LOGGING ON TO THE LEARNING CENTER

If you have a Mitel MiAccess Account, log into Mitel MiAccess and click link to Learning Management System. Note that Mitel MiAccess may take up to 24 hours to sync your account with the LMS and create your new training account.

If you do not have a Mitel MiAccess account, you can request a Mitel MiAccess account with a link to the Learning Management System from your company Mitel MiAccess administrator or Mitel MiAccess Support.

NAVIGATING THE SYSTEM

When you first log in, you will see a Dashboard with easy-to-use links that will allow you to see:
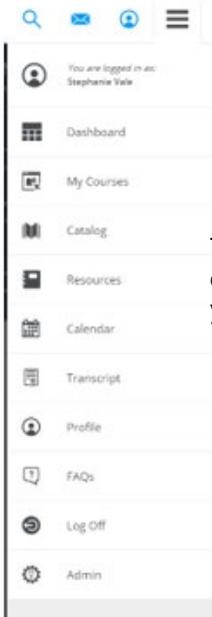
- Courses you are enrolled in are located in **My Courses.**
- View the **Catalog** of available courses.
- Open **Resources** such as Learning Maps and other reference documents.

There is also a drop-down menu in the upper right corner of every page that lets you jump to the location you want.

NAVIGATING THE CATALOG

Courses are organized by categories (Sales, Technical, and End User), and sub-categories (Product, Sales Program, etc.) in the Catalog. You can open a category by clicking on it.
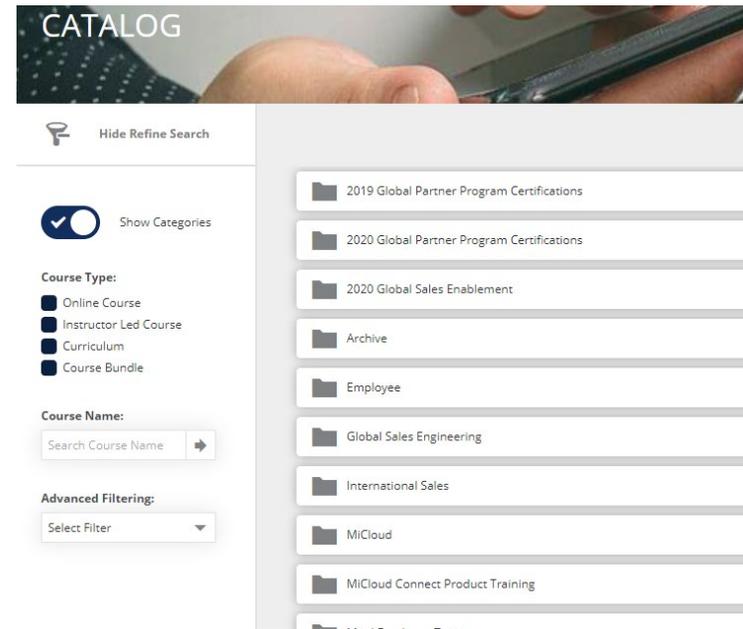
If you want to see all the courses individually you can turn the Category view off here:

VIEWING COURSE DESCRIPTIONS

To see the description for a course, click on course then the small arrow below the course name. The description will appear below the course name.

MiCollab Rel 9.0

Installation & Maintenance Workshop for MiVoice Business

Format: Leader Led   Audience: Technicians, Installers & Maintainers   Duration: 5 Days

SEARCHING THE CATALOG

You can also use the Search function to find a course.

1. Enter a term in the Search box and press Enter to find all courses with that term in it.

Course Name:

| Search Course Name | ➔ |

2. For more search options, go to the Advanced Filtering.

Advanced Filtering:

| Select Filter | ▼ |

3. Then you can choose from various search options in the drop-down menu.

Advanced Filtering:

Select Filter	▲
Tags	
Venue Location	
Venue Type	
Vendor	

NOTE: Not all these fields are populated in every course, so you may not find all expected courses using this method. Try selecting another search option.

REGISTERING FOR A COURSE

Once you find a course, enrolling in or purchasing the course is simple. Just click the Enroll or Purchase button.

- If the course is free, it will have an **Enroll** button. Once you click it, it changes to **Open** and you can open the online course or select your Instructor-led class session by clicking the button again.
- If the course has an associated cost, there will be a **Shopping Cart** button with the price. Clicking this button takes you to the shopping cart, where you can complete your order. Once the payment has been received by Mitel, the button will change to **Open**. You can then open the course or select your class session. (See next page for detailed purchasing instructions.)

ACCESS YOUR COURSES

To view only the courses you are enrolled in, go to My Courses using the Dashboard or drop-down menu.

- Here, courses are organized just as they are in the Catalog and can be searched the same way.
- Courses are marked in blue if they are not complete.
- To return to a course, even after it has been completed, just click its Open button.

VIEW YOUR TRANSCRIPT

Select Transcript from the drop-down menu in the upper right of the screen or the tile on the Dashboard. This page shows you:

- All of your certificates that are available for printing.
- All of the courses you are enrolled in and their progress level.

To print your transcript, select the Print Transcript button or link.

PURCHASING A COURSE

1. Find the course you want to purchase and click the Cart button.
   NOTE: The system will warn you if you have not completed the prerequisites for a course and stop you from buying that course.

2. If it is an Instructor-Led course, select your session.

Select a session to proceed with your course purchase

MiVoice Business
Release 9.0 Core Installation & Maintenance
▼

Session(s)

MARCH 2020	MiVoice Business Rel 9.0 Core I+M Leader-Led, London, 9 - ...
9	**10:00 AM - 5:00 PM** (GMT)
	Instructor: Yacine Seddik
	Location: London Conference Room - 2 London Wall Place London United Kingdom EC2Y 5AU

| $2295.00 | 🛒 |

Class Size: 5
Seats Remaining: 1

3. Proceed to the Cart.

| Added to Cart | 🛒 |

4. Proceed to checkout. Pricing shown here is list price. Any discounts will be applied during payment in Mitel Store.
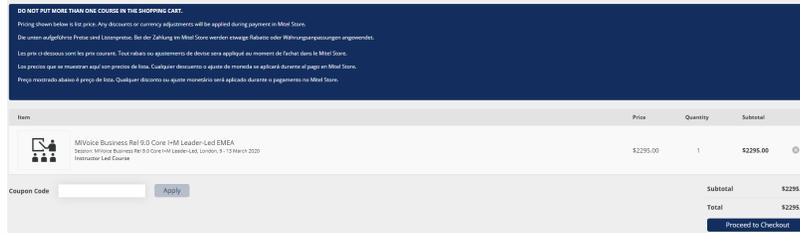
5. Follow all the steps to complete your purchase, you will then receive a Transaction ID and must complete the purchase in Mitel Store.

6. In Checkout, select Payment Method, you can enter anything. We suggest entering your PO number, "employee," or "credit card" and Proceed. Note that this will not complete your purchase. You will need to log into Mitel Store to complete payment. (You will get an error message if you do not enter a Payment Type.)

7. Review your Order before pressing Proceed.

8. View your Order Information. You will also receive an email with this information. Use the Transaction ID below to complete your purchase by logging into in Mitel Store.
   - If you do not have access to Mitel Store, contact your company purchasing administrator or your Mitel dealer.
   - End Users can contact Customer Care.

9. Now either go to Mitel Store to complete the purchase (See next page for instructions.) or send a PO to the training team.

PAYING FOR COURSES

NOTE: Mitel Employees can skip this step. Your enrollment will be approved once you notify the training team of your enrolment.

1. Log into Mitel MiAccess and select the link to Mitel Store.
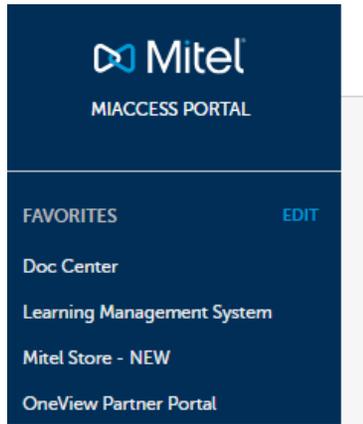
2. Click on Import LMS (bottom of the screen).
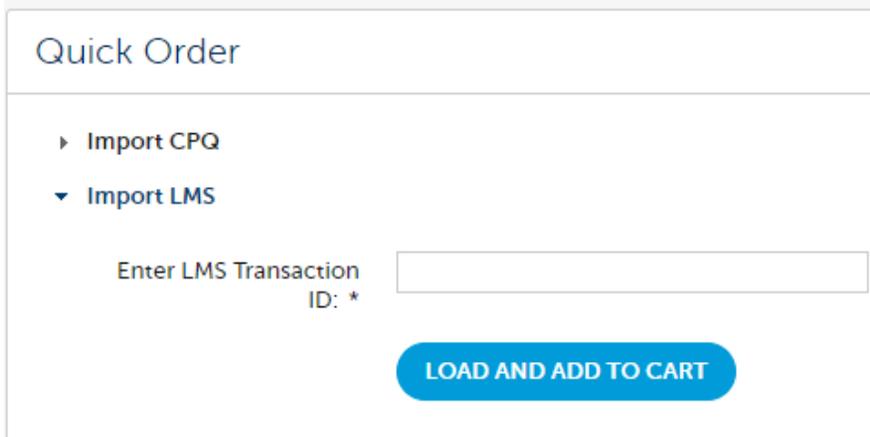
3. Enter LMS Transaction ID and click on "Load and Add to Cart."

4. Check the order details displayed to ensure they match your requirement.

5. Complete the Shipping Date as today and add any PO's relevant.
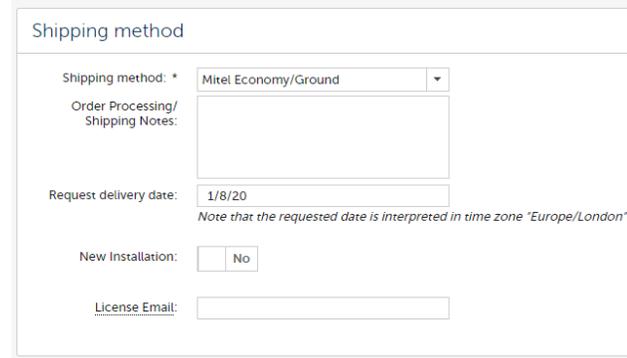
Continued on next page.

6. Check your billing information and then confirm your order

Order summary

Label: MiCC Business Installation and Maintenance Rel 9.2 for MiVoice Business Leader-Led EMEA
LMS Transaction ID: CgzJB9CXFNe6TOp
Learner first name: Sam
Learner last name: Moorcroft
Learner email address: sam@trustdistribution.com
Creation date: Jan 6, 2020

Split 1

▸ Order items

Availability (Best date)	SKU	Name	Quantity	Unit net price	Total net price
● (Jan 8, 2020)	53003488	MiCC Business Installation and Maintenance Rel 9.2 for MiVoice Business Leader-Led EMEA	1	GBP 1,495.00	GBP 1,495.00

Total net price: GBP 1,495.00
Tax: GBP 299.00
Freight: GBP 0.00
Total: GBP 1,794.00

7. Once the Order has been submitted, a confirmation containing your order number will be displayed.

Order confirmation

Thanks for your order

Your order has been submitted successfully.

Your order number

Sales order number: 0003152514

Order date: Jan 8, 2020 10:22:37 AM

As soon as your order is processed a message will be sent to the LMS to place the course in your account.

IMPORTANT: Unlike the previous LMS software, the button next to the course will not show "Pending" while your Transaction is waiting to be paid. Once you have completed a transaction, DO NOT attempt to purchase the course again or you will create another Transaction ID.
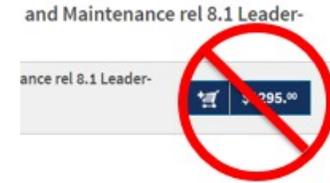
FOR SUPPORT

If you have questions, you can contact Mitel Training using one of the following methods.

o   **In North America**, call Mitel Technical Training at 1-800-722-1301. When the Automated Attendant answers, select menu option **6** and then option **2**. The first available operator will answer your call. You can also email technical_training@mitel.com.

o   In **Australia/Asia Pacific**, call Mitel Training at +61 2 9023 9500. You can also email channelsupportanz@mitel.com.

o   In **France**, call Mitel France Training at +(33) 130964230 Call Mitel France Training. You can also email training_fr@mitel.com.

o   In **Germany**, call Trainingszentrum Deutschland +49 69 430535 7331. You can also email training_de@mitel.com

o   In **Sweden**, email educationse@mitel.com.

o   In **Switzerland**, call Mitel Switzerland Ltd at +(41) 32 655 3333. When the Attendant answers, your call will be transferred to the Mitel Switzerland Training Manager. You can also email TrainingCH@mitel.com.

o   In the **United Kingdom** and all other countries In **Europe, Middle East, Africa (EMEA)**, call Mitel Training at +(44) 01291 436539. After normal working hours, your call is transferred to voice mail. You can also email uktraining@mitel.com.

o   For **Sales Training**, email salestraining@mitel.com