



F5 SERVICES: GETTING STARTED

January 12, 2025



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OVERVIEW

The Getting Started guide is intended to provide you with the details of how to activate and schedule your service products (F5 Professional Services and F5 Education Services) purchased from F5 or a designated F5 partner. The sections within this document provide specific instructions for each service product detailed below. The instructions for each service may visually appear to be similar but have slight differences. Thus, please utilize the specific instructions for the service product purchased.

ACT OF ACKNOWLEDGEMENT

The Service Enablement section and sub-sections contain instructions to complete an Act of Acknowledgement to activate your service product. An Act of Acknowledgement is an agreement between the F5 and the Buyer regarding:

- The services to be performed by Professional Services
- The terms and conditions set forward for the services to be performed.

An act of acknowledgement is only required to be completed one time for the services detailed in the Services Requiring an Act of Acknowledgement sub-section of this document.

Services Requiring an Act of Acknowledgement

An Act of Acknowledgement must be received by F5 to activate your service and before an F5 resource can provide services for the following services:

- [F5 Trusted Advisor Program \(TAP\) – Express Pass](#)
- [F5 Appliance Migration](#)
- [F5 Flexible Consumption Service: Designated Engineer Service Plus](#)
- [F5 Flexible Consumption Service: Resident Services](#)

Select the name of the service above to be taken to the instructions for completing the Act of Acknowledgement for the specific service.

Services NOT Requiring an Act of Acknowledgement

An Act of Acknowledgement is not required by F5 before an F5 resource can provide services for the following services; however, a signed Statement of Work or Service Description is required for services to be scheduled:

- F5 Partner Extension Services
- F5 Work as Directed

SCHEDULING

Each section within the Scheduling Services section contains specific information for scheduling the services you have purchased. The type of service purchase is identified within the header of your Statement of Work or Service Description you received from the F5 Representative prior to purchasing the service or within the entitlement notification you received after purchasing the services.

If you have completed the Act of Acknowledgement for services indicated in the Services Requiring an Act of Acknowledgement section, you can proceed with scheduling your service as indicated in sub-section of Scheduling Services. If your service is indicated in the Services NOT Requiring an Act of Acknowledgement section, the instructions to schedule your service is defined in the sub-section of Scheduling Services or you can select the name of the service you purchased below for the instructions to schedule your service.

- [F5 Appliance Migration](#)
- [F5 Flexible Consumption Service: Designated Engineer Service Plus](#)
- [F5 Flexible Consumption Service: Resident Services](#)
- [F5 Partner Extension Services](#)
- [F5 Trusted Advisor Program \(TAP\) – Express Pass](#)
- [F5 Work as Directed](#)

SERVICE EXCHANGES

F5 permits the exchange of the identified services listed below to be exchanged with F5 Education Services: Training Units. The services which can be exchanged are:

- [F5 Trusted Advisor Program](#)

The instructions to perform the exchanges of the identified services are detailed within the Exchanging Services section of this document.

DEFINITIONS

Capitalized terms have the definitions set forth herein, F5 Services Glossary at <https://www.f5.com/pdf/service-description/f5-services-glossary.pdf> or the services' corresponding consulting services agreement. In the event of conflict between F5 Services Glossary and the terms of this Getting Started guide, this Getting Started guide takes precedence.

SERVICE ENABLEMENT

Below are the instructions for completing the Act of Acknowledgement for the services listed in section Services Requiring an Act of Acknowledgement. Each subsection has instructions for the specific service.

F5 TRUSTED ADVISOR PROGRAM (TAP) – EXPRESS PASS

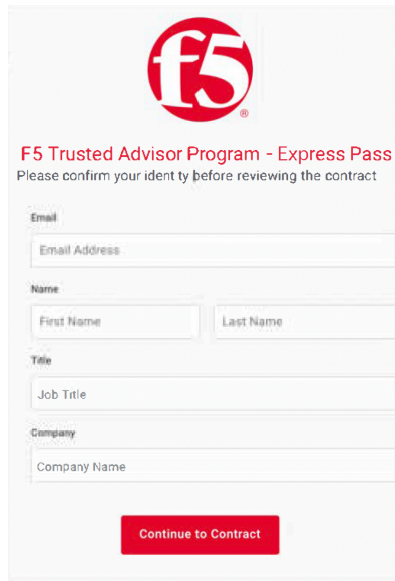
How to activate my Trusted Advisor Program service

The following are the instructions for activating your Trusted Advisor Program. If you have any questions about the activation process or during the activation, please contact F5 by submitting an email to consulting.sales@f5.com.

To activate your service, F5 requests an act of acknowledgement be completed by the Buyer or an authorized party who has the signing authority to sign on behalf of the Buyer. The Buyer is either (a) the End Customer or (b) the Buyer is a prime contractor to the End Customer.

To provide the act of acknowledgement, a signing authority must perform the following steps. If you don't have signing authority, please provide these instructions to the appropriate authority for completion.

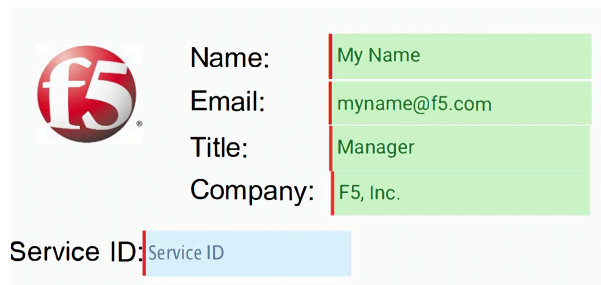
1. In a browser, open the Trusted Advisor Program act of acknowledgement page using the link provided in your notification email from F5.
2. A form like the following will appear.



The screenshot shows a web form for the F5 Trusted Advisor Program - Express Pass. At the top is the F5 logo. Below it, the title "F5 Trusted Advisor Program - Express Pass" is displayed in red, followed by the instruction "Please confirm your identity before reviewing the contract". The form contains several input fields: "Email" (with a sub-label "Email Address"), "Name" (split into "First Name" and "Last Name"), "Title" (with a sub-label "Job Title"), and "Company" (with a sub-label "Company Name"). A red button labeled "Continue to Contract" is positioned at the bottom of the form.

3. In the **Email Address** field, type the signing authority's email address.
4. In the **First Name** field, type the first name of the signing authority.
5. In the **Last Name** field, type the last name of the signing authority.

6. In the **Job Title** field, enter the signing authority's position title at the company.
7. Within the **Company Name** field, enter the name of the company who employs the signing authority.
8. Click **Continue to Contract**.
9. The Service Description for the Trusted Advisor Program – Express Pass will appear with several fields on the upper left corner of the document like the following:



A screenshot of a web form for F5. On the left is the F5 logo. To its right are four labeled input fields: 'Name:', 'Email:', 'Title:', and 'Company:'. Each field has a green input box containing text. Below these is a 'Service ID:' label followed by a light blue input box containing the text 'Service ID'.

Name:	My Name
Email:	myname@f5.com
Title:	Manager
Company:	F5, Inc.

Service ID: Service ID

10. Verify the entries in the **Name**, **Email**, **Title**, and **Company** fields are correct. Modify invalid information in the corresponding field.
11. In the **Service ID** field, enter the value of the Service ID provided to you within the notification email you received from F5. The Service ID you received will start with "**TAP**".
12. Review the Service Description entirely.
13. Click **Agree** at the bottom of the browser window to electronically sign the Service Description.
14. A screen like the following will appear.



You're all set

You'll receive an email confirming your acceptance shortly.

[Download Record](#)

15. Select **Download Record** to keep a copy of the Service Description for your organization's records or reference the email sent to you to download a copy of the Service Description.

F5 APPLIANCE MIGRATION

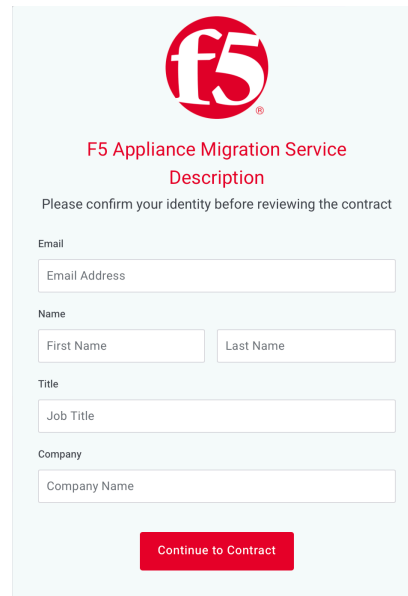
How to activate my F5 Appliance Migration service


The following are the instructions for activating your F5 Appliance Migration service. If you have any questions about the activation process or during the activation, please contact F5 by submitting an email to consulting.sales@f5.com.

To activate your service, F5 requests an act of acknowledgement be completed by the Buyer or an authorized party who has the signing authority to sign on behalf of the Buyer. The Buyer is either (a) the End Customer or (b) the Buyer is a prime contractor to the End Customer.

To provide the act of acknowledgement, a signing authority must perform the following steps. If you don't have signing authority, please provide these instructions to the appropriate authority for completion.

1. In a browser, open the Trusted Advisor Program act of acknowledgement page using the link provided in your notification email from F5.
2. A form like the following will appear.

The image shows a web form titled "F5 Appliance Migration Service Description". At the top is the F5 logo. Below the title, it says "Please confirm your identity before reviewing the contract". The form contains several input fields: "Email" (with a sub-label "Email Address"), "Name" (with sub-labels "First Name" and "Last Name"), "Title" (with a sub-label "Job Title"), and "Company" (with a sub-label "Company Name"). At the bottom of the form is a red button labeled "Continue to Contract".



F5 Appliance Migration Service
Description

Please confirm your identity before reviewing the contract

Email
Email Address

Name
First Name Last Name

Title
Job Title

Company
Company Name

Continue to Contract

3. In the **Email Address** field, type the signing authority's email address.
4. In the **First Name** field, type the first name of the signing authority.
5. In the **Last Name** field, type the last name of the signing authority.
6. In the **Job Title** field, enter the signing authority's position title at the company.
7. Within the **Company Name** field, enter the name of the company who employs the signing authority.
8. Click **Continue to Contract**.
9. The Service Description for the F5 Appliance Migration service will appear with several fields on the cover page of the document like the following:

F5® Appliance Migration

Service Description

Professional Services Product: F5-CST-MIG-APPLIANCE

Name: My Name
Email: myname@f5.com
Title: Manager
Company: F5, Inc
Service ID: Service ID

10. Verify the entries in the **Name**, **Email**, **Title**, and **Company** fields are correct. Modify invalid information in the corresponding field.
11. In the **Service ID** field, enter the value of the Service ID provided to you within the entitlement notification email you received from F5. The Service ID you received will start with "**MIG101002-**".
12. Review the Service Description entirely.
13. Click **Agree** at the bottom of the browser window to electronically sign the Service Description.
14. A screen like the following will appear.



You're all set

You'll receive an email confirming your acceptance shortly.

[Download Record](#)

15. Select **Download Record** to keep a copy of the Service Description for your organization's records or reference the email sent to you to download a copy of the Service Description.

F5 FLEXIBLE CONSUMPTION SERVICE: DESIGNATED ENGINEER SERVICE PLUS

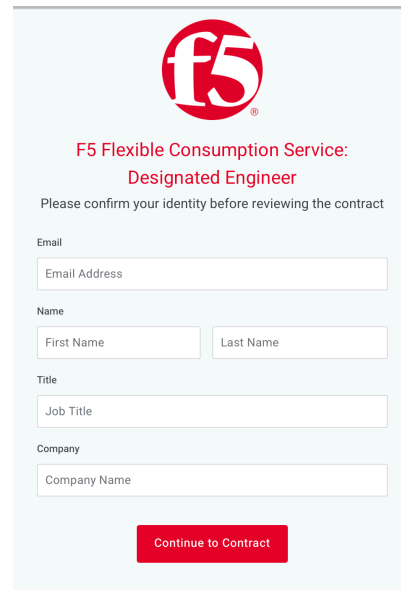
How to activate my F5 Flexible Consumption Service: Designated Engineer Service Plus service

The following are the instructions for activating your F5 Flexible Consumption Service: Designated Engineer Service Plus service. If you have any questions about the activation process or during the activation, please contact F5 by submitting an email to consulting.sales@f5.com.

To activate your service, F5 requests an act of acknowledgement be completed by the Buyer or an authorized party who has the signing authority to sign on behalf of the Buyer. The Buyer is either (a) the End Customer or (b) the Buyer is a prime contractor to the End Customer.

To provide the act of acknowledgement, a signing authority must perform the following steps. If you don't have signing authority, please provide these instructions to the appropriate authority for completion.

1. In a browser, open the F5 Flexible Consumption Service: Designated Engineer Service Plus act of acknowledgement page using the link provided in your notification email from F5.
2. A form like the following will appear.



The screenshot shows a web form for F5 Flexible Consumption Service: Designated Engineer. At the top is the F5 logo. Below it, the text reads "F5 Flexible Consumption Service: Designated Engineer" in red, followed by "Please confirm your identity before reviewing the contract" in black. The form contains several input fields: "Email" with a sub-label "Email Address", "Name" with sub-labels "First Name" and "Last Name", "Title" with a sub-label "Job Title", and "Company" with a sub-label "Company Name". At the bottom is a red button labeled "Continue to Contract".

3. In the **Email Address** field, type the signing authority's email address.
4. In the **First Name** field, type the first name of the signing authority.
5. In the **Last Name** field, type the last name of the signing authority.
6. In the **Job Title** field, enter the signing authority's position title at the company.
7. Within the **Company Name** field, enter the name of the company who employs the signing authority.
8. Click **Continue to Contract**.

9. The Service Description for the F5 Appliance Migration service will appear with several fields on the cover page of the document like the following:

**F5® Flexible Consumption Service: Designated Engineer
Service Plus**

Service Description

Professional Services Product: F5-CST-FLX-DESPLUS

Name: My Name
Email: myname@f5.com
Title: Manager
Company: F5, Inc.

Service ID: Service ID

10. Verify the entries in the **Name**, **Email**, **Title**, and **Company** fields are correct. Modify invalid information in the corresponding field.
11. In the **Service ID** field, enter the value of the Service ID provided to you within the entitlement notification email you received from F5. The Service ID you received will start with “**FCS101000-**”.
12. Review the Service Description entirely.
13. Click **Agree** at the bottom of the browser window to electronically sign the Service Description.
14. A screen like the following will appear.



You're all set

You'll receive an email confirming your acceptance shortly.

[Download Record](#)

15. Select **Download Record** to keep a copy of the Service Description for your organization's records or reference the email sent to you to download a copy of the Service Description.

F5 FLEXIBLE CONSUMPTION SERVICE: RESIDENT SERVICES

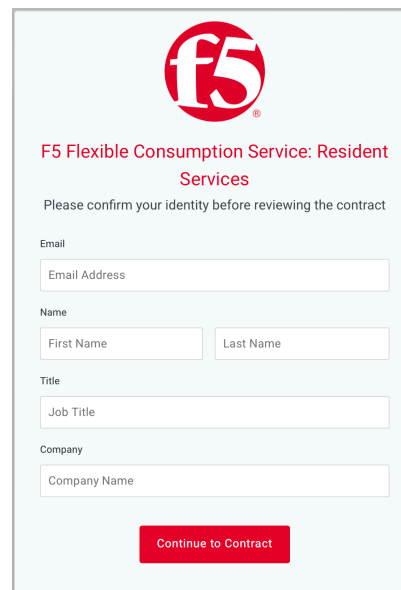
How to activate my F5 Flexible Consumption Service: Resident Services

The following are the instructions for activating your F5 Flexible Consumption Service: Resident Service. If you have any questions about the activation process or during the activation, please contact F5 by submitting an email to consulting.sales@f5.com.

To activate your service, F5 requests an act of acknowledgement be completed by the Buyer or an authorized party who has the signing authority to sign on behalf of the Buyer. The Buyer is either (a) the End Customer or (b) the Buyer is a prime contractor to the End Customer.

To provide the act of acknowledgement, a signing authority must perform the following steps. If you don't have signing authority, please provide these instructions to the appropriate authority for completion.

1. In a browser, open the Flexible Consumption Service: Resident Engineer act of acknowledgement page using the link provided in your notification email from F5.
2. A form like the following will appear.



The screenshot shows a web form for activating F5 Flexible Consumption Service: Resident Services. At the top is the F5 logo. Below it, the text reads "F5 Flexible Consumption Service: Resident Services" in red, followed by "Please confirm your identity before reviewing the contract". The form contains several input fields: "Email" (with a sub-label "Email Address"), "Name" (split into "First Name" and "Last Name"), "Title" (with a sub-label "Job Title"), and "Company" (with a sub-label "Company Name"). A red button labeled "Continue to Contract" is at the bottom.

3. In the **Email Address** field, type the signing authority's email address.
4. In the **First Name** field, type the first name of the signing authority.
5. In the **Last Name** field, type the last name of the signing authority.
6. In the **Job Title** field, enter the signing authority's position title at the company.
7. Within the **Company Name** field, enter the name of the company who employs the signing authority.
8. Click **Continue to Contract**.

9. The Service Description for the F5 Appliance Migration service will appear with several fields on the cover page of the document like the following:

F5® Flexible Consumption Service: Resident Services

Service Description

Professional Services Product: F5-CST-FLX-RES-SVC

Name: My Name
Email: myname@f5.com
Title: Manager
Company: F5, Inc.
Service ID: Service ID

10. Verify the entries in the **Name**, **Email**, **Title**, and **Company** fields are correct. Modify invalid information in the corresponding field.
11. In the **Service ID** field, enter the value of the Service ID provided to you within the entitlement notification email you received from F5. The Service ID you received will start with “**FCS201000-**”.
12. Review the Service Description entirely.
13. Click **Agree** at the bottom of the browser window to electronically sign the Service Description.
14. A screen like the following will appear.



You're all set

You'll receive an email confirming your acceptance shortly.

[Download Record](#)

15. Select **Download Record** to keep a copy of the Service Description for your organization's records or reference the email sent to you to download a copy of the Service Description.

SCHEDULING SERVICES

Below are the instructions for contacting F5 to schedule the services you have purchased. If you have purchased:

- F5 Appliance Migration Service;
- F5 Flexible Consumption Service: Designated Engineer Service Plus;
- F5 Flexible Consumption Service: Resident Services;
- F5 Partner Extension Services; or
- F5 Work as Directed,

the instructions for scheduling your services are specified in the General Scheduling sub-section of this document. If you have purchased the F5 Trusted Advisor Program, use the document link, [F5 Trusted Advisor Program \(TAP\)](#), for the instructions to submit a service request to schedule your service.

F5 TRUSTED ADVISOR PROGRAM (TAP)

How to submit a Trusted Advisor Program service request

Once the Trusted Advisor Program service is activated, you must utilize the following steps to submit a service request to F5 to consume your passes. You can use one of two options, Clickable email template or Manual Email Template.

[Clickable Email Template \(Option 1\)](#)

1. Select the following link:

taprequest@f5.com

2. A new email window will open like the following:

To: taprequest@f5.com ▾

Cc:

Subject: <service-id> <company-name>

Location: <requestors-physical-location>

Time zone: <requestors-timezone>

Service Request Details:

<service-request>

Sincerely,

<your-email-signature>

3. In the **Subject** field of your email client, replace **<service-id>** with the Service ID received in your notification email.

4. Replace **<company-name>** with the name of your company. This name must match the name of the company that purchased the services.
5. In the body of the email, perform the following:
 - a. Replace **<requestors-physical-location>** with your location (i.e., City, Country).
 - b. Replace **<requestors-timezone>** with your time zone in UTC format.
 - c. Replace **<service-request>** with the details of what you would like completed by F5. Include information such as F5 hardware details (if applicable), software module(s), software version(s), and maintenance window requirements.
6. Replace **<your-email-signature>** with your business email signature.
7. Below is an example of a request:

To: taprequest@f5.com ▼

Cc:

Subject: TAPxxxxx, F5, Inc

Location: Seattle, WA
Time zone: UTC-8

Service Request Details:
I would like assistance with configuring my healthcare application on my VELOS device and configuring security policies to protect all of my applications on one HA tenant deployed with TMOS 17.1.

The VELOS instance is licensed with BIG-IP LTM and BIG-IP Advanced WAF.

Sincerely,

My Name
System Administrator

8. Save the email as an Email Template within your email client to use for requests in the future.
9. Send the email to F5.

Manual Email Template (Option 2)

1. Within your email client, create a new email to taprequest@f5.com.
2. In the **Subject** field, include your **Service ID** and your **Company Name**.
3. In the body of the email, include the following:

Location: **<requestors-physical-location>**
Time zone: **<requestors-timezone>**

Service Request Details:
<service-request>.

Sincerely,

<your-email-signature>

4. Replace **<requestors-physical-location>** with your location (i.e., City, Country).

5. Replace **<requestors-timezone>** with your time zone in UTC format.
6. Replace **<service-request>** with the details of what you would like completed by F5. Include information such as F5 hardware details (if applicable), software module(s), software version(s), and maintenance window requirements.
7. Replace **<your-email-signature>** with your business email signature.
8. The email should look like the following:

To: taprequest@f5.com ▼

Cc:

Subject: TAPxxxxx, F5, Inc

Location: Seattle, WA
Time zone: UTC-8

Service Request Details:
I would like assistance with configuring my healthcare application on my VELOS device and configuring security policies to protect all of my applications on one HA tenant deployed with TMOS 17.1.

The VELOS instance is licensed with BIG-IP LTM and BIG-IP Advanced WAF.

Sincerely,

My Name
System Administrator

9. Save the email as an Email Template within your email client to use for requests in the future.
10. Send the email to F5.

[Need Assistance with Trusted Advisor Program Service Requests](#)

If you have questions about completing the service request, submit an email to taprequest@f5.com indicating you would like assistance with submitting a Service Request.

[Trusted Advisor Program Service Request Next Steps](#)

After F5 receives your Service Request, an F5 representative will provide you with a receipt acknowledgement of the service request. Upon receipt of the Service Request, F5 will review the request and provide you with an estimate of how many passes will be allocated to complete the Service Request and schedule options.

GENERAL SCHEDULING

How to contact F5 to schedule services

These instructions are used for contacting F5 to schedule services for:

- F5 Appliance Migration Service;
- F5 Flexible Consumption Service: Designated Engineer Service Plus;
- F5 Flexible Consumption Service: Resident Services;
- F5 Partner Extension Services; or
- F5 Work as Directed.

The instructions to contact F5 are specific to your geographical location. Use the details outlined within one of the two options, General Scheduling Clickable Email Template (Option 1) or General Scheduling Manual Email Template (Option 2) to contact F5 Professional Services for scheduling the services you have purchased.

General Scheduling Clickable Email Template (Option 1)

1. Select one of the following links. The link selected depends on your primary place of business as outlined above.
 - Your primary place of business is located in Europe, the Middle East or Africa (“EMEA”), select the following link:
 - a) EMEAPS@f5.com
 - Your primary place of business is located in the Asia-Pacific region (“APAC”), select the following link:
 - a) ConsultingSchedulingAPAC@f5.com
 - You are a U.S. Federal Government entity, select the following link:
 - a) installs@f5.com
 - Your primary place of business is located in a region outside of EMEA or APAC, and the Customer is not a U.S. Federal Government entity, select the following link:
 - a) installs@f5.com.
2. A new email window will open like the following:

To: installs@f5.com
Cc:
Subject: <service-id> <company-name>
Service purchased: <service-name> Your Location: <requestors-physical-location> Your Time zone: <requestors-timezone>
I would like to schedule the services I have purchased associated with Service ID <service-id>.
<add-additional-information>
Sincerely,
<your-email-signature>

3. In the **Subject** field of your email client, replace **<service-id>** with the Service ID received in your notification email.
4. Replace **<company-name>** with the name of your company. This name must match the name of the company that purchased the services.
5. In the body of the email, perform the following:
 - a. Replace **<service-name>** with the name of the service you purchased. This name is located in the right-hand corner of the Statement of Work or Service Description header.

The options are *F5 Appliance Migration Service, F5 Flexible Consumption Service: Designated Engineer Service Plus, F5 Flexible Consumption Service: Resident Services, F5 Partner Extension Services* or *F5 Work as Directed*.
 - b. Replace **<requestors-physical-location>** with your location (i.e., City, Country).
 - c. Replace **<requestors-timezone>** with your time zone in UTC format.
 - d. Replace **<service-request>** with the details of what you would like completed by F5. Include information such as F5 hardware details (if applicable), software module(s), software version(s), and maintenance window requirements.
 - e. Replace **<service-id>** with the Service ID received in your notification email.
 - f. Replace **<add-additional-information>** with any information you would like to communicate with F5 (i.e. contact information, proposed dates of availability, project timelines, etc.)
6. Replace **<your-email-signature>** with your business email signature.
7. Below is an example of a request:

To: installs@f5.com ▾

Cc:

Subject: FCS101000-xxxxxxxxx My Company

Service purchased: F5 Flexible Consumption Service: Designated Engineer Service Plus
 Your Location: Seattle, WA
 Your Time zone: UTC-8

I would like to schedule the services I have purchased associated with Service ID <service-id>.

My Company would like assistance from the Designated Engineer Service (DES) starting Jan 25, We have several initiatives which require F5 expertise for application delivery and application security.

Sincerely,

Manager
 F5, Inc

8. Save the email as an Email Template within your email client to use for requests in the future.
9. Send the email to F5.

General Scheduling Manual Email Template (Option 2)

1. Within your email client, create a new email and address the email based on your primary place of business as outlined above.

- Your primary place of business is located in Europe, the Middle East or Africa (“EMEA”), select the following link:
 - a) EMEAPS@f5.com
- Your primary place of business is located in the Asia-Pacific region (“APAC”), select the following link:
 - a) ConsultingSchedulingAPAC@f5.com
- You are a U.S. Federal Government entity, select the following link:
 - a) installs@f5.com
- Your primary place of business is located in a region outside of EMEA or APAC, and the Customer is not a U.S. Federal Government entity, select the following link:
 - a) installs@f5.com

2. In the **Subject** field, include your **Service ID** and your **Company Name**.
3. In the body of the email, include the following:

Service Purchased: **<service-name>**
 Your Location: **<requestors-physical-location>**
 Your Time zone: **<requestors-timezone>**

I would like to schedule the services I have purchased associated with Service ID **<service-id>**.

<add-additional-information>

Sincerely,

<your-email-signature>

4. Replace **<service-name>** with the name of the service you purchased. This name is located in the right-hand corner of the Statement of Work or Service Description header.

 The options are *F5 Appliance Migration Service, F5 Flexible Consumption Service: Designated Engineer Service Plus, F5 Flexible Consumption Service: Resident Services, F5 Partner Extension Services or F5 Work as Directed*.
5. Replace **<requestors-physical-location>** with your location (i.e., City, Country).
6. Replace **<requestors-timezone>** with your time zone in UTC format.
7. Replace **<service-request>** with the details of what you would like completed by F5. Include information such as F5 hardware details (if applicable), software module(s), software version(s), and maintenance window requirements.
8. Replace **<service-id>** with the Service ID received in your notification email.

9. Replace **<add-additional-information>** with any information you would like to communicate with F5 (i.e. contact information, proposed dates of availability, project timelines, etc.)
10. Replace **<your-email-signature>** with your business email signature.
11. The email should look like the following:

To: installs@f5.com ▼

Cc:

Subject: FCS101000-xxxxxxx My Company

Service purchased: F5 Flexible Consumption Service: Designated Engineer Service Plus
Your Location: Seattle, WA
Your Time zone: UTC-8

I would like to schedule the services I have purchased associated with Service ID <service-id>.

My Company would like assistance from the Designated Engineer Service (DES) starting Jan 25, We have several initiatives which require F5 expertise for application delivery and application security.

Sincerely,

Manager
F5, Inc

12. Save the email as an Email Template within your email client to use for requests in the future.
13. Send the email to F5.

[Need Assistance with scheduling your services.](#)

If you have questions about completing the service request, submit an email to consulting.sales@f5.com indicating you would like assistance with scheduling your services.

EXCHANGING SERVICES

Below are instructions for the services that permit you to exchange your purchased F5 Professional Services with F5 Education Services: Training Units. If your service is not listed below, the service can not be exchanged for F5 Education Services: Training Units or any other F5 service or product.

- [F5 Trusted Advisor Program](#)

F5 TRUSTED ADVISOR PROGRAM (EXCHANGE)

Below are the steps to exchange the Trusted Advisor Program Passes to F5 Education Services Training Units.

[Exchange F5 Trusted Advisor Program Passes to F5 Education Services Training Units](#)

After the service is activated and you desire to exchange passes for training units to train your staff, utilize the following steps to submit a request to F5 to exchange your passes. Pass exchange is limited to within the first (1) to ninth (9) calendar month from the Effective Date of your Agreement.

1. Review the available courses, <https://www.f5.com/learn/training>, to determine which courses are applicable to your staff and you.
2. Determine the number of students required to attend each selected course.
3. Using an email client, create a new email to consulting.sales@f5.com
4. In the **Subject** field, type **TAP to Training Unit Exchange Request**.
5. In the body of the email, include the following:

Service Requestor: **<service-requestor>**

Phone: **<requestor-phone>**

Email: **<requestor-email>**

Company: **<company name>**

Service ID: **<service-id>**

Exchange Request Details:

<exchange-request>

Sincerely,

<your-email-signature>

6. Type your name in the **<service-requestor>** field.
7. Enter your phone number in the **<requestor-phone>** field.

8. Type your email in the **<requestor-email>** field.
9. Enter your company name in the **<company name>** field.
10. Type your Service ID in the **<service-id>** field.
11. In the **<exchange-request>** field, type the details of the number of students, specify the F5 course(s), specify the primary contact's name and email address if you are different from the requestor.
12. Replace **<your-email-signature>** with your business email signature.
13. The email should look like the following:

To: consulting.sales@f5.com

Cc:

Subject: TAP to Training Unit Exchange Request

Service Requestor: My Name
Phone:(206) 272-5555
Email: myemail@f5.com
Company: F5 Networks
Service ID: TAPxxxxx

Exchange Request Details:
I would like to exchange my Trusted Advisor Program passes for Education Services Training Units.
I have two members of my staff that would like take the following classes:
F5 Instructor-Led: Automating BIG-IP with AS3
F5 Instructor-Led: Administering BIG-IP

Can you help me with developing the learning plan and converting the passes to training units?

Sincerely,
My Name
System Administrator

14. Save the email as an Email Template within your email client to use for requests in the future.
15. Send the email to F5.

[Need Assistance Exchanging Passes](#)

If you have questions about completing the exchange request, submit an email to consulting.sales@f5.com indicating you would like assistance with submitting a Service Request.

[Exchange Next Steps](#)

After F5 receives your Exchange Request, an F5 representative will contact you to review the request and establish a training plan that will be submitted for review with F5 Education Services.

