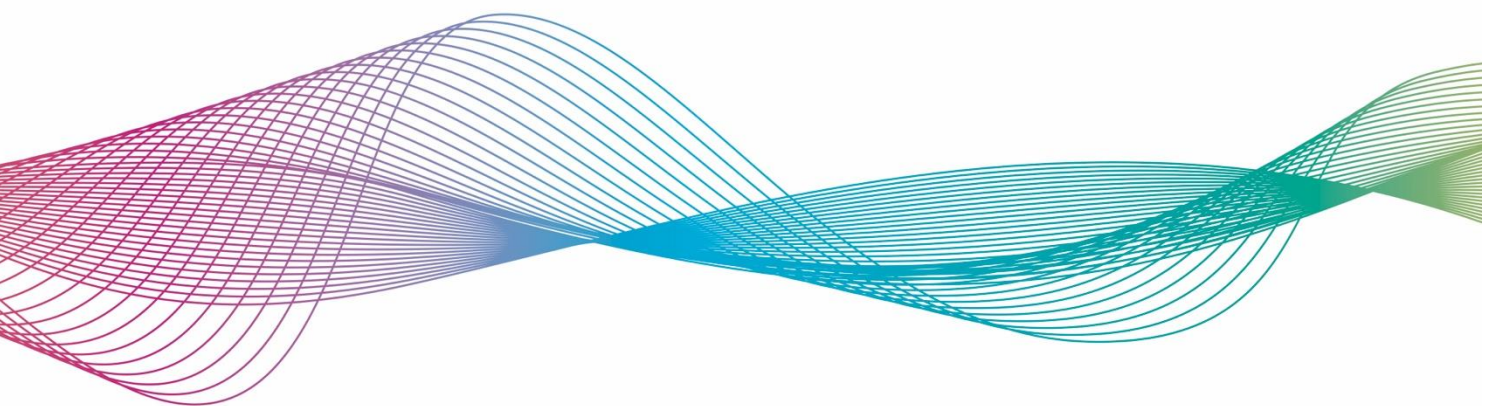




**Midlands and Lancashire**  
Commissioning Support Unit

# Microsoft Certifications – Servicedesk Guide

**A guide to assist Servicedesk staff supporting learners  
enrolled on the MLCSU Microsoft Certification Program**



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# Microsoft Certification – Servicedesk Guide

This document is designed to assist you supporting learners enrolled on the MLCSU Academy Microsoft Certification program.

## Microsoft Office Specialist Program – What is it?

- Click to view a [video](#) explaining how the Microsoft Office Specialist Certification works
- Click to access [website](#) explaining the Microsoft Office Specialist Program

## Technical Requirements

To complete certification software is accessed remotely, please note technical requirements visit [site](#) for complete list.

## Troubleshooting

If MLCSU staff have any queries regarding the Microsoft Office Specialist Program, please check if they have reviewed resources below to resolve query: -

- 1 [Student Pathway](#) - a guide to the student journey from enrolment and accessing learning to competing exams and receiving certification.
- 2 [Student Guide](#) – a comprehensive guide explaining how to use the Gmetrix learning platform.

If query is regarding resetting your GMetrix Password, please provide [link](#) to reset.

If MLCSU staff forget their Username / Password for Certiport account provide [link](#) to reset

If query is related to problems downloading Gmetrix SMS. Please note administrator rights are required to complete. Please refer to [article 1](#) , [article 2](#) to assist with troubleshooting. Please see section Downloading GMetrix SMS for further information.

A separate outlook profile is recommended by GMetrix to avoid profile problems with original Outlook account. Please refer to [article 1](#) , [article 2](#) to assist with troubleshooting when dealing with queries related to completing Microsoft Outlook practice tests.

Please refer to [FAQ](#) section for answers to questions asked regarding completing MOS Certification.

Please refer to [article](#) to assist with troubleshooting regarding completing Microsoft Office practise tests.

If the above options do not answer your query, please advise MLCSU staff to contact Prodigy Learning 0845 399 1551, [info@prodigylearning.com](mailto:info@prodigylearning.com). Please provide details regarding nature of query e.g., problem with software, access code, what course you are enrolled on, MLCSU Centre ID **90032909**.

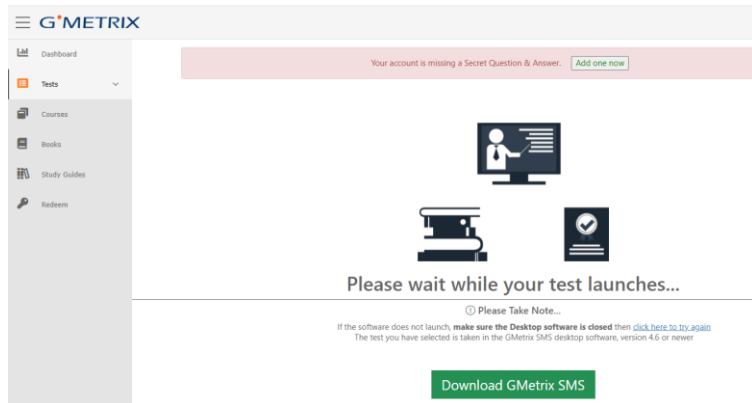
Please advise them to forward any correspondence relating to query to MLCSU IT Training team [mlcsu.ittrainingteam@nhs.net](mailto:mlcsu.ittrainingteam@nhs.net)

## Downloading GMetrix SMS

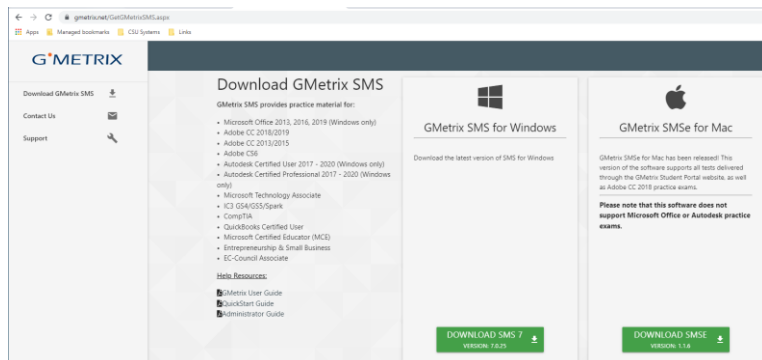
To complete Microsoft Certification, MLCSU staff access GMetrix, a platform that hosts the videos and practise tests. Working through videos completing projects enables staff to practise using the application providing opportunities for you to gain skills whilst building your knowledge and proficiency.

MLCSU staff create an account on GMetrix and require Servicedesk / administrator rights to download **GMetrix SMS** needed to complete tests on Gmetrix.

- MLCSU staff log into account on Gmetrix

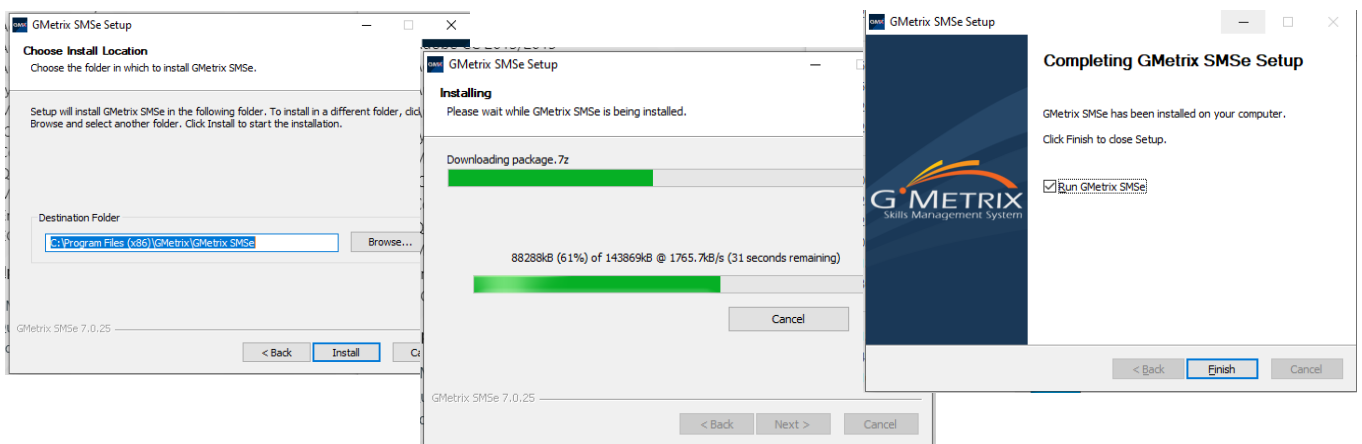


- MLCSU staff click on **Tests**, then click **Download GMetrix SMS**



The screen appears please note administrator rights are required to download install **GMetrix SMS software for Windows**.

The following screens will appear.



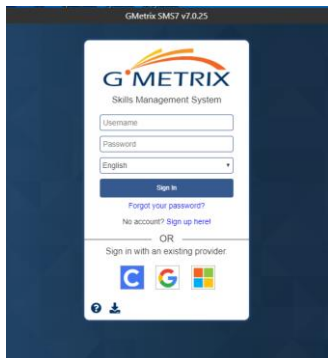
A new icon is now installed on your desktop.





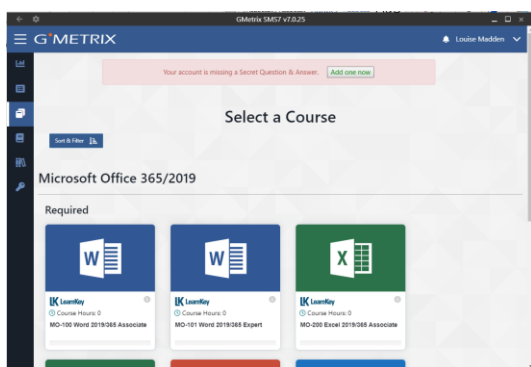
- MLCSU Staff on icon  to access **GMetrix**

The **GMetrix** screen appears



- MLCSU Staff enter Username & Password, then **Sign In**

- MLCSU staff use menu on left to access Dashboard, Tests, Courses, Study Guides



**Dashboard**

Snapshot of recent activity

**Tests**

used to demonstrate proficiency

**Courses**

interactive software using videos, projects students work through topics

**Study Guides**

dashboard displaying progress in specified topic

## Frequently Asked Questions

### Course Information

**Q) What is the Microsoft Office Specialist certification?**

**A)** Recognised qualification proving skills and abilities in Microsoft's Office applications.

**Q) What Applications are part of the Microsoft Office Specialist certification?**

**A)** Word, Excel, PowerPoint, Outlook and Access (Access is not funded by MLCSU).

**Q) How can I establish my existing knowledge?**

**A)** The Microsoft syllabus for each module can be viewed as either [Objective Domains](#) or [Skills Measured](#) review as part of your preparation for the Microsoft exam. If enrolled use Gmetrix Skills **Review** and **Study Guide** to identify and work on development areas. Use [link](#) to view video demonstrating **Skills Review**.

**Q) Can I view the Gmetrix learning environment without enrolling?**

**A)** Yes, please use [link](#) to access GMetrix simulator.

**Q) I want to complete a Microsoft Certification that covers SharePoint & Teams**

**A)** [Microsoft Certification](#) covers the following modules Word, Excel, PowerPoint Outlook and Access . SharePoint & Teams is not currently offered.

## Enrolment

**Q) How do I enrol on course?**

**A)** All candidates complete below steps: -

- 1) Visit [www.gmetrix.com](http://www.gmetrix.com) to create a student account using **Sign up here** option
- 2) Sign into account
- 3) Redeem **course** access code
- 4) Redeem **test** access code

**Q) How do the access codes work?**

**A)** All candidates receive **two** access codes, one provides access to Gmetrix courseware while the other provides access to the practise exam each code need to be redeemed. Access codes are **not** to be posted on any forum or shared with anyone. Failure to follow these rules may result in learners being removed from the course.

**Q) How do I resolve Gmetrix error message “You will need administrator rights to download the GMetrix SMS to your device”.**

**A)** Administrator access is required to install the Gmetrix SMS, please contact your IT Support. Please direct IT support to [article 1](#) , [article 2](#) assist with troubleshooting.

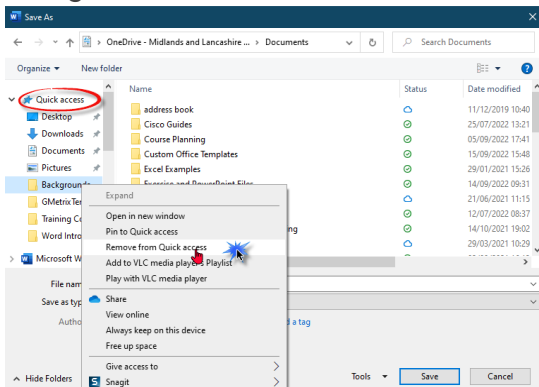
**Q) How do I reset Gmetrix Password**

**A)** Please view [link](#) to view guide on how to reset password.

## Exams

**I’m completing Practice test / exam and can’t locate Gmetrix Templates folder?**

**A)** Navigate to the **Quick Access** section in the top left of navigation pane on the left of an open dialog box displayed when inserting or saving to the Gmetrix Templates folder. Right click on the folders displayed and select **Remove from Quick access** at the top of the menu options. Continue to remove the folders until the **Gmetrix Templates** folder is visible.



**Q) What is the pass mark to receive Microsoft Office Specialist certification?**

**A)** Pass exam (pass mark >700) in either Word, Excel, PowerPoint, Outlook and Access. (Access is not funded MLCSU)

**Q) How can I successfully pass the Microsoft Office Specialist certification?**

**A)** Prepare for exam by first using **Skills Review** and **Study Guide** to identify and work on development areas. Achieve **>90%** on **two** occasions when completing practise exams in **testing** mode. The Microsoft syllabus for each module can be viewed as either [Objective Domains](#) or [Skills Measured](#) review as part of your preparation for the Microsoft exam. MLCSU book exams for candidates after candidates confirm they have successfully achieved **>90%** on **two** occasions when completing practise exams in **testing** mode.

**Q) What is the process involved in sitting a Microsoft Examination (Associate / Expert)?**

**A)** The exam takes place virtually candidates join a teams call with proctor. The proctor provides candidates with access to virtual exam environment. Candidates login and work through projects designed to test candidates' knowledge of module. Once the exam is completed it is graded and results are provided on screen. Please access [video](#) explaining taking an exam from home & view [video](#) explaining Microsoft Office Specialist Exam Environment.

**Q) What are requirements to sit a Microsoft Associate Examination?**

**A)** **Before** requesting the Microsoft **Associate** Certification Exam please ensure you have achieved a minimum of **>90%** on at least **two** separate occasions when completing practise exams in testing mode.

**Q) What are requirements to sit a Microsoft Expert Examination?**

**A)** **Before** requesting the Microsoft **Expert** Certification Exam, you will be required to **demonstrate** adequate knowledge e.g., complete Microsoft Associate module, complete Microsoft Expert module and all exams.

**Q) Can I just sit the Microsoft Expert (Word / Excel) Certification exam?**

**A)** Please note you are required to demonstrate knowledge before requesting the Microsoft Expert exam this can be achieved by: -

- Completing Microsoft Associate module and or practise exams
- Completing Microsoft Expert module and achieving > 90 in two practice exams in testing mode

**Q) Is there an exam resit procedure?**

**A)** Yes, the steps required before resitting exam are dependent on the actual exam mark achieved. This certification, course is funded by MLCSU all learners are expected to attempt exam when adequately prepared by achieving **>90%** on **two** occasions when completing practise exams in **testing** mode.

**Q) Is it possible to view exam results and reporting exam score after completion of examination?**

**A)** Login into your candidate account on Certiport, click on **My Transcript**, select **My Certiport** tab, click on Score Report next to exam.

**Q) I just want to gain the Microsoft Office Specialist certification and not use GMetrix?**

**A)** Please note you are required to demonstrate knowledge before requesting a Microsoft Certification Exam this can be achieved by: -

- Completing Microsoft Module and practise exams achieving > 90 in two practice exams in testing mode

## Completion

**Q) I just want to work through the course and not take an exam? MLCSU learners only**

**A)** You can access Leankey software to gain knowledge and request a certificate of completion once you have completed all elements

**Q) How long does it take to compete a Microsoft Certification?**

**A)** Completing GMetrix software for each application can take 30 hours however times will vary for individual learners as more or less time may be required to complete self-study utilising GMetrix and MLCSU resources as well as utilising elements of the Microsoft

Office Application as part of on-the-job use. This is a rough guide to assist with determining the time required to prepare sufficiently to successfully complete an exam. MLCSU have funded the MOS Certification training time used by staff to complete training is agreed by line manager on a case-by-case basis. All MLCSU should review the HR10 Further Education & CPD policy available on Nugget before registering an interest to complete certification.

**Q) Is there a time scale for completion of Microsoft Office Certification?**

**A)** When registering interest, you state an estimated completion date. It is recommended that within 8 weeks of enrolment a date is scheduled to take examination. Setting a date provides a goal to assist with you completing this independent learning. MLCSU have funded MOS Certification training, time used by staff to complete training is agreed by line manager on a case-by-case basis. SDN learners please refer to relevant documentation.

**Q) How do I start a Skills Review in Gmetrix**

**A)** Use [link](#) to view video demonstrating steps

**Q) How should I use the Student Workbook**

**A)** The Student Workbook is available within your chosen module; it is a resource for you to use as part of your learning. Once downloaded you do not need to upload your completed Student Workbook back to Gmetrix. The Student Workbook does not contribute to the completion statistics of the course you are completing.

**Q) How can I view my progress in Gmetrix**

**A)** To view tests previously taken on Gmetrix. Click on **Test**, select **Completed Test, Click on selected test.**

To view Student Activity Report, Click **Courses**, select required course, Click on **View Activity Report.**

**Q) How does it work regarding payback part of corporate policy? MLCSU Learners only**

**A)** MLCSU provides staff at no charge, access to resources and exams to complete MOS certification. All MLCSU should review the HR10 Further Education & CPD policy available on Nugget before registering an interest to complete certification.

**Q) Can staff use 10 working days in line with corporate policy to complete MOS certification? MLCSU Learners only**

**A)** MOS certification is not funded from the training budget. Each line manager will decide on a case-by-case basis regarding what time will be provided to complete certification.

**Q) How do I enrol? MLCSU Learners only**

**A)** Complete form registering interest. Further opportunities for staff to complete the Microsoft Office Specialist certification will be published on Nugget.

**Q) Is there a set order or way to complete Microsoft Office Specialist Certification? MLCSU Learners only**

**A)** You will be provided access to **all** the learning materials for **all** the office applications (Word, Excel, PowerPoint & Outlook) it's your choice in terms of which application to complete first. You may choose to start with what you know e.g. Word and then move to other applications. Others decide to stick with a subject e.g. complete Word Associate then Word Expert while others want to achieve the [Microsoft Office Specialist Associate certification](#), passing any three Microsoft Office Specialist exams. The order you decide



to complete exams is up to you based on personal development needs and the needs of the business.

- Q) Are there any other resources available covering Microsoft Office Applications**  
**A)** [MLCSU Academy](#) provide resources covering Microsoft Office Applications, [register](#) for access to site.

## Exams

- Q) What is the pass mark to receive Microsoft Office Specialist certification?**  
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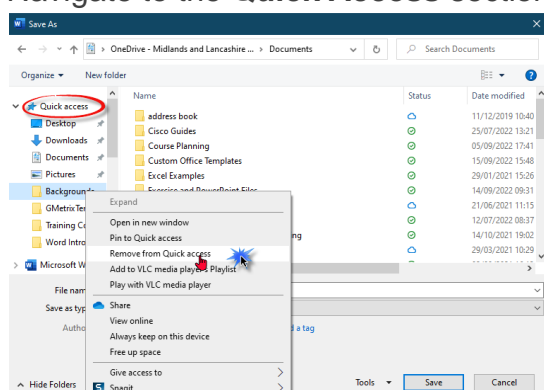
**A)** Login into your candidate account on Certiport, click on **My Transcript**, select **My Certiport** tab, click on Score Report next to exam.

**Q) I just want to gain the Microsoft Office Specialist certification and not use GMetrix?**

**A)** Access GMetrix platform and use the Skills Review to establish existing knowledge the pass mark is >700. Achieve >**90%** on **two** occasions when completing practise exams in **testing** mode as preparation to take exam.

**Q) I'm completing Practice test / exam and can't locate Gmetrix Templates folder?**

**A)** Navigate to the **Quick Access** section in the top left of navigation pane on the left of an open dialog box displayed when inserting or saving to the Gmetrix Templates folder. Right click on the folders displayed and select **Remove from Quick access** at the top of the menu options. Continue to remove the folders until the **Gmetrix Templates** folder is visible.



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**A)** [Microsoft Certification](#) covers the following modules Word, Excel, PowerPoint Outlook And Access , SharePoint & Teams is not currently offered. [MLCSU Academy](#) provide resources covering Microsoft Office Applications [register](#) for access to site.

**Q) Are there any other resources available covering Microsoft Office Applications**

**A)** [MLCSU Academy](#) has access to many resources as a MLCSU staff please register to receive access. It is also possible to access the [Digital Learning Solutions](#) for further resources.

Please use this link to view [Gmetrix](#) FAQs

Please use this link to view [Certiport](#) FAQs



Professional Development



For CyberStrong (our cyber security course)

Trainee Development - Gold



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mlcsu

Midlands and Lancashire Commissioning Support Unit

[midlandsandlancashirecsu.nhs.uk](http://midlandsandlancashirecsu.nhs.uk)