

TRAINING INFORMATION BULLETIN

DATE: July 2012 (Rev. C)

SUBJECT: Online Service Training Courses

PURPOSE: This bulletin provides instruction on how to access the On-Line Service Training courses. These courses are pre-requisites for each factory or field training course taken (see TIB09-4-ALL). They provide the basic information that a student must know prior to attending any factory or field service training course.

REQUIREMENTS: Internet access and Technician Identification number (Tech ID). Your individual Tech ID can be found on your GenService website under the “**My Account**”, “**My Login Profile**” tab (if you have filled in your information); or contact your dealer Administrator or Principal; they have access to the “**Resources**”, “**Technicians**” tab in GenService which lists all of their technicians and tech ids.

If you do not have a Tech I.D., and have signed up for a field class, please send an E-mail to servicetraining@generac.com. We will process your request and send you your tech I.D. so you can take the required courses.

Follow the steps below to access and login to the Generac Learning Center.

1. In your web-browser go to: <http://learning.generac.com> (this will redirect you to the following site: <http://learninggenerac.inquisiqr3.com/default.asp?>), see Figure 1.

Figure 1 - The Generac Learning Center login page.



2. Follow the instructions and perform a "System Test" (Figure 1, Step 1) to make sure your computer is compatible with the Learning Center. Follow the instructions if changes need to be made.
3. It is highly recommended that you download and read the User's Manual. If you need additional help click on the Help button on the tool bar or use the FAQ button.
4. Create an account by clicking on the blue "register here" link (Figure 1, Step 2). **You will need to do this even if you have an existing Learning Center account as a Guest or Reseller.** You need to register as a service technician using your tech ID in order to take any of the Service Training on-line courses. You only need to register as a Technician once, so remember your user name and password.
5. In the User Registration Page (Figure 2), select the "Tech ID" choice in the Learning Group Type and click NEXT (see Figure 2).

Figure 2 - Select "Tech ID" in the Learning Group Type, and click "Next".



6. In the next screen you will be asked to enter your "***Tech Number**". Enter your Tech ID number after the T in the Tech Number box; then click "**Next**" (Figure 3).

Figure 3 - Type in your Tech Number; this will be your complete Tech ID number.



7. Confirm your Name and Organization information.
8. Complete all of the required fields in the User Registration page. Read and acknowledge the User Agreement statement.
9. When you have successfully completed the User Registration click the "Continue" button; this will take you to The Learning Center Home page; Click the "Course Catalog" button in the tool bar (Figure 4).
10. Click the "Service Training Department" Catalog (Figure 5).
11. Click the course you have enrolled in at the factory or field (Figure 6).
12. Click the first course in the series (Figure 7). The courses are progressive, you must complete the first one in order to unlock and enroll in the next course.
13. Enroll in the course by clicking on the "red apple" icon (Figure 8). Be sure to download and read any course materials offered. Some are required to complete the tests.
14. After successfully enrolling click the "MY ACCOUNT" tab (Figure 9). Click the green "GO" button in the view column to access a course.
15. Course lessons are progressive. Until you pass a lesson or test the next lesson is locked. To begin a lesson, click the green "go" button in the view column (Figure 10).

16. When a lesson or test has been completed the view button for that lesson will change to blue (Figure 11). You can review any lessons or test which you have already passed any time.
17. There are many other features available in The Learning Center. For more information about what they are and how to use them please download and read the User's Manual.
18. When you have successfully completed all four of the basic courses, print your Certificate of Accomplishment (Figure 12).
19. Bring your Certificate of Accomplishment to your scheduled Factory or Field training course as proof of completion.

Figure 4 - The Learning Center Home Page (logged in), click the COURSE CATALOG button.

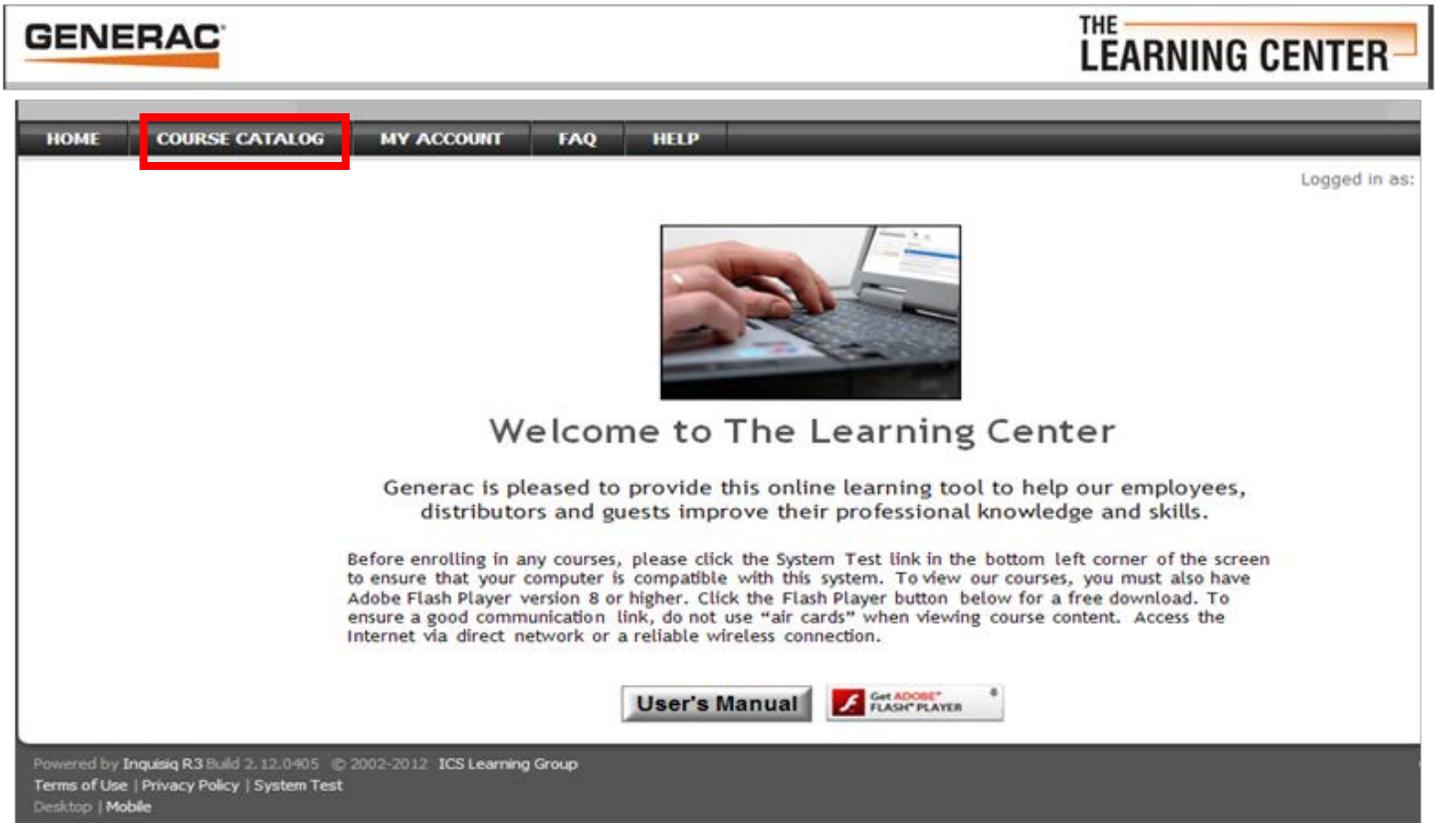


Figure 5 - In the Course Catalog, click the "Service Training" selection.

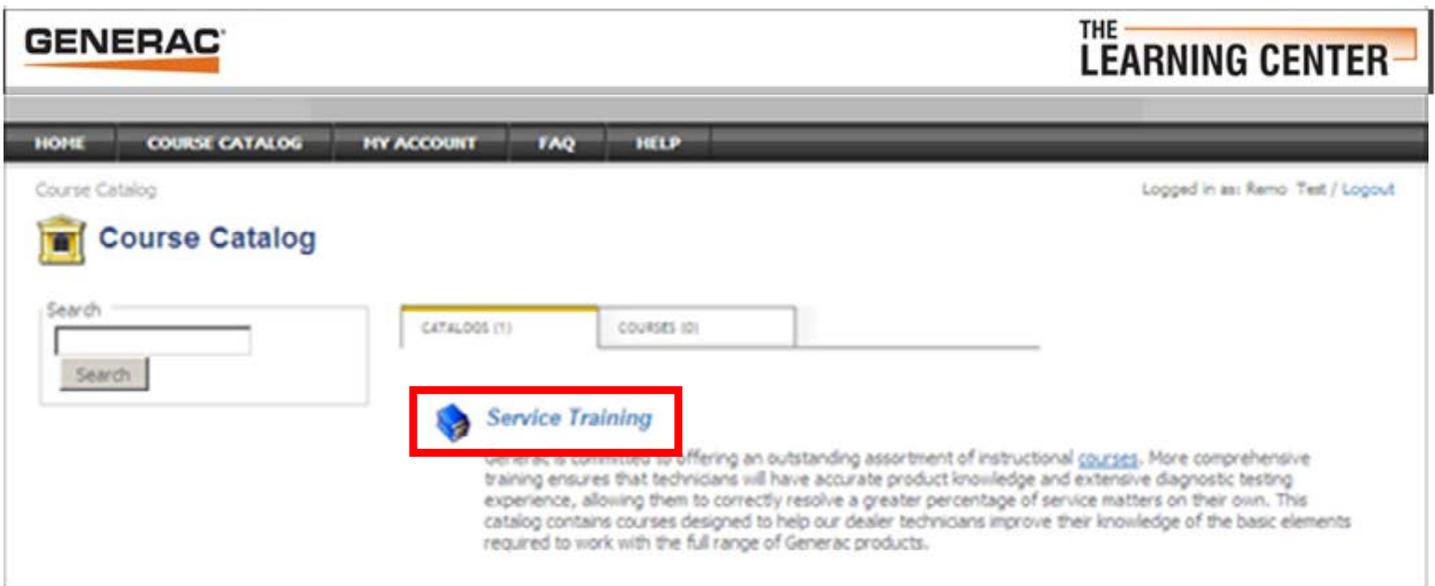


Figure 6 - Click the course you have enrolled in at the factory or field.

The screenshot shows the 'Course Catalog' page for 'Service Training'. At the top, there is a navigation bar with 'HOME', 'COURSE CATALOG', 'MY ACCOUNT', 'FAQ', and 'HELP'. The page title is 'Course Catalog - Service Training' and it shows 'Logged in as: Ramo Test / Logout'. A search box is present on the left. The main heading is 'Service Training' with a description: 'Generac is committed to offering an outstanding assortment of instructional courses. More comprehensive training ensures that technicians will have accurate product knowledge and extensive diagnostic testing experience, allowing them to correctly resolve a greater percentage of service matters on their own. This catalog contains courses designed to help our dealer technicians improve their knowledge of the basic elements required to work with the full range of Generac products.' A note states: 'NOTE: Completion of the courses in this catalog does not, in and of itself, certify a technician to perform warranty repairs. Completion of the full course curriculum, online and through the factory/field taught classes, as well as all other service dealer requirements, is required.' Below the note is a 'Back to parent catalog' link and a breadcrumb trail showing 'CATALOGS (9)' and 'COURSES (0)'. Two course categories are listed: 'Air-cooled' and 'Commercial', each with a brief description of the factory/field taught class.

Figure 7 - Start by selecting the first course in the series. The courses are listed in the order they must be taken. Each successive course will “unlock” when the previous course has been successfully completed.

The screenshot shows the 'Course Catalog' page for 'Air-cooled' courses. The navigation bar is the same as in Figure 6. The page title is 'Course Catalog - Service Training - Air-cooled' and it shows 'Logged in as: Ramo Test / Logout'. A search box is present on the left. The main heading is 'Air-cooled' with a description: 'This factory/field taught class allows a technician that is assigned to an appropriate service dealer to perform warranty repairs on all Air-cooled products. All courses in this catalog must be completed prior to taking the factory or field Air-cooled class.' A 'Back to parent catalog' link is present. The breadcrumb trail shows 'CATALOGS (0)' and 'COURSES (4)'. Two courses are listed: 'RST101 Basic Electricity' and 'RST102 Basic Generator Theory', each with a detailed description of the course content.

Figure 8 - Enroll in the course by clicking on the "red apple". Download and read any course materials provided.

GENERAC THE LEARNING CENTER

HOME COURSE CATALOG MY ACCOUNT FAQ HELP

Course Catalog > Service Training Department > Basic Electricity Logged in as: Robert Breese / Logout

RST101 Basic Electricity

Back to parent catalog

 Enroll

Description

This course is designed primarily for technicians with little or no knowledge of electricity. We start with the fundamentals of electricity and build a solid understanding of what electricity is and how it works. Then we provide a conceptual framework for thinking about difficult concepts such as amperage, resistance, and voltage through simple analogies to familiar objects and concepts.

With the fundamentals covered, we will cover Ohms law and see how it is applied in both series and parallel circuits. The course will conclude with the introduction of AC and DC voltages. This course is a prerequisite for all other Service Training courses.

(To view this course, you must have sound capabilities and Adobe Flash Player version 8 or higher. For a FREE download, click the button on the home page. To ensure a good communication link do not use "air cards" when viewing course content. Access the Internet via a direct network or a reliable wireless connection.)

Objectives

- Identify basic electrical definitions
- Correctly identify a series and parallel circuit, their electrical relationships, and how they affect each other
- Given the definition of Ohms law, identify the mathematical relationships between resistance, amperage, and voltage
- Correctly identify one cycle of a sine wave
- Provided with a sine wave, correctly label the RMS voltage, peak to peak voltage, and the zero crossing

Course Materials:

- Learner's Guide (1.62 MB)

Lessons

- RST 101 - Basic Electricity (Pre-Test)
- RST 101 - Basic Electricity
- RST 101 - Basic Electricity (Post-Test)

Figure 9 - The "My Account" page displays all of the courses you are enrolled in. Click the green "GO" button to open a course.

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HOME COURSE CATALOG MY ACCOUNT FAQ HELP

My Account Logged in as: Robert Breese / Logout

My Account

Calendar
JUNE 2012

Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

MENU

- My Profile
- My Transcript

LEARNING ACTIVITIES

ENROLLED (1) OVERDUE (0) COMPLETED (0) EXPIRED (0)

Course	Due Date	Expires	Details	View
RST101 Basic Electricity	-	-		

Figure 10 - As you successfully progress through each lesson or test in a course the next "locked" lesson will unlock.

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HOME COURSE CATALOG MY ACCOUNT FAQ HELP

My Account > RST101 Basic Electricity Logged in as: Robert Breese / Logout

RST101 Basic Electricity

Course Description

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Objectives

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- Correctly identify one cycle of a sine wave
- Provided with a sine wave, correctly label the RMS voltage, peak to peak voltage, and the zero crossing

Course Materials:

- Learner's Guide (1.62 MB)

Lesson	Type	Status	Score	Action
1. RST101 - Basic Electricity (Pre-Test)		Not Attempted	-	
2. RST101 - Basic Electricity		Not Attempted	-	
3. RST101 - Basic Electricity (Post-Test)		Not Attempted	-	

Online lessons in this course may only be launched when all previous lessons have been completed.

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Generac Power Systems, Inc.
training@generac.com

Figure 11 - You can review any of the course lessons or tests which have been successfully passed by clicking the blue "GO" button.

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HOME COURSE CATALOG MY ACCOUNT FAQ HELP

My Account > RST101 Basic Electricity Logged in as: Robert Breese / Logout

RST101 Basic Electricity

Course Description

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With the fundamentals covered, we will cover Ohms law and see how it is applied in both series and parallel circuits. The course will conclude with the introduction of AC and DC voltages. This course is a prerequisite for all other Service Training courses.

(To view this course, you must have sound capabilities and Adobe Flash Player version 8 or higher. For a FREE download, click the button on the home page. To ensure a good communication link do not use "air cards" when viewing course content. Access the Internet via a direct network or a reliable wireless connection.)

Objectives

- Identify basic electrical definitions
- Correctly identify a series and parallel circuit, their electrical relationships, and how they affect each other

Lesson	Type	Status	Score	Action
1. RST101 - Basic Electricity (Pre-Test)		Completed	100%	
2. RST101 - Basic Electricity		Not Attempted	-	
3. RST101 - Basic Electricity (Post-Test)		Not Attempted	-	

Online lessons in this course may only be launched when all previous lessons have been completed.

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Generac Power Systems, Inc.
training@generac.com

IMPORTANT: For more information about how to navigate through and use the various features contained in The Learning Center, please download and read the USER'S MANUAL; the tab is located at the bottom of The Learning Center Home Page.

Figure 12 - When you have finished the entire course sequence print your Certificate of Accomplishment by clicking the "Print" in the bottom left corner of the screen.

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HOME COURSE CATALOG MY ACCOUNT FAQ HELP

My Account Logged in as: Robert Breese / Logout

My Account

Calendar
JUNE 2012

Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

MENU

My Profile My Transcript

LEARNING ACTIVITIES

ENROLLED (0) OVERDUE (0) COMPLETED (4) EXPIRED (0)

Course	Due Date	Expires	Details	View
No enrollments found.				

MY CERTIFICATES

Certificate	Award Date	
Service Training Certificate	Jun 27, 2012	Print

Figure 13 - Bring a copy of your certificate to the Factory or Field training course you are scheduled to attend.

