



**MAINTENANCE
CONNECTION**

**ACCRUENT
ACADEMY**
CUSTOMER TRAINING CATALOG

TABLE OF CONTENTS

INTRODUCTION AND TRAINING METHODOLOGY	3
DELIVERY FORMATS OF LEARNING	4
ELEARNING.....	4
CUSTOM-BUILT TRAINING.....	4
MAINTENANCE CONNECTION TRAINING SUBSCRIPTION	5
Fundamentals.....	6
Assets and Infrastructure	7
Work Management	8
Parts and Purchasing	9
Reporting.....	10
Preventive Maintenance and Project Management.....	11
MC Express.....	12
Best Practices.....	13
System Administrator.....	14
ADDITIONAL PRODUCTS.....	15
ELEARNING FILES.....	15
CUSTOM BUILT.....	15
ON DEMAND.....	16

INTRODUCTION AND TRAINING METHODOLOGY

The Accruent Academy delivers both standard and custom-built eLearning, and Microlearning training courses for all Maintenance Connection user groups.

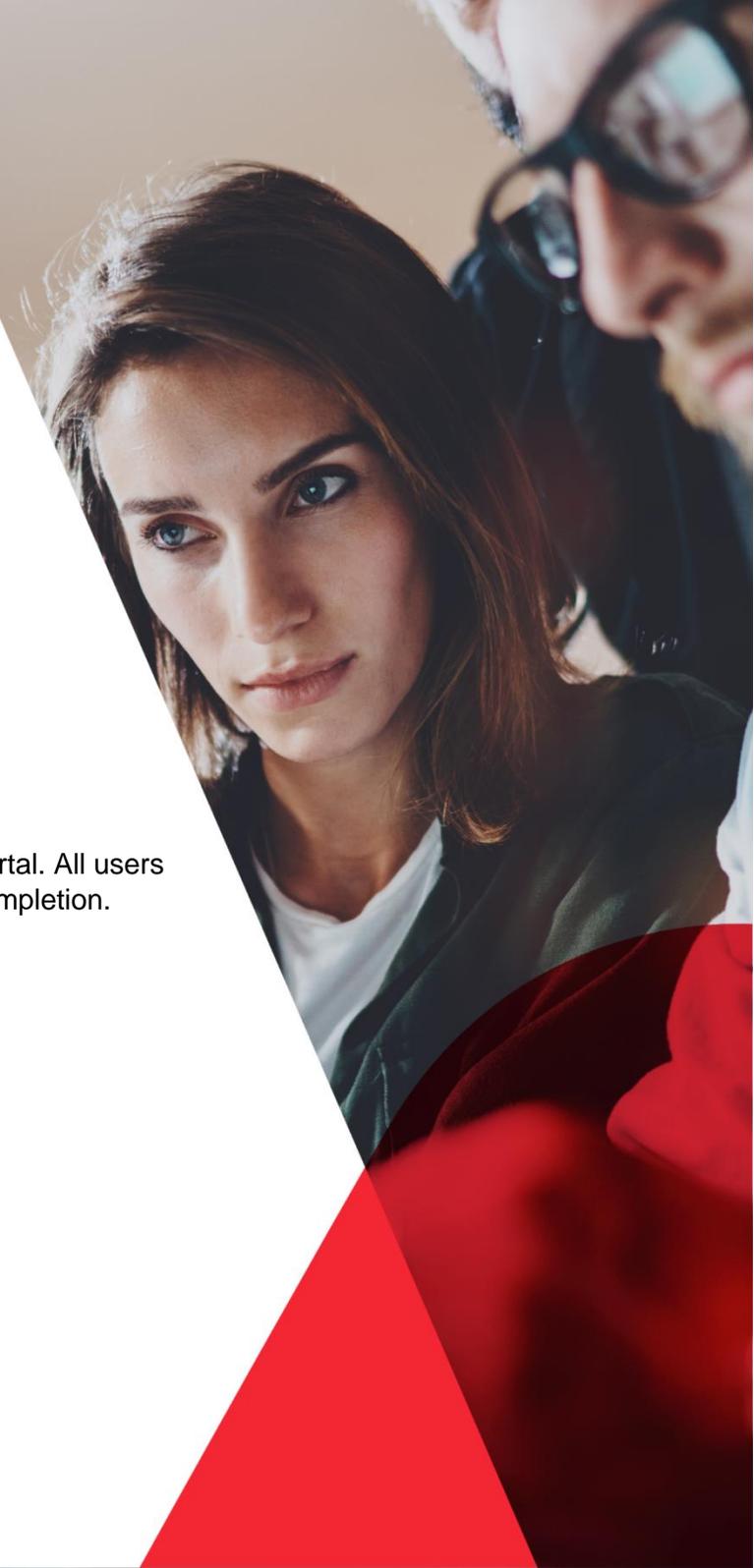
To successfully adopt new solutions and ensure maximum product satisfaction it is important that training addresses the needs of your users. A 'Training Needs Analysis Workshop' can be conducted together with your core project team to understand the training requirements of the organization and develop a Training Plan to meet those requirements.

We provide robust training programs for Maintenance Connection customers which will increase user confidence in the product and accelerate user adoption to maximize an organization's return on investment. The Accruent Academy trains users throughout an organization - from system administrators who need to become in-house experts with the technical knowledge to manage and maintain their solution, to end users who will utilize Maintenance Connection solutions for their daily tasks.

The training modules contain different sections, and knowledge checks to verify understanding of the material and ensure you can effectively work with Maintenance Connection.

Accruent's online learning environment; the Accruent Academy Learning Center, is accessed through a portal. All users can start their Maintenance Connection training at any point of time in this portal and track their training completion.

If you already use an internal Learning Management System, Accruent Academy can provide custom or standard eLearning courses in SCORM format that can be uploaded to your Learning Management System and used to train all users continuously.



DELIVERY FORMATS OF LEARNING

ELEARNING



Accruent's online learning environment — the Accruent Academy Learning Center — is web-based and can be accessed online with an internet connection. Attendees can register and connect from anywhere in the world and access all training content at any point in time.

All online curricula contain interactive eLearning modules to learn content, simulated exercises for real time application practice, and knowledge checks to ensure content comprehension. Training completion information can be extracted through reporting, by the assigned training coordinator, and uploaded into your HR system.

CUSTOM-BUILT TRAINING



Accruent has its own training department with highly experienced Product Trainers and eLearning developers. We offer custom training courses for different users in your organization. Our team begins this process by scheduling a meeting with you to ensure we are aware of and can meet any training needs. Please contact our team if you would like to know more about our custom-built training possibilities.



MAINTENANCE CONNECTION TRAINING SUBSCRIPTION

Accruent Academy's Maintenance Connection Training Subscription grants access on a per person basis, to all product training courses of Maintenance Connection for a period of one year, for \$395.

Within the Accruent Academy Learning Center you will be guided to find training courses you need. When ready to start your training, you can purchase your subscription in the Learning Center, through credit card or invoice request. After payment you can attend all eLearning courses.

If you are a previous user of Maintenance Connection University, please connect with your account manager, or contact us via training@accruent.com for a migration offer.

LEARNING PATHS	TECHNICIAN	ASSET MANAGER	PROJECT MANAGER	DATA ANALYST	SYSTEM ADMINISTRATOR
MC Fundamentals	✓	✓	✓	✓	✓
MC Assets and Infrastructure	✓	✓	⊕	⊕	
MC Work Management	✓	⊕	✓		
MC Parts and Purchasing	✓	⊕	⊕		
MC Reporting	⊕	✓	✓	✓	
MC Preventive Maintenance and Project Management			✓		
MC Express Courses	✓	✓	✓	⊕	
MC Best Practices		⊕	⊕	⊕	
MC System Administrator	✓	✓	✓	✓	

⊕ Recommended ✓ Required

FUNDAMENTALS

The MC Fundamentals Training Course is for Technicians, Asset Managers, Project Managers, Data Analysts, and System Administrators. This training course will provide an overview of login information and the general interface of Maintenance Connection and explore how to access various navigation tools and help resources.

Length

1 hour

Training Type

eLearning module

Training Goal

To provide the basic understanding and skills required to use Maintenance Connection.

Key tasks: Logging In, Basic Navigation, Accessing Resources

Training Module Topics

- Training Content Visual Cues
- Logging In to MC
- Home Page and General Interface
- Screen and Page Conventions
- Navigation Tools
- Accessing Help and Reference Material

Who should attend?

- Technicians
- Asset Managers
- Project Managers
- Data Analysts
- System Administrators

ASSETS AND INFRASTRUCTURE

The MC Assets and Infrastructure Training Course is for Technicians, Asset Managers, and System Administrators. This training course will introduce users to the purpose and identification of assets, various helpful functionalities pertaining to assets and multiple areas within Maintenance Connection that deal with the settings and management of asset records.

Length

1 hour

Training Type

eLearning module

Training Goal

To provide the understanding and skills required to use all standard functionality within the Asset module of Maintenance Connection.

Key tasks: Defining Asset Hierarchy Tree, Managing Specifications and Classifications, Understanding Asset Module.

Training Module Topics

- Defining the Asset Hierarchy and Structure
- Overview of Asset Details and Tabs
- Managing Assets Using Classifications
- Configurations and Preferences
- Asset Reporting
- Managing Asset Life Cycles
- Overview of Asset Specifications
- Using Asset Meters and User Defined Fields

Who should attend?

- Technicians
- Asset Managers
- System Administrators

WORK MANAGEMENT

The MC Work Management Training Course is for Technicians, Project Managers, and System Administrators. This training course will introduce users to the purpose and functionality of Work Order pages, sections, fields, and creation methods. It will also go into detail on various notification options, preferences and work order tools that can greatly benefit the management and process of your Work Orders with Maintenance Connection.

Length

1 hour

Training Type

eLearning module

Training Goal

To provide the understanding and skills required to use all standard functionality within the Work Orders module of Maintenance Connection.

Key tasks: Managing Tasks/Assignments/Time/Costs, Configuring the Service Requester, Understanding Work Orders Module, Setting up the Complete/Close Dialog.

Training Module Topics

- Basics of Work Order Management
- Overview of Work Order Creation
- Work Order Tasks Management
- Work Order Assignments
- Work Order Routing
- Complete Close Dialog Setup
- Tracking Time and Costs on Work Orders
- Rules Manager Notifications and Alerts
- Service Requester Configuration
- Work Order Management Tools
- Work Order Preferences

Who should attend?

- Technicians
- Project Managers
- System Administrators

PARTS AND PURCHASING

The MC Parts and Purchasing Training Course is for Technicians, and System Administrators. This training course will introduce users to the purpose and functionality of Inventory part configuration, understanding vendors and stock rooms, Purchase Order functionalities, and the various Inventory management tools and preferences available.

Length

1 hour

Training Type

eLearning module

Training Goal

To provide the understanding and skills required to use all standard functionality within the Inventory, Vendors, Stock Rooms and Purchase Orders modules of Maintenance Connection.

Key tasks: Managing Parts, Vendors, and Stock Rooms, Understanding Purchase Order Creation/Approval/Receiving/Invoicing, Understanding Inventory Tools and Preferences.

Training Module Topics

- Master Parts List Configuration
- Managing Parts Using Stockrooms
- Inventory Management Tools
- Vendor Management
- Purchase Order Creation and Approval
- Purchase Order Receiving and Invoicing
- Inventory and Purchasing Preferences

Who should attend?

- Technicians
- System Administrators

REPORTING

The MC Reporting Training Course is for Asset Managers, Project Managers, Data Analysts, and System Administrators. This training course will introduce users to basic reporting functions, like data building blocks and criteria, and to the more advanced configuration setup of reports by connecting data relationships. Users will also learn how to interpret data by understanding the use of pivot reports, and how-to setup automatic emails containing your configured report for automatic distribution.

Length

1 hour

Training Type

eLearning module

Training Goal

To provide the understanding and skills required to use all standard functionality within the Report Building module of Maintenance Connection.

Key tasks: Understanding Report Setup, Criteria, Custom Expressions and Conditional Formatting, Understanding Pivot and Smart Reports

Training Module Topics

- Basics of Reporting: Overview Part 1
- Basics of Reporting: Overview Part 2
- Basics of Reporting: Report Setup Part 1
- Basics of Reporting: Report Setup Part 2
- Intermediate Reporting: Report Configuration
- Intermediate Reporting: Conditional Formatting
- Intermediate Reporting: Smart Reports
- Intermediate Reporting: Email, Schedule, and Export
- Advanced Reporting: Custom Expressions and Criteria
- Advanced Reporting: Report Setup and Summary Reports
- Pivot Reports

Who should attend?

- Asset Managers
- Project Managers
- Data Analysts
- System Administrators

PREVENTIVE MAINTENANCE AND PROJECT MANAGEMENT

The MC Preventive Maintenance and Project Management Training Course is for Project Managers, and System Administrators. This training course will provide users with the understanding to set up basic and complex procedures, configure the setup of asset and preventive maintenance schedules, and how to use those templates for Project Management.

Length

1 hour

Training Type

eLearning module

Training Goal

To provide the understanding and skills required to use all standard functionality within the Preventive Maintenance and Projects modules of Maintenance Connection.

Key tasks: Able to setup Simple & Complex Procedures, Creating and managing PM Schedules and Projects.

Training Module Topics

- Overview of Preventive Maintenance
- Basic Preventive Maintenance Procedures
- Complex Preventive Maintenance Procedures
- Setting up Assets and PM Schedules
- Creating Preventive Maintenance Schedules
- PM Generation Methods and WO Projections
- Projects and Project Plans

Who should attend?

- Project Managers
- System Administrators

MC EXPRESS

The MC Express Training Course is for Technicians, Asset Managers, Project Managers, and System Administrators. This training course will introduce users to the purpose and functionality of Asset management, Work Order management, and Inventory Part management within MC Express.

Length

1 hour

Training Type

eLearning module

Training Goal

To provide the understanding and skills required to use all standard functionality within MC Express.

Key tasks: Navigating MC Express, utilize all features when managing assets, work orders, and parts, Understand MC Express preferences/rights.

Training Module Topics

- Overview of MC Express
- Asset Management through MC Express
- Work Order Management through MC Express
- Part Management through MC Express
- System Administration for MC Express

Who should attend?

- Technicians
- Asset Managers
- Project Managers
- System Administrators

BEST PRACTICES

The MC Best Practices Training Course is for System Administrators. This training course will provide extensive information on reporting, the usage of SQL database to get deeper insights in the Rules Manager, KPIs, Reports, the Database Job Scheduler and common SQL statements. You will also learn about Work Order and Project Management best practices, including seven methods for automation within different areas of Maintenance Connection.

Length

1 hour

Training Type

eLearning module

Training Goal

To provide understanding and skills necessary to utilize advanced features to optimize process and procedures within Maintenance Connection.

Key tasks: Understand key SQL Scripts, Automation Methods, and advanced configurations within Reporting, Work Orders, and PMs.

Training Module Topics

- Best Practices for Reporting
- Best Practices for SQL Scripting in MC
- Best Practices for PMs
- Work Order Management Best Practices
- Best Practices for Automation

Who should attend?

- System Administrators

SYSTEM ADMINISTRATOR

The MC System Administrator Training Course is for Technicians, Asset Managers, Project Managers, Data Analysts, and System Administrators. This training course will facilitate the management and configuration options to help you set up and maintain the MC Solution for your organization.

Length

1 hour

Training Type

eLearning module

Training Goal

To provide the understanding and skills necessary to utilize system admin features for setting up your system to meet your organization needs.

Key tasks: Document Management, Understand Access Groups, Understand KPI configuration.

Training Module Topics

- Document and File Management
- User and Password Management Techniques
- Overview of Access Groups
- Managing KPIs and Dashboards
- Customizing the User Interface
- Human Resource Management
- Rules Manager: Events and Notifications

Who should attend?

- Technicians
- Asset Managers
- Project Managers
- Data Analysts
- System Administrators

ADDITIONAL PRODUCTS

ELEARNING FILES

Maintenance Connection eLearning file delivery

When customers are already using an internal Learning Management System (LMS), Accruent Academy can deliver our standard eLearning files to upload into our customers LMS, to be used to train an unlimited amount of end users.

CUSTOM BUILT

Maintenance Connection Custom Training

We can provide training tailored to your environment, built from a collaboration between our Product Trainers and your Subject Matter Experts (SME's). The provided deliverables are eLearning files that can be uploaded into your LMS system or classroom materials that can be reused for future training sessions.

Maintenance Connection Training Needs Analysis Workshop

A 'Training Needs Analysis Workshop' can be conducted together with your core project team to understand the training requirements of the organization and develop a Training Plan to meet those requirements. This Training Plan includes the training details per training course: i.e. training curriculum, Learning Management System setup, exact duration of courses, and planning for the courses.

Workshop Structure

- Part 1 – One hour remote: introduction, information and planning of Training Needs Analysis Workshop
- Part 2 – One day onsite or remote: Conducting the training needs analysis
- Part 3 – Half a day remote: Review plan and follow-up steps
- Part 4 – Signoff and planning

Maintenance Connection Custom End User Training Course via eLearning

When groups of users in multiple locations or larger groups need to be trained, we recommend training via eLearning courses. When customers are already using an internal Learning Management System (LMS), Accruent Academy proposes to create customized eLearning courses that can be uploaded and used within the customers LMS.

Multiple training courses can be created to accommodate all applicable different training groups. Accruent Academy develops customized eLearning training courses using professional authoring tools, the "Articulate 360" suite. The courses are delivered in SCORM format. When other languages are required, you can choose to subtitle or completely narrate the eLearning courses.

ON DEMAND**Maintenance Connection Instructor Led Classroom Training – Standard or Customized**

The Accruent Academy offers training that provides individual attention while you learn about the new system. Since the Maintenance Connection solution can be customized to your business processes, it is important to receive training on your specific system. Accruent makes this easier by allowing you to train users at your location using your configuration.

The Accruent Academy provides classroom training using either standard or custom-built course materials to train your users. The recommended number of attendees for this class is between 3 and 6. Registration is limited to 10 attendees per class for one Product Trainer. Ask our Sales Advisor: Olaf Nilssen (olaf.nilssen@accruent.com) for more options.

ADDITIONAL PRODUCTS

**PLEASE CONTACT THE ACCRUENT ACADEMY FOR MORE INFORMATION
ON MAINTENANCE CONNECTION TRAINING OPTIONS**

Catalog Disclosure: The online catalog is converted to a PDF and published once a year. All information in the published and PDF versions of the catalog is correct at the time of publication. However, Accruent Academy reserves the right to change its policies or course offerings at any time.