TRANE

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Learning Management System (LMS) Frequently Asked Questions

How can I access the LMS?

1. Go to the My Ingersoll Rand home page.
2. Under Corporate Shortcuts, click on Learning Management System link.

Can Hourly Employees access the Learning Management System?

Yes. All hourly users in PeopleSoft with a Domain ID (Active Directory) have access to the Learning Management System (LMS). Hourly employees need to first login into the Ingersoll Rand Network then they can access the LMS by clicking here (http://irsso.ingerrand.com/irue/iruplus.aspx). The user will be authenticated with their AD account via SSO (Single Sign On). To access the LMS outside of normal business hours, hourly employees may use the following web site address. https://lms.ingersollrand.com, and then click on the 'Ingersoll Rand Employees Login Here'. Please note: Hourly employees must receive approval first from their supervisor or manager to be paid for any training completed via the LMS.

How do I search for a course?

From your LMS page, enter course name or keyword in the search field and click Search.

Note: This may take a few seconds.

What if I cannot find a course in Search and Browse Catalog?

Please note, all courses and content in the Learning Management System are targeted for specific audiences. Generally, most courses are open for self-enrollment and can be completed by any employee. However, for those courses or content with specific or limited target audiences due to topic, content, location or other employee specific role requirements, a "No records found." message will be displayed on the search results page if you are not part of the target audience for the course or content. Please submit a MyTicket to the Corporate Learning Management System - LMS team to request the name or email address for the content owner if you wish to learn more about a certain course.

Where can I see pre-requisites for a course?

1. From your LMS page, click on the Course Name.
2. To the right of the window, click Pre-requisites.

How do I unenroll from a course?

1. From your LMS page, click on the course name.
2. From the action section, click on the Unenroll button.

What is a Learning Path?

A list of courses, learning objects or events that need to be completed within a specific time frame, i.e., a target completion date is created.

You can create one (1) personal development Learning Path each year. You may also be enrolled in LMS Administrator created Learning Paths based on career, function or role requirements.

FAQ'S

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How do I know if I completed a course?

1. From your LMS page, Click on My Learning > My Learning History.
2. Locate course.

How do I print a certificate for a completed course?

1. From your LMS, Click on My Learning > My Learning History.
2. Locate course, click Certificate button.

How do I change my LMS role? (Multiple roles users only)

1. From your LMS page, click on the Change Role button.
2. Click the desired role name.

How do I access the LMS (Learning Management System) off the network?

1. From any Internet capable machine, go to: https://lms.ingersollrand.com
2. **Employees:** click on Ingersoll Rand Employees Login Here and use your corporate credentials, i.e., corp\username and network password.
3. **Non-Employees:** click on Ingersoll Rand Customers, Distributors, And Partners Login Here and enter username and password.

How can I submit a MyTicket for further support?

Click on the MyTicket link (http://myticket/) and select:

- Category = BUSINESS SYSTEM - CORPORATE
- Product = LEARNING MANAGEMENT SYSTEM – LMS
- Process = Select from the dropdown list that best describes your request.
- Please be sure to include a short and long description of your request.

FAQ'S

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ADM-PRC001A-EN October 22, 2017

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