

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 Academy sites
- Create and assign Learning Plans to students or groups
- Assign content via access keys (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 available 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.

Instructor Learning Management System Overview

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.microsoftlearning.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

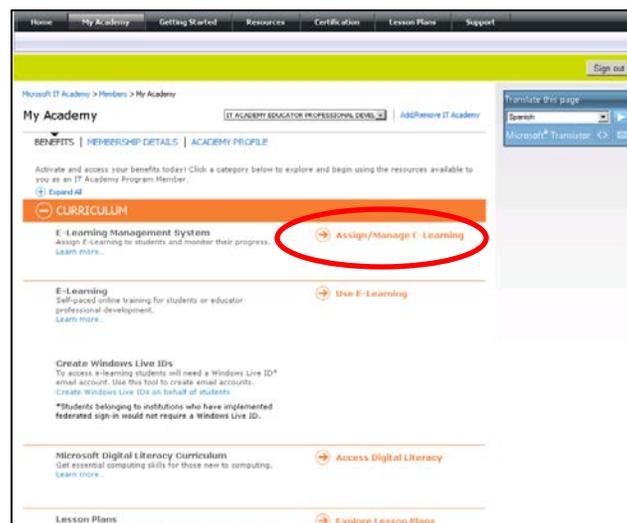
First Time Access

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 email, as well as additional profile information.

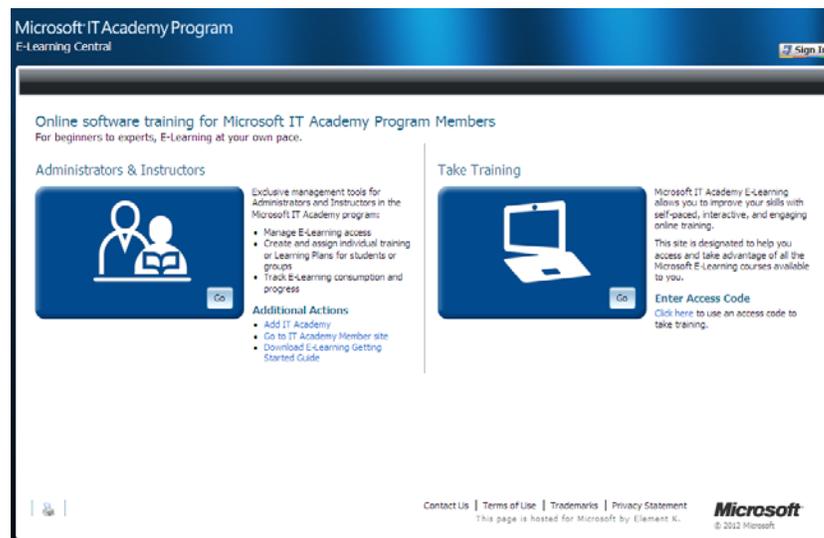
Subsequent Access

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.

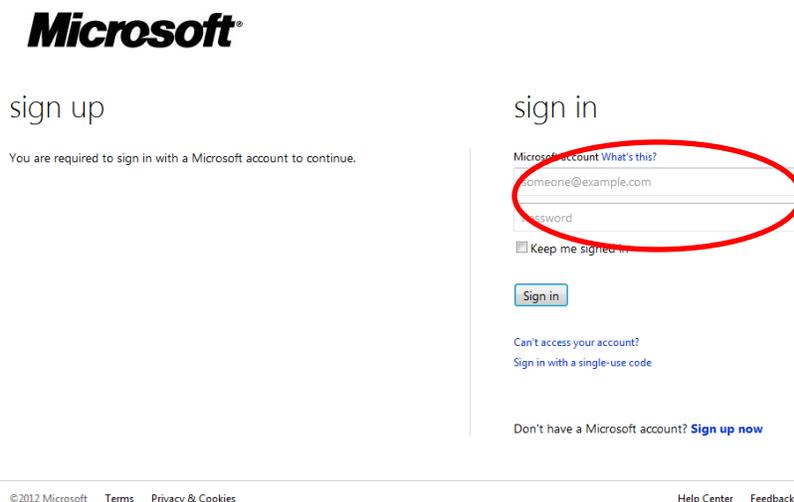


Admin and Instructor First Time Access

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 email, 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 email credential.

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.



Determining your IT Academy Membership ID

Microsoft IT Academy Membership IDs are sent in a welcome email 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.

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 a student account. Student accounts can be created in a variety of ways:

1. Independently by the student through self-registration via the access code redemption process
2. Manually by the Administrator or Instructor
3. Via CSV Import by the Administrator or Instructor

As an administrator or instructor for your IT Academy, you can perform the following tasks to manage users:

- Add new students manually or via an import
- Edit existing user account details

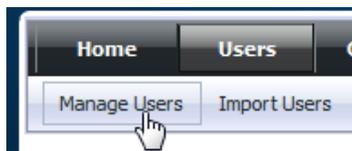
Manual Creation of Student Accounts

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.

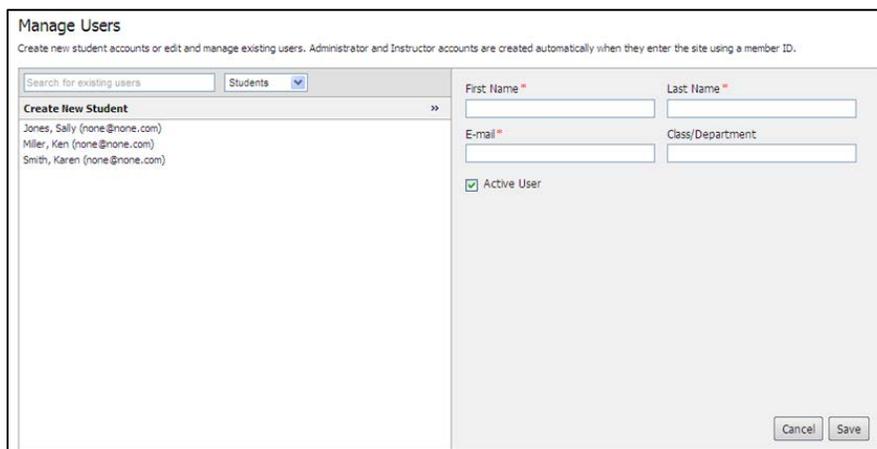
NOTE: If you are using access codes to distribute access to E-Learning, you do NOT need to manually create accounts for your students as this may create duplicate accounts. Students will self-register when they redeem the access code.

Steps to manually create a student account:

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



- a. On the right side of the Manage Users page, fill in the designated required fields (shown with an *) for each student account needed.



2. Click the **Save** button to create the student account

NOTE: Repeat these steps to create additional student accounts.

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 email 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**

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 Email address is the unique identifier for each student. Therefore, each student account must be created with a unique email address.
- 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 detail 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.

NOTE: CSV is the only format accepted for this import process (XLS will not import)

Sample Import Template:

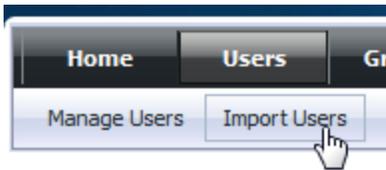
	A	B	C	D	E
1	FIRST_NAME	LAST_NAME	EMAIL	CLASS/DEPARTMENT	IS_ACTIVE
2	John	Public	johnpublic@email.org	Beginning Skills in Microsoft Word 2010	Y
3					
4					

<i>Required Fields</i>	<i>Description/Definition</i>
First_Name	Provide correct spelling of first name for each student
Last_Name	Provide correct spelling of last name for each student
Email	Provide a valid and unique email address for each student
Is_Active	Provide a status for student account, should be either Active (Y) or Inactive (N)

NOTE: - Required Fields must be populated for the import file to process correctly.
- 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
3. Once you have selected the appropriate file for import, click the **Upload File** button

Import Users



4. Upon completion of the import process, the site will display a message indicating the following details:
 - # of records successfully imported
 - # of created records
 - # of updated records
 - # of failed records
 - # of duplicate records
 - # of records with invalid data

Manage Administrator Accounts

Administrator/instructor accounts get 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.microsoftelearning.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

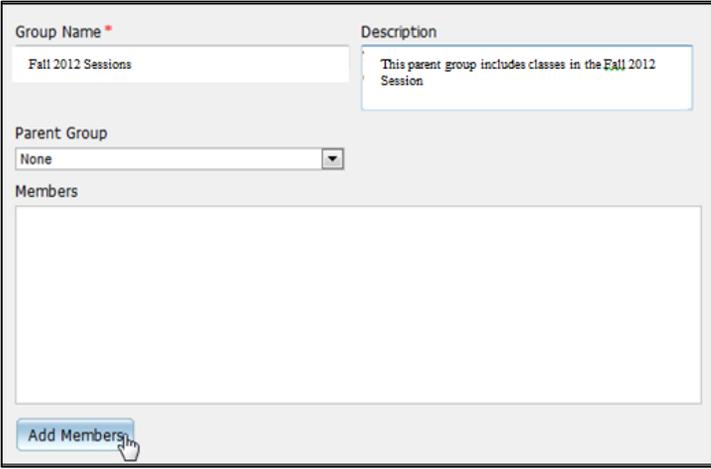
After planning your group structure, you are ready to create Groups.

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

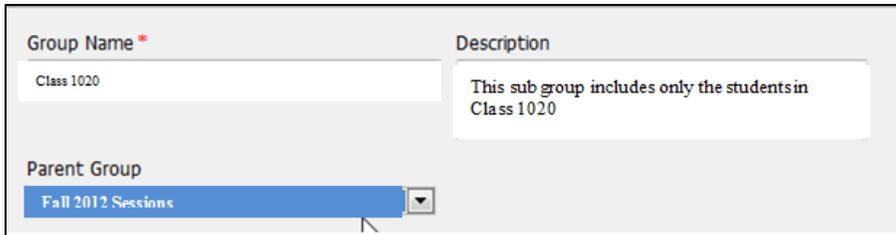


5. Select the students that need to be added by adding a checkmark in front of their name from the All Users display on the left
6. Click the >> button to add students to the Members display on the right
7. Click the **Continue** button
8. Click the **Save** button to create and save your group

Create Sub-groups within a Parent Group

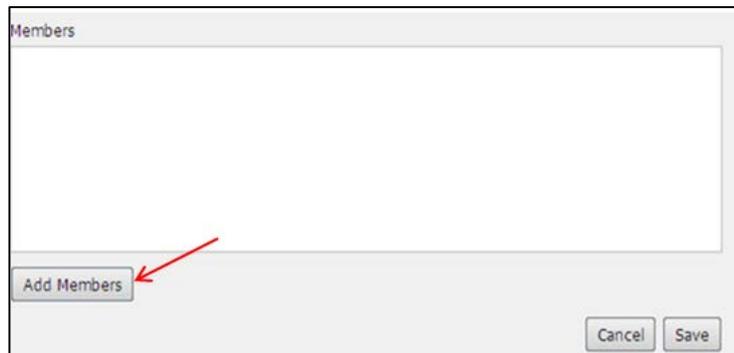
1. Click **Groups** from the top navigation bar
2. Enter a **Group Name**
3. Enter a **Description** for the group

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'. The bottom section is titled 'Parent Group' and features a dropdown menu with 'Fall 2012 Sessions' selected. 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 contains a large empty rectangular area for displaying members. At the bottom left, there is an 'Add Members' button with a red arrow pointing to it. At the bottom right, there 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

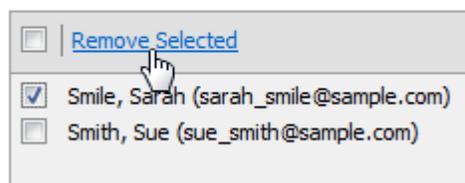
NOTE: Changes to group membership do not update Learning Plans assignments.

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

Members



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.

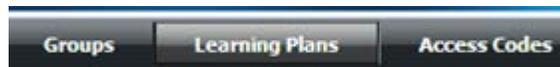
Best Practice: Before creating Learning Plans, you should first do some planning and make decisions regarding the following:

- 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.

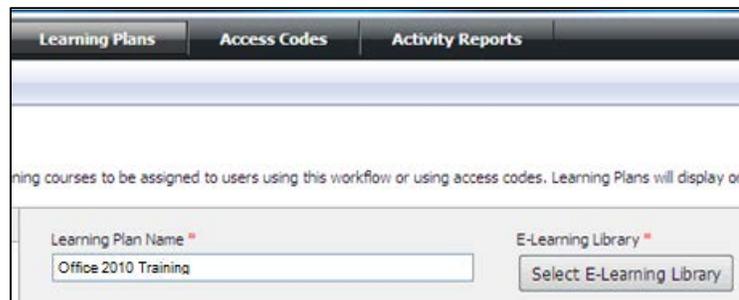
Create Learning Plans

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

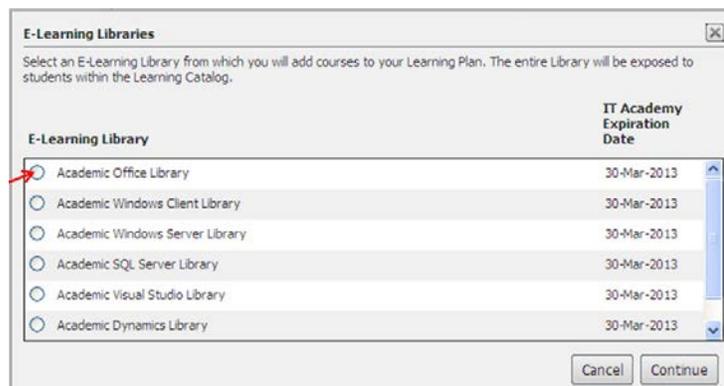
1. Click **Learning Plans** from the top navigation bar



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 a web form for creating a Learning Plan. It features a navigation bar with 'Learning Plans', 'Access Codes', and 'Activity Reports'. Below the bar, there is a text input field for 'Learning Plan Name' containing 'Office 2010 Training' and a dropdown menu for 'E-Learning Library' with a 'Select E-Learning Library' button. A note above the form states: 'Learning courses to be assigned to users using this workflow or using access codes. Learning Plans will display on'.

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 a dialog box titled 'E-Learning Libraries'. It contains a list of libraries with radio buttons and an expiration date column. The first library, 'Academic Office Library', is selected. The dialog box includes a 'Cancel' button and a 'Continue' button. The text inside the dialog box reads: '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.'

5. Click the **Continue** button

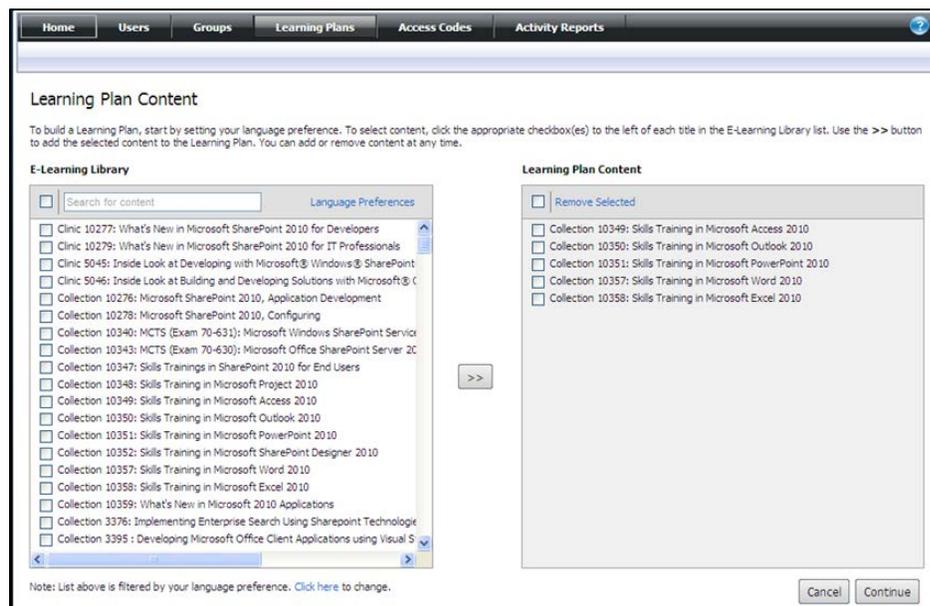
Note that the E-Learning Library assignment is now reflected in your Learning Plan:



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



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



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

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

User Assignment

Remove Selected

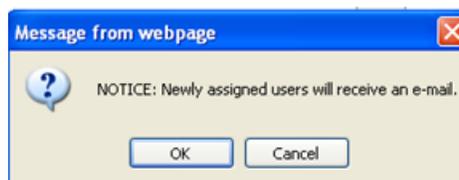
Jones, Karen (none@none.com)
 Miller, Ken (none@none.com)

>>

4. Click the **Continue** button

Note that the User Assignment box now reflects the user accounts selected for assignment to this Learning Plan (shown below).

5. Click the **Save & Assign** button to save the assignments.
6. You will receive an alert message



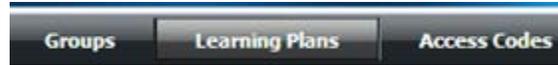
7. An automatic email is sent to the assigned users letting them know that they have been assigned to a Learning Plan (see sample email 1 in the Appendix).

Unassign Users from a Learning Plan

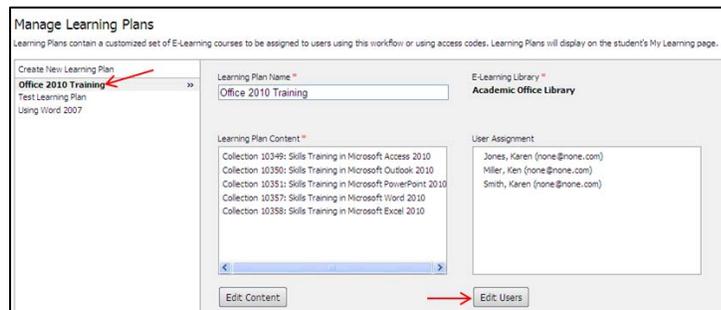
You can unassign users from a Learning Plan. The Learning Plan will no longer display on the student's My Learning page, but the content will still be available in the student's Learning Catalog.

Unassign users from a Learning Plan:

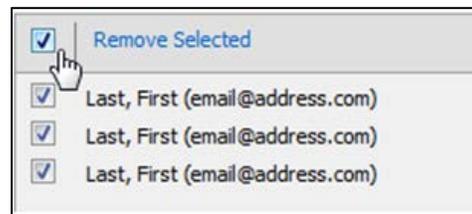
1. Click **Learning Plans** from the top navigation bar



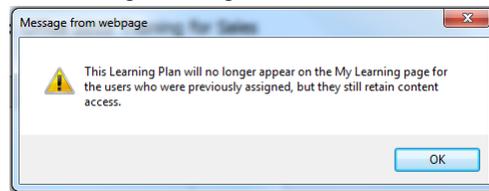
2. From the box on the left, select the appropriate Learning Plan. Notice the details for this Learning Plan display on the right.
3. Click the **Edit Users** button



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 group, 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.



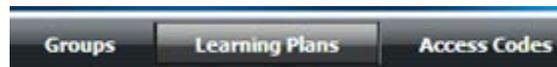
7. Click the **Continue** button
8. Click the **Save & Assign** button to save your changes to the User Assignment

Edit a Learning Plan

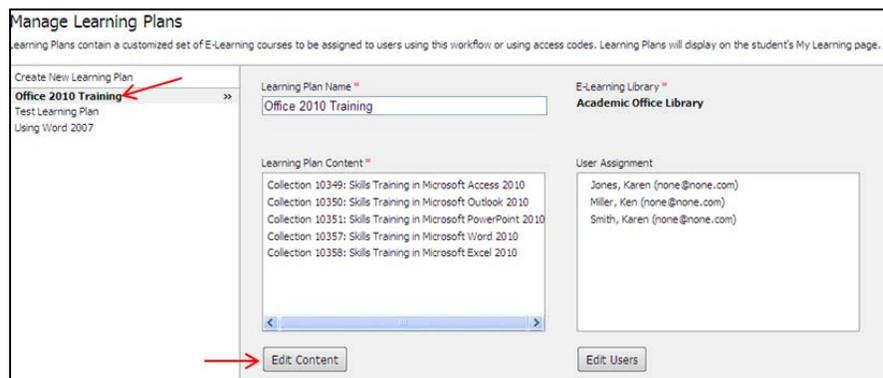
You can edit a Learning Plan name or update the list of courses available in the Learning Plan.

Edit a Learning Plan:

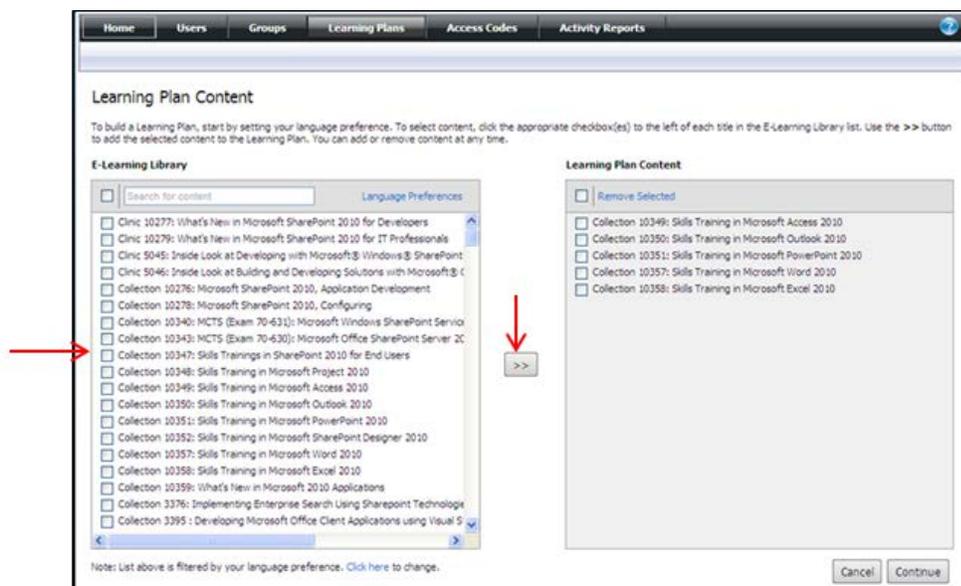
1. Click **Learning Plans** from the top navigation bar



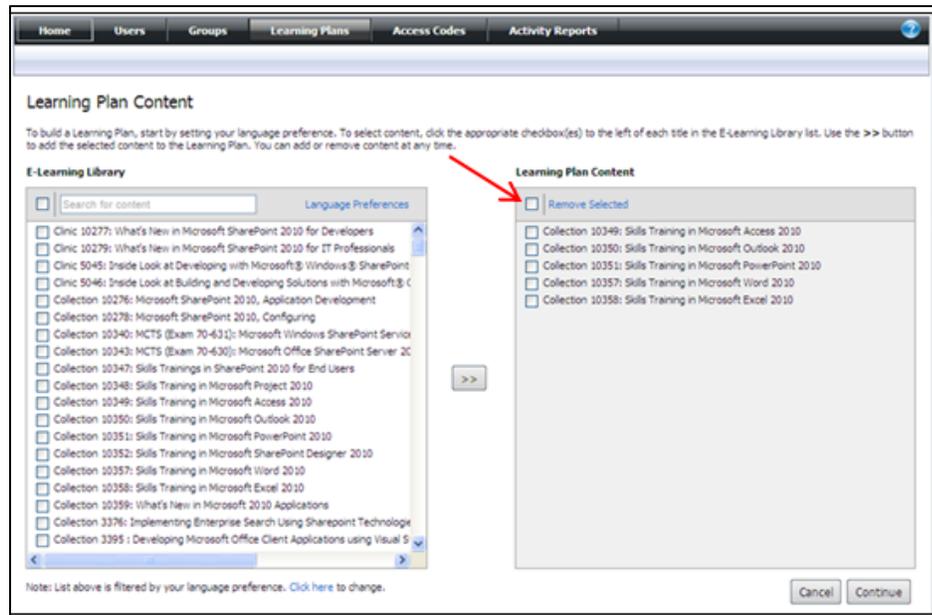
2. From the box on the left, select the Learning Plan that you want to update. Notice the details for this Learning Plan display on the right.
3. To update the Learning Plan Name, edit the text under **Learning Plan Name**
4. To update the list of courses in the Learning Plan, click the **Edit Content**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

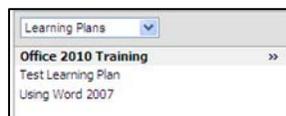
- Content association (Learning Plan or E-Learning Library)
- The number of uses needed for that access code
- Access code identifier (optional)
- Group assignment of the access code (optional)

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

Manage Access Codes
Create Access Codes to grant access to E-Learning courses. An access code can be distributed to users, who can then redeem the code to start their training.

E-Learning Libraries ▾

Academic Office Library »

- Academic Windows Client Library
- Academic Windows Server Library
- Academic SQL Server Library
- Academic Visual Studio Library
- Academic Dynamics Library
- Academic Exchange Server Library

Generate a New Access Code

Academic Office Library

Number of Users*

Access Code Identifier Enter 3 - 8 character alphanumeric code with at least 1 letter. A code identifier will be automatically generated if left blank.

Group Title

After an access code is generated, you can e-mail yourself the code with redemption instructions that can be forwarded to your students.

- The newly generated access code will display in the table at the bottom of the screen
- Click the envelope icon in the **E-mail Code to Yourself** column to email the access code and email 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 email to your students. The email contains the access code and instructions for the students to redeem the access code (see [sample email 2](#) in the Appendix).

NOTE: Microsoft Accounts (previous Windows LIVE ID) has an added security feature that blocks Windows LIVE ID creation requests if more than 3 students from the same IP address try to create new Microsoft account email addresses or Windows Live IDs within a 24 hour period. Any further deployment is blocked pending **Whitelisting** of the IP address.

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:

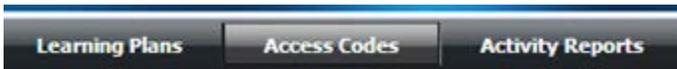
Active – Access code is active and available for redemption by students, up to the number of usages reserved on the code.

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 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

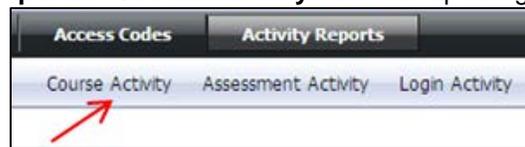
Activity Reports

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

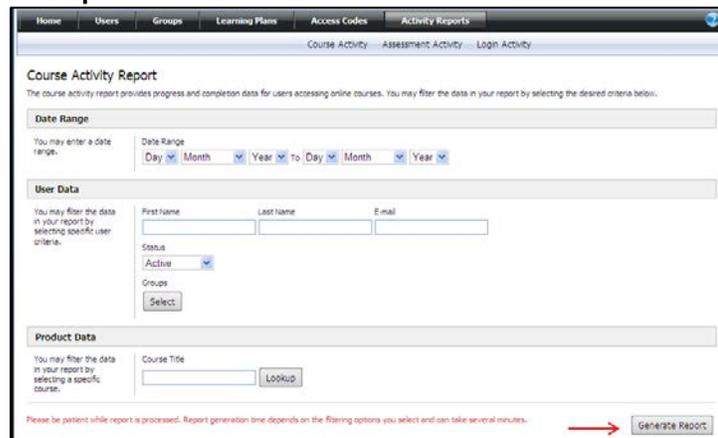
- **Course Activity**
The course activity report provides course progress and completion data for users.
- **Assessment Activity**
The assessment activity report provides assessment data for users accessing online courses that have associated assessments.
- **Login Activity**
The login activity report 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.
 - a. **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.
 - b. **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.
 - c. **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

A screenshot of the 'Course Activity Report' generation form. The form has three main sections: 'Date Range', 'User Data', and 'Product Data'. The 'Date Range' section has dropdown menus for Day, Month, and Year, and a 'To' section with similar dropdowns. The 'User Data' section has input fields for First Name, Last Name, and Email, a Status dropdown menu (set to 'Active'), and a 'Groups' section with a 'Select' button. The 'Product Data' section has a 'Course Title' input field and a 'Lookup' button. At the bottom right, there is a 'Generate Report' button with a red arrow pointing to it. A small red arrow also points to the 'Date Range' section.

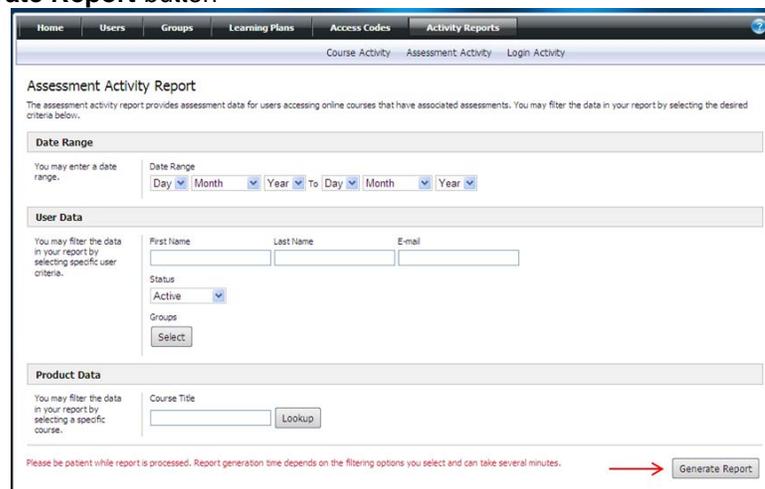
4. A message will display indicating that the report is generating.
5. Upon successful generation of the report, a dialog box will display with the option to Open or Save the CSV file.
6. **Open** the file.
Note: You will see a record for each user that meets the specified criteria. If a user belongs 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.
 - a. **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.
 - b. **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.
 - c. **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



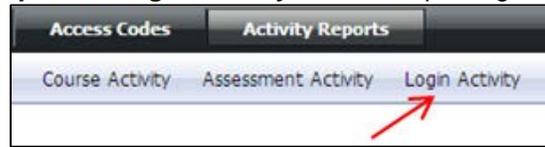
4. A message will display indicating that the report is generating.
5. Upon successful generation of the report, a dialog box will display with the option to Open or Save the CSV file.
6. **Open** the file.

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

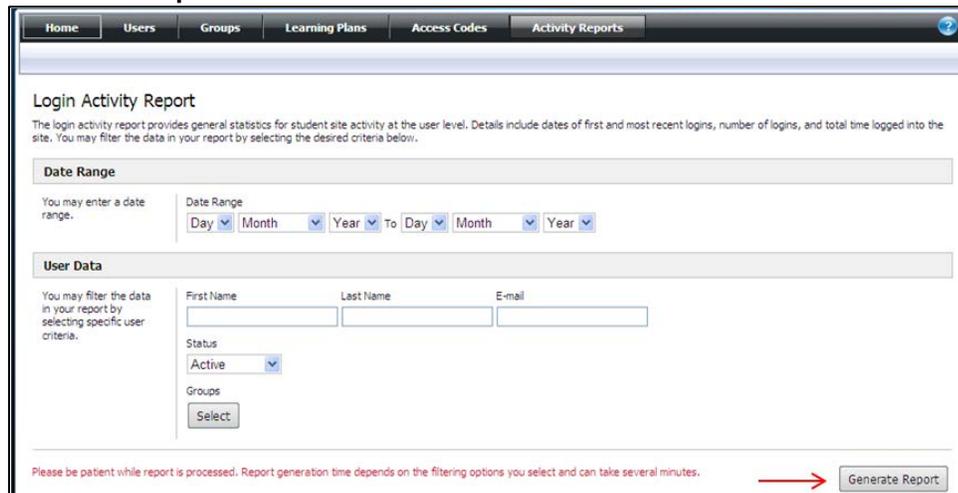
- If a user has taken an assessment for multiple courses, there will be multiple records listed for that user - one for each course.
- If a user belongs to multiple groups, there will be only one record per user with multiple group values pipe delimited in alphabetical order.

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.
 - a. **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.
 - b. **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, a dialog box will display with the option to Open or Save the CSV file.
6. **Open** the file.

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.

Student Learning Management System Overview

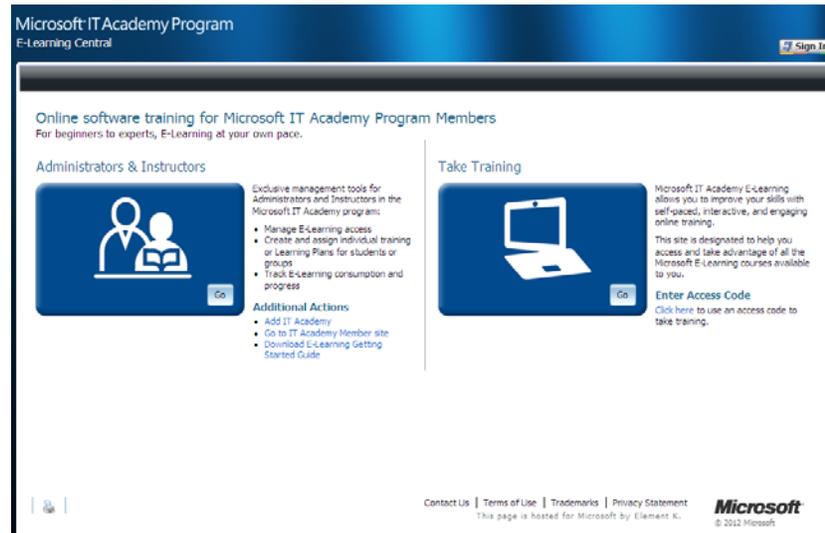
Access to the Microsoft IT Academy E-Learning Central Student Portal

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.



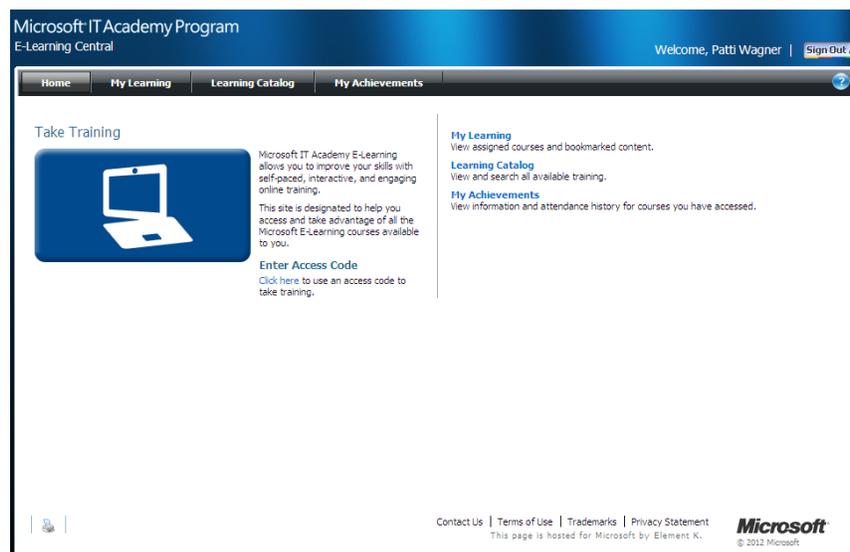
- If students do not have an existing school email account, they can select Sign up now and follow the steps to create a new account.
- If students have an existing school email either a Microsoft account, or an approved Federated user account, they can enter their existing credentials and click **Sign In**.



Subsequent Student Access

After the initial sign in has been completed, the Microsoft IT Academy E-Learning Central site may be accessed directly with using the same school email account by clicking the “Go” button under the “Take Training” section on the right of the splash page.

After your school email account has been authenticated, you will be returned to the Microsoft IT Academy E-Learning Central 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 email with a link to activate your content. See Appendix B, sample email 1.

Activating Content by Redeeming an Access Code

If your instructor has assigned content to you via an access code, you will receive an email with instructions for redeeming the access code. See Appendix B, sample email 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.

The screenshot shows the 'My Learning' page with the following content:

- Office 2010 Training** (Show Content):
 - Using Word 2007** (Hide Content):
 - Cours 5597 : Prise en main de Microsoft Office Word 2007 (6 of 27 Completed, Expires On 21-Aug-2012)
 - Cours 5599 : Mise en forme de documents dans Microsoft Office Word 2007 (0 of 28 Completed, Expires On 21-Aug-2012)
 - Cours 5600 : Utilisation de colonnes et de tableaux dans Microsoft Office Word 2007 (0 of 25 Completed, Expires On 21-Aug-2012)
 - 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):
 - Cours 5597 : Prise en main de Microsoft Office Word 2007 (6 of 27 Completed, Expires On 21-Aug-2012, Remove)
 - Course 10294: Beginner Skills in Microsoft Word 2010 (1 of 33 Completed, Expires On 21-Aug-2012, Remove)
 - Course 10377: Connecting to People and Resources with My Sites in Microsoft SharePoint 2010 (14 of 29 Completed, Expires On 21-Aug-2012, Remove)

Footer: Contact Us | Terms of Use | Trademarks | Privacy Statement | Microsoft © 2012 Microsoft

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 screenshot shows the 'Learning Catalog' page with navigation tabs for Home, My Learning, Learning Catalog, and My Achievements. Below the navigation is a search section with a text input for keywords, a dropdown for 'Any of these words', a 'Search' button, and a note to 'AND/OR select one of the filters below'. There are also dropdown menus for 'Collection', 'Audience', and 'Technology' (currently set to 'Microsoft Office 2010 suites').

Below the search filters, there is a table of courses. The table has columns for '#', 'Product Name', 'Product Type', 'Collection', 'Language', 'Audience', and 'Technology'. The table contains 6 rows of course information.

#	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.

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

The screenshot shows the 'My Achievements' page with navigation tabs for Home, My Learning, Learning Catalog, and My Achievements. Below the navigation is a table with columns for 'E-Learning', 'First/Last Accessed', 'Progress', 'Date Last Assessed', and 'Questions Correct'. The table contains two rows of course completion information.

E-Learning	First/Last Accessed	Progress	Date Last Assessed	Questions Correct
Cours 5597 : Prise en main de Microsoft Office Word 2007	20-Jun-2012 / 20-Jun-2012 View History	6 out of 27 finished		
Course 10377: Connecting to People and Resources with My Sites in Microsoft SharePoint 2010	20-Jun-2012 / 20-Jun-2012 View History	14 out of 29 finished		

At the bottom of the page, there is a footer with links for 'Contact Us', 'Terms of Use', 'Trademarks', and 'Privacy Statement', along with the Microsoft logo and copyright information: '© 2012 Microsoft'.

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

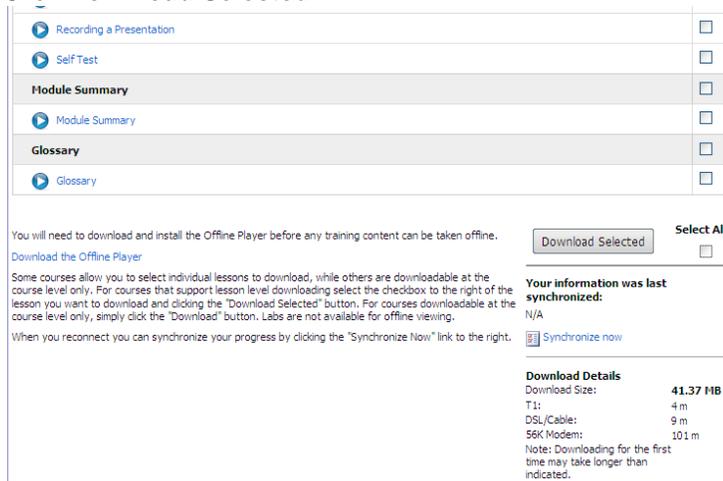
- a. Go to your **My Learning** page at <https://itacademy.microsoftlearning.com>
- b. Click the link to the course you want to download
- c. Click on **Download the E-learning Offline Player** link at the bottom of the page
- d. Click **Download Now**
- e. **Save** the setup file and run the file to 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.

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

2. Select and download courses to take offline

- a. Click on the title of the course you would like to download.
- b. 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
- c. Click **Download Selected**



The screenshot shows a list of courses with checkboxes for selection. The courses listed are:

- Recording a Presentation
- Self Test
- Module Summary
- Module Summary
- Glossary
- Glossary

Below the list, there is a "Download Selected" button and a "Select All" checkbox. A message states: "You will need to download and install the Offline Player before any training content can be taken offline." Below this, there is a "Download the Offline Player" link and a "Synchronize now" link. A "Download Details" section shows the download size as 41.37 MB and provides estimated download times for different connection speeds: DSL/Cable (9 m) and 56K Modem (101 m). A note indicates that the first download may take longer than indicated.

- d. 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:

- a. Click on the course in **My Learning**
- b. 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 email accounts at a time. What is the issue?

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 WIN LIVE IP Address Whitelisting request directly with the WIN LIVE ID Support Team through the [IP whitelisting form](#).

We recommend that Administrators AND Instructors submit the WIN LIVE 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 WIN LIVE ID within a 24 hour period.

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



What can you do to resolve a WIN LIVE 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 Windows Live ID Support team.

A screenshot of the Windows Live IP Whitelisting form in a browser. The form is titled "IP Whitelisting - Exception for more than 3 IDs" and contains several required fields: Contact Name, Contact email address, Customer Name, Customer Company Name, Microsoft program the customer needs the exception for, Company Domain(s), and IP Address(es). The form also includes a "Sign out" button for a user named Simon.

If you submit a WIN LIVE 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 Windows Live ID Support Team that allows more than three Students from within your organization to create WIN LIVE IDs within 24 hours.

If you need help filling in and submitting the WIN LIVE 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 Emails

Sample Email 1

Email 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.microsoftelearning.com/> and sign in.

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

Thank you,

The Microsoft IT Academy E-Learning Central Team

Sample Email 2

Email 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
Access code	An alphanumeric code used to enable student access to e-learning courses.
Activity Reports	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.
Administrator/Instructor	A person who has been granted rights to manage and administer the IT Academy E-Learning Central Administrator portal.
Assessment Activity Report	This report provides assessment data for students accessing online courses that have associated assessments.
Course Activity Report Groups	This report provides course progress and completion data for students. A group of students created to facilitate Learning Plan assignment and reporting.
End User License Agreement	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.
Expiration Date	Date after which E-Learning subscriptions are no longer valid. This date coincides with your IT Academy Membership expiration date.
Learning Plan	A customized set of E-Learning courses that can be assigned to students. Learning Plans display on the students' My Learning page.
Learning Catalog	Catalog listing of ALL E-Learning courses available to the student on the IT Academy E-Learning Central Student site.
Login Activity Report	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.
Offline Player	An offline tool that provides anytime, anywhere access to E-Learning without an Internet connection.
My Learning	Personal learning space where the student can manage bookmarked courses and view assigned Learning Plans.
Student	A user who has been granted rights to access E-Learning content on the IT Academy E-Learning Central Student site.
Windows Live ID	Microsoft account allowing students to sign in to websites that support this service using a single set of credentials.
vLab	A virtual lab where students have online access to real-time hardware, software, and networks.
Whitelisting for Windows Live ID	A list of email addresses or domain names from which an email blocking program will allow messages to be received.