




Microsoft IT Academy Program

# **Microsoft IT Academy E-Learning Central Getting Started Guide**

This guide provides an overview of the Microsoft IT Academy E-Learning Central site for Administrators, Instructors and Students

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# About the Microsoft IT Academy E-Learning Central E-Learning Guide

This document provides descriptions of functionality available on the Microsoft IT Academy E-Learning Central Administrator/ Instructor site, as well as an overview of the basics of the student experience. Additionally, we have included best practices and recommended next steps for additional guidance.

## ***Functionalities of the Microsoft IT Academy E-Learning Central Site***

The IT Academy E-Learning Central site provides two distinct functionalities within the same site URL at <https://itacademy.microsoftlearning.com/>. These include functionality for Administrators/ Instructors and functionality for Students.

Both the Administrator/Instructor and Student functionalities can be accessed in localized interfaces in the following languages: English, Brazilian Portuguese, French, German, Italian, Japanese, Korean, Russian, Simplified Chinese, and Spanish.

Overview of site functionalities is shown below.

### **Administrators/Instructors**

The Administrator/ Instructor portal is where Microsoft IT Academy instructors can manage access to their Microsoft E-Learning courses.

An IT Academy E-Learning Central Administrator/Instructor can:

- Manage E-Learning access for one or more IT Academies
- Create and assign Learning Plans to students or groups
- Assign content via access codes (either in a Learning Plan or not)
- Track training progress via reporting

This IT Academy E-Learning Central Administrator/ Instructor portal replaces the following Microsoft site:

- The previous **Microsoft IT Academy Instructor Learning Management System** site for management of E-Learning at <https://itacademyinstructor.microsoftlearning.com>

### **Students**

The Student portal is where Microsoft IT Academy students can access E-Learning courses assigned to them. The Microsoft IT Academy E-Learning Central Student portal is the same site URL as it was previously, but the student interface has been updated to provide a new and improved student experience.

**NOTE:** A Microsoft account, previously known as Windows Live™ ID (WLID), or Federation account is required to access the IT Academy E-Learning Central site, either as an instructor/administrator or student. More information on student access is covered later in this guide.

# *Instructor Learning Management System Overview*

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## **Access to the Microsoft IT Academy E-Learning Central Instructor portal**

Instructors may access the Microsoft IT Academy E-Learning Central site either through the link found on the IT Academy Member site or directly at <https://itacademy.microsofttelearning.com/>.

### ***Setting Your Site Display Language***

The site display language is based on your browser language setting. To change the site display language, simply update your browser language setting to match one of the supported languages: English, Brazilian Portuguese, French, German, Italian, Japanese, Korean, Russian, Simplified Chinese, and Spanish.

### ***Instructor Access from IT Academy Member Site***

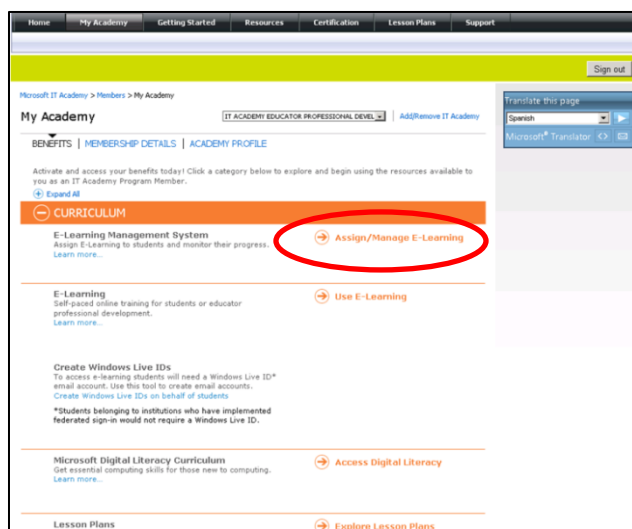
#### **First Time Access**

From the Microsoft IT Academy “My Academy” benefits page, click the “Assign/Manage E-Learning” link to be directed to the IT Academy E-Learning Central portal

The first time you enter the IT Academy E-Learning Central portal, you need to login. When you access it from the IT Academy Member site, the system will pass your IT Academy Membership ID number. You will then be required to login, and enter your first name, last name and e-mail, as well as additional profile information.

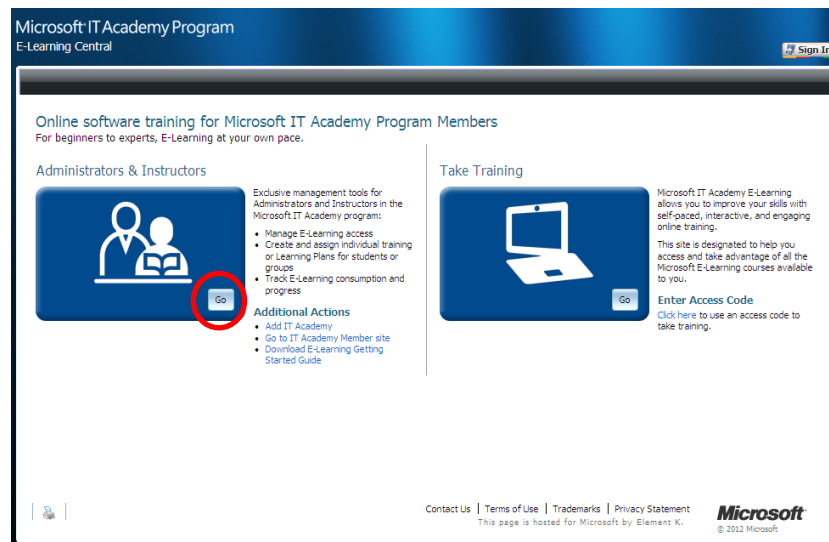
#### **Subsequent Access**

For subsequent log-ins, simply click the Assign/Manage E-Learning link to be directed to the IT Academy E-Learning Central portal



## Instructor Access Directly from IT Academy E-Learning Central site

Instructors can access the Microsoft IT Academy E-Learning Central site directly at <https://itacademy.microsoftlearning.com/> by clicking on the “Go” button under the “Administrators & Instructors” section on the left.

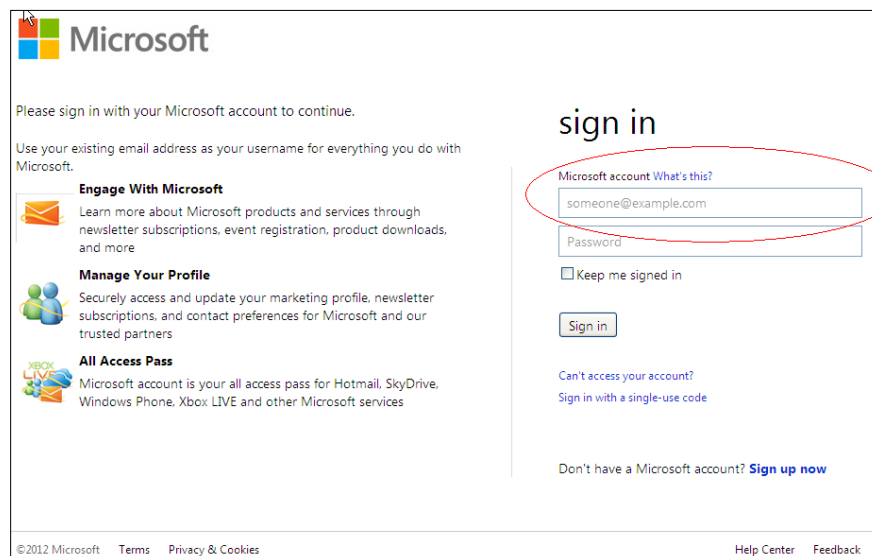


### Admin and Instructor First Time Access

When accessing the site directly for the first time, you will need to click on the “Add IT Academy” link and enter your IT Academy Membership ID. You will be prompted to sign in.

Upon first sign in, you will need to enter your first name, last name and e-mail, as well as additional profile information upon request.

### Microsoft account Sign-on screen for first time access



### Subsequent Access

For subsequent logins, simply enter your e-mail and password.

## ***Instructors Accessing Multiple IT Academy Sites***

If you have administrative rights to more than one Microsoft IT Academy organization, you can access your academies either from the IT Academy E-Learning Central splash page or home page by clicking the down arrow above the Go button.



## ***Determining your IT Academy Membership ID***

Microsoft IT Academy Membership IDs are sent in a welcome e-mail to the program administrator. The program administrator distributes the membership information to each instructor.

If you are already an IT Academy program member, you can view membership details on the My Academy page within the IT Academy Member site.

## **Administrative Functions**

This section covers the administrative functions of the Microsoft IT Academy E-Learning Central site. The top-navigation bar contains the primary administrative topics to assign and track training via the following workflows:

### **Users**

Add new users or edit and manage user information. A user can be a student, staff, administrator or instructor.

### **Groups**

Create new groups or edit and manage groups. Groups can be created to assist with assigning Learning Plans and managing Report data. It is not required to use groups.

### **Learning Plans**

Create, edit, or assign customized Learning Plans for your users. Learning plans contain a specific set of courses.

### **Access Codes**

Create Access Codes for users to gain access to E-Learning. Access codes may or may not be assigned to a Learning Plan.

### **Activity Reports**

View activity reports and training progression of each student or group.

The functional details for each of these topics are outlined in the sections provided below.

## Users

In order to access the Microsoft IT Academy E-Learning Central site, a student must have an E-Learning Central student account. There are two ways for student accounts to be created and content assigned. It is important to understand both options before deciding which method will work best for you and your students.

### Student account creation and content assignment:

1. The instructor imports (or manually creates) the student accounts in E-Learning Central
  - a. Content assignment must be done via the Learning Plan assignment workflow
    - i. Requires that the instructor create a Learning Plan
    - ii. Requires that students have a fully functioning School E-mail address
  - b. When a Learning Plan is assigned to a student account, an automated Learning Plan Assignment e-mail containing an activation link is sent to the student(s) at the e-mail address used when their account was created.
  - c. When the student clicks on the activation link in the Learning Plan Assignment e-mail and signs in with their Microsoft account (formerly Windows Live ID), the user's Microsoft account is mapped to the E-Learning Central student account. For subsequent logins, will use their Microsoft account "e-mail and password."
2. The student account is created when the student redeems an access code
  - a. An access code can be for an Academic Library or a Learning Plan
  - b. Redemption of the access code will automatically create an account for the student on E-Learning Central and map that account to the user's Microsoft account (formerly Windows Live ID)

**NOTE:** Do not pre-load students into E-Learning Central and then distribute access codes – this will not work and will cause frustration for you and your students. You must choose one of the methods above for account creation.

### Important information regarding use of the Microsoft Account (formerly Windows Live ID) Creator Tool

If the Microsoft Account Creator Tool is being used to generate Microsoft accounts on behalf of students, access codes must be used for initial student account creation on E-Learning Central.

- Do not import/pre-load student accounts into E-Learning Central.
- E-mail addresses with the "@itasignon.com" domain created via the Creator Tool are not fully functional and therefore are not able to receive the Learning Plan assignment e-mail from E-Learning Central as required.



## Manual Creation of Student Accounts

Individual student accounts can be created manually, one at a time by any Administrator or Instructor. Manual creation of student accounts is optional and NOT required.

**Important Note:** If you are using access codes to distribute access to E-Learning, DO NOT manually create accounts for your students. Students will self-register when they redeem the access code.

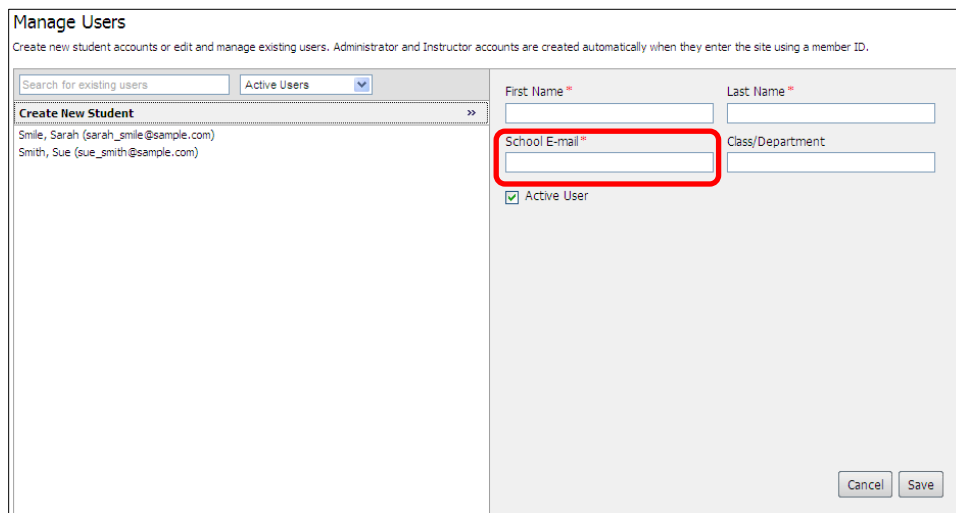
### Create a student account:

1. Click **Users > Manage Users** from the top navigation bar



2. Notice that by default, **Create New Student** is selected on the left side of the Manage Users page
3. On the right side of the Manage Users page, fill in the designated required fields (shown with an \*) for the student account

**NOTE:** The School E-mail address field is to be completed with an e-mail address that will be used for automated site communications (i.e. Learning Plan assignment e-mail). The E-mail address must be fully functioning and does not have to match the e-mail that the student uses to sign in to the site.



4. Click the **Save** button to create the student account
5. Select **Create New Student** on the left and repeat these steps to create additional student accounts

## Edit a student account:

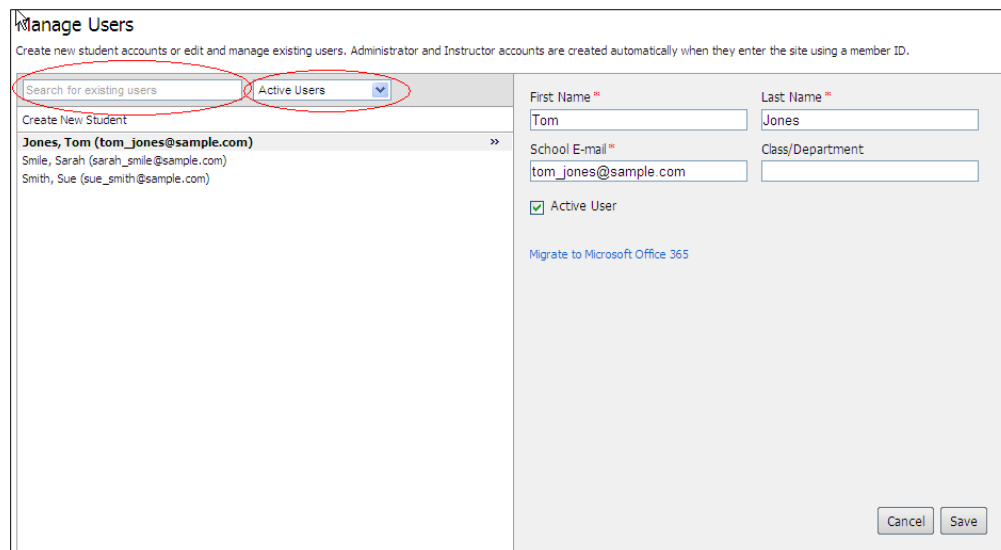
1. Click **Users > Manage Users** from the top navigation bar



2. On the left side of the Manage Users page, select the user account that needs to be updated.
  - a. By default, the list of **Active Users** (including both students and admins) is displayed. To change the display to view only **Active Admins** or **Active Students**, select one of the options from the user filter drop down list at the top.

**NOTE:** If a user account has been set to Inactive, it will display under **All Users** (includes both students and admins), **All Admins** or **All Students**.

- b. If you have a long list of users, enter a name or e-mail address in the **Search** box at the top to quickly find the user account.



**Manage Users**  
Create new student accounts or edit and manage existing users. Administrator and Instructor accounts are created automatically when they enter the site using a member ID.

Search for existing users:  Active Users

Create New Student

Jones, Tom (tom\_jones@sample.com) »  
Smile, Sarah (sarah\_smile@sample.com)  
Smith, Sue (sue\_smith@sample.com)

First Name \*  
Tom

Last Name \*  
Jones

School E-mail \*  
tom\_jones@sample.com

Class/Department

☒ Active User

[Migrate to Microsoft Office 365](#)

3. On the right side of the Manage Users page, update the appropriate fields of information. To deactivate a user account, uncheck the Active User checkbox.
4. Click the **Save** button to save the changes
5. To edit additional user accounts, select the appropriate user account on the left and repeat the steps above

## CSV Import to Create Multiple Student Accounts

Multiple student accounts can be created via the import process using a CSV file format.

**NOTE:** Microsoft accounts (previously Windows Live™ ID) has an added security feature that blocks new e-mail creation requests if more than 3 students from the same IP address try to create new accounts within a 24 hour period. Any further deployment is blocked pending **Whitelisting** of the IP address.

**See Appendix A** to review important information regarding **Whitelisting**

**Important Note:** If you are using access codes to distribute access to E-Learning, DO NOT use the Import feature to create accounts for your students. Students will self-register when they redeem the access code.

A **CSV import template** is available on the site for your use.

- Click the 'CSV import template' link on the Import Users page and download the file to save a copy.
- The E-mail address is the unique identifier for each student. Therefore, each student account must be created with a unique E-mail address.

**Note:** This e-mail address should be the user's school E-mail address. This is where the user will receive site communications. This does not have to be the same E-mail address that the user signs in with. If you are using the Microsoft Account Creator tool, do not use the "@itasignon" e-mail address as the school E-mail as messages cannot be received by these accounts.

- Populate the template with the appropriate data needed for each individual student account to be created.

**Note:** If a Required Field is not populated, the data for that student's account will not be imported.

- Rename and save the CSV file in the appropriate location on your work station so that it can be retrieved for upload when you are ready.

#### Sample Import Template:

	A	B	C	D	E
1	FIRST_NAME	LAST_NAME	EMAIL	CLASS/DEPARTMENT	IS_ACTIVE
2	John	Public	johnpublic@email.org	Beginning Skills in Microsoft Word 2010	Y
3					
4					

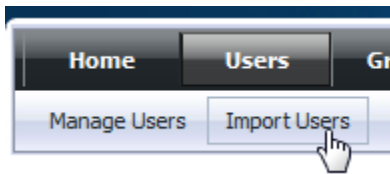
Required Fields	Description/Definition	Character Limits
<b>FIRST_NAME</b>	Provide correct spelling of first name for each student	30 characters
<b>LAST_NAME</b>	Provide correct spelling of last name for each student	30 characters
<b>E-MAIL</b>	Provide a valid and unique e-mail address for each student.  <b>Note:</b> This e-mail address is used for site communications and does <u>not</u> have to match the e-mail that the student uses to sign in to the site.	150 characters
<b>IS_ACTIVE</b>	Provide a status for student account, should be either Active (Y) or Inactive (N)	1 character

### Additional Information regarding Importing:

- .CSV is the only format accepted for this import process (XLS will not import)
- Required Fields must be populated for the import file to process correctly.
- If the import data exceeds the character limits stated above, all fields except E-mail will truncate to 30 characters (First Name, Last Name, Class/Department). E-mail fields do not truncate and the record will fail if greater than 150 characters.
- HTML characters are not recognized in the import file and will not be processed.

### Create multiple Student Accounts via the import process:

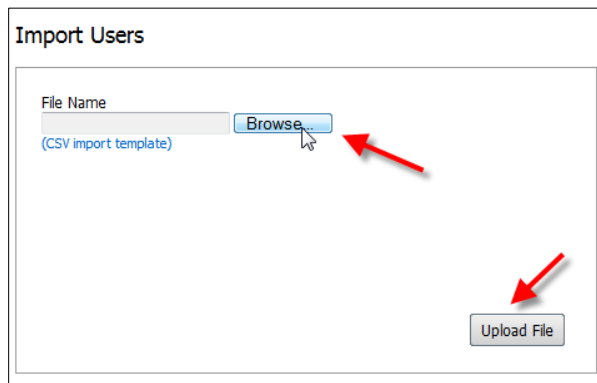
1. Click **Users > Import Users** from the top navigation bar



2. Click the **Browse** button to select the CSV file prepared for import

**NOTE:** Only include records in the import file that need to be created or updated.

3. Once you have selected the appropriate file for import, click the **Upload File** button



4. Upon completion of the import process, the site will display a message indicating the following details:
  - Records successfully processed: The count of records that were created or updated (the sum of "Created Records" + "Updated Records").
  - Created Records: The count of new records that were created.
  - Updated Records: The count of records that were updated, even if the data is not changing from what exists in the system.
  - Failed Records: The count of records that failed because of duplicate or invalid data (the sum of "Duplicate Records" + "Records with Invalid Data").
  - Duplicate Records: The count of records that have a school e-mail that is in use by more than one account.
  - Records with Invalid Data: The count of records that do not have an e-mail.

## CSV Export

Existing user accounts can be exported to a CSV file.

### Export a list of user accounts:

1. Click **Users > Export Users** from the top navigation bar



2. There are a variety of options for filtering the users in your export file.
  - a. To export a specific user account, enter the appropriate First Name, Last Name or School E-mail address
  - b. To export a list of users that belong to the same Class/Department, enter the appropriate value in the Class/Department field
  - c. To export a list of Active users only, Inactive users only or All Users, select the appropriate option from the Status drop down list
  - d. To select a list of users based on Group assignment, click the Select button under Groups and checkmark the appropriate Groups.
3. Click the **Generate Export** button
4. A message will display indicating that the export is generating.
5. Upon successful generation of the export, you will be presented with an option to Download or Cancel. Click **Download**.
6. You will then be presented with an option to Open or Save the CSV file. Click **Open** to view the file.

**NOTE:** If needed, you can make updates to the records in the Export file and then use this as your Import file.

## Manage Administrator Accounts

Administrator/instructor accounts cannot be created via the Manage Users workflow or via the Import process. Administrator/instructor accounts can be created via single click access from the IT Academy Member site or by the user entering their IT Academy Membership ID on the enter member ID page at <https://itacademy.microsoftlearning.com/activate/register.aspx>.

An Administrator/instructor cannot make changes to the status of his own account, but can edit First Name, Last Name, E-mail or Class/Department.

## Groups

Groups can assist with assigning Learning Plans to students and managing report data. This section explains how to create and manage groups.

The first step in the group creation procedure is to plan the group hierarchy as in the following example.

Fall 2012 Sessions
- Class 1020
- Class 1030

In this example **Fall 2012 Sessions** is the Parent Group with **Class 1020** and **Class 1030** as sub-groups.

## Create Groups

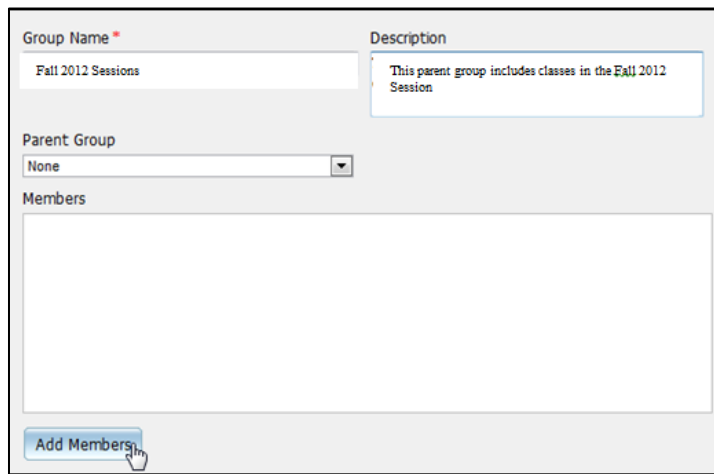
After planning your group structure, you are ready to create Groups.

### Create a Group:

1. Click **Groups** from the top navigation bar
2. On the right, enter the **Group Name**
3. Enter a **Description** for your group, as shown in the example below.

**NOTE:** Descriptions are helpful for understanding the group's purpose and assist with establishing consistency when there are multiple administrators.

4. Click the **Add Members** button to add members to this group



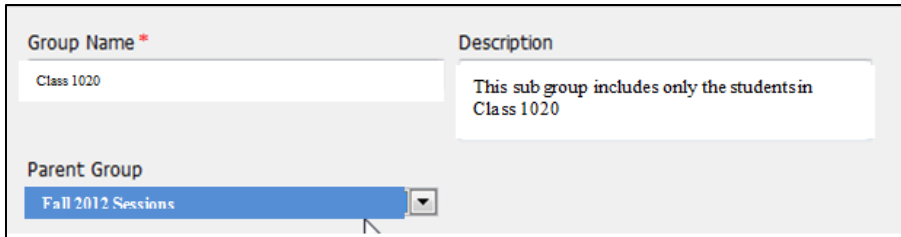
The screenshot shows a web form for creating a group. It has two columns: 'Group Name' and 'Description'. The 'Group Name' field contains 'Fall 2012 Sessions'. The 'Description' field contains 'This parent group includes classes in the Fall 2012 Session'. Below these fields is a 'Parent Group' dropdown menu set to 'None'. At the bottom is a large empty box labeled 'Members' and a blue 'Add Members' button with a hand cursor over it.

5. Select the students that need to be added by adding a checkmark in front of their name from the All Users display on the left
6. Click the >> button to add students to the Members display on the right
7. Click the **Continue** button
8. Click the **Save** button to create and save your group

### Create Sub-groups within a Parent Group

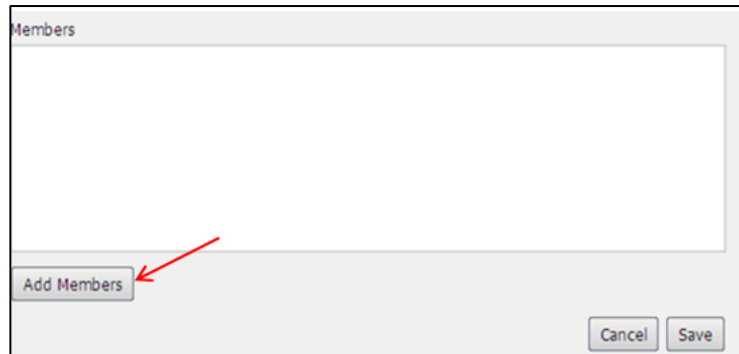
1. Click **Groups** from the top navigation bar
2. Enter a **Group Name**
3. Enter a **Description** for the group

4. Select the **Parent Group** from the drop down list of all available groups



The screenshot shows a form with two main sections. The top section has a 'Group Name' field containing 'Class 1020' and a 'Description' field containing 'This sub group includes only the students in Class 1020'. Below these is a 'Parent Group' section with a dropdown menu. The dropdown menu is open, showing 'Fall 2012 Sessions' as the selected option. A mouse cursor is pointing at the dropdown arrow.

5. Click the **Add Members** button to add/remove students to this group



The screenshot shows a dialog box titled 'Members'. It has a large empty rectangular area for displaying members. At the bottom left is an 'Add Members' button, which is highlighted with a red arrow. At the bottom right are 'Cancel' and 'Save' buttons.

6. Select the students that need to be added by adding a checkmark in front of their name from the All Users display on the left
7. Click the **>>** button to add students to the Members display on the right
8. Click the **Continue** button
9. Click the **Save** button to create your group and save the members added
10. Your group will now appear in the group hierarchy under the Parent Group that you selected

## Edit Groups

Groups can be edited to change Parent Group assignment or to update membership assignments as needed.

### Edit a group's Parent Group association:

1. Click **Groups** from the top navigation bar
2. From the box on the left, select the Group that requires the change. Notice the details for this group will now be displayed on the right.
3. Under **Parent Group**, select the appropriate group name from the drop down list
4. Click the **Save** button to save your changes to the group

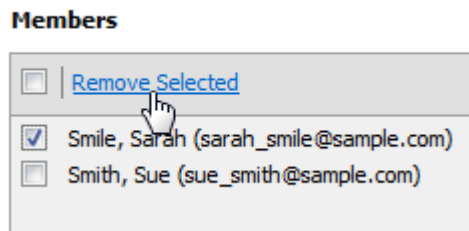
### Edit a group to add members:

1. Click **Groups** from the top navigation bar
2. From the box on the left, select the Group that requires the change(s). Notice the details for this group display on the right.
3. Click the **Edit Members** button
4. Select the students that need to be added by adding a checkmark in front of their name from the All Users display on the left

5. Click the **>>** button to add students to the Members display on the right  
**NOTE:** Changes to group membership do not update Learning Plans assignments.
6. Click the **Continue** button
7. Click the **Save** button to save your changes to the group

**Edit a group to remove members:**

1. Click **Groups** from the top navigation bar
2. From the box on the left, select the Group that requires the change(s). Notice the details for this group display on the right.
3. Click the **Edit Members** button
4. From the Members display on the right, checkmark the students that need to be removed from the group
5. Click on the **Remove Selected** link at the top of the Members display



**NOTE:** Changes to group membership do not update Learning Plans assignments.

6. Click the **Continue** button
7. Click the **Save** button to save your changes to the group



## Learning Plans

Learning Plans contain a customized set of E-Learning courses that can be assigned to students to guide their learning. Learning Plans will display on the students' "My Learning" page. Instructors can create, edit and assign Learning Plans. Learning Plans can be assigned directly to individual students or to the groups that you have already established, or they can be assigned via access codes.

**Best Practice:** Before creating Learning Plans, you should first do some planning and make decisions regarding the following:

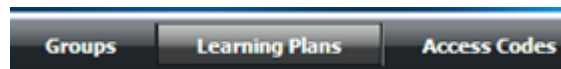
- Targeted audience – determine who the specific students or groups are for each Learning Plan
- Relevant content – determine which content is most relevant for the specific audience for each Learning Plan
- Naming convention – determine an appropriate naming convention for each Learning Plan which will have meaning/recognition for the targeted students.

## Create Learning Plans

After planning is complete, follow the steps below to create your Learning Plans.

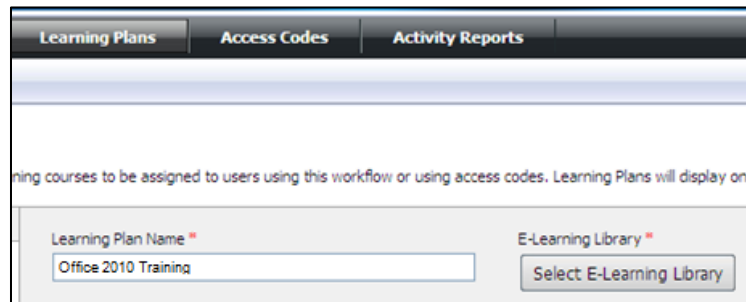
### Create a Learning Plan:

1. Click **Learning Plans** from the top navigation bar

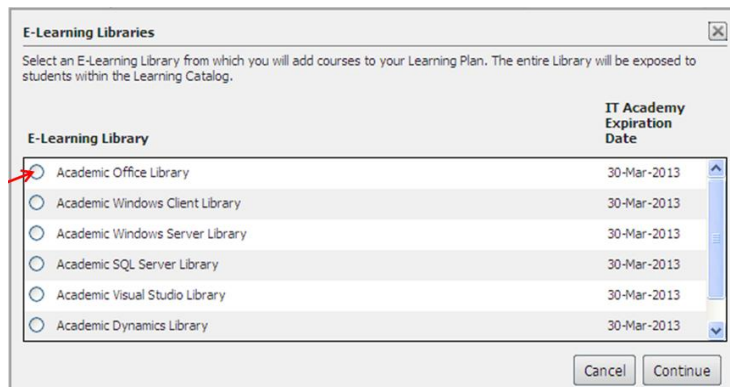


2. On the right side of the page, enter the **Learning Plan Name**

**NOTE:** The character limit for the Learning Plan title is 300 characters. Learning Plans are listed in alphabetical order by title on the students' My Learning page.

A screenshot of the 'Learning Plans' page. At the top, there are three tabs: 'Learning Plans', 'Access Codes', and 'Activity Reports'. Below the tabs, there is a text input field for 'Learning Plan Name' with the value 'Office 2010 Training'. To the right of this field is a button labeled 'Select E-Learning Library'. Above this button is the text 'E-Learning Library \*'. The page also contains some instructional text about assigning courses.

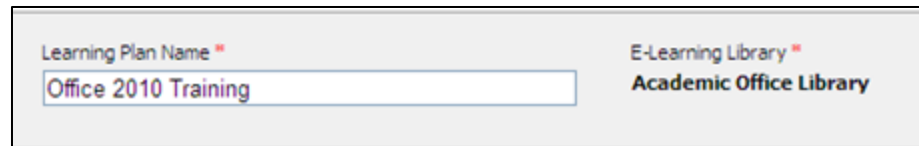
3. Add content to your Learning Plan by clicking on the **Select E-Learning Library** button to associate the subscription for the appropriate E-Learning library.
4. Select the E-Learning library by clicking the radio button

A screenshot of the 'E-Learning Libraries' dialog box. It has a title bar with a close button. The main text says: 'Select an E-Learning Library from which you will add courses to your Learning Plan. The entire Library will be exposed to students within the Learning Catalog.' Below this is a table with two columns: 'E-Learning Library' and 'IT Academy Expiration Date'. The table lists six libraries, all with an expiration date of 30-Mar-2013. The first library, 'Academic Office Library', is selected with a red radio button. At the bottom of the dialog are 'Cancel' and 'Continue' buttons.

E-Learning Library	IT Academy Expiration Date
<input checked="" type="radio"/> Academic Office Library	30-Mar-2013
<input type="radio"/> Academic Windows Client Library	30-Mar-2013
<input type="radio"/> Academic Windows Server Library	30-Mar-2013
<input type="radio"/> Academic SQL Server Library	30-Mar-2013
<input type="radio"/> Academic Visual Studio Library	30-Mar-2013
<input type="radio"/> Academic Dynamics Library	30-Mar-2013

5. Click the **Continue** button

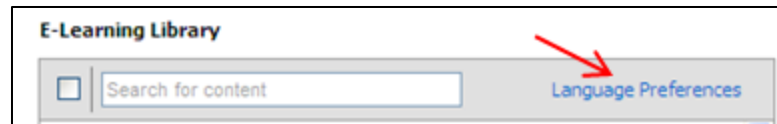
Note that the E-Learning Library assignment is now reflected in your Learning Plan:



Learning Plan Name \*  
Office 2010 Training

E-Learning Library \*  
Academic Office Library

6. Now you need to build out the specific courses that will be in the Learning Plan. To do this, click on the **Add Content** button.
7. Select the language preference by clicking on the **Language Preferences** link

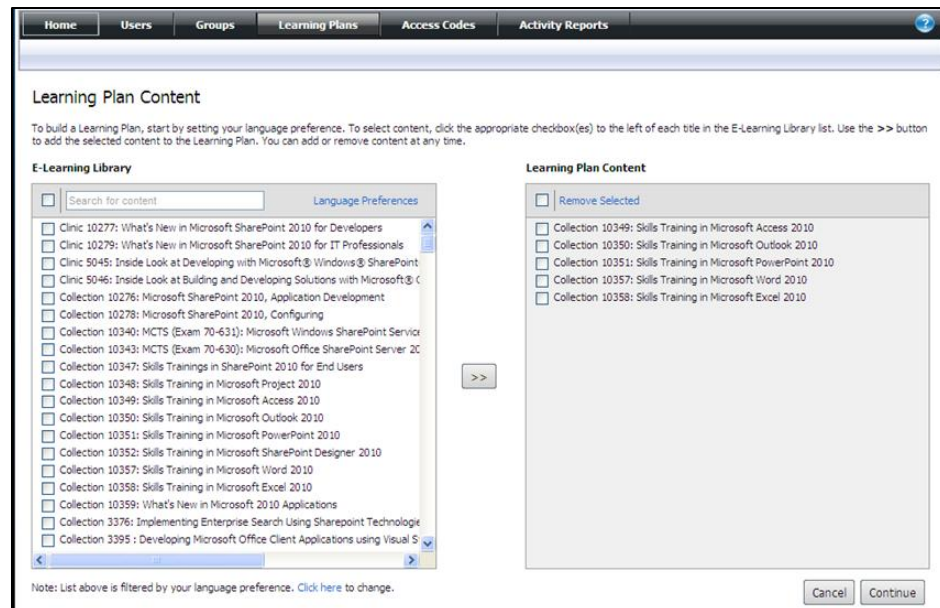


E-Learning Library

☐ Search for content

[Language Preferences](#)

8. Select the courses that need to be added by adding a checkmark in front of the title from the E-Learning Library display on the left
9. Click the **>>** button to add courses to the Learning Plan Content display on the right



Home Users Groups **Learning Plans** Access Codes Activity Reports

Learning Plan Content

To build a Learning Plan, start by setting your language preference. To select content, click the appropriate checkbox(es) to the left of each title in the E-Learning Library list. Use the >> button to add the selected content to the Learning Plan. You can add or remove content at any time.

E-Learning Library

☐ Search for content [Language Preferences](#)

☐ Clinic 10277: What's New in Microsoft SharePoint 2010 for Developers  
☐ Clinic 10279: What's New in Microsoft SharePoint 2010 for IT Professionals  
☐ Clinic 5045: Inside Look at Developing with Microsoft® Windows® SharePoint  
☐ Clinic 5046: Inside Look at Building and Developing Solutions with Microsoft® C  
☐ Collection 10276: Microsoft SharePoint 2010, Application Development  
☐ Collection 10278: Microsoft SharePoint 2010, Configuring  
☐ Collection 10340: MCTS (Exam 70-631): Microsoft Windows SharePoint Service  
☐ Collection 10343: MCTS (Exam 70-630): Microsoft Office SharePoint Server 20  
☐ Collection 10347: Skills Trainings in SharePoint 2010 for End Users  
☐ Collection 10348: Skills Trainings in Microsoft Project 2010  
☐ Collection 10349: Skills Training in Microsoft Access 2010  
☐ Collection 10350: Skills Training in Microsoft Outlook 2010  
☐ Collection 10351: Skills Training in Microsoft PowerPoint 2010  
☐ Collection 10352: Skills Training in Microsoft SharePoint Designer 2010  
☐ Collection 10357: Skills Training in Microsoft Word 2010  
☐ Collection 10358: Skills Training in Microsoft Excel 2010  
☐ Collection 10359: What's New in Microsoft 2010 Applications  
☐ Collection 3376: Implementing Enterprise Search Using Sharepoint Technolog  
☐ Collection 3395 : Developing Microsoft Office Client Applications using Visual S

>>

Learning Plan Content

☐ Remove Selected

☐ Collection 10349: Skills Training in Microsoft Access 2010  
☐ Collection 10350: Skills Training in Microsoft Outlook 2010  
☐ Collection 10351: Skills Training in Microsoft PowerPoint 2010  
☐ Collection 10357: Skills Training in Microsoft Word 2010  
☐ Collection 10358: Skills Training in Microsoft Excel 2010

Note: List above is filtered by your language preference. [Click here to change.](#)

Cancel Continue

10. Click the **Continue** button
  11. Click the **Save** button to save the Learning Plan
- NOTE:** You can save a Learning Plan without assigning any users to it.

### Learning Plans can be assigned to students in two ways:

- If students already have student accounts set up in IT Academy E-Learning Central, you can assign Learning Plans directly by clicking the Add Users button.
- You can also assign Learning Plans via access codes. If a student does not already have a student account set up in IT Academy E-Learning Central, an account will be created as part of the access code redemption process.

## Assign Existing Users to a Learning Plan

If users already have accounts set up in IT Academy E-Learning Central, you can assign a Learning Plan directly.

### Assign existing users to a Learning Plan:

1. On the Manage Learning Plans page, click the **Add Users** button
2. Select the Group(s) or individual users that need to be added by adding a checkmark in front of the name from the Select Users display on the left
3. Click the >> button to add the Group(s) or individual users to the User Assignment display on the right.

**NOTE:** If you selected to add a Group, when you click the >> button, the list of individual users in that Group will display in the User Assignment box on the right. Subsequent changes to group membership do not update Learning Plans assignments.

**Assign Users to Learning Plan**

To assign users to a Learning Plan, select the appropriate checkbox(es) to the left of each user or group name and click the >> button. You can add or remove users from a Learning Plan at any time.

**Select Users**

☐ **Users**  ☐ **Students**

☐ Jones, Sally (none@none.com)  
☐ Miller, Ken (none@none.com)  
☐ Smith, Karen (none@none.com)

**User Assignment**

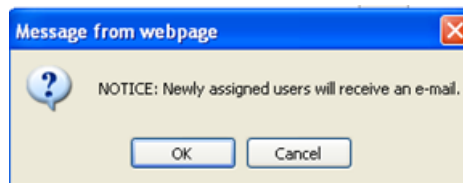
☐ Remove Selected

☐ Jones, Karen (none@none.com)  
☐ Miller, Ken (none@none.com)

>>

Cancel Continue

4. Click the **Continue** button. Note that the User Assignment box now reflects the user accounts selected for assignment to this Learning Plan.
5. Click the **Save & Assign** button to save the assignments.
6. You will receive the following alert message:



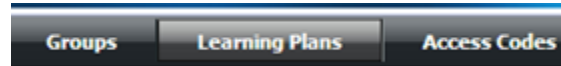
7. An automatic e-mail is sent to the assigned users letting them know that they have been assigned to a Learning Plan (see sample e-mail 1 in the Appendix).

## Unassign Users from a Learning Plan

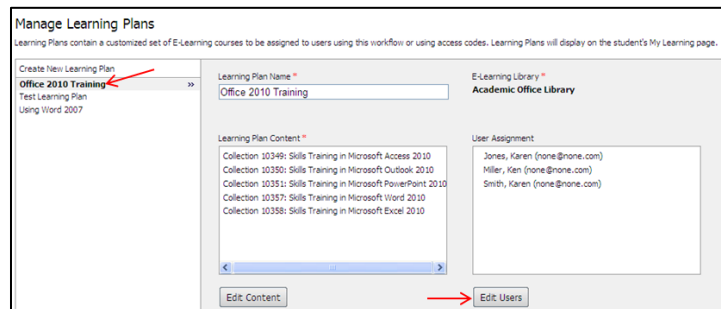
You can unassign users from a Learning Plan. The Learning Plan will no longer display on the student's My Learning page, but the content will still be available in the student's Learning Catalog.

### Unassign users from a Learning Plan:

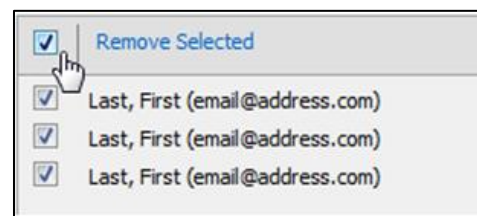
1. Click **Learning Plans** from the top navigation bar



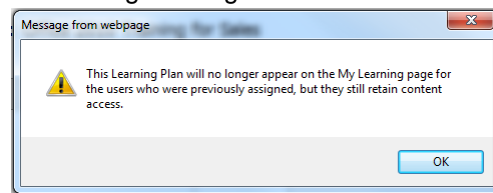
2. From the box on the left, select the appropriate Learning Plan. Notice the details for this Learning Plan display on the right.
3. Click the **Edit Users** button



4. From the User Assignment display on the right, add a checkmark in front of the users that need to be removed from the Learning Plan. If you want to remove ALL users from the Learning Plan, add a checkmark to the left of the Remove Selected link.



5. Click on the **Remove Selected** link at the top of the User Assignment box
6. You will receive an alert message letting you know that the Learning Plan will no longer display on the My Learning page for any students that are being removed, although the content will still be available in their Learning Catalog. Click the **OK** button to continue.



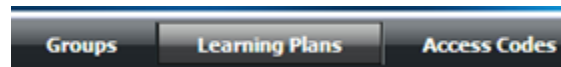
7. Click the **Continue** button
8. Click the **Save** button to save your changes to the User Assignment

## Edit a Learning Plan

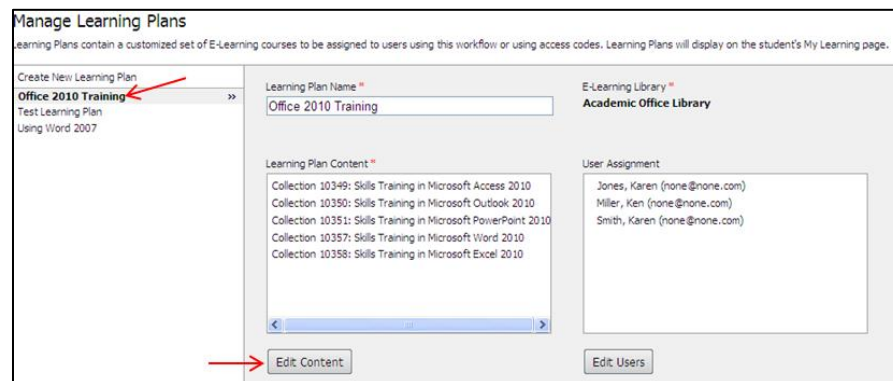
You can edit a Learning Plan name or update the list of courses available in the Learning Plan.

### Edit a Learning Plan:

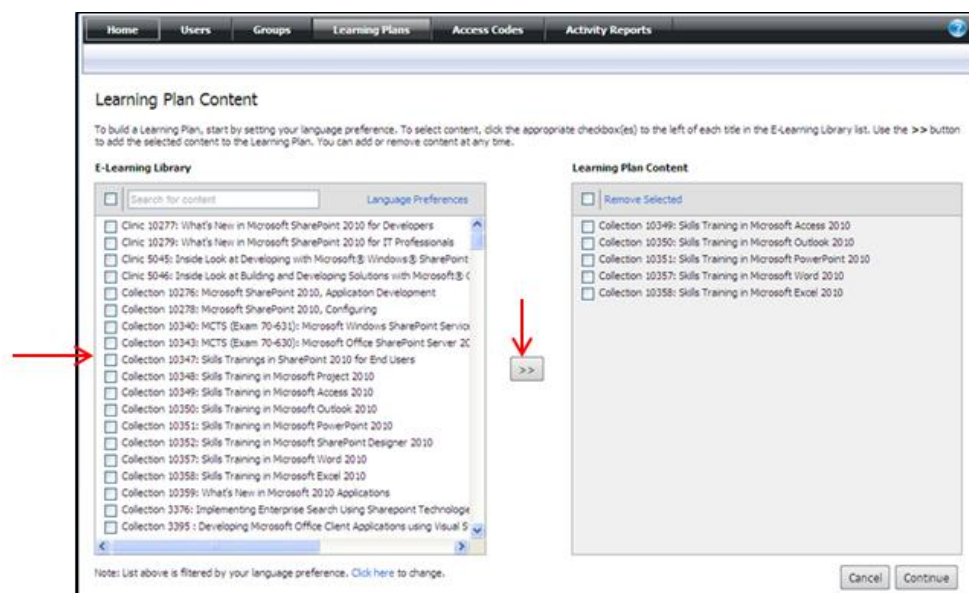
1. Click **Learning Plans** from the top navigation bar



2. From the box on the left, select the Learning Plan that you want to update. Notice the details for this Learning Plan display on the right.
3. To update the Learning Plan Name, edit the text under **Learning Plan Name**
4. To update the list of courses in the Learning Plan, click the **Edit Content** button

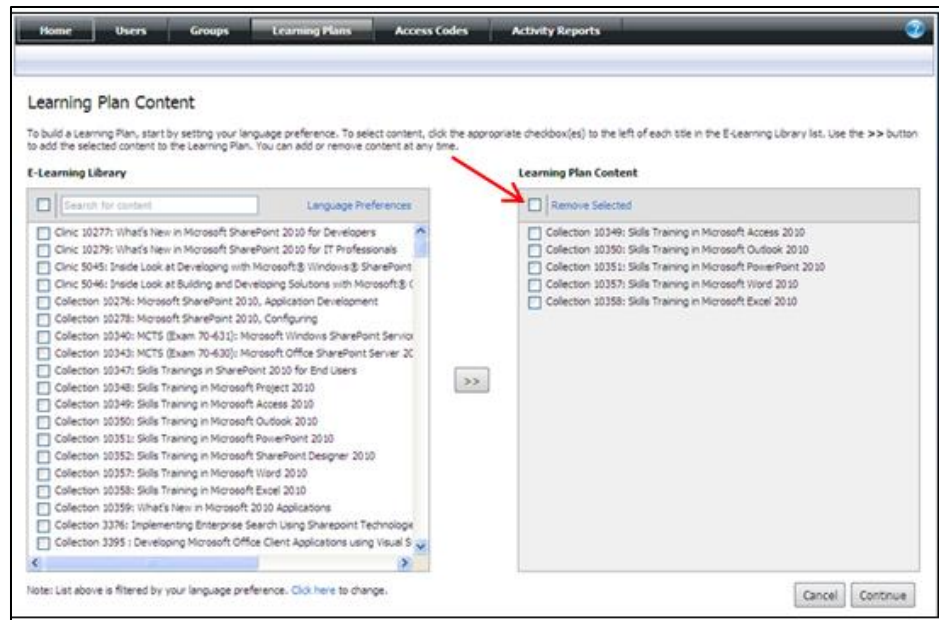


5. To add courses:
  - a. From the **E-Learning Library** display on the left, search for and checkmark the courses that need to be added. Courses appearing here are determined by the E-Learning Library chosen when the Learning Plan was created.
  - b. Click the **>>** button to add courses to the Learning Plan Content display on the right



6. To remove courses:

- a. From the **Learning Plan Content** display on the right, checkmark the courses that need to be removed
- b. Click on the **Remove Selected** link in blue at the top of the Learning Plan Content box



7. Click the **Continue** button

8. Click the **Save** button to save your changes

**NOTE:** If you remove a course from a Learning Plan, the course will no longer display under that Learning Plan on the students' My Learning page. Students will still have access to the course via the Learning Catalog.

## Access Codes

Access codes in IT Academy E-Learning Central can be associated with Learning Plans or E-Learning Libraries and are used to grant access to the associated content.

If the student does not already have an account on IT Academy E-Learning Central, the access code redemption process will allow them to self-register.

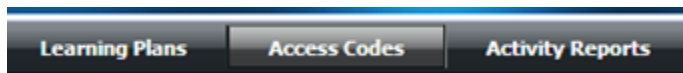
After you generate an access code, you can e-mail it yourself with redemption instructions that you can forward to your students. You can also view who redeemed each access code.

**Best Practice:** Before creating access codes, you should first make some decisions:

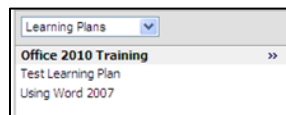
- Content association (Learning Plan or E-Learning Library)
- The number of uses needed for that access code
- Access code identifier (optional)
- Group assignment of the access code (optional)

### Create Access Codes:

1. Click **Access Codes** from the top navigation bar



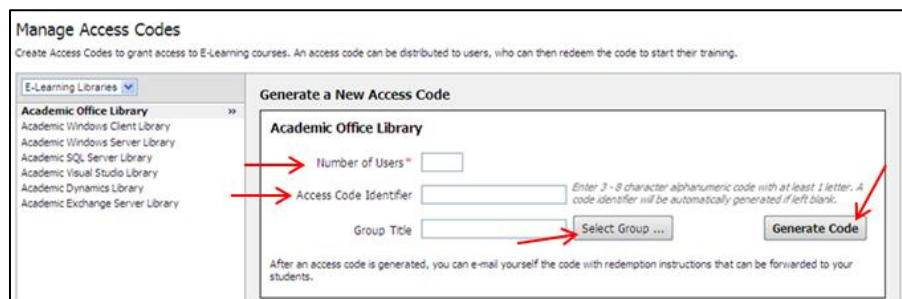
2. Determine if your access code will be associated with either a Learning Plan or an E-Learning Library by selecting the appropriate choice from the drop down list on the left
3. Click on the specific Learning Plan or E-Learning Library from the list on the left



OR





4. Enter the “Number of Users”
  - The “Number of Users” determines how many users may redeem this access code.
5. Enter an “Access Code Identifier” in the box (optional)
  - Can be useful in quickly finding and identifying the codes you have created.
  - Must be a 3 - 8 character alphanumeric code with at least 1 letter. A random code identifier will be automatically generated if left blank.
6. Click the “Select Group” button to select a group to associate with your access code (optional)
  - If a group is assigned, then users who redeem that access code will automatically be assigned to that group.
7. Select a group from the list provided
8. Click the **Generate Code** button





9. The newly generated access code will display in the table at the bottom of the screen
10. Click the envelope icon in the **E-mail Code to Yourself** column to e-mail the access code and e-mail template to yourself for distribution to your students.

Created	Status	Access Code	Group	Total Usages	Usages Remaining	Usages Redeemed	E-mail Code to Yourself
22-Jun-2012	Active	L7810-test-5732	Class 1020	5	4	1 (View Users)	
11-Jul-2012	Active	L6297-F2B4-5941	Class 1030	40	40	None	

**Note:** If you deactivate an access code, users who have already redeemed the code will continue to have access to the associated training until the subscription expires.

**NOTE:** You can forward the e-mail to your students. The e-mail contains the access code and instructions for the students to redeem the access code (see [sample e-mail 2](#) in Appendix B).

## View/Edit Access Code Details

You can view details about access codes such as the status, the number of usages redeemed and remaining, and who redeemed the code.

### Access Code Status Definitions:

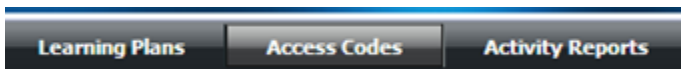
**Active** – Access code is active and available for redemption by students, up to the number of usages reserved on the code.

**Hold** – Code redemption is suspended, but usages are still reserved. Students who have received the access code but have not yet redeemed it will not be able to redeem it until the code is returned to active status. This is meant to be a temporary status.

**Deactivated** –The access code can no longer be redeemed by students and any available usages will be returned to the subscription. This action cannot be undone. Students who already have redeemed the access code will continue to have access to the content until the IT Academy subscription expires..

### View/edit access code details:

1. Click Access Codes from the top navigation bar



2. Select the appropriate Learning Plan or E-Learning Library from the box on the left
3. In the 'Previously Generated Access Codes' section, you can view the students who have redeemed an access code by clicking on the View Users link under the Usages Redeemed column.
4. You can also change the status of an access code:
  - a. Click on the link under the Status column for the access code
  - b. Select the appropriate radio button for the status needed
  - c. Click the **Save** button



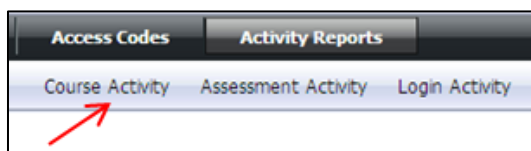
## Activity Reports

Administrators can run reports to track progress for students. Activity reports are only available in CSV format. There are three reports to choose from:

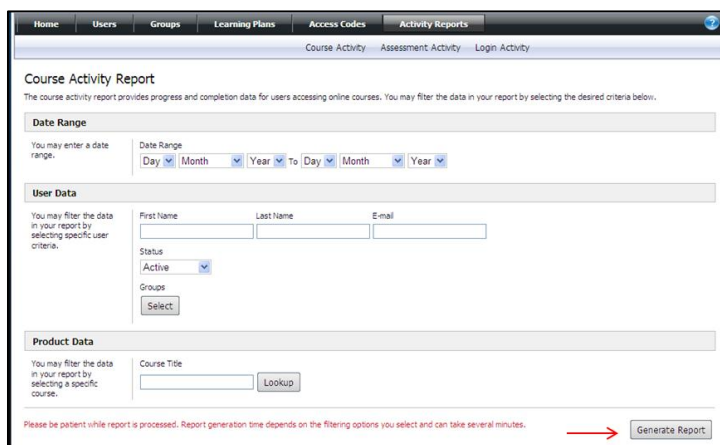
- **Course Activity**  
The course activity report provides course progress and completion data for users.
- **Assessment Activity**  
The assessment activity report provides assessment data for users accessing online courses that have associated assessments.
- **Login Activity**  
The login activity report provides general statistics for site activity at the user level. Details include dates of first and most recent logins, number of logins, and total time logged into the site.

### Run a Course Activity Report

1. Click **Activity Reports > Course Activity** from the top navigation bar



2. There are a variety of options for filtering the data in your report. None of the filters are required.
  - **Date Range** – you may enter a date range for a specific timeframe or you can choose to leave the dates blank to retrieve data from the earliest start date through the current date.
  - **User Data** – you may report on an individual user, a Group, users with a specific status, or all users. If you do not enter any specific user criteria, the report will include activity data for all active users for the criteria specified.
  - **Product Data** – you may specify that the report include activity for a specific course. Otherwise the report will include all courses for the criteria specified.
3. Click the **Generate Report** button

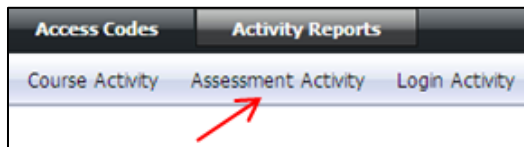


4. A message will display indicating that the report is generating.
5. Upon successful generation of the report, you will be presented with an option to Download or Cancel. Click **Download**.
6. You will then be presented with an option to Open or Save the CSV file. Click **Open** to view the report.

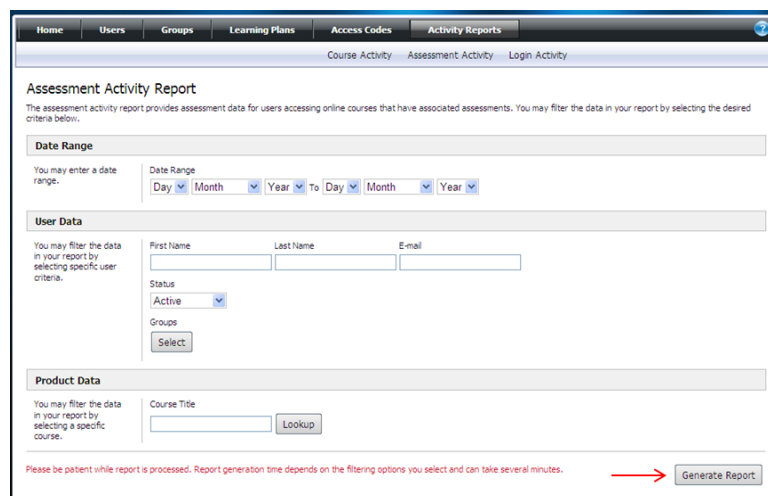
**NOTE:** You will see a record for each user that meets the specified criteria. If a user belongs to multiple groups, there will be only one record per user with multiple group values pipe delimited in alphabetical order.

## Run an Assessment Activity Report

1. Click **Activity Reports > Assessment Activity** from the top navigation bar



2. There are a variety of options for filtering the data in your report. None of the filters are required.
  - o **Date Range** – you may enter a date range for a specific timeframe or you can choose to leave the dates blank to retrieve data from the earliest start date through the current date.
  - o **User Data** – you may report on an individual user, a Group, users with a specific status, or all users. If you do not enter any specific user criteria, the report will include activity data for all active users for the criteria specified.
  - o **Product Data** – you may specify that the report include activity for a specific course. Otherwise the report will include all courses for the criteria specified.
3. Click the **Generate Report** button



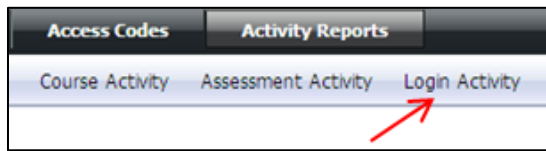
4. A message will display indicating that the report is generating.
5. Upon successful generation of the report, you will be presented with an option to Download or Cancel. Click **Download**.
6. You will then be presented with an option to Open or Save the CSV file. Click **Open** to view the report.

**NOTE:** You will see a record for each user that meets the specified criteria.

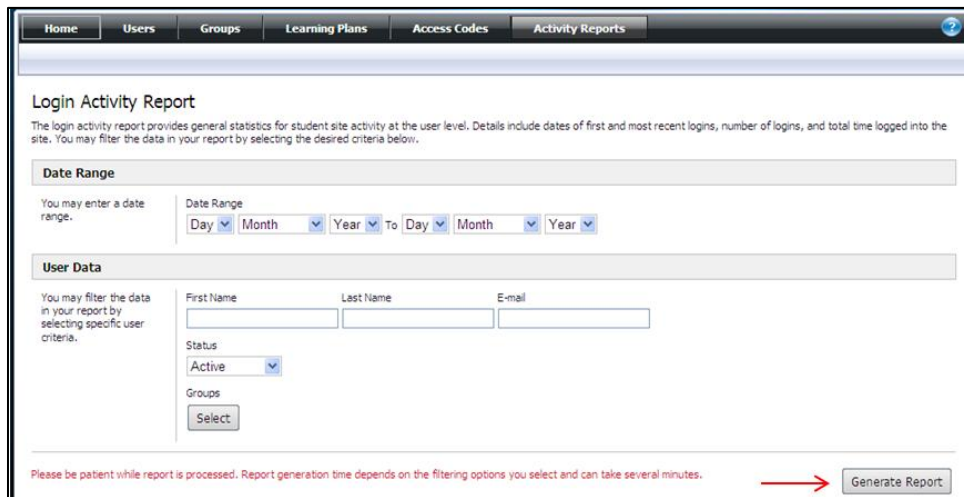
- If a user has taken an assessment for multiple courses, there will be multiple records listed for that user - one for each course.
- If a user belongs to multiple groups, there will be only one record per user with multiple group values pipe delimited in alphabetical order.

## Run a Login Activity Report

1. Click **Activity Reports > Login Activity** from the top navigation bar



2. There are a variety of options for filtering the data in your report. None of the filters are required.
  - o **Date Range** – you may enter a date range for a specific timeframe or you can choose to leave the dates blank to retrieve data from the earliest start date through the current date.
  - o **User Data** – you may report on an individual user, a Group, users with a specific status, or all users. If you do not enter any specific user criteria, the report will include activity data for all active users for the criteria specified.
3. Click the **Generate Report** button



4. A message will display indicating that the report is generating.
5. Upon successful generation of the report, you will be presented with an option to Download or Cancel. Click **Download**.
6. You will then be presented with an option to Open or Save the CSV file. Click **Open** to view the report.

**NOTE:** You will see a record for each user that meets the specified criteria. If a user belongs to multiple groups, there will be only one record per user with multiple group values pipe delimited in alphabetical order.

## Office 365 Account Support

Microsoft IT Academy now supports Office 365 ACS Org Ids for logging into the IT Academy E-Learning Central site. This can be done for IT Academies who are new to IT Academy E-Learning Central or those who are already existing IT Academy E-Learning Central users.

### New IT Academy member and Office 365 Org ID

If your students are new IT Academy E-Learning Central users, you can set them up in E-Learning Central by doing one of the following:

- Create E-Learning Central accounts for your students (either manually or via Import) and directly assign a Learning Plan. The student will become an active E-Learning Central user upon clicking the content activation link within the Learning Plan Assignment e-mail (see [sample e-mail 1](#) in Appendix B).
- Create and distribute access codes. A new user account will be created for each student upon redemption of the access code

**NOTE:** The URLs that you use to access the IT Academy Member site and the IT Academy E-Learning Central site will contain the Office 365 identifier:

IT Academy Member site Office 365 account	<a href="https://www.microsoft.com/en-us/itacademy/members/default.aspx?whr=urn:federation:O365">https://www.microsoft.com/en-us/itacademy/members/default.aspx?whr=urn:federation:O365</a>
E-Learning Central site Office 365 account	<a href="https://itacademy.microsofttelearning.com/?whr=urn:federation:O365">https://itacademy.microsofttelearning.com/?whr=urn:federation:O365</a>
Federated Users with Office 365	We are currently working with the support model for customers who have directly federated with Office 365. Please contact your RSC for support.

### Existing IT Academy member and Office 365 Integration

#### Migrating existing E-Learning Central user accounts to Office 365 accounts

Existing users that currently use a Microsoft account ( e.g. Windows Live ID, MSN or Hotmail account) or Federated school account to login to the IT Academy E-Learning Central site and have a new Office 365 online subscription can migrate their existing IT Academy E-Learning Central user account to their new Office 365 account. This will allow the student to maintain access to their course training history and all of their data within E-Learning Central (LMS) via the Office 365 user account.

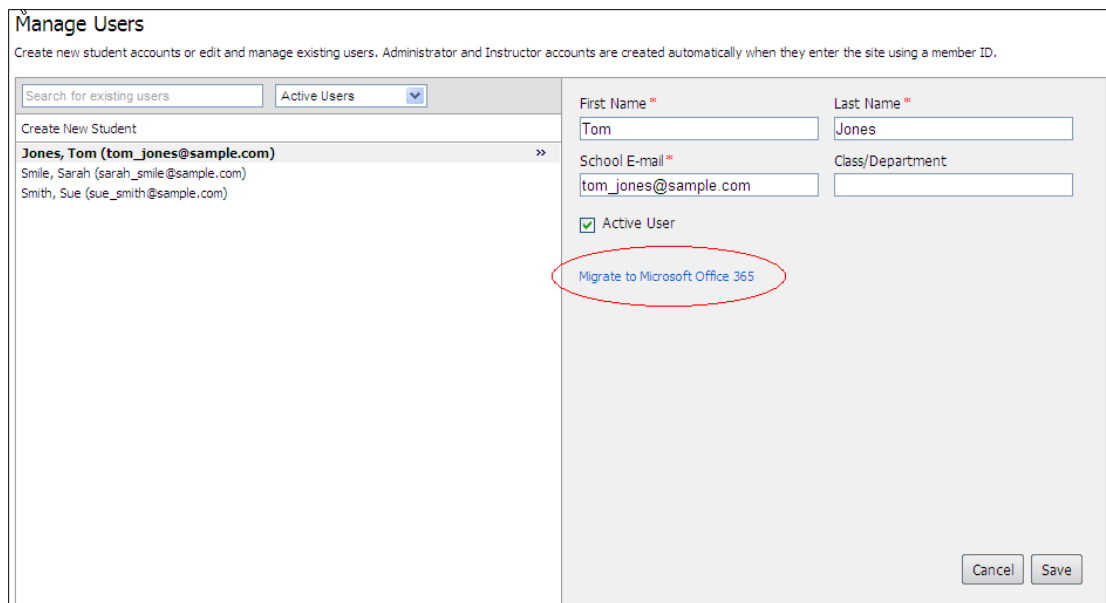
**IMPORTANT:** Account migration must be performed prior to the user accessing the E-Learning Central site for the first time with their Office 365 account. Students that use their Office 365 account to login to the IT Academy E-Learning Central site, but do not migrate their old account first, may be assigned two separate user accounts. Once two separate user accounts are created for the IT Academy E-Learning Central site, the option to migrate is no longer available.

## Flag E-Learning Central user accounts for migration to Office 365

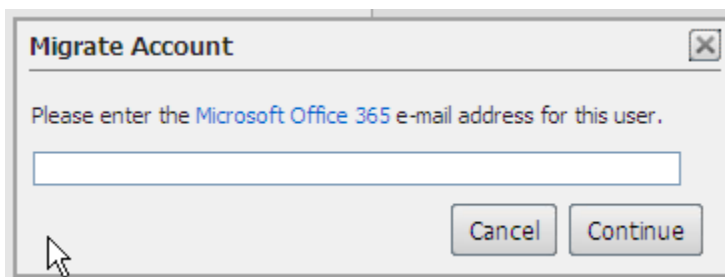
The IT Academy E-Learning Administrator or Instructor must first start the account migration process by flagging existing E-Learning Central user accounts for migration. This needs to be done before users login with their Office 365 account so that additional user accounts are not created. Sign in to the IT Academy E-Learning Central administrator site using your existing member account and user credentials: <https://itacademy.microsoftelearning.com/>.

### Flag an individual user account for migration:

1. Click **Users > Manage Users** from the top navigation bar
2. On the left side of the Manage Users page, select the user account that needs to be migrated.
3. On the right side of the Manage Users page, click on the **Migrate to Microsoft Office 365** link



4. In the Migrate Account window, enter the Office 365 e-mail address for the user.



5. Click the **Continue** button
6. Notice that the link on the user profile has changed to **Flagged for migration to Microsoft Office 365**

**Manage Users**  
Create new student accounts or edit and manage existing users. Administrator and Instructor accounts are created automatically when they enter the site using a member ID.

Search for existing users:  Active Users ▼

[Create New Student](#)

**Jones, Tom (tom\_jones@sample.com)** »  
 Smile, Sarah (sarah\_smile@sample.com)  
 Smith, Sue (sue\_smith@sample.com)

First Name \*  Last Name \*   
 School E-mail \*  Class/Department   
☒ Active User  
 Flagged for migration to Microsoft Office 365

7. Click the **Save** button to save the changes

#### Flag multiple user accounts for migration:

1. Click **Users > Export Users** from the top navigation bar.
2. On the Export Users page, enter any appropriate criteria to filter the list of users in your export, or leave blank if you want to export a list of all Active users

Home Users Groups Learning Plans Access Codes Activity Reports

Manage Users Import Users **Export Users**

**Export Users**  
Export specific user data into a comma delimited format (.CSV). You may filter the data in your export by selecting the desired criteria below. The exported file can then be opened or saved for offline processing.

**User Data**

You may filter the data in your export by selecting specific user criteria.

First Name  Last Name  School E-mail   
 Class/Department   
 Status Active ▼  
 Groups

Please be patient while export is processed. Export generation time depends on the filtering options you select and can take several minutes.

3. Click the **Generate Export** button
4. A message will display indicating that the export is generating. Upon successful generation of the export, you will be presented with an option to Download or Cancel. Click **Download**.
5. You will then be presented with an option to Open or Save the CSV file. Click **Open** to view the file.

6. For each user account that should be flagged for migration, enter a valid e-mail address in the **O365\_MIGRATION\_EMAIL** column.
  - Any user that has already migrated to O365 or has been flagged to migrate to O365 will have an e-mail address in the O365\_MIGRATION\_EMAIL column.
  - The e-mail address displayed in the EMAIL column is the user's School E-mail address, which may or may not be the same as their Office 365 e-mail address.

	A	B	C	D	E	F	G	H	I	J
	FIRST_NAME	LAST_NAME	EMAIL	CLASS/DEPARTMENT	IS_ACTIVE	O365_MIGRATION_EMAIL				
2	Tom	Jones	tom_jones@sample.com		Y					
3	Sarah	Smile	sarah_smile@sample.com		Y					

7. **Save** the file in CSV format. This file will be used to update the Office 365 Migration e-mail for the user accounts via the Import Users feature.
  - In order to update user accounts via the import process, the FIRST\_NAME, LAST\_NAME and EMAIL columns cannot be blank in the import file.
  - When uploading user records, provide only the records that are being updated. Do not include all of the records provided in the export if the data is not changing.
8. Go back to the E-Learning Central site and click **Users > Import Users** from the top navigation bar
9. Click the **Browse** button to select the CSV file you just saved
10. Once you have selected the file for import, click the **Upload File** button
11. When the import process is complete, a summary of the updates will display on the right side of the page
12. Click the **Manage Users** link in the top navigation bar and select a user from the list on the left that you had flagged for migration.
13. Notice the **Flagged for migration to Microsoft Office 365** link on the right. This user has been flagged for migration. The next time that user signs in to the E-Learning Central site with their O365 account, their user account will be migrated.

**NOTE:** After a user signs in to the IT Academy E-Learning Central site with their O365 account and their account is migrated (or if they are a new user), their user profile will indicate that the account is Office 365.

### E-Learning Central User Migration Message

After an E-Learning Central account has been flagged for migration via the Administrator portal, the user will see an "Account Migrated" message upon sign in with their Office 365 credentials to the E-Learning Central site. This migration message will display to users one time upon migration from an existing Microsoft account, Windows Live ID or Federation account to an Office 365 account.

The migration message will only display on one of four pages, depending on the user login scenario:

- Splash page
- Administrator Home page
- Student Home page
- Student My Learning page (if the user is logging in via a Learning Plan assignment e-mail)

**NOTE:** If the user goes to a course via a browser bookmark and logs in, the user account will be migrated, but no migration message will display on the course detail page.

**Splash page:**


Microsoft IT Academy Program  
E-Learning Central

Sign Out

Online software training for Microsoft IT Academy Program Members  
For beginners to experts, E-Learning at your own pace.

ACCOUNT MIGRATED: Your existing Microsoft IT Academy E-Learning Central account has been migrated to an Office 365 account. You must use your Office 365 account to login to the Microsoft IT Academy E-Learning Central site. Your old account will no longer work.

Administrators & Instructors



Select IT Academy...  
Go


Exclusive management tools for Administrators and Instructors in the Microsoft IT Academy program:

- Manage E-Learning access
- Create and assign individual training or Learning Plans for students or groups
- Track E-Learning consumption and progress

Additional Actions

- Add IT Academy
- Go to IT Academy Member site
- Download E-Learning Getting Started Guide

Take Training



Select IT Academy...  
Go

Microsoft IT Academy E-Learning allows you to improve your skills with self-paced, interactive, and engaging online training.

This site is designated to help you access and take advantage of all the Microsoft E-Learning courses available to you.

Enter Access Code  
[Click here](#) to use an access code to take training.

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## Administrator Home page:

The screenshot shows the Administrator Home page. At the top is a navigation bar with tabs: Home, Users, Groups, Learning Plans, Access Codes, and Activity Reports. A yellow banner at the top contains the message: "ACCOUNT MIGRATED: Your existing Microsoft IT Academy E-Learning Central account has been migrated to an Office 365 account. You must use your Office 365 account to login to the Microsoft IT Academy E-Learning Central site. Your old account will no longer work." A red arrow points from this banner to the "Administrators & Instructors" section. This section features a blue icon of two people, one standing and one sitting at a desk. To the right of the icon, text reads: "Exclusive management tools for Administrators and Instructors in the Microsoft IT Academy program:" followed by a bulleted list: "• Manage E-Learning access", "• Create and assign individual training or Learning Plans for students or groups", and "• Track E-Learning consumption and progress". Below this list is a section titled "Additional Actions" with links: "Add IT Academy", "Go to IT Academy Member site", "Download E-Learning Getting Started Guide", and "Take Training". To the right of the "Administrators & Instructors" section are four other sections: "Users" (Add new users or edit and manage user information), "Groups" (Create new groups or edit and manage groups), "Learning Plans" (Create, edit, or assign customized Learning Plans), "Access Codes" (Create Access Codes for users to gain access to E-Learning), and "Activity Reports" (View activity reports and student progress). At the bottom left is a link to the "IT Academy Member Site". At the bottom right are links for "Contact Us", "Terms of Use", "Trademarks", and "Privacy Statement", followed by the Microsoft logo and copyright notice "© 2012 Microsoft".

Home Users Groups Learning Plans Access Codes Activity Reports

**ACCOUNT MIGRATED:** Your existing Microsoft IT Academy E-Learning Central account has been migrated to an Office 365 account. You must use your Office 365 account to login to the Microsoft IT Academy E-Learning Central site. Your old account will no longer work.

**Administrators & Instructors**

Exclusive management tools for Administrators and Instructors in the Microsoft IT Academy program:

- Manage E-Learning access
- Create and assign individual training or Learning Plans for students or groups
- Track E-Learning consumption and progress

**Additional Actions**

- [Add IT Academy](#)
- [Go to IT Academy Member site](#)
- [Download E-Learning Getting Started Guide](#)
- [Take Training](#)

**Users**  
Add new users or edit and manage user information. A user can be a student, staff, administrator or instructor.

**Groups**  
Create new groups or edit and manage groups. Groups can be created to assist with assigning Learning Plans and managing Report data.

**Learning Plans**  
Create, edit, or assign customized Learning Plans for your users. Learning plans contain a specific set of courses.

**Access Codes**  
Create Access Codes for users to gain access to E-Learning.

**Activity Reports**  
View activity reports and student progress.

[IT Academy Member Site](#)

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## Student Home page:

The screenshot shows the Student Home page. At the top is a navigation bar with tabs: Home, My Learning, Learning Catalog, and My Achievements. A yellow banner at the top contains the message: "ACCOUNT MIGRATED: Your existing Microsoft IT Academy E-Learning Central account has been migrated to an Office 365 account. You must use your Office 365 account to login to the Microsoft IT Academy E-Learning Central site. Your old account will no longer work." Below this banner is the "Take Training" section, which features a blue icon of a laptop. To the right of the icon, text reads: "Microsoft IT Academy E-Learning allows you to improve your skills with self-paced, interactive, and engaging online training. This site is designated to help you access and take advantage of all the Microsoft E-Learning courses available to you." Below this text is a link "Enter Access Code" with the instruction "Click here to use an access code to take training." To the right of the "Take Training" section are three other sections: "My Learning" (View assigned courses and bookmarked content), "Learning Catalog" (View and search all available training), and "My Achievements" (View information and attendance history for courses you have accessed). At the bottom left is a link to the "IT Academy Member Site". At the bottom right are links for "Contact Us", "Terms of Use", "Trademarks", and "Privacy Statement", followed by the Microsoft logo and copyright notice "© 2012 Microsoft".

Home My Learning Learning Catalog My Achievements

**ACCOUNT MIGRATED:** Your existing Microsoft IT Academy E-Learning Central account has been migrated to an Office 365 account. You must use your Office 365 account to login to the Microsoft IT Academy E-Learning Central site. Your old account will no longer work.

**Take Training**

Microsoft IT Academy E-Learning allows you to improve your skills with self-paced, interactive, and engaging online training. This site is designated to help you access and take advantage of all the Microsoft E-Learning courses available to you.

**Enter Access Code**  
Click here to use an access code to take training.

**My Learning**  
View assigned courses and bookmarked content.

**Learning Catalog**  
View and search all available training.

**My Achievements**  
View information and attendance history for courses you have accessed.

[IT Academy Member Site](#)

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# Student Learning Management System Overview

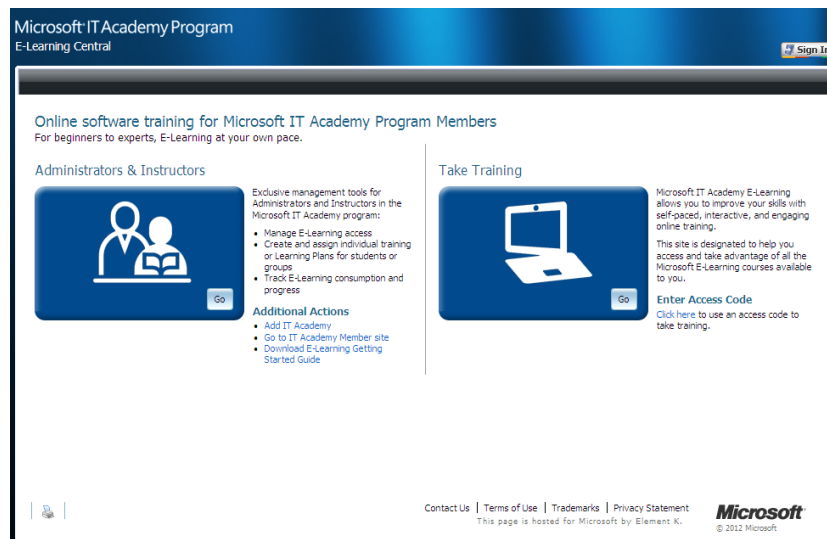
## Access to the Microsoft IT Academy E-Learning Central Student Portal

This section can be used by the Instructor as a reference in assisting students with how to use the Microsoft IT Academy E-Learning Central Student Portal. It is not meant to be a user manual for the students.

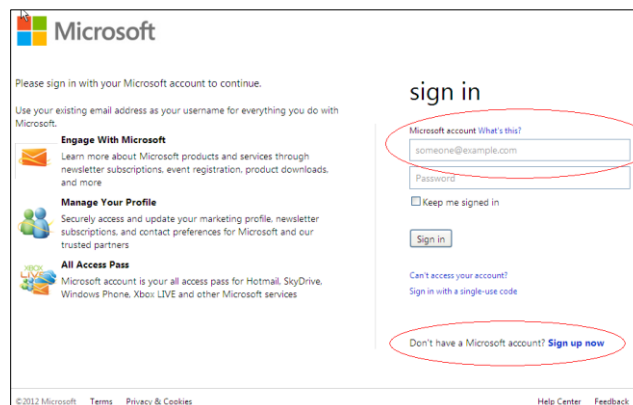
The Microsoft IT Academy E-Learning Central Student portal functionalities can be accessed in localized interfaces in the following languages: English, Brazilian Portuguese, French, German, Italian, Japanese, Korean, Russian, Simplified Chinese, and Spanish.

## Student First Time Access

Students can access the Microsoft IT Academy E-Learning Central site by access the following URL: <https://itacademy.microsoftlearning.com/> and click on “Go” button in the “Take Training” section on right.



- If students do not have an existing Microsoft account, they can select Sign up now and follow the steps to create a new account.

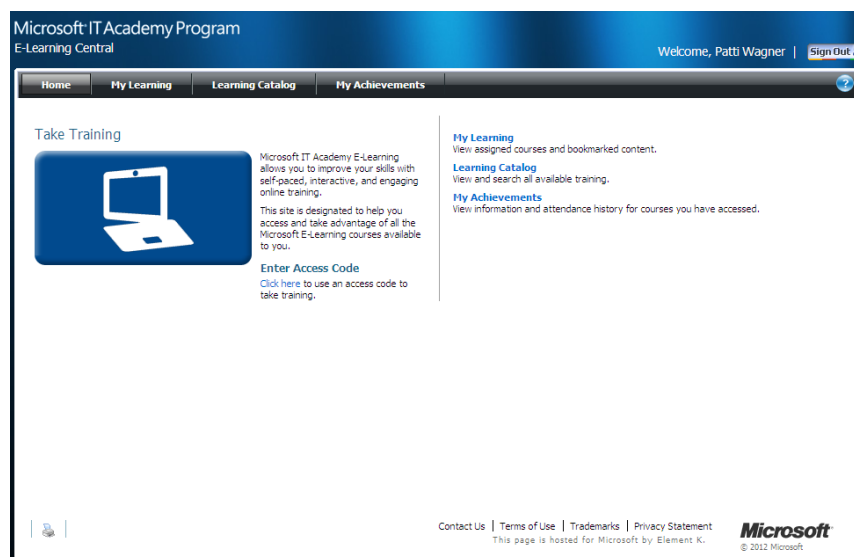


- If students have an existing Microsoft account, or an approved Federated user account, they can enter their existing credentials and click **Sign In**.

## Subsequent Student Access

After the initial set up has been completed, a student may access the Microsoft IT Academy E-Learning Central site by clicking the “Go” button under the “Take Training” section on the right of the splash page and signing in with their existing credentials.

After your account has been authenticated, you will be returned to the Microsoft IT Academy E-Learning Central student home page.



## Setting Your Site Display Language

The site display language is based on your browser language setting. To change the site display language, simply update your browser language setting to match one of the supported languages: English, Brazilian Portuguese, French, German, Italian, Japanese, Korean, Russian, Simplified Chinese, and Spanish

## Activating Content

Your instructor may assign content to you either by directly assigning a Learning Plan or via an access code. Either way, you will need to activate the content.

### Activating Content Assigned Directly via a Learning Plan

If your instructor has assigned a Learning Plan to you, then you will receive an e-mail with a link to activate your content. See Appendix B, [sample e-mail 1](#).

### Activating Content by Redeeming an Access Code

If your instructor has assigned content to you via an access code, you will receive an e-mail with instructions for redeeming the access code. See Appendix B, [sample e-mail 2](#).

# Student Functions

This section covers the student functions of the IT Academy E-Learning Central Student portal. The top navigation bar contains the primary student functions via the following workflows:

## My Learning

View assigned courses and bookmarked content.

## Learning Catalog

View and search all available training.

## My Achievements

View information and attendance history for courses you have accessed.

## *My Learning*

The **My Learning** page is a subset of the content in the **Learning Catalog** and contains Learning Plans assigned to you by your instructor or courses which you have bookmarked.

Home My Learning Learning Catalog My Achievements

### My Learning

My Learning includes assigned Learning Plans and bookmarked E-Learning. To view the assigned courses in each Learning Plan, click Show Content. Get started by clicking on a course title. If a Learning Plan has not been assigned to you, only bookmarked items will display. To view all courses available to you, search the Learning Catalog.

**Office 2010 Training** Show Content

**Using Word 2007** Hide Content

1 Cours 5597 : Prise en main de Microsoft Office Word 2007	6 of 27 Completed	Expires On 21-Aug-2012
2 Cours 5599 : Mise en forme de documents dans Microsoft Office Word 2007	0 of 28 Completed	Expires On 21-Aug-2012
3 Cours 5600 : Utilisation de colonnes et de tableaux dans Microsoft Office Word 2007	0 of 25 Completed	Expires On 21-Aug-2012
4 Cours 5601 : Utilisation d'éléments graphiques dans Microsoft Office Word 2007	0 of 20 Completed	Expires On 21-Aug-2012

**Bookmarked E-Learning** Hide Content

1 Cours 5597 : Prise en main de Microsoft Office Word 2007	6 of 27 Completed	Expires On 21-Aug-2012	Remove
2 Course 10294: Beginner Skills in Microsoft Word 2010	1 of 33 Completed	Expires On 21-Aug-2012	Remove
3 Course 10377: Connecting to People and Resources with My Sites in Microsoft SharePoint 2010	14 of 29 Completed	Expires On 21-Aug-2012	Remove

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## Learning Plans

A Learning Plan contains a set of E-Learning courses that have been assigned to you by your instructor.

Collapse or expand the contents of a Learning Plan by clicking on the **Hide Content** or **Show Content** link to the right of the Learning Plan title.

## Bookmarked E-Learning

Courses in this section are those which you have launched or bookmarked.

Collapse or expand the contents of Bookmarked E-Learning by clicking on the **Hide Content** or **Show Content** link to the right of the section title. Remove courses from Bookmarked E-Learning by clicking on the **Remove** button to the right of the course title.

## Assessments

Courses with assessments have a **Take Assessment** button listed under the course title. To launch an assessment, click the **Take Assessment** button.

## Learning Catalog

The **Learning Catalog** contains all content which is available to you.

The Learning Catalog interface includes a navigation bar with links to Home, My Learning, Learning Catalog, and My Achievements. Below the navigation bar, there is a search section with a text input for keywords, a dropdown for 'Any of these words', a Search button, and a section for filters including Collection, Audience, and Technology (currently set to Microsoft Office 2010 suites). A 'Start New Search' link is also present. Below the filters, a message states: 'Select checkbox(es) and "Add to My Learning" to add product(s) to your My Learning page.' A table of 31 items (showing 1-31) is displayed with columns: #, Product Name, Product Type, Collection, Language, Audience, and Technology. The table lists several courses related to Microsoft Office 2010 suites, including Lync, SharePoint Designer, and Word.

#	Product Name	Product Type	Collection	Language	Audience	Technology
1	Course 10360: Working with Microsoft Lync 2010 for Collaboration	E-Learning Course		English	Information Worker	Microsoft Office 2010 suites
2	Course 10387: Creating and Customizing Websites Using Microsoft SharePoint Designer 2010	E-Learning Course	Collection 10352: Skills Training in Microsoft SharePoint Designer 2010	English	Information Worker	Microsoft Office 2010 suites
3	Course 10388: Managing and Controlling Documents Using Microsoft SharePoint Designer 2010	E-Learning Course	Collection 10352: Skills Training in Microsoft SharePoint Designer 2010	English	Information Worker	Microsoft Office 2010 suites
4	Course 10389: Customizing Workflow Processes Using Microsoft SharePoint Designer 2010	E-Learning Course	Collection 10352: Skills Training in Microsoft SharePoint Designer 2010	English	Information Worker	Microsoft Office 2010 suites
5	Course 10390: Working with Line of Business Data Using Microsoft SharePoint Designer 2010	E-Learning Course	Collection 10352: Skills Training in Microsoft SharePoint Designer 2010	English	Information Worker	Microsoft Office 2010 suites
6	Course 10281: What's New in Microsoft Word 2010	E-Learning Course	Collection 10786: Microsoft Office 2010 Training	English	Information Worker	Microsoft Office 2010

## My Achievements

The **My Achievements** page contains attendance history for courses you have accessed and/or completed. It also displays information for assessments you have taken and displays a link to print a Course Completion Certificate.

Click the **View History** link to view details of your attendance history.

Click the **Print Certificate** link to print a Course Completion Certificate for the courses that you have completed. You will be able to access this page and print a Course Completion Certificate even after your subscription has expired.

The My Achievements interface shows a table with columns: E-Learning, First/Last Accessed, Progress, Date Last Assessed, and Questions Correct. It lists two completed courses: 'Course 10282: What's New in Microsoft PowerPoint 2010' and 'Course 10353: Beginner Skills Training in Microsoft OneNote 2010'. The second course includes a 'Print Certificate' link with a green checkmark icon.

E-Learning	First/Last Accessed	Progress	Date Last Assessed	Questions Correct
Course 10282: What's New in Microsoft PowerPoint 2010	07-Sep-2012 / 07-Sep-2012 <a href="#">View History</a>	5 out of 36 finished		
Course 10353: Beginner Skills Training in Microsoft OneNote 2010 <a href="#">Print Certificate</a>	07-Sep-2012 / 07-Sep-2012 <a href="#">View History</a>	30 out of 30 finished		

## E-Learning Offline Player

The E-Learning Offline Player enables a student to download self-paced courses and use them offline. This feature allows the student to take training anywhere, anytime, without having to access the Internet.


### 1. Download and install the E-Learning Offline Player

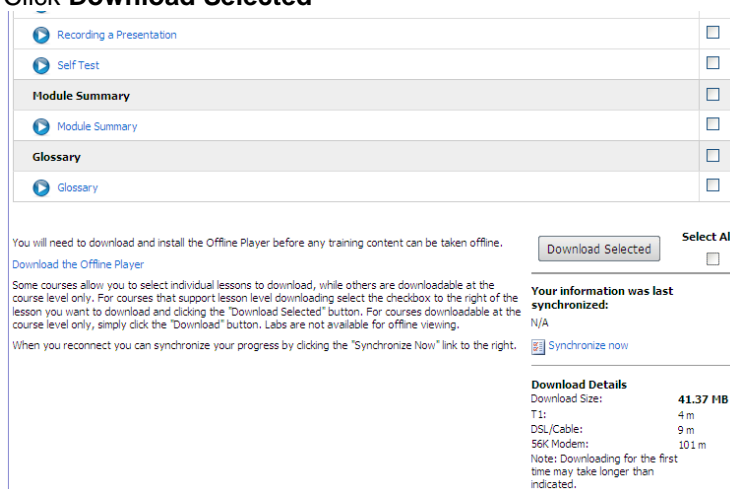
- Go to your **My Learning** page at <https://itacademy.microsoftelearning.com>
- Click the link to the course you want to download
- Click on **Download the E-learning Offline Player** link at the bottom of the page
- Click **Download Now**
- Save** the setup file and run the file to install the player or install the player directly from the server by selecting **Open**.

**Note:** Do not rename the file. The file name is used to determine the language in which to run the install program. The install program will automatically run in English if the file is renamed.





- Click **Run** again after the player is downloaded
- An Install wizard will appear, click **Next**
- Read and accept the Terms and Conditions, click **Next**
- Confirm your destination folder, click **Next**
- Click **Finish**

### 2. Select and download courses to take offline

- Click on the title of the course you would like to download.
- On the Course Details page, in the column on the right under the green arrow , check the box for the module or lesson you would like to use in the e-learning Offline Player
- Click **Download Selected**



The screenshot shows a web interface for selecting content to download. It features a table with the following rows:

 Recording a Presentation	<input type="checkbox"/>
 Self Test	<input type="checkbox"/>
<b>Module Summary</b>	<input type="checkbox"/>
 Module Summary	<input type="checkbox"/>
<b>Glossary</b>	<input type="checkbox"/>
 Glossary	<input type="checkbox"/>

Below the table, there is a message: "You will need to download and install the Offline Player before any training content can be taken offline." and a link "Download the Offline Player".

On the right side, there is a "Download Selected" button and a "Select All" checkbox. Below these, there is a section titled "Your information was last synchronized:" with the value "N/A" and a "Synchronize now" link.

At the bottom right, there is a "Download Details" section:

Download Size:	41.37 MB
T1:	4 m
DSL/Cable:	9 m
56K Modem:	101 m

Note: Downloading for the first time may take longer than indicated.

- When your selections have downloaded, find the E-Learning Offline Player icon on your desktop. Open that application to run your course locally.

### 3. Synchronizing your Offline Course

In order to have your online **My Learning** page reflect the work accomplished in the Offline version of the course, you will need to synchronize when you have access to an internet connection. To Synchronize:

- Click on the course in **My Learning**
- Click **Synchronize Now** at the bottom of the page.

If the content does not download, you may need to allow your computer to download the files by right clicking the menu bar and select **Download File** in the pop up window.

# Appendix A - Whitelisting

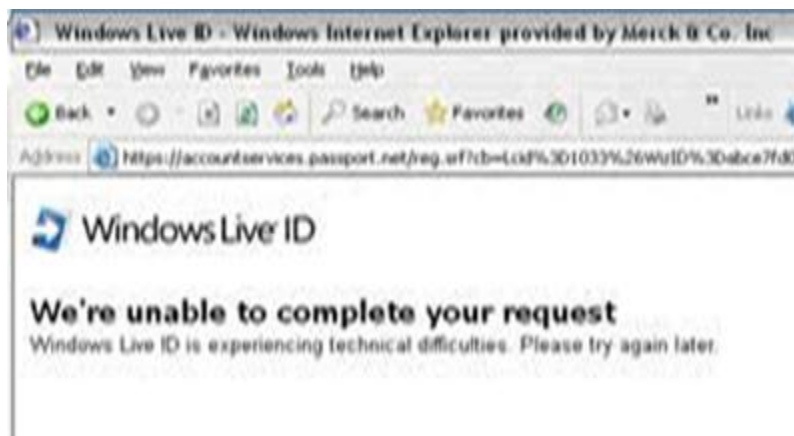
## *Windows Live ID IP Whitelisting*

### **Only a few students can create e-mail accounts at a time. What is the issue?**

Microsoft Accounts (formerly Windows LIVE ID) has a security feature that if multiple ID's are created from the same IP address in a short time span (3 in 24 hours), the IP is blocked and any further deployment is blocked pending white-listing of the IP address. Administrators can submit a IP Address Whitelisting request directly with the Support Team through the [IP whitelisting form](#).

We recommend that Administrators AND Instructors submit the IP whitelisting form before deploying the E-Learning training to their students as this will prevent the organization's IP addresses from being blocked after more than 3 students create a Microsoft Account within a 24 hour period.

Below is a screen shot of the error message that students will see if more than 3 Microsoft Accounts were created from the same IP address within a 24 hour period which resulted in the IP blocking issue:



### **What can you do to resolve an IP Blocking issue?**

The good news is that there is now a simple way for you to "whitelist" your company's IP address(es). Simply complete the [IP Whitelisting Form](#) with as many details as possible, and your request will be automatically submitted to the Microsoft Account Support team.

The screenshot shows a web browser window with the address bar displaying <https://support.live.com/form.aspx?productKey=wlidipex&ct=efomto&st=1&...>. The page title is "IP Whitelisting - Exception for more than 3 IDs". The form is titled "Complete the form below for IP Whitelisting - Exception for more than 3 IDs". It includes a "sign out" link for a user named Simon. The form contains several required fields marked with an asterisk: Contact Name, Contact email address, Customer Name, Customer Company Name, Microsoft program the customer needs the exception for, Company Domain(s), and IP Adresse(s). The form also includes instructions for each field, such as "Please fill in the fields below:", "Primary Issue IP Whitelisting", "Sub Issue - I need an exception to create more than 3 IDs/Day/IP", and "IP Adresse(s) - Externally exposed IP address(es) you wish to have added to the list. You".

Windows Live™ Simon  
sign out

Escalation Home > IP Whitelisting - Exception for more than 3 IDs

Complete the form below for IP Whitelisting - Exception for more than 3 IDs

\* required fields

Please fill in the fields below:

Primary Issue IP Whitelisting

Sub Issue - I need an exception to create more than 3 IDs/Day/IP

\* Contact Name:

\* Contact email address:

\* Customer Name:

\* Customer Company Name:

\* Microsoft program the customer needs the exception for:

\* Company Domain(s) - The domain of the entity that needs the whitelisting request. Dell would be Dell.com. Separate multiple addresses with a comma

\* IP Adresse(s) - Externally exposed IP address(es) you wish to have added to the list. You

If you submit a IP Whitelisting request during the week, you should receive a response and resolution to your issue within a 48 hour period. Once your organization's IP addresses have been whitelisted, an exception is created by the Support Team that allows more than three students from within your organization to create Microsoft Accounts within 24 hours.

If you need help filling in and submitting the IP Whitelisting form, please contact your E-Learning Support team for assistance: <http://www.microsoft.com/learning/en/us/help/service-americas.aspx>



## Appendix B - Sample E-mails

### *Sample E-mail 1*

**E-mail sent to student that has been directly assigned content via a Learning Plan**

**Subject:** Microsoft IT Academy E-Learning – Learning Plan Assignment

Dear Student,

You now have access to Microsoft Official E-Learning via the Microsoft IT Academy E-Learning Central website. You have been assigned the following Learning Plan to help guide your learning: **Office 2010 Training**.

#### **To Activate Content**

In order to activate your content, please follow the steps below:

1. Click this [activation link](#)
2. Sign in with your school e-mail
3. Read and accept the End User License Agreement (EULA) and click the Go button (if applicable)
4. Click on **My Learning** to view the Learning Plan assigned to you

#### **After Content Activation**

If you have already activated this content, you can return to the Microsoft IT Academy E-Learning Central site at <https://itacademy.microsoftlearning.com/> and sign in.

For any support issues please [Contact Us](#).

Thank you,

The Microsoft IT Academy E-Learning Central Team

## ***Sample E-mail 2***

**E-mail sent to administrator with Learning Central access code. Used as template that can be forwarded on to students.**

**Subject:** Microsoft IT Academy E-Learning – Redeem Access Code

Dear Student,

You now have access to Microsoft Official E-Learning via the Microsoft IT Academy E-Learning Central website. To access your online learning, you must follow the steps below to redeem the access code provided.

### **Redeem Access Code**

1. Go to <http://itacademy.microsoftlearning.com/activate/>
2. Read and accept the End User License Agreement
3. Enter the following Access Code: **L6297-F2B4-5941**
4. Enter your school e-mail address and click the Enter button
5. Upon successful sign in, you will be directed to a Thank You confirmation page

### **After Access Code Redemption**

If you have already redeemed the access code above, you can return to the Microsoft IT Academy E-Learning Central site at <http://itacademy.microsoftlearning.com/> and sign in.

For any support issues please [Contact Us](#).


Thank you,

The Microsoft IT Academy E-Learning Central Team

## Appendix C – Support & Glossary of Terms

### *Support*

#### Frequently Asked Questions

FAQs can be accessed by clicking on the  in the top navigation bar.

#### Contact Us

Utilize the **Contact Us** link at the bottom of any page on the site for more information or to contact a Regional Service Center in your area.

### *Glossary of Terms*

The following terms are common to the IT Academy Learning Central Administrator & Instructor, and Student sites.

Term	Definition
<b>Access code</b>	An alphanumeric code used to enable student access to e-learning courses.
<b>Activity Reports</b>	Reports which can be run by Administrators/Instructors that track student progress. These include the Course Activity Report, Assessment Activity Report and Log In Activity reports.
<b>Administrator/Instructor</b>	A person who has been granted rights to manage and administer the IT Academy E-Learning Central Administrator portal.
<b>Assessment Activity Report</b>	This report provides assessment data for students accessing online courses that have associated assessments.
<b>Course Activity Report</b>	This report provides course progress and completion data for students.
<b>Groups</b>	A group of students created to facilitate Learning Plan assignment and reporting.
<b>End User License Agreement</b>	The agreement which requires one-time acceptance upon the initial sign-in to the IT Academy E-Learning Central site and establishes your right to use the e-learning benefit.
<b>Expiration Date</b>	Date after which E-Learning subscriptions are no longer valid. This date coincides with your IT Academy Membership expiration date.
<b>Learning Plan</b>	A customized set of E-Learning courses that can be assigned to students. Learning Plans display on the students' My Learning page.
<b>Learning Catalog</b>	Catalog listing of ALL E-Learning courses available to the student on the IT Academy E-Learning Central Student site.
<b>Login Activity Report</b>	The login activity report provides general statistics for student site activity at the student level. Details include dates of first and most recent logins, number of logins and total time logged into the site.
<b>Offline Player</b>	An offline tool that provides anytime, anywhere access to E-Learning without an Internet connection.
<b>Microsoft Account (formerly Windows Live ID)</b>	Microsoft account allowing students to sign in to websites that support this service using a single set of credentials.
<b>My Learning</b>	Personal learning space where the student can manage bookmarked courses and view assigned Learning Plans.
<b>Student</b>	A user who has been granted rights to access E-Learning content on the IT Academy E-Learning Central Student site.
<b>vLab</b>	A virtual lab where students have online access to real-time hardware, software, and networks.
<b>Whitelisting for Microsoft Accounts</b>	IT Staff will submit a list of IP addresses or ranges to be allowed by Microsoft to enable the school to create multiple Microsoft Accounts. This is the list of addresses or domain names from which an e-mail blocking program will allow messages to be received. If not completed the requests will be viewed as SPAM, and will be blocked.