FAQs for Microsoft Imagine WebStore Administrators

Find answers to frequently asked questions about your Microsoft Imagine subscription and catalog of products.

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Subscriptions

What is a Microsoft Imagine subscription?

An active Microsoft Imagine subscription is what entitles organizations to distribute Microsoft Imagine software. Microsoft Imagine WebStores requires an active subscription in order to display products to its users. Program Administrators are responsible for managing their subscriptions.

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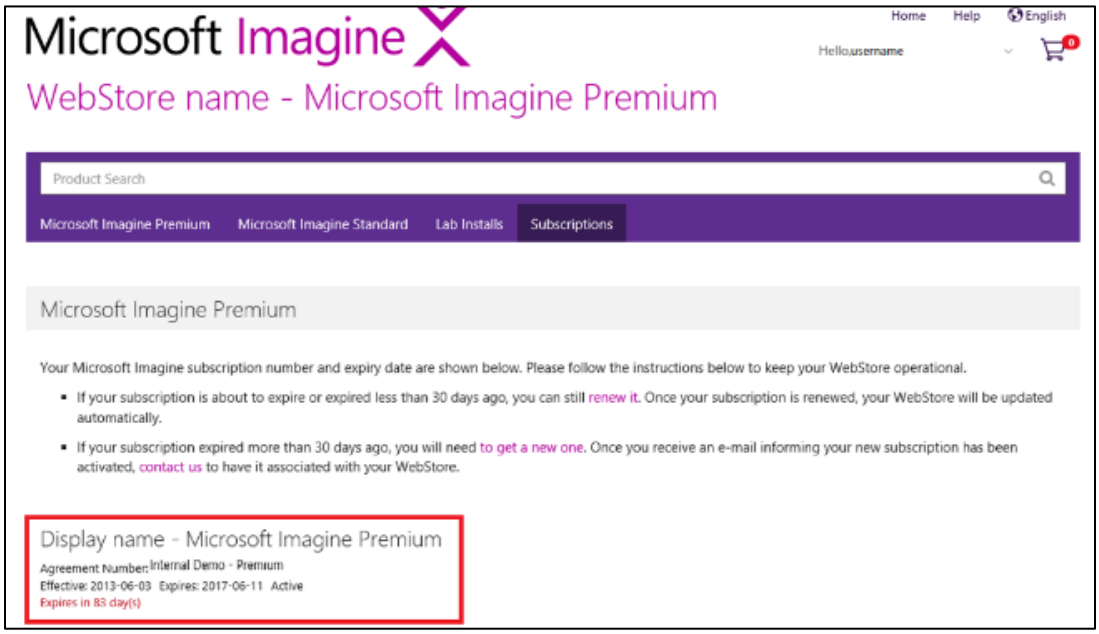
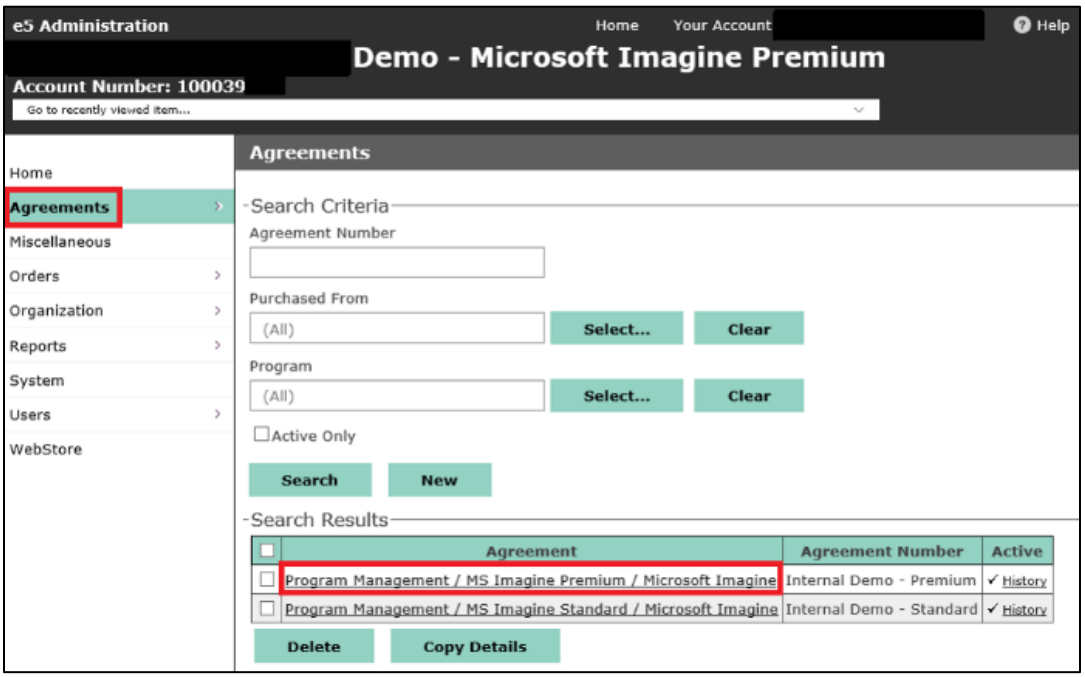
Where can I find my subscriber ID, expiration date, and other subscription information?

Your current Microsoft Imagine subscription information, including subscriber ID and expiry date, is displayed in the following locations.

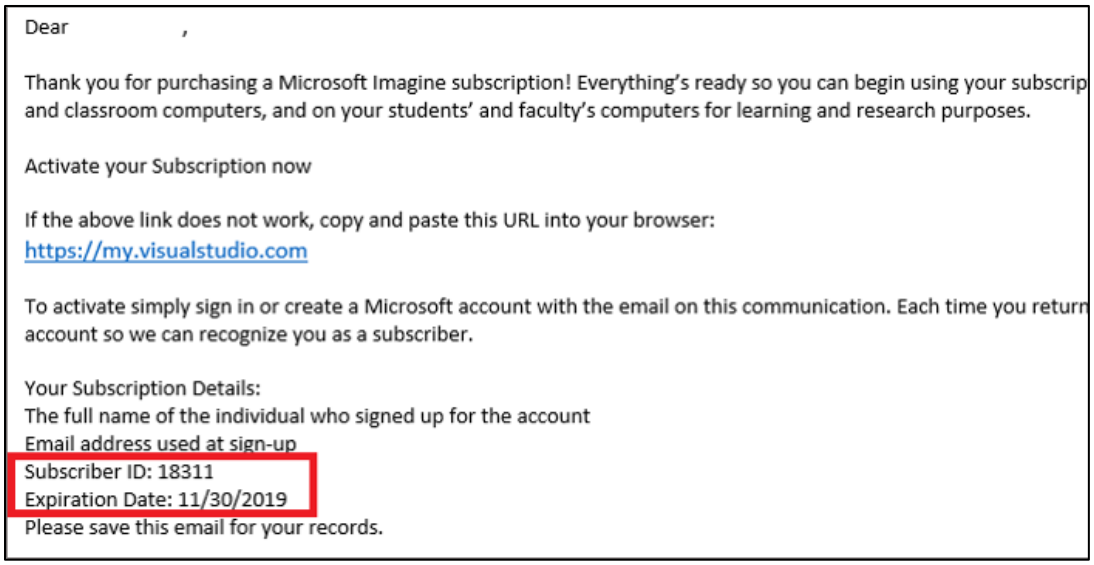
- The Subscriptions tab on your WebStore (visible to administrators only)



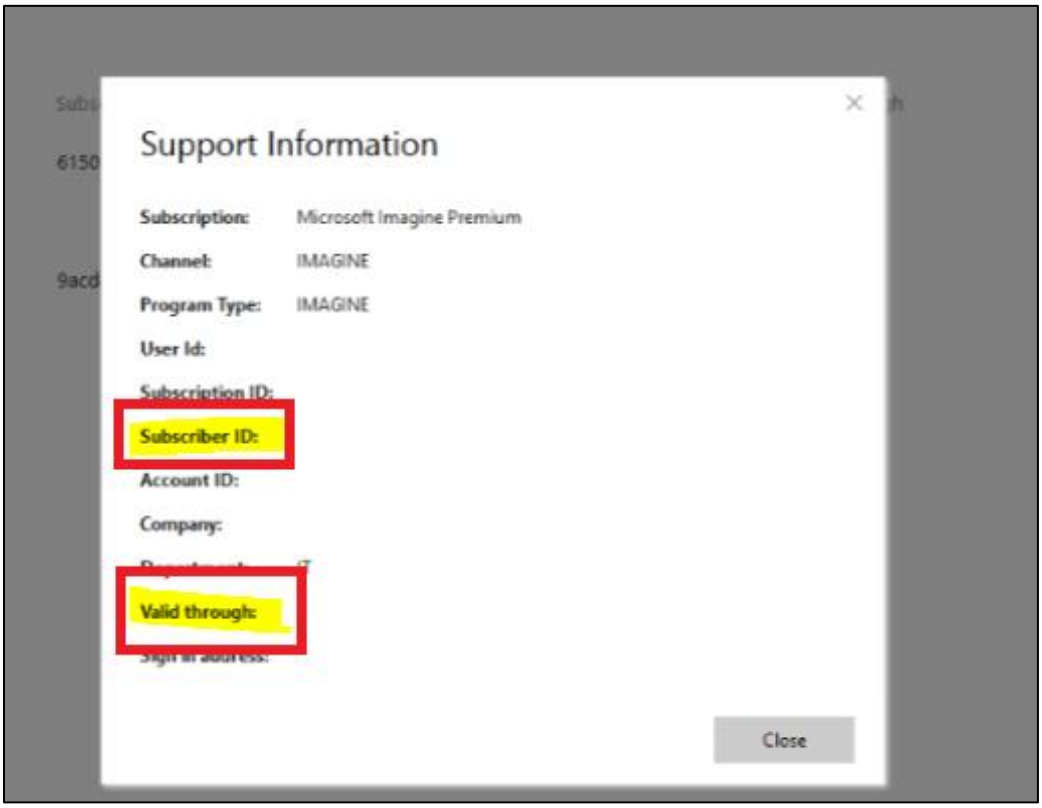
- The Agreements page of the Administration site (click on an agreement to see details)



- The Welcome email you received when your subscription was activated



- At the Visual Studio Subscription Portal, as described below.
    i. Click **Access your Visual Studio subscription**.
    ii. Sign in with your Microsoft Account (formerly known as a Windows Live ID).
    iii. Click the **Subscriptions** tab (see the black bar at the top of the screen).
    iv. Click on **Support Information** (right side of screen).



For support, contact the Subscription Team.

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How do I renew my subscription?

The Program Administrator (PA) associated with your subscription is responsible for renewing your subscription. The procedure below must be performed by that individual.

To renew a Microsoft Imagine subscription:

1. Go to the Microsoft Imagine Enrollment Page.
2. Click the **Enroll or renew** button to renew your subscription.
3. Select the option:
    - If your subscription expired **more than 30 days ago,** select "**Yes**".
    - If your subscription is still in the **30-day grace period,** select "**No, I am renewing a subscription**."

4. Follow on-screen instructions to renew your subscription. You will be required to provide the following information.
    - The first and last name of the PA associated with your account (i.e. the individual to whom your subscription was issued)
    - Your Microsoft Imagine subscriber ID number (see: Where can I find my subscriber ID, expiration date, and other subscription information?)
    - Your school's complete contact information and full (unabbreviated) name.
    - Your subscription type (Standard or Premium, one-year or three-year)

For support with your subscription information, contact the Subscription Team.

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What happens after I renew my subscription or obtain a new one?

You are able to renew your Microsoft Imagine subscription for up to 30 days after it expires. After that, you will need to obtain a new subscription instead.

If you renew within 30 days of your subscription expiry date:

Your subscriber ID number will remain the same. Your WebStore will be automatically updated with your new subscription information. No further action on your part is required. Typical renewal processing time is 10 business days.

If you need to obtain a new subscription:

You will be issued a new subscriber ID number by email. When you receive that email, contact the WebStore Team with your new subscription information to have your WebStore reactivated.

For support with your subscription renewal process or status, contact the Subscription Team.

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When should I renew my subscription?

We recommend that you renew your subscription shortly before its expiration date or within the 30-day grace period that follows. You will be notified by email when your subscription expiration date is near.

For instructions on how to locate your expiration date, see: Where can I find my subscriber ID, expiration date, and other subscription Information?

For support with your subscription renewal process or status, contact the Subscription Team.

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What happens when my subscription expires?

On the day your subscription expires: A 30-day "grace period" begins.

During the 30-day grace period: The WebStore remains fully functional, and the subscription can be renewed at any time (see: How do I Renew my Microsoft Imagine Subscription?).

After the 30-day grace period: If your subscription still has not been renewed, then all Microsoft Imagine products are removed from the WebStore. The WebStore remains accessible, and users can still re-download old orders, but no new orders for Microsoft Imagine software can be placed until a *new* subscription is obtained from Microsoft and associated with the WebStore.

For support with your subscription renewal process or status, contact the Subscription Team.

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How do I redeem a free VLA Benefit subscription?

Some Microsoft Volume License Agreement (VLA) such as Campus Agreement, School Agreement, EES, OVS-ES offer Microsoft Imagine subscriptions as a benefit, but they are *not automatically activated*.

To activate a Microsoft Imagine subscription as an academic VLA benefit, visit the Microsoft Imagine Enrollment Page. You will be prompted to supply the promo code from the Welcome email you received when your VLA was issued.

Note that an individual Microsoft Imagine Premium subscription is required for each eligible STEM department.

For support with your VLA promo code, contact your Microsoft VLA account manager.

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Are my Microsoft Imagine subscriptions automatically renewed when I renew my Academic VLA?

No. Although Microsoft Imagine subscriptions are offered as a benefit through some Volume License Agreements (VLAs), the programs are handled separately. After renewing your VLA, you will still need to renew your Microsoft Imagine subscription(s) (see: How do I renew my subscription?).

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What roles and responsibilities are associated with my subscription?

The two most important roles associated with your Microsoft Imagine subscription are **Program Administrators (PAs)** and **WebStore Administrators (WAs)**.

Both PA and WA roles have the same rights/functions. The only difference is that PA can assign the WA administrative role with full admin rights to another user, whereas the WA can only assign roles with limited rights to other users to assist with user imports and user verification configurations

Their respective abilities and responsibilities are summarized below.

Program Administrators:

- Responsible for renewing Microsoft Imagine subscriptions (see: How do I renew my subscription?)
- Responsible for keeping the administrator name and contact information on your subscription, up to date
- Able to access subscription information through the Visual Studio Subscription Portal. For support, contact the Microsoft Imagine Subscription Team.
- Able to access the Subscriber Downloads Portal. For support, contact the Subscriber Downloads Team.
- Able to appoint additional administrative users, including a WA. For support, contact the WebStore Team.

WebStore Administrators:

- Responsible for general WebStore management, including ensuring only eligible users have access to software based on the type of subscription acquired.

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Products

What products are included in the Microsoft Imagine catalog?

A list of products currently included in the Microsoft Imagine Premium and Microsoft Imagine Standard catalogs can be viewed at the Microsoft Imagine Enrollment Page.

Typically, two versions of each product are offered – the most current version and the second-latest version. This approach is intended to foster student success by ensuring that they become experienced with the most advanced versions of the technologies at use in today's workplace.

Note: Microsoft Office is not included in any Microsoft Imagine program.

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Do students get unlimited usage of Microsoft Imagine products?

Eligible students can install Microsoft Imagine software on their personal computers and enjoy unlimited usage for the purpose of furthering their learning and research efforts.

Students are not entitled to use Microsoft Imagine software for purposes of commercial profit (e.g. starting a business). The only exception is that students are permitted to use the software to develop games and applications for sale on the Windows Store.

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Our computer lab is used by students from several departments. Can we install the Microsoft Imagine Premium software on the lab computers and allow it to be used by students from other departments?

Yes. One of the goals of the Microsoft Imagine program is to make software available to students to experiment with in a laboratory setting. Even if a member department shares a lab with another department, the software may be installed on lab computers and made accessible to any student wishing to use the computers. Be aware that member departments do not have the legal right to install the software on lab computers not affiliated with the member department. Additionally, only students who are taking at least one credit class in the member department would have the right to install the program software on their personal computers.

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Are computer-lab support staff eligible to install Microsoft Imagine software on their personal computers?

Yes. Support staff whose responsibilities include maintaining computer labs are eligible to install Microsoft Imagine software on their personal computers for evaluation purposes only.

Note: "Staff" is defined in the license amendment as: "any personnel duly engaged by the qualified educational user to teach or instruct students and/or conduct non-commercial research."

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Where can I find software that is no longer available on my WebStore?

An extended list of free software available to students can be accessed through the Microsoft Download Center.

Older versions of software that has been removed from your WebStore can be found at the Subscriber Downloads website, accessible by Program Administrators only.

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When will new software become available on my WebStore?

We strive to make new software available as soon as possible after it is released to the public.

What languages are Microsoft Imagine products offered in?

By default, products are offered through your WebStore in the language that you requested your WebStore to be configured (providing the products are available in those languages). Administrators can configure additional software languages through the ELMS Administration site (go to: **WebStore » Languages » Offering Languages**).

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Are product keys distributed with all software?

Not all products require users to enter a product key. Some software is distributed with the key embedded directly in the bits users download.

When a product key is distributed separately from the bits, it is displayed on the user's order receipt.

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One of my users ordered the wrong product. How can I help?

Administrators have the ability to authorize returns on orders at their discretion. See the Administration Help topics for more information.

Where can I get product-related technical support?

In select Microsoft forums, Microsoft Imagine administrators are given priority technical support. With this benefit, a Microsoft engineer will respond to any inquiry you make within two business days.

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