



Microsoft Volume Licensing Administrator Guide

How to Activate and Launch Microsoft Learning Solutions

→ The Microsoft Learning Solutions Administrator Guide is your reference for activating and launching Microsoft E-Learning and MCP Exam Vouchers within your organization. The guide also includes frequently asked questions and support for administrators. We invite you to refer to this guide as needed to enjoy all the benefits of Microsoft Learning Solutions Online Service.

—The Microsoft Learning Team

Accessing Microsoft Learning Solutions E-Learning

Getting started with access to Microsoft Learning Solutions-E-Learning

Step 1 - To get started with service activation, please visit the Volume Licensing Service Center (VLSC) website at <https://www.microsoft.com/licensing/servicecenter/>. Once you are on the VLSC home page, click the **Sign In** button in the upper right hand corner or in the 'Sign In' box on the page.

The screenshot shows the Microsoft Volume Licensing Service Center homepage. At the top left, it says "Microsoft | Volume Licensing" and "Volume Licensing Service Center". In the top right corner, there is a "Sign In" button. A callout box labeled "Step 1" points to this button and says "Click **Sign In** here OR below".

The main content area has a "Welcome to the Volume Licensing Service Center" heading, followed by "Products, Benefits and Subscriptions". Below this is a paragraph: "The Volume Licensing Service Center is the single location for Microsoft Volume Licensing customers to view Licensing information, download Microsoft software and manage Volume Licensing benefits and subscriptions."

There are two main sections:

- Sign In**: Contains the text "Click Sign In Now below to access the Volume Licensing Service Center" and a "Sign In Now" button. An arrow points from the "Sign In" button in the callout box to this button.
- Register, Assign Permissions or Access Your Licenses**: Contains instructions and links:
 - Click the Sign In Now button to begin registration for VLSC.
 - During registration, provide the same business or organization e-mail address that was referenced in the access notification e-mail you received.
 - About VLSC access
 - Why do I need a valid business email address?
 - I am an Open License customer and need to register my licenses or become an administrator.
 - I am logged into VLSC, but can't view all of my licensing information. What should I do?

At the bottom, there are links for "Microsoft Home", "Help", "Terms of Use", "Trademarks", and "Privacy Statement". The Microsoft logo is in the bottom right corner.

Step 2 & 3 - On the sign in page, enter your Windows® Live ID email address and password and click the **Sign In** button.

The screenshot shows the Microsoft Sign In page. At the top left, there is a "Sign In" button. The Microsoft logo is prominently displayed. Below the logo, the text reads "Your information in one place". To the right, a grey box contains the text: "Have an **MSN Hotmail, MSN Messenger, or Passport account?** It's your **Windows Live ID.**".

Two callout boxes are overlaid on the page:

- Step 2**: Enter you Windows Live ID email address and password
- Step 3**: Click **Sign In** to proceed

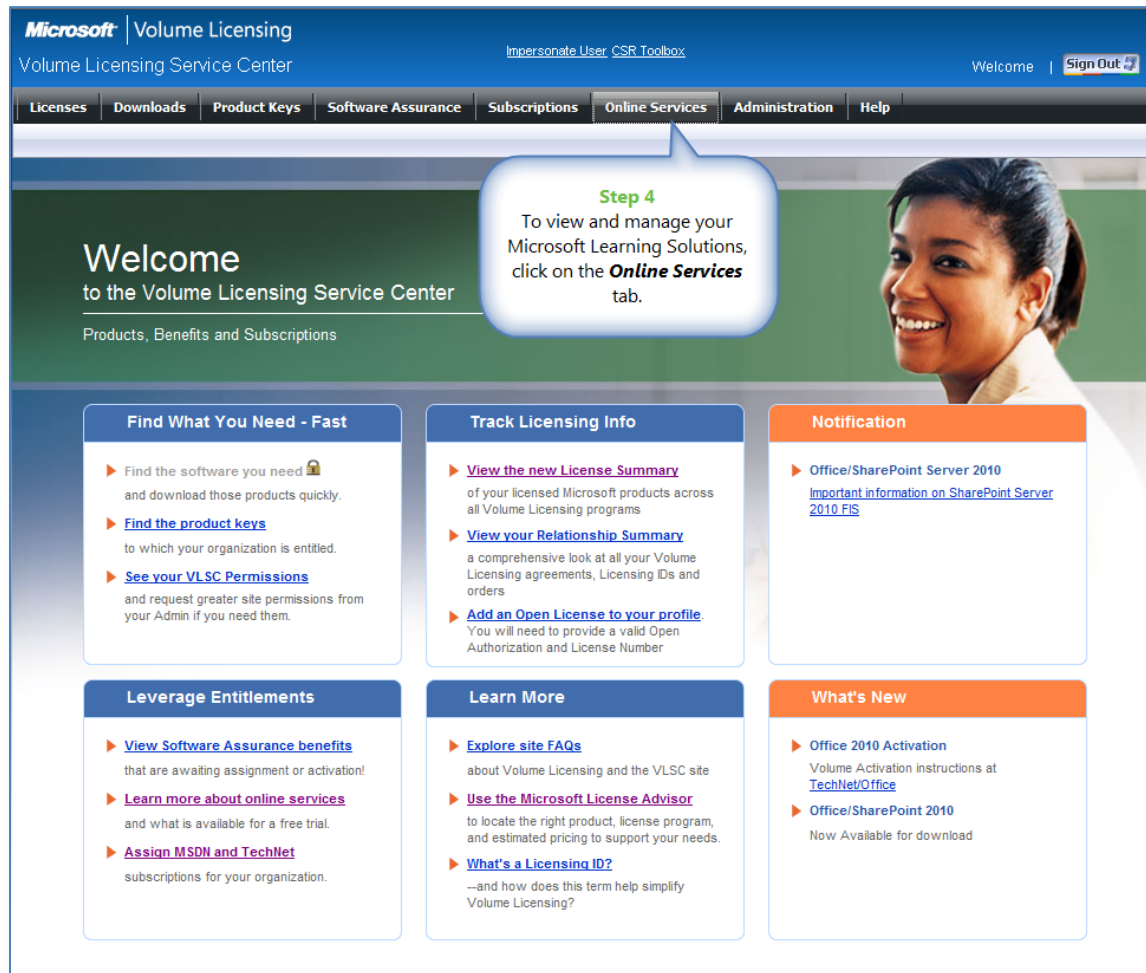
The main sign-in form is titled "Sign in to Microsoft" and includes the following elements:

- E-mail address:** A text input field.
- Password:** A text input field with a link for "Forgot your password?".
- Sign in** button.
- Three radio button options:
 - Save my e-mail address and password
 - Save my e-mail address** (selected)
 - Always ask for my e-mail address and password
- A link for "Sign in using enhanced security".
- A footer section for "Windows Live ID" with the text "Works with Windows Live, MSN, and Microsoft Passport sites" and a link to the "Privacy Statement".

NOTE: If you have not been provided access to the VLSC website or have not registered on the VLSC website previously, you can find resources on 'How to Register', 'Requesting and Approving User Permissions', and much more here:

<http://www.microsoft.com/licensing/existing-customers/manage-my-agreements.aspx>

Step 4 – After a successful sign in, you arrive on the VLSC home page. To view and manage your Microsoft Learning Solutions, click on the **Online Services** tab.



Step 5 – Click on the link to your Online Services Agreement List

The screenshot shows the Microsoft Volume Licensing Service Center interface. At the top, there is a navigation bar with the Microsoft logo and 'Volume Licensing' text. Below this is a secondary navigation bar with links for 'Licenses', 'Downloads', 'Product Keys', 'Software Assurance', 'Subscriptions', 'Online Services', 'Administration', and 'Help'. The main content area is titled 'Online Services Overview' and contains a list of bullet points describing the benefits of Microsoft Online Services. A callout box with a blue border and rounded corners points to the 'Online Services Agreement List' link. The callout box contains the text: 'Step 5 Click on the link to your Online Services Agreement List'. At the bottom of the page, there are links for 'Microsoft Home', 'Help', 'Terms of Use', 'Trademarks', and 'Privacy Statement', along with the Microsoft logo.

Microsoft | Volume Licensing
Volume Licensing Service Center [CSR Toolbox](#) Welcome | [Sign Out](#)

[Licenses](#) | [Downloads](#) | [Product Keys](#) | [Software Assurance](#) | [Subscriptions](#) | [Online Services](#) | [Administration](#) | [Help](#)

Online Services

Home > Online Services Overview

Online Services Overview

Microsoft Online Services are subscription-based, feature-rich enterprise software services that provide customers with continuous rights to the most current versions of Microsoft software

Online Services

- Savings over standalone products. You subscribe only to the software that you need.
- Enterprise-class reliability. Because offerings are hosted by Microsoft, you can enjoy enterprise-class performance with minimal deployment and IT management.
- Latest software versions. You enjoy productivity advantages immediately—without upgrade costs or procedures.

▶ [Please click here to learn more about Microsoft Online Services](#)

View or Manage Your Online Services

If your organization has purchased Online Services, the related entitlements be viewed or managed by following the link below. You will be taken to a summary of the Licensing IDs under which Online Services were purchased.

▶ [Online Services Agreement List](#)

Step 5
Click on the link to your
Online Services Agreement List

[Microsoft Home](#) | [Help](#) | [Terms of Use](#) | [Trademarks](#) | [Privacy Statement](#)

Microsoft

Step 6 – Select the agreement number that was used to purchase your Microsoft Learning Solutions

The screenshot shows the Microsoft Online Services Agreement List page. The browser address bar displays <https://licensingadmin.microsoft.com/OLS/Admin/OLSAdministration.aspx?lang=en-us>. The page title is "Online Services Agreement List".

The main content area is titled "Online Services Agreement List" and includes the instruction: "Administer Online Services by clicking on the Agreement Number. Sort the list by clicking on the column header." Below this is a search section with the following fields:

- Agreement Number:
- Master Agreement Number:
- Organization or Company Name:
- Agreement Program:
- Country:
- Agreement Status:

There is a checkbox for "Search Agreements with purchased Online Services" and a "Search Agreements" button.

The "Search Results" section shows a table with the following columns: Agreement Number, Master Agreement Number, Organization Name, Country, Agreement Program, Start Date, End Date, and Agreement Status. The table contains one row of data: United States Enterprise 6 Active.

A callout box labeled "Step 6" points to the "Agreement Number" column header in the table. The text in the callout box reads: "Click on the **Agreement number** to access the Online Services summary screen".

Step 7 – Click on the service name to activate your Microsoft Learning Solutions - E-Learning

Step 7

Click on the Microsoft Learning Solutions online service you wish to activate.

NOTE: Available Microsoft Learning Solutions offers include the following:

- Technical E-Learning Library
- Desktop E-Learning Library
- MCP Exam Vouchers
- E-Reference IT Professional Library
- E-Reference Developer Library
- E-Reference Desktop Library
- E-Reference Combination Library

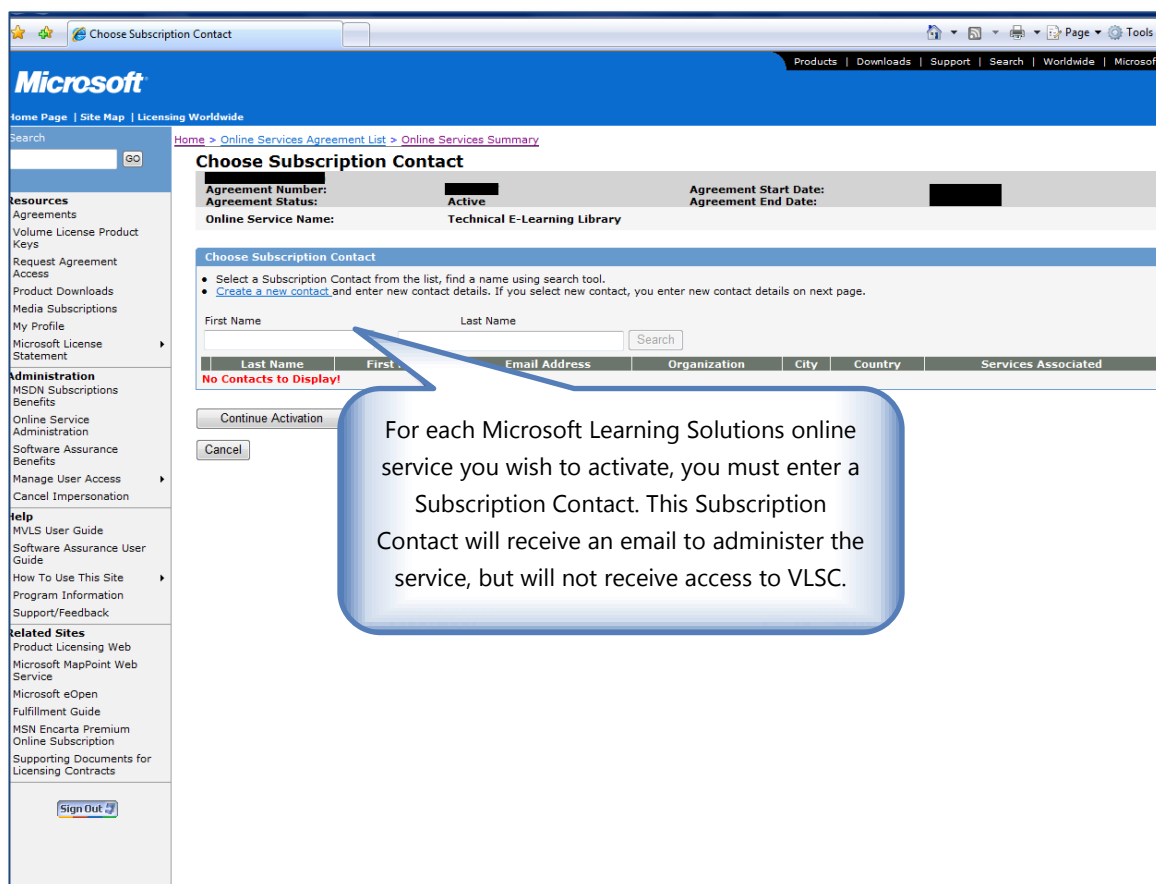
NOTE: Not all Microsoft Learning Solutions require activation. The Microsoft Learning Solutions that require activation are:

- Technical E-Learning Library
- Desktop E-Learning Library

For all other Microsoft Learning Solutions online services, an email will be sent to the individual that purchased the Microsoft Learning Solutions online services or the individual agreed upon with your Microsoft Account Manager.

Step 8 – Choose a subscription contact person

Once you have selected a Microsoft Learning Solutions online service, you must enter a Subscription Contact name. The Subscription Contact will receive an email with details on how to administer the Microsoft Learning Solutions online service.



NOTE: The Subscription Contact will not be granted access to the VLSC website. If you would like the Subscription Contact to have access to e-learning reports in the Business Administration Center (BAC) – <https://bac.microsoft.com>, you must provide access to VLSC. To find out how to provide access to VLSC, please reference one or more of the following resources:

- Demo: <http://www.microsoft.com/licensing/existing-customers/media/VLSC-Requesting-and-Approving-User-Permissions.aspx>
- VLSC User Guide (download) - <http://www.microsoft.com/downloads/details.aspx?FamilyID=d75e4c02-e38c-4a22-b7f7-69f9706c5240&displayLang=en>

Step 9 – Enter Domain Name(s)

In order for your employees to utilize the Microsoft Learning Solutions E-Learning Library online services, you must first enter the appropriate domain name(s) for your organization. This is a critical step because if all the domains are not listed, the users on those domains will not be able to complete the authentication process.

The screenshot shows the 'Online Service Details' page in a web browser. The page is divided into several sections:

- Agreement Information:** Displays details such as Agreement Number, Agreement Status (Active), Agreement Start/End Dates, Online Service Name (Technical E-Learning Library), Online Service Status (Active), Eligible Users, Current Users, Subscription ID, and Subscription Created Date.
- Manage Online Service:** Provides instructions for administrators and links to 'Edit Subscription Contact', 'View or Edit Activation Details', 'View and Resend Service Activation Email', and 'Change Online Service Status'.
- Subscription Contact:** A table with columns for Last Name, First Name, Email Address, Organization, City, and Country. The Country is set to 'United States'.
- Activation Requirements:** Contains a text input field for 'Domain Name(s)' and 'Add >>' / '<< Remove' buttons.
 - Step 1 – Enter the domain name(s) for your organization. This will be used to validate only employees from your organization can access e-learning.**
 - Step 2 – Click Add**
 - Note:** You can also remove domains if they are no longer used.
 - Note:** Be sure to include any sub-domains that your employees may use. For example, you may have employees using @contoso.com, @us.contoso.com, etc.
- Online Service Status:** A dropdown menu currently set to 'Active' with 'Submit Changes' and 'Cancel' buttons below it.

Step 10 - Service Activation Email

The Service Activation Email is sent to the Subscription Contact and includes the Program Code (also known as the Access Code) that your employees will use to activate the online service.

Microsoft Products | Downloads | Support | Search | Worldwide | Microsoft

Home Page | Site Map | Licensing Worldwide

Search [] GO

Home > Online Services Agreement List > Online Services Summary > Online Service Details

Technical E-Learning Library Email Notification Template

Agreement Number: []	Agreement Start Date: []
Agreement Status: Active	Agreement End Date: []
Online Service Name: Technical E-Learning Library	Subscription ID: []

Technical E-Learning Library Email Notification Template

Your Subscription Contact has received the email below. You can resend the email to your Subscription Contact by selecting the Resend Email button below.

Dear [] **Subscription Contact**

Thank you for activating your **Technical E-Learning Library** Online Service.

You are receiving this message because you have been selected by your organization as the **Subscription Contact**. In this capacity, you will be responsible for the distribution of this Online Service within your organization.

How do your eligible employees obtain this Microsoft Learning Solutions Online Service?
We have included a single program code below. You may distribute this code to your eligible employees. Each employee can access the online titles by registering, inputting their program code, validating their access and then establishing their individual My Learning dashboard.

Your Program Code is: [] **Multi-use code means the same code is used by all eligible users.**

The number of unique users allowed to access the site with this code is: [] **Number of unique eligible users.**

Please note that this program code is only valid for the duration of your Online Services coverage, under your Microsoft Volume Licensing Agreement. These coverage dates can also be viewed on the Microsoft Volume Licensing Services (MVLS) Web site at <https://licensing.microsoft.com>. **Please take care that the code is used only by appropriate users in your organization: Any users attempting to use the code beyond the limit of [] for your organization will be unable to access the courses.** Microsoft will monitor the consumption of codes by your organization to help ensure that there is no abuse that violates your license to use the courses, but we urge that you explicitly require compliance by your employees. Note that if your organization has activated the Microsoft Learning Solutions Online Service under multiple agreements, additional codes are being sent in e-mails such as this one.

How do you communicate this Online Service to your employees?
In order to help you communicate this Online Service, Microsoft has attached an email template that is available for you to customize and send to your eligible employees to inform them of the availability of online Microsoft Learning Solutions. Please be sure to include the Program Code provided above in the email.

If you experience any problems accessing the **MVLS** web site or have any questions regarding your access code, you may email or phone our support center. To view a list of support phone numbers please visit <https://licensing.microsoft.com> and click on the Support/Feedback link.

If you experience any problems with your E-Learning training, please contact the regional support center in your region:
<http://www.microsoft.com/learning/support/worldsites.aspx>.

Once again, we welcome you to Microsoft Software Assurance E-Learning! We trust you will enjoy these benefits and we look forward to your participation and feedback.

Yours sincerely,

The Microsoft Volume Licensing Services Team

Congratulations! You have completed the e-learning activation process and may distribute the program code to your employees immediately!

Microsoft Learning Solutions MCP Exam Vouchers

Each MCP Exam Voucher allows an individual to register for one MCP exam. The exam must be taken prior to the expiration date on the voucher. The expiration date on the voucher is determined by the Online Services purchase type and date of purchase. For more details on online services purchases, please contact your Microsoft Partner or Microsoft Account Manager.

After your order has been placed, the identified purchase contact will receive an email similar to the following:



Ready – Set – Learn!

Your Microsoft Learning Solutions Access Codes are ready to activate.

<Contact Name>
<Company Name>
Agreement # <Agreement Number>

Thank you for your recent order of Microsoft Learning Solutions Certification Exam Vouchers. We are now providing you with those access codes as well as step-by-step instructions for distribution to users in your organization.

In order to maximize your use of this valuable learning resource, please note that the subscription end date for your Certification Exam Voucher codes is <insert Last License Coverage End Date>. Any codes not redeemed prior to your subscription end date will expire.

For your convenience, you will find instructions to forward to end-users within your organization.

Voucher Redemption Issues

▪ If you encounter any problems during registration, please **first** contact Prometric at the appropriate contact center:

○ Prometric - <http://www.prometric.com/ContactUs/TestTakers/default.htm>

- If you still have issues in registering for your exam with the voucher, please email vlexmhlp@microsoft.com with the following information:
 - Voucher number
 - Date You are Trying to Register to Take an Exam
 - Exam Number you are Trying to register for
 - Country in Which You are Trying to Register to Take the Exam
 - Someone will get back to you in 7-10 days.

Sincerely,
Microsoft Learning

ORDER CONFIRMATION AND ACCESS CODES

Please see **attached document** with access codes.

Also, please see instructions below regarding delivery of access codes to your end users/employees.

INSTRUCTIONS: How to access Microsoft Learning Solutions **Redeem your Certification Exam Voucher**

YOU ARE REQUIRED TO USE THE ATTACHED EMAIL TEMPLATE OR TO COPY AND PASTE THE INFORMATION BELOW IN ITS ENTIRETY, TO SEND THE VOUCHER CODES TO YOUR EMPLOYEES. THE EMAIL TEMPLATE / TEXT BELOW CONTAINS CRITICAL PROGRAM INFORMATION THAT MUST BE PROVIDED TO EACH EMPLOYEE TO WHOM YOU PROVIDE A VOUCHER. PLEASE FILL IN THE NECESSARY INFORMATION AND SEND IT TO YOUR EMPLOYEE.

IN ORDER FOR YOU TO RECEIVE DETAILED REPORTING ON YOUR VOUCHER, PLEASE REPLY TO THIS EMAIL WITH THE FOLLOWING TEXT TO CONFIRM DELIVERY OF THE VOUCHERS TO YOUR END USERS/EMPLOYEES: I guarantee that all vouchers will be distributed using the attached email template or text.

EMAIL TEXT

This mail is being sent to provide you an Exam voucher to take a Microsoft Certification (not including Microsoft Office Specialist or Microsoft Dynamics (aka Microsoft Business Solutions or Navision)).

IMPORTANT PRIVACY NOTICE FROM MICROSOFT: By using the voucher number provided through this volume licensing arrangement with your company, you understand and agree that Microsoft may share exam results and information with the company providing your voucher number. If you do not wish to have your exam results and information shared, do not use this voucher number.

[Privacy Statement](#)

Voucher Number: <insert voucher number here>
Voucher Expiration Date: <insert contract expiration date here>

Redeem your certification exam voucher

Once you are ready to take a Microsoft Certification exam, go to <http://www.microsoft.com/learning/mcpexams/register/>. You may register online, via phone, or in person. During registration, you have the ability to enter your certification exam voucher code.

Note: Exam voucher codes can only be used once, although exams can be rescheduled if necessary. See specific rules regarding exam delivery at <http://prometric.com/microsoft>. Detailed registration instructions are also attached.

For helpful preparation tips for certification exams, please see the [Microsoft Learning Six Steps to Certification](http://www.microsoft.com/learning/mcp/sixsteps.msp) Web page at <http://www.microsoft.com/learning/mcp/sixsteps.msp>.

Good luck with your studies!

If you choose not to use this voucher, please reply to this email at let us know that you will not be utilizing the voucher number.

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Once you have received your exam vouchers, we recommend you either appoint one person to manage and distribute the vouchers or that you place the spreadsheet of vouchers on a shared location. It is very important to track which vouchers have already been distributed so that the same voucher number is not sent out more than once.

If your employee schedules an exam and needs to change the date, time, location, or exam they have scheduled, they may reschedule the exam online or via phone, but the exam must be rescheduled for a date that occurs prior to the expiration date of the voucher.

Frequently Asked Questions

Q. Where can I find a list of available MCP exams?

A. The list of available MCP exams is found here:

<http://learning.microsoft.com/Manager/Catalog.aspx?qry=70&nav=trainingtype%3aExam&btn=1>

Q. What courses are available in the Microsoft E-Learning Technical Library versus the Desktop Library?

A. You may view and search for available courses here: <http://www.microsoft.com/learning/sa-vl-catalog/sav/default.aspx>

Q. Can I download and host any of the Microsoft E-Learning courses within my own Learning Management System (LMS)?

A. No. Many of the courses contain labs that are unable to be hosted on an LMS. Your employees may download the courses to be consumed offline, but they must connect online to update their course progress for reporting and tracking purposes.

Q. What is required of my employees to register to take e-learning courses?

A. Employees are required to have a Windows Live ID and the e-learning access code you provide them. An employee may create a Windows Live ID here: <https://signup.live.com/signup.aspx>. Users may download the User Guide or watch the video on how to get registered.

User Guide:

- XPS file - http://download.microsoft.com/download/C/9/4/C943436F-4228-453A-9731-1CE4C6942488/MS_SA_VL_End_User_Guide.xps
- PDF file - http://download.microsoft.com/download/C/9/4/C943436F-4228-453A-9731-1CE4C6942488/MS_SA_VL_End_User_Guide.pdf

Video:

- <http://www.microsoft.com/learning/silverlight/vl/vl.htm>

NOTE: Some organizations experience technical problems when multiple number of users attempt to register Windows Live Accounts from your IP Address in short period. To prevent this issue, you can contact our Microsoft Learning Regional Service Centers <http://www.microsoft.com/learning/en/us/help/assisted-support.aspx> and request that they register your organization's IP address with Microsoft Live ID to allow simultaneous Live ID account creation. Be prepared to provide your corporate IP address range and subnet mask ID (if you need help finding this information, please contact your IT department). The request typically takes 48-72 hours to complete

- The following information is required:
 - IP or IP Range (x.x.x.x – x.x.x.x) – find this, go here: <http://whatismyipaddress.com>
 - Subnet Mask (x.x.x.x)
 - Expiration Date

Q. What is required of my employees to register to take an MCP exam?

A. Employees will be required to create a profile by providing information such as First Name, Last Name, address and email address (which will serve as their username).

Q. Where can I find information on the results and progress of my employees on their MCP exams and e-learning courses?

A. Reports are available to the VLSC Online Services Manager as follows:

- MCP Exams – please request reports from your Microsoft Account Manager
- E-Learning course progress – access the Business Administration Center (BAC)
 - Video: <http://www.microsoft.com/learning/silverlight/bac/bac.htm>

NOTE: If you are not a designated VLSC Online Services Manager, you may request access, by following the instructions in this video - <http://www.microsoft.com/licensing/existing-customers/media/VLSC-Requesting-and-Approving-User-Permissions.aspx>

We hope you enjoy your Microsoft Learning Solutions Online Services.

--The Microsoft Learning Team