

Business Administration Center Frequently Asked Questions

1. What is the new reporting that is being launched?
   1. Based on customer feedback, Microsoft Learning has created reporting for the Microsoft E-Learning subscriptions acquired through the Microsoft Volume License program .This new reporting does not include any information on the other Microsoft Learning Solutions products, including E-Reference products, or the Microsoft Certified Professional (MCP) program.
2. Who has access to the new reporting?
   1. Any individual who is designated as an Admin **or** who is designated as a User, User + VLK, or Benefit and Online Service Admin Only with Software Assurance or Online Services Administration access, and has a Volume License agreement associated with their Windows Live™ ID on the Microsoft Volume Licensing Services (MVLS) Web site - <https://licensing.microsoft.com/eLicense/L1033/default.asp>. In order to find out which agreement(s) you have access to, you may login to the MVLS Web site and click on ‘Agreements’ under Resources on the left navigation bar. If you do not see an agreement available to you, you will need to request access to the necessary agreement(s) for your organization. If you have issues, you may contact Support/Feedback found under Help on the left navigation bar on the MVLS Web site (<https://licensing.microsoft.com/eLicense/L1033/Overview.asp>).
3. How do I get access to agreement MVLS if I do not already have access?
   1. You need to request access from your company administrator. You can find information on the MVLS Web site and how to request access here: <https://licensing.microsoft.com/eLicense/L1033/SiteUserGuide.asp>. You can also select the ‘Request Agreement Access’ under the Resources section on the left navigation pane after you are logged on to the MVLS Web site.
4. Where can I access the E-Learning subscription/benefits reporting?
   1. You can access the reporting on the following Web site: <https://bac.microsoft.com>. In addition, you can find links within the MVLS Web site by first logging on to the MVLS Web site: <https://licensing.microsoft.com/eLicense/L1033/default.asp>. You will see a link on the right-hand side under Licensing Highlights.
5. What data is included in the new reporting?

There are three types of reports to which you will have access: Assessment Activity reports, Course Activity reports, and Login Activity reports. The reports will have information such as the following:

* + ***Assessment Activity Report*** – A report on an assessment associated with a particular E-Learning course, including but not limited to start date, completion date, score, and date and time of the attempt of assessment.
  + ***Course Activity Report*** – A report showing the progress associated with a particular E-Learning course, including but not limited to course title, topics completed, date and time the course was accessed, and date and time the course was completed.
  + ***Login Activity Report*** – A report showing date logged on, time (in minutes) logged on, and first and last logon.

\*\*NOTE: For all the reports, no name or e-mail address will appear in the report until the individual has accepted the Data Sharing Notice. If the Data Sharing Notice has not been accepted, reports will show all the appropriate information without any names or e-mail addresses associated with them.

1. I do not see any reporting specific to my employees. How do I get this resolved?
   1. Until **your employee has accepted the Data Sharing Notice,** you will only be able to see data on the E-Learning courses being taken, but not associated with the employee taking the course. Due to privacy laws, we are only able to provide data associated with your employees after they have agreed to allow you to see this data. For employees who have already activated an E-Learning subscription, they will not be required to accept this data- sharing notice in order to continue to use their subscription. For those employees who activate a new subscription, they will be required to accept the Data Sharing Notice, or they will not have the ability to access an E-Learning subscription.
2. What is the Data Sharing Notice?
   1. The Data Sharing Notice is an agreement that each Volume Licensing or Software Assurance E-Learning subscription user must accept prior to activating an E-Learning subscription. This notice complies with privacy laws. The following is the language found in the Data Sharing Notice:

*I agree that Microsoft may share with my employer my E-Learning usage data for any Microsoft online training I access from this point forward or have accessed through my employer’s current license agreement(s). I understand that my employer is providing me with the use of the E-Learning subscriptions in conjunction with these agreements and that by agreeing to share my usage data, I am allowing my employer to view reports on my progress and activity in these online training materials.*

1. My E-Learning subscription has expired. How long will I be able to see the reporting?
   1. Reporting will remain available for any records that are up to five years old, but no earlier than 2005.
2. I am having trouble accessing the reporting. How can I get this resolved?
   1. In order to access reporting, you must have an agreement associated with your Windows Live ID on the Microsoft Volume Licensing Services (MVLS) Web site: <https://licensing.microsoft.com/eLicense/L1033/default.asp>. In addition, you must have the status of Admin **or** you must have the status of User, User + VLK, or Benefit and Online Service Admin Only with Administration privileges for Software Assurance Benefit and/or Online Services. In order to find out which agreement(s) you have access to, you can log on to the MVLS Web site and click Agreements under Resources in the left navigation bar. If you do not see an agreement available to you, you will need to request access to the necessary agreement(s) for your organization. If you have issues, you can contact Support/Feedback found under Help in the left navigation bar on the MVLS Web site (<https://licensing.microsoft.com/eLicense/L1033/contactus.asp>).
3. I am receiving reporting data for people who are no longer in my organization. How can I have their information removed?
   1. Since the employee was part of your organization at one time, reporting will remain available for historical reporting purposes. We will not be able to remove specific user data from the reports. If an employee was assigned an E-Learning Library subscription but subsequently left your organization and you would like to reassign it to another user during the subscription period, you can submit the request via the MVLS Support Center (<https://licensing.microsoft.com/eLicense/L1033/contactus.asp>).
4. I would like to provide access to the reporting to other individuals in my organization. How can I provide them access?
   1. You can grant access to the reports by adding a user to the MVLS Web site as a Software Assurance Benefits Administrator and/or an Online Services Subscription Contact. In order to provide access to another user, you must first log on to the MVLS Web site and then select Manage User Access under the Administration section in the left navigation bar. You will then have the option to invite a new user by selecting Invite New User. Enter the appropriate e-mail address for the new user, and select the appropriate language for the user to receive the invitation and any special note, and then click Send.
5. Can I export the reports?
   1. You can export the reports in a CSV, Excel 2003(XLS), or Excel 2007 (XLSX) format.
6. Can I export this information into my Learning Management System (LMS)?
   1. The reports can be downloaded in XLS, XLSX, or CSV format. You can import this information into your LMS to update your employee records. Check with your LMS administrator or your LMS vendor for assistance.
7. How do I create a report?
   1. Please reference the Quick Start Guide on the Web site: <https://bac.microsoft.com>/
8. How often is the reporting updated?
   1. Once a report request is submitted, the data provided is the most current data at the time of the request. Keep in mind that there are time delays in reporting that may occur due to a few issues, such as:
      * + Time delay between the report request and the report output, during which time a user may have accessed their E-Learning course(s) (which may not be included in the report).
        + The E-Learning course subscription activation request. This is the process in which the subscription is activated and a code(s) generated to provide to your employees. In addition, there may be a short time delay between when the codes are created and when they are available for reporting.
        + The E-Learning course subscription code(s) may have been distributed to employees, but the employees have not activated the codes or logged on to their E-Learning course subscription.

If you think your reports are still invalid, you can contact the MVLS Support Center (<https://licensing.microsoft.com/eLicense/L1033/contactus.asp>) for assistance.

1. The reports and the Web site appear in English only. Can I get reports in another language?
   1. At this time, reports are available in English only. We are exploring the possibility of localizing the reports into other languages but do not have plans for the immediate future.