

# How to use the Milestone Learning Portal

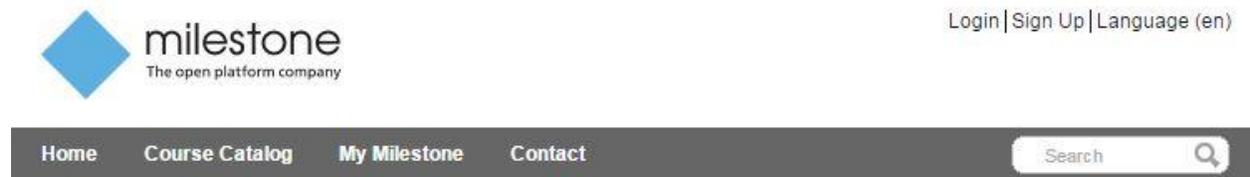
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## Sign-up Process

### Should I be logged into my “My Milestone” account?

Some of the eLearning programs can be accessed without being logged in; but if you want to allow the Learning Portal to track your completions, you will need to be logged in (using a [MyMilestone](#) account). Some of the content directed at specific user groups requires you to be logged in before accessing the content; this includes all certifications and instructor-led training registration. A [MyMilestone](#) account can be created on [www.Milestonesys.com](http://www.Milestonesys.com).



### How do I access FREE eLearning Content?

eLearning content directed toward our end users can be found on the Milestone Learning Portal landing page. Other free content is available to users with a MyMilestone account and can be accessed through the course catalog.

### How do I sign up for instructor-led training?

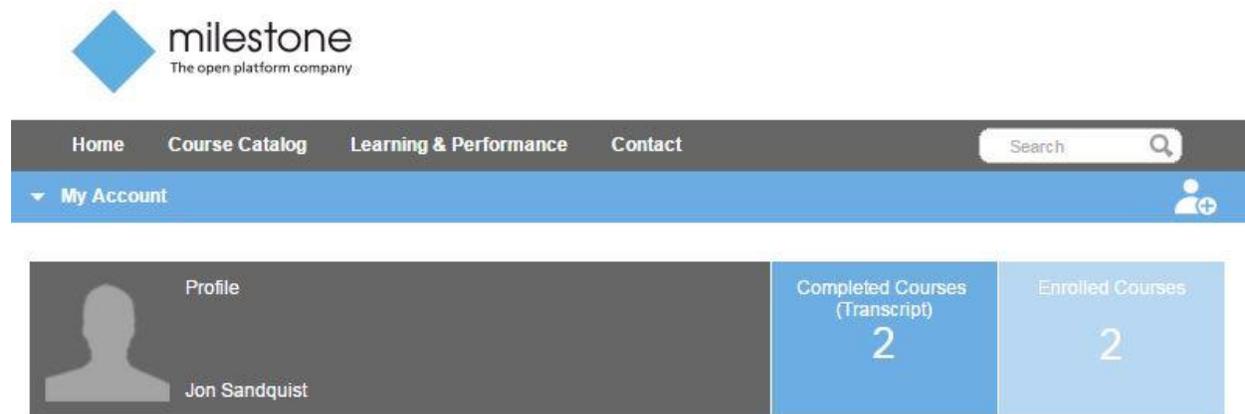
The person attending the training or taking the certification needs to be the person logged in (using their MyMilestone account) and registering for training. Why is this important? The transcripts within our Learning Management System (LMS) hold the attendee and certification data, which is directly linked to your MyMilestone account. A schedule of instructor-led training is available through the “Upcoming Classes” link on the main page of the Learning Portal.

### How do I sign up for a certification?

The person taking the certification needs to be the person logged in (using their MyMilestone account) and registering for the certification. Why is this important? The transcripts within our LMS hold the attendee and certification data, which is directly linked to your MyMilestone account.

## How do I know if I've signed up for a training program?

For logged-in users, training programs and certifications can be found under your transcript which is viewable on your profile.



The screenshot shows the Milestone user interface. At the top left is the Milestone logo with the tagline "The open platform company". Below the logo is a navigation bar with links for "Home", "Course Catalog", "Learning & Performance", and "Contact". A search bar is located on the right side of the navigation bar. Below the navigation bar is a "My Account" section with a dropdown arrow and a user icon. The "My Account" section is divided into three columns: "Profile" (showing a placeholder for a profile picture and the name "Jon Sandquist"), "Completed Courses (Transcript)" (showing the number "2"), and "Enrolled Courses" (showing the number "2").

## Do I need to attend an instructor-led training class before taking a certification?

No. The training is designed to build the foundation of knowledge that will enable you to pass the certification. If you have an in-depth knowledge of the Milestone system, you may register for a certification and take the assessment.

## How do I sign up for an Onsite training class?

Contact the Administrator for information on how to sign up your company for an on-site training class.  
Contact: [LearnerSupport@milestonesys.com](mailto:LearnerSupport@milestonesys.com).

## What if I don't see a training in my area?

Contact the Administrator about scheduling a training class in your region.  
Contact: [LearnerSupport@milestonesys.com](mailto:LearnerSupport@milestonesys.com).

## Payment Process

### I've requested an invoice for training. Is my seat in the training reserved?

After registration is completed in the LMS and you have received the enrollment confirmation email from BlueVolt, your seat will be held for one (1) week. This timeframe has been established to allow for the customer to pay the invoice for training. If no payment is received (a purchase order is acceptable), you are at risk of losing your seat, so make this a priority!

## I've paid for a Training/Certification. What's next?

After registration has been completed, a confirmation email is sent by our LMS to the registered user and will include the course details, dates, time, etc. For training classes, a reminder email will be sent three (3) days prior to the start of the training.

## During an Assessment

### What if I intentionally disconnect during an eLearning program or assessment?

If you manually close out of the browser during the exam, the test will record that this has happened and you will not be allowed to retake the test. You will need to contact the system administrator to reset your test (which will require purchasing a new test). Please contact [learnersupport@milestonesys.com](mailto:learnersupport@milestonesys.com) for all concerns.

### What if I unintentionally exit and try to retake the assessment?

If you are disconnected during a certification test, you may be able to log back in and continue with the assessment. This is done by clicking "Launch" on the assessment. If you are unable to do so, please contact the system administrator to reset your test. Contact [learnersupport@milestonesys.com](mailto:learnersupport@milestonesys.com).



## Post Training/Certification

### Where can I find my Diploma or Certificate of Completion?

Your completion certification and diploma (if available) can be found on your Profile tab, under "Transcript". From here, you can open a PDF version of the certificate or diploma to print or email, if needed.

Profile

Transcript

Billing

## Transcript

Print

**Year-to-Date Course Hours Completed: 2 hours 30 minutes**

Total Course Hours Completed: 2 hours 30 minutes

### Milestone Learning Portal

**Course Hours Total: 2h 30m YTD: 2h 30m**

Course	Length	Status	Enrolled	Completed	Expected Completion
<b>Online Courses</b>					
<a href="#">Getting Started with XProtect Professional</a>	30m	Completed Manual Pass	2/28/2016	2/28/2016 <a href="#">Course Completion Certificates</a>	
<a href="#">Milestone Certified Integration Technician (MCIT) Assessment</a>	2h	Completed Manual Pass	2/28/2016	2/28/2016 <a href="#">Course Completion Certificates</a>	