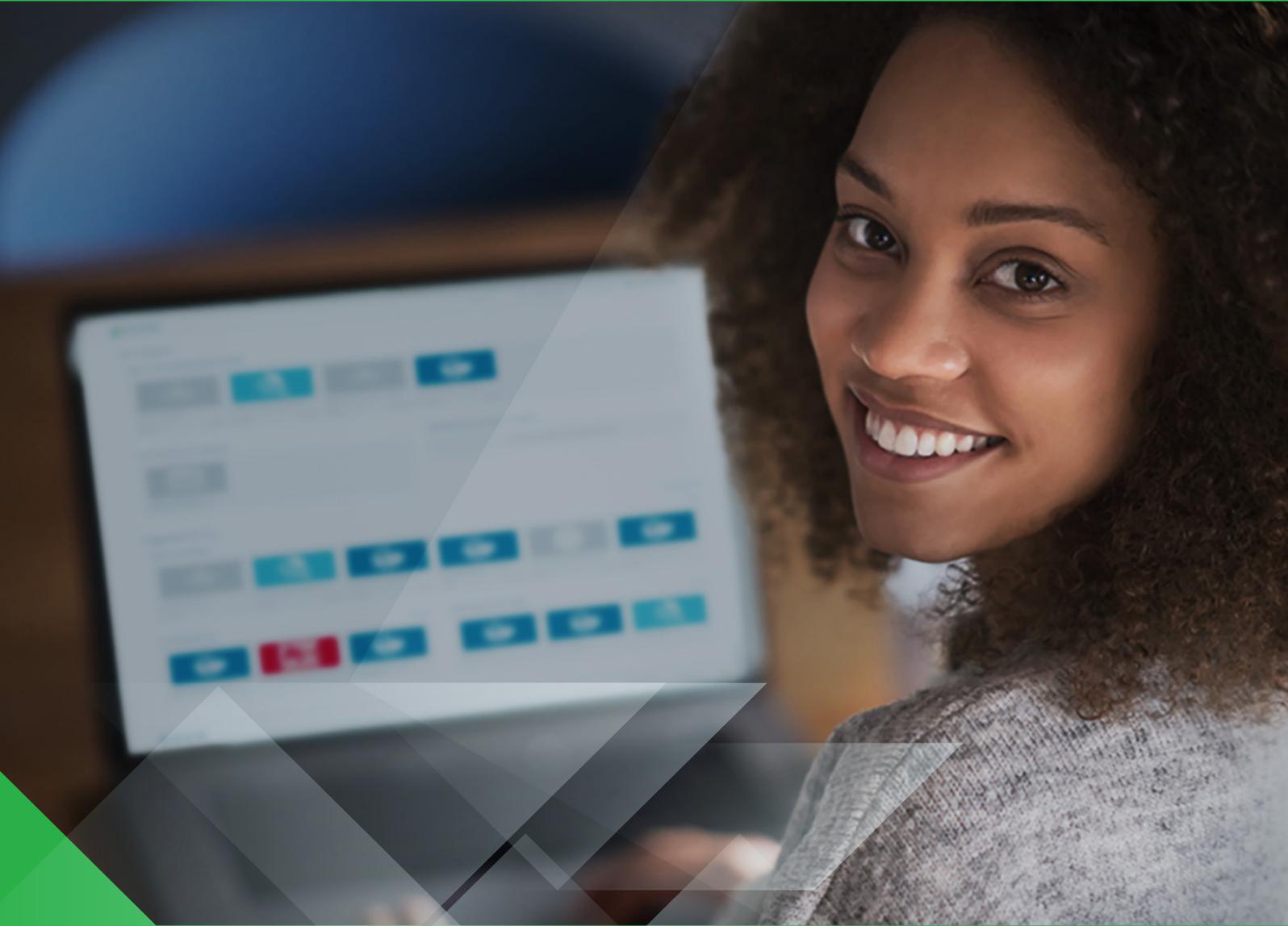


SYSPRO Learning Channel FAQs For Customers



What is the SYSPRO Learning Channel (SLC)?

The SLC is a one-stop-shop for all your educational needs. It provides online access to a library of documents and videos, e-learning courses, and certifications via your desktop or mobile device. In some regions, you can also use it to register for classroom training sessions, whether they take place in a physical or virtual classroom. No matter where you are, SYSPRO's educational material is at your fingertips.

Who has access to the SLC?

All SYSPRO End Users with a registered InfoZone profile automatically get access and become members of the Open Learning option. With an SLC Plus subscription, learners can access Programs containing knowledge-checks as well as certification.

How do I access the SLC?

From the SYSPRO InfoZone <https://infozone.syspro.com> go to the SYSPRO Learning Channel menu and select My SYSPRO Learning Channel.

How do I know if I have an InfoZone profile, or not?

Click on the link to either login, register or re-instate your InfoZone profile <https://infozone.syspro.com>. If you think you have registered but cannot remember your password, use the Forgot Password function.

What is an SLC Plus subscription?

SLC Plus subscription allows you access to Programs and Certifications. Without this, you will only have access to Open Learning.

What is the cost for an SLC Plus subscription?

Please request a quote from your SYSPRO Regional Head Office or Support Company.

How long is an SLC Plus subscription valid for?

12 months from confirmation of payment received.

What are the learning options available on the SLC?

Open Learning

Provides access to training guides, tutorials, overview feature demo's and recorded webinars. Create your own content playlists and download files.

***** Free to all InfoZone users**

Programs and Courses

Programs provide a structured view of multiple e-learning courses covering a topic. Most courses consists of a knowledge check to assess your understanding of the content. These courses also help to prepare you for exams. If you are working towards obtaining your certification completing courses awards you with credits, and once you have completed a program, you are awarded a badge.

***** An SLC Plus subscription is required**

Learning Paths and Certifications

Learning paths provide a structured view of certifications. Each learning path consists of multiple certifications, typically Level 1, Level 2 and Level 3 certifications. Certifications consist of one or more exams. Each exam provides you with links to the content you can use to prepare for the exam. Learners must pass all exams within a certification to become certified.

***** An SLC Plus subscription is required**

Events

This can include the Classroom Training schedule and registration thereof. This can be either virtual or physical classroom training and is specific to each region. Note that not all regions offer virtual classroom training.

***** Chargeable per member per course**

What awards or certificates can I receive?

Completing a course – credits on your profile	1
Completing a program – a badge on your profile	
Completing an exam – credits on your profile	1
Completing a certification - a badge and a certificate to download	
Completing a Learning Path – a badge and a certificate which is printed and couriered to your company.	

How do I become SYSPRO certified?

Use the search function at the top of the page to find the [learning path best suited to your role](#). Once you have enrolled in a learning path you then self-register for an exam, which once launched will prompt you through the exam preparation content. You can then take the exam once you feel ready. Once you have passed all the exams in a level, you become certified.

What is a learning path?

A learning path [provides structure and guidance for achieving your certifications](#). They include certifications (generally Level 1, 2 and 3). Each certification includes a number of exams and links to material to help you prepare for your exams.

Can my manager or HR department get reports to track my progress?

Yes, with full reporting capabilities, companies can measure and monitor the educational progress of a member or their team, and managers can obtain valuable insight into how educational and organizational objectives are being met. This visibility can lead to [operational improvements](#) and [cost savings](#). With an SLC Plus subscription in place an SLC Company Administrator profile is created at no extra charge.

What other functions does an SLC Plus Company Administrator have access to?

The SLC Plus Company Administrator can [draw reports, create, add, enroll and remove users](#), as well as create custom sub-groups and programs.

If we don't have the resources for an SLC Plus Company Administrator, what do we do?

[SYSPRO SLC Administrators](#) or your [Support Company](#) can perform this function on behalf of your company but it is a chargeable service.

Can other members from other companies see my progress?

No, [all users are isolated](#) to the company they are assigned to and can't be seen by another organization.

Can other members from my company see my progress?

The Leaderboard only displays your credits and badges to **other SLC Plus subscription members** in your company.

Can my company load their own learning content and documentation?

Yes, the SLC has the capability for a company as long as the content is related to SYSPRO and is a chargeable service. This content will not be viewable to other companies.

Can someone else from my company request an SLC Plus subscription even while I may be in the middle of mine?

Yes, however, because an SLC Plus subscription is purchased by your company for a 12 month period, a **new subscription seat will be added** to the initial subscription coupon with the same expiry date. The new subscription seat will be charged pro-rata.

What if I have finished my certification and have no need for the SLC Plus subscription any longer, can I get a refund for the months I no longer require it?

No, we cannot give you a refund **HOWEVER** you can request that we swap your membership with someone else in your company that could benefit from it for the remaining months.

Why would I enroll in programs before a certification?

Programs help prepare you for an exam. Programs also **provide a structured view of the courses** per subject. Each course has a knowledge check to assess your understanding of the content before attempting certification. On completion of a program, you will be awarded a badge.

What are the End User Roles listed as in the SLC?

Administration Role
Cost Accounting Role
Financial Role
Payables Role
Receivables Role
Sales Role
Purchasing Role
Inventory Control Role
Planning Role

What if I have obtained certification a while back for an older version being tested on, will this still be valid in the SLC?

The SLC displays any passed exam and certification as credits and badges. They are available for you to view, download and print. However, remember it is up to you to do any upgrade exams as only the current version being tested on is relevant.



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