

My Learning Center Dealer Help Guide

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MY LEARNING CENTER [ACCESS]

My Learning Center is your central location for professional training resources that help strengthen careers and businesses. We believe in providing high quality learning experiences both online and in the classroom.

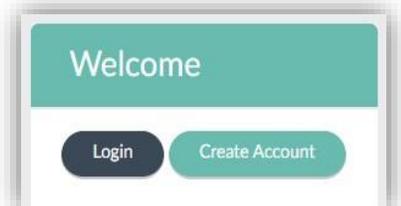
HOW TO ACCESS:

- **Log in with a GoSite Secure Dealer login:** One universal user account per company
 - Click the My Learning Center tab



OR

- **Create a personal training account at MLCtraining.com:** Individualized tracking and certificates
 - **Select Create Account**
 - **Complete form** – Under the question **Additional Branded Access Needed**, select **YES** and provide the brand(s) you are requesting access to and any additional information that would allow My Learning Center to authenticate that access.
 - **Access Training** – Immediate access to all non-branded content will be available. Once branding is verified, access to additional courses will be automatic.
- If you have any issues with access please contact My Learning Center at mylearning@icpusa.com



MY LEARNING CENTER [STATIC NAVIGATION]

My Learning Center is designed with static navigational tool bars across the top and on the right side. These navigation bars will be available from anywhere in the site to help quickly and easily find what you need.



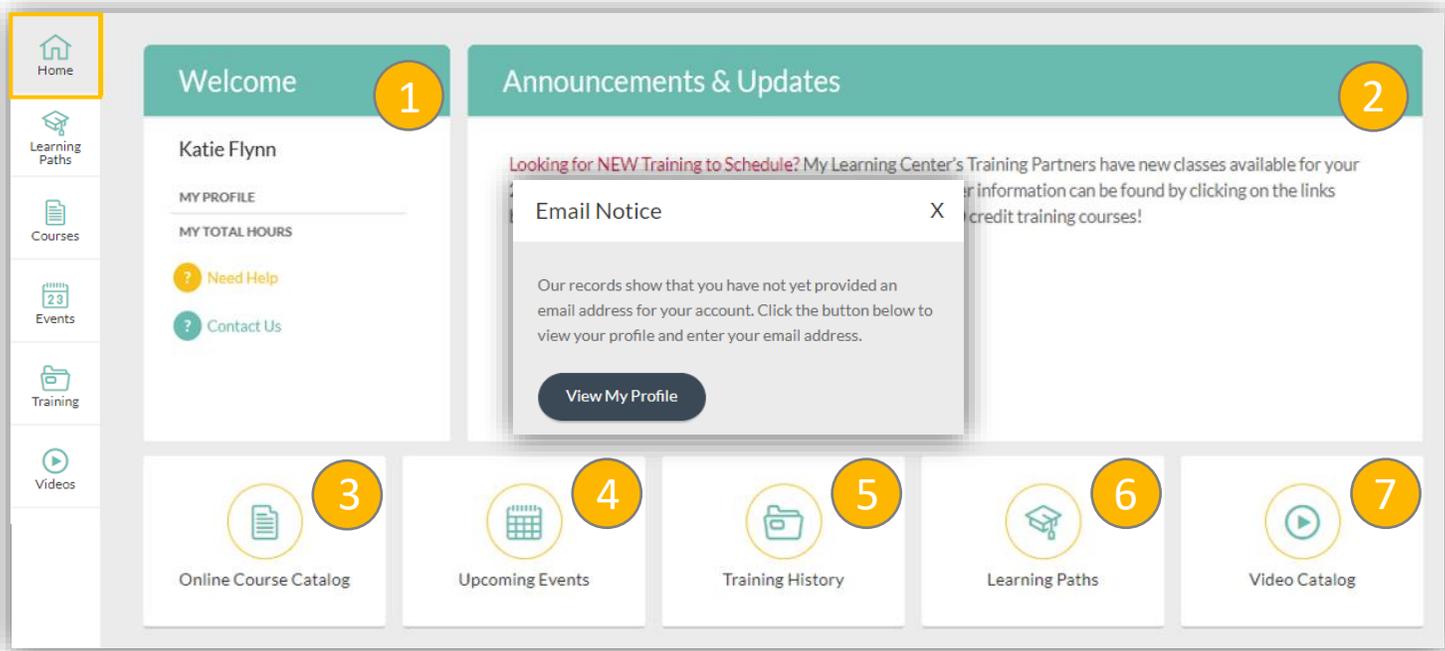
1. Click the **Company Hours** button from anywhere in the site and a window will display your personal hours and your company hours.
 2. Click the **Cart** icon to display online courses that are awaiting purchase.
 3. Clicking the **Help** icon from anywhere in the site will display a pop-up with helpful tips specific to the page you are viewing, as well as downloadable resources.
 4. The **User** icon will display a drop-down menu that provides access to your profile information and training hours.
- ✓ Use this depicted down arrow found throughout the site to display various actions available.
- In field headers, the arrow will allow for the fields to be customized to your needs.
 - In a course or event listing, the icon will allow you to select your next action.

A screenshot of the My Learning Center navigation menu. The menu is a vertical list of items, each with an icon and a description. The items are: Home (house icon), Learning Paths (graduation cap icon), Courses (document icon), Events (calendar icon), Training (folder icon), and Videos (play button icon). The entire menu is enclosed in a dark blue header with "[MY] Learning Center" and a light blue border. A yellow box highlights the left side of the menu items.

 Home	Home will navigate back to the primary landing page from anywhere in the site. From here you can see announcements and utilize the My Learning Center quick links.
 Learning Paths	Learning Paths will take you to role specific paths which provide access to online content applicable to the listed area.
 Courses	Courses will take you to the online and classroom course catalog. Browse the course catalog and trainer biographies while registering for online courses.
 Events	Events will provide an events calendar where you can easily see and register for scheduled events.
 Training	Training is an area that can be used to look at historic information for your dealership. View online and classroom courses completed and export this information for your company records.
 Videos	Videos is a growing mobile friendly video catalog that can be accessed directly from any device.

MY LEARNING CENTER [HOME]

The Home page is the first page visible when entering My Learning Center.



1. The **Welcome** Panel provides links to profile information, training hours, help menu, and contact information for My Learning Center. The first time a Universal User logs in they will see an Email Notice and be asked to provide an email. This email is used for event notifications and can be edited at any time through *MY PROFILE*.
2. My Learning Center will utilize the **Announcements** space to communicate new courses and other valuable information.
3. **Online Course Catalog** will take you to the Courses section to browse the course catalog, trainer biographies, and take online training.
4. **Upcoming Events** will open the events calendar. Easily see and register for scheduled events.
5. The **Training History** quick link opens the Training section. Look at historic online and classroom training information for yourself and your dealership.
6. **Learning Paths** will take you to a variety of role specific paths to choose from, which will provide access to related online content.
7. **Video Catalog** will take you to the Videos section of My Learning Center where you can browse mobile friendly videos.

MY LEARNING CENTER [LEARNING PATHS]

1. Toggle between paths for your company's brands, if applicable.
2. Click on a tile to find online content related to the listed role.
3. The path overview describes who will benefit from the path, the features of the core content, credit hours, pricing and expiration. Click the purchase path buttons to register yourself or others.
4. Find the required courses associated with the selected path.
5. Suggested videos will be shown that may be of interest because they relate to the listed role.
6. Other suggested courses are listed to further enhance the knowledge associated with the listed role. There is a feature in the action list that allows you to email your distributor to request a classroom course is hosted locally.

1 Arcoaire Comfortmaker Day & Night HEP KeepRite TEMPSTAR

Search by Keyword

Learning Paths

Path Contains NATE Credit

Page 1 of 2

Items Per Page 9

2 Customer Service Representative 17 Online Courses

2 Financial Operations 1 12 Online Courses

2 Financial Operations 2 8 Online Courses

2 Marketing Manager 9 Online Courses

2 Sales Consultant 14 Online Courses

3 Financial Operations 2 8 Online Courses

Purchase Path for Self Purchase Path for Others

4

REQUIRED COURSES

Business Best Practices with Financing (Elite) 0.5 hour(s)	How to Departure Income Statements 1 hour(s)
Making Sense of Your Balance Sheet 1 hour(s)	Making Sense of Your Income Statement 1 hour(s)
Managing Cash With Your Cash Flow Statement 0.5 hour(s)	Service Manager University 6 - ProfitSmart Activities - Turning On the Cash Flow 1 hour(s)
Service Manager University 7 - Goal Setting & Motivation 1 hour(s)	The 2% Romp 1 hour(s)

5

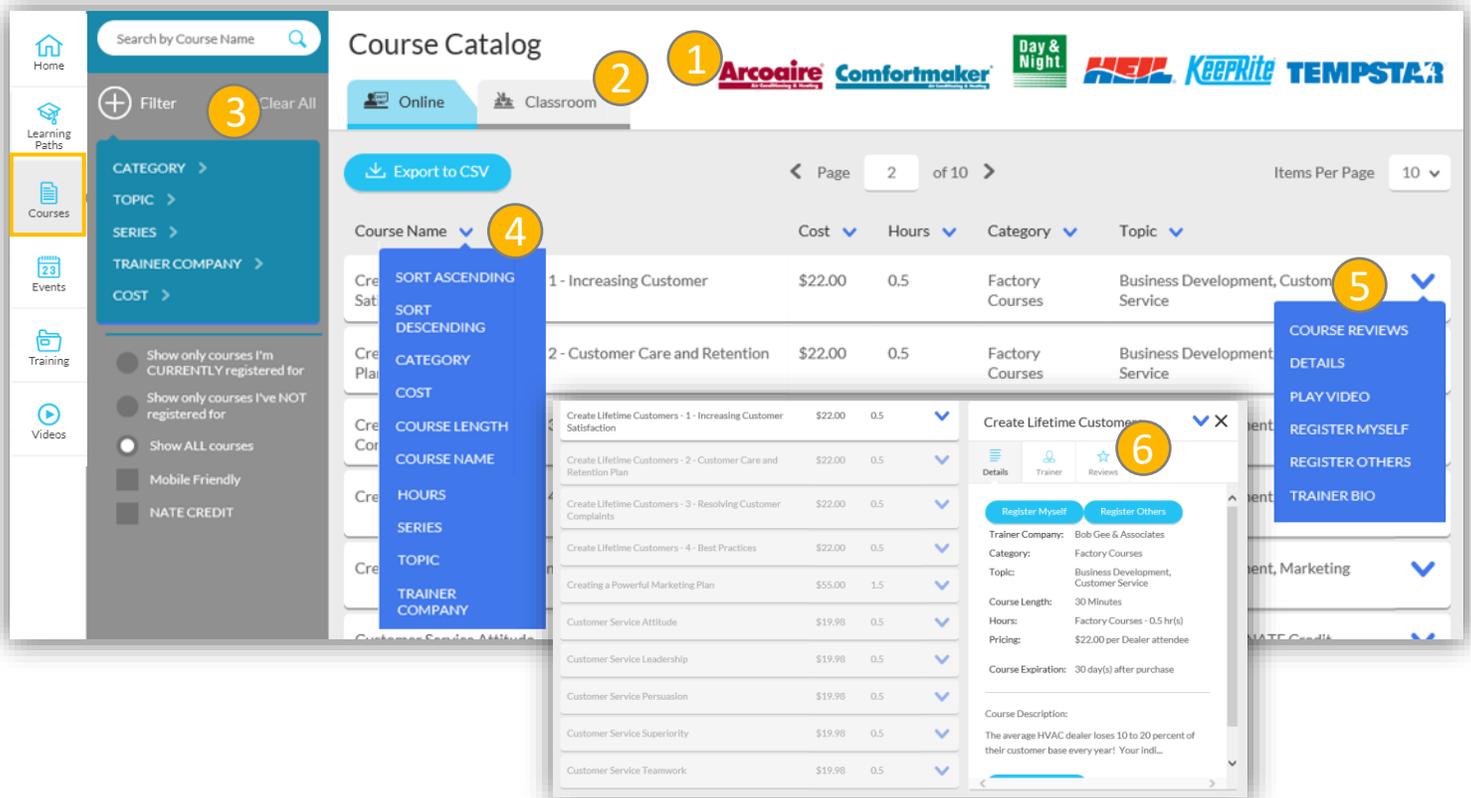
6

OTHER SUGGESTED COURSES

Course	Hours	Category	Type
Art of Financing	8	Factory Courses	Classroom
Accounting & Office Management	16	Factory Courses	Classroom
Wall 1: 6 Steps to \$3 Million+ in Revenue	16	Factory Courses	Classroom
Pre Wall 1: 4 Steps to \$1 Million in Revenue	16	Factory Courses	Classroom

MY LEARNING CENTER [COURSES]

1. Toggle between courses for your company's brands, if applicable.
2. Switch between the Online and Classroom tabs to browse the course catalog for each.
3. The search bar provides the option to search for courses by course title. Or filter the course listing by category, topic, series, training company and cost. Narrow the search by checking the flags for courses you have previously taken, find courses that are mobile friendly or offer NATE credit.
4. Field headers can be customized and sorted by clicking the down arrow next to the header.
5. Use the down arrow (action list) to select your action.
 - a. Online course action list allows you to view course details, reviews or trainer info, register students, print a purchase confirmation, launch purchased courses and print certificates for passed courses.
 - b. Classroom action lists are also used to download course information and view scheduled events.
6. Click on any course listing to reveal the course detail pane. The course detail pane is used to quickly locate information on the course. Browse the courses without ever leaving the page.



MY LEARNING CENTER [EVENTS]

1. The Events section has the ability to toggle between your company's brands, if applicable.
2. The search bar finds events by the course title or event ID. Filter the listings by category, topic, sponsor and location of event.
3. Export events into a spreadsheet or print the training calendar to a PDF file.
4. Field headers can be customized and sorted by clicking the down arrow next to the header. Quickly view the number of students enrolled to an event, the price listed, or the hours.
5. Use the action list to register students, find details and add the event to your Outlook calendar.
6. Scroll month to month or click on a date to locate events quickly.
7. Click on the course name and the calendar is replaced by the detail pane, find information on event location, time, trainer and ELITE hour details.

The screenshot displays the 'Event Calendar' interface. At the top, there is a search bar (1) and a row of logos for sponsors: Arcoaire, Comfortmaker, Day & Night, HSP, KeepRite, and TEMPSTAR. Below the search bar is a filter section (2) with options for Category, Topic, Sponsoring By, and State/Province. To the right of the filter are buttons for 'Export to CSV' and 'Print Calendar' (3). The main area shows a table of events with columns for Event ID, Start Date/Time, and Course Name (4). A dropdown menu is open under the Course Name header, listing various sort options like 'SORT ASCENDING', 'SORT DESCENDING', 'BRAND', 'CATEGORY', 'CITY/STATE', 'COURSE NAME', 'END DATE/TIME', 'EVENT ID', 'EVENT NAME', 'HOURS', 'LOCAL CONTACT', 'LOCATION', 'NO. ENROLLED', 'PRICE', 'SPONSOR', 'START DATE/TIME', and 'STATUS'. An action menu (5) is open for the selected event, containing options: 'ADD TO MY CALENDAR', 'DETAILS', 'REGISTER MYSELF', 'REGISTER OTHERS', 'TRAINER BIO', and 'VIEW ROSTER'. To the right is a calendar view (6) for April 2019. A modal window (7) is open, showing details for the event 'Technician Excellence: Exceeding Expectations', including Event ID, Date/Time, Sponsor, Brand, Local Contact, Location, and Hours.

MY LEARNING CENTER [TRAINING] – HISTORY

The training history section provides all the historic training information for your dealership.

1. Enter the training section with a view of the roster records for individuals in your company. Use the tabs to toggle between classroom and online records.
2. Utilize the search bar to narrow by course name. Use filters to reduce these records by date, category, and attendance status.
3. Export training information into an excel spreadsheet for your company records.
4. Utilize the field headers to customize your view by clicking the down arrow next to the header.
5. Use the action list on the records to view user details, event details and print certificates (online courses will have Universal User name on the certificate).

The screenshot shows the 'Training History' page in the My Learning Center. The interface includes a sidebar with navigation options: Home, Learning Paths, Courses, Events, Training (highlighted), and Videos. The main content area has a search bar and a 'Filter' button (callout 2). Below the search bar are tabs for 'History' and 'Company Directory' (callout 1), and sub-tabs for 'Classroom' and 'Online'. An 'Export to CSV' button is visible (callout 3). The main table displays training records with columns for Start Date/Time, Course, Name, Company, and Status. A dropdown menu is open under the 'Name' header (callout 4), listing various fields for customization. An action menu is open for the first record (callout 5), showing options like 'PRINT CERTIFICATE', 'VIEW EVENT DETAILS', and 'VIEW USER DETAILS'. The table shows records for 'Art of Financing' and 'Foundations' courses.

Start Date/Time	Course	Name	Company	Status
2/15/19 7:30am CST	Art of Financing	SORT ASCENDING		Attended
2/15/19 7:30am CST	Art of Financing	SORT DESCENDING		Attended
2/15/19 7:30am CST	Art of Financing	CATEGORY		Attended
9/15/16 9:00am CDT	Foundations	CITY/STATE		Attended
9/15/16 9:00am CDT	Foundations	COMPANY		Attended
9/15/16 9:00am CDT	Foundations	COMPANY HVAC ID		Attended
9/15/16 9:00am CDT	Foundations	COURSE		Attended
9/15/16 9:00am CDT	Foundations	EMAIL		Attended
9/15/16 9:00am CDT	Foundations	EVENT ID		Attended
9/15/16 9:00am CDT	Foundations	EVENT NAME		Attended
9/15/16 9:00am CDT	Foundations	HOURS		Attended
9/15/16 9:00am CDT	Foundations	HVAC ID		Attended
9/15/16 9:00am CDT	Foundations	LEARNING PATH		Attended
9/15/16 9:00am CDT	Foundations	NAME		Attended
9/15/16 9:00am CDT	Foundations	SPONSOR		Attended
9/15/16 9:00am CDT	Foundations	START DATE/TIME		Attended
9/15/16 9:00am CDT	Foundations	STATUS		Attended

MY LEARNING CENTER [TRAINING] – COMPANY DIRECTORY

1. Switch to the **Company Directory** section for all the historic training information regarding your company’s users that are set-up in My Learning Center.
 - Users with an HVAC ID of 0 are write-in users, they do not have access to My Learning Center but have been registered for a classroom event.
2. Use the search and filter tools to locate the user.
3. Export data into an excel sheet for company records.
4. Field headers can be customized to view various user data.
5. The action list links to the user’s training records and gives a quick view of their hours.

The screenshot shows the 'Company Directory' page in My Learning Center. It includes a search bar, a filter menu (set to 'Status: Active'), and a table of users. A dropdown menu is open for the 'Last Name' header, showing options like 'SORT ASCENDING', 'SORT DESCENDING', 'COMPANY HVAC ID', 'COMPANY NAME', 'EMAIL', 'FAX', 'FIRST NAME', 'HVAC ID', 'LAST NAME', 'MIDDLE NAME', and 'PHONE'. A 'Total Hours' modal is open for 'Universal User', showing 8 factory courses and 4 distributor courses for the year 2019. Callouts 1-5 point to the 'Company Directory' tab, the filter menu, the 'Export to CSV' button, the dropdown menu, and the 'Total Hours' modal respectively.

First Name	Last Name	HVAC ID	Company Name	Company HVAC ID
Charles	E	0		
Laurie	E	0		
Justin	In	0		
Sam	S	0		
Universal	U	1		
Heather	V	0		

Total Hours

View by: User Hours | Year: 2019

Universal User

FACTORY COURSES: 8
DISTRIBUTOR COURSES: 4

To view training details, please [click here](#).

MY LEARNING CENTER [VIDEOS]

The video section is an additional resource My Learning Center offers which has a catalog of mobile friendly videos that can be accessed at any time.

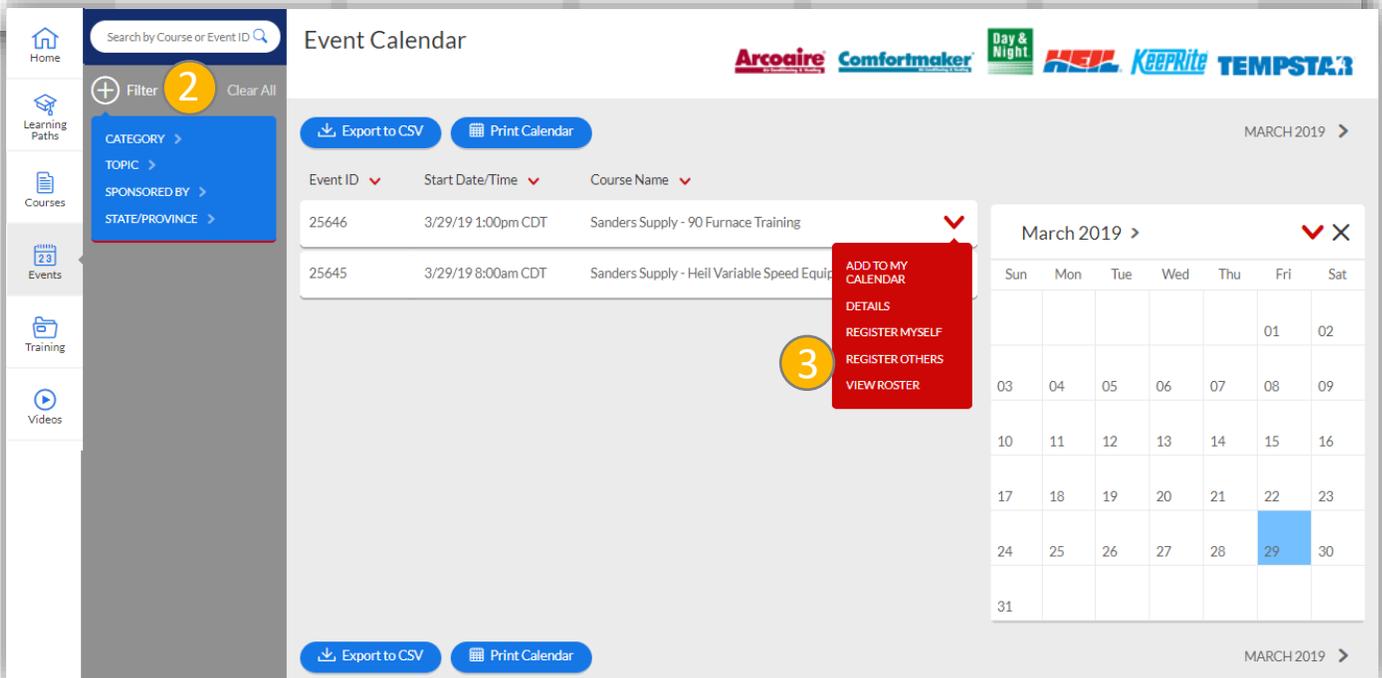
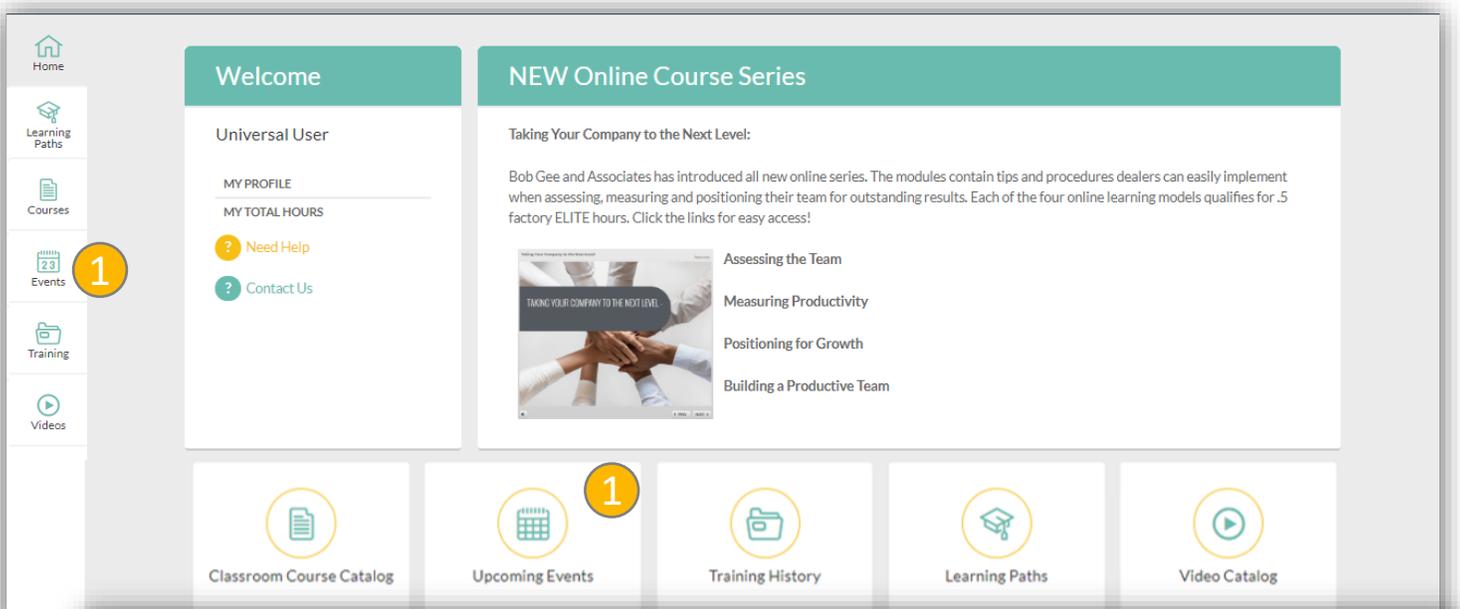
1. Toggle between your company's brands (if applicable) to find equipment specific videos.
2. Utilize the search bar to find a video by title or use the filter options to select a specific topic.
3. Click a video and the screen is replaced with information about the selected video. Here you will be able to view the video in the given window or enlarge to full screen.
4. Details about the video are given including designated topic, length of video, short descriptions and any downloadable material (when applicable).
5. Suggested videos show other videos that may be of interest because they relate to the current topic.

The screenshot displays the 'Video Catalog' interface. On the left sidebar, the 'Videos' option is highlighted. The main area shows a grid of video thumbnails. The selected video, '2018 Packaging Enhancements', is shown in a larger view. This view includes a video player, a description, and a 'Suggested Videos' section. The interface also features a search bar and filter options at the top.

[CLASSROOM EVENT REGISTRATION]

To register students to upcoming events follow the steps below.

1. Select **Upcoming Events** from the My Learning Center home page.
2. Utilize the search, filters or calendar to locate the event you would like to register students to.
3. Select **Register Others** from the action list to the right of the course listing. It is not suggested that you select Register Myself for classroom event registration as this will only register the Universal User profile.



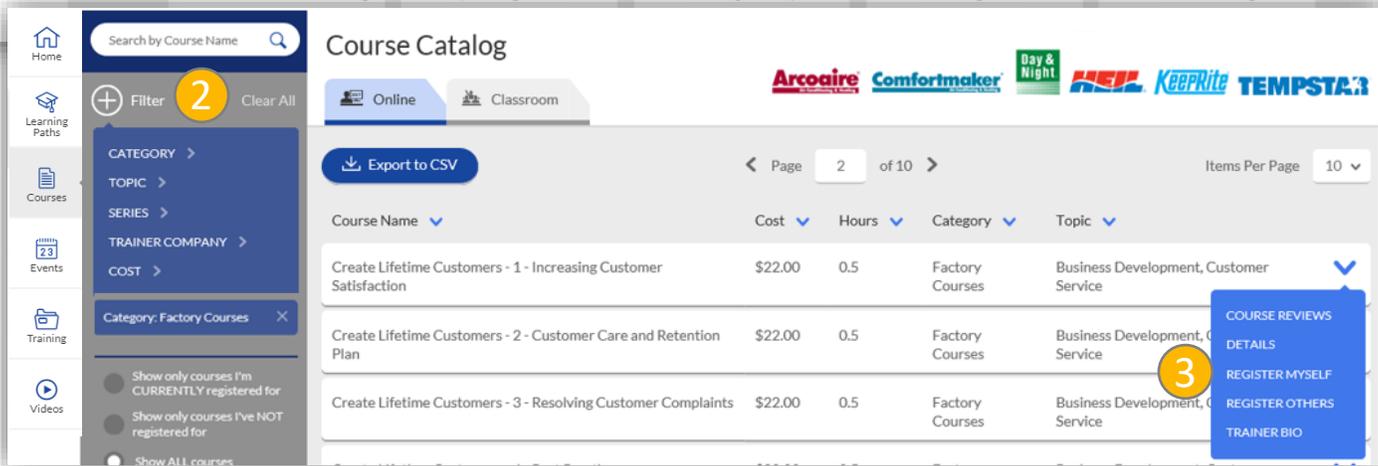
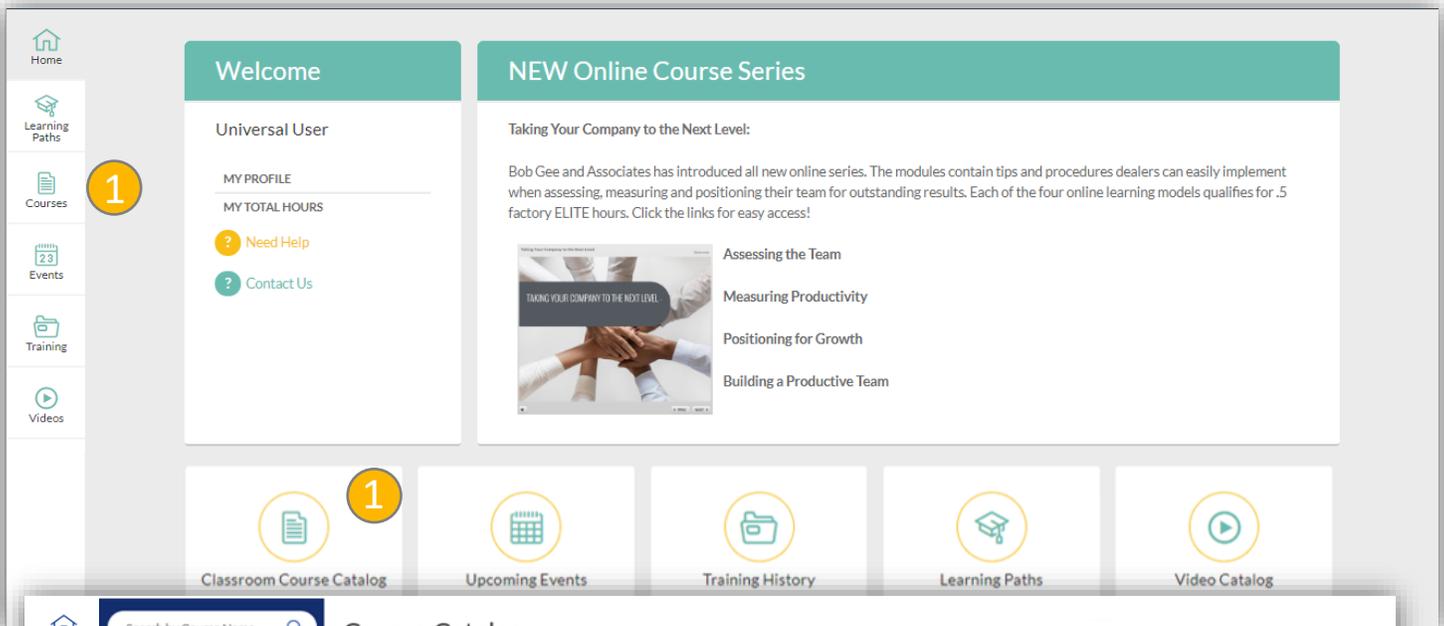
4. From the user list provided, use the action list to the right of the name and click Add to Queue for each company member you would like to register.
5. If you do not see the person you would like to register, or only see Universal User, click **Add Write-In**.
 - Complete the Write-in form
 - Click *Add to Queue*
 - Click the (x) to close the pop-up window
 - Write-ins will appear as part of the company member list for future registrations.
6. Once individuals are added to the Roster Queue you may use the action list to edit a write-in or remove the member.
7. Click **Add to Roster**
8. Click **Confirm Registration**

The image displays three overlapping screenshots of a registration interface. The top screenshot shows the 'Add Others from your Company' form with a table containing 'James' and 'ALLSTATE AIR', and an 'ADD TO QUEUE' button (circled 4). The middle screenshot shows the 'Write-In Attendee' form (circled 5) and the 'Roster Queue' table with 'James' and 'ALLSTATE AIR', and buttons for 'Register Myself', 'Add Write-In' (circled 5), 'Add to Roster' (circled 7), and 'Cancel & Exit'. The bottom screenshot shows the 'Registration Queue' table with 'James' and 'ALLSTATE AIR', and buttons for 'Edit Attendees', 'Confirm Registration' (circled 8), and 'Cancel & Exit'.

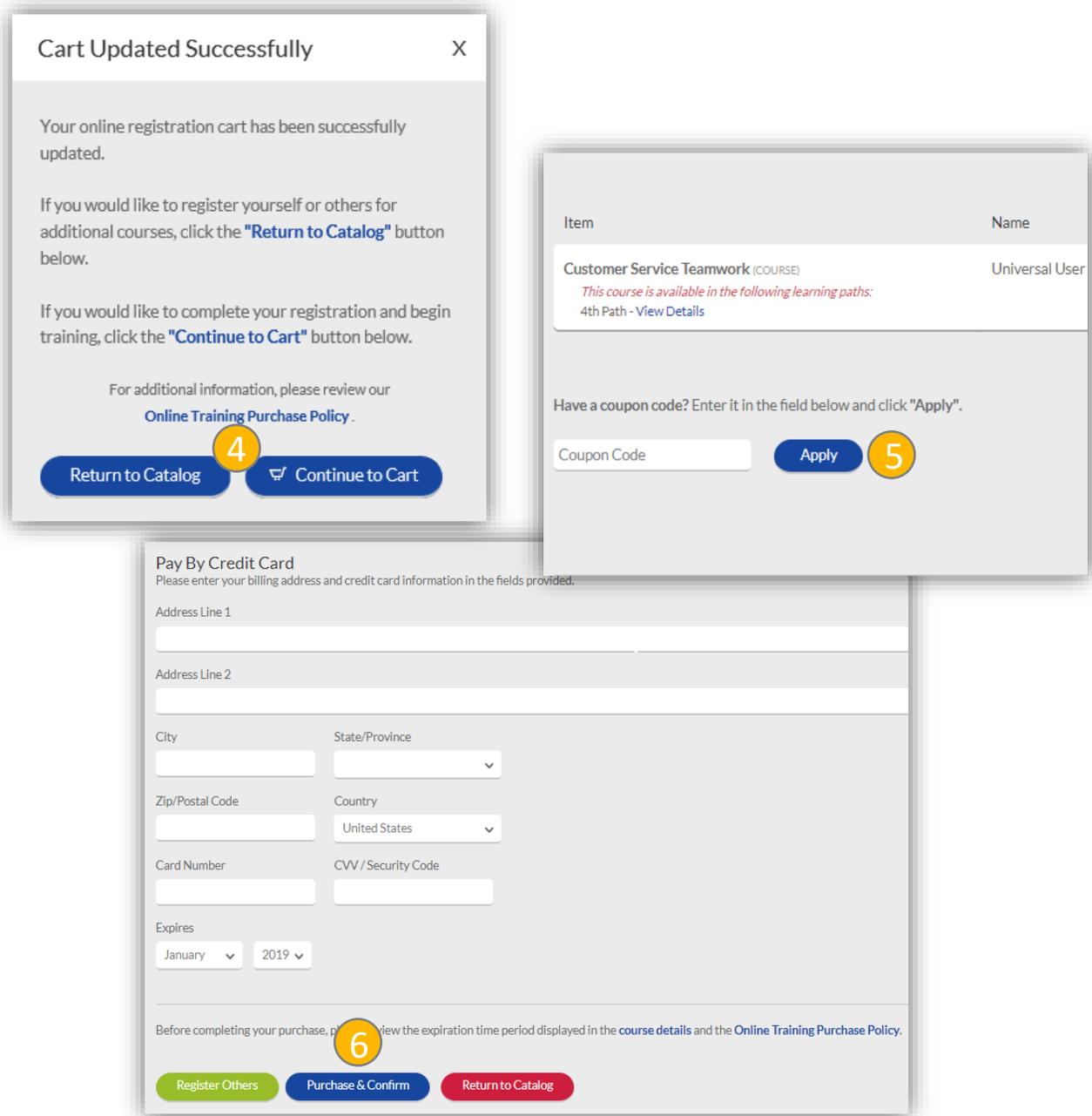
[ONLINE COURSE REGISTRATION]

Follow the steps below to register students to online courses

1. Select **Course Catalog** from the My Learning Center home page.
2. Utilize the search and filters to locate the course you would like to register for.
3. Select **Register Myself** from the action list, there is only one user (Universal User) per company able to be registered per online course. For this reason the course will expire in 30 days allowing additional registrations. If there is another employee needing credit within the 30 days, please contact MyLearning@icpusa.com
 - If the course is part of a series you will have the option to register for other courses in that series.
 - If course qualifies for NATE credit you will be asked if you would like credit. If yes, then you will need to provide your NATE ID. Charges apply for NATE credit.



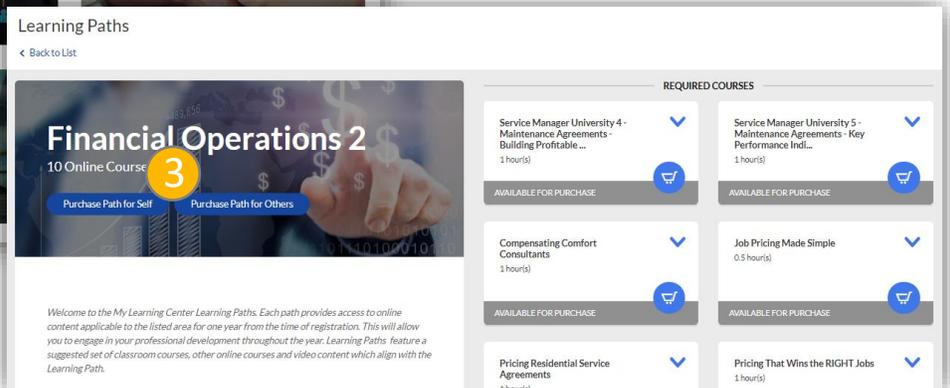
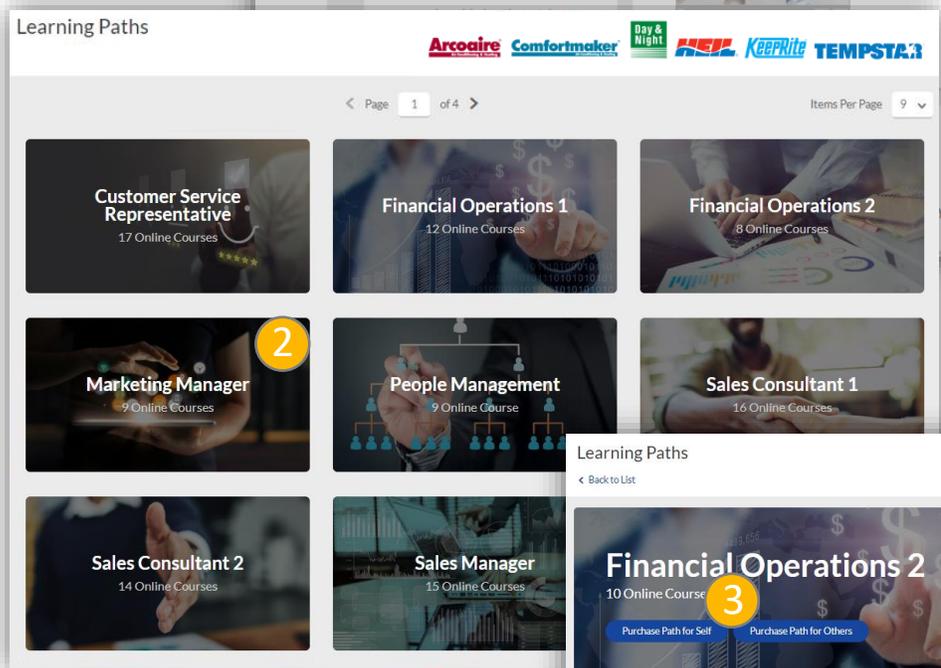
4. From the pop-up window select **Return to Catalog** if you would like to register for additional courses or select **Continue to Cart** to complete your registration. You will have the option to continue to the cart with each course registration or you can select **Cart** from the upper left corner.
5. From the registration cart enter your credit card information, if required.
 - If you have a coupon code it can be entered in the registration cart. Click apply to see adjusted payment amount. Amounts of \$0 do not require credit card information.
6. Click **Purchase and Confirm**.



[REGISTERING FOR LEARNING PATHS]

To register for a learning path follow these steps.

1. Select **Learning Path** from the My Learning Center home page.
2. Select the Learning Path tile you would like to register for.
3. Select **Purchase Path for Others**.
 - If registering yourself only, select **Purchase Path for Self** and skip step 6.
 - If course qualifies for NATE credit you will be asked if you would like credit. If yes, then you will need to provide your NATE ID. Charges apply for NATE credit.



- From the user list provided, click the action list to the right of the name and click **Add to Queue** for each company member you would like to register.
- Click **Add to Cart**
- From the pop-up window select **Return to Catalog** if you would like to register for additional courses or select **Continue to Cart** to complete your registration. You will have the option to continue to the cart with each course registration or you can select **Cart** from the upper left corner of My Learning Center.
- Within your cart courses can be replaced with those that are of equal or lesser value.
- From the registration cart enter your credit card information, if required, and click **Confirm Registration**.

Add Others from your Company

Name	Email	Company	Brand
Steve Beck			
Stacey Bailey			
Dave Beach			
Tim Bock			
Aaron Bourne			
Ben Condro			

Pending Members

Name	Email	Company	Brand
Steve Beck			

Cart Updated Successfully

Your online registration cart has been successfully updated.

If you would like to register yourself or others for additional courses, click the **"Return to Catalog"** button below.

If you would like to complete your registration and begin training, click the **"Continue to Cart"** button below.

For additional information, please review our [Online Training Purchase Policy](#).

Return to Catalog **Continue to Cart**

Pay By Credit Card

Please enter your billing address and credit card information in the fields provided.

Address Line 1
Address Line 2
City State/Province
Zip/Postal Code Country
Card Number CVV / Security Code
Expires
January 2019

Before completing your purchase, please review the expiration time period displayed in the [course details](#) and the [Online Training Purchase Policy](#).

Register Others **Purchase & Confirm** **Return to Catalog**

Online Registration Confirmation

Item

Financial Operations 1 (LEARNING PATH)

Courses included in this learning path:

- How to Departmentalize Your Income Statement - [Replace](#)
- The 2% Romp - [Replace](#)
- Service Manager University 6 - ProfitSmart Activities - Turning On the Cash Flow - [Replace](#)
- Service Manager University 7 - Goal Setting & Motivation - [Replace](#)
- Making Sense of Your Balance Sheet - [Replace](#)
- Making Sense of Your Income Statement - [Replace](#)
- Managing Cash With Your Cash Flow Statement - [Replace](#)
- Business Best Practices with Financing (FAD) - [Replace](#)