



E-Learning
for Microsoft® Business Certification

Administrator Guide

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>> SYSTEM REQUIREMENTS

Processor: Pentium III 500 MHz or Macintosh G3 or better

Screen Resolution: 1024 x 768 or higher at 256 colors

Internet Connection: 56K or higher (broadband recommended)

Memory: At least 128 MB of RAM

Browser Settings: (See help on Browser Information for more details)

- Browser Cookies Enabled
- JavaScript Enabled
- Pop-up Blockers Disabled
- Refresh on Every Page

Plug-ins: Certain courses and areas of the site may require the following minimum plug-ins. If your version precedes or differs from those listed, you may be prompted to download a new version:

- Adobe Acrobat Reader 7.0 or higher
- Adobe Flash Player 8.0.22
- Adobe Shockwave 7.0.2, 8.0, 8.5, 8.5.1 or higher

Firewalls: System cannot be behind a firewall that blocks cookies or blocks access to a secure server (See Element K and Firewalls for more information)

Supported Platform & Browser Combinations

Platform:

Windows 2000, NT 4.0,
XP Home Edition, XP
Professional, Vista

Mac OS X v. 10.1

Mac OS X v. 10.3, 10.4

Browser:

- Microsoft Internet Explorer 6.x and 7.x
- Firefox 1.5x

- Microsoft Internet Explorer for Mac 5.x

- Safari 1.x
- Safari 2.x

» ACCESSING E-LEARNING

To begin using E-Learning, visit <http://certiport.training.com> to create a User profile and get started. In order to self-enroll for E-Learning content, an Access Key is required.

Student Self-Enrollment

The access key you received should resemble one of the following formats:

- Access Key: 100-22-xxxxxx
- Access Key: 123-123-123
- Access Key: xxxxxx-xxxxxx-xxxxxx

example: "100-4101-123456" or "123556-8901-432104"

To access additional training and resources, enter in the Access Key box and click **Submit**.

Access Key:

PERSONAL INFORMATION

To complete the enrollment process, enter the required info below.

Fields marked with an * are required.

* Access Key: 1234-ABCD-5678

* Username:

* Password:

* Repeat Password:

* First Name:

Middle Name:

* Last Name:

* E-mail Address:

Mailing Address:

State:

City: City abbreviations (US, not acceptable)

State/Province:

If other, please specify:

Zip/Postal Code:

Country:

Home Phone:

Work Phone:

Fax:

- Following the link above will bring you to the E-Learning login screen;
- Click the **Enroll** button under the *New Students* heading to create a new account.
- Enter the **Access Key** as it is listed in the Welcome e-mail, or as it was given to you.
- After typing the Access Key, click the **Send** button.
- On the next screen, fill in the required fields to create a user profile, as well as a username and password. Once enrolled, you will use this username and password to re-enter the system.
- After an E-Learning profile is created, click the **Submit** button to complete the process.
- The following screen confirms that you have self-enrolled as a new User for E-Learning. Click **OK**.
- Use your newly created Username and Password to log in to E-Learning.

NOTE: To authorize new E-Learning content with a different Access Key, you may assign the new Access Key to your current user profile at any time by entering it in the Access Key field on the **Welcome** screen.

》》 USING E-LEARNING

After logging in, you can select courses from any of the purchased Microsoft Office titles under the *My Catalog* tab. The complete E-Learning library offering, for example, contains all Microsoft E-Learning Information Worker titles to help you prepare for any exam in the Office 2007 or 2003 suite.

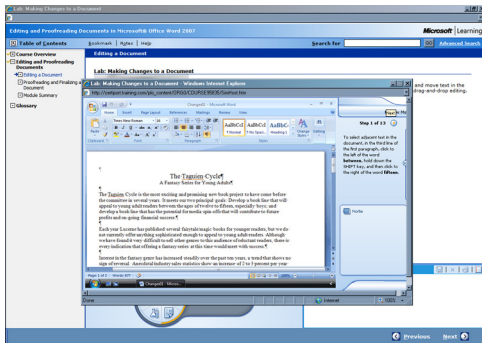


- Begin by choosing any available course under the *Catalog* tab.
- Once a course is chosen, you may select the *Overview* or *Course Content* tab to view an introduction of the course.
- On the *Overview* tab, click **Begin Course** to get started.

Select the **My Training** link to view in-progress courses. Courses that you bookmark on the *My Catalog* page will also appear on the *My Training* page.

NOTE: Each module also contains an introduction to E-Learning, which is highly recommended for first-time users.

The *Table of Contents* on the left provides navigation between lessons in the course module. Each lesson may take a few minutes to initiate.



Icons on the wheel represent varied learning activities for each lesson. Clockwise from the bottom, the buttons are: **Play**, **Try**, **Text**, **Watch**, and **Interact**.

At the end of each lesson, a *Lab* window will appear. These labs provide simulated practice sessions to help turn your knowledge into skills.

ADMINISTERING E-LEARNING

Creating Groups

Groups are created to help organize and assign E-Learning Access Keys to testing centers. Sub-groups (also called *Groups*) can also be created for a testing center with multiple classrooms or work sites. In order to create and manage your own groups, that ability must be enabled by your Solution Provider.

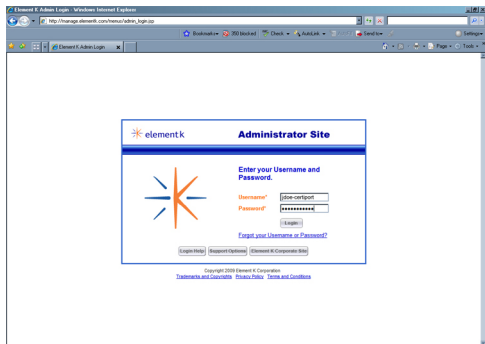
To create groups, a Testing Center Administrator with this ability enabled should:

- Visit <http://manage.elementk.com> and log in with their Username and Password.
- Once logged in, select **Group** under the **Users** menu, then select **Create**.
- Erase the default *Parent Group* name and click **Look Up** to search for your testing center. After selecting your testing center, click **Next**.
- Enter the *Group* name and an easily identifiable *Description* for the new group (sub-group). Click **Create Group**.

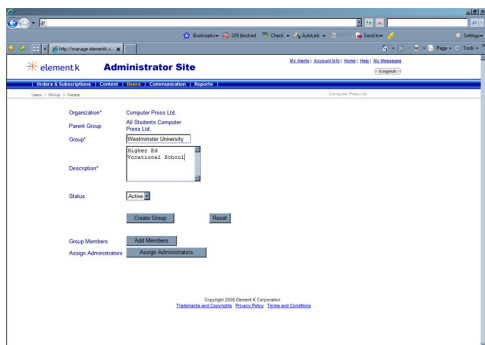
- A small window will appear to confirm that you want to create the new group. Click **OK**.

Creating and Assigning Administrators

After creating a group, you must create an administrator (at the testing center) to manage the group. To do this:



IMPORTANT: To create the correct hierarchy, locating the right testing center is essential!





Using Standard Reports

After logging in to the Administrator Site, choose from several *Standard Reports* from the *Reports* tab. Descriptions of the most used reports are given below:

Student Activity – Login: Summary information about the number of students (Users) logging in to E-Learning. Both *Active* and *Inactive* status students are included in the report; reports display information about all descendent groups (sub-groups) owned by the testing center group you select, plus totals for all students within the selected group.

Attendance: Displays information about all students (Users) you have access to or are allowed to administer. Attendance activity summary by organization or by group includes the number of students in the group who participate in courses, the total number of courses attended and session-based course completion, summary information by course or by course type, and attendance detail per student.

Course Completion: Reports on all completed courses within a date range as well as non-completed courses that students (Users) are subscribed to.

New Student Reports: Lists students (Users) that have been added to an organization within a given date range. The report will only display information about students in groups you have access to or are allowed to administer. Students appearing in more than one group will only appear once in this report. Details include the student's creation date and login information.



>> CUSTOMER SERVICE & SUPPORT

For Testing Centers:

If you have questions pertaining to the management of your account, please contact your Certiport Solution Provider or Certiport account manager.

For E-Learning Users:

If you encounter problems using E-Learning for Microsoft® Business Certification, the following support options are available:

Request Username and Password:

<http://knowledge.elementk.com/login/SendPassword2.jsp>

Phone (8 AM – 5:30 PM EST, Monday through Friday):

U.S. and Canada: 1-800-250-5013

United Kingdom: 0-800-731-7117

Australia: 1-80-010-4876

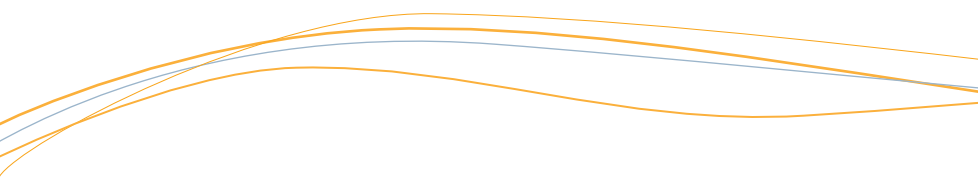
All other countries: 1-585-214-8898

E-mail (Response within 24-48 hours) – English Only:

http://learn.elementk.com/ContactUs/techproblem.asp?f_ProblemType=2&marketing=0

24-hour Live Chat – English Only

<http://server.iad.liveperson.net/hc/LPelementk/?cmd=file&file=visitorWantsToChat&site=LPelementk&byhref=1>



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