

The following is a step-by-step guide for activating and using your e-learning, test preparation and certification exams. Please note there are separate instruction steps for each type of e-Learning, test prep and certification exam.

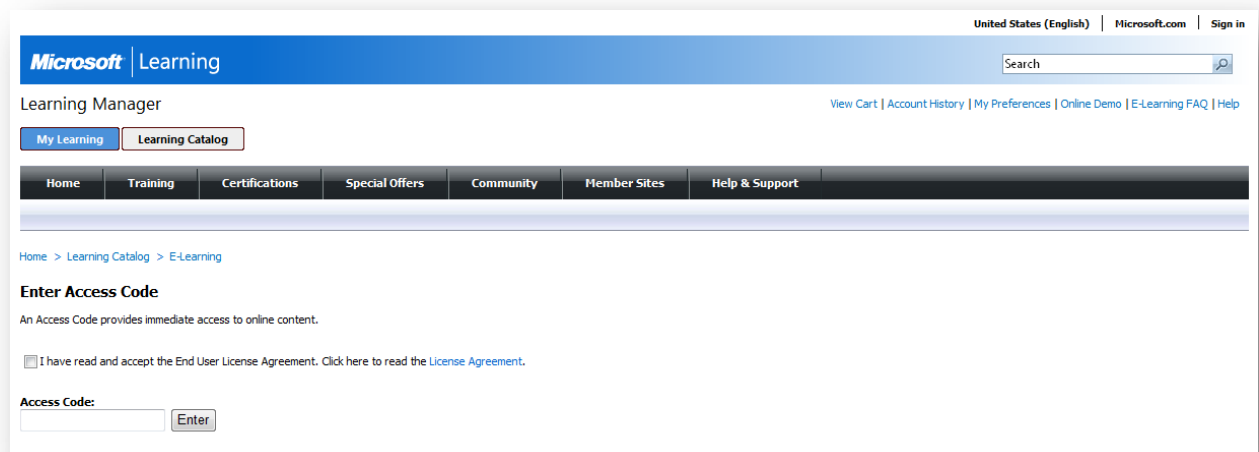
Windows & Office (intermediate) e-learning

Technical Requirements for Intermediate level e-learning

1. For intermediate level Windows & Office e-learning, the same version of software must be installed to complete practice exercises
 1. 2010 e-learning requires 2010 software, etc
2. Free trial downloads of some products are available (see resource guide)
3. For all trainings, practice exercises may require downloads.
 1. If you are in a public computer lab, please check with your computer lab operator for assistance.
 2. If you are on your own personal PC, please enable downloads for this training
4. For best performance, Internet Explorer is recommended

Instructions for Windows & Office (intermediate) e-learning

1. In an internet browser, go to Microsoft Elevate America veterans voucher page at www.microsoft.com/veteransvouchers.
2. Under Activate my voucher, click the link that says Redeem my free voucher for Microsoft Office or Windows product training.
3. This will direct you to an e-learning access code entry page. Please note that the term Access Code and Voucher Code refer to the same thing.



The screenshot shows the Microsoft Learning Manager interface. At the top, there is a blue header with the Microsoft logo and the word 'Learning'. Below the header, there is a search bar and navigation links for 'View Cart', 'Account History', 'My Preferences', 'Online Demo', 'E-Learning FAQ', and 'Help'. The main content area is titled 'Enter Access Code' and includes a checkbox for accepting the End User License Agreement, a text input field for the 'Access Code', and an 'Enter' button.

4. Check the box to accept the End User License Agreement, and then enter the voucher (access) code into the specified box and click *Enter*.
5. You will be required to sign in with your Windows Live ID account, or create an account if you do not have one.

- Upon successful login, you will be directed to a Thank You page, which confirms you have redeemed your e-learning. Click the **My Learning** link to see your online content.



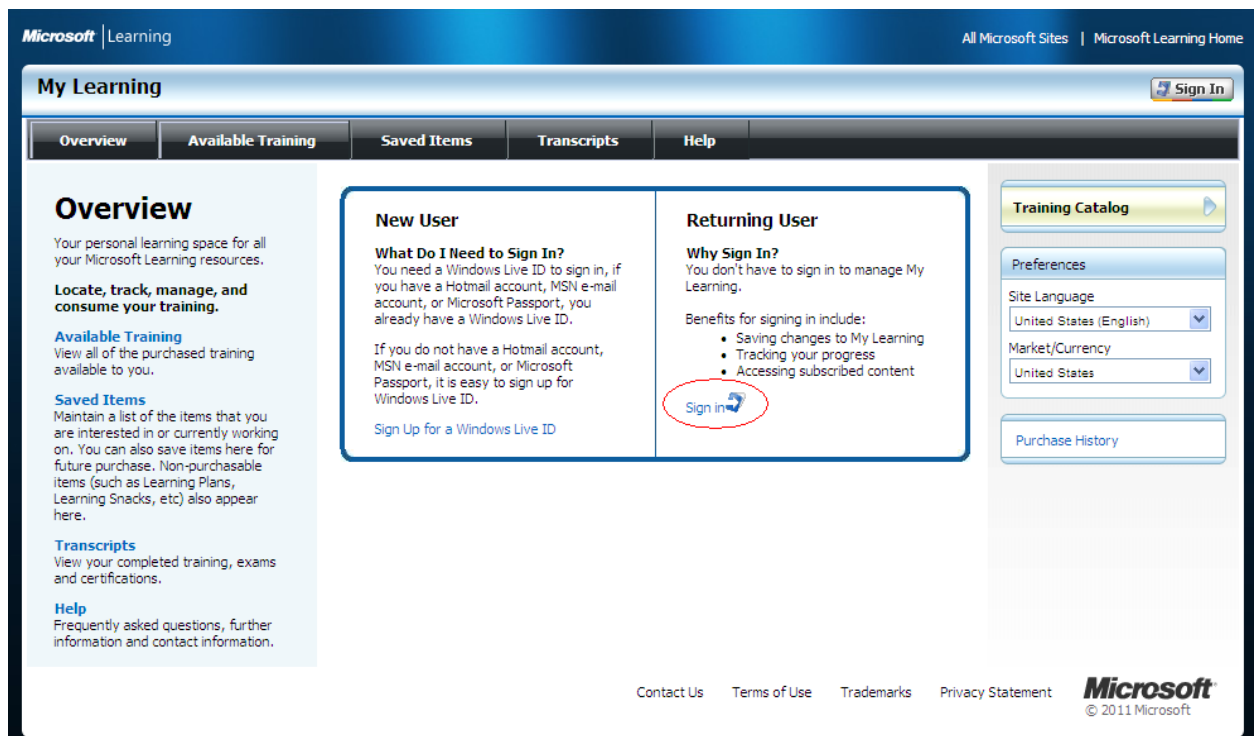
- You are ready to begin your courses! Click the Course link.
- This will bring up a course overview page. To launch the course, click the **Begin This Course** button on the right.

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:

- Start by accessing the Internet. Type <http://learning.microsoft.com/Manager/Default.aspx> into the address bar and press ENTER on your keyboard.
- This will bring you to the My Learning page, a personalized space that stores all of the learning content you have saved. Click the Sign In link in the middle of the page in the Returning User box to sign in with your Windows Live ID account.



- Under Available Training, click on the course you want to start.

Instructions for Technical Professionals (advanced) e-learning

1. In an internet browser, go to Microsoft Elevate America Web site at www.microsoft.com/veteransvouchers.
2. Click the link that says *Redeem my free voucher for technical professional product training*.
3. You will be directed to an e-learning access code entry page. Please note that the term Access Code and Voucher Code refer to the same thing.

The screenshot shows the Microsoft Learning Manager interface. At the top, there is a navigation bar with the Microsoft logo and 'Learning' text. Below this is a search bar and a 'Learning Manager' section with tabs for 'My Learning' and 'Learning Catalog'. A dark navigation menu contains links for Home, Training, Certifications, Special Offers, Community, Member Sites, and Help & Support. The main content area is titled 'Enter Access Code' and includes a checkbox for accepting the End User License Agreement, an 'Access Code' input field, and an 'Enter' button.

4. Accept the End User License Agreement by clicking the check box, and then enter the voucher (access) code into the specified box and click *Enter*.
5. You will be required to sign in with your Windows Live ID account, or create an account if you do not have one.
6. Upon successful login, you will be directed to a Product Selection page. Choose the two e-learning collections you wish to redeem. Select your collections by clicking the appropriate check boxes, and then click *Submit* at the bottom of the page.
7. You will be directed to a Thank You page, which confirms you have redeemed your e-learning collections. Click the **My Learning** link to see your online content.

The screenshot shows the 'Thank You' page. It features a table with the following content:

E-Learning	Expiration Date
Elevate America Business Worker	2010-04-10

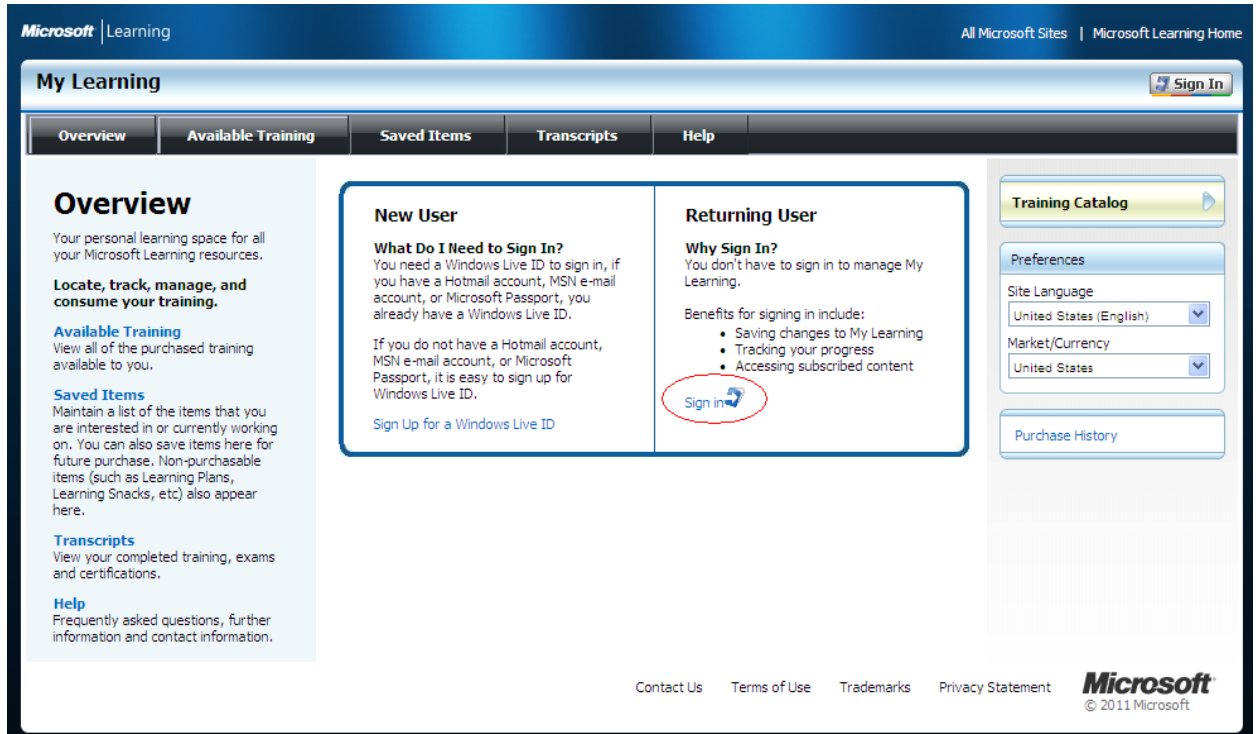
Below the table, there is a link: [Go to My Learning to see your online content.](#)

7. This will take you to a personalized space that stores all of the learning content you have saved.
8. Click on the Course title that you would like to launch and then click the **Begin This Course** button at right.

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

1. Go to <http://learning.microsoft.com/Manager/Default.aspx>
2. This will bring you to the My Learning page, a personalized space that stores all of the learning content you have saved. Click the Sign In link in the middle of the page in the Returning User box

to sign in with your Windows Live ID account.



3. Under Available Training, click on the course you want to start.

Information for Test Preparation

In order to help you better prepare for your certification exam, Microsoft is providing test preparation material. Please follow the links below for further instructions on activating and using your test preparation material.

Intermediate level Windows & Office test prep through Certiprep

Follow the below steps to activate and use your Certiprep test preparation. You can also [Review the Certiprep User Guide for additional instructions and assistance:](#)

1. On the computer you plan to use for practicing, download the 2x Client [here](#) (double click on CertiprepSetup.exe)
2. Follow any prompts provided and use the default settings.
3. Launch the Certiprep practice tests by double clicking on the desktop icon
4. Input your Certiprep username and password (On your first login **only**, you will need to input your 11-digit activation code XXX-XXXX-XXXX)
5. Refer to the [Certiprep User Guide](#) for additional instructions and troubleshooting help. If you need technical support, please call 888-999-9830 **Option 9** between 7am and 8pm CST Monday through Friday.

Advanced level IT Professional test prep through Measure Up

Follow the below steps to activate and use your Certiprep test preparation.

1. Go to www.measureup.com. If you already have an account, log in to your account, then skip to step 3.
2. If you do not have an account, then go to www.measureup.com; Login/Registration, and click my learning locker.
3. On the Learning Locker Toolbar, click Register.
4. Read and consent to the License Agreement by selecting the check box below the License Agreement.
5. Enter the product registration key in the text box. Do not remove any dashes or substitute any numbers.
6. Click the Register button to complete practice test registration.
7. Click the Locker button on the toolbar.
8. Click the Launch button of the product you wish to use and follow the on-screen instructions.
9. If message appears “click here to choose your test” click on link and choose a product from the options provided. After making a selection click “Launch”

Information for Certification Exams

Certification exams are offered to correspond with the e-learning.

- Exams are given at physical locations
- Proctored exams given by Certiport (intermediate) or Prometric (advanced) testing centers
- Students select exam center convenient for them (see below for link to search)
- Students must schedule exam time
- Please note that the free voucher from Microsoft covers the cost of the exam only.
- Testing centers may charge a small proctoring fee, which is not covered by the voucher and is the responsibility of the individual.

Intermediate level Windows & Office exams are offered through Certiport:

[Find a location and register for a Certiport Exam](#)

Advanced level IT Professional certification exams are offered through Prometric:

[Locate a Prometric Testing Center near you](#)

[Register online to take a Prometric Exam](#)

User FAQ

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 <http://learning.microsoft.com/Manager/Default.aspx>. Click the Sign In link in the middle of the page in the Returning User box to sign in with your Windows Live ID account. Under Available Training, 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.mspx

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_prof.mspx

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/veteransvouchers. Under "Activate my voucher", click the link that best describes the e-learning you are pursuing.

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: Individuals pursuing intermediate level Windows and Office e-learning will see all of the available e-learning options in their "My Learning" manager. Learners can then pursue any and/or all of the training they choose for 12 months from activation. Individuals pursuing advanced level IT professional e-learning will have their choice of two "learning collections", which consist of multiple courses, to pursue from the selection provided.

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

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

Q: What do I do if I get stuck?

A: If you find you need customer support with technical issues on your e-learning, please contact ElementK using the following information. Hours and additional information can be found in "Microsoft e-learning – English Support" on the help page: <http://www.microsoft.com/learning/en/us/help/service-americas.aspx>

Phone: 1-877-383-2829 in US and Canada

Email Address: Microsoftescalations@training.com

If you need support in your learning and training, please contact the organization that provided you the voucher for additional information on in person tutorial support.