

eLearning Frequently Asked Questions (FAQ's)

- What eLearning Courses are Available?
- How to Purchase Training Vouchers?
- What are the Training Voucher Terms and Conditions?
- How to Redeem Training Vouchers for eLearning?

If you have any additional training questions, send an email to: training@ncomputing.com

What eLearning Courses Are Available?

FOR CUSTOMERS	Technical Enablement Requires Training Voucher
N-series for Citrix:	<ul style="list-style-type: none"> • N-series Essentials – Configure an N-series device, connect to Citrix, and use vSpace Management Center to manage N-series devices remotely via a Web-based console
vSpace Platform:	<ul style="list-style-type: none"> • vSpace Essentials – Accurately scale and plan for a new vSpace environment, install and administer vSpace Server, and configure the L300 and M300 devices for the vSpace Platform

These courses are NOT intended for end-users of NComputing thin client devices. These technical eLearning courses are targeted to technical staff who:

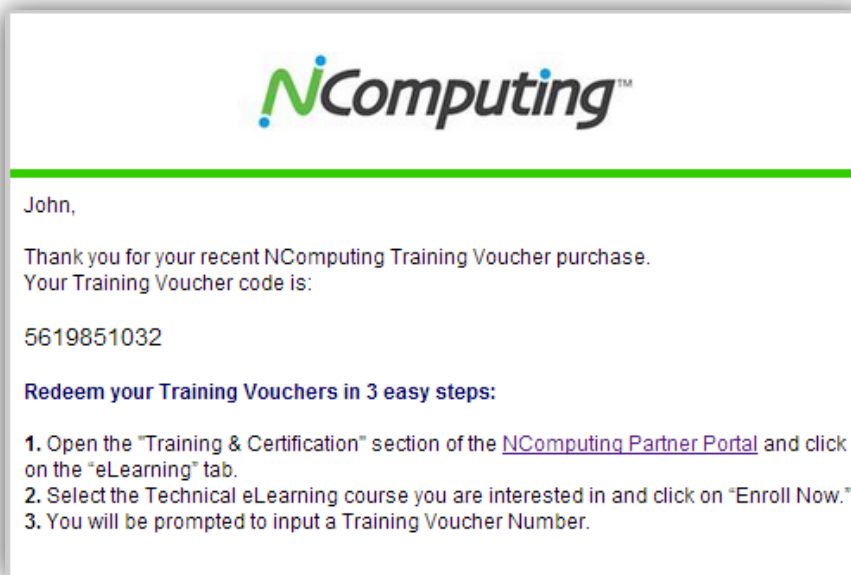
- Evaluate and recommend vendor solutions
- Deploy NComputing solutions
- Provide NComputing technical support to end-users

How to Purchase NComputing Training Vouchers?

To purchase Training Vouchers, place an order through your NComputing Reseller. Purchasing a multi-pack provides a discounted price from the individual voucher SKU:

Product Name	SKU	MSRP
NComputing Training Voucher	TRG-VOUCHER-1	\$150.00
NComputing Training Voucher 3-Pack	TRG-VOUCHER-3-PACK	\$425.00
NComputing Training Voucher 5-Pack	TRG-VOUCHER-5-PACK	\$675.00

NComputing will fulfill the order and send an email confirmation to you, with a copy to your Reseller:



What are the Training Voucher Terms and Conditions?

TRAINING VOUCHERS

A Training Voucher Number is required to enroll in an eligible course. Unused Training Vouchers are transferable within an organization. Each voucher entitles one authenticated user to access one eligible course.

EXPIRATION OF TRAINING VOUCHER

A Training Voucher must be redeemed within twelve (12) months from the Issue Date identified on the voucher confirmation email. At the end of the term, any pre-paid, remaining unused Training Vouchers shall expire and be forfeited (non-refundable).

REPLACEMENT

NComputing is not responsible for a lost, expired, or invalid Voucher. In order to obtain a replacement Voucher, you must provide valid proof of purchase from NComputing.

RESTRICTIONS ON USE

You may not use the course materials for any purpose other than for your own education purposes. Any copying, dissemination, distribution or disclosure of course materials without the written authorization of NComputing is strictly prohibited.

How to Redeem Training Vouchers for eLearning?

1. Log into NComputing.com and go to the Training web page:
www.ncomputing.com/support/training
2. Click on the eLearning Courses tab. Then select the specific eLearning course you are interested in and click on "Enroll Now".

A green rectangular button with rounded corners and a slight shadow, containing the text "Enroll now!" in white.

1. You will be prompted to input a Training Voucher Number. Each Voucher entitles one authenticated user (based on Login ID to NComputing.com) to access one eligible course.
2. Once you are enrolled, you may access that course as many times as you want.