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### Purchasing ShoreTel Training

#### 1. How do I purchase training for my Customers?

ShoreTel University courses are ordered in the same way as you order all ShoreTel products. Shorecare training SKU's are selected and added to your sales order. Once the sales order is processed (a sales order acknowledgement email received), the license key contact will receive a Training Voucher within 4 hours for each course purchased. Training Vouchers should then be forwarded to the appropriate customer for their exclusive use. As training is delivered, order administration will invoice against the PO associated with your sales order. Training Vouchers may only be used to purchase and attend training delivered by ShoreTel. If your customer wishes to take training from an authorized ShoreTel training partner (such as ScanSource or Cohort), you or the customer would need to purchase the training from that training partner directly.

The overall process is as follows:

- 1) Partner orders training via QMS (or whatever tool used to order ShoreTel products/services)
  - These can be combined product/services orders or an order only for training SKU's
- 2) ShoreTel University generates/sends Training vouchers:
  - One per training line item per order via automated process run every 4 hours
  - One email per Sales Order with Vouchers sent to license key contact
  - If vouchers not provided within 3 business days, send request to [education@shoretel.com](mailto:education@shoretel.com) with Sales Order # and PO #.
- 3) Partner forwards email to customer contact to utilize the training vouchers
- 4) If customer contact needing to register and take the training is not already entered as a customer contact via the ShoreTel Partner site:
  - ShoreTel Partner site super user adds customer contact and verifies 'Certification Central (LMS)' checkbox is set.
  - Access to Cert Central is enabled within 4 hours via a scheduled synchronization process
- 5) Customer signs in to Certification Central and registers for training
  - Select course and date for the class
  - Enter Training Voucher provided when checking out
- 6) Once class is attended, ShoreTel University initiates invoice for the training per the Sales Order/PO thru ShoreTel Order Admin

### 2. I purchased training via a sales order, but did not receive a training voucher?

Training vouchers are generated every 4 hours for all fully processed/accepted sales orders. Training vouchers are generated for training SKU's associated with public scheduled classes for which the partner or customer register online. Training vouchers are not generated for onsite or custom courses (see question [#8](#) if applicable), however we do send a notice with instructions to contact ShoreTel to coordinate delivery.

If you purchased training from your Distributor and did not receive a Training Voucher within **3 business days**, please contact your Distributor. If you purchase directly from ShoreTel, contact ShoreTel University at (408) 962-2600 or via [education@shoretel.com](mailto:education@shoretel.com). Include your Sales Order number and PO number in your correspondence. Training Vouchers are issued only after the order is fully processed.

## Partner Training

### 3. What forms of payment can be used to purchase training?

You can register online and pay using Visa, Master Card, or American Express. As an authorized ShoreTel reseller, you may also purchase training via a sales order. If you are purchasing ShoreTel through a Distributor, your Distributor must issue the sales order on your behalf. Once the sales order is processed, the license key contact will be sent a Training Voucher for each course purchased. You will need to enter the voucher code as the payment method when checking out via the ShoreTel University Certification Central shopping cart.

You may not register for training and pay at a later time, nor hold seats pending payment for an upcoming course.

If you purchased training from your Distributor and did not receive a Training Voucher within 3 business days, please contact your distributor. If you purchase directly from ShoreTel, contact ShoreTel University at (408) 962-2600 or via [education@shoretel.com](mailto:education@shoretel.com). Include a copy of the sales order acknowledgement email received from ShoreTel order administration (which includes the Sales Order number and PO number and items ordered) in your correspondence.

### 4. What is your course cancellation and student registration cancellation policy?

ShoreTel reserves to right to cancel a class at any time. ShoreTel requires two weeks advance notice if a student cancels or reschedules a class. The following guidelines apply:

- 100% course fee refund if ShoreTel cancels the course
- 100% course fee refund if a student cancels two or more weeks before the scheduled class date.
- 50% course fee refund if a student cancels less than two weeks, but more than one week, before the scheduled class date. 0% course fee refund if a student cancels less than a week before the scheduled class date or fails to attend the course.

**5. I registered and paid via credit card, then cancelled my registration but have not seen my credit. How do I resolve this?**

If you are due a refund per the cancellation policy, your refund will be processed within 5 business days. Credit card refunds must be manually processed. If you are awaiting a refund beyond 5 business days; please contact us at (408) 962-2600 or via [lmshelp@shoretel.com](mailto:lmshelp@shoretel.com).

**6. I need to register for training, but do not have a ShoreTel University Certification Central account.**

Each ShoreTel reseller has at least one individual assigned as the ShoreTel partner site super-user. The partner site super-user must grant access to the partner site and select access to Certification Central (LMS) before the individual can access Certification Central. If you have a partner site login, but cannot access Certification Central; contact your partner site super user to verify the Certification Central (LMS) setting is correctly set. Once correctly set; allow up to 4 hours for access to Certification Central via the partner site. Should you have problems accessing Certification Central after first logging onto the ShoreTel partner site please contact [lmshelp@shoretel.com](mailto:lmshelp@shoretel.com) for assistance.

**7. I received a Promotion code to attend training. How do I redeem it?**

Promotion codes are used in the same way as Training Vouchers (described above). Access Certification Central from the ShoreTel partner site, select the courses to be purchased and enter the Promotion code when checking out via the shopping cart. Promotion codes will in some cases be tied to specific course titles. If purchasing multiple courses, you will see the promotion code discount applied only to those courses. Any remaining balance must be paid using Visa, Master Card, or American Express at time of check out as the Certification Central shopping cart only supports one coupon/voucher code per order.

**8. I purchased Onsite End-User or Administrator Training for my customer. How do I coordinate and schedule delivery?**

If onsite End-User or Administrator training is sold as part of a ShoreTel implementation; the training will be coordinated through the ShoreTel project manager. If your onsite training is not part of a ShoreTel implementation or you need any assistance in coordinating delivery, please contact ShoreTel University at (408) 962-2600 or via [education@shoretel.com](mailto:education@shoretel.com).

### **9. I received an Enrollment email for a course I did not enroll in. Why?**

All courses with certification exams are set to auto enroll you in the certification exam once you complete the course. Reminders will be sent until you complete the certification exam.

### **10. How many attempts are allowed for certification exams?**

All exams are set to allow 3 attempts. Our policy requires you to re-take the course should you be unable to pass the exam after 3 attempts. This includes exam attempts that are not completed due to time constraints, network connectivity issues, etc.

### **11. I could not finish the exam at one time. When I went back later, I had lost all my answers and also an attempt.**

#### **What happened?**

You are strongly encouraged to complete the whole exam at the same time. The number of questions and time allocated for the exam are posted in the course description and Course Abstract. If you leave the exam before you complete it, the exam timer continues to run. If you return before the time expires, your answers are saved and you can continue in the exam, but must complete the exam in the time remaining. If the time expires, you lose an attempt and must begin the exam from the beginning.

### **12. What browsers are supported? What plug-ins are required? Are Pop-up blockers a problem?**

ShoreTel University Certification Central, eLearning titles and certification exams require the Adobe Flash Player. Supported browsers include Internet Explorer 7.0 and above, Mozilla Firefox 4.0 and above, Google Chrome, Safari 5.0 and above, and Opera 11. The Adobe Flash Player should download automatically when you access Certification Central; however to download or update Adobe Flash Player, select this [link](#). Some of our recorded meeting content requires the [GotoMeeting codec](#). If you receive an error indicating you have a missing codec when attempting to launch self-paced eLearning content, this is likely a recorded meeting requiring the [GotoMeeting codec](#).

Certification Central does need the ability to open windows via your browser when launching eLearning content or certification exams and when purchasing courses via the shopping cart. It is best to add [shoretel.absorbtraining.com](http://shoretel.absorbtraining.com) to your list of sites to allow popups. If not, you will see issues with launching eLearning, certification exams, or purchasing courses.

### **13. What Web conferencing tool is used for your Instructor-Led Online (ILO) courses?**

We utilize Adobe Connect for all Instructor-led Online training. Adobe Connect will utilize the Adobe Flash Player and install an Adobe Connect Add-in. At the scheduled course date and time, you will access your ILO training through ShoreTel University Certification Central. Login and select “My Courses”, select the course, then select the “Join Now” link to join the training session.

Test your ability to successfully attend an Adobe Connect training session via [Connection Test](#). This will verify that you have Adobe Flash and the Adobe Connect plug-in configured in order to access any instructor-led online course.

### **14. How do I confirm access to the Instructor-Led Online (ILO) lab environment?**

All technical certification courses include hands-on labs. For the technical certification courses; the ShoreTel University Global Online Access Lab (GOAL) is accessible via your browser. Specific setup and connection instructions for your instructor-led online course are accessible via the ‘Resources’ tab on the course once you are registered for that course.

### **15. How do I receive my student materials for an Instructor-Led Online (ILO) course?**

Student materials for all Sales and Technical training courses are attached to the course and accessible via the ‘Resources’ tab on the course itself.

For technical courses only; if you require hard copy materials in addition to the electronic student materials, you may order them via a link provided in your enrollment confirmation email. Learners are encouraged to only order hard copy materials if the electronic materials are not a good option for you. Our fulfillment service (Mimeo) will process any materials orders and ship directly to you. These online orders will generally take 5-7 business days to arrive.

### **16. Who do I contact if I have a problem using ShoreTel University Certification Central?**

If you have any issues using ShoreTel University Certification Central or accessing your purchased training, please contact ShoreTel University at (408) 962-2600 or via [lmshelp@shoretel.com](mailto:lmshelp@shoretel.com). Also, be sure to review the Quick Tours available on <http://support.shoretel.com/training/help.html>.