FAQ

90-Day Learn ArcGIS® Program for Workers Impacted by COVID-19

As part of our continued efforts to support the community amid business closures as a result of coronavirus disease 2019 (COVID-19), we will offer free access to ArcGIS® Online, ArcGIS Pro, and Learn ArcGIS to workers who have been impacted by the pandemic. Please feel free to share this program with peers and colleagues who may find it valuable.

To sign up for a membership, please visit the Become a Member page.

Q: What is the purpose of this offering?

A: This offering is to support users whose work environments have been affected by COVID-19 and would like access to ArcGIS for the purposes of learning and exploration. These licenses are available through August 31, 2020, and are for noncommercial purposes only.

Q: What is Learn ArcGIS?

A: Learn ArcGIS is a free resource for learning to use ArcGIS in the context of real-world problems. It provides hands-on lessons for many products such as ArcGIS Online, ArcGIS Pro, ArcGIS StoryMaps℠, and Survey123 for ArcGIS—over 20 products in all.

Lessons can be filtered by capability (e.g., mapping, spatial analysis, real-time visualization), product, industry, resource type, or geographic region. Discovery paths are curated collections of resources on a given topic, such as spatial analysis or health, providing easy access to a series of activities.

Q: Does this offer create another ArcGIS Online account? Are they related?

A: This offer creates an ArcGIS Online organizational account managed by Learn ArcGIS. This account is separate and not related to any ArcGIS Online account provided by an employer.

Q: How do I copy content from my Learn ArcGIS organization membership to another account?

A: Currently there are three ways to copy content from one organization to another: (1) ArcGIS Online Assistant, (2) GEO Jobe Admin tools, and (3) ArcGIS API for Python.

Q: Where do I get the installation files/executables to install ArcGIS Pro?

A: Instructions will be sent via email upon registration. Registrants will receive an email to activate the account, then a second email with instructions to download ArcGIS Pro.

Q: Does my Learn ArcGIS membership include ArcMap?

A: ArcMap™ is not included in this program. ArcGIS Pro is the desktop application included in the Learn ArcGIS membership.

Q: What support is offered (e.g., download and installation, general software use), and how do I get help?

A: Community support is available in the Learn ArcGIS GeoNet community. You can ask questions and search for information in the Content feed.

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