

# Frequently Asked Questions

## Will the existing PTC University online self-paced classes (eLearning bundled with the Creo Design subscriptions) still be available?

Yes, the Creo 5 and prior versions elearning will still be available to all customers that purchased or converted to subscription licensing for Creo. As the Creo products reach their retirement dates then the eLearning will also retire at that time. For Creo 6 and beyond the LEARN Basics will be included with all [Creo subscriptions](#).

## Is LEARN Online available for other products other than Creo?

Currently, we are only offering LEARN Online for Creo. We are in the process of working on other products to be part of our subscription soon.

## Is the subscription product-based?

Yes, we are releasing the Creo subscription now and we will have separate subscriptions for ThingWorx, Vuforia, and other PTC products as demand grows.

## How often is an instructor led module offered?

This is based on demand. Our fundamental classes will be delivered a couple times a week.

## Is this offered globally?

At this time, LEARN Online is only offered in North America, but we foresee this going global in the future.

## How long is the subscription?

This is 2-year minimum requirement, or it aligns with your current Creo Product Subscription.



## What happens if a user leaves the company or department, what happens to their license?

We allow for a reassignment of the license to an appropriate person.

## How will I know which classes are full?

Training Central will let you know the class is full and will place you on a waiting list for that class if you would like. PTC will look at waiting list as soon as we see full classes and schedule another class as soon as possible. If a class is full, you can always look to see when the next session is going to be.

## How do I tell you that I want a class?

Training Central will allow you to place request for classes that are not on the schedule.

## Are lab environments only available during the class time?

The lab environments are only available during the class session.

## Are the lab files, parts and assembly's going to be available offline?

The lab files will only be available in the lab environment. Most of the models we are using can be easily created and make for great practice.

## During my class, if I need help, how is the instructor going to help me?

The instructor will be able to remotely log into your lab environment and take over your session. They will be able to show you on the screen the information you need. They can also view your session and watch or guide you through the right steps.

