



Microsoft Education Partner Flash

Enabling Remote Learning During The Covid-19 Crisis

March 16, 2020

Microsoft's Response to Education Institutions

COVID-19 has impacted the lives of people around the world. Travel restrictions and new rules on large public gatherings have changed the daily routines of millions and the impact on schools has been tremendous. For our education customers, many partners have asked what we can share on remote learning as schools in many areas start to close for extended periods of time. Our overall approach with our customers is one of empathy and compassion. We want to help and we want to encourage our partners to do the same. With the above in mind, we have introduced the following:

New, Extended Free Trials for EDU Customers

- Office 365 A1 – Free versions to all educational institutions:** This version provides unlimited chat, built-in group and one-on-one audio or video calling, 10 GB of team file storage, and 2 GB of personal file storage per user. You also get real-time collaboration with the Office apps for web, including Word, Excel, PowerPoint, and OneNote. No restrictions for # of users.
 - [Get started for free](#)
 - [Technical documentation](#)
- Microsoft Teams for Free (Individuals and IT roll-out – in Office 365 A1 above):** Provides unlimited chat, built-in group and one-on-one audio or video calling, 10 GB of team file storage, and 2 GB of personal file storage per user:
 - [Get started for free](#)
 - [Technical documentation](#)
- Minecraft: Education Edition and resources to support remote learning.** We've **extended access to Minecraft: Education Edition** to all free and paid O365 Education accounts through end of June 2020 and published a **remote learning kit for educators** with links to >100 Minecraft lessons and STEM curriculum. We are hopeful this access and content will help keep students and teachers connected and engaged in learning during this difficult time!
 - Please share this information with your education customers who have a valid Office 365 Education account.
 - [M:EE Blog](#): resources to support remote learning
 - [M:EE remote learning toolkit](#) for education customers
 - [M:EE field resources](#) including [updated teacher training programs](#) for your school districts and [updated branding guidelines](#) and approved fonts.

Resources for Contacting Customers

- Email Correspondence:** If you reach out to customers, here are two examples of institutions that have quickly adapted to remote learning environments and more are listed in the right rail:
 - [Wellington College international](#), and [Gold Coast School](#) have quickly moved into remote learning environments
- Share the [Getting started with Microsoft Teams for Remote Learning](#) documentation and invite for the upcoming [Teams Webinar](#) on remote learning.
- If your customer is not leveraging Office 365, please use the following [Office 365 Education Set Up Guide](#) as well as the [Getting started with Office 365 and Windows 10 Educator Course](#)

Partner Resources

Register Education Partner Webinar – Covid -19 Response – *invite to be sent separately*

Shareable Customer Stories – Remote Learning Examples

- [Catholic Education Western Australia](#)
- [O'DEA High School](#)
- [New South Wales – Department of Education](#)
- [Northern Illinois University](#)
- [University of New South Wales](#)

References and Learning Assets

- [Remote teaching and learning in Office 365](#)
- For parents and guardians: [how Office 365 supports your child's remote learning](#)
- Resources for IT Admins and school leaders setting up Teams for remote learning can be found at <https://aka.ms/TeamsEDURemote>.
- Download the [printable Microsoft Teams Quick Guide](#).
- [Access training and professional development](#) to scale remote learning at your school from the Microsoft Educator Center.
- LIVE:** [Microsoft Education | Work and remote learning website](#): Point your customers to this public resource and where they can find assistance.

Additional Resources

4. Ask your customers to join the Microsoft Enabling Remote Learning Community.

Here is a sample text that can be sent to each of your customers encouraging them to join the Microsoft remote learning community:

"As the COVID-19 response evolves, a helpful resource is the Microsoft Enabling Remote Learning Community; a community for educational institutions around the world looking at remote learning programs with M365 and Teams. Share resources, get your questions answered, and connect with Microsoft engineers about your remote learning needs. Learn more and sign up at: <https://aka.ms/JoinRemotelLearningCommunity>. [One pager](#) explaining the community, amplify via [Twitter](#) and [LinkedIn](#).

EDU Customers/Partner Support and Assistance

Microsoft has provided several free support options depending on the escalation type.

1. **Microsoft FastTrack** is temporarily available, with no seat minimums, to assist organizations setting up remote work and learning in response to COVID-19:
 - a. Please sign in and fill out a Request for Assistance form – [Go to FastTrack](#). The team will respond as soon as possible.
 - b. If you have challenges signing in or need additional assistance, send an email to ftcrfa@microsoft.com.
 - c. If you need technical support (break/fix issues) – Go to the Admin Portal and click "Support".

2. Partner Ordering Improvements

We have improved both our CSP and bulk ordering processes

- a. Partners entering orders into CSP and failing the validation will be asked to make any data entry corrections and resubmit. If the order fails a 2nd time, partners should open a service ticket and an expedited manual process will intervene.
- b. Large orders of 10 institutions or more will be pre-validated by Microsoft field leadership and therefore bypass system vetting.

2. EDU Partner Concierge Desk

At any time, partners can contact the EDU Concierge Desk for immediate assistance in your timezone regarding licensing, technical or business questions:

- N. America: EduPartnerSupportNA@microsoft.com
- Asia: EduPartnerSupportAPJ@microsoft.com
- EMEA: EduPartnerSupportEU@microsoft.com
- LATAM: EduPartnerSupportLA@microsoft.com

In these challenging times our partnership is more valuable than ever in providing our customers the resources, response and tools they need to deliver Education to their communities no matter the obstacles. I feel strongly our partners and Microsoft are ready to deliver and hope you find the information above useful in your customer engagements.

We will continue to send you updates as they become available.

Thank you for your partnership!

Microsoft Education Team

- [Sign up for FastTrack](#)
- Remote Learning Quick guidance: <https://aka.ms/TeamsEDURemote>
- [Training](#), live and on demand [Webinars](#) and [professional development for educators](#).
- [How schools can ramp up remote learning programs quickly with Microsoft Teams](#)
- [Technical guidance on getting Microsoft Teams enabled and deployed for staff, educators, and students](#)
- [Microsoft Teams EDU Webinars including 3 brand new topics dedicated to remote learning](#)
- [Microsoft Teams quick start guide for EDU](#)
- [Getting started with Online Learning in Office 365](#)
- [Educator and student support](#)
- [Resources for Parents](#)
- ["Kits" for IT and deployment support](#)

Enabling Remote Work

We are enabling Partners to deliver M365 Accelerators (i.e. Teamwork Assessment, Security Assessment, etc.) virtually. On Thursday this week, Microsoft will be hosting a [webinar](#) to inform Partners how they can best leverage this capability.

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