

From: [DII - Service Desk Information](#)
To: [DII - Service Desk Information](#)
Cc: [DII - O365 Project](#)
Subject: New Online Training for Office 365 Now Available to State Employees
Date: Wednesday, April 20, 2016 3:52:45 PM

As you may be aware, Online Training for Office 365 was available through our Microsoft Training Partner, Brainstorm Quickhelp. That online training ended on April 15th, 2016.

The State of Vermont, Dept. of Information and Innovation, has contracted with KnowledgeWave to provide Office 365 online training for all State Employees. The Online Training assists users with the new capabilities of Office 365, including but not limited to Outlook, Word, Excel, and PowerPoint. In addition, training videos are available for other programs like Adobe. These trainings will help you, our users, take advantage of Office 365's great potential.

All State employees are now members of the KnowledgeWave training and will have access to the KnowledgeWave Learning Site (KLS). This service has been paid for by DII for all State employees for one year. No additional costs will be assessed to departments unless members request the Additional Services defined below.

KLS is a Members-Only Service that includes:

- Unlimited access to the KLS library of training videos – videos are 1-3 minutes' long
- Free monthly members-only training webinars

Additional Services: Members also receive discounts on **Additional Services** from KnowledgeWave. Additional services may include instructor-led public classes and private classes, coaching and consulting.

PLEASE NOTE: Payment for additional services is the responsibility of each Department/Agency. Employees must seek prior approval for any additional services before enrolling.

What Do I need to Do?

DII has sent a list of users (state employees) to KnowledgeWave to set up login accounts. In the next week to week and half, they will be sending you two emails – one that explains the set up process, and the email asking you to set up your account (sample below). Please follow the instructions so you are able to login and access the training videos and documents available to you.

To view more information about this online training, please visit the DII Website: <http://dii.vermont.gov/support/ms365>

If you have any trouble with setting up your account, please contact KnowledgeWave directly at education@knowledgewave.com or [1-800-831-8449](tel:1-800-831-8449).

*****EXAMPLE EMAIL FROM KNOWLEDGEWAVE******

[Email will come from: KnowledgeWave <education@mg.knowledgewave.com>]

Hi [username],

DII, State of Vermont, is pleased to provide you with a KnowledgeWave membership.

KnowledgeWave provides software training for popular business applications.

PLEASE SET UP YOUR ACCOUNT using the link below. This link is unique to you and can only be used once for initial account set up.

<http://members.knowledgewave.com/secure/invites/1235-abcdee-138790-dcefkls>

If you have any trouble, please contact us at education@knowledgewave.com or [1-800-831-8449](tel:1-800-831-8449).

Welcome, and we hope you learn a lot!

Sincerely,
The KnowledgeWave Team

30 Community Drive, Suite 5
South Burlington, VT 05403

www.KnowledgeWave.com
[800.831.8449](tel:800.831.8449)

*****END -- EXAMPLE EMAIL FROM KNOWLEDGEWAVE*******