



April 15, 2008

Samsung Online Training Center (LMS) is now up and running

Samsung Training Certification Department would like to inform all Samsung Dealers and Distributors that the **Learning Management System (LMS) is now up and running.**

The updated process was successfully completed. The LMS 7.6 version now supports Internet Explorer 7.0 so if you have not upgraded your browser to 7.0 yet you may do so now.

You should be able to log into the system using your current Login ID and password, and find your Current Training and Assigned Training displayed on your Home Page.

For your convenience we have created a Quick Reference Guide that covers how to log on to the LMS, how to launch a course module, how to verify and re-launch completed courses, how to view certifications, how to register for a pre-requisite test, and how to access training information and how to purchase training courses (see pages 2 and 3 of this document).

Thank you for your patience and cooperation.

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

Samsung Telecommunications America
Business Communication Systems
1000 Klein Road, #200
Plano, TX 75074
Phone: 972-801-6105; Fax: 972-801-6195
Email: BCS.Training@Samsung.com

800-876-4782

www.samsunggsbn.com

Samsung Online Training Center

Learning Management System (LMS)

Home Page

Current Training Courses

Pre-Requisite Tests

View your Completed Activities

Register Icon

Learn Menu

Current Activities

Training Schedule

Training Transcripts

View Current Activities

View Completed Activities

Learning Management System (LMS) Home Page

Training Schedule

View Drop Down Menu

1 HOW TO LOG ON TO THE LMS

- Start your Internet Explorer® Browser.
- Turn off all pop-up blockers.
- Go to <https://learn.samsungtelecom.com>.
- Enter your **User Name** and **Password**.
(Example: User Name: DS####, Password: password).
- Click on **LOG ON**.

TIPS

- Passwords are case sensitive.
- GSDN, LMS, and Plimus have their own login accounts.
- To have your password reset, go to GSDN (<http://www.samsunggsbn.com>) click on **Communication, Training, Downloads, Registration Form, Samsung Training Online ID Request Form** or contact BCS Training through e-mail (bcs.training@samsung.com) or by phone, 972-801-6105.

2 HOW TO LAUNCH A COURSE MODULE

- Find the module of the course you want to launch in your **Current Training** on the LMS **Home Page**. If it is not shown, click on **(...More)** to see your **Current Activities** on your **Training Schedule**.
- Click on the **START** button to launch the course. The course will open on a separate window.
- At the end of each module make sure you click on **Save Your Results** or **Mark as Complete** to get credit for completing the course module.

TIPS

If taking modules one after the other in a course:

- Click **OK** on the **Learning Activity Progress Detail** page when you have completed the module. The **Current Registrations** view of your Training Schedule will appear.
- Click on the course name to find the **Activity Details** of the course.

MORE TIPS

- Find the next module to complete and click on the **START** button beside it to launch the module.

To make course viewing easier when several courses have been purchased:

- Click on **Learn, Training Schedule** and use the **Search** text field to enter keywords. Click on the **GO** button and only courses related to the keyword entered will display.
- Click on the **Name** header on your **Training Schedule** to sort the courses by name.

What's New in LMS 7.6

- Internet Explorer 7.0 compatibility
- Increased bandwidth and reliability.
- New features *coming soon...*

3 HOW TO VERIFY AND RE-LAUNCH A COMPLETED COURSE

- Click on **Learn**.
- Click on **Training Schedule**.
- In the **View** drop down box, select **Completed Activities**. Course modules that were successfully completed will display.
- Click on the **START** button to re-launch the module. It is recommended that you do not re-launch the test module as it may overwrite your existing score.
- Click on the **CANCEL** to re-launch the module otherwise the module will be closed.

TIPS

- If you have failed a test, contact BCS Training through e-mail (bcs.training@samsung.com) or by phone, 972-801-6105.

4 HOW TO VIEW CERTIFICATIONS

- Go to the **Home Page**.
- Click on **Certifications** located on the menu bar underneath the Welcome title.

TIPS

- Click on **View My Training Transcript** under **Getting Started** on the **Home Page** to view all completed courses and certifications.
- Remember that certifications from Instructor Led courses will not show here.

5 HOW TO REGISTER FOR A PRE-REQUISITE TEST

- Find the test you wish to take in the **Assigned Training** on the on the LMS **Home Page**. If it is not shown, click on (...More).
- Click on the **Register** check mark icon located on the left of the Activity Name.
- Click on the **SUBMIT** button. The **Activity Details** page will display.
- Click on the **START** button beside the test.
- Click on the **NEXT** button to launch the test.

TIPS

- Once you have **already registered for a pre-requisite test** you can also find the test by clicking on **Learn**, **Training Schedule** or on the **Home Page** under **Current Training**.

6 ABOUT PRE-REQUISITES

Certifications will not be issued unless all pre-requisites have been fulfilled, all modules of the courses are completed, and a passing grade has been achieved on the certification test.

- Take courses and pre-requisite tests in the correct order based on the table below.
- A pre-requisite test is "Required" only for its corresponding course.
- Make sure to take a pre-requisite test before ordering its corresponding course.

| Courses | Pre-Requisites |
|---|---|
| OfficeServ 100/500/7000/7100 | None |
| OfficeServ 7000 Transition | 1. OfficeServ 100/500 |
| OfficeServ 7000 Series Data | 1. OfficeServ 7000 2. Online Data Pre-Requisite Test |
| OfficeServ ITP | 1. OfficeServ 100/500 or OfficeServ 7000 or OfficeServ 7100 2. Online ITP Pre-Requisite Test |
| SVMi | 1. OfficeServ 100/500 or OfficeServ 7000 or OfficeServ 7100 |
| OfficeServ SPNet | 1. OfficeServ 100/500 or OfficeServ 7000 or OfficeServ 7100 2. OfficeServ ITP |
| OfficeServ Link/EasySet | 1. OfficeServ 100/500 or OfficeServ 7000 or OfficeServ 7100 |
| OfficeServ Operator, OfficeServ DataView, OfficeServ Call | 1. OfficeServ 100/500 or OfficeServ 7000 or OfficeServ 7100 2. OfficeServ Link/EasySet |
| OfficeServ Wireless | 1. OfficeServ 100/500 or OfficeServ 7000 or OfficeServ 7100 2. OfficeServ ITP |

IMPORTANT INFORMATION

How to Access Training Information

Training information can be accessed on the **Global Samsung Business Network** (GSBN) website.

- URL: www.samsunggsbn.com
- Login ID and password issued by Samsung Customer Service.
- Click on the **Online Training User ID Request** button on the Home Page to request a Login ID to access the **Samsung Online Training Center** (LMS).
- Click on the **Samsung Online Training Center** button on the Home Page to start taking online courses.
- Click on the **Communication** Menu Bar on the Home Page for helpful information.
- Click on **Training** in the sub menu for the following information:
 - Policies and Procedures
 - Course Description
 - Certification Path
 - Downloads
 - Training News
 - Schedules
 - Forms
 - Helpful Documents

How to Purchase Training Courses

Samsung has contracted **Plimus** to process secure online orders for our technical training courses.

- URL: <https://samsung.plimus.com>
- Read the instructions** on the Landing Page.
- Click on the **Instructor Led** or **Online Courses** button for a list of available courses.
- Click on the **BUY** button.
- Enter the **Prerequisite Information**. Make sure you meet the prerequisites for the course you are purchasing. Enter the student's information if you are buying this course for someone else.
- Create an account with Plimus** or **enter your Plimus username and password**.
- Review your **order information** and click on **SUBMIT**.
- An **order confirmation** page will be displayed with your order confirmation number. Samsung BCS Training will also send you an **e-mail confirmation**.