

Order Process for Microsoft Network Partners: Microsoft Official Courseware and Microsoft Labs Online

Supporting Videos

Purchase dMOC + MLO <https://youtu.be/08HKwkDTifM>

Redeem dMOC in Skillpipe: <https://youtu.be/aEVSkS-XPz0>

How to access Microsoft Labs Online (MLO) <https://youtu.be/CFI4x6Vtcmg>

How to get started

Request account access to Courseware Marketplace:

Please allow 24-48 hours for account creation.

If you do not currently have an account, or if you need assistance with your account, please contact the RSC for your region to request a new account: <https://shop.courseware-marketplace.com/shop/en-GB/Content/Contact>.

US Contact: 1.855.507.6283 Email: nacourseware@arvato.com

The RSC will require the following information to create an account:

- Contact Name
- Contact Email
- Contact Phone Number
- Contact Address (that matches your MPN account)
- Microsoft Partner Location ID

Place your order for Microsoft Official Courseware – digital format (dMOC) and Microsoft Labs Online (MLO) on Courseware Marketplace: www.courseware-marketplace.com.

Special Notes:

- dMOC may be ordered as a stand-alone product, but **MLO must be ordered in conjunction with dMOC**, therefore the following pages demonstrates how to place an order for dMOC + MLO together
- You will need an MCT ID to complete a purchase for dMOC + MLO
- Digital MOC has great benefits!
 - Fresh Editions –access to all versions of the course, including upcoming releases!
 - Take notes directly in your course
 - Full text search
 - Apps available for offline reading
- Payment methods available: Credit Card and prepayment via check or wire transfer

Order Process Overview

Option 1: Purchase the exact dMOC + MLO that you need.

Choose this method if you have funds available now and know exactly which course you wish to obtain. Required steps:

1. Purchase licenses for dMOC + MLO on www.courseware-marketplace.com/
[Click here for detailed steps](#)
2. Redeem licenses for dMOC at www.Skillpipe.com
[Click here for detailed steps](#)
3. Visit lab hoster to access MLO
[Click here for additional details](#)

Option 2: Purchase Product Vouchers to exchange for dMOC + MLO at a later date.

Choose this method if you have funds available for training that must be allocated to training, but you are not sure which course you need. Purchase Product Vouchers today and redeem within six months for the exact course you need (only redeemable for digital MOC). Required steps:

1. Purchase Product Vouchers for dMOC + MLO on www.courseware-marketplace.com
[Click here for detailed steps](#)
2. Redeem Product Vouchers for dMOC + MLO licenses, within six months, on www.Courseware-Marketplace.com
[Click here for detailed steps](#)
3. Retrieve and redeem licenses for dMOC at www.Skillpipe.com
[Click here for detailed steps](#)
4. Visit lab hoster to access MLO
[Click here for additional details](#)

Place an order for dMOC + MLO

Choose this purchase method if you have funds available now and know exactly which course you wish to obtain.

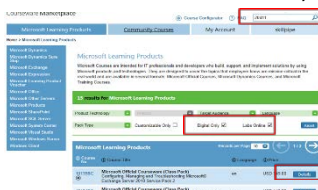
This process requires three steps:

1. [Place an order for dMOC and MLO](#)
2. [Retrieve and redeem your license for dMOC in Skillpipe \(e-reading tool\)](#)
3. [Activate your license for MLO with the lab hoster](#)

Special Note: You will need an MCT ID to complete the purchase steps below

Purchase dMOC + MLO

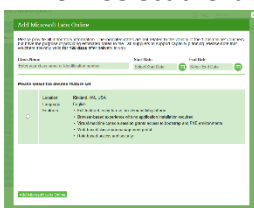
- Navigate to www.courseware-marketplace.com and login
- Click “Microsoft Learning Products”
- Check the box next to “Digital Only” to see all available dMOC
- Check the box next to “Labs Online” to see all available MLO
- Alternately, search for a specific course, using the search box at the top right of the screen
- Once the course is found, click “Details”



- Select the radial button for “Digital only”
- Select the check box for “Microsoft Labs Online”
- Click “Add to Cart”

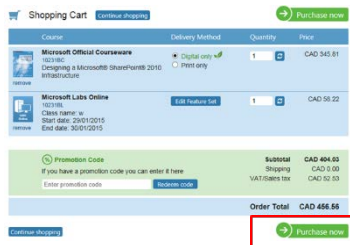


- In the pop-up window, enter the details that apply to the MLO:
 - Class Name (You will reference this class name in the Lab hoster’s system)
 - The start and end dates of the class (this is to allow load planning for the Lab hoster, date can be changed with the hoster at any time)
 - Select the lab hoster

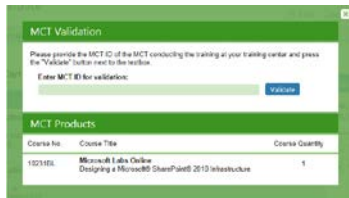


- Click “Add Microsoft Labs Online”

- Navigate to shopping cart by clicking the “Shopping Cart” at the top of the screen.
- Ensure the cart contains all required items
- Adjust quantity if necessary (MLO quantity can be equal to or less than total number of dMOC)
- Click “Purchase now”



Enter the MCT ID in the overlay box and click “Validate”.



- Once validated, continue with the purchase process
- At the end of the purchase process a Confirmation Screen is displayed and an email containing the order details is sent

Next steps:

- [Retrieve and redeem your license for dMOC in Skillpipe \(e-reading tool\)](#)
- [Activate your license for MLO with the lab hoster](#)

Purchase Product Vouchers to exchange for dMOC + MLO at a later date

Choose this purchase method if you have funds available for training that must be allocated to training, but you are not sure which course you need. Purchase Product Vouchers today and redeem within six months for the exact course you need.

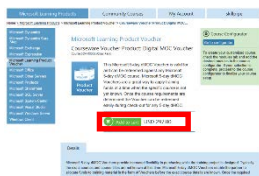
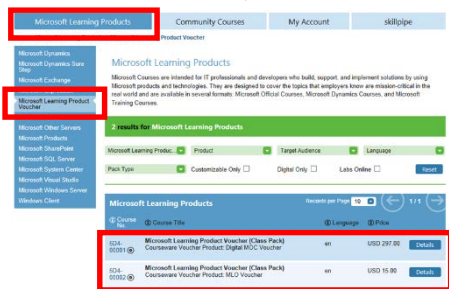
This process requires four steps:

1. [Place an order for Microsoft Product Voucher for dMOC and MLO](#)
2. [Exchange the Product Voucher for dMOC & MLO licenses within six months](#)
3. [Retrieve and redeem your license for dMOC in Skillpipe \(e-reading tool\)](#)
4. [Activate your license for MLO with the lab hoster](#)

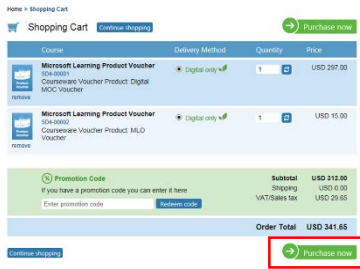
Special Note: You will need an MCT ID to complete the purchase steps below

Place an order for Microsoft Product Voucher for dMOC and MLO

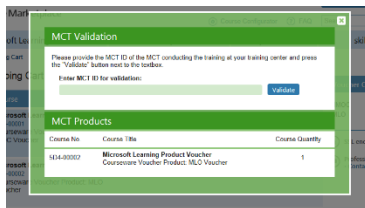
- Select “Microsoft Learning Products” in the top menu
- Select “Microsoft Learning Product Voucher” from the side menu
- Microsoft Product Voucher SKUs are displayed
- Click “Details” to view additional information and add to cart
- Add both “Courseware Voucher Product: Digital MOC Voucher” & “Courseware Voucher Product: MLO Voucher” to cart
 - Click Details, for each item and add to cart



- Click on “shopping Cart”, top left corner to complete your purchase
- Adjust quantities, as needed
- Click “Purchase now” button which will trigger validation of MCT ID



- In the pop-up window, enter a valid MCT ID



- Upon validation, the purchase process will continue
- Continue through the purchase process to the confirmation screen.
- Upon completion of the order, an order confirmation email is sent, summarizing the order details
- You now have credits in your account that you may exchange for courseware **within six months (credits expire six months from purchase date, see below for redemption steps)**

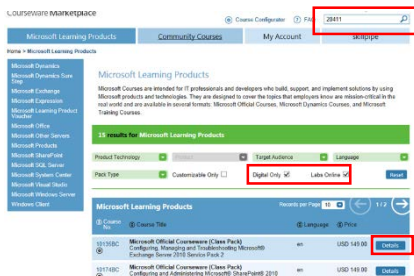
Next steps:

- [Exchange your product vouchers for dMOC and MLO licenses](#)

Exchange the Product Vouchers for dMOC & MLO licenses

Product vouchers are valid for six months from date of purchase.

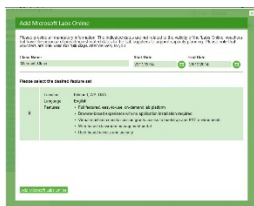
- Click “Microsoft Learning Products”
- Check the boxes next to “Labs Online” and “Digital Only” to see all MOC available for product voucher redemption
- Alternately, search for a specific course, using the search box at the top right of the screen.
- Once the course is found, click “Details”



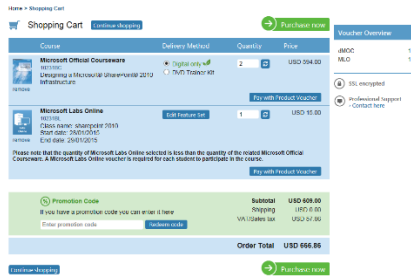
- Select the radial button for “Digital only”
- Select the check box for “Microsoft Labs Online”
- Click “Add to Cart”



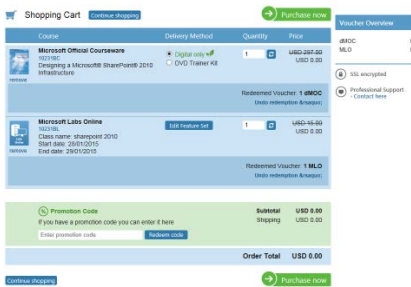
- In the pop up window, enter the details that apply to the lab:
 - Class Name (you will reference this class name in the lab hoster’s system)
 - The start and end dates of the class (this is to allow load planning for the Lab hoster, date can be changed with the hoster at any time)
 - Select the lab hoster



- Click “Add Microsoft Labs Online”
- Navigate to shopping cart by clicking the “Shopping Cart” at the top of the screen.
- Ensure the cart contains all required items
- Adjust quantity if necessary (MLO quantity can be equal to or less than total number of dMOC)
- Click “Pay with Product Voucher” for both the dMOC and the MLO



- System will adjust the price
- If there are not enough vouchers to cover the full quantity, you will have the ability to pay any remaining balance with a credit card, wire transfer or check



- Click “Purchase now” to complete the purchase process
- Upon Order Confirmation, licenses for dMOC are delivered to your Courseware Marketplace account and to the lab hoster directly

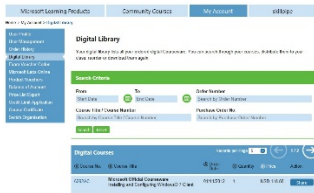
Next steps:

- [Retrieve and redeem your license for dMOC in Skillpipe \(e-reading tool\)](#)
- [Activate your license for MLO with the lab hoster](#)

Retrieve and redeem your license for dMOC in Skillpipe

Retrieve your digital license for dMOC

- Navigate to “My Account” Click “Digital Library”
- Find the course and click “Share”

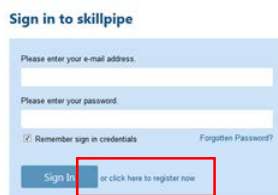


- A new tab will open and you will navigate to the Management Dashboard. From here you can share the licenses.
- Click “PDF” to print a PDF version of the license and Skillpipe instructions – use this to hand to your student in the classroom or attach to an email.
- Click “Email” to send the license and Skillpipe instructions via email, direct to the student. License Status definitions:
 - **New:** new, unused license
 - **Mail sent:** email was sent to the student (populates with email address used)
 - **Printed:** PDF copy of license was printed
 - **Redeemed:** student redeemed the license, email displayed is the email the student used to register on Skillpipe



Create an account on Skillpipe.com

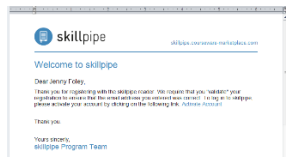
- Navigate to <https://skillpipe.com/> and click “click here to register now”.



- Use an email address that you can access now. You will receive a confirmation email and you must open this email and click the link to confirm your registration.



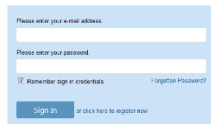
- Complete all fields and click “Register”.
- Navigate to your email and look for the registration email.



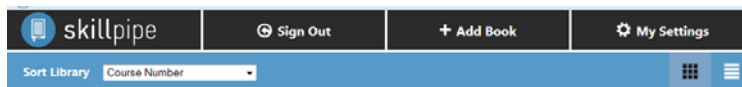
- Cannot access your email account? Please register again with a different email address.
- Did not receive the activation email?
 - Check your junk email folder.
 - Try to register again to confirm email address was typed correctly.
 - Contact customer support: click “Contact us” to find the RSC for your region.

Redeem your digital license for dMOC

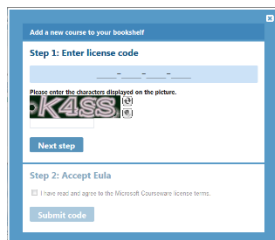
- Once your account is active, sign into Skillpipe.



- To redeem your license, click “+Add Book”.



- In the window that opens, enter the license and follow the prompts.



- The Skillpipe Evaluation Course is instantly available.
- Click on the course and click “Read Online” to open in your current browser.



To read via an App: navigate to Skillpipe.com, from the browser on your device. Click on the course and click “Download”. You must download the book from the browser before you can open the book with an app. To download an app, navigate to the login screen for Skillpipe.com, click “Download now” and choose the app for your device. Apps are available for computers or tablets running the following: Vista, Win 7, Win 8, and Android. iOS app coming soon! Phones not currently supported.

Activate your license for MLO with the lab hoster

Your licenses for MLO are available directly with the lab hoster. To find the lab hoster details, navigate to “My Account” and select “Microsoft Labs Online”. Click the “view Info” button to find the contact details for your lab hoster. For any additional assistance with MLO, please contact the lab hoster directly.

