

How to Access On-line Courses for Technical Professionals

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 a Voucher for Technical Professionals

1. 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”. 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 the link that says *I have a voucher for technical professional or developer-level training*.
3. You will be sent 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 right, it says "United States (English) | Microsoft.com | Sign in". The main header is "Microsoft | Learning" with a search box. Below that is "Learning Manager" with navigation links: "View Cart | Account History | My Preferences | Online Demo | E-Learning FAQ | Help". There are two tabs: "My Learning" and "Learning Catalog". A dark navigation bar contains: "Home", "Training", "Certifications", "Special Offers", "Community", "Member Sites", and "Help & Support". The breadcrumb trail is "Home > Learning Catalog > E-Learning". The main heading is "Enter Access Code" with the subtext "An Access Code provides immediate access to online content." Below this is a checkbox: "I have read and accept the End User License Agreement. Click here to read the License Agreement." At the bottom, there is an "Access Code:" label, a text input field, and an "Enter" button.

4. Accept the End User License Agreement by clicking the check box, and then enter the access code into the specified box and click *Enter*.
 - You may have a pop-up window that asks if we can automatically 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.
5. You will be sent to a Product Selection page. Choose the e-learning collection you wish to redeem. Find your course, click the check box next to it, and click *Submit* at the bottom of the page.
6. You are sent then to a Thank You page, which confirms you have redeemed an e-learning collection.
7. Click **Go to My Learning to see your online content.**



8. This will take you to a personalized space that stores all of the learning content you have saved.
9. 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 www.microsoftlearning.com. 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. On the right, click *Returning users* and sign in as instructed.
3. 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>.