VI University
User Guide
# Table of Contents

Virtual Instruments University 3  
   Introduction 3  
   Learning Methods 3  
   Accreditation and Certification 3  
   Access and Login 4  
VIU Home Page 5  
My Account Overview 8  
My Training 11  
Search for Training 12  
   Course Catalog 12  
   Search Bar 14  
   Instructor-led Class Search 16  
   Accreditation or Certification Search 17  
Review and Request Training Items 18  
   eLearning Courses 18  
   Events and Sessions 19  
   Accreditations and Certifications 20  
Training Units 22  
   What are Training Units? 22  
   How are Training Units purchased? 22  
   When do Training Units expire? 22  
Training Units Distribution 23  
   Designated Distributor 23  
   General Distribution 28  
VIU Shopping Cart 31  
   Shopping Cart Overview 32  
Training Materials 38  
Launching or Attending Training 39  
   Launching eLearning 39  
   Live Online Class Attendance 40
Requirements for Live Online Classes 40
Registering for a Live Online Class 40
Launching a Live Online Class 43
Instructor-led Class Attendance 44
Withdrawing from Training 46
Accreditation and Certification Welcome Kit 49
Contact Information 50
Appendix A 51
  Live Online Class Access 51
  Citrix GoToTraining 51
Virtual Instruments University

Introduction

The Virtual Instruments University (VIU) learning environment provides a gateway for students to review, purchase, and launch VIU training items for further professional development.

Through Virtual Instruments University, students are able to:

- Register for and maintain Accreditations and Certifications
- Search through the catalog and calendar for eLearning and training sessions
- Keep track of all registered and completed training items through a VIU transcript
- Use Training Units to purchase training items

Learning Methods

Virtual Instruments offers several learning methods:

- Virtual Instruments Classroom – Traditional in-person open enrollment class at a Virtual Instruments classroom location.
- Live Online Classroom – A Virtual Instruments instructor delivers training live from an online virtual classroom with remote access to a lab. Dedicated option available for custom content and delivery or guaranteed run.
- Dedicated Onsite Training – Dedicated, custom instruction at customer facility for guaranteed run.
- eLearning – 24/7 on-demand, self-paced training through Virtual Instruments University.

Accreditation and Certification

Virtual Instruments Accreditation and Certification paths offer professional development with focus on technical and sales items.

Accreditations are a no-cost eLearning track that provides base knowledge and augments our certification program.

Certification paths are more rigorous, cost-based instructor-led tracks that require certification testing and may require hands-on field work with Virtual Instruments depending on the certification. Certifications provide benefits such as early access to new training, a private community for certified professionals, and top-level training support priority, as well as the recognition in the industry.

Registration and processing of Virtual Instruments Accreditation and Certification Paths are done through Virtual Instruments University.
Access and Login

Customers access VIU by logging into the Virtual Instruments Customer Portal and clicking on the Virtual Instruments University logo.

Partners can access VIU by logging into the Virtual Instruments Partner Portal and clicking on the link to Virtual Instruments University. Partners will use their email address on file with Virtual Instruments and a default password of Welcome1. Upon first login, partners are required to change their password.

When students first login to VIU, the Virtual Instruments Training Agreement will be available for review. Students must accept the Training Agreement in order to continue into VIU.

For help logging into VIU, contact training@virtualinstruments.com.
VIU Home Page

On the Virtual Instruments University home page, students have quick access to various parts of the learning environment.

The **My Training** icon leads students to view training items on the transcript.

The **Accreditation & Certification** icon leads to a listing of available Virtual Instruments accreditation and certification paths.

Students can search for various types of training items through the **Catalog**.

The **Calendar** allows students to search for available training sessions, such as training offered through the Virtual Instruments Classroom and Live Online Classes.

In addition to the icons, the VIU Home page includes widgets that allow students to quickly review his/her training progress.

Students can stay up to date with any updates about VIU through the **News and Announcements** widget.

For Virtual Instruments Classroom and Live Online Sessions training sessions, students can review the **My Upcoming Session** widget to see which ones he/she registered for.
For students who have requested to be on a waitlist for a training session, **My Interest & Tracking** widget allows students to quickly view their status.

**Featured Training** includes new and recommended training items by Virtual Instruments University.

Students on a certification path can review their progress with the **My Accreditation and Certifications** widget.

**My Tasks** lists specific tasks that may need to be completed, such as course evaluations or surveys.

**My Transcript** allows students to quickly review any training items that are in progress or due.
Resources include links to FAQs, VIU User Guide, and the Virtual Instruments Terms and Conditions.

On the upper right hand corner of the home page, students can utilize the Search bar to search for available training items. Next to the Search bar are the icons for Universal Profile and User Settings. By clicking on the User Settings icon, a user can review My Account, online Help, or Log Out of the system.

Note: The Shopping Cart icon only becomes visible when there are training items in the shopping cart awaiting purchase.
My Account Overview

Settings icon ➔ My Account, students are able to review account information.

My Account ➔ Preferences ➔ Settings, students can set an out of office notice, set the time zone, and select a signature.
Under **My Account → Preferences → Payment Methods** tab, students can review the training unit balance for the account.

![Payment Methods Tab](image1)

**My Account → Orders** page, students can review the transaction history for the account.

![Order Transactions](image2)
By selecting a Transaction ID, students can review the Order Details of a specific transaction. The option to **Print** the page is available on the top right hand corner of the page, by click on the down arrow.

![Order Details]

### Order Details

<table>
<thead>
<tr>
<th>Title</th>
<th>Provider</th>
<th>Type</th>
<th>Status</th>
<th>Quantity &amp; Price</th>
<th>Subtotal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction to Troubleshooting and Analysis (Live Online Class)</td>
<td>Virtual Instruments Training</td>
<td>Self</td>
<td>Registered</td>
<td>£790.00</td>
<td>750.00</td>
</tr>
</tbody>
</table>

*Total: 750.00*
My Training

Students can review a transcript of all their training items by clicking on the My Training icon or by clicking on the title of the My Training Widget.

On the Transcript page, students are able to review all training items that are Active, have been Completed, or Archived. Users can also launch training items directly from the Transcript page. Training items are automatically archived after 30 days.

On the Certifications page, students can review and manage certification and accreditation paths that have been requested.
Search for Training

Course Catalog

By clicking on the Catalog icon on the VIU home page, students are directed to the VIU Catalog, where all available training items are listed.

Students can narrow a search by specifying the type of training: Featured, Popular, or Newest.
Under **Subjects**, students can select course topics that are related to a certain subject, such as technical or sales-related courses.

![Subject](image)

Students can search for events and sessions within a certain **Date Range**. By clicking on **View Full Calendar**, students can review a calendar of the training sessions that are available.

![Date Range](image)

By specifying a **Type** of training, the user can narrow down training options by selecting the appropriate icon for:

- Online Class
- Event
- Quick Course
- Curriculum
- Test
- Library
- Material
- Posting
- Video

**NOTE:** Not all types of training items will be available to all users.
Search Bar

The **Search** bar is available on all pages of the VIU environment. If the student knows part of the title for a training item, by entering one or more terms, the **Search** page will generate results related to the terms entered.

For a general search of training items, the student can click in the **Search** bar and press Enter. This will lead the user to the **Search** page.
By selecting the Training tab, students can refine searches by using the available search filters, include the type of training, title, description, or by subject.

By selecting the Certification tab, students can review a list of available certifications and accreditations.
Instructor-led Class Search

For specific Live Online Classes and Virtual Instruments Classroom courses, students have the option to search via the Calendar Icon.

Through the Training Calendar, students can search and review different training sessions.
Accreditation or Certification Search

By clicking on the Accreditation and Certification icon on the homepage, students are directed to a list of available Accreditations and Certifications.
Review and Request Training Items

eLearning Courses

For a Virtual Instruments eLearning courses, if there is no cost associated with the course, students are able to launch the course directly from the Training Details page. The course will be added to the student’s transcript, and the student can review the training item.

NOTE: To properly launch eLearning courses, students must disable the pop-up settings for the browser window in which the course is launched from. Prior to launching the eLearning course, a reminder will be shown to students regarding pop-up settings.

Important Note: In order for courses to launch properly, pop-ups on your browser must be enabled.

Questions? Contact training@virtualinstruments.com.
Events and Sessions

For the training events and sessions, students will need to select an appropriate date and time to register for. If there is a training unit cost associated with the session, the student selects an appropriate session date and time, click Add to Cart, and the training item will be sent to the Shopping Cart for purchase.
Accreditations and Certifications

NOTE: Many individual parts of an Accreditation or Certification require students to register and purchase training items.

VIU Home Page ➔ Accreditation and Certification icon

On the Accreditations and Certifications page, available learning paths are listed.

By clicking on Request, the accreditation or certification is added to the student’s transcript.
From the Transcript, the student can **Manage** the accreditation or certification requirements.

If a training item within a certification or accreditation has a training unit cost, the student must request and click **Add to Cart**. The training item will then appear in the **Shopping Cart**.

**NOTE:** Virtual Instruments reserves the right to update accreditation and certification paths at any time.
# Training Units

## NOTE:
For applicable training items, Training Units are the only form of currency used to purchase training in VIU. Students must have the required amount of Training Units in their account in order to make the purchase.

## What are Training Units?
Training Units are prepaid training currency used to pay for class registration in Virtual Instruments University. After purchase, the Training Units are deposited into the student's VIU user account and available for immediate redemption.

## How are Training Units purchased?
Virtual Instruments Training Units are purchased outside the VIU system. Training Units are available for purchase as training unit bundle SKUs. To purchase Training Units, please contact sales@virtualinstruments.com.

## When do Training Units expire?
Training Units expire 12 months after they are deposited into a student account on VIU. Training unit expiration reminders are automatically sent at 90, 60, and 30 days prior to expiration. For details on training unit expiration, please download and review the Training Terms and Conditions from the Virtual Instruments website or contact training@virtualinstruments.com.
Training Units Distribution

Once Training Units have been purchased, Virtual Instruments Training will contact the company to determine the method of Training Unit distribution. The following options of distribution are available.

**Designated Distributor**

A company can assign a single employee to distribute the available amount of Training Units to designated individual employees within the company. This method is useful if the company is assigning different training items for different employees.

Once a company has determined an employee to distribute Training Units, the Distribute Training Units tab will appear on the Navigation bar on VIU.

**Training → Distribute Training Units**

The information on the Distribute Training Units page includes:

- **Title of the Training Units** – The name of the company that purchased the Training Units
- **Acquired Date** - The date the Training Units were purchased and entered into VIU
- **Training Units** - The total number of Training Units purchased
- **Assigned** - The total number of Training Units that have been assigned to users overall
- **Available** - The total number of Training Units that are still available to be assigned to users
- **Expires** - The date in which the Training Units expire, and are no longer available for use. Virtual Instruments Training Units expire 12 months after they have been deposited into VIU, including any Training Units that have been deposited into an individual student’s account, but have not been used yet.
By selecting the User icon, the Training Unit Distributor is able to view the list of employees in which to assign Training Units.

Depending on the type of training needed for individual employees, the Training Unit Distributor can assign part or all or the total amount of Training Units allocated.
After determining the amount of Training Units to be assigned out to individual employees within the company, the Training Unit Distributor clicks Submit and the Training Units will then be processed.

The Distribute Training Units page will update with the amount of Training Units that have been assigned, as well as the amount still available for distribution. By selecting the User icon, the Training Units Distributor can review the amounts already assigned to individual employees, as well as assign the remaining amount of Training Units as needed.
Once all the available Training Units have been assigned by the Training Unit Distributor, the Distribute Training Units page will reset. To review previously assigned Training Units, distributors can check the box next to **Include Completed or Expired Distributions**, and then Search.
Students who receive the assigned Training Units can review their Training Unit Balance through Settings icon → My Account → Preferences → Payment Methods.
General Distribution

General distribution of Training Units is set up so that any employee within a company can claim a certain amount of Training Units, as well as distribute Training Units to other employees on a “first come, first served” basis. This method of distribution allows individual flexibility to purchase training when needed.

When the general distribution method of Training Units is made available to all employees within a company, the Distribute Training Units tab will become visible to all employees within the company.

NOTE: With the general distribution method, companies should consult with their employees to determine how many Training Units to allocate to each employee based on the cost of a training item.

Training → Distribute Training Units

On the Distribute Training Units page, the title will reflect the name of the company and include the term “General Distribution”. This is to indicate that other employees will have access to the same pool of available Training Units.
After clicking on the User icon, the employee is able to view the list of employees in which Training Units can be assigned to.

![Assign Training Units](image1)

If a certain amount of Training Units have already been distributed by another employee, all employees within the company can review the information.

![Assign Training Units](image2)
Once all the available Training Units have been assigned through general distribution, the Distribute Training Units page will reset. To review previously assigned Training Units, distributors can check the box next to Include Completed or Expired Distributions, and then Search.

Students who receive the assigned Training Units can review their Training Unit Balance through Settings icon → My Account → Preferences → Payment Methods.
VIU Shopping Cart

Once a student has selected a training item to purchase, the training item will appear in the user’s Shopping Cart. The Shopping Cart icon is located on the top right-hand corner of the browser window.

Once a training item has been added to the Shopping Cart, an indicator will highlight the number of training items awaiting purchase.

By clicking on the Shopping Cart icon, students are then directed to the Shopping Cart page.

NOTE: All training items can only be purchased with Training Units. Students must have the required amount of Training Units in their account in order to make the purchase.
Shopping Cart Overview

The Shopping Cart table displays details of the training items the student has added to the shopping cart.

The table includes:

- Title of the Training Item
- Provider
- Recipient
- Quantity and Price
- Subtotal Amount
- Total Amount – All pricing will only display in Training Units

To continue with the Shopping Cart check out process, click on **Proceed to Checkout**.
During the Payment step, the student can review pending purchases and select the payment method of Training Units. To continue, select **Training Units (Distributed)**.

Payment information includes the subtotal for the training items and the individual balance. The individual balance displays the number of Training Units available in the student’s account.
If the student account does not have enough Training Units to purchase the training items in the shopping cart, the difference is displayed in Training Units. The student can either remove one or more items from the shopping cart until the subtotal is less than or equal to the individual balance. If the student does not have enough training units to purchase the training items, the student will need to request to add additional Training Units to cover the remaining balance.
After reviewing the Payment page, click **Next** to proceed to the Review step.

The student is able to review the training items before making a final purchase, including the overall cost and payment information. At this stage of the checkout process, the Training Units payment has not yet been processed.

Students have the option of editing the shopping cart before finalizing the purchase. To edit the shopping cart, click on **Edit Shopping Cart** in the lower-left corner of the page.

By clicking on **Place Order**, the order is then processed, and Training Units are deducted.
The **Confirmation** step provides a confirmation that the order has been placed. A transaction ID is displayed. At this stage, Training Units have been processed and the purchase has been finalized.

Once the purchase has been completed, the training items are available on the student’s transcript. By clicking on **View Transcript** on the Confirmation page, the student is directed to the updated transcript, which includes the newly purchased training item.

Additionally, by clicking on **My Account**, students can review remaining training unit balance and order history.
Training Materials

For Live Online Classes, Virtual Instruments Classroom courses, student and lab guides are often required for course participation.

Upon confirmation of a student’s course registration, Virtual Instruments Training will contact the student to confirm information regarding the course, as well as to request the student’s shipping address. Informational worksheets regarding the course will be sent electronically. Student and lab guides will be shipped to the provided shipping address for the student. Student and lab guides are provided to students at no additional cost.
Launching or Attending Training

Launching eLearning

NOTE: Prior to launching an eLearning course through Virtual Instruments University, pop-ups will need to be enabled for the browser window as the majority of courses will open in a new window.

On the Virtual Instruments University homepage, a student can launch an eLearning course through the My Training widget.

Alternatively, students can click on the My Training icon, which will take them to their transcript of training items.

After agreeing to the VIU training notice, a new window will pop-up, launching the eLearning.

NOTE: For an eLearning course to be marked complete, students must review all the content in the course and complete the associated evaluation.
Live Online Class Attendance

NOTE: While the registration process for Live Online Classes is conducted through Virtual Instruments University, all Live Online Classes are held via Citrix GoToTraining. Additional information about Citrix GoToTraining can be found on Appendix A of the VIU User Guide.

Requirements for Live Online Classes

- Citrix GoToTraining – Allows access to the live online classroom environment
- Juniper Network Connect – Allows access to the training lab
- Reliable Internet Connection - A cable modem, DSL, or better internet connection
- Reliable phone access or quality VOIP headset

It is also required that students work with the Virtual Instruments Training team to test connections before the class, as well as to receive assigned login credentials for the training lab. The Virtual Instruments Live Online Class Access guide will be sent to students after successful course registration.

Registering for a Live Online Class

Students must register for a selected Live Online Class through VIU, and purchase a seat in the course with available Training Units.

After registering for a Live Online Class, students can review the session information from their Transcript page.

Students will be provided a GoToTraining Registration link upon confirmation of course registration.
On the GoToTraining Registration page, the student may be requested to input additional information as it relates to the course.
After registering for the Live Online Class, a confirmation page will appear, as well as a confirmation email will be sent to the student. Both the confirmation page and email include a link to add the information to an Outlook calendar, information on how to join the training, as well as information on required settings for GoToTraining.

After successfully registering through VIU and GoToTraining, students will be contacted by Virtual Instruments Training to set up a separate date and time to test their systems to ensure connection to the training lab. Virtual Instruments Training may provide additional course information once a student's Live Online Classroom registration has been confirmed.
Launching a Live Online Class

Students will receive email reminders from Virtual Instruments Corporate Training (training@virtualinstruments.com) at the time of registration, one week before the start of the class, and one hour before the start of the class.

Students are asked to review the system requirements for GoToTraining prior to the start of the course to ensure proper connectivity.
Instructor-led Class Attendance

Registration for courses held at a Virtual Instruments Classroom site is done through Virtual Instruments University.

Once a student has successfully registered for a course held at a Virtual Instruments Classroom, the information is populated on the student’s transcript.
By clicking on the title of the course, the student can review course duration, description, training contact, date and times of each part of the training, as well as location. Links are available to add the information to an Outlook Calendar.

Once registration has been confirmed through VIU, Virtual Instruments Training will contact students to provide additional information as it relates to the course.
Withdrawing from Training

NOTE: All students should review the Virtual Instruments Training Agreement, as well as the Terms and Conditions, prior to making changes or updates to their training items. Different withdrawal and cancellation conditions apply depending on the course.

If a student must withdraw from a registered session, the student will need to contact Virtual Instruments Training to initiate the process of withdrawing from a course.

Course refunds for withdrawing from a course only apply to cost-based open enrollment courses.

On the Transcript page, the option to Withdraw is available to withdraw from a registered session.
On the Withdraw Registration page, the student will select a reason for the course withdrawal and provide additional comments.

Once a student withdraws from a session, the student’s transcript is updated. The training item is moved to the Archived tab, and the status updates to Withdrawn.
If the student’s withdrawal from a session meets the Training Unit refund requirements, as outlined in the Virtual Instruments Training Terms and Conditions, the student will receive a refund of the appropriate amount of training units.

Students can review their Training Unit account balance under **Settings** icon → **My Account** → **Orders**.
Accreditation and Certification Welcome Kit

For students who have registered for and completed all the requirements for an accreditation or certification, Virtual Instruments Training will send a digital Welcome Kit. The Welcome Kit includes:

- Welcome Letter
- Certificate
- Badges for the accreditation or certification
- Terms of the accreditation or certification
Contact Information

For training support or general training inquiries, please contact Virtual Instruments Training at training@virtualinstruments.com
Appendix A

Live Online Class Access

Virtual Instruments requires students to use Citrix GoToTraining to access the live online classroom, Juniper Network Connect to access the training lab, a cable modem, DSL, or better internet connection, and reliable phone access. It is also required that students work with Virtual Instruments Training to test their connections before class, as well as to receive credentials. If students cannot meet these requirements, students will not be able to attend a live online class.

Citrix GoToTraining

Virtual Instruments Training utilizes Citrix GoToTraining for Live Online Class delivery. Prior to the start of the class, students should set aside time to become familiar with the GoToTraining requirements and interface.

Below are links to assist students in becoming more familiar with using GoToTraining.

- System Requirements
- Joining a Training
- Audio – Using Telephone
- Audio – Using Mic & Speakers
- Viewer Window and Control Panel
- GoToTraining User Guide – Click to download the guide, in PDF format.