

Enterprise Learning Subscription (ELS) from VMware Learning

Customer FAQ

Enterprise Learning Subscription (ELS)

Q. What is the Enterprise Learning Subscription (ELS)?

A. VMware Customer Connect Learning™ is your single source for digital training from VMware, accessible 24/7. The top enterprise-level subscription is called ELS and is designed specifically for IT organizations with minimum of 5 users. It is an ideal learning solution for globally dispersed teams with varied skill levels and includes certification exam vouchers for each user.

Q. What is included in the ELS subscription?

A. The Enterprise Learning Subscription includes access to all available content within Connect Learning including, but not limited to: videos, Lab Connect™, certification exam guides and our full [On Demand course list](#).

Q. Which VMware products does the subscription cover?

A. The ELS subscription includes content across all of VMware's products and 5 key solution areas: Multi-Cloud, Anywhere Workspace, Cloud Networking, Intrinsic Security and App Modernization.

Certification

Q. Will the subscription come with VMware Certification vouchers?

A. Yes, each user will receive 2 exam vouchers each year of the term of subscription.

- 1-year term – 2 Certification Exam Vouchers / user
- 2-year term – 4 Certification Exam Vouchers / user
- 3-year term – 6 Certification Exam Vouchers / user

Each user will receive an email shortly after accepting the subscription invite, and each year therefore for the relevant term. Please allow 24-48 hours for the email to come through and check your junk/spam folders.

Q. Can the exam vouchers be used for any VMware Exam?

A. The exam vouchers will be valid for the VMware Foundation exam and Professional level exams.

Q. If a user is already certified, can they give their exam voucher to a colleague?

A. No, the exam vouchers are non-transferrable and have been issued in the name of the user.

Q. What should I do if I fail my exam?

A. Our exam retake policy can be found [here](#).

Accessing Content

Q. Why is Connect Learning asking me to pay for a course?

A. You are most likely not logged in. Please login to your VMware Learning account and then click on MyEnrollments. Launch the Enterprise Learning Subscription and from the homepage dashboard, search for your class and click enroll.

Q. How long do I have access to my eBook?

A. eBooks will be available for 5 years.

Q. Why is there a 30-day limit for some courses and labs?

A. The 30-day limit helps keep everyone on track with their training, however you can always re-enroll into a course multiple times throughout the life of your subscription.

Important note: You will lose your progress within the course or lab if you need to re-enroll.

Q. When does my subscription start?

A. The subscription begins once VMware has set up the subscription. As soon as the setup is completed, each user will receive an email invitation to login and activate their subscription.

Customer requirements

Q. Who needs to accept the terms and conditions?

A. The customer, customer contract approver or an ELS Coordinator for their subscription, per tiered country will need to accept the terms and conditions.

Q. Who should be the ELS Coordinator?

A. The ELS Coordinator is someone from the customer, typically an I.T. Manager looking after a team. The Coordinator may, or may not, be a user on the ELS.

Q. Will the ELS Coordinator see consumption data via their account?

A. If the ELS coordinator is also a user they will be able to see their personal usage within Connect Learning. They will not be able to see other user's consumption from their account.

Subscription Operations

Q. Where should I report an issue with login or course performance?

A. Some On Demand courses provide a Help function and/or Live Chat. Additional assistance is available by utilizing the Virtual Assistant "Ava" typically found at the bottom right when logged into Customer Connect Learning. "Ava" will attempt to answer your questions and, if not successful, you can choose to have a Support ticket created which will be routed to the VMware team who can assist.

Q. How many users do I need to purchase for an ELS?

A. An ELS subscription requires purchase of a minimum of 5 users.

Q. Is it possible to extend a subscription?

A. Subscriptions may not be extended unless there is an extenuating circumstance.

Q. Can we swap out named users mid-way through our subscription?

A. Yes, with VMware's review and approval. The ELS coordinator should send the request through the Virtual Assistant and indicate the reason for the

requested change. A ticket will be created and routed to appropriate VMware teams for review and approval.

Additional FAQs:

- Certifications and exams can be found [here](#).
- Customer Connect Learning can be found [here](#).