

HDS Learning Center Frequently Asked Questions

[What payment methods does HDS accept for training?](#)

[How do I create an account in the Learning Center?](#)

[How do I login?](#)

[What if I forget my password?](#)

[How can I find a course?](#)

[How do I add Learning Paths?](#)

[How can I view course descriptions?](#)

[How do I use Advanced Search?](#)

[How do I enroll for an instructor-led course?](#)

[I'm a manager. How do I register my direct reports into classes?](#)

[How do I take a WBT course?](#)

[What can I do if my WBT won't run?](#)

[I've completed a WBT, but it's not showing as completed. What should I do?](#)

What payment methods does HDS accept for training?

When purchasing training from HDS, you may use any of the following forms of payment:

- **Purchase Order** – contact your local [HDS training center](#) for details on where to send. Learners whose company has a PO with HDS may register on-line.
- **Credit Card** – all major credit cards accepted at the time of on-line registration
- **Check** – Contact your local [HDS training center](#) for more details
- **Training Units - HiPass**– prepaid training units can be purchased through your local [HDS training center](#). Learners whose company has purchased training units may register on-line.
- **HiCard** (Americas only) – contact training@hds.com or call 866-443-7338 (866-4HDS-EDU) for more information or to purchase. Current HiCard holders may register on-line.
- For any other payment type in the Americas, please call 866-443-7338 (866-4HDS-EDU).

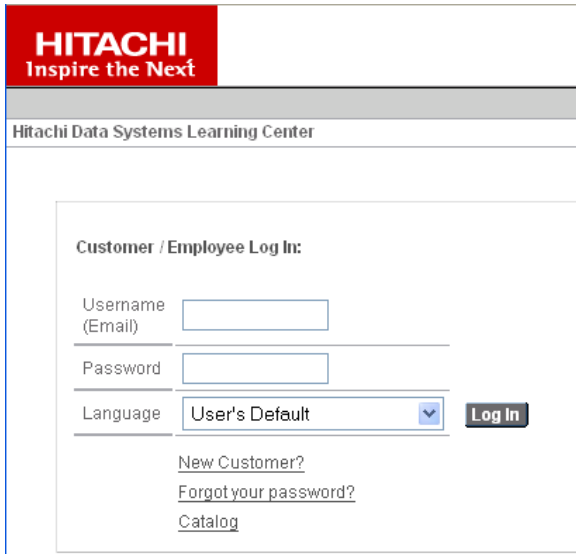
[Back to top](#)

How do I create an account in the Learning Center?

- At the starting page click **New Customer**
- Fill out the requested information. The fields in red are required.
- Attention: your user name should be your complete e-mail address
- Press **Save** at the bottom of the page

[Back to top](#)

How do I login?



The screenshot shows the Hitachi Data Systems Learning Center login interface. At the top left is the Hitachi logo with the tagline "Inspire the Next". Below it is a grey header bar with the text "Hitachi Data Systems Learning Center". The main content area is titled "Customer / Employee Log In:" and contains three input fields: "Username (Email)", "Password", and "Language" (a dropdown menu currently set to "User's Default"). To the right of the "Language" dropdown is a "Log In" button. Below the input fields are three links: "New Customer?", "Forgot your password?", and "Catalog".

- Enter your email address in the **Username** (email) field.
- Type your password in the **Password** field. (Unless you have changed it, your initial password is “welcome”).
- Click the **Log In** button.

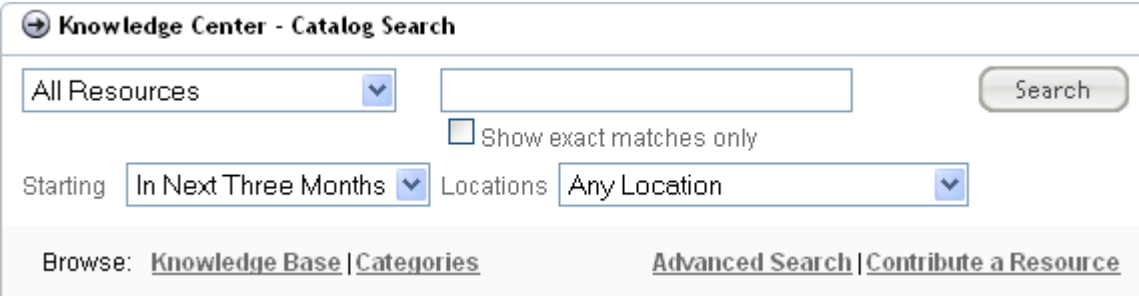
[Back to top](#)

What if I forget my password?

- If you forget your password, click the **Forgot your password?** Link.
- Type your e-mail address in the **Username (email)** field.
- Select a secret question from the drop down list, or leave this field blank.
- If you have selected a secret question, fill-in the answer.
- Click the **Send Password** button.

[Back to top](#)

How can I find a course?



Knowledge Center - Catalog Search

All Resources Search

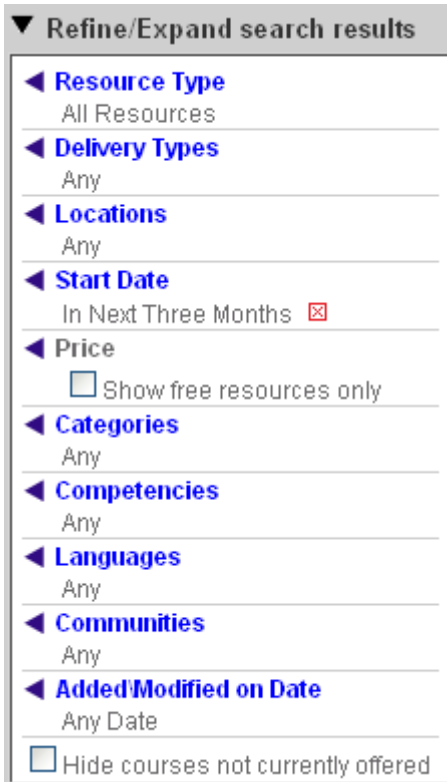
Show exact matches only

Starting In Next Three Months Locations Any Location

Browse: [Knowledge Base](#) | [Categories](#) [Advanced Search](#) | [Contribute a Resource](#)

Use the **Knowledge Center** search portlet on your home page. You can focus your search from the start, by using any of the three dropdown lists available before pressing the Search.

- Searching for a course using keywords
 - Type your key words.
 - Click the Search button.
 - Select a course from the listings and click on the "Register" link to register.
- Searching using a Course Code
 - Type a course code.
 - Click the Search button.
 - Select a course from the listings and click on the "Register" link to register.
- Searching using a wild-card
 - Type part of a title or part of a course code and put % at the end. This will match any string to complete your entry
 - You can also try multiple wild-cards such as %universal%
- Once you are shown the search results page, you can use the links at the right of the page to refine your search. These selections will remain active for you until you deselect them by clicking on the red x-box as shown under "Start Date" below.



▼ Refine/Expand search results

◀ Resource Type
All Resources

◀ Delivery Types
Any

◀ Locations
Any

◀ Start Date
In Next Three Months

◀ Price
 Show free resources only

◀ Categories
Any

◀ Competencies
Any

◀ Languages
Any

◀ Communities
Any

◀ Added/Modified on Date
Any Date

Hide courses not currently offered

- **Delivery Types** refers to Instructor-led, Web-based, Video, MP3, etc. If you only want to see courses that are given in a classroom, you would select "Instructor-led Training."
- When you select any **Locations**, these will appear in the top-level search box for you to select before you begin the initial search. Locations remain in effect for you until you clear them.
- Some courses are designed to fulfill the requirements of established **Competencies**. If you would like to search only for courses that will allow you to

complete a competency, set this parameter to the competency you are interested in.

- Courses are offered in various **Languages**. Set this parameter to eliminate the languages you do not want to see in your search.
- Several **Communities** has been started in the Learning Center for people to share ideas in an area of their interest. Use this parameter to search for communities you might find helpful.
- Searching for courses by browsing the catalog.
 - Click the Categories link.
 - Select a link under a category to display a list of associated courses.

01. Solutions & Technologies

- [Active Archive](#)
- [Backup and Recovery](#)
- [Business Continuity](#)
- [Data Networks](#)
- [Data Protection](#)
- [Enterprise Storage](#)
- [File Services](#)
- [Modular Storage](#)
- [NAS](#)
- [Operating Systems and Scripting](#)
- [Performance](#)

02. Personal and Professional Development

- [1 Hour Courseware](#)
- [Business Certifications](#)
- [Business Exploration Series](#)
- [Business Skills Curricula](#)
- [Desktop Certifications](#)
- [Desktop Curricula](#)
- [IT Professional Certifications](#)
- [IT Professional Curricula](#)
- [KnowledgeCenters](#)
- [SkillSoft Leadership Advantage](#)

- Browsing the Knowledge Base.
 - Click on the Knowledge Base link.
 - You see a dynamic list of informal offerings

Knowledge Base

Item	Actions
<input type="checkbox"/> Knowledge Base	
..... Centra Recording	
..... Perception	
..... White Papers	

[Add To Interest List](#) | [My Interest List](#)

Contents

Name	Version	Format	Launch
Copy-On-Write Implementation Considerations		File	Launch
The Business Value of Intelligent Tiered Storage		File	Launch

- Click on titles to open

[Back to top](#)

How do I add Learning Paths?

Select **Learning Paths** to follow a pre-defined learning path.

- Click the **Add Learning Path** button to assign a Learning Path to yourself.
- Click the **Add Learning Path** link.
 - Type your search keywords, or leave blank.
 - Click the **Search** button.

The screenshot shows a web interface with a navigation menu on the left and a main content area. The navigation menu includes: Home, Learning, My Profile, Enrollments, Catalog, Learning Paths (selected), Learning Plan, Learning History, and Payment Instructions. The main content area is titled 'Learning Paths' and contains the text: 'This page allows you to add a Learning Path (or curriculum) from the list of HDS Learning Paths currently available.' Below this text is a table with the following data:

Learning Path	Status(% complete)	Assigned by	Acquired On	Target Date	Actions
INSTALLATION & CONFIGURATION PARTNERS Learning Path - Implementation & Support Engineers (TagmaStore NSC, WMS & AMS, and Thunder 9500 V Series)	Assigned	Gilbert Peters		09-13-2007	

- Select a Learning Path by checking the tick-box.
- The Learning Path chosen is assigned and can be used to track progress. Click on the link to see the Learning Path details.
- You can register by clicking on the links in the learning path.

Main **Progress Report**

Select Path Thunder 9500 V Series

[Tabular view](#)

Complete
 Not Complete

Begin Path

↓

Installation & Configuration (1 out of 1 required for completion)

Incomplete

[Hitachi Thunder 9500™ V Series Installation, Configuration and Software Overview \(LT\)](#)

Not Complete

↓

End Path

[Back to top](#)

How can I view course descriptions?

- You can access course descriptions by clicking on the course titles that appear in course searches. These titles appear in the form of links. When you click on a title a page opens with two tabs. The first tab contains the course description. The **More Details** tab has further information on the course and possibly contains attachments.

[Back to top](#)

How do I use Advanced Search?

Home Learning My Profile

Enrollments

Catalog

Entire Course List

Class Schedule & On-line Training

Learning Requests

Learning Paths

Learning Plan

Learning History

Payment Instructions

Catalog

Please note that by registering for this course you agree to the fact of your registration for and attendance at this course being made available as follows:

1. Prior to attendance on any course, other individuals registering for the same course will be entitled to be informed of the names of other attendees or proposed attendees on the same course; and
2. Following attendance on any course, managers within HDS CS&S and GSS departments will be entitled to view details of course attendance of individual HDS employees to the extent required for legitimate business purposes.

Search Browse

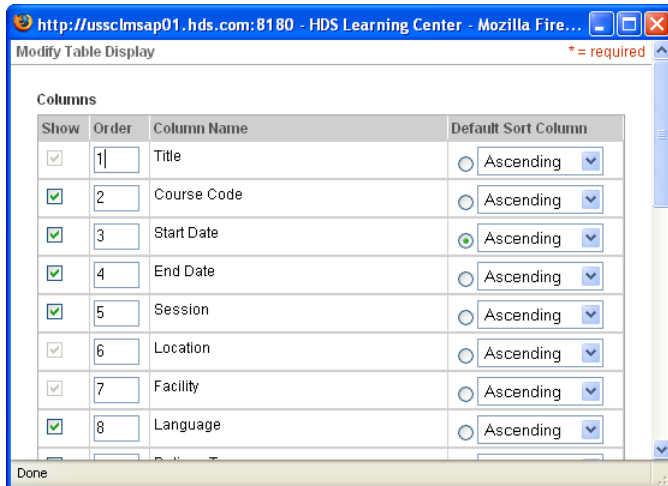
Configure

Title	Enterprise Storage Boot	Location	
Keyword		Delivery Type	All
Start Date >=	08-27-2007	Language	-Select One-
End Date <=		Category	
Facility		Course Code or Offering ID	TH10430

Save Search Query Search Catalog

You can go directly to Advanced Search, by clicking on the **Advanced Search** link. Alternatively, after having initiated a search of courses, click the Search button for your desired course. The course offerings will be displayed and you will see the Advanced Search filter fields at the top of the page. You can further modify your search using these fields:

- To narrow your search to a specific location:
 - First use the **Delivery Type** dropdown to select “Instructor-led”
 - Type the city in the **Location** field.
 - Press <Enter> or click the ‘picker’ symbol to the right of the **Location** field. Wait for the screen to refresh.
 - Then click **Search Catalog**.
 - The table is updated to only show offerings at the chosen location.
- To view the dates in chronological order, ascending or descending, click the **Start Date** column heading. Each new click changes the order between ascending and descending.
- To modify the table display preferences click the **Modify Table** link:



- To change the location of the columns, reorder the sequence numbers in the Order column.
- To reorder the results by start date, for example, select **Ascending** or **Descending** and click the corresponding radio button.
- Scroll down the page and click **Save**.

[Back to top](#)

How do I enroll for an instructor-led course?

- This is done using the **Learning Offerings and Packages** table that shows all the class offerings and locations
 - In the extreme right column click **Register**.

[Back to top](#)

I'm a manager. How do I register my direct reports into classes?

- To enroll a direct report in a course:
 - Select Team Home from the drop-down list.



- In the **Team Enrollments** box, click the **Add Learning** button.
- Search for the relevant course and location.
- Click the **Register** button.
- Click the **Add Learners** link.
- Leave the **Manager Search Depth** field "Direct" and perform a blank search to show your direct employees. (You can use this field to go deeper into the hierarchy if desired)
- Select the name of the desired employee, or those of several employees using the check boxes next to each name, then press the **Select** button.
- Alternatively, you can reserve a seat in the class by putting a number in the **Unassigned Learners** box.. Keep in mind, however, that it is your responsibility to fill that seat, or you are potentially keeping another student from attending the class.

Unassigned Learners

Unassigned Learners

- Click the **Register Seats and Learners** button to enroll your direct report(s) in the selected course.

[Back to top](#)

How do I take a WBT course?

- When viewing the Learning Offerings and Packages table that shows all the locations where the chosen course is scheduled.
 - In the far right hand column, Click **Launch** Link to start a Web Based Training session.
 - In the far right hand column, Click **Register** Link to registration to an Instructor-led class.

- To register for a course:
 - Click the **Register** button.
 - **Please note:** If you are a manager, the system will enroll you in this class.

[Back to top](#)

What can I do if my WBT won't run?

- Please ensure you have cleared your cache and disabled all pop-up blockers.
 - The following should be disabled:
 - Google pop-up blocker
 - Yahoo pop-up blocker
 - Browser pop-up blocker
 - Other spam or defensive software
 - Also, clear your cache of temporary internet files
 - In a browser, click Tools menu
 - Click Internet Options
 - Click Delete Files
 - Click Apply
 - After all processes have executed, close all browser windows
 - Open a new browser window
 - Log back into the HDS Learning Center and re-launch the CBT

- In the majority of cases, these measures will clear up all problems. If you have tried these measures and are still experiencing errors, please send the course code and a screenshot of the error message to lmsadministrator@hds.com

[Back to top](#)

I've completed a WBT, but it's not showing as completed. What should I do?

- First check if the course is recorded in your list of **Completed Courses**.
 - Click on the **My Learning** tab at the top of the page.
 - Click on **All Learning Activity** on the left navigation bar.
 - Click on **My Completed Courses** on the left navigation bar.
 - Enter the appropriate completion date ranges and click Search. Check if the course is listed in the search results.
- If the course does not appear in your list of **Completed Courses**, please email helpdesk@hds.com with the **Course Code** and completion date.
- [Back to top](#)