

January 2009

Did you know?

The ShoreTel Learning Management System (LMS) is made available for FREE to all current and prospective users of the ShoreTel system. It provides you, the administrator and/or the user, with the training and resources needed to help you and your company get the maximum benefit from your ShoreTel rollout. All you have to do is sign up!

You and your staff can access the learning material by following these steps:

- 1. Browse to www.shoretel.com.
- 2. Click on the *Training* link on the left.



3. Click on *New User* in the bottom right corner and create a login name and password.

Learning Management System

LMS Sign In

* Email
Ex: bob@smith.com

* Password
[Forgot password?](#)

Sign In

[New User? Sign up for additional **free** training](#) ←

[How to Attend a Web Based Course](#)

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4. Click on *Catalog* and then click on a topic under *Technical Curriculum* or *Training Tools*.

Address <http://docentnow.docenthost.com/docent/bin/docentisapi.dll/lms,docentnow.docenthost.com,2151/SQN%3D-5296>

ShoreTel™
Enterprise IP Phone Systems

Test Rowley

- ▶ My Learning Plan
- ▶ **Catalog**
- ▶ Search
- ▶ Personal Information
- ▶ Reports
- ▶ Logout

Sub-Sections

TC-000	ShoreTel University Technical Curriculum
TC-107	End User
TC-108	system Administrator
TC-109	Configuration, Installation and Maintenance
TC-200	ShoreTel Contact Center
TC-250	Conference Bridge
TC-400	New Release Update Training
TT-100	Training Tools
TT-101	Training Tools and Tips
TT-102	Call Manager Student Guide
TT-103	Personal Call Manager Step by Step Guide
TT-104	Call Manager Instructor Guide

5. You can now run or download courses by *enrolling* in them and then *launching* the course. *Launch* will either allow you to view (and optionally download) documents or it will run the online Computer Based Training (CBT) module. Note: For CBTs with multiple

lessons, you have to *Enroll* in the main topic and then *Enroll* in each lesson or sub-topic to be able to *Launch* and *Enter* each individual lesson.

There you have it. Don't forget to log in every other week as ShoreTel will continue to update classes and tutorials as needed. If there are additional training courses that you want to take, ShoreTel does offer a wide selection of fee-based training for both administrators and users. All of these can be found and paid for in the ShoreTel LMS.

If your company is on an Enterprise Support Maintenance contract, remember that you are entitled to one or two web sessions of end user training (1.5 hours each session, up to 16 attendees total) and one web session for administrators (3-4 hours, up to 8 attendees).

If you need assistance or have any questions or concerns, please contact the Information Desk.



Information Desk
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