Accessing and Using Your Training Benefits

A guide to accessing E-Learning and downloadable training materials for Microsoft Dynamics and related business products.

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www.microsoft.com/dynamics

Microsoft Dynamics™

Table of Contents

ACCESSING AND USING YOUR TRAINING BENEFITS

Introduction

In November, Microsoft launched the Business Ready Enhancement Plan for Microsoft Dynamics and related business products. Customers enrolled in this new service offering or other customer service plans have access to unlimited E-Learning and downloadable training materials through CustomerSource at no charge. Microsoft also made E-Learning for Microsoft Dynamics and related business products available to the public, for purchase, through Microsoft Learning.

This document will take you through the steps to access these new benefits.

Contact Information

For more information, or to provide feedback, please e-mail mbsuniv@microsoft.com.

Accessing Training Materials

Training material downloads are available through CustomerSource for customers enrolled in the Business Ready Enhancement Plan or other customer service plans. This document will walk you through the steps to download the training materials.
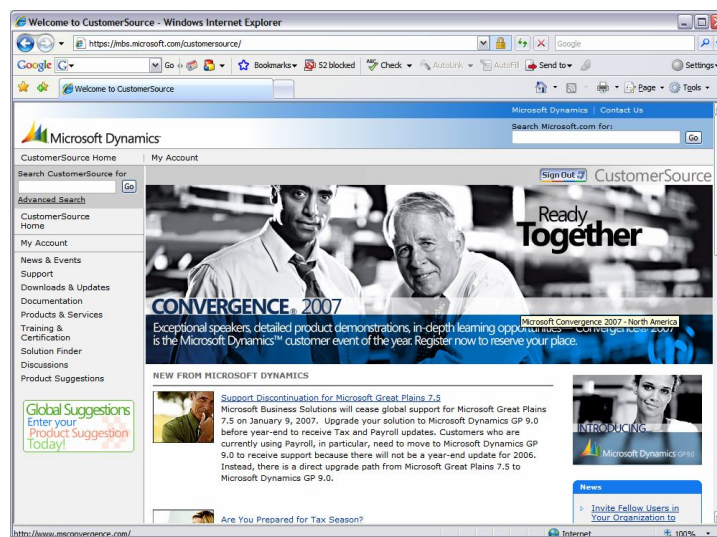
Locating the training material downloads

1. To access the training material downloads, first login to CustomerSource (https://mbs.microsoft.com/customersource).

   Username:
   Password:

   NOTE: Customer Administrators can insert Username and Password in this location to customize this document for CustomerSource users. If you provide your employees with the same username and password, they will not receive the benefit of using and tracking E-Learning through Learning Manager. It is suggested that you set up each individual user in CustomerSource to gain access to all training benefits. To grant access, go to CustomerSource > My Account > Account Information > Our CustomerSource Accounts and add a new professional.

2. From the CustomerSource homepage select the Training & Certification link in the left navigation bar. (Figure 1)

(Figure 1)

3. This will take you to the Training & Certification homepage on CustomerSource. Scroll down on this page and you will find the "Quick Links" shown below. To access the downloadable
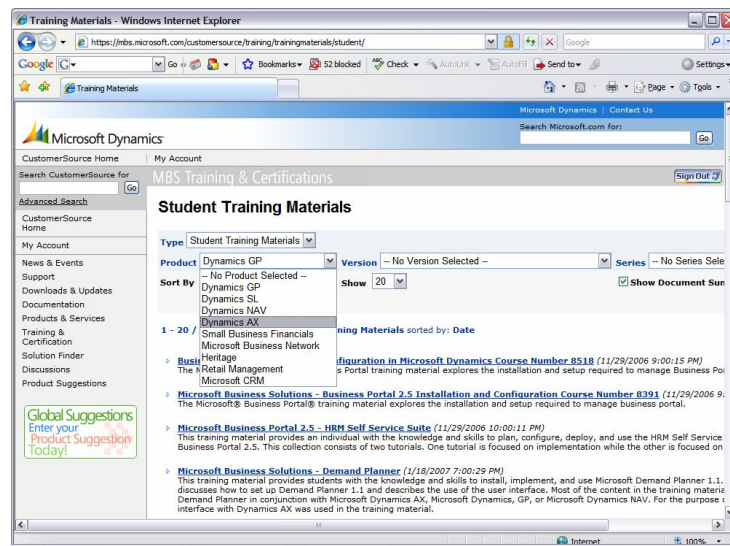
Training Materials simply select the link "Download Training Materials." (Figure 2)
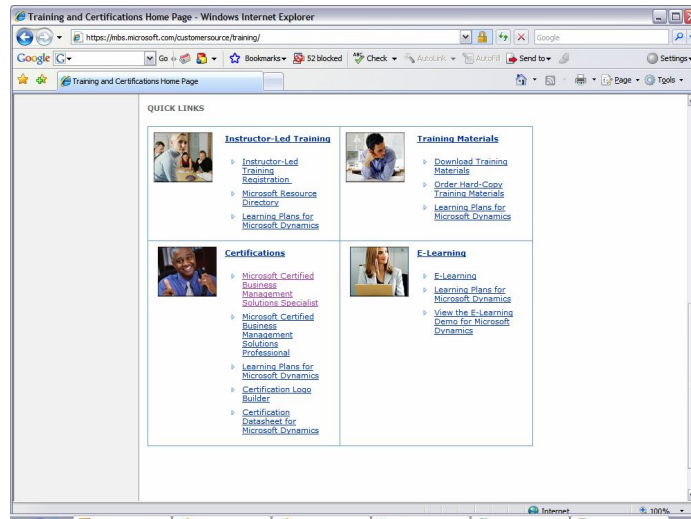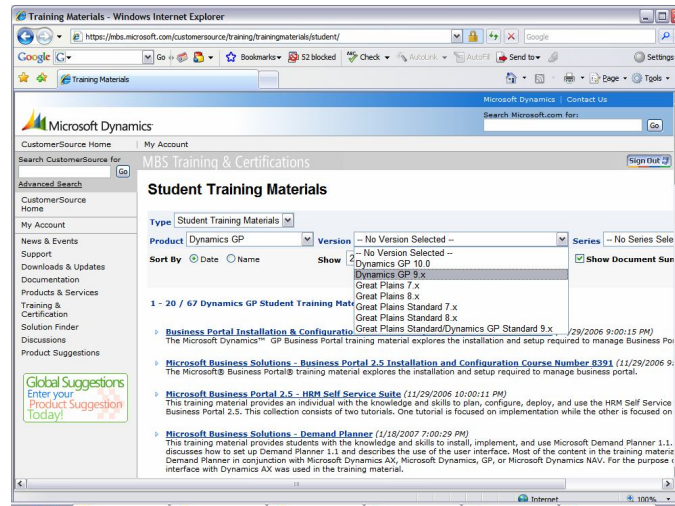

(Figure 2)

Downloading Training Materials

1. When you click on the "Download Training Materials" link you will come to the filter page to locate the training material you wish to download. First select the product you wish to view training for. (Figure 3)
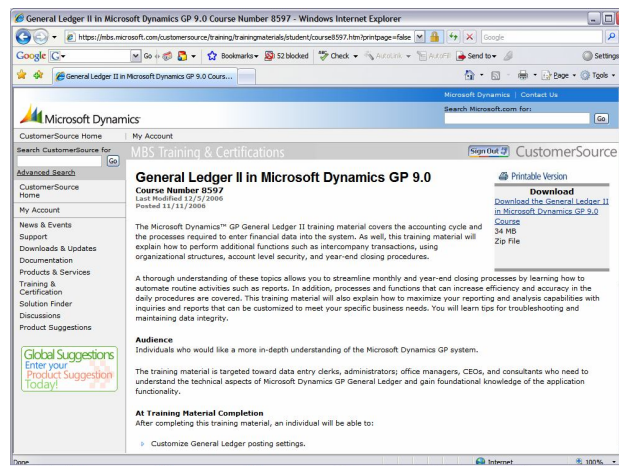

(Figure 3)

2. Next you will select the product version that is applicable to the Microsoft Dynamics solution that you are using. (Figure 4)

(Figure 4)

3. Once you have narrowed your search with these drop-down tools you will be able to see the available training material titles to choose from. Select your desired title to be directed to the download page.

4. From the download page select the download link from the download box. This will engage the download program to start the download. (Figure 5)
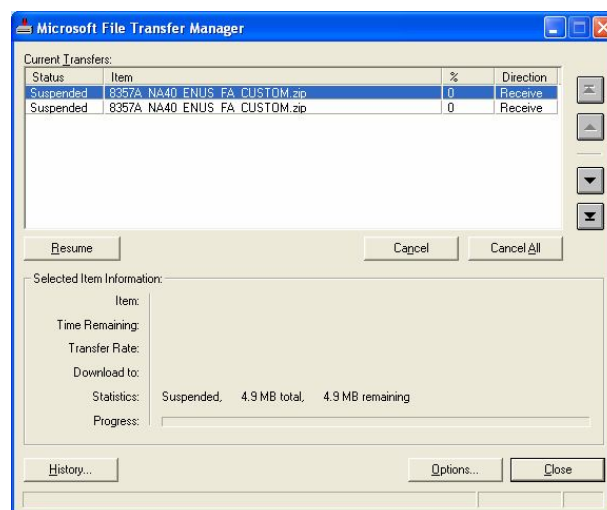

(Figure 5)

5. The download program looks as follows. You will need to install the ActiveX program for this download program. The steps are illustrated in Figures 6-9
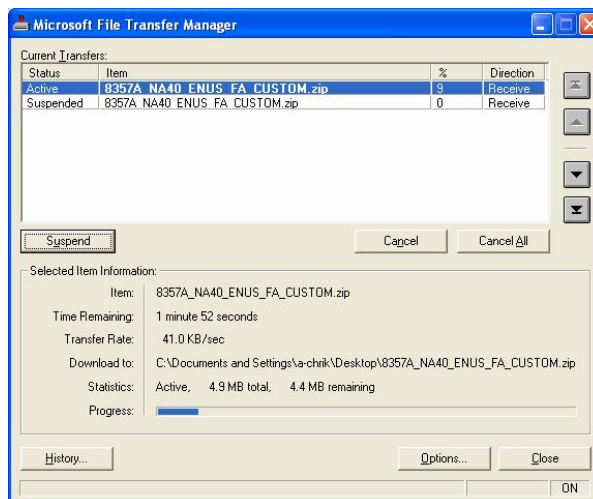

(Figure 6 – This window launches to start the download transfer. Select the "Transfer" button.)

(Figure 7 – Select the location you wish to save the Training Material document.)

(Figure 8 – There is a Resume button available if your download is in the suspended mode. Click this button to continue your download.)

ACCESSING AND USING YOUR TRAINING BENEFITS

(Figure 9 – You can also suspend a download during transfer to free up bandwidth. To resume your download again, simply select the resume button as shown in Figure 8.)

Accessing E-Learning

Now that you have successfully completed a Training Material download, we would like to direct you towards E-Learning for Microsoft Dynamics. E-Learning is also available through CustomerSource for customers enrolled in the Business Ready Enhancement Plan or other customer service plans. This document will walk you through the steps to access E-Learning.

For your convenience, E-Learning collections can be loaded on your computer for off-line access. This allows you to take E-Learning on the road. When you log-on to the Microsoft Learning Web site your E-Learning status is updated automatically to make tracking your learning quick and easy.

Locating E-Learning

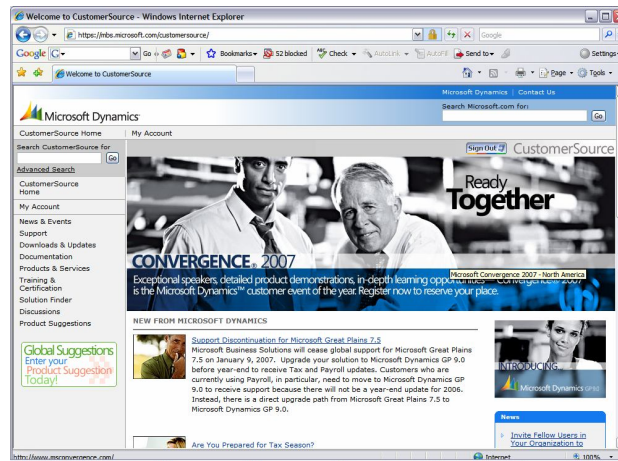To access E-Learning first login to CustomerSource (https://mbs.microsoft.com/customersource/).

Username:
Password:

NOTE: Customer Administrators can insert Username and Password in this location to customize this document for CustomerSource users. If you provide your employees with the same username and password, they will not receive the benefit of using and tracking E-Learning through Learning Manager. It is suggested that you set up each individual user in CustomerSource to gain access to all training benefits. To grant access, go to CustomerSource > My Account > Account Information > Our CustomerSource Accounts and add a new
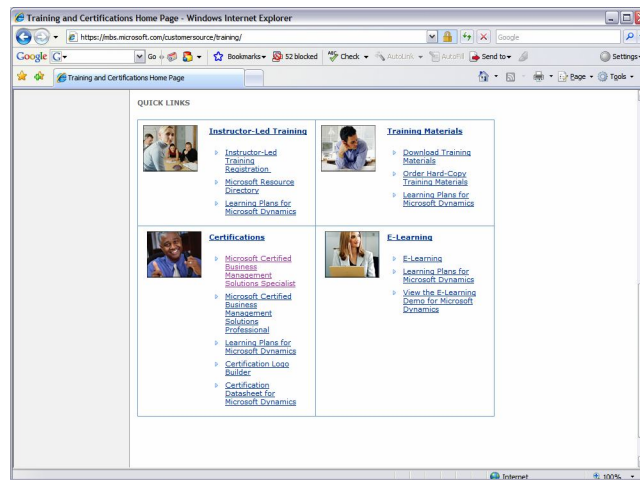
professional.

1. From the CustomerSource homepage select the Training & Certification link in the left navigation bar. (Figure 10)
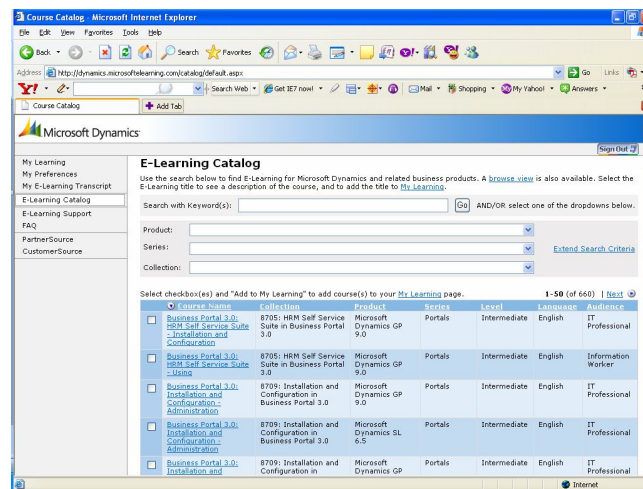

(Figure 10)

2. This will take you to the Training & Certification homepage on CustomerSource. Scroll down on this page and you will find the "Quick Links" shown below. To access E-Learning simply select the link "E-Learning." (Figure 11)
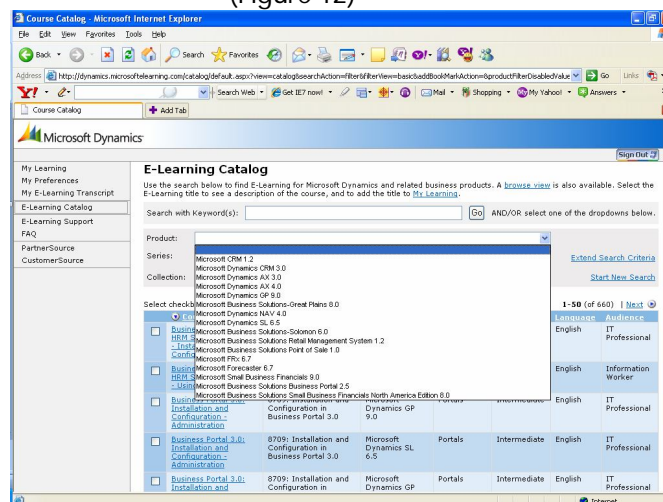

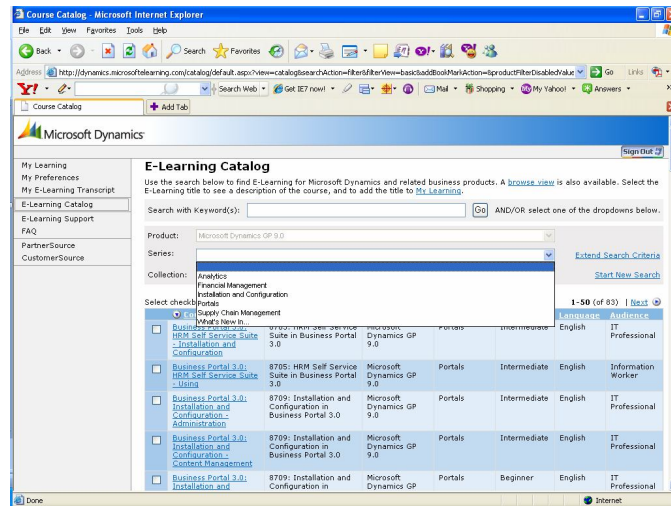(Figure 11)

Selecting your E-Learning collection

First time users to E-Learning will need to go through a simple registration process. Once registered you will follow this process. When you click on the "E-Learning" link you will come to the E-Learning Catalog filter page to locate the E-Learning collection that you wish to load onto your computer. From here you can sort by product, series and collection to quickly locate the training you wish to take. This is demonstrated in Figures 12-15.
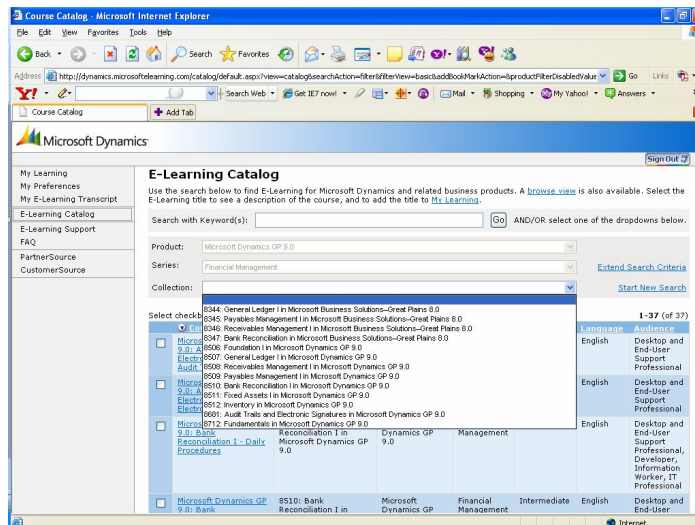

(Figure 12)

(Figure 13 – Select your desired product)

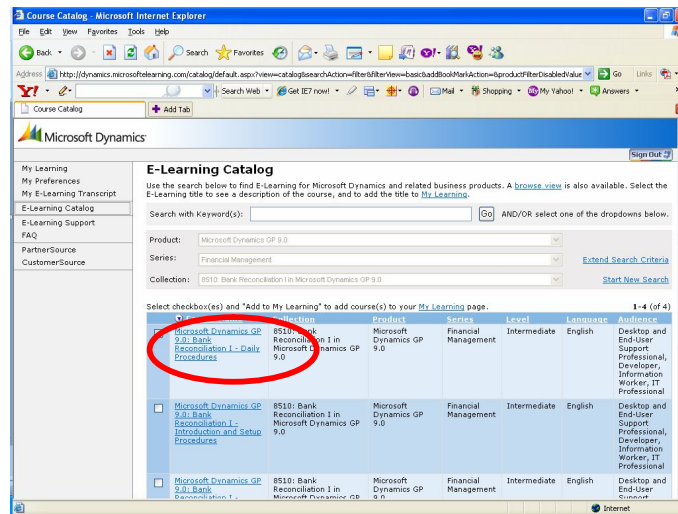ACCESSING AND USING YOUR TRAINING BENEFITS

(Figure 14 – Select the series that best fits your desired training.)

(Figure 15 – Select the E-Learning collection you wish to view.)

Now you can select your E-Learning course.

ACCESSING AND USING YOUR TRAINING BENEFITS

(Figure 16 – E-Learning course link sample is circled in red.)

When you select the E-Learning course you wish to take you will be directed to the collection landing page (Figure 17).

(Figure 17)

ACCESSING AND USING YOUR TRAINING BENEFITS
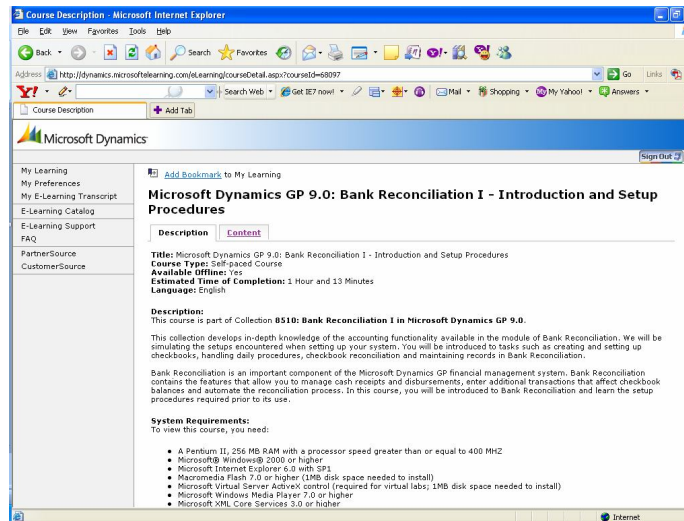
To download the E-Learning collections select the "Content" tab on this screen. You will then see the content for this tab as illustrated in Figure 18. From this screen you can select the download button to begin loading your E-Learning onto your computer.
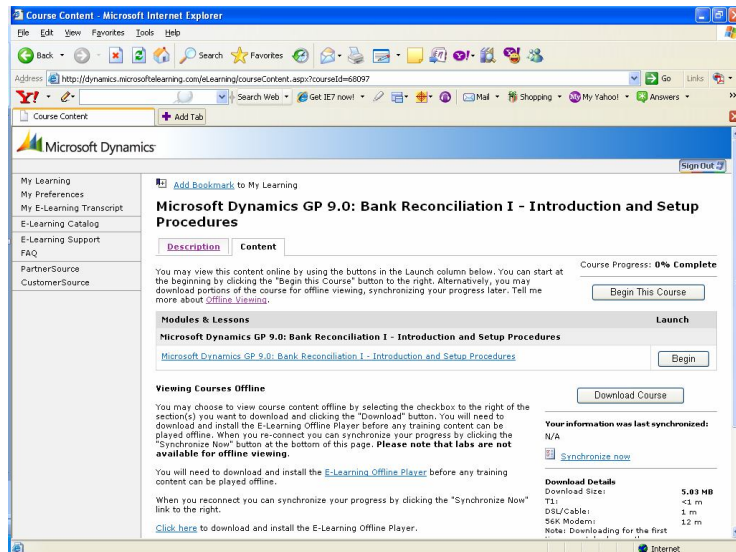
(Figure 18)

Customer Resource Links

- Training & Certification

    - https://mbs.microsoft.com/customersource > Training & Certification

- Customer Service Plans

    - http://www.microsoft.com/dynamics/support/options.mspx

- Questions

    - Training: mbsuniv@microsoft.com

    - Certification: mbs-cert@microsoft.com

    - Customer Service Plans: mbsservo@microsoft.com

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