

LevelUp Terms of Service

Last updated: October 3rd, 2024

1. Introduction

These Terms of Service govern your access and use of the LevelUp platform, managed by Technofocus, a Microsoft Training Services Partner. By accessing the platform, you agree to comply with these terms. The platform offers access to various sales, pre-sales, and technical training resources. Technofocus is located in Singapore at: Technofocus Pte Ltd. 531 A Upper Cross Street, #04-95 Hong Lim Complex, Singapore 051531, Singapore. Review Technofocus Privacy Policy [here](#).

2. General Terms for All Users

A. Access and Usage

- All users, whether through ESI or PAYG, are granted access to the LevelUp platform for the applicable subscription period. Users can enrol in a number of courses of type Sales, Presales and Technical Project Ready, subject to the specific terms in your subscription (outlined below).

B. Course Enrolment and Deactivation

- Each course must be completed within 30 days of enrollment. After 30 days, the course will be automatically deactivated. The user can request reactivation by reaching out to [Support](#). A user can have a maximum of 2 active course enrolments at any time. Users must complete existing courses they are enrolled in before enrolling into a new course.

C. Account Inactivity

- Users who do not login to LevelUp for 30 days (inactive for 30 consecutive days) will be archived. After 45 days of inactivity, accounts will be permanently deleted. Once archived the user will not be able to login to LevelUp and can request re-activation by reaching out to support team. Once a user account is deleted, LevelUp does not retain any user information or course activity. The user is advised to re-register to LevelUp as a new user. Users are advised to frequently download any completion reports from the User Dashboard before the account is archived or deleted.

D. Data Privacy and Security

- By using the LevelUp platform, you consent to the collection and use of your personal data as outlined in our Privacy Policy. Information such as course completions and assessment scores may be shared with sponsoring organizations and Microsoft.

E. Compliance with Guidelines

- All users must comply with their organization's guidelines for appropriate use of the platform. Misuse of the platform may result in suspension or termination of access.

3. LevelUp Access Options

You may access the LevelUp platform via the following subscription models:

- LevelUp ESI (Education Services Initiative) Access
 - LevelUp Pay-as-you-go (PAYG) Access
- Specific terms for each access model are outlined below.

4. LevelUp ESI Partner Access

A. Access and Usage

- ESI partner users from approved partner domains, are granted access to the LevelUp platform for a duration of 8 months., based on the availability of seats. Once registered, the users can enrol in an unlimited number of sales, pre-sales, and technical courses. A course must be completed within 30 days of enrolment. Users can enrol into a maximum of 1 Technical Project Ready course with labs subject to the availability of labs based on the maximum number of lab activations allowed for a partner organization. Inactive users for over 30 days will have their accounts archived and after 45 days, the account will be permanently deleted.

B. Subscription Policy

- Subscriptions under the ESI program are non-transferable and non-refundable. Accounts will be archived upon expiration of the subscription and permanently deleted 30 days post-archival.

C. Data Privacy and Security

- Users agree to the collection and use of personal data as outlined in the platform's Privacy Policy. Course completions and assessment scores will be shared with your sponsoring ESI partner organization and Microsoft.

5. LevelUp Pay-as-you-go (PAYG) Access

A. Access and Payment

- PAYG users transact directly with Technofocus for platform access. Microsoft is not responsible for any PAYG transactions between you and Technofocus. Upon submission of the [PAYG request form](#), Technofocus will provide a commercial quotation and a payment link to you. Once the payment is confirmed, the organization will receive instructions on accessing the platform that may include a custom URL and access code(s). Organizations must ensure that the access code(s) are shared only with authorised users within the organizations. Technofocus LevelUp PAYG subscription purchase is eligible for use against the co-op funding received by Microsoft Partners.

B. Account Activation

- After payment confirmation, Technofocus will provide directions, including a URL and Access Code, for the partner to register users on the LevelUp platform. Subscriptions purchased via PAYG are non-refundable and must be used within the stipulated subscription period.

6. Course Availability and Deactivation

- Courses are available for 30 days from enrolment. After this period, the course will be automatically deactivated.
- Users can request reactivation if needed by reaching out to support.

7. Account Inactivity and Deactivation

A. Account Archival:

- Account will be archived 5 days after the subscription expires (6 or 12 months based on billing).

B. Account Deletion:

- The account will be permanently deleted 10 days after archival. Users will no longer have access to their data once the account is deleted, allowing your partner organization to re-allocate the user seat to another user. Course completions should be tracked and downloaded from the User Dashboard by users before account or course deactivation.

8. Self-Service Reporting

- Partner learning & Development (L&D) managers from Partners purchasing 10 or more user seats on LevelUp will receive access to a self-service reporting dashboard to monitor their organization's usage of the LevelUp platform capacity.
- This dashboard will provide insights into user registrations, against the allocated capacity.

9. Data Privacy and Security

- By accessing the LevelUp platform, users agree to the collection and use of personal data as described in the platform's Privacy Policy.
- Technofocus collects information such as course completions and assessment scores, which may be shared with sponsoring partner organizations and Microsoft for compliance purposes.

10. Compliance with Guidelines

- All users are expected to comply with the ethical guidelines provided by their respective partner organizations and Technofocus.
- The platform is intended for educational purposes, and misuse of access will result in revocation of privileges.

11. Governing Law and Dispute Resolution

- Any disputes arising from your use of the LevelUp platform will be governed by the laws of the region where Technofocus is based. Disputes will be resolved through negotiation and, if necessary, through a mutually agreed-upon mediation process.

12. Support and Contact Information

For any questions regarding your subscription, or issues with accessing the platform, please contact the Technofocus support team at:

- Email: support@get365ready.com
- For details on our Privacy Policy, please visit: technofocus.co/privacy
- LevelUp Terms of Use are also available to download at : get365ready.com/terms

13. Changes to the Terms

- Technofocus reserves the right to update or modify these Terms of Service at any time. Changes will be communicated via the platform or email notifications.
- Continued use of the platform following any changes signifies acceptance of the updated terms.