

# Frequently Asked Questions

## State, Local, Territorial, Tribal Government, Utilities & Public Education

### **What are the eligibility requirements to participate in the SLED program?**

The program is open to state, provincial, local, municipal, county, tribal and territorial government agencies and government or community related non-profit organizations geographically located in North America.

### **What are the eligibility requirements to participate in the Educational Institutions program?**

The Educational Institutions program is open to accredited colleges, universities, research institutions, technical training institutions, K-12 schools, or university affiliate health systems or hospitals geographically located in the US or Canada.

### **Do I need to be a member of MS-ISAC or REN-ISAC to participate in the Aggregate buy program?**

No, membership in our partner organizations is not required to participate as long as your organization meets the program eligibility requirements.

**I work for the US or Canadian federal government can I take advantage of these programs?** These programs are limited to state, provincial, and local governments only. Federal government agencies are not eligible to participate.

### **Do the training credits purchased through this program expire?**

Training credits purchased through this program expire 12 months after we receive payment for your order. However, a future purchase of additional training credits through this program, will extend the expiration of any unredeemed training credits that remain in the account at the time of deposit.

### **Can the training credits purchased through this program be shared by multiple people in my organization?**

Yes, training credits may be used by any staff member of your organization with the approval of the voucher account administrator specified by your organization at the time of purchase.

### **Do the courses taken need to be completed by the voucher expiration date?**

The training credits must be redeemed for a valid course registration by the voucher expiration date. The training may continue beyond the voucher expiration so long as the voucher credit was redeemed prior to the expiration date.



### **Can I purchase just a single course at the discounted program pricing?**

The program requires a minimum purchase of 3 training credits that may be shared across multiple staff. Single course purchases are not available through this program.

### **Are there any required minimums to participate in the program?**

The program requires a minimum purchase of 3 training credits that may be shared across multiple staff.

### **Can I use a purchase order to purchase?**

A purchase order may be used to facilitate purchase, however the same online ordering process must be followed when using a PO. Using a po does not constitute payment. Your voucher credits will be made available when SANS receives payment in full for your order.

### **When can I purchase and receive the program discounts?**

The best pricing is available for purchases placed during the two specified purchase program windows: Winter Dec 1 – Jan 31 and Summer Jun 1- Jul 31. Lesser discounts are available on voucher purchases between the two annual purchase windows.

### **Do you send me paper vouchers?**

Once payment is received for your order, a virtual voucher account is created and account details will be emailed to your organization's designated voucher administrator.

### **How is the training assigned to my staff?**

When registering for an online training course, your staff will select "voucher" as the payment method and will enter your organization's assigned voucher account number. Upon submission, their registration will be placed in a pending status and the account administrator will be asked to approve the registration. Once approved the voucher will be applied, and the order will be processed as paid.

### **Do I need to specify what courses will be taken at the time of purchase?**

You need not specify course or attendee at the time of purchase. Course and modality selection will be made when the credits are redeemed.



**Do the courses purchased through the program include certification exams?**

Courses purchased through the program do not include GIAC certification exams. GIAC exam bundles are available as an optional purchase under the program. Exam bundles must be redeemed with a new course registration.

**What courses may be taken with the course credits purchased?**

Course credits purchase through the program may each be redeemed for one seat in any single SANS Long course (24+ CPE) taken in either SANS OnDemand or Live Online modalities.

**What is a SANS Long Course?**

A SANS Long Course is any course that is 4-6 days in length when delivered instructor led. All long courses award at least 24 CPE credits.

**Can I use the training credits purchased to attend SANS conference events, in person?**

Due to the discount structure offered under this program, credits may only be redeemed for Online training offered in either OnDemand or Live Online formats.

**I work for a government organization outside of North America, are we eligible to participate in this discounted training program?**

Program eligibility is limited to organizations geographically located in North America (US and Canada). Organizations outside of North America cannot participate in this program.

**I work for an educational institution outside of North America, can we participate in the discounted program?**

Program eligibility is limited to educational institutions geographically located in North America (US and Canada). Institutions outside of North America cannot participate in this program.

**I prefer instructor-led training. Can I use these training credits for that type of training?**

Training credits purchased through this program cannot be used for in-person training events, however, SANS offers virtual, instructor-led options through the Live Online modality, which can be taken using program training credits.

**Can I purchase training on behalf of another organization?**

You may share your voucher credits with another organization as long as that organization would be qualified to purchase under the same program on their own. You may not resell SANS training at a profit to other organizations.

**Can I purchase training through the programs and resell it to my students?**

SANS vouchers may not be resold. Any training purchased through the programs must be used by eligible organizations.

**Who may use the training credits I purchase through this discounted program?**

Training credits may be used by anyone who is employed by the purchasing organization, with the approval of your organization's voucher administrator.

**If my organization already has a SANS voucher account, will purchasing additional credits through the program extend the expiration of those that are currently in my organizations account?**

Any additional purchases added to a voucher account will extend the expiration of any unredeemed credits in the account, at the time of deposit. All voucher credits will expire 12 months from the most recent deposit into that account.

**I work for a university or government organization, but I would like to personally purchase SANS courses through this program. Would I still be eligible?**

As an employee of an eligible organization, you may make a personal purchase through the program. You will need to do so using your organizational email address for eligibility verification.

**Are SANS program products on state or procurement contracts?**

Typically, no, however, SANS works with many resellers that can help with procurement processes – we can likely work with your preferred reseller. There may be an additional cost when purchasing through a 3rd party.



### **How often are SANS awareness libraries updated?**

SANS releases new content and formats/styles throughout the year, with a large, annual refresh. All updates/additions are included in our subscription model (no tiers). SANS makes an effort to completely refresh our End User training library top-to-bottom every three years.

### **Who creates SANS' awareness training modules?**

The same SANS experts that teach our world-renowned technical courses work with content experts and adult learning scientists to create short-form content specifically intended to inform, empower, and change behavior.

### **Can we modify/customize training?**

SANS content is off-the-shelf and videos are not customizable, however, content is brandable with your organization's logo. Our modular library allows customers to leverage SANS content and incorporate their policies and "homegrown" content for a training program unique to their environment.

### **Is the training licensed per module or "category"?**

Training is offered on a "library" basis – there are no "tiers" within the libraries. A purchase of our End User training provides access to the entirety of the library, including all updates and additions.

### **Is training tested for accessibility?**

Yes, SANS is committed to making training accessible for all and built with 508 and other accessibility frameworks in mind. A VPAT is available upon request.

### **Are there resources we could use to "promote" awareness outside of required training videos?**

"Engagement Materials" are offered for every topic area in our End User library and available for many of our shortform technical training topic areas as well. Co-brandable posters, newsletters, digital signage, and much more are available to help organizations promote cybersecurity awareness throughout the year.

### **Is there training available for technical roles that goes deeper than general awareness training? In addition to End User training?**

SANS offers shortform technical trainings for roles like Developer, IT Admins, and Business Leaders and Managers. These libraries help bridge the gap between general cybersecurity awareness training and a SANS technical course to ensure key technical roles are aware of the unique risks associated with their elevated levels of privileged access.



### **Do you offer gamified content?**

We offer a variety of “linear content” (video followed by a quiz), along with shorter gamified content, interactive challenge-based modules, and “escape room”-style games.

## **Platform/technology**

### **Can we manage training in our LMS?**

SANS builds our content in the standardized SCORM file format to integrate in nearly any commercial learning management system.

### **Another LMS manages our LMS. Is there a simple way to provide the LMS team a single file that is ready to assign?**

Customers leveraging their internal learning management system to deliver training will receive single SCO format files – each module available as an individual file. SANS can build a single SCORM file that can incorporate a selection of up to 18 individual modules. Policies and acknowledgements are also available for embedding as part of the single course.

### **Can we brand your content with our logo?**

Yes.

### **If we use your platform, what integrations are available?**

SANS’ platform has a wide range of pre-built integrations available. Most popularly, SSO, SMTP, and Active Directory are all available. Our platform includes a full API for any additional custom integrations your organization would like to leverage

### **Do you offer phishing simulation?**

Phishing Simulation is available as a standalone product, or as a bundle with End User training. A standard purchase includes a SANS-curated template library with levels of difficulty, a “Playbook” with all our recommendations, technology to filter out false positives, and much more.

## **Support**

### **What is included in your standard level of support?**

Standard support includes implementation training webinars, FAQ’s, getting started guides, and email support.



**We have a small team with limited resources. Does SANS offer hands-on help for implementation and guidance for awareness programs?**

SANS has a full team of experts that can get you up and running with implementation guidance/support, and options for ongoing assistance with planning, reporting, and more.

**Do you offer multi-year discounts?**

SANS offers one, two, and three-year purchase options. Years two and three are discounted, and multi-year purchases are paid upfront to realize the discount and price locks.

## **Program Disclosure**

### **Program Qualification**

This is an exclusive program. Current eligible constituencies include state, provincial, local, territorial, and tribal government organizations, state and local law enforcement agencies, and related non-profit organizations in the US and Canada.

### **Sole Source Statement**

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### **No Reselling Disclaimer**

SANS products, training, and services, including GIAC certification, cannot be resold without explicit and written approval from an official at SANS Institute.