <http://business.microsoftlearning.com>.

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ACCESSING E-LEARNING—CREATING A WINDOWS LIVE ID

Accessing Microsoft E-Learning requires a Windows Live® ID. When creating a Windows Live ID, you can use an existing e-mail address, your corporate e-mail address (check your company policies first), or establish a new Windows Live or Hotmail® account. The instructions below assume that you are establishing a new Windows Live ID and a new Windows Live Hotmail account prior to the activation process. A Windows Live ID is required before proceeding with the activation process. The next few screens assume that you are creating a new Windows Live ID along with a new Windows Live Hotmail account prior to the activation process. If you already have a Windows Live ID, skip to the [activation section](#).

Step 1: Go to the Windows Live ID sign-up page

To get started, visit the [Windows Live ID](#) site at <https://signup.live.com/signup.aspx>.

The screenshot shows the Windows Live ID sign-up page. At the top, it says "Create your Windows Live ID" and "It gets you into all Windows Live services—and other places you see". Below this, there is a link for "Already using Hotmail, Messenger, or Xbox LIVE? Sign in now". The main form asks for an e-mail address, password, and personal information. A callout box points to the "Or get a Windows Live e-mail address" link, with the text "Enter your email address OR Click on – Or get a Windows Live email address". The form includes fields for "Use your e-mail address", "Create a password", "Retype password", "First name", "Last name", "Country/region", "State", "ZIP code", "Gender", and "Birth year". There is also a CAPTCHA section with the text "Enter the characters you see" and a link to "New | Audio | Help". At the bottom, there is a checkbox for "I accept" and a footer with copyright information and links to "Help Center", "Feedback", and "English".

Windows Live™ Sign in

Create your Windows Live ID
It gets you into all Windows Live services—and other places you see

Already using Hotmail, Messenger, or Xbox LIVE? Sign in now

Use your e-mail address: Example: someone@example.com
[Or get a Windows Live e-mail address](#)

Create a password:
6-character minimum; case sensitive

Retype password:

First name:

Last name:

Country/region: United States

State: Select one

ZIP code:

Gender: ☐ Male ☐ Female

Birth year: Example: 1990

Enter the characters you see
[New](#) | [Audio](#) | [Help](#)

blw nekk

Clicking **I accept** means that you agree to the [Microsoft service agreement](#) and [privacy statement](#). You also agree to receive e-mail from Windows Live, Bing, and MSN with service updates, special offers, and survey invitations. You can unsubscribe at any time.

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Step 2: Enter your information

To continue, follow the steps outlined in this illustration.

The screenshot shows the 'Create your Windows Live ID' page. It includes a 'Sign in' link in the top right. The main heading is 'Create your Windows Live ID' with a subtext: 'It gets you into all Windows Live services—and other places you see'. Below this is a link: 'Already using Hotmail, Messenger, or Xbox LIVE? Sign in now'. The form fields are: 'Email address' (with an example 'someone@example.com'), 'Create a password' (with a note '6-character minimum; case sensitive'), 'Retype password', 'First name', 'Last name', 'Country/region' (set to 'United States'), 'State' (a dropdown menu), 'ZIP code', 'Gender' (radio buttons for 'Male' and 'Female'), and 'Birth year' (with an example '1990'). There is a CAPTCHA section with the text 'Enter the characters you see' and a 'New | Audio | Help' link. At the bottom, there is a checkbox area with the text: 'Clicking **I accept** means that you agree to the Microsoft service agreement and privacy statement. You also agree to receive e-mail from Windows Live, Bing, and MSN with service updates, special offers, and survey invitations. You can unsubscribe at any time.' and an 'I accept' button. Four callout boxes highlight the steps: Step 1 points to the email address field, Step 2 points to the password fields, Step 3 points to the name and location fields, and Step 4 points to the 'I accept' button.

Windows Live™ Sign in

Create your Windows Live ID

It gets you into all Windows Live services—and other places you see

All information is required.

Step 1 – Enter your email address for your new Windows Live or Hotmail email account, or get a Windows Live email address

Already using **Hotmail, Messenger, or Xbox LIVE?** Sign in now

Email address:

Or get a Windows Live e-mail address

Create a password:

6-character minimum; case sensitive

Retype password:

First name:

Last name:

Country/region:

State:

ZIP code:

Gender: ☐ Male ☐ Female

Birth year:

Enter the characters you see

New | Audio | Help

blu nekk

Clicking **I accept** means that you agree to the Microsoft service agreement and privacy statement. You also agree to receive e-mail from Windows Live, Bing, and MSN with service updates, special offers, and survey invitations. You can unsubscribe at any time.

Step 4 – Click **I accept**

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Help Center | Feedback | English

Microsoft

ACTIVATION—FIRST-TIME ACCESS TO E-LEARNING

If the volume licensing e-learning has been activated for your organization, your volume licensing manager will have access codes and instructions for you to sign in and create an account to access one of two e-learning libraries.

The e-learning libraries include:

- Technical e-learning library
- Desktop e-learning library

Four steps are required for first-time access to Microsoft E-Learning courses. Subsequent access is a simple two-step process.

Step 1: Enter your activation code

On the [Microsoft E-Learning for Business](http://business.microsoftteaching.com/activate/) page, enter your activation code and work email address. After reviewing the Data Sharing Notice, click **Send**.

Step 1 – Go to the following URL to start the activation process for your Microsoft E-Learning:
<http://business.microsoftteaching.com/activate>

Enter Access Code

Enter your access code below along with your work e-mail address and agree to the Data Sharing Notice, then click **Send**. This will validate your work e-mail address as an approved user for Microsoft E-Learning. You will then be directed to Step 2 to sign in on the Windows Live ID site. You may use an existing Windows Live ID or create a new Windows Live ID.

☐ I have read and accept the Data Sharing Notice. Read the [Data Sharing Notice](#).

* Access Code:

* Work E-mail Address:

Send

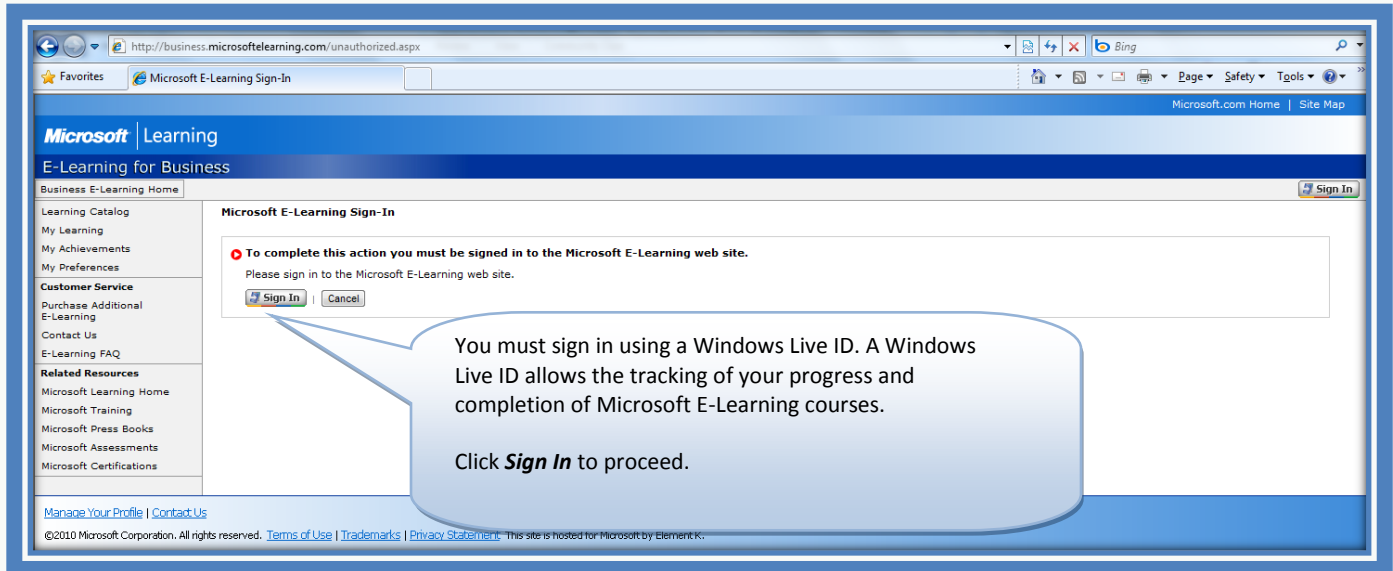
Sign In

- Read the **Data Sharing Notice** and accept it by clicking on the box.
- Enter the **access code** that your Training Manager supplied.
 - Desktop library codes start with DEL, technical library codes start with TEL.
- Enter your **work email address**. Microsoft will cross check the access code against the domain address section of your email address.

Tip: If you are denied access and your domain address is a sub-domain, such as:
[someone@us.example.com](#) vs.
[someone@example.com](#), contact your Volume Licensing manager.
- Click **Send**

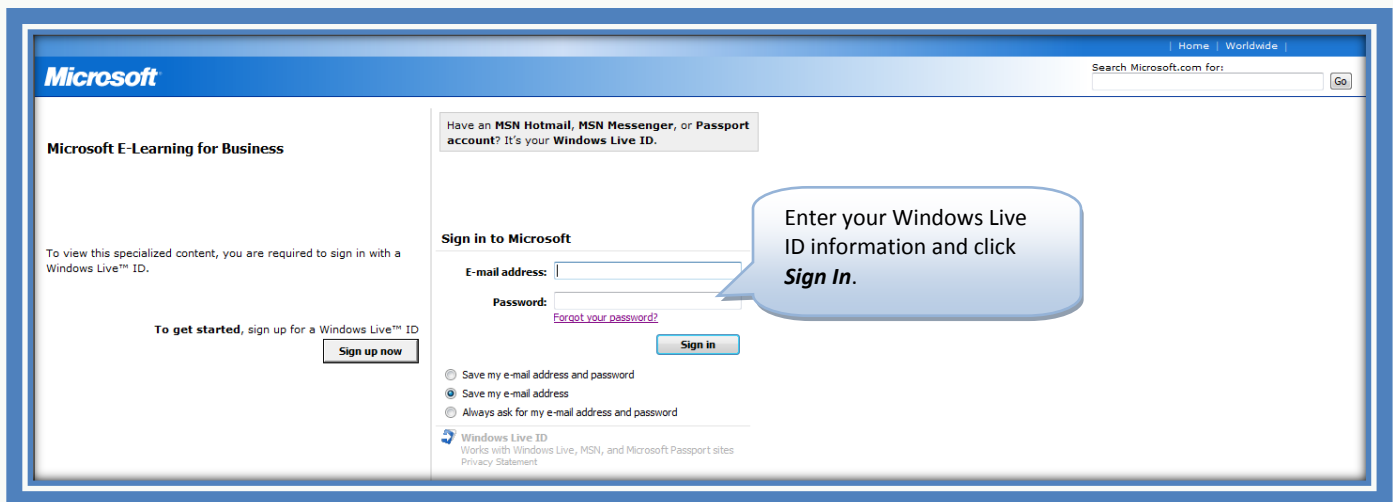
Step 2: Sign in to Microsoft E-Learning

On the Microsoft E-Learning for Business sign-in page, click **Sign In**.



Step 3: Sign in with your Windows Live ID

On the next page, enter your Windows Live ID email address and password, and then click **Sign In**.



Step 4: Confirm communication preferences

Confirm your communication preferences, and then click **Continue**.

The screenshot shows the Microsoft E-Learning for Business registration form. The header includes the Microsoft logo and navigation links: Quick Links, Home, Worldwide, and Sign Out. A search bar is also present. The main heading is "Microsoft E-Learning for Business" with a subtext: "Thank you for taking the time to fill out the following online form. If you do not want to submit your information, click **Cancel**."

A note indicates that an asterisk (*) denotes a required field. The form is divided into three main sections:

- My Name (Personal Information)**: Contains input fields for First Name, Last Name, Middle Name/Initial, Additional Last Name, Prefix, and Suffix/Title. The First and Last Name fields are marked with an asterisk.
- Country/Location**: A dropdown menu with the text "Please Select from the Following Options".
- Communication Preferences**: A section titled "Choose how Microsoft may use your contact information:". It contains two columns of options:
 - I would like to hear from Microsoft** about products, services, and events, including the latest solutions, tips, and exclusive offers. This column has a checked checkbox for "E-Mail Address".
 - I would like to hear from Microsoft Partners**, or Microsoft on their behalf, about their products, services, and events. Share or use my details with Microsoft Partners. This column has an unchecked checkbox for "E-Mail Address".

A "Note" at the bottom of the Communication Preferences section states: "These settings will not affect other newsletters or mandatory service communications from Microsoft. To learn how to set your contact preferences for other Microsoft sites, read the [privacy statement](#)."

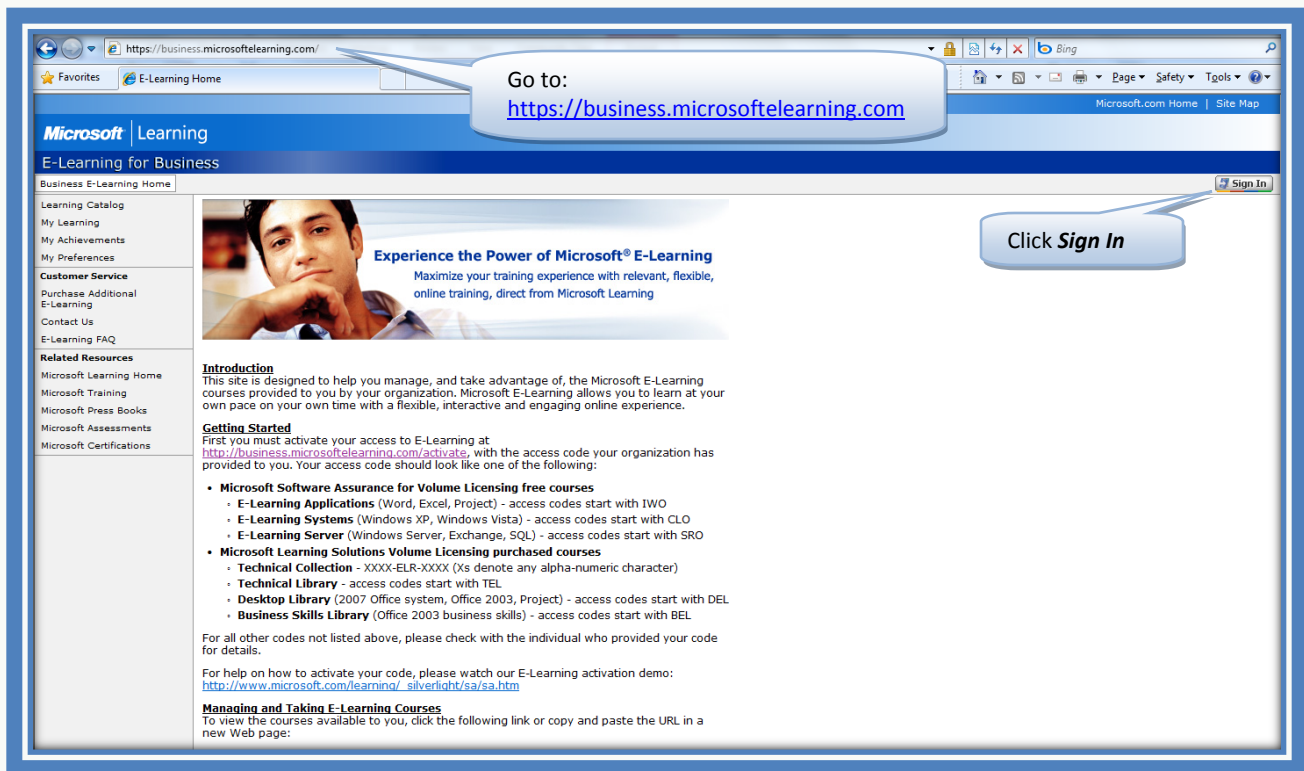
At the bottom of the form are "Continue" and "Cancel" buttons. A blue callout bubble points to the "Continue" button with the text: "Enter the required information and your communication preferences. Click **Continue**."

The footer includes a "Manage Your Profile" link and copyright information: "© 2010 Microsoft Corporation. All rights reserved. [Contact Us](#) | [Terms of Use](#) | [Trademarks](#) | [Privacy Statement](#)".

AFTER ACTIVATION—SUBSEQUENT ACCESS TO E-LEARNING COURSES

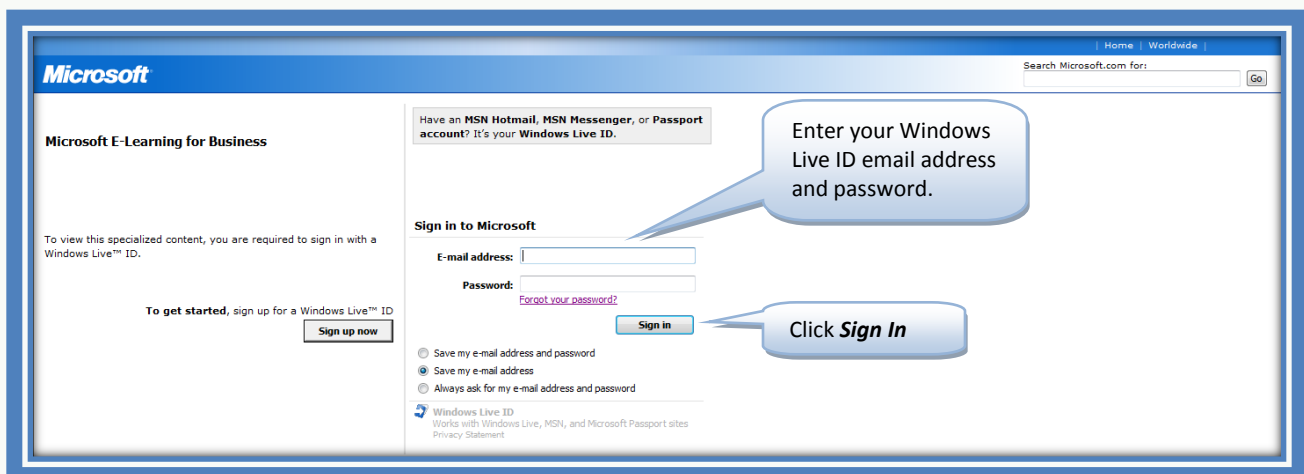
Step 1: Sign in at the Microsoft Learning website

After activating your e-learning account, you can access courses by going to the [Microsoft Learning](https://business.microsoftlearning.com) site and clicking **Sign In**.



Step 2: Enter your Windows Live ID

Enter your Windows Live ID email address and password, and then click **Sign In**.



Step 3: Continue with training or view other courses

In the left-navigation panel of the [E-Learning](https://business.microsofttelearning.com) site at <https://business.microsofttelearning.com>, click **My Learning** to continue training, or click **Learning Catalog** to see other courses that may be available to you.

Click **My Learning** to continue your training, or click **Learning Catalog**.

Microsoft Learning
E-Learning for Business

Business E-Learning Home

Learning Catalog
My Learning
My Achievements
My Preferences
Customer Service
Purchase Additional E-Learning
Contact Us
E-Learning FAQ
Related Resources
Microsoft Learning Home
Microsoft Training
Microsoft Press Books
Microsoft Assessments
Microsoft Certifications

Experience the Power of Microsoft® E-Learning
Maximize your training experience with relevant, flexible, online training, direct from Microsoft Learning

Introduction
This site is designed to help you manage, and take advantage of, the Microsoft E-Learning courses provided to you by your organization. Microsoft E-Learning allows you to learn at your own pace on your own time with a flexible, interactive and engaging online experience.

Getting Started
First you must activate your access to E-Learning at <http://business.microsofttelearning.com/activate>, with the access code your organization has provided to you. Your access code should look like one of the following:

- **Microsoft Software Assurance for Volume Licensing free courses**
 - **E-Learning Applications** (Word, Excel, Project) - access codes start with IWO
 - **E-Learning Systems** (Windows XP, Windows Vista) - access codes start with CLO
 - **E-Learning Server** (Windows Server, Exchange, SQL) - access codes start with SRO
- **Microsoft Learning Solutions Volume Licensing purchased courses**
 - **Technical Collection** - XXXX-ELR-XXXX (Xs denote any alpha-numeric character)
 - **Technical Library** - access codes start with TEL
 - **Desktop Library** (2007 Office system, Office 2003, Project) - access codes start with DEL
 - **Business Skills Library** (Office 2003 business skills) - access codes start with BEL

For all other codes not listed above, please check with the individual who provided your code for details.

For help on how to activate your code, please watch our E-Learning activation demo:
<http://www.microsoft.com/learning/silverlight/sa/sa.htm>

Managing and Taking E-Learning Courses
To view the courses available to you, click the following link or copy and paste the URL in a new Web page:
<http://www.microsoft.com/learning/silverlight/sa/sa.htm>

SELECTING COURSES FROM THE LEARNING CATALOG

Step 1: View the Learning Catalog and select courses

To begin your access to e-learning courses, sign in to the [Microsoft Learning](https://business.microsofttelearning.com) site at <https://business.microsofttelearning.com> and navigate to the Learning Catalog page. Select the check boxes for the courses of interest, and then click **Add to My Learning**. The selected courses will be added to your My Learning page, accessible from the left panel.

Microsoft Learning
E-Learning for Business

Business E-Learning Home Sign Out

Learning Catalog
Use the search below to find specific E-Learning products or sort by the column headings by clicking on the column header. Select the Product Name to see a description of the product and to add it to [My Learning](#).

Search with keyword(s): Any of these words AND/OR select one of the filters below

Collection:
Language:
Audience:
Technology: [Start New Search](#)

Tip: Use the Search fields to narrow the catalog results.

Select checkbox(es) and "Add to My Learning" to add product(s) to your [My Learning](#) page.

#	Product Name	Product Type	Collection	Language	Audience	Technology
<input checked="" type="checkbox"/>	1 Course 10391: Intermediate Skills in Microsoft Word 2010 <i>New!</i>	E-Learning Course	Collection 10357: Skills Training in Microsoft Word 2010	English	Information Worker	Microsoft Office 2010
<input checked="" type="checkbox"/>	2 Course 10392: Advanced Skills in Microsoft Word 2010 <i>New!</i>	E-Learning Course	Collection 10357: Skills Training in Microsoft Word 2010	English	Information Worker	Microsoft Office 2010
<input type="checkbox"/>	3 Corso 10412: Novità di Microsoft PowerPoint 2010 <i>New!</i>	E-Learning Course		Italian	Information Worker	Microsoft Office 2010
<input type="checkbox"/>	4 Course 10294: Beginner Skills in Microsoft Word 2010 <i>New!</i>	E-Learning Course		English	Information Worker	Microsoft Office 2010
<input checked="" type="checkbox"/>	5 Course 10295: Beginner Skills in Microsoft Excel 2010 <i>New!</i>	E-Learning Course		English	Information Worker	Microsoft Office 2010
<input type="checkbox"/>	6 Corso 10310: Novedades de Microsoft PowerPoint 2010 <i>New!</i>	E-Learning Course		Spanish	Information Worker	Microsoft Office 2010
<input type="checkbox"/>	7 コース 10311: Microsoft PowerPoint 2010 の新機能 <i>New!</i>	E-Learning Course		Japanese	Information Worker	Microsoft Office 2010
<input type="checkbox"/>	8 Cours 10413: Nouveautés de Microsoft PowerPoint 2010 <i>New!</i>	E-Learning Course		French	Information Worker	Microsoft Office 2010
<input type="checkbox"/>	9 Kurs 10297: Neues in Microsoft Office 2010 <i>New!</i>	E-Learning Course		German	Information Worker	Microsoft Office 2010
<input type="checkbox"/>	10 Kurs 10209: Neues in Microsoft Office PowerPoint 2010 <i>New!</i>	E-Learning Course		German	Information Worker	Microsoft Office 2010
<input type="checkbox"/>	11 Corso 10404: Novità di Microsoft Office 2010 <i>New!</i>	E-Learning Course		Italian	Information Worker	Microsoft Office 2010

1-50 (of 1192 items) | [Next](#)

Step 1 –
Click which courses you wish to take.

Microsoft Learning
E-Learning for Business

Business E-Learning Home Sign Out

Learning Catalog
Use the search below to find specific E-Learning products or sort by the column headings by clicking on the column header. Select the Product Name to see a description of the product and to add it to [My Learning](#).

Search with keyword(s): Any of these words AND/OR select one of the filters below

Collection:
Language:
Audience:
Technology: [Start New Search](#)

Tip: You can return to this screen at any time to add more courses to [My Learning](#).

Note: If you click directly on a course title, the course will automatically be added to [My Learning](#) and display the [Course Description](#) page.

Select checkbox(es) and "Add to My Learning" to add product(s) to your [My Learning](#) page.

#	Product Name	Product Type	Collection	Language	Audience	Technology
<input checked="" type="checkbox"/>	38 Beyond Bullet Points: Using Microsoft® PowerPoint® to Create Presentations That Inform, Motivate, and Inspire	E-Reference				Windows XP
<input type="checkbox"/>	39 Clinic 2853A: Developing and Maintaining Applications on Microsoft® Windows XP Service Pack 2	E-Learning Course				Talk Server
<input type="checkbox"/>	40 Clinic 2954: First Look: Microsoft® BizTalk® Server 2005 for Developers	E-Learning Course				Windows Vista
<input type="checkbox"/>	41 Clinic 3404: What's New in Windows Vista™	E-Learning Course				Windows Vista
<input type="checkbox"/>	42 Clinic 5230: Developing Enhanced Web Experiences with Microsoft® ASP.NET AJAX Extensions	E-Learning Course				.NET 3.0
<input type="checkbox"/>	43 Clinic 6262: Introducing Windows Workflow Foundation using .NET Framework 3.5 & Visual Studio 2008	E-Learning Course	Collection 6261: Developing Rich Experiences using Microsoft .NET Framework 3.5 & Visual Studio 2008	English	Developer	Windows Workflow Foundation
<input type="checkbox"/>	44 Clinic 6263: Introducing Windows Presentation Foundation using .NET Framework 3.5 & Visual Studio 2008	E-Learning Course	Collection 6261: Developing Rich Experiences using Microsoft .NET Framework 3.5 & Visual Studio 2008	English	Developer	Windows Presentation Foundation
<input type="checkbox"/>	45 Clinic 6264: Introducing Windows Communication Foundation using .NET Framework 3.5 & Visual Studio 2008	E-Learning Course	Collection 6261: Developing Rich Experiences using Microsoft .NET Framework 3.5 & Visual Studio 2008	English	Developer	Windows Communication Foundation
<input type="checkbox"/>	46 Course 10237: Installing, Upgrading, and Migrating to Windows 7	E-Learning Course	Collection 6292: Installing and Configuring Windows 7 Client	English	IT Professional	Windows 7
<input type="checkbox"/>	47 Course 10238: Configuring Disks and Device Drivers	E-Learning Course	Collection 6292: Installing and Configuring Windows 7 Client	English	IT Professional	Windows 7
<input type="checkbox"/>	48 Course 10239: Configuring File Access and Printers on Windows 7 Client Computers	E-Learning Course	Collection 6292: Installing and Configuring Windows 7 Client	English	IT Professional	Windows 7
<input type="checkbox"/>	49 Course 10240: Configuring Network Connectivity	E-Learning Course	Collection 6292: Installing and Configuring Windows 7 Client	English	IT Professional	Windows 7
<input type="checkbox"/>	50 Course 10241: Configuring Wireless Network Connections	E-Learning Course	Collection 6292: Installing and Configuring Windows 7 Client	English	IT Professional	Windows 7

[Add to My Learning](#)

Step 2 – Click [Add to My Learning](#).
These courses will be added.

[Manage Your Profile](#) | [Contact Us](#)

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Step 2: Access courses from your My Learning page.

The [My Learning](https://business.microsoftlearning.com/eLearning/myLearning.aspx) page at <https://business.microsoftlearning.com/eLearning/myLearning.aspx> displays the courses selected from the Learning Catalog and offers a record of your training progress, course expiration dates, and other information.

My Learning displays which courses you've added from the **Learning Catalog**.

Expiration Date of the course

Displays your course progress

Ability to remove course from **My Learning**

Click **Launch** to start or continue a course.

My Learning

Below is a listing of the E-Learning products that you have selected. To add additional E-Learning products to this page, [search](#) for content. Select the Product Name to see a description and to launch the product. Or you may launch the product directly from this page by clicking the launch button.

Select checkbox(es) and "Remove from My Learning" to remove product(s) from your My Learning page.

Product Name	Product Type	Progress	Expiration Date	Launch
<input type="checkbox"/> Clinic 10088: What's New in Windows 7 for Information Workers	E-Learning Course	0 of 45	Expires On 15-Sep-2010	Launch
<input type="checkbox"/> Clinic 10125: What's New in Windows 7 for Consumers	E-Learning Course	0 of 28	Expires On 15-Sep-2010	Launch
<input type="checkbox"/> Course 10391: Intermediate Skills in Microsoft Word 2010	E-Learning Course	11 of 34	Expires On 16-Jun-2011	Launch
<input type="checkbox"/> Course 2920: Improving Security in a Microsoft® ASP.NET 2.0 Web Application	E-Learning Course	7 of 28	Expires On 15-Sep-2010	Launch
<input type="checkbox"/> Course 5430: Collaborating with Others in Microsoft® Office Excel® 2007	E-Learning Course	9 of 23	Expires On 03-Feb-2011	Launch
<input type="checkbox"/> Course 5460: Tracking Progress on Tasks with Microsoft® Office Project 2007	E-Learning Course	5 of 14	Expires On 24-Sep-2010	Launch
<input type="checkbox"/> Course 6303: Customizing a SharePoint Web site Using Microsoft SharePoint Designer 2007	E-Learning Course	0 of 11	Expires On 13-Apr-2011	Launch
<input type="checkbox"/> Course 6355: Fine Tuning Resource and Assignment Details in Microsoft Office Project 2007	E-Learning Course	4 of 25	Expires On 02-Mar-2011	Launch
<input type="checkbox"/> Course 6787: Collaborating with Others and Personalizing Microsoft Office Word 2007	E-Learning Course	14 of 27	Expires On 26-Oct-2010	Launch

Remove from My Learning

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FREQUENTLY ASKED QUESTIONS

Q. How long will I have access to content activated with an e-learning access code?

- A. Each e-learning access code provides access to one set of e-learning courses (IT Professional/Developer E-Learning or Information Worker (Office products)). Access to your e-learning content is determined by the volume licensing agreement the type of purchase your organization has made. Each e-learning access code must be activated prior to the end of the term of the purchase agreement. Once you have started an e-learning course, you have 12 months to complete the course.

Q. Where can I find a list of the available e-learning courses?

- A. For a complete catalog of e-learning courses please visit the Microsoft Learning Web site at <http://www.microsoft.com/learning/sa-vl-catalog/sav/default.aspx>.

Q. Why am I receiving error messages when I try to activate e-learning courses?

- A. The following error messages may appear when the activation process has not been followed correctly or is incomplete:
- "Not authorized to view this site"
 - "At this time you do not have any active content associated with your account"

A common activation problem is that the email address provided upon activation does not match the domain specified by your volume licensing e-learning administrator. Please check with your administrator to ensure your domain is included in the specified list.

If error messages persist after following these steps, please visit the Contact Us page at <http://www.microsoft.com/learning/support/worldsites.mspx> to contact the Microsoft E-Learning Support Team.

Q. Why do I see prices associated with the courses? Do I need to pay more?

- A. You may have entered the Microsoft Learning Manager site used to sell directly to end users rather than business users. Ensure that you are visiting the correct site:
- First-time users should go to the sign in page at <https://business.microsoftlearning.com/activate> to enter their access code.
 - After this initial sign in, returning users may go directly to <https://business.microsoftlearning.com>.

Q. Where can I get help with creating a Windows Live ID?

- A. Use the click here link shown within error messages to contact the Windows Live ID support team for assistance if you encounter problems creating an account.

Note: If an error message is shown that contains an alphanumeric code as shown below, it may be helpful to the support team in identifying specific problems.

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