



Avid Creative Product FOC License Instructions

As an added measure to assist our community in adjusting their workflows to accommodate COVID-19 virus precautions, Avid will make a limited number of temporary licenses of our creative products available to qualified media enterprise and educational institutions at no charge.

Starting Monday, March 16 through Friday, April 17, for those companies who have employees that must work remotely because their facility has been closed, Avid will provide 90-day licenses of Media Composer | Ultimate, Pro Tools, Pro Tools | Ultimate, or Sibelius | Ultimate subject to the restrictions below. In addition, any qualifying educational institution with enrolled students in an Avid course who can no longer access school facilities may receive a temporary license through their school for the products identified below.

For Employees (Creative Individuals):

- Companies should submit the request for licenses on behalf of their employees. If you are an employee – either full time, contractual or freelance – working for a company that has asked you to work from home, you should request your employer to make a request for a license on your behalf.

For Students:

- Educational institutions should submit bulk requests on behalf of their students, rather than sending individual students to make requests directly. Students who are in need of a license should submit a request to their school to obtain one.

Important Information:

- Users will receive a Registration (also known as Redemption or Activation) code via email, which they will need to deposit into their [My Avid account](#) or www.avid.com/register. Internet access is required.
- Their 90-day license will begin at the time a user registers the code.
- Installers and the 90-day license will be deposited into their account.
- Licenses will only be provided for the following products:
 - Media Composer | Ultimate
 - Pro Tools
 - Pro Tools | Ultimate
 - Sibelius | Ultimate
- Licenses will only be provided to users whose company or educational institution owns the same product being requested, and the product is either an active subscription or under an active upgrade and support contract. A maximum of one license will be provided per one owned and active license.
- Codes must be deposited by April 17, 2020 to receive the free license.
- Media Composer | Ultimate licenses will only run 2018.9 or higher.
(Additional information can be found on our [FAQ](#).)

How to Request a License:

1. Customers who require a license will need to provide the following information for each user that needs a license (you can use the [Excel spreadsheet here](#) as a template to provide this information)
 - First and Last Name
 - Email Address of My Avid Account
 - For students that may not have an My Avid Account, they can create one and then submit their request.
 - For site administrators who will be centralizing the registration of licenses and will only be using one My Avid Account, simply specify that on the request and include the total number of licenses you will need.
 - Product License needed:
 - Media Composer | Ultimate
 - Pro Tools
 - Pro Tools | Ultimate
 - Sibelius | Ultimate
 - **Country** – This should be included in the Subject Line of your email as well as the email body
 - Company or School association
2. Send the request to the email address for your geography with your country as the first word in the subject line:
 - Americas: amerfoc@avid.com
 - Europe, Middle East & Africa: emeafoc@avid.com
 - Asia Pacific & ANZ: apacfoc@avid.com
3. Upon receipt of your request, Avid may contact you via email for more information or to clarify the information provided.
4. Once the request is complete and accepted by Avid*, you will receive the registration code(s) via email and will need to deposit into your [My Avid account](#) or www.avid.com/register.

Requests will be monitored and answered during normal business hours for the geography you are in. Avid will attempt to respond in a timely manner. We appreciate your patience while we manage a high volume of requests overall.

Media Composer | Cloud VM Option:

Customers that will be working from home but wish to connect to their facility remotely by streaming their Media Composer desktop may need the Media Composer | Cloud VM Option to enable this. We can provide a Cloud VM Option 90-day license that can be added to an existing Media Composer perpetual or Media Composer | Ultimate license.

This will not include a Media Composer or Media Composer | Ultimate license; users must already have an active license to take advantage of this option. To request a license, follow the same process as described above. Requests can be made between March 16 and April 17 for either node-locked (single seat) or Floating licenses (floating licenses can only be added to an existing floating license server.) Once approved, you will receive Activation Codes that you can use to activate your Option license directly; you will not need to redeem anything into your My Avid Account.



If you need assistance with creating a My Avid Account, registering your code, or downloading and installing your product, please refer to these resources:

- [Media Composer | Ultimate](#)
- [Pro Tools and Pro Tools | Ultimate](#)
- [Sibelius | Ultimate](#)

If you have an Enterprise Agreement with Avid, please feel free to reach out to your Sales Representative directly to make a request for FOC licenses.

If you are an Avid Learning Partner (ALP) member, you should have received instructions from our ALP Program team directly. Please follow those instructions for providing licenses to your students.

**Avid reserves the right to approve or reject requests for temporary licenses at its sole discretion. Avid makes no guarantee about the availability of temporary licenses and may discontinue this offer without notice.*

