| # Partner Technical Training Programs

eLearning

- Available through Partner Portal
- Interactive
- Comprehensive
- At your own pace
- Tracks % complete
- Tracks test results–Pass/Fail

NComputing Training Programs

With NComputing's Training Programs you will learn how to easily deploy and manage NComputing solutions in a wide range of environments, from within one small classroom to a large enterprise.

Our NComputing training approach provides:

- eLearning prerequisite courses and Web-based partner certification
- Classes taught by experienced NComputing Engineers
- "Not for Resale" device to take with you
- Hands-on usage scenarios and troubleshooting
- Opportunity to meet and network with other NComputing partners and customers

Partner Technical Certification

NComputing certification to provide technical support to your end-customers is a combination of eLearning and instructor-led training. Each component is confirmed through a web-based eCertification process. NComputing also provides Quarterly Technical Webinars with updates on any new technical information. Platinum and Gold partners must obtain technical certification.

eLearning & eCertification — **Instructor-led Class & eCertification** — **Quarterly Technical Webinars**

Certification for Technical Support Level 1 (Platinum or Gold Partners) requires:

- Self-paced eLearning & eCertification.
- Attendance at an Instructor-led class & eCertification, within one year of the initial eLearning certification.

Certification for Technical Support Level 2 (Platinum partners) requires:

- Level 1 certification
- Completion of ILT requirement
- Demonstrated competence to an NComputing Engineer on building vSpace platform systems.

Training Schedule

DAY 1:
N-SERIES FOR CITRIX HDX

- N-400, N-500, N-500w
- Citrix Receiver / XenDesktop
- N-Series Device Configuration
- Connecting to Citrix Environment
- Troubleshooting

vSpace® MANAGEMENT CENTER

DAY 2:
VSPACE MANAGEMENT CENTER

- Installation / Registration
- Dashboard
- Device Management
- Group Management
- Configuration
- Common Usage Scenarios
- Troubleshooting

DAY 3:
L300 / M300

- Host Setup
- Product Registration
- Client Access License
- Device Setup
- Multimedia Acceleration
- NC Console vs. vSpace Management Center

Instructor-Led Training

Instructor-Led Training (ILT) is offered on consecutive days at each scheduled location.

N-series participants would attend this course:

- *N-series and vSpace Management Center* 2-day course.

L300 or M300 participants would attend either of these two courses:

- *vSpace for small deployments* 1-day course. (<150 devices)
- *vSpace for large deployments* 2-day course. (150 to 10,000 devices across multiple vSpace Servers)

Class Schedule and Locations

For an up-to-date schedule and location of instructor-led classes, please speak to your NComputing Partner Account Manager or visit *www.ncomputing.com/partner/training*

Training participants are responsible for their own travel and expenses to the training location.

Throughout the year, NComputing will deliver a Quarterly Technical Webinar (archived and available on the Partner Portal) and "What's New" email, with up-to-date information about:

- Software Updates (bug fixes)
- Software Releases (minor/major upgrades)
- Firmware Releases
- Top Technical Support Issues
- End-User Frequently Asked Questions
- Troubleshooting Tips & Tricks
- New/Updated Knowledge Base Articles

COURSE	DELIVERY METHOD	DESCRIPTION	SKU	MSRP COST / STUDENT
N-SERIES FOR CITRIX HDX				
N-series and vSpace Management Center	ILT	2-day course for N-series users (Days 1 & 2)	TRG-ILT-N-VMC	$500.00
vSPACE				
vSpace for small deployments	ILT	1-day course for smaller vSpace deployments (<150 seats) (Day 3)	TRG-ILT-LM	$250.00
vSpace for large deployments	ILT	2-day course for larger vSpace deployments > 150 devices (Days 2 & 3)	TRG-ILT-LM-VMC	$500.00

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