# EducateDell DSP Training

## Step by Step Instructions for External Users

# EducateDell: DSP Training Objectives

## After completing this module you will be able to:

- **Complete the EducateDell Log In Process**
- **Retrieve or Change your Password**
- **View and Edit your Profile**
- **Search for Reference Material**
- **Add a Certification (Take a Certification)**
- **View Completed Certifications**
- **View Completed Courses**
- **Overview of Learning Materials (outside of a Certification)**
- **View the Certification Matrix**
- **Support for EducateDell**
- **Glossary**

# Log In for DTT-Migrated User

**For a learner whose account has been migrated from DTT:**

1. Go to https://educate.dell.com/Saba/Web/Field
2. Enter the same Username that you used to access DTT
3. First time log in Default Password is: Welcome12!

**Caution:** *Do not click on Self Registration.* This process will create an Unverified, duplicate account that is unrelated to your DTT-migrated account and historical information.

*For a new user who did not have an account in DTT*

**Have these requirements ready to complete your Self Registration:**

1. Get the **Security Keyword** required by your Organization from your company's **Group Administrator** for EducateDell .

   *NOTE:  Without the **Security Keyword**, your account cannot be associated with a valid Organization in EducateDell and will remain Un-verified.*

2. **Username** cannot be all-numeric.  All-numeric Usernames will be edited to start with DELL.  **Example:**  Username 1234 will become DELL1234

3. **Employee ID** from your company.

Next, go to https://educate.dell.com/Saba/Web/Field and click on **Self Registration.**

EducateDell

Sign On to EducateDell:

Username

Password

Log In

Self Registration - For users who do not have Dell logins

# Log In for New User

Fill in the **New User Self Registration Form.** Fields with red text are Required.

**New User Registration**

| | |
|---|---|
| Username* | |
| Password* | Confirmed Password* |
| Secret Question | -Select One- |
| Your Answer | Confirm Your Answer |
| First Name* | Last Name* |
| Middle Name | Employee ID* |
| Security Keyword | |
| Location | |
| Default Currency* | US Dollars |
| TimeZone* | (GMT) Greenwich Mean Time : Dublin, Edinburgh, Lisbon, London |

**Contact Information**

| | |
|---|---|
| Work Phone | Home Phone |
| E-mail* | |

**Main Address**

| | |
|---|---|
| Address 1 | |
| Address 2 | |
| Address 3 | |
| City | |
| State/Province | |
| Zip/Postal code | |
| Country/Region | -Select One- |

**Username** cannot be all-numeric. *NOTE: All-numeric Usernames will have DELL added i.e. DELL1234.* **Employee ID** from your Organization.

Enter the **Security Keyword** required by your Organization. Your company's **Group Administrator** provides this. *NOTE: Without the **Security Keyword**, your account will not be associated with a valid Organization in EducateDell and will remain Un-verified.*

**Location**: Select the Location nearest to you, or contact the **HelpDesk** to have a new Location added to the dropdown.

Save    Cancel

# Log In for New User

Your new account will remain in an "Un-Verified" status until your company's **Group Administrator** verifies the account, at which time, you will have full access to the tool.
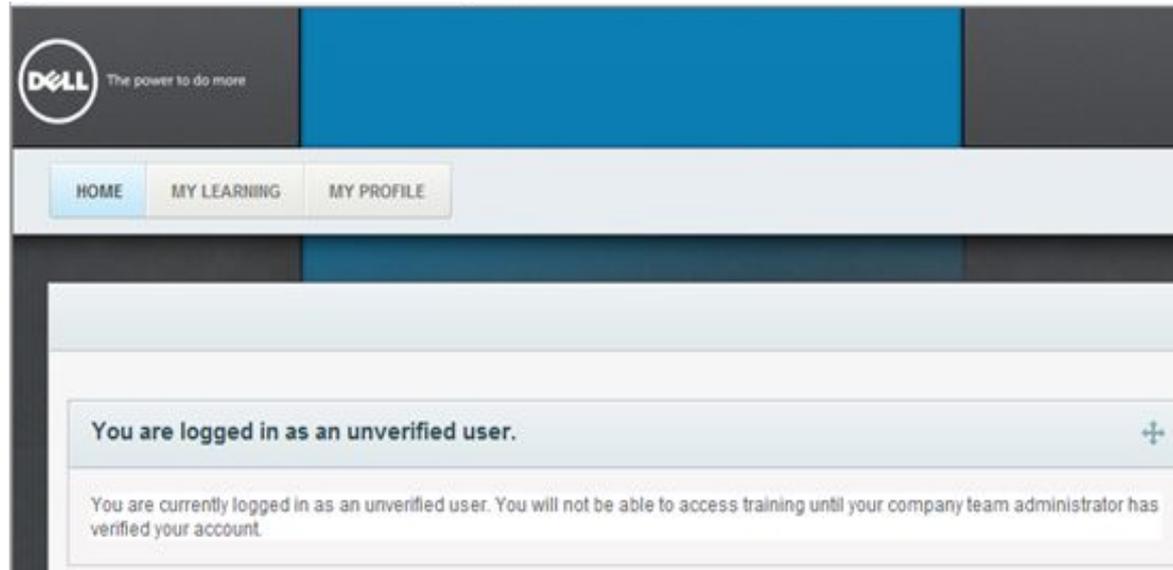


**Important:** Do not create multiple individual accounts. Your Certifications will not be carried over. Instead, contact the **HelpDesk** to have additional Organization (company) information updated to your existing EducateDell account. Inquiries about new account verification, training requirements, and general use of EducateDell may be directed to your company's **Group Administrator.**

## Forgot Your Password?

From the EducateDell Homepage, click on "Forgot your password" to receive an email with a password reset.

**Note:** You may also contact the **HelpDesk** or your **Group Administrator** for a Password reset.

## Change Your Password:

After logging in, you can change your own **Password**. In the upper right corner of the screen, go to the **Welcome** dropdown and select **Account Details**.
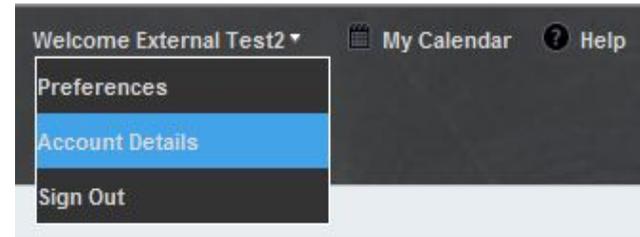
In the **My Account: Account Details** window, enter your Current Password and then your New / Confirmed Password.

*Note: If there is an error, pay close attention to the criteria presented, this may be where the problem lies. You may also contact the **HelpDesk** or your Group Administrator for assistance.*

Welcome External Test2 ▼    🗓 My Calendar    ❓ Help
Preferences
Account Details
Sign Out

**My Account:  Account Details**

**You have entered an invalid password. Password must meet the following criteria:**
- Must be a minimum of **8 characters in length.**
- Must contain at least **one upper-case character** and **one lower-case character.**
- Must **not include any part of your login ID or name.**
- Cannot change more frequently than **once in a 1 hour** time period.
- Password must contain a **minimum of 2 alphabetic characters.**
- Password must contain a **minimum of 1 numeric characters.**
- Password must contain a **minimum of 1 special characters.**

**Please type a password which meets these requirements.**
**Change Password:**

Current Password*
New Password*
Confirm New Password*

# Your Profile

To update your Profile information, select the **My Profile** tab on the Homepage and click on the **Edit Profile Snapshot** link.

The fields shown below are available for editing on your Profile.



**Region:** AMERICAS, EUROPE, ASIA PACIFIC, JAPAN
**Location**: Select the Location nearest to you, or contact the **HelpDesk** to have a new Location added.
**Timezone:** Dropdown of available Time zones
**Add Email:**  Email is a required object.  You can add an email address and set it to be the Primary.  Old email addresses can be deleted.

**Reference Materials** enable quick viewing without a registration.

*Note: In order to take a Certification and be in compliance with CnT reporting, there is a separate process to **"Add a Certification"** and complete the required Learning Assignment, which is the Assessment.  Certifications also include Reference Material as an optional Learning Assignment so that you have quick access to the material if needed during the Assessment.*

The quickest way to get to **Reference Materials** is to click on the **Reference Materials** link in the Search portlet from the Homepage.

This will take you to the **EducateDell Knowledge Base**.
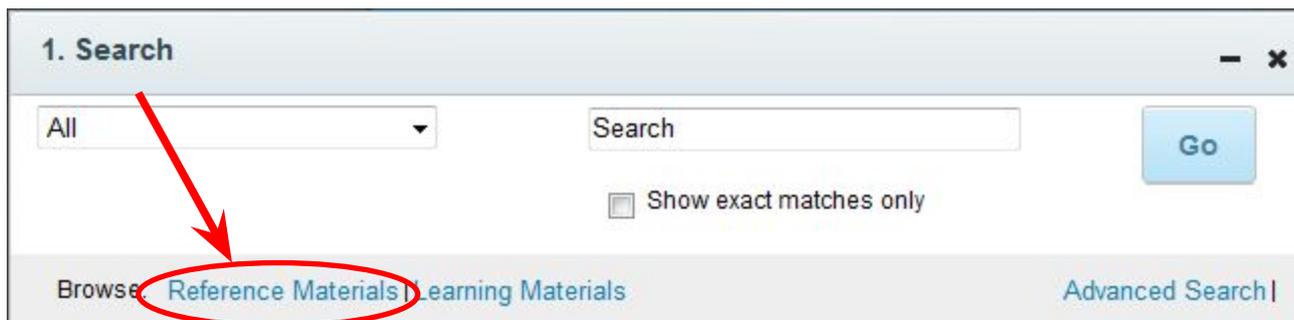
**Reference Materials** in the **EducateDell Knowledge Base** can be found in the GSD folder by browsing the tree structure.

The **Zip File** format **Launch** link will launch the material in a new window for your review.

The **File** format **Launch** link will allow you to **Save** the file to your desktop. *Note: Downloadable files have "Offline Zip" in their title.*

Select the **Search** tab to change from the tree folder structure to the Advanced Search.

The **Zip Files Only** search by Title will return Zip files that will launch the material in a new window for your review.

The **Other Files** search by Title will return Offline Zip files that can be saved to your desktop after clicking the Launch link.

# Add a Certification (Take a Certification)

The process to "take" a Certification has several steps and starts with clicking the **Add Certification** button to begin a search for the **Certification** you are looking for.

After you find and add a **Certification** to your profile, you can **Register** for and complete the **Learning Assignments** (Course, Assessment) necessary to **Acquire** the Certification.

An **Acquired** status means that all of the Certification's Learning Assignments (Course, Assessment) have been successfully completed.

| Name | Version | Status | Target Date | Need Recertification |
|------|---------|--------|-------------|---------------------|
| DCSE Dell C3765dnf Advanced Color Laser Multi Function Printer (Cert ID: 3078) | 1 | Assigned | | No |
| DCSE Inspiron One 2330 (Cert ID : 3070) | 1 | Assigned | | No |
| DCSE Inspiron One 2020 (Cert ID : 3067) | 1 | Assigned | | No |
| 3760 DCSE Dell C3760n-dn Color Laser Printer | 1.0 | Assigned | | No |

Certifications

All Certifications

Add Certification

From the **Certifications** portlet on the Homepage, click on the **Add Certification** button.

Next, click on the **"Add a new Certification"** link.

**My Certifications**

View the certifications that have been assigned to you. For suggestions of additional certifications you can complete, see recommendations.

| Certifications | External Certification |

View Certifications that are Active ▾

Search Assigned Certs by Name [                    ]     Show Required Certifications Only ☑

Acquired On Date >= [                    ] 📅     Status     -Select One- ▾

Configure | Save Search Query

**Search**

**IMPORTANT!** This Search only populates already Acquired and Assigned Certifications to the table below. Do not use this search to find a new Certification.

**Certifications**     Add a new Certification | Print | Export | Modify Table

| Search Assigned Certs by Name | Version | Selected Path (% Complete) | Mastery Score | Status | Assigned By | Target Date | Actions |
|---|---|---|---|---|---|---|---|
| 3760 DCSE Dell C3760n-dn Color Laser Printer | 1.0 | ● Course - 0% Completed ⓘ | N/A | Assigned | External Test2 | | Actions |

*Note*: Clicking on the blue Search button will return all of the Certifications that you have already Acquired, or have been Assigned. This is not the way to go if you are looking for a new Certification that you want to complete.

From the **Select Certification** window, search for the desired Certification.



**Note:** In this example, the wildcard % was used. The search returned Certifications with 'force 10' in the Name.

Next, click on the box in the **Select** column to Assign the Certification to yourself.

# Add a Certification (Take a Certification)

From **My Certifications**, hover over the **Actions** link for the newly Assigned Certification.



Click on **Begin Registration** from the list of Actions.

To Register, click on **Select Offering.**

**Register for DCSE Force 10 Field Awareness (Cert ID: 3062)**

To register for DCSE Force 10 Field Awareness (Cert ID: 3062), verify the path, select modules and learning elements within the module that you would like to complete. See complete registration guidelines.

Path    DCSE Force 10 Field Awareness ▾

Note: Actual seat availability might vary at the time of registration, due to existing registrations.

| Selected Learning | Actions |
|---|---|
| ☐ DCSE Force 10 Field Awareness  (Required, complete 1 of 1) | |
| ☑ DCSE Force 10 Field Awareness (Course : VT_HW_GLO6436, Version 1) | Select Offering |

**Complete Registration**    **Cancel**

Click on the box in the **Add** column.

**Learning Offerings**                                           Print | Export

| Add | Title | Version | Delivery Type | Start Date | End Date | Session | Location | Facility | Language | Actions |
|---|---|---|---|---|---|---|---|---|---|---|
| ☐ | DCSE Force 10 Field Awareness | 1 | Web Based Training | | | | | | English | |

Click on **Complete Registration**.

**Register for DCSE Force 10 Field Awareness (Cert ID: 3062)**

To register for DCSE Force 10 Field Awareness (Cert ID: 3062), verify the path, select modules and learning elements within the module that you would like to complete.  See complete registration guidelines.

Path    DCSE Force 10 Field Awareness ▾

Note: Actual seat availability might vary at the time of registration, due to existing registrations.

| Selected Learning | Actions |
|---|---|
| ☐ DCSE Force 10 Field Awareness  (Required, complete 1 of 1) | |
| ☐ ☑ DCSE Force 10 Field Awareness (Course : VT_HW_GLO6436, Version 1) | |
| ◉ Create a new registration<br>Offering ID: 00002278  Offered As: Web Based Training<br>Language: English | Change Offering<br>Remove Offering |

**Complete Registration**    Cancel

Click on **Launch Content**.

**Order Items**

| Title | Learners | Delivery Type | Status | Actions | Launch Content |
|---|---|---|---|---|---|
| ☐ DCSE Force 10 Field Awareness (Cert ID: 3062) | Alaina Miller | | | | |
| DCSE Force 10 Field Awareness | | Web Based Training | Confirmed | Notes | Launch Content |

Click on **Place Order**.



*Note:* This screen should soon be disabled and will not be a part of the Registration process in the future.

# Add a Certification (Take a Certification)

The optional **Learning Assignment** (Course) for the **Certification** launches for your review. This window may be closed at any time.

# Add a Certification (Take a Certification)



After completing the optional **Learning Assignment** and closing that window, you are returned to the main **Learning Assignments** page for the **Certification**.

*Note: If the Learning Assignment **Completion Status** is "Successful (Pending Sign Off)", click on the **Sign Off** button to update it to Successful.*

| | |
|---|---|
| Delivery Type | Web Based Training |
| Abstract | DCSE Force 10 Field Awareness |
| Description | DCSE Force 10 Field Awareness |

**More Actions**
Go to In-Progress Learning
View Confirmation
View Audit Trail

**Main** | **Learning Assignments** | **Associated Learning**

| | |
|---|---|
| Completion Status | Not Evaluated |
| Score | 0 |

Next, look for the **Required Learning Assignment** (Assessment) for the **Certification** and click on **Launch**.

**Learning Assignments**                                    Print | Export | Modify Table

| Module | Assignment Type | Requirement | Details | Completion Status | Completed On | Actions |
|---|---|---|---|---|---|---|
| DCSE Force 10 Field Awareness | Training Content | Optional | Attempts Allowed: Unlimited Sign Off: Required | Successful (Pending Sign Off) | 04/02/2013 | Sign Off    more actions |
| VT_HW_GLO6436-11762 (Cert ID 3062) | Training Content | Required | Attempts Allowed: Unlimited Mastery Score: 80.00 | Not Evaluated | | Launch |
| VT_HW_GLO6436-11765 Self Assessment | Training Content | Optional | Attempts Allowed: Unlimited Mastery | Not Evaluated | | Launch |

After the Required **Learning Assignment** (Assessment) for the **Certification** is completed successfully, the Completion Status will update to **Successful** with a **Score**.

Click on **My Certifications** in the left hand navigation to view the **Acquired** status of the completed **Certification**.

**NOTE:**
*Certifications that were migrated from DTT will show as Acquired, but **may not** show a % Complete in the bar graphic. This does not impact reporting.*

# View Completed Courses

Click on **My Completed Courses** in the left hand navigation to view the individual **Learning Assignments** (Course, Assessment) from the **Certification**.

The **Learning Materials** search will seldom be used by a Dell Service Provider. Instead, the **Add a Certification (Take a Certification)** described in the preceding slides is how to Acquire a Certification and receive credit for its Learning Assignments, which are the **Learning Materials** (Course, Assessment).
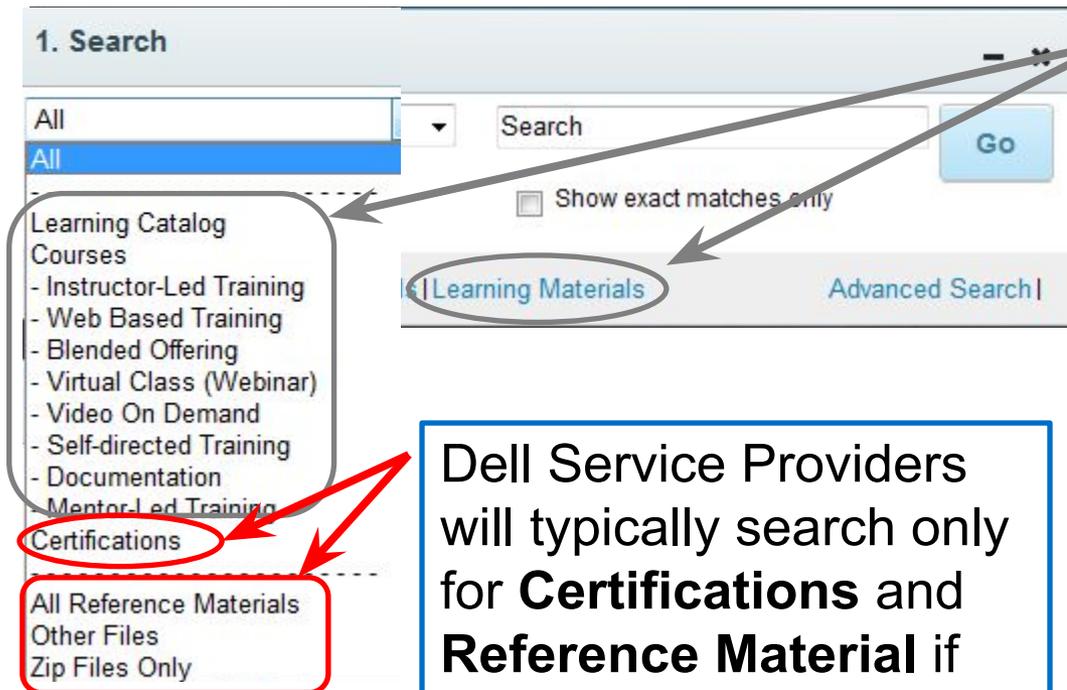


For your understanding, clicking on **Learning Materials** or any of the drop down menu choices under **Learning Catalog** will return results for **Offerings** in a variety of Delivery Types.
*Note: Registering for an Offering alone does not make an association with a Certification.*

Dell Service Providers will typically search only for **Certifications** and **Reference Material** if the dropdown search is used.

The **CNT Matrix** is available within the **Reference Material** area.



1. In the Knowledge Base, click on the + to open the GSD folder.
2. Open the DCSE Certifications folder.
3. Click on Certification Matrix.
4. Click on Launch beside the CNT Matrix.

**IMPORTANT:** After clicking on **Launch** beside the CNT Matrix, you must select **Save** (not Open)**.** Name the file and Save to a location of your choice.

> *Note: The **Open** option is currently defective.  If you do select Open, a Windows Security prompt will appear.  Click on **Cancel**.*

**Support for EducateDell:**

- The URL for the external EducateDell site is: **https://educate.dell.com/Saba/Web/Field**

- Inquiries about new account verification, training requirements, and general use of EducateDell may be directed to your **Group Administrator**.  Your **Group Administrator** is the point of contact within your company who supports your use of EducateDell.

- Please contact the Dell **HelpDesk** for support with any questions or issues you experience with EducateDell.

- To locate detailed **Reference Material** for EducateDell navigation and functionality, enter "EducateDell" in the search field for Reference Material**.**

# Glossary

**Reference Material (Knowledge Base):** Access course content quickly without a registration to find all the details about the products that you need to study.

**Certification:** After you are assigned a Certification, you can register for the Offering that it contains. The registered Offering is added to your My Enrollments page. DCSE Certification Offerings typically provide optional Reference Material plus a required Assessment as their Learning Assignments.

**Learning Assignments:** Elements of an Offering that may be optional or required.

**Learning Materials:** Web Based Training or Instructor Led Training Offerings found in the Catalog.  It is important to understand that registering for an Offering does not create a Certification assignment.

**Security Keyword:** Maps a self registering user to their Organization.

**Group Administrator:** The point of contact in your company who supports the use of EducateDell.

**My Learning tab:** Alternative to the Portlet searches on the homepage.

## Congratulations!
## You have completed the EducateDell DSP Training.

After selecting and submitting the response below, you may view your Successful completion in EducateDell, under the My Learning tab, "My Completed Courses".

○ **MY ACKNOWLEDGEMENT**

**PROPERTIES**

| | |
|---|---|
| On passing, 'Finish' button: | **Goes to Next Slide** |
| On failing, 'Finish' button: | **Goes to Next Slide** |
| Allow user to leave quiz: | **After user has completed quiz** |
| User may view slides after quiz: | **At any time** |
| User may attempt quiz: | **Unlimited times** |

⚙ Properties...

Ⓐ Edit in Quizmaker