



Microsoft® Elevate America

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: Your course(s) will be listed in the center of the Web page. Click on a link for the course you wish to start and follow the instructions provided to start the course.

Q: I'm a returning user. Where do I go to continue my learning?

A: To return to your learning, simply go to www.microsoftlearning.com. On the right, click *Returning users* and sign in as instructed. Click *My Learning* in the upper-left corner to bring you to a personalized space that stores all of the learning content you have saved. Click on the course you want to start.

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.aspx

Q: I'm an IT professional or developer. What resources are available to me?

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

http://www.microsoft.com/about/corporatecitizenship/us/communityinvestment/learning/tech_professionals.aspx

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

A: Follow the instructions provided to you via the Web pages listed in the initial instructions. 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. More support information is available at the following Web site: <http://www.microsoft.com/learning/support/northamerica.aspx>.