

VMware Learning FAQs

Accepted Payment Methods - North America

Q. What methods of payment are accepted? (United States, Canada, and Mexico)?

A. Accepted payment methods are: Training and Consulting Credits, Payment through Reseller, and Credit Cards. We accept the following credit cards: American Express, Mastercard, Visa, and Discover. All Payments must be made at least 10 business days before the start of the class.

Q. What if I have purchased through a Reseller?

A. Follow the steps in the [linked document](#).

Q. How do I redeem VMware Training and Consulting Credits?

A. VMware Consulting and Training Credits are pre-paid which can be redeemed for any combination of VMware packaged consulting, custom consulting, or training. Credits provide customers with the flexibility to allocate budget for services and use the services when needed. To redeem credits for education classes, follow the standard registration process. When the payment question comes up, select pay with PSO credits. The [Credits Frequently Asked Questions](#) provides step-by-step instruction. More information can be found at <https://www.vmware.com/professional-services.html> or by contacting your local VMware representative.

Q. Should I include TAX with the payment?

A. Transactions are processed by Digital River who will collect Sales Tax/GST/VAT Tax for the VMware myLearn Store based on Digital River's tax nexus.

Accepted Payment Methods – International

Q. What methods of payment are accepted? (International Only)?

A. Accepted payment methods in EMEA are Purchase Orders, Cheque Requests, Bank Transfers, Training and Consulting Credits, Payment through Reseller, Credit Cards, BPAY, PayPal and ELV.

Accepted payment methods in APJ are Purchase Orders, Training and Consulting Credits, Payment through Reseller, Credit Cards, BPAY, and bank wire transfer.

We accept the following credit cards: American Express, Mastercard, Visa, Maestro and JCB. All Payments must be made at least 10 business days before the start of the class.

Please note that these are VMware's acceptable methods of payment, however different payment options vary depending on location.

Q. How do I redeem VMware Training and Consulting Credits?

A. VMware Consulting and Training Credits are pre-paid which can be redeemed for any combination of VMware packaged consulting, custom consulting, or training. Credits provide customers with the flexibility to allocate budget for services and use the services when needed. To redeem credits for education classes, follow the standard registration process. When the payment question comes up, select pay with PSO

credits. The [Credits Frequently Asked Questions](#) provides step-by-step instruction. More information can be found at <https://www.vmware.com/professional-services.html> or by contacting your local VMware representative.

Q. How do I make a payment by Purchase Order? (International Only)?

A. All students must register themselves online (Submission of a Purchase Order does not Register a student.)

International Purchase Order Requirements:

- EMEA – emailed to emeaeducation@vmware.com
- APAC – emailed to apaceducation@vmware.com
- Be received by VMware at least 10 days before the start of the class
- Include the student registration number
- Contain all the requirements listed below:
 - VMware Supplier Address (See below)
 - Student Company Name
 - Purchase Order Number
 - Bill to address, contact name, phone, and email
 - Ship to address, contact name, phone, and email
 - Net Terms 30 days
 - Specify currency
 - Authorized Signature (where applicable)
 - Quantity of items being purchased
 - Description of items being purchased
 - Per unit cost of items
 - Total cost of all items combined
 - Purchasing agent and contact phone number

International Purchase Orders (processed outside the United States) must display one of the following VMware Supplier Addresses:

VMware International Unlimited
Parnell House, Barrack Square,
Ballinacollig, Co. Cork, Rep. Ireland
Phone: +353-21-466 0000

VMware Australia Pty Ltd (for Australian customers)
Level 8, 175 Pitt Street
Sydney,
NSW 2000, Australia
Phone # +612 92935600

VMware NZ Company (for New Zealand customers)
Level 19, 157 Lambton Quay
Wellington 6011, New Zealand
Phone # + 64 21 473391.

Q. What if I have purchased through a Reseller?

A. Follow the steps in the [linked document](#).

Q. Should I include TAX with the payment?

A. Transactions are processed by Digital River who will collect Sales Tax/GST/VAT Tax for the VMware myLearn Store based on Digital River's tax nexus. For registrations paid via PO, tax may be applicable and assessed at the time of registration.

Accepted Registration Methods

Q. Can I register online?

A. Register online at www.vmware.com/education. Use your business email account to ensure correct pricing is applied. If you experience difficulties registering online

contact VMware Education Services +1-866-377-4710 during US business hours or [Click here](#) for complete contact details.

Q. What other registration options are available?

A. We do accept registrations via phone, email, or on-line chat. [Click here](#) for complete contact details

Q. Can I register others?

A. To register others, begin by creating your own account. You'll later be prompted to provide [change] the student's information. [View Additional Details](#)

Seat Confirmation

Q. What steps are required to receive a seat confirmation?

A. Registration is considered pending and unconfirmed until payment is received. You will receive an email confirmation once payment has been received.

Q. Can I make changes after I have been confirmed?

A. To reschedule a class or select a different course, *contact VMware Education*. We can accommodate participant substitutions any time prior to the start of class, provided the new participants meet the course prerequisites and foundational knowledge requirements.

The new participant must have an active myLearn account.

Schedule

Q. How do I request a class that's not on the website?

A. Our schedule is updated daily. If you cannot find what you're looking for, send a request to eduoperations@vmware.com and we will make best efforts to accommodate your request.

Cancellation Policy

Q. What is the refund policy for cancellations?

A. Course fees are 100% refundable if you cancel your order at least 10 business days prior to the date of the class.

Course fees are NOT refundable if you cancel or change the class less than 10 business days prior to the date of the class.

If you cannot attend the class and fail to notify VMware prior to the date of class, you will forfeit the entire course fee.

You can avoid the cancellation fee if you designate another person to attend the class in your place. Substitutions may be made at any time, even onsite (at the engagement).

VMware, Inc., VMware International Unlimited Company, VMware Australia Pty Ltd and VMware NZ Company reserve the right to cancel or reschedule any class. If a cancellation or reschedule is necessary, VMware will make every effort to notify you at least 10 business days in advance. Unfortunately, last-minute cancellations and rescheduling sometimes require this notification period to be less. Please consider this when making your travel plans. VMware, Inc. will not, in any way, be held responsible for any costs, including loss of airfare or other transportation costs, hotel expenses, or

other damages that you may incur in the event that VMware, Inc. cancels or reschedules a class. VMware will refund the tuition only.

On-site training classes canceled within 10 business days prior to the class start are subject to a 100% cancellation fee. Cancellations must be submitted in writing to eduoperations@vmware.com.

If you need to cancel or reschedule your training, please [contact us](#) immediately.

Class Expectations

Q. What can students expect from class?

A. Students will work independently on servers located offsite using a variety of remote access technologies.

Class is a mixture of lab and lecture and the class is generally tight from a scheduling standpoint. Breakfast and an afternoon snack are usually available. We do provide vegetarian choices but please contact us if you have specific dietary needs.

Your instructor may give you the option of working through labs while you eat lunch in order to add as much as possible to the course content or to allow you to leave a little earlier on the last day of class.

The above applies only to those classes run by VMware. Classes run by partners are subject to the partner's rules and capabilities and are not controlled by VMware.

Q. What do we expect you to bring to Virtual Infrastructure classes?

A. Basic Linux command line knowledge is useful, but not required. Your instructor should cover what you need during the class. Prerequisite knowledge and skills are also listed in each course's data sheet located at vmware.com/education.

You should make your instructor aware of any hearing or vision impairments before class begins on the first day. If you need other assistance, please contact the training center prior to attending the class.

Class Hours

Q. What time do classes begin?

A. Most of our classes run from Monday - Friday, 9am - 5pm. However, there may be some exceptions depending on location or extended hours for Fast Track courses. Please check the class details in your confirmation email or our [website](#).

Live Online Delivered Classes

Q. How does a Live Online class differ from a standard classroom delivery?

A. Our Live Online classes are conducted in the same manner as our classroom classes, using the same manuals and lab equipment using ZOOM or WebEx delivery platform. Just as in our classroom classes, each online student is assigned a set of lab equipment including an ESXi host and various pre-configured Virtual machines, as required by the specific class. The students connect to the lab environment using Microsoft's Remote Display Protocol (RDP) to perform the lab exercises, or, students access the remote lab environment using HTML5 due to port restrictions that may block RDP from the location where they are participating in the live online delivery. Most online students find the class experience equivalent to or better than a classroom delivered class.

Q. What are the student system requirements for a Live Online class?

A. The student will require two Internet connections with at least 200 kbps of bandwidth, a computer (either PC or Mac) running a supported browser as well as a Microsoft RDP client, and an audio connection for the duration of the class. You will be accessing ZOOM or WebEx to view the slides using your web browser, and you will be performing the class labs using an RDP connection.

- Most current browsers are supported except for Firefox 64-bit.
- Class setup information includes a link to enable the student to download the current version of the RDP client. The RDP client is required to access to remote lab equipment. The RDP client is included in all versions of Windows with the file name mstsc.exe. Once you have the RDP Client installed, you will need to test your connectivity. For this test, you will need to open the client and connect to “vdc-us04-a.vmeduc.com” or “vdc-us24-a.vmeduc.com”. Try to connect to the server using the name “vmeduc\student”, you will not be able to authenticate, but if you are prompted for a password you have successfully tested the RDP connection. If you cannot connect to the RDP server you will have to ask your security department to open port 3389, disconnect from your corporate VPN or find another place from which to attend the class. Please contact me if you need help with the RDP connection, as we will not have time to troubleshoot connectivity problems after class starts.
- To attend a ZOOM hosted Live Online class:

Important Note:

This class is an Online (Live Online) session. Please validate the system requirements and ensure that you run a pre-test before the class starts.

There are two options to join Online (Live Online) session:

1. Via the ZOOM Client
2. Via Join by Lync / Skype for Business / Microsoft Teams see more details: Using the Skype for Business/Lync Integration

These links provide basic user training on the ZOOM platform used to support VMware Online (Live Online) and vFlex sessions. Please ensure you are familiar with the use of ZOOM.

- [Training](#)
- [Live Training Webinars](#)
- [ZOOM Video Tutorials](#)
- [Watch Recorded Training Sessions](#)
- [Meeting and Webinar Best Practices and Resources](#)
- [ZOOM Online Event Consulting Services](#)

Use the links to verify the systems requirements and install the required client software to join this session. Please ensure you can successfully connect.

- [Getting Started](#)
- [Quick start guide for new users](#)
- [Starting the ZOOM Desktop Client](#)
- [How to Use ZOOM's Desktop App \(v 4.3\)](#)
- [System Requirements for PC, Mac, and Linux](#)
- [Getting Started on Chrome OS](#)
- [ZOOM web client](#)

It is essential that you run a Pre-Test session, to ensure your successful participation in this Online (Live Online) or vFlex session is supported under ZOOM

– [Join a test session](#)

To attend a WebEx hosted live online class:

- You will need to install the WebEx Meeting client plug-in prior to class. Do this by browsing to: <http://vmwareeducation.webex.com>, selecting “Support” and then “Downloads” on the left side and then selecting your Operating System link in the “WebEx Meeting Client” window. Download and install the plug-in.

To meet the audio requirements, a student will need to have a computer headset / microphone to take advantage of the ZOOM or WebEx VoIP function (recommended), or a telephone headset/microphone with an available phone line. Global dial in numbers will be provided for either ZOOM or WebEx Platform:

To access class manuals, you should expect to receive information from vmware.noreply@gilmore.ca about how to redeem your course materials. This notification should come three business days prior to the first day of your class. You can redeem the materials either online or through an installed client. We highly recommend that you use the installed client for your operating system. For your convenience, both the online reader and the downloadable client are available [here](#).

If you do not receive this information three business days prior to class please contact eduoperations@vmware.com, telling them your email address and the class you are planning to attend.

NOTE: Your instructors can neither manage nor troubleshoot course material issues. If you did receive the information on how to retrieve your documentation, but need assistance with the redemption process, please use the 24 x 7 technical support services from one of the contact methods below:

US/Canada: +1 844-334-0010

Webform: [Click here](#) to have a support agent contact you.

Once you have access to the course materials, you may print them, 10 pages at a time, from the online reader or the installed client.

Q. What is VMware's TAX ID?

A. VMware's TAX ID can be found on the [linked W-9 form](#).

Q. Who is my VMware Education contact?

A. Your Education contact will vary by location. [View details](#)

On Demand Documents

Q. Will I be able to access labs after final assessment?

A. Users are entitled to their content and labs for the full duration even if they complete the Final Assessment beforehand. [View details](#) for the steps to access.

Q. Where do I find final assessment instructions?

A. [This document](#) will show you how to access the course Final Assessment to attain class completion.

Q. Where can I find Firewall and Browser Settings?

A. Please reference the Firewall and Browser configuration [document](#).

Q. How do I resolve a 403 Access Error?

A. View resolution details in the [linked document](#).

Q. How do I correct a Second Login Prompt/Blank Screen?

A. View resolution details in the [linked document](#).

Q. How do I update license keys?

A. View details on how to update license keys in the [linked document](#).

Q. How do I view content offline when using IOS devices?

A. View detailed instructions for viewing content offline in the [linked document](#).

Prerequisites

Q. Do I have to meet course prerequisites to attend VMware Product Training?

A. Customers tell us our training is outstanding because we understand the jobs you do, as well as the building blocks required to successfully implement your system. Our curriculum is designed in a specific sequence to build on subsequent concepts and develop your expertise in an organized, manageable fashion.

Participants are required to complete prerequisites so that the entire class can move forward as a group. VMware, Inc. reserves the right to deny registration in a course for which the prerequisite has not been met.

Quotes, Proforma Invoices and General Invoicing

Q. When will I be invoiced for this course?

A. International Customers: if you submitted a Purchase order for training an invoice will be sent to you approximately one week after the completion of class.

United States, Canada, and Mexico Customers: This is not applicable.

Q. Who can generate the quote I need?

A. Please contact your VMware sales representative. Alternatively, email eduoperations@vmware.com and request the quote. Please state the student's complete name, date and location of the class, student's company name, billing, and shipping address, contact email and phone number. Delegates will receive a proforma invoice when registered, unless paying by credit card or via a reseller.