



# Individual Subscription Program Guide



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## What is an Individual Subscription?

BMC Helix Education Individual Subscriptions offer twelve months of continuous access to our offerings for one product. BMC offers three levels of subscription from Enterprise Web Based Training (WBT) level with web based contents only, an Essentials level, which helps to upskill to the minimum required skills by role with self-paced and instructor-led training and exams, and the highest level Individual Subscription, which has not only all possible contents but also includes all updates to contents within 1 year.

## Subscription Benefits

Customer realize many benefits when utilizing BMC Helix Individual Subscriptions.

- **Get More** - Continuous access to your selected subscription content for one product including any associated courses and certification exams. (Applies to Essential & Individual Subscription only.)
- **Stay Current** - New content and latest releases are automatically added during your subscription period at no additional cost, so your subscription is always up to date. (Applies to Individual Subscription only.)
- **Exclusive Content** - Access exclusive education services, e.g., 6 hours of expert coaching annually<sup>1</sup>. (Applies to Individual Subscription only)
- **Save Money** - Save up to 70% over the cost of purchasing the same content separately. (Applies to Individual Subscription only.)
- **Ease of Use** - One-stop shop to a complete product portfolio of education
- **Flexibility** - Train on what you need, when you need it, and how you want to access with multiple learning options (i.e., ASP, WBT, virtual instructor led) (Applies to Essential and Individual Subscription only.)

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<sup>1</sup> Expert coaching includes a maximum of 6 hours annually and requires scheduled appointments (appointments must be a minimum of 30 minutes). Expert coaching covers any questions related to training contents and better understanding of the technologies and products covered in the subscription. Expert coaching doesn't address for example any open BMC Helix Service Requests or any current deployments. At BMC Helix's discretion or based on customer demand, BMC Helix reserves the right to change expert 1:1 coaching appointments to group coaching calls.

## Subscription Offerings:

Individual Subscription		Essential Subscription	
A premium paid program that includes all available and contents additionally released during the subscription released BMC Helix training on web-based, assisted self-paced, instructor-led, and certification exams for a single product for a twelve-month period.		A paid subscription that includes the relevant fundamental content for a specific role within a twelve-month period. The contents include web based, assisted self-paced, (virtual) instructor led training, and Certified Associate online exams and will vary depending on the role.	
Duration	Twelve (12) months of continuous access for all BMC Subscription Offerings.		
Education Goals:	Deploy, configure, administer, operate, support, and optimize the selected product.	Education Goals:	Perform essential tasks for the specific role and product.
Access to:	<ul style="list-style-type: none"><li>• All available Assisted Self-Paced (ASP) courses and levels for the selected product</li><li>• All available Virtual Instructor Led Training (VILT) courses and levels for the selected product</li><li>• All available Certification Exams for the selected product</li><li>• 6 hours of Expert Coaching annually 2</li><li>• Additional released new courses during subscription period</li></ul>	Access to:	<ul style="list-style-type: none"><li>• Fundamentals Web Based Training (WBT) courses</li><li>• Fundamentals Assisted Self-Paced (ASP) courses</li><li>• Fundamentals Training Assessments</li><li>• Fundamentals Virtual Instructor Led Training (VILT) courses</li><li>• Role specific Certified Associate Exams</li></ul>

<sup>2</sup> Expert coaching includes a maximum of 6 hours annually and requires scheduled appointments (appointments must be a minimum of 30 minutes). Expert coaching covers any questions related to training content and a better understanding of the technologies and products covered in the subscription. Expert coaching doesn't address for example any open BMC Helix Service Requests or any current deployments. At BMC Helix's discretion or based on customer demand, BMC Helix reserves the right to change expert 1:1 coaching appointments to group coaching calls.

## How do I purchase an Individual Subscription?

Search and find the Education Services Individual Subscription in our [online course catalogue](#), add it to your shopping cart and complete a self-purchase or contact us at [education@bmc.com](mailto:education@bmc.com). We will be happy to assist you.

## Frequently Asked Questions

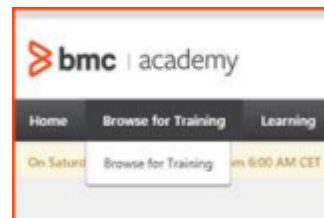
### I have purchased a Subscription; how do I view what is included?

With BMC Explore Subscription, course content will be immediately available within your transcript upon registration. With BMC Essential and Individual Subscriptions, course content will become available within 24-48 hours of BMC receiving your payment.

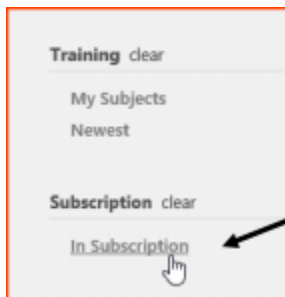
- 1) Login to [BMC Academy](#).
- 2) Hover over “Browse for Training” in the top navigation bar. Click on “Browse by Subject or Browse for Training”



OR



- 3) In the navigation page, Click on the text ‘In Subscription’



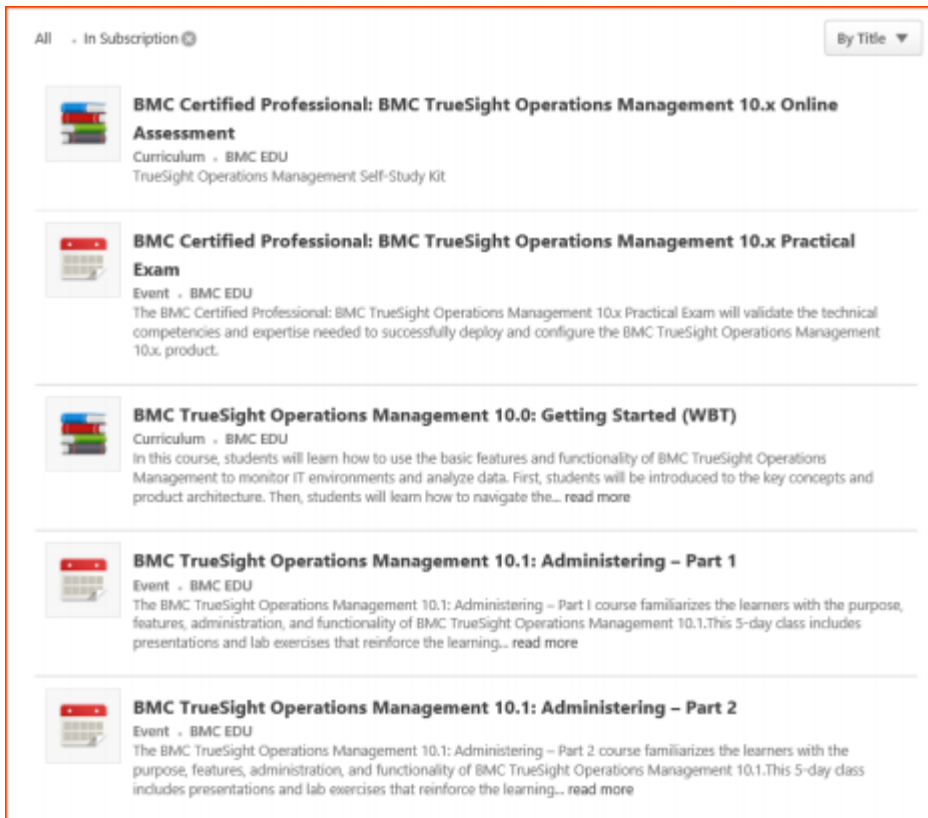
**Note:** The text ‘In Subscription’ only appears if you have already purchased or been assigned to a subscription offering.

- 4) Courses that are included in the Subscription appear to the right in the list of courses displayed.

## Frequently Asked Questions – *continued*

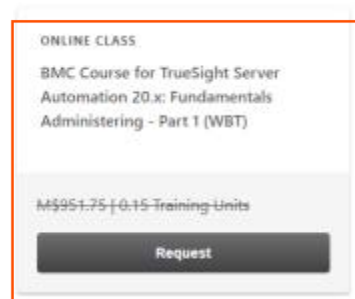
### How do I Register for Courses included in a Subscription?

- 1) From the list of Courses displayed under “In Subscription”, Click on the desired Course title



The screenshot shows a web interface with a header bar containing 'All' and 'In Subscription' with a filter icon. A 'By Title' dropdown menu is on the right. Below the header, five course cards are listed, each with a small icon on the left and text on the right. The first card is for 'BMC Certified Professional: BMC TrueSight Operations Management 10.x Online Assessment', categorized as 'Curriculum' and 'BMC EDU'. The second is for 'BMC Certified Professional: BMC TrueSight Operations Management 10.x Practical Exam', categorized as 'Event' and 'BMC EDU'. The third is for 'BMC TrueSight Operations Management 10.0: Getting Started (WBT)', categorized as 'Curriculum' and 'BMC EDU'. The fourth is for 'BMC TrueSight Operations Management 10.1: Administering – Part 1', categorized as 'Event' and 'BMC EDU'. The fifth is for 'BMC TrueSight Operations Management 10.1: Administering – Part 2', categorized as 'Event' and 'BMC EDU'. Each card includes a brief description and a 'read more' link.

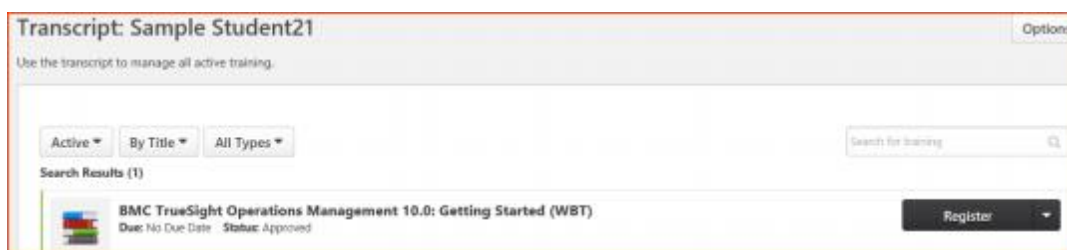
- 2) Course details display; Click on the Request button. Courses included in a subscription will always have a line through the pricing details and users will not be presented with the payment<sup>3</sup> process.



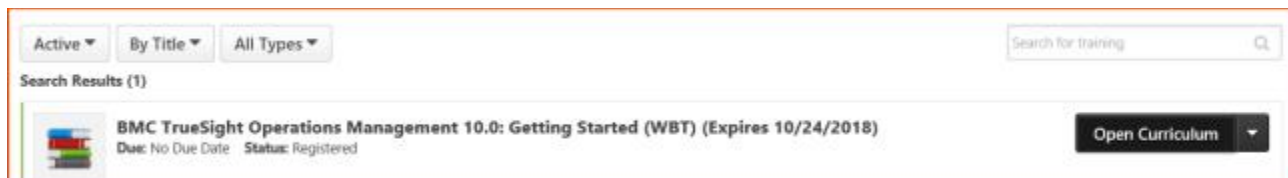
The screenshot shows a course details page. At the top, it says 'ONLINE CLASS'. Below that, the course title is 'BMC Course for TrueSight Server Automation 20.x: Fundamentals Administering – Part 1 (WBT)'. The pricing is shown as 'MS\$51.75 | 0.15 Training Units'. At the bottom, there is a dark grey button labeled 'Request'.

<sup>3</sup> NOTE: Payment will be required if the class start date is outside of the valid Subscription period.

- 3) The course appears in the users Transcript; Click on the Register button



Registration is now processed; to begin, Click on the Open Curriculum or Launch button



- 4) For virtual instructor-led courses, select a class “Start Date” for the session and then click the “Request” and “Register” buttons to complete the registration.
- 5) To view courses for which you have already registered; Login to BMC Academy, Click My Learning/View Your Transcript to see your active and completed courses.
- 6) For WBT courses, a Launch/Open Curriculum button will appear next to the course title.

### How do I access my course materials?

BMC provides eBooks for all VILT/ASP courses. Our eBook provider (Gilmore) will send an email to you with complete instructions for viewing your course materials. A Lab Guide is included within the eBook.

### When will I receive my course materials for an VILT/ASP?

An email from our eBook provider (Gilmore) generally arrives on Thursday before the class start date or approximately 24 hours after registering for an ASP course.

**Note:** eBooks are not included with WBTs

### How long can I access my course eBook and ASP/WBT content?

When you have redeemed your license code your eBook will be available for 2 years online and will not expire if downloaded to a computer or mobile device. Access to the course content expires one year (12 months) from the subscription start date.

### How do I access my virtual lab environment?

BMC provides a virtual lab with VILT/ASP courses. Details for accessing your virtual lab will be included in an email from our virtual lab provider ReadyTech. This email generally arrives on

Friday before the class start date or approximately 1 business day after registering for an ASP course. Please note that provisioning virtual labs with consecutive day lab access may take up to 24 hours. Please make sure you schedule this time when you want to start the labs.

### Who do I contact for questions about BMC Education Services Subscriptions?

Please contact [education@bmc.com](mailto:education@bmc.com) with questions.



## Frequently Asked Questions – *continued*

### How do I schedule my Expert Coaching session?

Expert Coaching sessions, included with the Individual Subscription, are scheduled by appointment only. A maximum of six (6) hours of coaching annually is included with the Individual Subscription. Appointments will be scheduled for a minimum of 30 minutes each.

Contact [coaching@bmc.com](mailto:coaching@bmc.com) to request and schedule your appointment.

### How do I schedule my Enablement Guidance?

Enablement Guidance sessions, included with the Explore Subscription, are a maximum of 30 minutes and must be scheduled by appointment.

Contact [subscription@bmc.com](mailto:subscription@bmc.com) to request and schedule your appointment.

## Subscriptions Terms and Conditions

Customers may purchase non-refundable, non-transferable Education Subscriptions for access to ASP, VILT and WBT courses for a mutually agreed timeframe. Subscriptions are regularly updated and changed, without notice, based on product updates, improvements, and additions. During the duration of the subscription, users will have access to the latest content without incurring additional fees. BMC Education Services reserves the right to schedule, reschedule and cancel VILT courses within a subscription period.

Customers may cancel or reschedule a class; however, if a cancellation or reschedule request is made for a Subscription registration less than 10 business days prior to the Education Services class start date, BMC Helix will not allow Customer to register again for the same Education Services class using the Subscription. If a customer fails to attend an Education Services class it has registered for using a Subscription, BMC Helix will not allow Customer to register again for the same Education Services class using the Subscription. Customer shall not be entitled to a refund for cancellation of ASP courses, WBT courses, or Subscription services.

Customers may not register more than once to each training course or receive more than one order of lab days or eBooks when a course is available as ASP and virtual instructor-led for the same product and version within an Education Services Subscription. Virtual lab time and eBooks for the same product and version within a Subscription are limited to one copy only, available with the first registration onto either the ASP or virtual instructor-led course in a Subscription.

Enablement Guidance, included with the Explore Subscription, is limited to one thirty (30) minute session.

Expert Coaching, included with the Individual Subscription, is limited to a maximum of six (6) hours annually. Sessions must be scheduled with a thirty (30) minute minimum duration. Expert coaching covers any questions related to training contents and better understanding of the technologies and products covered in the subscription. Expert coaching doesn't address for example any open BMC Service Requests or any current deployments.

At **BMC's discretion or based on customer demand**, BMC reserves the right to change 1:1 expert coaching appointments to group coaching calls.

