Getting Started: IT Academy Program
IT Director Information Guide

Objectives – By following the IT Director steps, you will be able to successfully implement the IT Academy Program at your institution.

- The computer labs will need to meet the requirements necessary to run the software and E-Learning courses
- Downloading and setting up the lab licenses in the classroom
- Identifying, communicating, and mitigating any known firewalls that prevent access to the ITA E-Learning courses
- Unblocking key URL's necessary to successfully run the IT Academy E-Learning courses
- Understanding the Live ID identity creation process and identifying the preferred solution
- Setting up the certification test center (if named as a test center site)

A recommended first step is to gather and input the information below into a master spreadsheet that the Project Manager, key statewide IT Implementation Managers, and the Microsoft Program Manager will reference and respond to as needed.

Institution	IT Director First Name	IT Director Last Name	IT Director Email	IT Director Phone	Deployment Method	# of Computer Labs	Extranet IP Range Utilized	Certification Test Site	Begin Certification Testing
					Live@Edu				Jan
					bulk Upload				Feb
					Manual				Mar
					Federation				Apr
									May
									Jun
									Jul
									Aug
									Sep
									Oct
									Nov
									Dec

Please refer to the IT Director Readiness Checklist

Lab Licenses

The IT Academy Program benefits include lab licenses for use in the computer lab environment. The lab licenses are downloaded from the Volume Licensing Service Center (VLSC).

It is recommended that the **State Project Manager** have one IT point person to coordinate the distribution of keys for the counties and schools in order to have a managed, secure allocation of keys for the lab environment. Instructions for accessing and downloading licenses are located in Appendix A. Office 2010 system requirements are outlined in Appendix B.

E-Learning System Requirements

For optimum user experience with the Microsoft IT Academy E-Learning systems, you must:

- Meet ITA E-Learning hardware and software requirements; use an approved browser and system platform. See full list in Appendix C

- Have Internet access with a minimum 56K modem

- Accept browser cookies

- Enable JavaScript on your Web browser

- Set your browser to refresh at every page

- Disable a firewall that blocks cookies or blocks access to a secure server

Unblocking URL's

Turn off Pop-up Blocking for the following URL's and add the email domains to your safe senders list:

- microsoft.com
- microsoftlearning.com
- live.com
- profile.microsoft.com/regsys
- tk5-exgwy-e802.partners.extranet.microsoft.com
- TK5EX14HUBC103.redmond.corp.microsoft.com (157.54.86.9)
- TK5EX14MBXC101.redmond.corp.microsoft.com (169.254.1.11)
- @*.microsoft.com
- @training.com
- @windowslivemail.com (65.55.238.140 - 65.55.238.142)
- @partners.extranet.microsoft.com
- @microsoft.com
- @partners.extranet.microsoft.com (10.251.56.169)
- @redmond.corp.microsoft.com (157.54.86.9) (169.254.1.11)

Add to Trusted Sites / Open ports

- microsoft.com
- microsoftlearning.com
- live.com (https://login.live.com for signing into ITA sites with a Live ID)
- profile.microsoft.com
- Microsoftelearning.com

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- Ports 80 and 443

Open required outbound ACL's to TCP ports 80/443 for the following IP ranges*(Windows Live Id Services). Schools that do not have any outbound Access restrictions to the WLID services today will not need to make any changes.   *Does not apply to schools with Federated solution.

New Networks
- 157.55.134.0/24

Current Networks
- 65.54.165.128/27
- 65.54.165.160/27
- 65.54.186.0/27
- 65.54.186.32/27
- 65.54.186.64/27
- 65.54.186.96/27
- 65.54.186.128/27
- 65.54.186.160/27
- 65.54.186.192/27
- 65.54.186.224/27
- 65.54.234.0/26
- 65.54.234.64/26
- 65.54.240.64/27
- 65.54.254.96/28
- 65.54.254.128/28
- 65.54.248.192/27
- 65.54.248.224/27
- 65.54.194.192/27
- 65.54.204.0/27
- 65.54.205.0/27
- 65.54.208.224/27
- 65.54.212.192/27
- 65.54.213.160/27
- 65.54.133.128/27
- 65.54.142.224/27
- 65.54.143.96/27
- 65.54.145.192/27
- 65.54.204.192/26
- 65.54.206.128/26
- 65.54.215.192/27
- 65.54.205.48/28
- 65.54.133.48/28
- 65.54.208.128/26

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- 65.54.216.160/27
- 65.54.217.160/27
- 64.4.12.0/25
- 65.54.143.128/25

Add to bypass list on the school proxy server or firewall

- 65.55.12.245 Profile.microsoft.com
- 74.43.216.128 E-Learning Instructor site
- 74.43.216.125 E-Learning student site
- http://profile.microsoft.com [https]
- http://login.live.com [https]

Plug-ins

Install Silverlight http://www.silverlight.net/downloads

Install ActiveX Control to ensure students can start the virtual labs within the E-Learning
https://lva.msllab.microsoft.com/UnifiedLabViewer/checkpages/en-US/installVmrc_en-US.htm

Firewalls

A firewall is a system designed to prevent unauthorized access to or from a private network.

If your computer is located behind a school firewall, you might not be able to access portions of the E-Learning Web site from work. School firewalls sometimes block JavaScript, or won't let you log in to a secure server -- which the E-Learning requires.

- If your school firewall blocks JavaScript, you won't be able to enter the E-Learning from your computer.
- If your school firewall allows JavaScript but doesn't allow access to a secure server, you won't be able to access the E-Learning.

While there are many unknown firewalls, there are some that Microsoft Learning and customers have uncovered. We encourage Member Schools to identify and inform Microsoft of firewalls that are discovered. Microsoft will work to create documentation for known issues and solutions as identified for sites experiencing issues with firewalls.

An example includes: Gaggle Users – Request to have institutional setting changed to "Higher Education." High School setting will block the LiveID verification email.

Live ID Creation Process

IT Academy is accessed using two authentication systems: Live ID and Federation (Live)

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LIVE ID

There are several ways to register faculty and students with a Live ID account.   The identity management solution the district has in place or is planning to use may affect the method by which you choose to provision Live ID's. Below are four scenarios with the recommended option for assigning Live IDs:

1) If the institution is currently using Live@Edu for faculty and/or students, then Live@Edu should be used for provisioning Live ID for IT Academy.
2) If the institution is not using Live@Edu currently but is considering Live@Edu or Office 365 in the near future, then the Live@Edu should be deployed prior to using ITA E-Learning resources.
3) If the institution is not using Live@Edu and wants to assign a Live ID to all students or an individual class without allowing students access to email, use the Live ID Creator Tool.
4) If a customer wants the students and faculty to sign up individually for a Live ID, then the student and faculty can sign up for an individual Live ID at https://signup.live.com.

Scenarios 1 and 2

Live@Edu - Live@edu offers educational institutions free hosted, co-branded communication and collaboration services for students, faculty, and alumni. With 10 gigabytes (GB) of e-mail storage, it's the no-cost Outlook Live e-mail service built on Exchange 2010. Live@edu provides the familiar and reliable Outlook Web Access (OWA) co-branded with a school's name and logo, helping students build lifelong ties to their educational institution. And with 25 GB of additional file storage, Live@edu is more than just e-mail—it includes access to other services that enhance the school's ability to collaborate and communicate, including calendars, document sharing, instant messaging, video chat, mobile e-mail, and more.

Complete instructions for assigning Live ID's utilizing Live@Edu is listed in Appendix D.

Scenario 3

Live ID Creator – Live ID Creator is a tool for teachers or administrators to generate Live ID's for an entire school or individual class for student use. Simple steps to create these Live ID's can be found in Appendix G.

Scenario 4

Manual Live ID Creation – If a school does not want to assign Live ID's via Live@EDU or through the Live ID Creator, it is possible for each instructor and student to create their own Live ID for accessing the ITA Instructor and Student E-Learning Portals. Individuals can create their own Live ID at https://signup.live.com. .

NOTE: There are rules which prohibit more than 3 people signing up for a Windows LIVE ID per day from the same external IP address, thus blocking access to the IT Academy E-Learning site. If the school is recommending that teachers and students sign up for Live ID's individually, it is recommended the school or educator takes one of the two options below:

Option 1 - Live ID as a homework assignment

- The instructor assigns establishing a Live ID account as a homework assignment and students sign up at home.
- Students will create Live ID using an email address.
- The student will be asked to verify the email address and should also complete as part of the homework assignment.

Option 2 - Whitelisting the school Internet Protocol (IP) Address range (We recommend you whitelisting your school no matter which option you select. This is a simple process.)

As a measure to ensure no delays in accessing the E-Learning portal, it is recommended the following information be obtained and submitted to https://support.live.com/default.aspx?productkey=wlidipexc . Please complete and submit whitelisting form. You will be asked the following information:

- IP or IP Range
- School Name
- Domain

You will be notified by the Windows Live ID team when your school has been whitelisted. This is a very important step in making your school IT ready for the use of the IT Academy program.

- You can go to **http://whatismyip.com** to see your external IP address.

Important Note:

- IP ranges should be kept as narrow as possible – IP ranges that are too broad will not be allowed.

- No private/internal IP addresses will be accepted. Whitelisting is based off external IP address.

Private/internal IP address ranges

10.0.0.0 – 10.255.255.255

172.16.0.0 – 172.31.255.255

192.168.0.0 – 192.168.255.255

169.254.0.0 - 169.254.255.255

Federation

The IT Academy program allows two authentication methods for member site and e-Learning access; Live ID and federation. Live ID is a single sign-on service developed and provided by Microsoft that allows users to log in to many websites using one account. Federation ensures customers maintain control over identity management while still providing single sign-on authentication to key IT Academy resources. Specifically, federation is provided by the IT Academy program and Microsoft giving customers as an alternative means of authenticating users.

Federation enables state, district or institution Identity Providers (IDP) to establish a trust relationship between existing internal solutions for authenticating students and educators with Microsoft. This trust

relationship will only pass the required information to access the IT Academy Program Member and E-Learning sites.

When federation is in place, teachers, staff and students at the federated institution can log in to the ITA Member Site and E-Learning sites using their existing school credentials**.**

Certiport Test Center Set Up

Before administering Microsoft Office Specialist (MOS) or Microsoft Technology Associate (MTA) exams, a school needs to set up their testing site. Instructions for setting up a test center are in Appendix E. In addition to the instructions provided in this document, tutorials, videos, FAQ's and other key information can be found at www.certiport.com.

Prometric Test Center Set Up

To administer Microsoft Certified Professional (MCP) exams, a school must work with exam delivery provider, Prometric, to set up a test center on campus. See Appendix F for steps to become an authorized Prometric test center. More information can be found at http://www.prometric.com/ITA.

APPENDIX

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Appendix A – Accessing the Volume Licensing Service Center

To register for the Volume Licensing Service Center:

- Access the Volume Licensing Service Center (VLSC) at
  https://www.microsoft.com/licensing/servicecenter
- On the Welcome to the Volume Licensing Service Center homepage, click **Sign In**
- Enter your Windows Live ID and password
- Click **Sign In**
- First-time users must enter their business e-mail address. Enter the business e-mail into both fields, then click **Submit**
- When you click **Submit**, an e-mail is sent to confirm ownership of the Business E-mail address provided

- Go to the inbox for the business e-mail address you provided
    - Open the e-mail from Volume Licensing Service Center with the subject line *Thank You for Registering with the Volume Licensing Service Center*
    - Click the link in the e-mail to confirm your ownership of the business e-mail address

NOTE   If you do not receive an e-mail notification, then check your junk folder in your e-mail program. Ensure that you enter @*.*microsoft.com* to your Safe Senders list. If you use Microsoft Outlook, turn off automatic filtering by selecting the Home tab. Click the Junk drop-down menu, select Junk E-Mail Options, and then select No Automatic Filtering.

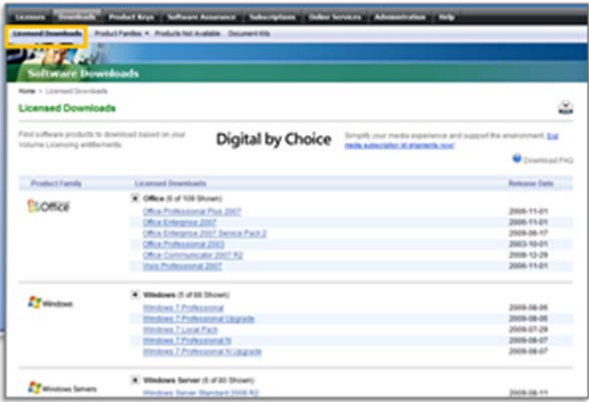### Exploring Volume Licensing Service Center

Exploring Volume Licensing Service Center

Licensed Product Downloads

Click on the Downloads tab > Licensed Downloads to see all licensed products available to your organization.

- The list is categorized by product family and product description.
- You can choose the configuration of the product to download and select the download option (Download Manager or Web Browser) to initiate the download.
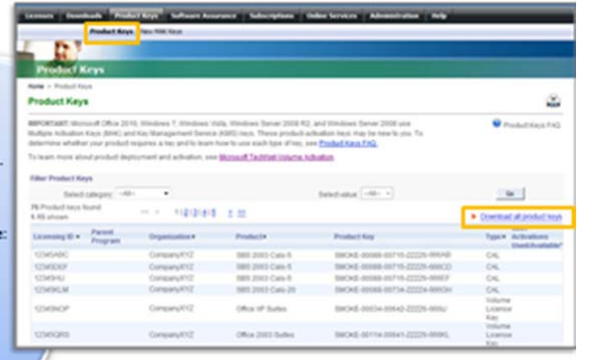

2

Exploring Volume Licensing Service Center

Product Keys

You can view all of your assigned Volume License product keys, including MAK and KMS keys for activating products that include Volume Activation.

Filters are also available to easily locate specific product keys.

To download the listed keys to a .CSV file:

1. Click Download all product keys
2. A document will open with the product keys listed.
3. Save the document to a location of your choice.

For additional information around download options see:
http://www.microsoft.com/licensing/existing-customers/product-activation.aspx

3

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Appendix B – Office 2010 Download System Requirements

Office 2010 Requirements	
Computer and processor	500-megahertz (MHz) processor or higher; 1 gigahertz (GHz) required for Outlook with Business Contact Manager
Memory	256 megabytes (MB) of RAM or higher; 512 MB recommended for graphics features, Outlook Instant Search, Outlook with Business Contact Manager, Communicator, and certain advanced functionality
Hard disk	3.5 gigabyte (GB) available disk space
Display	1024 × 768 or higher-resolution monitor
Operating system	Windows XP (must have SP3) (32-bit), Windows 7, Windows Vista with Service Pack (SP) 1, Windows Server 2003 with SP2 and MSXML 6.0 (32-bit Office only), Windows Server 2008, or later 32- or 64-bit OS.
Graphics	Graphics hardware acceleration requires a DirectX® 9.0c graphics card with 64 MB or more video memory.
Additional Requirements	Certain Microsoft(R) OneNote(R) features require Windows(R) Desktop Search 3.0, Windows Media(R) Player 9.0, Microsoft(R) ActiveSync(R) 4.1, microphone, audio output device, video recording device, TWAIN-compatible digital camera, or scanner; sharing notebooks requires users to be on the same network. Click here for a full list of additional requirements.
Other	Product functionality and graphics may vary based on your system configuration. Some features may require additional or advanced hardware or server connectivity; www.office.com/products.

512 MB RAM recommended for accessing Outlook data files larger than 1GB.

2 GHz processor or faster and 1 GB RAM or more recommended for OneNote Audio Search. Close-talking microphone required. Audio Search not available in all languages.

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Appendix C – E-Learning Hardware and Software Requirements

Hardware/Software Minimum Requirements	
Processor:	A Pentium II, 256 MB RAM with a processor speed greater than or equal to 400 MHZ
System Platforms:	Microsoft Windows XP SP3, Microsoft Windows Server 2003 or higher
Browsers:	Microsoft Internet Explorer 7.0 or higher (Courses created after July 2010 support Firefox 3.5.9 and Firefox 3.6.3.)
Flash:	Adobe Flash 9.0 or higher (1MB disk space needed to install)
Plug-ins:	Silverlight 4.0 or higher
ActiveX:	Microsoft Virtual Server ActiveX control (required for virtual labs; 1MB disk space needed to install)
Media Player:	Microsoft Windows Media Player 9.0 or higher
XML:	Microsoft XML Core Services 3.0 or higher
Screen Resolution:	A Super VGA monitor with minimum screen resolution 1024x768, with 16-bit color
Audio:	A sound card, speakers, or headphones are recommended
Modem Speed:	Internet bandwidth of 56K or faster, broadband is recommended

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Helpful Links:

Requirement	How to Detect and Fix
Meet ITA E-Learning hardware and software requirements as listed at http://itacademy.microsoftE-Learning.com/help/systemRequirements.aspx	These requirements can be automatically detected by Running the Scan from http://itacademy.microsoftE-Learning.com/help/systemRequirements.aspx
Install Silverlight 4.0	Download Silverlight from http://www.microsoft.com/getsilverlight/Get-Started/Install/Default.aspx
Browser Settings These are the required browser settings you must have to access Microsoft E-Learning. 1. Accept browser cookies 2. Enable JavaScript on your Web browser 3. Refresh browser at every page visit	Enable these browser settings by following the instructions at: http://itacademy.microsoftE-Learning.com/help/gsBrowserInformation.aspx Information about the use of cookies by ITA members can be found at: http://itacademy.microsoftE-Learning.com/help/gsCookies.aspx

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Appendix D – Live@edu Setup

Utilizing Live@edu with ITA

Live@edu utilizes Microsoft Windows LiveID's. Windows LiveID's are required to access the IT Academy sites. Create your sign in credentials (e-mail and password) once, then use them everywhere a Windows Live ID is required. Users that are provisioned into Live@edu already have a Windows LiveID account that can be used to access IT Academy resources. Separate LiveID's will not need to be created to access IT Academy websites. The benefits of this are:

1) A single LiveID for access to multiple Microsoft services.

2) Managed LiveID accounts that the school or school system owns and can modify as needed.

3) Ability to leverage the Live@edu mass provisioning services.

Creating LiveID accounts for your institution's end users via Live@edu

The following sections describe typical institutional scenarios, and how users can be supplied with LiveID's in each case.

Scenario #1 - All users (Students, Faculty and Staff) have mailboxes or mail user accounts already provisioned with Live@edu

In this scenario, the institution has or will onboard all users into Live@edu. In this scenario, no other action is necessary to utilize the LiveID's associated with each user account for IT Academy. All that is required is to follow the setup instructions for IT Academy as described in IT Academy documentation, skipping the creation of LiveID's for your users. For further information on Live@edu please see:
http://www.microsoft.com/liveatedu.

Scenario #2 - Students with Mailboxes on Live@EDU and Faculty and Staff on premise

In this scenario, the institution has or will onboard students into Live@edu for e-mail but the Faculty and Staff are not on the Live@edu platform. In this scenario you may wish to create Faculty and Staff accounts into Live@edu, but not create mailboxes for them, only LiveID's. There are a few steps to follow in order to manage the creation of LiveID's for users. Please see Scenario #3c below.

Scenario #3 - E-mail platform in place for users, no plans to migrate in the near term

In this scenario, the institution already has an e-mail solution in place for their students and/or faculty and staff. This could be on an on-premises service, or hosted service, but it is NOT on Live@edu/Outlook Live. There are a few steps to follow to be able to manage the creation of LiveID's for users through Live@edu.

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3a. Enroll the e-mail domain with Live@edu

Skip to 3c if domain is already enrolled

- Navigate to http://get.liveatedu.com/

- Click **Enroll Your School**

- Select **Ready to enroll** and click **Continue**

- Complete **Step 1 of 2: Identify your institution and domain**. In the **Domain** box, enter the existing e-mail domain suffix used for your user e-mail service. *E.g. smail.pcd.edu*

- Ensure the mail service selected is **Outlook Live**. The mail service will only be used to provision mail user accounts with LiveID's, not mailboxes

- Click **Continue**

  next

- Create an **Administrator ID** for your domain on the LiveID service

- Complete the remaining details, and click **I Accept** to agree to the Microsoft Live@edu terms of use

  next

- At the **Thank you for enrolling in Live@edu** page, click **Continue** to navigate to the **Service Management Portal**

3b. Verify ownership of the domain using a CNAME record

- Note the warning message that you must now confirm your domain ownership; this message will disappear once that task has been carried out

- Note the unique CNAME record that Microsoft has generated for your domain. This record must be created in your EXTERNAL, internet-facing DNS

- Create the CNAME record creation as directed. Once the recorded has propagated, refresh the Service Management Portal page; this may take a few attempts before the service is activated

> ⚠ You must confirm domain ownership before continuing.
>
> To prove domain ownership, create the following DNS record:
>
> DNS record type: CNAME
> Alias: 564368999.smail.contososchool.info
> Value: domains.live.com
>
> For further instructions, select your domain registrar below. Typically, this is also your domain hosting service.
>
> Domain registrar: Me, I control my own DNS ▼ What is this?

3c. Create Exchange MailUsers with LiveID's for end users

Once the domain is fully activated, you will now be able to create user accounts. This can be achieved in a number of ways using PowerShell, but what follows is a description of how to do this with a CSV file and a slightly modified version of the CSV_Parser script we provide. As the MailUser objects that will be created will never be viewed, the information used to create them from a CSV file can be kept very simple.

The CSV file should have the following format:

```
Action,Type,Name,EmailAddress,DisplayName,Password,ForceChangePassword
Add,Mailuser,jimjones,jimjones@smail.contososchool.info,Jim Jones,pass1234,1
Add,Mailuser,scottblack,scottblack@smail.contososchool.info,Scott Black,pass3456,1
```

For further guidance, visit: http://help.outlook.com/en-us/140/cc713521.aspx.
Once the CSV file is ready, the upload can commence. To do this, the administrator will need a machine equipped with PowerShell and Windows Remote Management. Instructions for this are here: http://help.outlook.com/en-us/140/cc952756.aspx.

The updated PowerShell script is here, please remove the .txt extension before use.

CSV_Parser_R4_WLID.ps1.txt

The syntax for running the script is as follows, update paths and filenames accordingly:

c:\tools\CSV_Parser_R4_WLID.PS1 -UsersFile C:\tools\contoso.csv -LiveCredential $Livecred -LogDirectory C:\Logging\ -ValidateAction $true

Once accounts have been completed, users can log in with their new LiveID!

Additional Optional Tasks and documentation for all scenarios

Please ensure you review all of the Live@edu onboarding and deployment documentation which can be found at http://www.microsoft.com/liveatedu.

Appendix E - Certiport Testing Center Setup

To register your Certiport Test Center for MOS and MTA exams:

1. Go to www.certiport.com
2. Click the white **Register A Testing Center** button on the right-hand side
3. **Login** or first **Register as a New User**
4. Fill in Organization contact information for **New Certiport Center** registration (you are not a child site)
5. View and accept the Certiport Center Agreement
6. Assign additional Admins and Proctors as necessary: see Certiport Test Center documentation

Appendix F - Setting up a Prometric Test Center

To register as a Prometric Test Center for MCP exams:

1. Go to http://www.prometric.com/ITA/default.htm.
2. Review Test Center Requirements – understand what it takes to become an authorized Prometric test center. During this step you must verify that your site meets our minimum technical, facility and staffing requirements.
3. Apply – once you have reviewed the requirements, submit a simple online application to being the process of becoming a Prometric test center. The application can be found at http://www.prometric.com/ITA/apply.html.
4. Application Review – application will be reviewed to ensure it has been completed accurately and that your site meets the minimum requirements.
5. Approval and Contract – once your application is approved, a Prometric representative will contact your site to provide the contract package. You will be asked to review the contract in detail, complete and submit the necessary documentation.
6. Test Center Setup – after contract has been approved, the Prometric Site Readiness Team will work with your staff to complete the necessary installation steps and ensure your personnel are certified to administer IT exams.
7. Scheduling – after test center setup is completed your organization will be contacted by the Scheduling Team to determine dates for administering exams.

Appendix G: Using Live ID Creator

Create Windows Live ID credentials for your students by using the Windows Live ID Creator. You can immediately begin creating Windows Live IDs on behalf of your students. Windows Live IDs created via this tool share the "itasignon.com" domain. With the Live ID Creator Tool, you have two options for creating Live ID accounts on behalf of your students at
https://itasignon.microsoft.com/MemberAuthorizationPage.aspx.

Option 1 – Enter up to 30 desired user names at a time

With this option, 30 user name fields are available for you to enter your desired user names and then submit. Use this option when you need to create Windows Live IDs for a particular class or in cases where you prefer to create them in increments of up to 30 at a time.

Option 2 – Upload a file containing up to 300 desired user names

Upload a comma-separated values (CSV) file containing up to 300 desired user names. Use this option when you need to produce a large quantity of Windows Live IDs, and/or when you have an existing file or data upon which you want to base your Windows Live ID user names. For example, you may have a roster from which you want to submit a particular column of data as the desired Windows Live IDs.

May 21, 2012