

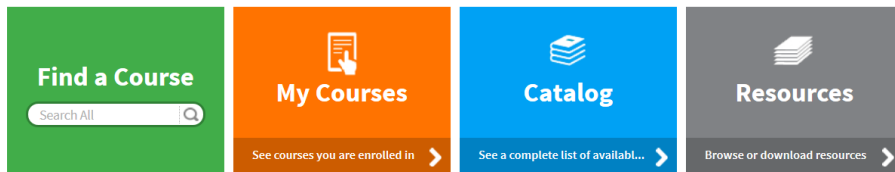
LOGGING ON TO THE LEARNING CENTER

If you have a Mitel Connect account, log into Mitel Connect and click link to Learning Management System. Note that Mitel Connect 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 Connect account, you can request a Mitel Connect account with a link to the Learning Management System from your company Mitel Connect administrator or Mitel Connect Support.

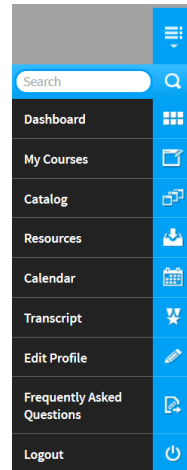
NAVIGATING THE SYSTEM

When you first log in, you will see a Dashboard with easy-to-use links that will allow you to:



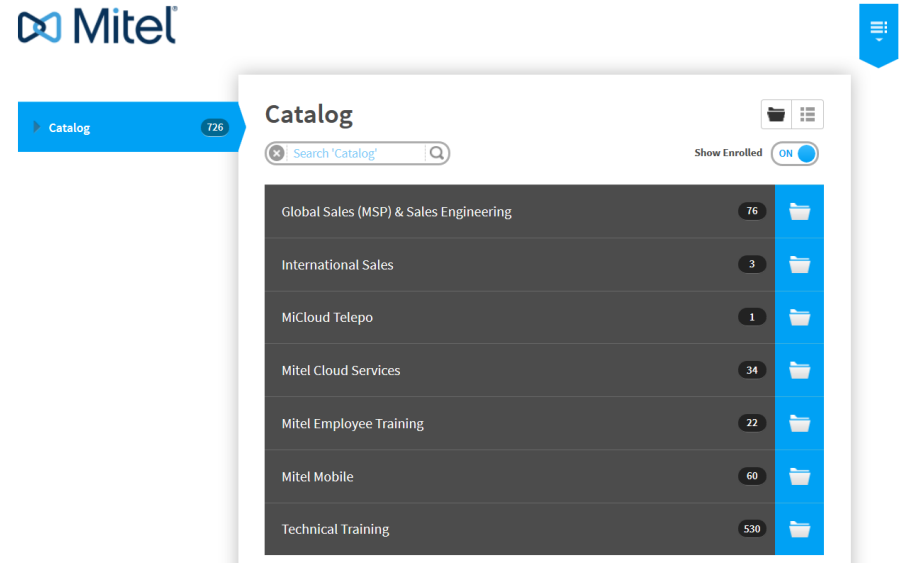
- **Find a Course** in the Catalog quickly by entering words in the search box.
- Courses you are enrolled in are located in **My Courses**.
- View the **Catalog** of available courses.
- Open **Resources** such as Learning Maps and other reference documents.

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

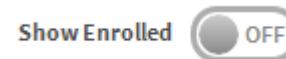


NAVIGATING THE CATALOG

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.

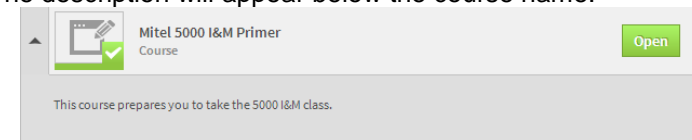


If you want to see only the courses you have not yet enrolled in, you can set the Show Enrolled option to Off.



VIEWING COURSE DESCRIPTIONS

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

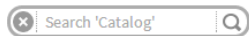


SEARCHING THE CATALOG

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

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

Catalog

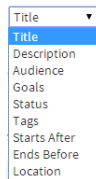


2. For more search options, set Advanced Filtering to On.



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

Search



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. 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.

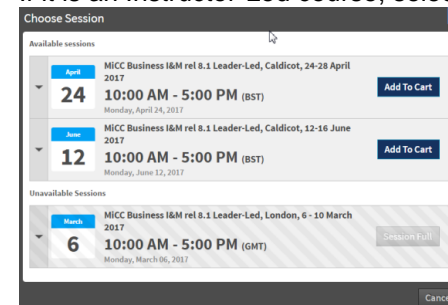
To print your transcript, select the Print Transcript button or link.

PURCHASING A COURSE

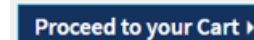
1. Find the course you want to purchase and click the Cart button. **NOTE:** The system will warn you if you have not completed the prerequisites for a course, and stop you from buying that course.



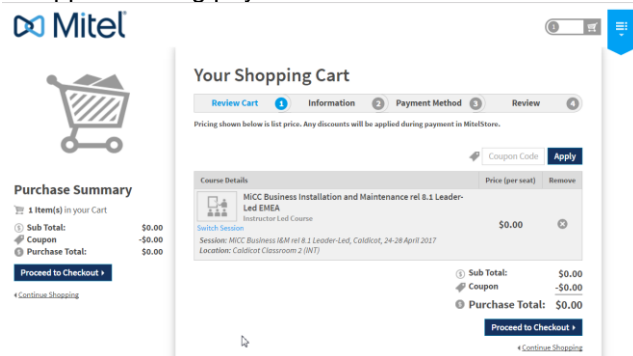
2. If it is an Instructor-Led course, select your session.



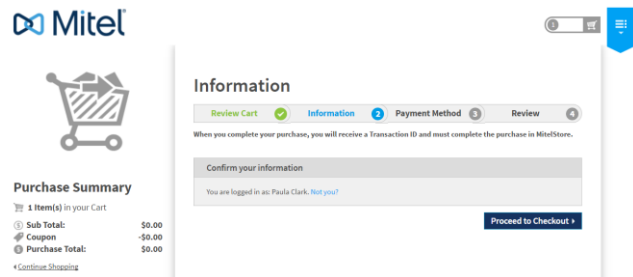
3. Proceed to the Cart.



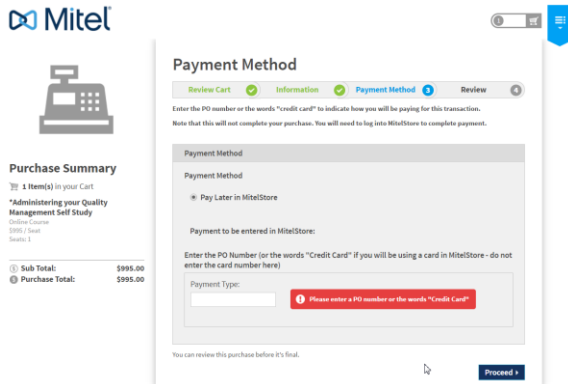
- Proceed to checkout. Pricing shown here is list price. Any discounts will be applied during payment in MitelStore.



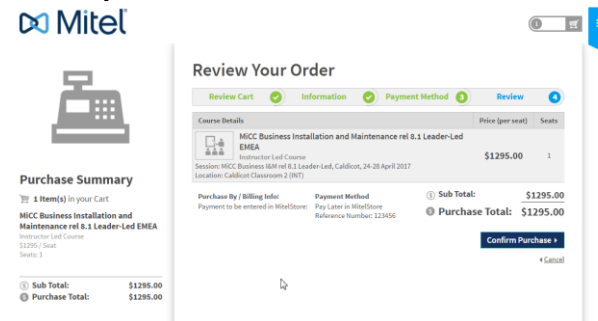
- Confirm the purchase information. When you complete your purchase, you will receive a Transaction ID and must complete the purchase in MitelStore.



- 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 MitelStore to complete payment. (You will get an error message if you do not enter a Payment Type.)

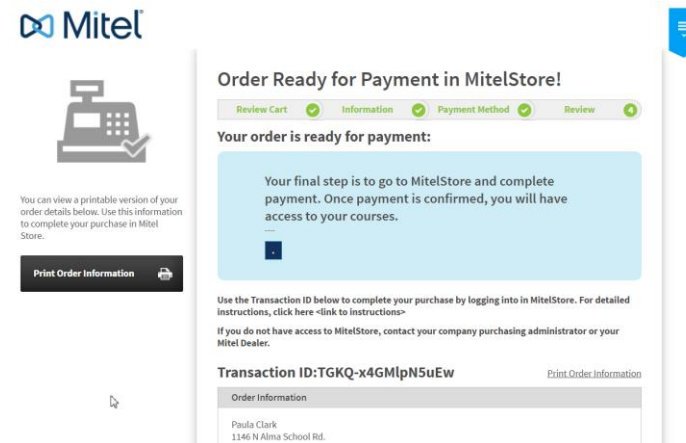


- Review your Order.



- 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 MitelStore.

- If you do not have access to MitelStore, contact your company purchasing administrator or your Mitel dealer.
- End Users can contact Customer Care.



- Go to MitelStore and complete the purchase. (See next page for instructions.)

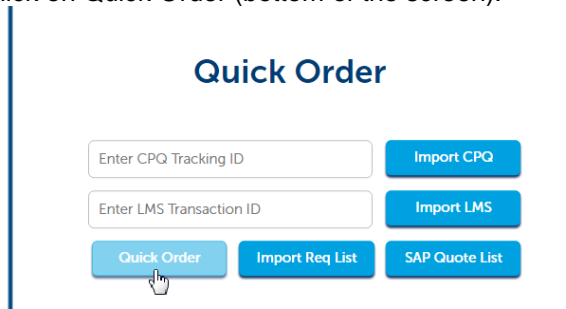
PAYING FOR COURSES

NOTE: Mitel Employees can skip this step. Your enrollment will be automatically approved within 24 hours.

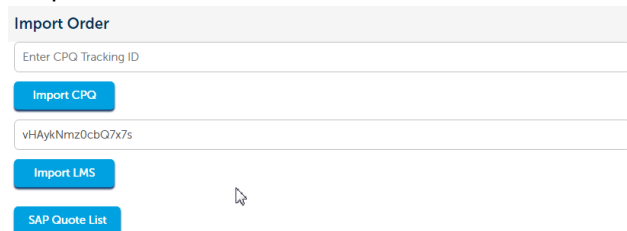
1. Log into Mitel Connect (<https://connect.mitel.com>) and select the link to Mitel Store.



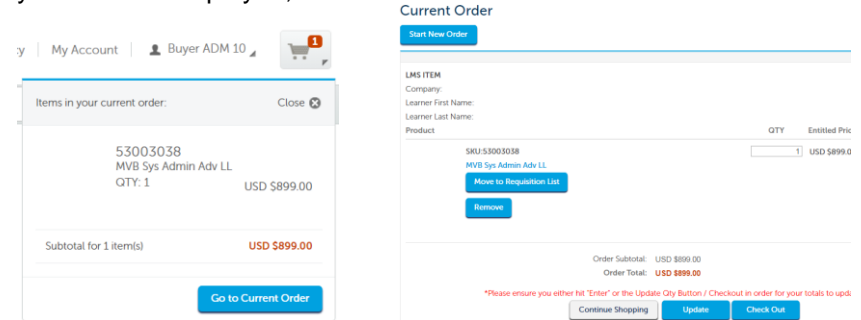
2. Click on Quick Order (bottom of the screen).



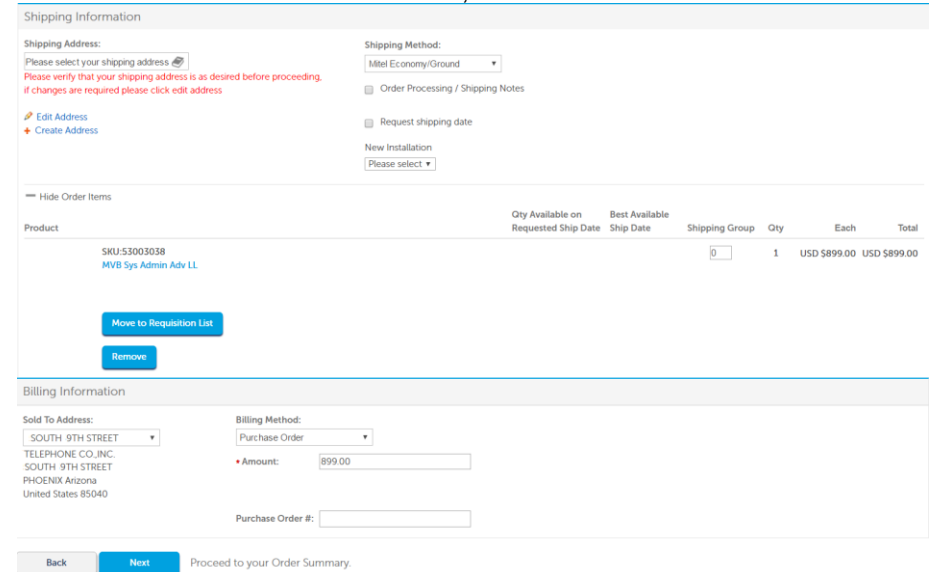
3. Enter LMS Transaction ID (under Import LMS banner) and click on "Import LMS."



4. Click on the Shopping cart icon and then Go to Current Order. When your order is displayed, click Checkout.



5. Fill in the Shipping Address and New Installation information at the top of the form. And enter the Billing Method and/or Purchase Order Number at the bottom of the form. When finished, click Next.



Continued on next page.

6. Check your information and then click Order.

Billing Information

Sold To Address
 TELEPHONE CO.,INC
 SOUTH 9TH STREET
 PHOENIX Arizona
 United States 85040

I have the authority to place this order on behalf of T
 CO.,INC. apply to this transaction. In the absence of ;
 and service are the only terms which will apply. *Pric
 Acknowledged and agreed

7. Once the Order has been submitted, A Thank You display containing your order number will be displayed.

Catalog

Thank you for your order!
 You will receive a confirmation by e-mail to verify your order.
 Sales Order #0002393502
 Order date: April 10, 2017

Shipping Information

Shipping Address: TELEPHONE CO.,INC.
 SOUTH 9TH STREET
 PHOENIX Arizona
 United States 85040

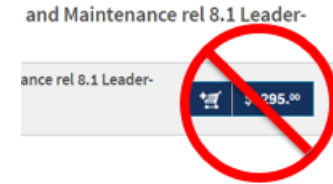
Ship as complete: No
 Shipping Method: Mitel Economy/Ground

+ Show Order Items

Order Subtotal:	CAD \$899.00
Tax:	CAD \$44.95
Shipping:	CAD \$0.00
Order Total:	CAD \$943.95

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.

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