

Avaya Learning Center



End user Guide - Basics

Overview

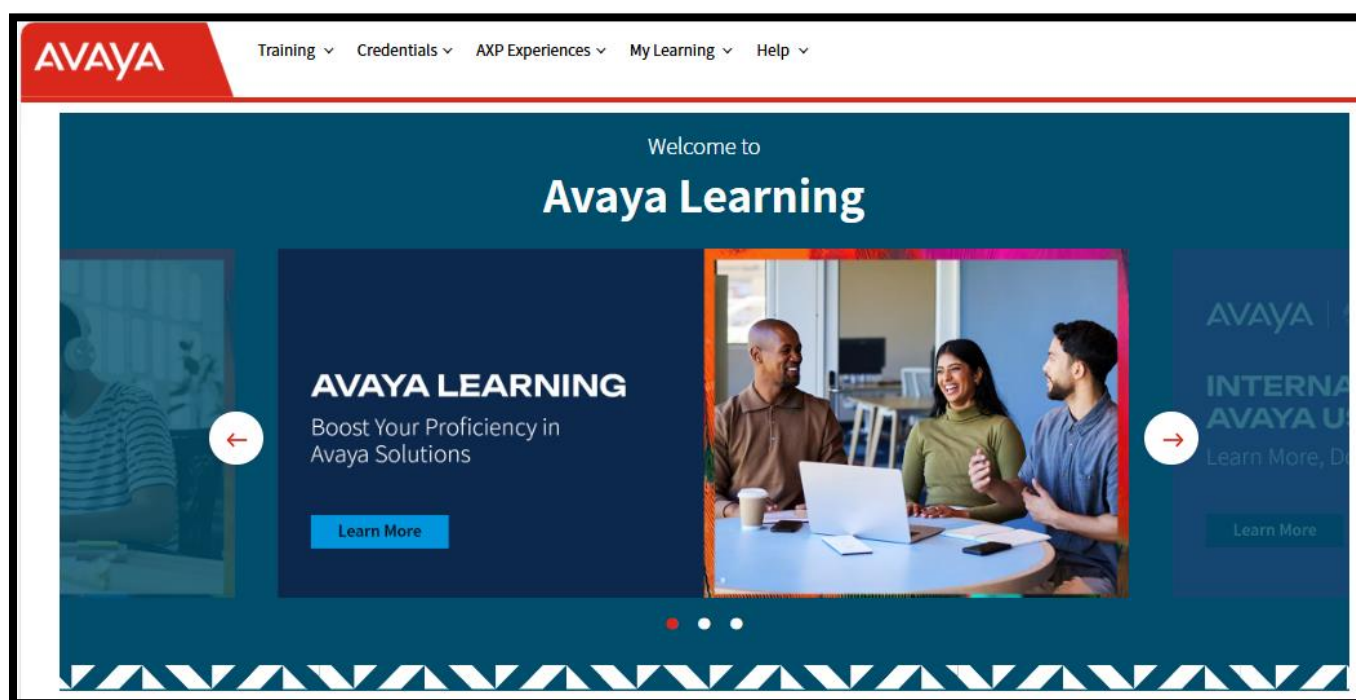
Avaya Learning develops and delivers industry-leading training for Avaya Products Solutions and Services – including Solution and Executive selling, digital badging, and skills development.

Avaya Learning uses a blended learning approach offering a combination of self-paced, virtual interactive, and classroom learning environments to maximize effectiveness and decrease the time required to reach proficiency.

Features accessible without logging in with your Avaya Single Sign-On (SSO) credentials	Features accessible by logging in with your Avaya Single Sign-On (SSO) credentials
<ul style="list-style-type: none">• Home Page Overview• Finding Your Training<ul style="list-style-type: none">◦ Main Search Feature◦ Catalog Search Feature◦ Digital Badging Information• Help<ul style="list-style-type: none">• Avaya Learning Center User Guides and Tutorials• Avaya Learning Helpdesk Contact Numbers	<ul style="list-style-type: none">• Enrollment<ul style="list-style-type: none">◦ Registration – adding training to your Shopping Cart• My Learning• Transcript

Avaya Learning Center - Homepage

- Enter the following URL in your web browser – www.avaya-learning.com to access the Avaya Learning Center.
- The Avaya Learning Center home page will be displayed. Here you can explore the Avaya Learning Center.
- Click the **Login** button at the top banner and use your Avaya SSO credentials to view in detail. Remember – when you are not logged in, the site does not know who you are, so you will see items that may not be available to you once you log in.
- Across the top of the Homepage, you will see 5 category headers, i.e., **Training**, **Credentials**, **AXP Experiences**, **My Learning**, and **Help**. Each of these category headers has a drop-down list that allows you to explore a little deeper into the sub-categories of each.



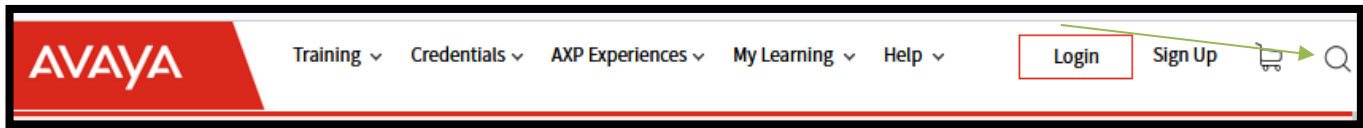
Finding Training

Use the **Training** menu to search for your training needs while in the Avaya Learning Center. This tool organizes and displays curriculum, and other related information specific to Avaya Solutions and Products. You may also search via an offer code or offer properties. You will be able to easily navigate between these categories and locate the required training that you are interested in attending.

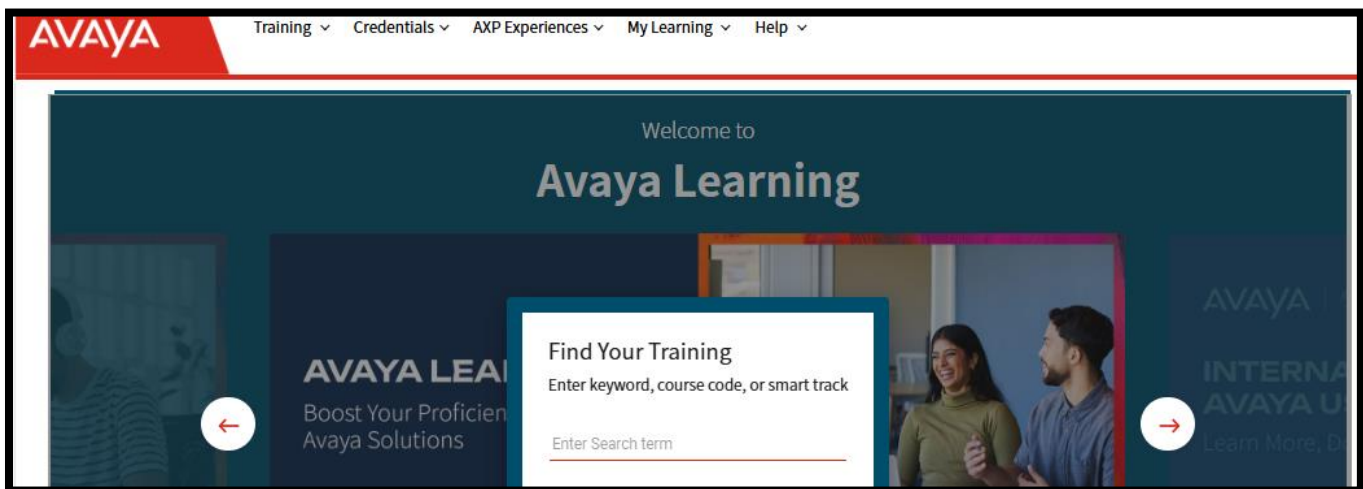
Search Options

Using the main search feature:

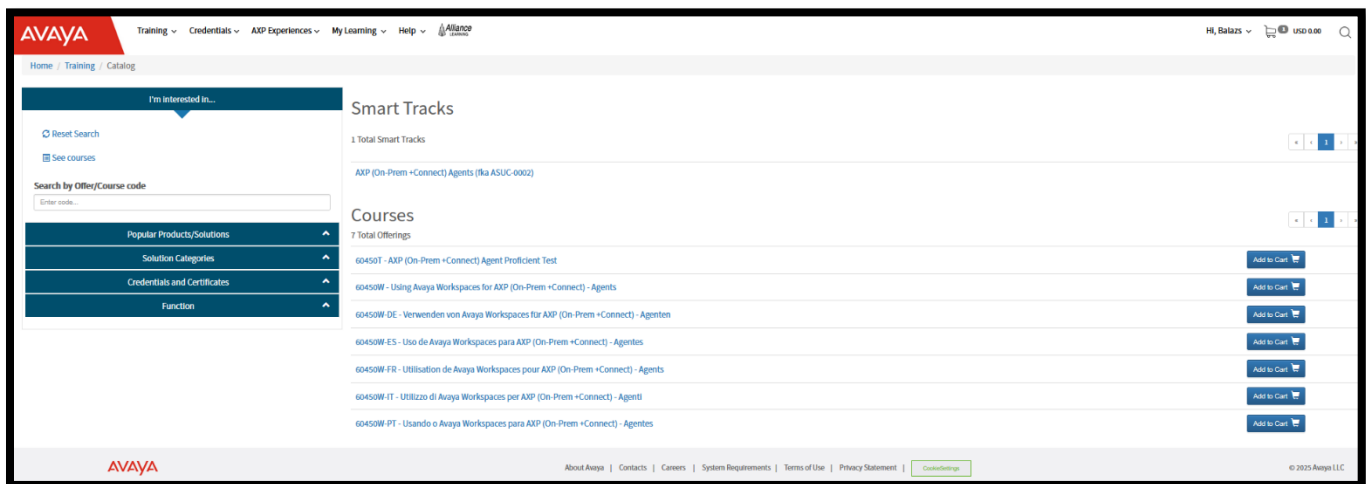
1. Click the **Search** icon.



2. The **Find Your Training** pop-up is displayed. Enter the **offer code** in the search field and click **SEARCH**.



3. The **Catalog** page is displayed. Click on the offer title to see additional details.



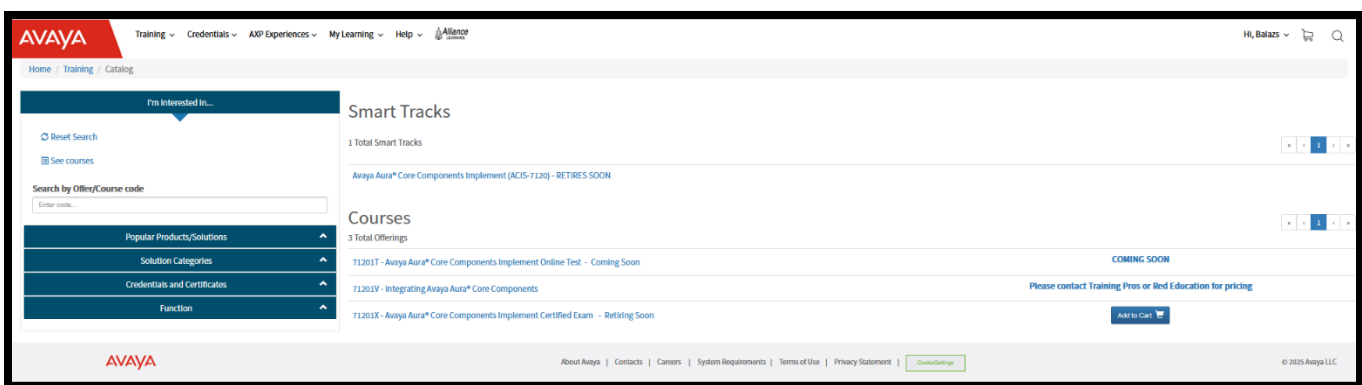
Using the Course Catalog search feature:

1. Click the **Training** drop-down and select **Course Catalog** from the list.



2. The Catalog page allows you to search by:

- Area of interest (Function and Solution)
 - **Function** - This will provide results specific to Administration, Design, Developer, Implementation, Sales, Support and User/Agent/Supervisor courses
 - **Solution** – This will provide results specific to UCaaS/Unified Communications, CCaaS/Contact Center, CPaaS/Platforms, Devices & Phones, Cloud
- **Specific Curriculum, or Course** – you can search by the name or the course code.
- **Page by page** – Courses are listed in numeric order.



On the Search Results page, you are provided with details of your search -

- Course overview
- Associated Curriculums (if any)
- Available Sessions (**Remember:** Only internal VILTs may display sessions. The standard VILTs will be directed to our training partners, i.e., Red Education or Training Pros)

Avaya Control Manager for Enterprise Technical Associate (ASTA-9030)

Notes:

The Avaya Control Manager for Enterprise Technical Associate (ASTA - 9030) validates that the candidate has passed the technical skill assessment (online test) to troubleshoot, maintain and administer the specified Avaya product or product family. The Technical Associate gathers and interprets system data, identifies issues, and makes changes to ensure maximum availability and performance of a customer's network. The Technical Associate uses their advanced Avaya troubleshooting, maintenance, and administration capabilities to efficiently and accurately resolve customer's communication issues.

The credential is issued without an expiration date until the program retires and available to Avaya Partners, Customers and Associates.

To obtain the credential the following needs to be met:

- Pass the 77900T - Avaya Control Manager Implementation and Support Online Test

Additional information:

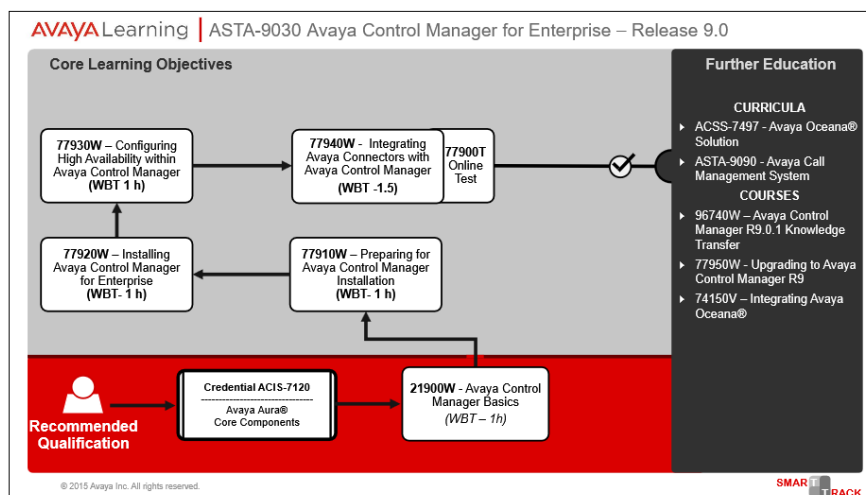
Smart Tracks provide a visual view of the recommended training path to obtain the desired skills to use in the workplace and prepare for the associated skills validation.

For offer description details please click on the title of the respective offer listed below the Smart Track.

Visit the [Avaya Professional Credential Program](#) and the [Credential Program Information Section](#) for further details about the programs.

Duration Calculation (log in required):

Once the required items from this Smart Track have been selected, the estimated completion duration will be displayed at the bottom of the page.



Recommended Qualification

	Price	Training Hours
<input type="checkbox"/> 21900W - Avaya Control Manager Basics	USD 0.00	0.75
<input checked="" type="checkbox"/> ACIS-7120 - Avaya Aura® Core Components Implement		

Core Learning Objectives

	Price	Training Hours
<input type="checkbox"/> 77910W - Preparing for Avaya Control Manager Installation	USD 0.00	0.75
<input type="checkbox"/> 77920W - Installing Avaya Control Manager Enterprise for non-HA	USD 0.00	1.00
<input type="checkbox"/> 77930W - Configuring High Availability within Avaya Control Manager	USD 0.00	0.75
<input type="checkbox"/> 77940W - Integrating Avaya Connectors with Avaya Control Manager	USD 0.00	1.50
<input type="checkbox"/> 77900T - Avaya Control Manager R9 Implementation and Support Test	USD 0.00	1.50
<input type="checkbox"/> 77900W - ASTA 9030 Avaya Control Manager Training Bundle	USD 0.00	4.75

Further Education

- Curricula
- Courses

TOTAL: USD 0.00 0.00

Add selected to Cart

Using the Credential Program search feature:

1. Click the **Credentials** drop-down from the main navigation bar. The **Program Information** tab consists of the variety of different programs that Avaya offers to ensure individuals have the right knowledge and skills to successfully sell, design, implement, and maintain.
 - The **Digital Badges** tab consists of the information on the Avaya Digital Badges - how they work, what are their impacts, and Avaya Credential Management System.
 - The **Sales and Design (ASRA and ADRA)** tab consists of information on the Avaya Sales Readiness Associate (ASRA) and Avaya Design Readiness Associate (ADRA) programs.
 - The **Services (ASTA)** tab consists of information on the Avaya Services Technical Associate (ASTA) program.
 - The **Administrator and Developer (ASAC and ASDC)** tab consists of information on the Avaya Solutions Administrator and Developer Program.

Note: To learn more about the available offers of each of the programs, select the individual smart track link to the right within the program tabs.

Help

The Avaya Learning Center is supported by a global network of professionals offering 24x5 support through online request entry and phone. Within the Help feature, you will find further details on how to contact the Avaya Learning Support and additional references like Support Guides.

When clicking from the main navigation bar on **Help** you can select from the drop down menu additional information available to you like User Guides and Tutorials, Helpful Downloads and System Requirements.

Contact Avaya Learning Support by raising a **ticket**.

The Avaya Learning Center provides a self-service feature for entering requests into the OneCare Portal. To access the OneCare Portal in the system:

Click the **Help** drop-down, then **Contacts** from the list. Click the **Create a ticket in OneCare Portal** icon to create an Avaya Learning ticket.

Training, Enrollment, Accessing Content, and Viewing Your Transcript

Enrollment – Registration Process

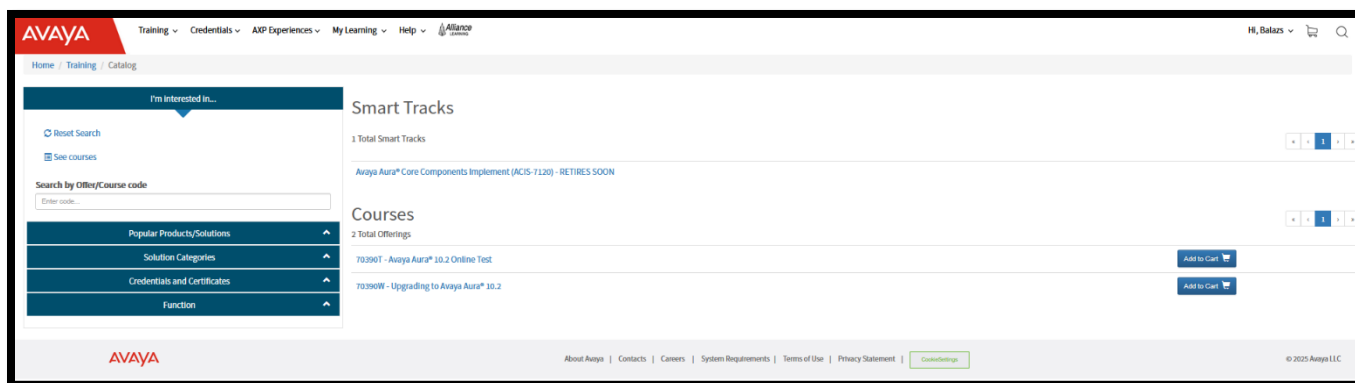
Enrollment is required for all offers hosted on the in the Avaya Learning Center. This would include offers with a delivery method of on-demand online training, web-based assessments and online testing. When you are ready to log in, click on the **Login** icon in the bar to the right. You will then be directed to the Avaya Single Sign-on (SSO) Login page. Avaya Business Partners, Associates, and Customers will log in using their existing Avaya SSO credentials (email address and password) and click **Sign On**. For additional information on how to request an Avaya SSO click [Request an Avaya Single Sign On login - SSO](#).

Enrollment - Add Web-based Offers to the Cart and Check Out

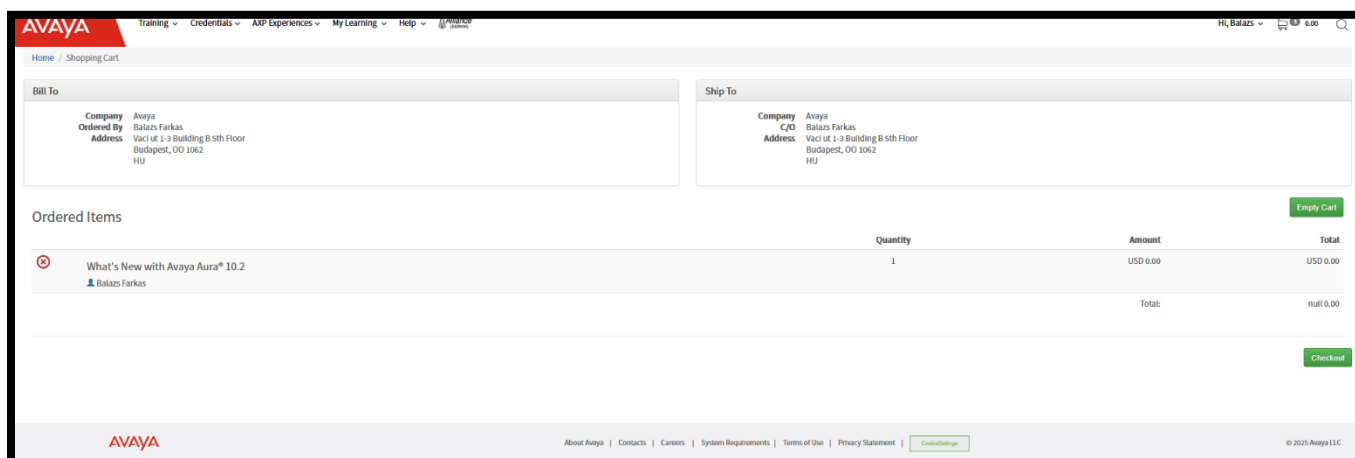
Note: All Online Courses and Online Tests hosted on the Avaya Learning Center are served complimentary to all Avaya audience groups. Students are not charged for accessing any online delivered trainings or testing offers taken from the Avaya Learning portal.

Use the Search feature or browse the Catalog to locate an offer. If you want to see the offer details, click on the offer title.

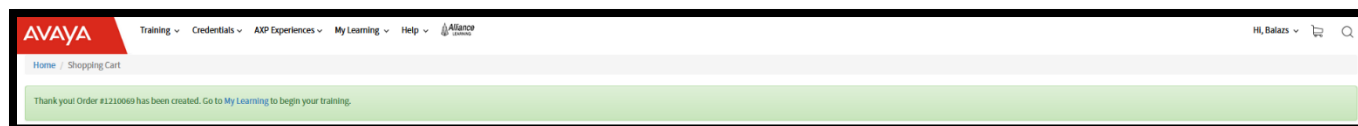
1. Click the **Add to Cart** button to enroll in the offer.
2. Click the **Search** icon to search for other courses/offers.
3. Click on the **Cart** icon to check out.



4. The Shopping Cart page is displayed. Verify that the ordered items are correct and click the Checkout button.



A confirmation message is displayed that the order has been placed. An email notification will also be sent to the registered email address.



For help with completing enrollment, See [Troubleshooting Enrollment](#).

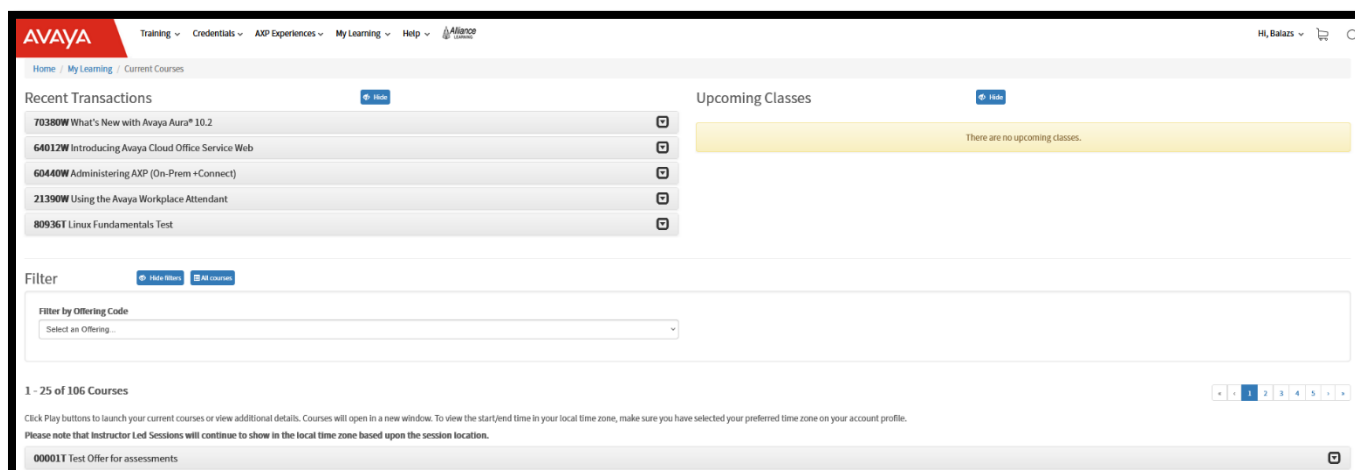
Enrollment - Instructor-led Offers

Instructor-led training is made available through Avaya's dedicated training partners [Red Education](#) and [Training Pros](#). For details such as how to sign up for this training and session availability please visit their homepages.

My Learning

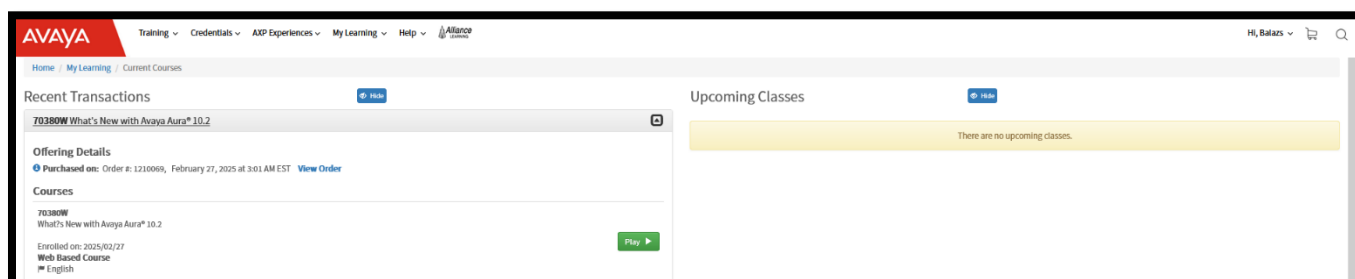
Assess Your Training Record

The classes you are scheduled to take are shown on the **My Learning/Current Courses** page of the system. On the **Current Courses** page, you will see **Recent Transactions** which shows the newly added training activities. Completed training is located on the Avaya Transcript page. You can add external training via Self-Reported Training located under **My Learning** as well.



Launch an Online Activity from the Current Courses page

Locate the course on the Current Courses page and click the **Play** button. A new page will be launched with the selected course.



View Training Transcript

Click the **My Learning** drop-down and select **Avaya Transcript** from the list. To see details of each transcript item, click the **Expand** icon. You can also export the transcript information by clicking the **Export to Excel** button.



Add External Training to the Training Transcript

Click the **My Learning** drop-down and select **Self Reported Training** from the list. Complete the fields as needed then click the **Add Transcript** button. You can export the data by clicking the **Export to Excel** button.

The screenshot shows the 'Self Reported Training Transcript' form. The form includes fields for Start Date, End Date, Course Code, Course Title, Completed?, Completed Status?, and Grade %. A red arrow points to the 'Add Transcript' button.

Course Date	Completion Date	Course Code	Title	Status	Score
2015-11-07	2015-11-07	XYZ567	Acme 101	PASSED	85

Cancel a Training Registration

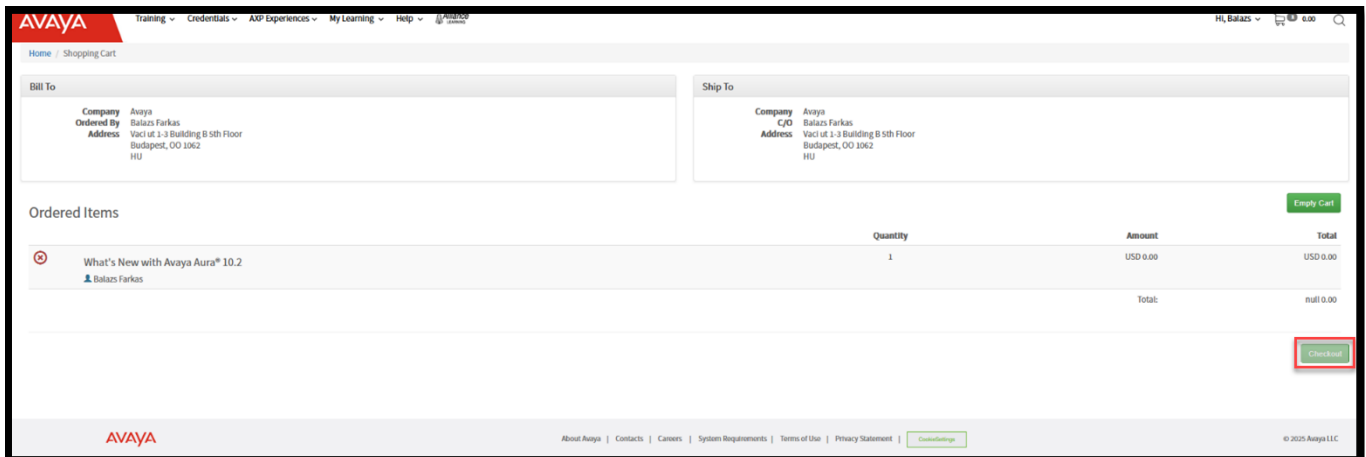
On occasion, you may need to cancel a registration for an offer you are enrolled in. You will be subject to cancellation policies outlined by Avaya Learning. Please check Avaya Learning [policies](#) before registration and cancellation.

- You can quickly and easily cancel enrollments by clicking your name on the top right corner and choosing **Order History**. If you have tried this and need further assistance, the Avaya Learning Helpdesk is always happy to assist you with any Avaya Learning related question. Please see our contact details at **Help/Contacts**.


Troubleshooting

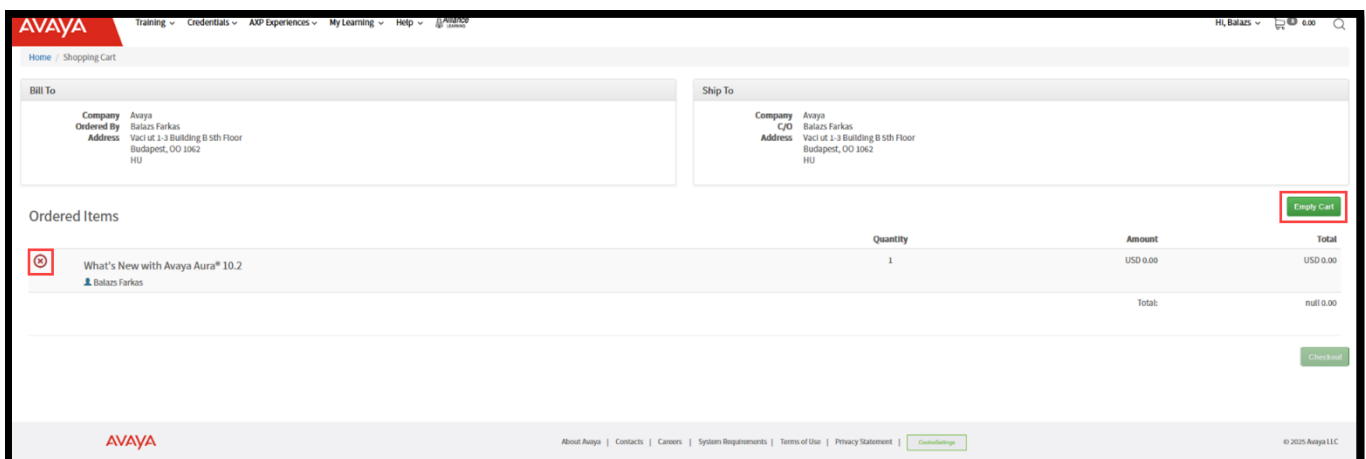
Troubleshoot Enrollment

Please try the following if the **Checkout** button is unavailable:



1. Refresh your browser.
2. Refresh your cart:

a. Delete all items in your cart by selecting the Delete Item button(s)  or **Empty Cart**.



b. [Re-enroll](#) in the course(s) and/or test(s).