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:

		My Courses	Catalog See a complete list of available courses	Resources Browse or download resources
۹	■ ③ ≡			
٢	You are logged in as: Stephanie Vele	Courses My Course	you are enrolled in ar ses.	e located in
ш	Dashboard	View the	Catalog of available	courses.
R	My Courses	 Open Res and other 	reference document	arning Maps s.
M	Catalog	There is also a dr	on-down menu in the	upper right
	Resources	corner of every pa	age that lets you jump	o to the location
甜	Calendar	you want.		
•	Transcript			
۲	Profile			
•	FAQs			
9	Log Off			
0	Admin			

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.

CATALOG	
	ALL ALL
Hide Refine Search	2010 Global Partner Program Cartifications
Show Categories	2020 Global Partner Program Certifications
Course Type: Online Course	2020 Global Sales Enablement
Instructor Led Course	Archive
Course Bundle	Employee
Search Course Name	Global Sales Engineering
Advanced Filtering:	International Sales
Select Filter 💌	MiCloud
	MiCloud Connect Product Training
	And the second second

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

		Audience: Technicians, Installers & Maintainers
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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.



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.



3. Proceed to the Cart.

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4. Proceed to checkout. Pricing shown here is list price. Any discounts will be applied during payment in Mitel Store.

DO NOT PUT MORE	HAN ONE COURSE IN THE SHOPPING CART.				
Pricing shown below	s los price. Any discourses or currency adjustments will be applied during payment in Mited Store.				
Die unten aufgeführt	: Preise sind Listenpretise. Bei der Zahlung im Mitel Store werden etwage Rabate oder Währungsanpassungen angewondet.				
Les prix ci dessous s	nt les prix courant. Tous rabais ou agustements de deutes sera appliqué au moment de l'achat dans le Mitel Stone.				
Los precios que se m	entran aquí son precios de linsa. Cualquier descuento o ajunte de moneda se aplicará durante el pago en Mitol Score.				
Preço mostrado aba	o è preço de litza. Qualquer discorto su ajuste moneclario serà aplicado durante o pagamento no Mitel Store.				
Item		Price	Quantity	Subtotal	
Ŗ.	Milviola Buarreas Rel 50 Core in M Lador Led BMDA Smort Inter Schwart Int 30 Core in Lanet-Lat Loneon 1. 15 New 3200 Newman Led Ruley	\$2295.00	1	\$2295.00	0
Coupon Code	Apply		Subtotal		\$2295.00
			Total		\$2295.00
Proceed to		oceed to Chec	kout		

5. Follow all the steps to complete your purchase, you will then receive a Transaction ID and must complete the purchase in Mitel Store.

Personal Information		Address	
First Name	Required	Address	Required
Stephanie		Mitel	
Last Name	Required	Address 2	
Vale			
Email	Required	Country	Required
stephanie.vale@mitel.com		United Kingdom	-
Phone Number	Required	State/Province	Required
+44 1291 43 6950		Monmouthshire	-
		City	Required
		Caldicot	
		Postal/Zip Code	Required
		NP26 5YR	

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.)

Reference Number	
Reference Number	Required
Personal Information	

- 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.

Thank you, Stephanie Vale

Shipping Information	Billing Information		
Stephanie Vale Mitel Caldicot, Monmouthshire NP26 5YR	Stephanie Vale Mitel Caldicot, Monmouthshire NP26 5YR		
stephanie.vale@mitel.com	stephanie.vale@mitel.com		
Transaction ID: rXAAvv9hEfXFQaUH			
ltem			
MiVoice Business Rel 9.0 Core I+M Leader-Led EMEA			

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).



- Project Information
 MCC Busines Installation and Maines

 Project Information
 MCC Busines Installation and Maines

 Display Francescone Coupling
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 List * Microsone Coupling
 Microsone Coupling

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- 5. Complete the Shipping Date as today and add any PO's relevant.

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

Anne parts have of require spec. Part number Part name 53003488 MiCC Busines Attachments the following extensions are alle CHOOSE	s Installation and Maimenance Rel 92 for MIVoice Bus wed: pdf. jpg. jpeg. png. docx. pprx. xisx	ness Leader-Led EMEA	in Order Processing / Shipping Notes, J
Part number Part name 53003488 MiCC Busines Attachments The following extensions are allo	s Installation and Maintenance Rel 9.2 for MiVoice Bus wed: pdf, jpg, jpeg, png, docx, pptx, xIsx	ness Leader-Led EMEA	in Order Processing / Snipping Notes, H
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Part number Part name			r are specific information
	ne mornaton.		Part specific information
	fe (efermation		
Additional information	1		
License Em	ail:		
New Installati	on: No		
nequest deavery at	Note that the requested date is	interpreted in time zone	"Europe/London"
Request delivery da	te: 1/8/20		
Shipping Not	es:		
Order Processi	ng/		
	* Mitel Economy/Ground	-	
Shipping method			

3. Enter LMS Transaction ID and click on "Load and Add to Cart."



Continued on next page.

requirement. Processing Message 6. Check your billing information and then confirm your order

order summary					
Label:	MICC Business Installatio	n and Mainternance Rel 9.2 for MiVolce Business Leader-			
LMS Transaction ID:	CgzljB9CXFNe6TOp				
Learner first name:	Sam				
Learner last name:	Moorcroft				
Learner email address:	sam@erusediseribution.cc	n			
Creation date:	Jan 6, 2020				
plit 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	CBD 1 794 00

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



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.



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

- 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 <u>technical training@mitel.com.</u>
- In Australia/Asia Pacific, call Mitel Training at +61 2 9023 9500.
 You can also email <u>channelsupportanz@mitel.com</u>.
- In **France**, call Mitel France Training at +(33) 130964230 Call Mitel France Training. You can also email <u>training_fr@mitel.com</u>.
- In Germany, call Trainingszentrum Deutschland +49 69 430535 7331. You can also email <u>training_de@mitel.com</u>
- o In Sweden, email educationse@mitel.com.
- 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.
- 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 <u>uktraining@mitel.com</u>.
- For Sales Training, email <u>salestraining@mitel.com</u>