Q: What is the McAfee® eLearning Training bundle promotion?
A: On a promotional basis, if you purchase the McAfee® Complete Endpoint Protection for Business suite between April 15, 2019 and June 30, 2019, you are entitled to receive access to a bundle of McAfee® eLearning Training. This applies whether you are purchasing an initial license with business software support SKU (CEBCDE-AA), a business software support renewal SKU (CEBYFM-AA), or a subscription with business software support SKU (CEBAJE-AA) for McAfee Complete Endpoint Protection for Business suite.

Q: What's included with the McAfee eLearning Training bundle?
A: One end user from your company will receive unlimited access to 11 McAfee product courses, housed on the McAfee eLearning Training portal, anytime—day or night—until your grant number expires. The product courses are:
- McAfee® Application Control and Change Control
- McAfee® Advanced Threat Defense
- McAfee® Endpoint Security
- McAfee® ePolicy Orchestrator® (version 5.9 or 5.10)
- McAfee® File and Removable Media Protection
- McAfee® Agent;
- McAfee® Drive Encryption
- McAfee® MVISION Endpoint
- McAfee® MVISION ePolicy Orchestrator®
- McAfee® Threat Intelligence Exchange
- Data Exchange Layer

For additional information on the McAfee eLearning Training bundle, click here.

Q: Does this promotion apply if I am upgrading to the McAfee Complete Endpoint Protection for Business suite?
A: No. The promotion does not apply if you are upgrading to the McAfee Complete Endpoint Protection for Business suite.
CUSTOMER FAQ

Q: How do I get access to the courses included in the McAfee eLearning Training bundle?
A: Within five business days of the order being placed with McAfee, the contact listed on your McAfee grant letter will receive a system-generated email from the McAfee eLearning Training portal. The email contains information on how to register, how to access training, and who to contact when assistance is needed.

To get started, you will need to register using the registration link and voucher SAP number contained within the email. Once registered, you will be able to access the McAfee eLearning Training materials from the McAfee eLearning Training portal on demand, anytime, and anywhere with an internet connection.

Q: What type of skills can I expect to gain from the McAfee eLearning Training?
A: The McAfee eLearning Training provides convenient modules of training on the installation, setup, and deployment of McAfee products, and includes walk-through scenarios streamed from the portal directly to your device over the internet. There is no software to install. The only component needed is an internet connection.

Q: How long is this promotion valid?
A: The McAfee eLearning Training bundle promotion is valid for orders placed between April 15, 2019 to June 30, 2019.

Q: How long am I entitled to access the McAfee eLearning Training bundle?
A: You will have access to the McAfee eLearning Training bundle for the duration of your business support entitlement, as described in your grant letter. When your business support entitlement expires, you will no longer have access to the McAfee eLearning Training bundle.
Q: What other training options are available to me?
A: McAfee offers several free and fee-based training options to educate you on McAfee products and security programs.

**McAfee free training options:**
  - Explore the Knowledge Center for content related to your product
  - Obtain patches, hotfixes, and product downloads
  - Run McAfee Virtual Technician or other diagnostic tools to help solve problems
  - Go to the [McAfee® Support Community](https://community.mcafee.com/) site to engage in ongoing product troubleshooting and tips or collaborate with other members.
- Videos and tutorials showcase McAfee industry-leading security solutions and technologies—from overviews on product features and deep-dive Quick Tips videos to exclusive interviews with industry leaders and commentary from McAfee security experts. Start on our Multimedia Library page at: [https://www.youtube.com/user/mcafeesupport](https://www.youtube.com/user/mcafeesupport).

**McAfee fee-based training options:**

*Product training*

Hands-on McAfee product training focuses on the design, setup, configuration, and management of McAfee solutions and can be delivered through the following training methods:

- Guided on-demand training provides virtual access to an on-demand course using recorded instructor presentations, use case scenarios, hands-on labs, and online access to the instructor and a user community.
- Instructor-led training provides a comprehensive and focused in-person classroom training delivered by our experienced instructors. The training is held at a public site or private site at your location.

- The McAfee® YouTube channel helps you learn more about our various product lines. You can access these videos by subscribing to the McAfee® Support service at [http://www.youtube.com/McAfeeTechnical](http://www.youtube.com/McAfeeTechnical).
- The McAfee Support Community provides a collaboration platform for experts to discuss product troubleshooting and learn product tips and tricks. You can access the McAfee Support Community at: [https://community.mcafee.com/](https://community.mcafee.com/)
eLearning training provides on-demand access to hundreds of courses that contain overview information on the setup and deployment of McAfee products in a self-paced environment. A list of available classes can be found at: https://mcafee-catalog.netexam.com/.

Security Training
McAfee security training helps IT professionals gain proficiency in building security software and applications, assessing vulnerabilities, and gaining critical computer forensics skills using the following training method:

- Instructor-led training, offered in private classrooms only, provides advanced training to help implement your security strategy and build security programs. The training is held at a private site at your location and is delivered by our seasoned security experts.

Q: How many personnel from my company can access the McAfee eLearning Training bundle?
A: One user license is included in this training bundle. If you are interested in purchasing additional user licenses for McAfee eLearning Training or other McAfee® Education Services, please contact your McAfee Sales representative or your local McAfee partner.

Q: Where can I go for further assistance?
A: If you need assistance registering for McAfee eLearning Training, please contact DLEnrollmentFormsNA@McAfee.com.

Learn More
For more information, visit www.mcafee.com.

For more information about other Education Services options, visit https://www.mcafee.com/enterprise/en-us/services/education-services.html.