



Synergis CloudDVD/vUnits FAQ

1. What is a CloudDVD?

A CloudDVD is a modern, “cloud-based DVD” that is not limited to static text and images, nor is it bound by physical constraints. Rather, a CloudDVD is dynamic; it exists online, in “the cloud”, and is most often made up of a combination of crystal clear instructor-led HD video, interactive animations, downloadable documents, text and graphics.

2. What is a vUnit?

One vUnit is equivalent to one hour. Think of it as your all access pass to any CloudDVD available on your Synergis CloudDVD Digital Library. For example: If you purchase 50 vUnits (equal to 50 hours), you can use 10 of them for AutoCAD Essentials CloudDVDs, 20 for Autodesk Inventor Essentials CloudDVDs, and 20 for Microsoft Office CloudDVDs. vUnits expire in one year. At any time, you can purchase additional vUnits to view any CloudDVD you desire.

3. How do I purchase vUnits?

- vUnits can be purchased directly from the Synergis CloudDVD Store at <http://synergis.mybookstore.com> or from the “Visit Your My CloudDVDs Store” link from within your Synergis CloudDVD Digital Library.
- If you are looking to purchase a volume of vUnits for your company, please contact your Synergis Account Representative.
- All Synergis Helpdesk customers automatically receive either 4 or 8 vUnits with their contract each year. A customer on a Synergis Helpdesk 1-2 Seat contract will receive 4 vUnits, while a Synergis Helpdesk Unlimited Seat contract will receive 8 vUnits.

4. How do I purchase CloudDVDs?

Synergis recommends purchasing vUnits to give you access to any Synergis CloudDVD. This will not limit you to just the CloudDVDs you purchase. If you wish to purchase a single CloudDVD, you can easily do so at the Synergis CloudDVD Store: <http://synergis.mybookstore.com>.

5. Where do I find my CloudDVDs, and how do I access them?

Your CloudDVDs are placed in your own personal Digital CloudDVD Library. Your Digital Library can effortlessly be accessed from “the cloud”, via desktop and start-menu shortcuts. You can access it via your smart phone by downloading easy-to-use (iPhone and Android) apps, or from any computer anywhere - all you need is a web browser.

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6. How long do I have access to the CloudDVDs I buy?

You have access to your CloudDVDs for 3 years, under normal usage conditions. Normal usage conditions mean that for every minute of video in the CloudDVD, you get 3 minutes of viewing time. In other words, you can either watch the CloudDVD straight through 3 times, or you can have access to it for up to 3 years - whichever comes first. Unlimited navigation of the table of contents, index and “searches” within the CloudDVD do not affect your total allowable viewing time. This limitation is there to ensure that login information is not shared. A user account is intended to be used by one individual.

7. I purchased a Synergis Helpdesk Support contract. How do I access my vUnits to watch CloudDVDs?

Upon purchase of your Synergis Helpdesk Support contract, you will receive an email from elarning@synergis.com asking for the name and email address of each user being granted access to a Synergis CloudDVD Digital Library. You are not limited to the number of users you register. Once you respond with this information to elarning@synergis.com, you will be set-up in the system and emailed your login credentials. Should you not receive either email from Synergis, please email elarning@synergis.com. *It is suggested to add elarning@synergis.com to your “safe sender/white list” to make sure your company does not block emails coming from this address.*

8. Is it possible to have a custom CloudDVD created just for my company?

Absolutely! Please send an email to elarning@synergis.com to discuss the content you would like created. This is an excellent way to start developing standards within your organization.

9. What types of CloudDVDs are available to view with my vUnits and/or purchase outright?

CloudDVDs are available for the following types of software:

- Autodesk solutions
 - o AutoCAD/AutoCAD LT, AutoCAD Architecture, AutoCAD MEP, Autodesk Quantity Takeoff, BIM, AutoCAD Civil 3D, Inventor, AutoCAD Map 3D, Revit Architecture, Navisworks, Revit MEP, Revit Structure, 3ds Max, Raster Design...and more to come!
- Microsoft Office
 - o Outlook, Excel, Word, PowerPoint, Project, SharePoint, Visio, InfoPath
- SAP
- Adobe
 - o InDesign, Photoshop, Illustrator, Dreamweaver
- Google
- MicroStation
- Spectra Precision
- Trimble

10. Do I get any technical support with my CloudDVDs/vUnits purchase?

Yes. You can access the ‘Help: A User’s Guide’ from within your Digital Library that will answer many of your CloudDVD/vUnit related questions. If you still cannot get the answer to your

question, please contact elarning@synergis.com. We will respond to your request within 24 hours.