

Getting Started: IT Academy Program

IT Director Checklist

Target Audience

IT Staff responsible for configuring computer labs

Objectives

- Meet the lab requirements necessary to run the software and E-Learning courses
- Unblock key URL's necessary to successfully run the IT Academy E-Learning courses
- Identify, communicate, and mitigate any known firewalls that prevent access to the ITA resources
- Understand the Windows Live ID identity management requirement and determine the best solution for your students

IT Director Readiness Checklist

See *IT Director Information* document for full details on each of the steps below and more.

Microsoft IT Academy Readiness Checklist		Links	Date Completed
Hardware	Scan lab computers for E-Learning compatibility (some of the information at this link needs to be updated, please disregard)	http://itacademy.microsoftlearning.com/help/systemRequirements.aspx	
Software	See IT Director Information document for details on obtaining your software licenses <i>If running XP, recommend upgrading to Windows 7 for Office 2010.</i>		
Plug-ins	Install Silverlight	http://www.silverlight.net/downloads	
	Install ActiveX Control to ensure students can start the virtual labs within the ELearning	https://lva.msllab.microsoft.com/UnifiedLabViewer/checkpages/en-US/installVmrc_en-US.htm	
Check for	Internet Readiness 56K		
	Accept Browser Cookies		



	Enable Javascript		
	Set Browser to refresh at each page		
	Disable a firewall that blocks cookies or blocks access to a secure server		
Add to Trusted Sites / Open ports	microsoft.com		
	microsoftlearning.com		
	live.com (https://login.live.com for signing into ITA sites with a Live ID)		
	profile.microsoft.com		
	Microsoftelearning.com		
	Ports 80 and 443		
Add to safe/bypass list on your proxy server or firewall	65.55.12.245 Profile.microsoft.com 74.43.216.128 E-Learning Instructor site 74.43.216.125 E-Learning student site http://profile.microsoft.com [https] http://login.live.com [https]		
Add to Safe Senders List	@microsoft.com		
	@training.com		
	@windowslivemail.com (65.55.238.140 - 65.55.238.142)		
	@partners.extranet.microsoft.com (10.251.56.169)		
	@redmond.corp.microsoft.com (157.54.86.9) (169.254.1.11)		



<p>Open required outbound ACL's to TCP ports 80/443 for the following IP ranges*(Windows Live Id Services)</p> <p>Schools that do not have any outbound Access restrictions to the WLID services today will not need to make any changes.</p> <p>*Does not apply to schools with Federated solution.</p>	<p>New Networks 157.55.134.0/24</p> <p>Current Networks 65.54.165.128/27 65.54.165.160/27 65.54.186.0/27 65.54.186.32/27 65.54.186.64/27 65.54.186.96/27 65.54.186.128/27 65.54.186.160/27 65.54.186.192/27 65.54.186.224/27 65.54.234.0/26 65.54.234.64/26 65.54.240.64/27 65.54.254.96/28 65.54.254.128/28 65.54.248.192/27 65.54.248.224/27 65.54.194.192/27 65.54.204.0/27 65.54.205.0/27 65.54.208.224/27 65.54.212.192/27 65.54.213.160/27 65.54.133.128/27 65.54.142.224/27 65.54.143.96/27 65.54.145.192/27 65.54.204.192/26 65.54.206.128/26 65.54.215.192/27 65.54.205.48/28 65.54.133.48/28 65.54.208.128/26 65.54.216.160/27 65.54.217.160/27 64.4.12.0/25 65.54.143.128/25</p>	<p>If 3 or more students create Live IDs at the same time from the same external IP address, access will be blocked for that IP address. Note, there is a pre-emptive mitigation for this by registering the school IP range in advance (IP Whitelisting)</p> <p>Whitelist request will be submitted via the online form at https://support.live.com/default.aspx?productkey=wlidipexc</p> <p>You can go to http://whatismyip.com your external IP address</p>	
<p>Student Email Provider</p>	<p>Recommend switching settings to "Higher Education" or work with email provider to let Windows Live ID verification emails through.</p>		



LIVE ID Solution	Identify Live ID identity creation process you will use and follow processes outlined in IT Director Guide. See Live ID Options Matrix below for pros and cons of each available option.		
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Option	Pros	Cons	IT Time Requirement	IT Complexity
Federation Federation ensures customers maintain control over identity management while still providing single sign-on authentication to key IT Academy resources. Specifically, federation is provided by the IT Academy program and Microsoft giving customers an alternative means of authenticating e-Learning users.	<ul style="list-style-type: none"> • Uses schools existing identity management platform • Schools retain complete control of identity management 	<ul style="list-style-type: none"> • Requires significant IT resources to setup and deploy • Requires significant lead time to setup before IT Academy benefits are rolled out 	High	High
Live@edu Live@edu offers educational institutions free hosted, co-branded communication and collaboration services for students, faculty, and alumni. With 10 gigabytes (GB) of e-mail storage, it's the no-cost Outlook Live e-mail service built on Exchange 2010.	<ul style="list-style-type: none"> • Uses existing school e-mail address and/or domain • Host of administrative tools for easy administration and rights management • Provides an easy migration path to Office365 	<ul style="list-style-type: none"> • For some schools, full access to the cloud offerings including storage and e-mail is considered a risk. • Requires significant IT resources to setup and deploy • Requires significant lead time to have setup before IT Academy benefits are rolled out 	High	High
Live@edu – No e-mail With this option customers have a Live@edu domain and management without e-mail	<ul style="list-style-type: none"> • Simple registration and setup process if no e-mail domain • Provides an easy migration path to Office365 	For schools where full access to the cloud offerings, including storage and e-mail, is considered a risk. While e-mail is not available, access to SkyDrive and Office Web Apps remains. Students will see a "Verify Email Address" screen each time they sign into the student e-learning	Med	Med



portal.

Option	Pros	Cons	IT Time Requirement	IT Complexity
<p>Live ID Creator Live ID Creator is a tool for teachers or administrators to generate Live IDs for an entire school or individual classes for student use.</p> <p>https://itasignon.microsoft.com/MemberAuthorizationPage.aspx</p>	<ul style="list-style-type: none"> • Tool creates multiple Live IDs for a class • Can upload a CSV file for bulk Live ID creation • Cripples e-mail functionality (no receive) 	<ul style="list-style-type: none"> • Students must still use their personal e-mail address for e-Learning • While e-mail is not available, access to SkyDrive and Office web apps remains. Students will see a "Verify Email Address" screen each time they sign into the student e-learning portal. 	Low	Low
<p>Manual Live ID Creation If a school does not want to assign Live IDs via Live@EDU or through the Live ID Creator, it is possible for each instructor and student to create their own Live ID for accessing the ITA Instructor and Student E-Learning Portals. Individuals create their own Live ID at http://passport.net.</p>	<ul style="list-style-type: none"> • Each student takes responsibility for own e-mail address (no corporate resourcing or management needed) • Can be done in class just before access to e-Learning is required 	<p>If 3 or more students create Live IDs at the same time from the same external IP address, access will be blocked for that IP address. Note, there is a pre-emptive mitigation for this by registering the school IP range in advance (IP Whitelisting)</p> <p>Whitelist request will be submitted via the online form at https://support.live.com/default.aspx?productkey=wlidipex</p> <p>You can go to http://whatismyip.com to see your external IP address.</p>	Low	Low



Contact Us / Ask Questions

If you have questions on how to use the ITA tools or cannot find what you need to successfully use the IT Academy benefits, please contact us. Call or email for technical support or guidance with E-Learning or IT Academy specific benefits.

Hours: 6:30am - 5:30pm PST

Phone: x-xxx-xxx-xxxx for immediate help

Email: acadsupp@microsoft.com expect 24-48 hour response time

Note: when calling IT Academy Customer Support, we will need to validate your identity. You will be asked to answer three of the following questions regarding your school:

- ITA member ID number
- ITA School Name
- School Address
- School Phone Number
- Program Administrator's Name
- Program Administrator's email address

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