



# Using Your Training Vouchers

## Get the Most From Your Microsoft Free Training Vouchers



Each year companies lose thousands of dollars in Microsoft training because they don't redeem their Software Assurance (SA) training vouchers. SA vouchers may be part of your company's Microsoft Volume Licensing.

These vouchers can give your organization access to in-depth technical classroom training that can help IT professionals and developers deploy, manage, and support your organization's infrastructure. The vouchers can be redeemed for official

Microsoft training for the IT professional and developer audience plus Dynamics CRM courses.

ONLC Training Centers ranks in the top 5 for volume of SA vouchers redeemed in the USA. Discover for yourself why so many of Microsoft's best customers choose to redeem their vouchers with instructor-led training at ONLC Training Centers.



## Why Microsoft Customers Choose ONLC Training Centers

1. **Over 200 Training Locations.** ONLC Training Centers leases class-A office space coast to coast. This provides Microsoft customers with convenient training facilities that can be reached without excess travel or expense.
2. **Fewest Class Cancellations.** We know how frustrating it can be to have your IT project plans ruined and deadlines missed all because the training you needed to get started has cancelled. With our size and volume, we can schedule and run more classes that other training centers end up cancelling.
3. **Flexibility of Remote Classroom Instruction (RCI).** Our RCI solution uses internet conferencing technology so individuals can attend our live, instructor-led training from just about anywhere—including their home or office. This flexibility is important for companies that are not located near one of our locations.
4. **Access to Software Assurance Experts.** We have individuals on staff that can help you activate and administer your Microsoft training vouchers. They have been trained by Microsoft licensing specialists and can walk you through the Microsoft Volume Licensing System (MVLS). In addition, our web registration system accepts vouchers as payment, so your staff can register for the classes simply by visiting our web site.
5. **Highest-Level Microsoft Partners Status.** ONLC Training Centers is a Microsoft gold-Level training partner. This means that we meet the highest level of quality control and customer satisfaction. In addition, all of our instructors must be certified in the products that they teach.



These are just a few of the reasons why Microsoft's best customers choose to redeem their vouchers with us. To learn more about SA vouchers and redeeming them at ONLC Training Centers, contact our Business Development Manager at...

**Tel: 1-800-288-8221**



ONLC Training Centers is a Microsoft Gold Certified Partner for Learning Solutions (CPLS) and as such is approved by Microsoft to accept SA vouchers for training.

Founded in 1983, ONLC has grown to be the largest IT training company in the USA. We offer a public schedule of computer training classes which students can attend from one of our more than 200 sites coast to coast, or from the convenience of their home or office via Remote Classroom Instruction (RCI). We also provide on-site group training and can customize classes to a client's specific needs.

Our classes are live, hands-on, instructor-led training. Our curriculum is extensive and includes classes from many different software vendors. Our schedule has classes for those new to an application on up through advanced technical topics for IT professionals and developers. Additionally, we have the lowest class cancellation rate in the training industry. Students can view right on our web site which classes are "Ready to Run."

Our instructors have years of classroom training experience and most have earned multiple vendor certifications. Additionally, their extensive consulting experience allows them to provide real-world examples so students can better relate and retain information.

Learn more about how ONLC can help you make your investment in both technology and people a success by contacting our Business Development Managers today at the toll free number.



## What to Expect Upon Arrival at ONLC

**First-class facilities.** When you register for a class at one of our over 200 training facilities, you will most likely be traveling to a class-A office building located in a popular suburban office park or downtown central business district. We select sites that are in safe, professional and convenient locations.

**In popular suburban and urban locations.** Suburban locations typically have free parking adjoining the building while our more urban sites will require that you find parking on your own, at your expense. In addition, in our larger urban centers you will need to go through security before entering the building. In most cases, building security will have you on our list of guests for that day and you will need to show some form of picture identification.

**With large and small classrooms.** If you are the only student taking the class at that site, you will typically have a small office-size classroom to yourself. If other students are taking the same class remotely at your site, you will have a larger classroom where all of the students sit together during the event.

ONLC classrooms provide you with a quiet, interruption-free environment. Because we control all of the technical aspects of the room from software setup, to computer hardware, to internet connections, and telephone conferencing, all you need to do is show up and be ready to learn. We take care of the rest.



## Why ONLC Has the Lowest Cancellation Rate in the Training Industry

**We schedule each class in every location.** It all starts with our master schedule of classes. When we schedule a class, we make it available at all of our training locations on the same date. For example, if Microsoft course 6424: Fundamentals of Windows Server 2008 Active Directory class were scheduled on November 10th, you could register for that class in any of our more than 200 training facilities.

We review instructor assignments two weeks before each course. About two weeks before the start of the class, we review the enrollments at our sites to determine which locations will be assigned an instructor and which locations will be offered the RCI training option.

**High-enrollment sites get instructors.** For sites that have many students enroll in the same class, an instructor is assigned to deliver the class at that location. Classes with high enrollments could have 3 or more instructors in different high-enrollment locations. Students at those locations would take the class with the instructor in the same classroom. Approximately half of our students take their classes in this "traditional" face-to-face format.

**Low-enrollment sites are offered RCI.** For sites that have only a few students in the same class, rather than cancel the event, we offer those students the option of joining the traditional class via Remote Classroom Instruction. On the day of the class, these students would go to their preferred training facility and connect to the traditional class using RCI.

**All locations get live, instructor-led training.** Students in these remote locations have a classroom training experience that is very similar to traditional face-to-face instruction. They see the same instructor presentations. They hear the same questions other students pose. They get the same course book. And they work on the same hands-on labs. They are participating in the same live, instructor-led training event-the only difference being that the instructor isn't in the same room with them.

Class Dates  
11/10-11/12

-- Select a location --

- Select a location --
- Home/Office via RCI
- CT - East Windsor
- CT - Stamford
- CT - Wallingford
- DE - Wilmington
- FL - Ft. Myers
- FL - Jacksonville
- FL - Orlando
- FL - Plantation/Ft. Laude
- FL - Tampa
- GA - Alpharetta
- GA - Atlanta (Sandy Spr
- GA - Duluth
- GA - Kennesaw
- IN - Indianapolis
- IN - South Bend
- LA - New Orleans
- MA - Boston
- MA - Waltham
- MD - Baltimore

Enroll    Reminder



## Flexibility of Remote Classroom Instruction

**Attend training from your home or office.** Even though we have many locations, some clients prefer to attend class from their home or office. RCI offers that flexibility. However, you'll need to provide a few things to make that possible:

- **Two computers running Windows.**

Most people set up a laptop computer next to their desktop system. One computer is used to view the instructor presentation while the other is used for the student hands-on labs. More experienced users can get away with a single computer if they are willing to toggle back and forth between windows showing the instructor presentation and the student lab computer. Two computers are not necessary, but they are highly recommended.



- **A high-speed Internet connection.**

Student and instructor connections to the traditional classroom use only about 75KB of bandwidth during the class. This means that the average home DSL or cable connection will provide more than enough bandwidth. Sometimes in office environments, firewalls used for internet security prevent those connections from being made. To test your internet connection, you can try the connection test.

- **A speaker phone or hands-free headset for your telephone.**

Because you'll be using the keyboard and mouse throughout the class, you will need a speakerphone or headset by your computer.

- **Unlimited long-distance phone service.**

The conference call connection is a long-distance call for which toll charges apply. Unlimited long-distance service is commonly available in homes. Also, many businesses have phone lines that permit unlimited long-distance calls free of charge. Check with your IT staff to see if your company has such a line.



**The set up is easy.** Because the application software for your course, such as Microsoft SQL Server, will already be installed on a computer designated for your use in the instructor's classroom, you won't need to install that software on your home or office computer. (This is especially important for technical classes that rely on complex software installations that require up to 8 gig of RAM.)

For more information about Remote Classroom Instruction, go to [www.onlc.com/rci](http://www.onlc.com/rci)

## Software Assurance Experts



SA Vouchers entitle you to receive training for a specific number of training days. Your Software Assurance Benefits Administrator must activate the vouchers through a Microsoft web site and then assign the training days and associated vouchers to designated individuals.

For many clients, activating their SA benefits account is a difficult and time-consuming task. ONLC has a Benefits Activation Specialist on staff who can work directly with you to walk you through benefits activation. We can meet with you face-to-face, or use our remote desktop technology to help you activate your benefits from our office.

In addition to activating benefits, we can help customers redeem their SA training vouchers to make sure they don't lose this valuable benefit. We have a massive open enrollment schedule of classes so customers can get the training they need. SA vouchers can be redeemed for official Microsoft instructor-led training that was created for the IT professional or developer audience and Microsoft Dynamics CRM courses.

To learn more about activating your SA Vouchers and redeeming them at ONLC, contact our SA Benefits Specialist. Don't lose out on this value benefit—SA vouchers not reserved before the end of your Software Assurance coverage will expire and be forfeited.





## Software Assurance Voucher FAQs

**Q. What is Software Assurance?** Microsoft introduced Software Assurance (SA) as an easy and affordable way for their Volume Licensing customers to stay current with the latest and most innovative Microsoft products. Under the SA program, customers acquire the right to install any new release of products covered in the agreement during the term of their coverage.

**Q. Who gets Software Assurance training vouchers?** SA training vouchers are available to qualified Microsoft software licensing subscription holders. SA vouchers are electronic and distributed by Microsoft. Companies will need to establish a Training Benefits Administrator to supervise and coordinate the vouchers.

**Q. What courses are approved for SA voucher use?** SA training vouchers can be redeemed for any instructor-led training course that was created by Microsoft for the IT professional or developer audience or Microsoft Dynamics CRM courses. *Note:* Software Assurance training vouchers cannot be used for hands-on labs, first-look clinics, or instructor-led training that is based on pre-release software. They also cannot be used for the Microsoft Business Skills Series, self-paced e-learning, or courses created for the information worker audience.

**Q. Where can I get a list of courses that are approved for SA vouchers?** Visit [www.onlc.com/sabenefit](http://www.onlc.com/sabenefit) and follow the link for a list of courses approved for SA voucher use.

**Q. If I decide to allow my Software Assurance coverage to expire, how long do I have to utilize unused benefits or benefits currently in use?** All Software Assurance benefits terminate with expiration of Software Assurance coverage.

**Q. What do I need to do to register with a voucher?** Visit ONLC's web site ([www.onlc.com](http://www.onlc.com)) and register on-line, or call their Education Advisors at 800.288.8221 to register by phone. In either case you will need to provide the SA training voucher number(s) at the time of registration.

**Q. How can I get assistance with my Software Assurance benefits?** Our SA Coordinator can work with your benefits administrator to teach how to activate education benefits and assign vouchers, or in some instances we can administer the program for you. Contact ONLC's SA Benefits Specialists at 1.800.288.8221 for assistance and coaching.

### Microsoft SA Vouchers help you:

- ✔ Support your software investment by preparing your IT staff to efficiently deploy, maintain, and support new technologies.
- ✔ Provide your developers with technical expertise to build line-of-business applications for your organization.
- ✔ Reduce your overall training budget.



**1-800-288-8221 / [www.onlc.com](http://www.onlc.com)**

<b>Alabama</b>	Birmingham, Huntsville, Mobile, Montgomery	<b>Kansas</b>	Overland Park, Wichita	<b>North Carolina</b>	Charlotte, Fayetteville, Greensboro, Raleigh, Wilmington
<b>Arizona</b>	Phoenix, Scottsdale, Tempe	<b>Kentucky</b>	Erlanger, Lexington	<b>North Dakota</b>	Bismarck, Fargo
<b>Arkansas</b>	Bentonville, Little Rock	<b>Louisiana</b>	Baton Rouge, New Orleans	<b>Ohio</b>	Cincinnati, Cleveland, Columbus, Toledo
<b>California</b>	Carlsbad, Costa Mesa, El Segundo, Elk Grove, Folsom, Glendale, Irvine, Los Angeles, Orange, Pleasanton, Redwood City, Riverside, Rolling Hills, Sacramento, San Diego, San Francisco, San Rafael, Santa Clara, Walnut Creek	<b>Maine</b>	Portland	<b>Oklahoma</b>	Oklahoma City, Tulsa
<b>Colorado</b>	Colorado Springs, Denver	<b>Maryland</b>	Annapolis, Baltimore, Bethesda, Columbia, Frederick, Hagerstown, Rockville	<b>Pennsylvania</b>	Allentown, Exton, Lancaster, Monroeville, Philadelphia, Pittsburgh, Wayne, Wilkes-Barre
<b>Connecticut</b>	Hartford, Stamford, Wallingford	<b>Massachusetts</b>	Braintree, Boston, Mansfield, Waltham, Westborough	<b>Rhode Island</b>	Providence
<b>Delaware</b>	Wilmington	<b>Michigan</b>	Grand Rapids, Novi, Troy	<b>South Carolina</b>	Charleston, Columbia, Greenville
<b>DC</b>	Washington, D.C.	<b>Minnesota</b>	Edina, Minneapolis, Minnetonka	<b>Tennessee</b>	Knoxville, Memphis, Nashville
<b>Florida</b>	Aventura, Ft. Lauderdale, Ft. Myers, Jacksonville, Miami, Miramar Beach, Orlando, Palm Beach, Sarasota, Tallahassee, Tampa	<b>Mississippi</b>	Jackson	<b>Texas</b>	Addison, Austin, Dallas, Fort Worth, Frisco, Houston, Irving, Plano, San Antonio, Round Rock
<b>Georgia</b>	Alpharetta, Atlanta, Buckhead, Duluth, Kennesaw, Sandy Springs	<b>Missouri</b>	Columbia, Kansas City, St. Louis	<b>Utah</b>	Draper, Salt Lake City
<b>Idaho</b>	Boise	<b>Nebraska</b>	Omaha	<b>Vermont</b>	South Burlington
<b>Illinois</b>	Chicago, Deerfield, Lisle, Naperville, Oakbrook, Rosemont, Schaumburg	<b>Nevada</b>	Las Vegas, Reno	<b>Virginia</b>	Alexandria, Arlington, Fairfax, Fredericksburg, Manassas, Newport News, Reston, Richmond, Roanoke, Virginia Beach, Winchester
<b>Indiana</b>	Indianapolis, South Bend	<b>New Hampshire</b>	Bedford, Londonderry, Nashua, Rochester	<b>Wisconsin</b>	Brookfield, Glendale, Madison, Milwaukee
<b>Iowa</b>	Des Moines	<b>New Jersey</b>	Bridgewater, Iselin, Morristown, Mt. Laurel, Paramus, Princeton, Red Bank	<b>Wyoming</b>	Casper, Cheyenne
		<b>New Mexico</b>	Albuquerque		
		<b>New York</b>	Albany, Buffalo, New York City, Rochester, Rye, Syracuse, Uniondale		