

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

Figure 1

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.

DIGITAL ON-LINE INTERFACE SYSTEM (DOLI) V3 Home | Logout August 20, 2012 > 12:07 PM 2 My Information: Installer ID: Installer: Phone: MY INFO 🗐 - 64.62 REPORTS (5) TECHNICIANS 🥔 Install Types: Email Alt Phone: Home Theater DISPATCHERS REGION 🛁 PC DOWNLOAD / PRINT ORDERS Commercial HT Commercial PC DOWNLOAD SKU LIST 🕅 Contact Name: Scope of Work List Submit Updated Info Shipping Address New Password Change 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.



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

Figure 2

	ome Logout					December 12, 2011 > 10:42 A
Z		CREATE NEW T	ECHNICIAN			
-	MY INFO 🚳	First Name	Last Name - (requ	red) SECA #		
0	REPORTS 🕸					
	TECHNICIANS 🥔	Phone	Cell	Pager		
-	DISPATCHERS []				Submit	
A	REGION 🛁	Address		Email		
U	DOWNLOAD / PRINT ORDERS					
<u> </u>	DOWNLOAD SKU LIST 🕀		AL Y			
>						
		ACTIVE TECHN	ICIANS			
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2				ions Shifts Edit		
		INACTIVE TECH	INICIANS			
		First Name	lame			
		BEN JONES	and the second s	ns Shifts Edit		

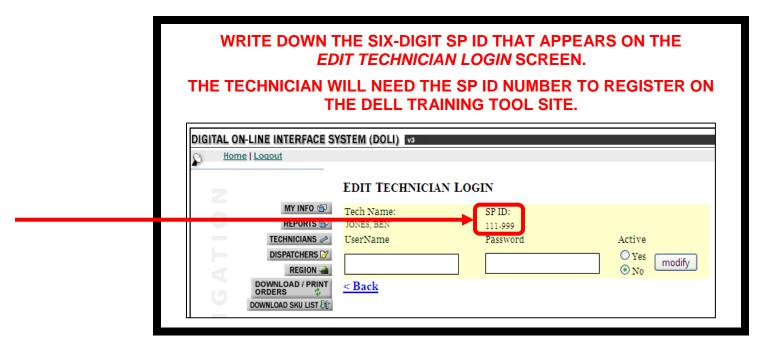
Note: This displays the *Edit Technician Login* screen.

Figure 3

DIGITAL	ON-LINE INTERFACE S	STEM (DOLI) v3			
S Ho	ome Logout				December 12, 2011 > 10:42 AM
N		EDIT TECHNICIAN L	.0GIN		
0	MY INFO 🐨 REPORTS 🚱	Tech Name: JONES, BEN	SP ID: 111-999		
	TECHNICIANS 🛹	UserName	Password	Active	
AT	DISPATCHERS 💟 REGION 🛥			O Yes ⊙ No modify	
0		< Back			
	DOWNLOAD SKU LIST				
>					
×					
N					

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.





- 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

Bome Logout			August 20, 2012 > 12:07 PN
	My Information:		
Z	Installer ID:	Installer:	Phone:
0	MY INFO 습과 REPORTS 예관		
TE	CHNICIANS 🛹 Install Types:	Email:	Alt Phone:
DOWN	SPAICHERS V Home Theater REGION V PC ILOAD / PRINT V Compension HT	THE REAL PROPERTY OF STREET, ST	
	ope of Work List	Contact Name:	Submit Updated Info
	Shipping Address		
Z	Contraction of the contraction		
	Change Password Your password has to have at least They can be numbers or letters. (eg. password123)	New Password: 8 characters.	Confirm: Change Password
	Please email the INSTA	ALLS inc Support Group with any other change	

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:



DIGI	TAL ON-LINE INTERFACE SY	STEM (DOLI) v3			
ð.	Home Logout			Novemb	ber 5, 2010 > 02:49 PM
	z	CREATE NEW TECH	NICIAN		
	MY INFO 🚱	First Name	Last Name - (required)	SBCA #	
	REPORTS 🚱				
		Phone	Cell	Pager	
	DISPATCHERS D				Submit
	DOWNLOAD / PRINT	Address		Email	
	ORDERS 💠				
	DOWNLOAD SKU LIST 🕸		AL 💌		
		ACTIVE TECHNICIA	NS		
		First Name Last Name			
		Millions Derivation	<u>User Info</u> <u>Regions</u> <u>Shifts</u>	<u>Edit</u>	
		INACTIVE TECHNIC	IANS		
		First Name Last Name			

- a. In the First Name field, type the technician's first name (up to 50 characters).
- b. In the Last Name field, type the technician's last name (up to 50 characters).
- c. In the SBCA # field, enter the technician's SBCA Member Number, if applicable (up to 50 characters).
- d. 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.
- e. 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.
- f. In the **Pager** field, type the technician's business pager number (dashes [-] are allowed in the pager number), if applicable.
- g. 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.
- h. 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.

9	LON-LINE INTERFACE S					December 12, 2011 > 10:42 AM
z		CREATE NEV	V TECHNICIAN			
	MY INFO (S)	First Name	Last Name - (required)	SECA #		
	reonnouro 🗸	Phone	Cell	Pager		
					Submit	
	DOWNLOAD / PRINT	Address		Email		
	DOWNLOAD SKU LIST					
			AL 🚩			
		ACTIVE TEC	HNICIANS			
V		First Name L	ast Name			
		applier app	User Info Regions	Shifts Edit		
		INACTIVE TH	CHNICIANS			
		First Name La	the second se	Shifts Edit		
		BEN JO	NES USER INTO Regions :			

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

6	Home Logout					December 12, 2011 > 10:42 AI
		CREATE NEW 1	TECHNICIAN			
	MY INFO 🚳	First Name	Last Name - (req	uired) SECA #		
	REPORTS 1					
	TECHNICIANS 🥔	Phone	Cell	Pager		
	DISPATCHERS 💟				Submit	
	REGION -	Address		Email		
	ORDERS C		AL 💟			
		ACTIVE TECH	NICIANS			
		First Name Last	Name			
		AND DECK	User Info R	egions Shifts Edit		
		INACTIVE TEC	HNICIANS			
		First Name	Name			
		BEN JONE	User Info Res	ions Shifts Edit		

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



ON-LINE INTERFACE SY	(STEM (DOLI) v3			
Home Logout				December 12, 2011 > 10:42 AM
· · · · · ·				
	EDIT TECHNICIAN LOC	GIN		
MY INFO INFO	Tech Name:	SP ID:		
REPORTS 🖘	JONES, BEN	111-999		
TECHNICIANS 🛹	UserName	Password	Active	
DISPATCHERS 📝			Yes modify	
REGION 🛁			⊙ N0	
DOWNLOAD / PRINT	< Back			
DOWNLOAD SKU LIST 🕅				
	Home Logout MY INFO S REPORTS S TECHNICIANS C DISPATCHERS S REGION DOWINLOAD / PRINT ORDERS \$ DOWINLOAD SKU LIST S	MY INFO S Tech Name: JONES, BEN REPORTS S JONES, BEN DISPATCHERS S UserName DISPATCHERS S REGION CONTRACT DOWNLOAD / PRINT ORDERS \$ DOWNLOAD SKU LIST \$ \$	Home Logout EDIT TECHNICIAN LOGIN MY INFO S REPORTS S TECHNICIANS UserName DISPATCHERS [7] REGION DOWNLOAD / PRINT ORDERS DOWNLOAD SKU LIST & S Constant of the second state of the se	Home Loqout EDIT TECHNICIAN LOGIN MY INFO S REPORTS S TECH Name: SP ID: JONES, BEN 111.999 UserName Password Active DISPATCHERS S REGION A DOWNLOAD / PRINT ORDERS \$ DOWNLOAD SKU LIST & DOWNLOAD SKU LIST &

- **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.

ED THE TECHNICIAN W	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 SY Home Logout	EDIT TECHNICIAN LOGIN Tech Name:			
REPORTS TECHNICIANS DISPATCHERS REGION REGION DOWNLOAD / PRINT ORDERS DOWNLOAD SKU LIST	JONES, BEN UserName Password Active Ves modify <back< th=""></back<>			

- 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.

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

Figure 9

DIGITAL	ON-LINE INTERFACE SY	(STEM (DOLI) v3			
	Home Logout	EDIT TECHNICIAN I	LOGIN		December 12, 2011 > 10:42 AM
0	MY INFO 150	Tech Name: JONES, BEN UserName	SP ID: 111-999 Password	Active	
AT		bjones		O Yes ⊙ No modify	
0	ORDERS \$	<u>< Back</u>			
ΔV					
Z					

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

Figure 10

CREATE NEW TECH	INICIAN Last Name - (required) Cell) SBCA ≠ Pager		
Phone				
	Cell	Pager		
	Cell	Pager		
			Submit	
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	AL 💌			
ACTIVE TECHNICIA	NS			
irst Name Last Name				
	User Info Regions Shit			
	irst Name Last Name	Harry Info. Bandana (M)	ACTIVE TECHNICIANS	ACTIVE TECHNICIANS

g. 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://dtt.dell.com in a web browser
- 2. On the Dell Training website, click the **Set up Account** link.

Figure 11



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.
- I. 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 V
County / Province / State *	ChooseNot Listed if your location is not shown
City *	ChooseNot 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?	O Yes ● No
Company Number Employee ID	•
Email *	
Password *	
Your password needs to contain a mix of letters and r By checking this box, I acknowledge that I have read, u By checking this box, I acknowledge that I have read a Submit	understand and agree to the Dell Terms of Service by utilizing the Dell Training Tool 🔲
	. For Dell Employees and Dell Service Providers only. copyrights Contact US About US 470

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:



Dell Training Tool
Dell Company Alert
Hello,
An email has been sent to you confirming the registration request. In addition, another email has been sent to your company's Dell Training Tool Administrator requesting your employment verification. You will not be able to access your account until the company contact has verified your employment and validated your account. The DTT Team

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

Dell Training Tool
Your Verification Status has been changed
Hello,
Your Verification Status has changed. New Status is : Verified. You can access the Dell Training tool through Installs Inc <u>Dell Training Tool</u> . Thanks, The DTT Team

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 <u>http://dtt.dell.com</u>.
- 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.

Dell Trai Installs	-									Installs	Sign Off
	DCSE Certifications	Portables	Desktops	Printer	s Software	Server	Storage	Interconnect	Videos	Other	
Home Administration - A	ssessment - Class	Schedule -	Classroom	- Enrolli	ment - Evalu	ation - F	Reporting •				
Welcome								Select a Langu	lage Eng	lish	*
		Add (or remove M	/lyPage to	ools under "Vi	ew Profil	e"				
Quick Links					DTT News						×
 Mobile App – Dell Tec Delta Knowledge CnT Matrix 	ch Tool - Password DEL	LTT12			No rows foun	d					

- 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.



Dell	Dell Trai Installs	•									Installs I	Sign Off Sign Off Off Sign Off Sign Off
My Page D	OCSE Program	DCSE Certifications	Portables	Desktops	Printers	Software	Server	Storage	Interconnect	Videos	Other	
Foundations	Portables & De	sktops Associates	Server Versi	ons (Server	and Storag	e) Printer	Materials	Certific	ation Matrix			
Certificatio	on Matrix								Select a Langu	uage Eng	lish	~
	Primary C	Category Softwa	re	~		Certification	Category	Dell Cer	tified Systems	Ехр 🗸	ו	
	Apply Fil	Selec	x	•								

- 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	1	7
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Del	Dell Training Installs Inc									Installs I	Sign Off
My Page	DCSE Program DCSE Certil	ications Portables	Desktops	Printers	Software	Server	Storage	Interconnect	Videos	Other	
Foundation	ıs Portables & Desktops Ass	sociates Server Versi	ons (Server a	nd Storage	e) Printer	Materials	Certific	ation Matrix			
Certifica	tion Matrix							Select a Lang	uage Eng	lish	~
	Primary Category	Software	*	C	Certification	Category	Dell Cer	tified Systems	Exp 🛩		
	Secondary Category	Select	~					,			
	Apply Filter A	I Certifications									
								s	Sort Result	ts By: Da	ate <u>Name</u>
		SE Microsoft Wi stems Expert (D		Englis	h / Deut	sch (C	ert ID :	3086) - De	ell Certi	fied	10/12/2012
	ci	aunch Course ick <u>here</u> for Additi ick <u>here</u> for Produ				for Evalu	uations	and Acknowle	edgemen Available	t	

- 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. . .

_.

Dell Training Installs Inc		Sign
Home Administration - Assessment - Class Schedule - C Welcome		a Language English
Add o	r remove MyPage tools under "View Profile"	
Quick Links	DTT News	
 Mobile App – Dell Tech Tool - Password DELLTT12 Delta Knowledge CnT Matrix 	No rows found	

- 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.

Del	Dell Train Installs I								[Sign Off
My Page	DCSE Program	DCSE Certification	ns Portables	Desktops	Printers	Software	Server	Storage	Interconn		talls Inc I leos Oth	Participan her
Miscellane Course		Experience Televis	ions Wireles	as Solution	is				Eng	lish	Select	a Language
	Comit	- c-ll c	A. 011 E-1	C								Name Rank: 6
	🛃 🔿 Launc		<u>here</u> for Ad <u>here</u> for Ev	ditional Ma				<u>ere f</u> or Ass <u>ere t</u> o Disc			8/2011	Pronote
Ş			<u>here for</u> Ad	ditional Ma	-			ere for Ass			2/2011	Rank: 7
J	Comr	Click	<u>here</u> for Ev	aluations				<u>ere</u> to Diso sessment				Demote

- 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											
Del	Dell Trai Installs	-										Sign Off
\sim										Install	s Inc I	Participa
My Page	DCSE Program	DCSE Certifications	Portables	Desktops	Printers	Software	Server	Storage	Interconnect	Videos	Othe	er
Miscellane	ous Customer	Experience Televisio	ns Wireles	s Solution	s							
Course	Matrix								English		elect a	a Languag
									Sort Res	ults By: D)ate	Name
	Servi	ce Call Essentials -	ABU Ent	erprise Sp	anish				<u>Details</u> ()7/08/20	011	Rank: 6 Pronote
4		Click direction of the click of	here for Eva	luations			_	re for Ass	sessments .uss		_	+ Demote
	Servi	ce Call Essentials -	ABU Ente	erprise En	glish				<u>Details</u> (6/02/20	011	Rank: 7
			<u>here</u> for Ado herefor Eva		terials	C	ick <u>he</u>	r <u>e</u> for Ass <u>re</u> to Disc essment				+ Vicence

- 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.
- 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

Dell Tr. Instal	-									Sign Off
lome Administration -	DCSE Certifications					_	Interconnect			Inc Participant
Welcome				ols under "Vi			Select a Langu	uage Eng	glish	~
Quick Links	ech Tool - Password DE	LLTT12		DTT News No rows foun	d					×
 Delta Knowledge CnT Matrix 										

- 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

Del	Dell Trai Installs	•										Sign Off
											Installs I	nc Participant
My Page	DCSE Program	DCSE Certifications	Portables	Desktops	Printers	Software	Server	Storage	Interconnect	Videos	Other	
Foundation	s Portables & De	sktops Associates	Server Versio	ons (Server	and Storag	e) Printer	Materials	s Certific	ation Matrix			
Certifica	tion Matrix								Select a Lang	lage Eng	lish	*
					-						ר	
	Primary			*	_	Certification	n Categor	Dell Cer	tified Systems	Exp 🗡	J	
	Apply Fi	iter All Certific		*								

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
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	Dell Training	Sign
$\overline{}$		Installs Inc Partic
My Page	DCSE Program DCSE Certifications Portables Desktops Printers Software Server Storage Interconnect	Videos Other
Foundatio	ns Portables & Desktops Associates Server Versions (Server and Storage) Printer Materials Certification Matrix	
Certifica	ation Matrix Select a Langu	lage English
	Apply Filter All Certifications	ort Results By: Date Na
	Basic Wireless Technology - Certification(DCSE ID:577) - Dell Certific Expert (DCSE)	ed Systems 11/13/
	IMAGE Launch Course AVAILABLE Click Interestor Click here for Product Alerts Click here Click here for Product Alerts Click here for Evaluations	edgement
	Your Certification status: 🦰	Available

- 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 2	24
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Deel	Dell Training Installs Inc										Sign Of
My Page	DCSE Program DCSE Cer	tifications	Desktops	Printers	Software	Server	Storage	Interconnect	Videos	Other	nc Participa
	ns Portables & Desktops A								Indeed	o unor	
Certific	ation Matrix							Select a Lang	lage Eng	lish	1
	Primary Category Secondary Category Apply Filter	Wireless	*		Certification	n Category	Dell Cer	tified Systems	Exp 👻		
								s	Sort Resul	ts By: Da	ate <u>Name</u>
		asic Wireless Te xpert (DCSE)	chnology	- Certifi	cation(D	CSE ID	:577) -	Dell Certifi	ed Syst	tems	11/13/200
	IMAGE	Launch Course			Click <u>here</u>	for Asse	ssments	and Acknowle	edgemer	it	
	AVAILABLE	Click <u>here</u> for Prod	luct Alerts		ener <u>nere</u>	Your C		n status: 🔵	Available		

- 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 Dell Training Installs Inc	Sign Off
Docs Period DCSE Certifications Portables Desktops Printers Software Server Storage Home Administration ~ Assessment ~ Class Schedule ~ Classroom ~ Enrollment ~ Evaluation ~ Reporting Welcome Add or remove MyPage tools under "View Profile" Add or remove MyPage tools under "View Profile" Add or remove MyPage tools under "View Profile"	Interconnect Videos Other
Ouick Links DTT News Mobile App - Dell Tech Tool - Password DELLTT12 No rows found O Delta Knowledge CnT Matrix	×

- 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

Del	Dell Trai Installs	-									Installs I	Sign Off
My Page	DCSE Program	DCSE Certifications	Portables	Desktops	Printers	Software	Server	Storage	Interconnect	Videos	Other	
Foundation	ns Portables & De	sktops Associates S	Server Versi	ons (Server	and Storag	e) Printer	Materials	Certific	ation Matrix			
Certifica	ation Matrix								Select a Langu	lage Eng	lish	~
	Primary	Category Other		*		Certificatior	1 Category	Dell Cer	tified Systems	Exp 🗸	ו	
	Apply Fi	y categorySelect		×					,			

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.



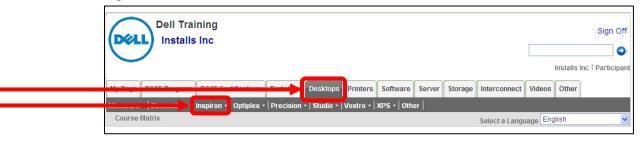
Dell Training Installs Inc										Sign () Three
									Installs	Inc Particij	ant
My Page DCSE Program DCSE Certificat	ions Portables	Desktops	Printers	Software	Server	Storage	Interconnect	Videos	Other		
Foundations Portables & Desktops Associ	ates Server Versio	ons (Server	and Storag	e) Printer	Materials	Certific	ation Matrix				
Certification Matrix							Select a Lang	uage Eng	glish		~
Secondary Category	ther Select ertifications	*		Certification	i Category	Dell Cer	tified Systems				
							5	Sort Resu	Its By: D	ate <u>Nan</u>	<u>e</u>
	OnSite Trout E) ch Course	oleshooti								11/16/20	10
Click	here for Produc	ct Alerts		lick <u>here</u>	tor Asse	ssments	and Acknowle	eagemer			

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

Figure 29

Dell Training Installs Inc	Sign Off
the Desk Desk Desktops Printers Software Server Storage Interconnect	Installs Inc Participant
Deskops Printers Souvare Sever Storage interconnect	Videos
Course Matrix Select a Lang	uage English 🗸

- c. Below XPS, click Current.
- d. Locate the course named DCSE XPS 8500.
- e. Click the Launch Course button.
- f. 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:
 - a. Click the **Desktops** tab.
 - b. On the menu below the tabs, click Optiplex.

Figure 30

Dell Training Installs Inc	Sign Off
	Installs Inc Participant
Desktops Printers Software Server Storage Interconnect V	Videos Other
Course Matrix Select a Langua	ge English 💌

- c. Below Optiplex, click **Current**.
- d. Locate the course named DCSE OptiPlex 990.
- e. Click the Launch Course button.
- f. 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

	Dell Trai	•									Installs	Sign Off
 My Pa		DCSE Certifications						-	Interconnect	Videos	Other	
Home	Administration - A	Assessment + Class S	Schedule -	Classroom	+ Enrolin	ient - Evalu	ation - F	Reporting +	·			
Wel	lcome								Select a Lang	uage Eng	glish	*
			Add	or remove N	lyPage to	ols under "Vi	ew Profile	5"				
Qu	uick Links					DTT News						×
	Mobile App – Dell Tec Delta Knowledge CnT Matrix	ch Tool - Password DEL	LTT12			No rows foun	d					

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

Figure 32

Dell Training Installs Inc	Sign Off
My Page DCSE Program DCSE Certifications Portables Desktops Printer	ers Software Server Storage Interconnect Videos Other
Home Administration - Assessment - Class Schedule - Classroom - Enro	Certification Matrix Participant Transcripts tools under "View Profile" ParticipantTranscripts
Quick Links	DTT News X
 Mobile App – Dell Tech Tool - Password DELLTT12 Delta Knowledge CnT Matrix 	No rows found

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.

Certificati	ions					
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 -		DCSE Wireless	Basic Wireless Technology - Certification		Print
	Certification(DCSE ID:577)		Technology	Basic Wireless Technology Self-Assessment		

Note: This opens the certification in a new window.

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

