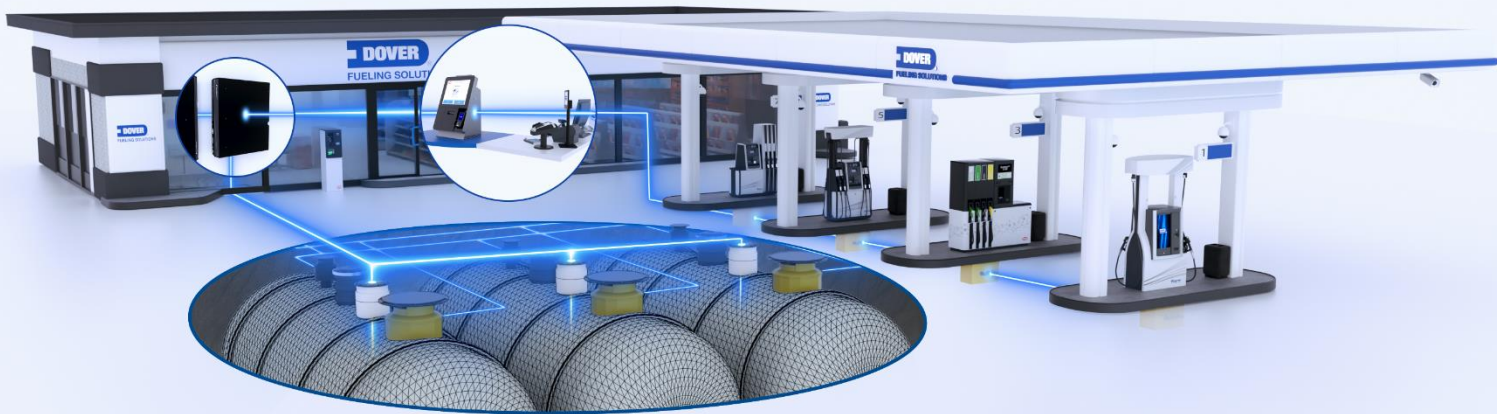


DFS Training Center Quick Reference Guide



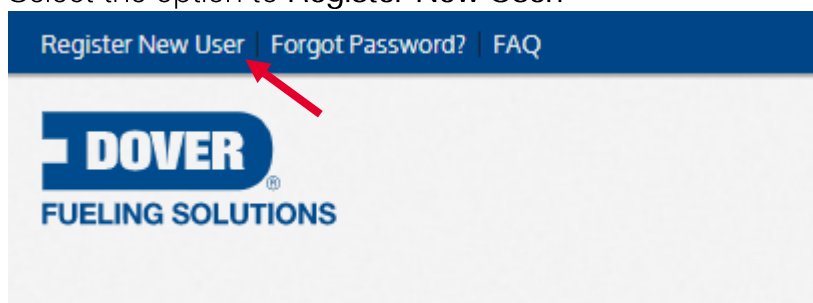
Contents

1	New User Registration	1
2	Course Self-Enrollment for Channel Partners (ASO/Distributor).....	3
3	Course Enrollment Approval Process.....	6
4	Course Payment Process.....	8
5	How to Generate a User Report	12
6	How to Manually Enroll a User into a Course as a Group Owner	15
7	Self-Enrollment for FMS Public Users	17
8	Sponsoring a User Process.....	19
9	Run a course report as a group owner	20
10	Group Owner - Login as User.....	22

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. Click **NEXT** once all required information has been filled out.

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.

1 Step One 2 Step Two 3 Step Three

Personal Information

* First Name	* Last Name
<input type="text"/>	<input type="text"/>
Time Zone	* Preferred Language
<input type="text" value="GMT-06:00, Central (US and Canada, Mexico City) (DST)"/>	<input type="text" value="English (en)"/>
* Email Address	* Verify Email Address
<input type="text"/>	<input type="text"/>

Next >>

4. Select the company/branch from the list provided depending upon items associated to your company email domain. Click **NEXT** once you have selected your correct group.

1 Step One 2 Step Two 3 Step Three

Company Information

Please select the company / branch you work for.

Company	Branch	Relationship
<input checked="" type="radio"/> 0-Example Channel Partner to demonstrate	Austin-0000	NA Channel Partners

5. You will then be directed to a verify information page to you to doublecheck your submitted information. Make sure you check our Privacy Policy and click **Yes** to submit your request.

☐ I agree with the privacy policy for Dover Fueling Solutions Training Center Privacy Policy *

Is the above information correct?

No Yes - Submit Request

6. 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 a link to confirm your email shortly. Check spam folders if you do see the email in your inbox.

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.

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

Thank you for submitting your registration request to Product Name. Please confirm your email using the link below and an account will automatically be created for you.

[Click Here](#) to confirm your email.

If you have any questions regarding your registration request, please contact us at System Email: Training@

8. 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.
9. Use your login credentials to gain access to the DFS LMS Training Site

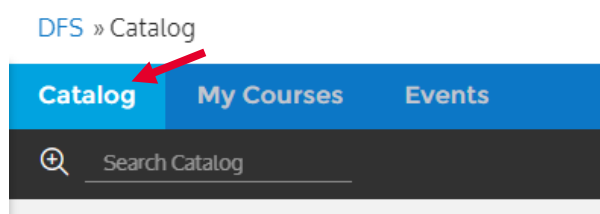
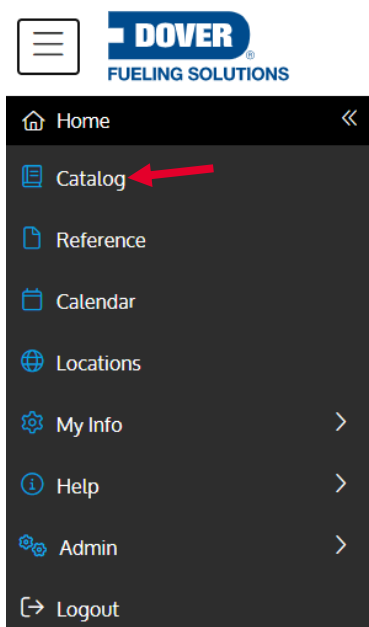
2 COURSE SELF-ENROLLMENT FOR CHANNEL PARTNERS (ASO/DISTRIBUTOR)

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-enroll 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-Enrollment

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. (cont. on next page)

The screenshot displays a web interface for a Learning Management System (LMS). It features a sidebar with expandable sections: 'Classroom Training', 'Getting Started in the LMS', and 'eLearning Courses'. Under 'Classroom Training', there is a sub-section 'NA Instructor Led Training (ILT)' containing six course entries. Each entry includes a course icon, a title, and two buttons: 'New' (green) and 'Featured' (blue). The courses listed are: 237 - Jones Covey Wayne Dispenser 102 / Payment 202 Certification ILT, 235 - PES Wayne Dispenser 102 / Payment 202 Certification ILT, 224 - Wayne Dispenser 102 / Payment 202 Certification ILT, 236 - OWL Wayne Dispenser 102 / Payment 202 Certification ILT, 297 - SPATCO Energy Solutions Wayne Dispenser 102 / Payment 202 Certification ILT, and 435 - SSS Wayne Dispenser 102/Payment 202 Certification ILT. The 'Getting Started in the LMS' section contains one entry: 1605 - Welcome to the Learning Management System (LMS). The 'eLearning Courses' section is currently collapsed.

4. Click on the name of the course to enroll.
Note: many courses require pre-requisites.
5. Enter your reason and submit request

The screenshot shows a 'Course Enrollment' form. At the top, it says 'Request Course Access' and 'Course Cost : \$150.00 USD'. Below this, a message states: 'You must request permission in order to enroll in this course. Please enter your reason below.' There is a large text input area where the user has entered 'I need certification'. At the bottom of the form is a blue button labeled 'Submit Request'.

6. You will receive an email notice that your request has been submitted. You will also notice that the submit request window has changed to show a message similar, if not, exactly like this.

Course Enrollment

[Request Course Access](#)
Course Cost : \$0.00 USD

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

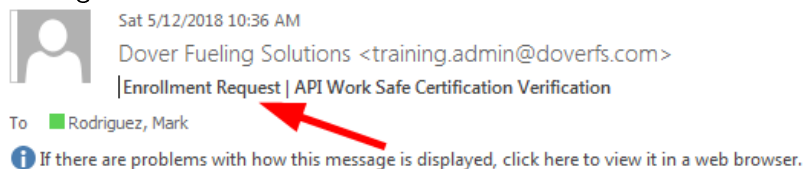
[Return to Course Catalog](#)

***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.



Phish Alert

[External: Sender is outside the Organization]

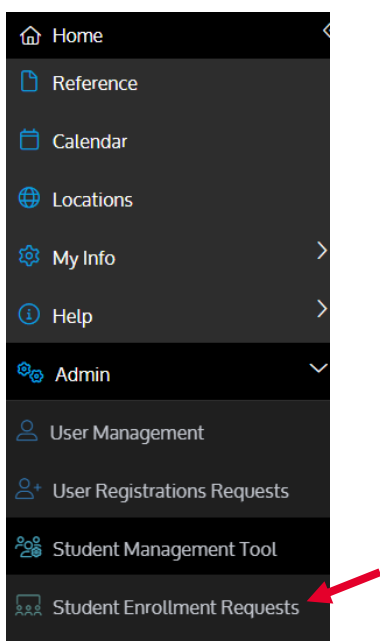
Mark Rodriguez,

You can review this new enrollment request here: <https://producttraining.doverfuelingsolutions.com/lms/order/requests.php>




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.

	LMS32847	NA Channel Partners	Eaton Sales & Service LLC - Denver - 41282	Wayne Dispenser 101	Preping fo...	ESR 800	01-03-2023	<input checked="" type="radio"/> Group Owner Approval <input type="radio"/> Region Admin Approval <input checked="" type="button" value="Reject"/>
Tech Name	ASO Branch		Comments		Assigned Payer			
					None Selected			

- 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.

	LMS32847	NA Channel Partners	Eaton Sales & Service LLC - Denver - 41282	Wayne Dispenser 101	Preping fo...	ESR 800	01-03-2023	<input checked="" type="radio"/> Group Owner Approval <input type="radio"/> Region Admin Approval <input checked="" type="button" value="Reject"/>
Tech Name	ASO Branch		Comments		Assigned Payer			
					None Selected			

4 COURSE PAYMENT PROCESS

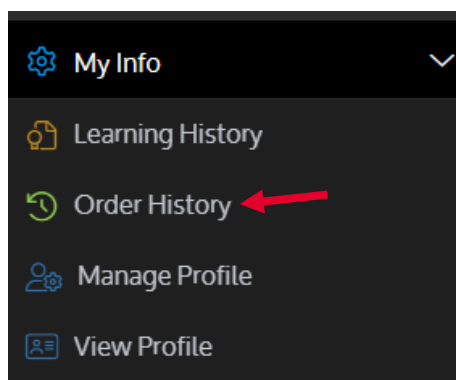
After a course request has been approved by both the Group Owner and the Region Owner, the Group Owner assigned as payer must pay for the course.

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

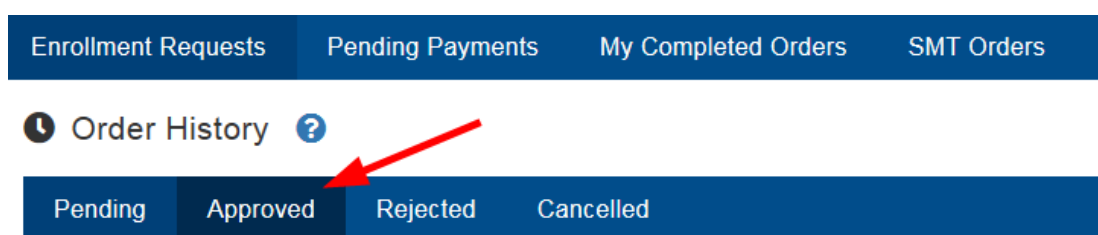
Course Payment Process

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

Shopping Cart

Type	Course	Dates	Student	Price	Action
	Wayne Fusion 3000 Web UI Wizard	Online	Ben Young	\$0.00	✕
				Total: \$0.00	

Return to Order History Checkout Now

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**

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.

I Accept

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

Wayne Fusion 3000 Web UI Wizard

Name	Cost
Ben Young	\$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



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 

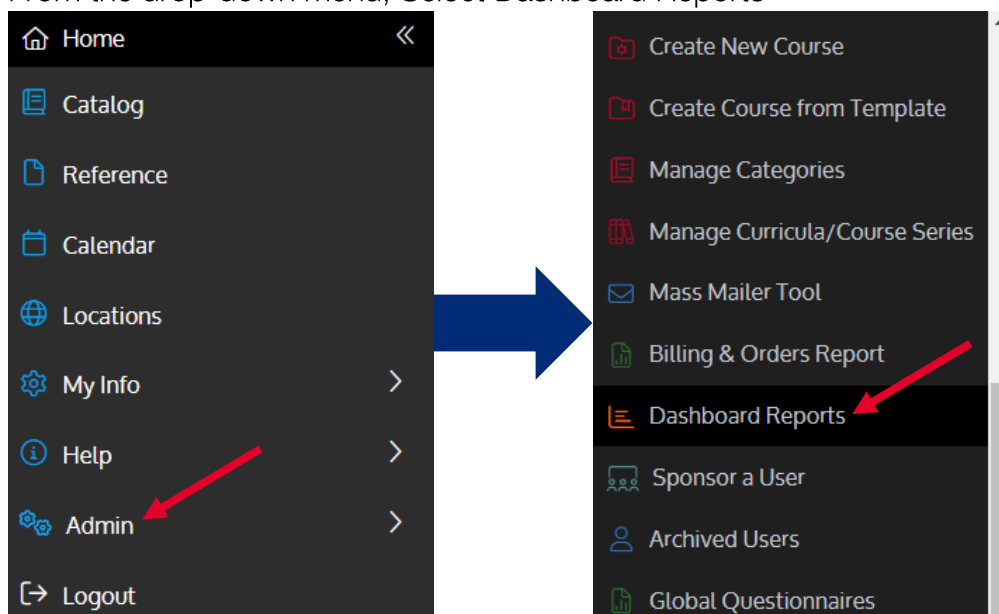
Note: You can print this order as needed or return to the Course Catalog

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

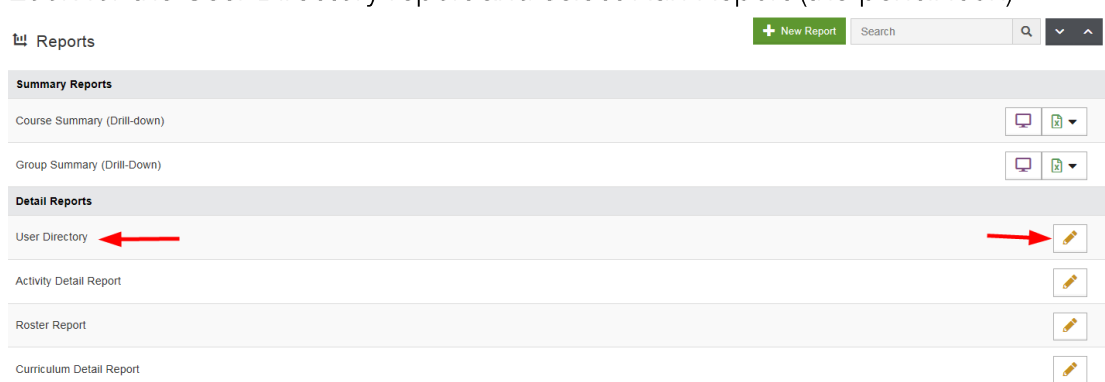
1. All modules in a course must show on the learning history as complete.
Note: This occurs once the modules have run from start to end.
2. All Quizzes must be completed.
3. The total minimum combined percentage for all quizzes must total 80 or above.

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

 View Report

Custom Report Name:
 
If you would like to save your report, please enter a name above.

Select a Report to Customize

User Directory ▼


Filter the report using ☒ ALL ☐ ANY of the options below.


+ Add New Report Filter


Schedule Export


+ Add Schedule

✕ Close

 Save Report

 Download Export ▼

 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

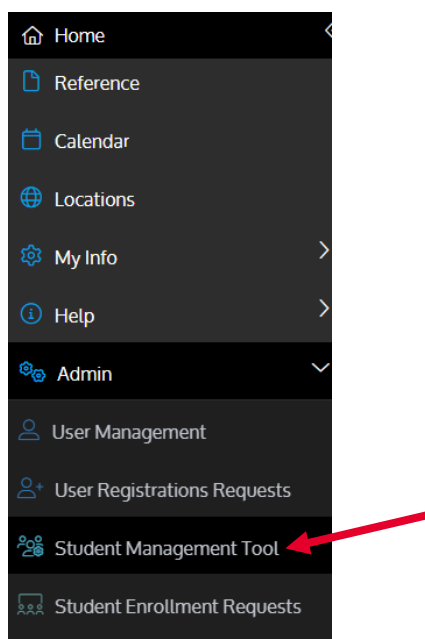
6. Click any user's name on the report to see their Course History

Course History							Expand All Courses	Close All Courses
<div> <div> <div></div> <div></div> </div> <div>Download PDF</div> </div>								
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

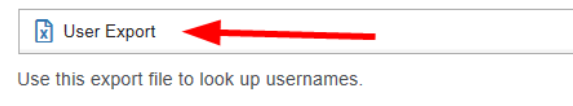
Note: It's a good idea to have the list Course numbers before you start this process. You can get those from the catalog page.

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

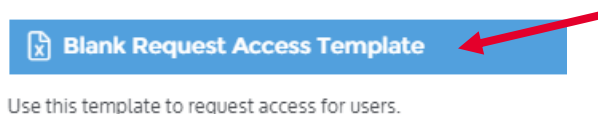


2. Now, click on "User Export" to download your groups user report

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

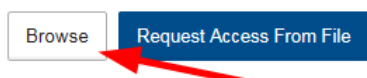
7. Fill in the Username for the user being enrolled (get this from the user export)

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



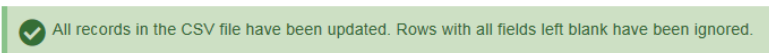
12. Once you select the file, it will display the file name here.



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



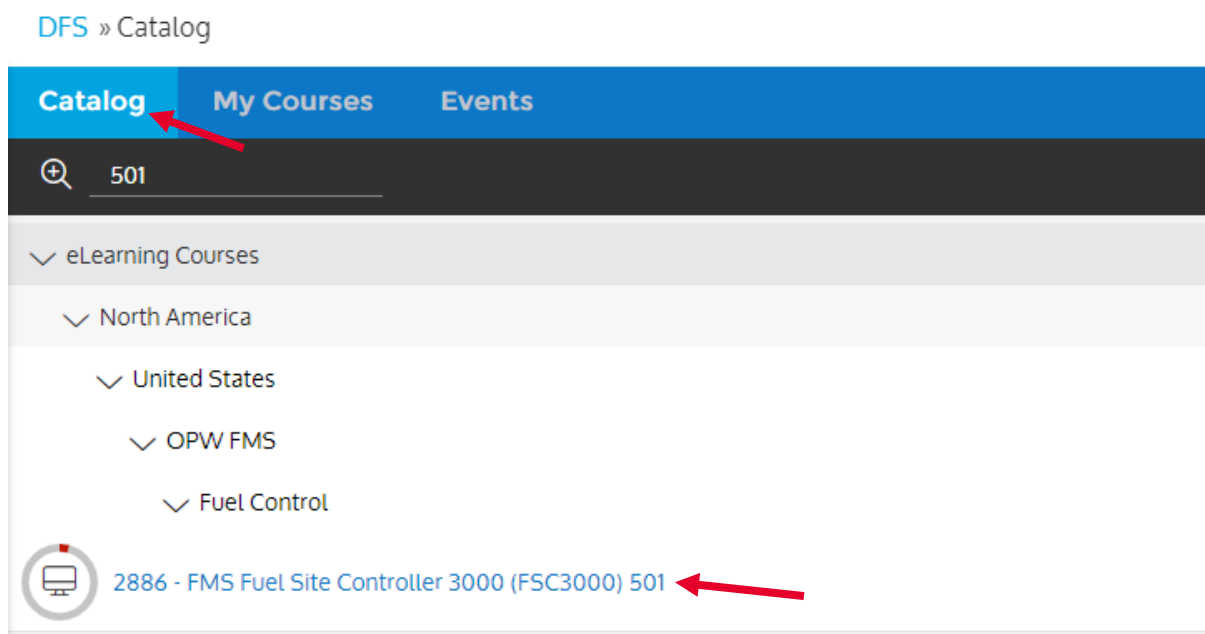
14. Confirmations Notice will be displayed



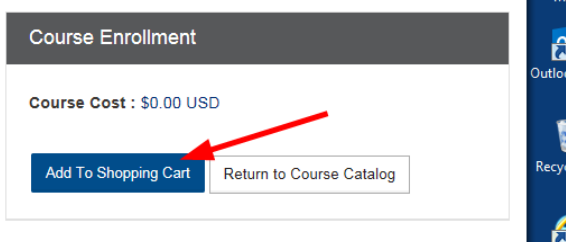
15. Now follow the process to approve enrollment requests

7 SELF-ENROLLMENT FOR FMS PUBLIC USERS

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



3. Click on Add to Shopping Cart



4. Click on 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. Fill out your billing information and then click 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

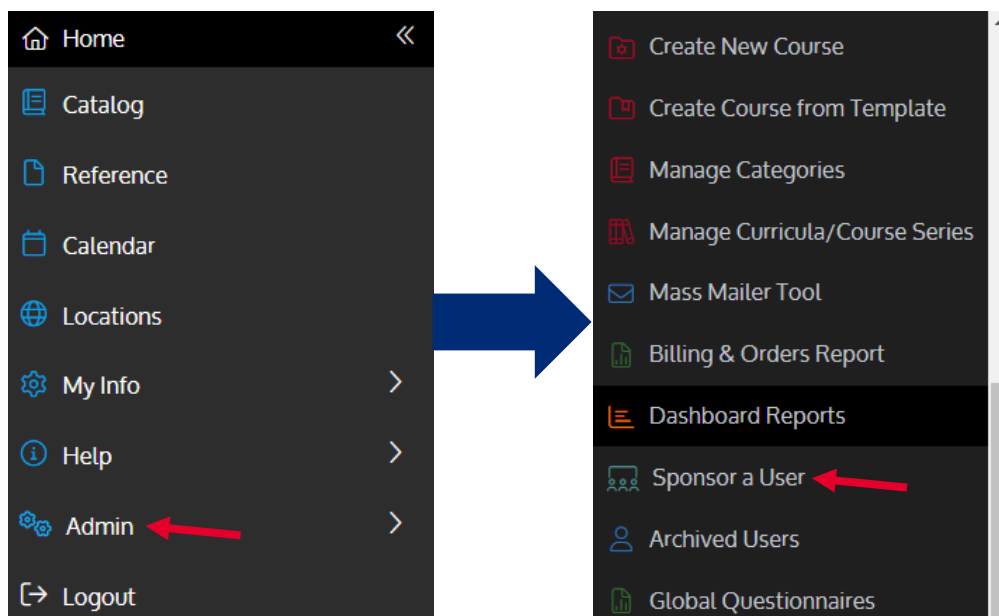
7. You will see a confirmation screen

8. Course is now available under "My Courses"

8 SPONSORING A USER PROCESS

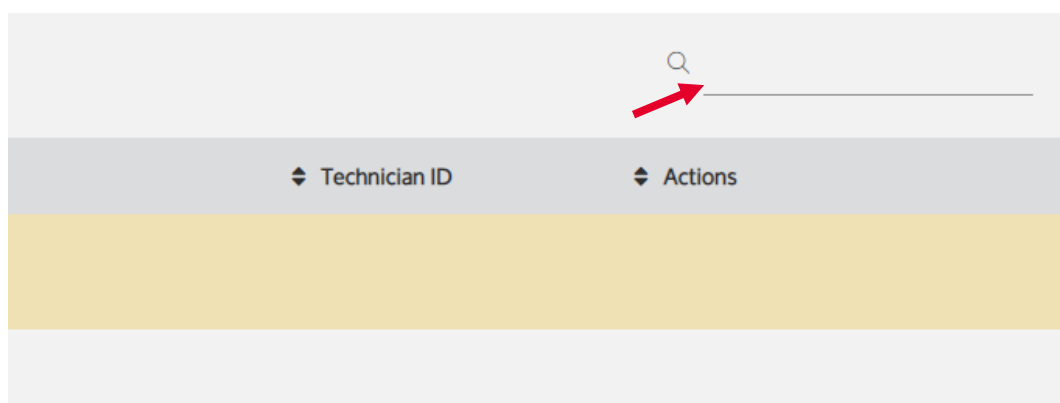
Note: Sponsored training is simply for knowledge purposes and nothing else. By doing so, the user will have access to all training in the channel partners region and the channel partner agrees to take full responsibility for their actions.

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

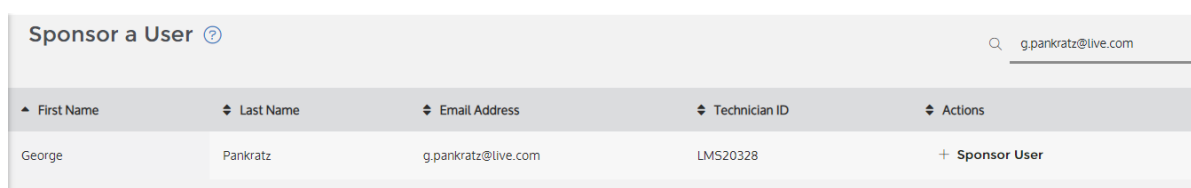


2. Here is where you would search for the user by their email address

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

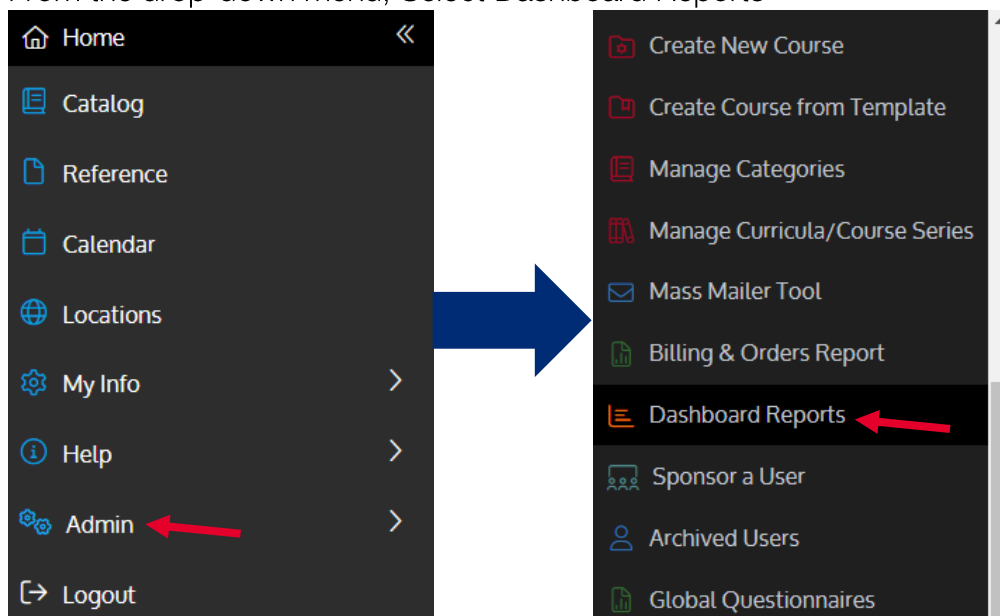


3. Once the user you are looking for pops up you will see their main info and the button to add user as a sponsored user

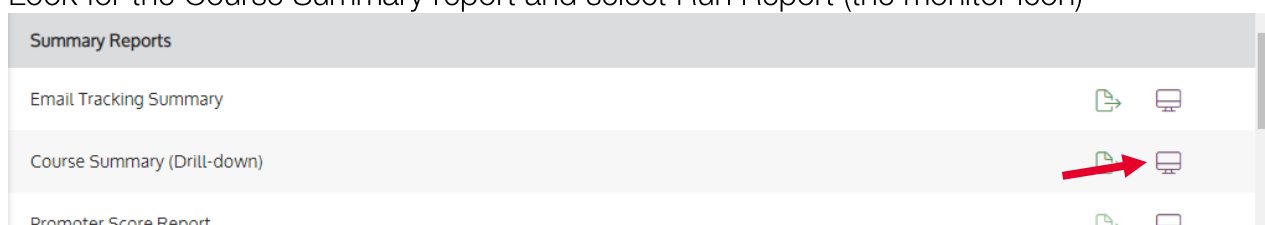


9 RUN A COURSE REPORT AS A GROUP OWNER

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



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



5. Enter your date range and Select Run Report

Select a Date Range

×

From:

2022-12-03

Thru:

2023-01-03

Close

Run Report

DFS Training Center Quick Reference Guide

6. The Course Summary Report will be generated.

Course Summary from December 3, 2022 thru January 3, 2023

Report

Chart

T↑T↓

Search

50

Course Type	Course Name	Course Start Date	Course Location	Completions	Cancellations	Failed	Incomplete	Total Enrollment
OLI	Environment Health and Safety	N/A		31	0	0	7	38
OLI	ASO Task Management Tool (TMT)	N/A		24	0	0	3	27
OLI	AAFES Project Introduction	N/A	Austin TX	1	0	0	0	1
CLS	Anthem Technical Training Webinar - Live Q&A on Dec. 16, 2022 - 12PM CST	11-18-2022	Austin TX	0	0	0	5	5
OLI	API Work Safe Certification Verification	N/A	Austin TX	105	0	0	26	131
OLI	Basic Networking, Equipment, and Troubleshooting (BNET) at Retail	N/A	Austin TX	1	0	0	1	2

Showing 1 to 50 of 101 entries

1

2

3

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

Report		Chart							
T↑ T↓		Search api 50							
Course Type	Course Name	Course Start Date	Course Location	Completions	Cancellations	Failed	Incomplete	Total Enrollment	
OLI	API Work Safe Certification Verification	N/A	Austin TX	105	0	0	26	131	

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

Report		Chart							
T↑ T↓		Search api 50							
Course Type	Course Name	Course Start Date	Course Location	Completions	Cancellations	Failed	Incomplete	Total Enrollment	
OLI	API Work Safe Certification Verification	N/A	Austin TX	105	0	0	26	131	

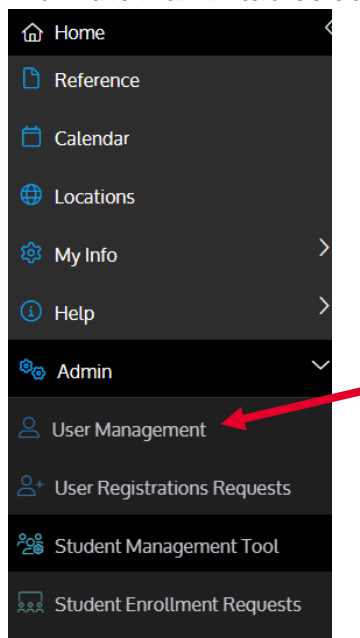
10. Now you can export your results as needed.

API Work Safe Certification Verification									
T↑ T↓		Search 50							
Last Name	First Name	Email	Technician ID	Branch State	Branch Country	Relationship	Branch/Site	Company	Course Type
Abdallah	Essam	essam@mozikainc.com	LMS19388	OH	US	Sponsored Customer	Attica - 65714	Beck Suppliers Inc	OLI
Adrian	Randy	radrian@dh-united.com	15707	TX	US	NA Channel Partners	San Antonio - 458998	D&H United Fueling Solutions, Inc.	OLI

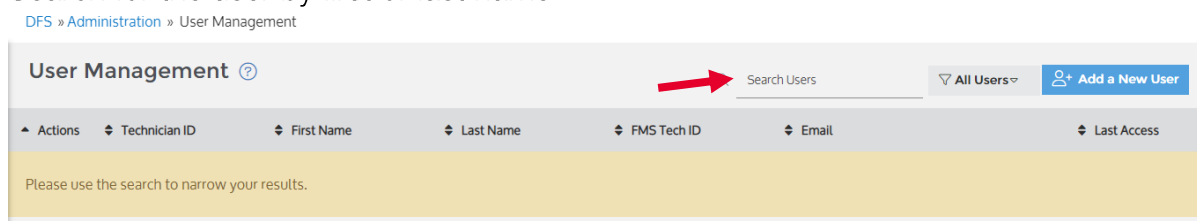
10GROUP OWNER - LOGIN AS USER

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.

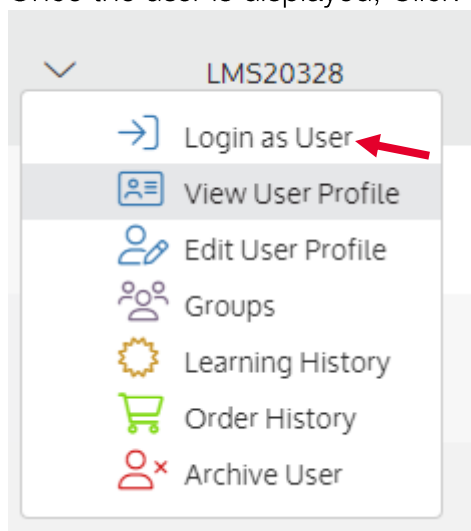
1. Login with your Group Owner account
2. From the Admin tab select "User Management"



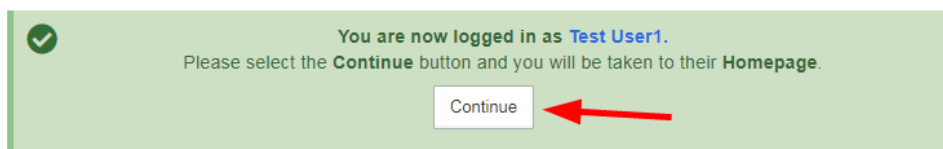
3. Search for the user by first or last name



4. Once the user is displayed, Click on the arrow to expand the menu and select "Login As User".



5. Click on "Continue" to acknowledge the message



6. 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.

