



VMworld FAQs for Registrations using PSO Consulting Credits

Customers wishing to purchase passes to VMworld US 2014 using their PSO Credits can do so starting May 6, 2014. The VMworld Europe 2014 tickets may be purchased beginning June 24, 2014.

For the VMworld US event, August 24-28, 2014, the number of credits required for one pass is 22 credits. For the Europe event, October 14-16, 2014, one pass is 19 credits.

Restrictions:

There are a limited number of passes which can be purchased with PSO Credits. These will sell out.

Only 10 passes can be purchased per PSO Credit Account.

Training credit accounts cannot be used to purchase passes to VMworld, only PSO Consulting credits may be used.

Account must be active through the duration of the event. Accounts expiring before the applicable conference start date will not be eligible to purchase passes using PSO Credits. Accounts will not be extended for the sole purpose of attending VMworld.

Discounts are not applicable when using PSO Credits to purchases passes to VMworld events.

Tickets purchased with PSO Credits are not refundable.

Q.) How do I register for VMworld using my PSO Consulting Credits?

A.) To register for VMworld using PSO Consulting Credits please follow the steps below:

- 1) Activate your PSO Credit account if not already activated using your activation email.
- 2) Create an account at VMworld.com if not already created.
- 3) For the US event, go to <http://mylearn.vmware.com/vmworld/?e=12> to get your registration codes for pass purchases.
- 4) For the Europe event, go to <http://mylearn.vmware.com/vmworld/?e=13> to get your registration codes for pass purchases.

- 5) Access <http://www.vmworld.com/registration.jspa> to redeem your registration codes and register for VMworld.

Q.) I am registering for the event through MyLearn, attempting to get my Token/Code, and I am receiving an error message that my company has met its' limit, is this true? How can I fix this or work around this?

A.) There are several reasons why you may receive an error:

1. You are attempting to register for the event through MyLearn using a personal email address (i.e. gmail.com, etc) rather than using your work email address or the domain associated with the credits account they are trying to access in order to purchase their pass.
2. Your account is expiring before the event begins/ ends. Your account must be effective through the duration of the event for which you are registering. If your account expires before the final date of the event, you are not eligible to use your PSO credits for ticket purchase.
3. Your account is a "Training Credits" account. Only PSO Credits accounts may be used for VMworld ticket purchases.
3. Your account may have some other hold on it. Please contact PSOCredits@vmware.com if none of the above error reasons apply to your situation so that we may further investigate your issue.