# Technical Training by the Identiv Academy

The Identiv Academy trains end users and certifies channel partners (a.k.a. dealers).  This document provides the following information about the Technical Training that we offer:

### Training Options

Identiv offers a variety of training options to meet different needs and budgets.

- **Online training** is available through our Learning Management System (LMS) at **https://academy.identiv.com/**.  (After you enroll in an online course, you have 30 days to complete it.)

  Online training avoids the travel expenses required to attend instructor-led training, and enables you to learn about specific subjects on your own schedule (instead of requiring a block of four weekdays plus travel time).

- **Instructor-led training** is regularly scheduled at Identiv's classroom in Santa Ana, CA.

  The standard instructor-led public training class provides four days of intensive hands-on education with our hardware and Velocity software.  Instructor-led training enables you to ask questions and interact with other students, while quickly learning everything you need to know about a physical access control system by working with the actual hardware, Velocity software, and TS readers.

- You can also contract us to provide **private instructor-led field training** at your location. (This can be a cost-effective option if you have a lot of people who need to be trained.)

### Online Training

Our Learning Management System provides a variety of online courses, which typically provide course materials and technical documents, include quizzes, and generate a completion certificate.

The primary courses about a physical access control system (which are required for Channel Partner certification) are:

- Velocity Installation Course
- Velocity Hardware Course
- Velocity Operator Course
- Velocity Administrator Course
- Velocity Re-Certification Course

All of the currently available courses are described on our LMS at **https://academy.identiv.com/**.

### Instructor-Led Training

The standard instructor-led training course provides four days of intensive hands-on education with our hardware and Velocity software, and is equivalent to the following online courses:

- Hardware
- Velocity Operator
- Velocity Administrator
- TS Reader

Instructor-led training is regularly scheduled at our classroom in Santa Ana, CA.

### Schedule of Instructor-Led Training Classes

The current **schedule of instructor-led public training classes** is available on our LMS. (Private instructor-led training classes are not shown on that schedule.)

### Private Instructor-Led Field Training

If you have a lot of people who need to be trained, it might be more cost-effective to have us provide private instructor-led field training at your location (instead of sending everyone to our public instructor-led classes).

While a standard public instructor-led class teaches every student about our hardware, Velocity administration, Velocity operations, and TS readers, a private class can be customized to meet your specific needs. For example, depending on their role in your physical access control system, different employees can attend different portions of your class. To learn more about private instructor-led field training, see the **Private Training Questionnaire** on our LMS.
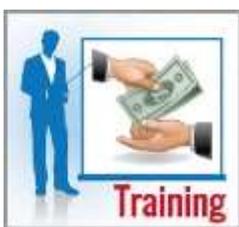
### Pricing of Online and Instructor-Led Courses

Our pricing (as of January 1, 2016) is:

- **$1700** USD (per student) for a four-day standard instructor-led training class

- **$300** USD for each of the five primary online courses required for certification (Velocity Installation, Hardware, Operator, Administrator, and Re-Certification.)

  NOTE: IF all five of the required Velocity courses listed above are purchased *at the same time*, the discounted rate is **$900** USD.

- **$150** USD for most of the other optional online courses

- **$500** USD for the ICPAM (Identiv Connected Physical Access Manager) online course

(The pricing of private instructor-led field training varies with each project.)

### Payment Options

Before you can take an online course or attend an instructor-led class, you must pay for it or provide a Purchase Order (Payment information is entered on our LMS, and securely processed by PayPal.)

You can pay using either a PayPal account or almost any major debit card or credit card (such as Discover, MasterCard, or VISA). You are charged when you enroll in each course.

If you are coordinating the training of several people or need to use a purchase order, please submit your request to training@identiv.com

### Cancellation Policy

After you enroll in an online course, you have 30 days to complete it. (If you will be taking multiple online courses, we recommend first enrolling in only the courses that you can complete within 30 days, then enrolling in the other courses at a later date.)

If you are unable to attend an instructor-led class which you have enrolled in, you must notify us at least 7 business days before the start of that class, or you will incur a $200 cancellation fee. (The remainder can either be refunded to you, or applied to a different instructor-led class or online courses.) See disclaimer on main page.

### Testing and Certification

To complete an online or instructor-led course (and receive a certificate of completion), a student must complete one or more multiple-choice quizzes, and must achieve an overall score of at least 80%.

An employee of a company wishing to be certified as a channel partner (a.k.a. dealer) must complete a specific set of required courses.

### Student Testing

Students taking an online course must complete a short multiple-choice quiz at the end of each module in their course, and must achieve an overall score of at least 80% to successfully complete the course.

Students attending a four-day standard instructor-led training class must complete a multiple-choice quiz on the last day of the class, and must achieve a score of at least 80% to successfully complete the class.

Quizzes for both the online and the instructor-led courses are administered by our Learning Management System.

### Completion Certificate

After successfully completing an online or instructor-led course (and completing a brief survey), you will receive access to a certificate of completion. A .PDF file of the certificate is also sent to the email address you used when creating a user account and taking the course.

### Channel Partner (a.k.a. Dealer) Certification
**Effective March 1, 2020**
To become an Identiv Channel Partner, a company must sign a Channel Partner Agreement, and at least two of its employees must complete the following five required courses:

- Velocity **Installation** Course
- Velocity **Hardware** Course
- Velocity **Operator** Course
- Velocity **Administrator** Course
- Velocity **Re-Certification** Course

**Channel Partner (a.k.a. Dealer) Certification** *- continued*

Note that Velocity Installation is only offered as an online course through our LMS. The other subjects can be satisfied either by completing their online courses or by completing the standard four-day instructor-led course.

## What Can You Do on our LMS?

The activities you can perform on our LMS are determined by your user status.

As a **Guest**, you can:

- View information
- Access our Library of technical documents
- Try the free sample course
- Create a user account

As an **Authenticated User** (who is logged in), you can also:

- Enroll in an online class or instructor-led course

As an **Enrolled Student** (who has paid), you can also:

- Take the online course (or attend the instructor-led class)
- Take a survey about the course (after you complete it)
- Obtain the completion certificate (if you achieve an overall score of at least 80%)

So before you can take an online course or attend an instructor-led class, you must first create a user account, authenticate it (by clicking on a link in an email we'll send to you), and then enroll in the course or class.

## Creating a User Account (and Authenticating It)

Before you can enroll in an online or instructor-led course, you must create a user account and authenticate it, by performing the following steps:

1. On the home page on our LMS, click on the red **Create New Account** button.

2. On the resulting page, enter all the required information, then click on the green **Create my new account** button.

   - Be sure to specify the **Email address** where you wish to receive your initial authentication email message and your completion certificate.

   - The values of the **First name** and **Last name** fields will appear on your completion certificate.

3. After you receive an email message about account confirmation, open it and click on the hyperlink. This should display a Web page on our LMS where you can authenticate your new account.

Note that each student must have their own user account, but you do not have to create an account for each course. Once you have an authenticated user account, you should use that same account for every course.

### Enrolling In an Online Course or Instructor-Led Class

Before you can take an online course or attend an instructor-led class, you must enroll in it, by performing the following steps:

1. Log in to our LMS with your authenticated user account.

2. Browse the LMS and read the descriptions of the available online courses and instructor-led classes, then click on the title of the desired course or class.

3. If the course has a fee that must be paid, click on the green **Send payment via PayPal** button.

4. Choose whether to **pay with my PalPal account** or **pay with a debit or credit card**.

    • If you are paying with your PayPal account, enter that account's **Email** address and **PayPal password**, then click the **Log In** button. Follow the instructions on the subsequent page to complete your payment.

    • If you are paying with a debit or credit card, click on the tab for the correct type of payment, enter all the required information, then click the **Pay** button.

5. On the resulting "Thanks for your order" page, you can optionally:

    • Click the **Print receipt** link to print a receipt for your payment.

    • Click the **reset it** link to change the password for your user account on our LMS.

6. If you paid for an online course, click the large orange button that says **Click here to enter your course**.

    You are returned to our LMS, where you can start taking your online course.

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### Taking an Online Training Course

After we receive your payment, you will be sent an email message confirming that you have been enrolled in an online course and can start taking it. Our LMS monitors your progress through a course, might provide some downloadable course materials and relevant technical documents, reveals each module in the course, administers a short multiple-choice quiz at the end of each module, administers a quick survey about the course, and provides a completion certificate (if you achieve an overall score of at least 80%).

#### Tips and Suggestions

• If the course provides any downloadable course materials or relevant technical documents, be sure to download them and refer to them as needed.

• Don't feel compelled to complete the entire course in a single sitting. You can divide-and-conquer by taking one module at a time, with breaks in between to stretch or to conduct some urgent business.

• Take your time, and proceed at your own pace. Don't be afraid to watch part of an instructional video multiple times, and don't rush through the quiz questions.

• Don't skip the instructional video for a module and then guess at the answers to its quiz.

• Don't freak out if you score less than 80% on a particular quiz. You only need to achieve an overall score of at least 80% for the entire course.

### Preparing for an Instructor-Led Training Class

After we process your payment information, you will receive an email message (usually within 24 hours) stating that you have been enrolled in a particular instructor-led class. That email message should contain sufficient details for you to start making the necessary travel arrangements.

NOTE: If the class is being held at our classroom in Santa Ana, CA, please read the remaining topics in this document.

### Instructor-Led Training in Santa Ana, CA

The Identiv Academy is located in the building where many Identiv products are designed and built, at 1900 Carnegie, Building B in Santa Ana, CA 92705.

Besides the classroom which can accommodate up to 12 students, the Identiv Academy has a separate entrance, plus an adjoining break room and restrooms.

Each student has individual use of:

- a personal computer configured as a Velocity standalone workstation,
- an Mx-8 controller,
- a switchbox for triggering doors and other relays, and
- TS card readers.

### Air Travel

Because we are located only 4 miles from Orange County's John Wayne Airport (SNA), we highly recommend that you use this airport. Other options include Los Angeles International Airport (LAX) which is 42 miles away, or Long Beach Airport (LGB) which is 23 miles away.

### Hotel

There are many hotels in the area, so you should be able to find one that meets your requirements.

Our LMS has a **Hotel Recommendations List for Santa Ana** with information about local hotels which provide a shuttle service (so you won't have to pay for a rental car or a taxi) or are within walking distance. To obtain a special discounted rate at one of those hotels, be sure to say that you will be training at the Identiv Academy.

## Ground Transportation

If you fly into Orange County's John Wayne Airport (SNA), you can either stay at a hotel which provides a shuttle service, rent a car at the airport, or take a taxi.

If you fly into a different airport, you will need to rent a car at that airport.

## Meals

You are responsible for your own meals. Most hotels provide some options for breakfast, and there are many restaurants nearby that are open for breakfast.

There is a one-hour lunch break (typically from 11:30 AM to 12:30 PM) each day. If you don't have a rental car, you can usually get a ride from another student.

## Class Hours

Class starts at **8:00 AM** (Pacific timezone) each day, and typically ends at **5:00 PM**. There is a lot of material to cover in just four days, so every day is a full day. (Don't expect to leave early on Thursday.)

Bring your own pen or pencil (and perhaps a highlighter) so you can take notes on your handout.

## Course Materials

Each student receives a printed handout containing instructional materials, lab exercises, and helpful reference information.

## Dress Code

The dress code is "business casual". Don't wear shorts or sandals to class.

Even though we are located in normally sunny southern California, you might want to bring along a sweater or light jacket (in case you're seated beneath an air conditioning vent).

## Wireless Internet Access

We provide free wireless Internet access, so you can stay in touch with your coworkers, friends, and family.

## Smoking Policy

California has some of the strictest anti-smoking regulations in the country, so there is no smoking within our building. But we usually have nice enough weather that you can smoke outside during a class break.

## Contact Us

For additional information (such as a Hotel Recommendations List, Channel Partner Certification Requirements, Instructor Profiles, Glossary of Terms, or FAQ), click on the links in the Main menu on the left side of a page in our LMS at **https://academy.identiv.com/**.

If you still have any questions about our Technical Training, you can contact us at training@identiv.com.

(This document was last updated on Dec. 23, 2020.)