Microsoft Imagine Academy FAQ

Customer FAQ – Nov. 2, 2020

Table of Contents

Microsoft Imagine Academy Frequently Asked Questions (FAQ)

GENERAL

What is Microsoft Imagine Academy (MSIA)?

The Microsoft Imagine Academy (MSIA) program is a skills benefit that provides technology courses, teaching resources, and related benefits aligned to in-demand workforce/career skills. Comprehensive learning paths and curricula prepare students to successfully achieve industry-recognized certification and employment. Teaching materials include curricula for Microsoft Office Specialist, Microsoft Technology Associate, and Microsoft Fundamentals certification readiness.

How do I know if my school qualifies for Microsoft Imagine Academy? What changes have been made to the Microsoft Imagine Academy program? What's new?

Starting November 1, 2020, when you purchase or renew your Academic Volume License (VL) Agreement you will have access to MSIA as a program benefit.

All qualifying Microsoft education customers will now have direct access to the technology courses, teaching resources, and related benefits aligned to in-demand workforce/career skills.

The Microsoft Imagine Academy Program (MSIA) is available to all Microsoft EES (Enrollment for Education Solutions), School, and OVS-ES (Open Value Subscription – Education Enrollment subscriptions) volume license agreements as a program skills benefit at no additional cost for those that meet the Qualified Educational User requirements defined [here](#) for the country where it is organized.

If you are unsure if your institution has an Academic Volume License (VL) agreement, please check with your IT department or Purchasing Department.

Why is Microsoft making this change and why in November 2020?

Microsoft reviews its licensing and products on a regular basis to best meet the needs of our customers.

What is the Microsoft Imagine Academy skills benefit?

The skills benefit of Microsoft Imagine Academy includes technology courses, teaching resources, and related benefits aligned to in-demand workforce/career skills that prepare students to successfully achieve industry-recognized certification and employment.

Program Skills Benefits	MSIA as of October 31, 2020 (paid subscription)	MSIA as of November 1, 2020 (no cost benefit with edu VL agreement)
30 no-cost exam vouchers for educators/staff PD (MOS, MTA, Fundamentals, and MCE)	Per school	Per VL agreement (shared across schools)
Course content packages for productivity (MOS) courses and entry-level IT (MTA) courses - MOAC	✓	✓
Exam Study Guides for MOS 2016 and MOS 2019/O365	✓	✓
50% discount on MCT (Microsoft Certified Trainer) program	✓	✓
Access to Microsoft Official Courseware (MOC) content	✓	✓
Customizable course completion certificates	✓	✓
Microsoft Press Books 40% discount	✓	✓
Bi-monthly MSIA digital newsletter	✓	✓
Program Support Forum	✓	✓

What if I was an active licensed Microsoft Imagine Academy member on October 31, 2020 and had access to the member site?

Current licensed MSIA members (as of October 31, 2020) will retain access to the MSIA Member site and all associated benefits, including the 30 certification vouchers through their existing MSIA member ID and Program Key, renewed annually on November 1.

What if I previously had access to the Microsoft Imagine Academy program and my Microsoft Imagine Academy license agreement expired before October 31, 2020?

MSIA will be offered to all Academic VL agreement customers (EES, School, and OVS-ES subscriptions) as of November 1, 2020 at time of a new contract agreement or renewal. At that time, Academic VL agreement customers (EES, School, and OVS-ES subscriptions) will have access to the MSIA member site resources and curriculum and 30 certification exam vouchers per VL agreement for use by educators. Access to certification vouchers and program resources will be initiated through the MSIA member site, via an MSIA member ID and Program Key (one member ID and Program Key per Academic VL Agreement) provided to your Primary Contact on record for your Academic VL Agreement.

I've received my VL Agreement Welcome email, when will I receive my MSIA Welcome email with the Member ID and Program Key?

Your VL Agreement Primary Contact will receive the MSIA Welcome email within 1 business day of receiving your VL Agreement Welcome email.

I am the VL Agreement Primary Contact but didn't receive my MSIA Welcome letter with my Member ID and Program Key, where can I find it?

As the VL Agreement Primary Contact, you will receive the MSIA Welcome email within 1 business day of receiving your VL Agreement Welcome email. If you have not yet received your MSIA Welcome email, check your spam or junk email folders. If you're still unable to locate it, please post your question on the MSIA Support Forum. Support for the Microsoft Imagine Academy Program is available in our online moderated forum accessible 24/7. **[Microsoft Imagine Academy Support Forum](#)**

What is the difference between MS Learn and MSIA?

Educators play a pivotal role in empowering students for future success. At Microsoft, we're committed to enabling and supporting them in their mission. You now have access to Microsoft Imagine Academy resources as well as [Microsoft Learn for Educators](#) where online learning paths and supporting instructor-led training materials are available for educators and faculty members at universities, community colleges, polytechnics, and secondary schools. These resources are aligned to industry-recognized Microsoft certifications. These certifications augment a students' existing degree path and validate the skills needed to be successful across a variety of technical careers.

Microsoft Learn is a free, online training platform that provides interactive learning for Microsoft products and more. Learn provides role-based and learning paths for Azure developers, solution architects, and administrators. Learn also provides role-based training and learning paths for Microsoft Power BI, PowerApps, Dynamics365, Microsoft365, Office, and Visual Studio.

The goal is to help learners become proficient on Microsoft technologies and learn more skills with fun, guided, hands-on, interactive content that's specific to your role and goals. Learn more in this [video](#).

The **Microsoft Imagine Academy (MSIA) program** is a skills benefit that provides technology courses, teaching resources, and related benefits aligned to in-demand workforce/career skills. Comprehensive learning paths and curricula prepare students to successfully achieve industry-recognized certification and employment. Teaching materials include curricula for Microsoft Office Specialist, Microsoft Technology Associate, and Microsoft Fundamentals certification readiness.

MSIA Member Site

What is the Microsoft Imagine Academy member site?

The MSIA member site is the location of the program resources. Curriculum, professional development certification vouchers, learning paths, program notifications, and other teaching

resources are accessible here. You will access the MSIA member site using the Member ID and Program Key sent to your VL Agreement Primary Contact. The MSIA member site is for educators and staff only, students are not allowed access.

I have my MSIA Member ID and Program Key, what is the website address?

The MSIA Member website address is: https://member.imagineacademy.microsoft.com/.

How do I gain access to the MSIA member site?

At time of signing a new agreement or renewal, an MSIA Welcome email will be sent to the VL Agreement Primary Contact with the MSIA Member ID and Program Key. Detailed instructions on how to log in to the MSIA member site can be found at the MSIA Quick Start site.

The VL Agreement Primary Contact is responsible for sharing this information with educators and staff covered under the agreement.

If you don't know who your VL Agreement Primary Contact is, please check with your IT department or Purchasing Department who in most cases, is the administrator for the VL Agreement or can direct you to the appropriate contact within your institution.

Do I need to be INPrivate browsing to log in to the MSIA member site for the first time with my MSIA Member ID and Program Key?

INPrivate browsing in Microsoft Edge is not required to log in to the MSIA member site, however it is a good practice to use the first time logging in. For additional information on Microsoft Edge and INPrivate browsing, please visit https://support.microsoft.com/en-us/help/4026200/microsoft-edge-browse-inprivate

Who receives the MSIA welcome email with Member ID and Program Key?

The VL agreement Primary Contact receives the MSIA program Welcome activation email shortly after the signing of a new VL agreement or renewal of an existing agreement. This MSIA program welcome activation email includes the MSIA Member ID and Program Key needed to log-in to the program member site, and gain program and benefits access.

The VL agreement Primary Contact is responsible for sharing this email and the MSIA Member ID and Program Key with all educators covered under the VL Agreement.

How do I give educators access to the MSIA Member Site?

Please provide the MSIA Member ID and Program Key to all of the educators covered under your VL Agreement, either by forwarding them the MSIA Welcome email or sending the MSIA Member ID and Program Key in a separate announcement.

Microsoft Imagine Academy Frequently Asked Questions (FAQ)

Detailed instructions for how to log in to the MSIA member site using your MSIA Member ID and Program Key as well as how to utilize the curriculum and resources can be found at the MSIA Quick Start site.

How do students get access to MSIA content and resources?

Educators can download and host the MSIA content and resources on their school's LMS or Teams site to share with their students.

Can students access the MSIA Member site?

The MSIA Member site is **only** for use by educators and staff covered under the VL agreement.

MSIA Resources

Do faculty members have to be certified to teach with MSIA content resources?

While it is helpful for educators and faculty members to have received their own Certification on a technology they are teaching, it is not required.

Does the MSIA benefit provide digital MOC (Microsoft Official Courseware) to universities, colleges, and schools for their educators and students?

Yes, as part of the MSIA program benefit, customers qualify for academic pricing on MOC materials.

How do MSIAs access digital MOC?

MOC resource kits are designed for instructor-led short courses for IT professionals and developers on Microsoft products and technologies. As part of the MSIA program benefit, schools receive academic pricing on MOC materials. MOC kits can be ordered directly from the Courseware Marketplace and require a Courseware Marketplace account.

To open an MSIA Courseware Marketplace account, post a request on the **Microsoft Imagine Academy Support Forum** and a forum moderator will respond within 1 business day through a private response to assist with account activation information. Agents are available Monday-Friday, excluding major holidays.

Once you receive your Courseware Marketplace account details, you will have access to the Courseware Marketplace to select and order your MOC resource kits.

What is the cost for digital MOC for participating MSIAs?

Microsoft Imagine Academy customers are eligible for discounted access to the MOC materials. Precise discounts will be based on geography and timing.

How will educators access the MSIA course completion certificates?

Course completion recognition certificates are easily created to distribute to students. These are ideal for students who may not be able to take the certification exam. The award can be customized with school logo, name, etc. The course completion certificate template is available in the MSIA member site in the Classroom page.

How will educators access MSIA marketing materials, including program logo, flyers, and posters?

MSIA marketing materials are posted on the MSIA member site in the Marketing page. Educators can download and print posters, logos, and messaging to share the MSIA benefit information with students, staff, and parents.

Are there restrictions to using the content from MSIA?

MSIA benefits, including any content obtained via MSIA, are for use only by Institution's Educators or Staff for classroom and/or professional development and only during the term of Institution's MSIA Microsoft EES, School, and OVS-ES volume license agreement. Institution may not distribute, sell, transfer, sublicense, or assign any MSIA benefit.

Some MSIA benefits have additional terms, conditions, and licenses that are applicable to, accompany, or associated with, that MSIA benefit. All use of MSIA benefits must comply with those additional terms, conditions and licenses, the Program Guide and the agreement under which Microsoft EES, School, and OVS-ES volume license agreement was purchased. You may not use the MSIA benefit if you do not comply with those additional terms, the Program Guide and your Microsoft EES, School, and OVS-ES volume license agreement.

All content, software, tools and websites available via MSIA are copyright protected in the U.S. and abroad and may not be sold, reproduced or distributed in any form or by any means without the express permission of the copyright owner. Institution will maintain and not alter, obscure, or remove any copyright, trademark or other proprietary or protective notices or disclaimers contained in or on the content and software.

What languages are covered within the MSIA materials and website?

The Microsoft Imagine Academy program is English only. Content is available from the Learning Download Center on the Microsoft Imagine Academy member site in some languages.

Professional Development and No Cost Certification Exam Vouchers

What is the Professional Development voucher benefit?

The MSIA benefit provides the following resources to help Educators prepare to pass Microsoft certification exams and earn Microsoft certification credentials at no cost:

- **Thirty (30) certification exam vouchers** per Microsoft S EES, School, and OVS-ES volume license agreement are replenished each year on November 1. Each voucher can be redeemed via Certiport Testing to take one Microsoft certification exam:
    - Microsoft Office Specialist (MOS)
    - Microsoft Technology Associate (MTA)
    - Microsoft Fundamentals
    - Microsoft Certified Educator (MCE)
- Professional development guides are available through the MSIA member site.
- Microsoft Certified Educator certification study guides and exam preparation help Educators demonstrate competency integrating technology into teaching and learning.
- Access to curriculum for professional development including the Microsoft Educator Community online professional development courses.

How do I access the no cost Certification exam Professional Development vouchers?

MSIA will be offered to all Academic VL agreement customers (EES, School, and OVS-ES subscriptions) as of November 1, 2020 at time of a new contract agreement or renewal. At that time, Academic VL agreement customers (EES, School, and OVS-ES subscriptions) will have access to the MSIA member site resources and curriculum and 30 certification exam vouchers per VL agreement for use by and shared amongst educators. Access to certification vouchers and program resources will be initiated through the MSIA member site, via an MSIA member ID and Program Key (one member ID and Program Key per Academic VL Agreement).

When do I receive annual certification vouchers?

Thirty (30) certification exam vouchers per VL agreement for use by educators will be replenished each year on November 1 for Academic VL agreement customers (EES, School, and OVS-ES subscriptions).

How will my educators access their no cost Professional Development certification exam vouchers?

The Professional Development certification exam vouchers are available through the MSIA member site on the Educator Development page.

When do my Professional Development Microsoft certification vouchers expire?

The exam vouchers are valid for one year: November 1-October 31. The certification exam vouchers expire October 31 and new set of 30 vouchers are issued to each MSIA Member ID on November 1.

If faculty members or educators want to take an exam, where do they take the exam?

Microsoft certification exams can be taken at any Certiport Testing Center. Information and links to locate a Certiport Testing Center can be found on the MSIA member site on the Educator Development page. Many schools become Certiport Testing Centers and faculty and educators can take the exam at their school location.

Is there a limit of exam vouchers per faculty member?

The MISA benefit provides 30 certification exam vouchers per VL agreement for use by educators.

What Professional Development (PD) resources will be available to train my teachers on the courses and how to deliver within their classrooms?

Professional development guides are available through the MSIA member site.

Microsoft also provides access to recommended Microsoft Education Training Partners and Learning Consultants to support educators and leaders to understand how best to leverage technology for learning. Each trainer has undergone an official Microsoft training program and is certified to deliver training on Microsoft's behalf.

Learn more and locate a [Microsoft Education Training Partner](#).

Certification

How do I purchase additional vouchers for my institution or individually?

For the lowest Microsoft Education prices, academic institutions—including K-12, Higher Education, Libraries, and Museums—are eligible to purchase Microsoft certification exams through volume licensing for Microsoft Office Specialist (MOS), Microsoft Fundamentals, Microsoft Technology Associate (MTA), Microsoft Certified Educator (MCE), and Microsoft Certified Professional (MCP) exams. The exams purchased are available for use by students, educators, and staff. To order exam licenses via the [Microsoft Volume License agreement](#) (where available), contact your [Microsoft Authorized Education Partner](#).

Support

If I have a question or need support, where do I go for support?

Support for the Microsoft Imagine Academy Program is available in our online moderated forum accessible 24/7: Microsoft Imagine Academy Support Forum.

Can I still get support to help me find the MSIA resources I need?

Detailed instructions for how to log in to the MSIA member site using the MSIA Member ID and Program Key assigned to your school as well as how to utilize the curriculum and resources can be found at the MSIA Quick Start site.

There used to be support phone numbers listed on the Contact Us page. Where did those go?

We have simplified the MSIA support service and now host a self-serve Support Forum with access to a database of questions and answers. If you do not see an answer to your question, you can ask through the Support Forum. We have agents who will provide an answer within 1 business day (Monday-Friday, excluding major holidays).

Will Microsoft offer deployment resources to train my teachers?

While Microsoft does not provide specific deployment services for the MSIA program, Microsoft does provide access to recommended Microsoft Education Training Partners and Learning Consultants to support educators and leaders to understand how best to leverage technology for learning. Each trainer has undergone an official Microsoft training program and is certified to deliver training on Microsoft's behalf.

Learn more and locate a Microsoft Education Training Partner here: https://www.microsoft.com/en-us/education/training-and-events/trainers/default.aspx.