

## Elevate America Questions and Answers (April 29, 2010)

<http://elevateamerica.floridajobs.org/>

### General Public Q and As:

#### 1. When and where can I get my Microsoft voucher?

Vouchers will be available on May 24, 2010 at select One-Stop Career Centers in Florida. They will be issued until August 21, 2010 or while supplies last. Vouchers must be activated by August 21, 2010. Information on which One-Stop Centers will offer vouchers will be announced by their respective Regional Workforce Boards. Elevate America Coordinators for each participating region can be found at the [AGENCY FOR WORKFORCE INNOVATION ELEVATE AMERICA](#) web site.

#### 2. Can I apply online for a Microsoft voucher?

Florida's Elevate America website can be found at <http://elevateamerica.floridajobs.org/>. Here you can find general program information, links to specific related programs in your area and an interest form that, upon completion, will be sent to your local participating One-Stop Center. Contact your regional workforce Board by calling 863.508.1100 or come by any of their offices for information.

#### 3. How many Microsoft vouchers are available in Florida and how can they be used?

There are 35,000 training vouchers available in Florida consisting of the following:

- 15,500 General E-Learning vouchers that provide training on Microsoft products. Available in Windows Vista & Office 2007 and Windows Office 2003.
- 4,000 IT Professional vouchers for professionals who want to work in the IT field or upgrade their skills.
- 15,500 vouchers for Microsoft Certification *exams* that can eventually lead to Microsoft business certification. Available in Office 2007 and Office 2003.

For information on the specific quantities and types of vouchers available in your area, please see contact your local OneStop.

#### 4. How do I know if I am a good candidate for a Microsoft Elevate America voucher?

Potential E-learning candidates should have at least a basic level of computer proficiency and access to an Internet-connected computer. To determine if an E-Learning voucher is right for you, please complete a simple self-assessment available in our testing centers at both full service OneStops.

#### 5. Do Microsoft E- Learning vouchers have an expiration date?

Once the State receives the vouchers, Florida will officially launch the program and distribute the vouchers to the Regional Workforce Boards. Individuals must activate the vouchers within 90 days of the launch date. Once activated, recipients have 12 months from the date of activation to access the courses.

#### 6. Do Microsoft certification exam vouchers have an expiration date?

Once the State receives the vouchers, Florida will officially launch the program and distribute the vouchers to the Regional Workforce Boards. *Exam* vouchers must be used within 90 days from the launch date.

Florida officially will launch Elevate America on May 24, 2010. This means certification exam voucher recipients have until August 21, 2010 to redeem the voucher and take the test.

**7. Where can we learn more about these training programs offered by the Elevate America program?**

The Microsoft Elevate America website, which includes information about the training programs, can be found at [www.microsoft.com/elevateamerica](http://www.microsoft.com/elevateamerica) .

**8. Where do I go to take my E-Learning courses?**

Because E-learning course training is Web-based, anyone who has access to a computer and the Internet can take the training wherever they regularly use the computer and the Internet. Individuals without computer and Internet access may be able to obtain these resources at their local One-Stop Center (subject to availability).

**9. How will I know what course(s) I should take?**

Information and assessment tools are available on the Elevate America website at [http://www.microsoft.com/about/corporatecitizenship/US/CommunityInvestment/ea\\_getstarted.aspx](http://www.microsoft.com/about/corporatecitizenship/US/CommunityInvestment/ea_getstarted.aspx).

**10. Where can I take certified Microsoft exams?**

Certification vouchers are redeemed and certification exams are administered at the Certiport Testing locations. A list of Certiport certified testing sites are listed on Microsoft's website at [www.microsoft.com/elevateamerica](http://www.microsoft.com/elevateamerica). Your local One-stop Center also can provide you with testing-site information.

**11. What happens if I fail a Microsoft certification exam?**

Your certification exam voucher will allow you to redeem one free exam. If you fail your first exam, you can retake that exam once using the same voucher number. The retake exam must be taken within 30 days of the first exam.

**12. 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.

**1. Customers who fail exams have one opportunity to retake the exam. What happens if a customer fails twice?**

Customers who receive an exam voucher will *only* be able to redeem one free retake exam (if they fail their first exam, they can retake that exam *once* using the same voucher number). Customers who fail more than once are free to retake exams, but must do so at their own expense.

**2. If an individual receives an IT Professional training voucher, is the exam covered by Elevate America?**

No.

3. **Can Workforce Board/ One-stop employees take advantage of this program?**

No.

4. **Can a participant receive more than one voucher?**

Yes.

5. **How much are Certiport testing site proctoring fees?**

Costs range from \$15 to \$45.

6. **When will the voucher allocations be distributed to the Regional Workforce Boards?**

The State's launch date is May 24. Allocations will be released prior to that date.

7. **When redeeming/activating a voucher via the Microsoft website, is a user required to enter any personal information?**

Yes, Microsoft does ask for information like name, email address, country (location), and job role. If a user attempts to hit the cancel button in order to avoid entering any personal information, an "error" message will appear. We have contacted Microsoft to address this issue.