

PROVINCIAL MICROSOFT LICENCING QUESTIONS AND ANSWERS

Alberta Education signed a province-wide agreement with Microsoft Canada Inc., as well as a follow-up agreement with the successful reseller—Acrodex Inc.—which provides an opportunity for eligible learning institutions to deploy Microsoft Office Professional 2003 (Office 2004 for Macs). The ministry is funding licensing costs for this initiative. A news release on the Agreement is available at www.education.gov.ab.ca/news/2004/October/nr-TechAgreement.asp.

TERM OF AGREEMENT

What is the effective date of this Agreement?

This is a three-year Agreement from July 1, 2004 to June 30, 2007.

ELIGIBILITY

Eligible Institutions

Which learning institutions are included in the Provincial Microsoft Licencing (PML) Agreement?

Eligible learning institutions include all school jurisdictions, francophone regional authorities, charter schools, public post-secondary institutions and publicly funded private post-secondary institutions. The Agreement has been amended by Alberta Education to include publicly funded private schools, early childhood service providers, community adult learning councils and community consortia.

Do Alberta libraries qualify for the Agreement?

Provincial libraries do not qualify for the Agreement.

Eligible Computers

Do we still have to keep track of which versions of Office Professional are on specific computers?

No. Under this Agreement, all eligible institutions have the right to install Office Professional on every institution-owned computer, so tracking by individual workstations is not required.

Our institution purchases computers for the use of students learning at home. Can we install Office Professional on these computers?

Office Professional may only be installed on institution-owned computers located within your organization. Students who use a computer within an individual's home are not covered under this agreement. Eligible institutions that purchase, lend or lease computers for distance learners are required to obtain a separate Student Option license agreement from Microsoft.

Do computers provided through the Alberta Computers for Schools program qualify for free Office Professional installation?

The Computers for Schools Program may install Office on any computer to be distributed to an eligible learning institution.

LEARNING INSTITUTION INSTALLATION AND ORDERING PROCESS

What is the process for ordering Office Professional under the Agreement?

Eligible institutions are encouraged to contact the Acrodex Software Licensing Team at (780) 426-4444 [toll free at 1-888-429-3616] for instructions on ordering Office Professional.

Who will provide new volume license keys (VLKs) for eligible institutions under the Agreement?

Acrodex will provide four new VLKs for the learning system. Alberta Education has provided Acrodex with a list of all institutions eligible under the PML Agreement. To order Microsoft Office, contact Acrodex [SEE ABOVE].

PLATFORMS AND PROGRAM FEATURES

Platforms

Does this Agreement include the operating system (OS) and Core Client Access Licenses (CALs)?

No, this Agreement includes Office Professional, not the OS or Core CALs. Stakeholders may negotiate with an authorized Large Account Reseller (LAR) of their choice for these components. Microsoft will offer a 15% discount to institutions that license Windows OS upgrades and Core CALs as part of the desktop bundle if both components (OS and CALs) are acquired at the same time. For further information, contact an authorized LAR. A list of Microsoft LARs is available at www.microsoft.com/education/LARS.aspx.

What version of Office does this Agreement apply to?

The Agreement applies to Office Professional 2003 for PC and Office Professional 2004 for Mac. Eligible institutions may continue to use prior versions (downgrade versions) of Office and existing media. For details, contact Acrodex [SEE INQUIRIES].

Is this the standard edition of Office Professional or the enterprise edition?

The Agreement applies to the enterprise edition.

Program Features

What programs are included in this version of Office Professional?

The following programs are included in Office Professional 2003: Access, Excel, InfoPath, Outlook, PowerPoint, Publisher and Word.

The following programs are included in Office Professional XP: Access, Excel, InfoPath, Outlook, PowerPoint and Word.

What programs are not included in this version of Office Professional?

Office Professional does not include Microsoft FrontPage, Project or Visio. Downgrade versions of FrontPage may continue to be used if an institution was previously licensed to run Office 2000 Premium. Microsoft Project and Visio require separate licenses, as they are not part of the Microsoft suite of applications.

What languages are included in the license?

The Office Professional license covers all languages; however, only English and French versions of media are included. Media for other languages is available at an additional cost.

Can English and French versions of Office Professional run on any given machine at the same time?

No, eligible institutions can install English or French versions of media but not on the same machine.

How does PML affect other products purchased as part of our learning institution's Campus or School Agreement?

PML only applies to Office Professional products. All other products will remain under an eligible institution's current agreements, renewable with an authorized LAR.

WORK-AT-HOME RIGHTS

Who is eligible for Work-at-Home Rights (WAHR)?

Staff eligible for WAHR include certificated full- and part-time educators, administrators and support staff. WAHR is permitted for the use of Microsoft Office Professional for work-related purposes only.

What media is included as part of WAHR?

The PML Agreement provides WAHR for current versions of Office Professional 2003, Office XP Professional, Office Mac 2004, and Office Mac 10.

How does a jurisdiction/institution participate in the WAHR program for Microsoft Office?

The WAHR ordering system is managed by Alberta Education's Learning Resources Centre (LRC). Each jurisdiction/institution is required to register on the LRC Web site at <http://www.lrc.education.gov.ab.ca/wahr-admin> to set up an account for the WAHR program. Upon registration, the LRC will send the jurisdiction/institution the login details required to request End User License Agreements ("vouchers") for distribution to eligible staff members wishing to participate in the WAHR program.

During registration, **jurisdictions** may elect to manage the ordering and distribution of End User License Agreements centrally for the entire jurisdiction **or** authorize individual schools to order and distribute them to eligible employees.

Similarly, **institutions** may elect to manage the ordering and distribution of End User License Agreements centrally for the entire institution **or** authorize faculties/departments/satellite campuses to order and distribute them to eligible employees.

Note: The order and distribution method must be determined during initial registration and cannot be changed afterward. Regardless of the ordering and distribution method selected, the jurisdiction/institution will have the ability to monitor and track the staff participation level at each of its schools/faculties/departments/satellite campuses.

How do we determine how many staff members are eligible for WAHR?

WAHR eligibility is based on the number of certificated full-time equivalent staff (FTEs) that an eligible institution reports to Alberta Education or Advanced Education each year.

Are there any categories of jurisdictional or institutional staff not eligible for WAHR?

Staff not included in the FTE calculation reported annually to Alberta Education or Advanced Education are ineligible for WAHR. For example, if employees such as maintenance, groundskeepers, cafeteria and mailroom staff were not included in the annual FTE calculation, they will not be eligible for WAHR.

Are jurisdictions/institutions required to renew their enrollment in the WAHR program each year of the Agreement?

Once a jurisdiction/institution is registered in the WAHR program there is no requirement to re-register in the system; however, each year the jurisdiction/institution is required to update their WAHR FTE count on the LRC Web site.

Schools/faculties/departments/satellite campuses are not permitted to request new vouchers until the jurisdiction/institution has updated their WAHR FTE count for the current year.

Can unused vouchers from the previous year be used?

Unused or outstanding vouchers from the previous year can be used; however, a voucher is only considered outstanding if it has been previously requested from the system and never used.

Are jurisdiction/ institutions required to request all WAHR vouchers at the same time?

No, an eligible jurisdiction/institution is able to request WAHR vouchers at any given time without exceeding their FTE limit per license period.

Are jurisdictions/institutions required to request vouchers on behalf of their schools/faculties/departments/satellite campuses or can these vouchers be requested at the school/faculty/department/satellite campus level?

Jurisdictions/institutions can choose to request all eligible vouchers on their behalf or they can provide instruction to schools/faculties/departments/satellite campuses to request and distribute vouchers themselves.

What does a jurisdiction/institution or a school/faculty/department/satellite campus do once they receive their vouchers from the LRC?

It is the responsibility of the jurisdiction/institution (or school/faculty/department/satellite campus) contact to print and distribute vouchers received by the LRC to eligible staff. This includes vouchers received via e-mail to be downloaded. Since there is a limit to the number of times vouchers can be downloaded, and each voucher may only be used once per order, the jurisdiction/institution (or school/faculty/department/satellite campus) contact must ensure vouchers are not forwarded via e-mail directly to staff to avoid system complications and possible delays.

How does an eligible staff member order Microsoft Office media for WAHR?

Eligible staff members are required to obtain End User License Agreements (“vouchers”) from their jurisdiction/institution or school/faculty/department /satellite campus). Each Agreement entitles a staff member to order one copy of the media for home use. To order media, staff members are required to log on to the LRC Web site using the information provided on the Agreement at www.lrc.education.gov.ab.ca/wahr-order.

What is the cost of Microsoft Office for WAHR?

Media purchases are currently priced at \$12.00 plus GST and must be paid online using a valid major credit card (i.e., Visa or Mastercard).

Do eligible employees pay shipping and GST upon delivery of WAHR media?

The cost of shipping is included in the price of WAHR media. GST is applicable to the cost of the media.

Are online payments secure when eligible employees place an order for WAHR media?

The LRC uses a VeriSign® Global Service ID from Soltrus to provide authenticated, 128-bit encryption technology for online, commercial transactions. Employees eligible for WAHR can submit credit card and personal information with assurance that their information will not be subject to third-party interception or decryption.

Can a jurisdiction/ institution order and pay for media on behalf of its eligible WAHR employees?

Yes, institutions are able to pre-pay WAHR licenses for eligible employees. However, the employee is still required to complete the WAHR ordering process through the LRC.

Does an employee need the PIN from the voucher to install Microsoft Office on their computer?

No. The PIN on the voucher is used only for ordering the media. Once you receive your order, you will receive a Product Key attached to your media. This product key is used to install your copy of Office.

Can eligible WAHR employees install Office on more than one personal computer; e.g., a laptop and a desktop?

No, each copy of WAHR media can only be installed on one personal computer.

Can eligible WAHR employees purchase one copy of media for their MAC and PC computers on a single order?

No. Only one type of media may be filled on each WAHR order.

Are employees notified when their WAHR media is shipped?

Employees who provide an e-mail address upon ordering will be notified via e-mail when the LRC ships their WAHR media.

Once the order is complete, where is WAHR media shipped to?

When registering, the jurisdiction/institution must specify where the media ordered by eligible staff will be shipped.

Jurisdictions have two choices for shipment:

- a) A central address (e.g., jurisdiction main office - used when central ordering and distribution method is selected)
- b) A specific school (available only if distributed ordering or site-based management is permitted by the jurisdiction)

Institutions have two choices for shipment:

- a) A central campus address (used when central ordering and distribution method is selected)
- b) A specific faculty/department/satellite campus address (available only if distributed ordering is permitted by the institution)

Note: Media shipment to individual residences is not permitted

How long does it take to receive the media once it is ordered?

To keep shipping costs to a minimum and consequently the selling price of the media, the LRC will consolidate orders by ship location, shipping weekly or biweekly depending on demand. If the LRC does not have your order in stock, it will be backordered immediately and filled as soon as it is in inventory.

What if an eligible employee loses his/her copy of the WAHR media or buys a new computer?

Employees who lose their copy of WAHR media are required to repurchase Office media from the LRC Web site. Eligible employees are able to reorder WAHR media every year on the condition that they uninstall previous media.

Who do employees eligible for WAHR rights contact for technical assistance?

WAHR ordering assistance is available through the LRC by phone at (780) 427-2767 (option 1-1). Technical product support is not provided for WAHR users under the PML Agreement. Individuals interested in WAHR technical support may purchase technical support from Microsoft [support options online at <http://support.microsoft.com/>].

What if I need help in ordering WAHR?

Complete instructions on the WAHR program are located on the Help menu of the LRC online ordering system

(http://www.lrc.education.gov.ab.ca/help/wahr/WAHR_help.htm). Assistance in using the WAHR order system can be obtained by contacting LRC Customer Service:

Learning Resources Centre

12360-142 Street

Edmonton, Alberta

T5L 4X9

Customer Service: (780) 427-2767 (option 1-1) [toll-free by dialing 310-0000 first]

INQUIRIES

For general inquiries related to ordering and installation, contact Acrodex at (780) 426-4444 [toll free at 1-888-429-3616].

For specific inquiries about the PML initiative, contact:

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Stakeholder Technology Branch

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(780) 427-5066 [toll free in Alberta by dialing 310-0000 first]