

## FAQs

### 1. What is the Student Ambassadors program? Who is a Microsoft Learn Student Ambassador?

The Microsoft Learn Student Ambassadors program (formerly called Microsoft Student Partners) is a program for students who want to achieve more, providing opportunities to grow skills needed to make greater impact in the projects and communities that matter while being a force for good.

It is a global community of students who are passionate about accelerating innovation by building AI-driven solutions with Microsoft technology.

Students who register for the program have unique opportunities to explore cutting-edge technology, participate in AI competitions, lead local communities, and grow online presence.

Register by visiting the Student Ambassadors' website

<https://mvp.microsoft.com/studentambassadors> and clicking Get Started. Registration is quick and easy and should take less than 5 minutes.

### 2. How do I get started?

Register by visiting the Student Ambassadors' website

<https://mvp.microsoft.com/studentambassadors> and clicking Get Started.

Registration is quick and easy and should take less than 5 minutes.

After you register, follow the instructions in the Start-Here channel to link your Discord account to your GitHub account. This will unlock additional Ambassadors channels, including a detailed Ambassadors-FAQ.

After linking accounts, read the Ambassadors-FAQ to learn about registration paths and their requirements. Decide the path you would like to follow and complete the required path activities to be invited to join the program. Invitations are sent quarterly basis in January, April, July and October.

First register on Student Ambassadors website, <https://mvp.microsoft.com/studentambassadors> after which you'd get a link to join the Discord channel.

Second, click the "Start-Here" channel to see how to connect your GitHub account. This would grant you access to other channels available [or here to get to the channel](#).

### 3. What are the registration paths?

Registration paths align with 3 broad interests and skills categories and empower students to focus on what matters to them.

- ***Community Influencers*** want to grow their online presence by creating and sharing Microsoft content to attract audiences, drive engagement and build relationships.

To be invited to join the Student Ambassadors program, students who choose the Community Influencer path must **complete Technical Training and share content with their Contributor IDs to reach 250 Preferred Visitors to eligible Microsoft URLs**. Registered members who meet the requirement will be invited to join the program on a quarterly basis.

- ***Community Builders*** want to grow their leadership skills by hosting Student Learn Plans featuring Microsoft Learn training content.

To be invited to join the Student Ambassadors program, registered members who choose the Community Builder path must **complete Technical Training and host Student Learn Plans with their Contributor IDs to reach 1,000 net-new modules completed by plan participants**. Registered members who meet the requirements will be invited to join the program on a quarterly basis.

- ***Startup Advocates*** want to grow their impact by promoting AI-driven solutions and startups building with Microsoft AI and cloud technologies.

To be invited to join the Student Ambassadors program, students who choose the Startup Advocate path must **complete Technical Training and refer 15 accepted applications to Microsoft for Startups Founders Hub using their Contributor IDs**. Registered members who meet the requirement will be invited to join the program on a quarterly basis.

Students decide which path they would like to follow and complete the required activities for this path to become an ambassador.

First register on [Student Ambassadors' website](#), then proceed to the [Second step: linking to GitHub](#)

#### 4. How do I un-register for the Student Ambassadors program?

If you are no longer interested in becoming an ambassador, follow the steps below to un-register. Unregistering does not affect your Discord server membership.

- Go to the [Student Ambassadors website](#) and sign in with your registration account
- Select the profile circle in the top right-hand corner and then select My Account
- Select Delete Data in the red box, Enter Your Name as it appears, then select “Delete My Data”

#### 5. What benefits do I get with each milestone?

Alpha Ambassadors includes;

- M365 subscription
- Visual Studio Enterprise subscription
- \$150 USD monthly Azure credits

Beta Ambassadors includes Alpha benefits plus;

- Beta swag box

Gold Ambassadors includes Alpha & Beta benefits plus;

- Gold swag box
- Program leadership opportunities
- Consideration for special events and activities
- Consideration for MVP mentorship and nomination

## 6. What is a Contributor ID and how do I get mine?

Students who register for the program are given Contributor IDs to use when completing path activities. The ID helps us track their progress toward becoming an Ambassador. The ID does not change during their time as a registered member.

Students will receive their Contributor ID by email 3-5 days after registering for the program. The ID will have the general format shown below except the # signs will be replaced with their unique numbers.

```
`?wt.mc_id=studentamb_#####`
```

Students who choose the Startup Advocate path will refer startups to Founders Hub and ask the startups to include their Contributor ID on Founders Hub applications.

## 7. What is Founders Hub?

[Founders Hub](#) helps startups accelerate innovation by providing access to industry-leading AI, essential tools and technology, and expert support.

- Up to \$150,000 in Azure credits
- Free access to development and productivity tools including GitHub and M365
- Startup-friendly offers from Microsoft partners including OpenAI, Bubble and LinkedIn
- Expert mentorship and guidance from business leaders and technical experts

## 8. How do I refer applications to Founders Hub with my Contributor ID?

Founders Hub enables founders to take their ideas to the next level. This includes student founders working on a solution or startup of their own. Sign-up is open to all, takes minutes to apply and funding is not required.

Encourage student founders to explore Founders Hub and apply. It's never too early for them to get started. All your applicants need is a working name for their project, a description of the solution and a few sentences about their personal and professional background.

Instruct your referrals to include your full Contributor ID in the Affiliations section of the application under the field **List any other partners affiliated with your business concept**. Remember, your Contributor ID was emailed to you 3-5 days after you registered for the program.

## 9. My referral would like to know more about Founders Hub. Where should they go?

Direct your referral to the [Founders Hub Support Center](#) for additional information and guidance about the Founders Hub program, including application eligibility, program benefits, and much more. Your referral can also submit a support ticket directly from the Support Center site.

## 10. How do I add my Contributor ID to content URLs?

Students will add their Contributor ID to the end of eligible Microsoft URLs and share the modified URLs online.

For example:

- You want to share the link to Microsoft Learn
- The link is <https://learn.microsoft.com/>
- You modify the link by adding your ID to the end of the URL
- The new link is [https://learn.microsoft.com/?wt.mc\\_id=studentamb\\_#####](https://learn.microsoft.com/?wt.mc_id=studentamb_#####)

## 11. What else do I need to know about adding my Contributor ID to content URLs?

If the eligible Microsoft URL contains lang-locale (e.g. en-us, fr-fr, etc), make sure to remove it before adding your Contributor ID to the end.

And if the eligible Microsoft URL already contains a “?” (indicating another Contributor ID), make sure to replace the “?” in your ID with a “&” before adding your ID to the end of the URL.

For example:

- You want to share the link [https://learn.microsoft.com/en-us/?WT.mc\\_id=academic](https://learn.microsoft.com/en-us/?WT.mc_id=academic)
- You modify the link by removing the lang-local [https://learn.microsoft.com/?WT.mc\\_id=academic](https://learn.microsoft.com/?WT.mc_id=academic)
- You modify the link by adding your ID to the end of the URL replacing the “?” with a “&”
- The new link is [https://learn.microsoft.com/?WT.mc\\_id=academic&wt.mc\\_id=studentamb\\_#####](https://learn.microsoft.com/?WT.mc_id=academic&wt.mc_id=studentamb_#####)

## 12. What Microsoft URLs are eligible to use with Contributor IDs?

Paths on the Microsoft URLs listed below are eligible to use with Contributor IDs;

- |  |  |
|--|--|
| • <a href="#">Azure.Microsoft.Com</a>                | • <a href="#">Microsoft.Com/Microsoft-Fabric</a> |
| • <a href="#">Imaginecup.Microsoft.Com</a>           | • <a href="#">Devblogs.Microsoft.Com</a>         |
| • <a href="#">Blog.Fabric.Microsoft.Com</a>          | • <a href="#">Microsoft.Com/Startups</a>         |
| • <a href="#">Learn.Microsoft.Com</a>                | • <a href="#">Developer.Microsoft.Com</a>        |
| • <a href="#">Code.VisualStudio.Com</a>              | • <a href="#">Mvp.Microsoft.Com</a>              |
| • <a href="#">Microsoft.Com/Microsoft-Cloud/Blog</a> | • <a href="#">Dotnet.Microsoft.Com</a>           |
| • <a href="#">Community.Fabric.Microsoft.Com</a>     | • <a href="#">Reactor.Microsoft.Com</a>          |

- [Events.Microsoft.Com](https://events.microsoft.com)
- [Techcommunity.Microsoft.Com](https://techcommunity.microsoft.com)
- [Foundershub.Startups.Microsoft.Com](https://foundershub.startups.microsoft.com)

Remember, students will be added to the Handbook when they receive their Contributor ID.  
Tip: Learn Plans are not eligible.

### **13. What are Preferred Visitors?**

Preferred Visitors are a proprietary metric, and the specific dimensions cannot be disclosed. When sharing content, focus on the larger purpose of the path - attract audience, drive engagement and build relationships - to see your count rise.

Tip: Check the Handbook for examples of sharing content which represent ideal and not-ideal activities to driving Preferred Visitors count.

### **14. How do I know my Preferred Visitors count?**

Reporting emails are sent weekly. Community Builder and Startup Advocate emails are typically sent early Saturday morning. And Community Influencer emails are typically sent late Sunday evening. All times Pacific.

### **15. What are Student Learn Plans?**

Student Learn Plans are pre-selected sets of skilling modules on Microsoft Learn designed to help students master core concepts and develop practical skills. Available plans are listed below and described in detail in the Registered Member Handbook.

- Azure Fundamentals
- Azure AI Fundamentals
- Azure Data Fundamentals
- MSFT Power Platform Fundamentals
- MSFT Security, Compliance, and Identity Fundamentals
- Copilot for MSFT 365
- Get started with GitHub and GitHub Copilot
- Get started with Python
- Get started with C#

Plan hosts (that's you!) pick a plan from the list, submit a request for a personalized invite link and then host the plan for their local and online communities to complete.

Plan participants (that's your local and online communities!) complete the plan to build skills, unlock badges, and discover the power of Microsoft technology, products and services.

## **16. How do I submit a request for a personalized Student Learn Plan invite link**

Pick a Student Learn Plan that aligns with the interests and skills of your local and online communities and [submit a request for your personalized invite link using the Invite Link Request](#).

NOTE: This form is for registered members of the Student Ambassadors program. Requests submitted by others, including accepted Ambassadors, will be closed without reply. Allow 5 business days for us to create

## **17. What are net-new modules completed?**

**Modules completed** are modules which plan participants completed before joining the plan. **Net-new modules** completed are modules which plan participants completed after joining the plan.

## **18. How do I know my net-new modules completed count?**

Reporting emails are sent weekly. Community Builder and Startup Advocate emails are typically sent early Saturday morning. And Community Influencer emails are typically sent late Sunday evening. All times Pacific.

## **19. Does my referral receive special consideration because their application contains a Student Ambassadors Contributor ID?**

All applications to Founders Hub are evaluated based on the eligibility criteria listed on the [Founders Hub Support Center Apply tile](#). Referrals from registered members are not evaluated any differently.

## **20. How do I know my accepted Founders Hub applications count?**

Reporting emails are sent weekly. Community Builder and Startup Advocate emails are typically sent early Saturday morning. And Community Influencer emails are typically sent late Sunday evening. All times Pacific.

## **21. What if I cannot access my Microsoft subscription?**

Before you contact [sa-help@microsoft.com](mailto:sa-help@microsoft.com), please check the following common issues:

- Did you sign on the [Microsoft 365 portal](#)
- Did you sign on using your @studentambassadors alias?
- Is the spelling of your @studentambassadors alias correct?
- Does your @studentambassadors alias have a period between your first and last name? If so, did you include the period?
- Did you launch a private browser window? If not, Microsoft 365 may try to sign on with the incorrect alias.
- Did you enter the correct password?

## **22. What if I do not remember my @studentambassadors password?**

- You should be able to reset your own password. Please follow these steps:
- Open a private browser
- Go to the [Microsoft 365 portal](#)
- Enter your @studentambassadors email and click Next
- Click Forgot my password

## **23. What if I cannot access my Visual Studio subscription?**

Before submitting a support ticket to Visual Studio, please check the following common issues:

- Did you sign on the [Visual Studio portal](#)?
- Did you sign on using your @studentambassadors alias?
- Is the spelling of your @studentambassadors alias correct?
- Did you include the period between your first and last name for your @studentambassadors alias?
- Did you enter the correct password?
- Did you launch a private browser window? If not, Visual Studio may try to sign on with the incorrect alias.

## **24. What if I cannot activate my Azure benefit?**

Before submitting a support ticket to Visual Studio, please check the following common issues:

- Did you sign on the [Visual Studio portal](#)?
- Did you sign on using your @studentambassadors alias?
- Is the spelling of your @studentambassadors alias correct?
- Did you include the period between your first and last name for your @studentambassadors alias?
- Did you enter the correct password?
- Did you launch a private browser window? If not, Visual Studio may try to sign on with the incorrect alias.

## **25. What if I am still having issues with my Azure account?**

If you still cannot access your Azure benefit, you will need to submit a support ticket to Visual Studio. Please follow the below steps.

- Go to [Visual Studio Support](#)
- Click Accounts and Subscriptions
- Scroll to the bottom and click Account, Subscription, and Billing Support
- Select your Country/Region from the drop-down menu
- Choose your assisted support option (phone, online request, live chat)

## **26. How do I access my Azure benefit from my personal account?**

Your Azure subscription is assigned to your @studentambassadors account. Your subscription cannot be assigned to any other account; but you can set up an alternative account if you want to access your Azure benefit from an account that is different from your @studentambassadors account.

- Go to the [Visual Studio portal](#)
- Sign on with your @studentambassadors credentials
- Click Subscriptions
- Click Add alternative account

## **27. Can I get access to Azure OpenAI Service as MLSA and how?**

Azure OpenAI Service is a fully managed service that allows developers to easily integrate OpenAI models into their applications. With Azure OpenAI Service, developers can quickly and easily access a wide range of AI models, including natural language processing, computer vision, and more. Azure OpenAI Service provides a simple and easy-to-use API that makes it easy to get started with AI.

Previously, Student Ambassadors would have to request access to OpenAI via form. However, Student Ambassadors now have access and don't need to request access anymore.

## **28. Should I add my Credit Card to Azure OpenAI?**

We do not suggest using a credit card for account coverage, if you use a credit card for account coverage you are fully responsible for all charges. You can check out this guide on how to manage and configure your limit on Azure.

- [Tutorial: Create and manage budgets](#)
- [Azure spending limit](#)

## **29. Tell me about LinkedIn Learning**

It's sad that the LinkedIn Learning benefit has retired (June 30, 2024).

## **30. Swag Kits are handled/delivered/fulfilled by whom?**

Starting July 1, 2024, Beta and Gold swag kits will no longer include custom certificates and badges, additionally this will speed up the kit processing time. Based on Ambassador feedback, most Ambassadors, over 80%, shared that the custom certificates and badges are not essential to their motivation for participation. Looking for guidance on how to download your digital certificate? [Read more here.](#)

## **31. Who receives a swag kit?**

Beta and Gold milestone Ambassadors are eligible to receive this one-time benefit fulfillment.



### **32. What is included in my swag kit?**

Your swag kit will include stickers and some cool program branded items. However, you now get to fill your Gold kit with the amazing things you could find on the Microsoft Company Store.

### **33. Can I request an additional swag kit for my upcoming event?**

No, Student Ambassadors are only eligible for one swag kit. This is a one-time benefit fulfillment.

### **34. How do I redeem my Beta or Gold Swag kit using my voucher?**

You will receive a voucher code via email to your @studentambassadors.com account in the following month after you advance to the milestone. It is important to understand that the code is unique, will only be delivered once, and is not for resale. This unique code can only be redeemed by the Ambassadors it was assigned to. When you redeem your voucher, your name must be entered as it appears on your passport and or identification or your package may not clear customs. Your code expires within 60 days of the email date. You are responsible for protecting the code and understanding its expiration date. You will utilize your unique voucher code to claim your kit with the Microsoft Company store.

Follow this [step-by-step guidance document](#) from the Microsoft Company store on redeeming your voucher.

### **35. How soon will I receive my swag kit after I redeem my voucher?**

Ambassador swag vouchers must be redeemed by Student Ambassadors within 60 days of the automated swag voucher email being sent. Fulfillment and shipping can take anywhere between 4-6 weeks. Please note that delivery times can vary due to customs clearance and shipping restrictions in your country.

### **36. What does it mean if my order status is 'on hold'?**

If your order status is on hold, no further action is required on your end. This simply means that your kit is currently being customized and will be processed and shipped as soon as the customized item(s) are completed.

### **37. What do I do if I am contacted by customs?**

For International shipments, when/if you are contacted by customs, please choose the option to select FedEx as your CUSTOMS BROKER, this will ensure that all duties/tax are paid by Microsoft. If you select to be your OWN CUSTOMS BROKER, this will require additional paperwork on your end and will cause delays or make package undeliverable.

### **38. How do I get tracking information for my swag kit and who do I contact?**

When you place your order online with the Microsoft Company store, you will receive an order confirmation outlining the details of the order. Once the order ships, you will be sent an email with tracking information. If you have further questions, please contact the Microsoft Company Store Customer Care team directly:

Email: [customercare@ecompanystore.com](mailto:customercare@ecompanystore.com)

Toll Free: 888-672-1355

Hours: Monday – Friday 8:00 a.m. to 8:00 p.m. Eastern Time

Languages: English only

You can expect to hear a response from the customer support team within 24 hours of submitting your query

### **39. Who do I contact for support regarding my swag kit inquiries?**

This would be determined by your inquiry type.

If your query is regarding Tracking information, Damaged or missing items Damaged or missing items, Importation form support, Customs related issues, Change of delivery requests, then you should contact Microsoft Company Store Customer Care.

However, if your query is regarding your swag kit voucher, you should contact [SA-Coordinator@studentambassadors.com](mailto:SA-Coordinator@studentambassadors.com) (via Teams chat)

### **40. Can you help me get a job at Microsoft?**

Student Ambassadors need to submit internship applications via the global [Microsoft Careers site](#). If you scroll to bottom of the page, there are links to [FAQ](#) and [interview tips](#). It is worth taking the time to explore both these resource links. Join the [University Recruiting LinkedIn group](#) for updates. Watch the [University Recruiting best practices presentation](#). Also, keep an eye out for news, updates and events related to recruiting by [following the Announcements channel in Student Ambassadors teams](#).

### **41. Can you provide a verification of employment or letter?**

You are welcome to use your program certificate(s) as verification of your participation in the Student Ambassadors program, but the Student Ambassadors program cannot provide a verification of employment because your participation in the program is/was not an employee/employer relationship by nature or definition. Once you reach Gold milestone, we can provide a letter of recommendation.

#### **42. Will this program cause an issue with my U.S. visa?**

U.S. F-1 students should check with the Designated Academic Institution Official at the International Student office of their Academic Institution (or their own personal immigration legal counsel) to see if participation in this Program would constitute a violation of their F-1 status. A violation may not only impact a student's ability to continue with their F-1 studies but may also affect his or her eligibility for future U.S. immigration-related benefits.

#### **43. How do I report a potential conduct violation?**

If you become aware of a conduct violation on or offline, you are encouraged to report it to [Student Ambassador Global Support](#). If you are being harassed, notice that someone else is being harassed, or have any other concerns, please contact a member of the Program team immediately.

If you don't feel comfortable going through one of these channels, you can raise an anonymous concern via the [Microsoft Runs on Trust website](#).