USER’S GUIDE

Certification Testing and Training System

Registering, Online Training and Testing

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Section 1: Application and Approval

Once your company has submitted a Certification Application to Polycom, it will be sent out to our internal Polycom approvers. The CertAdmin for your company will be notified of the results of the approval process by email. This process takes 7-10 business days, and in some instances may take longer.

The approval process is an extremely important part of the Channel Certification Program and you will not be able to proceed on any requirements until your company is approved. This means that the online testing and training systems, the instructor led certification course, and demo purchase programs will not be available until you receive an official notice of approval from Polycom.

Section 2: Polycom Resource Center (PRC) Account

All employees that require testing and training must have their own PRC account. The PRC is a tool to help you sell and service Polycom products. The PRC is also the place where you will access most of the tools needed to complete your certification. We encourage all of your employees to sign up for a PRC account.

Access Levels:

All users that register for the PRC will be given immediate access to the system. This access is commonly referred to as “End-User” access because it is available to everyone.

All companies with an approved Certification Application will be granted “Partner” level access to the system.

If users register before your application is approved, they will remain at the “End-User” level until the application is approved. Once the application is approved, all users will be upgraded to “Partner Level”. You will receive an email that states your account will be upgraded in 24-48 hours. This only applies to companies with approved application.

Your company's certification application must be approved before you will receive partner level access to the PRC system.
Creating an Account:

- Go to http://extranet.polycom.com (be sure to add it to your Favorites)
- Click on the link "New User Account"

- Fill out all required information:
  - Select your own User Name (must be unique) and Password
  - Enter your corporate email address (example: john.doe@polycom.com) The PRC system requires a unique email account. A generic email account will not be acceptable
Creating an Account cont.:

- Select the box next to ‘you represent a corporation’
- Enter the name of your company. Please enter the same name as it appears on your certification application
- Select your relationship with Polycom:
  - **Polycom Dealer** – Company that buys product through distribution and sell to end-users
  - **Polycom Distributor** - Company that buys directly from Polycom and sells to Dealers (contract required)
  - **Polycom Reseller** - Company that buys directly from Polycom and sells to end-users (contract required)
  
  *No other customer type will provide you with the tools required to complete certification*
- Fill out all other required fields including the check box indicating that you have read and agree to the “Terms of Use” and press the register button.

You will automatically be granted access at an “End-User” level, and you will receive an email confirming your request.

It will take 24 - 48 hours before you are approved for a higher level of access. When approved you will receive a confirmation email. *The 24-48 hour time frame only applies to approved companies.*
Section 3: Accessing Online Training

Most of the training you will need to pass the certification tests can be found online. Use the following directions to access the online training.

Once you have been granted ‘Partner Level’ access to the PRC you will be able to access the online training tool called PLC Online.

**To access these streamed sales training videos, follow these directions:**

- Go to the [Polycom Resource Center](#) and login.
- Click on the "Training" link to the left
- Click on the "PLC Online" link

On the next screen you will see several links available:

- **Certification Training Presentations** - copies of the presentations used during the streams that you can download and review
- **How to download Streamed Training** – instructions
- **How to take certifications tests** – instructions
- **PLC Online – streamed training** – launch PLC tool
- **PLC Online Systems Requirements** – what is required on your computer to run training and tests.
Once your click on the PLC Online – certification testing and online streamed training you will launch the PLC Online training tool where you can view streamed training.

In the new window select CHANNEL: Product Sales Training or CHANNEL Product Technical Training (depending on which test you are taking).
• Then select the course you wish to view

![Image of WBT Manager Lesson Menu]

**CHANNEL: Product Sales Training**

**Lessons**

- [x] Power Sales Training - Part 1 (stream)
- [ ] Power Sales Training - Part 2 (stream)
- [ ] PCS Sales Training - Part 1 (stream)
- [ ] PCS Sales Training - Part 2 (stream)
- [ ] ViewStation Sales Training (stream)
- [ ] Vertex Sales (stream)
- [ ] VSX7000 Sales Training (stream)
- [ ] VSX7000 Training (stream)

• Then select “Enter Lesson”

![Image of Select lesson mode]

**Select lesson mode**

You are about to re-take a lesson which has already been completed. If you enter the lesson in normal mode, (“Enter Lesson” or “Enter Lesson (Test Only)”), your status for the lesson will be set to “incomplete” unless you complete all of the lesson’s requirements again.

![Red arrow pointing to Enter Lesson button]

• Allow the stream to complete its download and it will start to play on its own. It will look like the image below.

![Image of iPower Sales Training screen]
Section 4: Accessing Online Testing

Once you have finished watching the streamed training courses, you will be ready to take the required tests. We highly recommend that you review the training prior to taking the test. However it is not required that you watch the training in order to get credit for the test. The tests can be taken any time after your company’s certification application has been approved.

To access the online testing follow these instructions:

- Go to the Polycom Resource Center and login
- Select “Certification”
- Select “Testing” and a new window will open up
- You will automatically be logged into the Polycom Certification Testing system
- Select the “View all courses” button or “Courses” tab to view the tests (this page will differ for a first time users and returning students)
• Once on the courses page you will be able to choose from three categories:
  o Sales
  o Technical
  o Advanced Technical
• Click on the test you want to take (please note the all tests are prefaced with their course IDs)
- The course detail page will provide you with information on your test.
- Click on the link with your selected test name located under “self paced training” to begin the test.

- Once you click on the link, a new window will open where you can take the test.
- Click on the next button to continue. You will also need to click on the next button to move from question to question.
• Once you have completed the test, your score will be displayed in the lower left corner.
• You will also have an opportunity to review the questions you may have missed.
  *(Test questions are pulled from a pool. Each test is made up of randomly generated questions)*

• You can also print a hard copy of your results by going to the course detail page and clicking on “stats”
• Note – “completion” is not your test result only a measure of the number of questions answered
Section 5: Receiving Credit for Testing and Certificates

Credit towards Polycom Certification:
Once you complete and pass a test the results will automatically be transmitted to your company’s “Mange Certification” account. This process is done in the morning the day after you have completed the test. You are not required to contact Polycom concerning your test. The CertAdmin from your company will be able to see your test results your company’s certification account.

Official Certificate for Qualified Sales and Qualified Technical Representatives:
You will receive an official certificate from Polycom that denotes your status as a Qualified Sales or Technical Representative in the mail. These are sent out for printing at the beginning of each quarter for students that completed the testing the previous quarter. You will normally receive these 4-6 weeks into this new quarter.

The certificates will be mailed directly to your company’s Certification Administrator for distribution. They will not be mailed directly to the student.

If you have any questions, please feel free to contact the Certification hotline at:
Phone: 408-474-2742
Fax: 408-474-2542
Email: certification@polycom.com