



# ELMS for MSDNAA

Turnkey Software Distribution & Management System

msdn academic alliance

**Microsoft**

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ELMS FOR MSDNAA Introduction and Overview



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# ELMS for MSDNAA: Turnkey Software Distribution & Management System MSDN Academic Alliance Program

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## Introduction to ELMS for MSDNAA

The MSDN Academic Alliance has partnered with e-academy Inc. to offer a software distribution, tracking and authentication system to MSDNAA Program Administrators. ELMS (e-academy License Management System) for MSDNAA was designed specifically to address the challenges posed to Program Administrators in the distribution of software licensed under the MSDNAA Program to students and faculty.

Microsoft has licensed the use of ELMS on behalf of all current MSDNAA members. Membership in the MSDN Academic Alliance entitles you to use ELMS for the distribution and management of MSDNAA software to students and faculty at **no additional cost**.

### 1.0 ELMS – Features & Benefits

ELMS is a web-based software distribution and management application hosted by e-academy. As a turnkey system, ELMS enables you to authenticate eligible students and faculty online and automate the ordering and distribution of MSDNAA software to students and faculty. Because ELMS is a self-serve web-based application, students and faculty can order and download software from your ELMS 24/7 and from any computer which is connected to the Internet. Each MSDNAA member department is provided with a unique URL to their own ELMS system upon request. Please see Section 2.0, “Availability of ELMS” for instructions on how to get your ELMS.

#### 1.1 User Management

In ELMS, you can easily manage which students and faculty at any given time are eligible to obtain software licensed under the MSDNAA Program.

You have two options:

- a) **Integrated Campus Authentication:** This option is the easiest solution whereby you can optionally integrate ELMS directly with your existing Campus authentication network. Once integration is complete, students/faculty can login to ELMS using their campus login information. In this case the program administrator does not have to worry about the “user management” step.
- b) **ELMS Authentication:** This option allows accounts to be created in ELMS using the student/faculty member’s email address or another unique identifier (e.g. student ID#). Upon import of a list of valid email addresses/unique identifiers into ELMS, ELMS creates an account for each student/faculty which allows them access to ELMS.

If email addresses are used to create accounts, an email is generated to each student/faculty with the URL to ELMS and a username/password. Program

Administrators can deactivate accounts from one semester to the next by importing an updated list of eligible faculty and student email addresses to ELMS.

If another unique identifier is used to create accounts (e.g. student ID), then following the import of this list, students must go to ELMS and click on the Register button to create their account. The student is instructed to enter their unique identifier. If a match is found, they can then create a password and gain access to ELMS.

Note: Ongoing user management is made easier with the ability to group users, for example, by class lists. Groups can be configured with automatic expiry dates, for example, end-of-semester.

## **1.2 MSDNAA Software Catalog**

ELMS includes a catalog of all of the software products licensed under the MSDNAA Program. This catalog includes the product name, a description and product icon. e-academy keeps the catalog of software up-to-date with the monthly updates from Microsoft. When you are sent your URL to your ELMS, you will need to configure each product in the catalog with one or more of the delivery options you want to make available to your members.

## **1.3 Delivery Types**

Program Administrators configure on a product-by-product basis one or more of the following delivery types:

- 1) **Secure Internet Download :**
  - a) **Direct Student Download:** This option allows students/faculty to download software directly from e-academy's server. **(Available only in Europe, Middle East and Africa)**
  - b) **Campus Hosted Download:** This option allows secure software downloads over the Internet to student and faculty who can be either on- or off-campus. This option allows the campus to host the software.
- 2) **Network Install** – This option allows software installation from network share points, typically used in Intranet (on-campus) environments.
- 3) **CD Check-Out** – This is a library reserve model for loaning out CD media.
- 4) **CD Media Sales-** This option allows students and faculty to purchase Media in ELMS with Visa or Master Card (payment method may differ for regions) and e-academy will ship directly to the purchaser's home address. **(Available in North America, Europe, Middle East and Africa)**
- 5) **Customize Software Distribution** - You can now customize your own software distribution method. This delivery method can be configured when you want students to order software through ELMS, but you want the distribution of software to take place outside of ELMS. This method allows you to name your own delivery method and add text to inform your students on how the delivery method works.

## ***1.4 Software Organization and Browsing***

The software catalog is fully searchable in ELMS by students and faculty through the Software Storefront. You can also feature the most popular products in the Storefront using the “Featured Products” module under “Product Management in ELMS Administration.

## ***1.5 Product Activation Keys***

ELMS automatically distributes the appropriate product key to students when they order an MSDNAA product. e-academy manages the inventory of all product keys so you no longer have to order stickers from Microsoft or hand out product keys manually.

The key is contained in the confirmation email to the student/faculty each time they order a product through ELMS. The key is also stored in the private MY SOFTWARE section for each student/faculty.

## ***1.6 Support***

e-academy provides support to Program Administrators with the setup and operation of ELMS. Program Administrators are responsible for support to their students. ELMS includes an Automated Support Agent for students who encounter difficulties. If the Automated Support Agent is not able to resolve the issue then support is passed on to the Program Administrator. You can customize the contact information provided in the Support section of ELMS with your specific contact details i.e. email address, phone, website, etc.

## ***1.7 Reporting & Communication***

ELMS includes all the reports required by Microsoft for license compliance. You can view reports on the number of transactions through the system in a given time period on a product-by-product basis as well as reports on the number of lab installations if you use “Lab Installs” feature in ELMS to record lab installs.

ELMS can also be used as a great communication tool. Say for example a new software application is released by Microsoft mid-way through the year. Once you’ve made this product available in your ELMS Software Center, you can then use ELMS’ “Distribution List” feature to email all active users in your System that this product is available.

## ***1.8 MSDNAA Licensing Terms***

ELMS is designed to handle the licensing terms you agreed to upon becoming an MSDNAA member. In ELMS, students must agree to Microsoft’s Student Use Guidelines before they are able to download, check out, or purchase CD media. ELMS also tracks orders placed by every student and restricts the number of times a student can order each product. Based on the terms of the MSDNAA license agreement, students are restricted to one order per product. They can also request additional installs from their Program Administrator if required.

Scott Barker of University of Washington, Information School describes the benefits of using ELMS for MSDNAA:

“By using ELMS for MSDNAA, I basically solved all of my distribution problems. I upload lists of students periodically, the students are automatically sent their userid and password, the system tracks which software they download and automatically distributes all the license keys. The system also reports to Microsoft how many of each product was downloaded, so I have no other work to do.”

## ***1.9 Security & Privacy***

e-academy Inc., is fully committed to the online privacy of all of its MSDN Academic Alliance customers worldwide. We adhere to the strictest global privacy policies including the European Union Data Protection Policy.

Only minimal user data is collected in the process of authentication and software delivery and NO personal information is shared with anyone, including Microsoft, without explicit permission from the user. Our privacy policy is displayed on your ELMS system and also is reproduced in the appendix of this document for your convenience.

## ***1.10 System Administration***

The System Manager (typically the Program Administrator) has access to the complete suite of administrative functions in ELMS. He/she can perform the initial ELMS setup, manage user accounts, set up products, run reports, and send notifications to students/faculty. The System Manager is also responsible for assigning privileges to co-workers' accounts in ELMS. If you are the Program Administrator in your department for the MSDNAA Program, your account will be setup as the System Manager of ELMS. If required, you can assign System Manager privileges to one or more of your colleagues if the management of your MSDNAA Program is a shared responsibility.

In addition, you can create CD Checkout Administrator accounts for staff who are only responsible for checking in and out CDs. ELMS will restrict all other access to ELMS Administration for these types of accounts.

## 2.0 Availability of ELMS

Currently there are 6 versions of ELMS available to MSDNAA members Worldwide:

English  
French  
German  
Spanish  
Japanese  
Turkish

To receive your private URL to your ELMS, please go to [http://www.e-academy.com/MSDNAA\\_RequestForm\\_main.cfm](http://www.e-academy.com/MSDNAA_RequestForm_main.cfm) and complete the online order form.

Once e-academy staff verifies your membership, you will receive an email with the URL to your ELMS and your administrative login information.

## 3.0 Contacting e-academy

### Technical Support

If you encounter technical difficulties in the setup of your ELMS or ongoing use of the System, please send an email to our technical support staff at [msdnaa\\_softwarecenter@e-academy.com](mailto:msdnaa_softwarecenter@e-academy.com). Please include your phone number in your email and a brief description of the problem you are encountering.

## 4.0 Appendix – Privacy Policy

e-academy Inc., is fully committed to the online privacy of all of its MSDN Academic Alliance customers worldwide.

We strictly adhere to the strictest global privacy policies including the European Union Data Protection Policy.

All questions or concerns about e-academy and data protection should be addressed to e-academy Inc. by sending e-mail to [info@e-academy.com](mailto:info@e-academy.com).

### What personally identifiable information is collected from me?

The website is exclusively for eligible members of the MSDN Academic Alliance program at participating academic institutions; your academic institution has created membership accounts using email accounts/unique identifiers of students and faculty who are eligible to access software under the MSDNAA program.

When you order a software product, we ask that you supply your first and last name as



well as your preferred email address (if different from your login email address).

Personal information may be collected at other times, such as when you report a problem. A record may be kept of that correspondence. Also, customer traffic patterns and site usage are monitored on a general basis to help develop the design and layout of the website.

### **How do you use my information?**

All information collected from you is used to authenticate you as an eligible member of the MSDNAA program. To reiterate, this site is exclusively for members of the MSDNAA program at participating academic institutions and requires users to be authenticated as such.

Your campus-based MSDN Academic Alliance Program Administer and e-academy use your identifying information for support purposes in order to serve you better.

Reports on traffic patterns are sometimes created to monitor the effectiveness of this service and these are stripped of any individual or personal identification.

### **With whom do you share my information?**

Your information is not sold, traded, or rented to others.

The only information shared with any third party is with Microsoft Corporation. It is shared ONLY when you EXPLICITLY request additional information about Microsoft's products and programs. This information includes your name and email address ONLY.

### **What is your policy on allowing me to update, correct or delete my personal information?**

Users have the ability to correct or change any information or preferences in their account profile. Users may change this information at any time, as long as they are logged in.

Your account can be deactivated or deleted, but doing so will result in your not being able to access any members-only area of the site. Any order history information, however, will remain in protected permanent records.

### **What security is in place to protect my information?**

Your information is protected both during transmission and in storage. Your account and profile information are password-protected so that you and only you have access to this personal information. During the software ordering process, the secure server software (SSL) encrypts all information you input before it is sent. Furthermore, all customer data is protected against unauthorized access on the system's secure servers.

### **What are cookies and how do you use them?**

"Cookies" are small pieces of information that are stored by your browser on your

computer's hard drive.

This site does not make use of cookies. You can access all portions of this site, including all members' areas, even if you have cookies turned off.