

## SITRAIN® Learning Credit FAQs

[usa.siemens.com/sitrain](http://usa.siemens.com/sitrain)

### General Information

#### 1. What is the value of each credit?

- One credit is equivalent to one US dollar.

#### 2. What can I use my learning credits for?

- Any learning portfolio element except simulators

#### 3. How do I activate/access my credits?

- Once credits are purchased, the customer is assigned a unique promotional code that is used at checkout in the SITRAIN Learning Management System (LMS).
- This code acts as a 'discount or credit' code, similar to any other online catalog purchase.

#### 4. How do I know how many credits I have remaining?

- Once purchased, a coordinator from your company is designated to access information through our Coordinator Dashboard.
- The Coordinator Dashboard is accessed by following the steps below:
  - i. Direct your internet browser to:  
<http://www.sitrain-lms.com/Default.aspx?cps=1186>
  - ii. Sign in to your LMS account by selecting, "LMS Login" at the bottom of the left hand menu or far right in the top gray bar.

iii. If you need to retrieve your password, choose "Click here to retrieve your password" and follow the directions.

iv. Once you have signed into your SITRAIN LMS account, click on "Coordinator Dashboard" located in the menu at the far right of the page, toward the bottom.

v. Select, "SITRAIN Learning Credits (click to show/hide)" to view usage details.

vi. Below "SITRAIN Learning Credits (click to show/hide)", you can also view, "Student Data".

#### 5. Do credits expire and, if so, when?

- Yes. One year from the purchase date.
- Credits purchased as part of a SIEPRO Service Contract are valid for the duration of the service contract. \*See item 4 in the SIEPRO Service contract information on the back page.

#### 6. What if I want to purchase more credits?

- Additional credits may be purchased at any time.

#### 7. What if I don't have enough credits to purchase the learning elements I need?

- The remaining balance may be paid for directly with a credit card or purchase order (depending on the value) or additional credits may be purchased.

# SIEPRO Service Contract Information

In addition to the General SITRAIN Learning Credits FAQs, the FAQs below apply to SITRAIN Learning Credits purchased on a SIEPRO service contract:

## 1. What is the minimum credit purchase required?

- \$1000 USD
- Note: For onsite courses only, the exact number of credits per onsite course quote may be purchased.

## 2. What is the recommended minimum purchase for one seat in one course?

- Depending on the course, between \$3000 and \$4000 USD.

## 3. Where can I find prices for learning elements (courses, videos, etc.)?

- Go to the SITRAIN Learning Management System (LMS) at [www.sitrain-lms.com/](http://www.sitrain-lms.com/)
- For specific questions, email the registrar at [sitrain.registrar.industry@siemens.com](mailto:sitrain.registrar.industry@siemens.com)
- Or call the registrar at 770-625-5644.

## 4. How long do I have to use my credits?

- Credits are valid through the duration of the service contract agreement.

## 5. What if I don't have enough credits to purchase the learning elements I need?

- Additional credits may be purchased in increments of \$1000 or the remaining balance may be paid for directly.

**Published by  
Siemens 2018**

Siemens Industry, Inc.  
5300 Triangle Parkway  
Norcross, GA 30092

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