If a student doesn't log into VitalSource Bookshelf during class to access the student eKit, will we be charged for the provisioned eKit license?
Yes, if the student logs into the AWS Builder Labs class, a license will be consumed because the labs access and eKit are purchased as a bundle from Gilmore.

If a student fails to access their eKit during class, how can they retrieve it after the class is over?
The instructor or ATP Training Coordinator (TC) can share the class link with the student (same link to access AWS Builder Labs during and after the class). Then just like during an active class, the student can access the class and click on Student Guide and Lab Guide. This access is available for up to a year after the class start date.

Is there a report to show who consumed or didn't consume eKit licenses during class?
The standard attendance report will match licenses consumed in Gilmore. Unused licenses will be returned to the inventory.

Can users access AWS Builder Labs using their APN accounts?
No. They have to log in using an Amazon.com account.

Do students need to use the same e-mail address for both AWS Builder Labs and the VitalSource bookshelf (Gilmore) to access the e-books?
Students can access the VitalSource bookshelf with a different email address than the one they use for AWS Builder Labs, if they so choose. When students click on the Lab Guide button in AWS Builder Labs, they'll be prompted to log in to their VitalSource bookshelf account. They can use their existing VitalSource bookshelf account (if they already have one), or create a new one.

Language FAQs

Can we provision eKits of different languages in the same class?
Provisioning eKits for different languages in the same class is not currently possible.

Operational FAQs

Can instructors/TCs edit the class during training, such as increasing the number of students to provision more labs and eKits?
Yes, you can increase the number of students in a class, provided an adequate number of Gilmore licenses have been purchased.

How will ATP TCs link eKits they've purchased to upcoming classes on AWS Builder Labs?
AWS Builder Labs will automatically assign eKits in an ATP's inventory to the relevant classes.

Will ATP Training Coordinators (TCs) get Gilmore bundle URLs after creating a class? Will they need to share URLs with students?
Distributing URLs to students ahead of class is no longer necessary. The instructor will share one URL with all students during class and students will access their eKit directly from that environment.

Pricing, Billing and Other FAQs

What is the pricing for Gilmore SKU of AWS Builder Labs and books?
Please contact aws@gilmore.ca for information on specific pricing related to courses. Pricing will include bundled kits and labs and is based off of tier and course length.

What is the billing process for using AWS Builder Labs?
Billing will remain the same, but courseware will be purchased as a bundle (labs and eKits) in a single transaction through Gilmore. If an ATP is already set up to purchase student eKits with Gilmore, no additional steps are required. Please contact aws@gilmore.ca for additional information.

Will ATPs be able to easily convert their current inventory of Gilmore eKits on QwikLabs (QL) for teaching on AWS Builder Labs, or will they have to use up said inventory by teaching on QL?
Customers can request a return of unused Gilmore eKits at any time with a $2.00 USD processing fee. However, for the purposes of the migration from QL to AWS Builder Labs, Gilmore will allow customers to return unused eKits and waive the $2 fee—as long as 1) the order was placed within 90 days of the return request and 2) the customer will place a bundle order in place of the returned eKits.

Should ATPs purchase eKits through Gilmore to support classes in AWS Builder Labs, or should ATPs consume Digital Tokens for the lab environments?
ATPs will need to purchase Digital Tokens through Gilmore to facilitate the labs class. Digital Tokens are bundled to include student guide, lab guide and lab.