

PROVINCIAL MICROSOFT OFFICE LICENSING AGREEMENT

HOME USE PROGRAM

FREQUENTLY ASKED QUESTIONS

As part of the Alberta Education Provincial Microsoft Office License (PML), certificated and other accredited employees are eligible to participate in the Microsoft Home Use Program (HUP). This program enables employees to purchase a single licensed copy of the Microsoft Office Suite to install and use on their home computer.

- Eligibility
- Product Availability
- Microsoft Office 2010
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ELIGIBILITY

Who qualifies for HUP?

HUP is available to certificated or accredited staff members of participating stakeholder organizations that are eligible under Alberta Education's Microsoft Office Provincial License Agreement (PML). Employees who use the covered licenses at work are eligible to purchase Microsoft Office for use on a home computer during the term of their employment. This license expires with the end of the PML on May 31, 2013, or upon an individual's termination of employment with the participating stakeholder organization.

Which stakeholder organizations are included in the Provincial Microsoft Licensing (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 also includes publicly funded private schools, early childhood service providers, community adult learning councils and community consortia.

Can I purchase a copy of this for a student?

No. This program is for eligible certified or accredited staff only.

PRODUCT AVAILABILITY

What products are included in the HUP program?

The PML Agreement provides HUP for current versions of Office Professional Plus 2010 (Access, Excel, PowerPoint, Word, Publisher, Outlook, OneNote, SharePoint, InfoPath, Outlook) and Office 2008 for Mac. Office 2011 for Mac will be available in the near future.

How many products can I purchase?

Eligible customers are allowed to purchase one of each product available from the online store.

Are these products the same as if I purchased them in a store?

The most current Microsoft Office Enterprise version is available through HUP, and provides all the benefits you would receive if you bought it at the store. However, your right to use this software is tied to the Provincial Microsoft License (PML) and your continued employment with the organization. The PML agreement expires May 31, 2013.

Is there a 64-bit offering of Office 2010 through HUP?

No, only the 32-bit version is available at this time.

Why is Office 2007 no longer available for the HUP?

HUP only offers the most current release of Microsoft Office available. Microsoft Office 2010 is the most current release for PC computers.

MICROSOFT OFFICE 2010

Can I open previous versions of Microsoft Office files in Office 2010?

Yes, files created in previous versions of Microsoft Office can be opened with Office 2010 applications.

Can I open Office 2010 files using previous versions of Microsoft Office?

Yes, Office 2010 files can be opened with previous versions of Office. However, new features and formatting capabilities found in Office 2010 might be lost when saving to or opening from previous versions of the software.

Will I lose the documents I've created in Office 2007 when I upgrade to Office 2010?

No. Installing Microsoft Office 2010 will not impact existing Microsoft Office documents on your computer.

Do I have to uninstall Office 2007 before installing Office 2010?

If you have a previous version of Microsoft Office 2007 from HUP, you are legally obligated to uninstall that version before installing Office 2010 from HUP, as using only one license is allowed. If you have acquired Office 2007 through another source, you are not required to uninstall Office 2007 in order to install Office 2010 products from HUP.

Please note: Microsoft Office Outlook 2010 and Office SharePoint Workspace 2010 will overwrite previous versions when the 2010 version is installed.

Will the product key I have for Office 2007 work for Office 2010?

No. The product keys for Office 2007 and Office 2010 are not compatible.

ORDERING PROCESSES

How can I order through HUP?

To order Microsoft Office for download to your home computer, go to www.microsoftHUP.com, and follow the prompts on the screen.

Why do I have to provide my work e-mail address and program code?

To validate that you are an eligible employee under HUP, you must verify that your e-mail domain and program code is from an eligible stakeholder organization under the PML. You can get the program code from your program administrator responsible for managing HUP for your stakeholder organization.

Can I use my personal e-mail account, such as my Yahoo, Hotmail or Gmail account?

No. In order to access the HUP program, an e-mail address from an education domain must be used. Most domains of eligible stakeholder organizations have been associated with the Alberta PML program code on the HUP ordering website. If your stakeholder organization does not have a domain name, it is recommended that you contact your IT administrator to get an organization domain name that does not end in a personal e-mail extension, such as @telus.ca, @yahoo.com, @yahoo.ca, @gmail.com, etc. These are **NOT** valid domain extensions under the HUP program.

Where do I get my eligible program code?

The program administrator responsible for managing HUP for your stakeholder organization can provide you with the appropriate program code for your purchase.

How will I be able to access the Microsoft Office media?

You will be able to directly download the Office media over the Internet to your computer. If you wish, you can also order a back-up copy of the media that will be shipped to your home address, at an additional cost.

When will I receive my back-up media?

If you purchased back-up media, it can take two to four weeks to receive it, depending on your location and selected method of delivery.

How will the charge show up on my credit card?

The charge will appear on your credit card as "DR*Office Canada".

Why is the site not accepting my credit card?

There are many reasons for a failed credit card transaction. If you do have problems, you can contact Customer Support (<http://www.microsoft.com/hupca/contactus.aspx>). Please provide them with any error message numbers you may have received, as well as the order number from your shopping basket.

I have already purchased through HUP, and would like to order a backup DVD. How can I do this?

You can return to the HUP store (<http://www.microsoft.com>) at any time to purchase backup DVDs.

Can I purchase Office 2010 if I have purchased Office 2007 from HUP?

Yes. If you have purchased Office Enterprise 2007 from HUP, you will now be able to purchase Office Professional Plus 2010.

What is the refund policy?

Refunds are not accepted on software purchased through the HUP program.

Who do I contact if I have further questions on ordering through HUP?

For order and store related questions, go to <https://www.microsoft.com/hupca/contactus.aspx> and use the form below on that page to contact Microsoft customer service representatives directly.

DOWNLOADING AND INSTALLATION

How do I download?

1. Open the confirmation e-mail you received.
2. Click the download link.
3. Save the file to your "Desktop". Do not change the file name.
4. After the download has completed, double-click on the file icon to start the installation.
5. When prompted, use the product key listed on your confirmation page and e-mail to activate your software.
6. If you have any questions, contact your organization's primary IT contact, who will liaise with the Ministry.

How long will it take to download?

The download time will depend on a few factors, such as your Internet connection speed and your computer. It is recommended only high-speed broadband connections be used to download your files.

How do I re-download software or obtain the product key for a product that I have already purchased?

The product key and download links are available on the confirmation page and your confirmation e-mail.

Is downloading the same as installing?

No. A download is a simple file transfer of an installation package. Installation is the unpacking and loading of the software. Most software walks you through this process once you have successfully downloaded the file from the Microsoft site.

If you need assistance with installation, please contact customer support at http://support.microsoft.com/gp/gp_off_main#tab0.

I need technical support for my software.

There are a number of support resources available online at http://support.microsoft.com/gp/gp_off_main#tab0.

For employees using Office Enterprise 2007 Home Use Program software, 90-day no-charge telephone support (beginning the date of your first support request) is available in Canada by calling 1-800-668-7975.

WHO DO I CONTACT IF I NEED MORE HELP?

For specific inquiries about the Home Use Program (HUP), contact:

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