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## RE:[CASE 7564450351] Doing a Congress talk and enrolling a university

1 message

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no-reply-aws@amazon.com <no-reply-aws@amazon.com>

Tue, Nov 3, 2020 at 2:46 AM

To: rene.solis@tectijuana.edu.mx

Hello there,

Thank you for reaching out to AWS Educate Program support team. Trust you're doing well and keeping safe.

I understand you have a few queries with which you needed our assistance. I'm happy to provide the details here.

First, regarding your students not having credits, I would like to confirm that all students with an approved application will have credits, however, the credit benefit amount they receive would be different for a member institute and a non-member institute.

Hence, if any of your students with approved application should have the credits approved as well. In case they are unable to locate the credits, kindly request them to direct contact us on [aws-cs-educate-form@amazon.com](mailto:aws-cs-educate-form@amazon.com) from their registered email address ([@zacatepec.tecnm.mx](mailto:@zacatepec.tecnm.mx)) and we'll individually assist them accordingly.

Second, regarding the main administration for all the organization campus, we will require either the Head of the Department or Dean or a person with full authority to take necessary decision under TecNM.mx to submit an Institution application with us to become the main administrator (CPOC).

Registration Link: [https://www.awseducate.com/registration#APP\\_TYPE](https://www.awseducate.com/registration#APP_TYPE)

Next, regarding the new email domain being given to your university, if it happens that the old email domain ([@tectijuana.edu.mx](mailto:@tectijuana.edu.mx)) has to be completely migrated to the new one ([@tijuana.tecnm.mx](mailto:@tijuana.tecnm.mx)), once again all the existing users with old email domain need to individually contact us on [aws-cs-educate-form@amazon.com](mailto:aws-cs-educate-form@amazon.com) to check for a possible update in their email address to the new one. Further, new applicants can directly use the new email domain while applying to Educate program. This way they can continue to use their Educate account.

I hope the details provided addresses your concern. However, if you have any further query or concern, please feel free to contact us and we'll be happy to help you.

Wishing you a pleasant day ahead. Take care and stay safe!

We value your feedback. Please share your experience by rating this correspondence using the AWS Support Center link at the end of this correspondence. Each correspondence can also be rated by selecting the stars in top right corner of each correspondence within the AWS Support Center.

Best regards,  
Aishwarya N  
Amazon Web Services

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To share your experience or contact us again about this case, please return to the AWS Support Center using the following URL: <https://console.aws.amazon.com/support/home#/case/?displayId=7564450351&language=en>

Note, this e-mail was sent from an address that cannot accept incoming e-mails.  
To respond to this case, please follow the link above to respond from your AWS Support Center.

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AWS Support:

<https://aws.amazon.com/premiumsupport/knowledge-center/>

AWS Documentation:

<https://docs.aws.amazon.com/>

AWS Cost Management:

<https://aws.amazon.com/aws-cost-management/>

AWS Training:

<http://aws.amazon.com/training/>

AWS Managed Services:

<https://aws.amazon.com/managed-services/>