

## TRAINING INFORMATION BULLETIN

**DATE:** August 2013 (Rev. E)

**SUBJECT:** Online Service Training Courses

**PURPOSE:** This bulletin provides instruction on how to access the On-Line Service Training courses. These courses are prerequisites 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.

**NOTE:** If you are a new technician and were issued a new tech ID, please wait 24 hrs. to access The Learning Center.

**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, your tech ID will be issued 2 weeks prior to your course by the training location in which you are enrolled.**

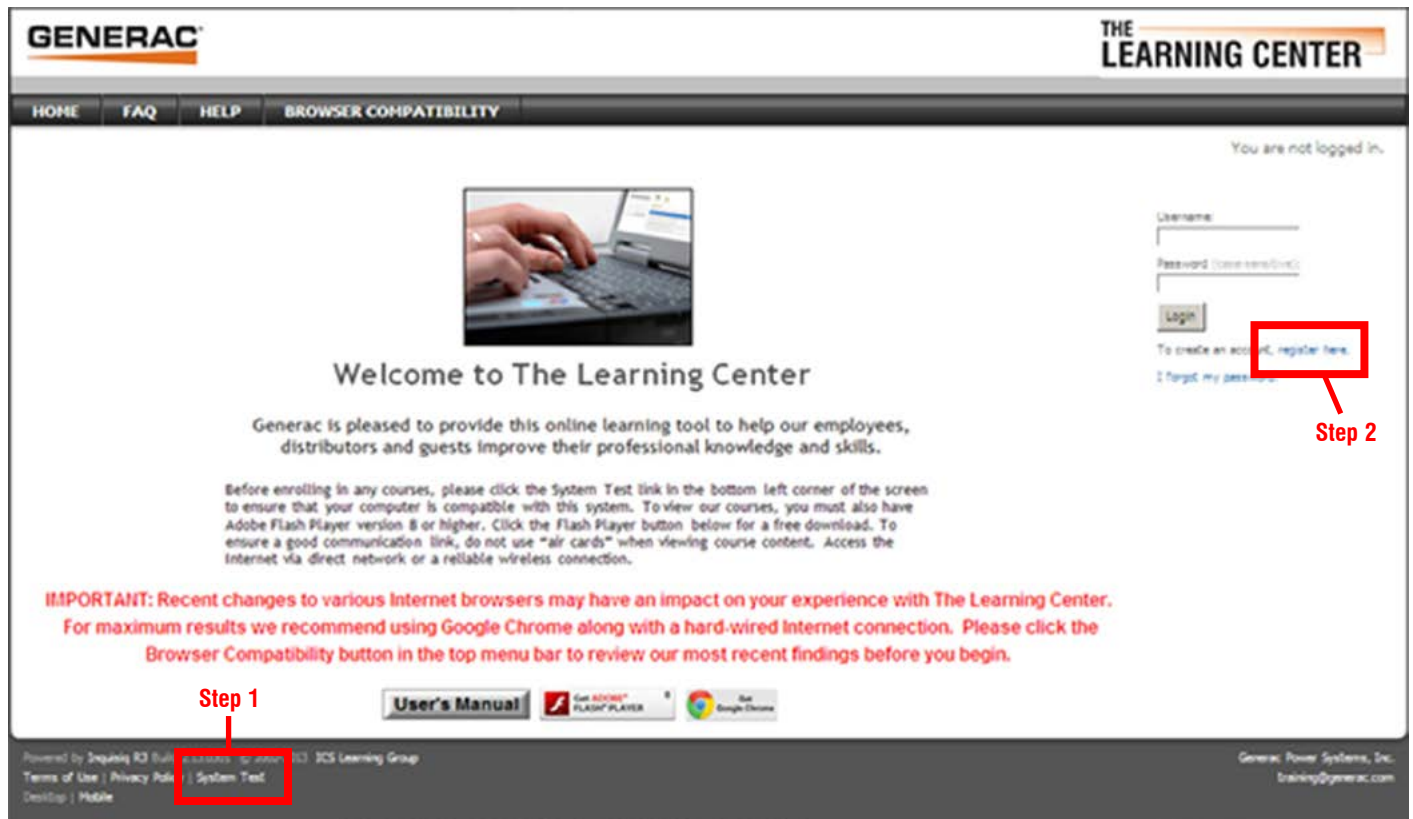
**NOTE:** The Internet browser you are using can have an effect on the operation of the courseware (Internet Explorer, Google™ Chrome etc). Currently the latest version of Internet Explorer, IE10, is not compatible with the software. We suggest that you download Google Chrome to use for these courses as it has a built in flash player and is the most compatible with the courseware.

**NOTE:** The system works best when you are using an updated desktop or laptop computer with a hard-wired Internet connection. Wireless can work if the signal strength is very strong continuously. Internet stability and strength can fluctuate at anytime and periods of instability can last for any length of time which can affect specific lessons or courses you are taking at that particular time even if you have completed others without issue. If the signal strength is interrupted it can cause the lessons to freeze, even if the wireless can still pick up normal internet access. Air cards or tethering from a cell phone will not provide enough stability. This is the most common culprit of issues and we recommend connecting to a hard-wired Internet connection and utilizing Google Chrome if you are not already.

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”.



- 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). **The "T" needs to remain in the box in front of your tech ID number.**

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



- Confirm your Name and Organization information. **IF IT IS NOT YOUR NAME AND COMPANY PLEASE DO NOT CONTINUE. Please contact [servicetraining@generac.com](mailto:servicetraining@generac.com) for a new Tech ID.**
- Complete all of the required fields in the User Registration page. Read and acknowledge the User Agreement statement.
- 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).

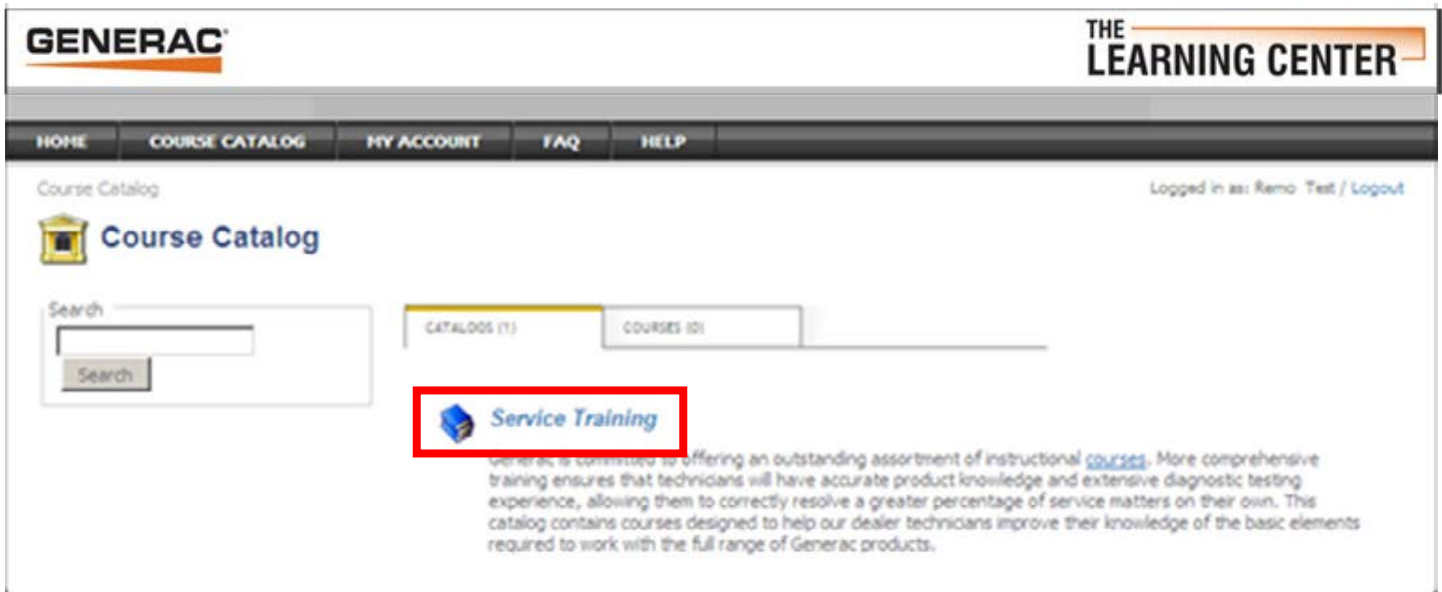
**Figure 4 - The Learning Center Home Page (logged in), click the COURSE CATALOG button.**



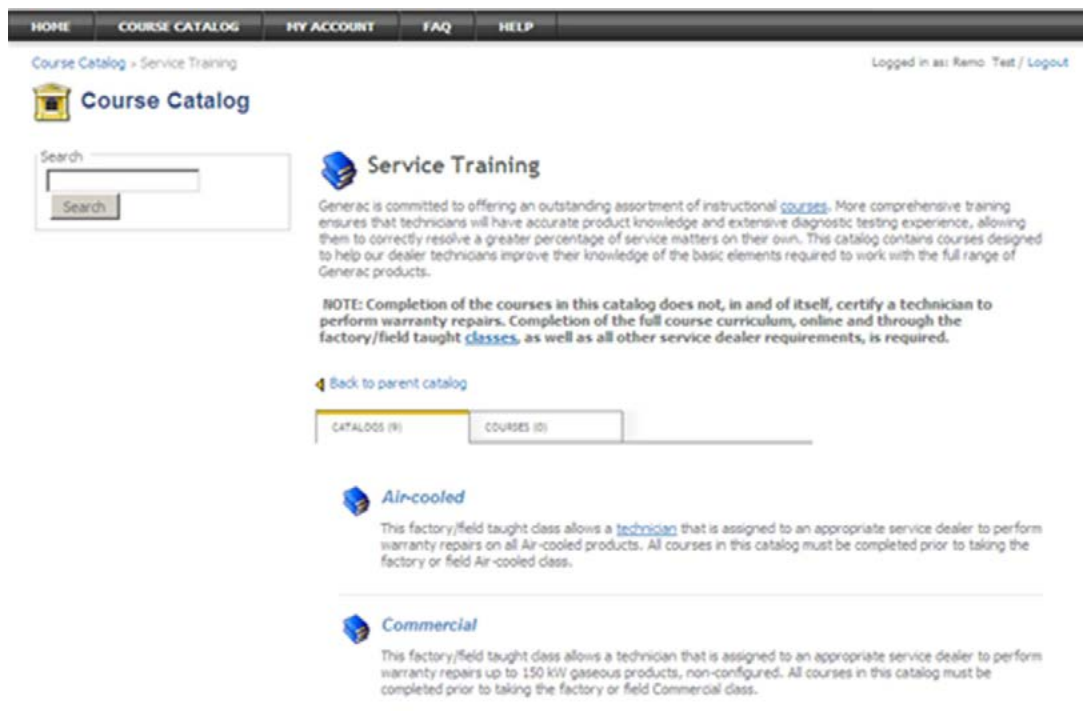
- Click the "Service Training Department" Catalog (Figure 5).
- Click the course you have enrolled in at the factory or field (Figure 6).
- Click the first course in the series (Figure 7). The courses are progressive, you must complete the first one in order to unlock and enroll in the next course.
- 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.
- 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. Please remember to fill in the date of completing these On Line Service Training Courses when you fill out your completion sheet at your scheduled Factory or Field training course.

**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.**



**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 Generac Learning Center interface. At the top, there is a navigation bar with 'HOME', 'COURSE CATALOG', 'MY ACCOUNT', 'FAQ', and 'HELP'. Below this, the breadcrumb trail reads 'Course Catalog > Service Training > Air-cooled'. A search box is visible on the left. The main heading is 'Air-cooled', with a sub-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.' Below this, there is a 'Back to parent catalog' link and a progress indicator showing 'CATALOGS (0)' and 'COURSES (4)'. Two course cards are listed: 'RST101 Basic Electricity' and 'RST102 Basic Generator Theory', each with a brief description of their content.

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

The screenshot shows the detailed page for the 'RST101 Basic Electricity' course. The breadcrumb trail is 'Course Catalog > Service Training Department > Basic Electricity'. The course title is 'RST101 Basic Electricity'. A red box highlights an 'Enroll' button with a red apple icon. Below this is the 'Description' section, which states: '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.' The 'Objectives' section lists: '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', and 'Provided with a sine wave, correctly label the RMS voltage, peak to peak voltage, and the zero crossing'. A red box highlights the 'Course Materials' section, which includes 'Learner's Guide (1.62 MB)'. The 'Lessons' section lists: '1. RST101 - Basic Electricity (Pre-Test)', '2. RST101 - Basic Electricity', and '3. RST101 - 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
RST 101 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

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)

Lesson	Type	Status	Score	Action
1. RST 101 - Basic Electricity (Pre-Test)		Not Attempted	-	
2. RST 101 - Basic Electricity		Not Attempted	-	
3. RST 101 - 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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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.**

**GENERAC** **THE LEARNING CENTER**

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**

- Identify basic electrical definitions
- Correctly identify a series and parallel circuit, their electrical relationships

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.

**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.

**IMPORTANT:** Generac will confirm completion of these courses.