

## Frequently asked questions about MOC On-Demand

**Q. Does a MOC On-Demand cover the same objectives as the classroom course by the same name?**

A. Yes.

**Q. How is a MOC On-Demand different from other trainings out there?**

A. Microsoft Official Courses On-Demand are created by Microsoft Certified Trainers (MCTs). Only Microsoft Learning Partners and Courseware Marketplace (for Microsoft Imagine Academy members) can offer authorized Microsoft Official Courses. With Microsoft Official Courses On-Demand purchased through Microsoft Learning Partners and Courseware Marketplace, you know you are getting Microsoft-authored, high-quality, accurate content. And, upon successful completion of a MOC On-Demand, you'll have solid credentials as you grow your IT skills and career.

**Q. How do I register for a MOC On-Demand?**

A. Register for a MOC On-Demand through a Microsoft Learning Partner or, for a Microsoft Imagine Academy member, through Courseware Marketplace.

**Q. Where can I find a MOC On-Demand I already registered for?**

A. All of your courses are listed on your training dashboard. If you don't see your course listed, make sure you followed the course activation instructions included with the redeemable course code you received when registering.

**Q. What is a course code, and why do I need one?**

A. A course code gives you access to the MOC On-Demand you registered for. After you purchase a MOC On-Demand from a Microsoft Learning Partner or, for Microsoft Imagine Academy members, through Courseware Marketplace, you receive a confirmation email with a course code and instructions to get started.

**Q. How long do I have to complete a MOC On-Demand?**

A. After you activate your course, you have three (3) months to complete it.  
Note You can work on your course at any time throughout the three-month (3-month) period after you activate the course.

**Q. What if I can't get to the course in three (3) months?**

A. You have six (6) months to activate your course. The three-month (3-month) period does not begin until you redeem your course code.

**Q. Where can I find the course code to redeem for my MOC On-Demand?**

A. After you purchase your course from a Microsoft Learning Partner or, for Microsoft Imagine Academy members, on Courseware Marketplace, you receive an email with a course code to redeem from your chosen Microsoft Learning Partner or Microsoft Imagine Academy, along with other details for getting started with your course. If you don't receive the email, contact your Learning Partner, Microsoft Imagine Academy administrator, or Courseware Marketplace.

**Q. Can a MOC On-Demand course code be redeemed more than once?**

A. No.

**Q. Are Microsoft Official Courses On-Demand available in multiple languages?**

A. No. At this time, Microsoft Official Courses On-Demand are available only in English.

**Q. Where do I go for technical support?**

A. For support, visit the Microsoft training and certification help page.

**Q. Who creates these courses?**

A. We do. Microsoft Official Courses On-Demand are created by Microsoft Certified Trainers (MCTs) or subject matter experts teaching complete Microsoft Official Courseware (MOC), with real-time, cloud-hosted labs.

**Q. How are these courses structured?**

A. Microsoft Official Courses On-Demand are modular. Each module takes between three and eight minutes to watch. And each module contains one or two questions to test your comprehension. At the end of the course, you'll find an assessment of at least 25 questions.

**Q. How long does a MOC On-Demand generally take to complete?**

A. Generally, it takes about 30 to 40 hours to complete a MOC On-Demand.

**Q. What are the recommended system requirements for a MOC On-Demand?**

A. Recommended system requirements for MOC On-Demand and labs include:

- Operating system: Windows 10
- Browser: Current version of Internet Explorer or Microsoft Edge
- Internet access: Broadband Internet connection (256 kilobytes per second)
- External access to the Internet
- Either an installed ActiveX control (requires local administrator permissions) or Internet Explorer 11 or later
- For some corporate firewalls, a proxy client (such as TMG Client) may be required
- Screen resolution 1280 x 1024 or higher
- Note You can also take a MOC On-Demand on your iPad® Retina 4th Generation; however, the lab experience is not optimized for tablets.
- Note Regularly scheduled maintenance for the Microsoft Labs Online (MLO) platform is currently at 10–12 P.M. Pacific Time every Thursday. During that time, you may not be able to access the MLO associated with a MOC On-Demand.

**Q. What are the minimum system requirements for a MOC On-Demand?**

A. The minimum system requirements for MOC On-Demand and labs include:

- Operating system: Windows 7 or later
- Browser: Internet Explorer 9 or later
- Internet access: Broadband Internet connection (256 kilobytes per second)
- External access to the Internet
- Either an installed Active X control (requires local administrator permissions) or Internet Explorer 11 or later
- For some corporate firewalls, a proxy client (such as TMG Client) may be required
- Note Regularly scheduled maintenance for the Microsoft Labs Online (MLO) platform is currently at 10–12 P.M. Pacific Time every Thursday. During that time, you may not be able to access the MLO associated with a MOC On-Demand.