



E-Learning

for Microsoft® Business Certification

User 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:

- username:100-22-xxxxxx@123-123-123
- username:100-22-xxxxxx@123-123-123
- username:100-22-xxxxxx@123-123-123

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

Access Key:
1234-ABCD-5678

PERSONAL INFORMATION

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

Fields marked with an * are required.

* Access Key: 1234-ABCD-5678

* Username: john@certiport.com

* Password: *****

* Repeat Password: *****

* First Name: John

Middle Name:

* Last Name: Doe

* E-mail Address: john@certiport.com

Mailing Address: 1234 South 500 East

State: UT

City: American Fork City abbreviations (US, not acceptable)

State/Province:

If other, please specify:

Zip/Postal Code: 84003

Country: United States

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.

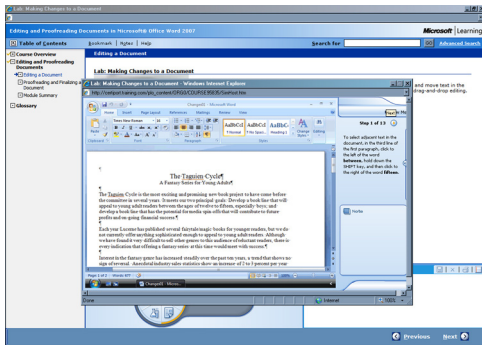


- Begin by choosing any available course under the *Catalog* tab.
- Once a course is chosen, you may select the *Overview* or *Course Content* tab to view an introduction of the course.
- On the *Overview* tab, click **Begin Course** to get started.

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.



>> CUSTOMER SERVICE & SUPPORT

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

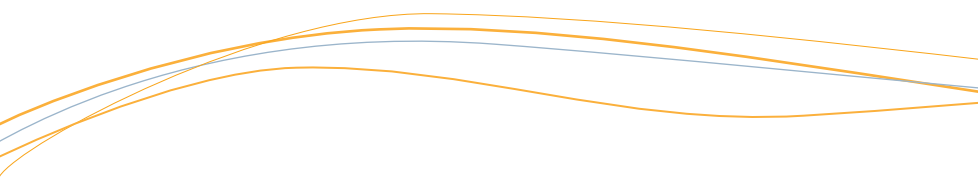
All other countries: 1-585-214-8898

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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