

# Frequently Asked Questions

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**Subscriber** = The individual end-user (seat).

## Q: What do the subscribers get?

Each subscriber gets access to an individual Digital vBook Library filled with HD video training content on the following topics:

- AutoCAD 2011 Essentials Training
- Civil 3D 2011 Essentials Training
- Revit Architecture 2011 Essentials Training
- Map 2011 Essentials Training
- Inventor 2011 Essentials Training
- Navisworks 2011 Essentials Training
- Google SketchUp (Level 1 and Level 2)
- Google Earth (For Engineers and Surveyors)
- Fundamentals of Coordinate Systems
- Microsoft Word (Introduction, Intermediate and Advanced)
- Microsoft Excel (Introduction, Intermediate and Advanced)
- Microsoft PowerPoint™ (Introduction and Advanced)
- Microsoft Access (Introduction, Intermediate and Advanced)
- Microsoft Outlook (Introduction and Advanced)
- Microsoft Project (Introduction)
- Microsoft SharePoint (Introduction)
- New Features in Windows 7
- Adobe Photoshop (Introduction and Intermediate)
- Adobe Captivate (Introduction)
- Crystal Reports (Introduction)
- Fundamentals of TCP/IP
- Social Media Networking Awareness for Parents

***Please see APPENDIX A for more detailed descriptions of the content mentioned above.***

This package gives each subscriber 25 hours of viewing time (per year of subscription committed to) that can be used to access the content mentioned above.

## Q: How do subscribers access their Digital Libraries?

The subscribers can access their Digital Library as follows:

1. Via desktop and start menu shortcuts. The shortcuts are created by a small executable installer that is automatically sent to the subscribers via email.
2. Via any web browser (on any computer). This means that subscribers can access their Digital Libraries, remotely, from any computer with an internet connection.
3. Via modern smart-phones (iPhones, BlackBerrys, Android phones etc.).

**Note:** Not all content is yet available for all smart-phones.

## Q: How are the Digital Library accounts created?

The subscribers' Digital Library accounts can be created in two different ways:

1. **Via self-registration (by the subscriber).** The subscribers are directed to a registration form. The form allows the subscribers to create their own username and password, and upon completion of the form, the correct vBooks are assigned to their accounts.
2. **By importing from a list.** A representative for the customer (the company's CAD Manager for example) creates and submits an Excel spreadsheet listing all subscribers (First name, Last Name, Username and Password) who are to be set up with Digital Library accounts. This spreadsheet is then imported by U.S. CAD. The import process automatically creates all accounts and assigns the correct vBooks to them.

## Q: How does the self-registration form work?

The registration form asks the subscriber for the following information: First Name, Last Name, Username and Password. Additionally, the registration form can require the subscriber to enter a Registration Code (this is to prevent people who happen to stumble on the registration form from gaining access). **Note:** *There is only one shared Registration Code for the form, i.e. all subscribers use the same code.*

Optionally, a manual validation step can be added to the registration process. This step allows U.S. CAD to validate each registration (i.e. making sure the registrant truly is a paying subscriber) before access to the content is granted. **For this pilot project, we suggest using a Registration Code, but not the additional validation step. Please give us a call if you'd like more information about the manual validation option, or if you have any other questions.**

## Q: How are usernames and passwords communicated?

Subscribers who self-register chose their own usernames and passwords, and a confirmation email is automatically sent upon completion of the registration. Subscribers who are imported from a list are emailed their login credentials upon completion of the import process U.S. CAD's.

## **Q: How are usernames and passwords managed?**

U.S. CAD has full access to all accounts (imported and self-registered). Subscribers can change their own passwords.

## **Q: Can subscribers purchase additional viewing time?**

Yes. Individual subscribers can purchase additional viewing time via U.S. CAD's vBook Store (SRP: \$10.00 per hour).

## **Q: Can subscribers purchase additional content?**

Yes. Individual subscribers can purchase additional vBooks via U.S. CAD's vBook Store.

## **Q: How long do the subscribers have access?**

The subscribers get access to the training content for the same number of years they are on subscription (i.e. a 1-year subscription results in the subscriber getting 25 hours of viewing time to use over the course of a year).

## **Q: What about multiple years of subscription?**

Each year, the subscriber will automatically receive 25 additional hours of viewing time and access to that year's corresponding training content. Effectively, a 3-year subscription is the same as three 1-year subscriptions.