Frequently asked questions (FAQ)

General info about the Baltics Digital Skills Development Program

What is Baltics Digital Skills Development Program?	Baltic Digital Skills Development program is established within the framework of Microsoft Global skilling initiative and will be based on Microsoft Learn role-based learning.
	Main focus of the program is to equip audience with computing and AI skills by offering learning pathways and credentials, and by offering "Learning-by-doing" approach to apply newly acquired skills into the "real-life" work experience.
	The program consists of two modules – the first module Data and Business Analytics and the second module "Low-code, No-code platform fundamentals".
	Participant can choose to learn one or another module or both.
	More info can be find in the program landing pages for each country Latvia, Lithuania, Estonia
Do i have to pay to participate at the program?	Studies are **free of charge** except if you decide to continue studies and prepare for an exam to get a Microsoft Certificate, then certain fees apply.
Do I need any specific skill in order to finish the program?	No tech background required, but basic English language skills, mainly reading skills is needed and computer skills, including basic skills to use MS Office software
Can I change the module during the learning course?	You can change the module during the course, but in order to receive the necessary information and get access to recordings and learning materials reach out to e-mail: skills@lu.lv
Is there any chat group for the participants of the program?	All information about the program and courses are available in the program landing pages for each country Latvia, Lithuania, Estonia and also in the e-learning platform. All resources are available in Microsoft Learn platform.
	Participants can reach out to program organizers using LUMIC FB profile or sending an e-mail to skills@lu.lv.
	There is community group named "**Microsoft Learning**" established by one of Program participant in the Discord platform. All participants who want to learn together, share experience, and ask questions to other participants or program organizers, are more than welcome to join.

Course content and recourses

Where to find course content and learning materials?	Course content with all the links (learning path) you can find in the program landing pages for each country Latvia, Lithuania, Estonia and also in the e-learning platform. All resources are available in Microsoft Learn platform.
What is the language of the program?	As program is established across the Baltics, all program courses and online webinars are conducted in the English.
Are Microsoft learning materials only available in the e-learning platform (moodle)?	No. All Microsoft learning materials for the courses (learning paths) are also available in the program landing pages for each country Latvia,

	Lithuania, Estonia. But if you want to view recordings from online webinars and see presentation then you will need to log in in the e-learning platform using GUEST log in and password that was provided by e-mail. Instructions how to access e-learning platform is HERE.
How to find courses in www.microsoft.com?	To access needed learning materials, don't forget to register (if you haven't done it yet) on the Microsoft Learn platform. Please find instructions how to use Microsoft Learn platform and start you learning journey: • Participants from Latvia • Participants from Lithuania • Participants from Estonia We have also consolidated all learning path in the Microsoft Learn platform, making it event easier to truck your progress of the course: • Module I – Business and Data Analytics • Module II – Low-code/No-code platform fundamentals

How to get access to Power Platform?	The Power Platform is a collective term for four Microsoft products:
	 Power BI, Power Apps, Power Automate and Power Virtual Agents.
	 Here are links to access to Power platform tools:
	 1) Microsoft Power Platform
	 2) Power BI
	     a. Power BI service, click here app.powerbi.com
	     b. Power BI Desktop, click here Windows Store
	 Power BI Mobile app, Download form App Store, Windows Store or Google Play.

Would we have access to use power platform during the learning period to gain practice?	You can access the Power Platform through a Microsoft account. If you do not have a Microsoft account, follow the instructions.
Will we get the access to Power App for free?	You can access the Power Platform through a Microsoft account. If you do not have a Microsoft account, follow the instructions.
I would appreciate a mention to low code/no code cloud platforms offered by other companies (Amazon/Google) and what made you choose Microsoft Azure among the other options	Microsoft Power Platform is a **group of products** offered by Microsoft to develop and build complex business solutions, analyze data, automate a business process, build virtual agents and create apps. The aim of the course is to introduce with Microsoft low-code/no code products.
What are the limitations of powerapps (for the future) and workarounds?	Some of the limitations will be mentioned by the industry in their examples.
Do we have to have the tools downloaded for the next meeting?	It's optional, but you can already do it.
Do these chatbots work with Latvian, Estonian and Lithuanian languages?"	Power Virtual Agents is now available in more languages: https://powervirtualagents.microsoft.com/en-us/blog/power-virtual-agents-is-now-available-in-more-languages/
Does these tools require Administrator rights for installation on computer?	No.

Will I be able to use this Virtual Agent in my website? How it will be connected?	More details on Power Virtual Agents will be in the 5th meeting, taking place on March 3, 2021.
Multiple practical exercises require Dataverse+MS Dynamics 365 + Power Apps, which means all of them should be connected under one account. If you will provide access to Power BI, Power Aps etc separately, will we have the necessary infrastructure to actually complete the practical tasks?"	You will have the necessary infrastructure to complete the practical task. The first essential practical work will start with the 3rd module.
How to get access to Power BI?	Please find instruction how to install and get access to Power BI tool.
Do we should have PowerBI PRO?	No, you don't have to. In the margins of the course, it will be sufficient to have Power BI Desktop, that is for free. Here's how to get started with Power BI.
I have a problem with a module "Create a data-driven story with Power BI reports" in the Business and Data Analysis course. This module is a huge theoretical enumeration of practical features, and there is a lab in the end. Students are supposed to log into a VM, open a report and practice with it, but the file is inaccessible. What should we do?	Log in to a VM, open File Explorer and browse to D:\DA100\Lab09A\Starter and open Sales Report.pbix file
Currently I am reviewing section - Create dashboards in Power BI, and in the part - Lab - Create a Power BI dashboard there is reference to the Sales Report file Adventure Works which was to be set up in previous lessons;	In Power BI Desktop, navigate to D:\DA100\Lab09A\Starter folder, and open Sales Report.pbix file The best way is to set up the report file following the lab: https://docs.microsoft.com/en-us/learn/modules/data-driven-story-power-bi/13-lab

Online webinars

How to join online webinars?	Please find instructions how to join online webinars via Microsoft Teams LIVE Event.
Will online webinars be recorded and available later?	Yes. All online webinars will be recorded and will be available in the e-learning platform to all registered participants.
Will presentation slides from online webinars be available for download?	Yes. All presentation slides will be available for participants use in the e-learning platform to all registered participants.
How long online webinars will take place?	Online webinars are taking place every Wednesday at 18:30 for 8 weeks. Duration of each webinar will be up to 90 minutes. Schedule of the webinars you can find in the program landing pages for each country Latvia, Lithuania, Estonia and also in the e-learning platform
What if I am logged in for the online webinar from different MS account, would I be able to see the lectures from my account later?	Yes. All online webinars will be recorded and will be available in the e-learning platform to all registered participants. In the e-learning platform you will log in as GUEST using password that was provided to you by e-mail.
Do attendance to online webinars are mandatory?	No. Program is based on self-study, every program participant acquires the knowledge within 8 weeks at a time and speed that suits him/her,

	using study resources available in Microsoft Learn platform. Online webinars are supplementing the learning path and during the webinars Program Leaders together with industry experts will share their experience how to apply the gained knowledge in practice.
	All online webinars will be recorded and will be available in the e-learning platform to all registered participants.

E-learning platform (Moodle)

What is the e-learning platform?	Program partner University of Latvia has created dedicated space for the program in the e-learning platform (Moodle). In this platform you will be able to find: • Course content with all the learning links • Presentations • Recording of the webinar • Q&A section from the webinar • Additional recourses • And pass the final test at the end of the program (additional information will be shared about the test)
How to log in to the e-learning platform?	Please find and use instructions how to log in in the e-learning platform with guest account.
Do we have to create our own accounts or should learn using guest account?	No, you do not need to create your own account in order to access learning materials, online webinar recordings and presentations. You can use guest account. Use instructions how to log in with guest account.

Learning process

Will we get any grades during whole learning process?	No, but in order to receive Program Certification you will need to pass final test that is prepared by Program Leaders.
Where can register for the final test?	Final test will be taking place in e-learning platform and more details about the final test will follow and will be shared with all registered participants. Stay tuned.
How many times you can try to redo the final test?	Every participant will have opportunity to pass final test 2 times in order to complete program successfully. More details about the final test will follow and will be shared with all registered participants. Stay tuned.
What type of certificate will we get after passing the test?	After the end of the course after passing successfully final test that is prepared by Program Leaders. Participant will receive Baltic Digitals Skills Development Program Certificate to confirm completion of the program. Certificate will be available also in pdf. format for download and participants will have the opportunity to update their social media profile with digital badge.
How the learning process will be organized?	Program is based on self-study – every program participant acquires the knowledge within 8 weeks at a time and speed that suits him/her, using study resources available in Microsoft Learn platform. Self-studies will be supplemented with online webinars for each module during which the Program Leaders together with industry experts will share their experience how to apply the gained knowledge in practice.

How to start learning process?	Please find guidelines how to start your learning journey. • Participants from [Latvia](#) • Participants from [Lithuania](#) • Participants from [Estonia](#)
If I already started the course before online webinars, will my current progress be saved, or I have to start from zero?"	If you have signed in [Microsoft Learn](#) platform, your progress remains, and you can continue truck your learning progress.
Started to learn the materials, but I didn't find where and how to do the practical work?"	Program Leaders for each module will provide all necessary information and guidance about practical tasks during online webinars.
Certification	
What is the Baltic Digitals Skills Development Program Certificate that will be issued by University of Latvia?	After the end of the course in order to receive Baltic Digitals Skills Development Program Certificate that course module has been completed successfully, participant will have to pass final test that is prepared by Program Leaders. University of Latvia will issue digital Baltic Digitals Skills Development Program Certificate that will be available also in pdf. format for download and participants will have the opportunity to update their social media profile with digital badge. This certificate is for **free at no cost.**
What is Microsoft Certificate?	After completing the course, you have opportunity to continue your learning journey and improve your knowledge by signing up for exam to pass [Microsoft Certificate](#). [Microsoft Certifications](#) give a professional advantage by providing globally recognized and industry-endorsed evidence of mastering skills in a digital and cloud businesses. With industry-recognized certifications, you'll have the opportunity to update your LinkedIn profile and increase opportunities to attract recruiters and potential employers for job opportunities. Certifications are a powerful asset for job seekers and those looking to advance in their career. In fact, certifications help make hiring easier, helping job seekers stand out. [Learn more.](#) **Certain fees apply** to pass exam to receive Microsoft Certificate. [Learn more](#)
What is the difference between Baltic Digitals Skills Development Program Certificate and Microsoft Certificate?	Baltic Digitals Skills Development Program Certificate confirms your knowledge and completion of the course and **it is for free at no cost.** [Microsoft Certifications](#) give a professional advantage by providing globally recognized and industry-endorsed evidence of mastering skills in a digital and cloud businesses. **Certain fees apply to pass exam to receive Microsoft Certification.**