



Getting Started: ONLINE SALES TRAINING

Table of Contents

How/Where Do I Access Online Training?.....	2
Log In: Existing Users	3
Log In: New Users/New Dealers.....	4
Accessing Online Training Courses.....	5
Learning History.....	7
Enrollments – ILT Events	8

Minimum System Requirements

To be able to access our system, we strongly recommend:

1. Browser: [Internet Explorer 7](#) or higher
or [Google Chrome](#) current version (28+)
2. Minimum screen/monitor resolution: **1024x768**
3. [Adobe Flashplayer 9](#) or higher

Getting Help

For help with this system, including any errors or Username/password issues, contact us via email only at: dealertraining@directv.com

For general questions about what training to take, contact your DIRECTV Sales Manager (ASM/RSM).

How/Where Do I Access Online Training?

- Option 1**
 Log in to the Dealer Center (retailer.directv.com), then click the TRAINING tab on the left, then click: **Dealer Online Training (LMS)**
- Option 2**
 Go directly to:
<http://salestraining.directv.com>
- Tip**
 Save this address to your Bookmarks/Favorites

DIRECTV DEALER CENTER

Home Offer Dealer Programs Products Resource

SALES

MARKETING CENTRAL

TRAINING

- Dealer Online Training (LMS)
- Installation Certification
- Sales Help (RES)
- Satellite Install Training
- SBCA Service Certification

Username to emulate: Go

TRIPLE \$AVING\$ EVENT

BEST OFFER EVER






STARTING 8/1, THE TICKET, INCLUDED A MONTHS ON ENTERT ABOUT!

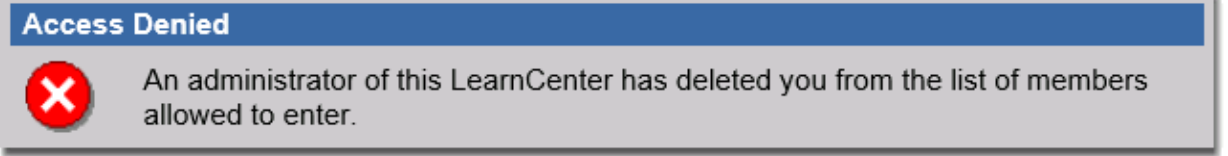

From 8/1 - 10/2, the BEST OF extra charge.

By combining the ultimate NFL on Advanced Receiver Service business.

Plus, with ENTERTAINMENT ar value ever!

Log In: Existing Users

<p>1. From the main page: http://salestraining.directv.com</p> <p>click </p>	
<p>2. Type your Username 3. Type your Password</p> <p>4. Click </p> <p>If you have forgotten your password, use the Forgot password? link.</p> <p> If you have forgotten your Username, DO NOT create register another Username. Contact us at dealertraining@directv.com to search for your Username.</p>	

<p>If your account was deactivated due to extended inactivity (no logins), you will see this message when you try to log in.</p> <p>If your account was deactivated, contact us to reactivate your account.</p> <p>You will need to update/verify your User Type again, when doing so.</p>	 <p>Access Denied</p> <p> An administrator of this LearnCenter has deleted you from the list of members allowed to enter.</p>
--	---

Log In: New Users/New Dealers

Before you can access our system, you must register to create your user account/Username.

Follow these instructions for [New User Registration](#).

Before you register, gather the following information. Ask your DIRECTV Sales Manager for help if you do not know your Corp ID or Dealer Type.

- 1) A valid email address – this should be an account that you can access, as system notifications will go to this address.
- 2) Corp ID (Lead Corp ID) that will be used for the account
- 3) Your Dealer Type – the type of DIRECTV products and services you sell, and whether or not you install
Fulfillment = DIRECTV installs your orders
Non-FFL = dealer performs own installations


Each person taking online training or enrolling in training events should have their 1 and only 1 account.

If you wish your staff to share an account, please note that reporting will only be possible for the account/Username as a whole.

If you operate more than 1 type of DIRECTV dealership, you can register additional accounts. Things to note:

- 1) The online training accessible to you is based on your User Type.
- 2) Each account can only serve 1 Corp ID and 1 User/Dealer Type.
- 3) Be sure to use the correct Corp ID and User Type when you register – as both are required for accurate reporting.

Accessing Online Training Courses

- To access online training, go to: **Online Learning Plans**
- Open the relevant Learning Plan by clicking on the  to the left.
- To launch the course, click on the course name, under **Mapped Item Name**.

- Online Learning Plans
- Learning History
- Enrollments
- Additional Resources
- My User Profile

Online Learning Plans

Each Learning Plan below contains 1 or more online training courses. To receive credit for completing a course, you must achieve a score of 80% or better on the quiz at the end or the scenarios in the middle. When exiting a course, use the Exit button at the top center of the window, to ensure that your score is recorded in the system.

If your Learning Plans section below is blank (you cannot see any classes assigned to you), and you are a new user (or have recently changed your User Type), please wait 24 hours, then log in again. We are currently working on a system upgrade that might cause delays in this automatic process.

If your Learning Plans are still blank after 1 day after you registered, please contact our support team at dealertraining@directv.com. In your email, please tell us your **Username**.



Learning Plans



▼ Learning Plans

Primary Sort: Learning Plan Name ⌵ ⌴ ⌶ ⌷

Secondary Sort: Select Secondary Sort ⌵ ⌴ ⌶ ⌷

6 learning plans available, showing 1-6

	Learning Plan Name ▲	Learning Plan Description	Learning Plan Due Date	Learning Plan Completed Date
1	 Current Offer (Residential)	Current Offer training for Residential (LSP and NSP) dealers. The Triple Savings Event (Summer Offer) is valid 5/2 - 7/31.	N/A	N/A
2	 DIRECTV Bundles (LSP/NSP)	Learn about how to sell DIRECTV bundles that combine our products and services with high speed internet (HSI) and/or home phone services, provided through our Telco partners.	N/A	N/A


	Mapped Item Name	Mapped Item Type	Mapped Item Description	Mapped Item Completed Date	Mapped Item Status	Options
1	 Bundle Orders in DWS (Residential)	Course		N/A	Not Attempted	No
2	 Selling DIRECTV Bundles (Residential)	Course		N/A	Not Attempted	No

directv.learn.taleo.net/LCNet/Content/DynamicTag/DevelopmentPlanView.aspx?se...98e94b2&frmid=59C1A496C8A74FDB9EA3F53FA690D34F&cssurl=css/IdcDefaultLC.css#

OnlineSalesTraining_JobAid.pdf

Updated 7/23/2013

5

4. Most courses will launch automatically in the same window. Some courses will launch in a new window, after you click the link to launch.
5. All courses have information on screen, as well as audio/voice over for you to listen to.
6. You can use the buttons at the bottom to pause, resume and move forward and backwards in a course. Many courses are set to advance automatically. Some will prompt you to click a button to move forward or continue.
7. Be sure to click the **Exit**  button when you are finished, to send your score back to the system and to return to the LMS Online Learning Plans page.



Learning History

Your Learning History shows a record of all online training courses and Learning Plans you have completed.

You can review any completed course from your Learning History.

If you need to share your Learning History, you can Print (Ctrl+P) this web page as a PDF (for “Printer” or “Destination”, select Adobe PDF or Save as PDF), then save the file and email it.

Home
Help PDF
Contact Us
Logout
Login

Learning History

On this page, you can see the training you have completed. This information is divided into two sections: (online) Courses Completed and Overall Completed Training (all types of training and events).

Online Learning Plans

Learning History

Enrollments

Additional Resources

My User Profile

Supervisor Reports

Forums

Your Courses Completed

13 records available, showing 1-13 Page 1 of 1

Title	Date Started	Date Completed	Last Viewed	Score	Expiration Date	Actions
Basics 1: Overview (Residential)	12/11/2012 1:31 PM (UTC-08:00)	12/11/2012 1:32 PM (UTC-08:00)	12/11/2012 1:36 PM (UTC-08:00)	0%	N/A	
Basics: Programming (Residential)	12/10/2012 3:06 PM (UTC-08:00)	12/10/2012 3:07 PM (UTC-08:00)	12/10/2012 3:07 PM (UTC-08:00)	0%	N/A	
Bundle Orders in DWS (Residential)	1/26/2013 1:56 PM (UTC-08:00)	1/26/2013 1:57 PM (UTC-08:00)	1/26/2013 1:57 PM (UTC-08:00)	0%	N/A	
DirecTV Sample Course	11/19/2012 1:22 PM (UTC-08:00)	11/19/2012 1:22 PM (UTC-08:00)	11/19/2012 1:57 PM (UTC-08:00)	100%	N/A	
How to Sell DIRECTV - 6 Steps to Success (MDU)	12/11/2012 2:05 PM (UTC-08:00)	12/11/2012 2:07 PM (UTC-08:00)	12/11/2012 2:07 PM (UTC-08:00)	N/A	N/A	
How to Sell DIRECTV - 6 Steps to Success (Residential)	12/11/2012 2:38 PM (UTC-08:00)	12/11/2012 2:40 PM (UTC-08:00)	12/11/2012 2:40 PM (UTC-08:00)	N/A	N/A	
Installing the DIRECTV CINEMA Connection Kit - Quiz	12/11/2012 2:44 PM (UTC-08:00)	12/11/2012 2:45 PM (UTC-08:00)	12/11/2012 2:45 PM (UTC-08:00)	N/A	N/A	
Marketing and Selling Door-to-Door (Residential)	12/18/2012 10:56 AM (UTC-08:00)	1/9/2013 1:37 PM (UTC-08:00)	1/9/2013 1:37 PM (UTC-08:00)	0%	N/A	
Marketing and Selling Door-to-Door (Residential)	1/9/2013 1:38 PM (UTC-08:00)	1/9/2013 1:38 PM (UTC-08:00)	1/9/2013 1:39 PM (UTC-08:00)	0%	N/A	
New Dealer Application Process	12/11/2012 3:35 PM (UTC-08:00)	1/24/2013 7:22 AM (UTC-08:00)	1/24/2013 7:22 AM (UTC-08:00)	N/A	N/A	
Order Entry Bulk MDU	12/11/2012 3:37 PM (UTC-08:00)	12/11/2012 3:39 PM (UTC-08:00)	12/11/2012 3:39 PM (UTC-08:00)	0%	N/A	

OnlineSalesTraining_JobAid.pdf

Updated 7/23/2013

7

Enrollments – ILT Events

If you are attempting to register or sign up to attend in-person Instructor-Led Training (ILT) events, you can do so from Enrollments.

Detailed instructions for enrolling events can be found from the link on the Enrollments page:
[Follow these Instructions to Enroll...](#)

Home
Help PDF
Contact Us
Logout
Log

[Online Learning Plans](#)

[Learning History](#)


[Enrollments](#)


[Additional Resources](#)

[My User Profile](#)

[Supervisor Reports](#)

[Forums](#)



[Follow these Instructions to Enroll in Roadshows.](#) 

In order to enroll for Roadshows, each person attending must log in to the LMS with their own LMS Username. There is no group registration option.

To view instructions for registering/creating a LMS Username, click [here](#).

All times shown are based on your Time Zone settings. To change your Time Zone settings, go to [My Profile](#).

My Roadshows (Enrolled) are the events you are registered in, to attend (enrolled in).

My Roadshows (Enrolled)

▼

Primary Sort 