

PROVINCIAL MICROSOFT LICENSING (PML) AGREEMENT

Frequently Asked Questions

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PML Agreement Overview and General Questions

Alberta Education's previous Provincial Microsoft License (PML) and Operating System/Enterprise Client Access Licensing (OS/ECAL) agreements expired as of May 31, 2013. The current agreement which started June 1, 2013 includes the same software products, but is structured in a different way. Instead of having two agreements (PML and OS/ECAL), these are combined into one Provincial Microsoft Licensing Agreement with two enrolments. The two enrolments within the Master Agreement are 1) *eDesktop* and 2) *Microsoft Office*. The reason for combining the two agreements into one was to achieve further cost savings for the education system.

Under this agreement, all publicly funded education authorities (including publicly funded private schools and Early Childhood Services operators) will continue to have access to Microsoft Office licenses at no cost. Those school authorities who have opted for the eDesktop enrolment will be responsible for the cost of the Operating System/Enterprise Client Access Licensing (OS/ECAL) components. Additionally, certificated staff will have the opportunity to participate in the Home Use Program to purchase a copy of Microsoft Office Professional at a highly discounted price.

The information listed below is grouped by subject area and addresses frequently asked questions, how to access the software included in this agreement, and other opportunities. Should you have any questions, please contact School Technology Branch.

What is the effective date of this Agreement?

This is a three-year agreement that is effective from June 1, 2013 to May 31, 2016.

Which learning institutions are included in the Provincial Microsoft Licensing Agreement?

Eligible learning system members 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, and community adult learning councils that have agreed to Microsoft eDesktop. The second enrolment, Microsoft Office is activated automatically when a school authority declines Microsoft eDesktop.

Who will be paying for this agreement?

As with the previous agreements, Alberta Education will pay for the Microsoft Office portion of the eDesktop enrolment and school authorities will have to pay the OS/ECAL portion. Alberta Education will continue to pay for Microsoft Office Professional for those school authorities that choose to decline eDesktop. Payment is based on each school authority's reported Full Time Equivalent Certification Staff (FTE) count each year.

My school authority originally declined the opportunity to participate in the eDesktop enrolment but would now like to. Can we still participate in the current year's agreement?

Yes. The agreement with Acrodex, the software re-seller, is based on the amalgamated FTE numbers received from school authorities committed to participating. School authorities that originally declined to participate will have the opportunity to join every six months. To join this agreement, please contact School Technology Branch.

Do Alberta libraries qualify for this Agreement?

Provincial libraries do not qualify for the Agreement.

Can individual school authorities select to opt-out of specific components of the agreement?

No. School authorities cannot select individual components. In order to realize provincial cost savings, the bundle that has been negotiated is Windows and the entire Enterprise CAL suite.

What are my Obligations under the agreement?

You must abide by the terms of the product use rights as found here:

<http://www.microsoft.com/licensing/contracts> as well as the Master Agreement. If you have any specific questions about the terms within the Master Agreement, please contact School Technology Branch.

How will the funds be submitted to Microsoft?

School authorities that opted to use their Learning Resources Credit Allocation (LRCA) in the first year of the agreement will be invoiced directly by the Learning Resources Centre. For the school authorities that opted not to use their LRCA, they will be invoiced directly by Acrodex.

As the LRCA will be discontinued on September 1, 2013, all school authorities will be billed directly by Acrodex in the second and third years of the agreement.

Included Software

School authorities were given the option to participate in the eDesktop enrolment, which includes Microsoft Office Professional (funded by Alberta Education), Windows OS, and Enterprise CAL software at a cost per FTE. For those that declined or did not respond with their intent to participate, the second enrolment, which only includes Microsoft Office, was automatically activated. As the Microsoft Office portion of the PML is funded by Alberta Education, there will be no cost to school authorities that only participate in this second enrolment.

What products are included in the Microsoft eDesktop enrolment?

The eDesktop enrolment includes the following software products:

- Microsoft Office Professional
- Microsoft Windows OS
- Enterprise CAL
 - Windows Server CAL
 - Exchange Server Standard and Enterprise CAL
 - SharePoint Server Standard and Enterprise CAL
 - Lync Server Standard and Enterprise CAL
 - Windows Server Rights Management Services CAL
 - System Center Client Management Suite
 - System Center Endpoint Protection (antivirus client and subscription service)
 - Microsoft System Center Configuration Manager Client Management License
 - System Center Client Management Suite
 - System Center Operations Manager Client Management License
 - System Center Service Manager Client Management License
 - System Center Data Protection Manager Client Management License
 - System Center Orchestrator (formerly Opalis) Client Management License

For the most up to date information on the Enterprise CAL suite, [click here](#).

For more information on qualifying operating systems, [click here](#).

Is there a requirement to install ALL products included in the license agreement (specifically all components of the ECAL suite)?

No. Participating school authorities can use their discretion to decide which components will meet the needs of their students and schools.

Are Virtual Desktops included in this agreement?

The technologies included in this agreement can be used in a virtualized environment. However, the actual virtualization technologies used to deliver virtualized environments (e.g. App-V etc.) are not included at this time and would need to be purchased under a parallel agreement, as they are now, from an eligible Microsoft Large Account Reseller.

Are Server licenses included in this agreement?

No. Only client access licenses are included in this agreement. Server licenses would need to be purchased under a separate agreement, as they are now, from an eligible Microsoft Large Account Reseller.

Are Terminal Services CALs included in this agreement?

No. Terminal services CALs are not included in this agreement and would need to be purchased under a parallel enrolment, as they are now, from an eligible Microsoft Large Account Reseller. Please note that Terminal Services has been renamed Windows Remote Desktop Services.

Can either Mac OS or Linux be considered an upgradable client?

Mac OS can be used as an upgradeable client, while Linux cannot. Please refer to the published Product List, available at <http://www.microsoft.com/licensing/about-licensing/windows8.aspx#tab=4> for more information.

Do I need multiple CALs for Dual-Boot machines?

No. The proposed agreement is based on FTE count and is not dependent on the number of installations.

Is the license cost for App-V by FTE or device?

App-V is part of the Microsoft Desktop Optimization Pack (MDOP) and is not included in the agreement at this time. The Microsoft Windows 8 Pro Upgrade component of this agreement provides eligibility for school authorities to purchase MDOP as an add-on under a separate agreement, as they are now from eligible Microsoft Large Account Resellers. MDOP is licensed per device and not by FTE.

What version of Windows OS can participating school authorities downgrade to?

Under this agreement, school authorities may downgrade as far as the Microsoft Windows XP operating system. However, please note that as of April 2014, Microsoft will no longer be supporting Windows XP.

Why is CorECAL not available?

When you participate in the eDesktop enrolment, you will get all of the products you licensed under the Core CAL name. All of the components of Core CAL have been rolled into the eDesktop enrolment, along with Office, Windows and Enterprise CAL.

What is covered if a school authority declines Microsoft eDesktop?

The second enrolment, Microsoft Office, is automatically activated when a school authority declines eDesktop, because this agreement covers all Alberta School authorities. The second enrolment, Microsoft Office is for school authorities that only require Microsoft Office Professional.

What version of Microsoft Office Professional does this Agreement apply to?

The Agreement applies to most current versions of Office Professional available for PC or Mac. Eligible institutions may continue to use prior versions (downgrade versions) of Office and existing media. For details, contact Acrodex.

Is this the Standard edition of Microsoft Office or the Professional Plus edition?

The Agreement applies to the Professional Plus edition. For a list of Office applications that are included, go to <http://office.microsoft.com/en-ca/standard/>.

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

Office Professional does not include Microsoft Project or Visio, which require separate licenses, as they are not part of the Microsoft Office suite of applications. To see discounted pricing for these products, please contact School Technology Branch.

What languages are included in the enrolments?

The enrolment 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 enrolments 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.

Do we still have to keep track of which versions of Microsoft Products on specific computers?

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

Downloading Software

To download the software included in this agreement, please follow these steps:

1. Send the primary and secondary contact information for your school authority to Emily Daubert, School Technology Branch, at Emily.Daubert@gov.ab.ca. We will need each contact's first and last name, as well as their email address.
2. School Technology Branch will authorize these contacts to access the licence keys and download the applicable software.
3. Once you have been notified that access to the VLSC has been given, you can log in to the VLSC and see the software available under the new agreement, as well as the licence keys* and download links.
 - a. If you have never accessed the VLSC site, please contact Acrodex to be added to Alberta Education's Master Agreement.
4. Tutorials and information on how to navigate the VLSC can be found here:
 - a. **VLSC FAQ:** <https://www.microsoft.com/Licensing/servicecenter/Help/Faq.aspx>
 - b. **VLSC How-to Videos:** <http://www.microsoft.com/licensing/existing-customers/manage-my-agreements.aspx>
 - c. **VLSC User Guide:** <http://www.microsoft.com/en-us/download/details.aspx?id=10585>
5. Should you have any questions on downloading the software, please contact Acrodex (contact information below).

*Although a full list of volume licence keys are shown, please **only use** the Microsoft Office and, if you are enrolled in eDesktop, Windows OS keys. If you are unsure as to which keys to use, please contact Acrodex.

What is the process for ordering Microsoft software that is licensed 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 all software included in this Agreement.

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

If you are associated with the current agreement through the VLSC, you have access to the VLKs already or Acrodex can also provide the VLKs that you require. To gain access to the VLSC, please contact School Technology Branch or contact Acrodex directly to be sent the VLKs.

Can I evaluate Software?

Learning System Members may run up to 10 complimentary copies of any product for a 60 day evaluation period.

Student Licensing Options

Alberta Education has obtained pricing on student licensing for eDesktop, Office Professional, Office 365, and Core CALs. Please contact School Technology Branch to receive a list of the student licensing options and pricing. **Note that any student option requires a parallel enrolment to be signed by the school authority and the authority is responsible for all costs.**

Does this proposed licensing model allow school authorities to provide student exchange email accounts at no further cost?

No. Student exchange e-mail accounts are not available through this agreement. School authorities are encouraged to explore other options for student e-mail. Alberta Education has also obtained pricing for student Core CALs, which include:

- Windows Server CAL
- Microsoft SharePoint Server Standard CAL
- Microsoft Exchange Server Standard CAL
- Microsoft System Center Configuration Manager Client Management License
- System Center Endpoint Protection (antivirus client and subscription service)
- Microsoft Lync Server Standard CAL

For more information on the student Core CAL option and pricing, please contact School Technology Branch.

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

No. Office Professional licenses can only be installed on computers that stay on campus. However, there is a student option for Office Professional that is available – contact School Technology Branch for more information.

Acrodex Value Added Options

What Value Added Services Have Been Negotiated With This Agreement?

Acrodex has provided discounts on all Microsoft Software products as well as professional training, deployment and implementation services. For more information on discounts for software covered in a parallel enrolment and support services, please contact School Technology Branch.

Is Office 365 included in this Agreement?

No. Office 365 is not included in this agreement. However, a discount has been given for Alberta schools for Office 365 Plans A3 and A4 and the basic plan, A2, is free for students and educators (note that all Office 365 plans require a parallel enrolment). For more information on Office 365 plans, please go to

<http://office.microsoft.com/en-ca/academic/compare-office-365-education-plans-FX103045755.aspx>. To see the discounted pricing for both teachers and students, please contact School Technology Branch.

I need technical support for my software.

There are a number of support resources available online at <http://support.microsoft.com/find-solutions/>. For employees using Office Pro Plus 2013 Home Use Program software, support can be found here: <http://www.microsoftHUP.com/hupus/contactus.aspx?culture=en-US>.

Home Use Program

As with the previous PML agreement, the Home Use Program (HUP) is available to certificated staff members to purchase a copy of Microsoft Office Professional for home use at a highly discounted cost. For instructions on how to access HUP and purchase a copy, please [click here](#).

Who qualifies for HUP?

HUP is available to all certificated staff members of participating stakeholder organizations that are eligible under Alberta Education's Microsoft Provincial Agreement. 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, 2016, 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, 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.

Do I have to uninstall Office 2010 before installing Office 2013?

If you have a previous version of Microsoft Office 2010 from HUP, you are legally obligated to uninstall that version before installing Office 2013 from HUP, as using only one license is allowed. If you have acquired Office 2010 through another source, you are not required to uninstall Office 2010 in order to install Office 2013 products from HUP.

Why is Office 2010 no longer available for the HUP?

HUP only offers the most current release of Microsoft Office available. Microsoft Office 2013 is the most current release for PC computers.

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 Agreement and your continued employment with the organization. The PML agreement expires May 31, 2016.

How many products can I purchase?

Eligible customers are allowed to purchase one product either for Windows or for Macintosh available from the online store.

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 Provincial Microsoft Agreement. 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 four to eight 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".

Can I purchase Office 2013 if I have purchased Office 2010 from HUP?

Yes. If you have purchased Office Professional Plus 2010 from HUP, you will now be able to purchase Office Professional Plus 2013.

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.microsofthup.com/hupca/contactus.aspx> and use the form below on that page to contact Microsoft customer service representatives directly.

Contact Information

School Technology Branch

Emily Daubert

Project Coordinator
School Technology Branch, Alberta Education
Emily.Daubert@gov.ab.ca
780-643-1903 (toll-free in Alberta by dialing 310-0000 first)

OR

Dave Hauschildt

Senior Manager, Standards and Strategic Relationship
School Technology Branch, Alberta Education
Dave.Hauschildt@gov.ab.ca
780-415-0824 (toll-free in Alberta by dialing 310-0000 first)

Acrodex

Northern Alberta (area code 780)

Jordan Craig
Software Licensing Specialist
T (780) 426-4444 x246
E jordan.craig@acrodex.com

Southern Alberta (area code 403)

Kyle Bosch
Software Licensing Specialist
T (403) 265-2667 x211
E Kyle.Bosch@acrodex.com

It is recommended though that all requests be sent to the Acrodex Software team's inbox, which is software@acrodex.com.