

What is the Home Use Program (HUP)?

Home Use Program (HUP) is a Software Assurance benefit, available as part of Microsoft Volume Licensing Program. Through this benefit, you can provide licensed employees access to a single license of Microsoft Office Professional Plus 2013 or Office for Mac 2011 (not both). Additionally, if part of the Enterprise Agreement, employees may purchase one each of the other products available from the online store, usually Project or Visio.

What is Software Assurance?

Software Assurance ensures that organizations have access to the latest Microsoft software and provides a range of benefits delivering productivity enhancements, support, tools and training. Home Use Program is one of the productivity-enhancing benefits of Software Assurance.

What are the features / programs available?

Qualified employees who are licensed at work can obtain a licensed copy of select Microsoft software:

Qualifying Desktop Application	Corresponding Home Use Program License
Office Standard 2010/2013 Office Professional Plus 2010/2013 Office for Mac 2008 / Office for Mac Standard 2011	Office Professional Plus 2013 HUP or Office for Mac Home & Business 2011 HUP
Access 2010/2013 Excel 2010/2013 PowerPoint 2010/2013 InfoPath 2010/2013 OneNote 2010/2013 Outlook 2010/2013 Publisher 2010/2013 Word 2010/2013	Office Professional Plus 2013 HUP or Office for Mac Home & Business 2011 HUP
Visio Standard 2010/2013 Visio Professional 2010/2013	Visio Professional 2013 HUP
Project Standard 2010/2013 Project Professional 2010/2013	Project Professional 2013 HUP

**Home Use Program software availability varies by region, offering and language.*

For more information, including information on the future availability of additional Home Use Program software, please refer to <http://www.microsoft.com/licensing>.

*** Note to Campus and School Agreement and Open Value Subscription-Education Solutions customers: Please refer to your CASA agreement (3.5 or greater) or OVS-ES agreement for additional program specific rules.*

**** Note that SharePoint Designer is now a free product available for download from this link <http://www.microsoft.com/spd>*

How many installations are allowed by HUP software?

For each product sold through HUP, one installation on a primary device and one installation on another device (example: a laptop) are allowed.

Why should my organization take advantage of this benefit?

When employees can use the same Microsoft Office software at home that they use at the office, it can boost employee productivity, skills; enhance job satisfaction while helping maximize the return on your software investment.

What is my organization's responsibility under the Home Use Program?

Volume Licensing customers are not responsible for their individual employees' compliance with Microsoft Software License Terms (MSLT) for software that employees acquire through Home Use Program. Those terms are between Microsoft and the individual employees. However, Microsoft does require that you limit Home Use Program access to eligible employees and that you inform employees when they should discontinue use to the software, for example if your Software Assurance coverage ends or an employee leaves your employment.

Where can I find terms for the program?

[Home Use Program Terms and Conditions](#)

What do I need to do to offer the Home Use Program to my employees?

- 1) Have the Benefits Administrator for your Microsoft Volume Licensing contract activate the Home Use Program on the [Microsoft Volume Licensing Service Center \(VLSC\) Website](#)
- 2) After the benefit has been activated, the Benefit Administrator will input the eligible company email domains and receive a HUP program code
- 3) Use [HUP Marketing Portal](#) to create communications to notify employees
- 4) Provide employees their program code and send them to [Home Use Program Site](#) to purchase!

Is there a way for my organization to purchase HUP software on behalf of eligible employees?

Yes. If you are ordering at least 20 units, you can use the Digital Bulk Order option to purchase on behalf of your employees. To help ensure proper authorization, your Benefits Administrator must place the order and pay through credit card, PO or wire transfer. Only eligible benefit administrators are eligible to purchase in bulk. Orders can be placed through the bulk order purchase site: [MyDBO Site](#) or contact hupbulk@digitalriver.com.

How can I make HUP available to employees without a corporate email address?

When placing a Digital Bulk Order, Benefit Administrators can provide the email address that your employee wants to be recognized by the site to allow them to redeem for a license. The domain of their email address does not have to be listed in VLSC.

Ordering

What product changes will take place when Office Pro Plus 2013 is available?

Office Professional Plus 2010	upgrades to:	Office Professional Plus 2013
Visio Premium 2010	upgrades to:	Visio Premium 2013
Project Professional 2010	upgrades to:	Project Professional 2013
Office Language Pack 2010	upgrades to:	Office Language Pack 2013
Office for Mac 2011	no upgrade:	TBD

How do employees purchase from the program?

- 1) Send communication or collateral from [HUP Marketing Portal](#) to notify employees
- 2) Include the Program Code for your company (form MVLS) in your communication
- 3) Direct them to [Home Use Program Site](#) and the employee:
 - a) Enters their work email and program code
 - b) Receives an email to enter the store
 - c) Adds the products they want to their shopping cart
 - d) Checkout and downloads the products at home

What is the cost of the Home Use Program software?

Employees pay \$9.95 for the license and download for each product available. Prices may vary outside of United States.

What payment options are available?

In addition to credit cards, local payment options will be available depending on the location. For bulk orders - credit card, PO or wire transfer may be used.

Can employees buy more than one licensed copy of any application?

No. The program only permits the purchase of either Microsoft Office Professional Plus 2013 or Office for Mac 2011 (not both) and one of each other product available on the HUP site.

Will tax be charged on Home Use Program orders?

In the United States, local sales tax will be applied to all orders in WA, CA, and MN. In the European Union, VAT is included in the price displayed on the site.

How long will the delivery of my order take?

The license and download are available immediately following purchase. If back-up media (DVD's) are included, delivery will take 3 – 4 weeks.

Why can't I order a particular application through the Home Use Program?

The Home Use Program only includes products for which your company has licenses with active Software Assurance. There are also restrictions on the number of Home Use Program licenses that may be purchased by employees.

Software Use

Is HUP software a fully- licensed product or is there an expiration date?

There is no specific expiration date to the Home Use Program license. If the company discontinues its Software Assurance coverage or the employee leaves the company, the license terminates and the employee should discontinue use of the software. The company should notify employees if any of these conditions apply.

Will there be another fee to upgrade in the future?

As long as the company is a Software Assurance customer, eligible employees are allowed to upgrade to the latest version of the Microsoft Office software available. Yes, employees will need to purchase – they can visit [Home Use Program Site](#), select the appropriate software and complete their transaction.

Can employees purchase a copy for relatives or friends?

No. The Home Use Program entitles each qualified employee to a single license of a qualifying Microsoft software program, to be installed on the employee's home computer.

Can I get more than one copy or install the application on multiple computers?

Although employees cannot purchase more than one license, it does allow for 2 installations – one installation on a primary device and one installation on another device (example: a laptop) are allowed.

Can the software obtained through the Home Use Program be given away?

No. The software may not be given away. The Home Use Program license extends only to the qualified employee, and may not be given away or sold.

Is the Home Use Program licensed software eligible for rebate or offers?

No. Software purchased through the Microsoft Home Use Program may not be combined with any promotions.

Customer Support

Who should I contact if I have questions about the Home Use Program?

Information is available on the Microsoft Volume Licensing Web site:

[Microsoft Volume Licensing Service Center \(VLSC\) Website](#)

What additional support is available?

Employees purchasing Home Use Program software are entitled to the same support options as other Microsoft customers purchasing software for home use, including free access to resources and newsgroups on the microsoft.com Web site, and pay-per-use e-mail and telephone support.

Site/Purchase Questions: Click through the "Customer Support" link at the bottom of the store.

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*Microsoft Technical Support: **The latest support, installation and activation topics.***

*Microsoft Office "Help and How-To": **Support to use your software after installation.***

Software Installation Issues: If the above support resources do not resolve the issues, a 90-day no-charge telephone support (beginning the date of your first call) is available in the US by calling (800) MICROSOFT.

Do I have to pay again if my computer crashes or is reformatted, or will I be able to reinstall the originally purchased application?

The product key and download link are available in your order confirmation email. If you would like to buy a backup DVD, [Click here](#) to resend your welcome mail that will allow you to re-enter the store.

Or, you may purchase via "Order History"

- a. Sign back into the store and click on the "Order History" link (upper right).
- b. Click "View Details" link – this will redirect you to the Thank You Page.
- c. Click on the "Download Now" or "Install Now" button.
- d. Your download will begin.

Please note that you may only re-download or buy additional products if the Software Assurance agreement is still valid and you are an active employee of the company.