



Microsoft Campus Agreement El Paso Community College



Frequently Asked Questions

General Questions about the Agreement

What is the Microsoft Campus Agreement?

The Microsoft Campus Agreement, *effective December 31, 2005*, covers students on all El Paso Community College (EPCC) campuses. It provides significantly reduced prices on the following popular Microsoft products:

- Microsoft Office Enterprise 2007 (Windows)

How long does the Microsoft Campus Agreement last?

The Microsoft Campus Agreement has been in effect since December 31, 2005 and has been renewed through July 31, 2009. See section below on *What happens at the end of the Campus Agreement?*

How does the Microsoft Campus Agreement differ from the Select Agreement?

Under the Campus Agreement, Microsoft leases the licenses to the College. Therefore, when the Agreement ends, all software obtained under the Agreement must be removed from students' personal computer(s).

The Microsoft Select Agreement is only available to departments and provides significantly reduced prices for all Microsoft products not included in the Campus Agreement. The licenses are perpetual, meaning the College owns the rights to the software. Unlike the Campus Agreement, the College will always be able to use the software versions purchased under the Select Agreement, and individuals can upgrade to future versions as long as the Select Agreement is in effect and Software Assurance (SA, also known as maintenance) was selected at the time of purchase.

What happens at the end of the Campus Agreement?

Students who graduate prior to July 31, 2009, own the license to the software purchased under this Agreement. They can keep the software and also purchase upgrades, patches, and new releases through normal Microsoft channels. Your EPCC software receipt provides proof of ownership.

Unless the College and Microsoft enter into a new Agreement, remaining students, departments, faculty, and staff must remove all software obtained under the Campus Agreement

from departmental and personal computer(s). They can replace the software with Microsoft products that become available to the College on July 31, 2009.

Can I purchase Office in languages other than English?

The Microsoft Campus Agreement only covers English-language versions of Office.

What information regarding the Campus Agreement must the College provide to students, faculty, and staff?

In addition to the information found on the CD-ROMs, this software is licensed by Microsoft and may only be used subject to the terms and conditions contained in the Campus Agreement License Rights contract. You cannot copy the software or transfer the license.

At the time of purchase:

- Students must sign a *Microsoft Campus Agreement for Student Users*
- Faculty and staff must sign a faculty and staff *Microsoft Work-at-Home Acceptance Form*.

Why are there different license Agreements for students, faculty, and staff?

Students who purchase a product under the terms of this Agreement and graduate prior to July 31, 2009, own the license. They can keep the software and also purchase upgrades, patches, and new releases through normal Microsoft channels. Your EPCC software receipt provides proof of ownership.

Assuming the College and Microsoft enter into a new Agreement by July 31, 2009, students who have not yet graduated can keep using the software purchased under this Agreement. Students who leave the College without graduating must remove all products purchased under this Agreement. See *Microsoft Campus Agreement for Student Users*.

Faculty and staff have limited — known as Work-at-Home (WAH) — rights. In effect, the license is owned by the College not by the individual employee. Software purchased under this Agreement is only temporarily provided for use on a personal computer as long as it is used for employment-related duties. See *Faculty/Staff Microsoft Work-at-Home Acceptance form*.

Employees must remove all software obtained under the Campus Agreement from their personal computer(s) if either of the following two conditions exists:

- They leave the College.
- The Agreement ends — unless the College and Microsoft enter into a new Agreement.

After installing the software, I received a registration screen. Do I have to register my software?

As part of this Agreement, you must register the product with Microsoft. You will receive a confirmation code that must be entered in order to keep the software working. If you do not

register within a reasonable period of time, the program will cease to function until you do register it. Refer to *Read This Before You Install Any Software* document.

If I don't register with Microsoft and the program fails to launch, what do I do?

You must register the product with Microsoft and enter the confirmation code. You don't need to purchase a new CD or reinstall the product. Refer to *Read This Before You Install Any Software* document.

On my CD, it says something about "Volume Licensing Customers not using the Product Key." What does this mean?

Neither students nor faculty and staff are considered volume licensing customers. You **must** use the product key. You must also register your software with Microsoft when prompted or it will stop working after a period of time. Refer to *Read This Before You Install Any Software* document.

If I am considered both a student and a faculty or staff member, which status do I use?

In terms of this Agreement, you are categorized according to your primary classification. For example, if you are a student, you are considered a student because that is your primary classification. Likewise, if you are a student who is also a student employee (work study, STS), you are considered a student.

NOTE: If you are an employee who is also a currently registered student, it is generally to your advantage to purchase the software as a student. Students who graduate prior to July 31, 2009, own the licenses to products purchased under this Agreement, while employees only receive temporary user rights while employed at EPCC.

What if I've just graduated or terminated my employment?

You are no longer eligible to purchase software under the terms of this Agreement. You must be able to prove current student status or employment to purchase software or upgrades through the Microsoft Campus Agreement.

Students, however, who graduate prior to July 31, 2009, own the licenses to all software purchased under this Agreement. Therefore, they can purchase upgrades, patches, and new releases through normal Microsoft channels.

Faculty and staff who leave the College must remove any software purchased under the Campus Agreement.

Can I purchase Office in another language?

The Campus Agreement only provides English-language versions for all covered Microsoft products.

When a new version is released, can I upgrade to it?

While this Agreement is in effect, you can upgrade at any time by purchasing a newer version at the EPCC designated Information Technology Department.

If I already have my own CD, can I make copies?

No, only specially authorized media is covered under the Campus Agreement. You may not use commercially-purchased software in any way that violates the license that came with that product.

Does this Agreement allow our faculty and staff the rights to use Office in any language?

No, the Campus Agreement only provides English-language versions for all covered Microsoft products.

Can I make a backup copy of my software?

No. The license Agreement does not allow duplication of CDs.

Need Help?

The Microsoft program I purchased for my personal computer stopped working. What's wrong?

If you do not register and enter the Microsoft-provided confirmation number into your software, it will stop working after a period of time. If this happens, follow the steps in *Read This Before You Install Any Software* document. You don't need to purchase a new CD or reinstall the program.

The installer gives me an error message when I try to enter the Product Key code.

There can be some inconsistency between computer(s), and we know it's frustrating. The Product Key code on the CD is correct, and we assume you have unsuccessfully tried to enter it using all uppercase characters as the label suggests. When this fails, individuals like you have had success by entering the code in any of the following ways:

- If the installer provides a SetUpPro icon, you must select it instead of any other option.
- Enter the code into another application, such as Word or Notepad, so that you can check your entry for errors. Then copy and paste it into the Product Key code field.

- Enter the code in all lowercase characters.
- When entering numbers using the numeric keypad, try it with **Num Lock** engaged or not, depending on how you previously entered the code.
- Enter the numbers using the numbers above the alphabet keys rather than the numeric keypad.
- Try the previous suggestion but with the **Caps Lock** key engaged.

After updating a program through Microsoft's Web site, the program requires a product activation code, but the Product Key code does not work.

Some Microsoft programs require the original disc be installed in the CD drive. If you experience this problem, we recommend you uninstall the program then reinstall it. After reinstallation, leave the original CD in the CD drive and immediately update the program.

Helpful Number:

Microsoft Call Center: 1-888-652-2342