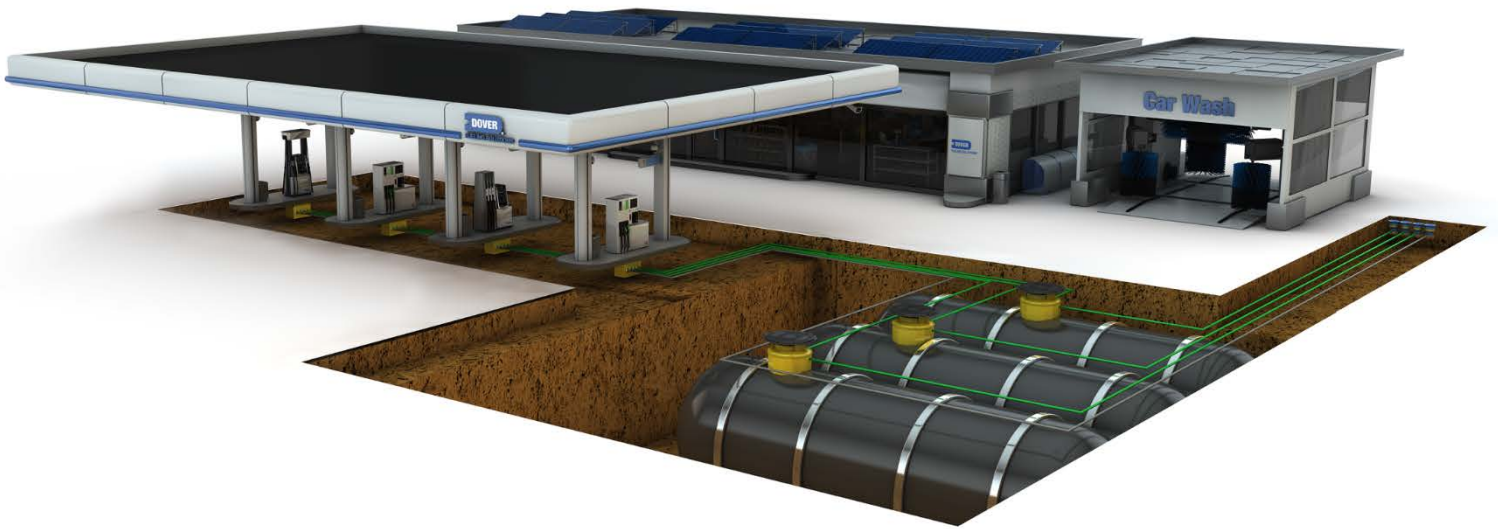


DFS Training Center Quick Reference Guide



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1 NEW USER REGISTRATION

1. Go to the Dover Fueling Solutions (DFS) Learning Management System (LMS) Product Training web site at <https://producttraining.doverfuelingsolutions.com>

2. Select the option to Register New User



3. Fill out the New User Registration form.

Note: An approved or authorized company e-mail domain is required to receive full access to the LMS training site. All other accounts are subject to "Group Owner" Training Administrator approval.

The image shows the 'New User Registration' form at Step One. The form is titled 'New User Registration' and has a progress indicator showing 'Step One' selected. The 'Personal Information' section includes the following fields:

- * First Name:** Mark
- * Last Name:** Anthony
- * Email Address:** Your.Email@Your_Domain
- * Verify Email Address:** Your.Email@Your_Domain
- Technician ID:** 123456

A green 'NEXT >>' button is located at the bottom right of the form, with a black arrow pointing to it.

4. Select the company/branch from the list provided depending upon items associated to your company email domain.

The image shows the 'Company Information' form at Step Two. The form is titled 'Company Information' and has a progress indicator showing 'Step Two' selected. Below the title, it says 'Please select all the company / branches you work for.' The form contains a table with the following columns: 'Company', 'Branch', and 'Relationship'.

Company	Branch	Relationship
<input type="checkbox"/>	DoverFS Internal	DoverFS Internal

A blue arrow points to the checkbox in the first row of the table.

5. An e-mail conformation will be sent to that e-mail to verify your request was received.



Your registration request has been received. You will receive an email with further instructions shortly.

Note: If the email address provided has been previously registered, you will need to use the password reset option to gain access to the LMS Training site. Duplicate accounts will not be created. If you receive the message below and need further assistance, e-mail the training team at training.admin@doverfs.com .

Personal Information

✘ This Email Address is already registered. Please verify that the information you entered is correct. If the information submitted is correct, you may already have an active account. Please use the [Forgot Password](#) page and your password will be emailed to the address provided when this account was created. If you require further assistance, please contact support.

6. You will receive a conformation email that you need to acknowledge

From: Dover Fueling Solutions <training.admin@doverfs.com>
Date: Sat, May 12, 2018, 9:16 AM
Subject: Dover Fueling Solutions Registration Request
To: Mark Anthony

Mark Anthony,

Thank you for submitting your registration request to Dover Fueling Solutions. Please confirm your email by clicking the link below and an account will automatically be created for you.

<https://producttraining.doverfuelingsolutions.com/lms/register/confirm.php?id=4349&hash=qgiePG5LAuS8QDH>

If you have any questions regarding your registration request, please contact us at training.admin@doverfs.com



7. Once you acknowledge your e-mail is correct, you will receive 2 new emails. One with your username and a separate one with your password.
8. Use your login credentials to gain access to the DFS LMS Training Site

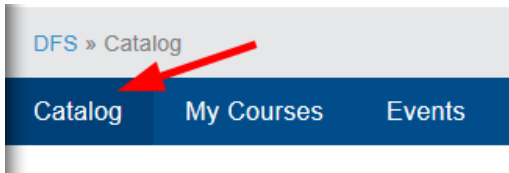
2 COURSE SELF-ENROLLMENT FOR CHANNEL PARTNERS (ASO/DISTRIBUTOR)

Reminder: This is a Global training program. Specific courses are available according to the curriculum assigned to the individual groups within your global region.

The LMS allows users to self-enrol in any course they have access to. Depending on course requirements, the user may be automatically enrolled or will need to wait for the approval process to complete.

Course Self-Enrolment

1. Login to the DFS Training Center
2. Navigate to the course catalog



3. Expand the course list. The sample here shows a typical view for the US Course Curriculum.
Note: Your view may look different.

Classroom Training

Classroom registration and student management tools provide you with the ability to schedule and train students at local training centers.

Classroom Training	
<input type="checkbox"/>	222 - Wayne Fusion 302 / NAMOS 402 Certification ILT
<input type="checkbox"/>	224 - Wayne Dispenser 102 / Payment 202 Certification ILT

eLearning Courses

eLearning courses combined with online testing tools will help you train your personnel anytime and anywhere while providing real-time measurable results.

United States	
Wayne Fueling Systems	
<input type="checkbox"/>	889 - Wayne Dispenser Secure Access
<input type="checkbox"/>	548 - Wayne iX Fleet™ Fuel Control System
<input type="checkbox"/>	854 - Wayne Vista™ CNG Dispenser Training

4. Click on the name of the course to enroll.
Note: many courses require pre-requisites.

5. Enter your reason and submit request

Course Enrollment

Request Course Access
Course Cost : \$150.00 USD

You must request permission in order to enroll in this course. Please enter your reason below.

I need certification

Submit Request

6. You will receive an email notice that your request has been submitted

Course Enrollment

Request Course Access
Course Cost : \$0.00 USD

You have a pending enrollment request that was submitted on 05-12-2018.

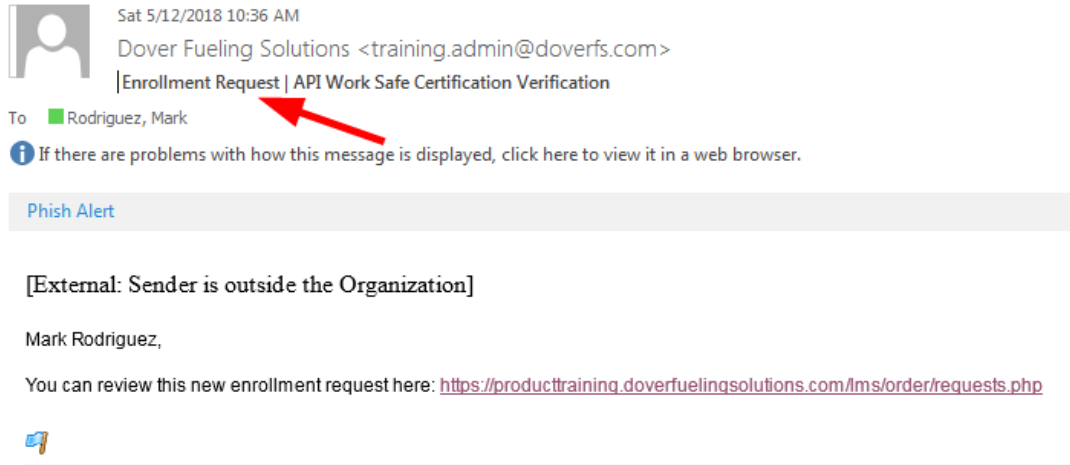
Return to Course Catalog

Note: Most courses require a two-step approval process and payment before the user gains access to begin the course training.

3 COURSE ENROLLMENT APPROVAL PROCESS

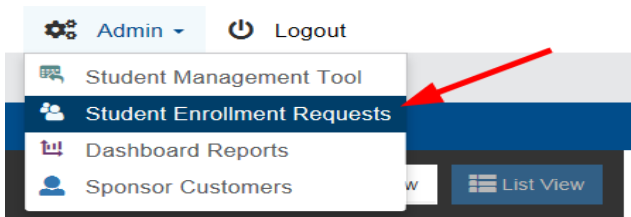
Course Enrollment Group Owner Approval Process

1. When a user requests course enrollment the training administrator Group Owner will be notified through email.

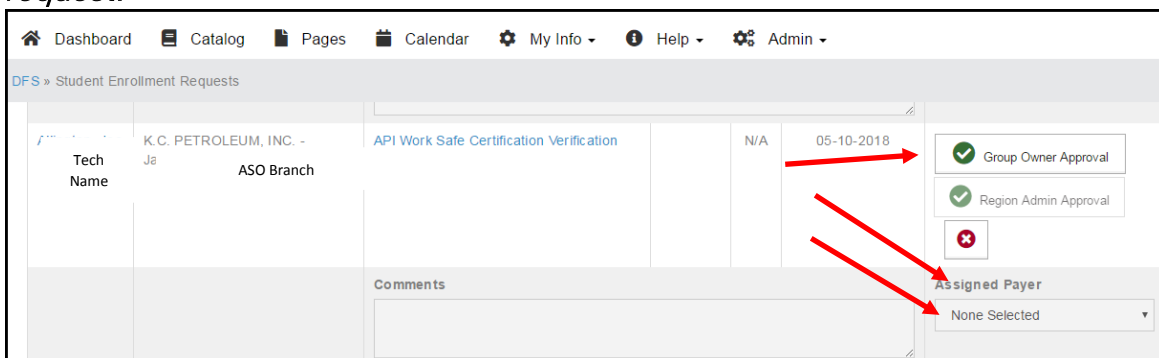


2. Click the link provided to open the Student Enrollment Request page.

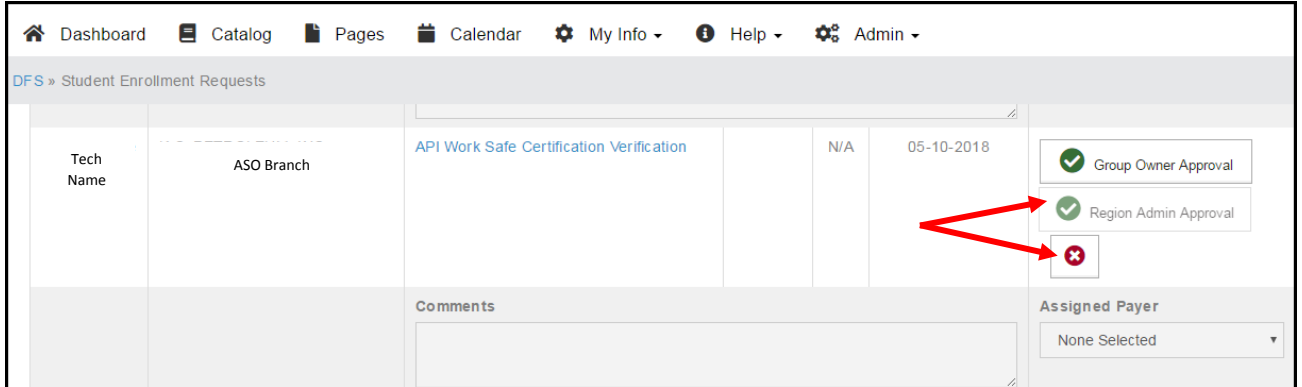
Below is the Group Owner view to see all requests awaiting group owner approval: Login to the DFS Training Center, select the Admin Tab, then select Student Enrollment Requests



3. The Group Owner training admin must assign themselves as Payer. Next that same Group Owner either Approves or Denies the request. **Note: If the Channel Partner has more than one Group Owner, only the person assigned as Payer is able to see and process the request.**



- Once the group owner has approved the request, an e-mail notifies the **Regional Service Manager (RSM)** for **Region Admin approval**. The RSM has the option to Approve or Deny the request.



4 COURSE PAYMENT PROCESS

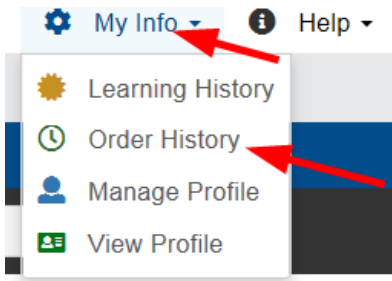
After a course request has been approved by both the Group Owner and the Region Owner, the Group Owner assigned as payer must pay for the course.

Note: Payment is required for all courses including Free courses.

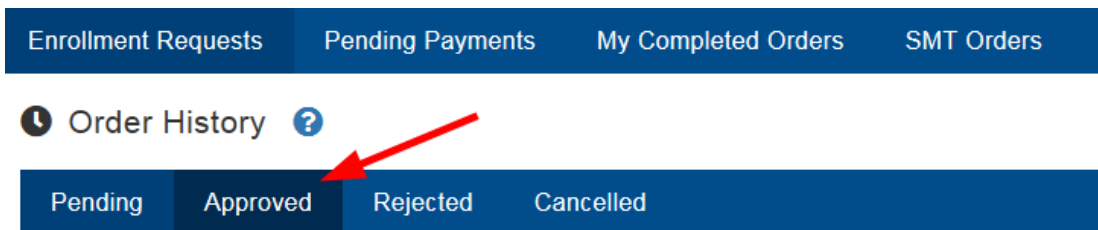
Course Payment Process

A- The Group Owner assigned as payer would log into the DFS Training Center

B- Select the My Info tab and then select Order History from the dropdown list



C- In the Order History block select the Approved tab to access all approved requests



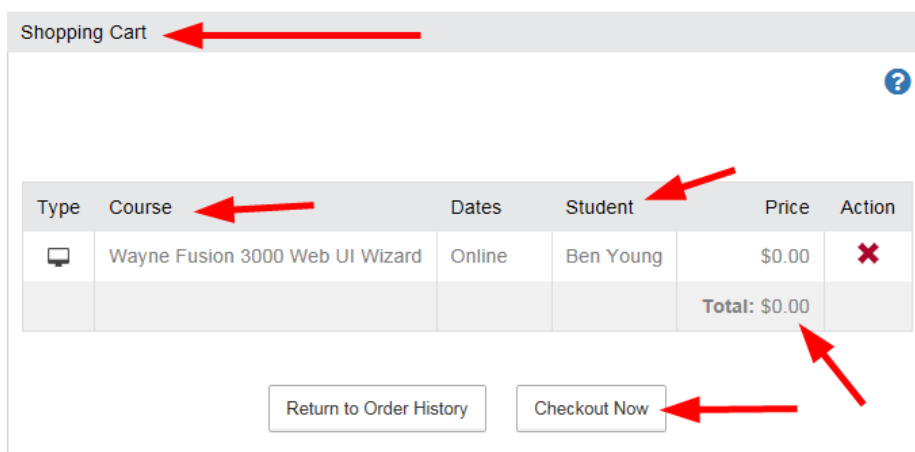
D- From the Approved list, find the item requiring payment and select **Add to Cart**.

Note: You can pay for multiple users at the same time if they are in the same course.

Please do not pay for multiple courses at the same time.

Course Name	Student	Submitted	Price	Status	Action
Wayne Fusion 3000 Web UI Wizard	Ben Young	12-18-2018	\$0.00 USD	Approved	Add to Cart

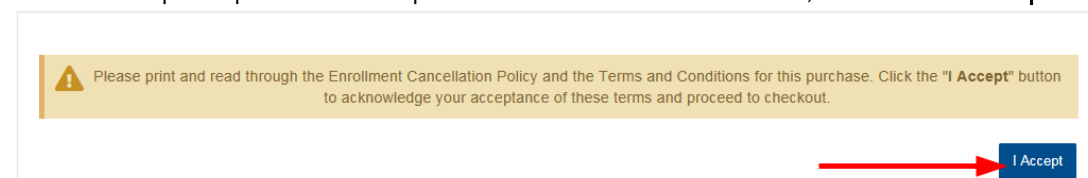
E- When you click on Add to Cart you will be taken to the Shopping Cart



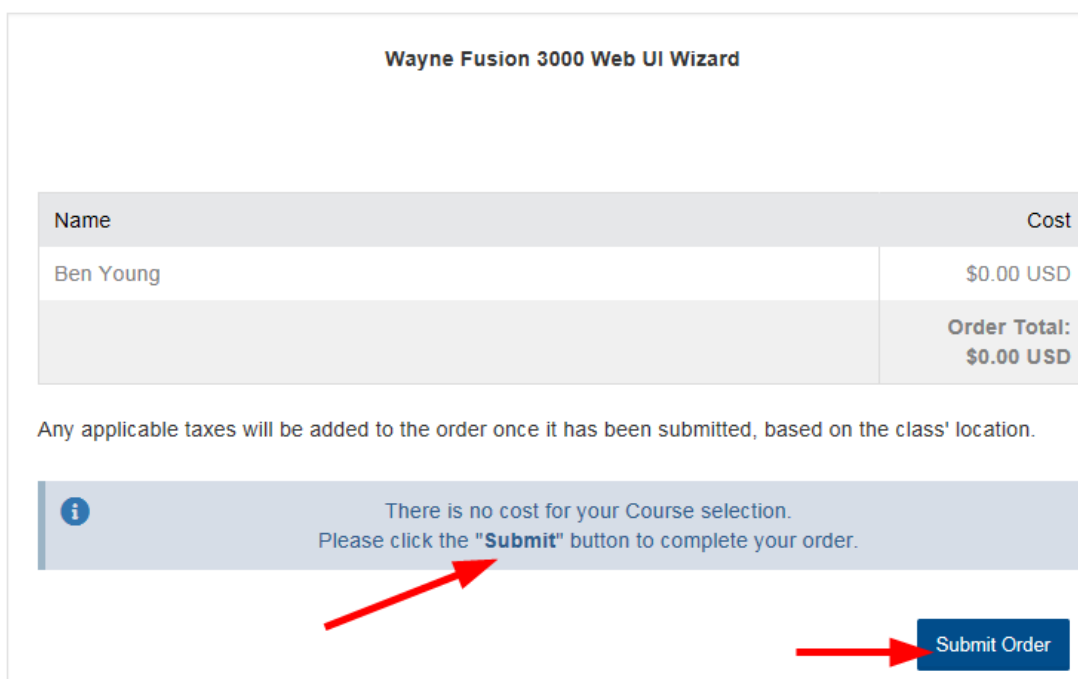
F- Verify the Course, Student and Price and continue to **Checkout Now**

Note: You can Return to Order History to add more users to the Cart

G- You will be prompted to Accept the Terms and Conditions, click on **I Accept**




H- Finally, from the Payment Information page, select **Submit Order**








The Group Owner will receive an **Order/Enrollment Confirmation** and the User receives an e-mail telling them they are enrolled and have access to the course.

Order Confirmation

✓ This form is a confirmation of enrollment for the students whose payment has been received. Please note the current payment status for each student in this order is listed below. Once payment is completed for each student, the Confirmation Form, with complete instructions for attending classroom training courses or accessing online or Distance Learning courses, is available to them in their Order History. For reference, your order number is **DFS0109189**.

Wayne Fusion 3000 Web UI Wizard 

Name	Cost
Ben Young 	\$0.00 USD
Order #: DFS0109189 	Order Total: \$0.00 USD 

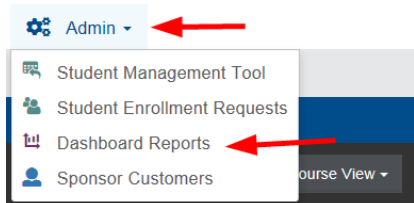
Note: You can print this order as needed or return to the Course Catalog

****Below are the Requirements for a course to show as Complete**

1. All modules in a course must show on the learning history as complete.
Note: This occurs once the modules have run from start to end.
2. All Quizzes must be completed.
3. The total minimum combined percentage for all quizzes must total 80 or above.

5 HOW TO GENERATE A USER REPORT

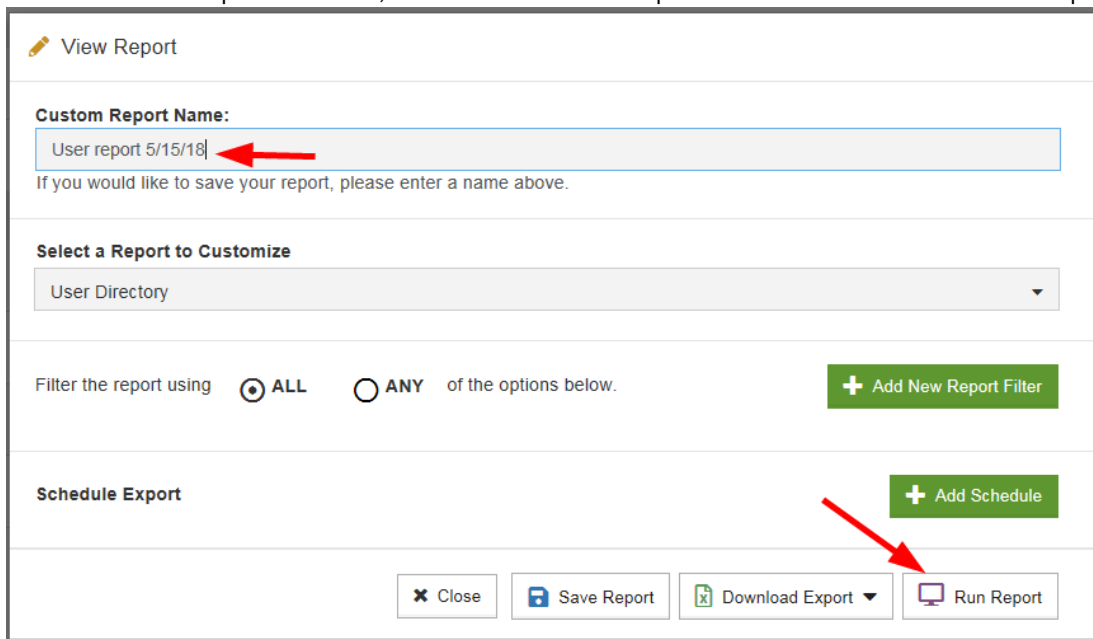
1. Once logged in, Select the Admin tab
2. From the drop-down menu, Select Dashboard Reports



3. Look for the User Directory report and select Run Report (the pencil icon)



4. On the View Report screen, enter a Custom Report Name and Select Run Report



5. The User Report will be generated.

First Name	Last Name	Email	Technician ID	Employee Type	Username	Time Zone	User Tags	Language	Comments	Branch
Robert				Other		Central Time		en_utf8		Clarksto 38804
Chris				Other				en_utf8		Fort Wa - 38804
Michael				Sponsored Customer				en_utf8		Grand Rapids - 38804
Jason				Other				en_utf8		Clarksto 38804
Nelson				Sponsored Customer		Central Time		en_utf8		Grand Rapids - 38804
Vince				Other		Central Time		en_utf8		Indianap - 38804
Jonathon				Other		Eastern Time		en_utf8		Grand Rapids - 38804
Robert				Other		Central Time		en_utf8		Clarksto 38804
Phil				Other		Central Time		en_utf8		Fort Wa - 38804
Art				Sponsored Customer		Central Time		en_utf8		Grand Rapids - 38804
Trenton				Other		Central		en_utf8		Fort Wa

6. Click any user's name on the report to see their Course History

Course History Expand All Courses Close All Courses

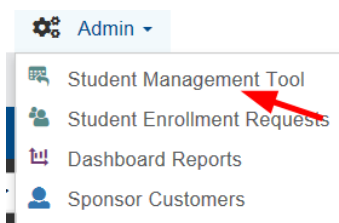
Download PDF

Name	Status	Score	Time Start	Time End	Total Time	Cert
1123 - Remote Key Injection (RKI) for Distributor Sales & Parts (NOT FOR TECH CERTIFICATION)	Passed	100%	05-01-2018	05-01-2018	00:20:57.74	🌟
1150 - Oracle ASO Technician Portal Training	Passed	100%	05-01-2018	05-01-2018	00:49:22.24	🌟
205 - Wayne 3/Vista and Standard Ovation Dispenser - Apr 17, 2012-Apr 18, 2012 - Austin Facility	Passed	84%	04-17-2012	04-18-2012	N/A	🌟
491 - Wayne IX™ CAT	Passed	95.24%	01-10-2013	01-10-2013	01:19:24.00	🌟
499 - Wayne Nucleus - Base Prerequisite	Passed	81.33%	10-03-2014	01-09-2015	03:21:27.00	🌟
501 - Wayne Basic Dispenser	Passed	80%	N/A	10-26-2011	N/A	🌟
516 - Wayne IX Pay™ (U.S.) Secure Payment Module	Passed	96%	04-16-2013	04-24-2013	01:00:39.00	🌟

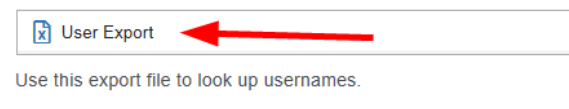
6 HOW TO MANUALLY ENROLL A USER INTO A COURSE AS A GROUP OWNER

Note: It's a good idea to have the list Course numbers before you start this process. You can get those from the catalog page.

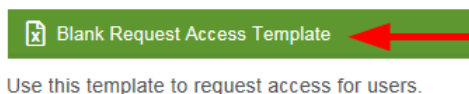
1. From the Training Admin tab, select the Student Management Tool



2. Now, click on "User Export" to download your groups user report
Note: you will need to know where you saved the report



- a. This is a list of users assigned to your group
 - b. Save this for future reference
 - c. You will need the "username" to enroll the user
3. Open the report and note the "Username" for the user(s) you want to enroll
 4. Click on "Blank Request Access Template" to download the request template. Save this file.



5. Open the "Blank Request Access Template"

Course ID*	Username*	Reason For Request
12345	johndoe@company.com	John must re-certify.

6. Fill in the Course ID (you can get this # from our course catalog)

<input type="checkbox"/>			1150 - Oracle ASO Technician Portal Training
<input type="checkbox"/>			1176 - Wayne Dispenser Recertification 103
<input type="checkbox"/>			1166 - Wayne Dispenser 101
<input type="checkbox"/>			1172 - How a Gas Station Works
<input type="checkbox"/>			1174 - Wayne Outdoor Payment 201
<input type="checkbox"/>			1175 - Wayne Outdoor Payment Recertification 203
<input type="checkbox"/>			1181 - API Work Safe Certification Verification
<input type="checkbox"/>			1195 - AAFES Project Introduction

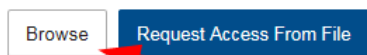
7. Fill in the Username for the user being enrolled (get this from the user export)

8. Fill in the Reason for Request

9. Fill in as many courses and users as you need (multiple courses and users can be enrolled at the same time)

10. Save the file as a CSV file. Note the name and location of the file.

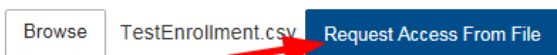
11. Next, click on “Browse” to look for the template file you just saved



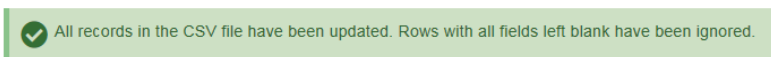
12. Once you select the file, it will display the file name here.



13. Click on “Request Access From File” (the file will be uploaded to the DFS Training Center)



14. Confirmations Notice will be displayed



15. Now follow the process to approve enrollment requests

7 SELF-ENROLLMENT FOR PUBLIC USERS

1. Login to the DFS Training Center
2. Navigate to the Catalog and Select the course you desire

DFS » Catalog

Catalog My Courses Events

Upcoming Events

There are no upcoming events

View Calendar ▶

Search Catalog Advanced

Thumbnail View List View

Classroom Training

Classroom registration and student management tools provide you with the ability to schedule and train students at local training centers.

Classroom Training

eLearning Courses

eLearning courses combined with online testing tools will help you train your personnel anytime and anywhere while providing real-time measurable results.

US and Canada

1172 - How a Gas Station Works	
1197 - Wayne NAMOS POS Cashier Operations Training	
1198 - Wayne NAMOS POS Manager Operations Training	

3. Click on Add to Shopping Cart

Course Enrollment

Course Cost : \$0.00 USD

Add To Shopping Cart Return to Course Catalog

4. Click on Checkout Now

Shopping Cart ?

Type	Course	Dates	Price	Action
Online	Wayne NAMOS POS Cashier Operations Training	Online	\$0.00 USD	✖
			Total: \$0.00 USD	

Return to Course Catalog Checkout Now

5. Click on Accept

Terms and Conditions

Dover Fueling Solutions User Terms and Conditions

Dover Fueling Solutions Learning Management System (LMS)

PLEASE NOTE: *Dover Fueling Solutions Training Registrations are NOT permitted for competitive Distributors or Service Houses.*

USER TERMS AND CONDITIONS

Instructor-Led Seminars: Cancellation Policy
Registrations must be withdrawn at least two weeks prior to the class start date; otherwise, the course tuition is forfeited.

NO SHOWS will result in forfeited tuition fees.

Dover Fueling Solutions reserves the right to reschedule or cancel classes as a result of insufficient enrollment or a change in business priorities. **Please note:** Dover Fueling Solutions is not responsible for any expenses incurred by registered persons as a result of class rescheduling or cancellation. You may request the registration fee be applied to a future class.

E-Learning Courses: Technicians are encouraged to complete E-Learning within 30 days.

Failed E-LEARNING
Technicians have two attempts to meet the passing grade of 80% or higher to pass a Dover Fueling Solutions E-Learning course.

- If both attempts are failed, an Administrative Fee will be required to reset the course exam.
- The Channel Partner LMS Administrator must register the technician for the Administrative Fee - The fee is \$100.
- After Dover Fueling Solutions approval and the administrative fee is paid, the course will be reset for an additional two attempts.

Incomplete E-LEARNING
All Dover Fueling Solutions E-Learning training courses carry a 90-day expiration date.
The clock starts on the date the course tuition is paid

Please print and read through the Enrollment Cancellation Policy and the Terms and Conditions for this purchase. Click the "I Accept" button to acknowledge your acceptance of these terms and proceed to checkout.

Decline I Accept

6. Submit Order

Payment Information

Course Name	Cost
Wayne NAMOS POS Cashier Operations Training	\$0.00 USD
	Order Total: \$0.00 USD

Any applicable taxes will be added to the order once it has been submitted, based on the class' location.

There is no cost for your Course selection.
Please click the "Submit" button to complete your order.

Submit Order

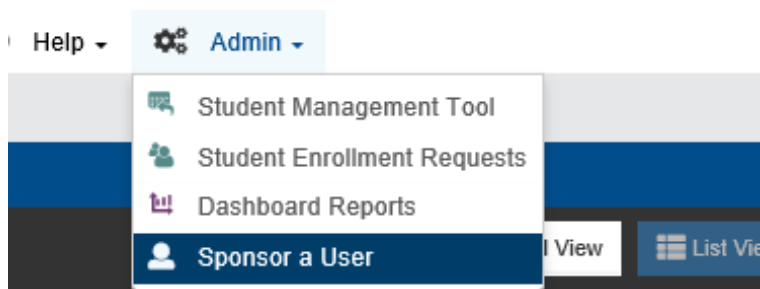
7. You will see a confirmation screen

8. Course is now available under "My Courses"

8 SPONSORING A USER PROCESS

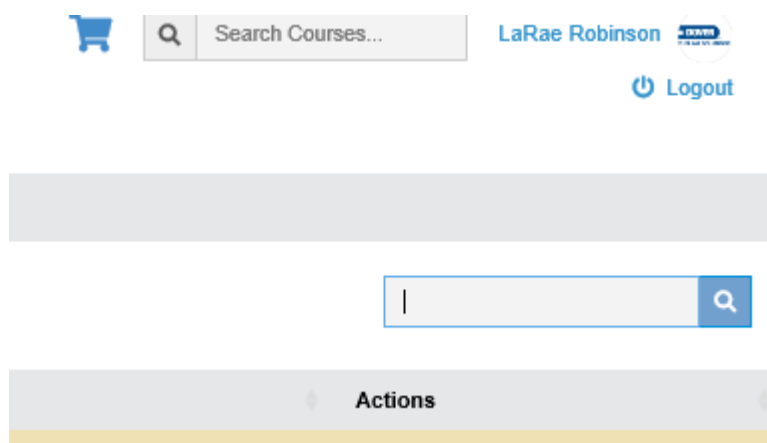
Note: Sponsored training is simply for knowledge purposes and nothing else. By doing so, the user will have access to all training in the channel partners region and the channel partner agrees to take full responsibility for their actions.

1. Click on **Admin** on the menu bar; then select **Sponsor A User**

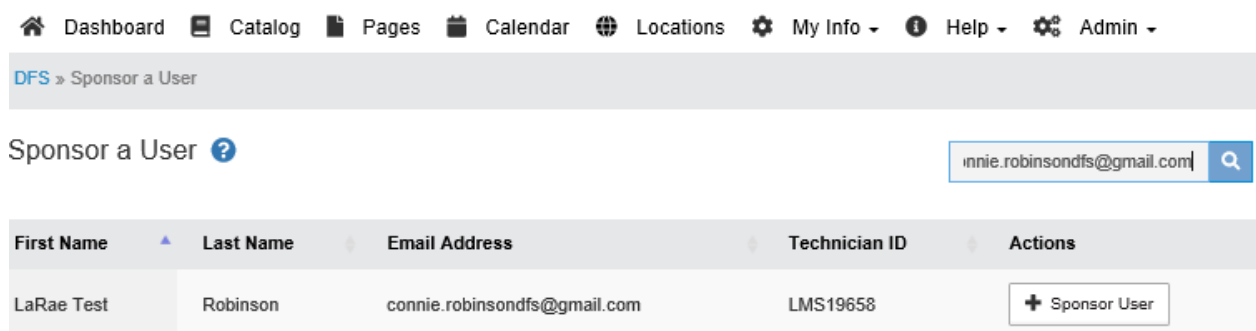


2. Here is where you would search for the user by their email address

Note: Must know the full email address for the user being sponsored.

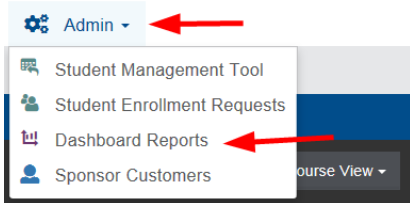


3. Once the user you are looking for pops up you will see their main info and the button to add user as a sponsored user

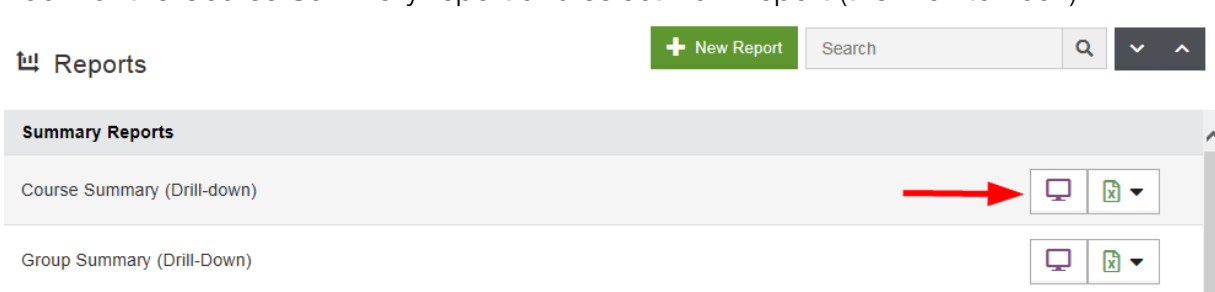


9 RUN A COURSE REPORT AS A GROUP OWNER


1. Once logged in, Select the Admin tab
2. From the drop-down menu, Select Dashboard Reports







3. Look for the Course Summary report and select Run Report (the monitor icon)



4. Enter your date range and Select Run Report

 **Select a Date Range**

From:
  

Thru:
  

5. The Course Summary Report will be generated.

Course Type	Course Name	Course Start Date	Course Location	Completions	Cancellations	Failed	Incomplete	Total Enrollment
OLI	API Work Safe Certification Verification	N/A		112	0	0	2	114
OLI	How a Gas Station Works	N/A		0	0	0	1	1
OLI	Oracle ASO Technician Portal Training	N/A		20	0	0	0	20
OLI	Remote Key Injection (RKI) for Distributor Sales & Parts (NOT FOR TECH CERTIFICATION)	N/A		25	0	0	0	25
OLI	Wayne Dispenser 101	N/A		6	0	1	23	30
CLS	Wayne Dispenser 102 / Payment 202 Certification ILT - Jan 28, 2019, Clarkston, MI	2019-01-28	Clarkston MI	0	0	0	1	1
CLS	Wayne Dispenser 102 / Payment 202	2018-06-11	Austin TX	1	0	0	0	1
Totals:				395	0	1	64	460

6. You can use the filter to limit the report list to the desired report

Course Type	Course Name	Course Start Date	Course Location	Completions	Cancellations	Failed	Incomplete	Total Enrollment
OLI	API Work Safe Certification Verification	N/A		112	0	0	2	114

7. You can use the numerical links to view the list of techs by completions, failed, incomplete or total enrollment.

Course Type	Course Name	Course Start Date	Course Location	Completions	Cancellations	Failed	Incomplete	Total Enrollment
OLI	API Work Safe Certification Verification	N/A		112	0	0	2	114
OLI	How a Gas Station Works	N/A		0	0	0	1	1
OLI	Oracle ASO Technician Portal Training	N/A		20	0	0	0	20
OLI	Remote Key Injection (RKI) for Distributor Sales & Parts (NOT FOR TECH)	N/A		25	0	0	0	25

8. Now you can export your results as needed.

DFS » Course Summary from January 1, 2018 thru December 31, 2018 » Student Report from January 1, 2018 thru December 31, 2018

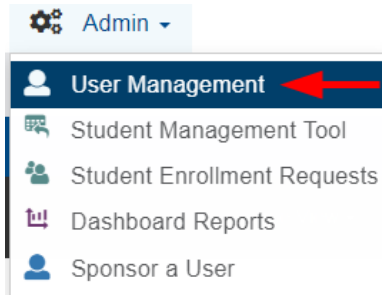
API Work Safe Certification Verification

Last Name	First Name	Email	Technician ID	Branch State	Branch Country	Relationship	Branch	Group/Company	Course Type
Ahlgren	Robert	rahlgren@larsonco.com	67498	MI	US	Channel Partners	Clarkston - 38804	OSCAR W. LARSON CO.	OLI
Alfaro	Jason	jalfaro@larsonco.com	84571	MI	US	Channel Partners	Clarkston - 38804	OSCAR W. LARSON CO.	OLI

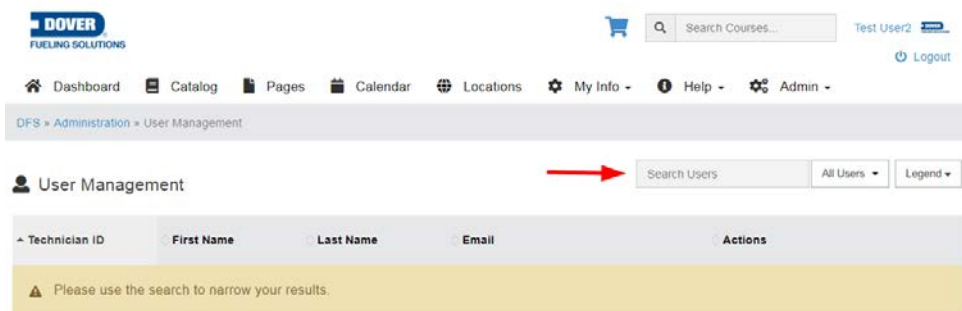
10 GROUP OWNER - LOGIN AS USER

As a Group Owner you may need to login as one of your users to complete an enrollment request. The process defined here will allow you to do that.

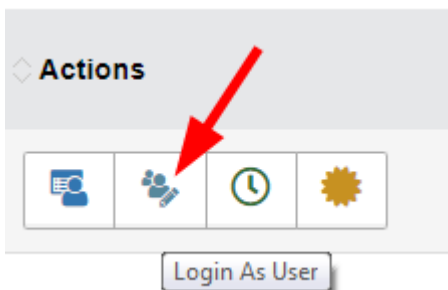
7. Login with your Group Owner account
8. From the Admin tab select “User Management”



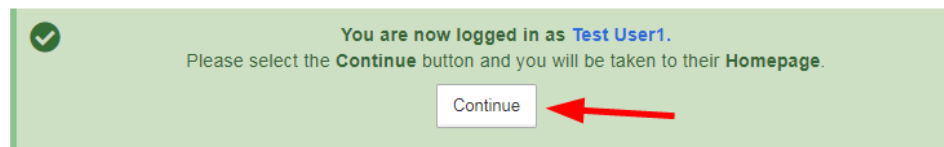
9. Search for the user by first or last name



10. Once the user is displayed, Click on the “Login As User” icon



11. Click on “Continue” to acknowledge the message



12. You are now logged in as that user and can request course enrollment as that user. The user you are logged in as will display on the top right.

