

## For Technical Professionals

1. From the Elevate America for Technical Professionals page, in the “Using Your Access Code” section, click on the “Register for Elevate America” link. This will direct you to a simple registration form, and assist you in creating a Windows Live ID.
2. Once you complete the registration form, you will be sent to an elearning access code entry page. Please note the term Access Code and Voucher Code refer to the same thing.

The screenshot shows the Microsoft Learning Manager interface. At the top, there is a blue header with the Microsoft logo and 'Learning' text. To the right of the header, there are links for 'United States (English)', 'Microsoft.com', and 'Sign in'. Below the header, there is a search bar. The main navigation area includes 'Learning Manager' and a 'View Cart | Account History | My Preferences | Online Demo | E-Learning FAQ | Help' link. Below this, there are two tabs: 'My Learning' and 'Learning Catalog'. A secondary navigation bar contains links for 'Home', 'Training', 'Certifications', 'Special Offers', 'Community', 'Member Sites', and 'Help & Support'. The breadcrumb trail reads 'Home > Learning Catalog > E-Learning'. The main heading is 'Enter Access Code', followed by the text 'An Access Code provides immediate access to online content.' Below this is a checkbox with the text '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.

3. You may have a pop up window that asks if we can automatically sign you in with your Windows Live ID. Click to accept.
4. Accept the End User License Agreement by clicking the check box, and then Input the access code (the code is case sensitive) provided to you by your state government agency. Click Enter.
5. You will be sent to a Product Selection page. Choose the e-learning collection you wish to redeem. Simply scroll down and find a course of your choice, 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. Click on the “Go to **My Learning** to see your online content.”

The screenshot shows the 'Thank You' page. It features a heading 'Thank You' and a message: 'Your Access Code has been accepted and you now have access to the offer(s) listed below.' Below this is a table with two columns: 'E-Learning' and 'Expiration Date'. The table contains one row with the text 'Elevate America Business Worker' and the date '2010-04-10'. At the bottom of the page, there is a link that says 'Go to My Learning to see your online content.'

7. This will take you to a personalized space that stores all of the learning content you have saved.
8. You are ready to begin your courses! Click on the Course title that you would like to launch.
9. This will bring up a course overview page. To launch the course, click on the **Begin This Course** button at right.
10. Once your course is complete, go back to your internet browser, and click the Back button to navigate back to your list of courses provided in the collection and launch a next course.

If you ever get lost and want to return to your learning plan, you can always simply go here: [http://www.microsoft.com/about/corporatecitizenship/us/communityinvestment/learning/tech\\_profos.mspix](http://www.microsoft.com/about/corporatecitizenship/us/communityinvestment/learning/tech_profos.mspix), and click on the link for those already registered at the bottom of the page.

## User FAQ

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

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

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

A: In the upper left of your screen, you will see a "Browse My Learning" box. Click on My Learning Plans to find your learning plan.

**Q: I'm a returning user, where do I go to continue my learning?**

A: To return to your learning, we have provided a link for returning users on the overview page depending on which type of user you identified yourself as.

New to Computing:

[http://www.microsoft.com/about/corporatecitizenship/us/communityinvestment/learning/new\\_users.mspix](http://www.microsoft.com/about/corporatecitizenship/us/communityinvestment/learning/new_users.mspix)

Business Workers:

[http://www.microsoft.com/about/corporatecitizenship/us/communityinvestment/learning/business\\_workers.mspix](http://www.microsoft.com/about/corporatecitizenship/us/communityinvestment/learning/business_workers.mspix)

Technical Professionals:

[http://www.microsoft.com/about/corporatecitizenship/us/communityinvestment/learning/tech\\_profos.mspix](http://www.microsoft.com/about/corporatecitizenship/us/communityinvestment/learning/tech_profos.mspix)

**Q: I'm just getting started using computers, where do I begin?**

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

[http://www.microsoft.com/about/corporatecitizenship/us/communityinvestment/learning/new\\_users.mspix](http://www.microsoft.com/about/corporatecitizenship/us/communityinvestment/learning/new_users.mspix)

**Q: I'm an IT Professional or Developer, what resources are available for me?**

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

[http://www.microsoft.com/about/corporatecitizenship/us/communityinvestment/learning/tech\\_profos.mspix](http://www.microsoft.com/about/corporatecitizenship/us/communityinvestment/learning/tech_profos.mspix)

**Q: Where do I go to activate my E-Learning voucher?**

A: Follow the instructions provided to you via the web pages listed above for returning users to continue your learning. This same set of pages will provide you details on how to redeem your Certification Exam voucher.

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

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

**Q: How long will I be able to use my E-Learning courses?**

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

**Q: How many courses can I take with my E-Learning voucher?**

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

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

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

**Q: What do I do if I get stuck?**

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