



Accessing the Dell Training Tool (DTT) via Installs

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The most current version of this document can be found under "Manuals" on the DOLI homepage.

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Introduction

One of the benefits of joining the Installs network is gaining access to the Dell Certified Systems Expert (DCSE)/Dell Training Tool (DTT). This document walks you through the process of setting up a technician account in DOLI, signing up for a DTT access, and locating core courses on the DTT site.

Registering for Dell Training Tool (DTT) Access

Note: Registering for access to the Dell Training Tool involves multiple steps. You must perform all actions in the order they are presented in this document.

Locating an Existing Technician's SP ID in DOLI

Note: If the technician who needs DTT access is not yet set up in DOLI, skip to the "Set up a New Technician User Account in DOLI" section of this document.

If the technician is already set up in DOLI, perform the following steps:

1. Log into DOLI with your administrative DOLI username and password.
2. On the *My Information* screen, click the **TECHNICIANS** button.

Figure 1

DIGITAL ON-LINE INTERFACE SYSTEM (DOLI) v3

Home | Logout August 20, 2012 > 12:07 PM

My Information:

Installer ID: [text] Installer: [text] Phone: [text] [text]

MY INFO [icon] REPORTS [icon] **TECHNICIANS** [icon] DISPATCHERS [icon] REGION [icon]

Install Types:

☒ Home Theater ☒ PC ☒ Commercial HT ☒ Commercial PC

Email: [text] Alt Phone: [text] [text]

Contact Name: [text] [text]

Submit Updated Info

Shipping Address [text]

Change Password

Your password has to have at least 8 characters. They can be numbers or letters. (eg. password123)

New Password: [text] Confirm: [text]

Change Password

Please email the [INSTALLS inc Support Group](#) with any other changes required to your account.

Note: This displays the *Create New Technician* screen.

- On the *Create New Technician* screen, click the **User Info** link next to the new technician's name.

Figure 2

DIGITAL ON-LINE INTERFACE SYSTEM (DOLI) v3

Home | Logout December 12, 2011 > 10:42 AM

CREATE NEW TECHNICIAN

MY INFO
REPORTS
TECHNICIANS
DISPATCHERS
REGION
DOWNLOAD / PRINT ORDERS
DOWNLOAD SKU LIST

First Name	Last Name - (required)	SECA #
Phone	Cell	Pager
Address		Email
AL		

Submit

ACTIVE TECHNICIANS

First Name	Last Name	
BEN	JONES	User Info Regions Shifts Edit

INACTIVE TECHNICIANS

First Name	Last Name	
BEN	JONES	User Info Regions Shifts Edit

Note: This displays the *Edit Technician Login* screen.

Figure 3

DIGITAL ON-LINE INTERFACE SYSTEM (DOLI) v3

Home | Logout December 12, 2011 > 10:42 AM

EDIT TECHNICIAN LOGIN

MY INFO
REPORTS
TECHNICIANS
DISPATCHERS
REGION
DOWNLOAD / PRINT ORDERS
DOWNLOAD SKU LIST

Tech Name:	SP ID:
JONES, BEN	111-999
UserName	Password

Active
☐ Yes
☒ No

modify

< Back

- Write down the six-digit SP ID that appears on the *Edit Technician Login* screen; the technician will need this number to register on the DTT site.

**WRITE DOWN THE SIX-DIGIT SP ID THAT APPEARS ON THE
EDIT TECHNICIAN LOGIN SCREEN.**

**THE TECHNICIAN WILL NEED THE SP ID NUMBER TO REGISTER ON
THE DELL TRAINING TOOL SITE.**

DIGITAL ON-LINE INTERFACE SYSTEM (DOLI) v3

[Home](#) | [Logout](#)

EDIT TECHNICIAN LOGIN

MY INFO
REPORTS
TECHNICIANS
DISPATCHERS
REGION
DOWNLOAD / PRINT ORDERS
DOWNLOAD SKU LIST

Tech Name: JONES, BEN
SP ID: 111-999
UserName
Password
Active
☐ Yes
☒ No
[modify](#)

[< Back](#)

4. Repeat this procedure for all existing technicians who need DTT access. Each technician's SP ID is unique.
5. If you need to set up new technicians in DOLI, proceed to the "Set up a New Technician User Account in DOLI" section of this document.
6. When you have located all desired SP IDs for existing technicians, skip ahead to the "Set up Account on Dell DTT Site" section of this document.

Set up a New Technician User Account in DOLI

Note: This step must be completed by a DOLI administrator at the installer company.

You should only set up a technician in DOLI after you have received notification from Installs that s/he has passed the Installs background check. **Do not set up DOLI accounts for technicians who have not passed, or have not had, an Installs background check.**

This procedure outlines only **PART** of the process necessary to create and activate a technician user account in DOLI. For full instructions on setting up new technicians, see the “Technicians: Managing Technician User Accounts” section of the DOLI Company Manual on your DOLI homepage.

Be sure to create individual DOLI and DTT accounts for each technician; accounts/logins should not be shared.

Add a technician to your account in DOLI

7. Log into DOLI with your administrative DOLI username and password.
8. On the *My Information* screen, click the **TECHNICIANS** button.

Figure 4

DIGITAL ON-LINE INTERFACE SYSTEM (DOLI) v3

Home | Logout August 20, 2012 > 12:07 PM

My Information:

Installer ID: [text] Installer: [text] Phone: [text] [text]

MY INFO [icon] REPORTS [icon] **TECHNICIANS [icon]** DISPATCHERS [icon] REGION [icon]

Install Types: Email: Alt Phone:

☒ Home Theater ☒ PC [text] [text]

☒ Commercial HT ☒ Commercial PC [text] [text]

Contact Name: [text] [text]

Submit Updated Info

Shipping Address [text]

Change Password New Password: Confirm:

Your password has to have at least 8 characters. They can be numbers or letters. (eg. password123)

Change Password

Please email the [INSTALLS inc Support Group](#) with any other changes required to your account.

Note: This displays the *Create New Technician* screen. Use the **TECHNICIANS** feature to set up and modify DOLI access for the technicians in your employment.

9. To add a new technician to your account, complete each field on the *Create New Technician* screen, with the required information:

Figure 5

DIGITAL ON-LINE INTERFACE SYSTEM (DOLI) v3

Home | Logout November 5, 2010 > 02:49 PM

CREATE NEW TECHNICIAN

NAVIGATION: MY INFO, REPORTS, TECHNICIANS, DISPATCHERS, REGION, DOWNLOAD / PRINT ORDERS, DOWNLOAD SKU LIST

First Name Last Name - (required) SBCA #

Phone Cell Pager

Address Email

Submit

ACTIVE TECHNICIANS

First Name	Last Name
John	Doe

User Info Regions Shifts Edit

INACTIVE TECHNICIANS

First Name	Last Name
------------	-----------

- In the **First Name** field, type the technician's first name (up to 50 characters).
- In the **Last Name** field, type the technician's last name (up to 50 characters).
- In the **SBCA #** field, enter the technician's SBCA Member Number, if applicable (up to 50 characters).
- In the **Phone** field, type the technician's primary work phone number (dashes [-] are allowed in the phone number).

Note: If you want Installs to directly contact the technician regarding jobs, enter the technician's work phone number. If you prefer that Installs contact you or your office/dispatcher about jobs, enter the phone number you want Installs to use.

- In the **Cell** field, type the technician's business cell phone number (dashes [-] are allowed in the cell number).

Note: If you want Installs to directly contact the technician regarding jobs, enter the technician's work cell phone number. If you prefer that Installs contact you or your office/dispatcher about jobs, enter the cell phone number you want Installs to use.

- In the **Pager** field, type the technician's business pager number (dashes [-] are allowed in the pager number), if applicable.
- In the **Address** fields, type the technician's address.

- Address (line 1) – up to 50 characters
- Address (line 2) – up to 50 characters
- City – up to 50 characters
- State – select from drop down
- ZIP Code – up to 10 characters

Note: You may enter the technician's home address or the address of your company's central location. The address entered here, specifically the ZIP Code, will help DOLI determine if jobs are within the technician's coverage area. Installs recommends that you use the address/ZIP Code of the technician's daily starting location. For example:

- If the technician comes to your office every day before rolling to jobs, enter the office's address.
- If the technician starts each day at a warehouse, enter the warehouse address.
- If the technician rolls to jobs directly from his/her home each day, enter the technician's home address.

- In the **Email** field, type the technician's business email address (up to 50 characters).

Note: If you want Installs to directly contact the technician regarding jobs, enter the technician's work email address. If you prefer that Installs contact you or your office/dispatcher about jobs, enter the email address you want Installs to use.

10. Click the **Submit** button.

Note: This adds the new technician to the *Inactive Technicians* list on the screen. For the purposes of this document, we are creating and maintaining a technician named BEN JONES.

Figure 6

DIGITAL ON-LINE INTERFACE SYSTEM (DOLI) v3

Home | Logout December 12, 2011 > 10:42 AM

CREATE NEW TECHNICIAN

First Name Last Name - (required) SBCA #

Phone Cell Pager

Address Email

Submit

ACTIVE TECHNICIANS

First Name	Last Name	
		User Info Regions Shifts Edit

INACTIVE TECHNICIANS

First Name	Last Name	
BEN	JONES	User Info Regions Shifts Edit

Create a DOLI username and password for the technician

11. On the *Create New Technician* screen, click the **User Info** link next to the new technician's name.

Figure 7

DIGITAL ON-LINE INTERFACE SYSTEM (DOLI) v3

Home | Logout December 12, 2011 > 10:42 AM

CREATE NEW TECHNICIAN

First Name Last Name - (required) SBCA #

Phone Cell Pager

Address Email

Submit

ACTIVE TECHNICIANS

First Name	Last Name	
		User Info Regions Shifts Edit

INACTIVE TECHNICIANS

First Name	Last Name	
BEN	JONES	User Info Regions Shifts Edit

Note: This displays the *Edit Technician Login* screen.

Figure 8

Note: This feature allows you to create a unique username and password for the technician to access DOLI and allows you to update the technician's status for Installs jobs. You **must** complete this step in order for the technician to receive and update Installs work via DOLI.

- a. Write down the six-digit SP ID that appears on the *Edit Technician Login* screen; the technician will need this number to register on the DTT site.

**WRITE DOWN THE SIX-DIGIT SP ID THAT APPEARS ON THE
EDIT TECHNICIAN LOGIN SCREEN.**

**THE TECHNICIAN WILL NEED THE SP ID NUMBER TO REGISTER ON
THE DELL TRAINING TOOL SITE.**

- b. In the **UserName** field, type a username for the technician to use to log in to DOLI (up to 30 characters).

Note: The username you create for the technician is case-sensitive; if you enter uppercase and lowercase letters, the technician will need to be sure s/he types the correct casing when logging in to DOLI.

Example: If you create username **benjones1970**, the technician must type the username in all lowercase letters when logging in to DOLI. If you create username **BenJones1970**, the technician must type the username with the same capital and lowercase letters you used when you created the username.

- c. In the **Password** field, type a password for the technician to use to log in to DOLI (up to 32 characters).

Note: Passwords must comply with the following requirements:

- Contain at least eight (8) characters
- Contain at least one (1) number
- Contain at least one (1) letter

- Contain at least one (1) capital letter
- May contain special characters such as !, @, #, \$, %, ^, &, *, -, _, +, etc.

Example: Unacceptable password: **hockeyfan**

Acceptable password: **Hock3yF@n!**

The password you create for the technician is case-sensitive; when logging in to DOLI, the technician must type the password with the same capital and lowercase letters you used when you created the password.

For security reasons, the password will be masked as you type it; you will see **•••** rather than the characters you actually type. This means that you will not be able to look up the password if the technician later forgets it. If the technician loses or forgets his/her password, you must return to the **User Info** link for the technician and create a new password. Neither the installer nor Installs can see or recover forgotten passwords.

- If the technician is approved to perform jobs for Installs, click **Yes** under **Active** to activate the technician.
- Click the **modify** button to save the changes.
- Click the **Back** link to return to the *Create New Technician* screen.

Figure 9

Note: The newly added technician will appear in the *Active Technicians* list when you return to the *Create New Technician* screen.

Figure 10

- Provide the username and password with proper casing to the technician so s/he can access the Technician view of DOLI to view, accept, print, update, and close out jobs.

Set up Account on Dell DTT Site

Note: This procedure can be completed by the DOLI administrator at the installer company, or by the technician user.

1. Once the technician's DOLI user account is created and the technician's SP ID has been written down, navigate to <http://dttdell.com> in a web browser
2. On the Dell Training website, click the **Set up Account** link.

Figure 11

The screenshot shows the Dell Training Tool (DTT) website. On the left, there are three sections: 'Dell Certified Systems Expert' (DCSE), 'Consumer and Small & Medium Business Sales', and 'Dell Employees and Outsource Partners'. On the right, there is a login form with fields for 'User Name / Tech Id' and 'Password / Pin', an 'Enter' button, and links for 'Forgot your password?' and 'Set up Account'. A red arrow points from the 'Set up Account' link to the next step in the procedure.

3. Complete the **Create Profile** form.

Note: Required fields are indicated by a red asterisk (*).

- a. In the **User Name** field, type the technician's email address.
Note: You must use the technician's real, active email address, as Dell and Installs will send email notifications regarding the status of the request and instructions on getting started with DTT.
- b. In the First Name field, type the technician's first name.
- c. In the Last Name field, type the technician's last name.
- d. In the Address Line 1, type the installer company's street address.
- e. From the Country drop-down list, select the installer company's country.
- f. From the County/Province/State dropdown list, select the installer company's county, province, or state.
- g. From the City drop-down list, select the installer company's city.
Note: If the installer company's city is not listed, select **Not Listed**.
- h. In the Post Code/ZIP Code field, type the installer company's postal code or ZIP code.
- i. In the Phone field, type the technician's business phone number.
- j. Toggle the **Do you work for more than one company** radio button to **Yes** or **No**.
- k. In the **Company ID** field, type **373**.
- l. In the **Employee ID** field, type the technician's SP ID that you wrote down from DOLI **WITHOUT THE DASH**.
Note: The DTT registration form will not accept the dash character in the **Employee ID** field. For example, if the technician's SP ID is 179-999, you must type it as 179999.
- m. In the **Email** field, retype the technician's email address.
Note: You must use the technician's real, active email address, as Dell and Installs will send email notifications regarding the status of the request and instructions on getting started with DTT.
- n. In the **Password** field, type the password the technician will use to access the DTT site, using the following parameters:
 - Must be at least 6 characters long
 - Must include at least one special character
 - Must include at least one number
 - Must include at least one lowercase letter
 - Must include at least one uppercase letter
- o. Review the Dell Terms of Service and click the checkbox indicating that you understanding the terms.

- p. Review the Dell Privacy Policy and click the checkbox indicating that you understand the policy.
4. Click the **Submit** button to submit the completed form to Dell.

Figure 12

Dell Training

Welcome

Welcome Select a Language English

Create Profile

User Profile Information

User Name *

First Name *

Middle Initial

Last Name *

Address Line1 *

Address Line2

Country * ---Select Country---

County / Province / State * Choose --Not Listed-- if your location is not shown

City * Choose --Not Listed-- if your location is not shown

Post Code / ZIP Code * Type N/A if none in your location

Phone * Type your contact number or None

Fax

Do you work for more than one company? ☐ Yes ☒ No

Company Number Employee ID

Email *

Password *

Your password needs to contain a mix of letters and numerals. Symbols are also allowed.

By checking this box, I acknowledge that I have read, understand and agree to the Dell [Terms of Service](#) by utilizing the Dell Training Tool ☐

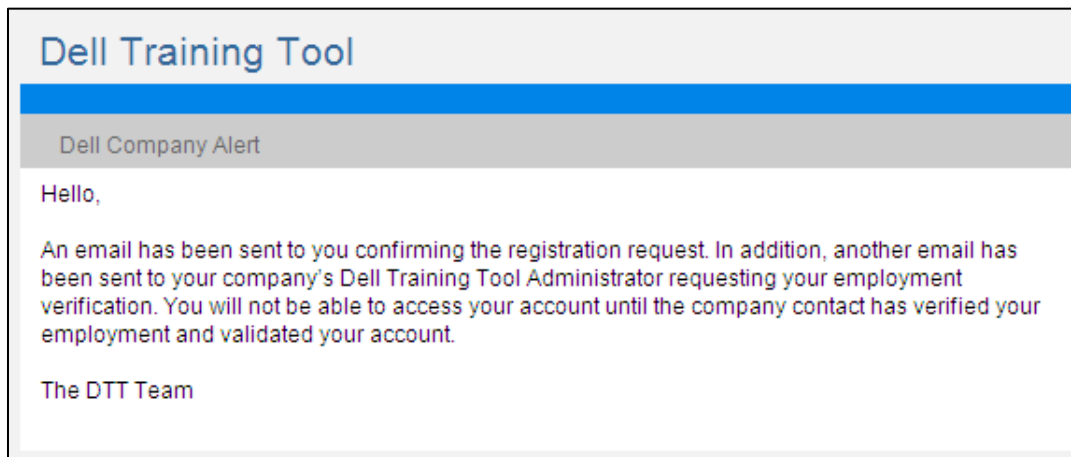
By checking this box, I acknowledge that I have read and understand Dell's [Privacy Policy](#) ☐

Submit Cancel

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Note: This submits your profile to Dell and sends two emails related to your registration. The first email is sent to you as a confirmation of your request:

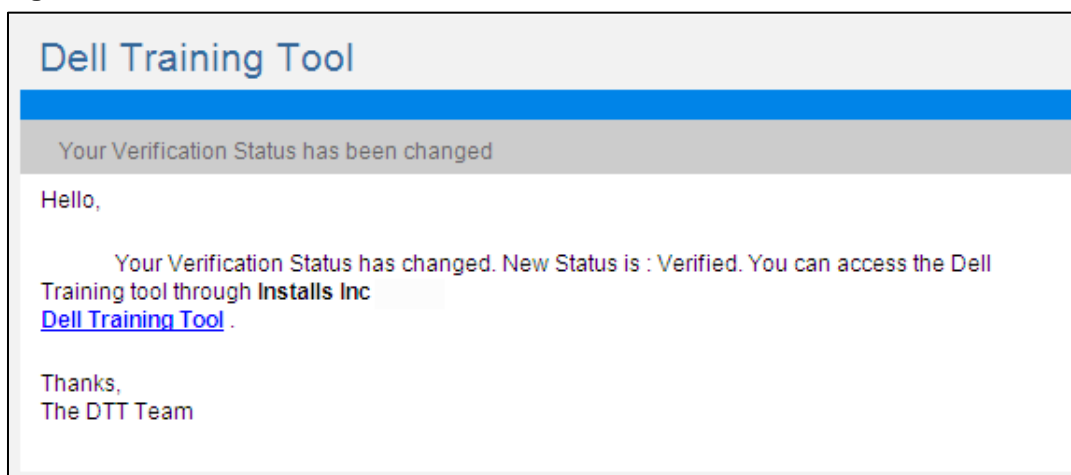
Figure 13



The second email is sent to Installs requesting verification of your affiliation with Installs. You will be able to access your account after Installs verifies your employment and validates your account to Dell. **It may take up to 24 business hours for Installs to verify your affiliation.**

Once Installs verifies your affiliation, you will receive a second email from Dell notifying you that you are now able to access the Dell Training Tool:

Figure 14



You will also receive an email from Installs outlining the recommended courses for PC technicians.

Accessing Core DCSE Certification Training Courses and Exams on DTT

Note: Your browser must allow pop-ups from the Dell Training Tool site.

The core DTT courses Installs recommends are:

- DCSE Microsoft Windows 8 – English / Deutsch (Cert ID: 3086)
- Service Call Essentials – ABU Enterprise
- Basic Wireless Technology – Certification (DCSE ID:577)
- DCSE Onsite Troubleshooting (Cert ID: 3028)
- DCSE Inspiron 620/620s
- DCSE XPS 8500
- DCSE OptiPlex 990

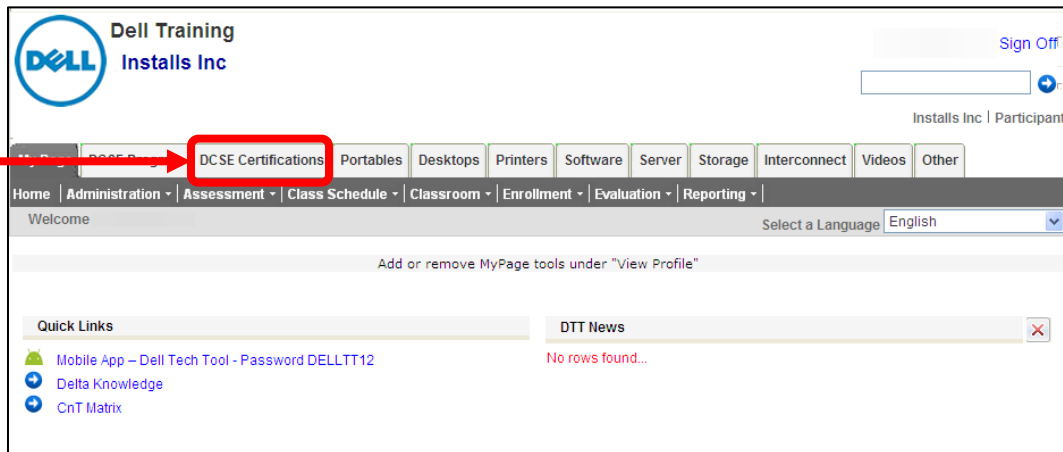
1. In a web browser, navigate to <http://dtl.dell.com>.
2. In the **User Name** field, type the username you created when you set up your DTT profile.
3. In the **Password** field type the password you created when you set up your DTT profile.
4. Click the **Enter** button.

Note: This logs you in and displays the *My Page* screen.

Course: DCSE Microsoft Windows 8 (Cert ID:3086)

5. To access the **DCSE Microsoft Windows 8** course, perform the following steps:
 - a. Click the **DCSE Certifications** tab.

Figure 15



- b. From the **Primary Category** drop-down list, select **Software**.
- c. From the **Certification Category** drop-down list, select **Dell Certified Systems Expert**.
- d. Click the **Apply Filter** button.

Figure 16

- e. Locate the course named **DCSE Microsoft Windows 8 - English / Deutsch (Cert ID:3086) - Dell Certified Systems Expert (DCSE)**.
- f. Click the **Launch Course** button.
- g. Review the complete course.
- h. After completing the course, return to the course listing page and click the **Click here for Assessments and Acknowledgement** link.

Figure 17

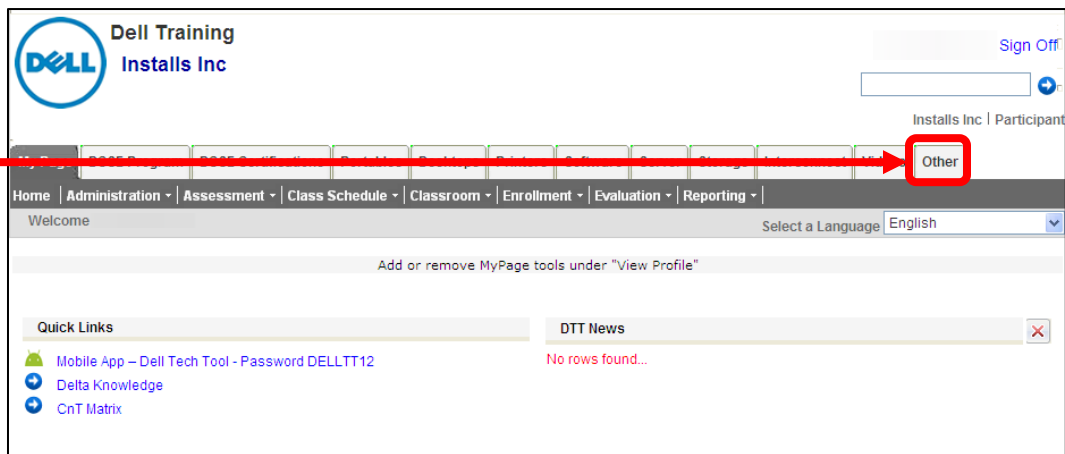
- i. On the pop-up window, click the DCSE Microsoft Windows 8 Assessment link to launch the certification exam.
- j. Answer each question on the exam.
- k. On the last exam question click the **Finish** button.

Note: This displays your exam results. You must obtain a score of 80 to pass the exam.

Course: Service Call Essentials

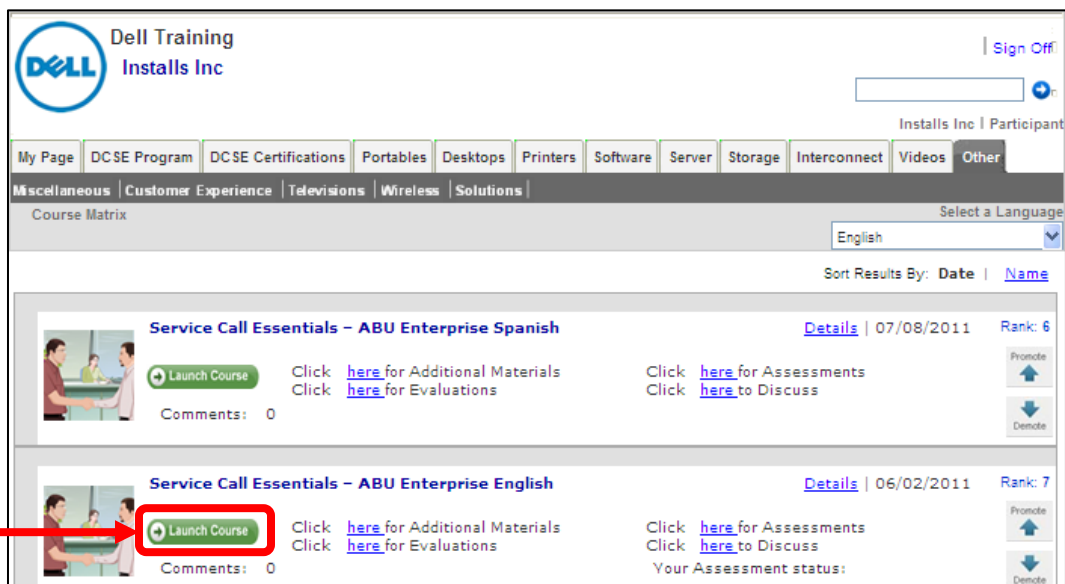
6. To access the **Service Call Essentials** course, perform the following steps:
 - a. Click the **Other** tab.

Figure 18



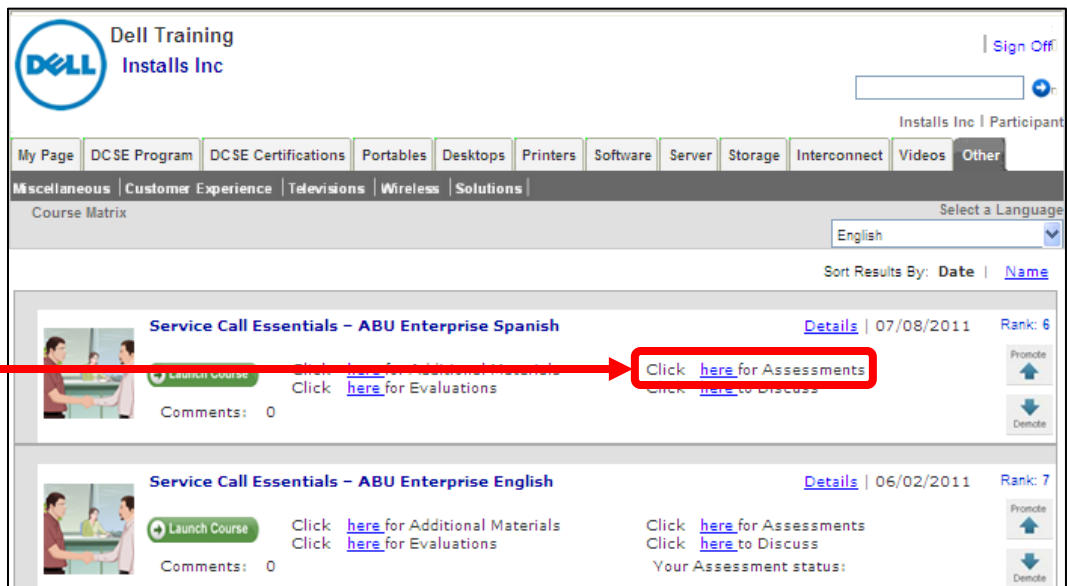
- b. On the menu below the tabs, click **Customer Experience**.
Note: This displays the list of courses meeting your search criteria.
 - c. Locate the course named **Service Call Essentials – ABU Enterprise English**.
 - d. Click the **Launch Course** button.

Figure 19



- e. Review the complete course.
 - f. After completing the course, return to the course listing page and click the **Click here for Assessments and Acknowledgement** link.

Figure 20



- g. On the pop-up window, click the **DCSE Service Call Essentials – ABU Enterprise English** link to launch the certification exam.
- h. Answer each question on the exam.
- i. On the last exam question click the **Finish** button.

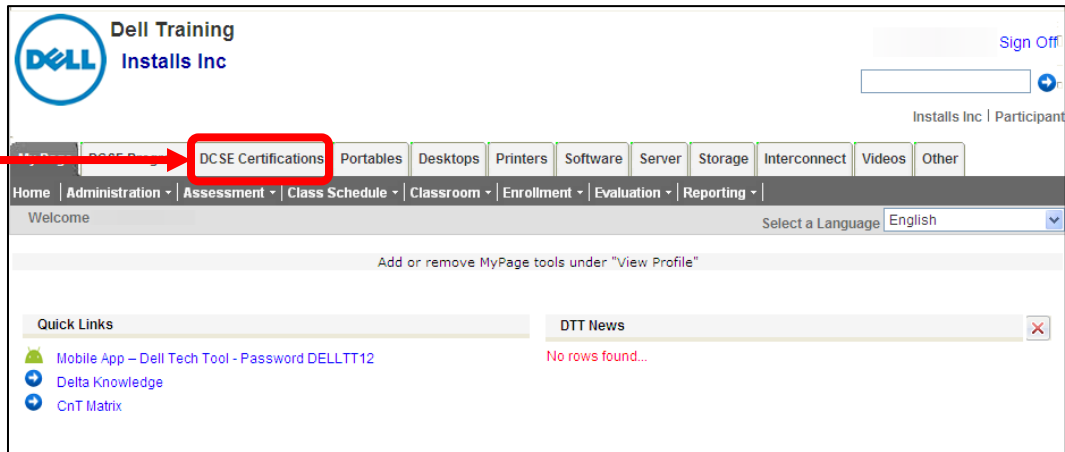
Note: This displays your exam results. You must obtain a score of 80 to pass the exam.

Course: **DCSE Wireless Technology Course and Exam Certification (DCSE ID: 577)**

7. To access the **DCSE Wireless Technology** course, perform the following steps:

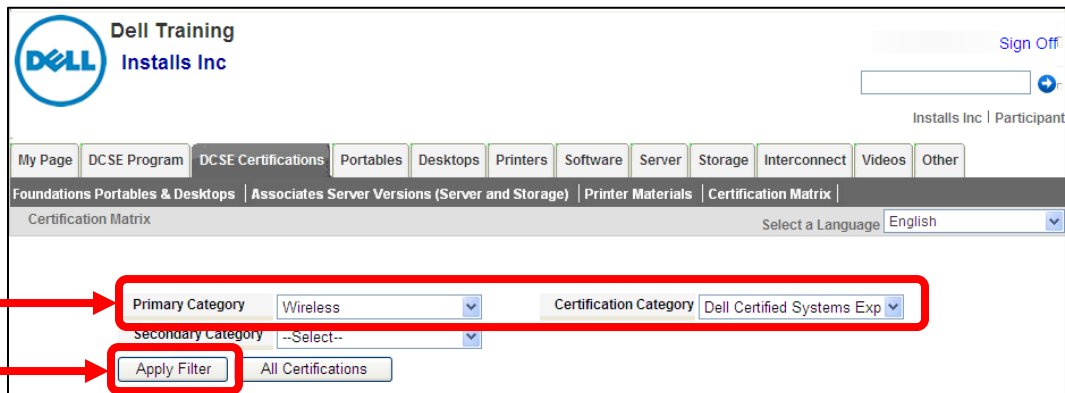
- a. Click the **DCSE Certifications** tab.

Figure 21



- b. From the **Primary Category** drop-down list, select **Wireless**.
- c. From the **Certification Category** drop-down list, select **Dell Certified Systems Expert**.
- d. Click the **Apply Filter** button.

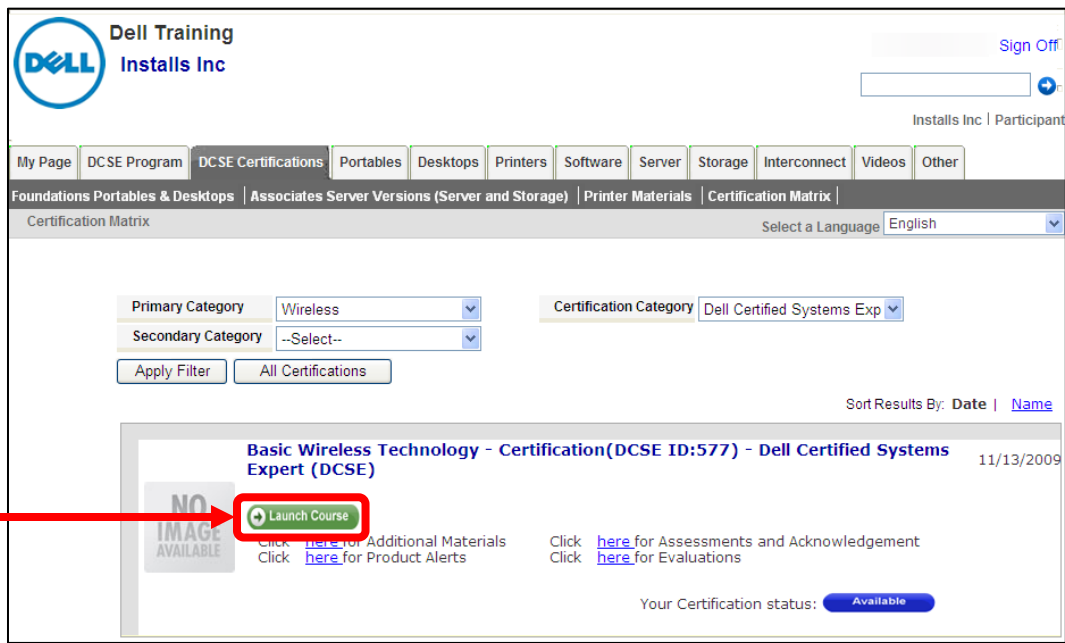
Figure 22



Note: This displays the list of courses meeting your search criteria.

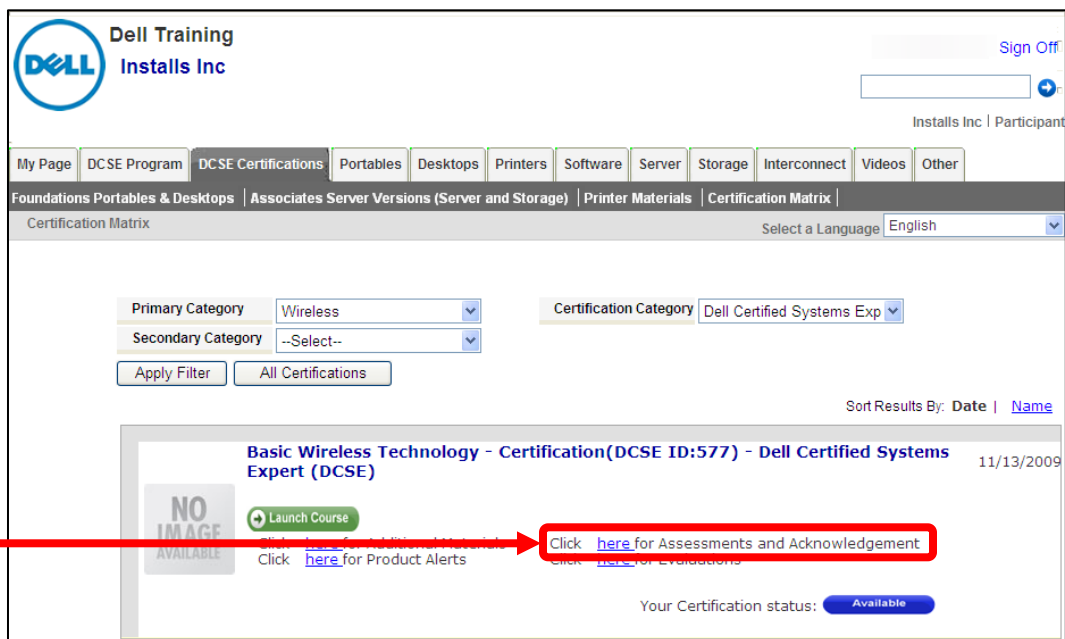
- e. Locate the course named **Basic Wireless Technology – Certification (DCSE ID:577) - Dell Certified Systems Expert (DCSE)**.
- f. Click the **Launch Course** button.

Figure 23



- g. Review the complete course.
- h. After completing the course, return to the course listing page and click the **Click here for Assessments and Acknowledgement** link.

Figure 24

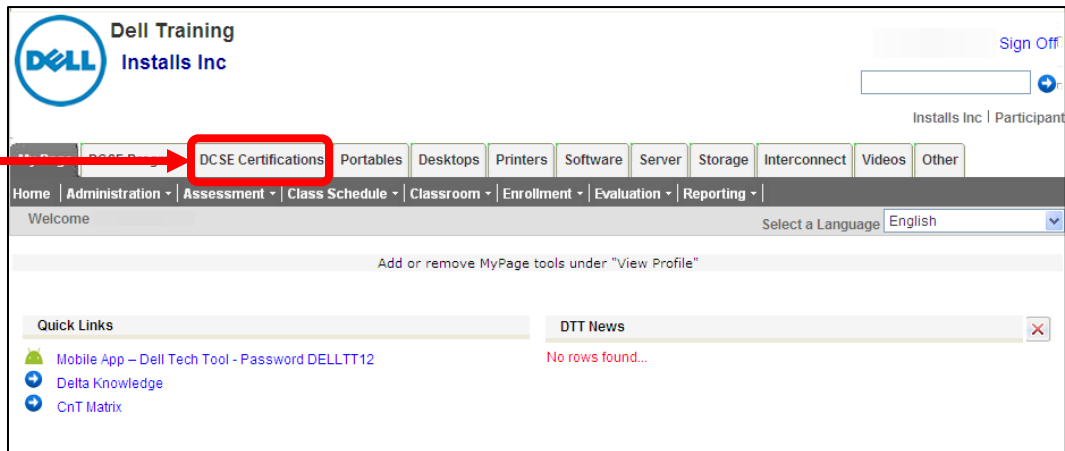


- i. On the pop-up window, click the **Basic Wireless Technology – Certification** link to launch the certification exam.
- Note:** The **Basic Wireless Technology – Self-Assessment** also listed on the pop-up window does not contribute to your certification. However, the self-assessment uses the same format and question types as the certification exam; you can take the self-assessment first as a practice test to gauge your preparedness.
- j. Answer each question on the exam.
 - k. On the last exam question click the **Finish** button.
- Note:** This displays your exam results. You must obtain a score of 80 to pass the exam.

Course: DCSE Onsite Troubleshooting (Cert ID: 3028)

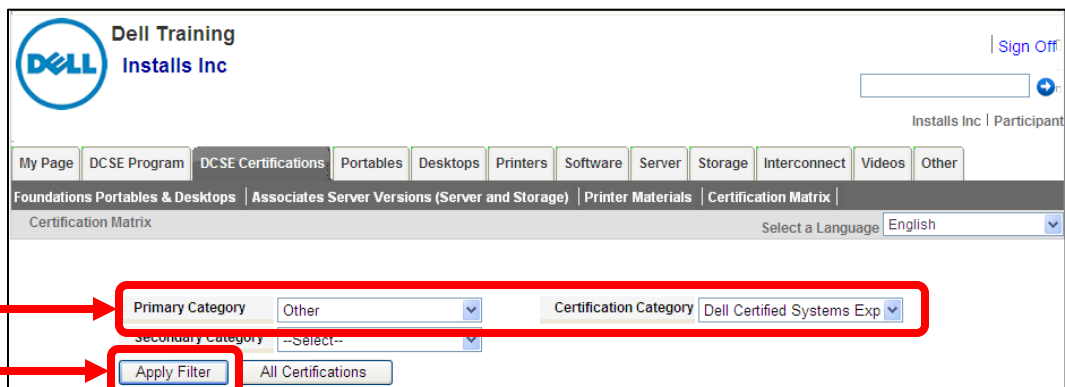
8. To access the **DCSE Onsite Troubleshooting** course, perform the following steps:
 - a. Click the **DCSE Certifications** tab.

Figure 25



- b. From the **Primary Category** drop-down list, select **Other**.
- c. From the **Certification Category** drop-down list, select **Dell Certified Systems Expert**.
- d. Click the **Apply Filter** button.

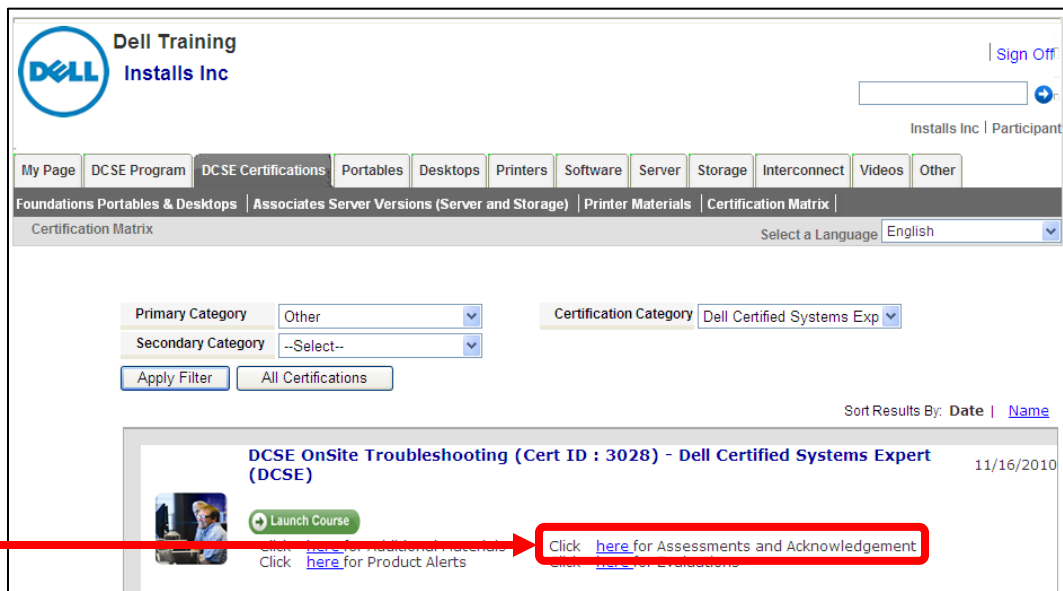
Figure 26



Note: This displays the list of courses meeting your search criteria.

- e. Locate the course named **DCSE OnSite Troubleshooting (Cert ID : 3028) - Dell Certified Systems Expert (DCSE)**.
- f. Click the **Launch Course** button.
- g. Review the complete course.
- h. After completing the course, return to the course listing page and click the **Click here for Assessments and Acknowledgement** link.

Figure 27



- i. On the pop-up window, click the **DCSE OnSite Troubleshooting – Certification** link to launch the certification exam.

Note: The **DCSE OnSite Troubleshooting – Self-Assessment** also listed on the pop-up window does not contribute to your certification. However, the self-assessment uses the same format and question types as the certification exam; you can take the self-assessment first as a practice test to gauge your preparedness.

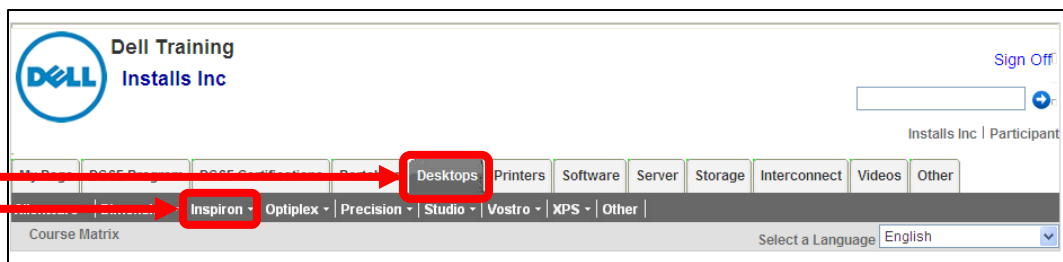
- j. Answer each question on the exam.
- k. On the last exam question click the **Finish** button.

Note: This displays your exam results. You must obtain a score of 80 to pass the exam.

Course: DCSE Inspiron 620/620s

9. To access the **DCSE Inspiron 620/620s** course, perform the following steps:
 - a. Click the **Desktops** tab.
 - b. On the menu below the tabs, click **Inspiron**.

Figure 28



- c. Below Inspiron, click **Current**.
- d. Locate the course named **DCSE Inspiron 620/620s**.
- e. Click the **Launch Course** button.
- f. Review the complete course.

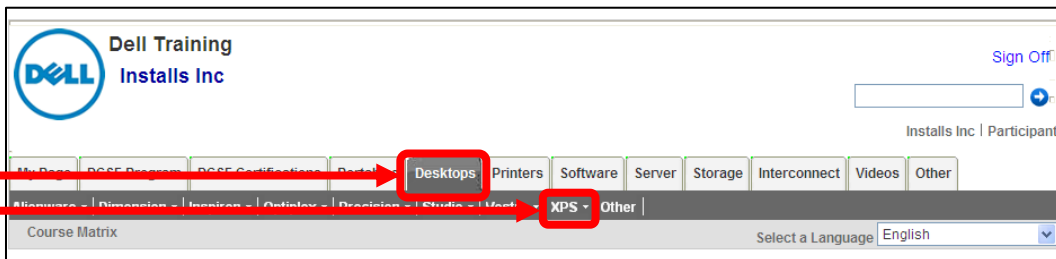
Note: There are no assessments for this course.

Course: DCSE XPS 8500

10. To access the **DCSE XPS 8500** course, perform the following steps:

- Click the **Desktops** tab.
- On the menu below the tabs, click **XPS**.

Figure 29



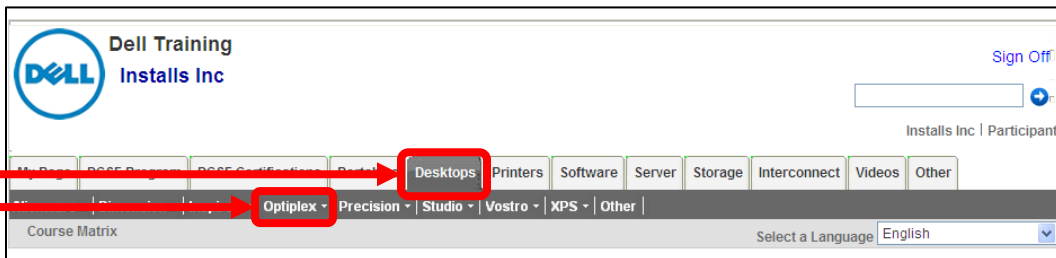
- Below XPS, click **Current**.
 - Locate the course named **DCSE XPS 8500**.
 - Click the **Launch Course** button.
 - Review the complete course.
- Note:** There are no assessments for this course.

Course: DCSE OptiPlex 990

11. To access the **DCSE OptiPlex 990** course, perform the following steps:

- Click the **Desktops** tab.
- On the menu below the tabs, click **Optiplex**.

Figure 30



- Below Optiplex, click **Current**.
 - Locate the course named **DCSE OptiPlex 990**.
 - Click the **Launch Course** button.
 - Review the complete course.
- Note:** There are no assessments for this course.

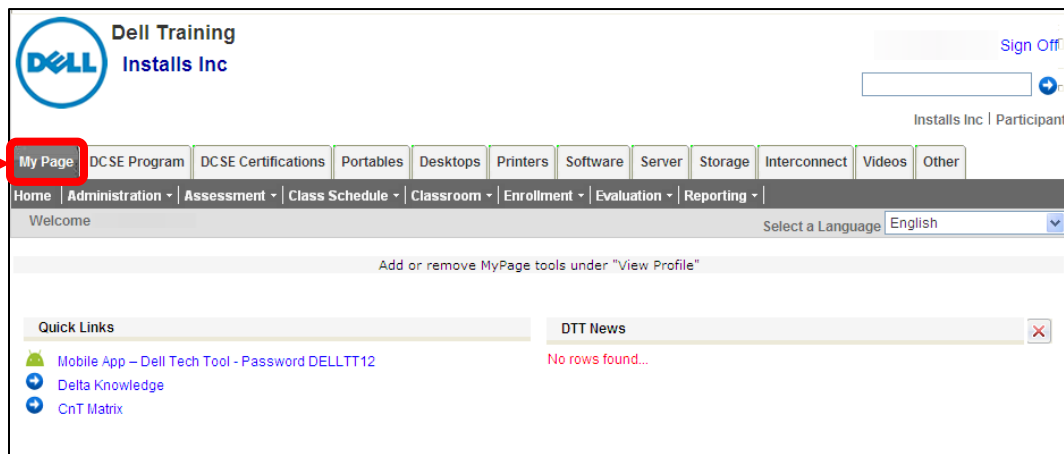
Other DTT Courses Recommended by Installs

- DCSE Inspiron 660 (Desktop)
- DCSE Latitude E6530 (Laptop)
- DCSE Alienware Aurora (Desktop)
- DCSE Customer Induced Damage (English Spanish Portuguese) – Acknowledgement (Cert ID: 3053) (DCSE Certifications > Primary Category: Other)

Reviewing and Printing your Certifications on DTT

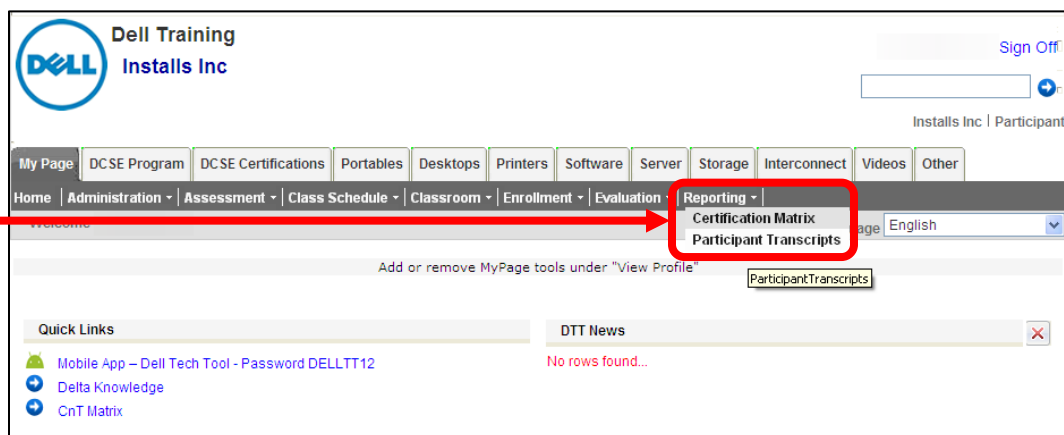
1. Click the **My Page** tab.

Figure 31



2. Position your cursor over the **Reporting** button on the menu bar and select **Participant Transcripts**.

Figure 32



Note: This displays a report of your completed self-assessments and certification exams, including any failed attempts, as well as access to print your certifications.

3. Scroll to the **Certification** section of the report.
4. Click the **Print** button corresponding to the certification you wish to print.

Figure 33

Certifications						
Number	Certification Name	Acknowledgement	Course(s) in Certification	Assessment(s) Certification	Date Achieved	Status Print
1	DSP Televisions - TV 101 Certification (DCSE ID:644)		DCSE Televisions 101	DSP Televisions - TV 101 Certification	Aug 6 2012	Print
	Basic Wireless Technology - Certification(DCSE ID:577)		DCSE Wireless Technology	Basic Wireless Technology - Certification Basic Wireless Technology -- Self-Assessment		Print

Note: This opens the certification in a new window.

5. Click the **Print** button on the certification to print the document.