



Microsoft IT Academy – Getting Started

Microsoft IT Academy – Membership Setup

The Microsoft IT Academy membership number is included in the *Your IT Academy Order Confirmation* email from service@microsoft.com. This is the email that is sent to the IT Academy Program Administrator (PA). Since, by default, the PA is the Online Services Manager on the customer's volume license agreement, please have customers contact that person within their organization for the ITA membership number.

Should customers still have difficulty obtaining their IT Academy membership number, please have customer contact the Regional Service Center (RSC) for **Microsoft IT Academy Support** with their volume license enrollment number at **1-800-508-8454** or via email to acadsupp@microsoft.com.

In addition to the program administrator, instructors and IT personnel can get access to a Microsoft IT Academy membership by logging in at <http://www.microsoftitacademy.com> and on first time access entering the Microsoft IT Academy membership number. Subsequent access is simply via login, no need to enter the membership # again.

The Microsoft IT Academy program administrator can be the lead instructor, an instructor or any administrator – this person is on record for Microsoft to contact with IT Academy member news, events, offers, etc.

If the **Microsoft IT Academy program administrator needs to be changed**, please utilize these instructions along with the IT Academy membership # and the name of the current program administrator: Update the contact information for your institution from the My Academy page.

- [Visit My Academy](#).
- Click the **Academy Profile** tab, and then click **Edit Profile**.
- You will be prompted to type the name of your current program administrator for authentication purposes, and then you can update the contact details for your academy as well as the program administrator.

Note: It takes two to three business days to process any profile changes.

Microsoft IT Academy –Support

Microsoft IT Academy Support: 1-800-508-8454 or acadsupp@microsoft.com



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Links to remember:

- ITA Member Site: <https://www.microsoft.com/education/itacademymembers/default.mspx>
- E-Learning (Instructor and Student) Site: <http://itacademy.microsoftelearning.com>

Customers should visit the **Getting Started section of the Microsoft IT Academy member site** for materials specific to teachers and instructors, the Microsoft IT Academy program administrator and IT personnel. <https://www.microsoft.com/itacademy/members/start/start-default.aspx> includes the following resources and more:

1. [Microsoft IT Academy Virtual Training Recordings](#) – includes an [e-learning recording](#)
2. [Microsoft IT Academy Hands-On Training](#) – shows the steps via screenshots on how to log into Microsoft IT Academy and the e-learning administration
3. [Getting Started: E-Learning](#) –the complete e-learning guide
4. [Student Steps – Microsoft IT Academy E-Learning via Access Codes](#) – post these steps for e-learning access code redemption instructions
5. [Microsoft IT Academy E-Learning for Professional Development](#)
6. [Microsoft Certified Trainer Steps for Microsoft IT Academy](#)
7. [IT Readiness Checklist](#)

There are also Microsoft Academy Service Partners (MASP), they are part of the Microsoft Partner Network, have demonstrated expertise in the Microsoft IT Academy Program and work with customers to make the most of their IT Academy memberships.

CCI Learning Solutions, a MASP, hosts weekly sessions that Microsoft IT Academy members should attend. There are two types of sessions - on Microsoft IT Academy in general and on the e-learning component of the program. Registration is at [schedule](#) by selecting the appropriate month and session that the customer would like to sign up for.

Also, the contact information for the two MASPs in the US are:

CCI Learning Solutions ccilearning.com	Phone: (800) 668-1669 Fax: (888) 559-4224 Email: clientcare@ccilearning.com
Knowledge Solutions International Inc. www.trainwithksi.com	Phone: (888) 545-0010 Email: info@trainwithksi.com



Innovative Solutions. World Class Support.