

# About the Elevate America Program

What is Elevate America?

To help strengthen the U.S. economy and provide individuals with workforce-readiness skills and technology training for the jobs of the 21<sup>st</sup> century, Elevate America provides a collection of free and low-cost training and resources. Additionally, Microsoft is providing 1 million vouchers to states for no-cost access to Microsoft e-learning courses and select Microsoft business certification exams.

Who is eligible to participate in Elevate America?

The Elevate America program in New York is intended to support people who want to build their technology skills to be competitive for the jobs of the 21<sup>st</sup> century, especially those individuals who may be unemployed or dislocated workers. Government employees are not eligible to participate in this program.

When did the program launch?

The program was launched on March 26, 2010 at an [event in Albany](#).

What is a "voucher"?

A voucher, or access code, enables an individual to activate an e-learning collection (an online training course) or Microsoft Certifications (an industry-standard validation of your training).

Where can I obtain a voucher?

You can obtain vouchers for Microsoft e-learning or Microsoft certification through the [One-Stop Career Centers](#).

Can I use more than one voucher?

Please contact the agency or person who provided you with the voucher to ask about their policy for issuing additional vouchers.

Can incumbent workers/businesses participate in this program?

Individuals must request Elevate America vouchers on their own, through their local One Stop Career Center. Businesses are not eligible to request these vouchers for their employees. Businesses may promote Elevate America's resources to their employees and make space and time available during work hours for their employees to utilize these vouchers.

What types of training is offered?

- Vouchers are available for [general e-learning](#) in Windows Vista, Office 2007, and Office 2003. *Note: Vouchers are good for only the following applications: Windows Vista, Word 2007, Excel 2007, PowerPoint 2007, Outlook 2007, Access 2007, Word 2003, Excel 2003, PowerPoint 2003, and Outlook 2003*
- [Advanced e-learning courses](#) [would like to link to the Word IT Pro document instead of the existing link] are available for those who are IT professionals and are interested in acquiring skills above and beyond what is offered through the general e-learning voucher. Certificates of completion may be printed upon completion of the course. (These certificates do not indicate that the associated certification exam has been passed, but that individuals have completed the training.)

I have little experience with computers; where do I start?

If you're just starting to learn how to use a computer or want to be able to navigate through Windows Vista and Office 2007 with confidence, you can start right now by following [this link](#).

## Microsoft Certification Exam Vouchers

What certification exams can I take using my certification voucher?

[Certification exams](#) are available for the Microsoft Office 2007 and Office 2003, with each exam covering a specific Microsoft Office program, such as Word, Excel, PowerPoint, Access, or Outlook. You can use your Elevate America certification voucher for any of these exams:

### Microsoft Certified Application Specialist (MCAS) Exams

- √ [Windows Vista](#) (77-600)
- √ [Word 2007](#) (77-601)
- √ [Excel 2007](#) (77-602)
- √ [PowerPoint 2007](#) (77-603)
- √ [Outlook 2007](#) (77-604)
- √ [Access 2007](#) (77-605)

### Microsoft Office Specialist (MOS) Exams

- √ [Word 2003](#)
- √ [Excel 2003](#)
- √ [PowerPoint 2003](#)
- √ [Outlook 2003](#)
- √

*NOTE: MOS exams are offered for the Specialist level only (not Expert).*

Where do I redeem my certification voucher?

If you have received a certification exam voucher, check with the agency that gave you the voucher to see whether they provide testing at their facility or if they can recommend a [Certiport testing center](#) in your area.

I failed my certification. Can I obtain another voucher from Microsoft to take another exam?

Each certification voucher allows a single user take an exam with an option to retake the exam one time, if necessary. However, the exam must be retaken prior to the expiration date of June 24, 2010. The exam has to be retaken prior to the expiration date of June 24, 2010. The same user can also use more than one voucher. Users should approach the office or person who provided them with the first exam voucher to ask about their policy for issuing additional exam vouchers.

Why should I consider earning a Microsoft Certification?

Microsoft annually certifies thousands of technical workers around the world to validate their technology expertise and skills in using Microsoft products, a seal of approval that significantly raises workers' value and attractiveness to employers. Microsoft has trained approximately 51 million software developers and technology workers globally over the past decade. [Explore the benefits of Microsoft Certification](#)

# Using Elevate America Vouchers

Why am I being asked to create a Windows Live ID?

If you are not signed in to Microsoft E-Learning and you try to redeem a voucher or take a course, you will automatically be directed to sign in. Signing in is required for accessing Microsoft E-learning courses.

I need help creating a Windows Live ID. What should I do?

To create a Windows Live ID, visit [Windows Live Support](#), and then click *Windows Live ID*. Review the frequently asked questions in the left pane for help.

Are there step-by-step instructions for using my e-learning?

The Elevate America provides a [step-by-step guide](#). Please refer to the appropriate section of the document that applies to the type of e-learning you want to use.

How can I determine if the computer I want to use has the capabilities do use the e-learning?

Please note Microsoft Internet Explorer 6.0 or later is required for viewing e-learning. Microsoft Office 2007 is not required, however, it is needed to do the lab exercises. You can scan your computer to determine if it possesses the [system requirements](#) to utilize this training.

I redeemed my voucher; however, I chose the wrong course. Do I need a new voucher?

Each E-Learning voucher code can be used only one time, and we cannot change the selection you have made. Contact the agency or person who provided you with the voucher to ask about their policy for issuing additional vouchers. If the agency cannot give you a replacement voucher, please contact the Microsoft Regional Service Center by telephone at 800-636-7544, or e-mail [e-learn@microsoft.com](mailto:e-learn@microsoft.com).

Why am I seeing prices for the courses; I thought they would be free?

On a few pages in the Microsoft Learning system, you may see a dollar amount shown. This amount indicates the total value of the collection of courses you are pursuing as part of your training. Payment is not required, and you should proceed.

How do I continue training I've already started?

If you have already redeemed a voucher for free Microsoft e-learning, take the following steps to resume your training:

1. Start by accessing the Internet. Type [www.microsoftetelearning.com](http://www.microsoftetelearning.com) into the address bar and press ENTER on your keyboard.
2. On the right, click *Returning users*, and then sign in using your Windows Live ID credentials.
3. After you sign in with your Windows Live ID, click *My Learning* (located in the upper-left corner of the screen). The e-learning course you selected appears in your My Learning page.

4. To resume your training, click the title of the e-learning course that you want.

How long will I be able to use my e-learning courses?

After you redeem your voucher and activate your e-learning, you will have 12 months of access to the courses.

How many courses can I take with my e-learning voucher?

Your e-learning voucher will allow you to redeem one e-learning collection. An e-learning collection is made up of several e-learning courses. The voucher code can only be used once, and you have 12 months of access to your courses.

The format of some e-learning courses is not displaying correctly. What is the problem?

To view e-learning courses, you must use Windows Internet Explorer 6 or later as your browser. E-learning courses might not be displayed correctly when you use other browsers (such as Firefox).

The general e-learning course content is all very basic. How can I learn more advanced skills?

Advanced e-learning courses can be taken with the IT Professional voucher.

I have completed e-learning assessments in my courses. Is this my certification?

No. Each e-learning course includes a set of mini-assessments to help test whether you have understood and retained the training as you go through the course. This is not a formal assessment and does not in any way count toward a future certification.

Do I need to have the 2007 Microsoft Office system or Windows Vista installed to complete the e-learning courses on these products?

To run the e-learning content of the courses, you do not need to have Office and Windows products installed on your computer to run the e-learning content of the courses. However, the lab exercises in the e-learning courses are designed to be performed in the programs that are being taught. Therefore, the programs must be available somewhere for you to complete the lab exercises.

For users who do not have access to a purchased version of the 2007 Office system, the programs are available for a 60-day trial on the [Office Online website](#).

Can I train on an Apple computer?

No, users with Apple computers will not be able to utilize these training vouchers.

If you find you need customer support during your on-line registration or training, please contact the Microsoft Regional Support Center by phone at 800-636-7544, or email [e-learn@microsoft.com](mailto:e-learn@microsoft.com). More support information is available at the following Website:  
<http://www.microsoft.com/learning/support/northamerica.mspx>.