



July 15, 2008

Samsung Online Training Center (LMS) News

Samsung Technical Training Department is pleased to announce to all Dealers and Distributors that the Learning Management System (LMS) version 7.6 has now been running for the last 3 months, delivering improved system performance and reliability.

Also, as a result of the upgrade the following enhancements have been implemented:

Evaluations



Your opinion counts! After completing an online technical certification course, you will receive an e-mail notification informing you that an evaluation is available on the LMS.

You will have 10 days to give us your most candid and thorough feedback by clicking on the *Learn* menu, *Learn Activity Evaluations*, *Start* button.

The information you share with us is anonymous and confidential and will be used solely with the purpose of improving our courses and your learning experience. The Samsung Technical Training Department thanks you in advance for your participation.

Forgot Your Password



Password assistance is available on the Logon Page! Click on the word *Click Here* by "Forgot Your Password?" on the Logon Page, enter your LMS User Name and e-mail address (the e-mail address must match the one on the LMS system), and click on *Submit*. A temporary password will be sent to you by e-mail. You will be asked to immediately change it for security purposes.

News on Learner's Home Page



Keep informed by reading the **News** posted on the Learner's Home Page. Information about the Knowledge Documents available for Download and E-Mail Notifications are posted now!

Samsung Telecommunications America
Business Communication Systems
1301 East Lookout Drive
Richardson, TX 75082
Phone: 972-801-6105; Fax: 972-801-6195
Email: BCS.Training@samsung.com

800-876-4782

www.samsunggsbn.com

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Knowledge Documents Available for Download



You can now download the **Quick Reference Guide** to get quick information and tips on how to use the **Samsung Online Training Center (LMS)** without leaving the site! Click on the *Catalog* tab under your name on the *Home Page* and then click on *Knowledge Documents*. Click on the *Start* button to launch this document in Adobe Reader. More documents coming soon!

Diploma of Completion



You can now print your own **Diploma of Completion**. Click on the *Certification* tab on the Home Page under your name, click on the *Curriculum Name* in the Activity Name column, and click on the *Diploma* icon  to the left of the Curriculum Name. Click on the *Print* button; make sure you set the page orientation to *Landscape*.

Note: Even though you can print a diploma of completion for each course module, your technical certification record will only be updated after you have completed all course modules and passed the test. Please allow 2 business days for the training and technical support databases to get synchronized.

Automated E-Mail Notifications



E-Mail notifications are now automatically generated by the LMS system!

To prevent e-mail messages sent by the Samsung Technical Training Department from going to your Junk E-mail folder, select *Actions | Junk E-mail Options...* from the Menu in Outlook, go to the *Safe Senders* tab, click on *Add...*, type *@samsung.com* and click *OK*.

If you already have a message from Samsung BCS Training in your *Junk E-mail*, open the message, select *Actions | Junk E-mail* and then *Add Sender's Domain* or *Add Sender to Safe Senders List*.

Did you know...

From January ~ June of 2008, the Samsung BCS Technical Training Department issued more than 400 online certifications, the OfficeServ 7100 accounts for more than 100 of the online certifications.

If you have any questions regarding this notice, please contact your Regional Sales Manager or BCS Training Department at 972-801-6105.

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Richardson, TX 75082
Phone: 972-801-6105; Fax: 972-801-6195
Email: BCS.Training@samsung.com