I want to learn about...

- Administration
- Design
- Develop
- Implementation
- Sales
- Support

Avaya Learning Center

End User Guide

Searching for, enrolling into, paying for and accessing training
Overview

Avaya Learning develops and delivers industry leading training for Avaya Products and Solutions. Avaya Learning specifically focuses on Avaya’s Product launches, Sales Force and Channel enablement – including Solution and Executive selling, certification 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 time required to reach proficiency. Avaya Learning supports and maintains the Avaya Learning Center where both offer details and information on the Avaya Professional Credential Program can be found.

The following features are accessible without logging in with your Avaya Single Sign-On (SSO) credentials

- Home Page Overview
- Finding Your Training
  - Main Search Feature
  - Catalog Search Feature
  - Credential Program Information
- Help
  - Avaya Learning Center User Guides and Tutorials
  - Avaya Learning Helpdesk Contact Numbers

The following features are accessible by logging in with your Avaya Single Sign-On (SSO) credentials

- Enrollment
  - Registration – adding training to your Shopping Cart
  - Payment
    - Selecting a session
    - Manager Approval
    - Applying Payment
- My Learning
- Transcript
Overview

- For access to the Avaya Learning Center – In your browser enter the following URL – www.avaya-learning.com
- The Avaya Learning Center home page will appear, but you will not be logged into the site.
- At this page, you will have the ability to “look around” and explore the Avaya Learning Center. Remember – when you are not logged in, the site does not know who you are, so you will see list prices and other items that may not be available to you once you log in.
- Across the top of the Homepage, you will see 4 category headers
  - Training
  - Credentials
  - My Learning
  - Help
- Each of these category headers has a dropdown 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, credentials 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. Type in the offer code you are searching for in the search field

2. Click on the offer title to see additional details.
Using the Catalog Search feature:

1. Click the **Training** dropdown along the top menu; then click on **Catalog**

2. The Catalog page allows you to search by
   - **Area of interest (Function and Solution)**
     - **Function** - This will provide results specific to Sales, Design or Support courses
     - **Solution** – This will provide results specific to Customer Engagement, Fabric Networking, Midmarket or Team Engagement
   - **Specific Credential, Curriculum or Course** – you can search by the name or the course code
   - **Page by page** – Courses are listed in numeric order
3. On the Search Results page, you are provided with details of your search:

- Course overview
- List price
- Associated Curriculums (if any)
- Available Sessions (if any)
Using the Credential Program Search feature:

Click **Credentials** from the top menu – there are 5 options to choose from and each option allows you to view additional information regarding the Avaya Credential Program

- Credential Program – provides overall information about the program and the various credentials
- Credential Management – provides information regarding how the credentials are managed once achieved
- Program Information – provides related links and credential news
- ACE – Fx – provides information regarding this new program
- News – provides links to current and archive news stories

At the main Credential Program page, there are 3 tabs. Within each of the tabs are boxes that are “clickable” and will provide you with additional information about the credential.
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 the following information -

- Contacts – telephone numbers, links and info on how to contact Avaya Learning Support
- User Guides and Tutorials – links to user guides to help you navigate the Avaya Learning Center
- Helpful Downloads – links to downloads that can enhance your Avaya Learning experience
- System Requirements – links to information about computer and connection requirements

Contact Avaya Learning Support by phone
Avaya Learning provides local contact numbers for all our support regions. Click on Help, then Contacts to find your regional information
Online Request Entry

The Avaya Learning Center provides a self-service feature for entering requests into the Avaya IT Self Service (ITSS) System. To access the ITSS form in the system:

1. Click Help, then Contacts from the top navigation bar. Click on ITSS Helpdesk or you can access one of the ITSS Creation Guide links.
TRAINING, ENROLLMENT, ACCESSING CONTENT AND VIEWING YOUR TRANSCRIPT

ENROLLMENT - REGISTRATION PROCESS

Enrollment is required for all offers and activities in the Avaya Learning Center. This would include offers with a delivery method of Instructor led, virtual, on demand, web-based, assessments as well as licenses for access to the Avaya Learning Virtual Campus environment.

When you are ready to login, click on the Login Icon in the bar to the right.

![Login Icon](image)

You will then be directed to the Avaya Single Sign-on (SSO) Login screen. Avaya Business Partners and Customers will log in using their existing Avaya SSO credentials (email address and password) and Avaya associates will log in using their global login (Avaya handle and password) and click Submit.
Adding offers to your Shopping Cart:

1. Use the Search feature or browse the Catalog to locate an offer. (see pages 4-7 for additional details)

2. If you want to see the offer details, click on the offer title.

3. Click the Add to Cart next to the offer you are interested in enrolling. The shopping cart now shows 1 item in the cart and the amount.
4. If you would like to continue shopping, you can search again by using the search tools on the left side of the screen.

5. If you are finished shopping and ready to check out, click on the shopping cart icon at the top of the page.

**Shopping Cart (manager approval not needed)**

6. The shopping cart page is where you begin the check out and payment process for your training. Verify that the ordered items are correct, then click on **Checkout**.
7. The next screen shows your order number and a dropdown to select the payment type for the order. Select **Purchase Order** if there is a cost for the training.

8. Once you select Purchase Order, the Payment Details window appears. You **MUST** provide the following in order to complete and submit your payment –
   - Purchase Order Number
   - SAP Payer ID
   - Sold To Number
   - Upload a valid Purchase Order document
9. Once finished adding the payment details, click on **Save**
10. At the next screen, in the lower right corner, click on **Place Order**.

11. You will receive confirmation on the following screen as well as a confirmation email.
Selecting your session for Instructor-led training:

1. If you are purchasing instructor-led training, once you have clicked on Checkout, the next screen will give you the option to select a session to attend. Click on the calendar icon to see the list of available sessions. Select the radio button next to your choice and then click on Select. The session you selected is now visible. (See Step 7 above to continue the payment process)
Obtaining Manager Approval

1. If manager approval is required, once you click on Checkout, there will be an option on the next screen to request your manager’s approval.

2. Click on Request Approval. An email has been sent to your manager and your enrollment is pending until your manager takes action.

3. Once your manager has approved your request the items you ordered will either appear on your Current Courses page or you will need to go to your shopping cart and provide payment.

4. If your request for approval is for an instructor-led training session, then you MUST select the session you want to attend before you submit your request to your manager.
5. From the available sessions listed, make your choice, then click on Select.

6. The session details are now displayed and you can now click the Request Approval button.

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**ACCESSING YOUR TRAINING SCHEDULE**

The classes you are scheduled to take are shown on the My Learning >>>Current Courses page of the system. At the Current Courses page you will see Recent Transactions which shows the newly added training activities and Upcoming Classes which shows you the upcoming instructor-led sessions you are enrolled in. Completed training is located on the Avaya Transcript page. You can add external training via Self-Reported Training located under My Learning as well.
To launch an Online Activity from your Current Courses page:

1. Locate the course on the page; click on **PLAY**

2. A new page will open launching the course you selected.
If you have purchased a Knowledge Access or Knowledge Collection Access license
Avaya Learning Center License Registration Guide

To view your Training Transcript

1. From My Learning, click on Avaya Transcript

Avaya Transcript

2. To see details of each transcript item, click on the black arrow to show a more expanded view. You can also export the transcript information by clicking on the Export to Excel icon.

3. Credential records are managed and kept in the Credential Management System (CMS); students can access the CMS by clicking on this link: https://i7lp.integral7.com/avaya
To add external training to your Training Transcript:

1. From My Learning, click Self-Reported Training

2. Complete the fields as needed then click on Add Transcript.
3. You can export the data by clicking on Export to Excel.

CANCELING A REGISTRATION

On occasion, you may need to cancel a registration for an offer you are enrolled. You will be subject to cancellation policies outlined by Avaya Learning. Some cancellations may incur a financial penalty for your organization so you will want to check Avaya Learning policies prior to registration and cancellation.

✓ Students must contact the Avaya Learning Helpdesk to cancel orders/registrations. Please see page 8 for contact information.

✓ The Avaya Cancellation policy can be found at the following link:

https://www.avaya-learning.com/lms/#/help/policies