

ELMS FAQ's

Important Information to Know before Using ELMS

- 1) The software is for YOUR use only and on 1 machine only at a time.
- 2) You can buy the software and check the software out. But you will still only receive 1 serial number.
- 3) If you turned on your MY.SINCLAIR.EDU email forwarding, then you may not get your ELMS/MSDNAA notification.
- 4) You can only check out one software package at a time. Once you bring it back, you may check out another one.
- 5) If you buy software from ELMS then you must contact them at support@e-academy.com for any problems you are having with your media, not the Lab Technicians at Sinclair.
- 6) You MUST have your TARTAN CARD with you in order to check out the software. Even if you are returning an item at that same time, you must have your tartan card to check something else out.
- 7) The Technicians in the Lab (14-109) or the Help Desk **DO NOT** provide technical assistance with installation or problems with the software.
- 8) If you are distance learning and have special needs on getting software you need to contact the IT Help Desk at 937-512-HELP (4357) or at helpdesk@sinclair.edu

MSDN Academic Alliance --Student Use Guidelines

As a member of the MSDN Academic Alliance, the department in which you take credit courses is authorized to provide you with program software for use on your personal computers. To be in compliance with the MSDN Academic Alliance program requirements, you must follow these usage guidelines when using the program software on your computer. You must also agree to the terms of the MSDN End User License Agreement (EULA), the Amendment to Master End-User License Agreement, and any conditions required by your department.

The MSDNAA Site Administrator at your school will be responsible for maintaining records of student use and ensuring there is full compliance with the program among all department users, including students, faculty and systems administration staff. Please see your Site Administrator for any questions that you may have about the program, or refer to www.msdnaa.net.

By installing, copying, or otherwise using the Product, you agree to be bound by the terms of the EULA and the License Amendment. If you do not agree to be bound, do not install, copy or use the Product.

Installation Guidelines:

- Your department will provide either server access for you to download program software, or may create up to 50 copies of the software to be checked out on a temporary basis to install on personal use computers. All software reproduced for checkout will be a complete copy, and include all copyright and trademark notices.
- You must be registered in at least one credit course within the member department to be eligible to load program software on your personal use computer. Students registered solely for non-credit courses in the department are not eligible to receive program software.
- You may not give copies of loaned software to anyone else for their use. Other qualifying students must obtain software via the method(s) set up by the MSDNAA Site Administrator.
- In order to install certain components of the Product, you may need an Academic Alliance Product Key ("Product Key"). The Product Key will be assigned to solely to download authorized software. You may not disclose the Product Key information to anyone else.
- The MSDN AA Site Administrator will maintain records of software downloaded from server or checked out,

and will provide those records to Microsoft upon request.

Usage Guidelines:

- You may use the software for non-commercial purposes including instructional use, research and/or design, development and testing of projects for class assignment and tests or personal projects. You may not use the Program software for any for-profit software development.
- When you are no longer a registered student in a department that is a member of the MSDN Academic Alliance, you may no longer receive updates for your personal use computer. However, you may continue to use previously installed software on your computer, provided you continue to follow program guidelines.
- If you violate the terms of the License Agreement and EULA, the MSDNAA Program Administrator will demand confirmation of removal of the program software on your personal use computer.

1) What is the MSDN Academic Alliance?

The MSDN Academic Alliance is an annual membership program for departments that teach and utilize technology such as Computer Science, Engineering, and Information Systems departments. The membership provides a complete, inexpensive solution to keep academic labs, faculty and students on the leading edge of technology.

2) What is ELMS?

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 its MSDNAA members for the academic year. 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.

3) Who is Eligible for ELMS and What Does it Mean for You?

CIS Faculty, Staff and Students who are enrolled in a CIS class for the current quarter, are eligible.

What this means for you as CIS Staff/Faculty/Students is that you are eligible, through MSDNAA and ELMS, to get free or inexpensive copies of today's leading software. You as CIS Staff/Faculty/Students can purchase, check-out or download certain Microsoft products for your personal use. This will be yours forever. (NOTE- if you check out software from the lab, you must return the original CD's but can keep your copies).

4) How to get registered for ELMS?

Students will automatically be enrolled into ELMS. Names will be added on the 1st, 3rd, and 5th day of the quarter.

If you do not receive your login information during the first week, please contact the IT Help Desk at 937-512-HELP (4357) or at helpdesk@sinclair.edu Instructors: If you are not already a member, contact helpdesk@sinclair.edu via email to become a member.

5) Receiving a Username and a Password for ELMS?

At the beginning of the quarter you will automatically be enrolled into ELMS. Check your my.sinclair.edu email account.

NEW USERS TO ELMS You should have received an email with the following information:

- **From:** "User Import" <system_mail@e-academy.com>
- **Subject:** Welcome to MSDN Academic Alliance: Online Software System

RETURNING USERS TO ELMS

You should have received an email with the following information:

- **From:** elms_support@e-academy.com
- **Subject:** Account Activated!

Your username will be you're my.sinclair.edu email address. (ex. joe.sinclair1234@sinclair.edu)
Your password will be included in the email from e-academy.

6) What is the ELMS Website?

http://msdn04.e-academy.com/sinclaircc_cis

7) Logging on to ELMS website?

- a. After Receiving your username and password
- b. Go To: http://msdn04.e-academy.com/sinclaircc_cis
- c. On the main page click on the LOG IN button (left side of screen)
- d. In username box enter the Username from your ELMS email
- e. In the password box enter the Password from your ELMS email
- f. Click LOG ME IN button underneath the password box

8) Difference between CD-Checkout (Reserving) software and Buying software?

CD-Checkout (Reserving) software is the process of logging on to the ELMS site, and placing a hold on a copy of the software you wish to check out. You must then come to the lab and pick up the software. Once you pick it up, you can take it home with you, copy and or install the software. Then you must bring us back the copy of the software you borrowed from us. (see where to pick up reserved software).

Buying software is a function of the ELMS site in coordination with MSDNAA in which students, faculty and staff can purchase through ELMS certain software. Once you use this option, we here at Sinclair have no control over any of it. You must contact ELMS for all of your support with receiving the media and with defective media. When you receive the software it is yours to keep forever.

9) Where to pick up CD-Checkout (Reserved) Software?

If you have reserved software NOT bought it, then you can stop by the Academic CIL Open lab in room 14-109. ★ Please call 512-5079 for lab hours.

IMPORTANT NOTES

- ★ You may only pick up one software package at a time.
- ★ The package must be returned before you can pick up any other software you may have already

reserved.

- ★ Not returning software packages or individual disks may affect student's ELM's eligibility.
- ★ Software is due back four days after check-out, and you are limited to one installation at a time only.
- ★ Orders not picked up within seven days will be automatically cancelled.

You MUST bring your Tartan Card to reserve software. No Tartan Card, No Software.

10) Miscellaneous/Troubleshooting/Problems

A) Don't know your username?

Your username is you're my.sinclair.edu email address.

Example. Username: joe.sinclair@my.sinclair.edu

B) How long am I eligible under the ELMS/MSDNAA program?

Each quarter that you take a CIS class your name will be submitted to ELMS and you will be able to reserve software during that quarter. If you are not currently taking a CIS class you are not eligible for the software.

C) I could log on last quarter but this quarter I can't. Why not?

You are only eligible for quarters in which you are currently enrolled in a CIS class. Each quarter the list is purged and a new one created.

D) How long can I borrow the software?

You can borrow the software for 4 days before you have to return it. If your return date falls on a weekend you can return it the following Monday. You will however receive a notice from ELMS that your software is overdue. Do not be alarmed this is just a reminder.

E) How long can I have the software on my machine?

Once you check out the software and copy it and return our copy, it is yours forever to use on your machine.

F) Must I return the copy of the software that I borrowed from the lab?

YES. You must return the copy that you borrowed from us. You can however make a copy of it yourself or reserve it again at a later time as long as you are still enrolled as a CIS student for that quarter.

G) Can I copy the software?

YES. You are allowed to make copies of the software you check out, for your use only.

WE RECOMMEND YOU MAKE A COPY OF THE SOFTWARE FOR YOURSELF.

H) Can I have more than 1 copy of the software?

NO. You are only allowed 1 copy of the software. But you may reserve the copy many times. You will only receive one serial number though.

****NOTE**** The ELMS site says you can have more than 1 copy of the software for use on more than 1 machine at home yet our policy is that you are only allowed 1 copy (hence 1 serial number).

I) Can I buy and check-out the same product?

YES. Now you can buy and check out the same product. You will receive only one serial number though.

J) I have 2 or more PC's at home can I install the software on all of them?

NO. Just like any other software license, you are only allowed to install the software on one machine at a time.

****NOTE**** The ELMS site says you can have more than 1 copy of the software for use on more than 1 machine at home yet our policy is that you are only allowed 1 copy (hence 1 serial number).

K) What if I checked out the software and I wanted to buy it?

You can now buy the software also. Again you will only receive one serial number for the software.

L) What if I Reserved the software but have not checked it out yet and I really wanted to buy it?

That should not be a problem. Just go ahead and go through the buying process.

M) I lost the serial number what can I do?

- 1) You can log back on to ELMS
- 2) It will show you the items you have checked out.
- 3) Next to the name of the software you will see a delivery type click on it.
- 4) A page will open with your serial number on it.

N) Haven't received your ELMS Registration Email or Forgot Password?

****NOTE**** YOU MUST MAKE SURE EMAIL FORWARDING IS TURNED OFF ON MY.SINCLAIR

- 1) Go To: http://msdn04.e-academy.com/sinclaircc_cis
- 2) Click **LOG IN** button
- 3) Click the word **HERE** in the **LOGIN HELP** box
- 4) Enter your username. (Your username is your own My.Sinclair.edu email address)
- 5) Click on **Submit!** Button
 - ★ If You Receive: Your password has been sent to your email address. Then wait a short time and check you're my.sinclair.edu account for your email from MSDNAA
 - ★ If You Receive: **Please correct the following errors** Username: the value you entered is invalid.
 - a. Double check to make sure you typed in the correct email address
 - b. If you have verified that the email is correct, please email the IT Help Desk at helpdesk@sinclair.edu

O) If my download times out or I get disconnected, how do I continue my software download?

If you were in the middle of downloading the software itself, there will be a shortcut icon saved on your desktop that will allow you to resume your download. Double-click on the icon to begin again. If you don't see the shortcut icon on your computer desktop, you can request a re-installation by contacting the IT Help Desk at 937-512-HELP (4357) or at helpdesk@sinclair.edu

P) Does the license (or "key") permanently unlock the software?

No - the key allows you to install the software once. If you need to re-install the software, you will need to contact the IT Help Desk at 937-512-HELP (4357) or at helpdesk@sinclair.edu

Q) Re-Reserving Software

- 1) Log into ELMS (you will see a list of the software you have reserved or bought.)
- 2) Click on the Deliverable Link next to the software you wish to Reserve again.

- 3) Click on **RESERVE THIS MEDIA AGAIN**
- 4) You will then get the following notification:
The media you ordered is available for immediate check-out.

R) How do I change my Password?

- 1) Log into ELMS.
- 2) Click on **MY PROFILE**
- 3) Click on **CHANGE MY PASSWORD**
- 4) Put in current password, then the new password twice, click on submit.

S) My Disk is bad, what do I do now?

- ★ **If You Reserved the CD from the lab:** Then just bring it back in, let the lab technicians know, and they will switch the CD's out for other ones.
- ★ **If you Bought the CD's Online:** Please send an email with your name, contact information and purchase confirmation to support@e-academy.com. Or if it is available for checkout, you can reserve it through us, borrow it, and make a copy.

T) When I enter my Correct Username and Password, it keeps taking me back to the Login Screen?

There are 2 possibilities when this happens:

- 1) There is a firewall on your system or in your network blocking the site.
- 2) You need to turn it off or make a rule to add the site.
- 3) You just need to add the site to your list of trusted sites in your browser (usually on in IE)
- 4) Open IE, Open ELMS site, Tools, Internet Options, Security, Trusted Sites, Sites, Add, Ok, Ok

U) Help!!! I'm in Need of Technical Assistance:

Your first line of resource is to check the Internet and check any reference materials or books you can find. If you are still having problems, please consult your Instructor next. If you still need help, email IT Help Desk at helpdesk@sinclair.edu. In the email be as specific as you can with your problem.

We apologize for not providing Technical Assistance, but with the many different kinds of systems out there (some of which warranties are voided if others help to troubleshoot problems), with all the different software that can be loaded on your system or different programs that may be running, there is no way that we can provide the proper type of service you need.

V) Where can I find the serial key for my software?

If you have downloaded (or borrowed a CD from school) you can find the serial number for your product in the following manner:

1. Log-in to the site
2. Click on the MYSOFTWARE button found on the left side of the page
3. Choose the software in question and click the LINK found under Deliverable (i.e. Download, CD Check Out, etc)
4. You should be able to see all of the software details information including the serial key number (If one is required).

Please note, if you have received mail order product, the serial key will be located on a yellow sticker on the back of the CD sleeve.

W) My serial key issues an invalid message, can I get a new one?

In order to request a new key you will need to contact the IT Help Desk at 937-512-HELP (4357) or

at helpdesk@sinclair.edu

X) How Do I unlock my account?

In order to unlock your account you will need to contact the IT Help Desk at 937-512-HELP (4357) helpdesk@sinclair.edu

Y) How to burn an ISO file to a CD in order to install the software?

ISO images are images of a disk containing all files as well as boot files necessary for automatically launching the installation wizard. These files need to be burned to a disk specifically **as an image**, instead of a 'data' disk, which will extract the ISO into the required setup files. By burning the file to a disk as a data disk, you will simply end up with an .ISO file on the disk, which cannot be used for the installation. Once you downloaded the software, you will end up with the ISO file which by default is saved in the C:\temp folder. You will have to burn it on a CD to make it "bootable." You need a special software to do this. If you don't have one, try the following: A **free** disk burning program, Active@ ISO Burner, is available by NTFS.com that will allow you to burn ISO or disk images to a disk. [Click Here](#) to download Active@ ISO Burner. [Click Here](#) for instructions on how to use the software. Additional disk burning programs can be downloaded free at the following link(s): <http://www.thefreecountry.com/utilities/dvdcdburning.shtml>

If you have further questions, please contact the IT Help Desk at 937-512-HELP (4357) or at helpdesk@sinclair.edu