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1. What forms of payment can be used to purchase training?

You can register online and pay using Visa, Master Card, or American Express. You may also purchase training from the ShoreTel partner from which you purchased your system. In this case, your partner will provide a Training Voucher for each course purchased. Training Vouchers are provided to your ShoreTel partner only after they have ordered from ShoreTel. If you purchased training from your Partner and did not receive a Training Voucher within 3 business days, please contact your Partner. You will need to enter this Voucher code as a payment method when checking out via the ShoreTel University Certification Central shopping cart.

You may not register for training and pay at a later time, nor hold seats pending payment for an upcoming course.

2. What is your course cancellation and student registration cancellation policy?

ShoreTel reserves the right to cancel a class at any time. ShoreTel requires two weeks advance notice if a student cancels or reschedules a class. The following guidelines apply:

- 100% course fee refund if ShoreTel cancels the course
- 100% course fee refund if a student cancels two or more weeks before the scheduled class date.
- 50% course fee refund if a student cancels less than two weeks, but more than one week, before the scheduled class date. 0% course fee refund if a student cancels less than a week before the scheduled class date or fails to attend the course.

3. I registered and paid via credit card, then cancelled my registration but have not seen my credit. How do I resolve this?

If you are due a refund per the cancellation policy, your refund will be processed within 5 business days. Credit card refunds must be manually processed. If you are awaiting a refund beyond 5 business days; please contact us at (408) 962-2600 or via lmshelp@shoretel.com.

4. I need to register for training, but do not have a ShoreTel University Certification Central account.

Contact the ShoreTel partner from whom you purchased your system. Your partner can add your contact information and your account will automatically be created within about 4 hours. Should you not know who your partner contact is, contact shorecareadmin@shoretel.com.

5. I received a Promotion code to attend training. How do I redeem it?

Promotion codes are used in the same way as Training Vouchers (described above). Access Certification Central from the ShoreTel partner site, select the courses to be purchased and enter the Promotion code when checking out via the shopping cart. Promotion codes will in some cases be tied to specific course titles. If purchasing multiple courses, you will see the promotion code discount applied only to those courses. Any remaining balance must be paid using Visa,

Master Card, or American Express at time of check out as the Certification Central shopping cart only supports one coupon/voucher code per order.

6. I purchased Onsite End-User or Administrator Training through my partner. How do I coordinate and schedule delivery?

Onsite End-User or Administrator training is normally scheduled as part of your ShoreTel implementation. If your onsite training is not part of a ShoreTel implementation or you need any assistance in coordinating delivery, please contact ShoreTel University at (408) 962-2600 or via education@shoretel.com.

7. I received an Enrollment email for a course I did not enroll in. Why?

All courses with certification exams are set to auto enroll you in the certification exam once you complete the course. Reminders will be sent until you complete the certification exam.

8. How many attempts are allowed for certification exams?

All exams are set to allow 3 attempts. Our policy requires you to re-take the course should you be unable to pass the exam after 3 attempts. This includes exam attempts that are not completed due to time constraints, network connectivity issues, etc.

9. I could not finish the exam at one time. When I went back later, I had lost all my answers and also an attempt. What happened?

You are strongly encouraged to complete the whole exam at the same time. The number of questions and time allocated for the exam are posted in the course description and Course Abstract. If you leave the exam before you complete it, the exam timer continues to run. If you return before the time expires, your answers are saved and you can continue in the exam, but must complete the exam in the time remaining. If the time expires, you lose an attempt and must begin the exam from the beginning.

10. What browsers are supported? What plug-ins are required? Are Pop-up blockers a problem?

ShoreTel University Certification Central eLearning titles and certification exams require the Adobe Flash Player. Supported browsers include Internet Explorer 7.0 and above, Mozilla Firefox 4.0 and above, Google Chrome, Safari 5.0 and above, and Opera 11. The Adobe Flash Player should download automatically when you access Certification Central; however to download or update Adobe Flash Player, select this [link](#).

Certification Central does need the ability to open pop-up windows via your browser when launching eLearning content, certification exams, and when purchasing courses via the shopping cart. It is best to add shoretel.absorbtraining.com to your list of sites to allow popups. If not, you will see issues with launching eLearning, certification exams, or purchasing courses.

11. What Web conferencing tool is used for your Instructor-Led Online (ILO) courses?

We utilize Adobe Connect for all Instructor-led Online training. Adobe Connect will utilize the Adobe Flash Player and install an Adobe Connect Add-in. At the scheduled course date and time, you will access your ILO training through ShoreTel University Certification Central. Login and select “My Courses”, select the course, then select the “Join Now” link to join the training session.

Test your ability to successfully attend an Adobe Connect training session via [Connection Test](#). This will verify that you have Adobe Flash and the Adobe Connect plug-in configured in order to access any instructor-led online course.

12. How do I confirm access to the Instructor-Led Online (ILO) lab environment?

All technical certification courses include hands-on labs. For the technical certification courses; the ShoreTel University Global Online Access Lab (GOAL) is accessible via your browser. Specific setup and connection instructions for your instructor-led online course are accessible via the ‘Resources’ tab on the course once you are registered for that course.

13. How do I receive my student materials for an Instructor-Led Online (ILO) course?

Electronic student guides are attached to all technical courses and are downloadable via the Resource tab on each course. If you require hard copy materials in addition to the electronic student materials, you may order them via a link provided in your enrollment confirmation email. Learners are encouraged to only order hard copy materials if the electronic materials are not a good option for you. Our fulfillment service (Mimeo) will process any materials orders and ship directly to you. These online orders will generally take 5-7 business days to arrive.

14. Who do I contact if I have a problem using ShoreTel University Certification Central?

If you have any issues using ShoreTel University Certification Central or accessing your purchased training, please contact ShoreTel University at (408) 962-2600 or via lmshelp@shoretel.com. Also, be sure to review the Quick Tours available on <http://support.shoretel.com/training/help.html>.