

How to Access On-line Courses for Microsoft Office Products

Following is a step-by-step guide for using your E-Learning. Please note there are separate instruction steps depending on which type of E-Learning you want to use.

For Users New to Elevate America

You need to make sure your computer meets the system requirements for on-line courses.

1. At your computer, access the Internet. NOTE: You must use Internet Explorer 6.0 or higher. The programs do not run as well in other browsers like Netscape, Firefox or Safari (Mac).
2. In the address bar at the top, enter www.microsoft.com/elevateamerica and press ENTER on your keyboard.
3. The Microsoft Elevate America Web site appears. Click **Getting Started** tab on the top bar.
4. Under the **Resources That Can Help You Today** section, click **Get started learning now**.
5. A Web page listing the available training appears.
6. **Scan your system.** Follow the instructions under Step 1. You will scan your system to ensure it meets the system requirements. You may need to download updated software to “ready” your system for on-line courses.

To Access “Microsoft E-Learning Office Products (Business Worker)” Vouchers

1. In an internet browser, go to Microsoft Elevate America Web site at www.microsoft.com/elevateamerica. NOTE: You must use Internet Explorer 6.0 or higher. The programs do not run as well in other browsers like Netscape, Firefox or Safari (Mac).
2. Click “Redeem Your Voucher” on the top right side of the page.
3. Under **I Already Have a Voucher**, click the link that says *I have a voucher for Microsoft Office or Windows product training*.
4. This will direct you to a new web page that provides instructions to redeem your free E-Learning.
 - **Scan your system (if you did not already).** Follow the instructions under Step 1. You will scan your system to ensure it meets the system requirements. You may need to download updated software to “ready” your system for on-line courses.
5. **Redeem your voucher.** Click the link “**Redeem Your Free E-Learning**”. This sends you to an e-learning access code entry page. Please note that the term Access Code and Voucher Code refer to the same thing.
6. Check the box to accept the End User License Agreement, and then enter the access code into the specified box and click *Enter*.
 - You may have a pop-up window or web page that asks you to sign you in with your **Windows Live ID**. Click to accept. If you do not have a Windows Live ID, click on “sign up now” to create. You will need to enter an email address and password. Microsoft will send you an email confirmation. Go to your email account, open the email and follow the instructions.

7. You will be sent to a Product Selection page. Choose the e-learning collection you wish to use. Simply scroll down and find your course, click the check box next to it, and click Submit at the bottom of the page.
8. You are sent to a Thank You page, which confirms you have redeemed an e-learning collection. Click **Go to My Learning** to see your online content.



9. You are ready to begin your courses! Click the Collection or Course link. If you chose a Collection, you will be directed to a page that lists the collection of courses that have been unlocked with your access code.

You will see a box at right that says "Buy This Collection". **Please ignore this collection price and do not click on the Add to Cart button.** While this reflects the actual value of the collection you are receiving for free, it is a program error which will be corrected soon.

10. To begin a course, instead simply click on a course link listed on the left side of the page under the heading **This offer includes the following.**
11. This will bring up a course overview page. To launch the course, click the **Begin This Course** button on the right.

If you do not have access to a purchased version of the Microsoft Office 2007 system, a 60-day free trial of the software is available at the following Web site:

<http://us1.trymicrosoftoffice.com/default.aspx?culture=en-us>.

Each time you wish to return to your e-learning, follow these instructions:

1. Start by accessing the Internet. NOTE: You must use Internet Explorer 6.0 or higher. The programs do not run as well in other browsers like Netscape, Firefox or Safari (Mac).
2. Type www.microsoftlearning.com into the address bar and press ENTER on your keyboard.
3. On the right, click *Returning users* and sign in as instructed.
4. Click *My Learning* in the upper-left corner to bring you to a personalized space that stores all of the learning content you have saved. Click on the course you want to start.

If you find you need customer support, please contact the Microsoft Regional Support Center by phone at (800) 636-7544, or email e-learn@microsoft.com. More support information is available at the following Web site: <http://www.microsoft.com/learning/support/northamerica.mspx>.

User Questions on Activating Elevate America Vouchers

Q: After I've activated my voucher, on some pages, it looks like I am being asked to pay for the courses I have selected. What does this mean?

A: On a few pages in the Microsoft Learning system, you may see a dollar amount shown. This dollar amount indicates the total value of the collection of courses you are pursuing as part of your Microsoft Learning. While it may appear to be indicating payment is required, it is not. As long as you redeemed your voucher at the beginning of the process, you can ignore that item and proceed to your individual courses to begin your training.

Q: I'm in "My Learning" but am not sure where to start or what to click on.

A: Your course(s) will be listed in the center of the webpage. Click on a link for the course you wish to start and follow the instructions provided to start the course.

Q: I'm a returning user. Where do I go to continue my learning?

A: To return to your learning, simply go to www.microsoftlearning.com. On the right, click *Returning users* and sign in as instructed. Click *My Learning* in the upper-left corner to bring you to a personalized space that stores all of the learning content you have saved. Click on the course you want to start.

Q: I'm just getting started using computers. Where do I begin?

A: The following web page will provide you the information and instructions you need to get started:

http://www.microsoft.com/about/corporatecitizenship/us/communityinvestment/learning/new_users.aspx

Q: I'm an IT professional or developer. What resources are available to me?

A: Access to the full Microsoft Learning library of e-learning courses is provided for you when you collect an access code voucher from your participating government agency. Go to the following Web page for more information and instructions:

http://www.microsoft.com/about/corporatecitizenship/us/communityinvestment/learning/tech_professionals.aspx

Q: Where do I go to activate my e-learning voucher?

A: Follow the instructions provided to you via the Web pages listed in the initial instructions. This same set of pages will provide you details on how to redeem your Certification Exam voucher. In an internet browser, go to Microsoft Elevate America Web site at www.microsoft.com/elevateamerica. Under the *Redeem a voucher* box in green at the bottom of the page, click "Redeem Your Voucher".

Q: What is the difference between an Access Code and a Voucher Code?

A: There is no difference in these terms. Both refer to an e-learning activation code which will allow you to redeem a free e-learning course.

Q: How long will I be able to use my e-learning courses?

A: Once you activate your e-learning, you will have 12 months of access to the courses.

Q: How many courses can I take with my e-learning voucher?

A: Your e-learning voucher will allow you to redeem either one course or one collection suite of courses depending on your learning goals.

Q: How many exams can I take with my certification exam voucher?

A: Your certification exam voucher will allow you to redeem one free exam.

Q: Other FAQs on Microsoft E-Learning tools can be found here:

<https://www.microsoftlearning.com/help/help.aspx>

Q: Are the Microsoft courses “accessible”?

Microsoft E-Learning is screen reader compliant. The following software must be running on the computer in order to access courses with Screen Reader software:

- Microsoft Internet Explorer 6.0 or higher
- Window-Eyes from GW Micro
- JAWS from Freedom Scientific
- MSAA enabled

Q: What do I do if I get stuck?

A: If you find you need customer support, please contact the Microsoft Regional Support Center by phone at (800) 636-7544, or email e-learn@microsoft.com. More support information is available at the following Web site: <http://www.microsoft.com/learning/support/northamerica.aspx>.