

IT Director's Checklist

The IT Director is a critical stakeholder in the success of IT Academy in the classroom. The IT Director is responsible for:

- Ensuring the computer labs meet the requirements necessary to run the software and Online 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 Online Learning courses.
- Unblocking key URL's necessary to successfully run the IT Academy Online Learning courses.
- Understanding the user ID creation process and identifying the preferred solution.
- Setting up the certification test center (if named as a test center site).

SETTING UP YOUR ACADEMY

This document will guide you through the process of setting up the IT Academy resources for faculty, staff and students. Here are the steps involved in the process. Please check each step off as you complete it to ensure a complete and successful setup.

- [Scan hardware for compatibility](#)
- [Upgrade software and licenses](#)
- [Install plug-ins](#)
- [Adjust settings](#)
- [Enable ITA communications](#)
- [Open required outbound ACLs](#)
- [Determine student identity strategy](#)
- [Enable Microsoft account solution](#)

The following topics provide detailed information about each step.

Step 1: Scan Hardware for Compatibility

For an optimum experience when viewing ITA online learning courses, it is important that your systems meet the minimum hardware and software specifications. There are different requirements for the computers that view courses and the servers and machines used to support labs and testing. The following topics address the specifications for the end-user machines.

Supported systems

The following table provides an overview of supported operating systems, browsers, screen resolutions, and hardware for successful use of the Online Learning platform.

Windows OS	Browser	Screen Resolution	Hardware
Windows 7 Ent 32-bit	IE 8, 9, 10, Firefox 26.0, Chrome 32.0.1700.102	1280x1020	PC

Windows 7 Ent 64-bit	IE 8, 9, 10, 11, Firefox 26.0, Chrome 32.0.1700.102	1366x768	PC
Windows 8 Pro 32-bit	IE 10, Firefox 26.0, Chrome 32.0.1700.102	1366x768	PC
Windows 8 Pro 64-bit	IE 10, Firefox 26.0, Chrome 32.0.1700.102	1366x768	PC
	IE 10, Firefox 26.0, Chrome 32.0.1700.102	1366x768	Surface Pro
Windows 8.1 64-bit	IE 11	1366x768	PC

Notes:

- Online Learning may run on Vista and XP operating systems, however these are not officially supported.
- Online Learning platform may run on Macintosh operating systems. However, these configurations have not been tested and are not officially supported. Mac System requirements are currently being tested with our latest courses.

Minimum system configuration

The following specifies the minimum system configuration for viewing IT Academy online courses.

Operating system

Windows XP, or Windows 7 or higher.

Note: some courses do have specific requirements which can be viewed within each course.

For more information: <http://onlinelearning.microsoft.com/home/FrequentlyAskedQuestions?isAdmin=false&channel=0>
Open the Courses accordion panel.

Network

At least 2 Mbps broadband connection. Additional access points required for optimal site performance.

Audio

A sound card, speakers, or headphones are recommended.

Monitor

A super VGA monitor with minimum screen resolution of 1280x1020 with 16-bit color.

Step 2: Install Plug-ins

IT Academy Online Learning offers many courses that were created over the past few years. The more modern courses are created in HTML5 and typically don't require any plug-ins. Older courses may require one or more plug-ins, so it is a good idea to have all that may be required installed.

The standard plug-ins are:

- Silverlight 4.0 or higher: <http://www.silverlight.net/downloads>.
- Flash 9.0 or higher: <http://www.adobe.com/software/flash/about>.

- Active X - 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: <http://windows.microsoft.com/en-us/windows/download-windows-media-player>
- XML - Microsoft XML Core Services 3.0 or higher: <http://www.microsoft.com/en-us/download/details.aspx?id=3988>

Note: If a course has any special system requirements, you can view them by clicking to view course details, and then clicking the System requirements tab within the Online Learning site.

Step 3: Adjust Settings

This topic provides an overview of the settings you need to adjust on the browsers and computers in your lab environment.

Browser settings

These are the required browser settings you must have to access Microsoft Online Learning:

- Accept browser cookies
- Enable JavaScript on your web browser
- Refresh browser at every page visit

Information about enabling cookies and JavaScript in IE, Firefox, and Chrome:

<http://www.wikihow.com/Enable-Cookies-and-JavaScript>

For Digital Literacy courses, please use the following settings:

- Do not ADD microsoft.com to the Compatibility Mode
- Use the latest IE (version 11 if possible)
- Disable all pop-up blockers
- Optional: run the course in InPrivate browser mode

Unblock URLs

Turn off pop-up blocking for the following URLs.

- 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)

Safe senders list

Add the following email domains to your safe senders list.

- @*.microsoft.com
- @training.com
- @windowslivemail.com (65.55.238.140 - 65.55.238.142)
- @partners.extranet.microsoft.com (IP 10.251.56.169)

- @microsoft.com
- @partners.extranet.microsoft.com (10.251.56.169)
- @redmond.corp.microsoft.com (157.54.86.9) (169.254.1.11)

Trusted sites / open ports

Add the following sites to your list of trusted sites, and open ports 80 and 443 for each.

- microsoft.com
- microsoftlearning.com
- live.com (https://login.live.com for signing into ITA sites with a Microsoft account)
- profile.microsoft.com
- itacademy.microsoft.com

Step 4: Enable ITA Communications

Faculty and Staff can access curriculum, certification and additional program resources on the IT Academy member and online learning sites. Students may utilize only the online learning resources and should **not** be provided access to the member site.

ITA Member sign-in (Instructions for faculty and staff)

New IT Academy members will need to follow these steps to sign in for the first time:

1. Obtain your IT Academy membership ID and program key from your ITA Program Administrator. If you cannot locate your ITA membership ID, please contact your ITA regional support center. URL: <http://www.microsoft.com/education/itacademy/Pages/contact.aspx>
2. Select "Member sign-in" from the IT Academy member's site at <http://www.microsoft.com/education/itacademy>.
3. Select a sign-in method: Microsoft account or Office 365 ID. Follow steps to sign into the site. You'll find all curriculum resources in My Academy.

Note: Learners should never be provided access to the ITA Member's site. Please keep your member ID and program key in a secure location and share only with administrators/instructors.

Online learning site

New IT Academy online learning users will need an enrollment code or school specific sign in link for first time access:

- Faculty and Staff, sign into the online learning site from the My Academy > Curriculum tab on the IT Academy [Member's site](#). First time access requires the IT Academy membership ID and program key from ITA Program Administrator.
- Students sign in to the [Online Learning](#) site. First time access requires the institution-specific enrollment code or link, which is created and shared by instructors and/or administrators.

Step 5: Open Required Outbound ACLs

Open required outbound ACL's to TCP ports 80/443 for the following IP ranges (Microsoft account). Schools that do not have any outbound Access restrictions to the Microsoft account services today will not need to make any changes.

IP range for New Networks

157.55.134.0/24

IP range for Current Networks

65.54.165.128/27	65.54.186.192/27	65.54.248.224/27	65.54.142.224/27	65.54.208.128/26
65.54.165.160/27	65.54.186.224/27	65.54.194.192/27	65.54.143.96/27	65.54.216.160/27
65.54.186.0/27	65.54.234.0/26	65.54.204.0/27	65.54.145.192/27	65.54.217.160/27
65.54.186.32/27	65.54.234.64/26	65.54.205.0/27	65.54.204.192/26	64.4.12.0/25
65.54.186.64/27	65.54.240.64/27	65.54.208.224/27	65.54.206.128/26	65.54.143.128/25
65.54.186.96/27	65.54.254.96/28	65.54.212.192/27	65.54.215.192/27	
65.54.186.128/27	65.54.254.128/28	65.54.213.160/27	65.54.205.48/28	
65.54.186.160/27	65.54.248.192/27	65.54.133.128/27	65.54.133.48/28	

Step 6: Determine Student Identity Strategy

In order for users to open the various sites associated with Microsoft Online Learning, they must sign in with a valid account. There are currently two types of valid accounts:

- Microsoft account: This new authentication method absorbed a variety of previous account types, including Windows Live ID, and Hotmail. Your Microsoft account is the combination of an email address and a password that you use to sign in to services such as IT Academy, Outlook.com, OneDrive, Windows Phone, and Xbox LIVE.
- Office 365 account: This is an account that can be set up when you or your organization subscribe to [Office 365](#). It can be used to sign in to most Microsoft sites that require a login.

Generally each school sets a policy as to the type of accounts that can be used to log in, and how those accounts are acquired. For example:

- Each student must manually create their own account.
- The school provides special accounts for all students.
- Students can use their own existing accounts or one provided by the school.

Once you have established a policy, the methods described in the next topic can be used to create accounts.

Step 7: Enable Microsoft Account Solution

The IT Academy online learning system supports user sign in using Microsoft accounts and Office 365 organizational accounts. If your institution already uses another email authentication system, or you are working with students who currently do not have active email accounts a few options are available. See below for more information.

ALERT: If three or more students manually create Microsoft accounts at the same time from the same external IP address, access will be blocked for that IP address. You can avoid this problem by registering the school IP range in advance (IP Whitelisting). This is not necessary for schools using Office 365 IDs.

Submit Whitelist requests via the online form at: <https://support.live.com/default.aspx?productkey=wlidipexc>. Be sure to permanently whitelist this IP address by entering a reason for permanent listing request. *Sample description: We have new courses beginning each semester with multiple new users requiring Microsoft accounts.* Otherwise, default whitelisting is set for six months.

To locate your external IP addresses go to <http://whatismyip.com>.

Options	Pros	For Consideration	Time Requirement	Complexity
<p>Microsoft account creating new email</p> <p>Includes Hotmail, MSN, Outlook, and Live.com accounts</p>	<p>Creates new email address that is already established as a Microsoft account</p>	<p>Enables individuals to create their own email account</p> <p>Requires 3 day lead time to have whitelisting set up before Microsoft accounts can be created.</p>	<p>Low</p>	<p>Low</p>
<p>Microsoft account using existing email</p> <p>Individuals can create a Microsoft account using an existing email address as the user name, plus a password of their choice</p>	<p>Do not have to create new email address</p>	<p>Enables individuals to use an existing email account as their login credential for IT Academy sites</p> <p>Users will need to verify their email address as part of this process, so IT staff may need to make sure the verification emails are not blocked.</p> <p>Whitelisting must be completed prior to creating the Microsoft accounts. Allow 3 day lead time to process request.</p>	<p>Low</p>	<p>Low</p>
<p>Office 365 or Organization account</p> <p>Office 365 can be used across your institution/organization or district wide to provide access to cloud-based Microsoft Office and storage. The solution can also be used as your sign in credential for IT Academy sites, including Online Learning.</p>	<p>Enables IT department cloud-hosted, centrally managed email accounts to access IT Academy resources</p> <p>The administrator can control account policies through Active Directory, which gives the ability to Administrator(s) to manage password policies, lock-out controls, and</p>	<p>Office 365 provides a seamless sign-in solution for IT Academy access. Implementation will likely require higher levels of approval and more time involved to activate.</p>	<p>Medium</p>	<p>Medium</p>

	<p>more, without having to perform additional tasks in the cloud.</p> <p>Enables single sign on with IT Academy resources</p> <p>No whitelisting required</p>			
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