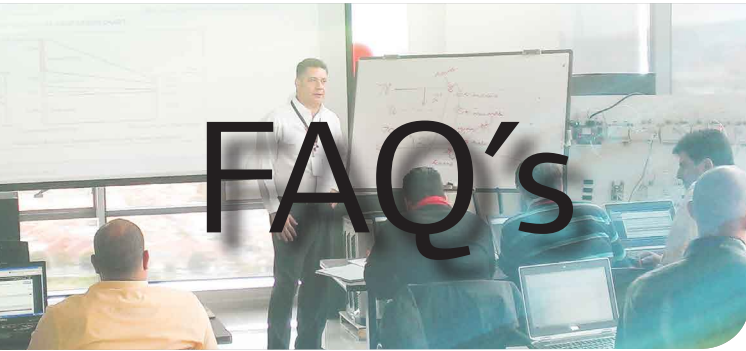


Trane Education Center (TEC) Frequently Asked Questions



Trane Education Center was created for employees of Trane Independent Offices and our customers/partners. Trane employees must go through the Learning Management System (LMS).

Do you have a schedule of upcoming courses? Yes.

- Customers/Partners: Visit the [Class Finder](#) website
- Trane Independent Offices: Visit our [portal](#) site

I want to register myself for a course; where do I begin?

1. Do you have a profile in Trane Education Center? (www.trane.com/tec)
 - a. If yes...login to your account
 - b. If no...click on "New Customer? Register Here" and follow the prompts

What do I do if I have forgotten my username or password?

1. If you need your password reset click on the Forgotten Password? button on the TEC login page.
2. If you need your username, email us at traneuniversity@trane.com.

I want to register ONE of our company's technicians for a course; where do I begin?

1. Have they attended a training class from us before? Do they have a profile in Trane Education Center?
 - a. If yes to one or both questions and you know their login information...login to their account, search for the course, and proceed to payment
 - b. If yes to one or both questions and you DON'T know their login information...email us at traneuniversity@trane.com

I want to register MULTIPLE technicians for a course; where do I begin?

1. Have any of them attended a training class from us before? Do they have a profile in Trane Education Center?
 - a. If yes to one or both questions...do YOU have a profile created already?
 - b. If no...go ahead and create one for yourself, then proceed to the steps below
 - i. If yes...login to YOUR account, search for the course(s), add them to your shopping cart. In your shopping cart, **uncheck "Enroll self"** and proceed to payment. Once you have completed payment you'll be directed to go to the My Orders page. Select the Actions drop down and click Use Key. You'll be asked to confirm the right course and select whether you are enrolling yourself or others. Then you can apply the license keys to the appropriate technicians; search by TEC account username or technician last name and select the individual to enroll in the course.
 - ii. If no to one or both questions... click on "New Customer? Register Here" and follow the prompts to create a profile for each technician. If you don't have one either, you'll need to create one for yourself. Click on "Submit and Create Another" to save the information from the previous entry.

Right after I created a profile, when I try to login it says my account has been locked, expired, or I have entered the wrong password.

You should be receiving a validation email within the hour to activate your account.

I never received a validation email once I created a profile so I can't login to my account.

Try checking your junk or spam folder.

I will be paying for this course or making the learners travel arrangements; can I also receive course information? Yes.

You can add your email to the alternative email field in the learner's profile and when we send the confirmation email with our travel recommendations, you will receive this information as well.

How do I search for a course?

From your TEC home page, enter the course name or keyword in the catalog search field on the right side and click Search. (If it's difficult to find the course you're looking for, refer to the course catalog for recommended keywords via www.trane.com/traneuniversity)

Note: This may take a few seconds.

How do I find online courses?

1. Login to your account
2. From the gray bar near the top of the window, select Catalog > Browse > Select: [Controls and Automation OR Technical Service Training]

Where do I find the course cost?

1. For customers/partners: This can be found via the [Class Finder website](#) or by searching for the course in your account.
2. For Independent offices: This can be found on our [portal website](#)

What is all included in the course cost?

Lunch for every full day of class and the student materials.

What means of payment do you accept?

All Credit Cards, Purchase Order/Check/Money Order (must enter a PO # or check #) and Budget Transfers (for Trane Independent Offices) are accepted.

Note: If the technician is an employee of the Federal Government, see note below regarding payment.

How do I pay for a course?

1. If a course has a cost associated with it you will see an **Add to Cart** button; click this button for the shopping cart. Note: You must finish the shopping cart process in order to be enrolled in a course.
2. If you are a Federal government employee, make sure you check "Yes" to this field in your profile. When you search for a course, you won't be directed to the shopping cart, but instead will just be able to enroll in the course. You will receive an email from IMMIX/EC America with your invoice the month of the training class and must pay them directly.

Can I get a copy of my receipt or proof of the transaction?

1. If you purchased training in your account...log into your account > Ecommerce > My Orders > Click on the Order Number to view or print the details
2. If you purchased training for someone else in their account... log into **their** account > Ecommerce > My Orders > Click on the Order Number to view or print the details

How do I know that I've been enrolled in a course?

Login to your account, and on your home page, all courses you are registered for will be listed under My Scheduled Learnings.

Do you have hotel and travel recommendations? Yes.

Once the course reaches the minimum number of students, the learner and anyone's email listed as an alternative contact on their profile will be sent a confirmation email that will include a link to a website with BCD Travel's contact information, and our hotel recommendations. Please contact BCD Travel directly (1.866.598.3938) with all questions regarding hotel and travel reservations. **Note:** We strongly recommend that you don't book travel until you receive this confirmation email. **For St. Paul, MN and La Crosse, WI training ONLY:** If you stay at our preferred hotel, you'll receive transportation to and from class, evenings out and back to the airport.



How do I un-enroll from a course?

1. From your TEC home page, click on the course name.
2. From the action section, click Un-enroll.
Note: If the un-enroll button is grayed out, email traneeducationcenter@irco.com

Can I make a swap to the roster? Yes. How?

1. Email traneeducationcenter@irco.com
Note: If there's a waiting list for the course and you un-enroll your technician so that you can register someone else, you will lose your spot in the class.

How do I know if I completed a course?

1. From your TEC home page, Click on My Learning > My Learning History
2. Locate the course

How do I print a certificate for a completed course?

1. If the certification is available for printing, from your TEC home page, Click on My Learning > My Learning History.
2. Locate course, click Certificate button.

Do you offer any discounts or promotions? Yes.

1. When you register more than 60 days prior to the start date of a course, you get 10% off the tuition.
2. If you're planning to send multiple people to training, we have 2 package programs that could give you up to a 40% discount. For more information, email us at traneeducationcenter@irco.com.

Where can I find pre-requisites or pre-work information for a course?

1. From your TEC home page, click on the Course Name.
2. On the right side of the screen, this document will be listed under Additional Resources.
3. If it lists eLearning modules, go back to your TEC home page and type the module course name key words into the search field and click Search, then Enroll.

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

1. From your TEC home page, click on your role on the top gray line.
2. From the drop-down click the desired role name.

What is a Learning Path?

A list of courses, learning objects or events that need to be completed within a specific time frame, (for example: a target completion date is created). You can create one (1) personal development Learning Path each year. You may also be enrolled in TEC Administrator created Learning Paths based on career, function or role requirements.

What's your cancellation policy?

If you need to cancel, please notify us 14 days prior to the start date for a full refund; substitutions are accepted at any time.

10%
DISCOUNT Register more than 60 days before the course and receive a 10 percent "early bird" discount!

TRANE UNIVERSITY™



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Ingersoll Rand (NYSE:IR) advances the quality of life by creating comfortable, sustainable and efficient environments. Our people and our family of brands—including Club Car®, Ingersoll Rand®, Thermo King® and Trane®—work together to enhance the quality and comfort of air in homes and buildings; transport and protect food and perishables; and increase industrial productivity and efficiency. We are a global business committed to a world of sustainable progress and enduring results.

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