

**The goal of the Linc University Training Guide is to provide a better understanding of Linc University offerings and navigation.**

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## **Linc Service Site**

To request access to the [Linc Service Website](#), each employee will need to [create a profile](#) in order to request login credentials.

This site gives employees access to:

- Important forms
- COMs
- Linc University (the online classroom requires separate credentials)

The [Linc Service Login page](#) provides the following troubleshooting options:

- Have your credentials emailed to you
- Have your password reset

Any other questions can be directed to [bus.sys.support@abm.com](mailto:bus.sys.support@abm.com).

## **Onboarding Plans**

Onboarding plans have been established to ease the process of onboarding a new employee. These plans are located on the [Human Resources and Recruiting](#) Tab of the Linc Service Site and are organized by job class.

## **Confidential Operating Manuals (COMs)**

COMs detail the policies, programs, and procedures for operating a Linc Service® business.

The COMs currently consist of seven sections (consisting of 12 Manuals).

- 1 General
- 2 Sales & Marketing
- 3 Operations – Volumes I and II
- 4 Business Systems - Volumes I, II, III and IV
- 5 Personnel - Volumes I and II
- 6 Professional Development (Training)
- 7 Energy

## **Linc University**

Linc University is a repository for all educational content provided by Linc. Due to the wide variety of educational content, Linc University has two parts:

1. A main webpage on the Linc Service Site that houses information, resources, and educational opportunities that cannot be housed in the Learning Management system.
2. A learning management system that houses e-learning courses, webinar sessions, classroom training registrations, degree programs, and the course catalog.

This two-part structure is why you will need two sets of credentials to access all of the content available to you through the training department. The main webpage will use your Linc Service site credentials, and the LMS will use your email address and a password of your choosing. On the main Linc University web page you will find:

- Yearly Training Calendar
- Instructor led Training information pages
- Executive Education
- HVAC Technical Trainings
- Soft Skills Training
- Campus Information
- “Ask a Joe”
- Summits
- Microsoft training

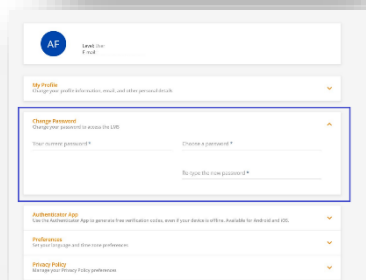
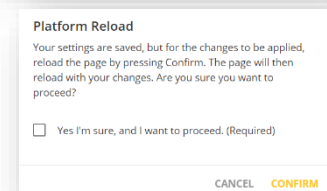
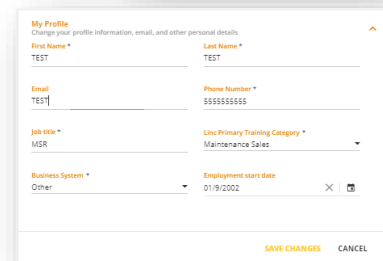
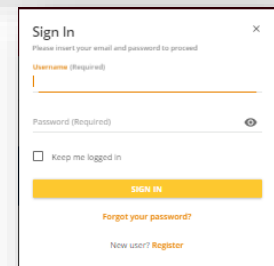
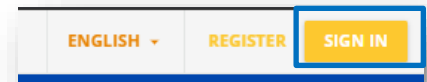
The following resources are accessed from the LMS found at LincUniversity.com:

- Degree Program Information
- Classroom Training Information
- Course catalogs & job title catalogs
- Enroll in training

### LincUniversity.com: Login Instructions for Existing Users

First, navigate to <https://www.lincuniversity.com>. If you had an account on the old Learning Management platform (Flex training) your account has been transferred and there is no need to make a new account. Click “Sign in” at the top right of the page and follow steps 1-5 on this page. If you have never had a training account with Linc University, proceed to the next page of this guide.

1. Login using your business email as the username and **Welcome1** as your password. If login is not successful, please contact [training.coordinator@abm.com](mailto:training.coordinator@abm.com) to ensure we have the correct email on file.
2. If login is successful, you will be asked to accept the privacy policy.
3. You will be required to answer a few questions to complete your training profile. Choose the most appropriate category for “Linc Primary Training Category” as this will determine what courses are automatically assigned to you upon entering the university.
4. The platform will then have to reload in order to save your changes. Select “yes” and hit “Confirm.”
5. Finally, you will have to change your password to access the University content.



### LincUniversity.com: Registration Instructions for new users

First, navigate to <https://www.lincuniversity.com>, then follow steps 1-4 on this page.

1. Click “Register” at the top right of the page
2. Fill out the questionnaire that pops up on the screen.
  - Be sure to use your business email address
  - Select the correct company & location from the dropdown list
  - Accept the privacy policy
  - Hit “Next” to proceed to additional questions
3. Fill out the additional questions on this page.
  - Enter your cell number, as this will be used as your point of contact if you attend classroom training.
  - Choose the appropriate “Linc Primary training category.” This will determine what courses are automatically assigned to you.
  - Enter the correct business system be enrolled in the correct trainings
4. Reload the Platform to save your changes.



### Registration errors

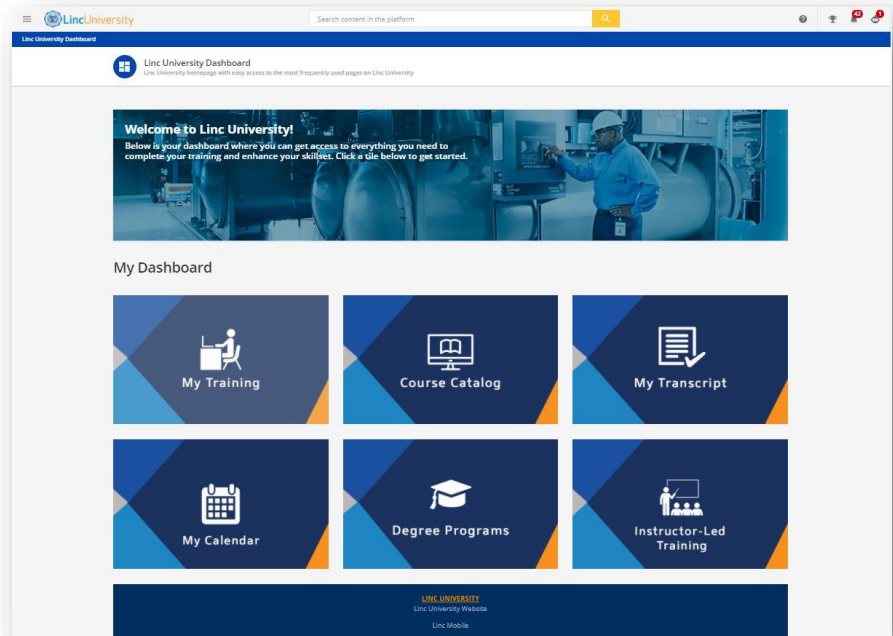
You may see the following error if an account has already been created for you. You can attempt to Sign in by selecting the orange “Sign in” link at the bottom of the page. Enter your email address and the password: **Welcome1**

If this is not successful, you can attempt password recovery by selecting that you have forgotten your password. If this is also unsuccessful, contact [training.coordinator@abm.com](mailto:training.coordinator@abm.com).

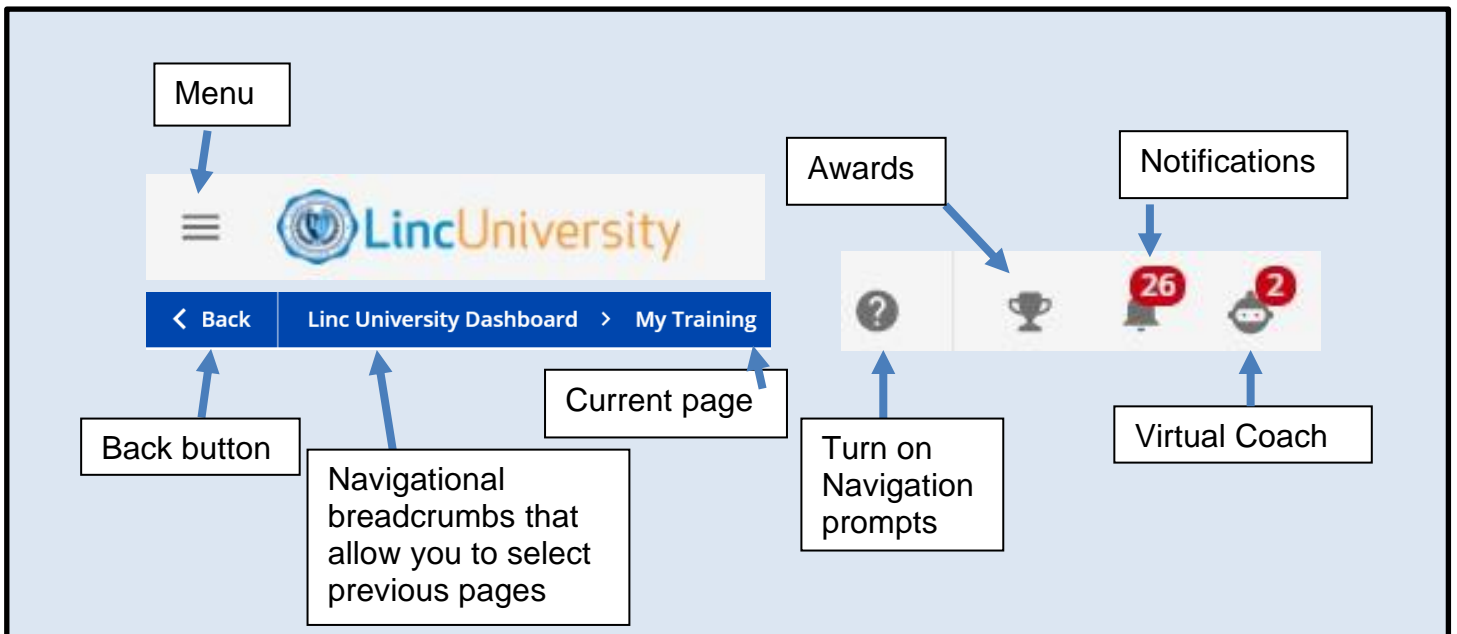
 **1 Errors - Registration not possible**  
Please check the information you have typed and try again.

### Linc University Dashboard

This is the Linc University dashboard; a homepage with selectable tiles to help you navigate to the most commonly used places in the LMS. At the top of the screen there is a search bar to help make content discovery easier.

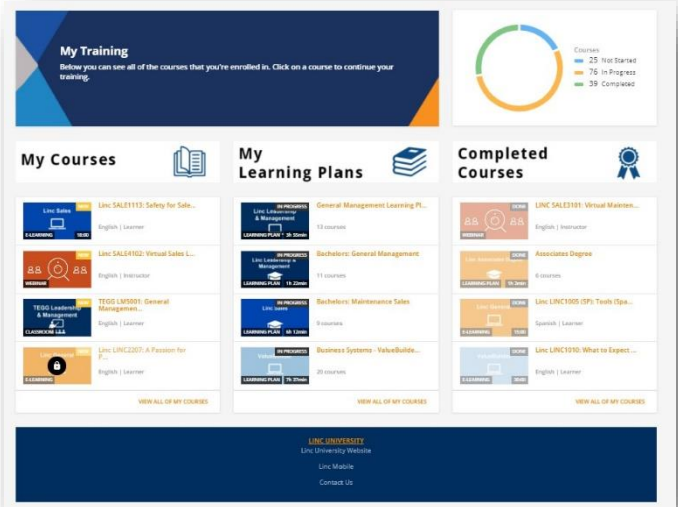


At the top left of the screen you will find a menu and navigational buttons. At the top right, there are additional buttons. All of these are explained below.



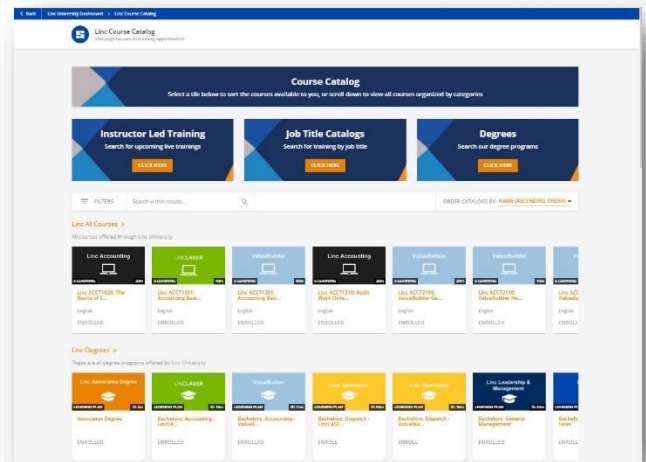
### My Training Page

This page gives an overview of your progress in the courses and learning plans you are enrolled in. The left column shows the courses you are enrolled in, the middle shows your learning plans, and the right shows completed courses. At the bottom of each column, there is an option to “View All of My Courses.” Choosing this will give a large tile view of all training content assigned to the user. Utilize the search bar to find specific courses, or filter by status, deadlines, training material type ( Learning plan, e-learning, webinar, etc.), etc.



### Course Catalog

This displays all courses available through the system. Utilize the tiles at the top to quickly find Instructor led trainings, catalogs organized by job title, and degree programs. This catalog also allows for filtering and searching to help make content discovery easier.



### My Transcript

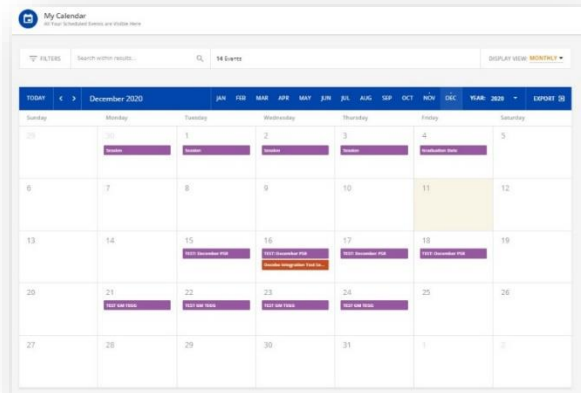
This displays your progress through the courses you are assigned. Utilize the options on the left filter the content by training type and to see other progress tracking tools.

My Activities

| Statistics      | Courses         |   |             |               |                 |                   |                |            |       |
|-----------------|-----------------|---|-------------|---------------|-----------------|-------------------|----------------|------------|-------|
| Additional info | COURSE CODE     | COURSE NAME   | USER STATUS | ENROLLED DATE | EXPIRATION DATE | COURSE COMPLETION | CREDITS (CETS) | TOTAL TIME | SCORE |
| Course          | LINC1001        | Linc LINC1001: What is Linc?                        | COMPLETED   | 10/19/2020    | 11/20/2020      | 0%                | 0h             | 0:00       |       |
| Classroom       | LINC-SALE3101   | Linc SALE3101: Maintenance Sales                    | COMPLETED   | 11/9/2020     | 12/19/2020      | 0%                | 2h 46m         | 0:00       |       |
| Learning Plans  | LINC1002        | Linc LINC1002: Innovation, Technology, Service      | COMPLETED   | 10/19/2020    | 11/20/2020      | 0%                | 0h             | 0:00       |       |
| Badges          | LINC1003        | Linc LINC1003: Linc Service Offerings               | COMPLETED   | 10/19/2020    | 11/20/2020      | 0%                | 0h             | 0:00       |       |
| Social          | LINC1005        | Linc LINC1005: Tools                                | COMPLETED   | 11/20/2020    | 11/20/2020      | 0%                | 3h             | 0:00       |       |
| Webinars        | TSSG1001        | TSSG1001: What is TSSG?                             | COMPLETED   | 10/19/2020    | 11/9/2020       | 0%                | 6h             | 0:00       |       |
| Certification   | TSSG1002        | TSSG1002: Tools                                     | COMPLETED   | 10/20/2020    | 11/9/2020       | 0%                | 3h             | 0:00       |       |
|                 | TSSG1003        | TSSG1003: Understanding the TSSG Service Agreements | COMPLETED   | 10/19/2020    | 11/20/2020      | 0%                | 5h             | 0:00       |       |
|                 | LINC2215        | Linc LINC2215: C.A.R.E.                             | COMPLETED   | 10/19/2020    | 11/20/2020      | 0%                | 0h             | 0:00       |       |
|                 | TSSG2215        | TSSG2215: C.A.R.E.                                  | COMPLETED   | 11/30/2020    | 11/30/2020      | 0%                | 6h             | 70:00      |       |
|                 | LINC-ACC7101-02 | Linc ACC7101: Accounting Basics LincLAGER           | COMPLETED   | 10/6/2020     | 10/6/2020       | 0%                | 1h             | 0:00       |       |

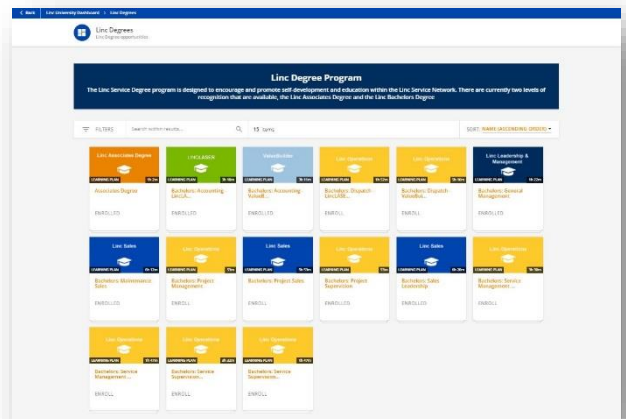
### My Calendar

This tool is helpful for displaying upcoming deadlines and trainings.



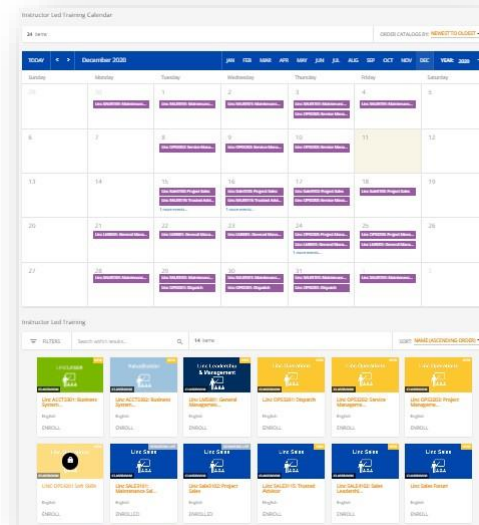
### Degree Programs

This catalog shows all of the degree options currently offered. Select a learning plan to enroll and get started! Please note that the bachelor's degrees contain Instructor led trainings. By enrolling in the learning plan, you are added to a "waitlist" for that class. Though the class appears on your "My Training" page, you must still select the dates you want to participate. To do this, select the class and enroll in a "session."



### Instructor Led Training Calendar

This page displays an interactive calendar of all scheduled instructor led trainings. Select a class on the calendar to enroll in it or scroll to the bottom to select the course name from a list. From there you will need to choose a session. If no sessions are available, check back when the next training calendar is released!



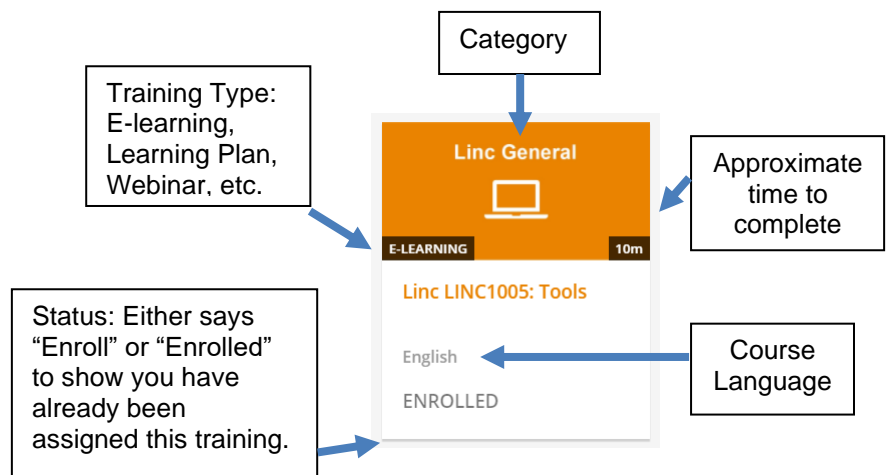


### Getting Started

Upon registration every user will automatically be assigned the Linc Associate Degree. Additionally, when registering, each student is asked to select a “Linc Primary Training Category” and their business system. These choices will determine the training that is automatically assigned to the user. For instance, a Maintenance Sales Rep would choose “Maintenance Sales” as their primary training category. This individual will automatically be enrolled in the Associate degree program and the Maintenance Sales Learning plan. To get started, the user must navigate to “My Training” and select the learning plan from the “Learning Plan” column. Upon entering the learning plan the required courses will be listed and accessible for the user to complete. We recommend that all users complete the Associate Degree learning plan prior to all other training.

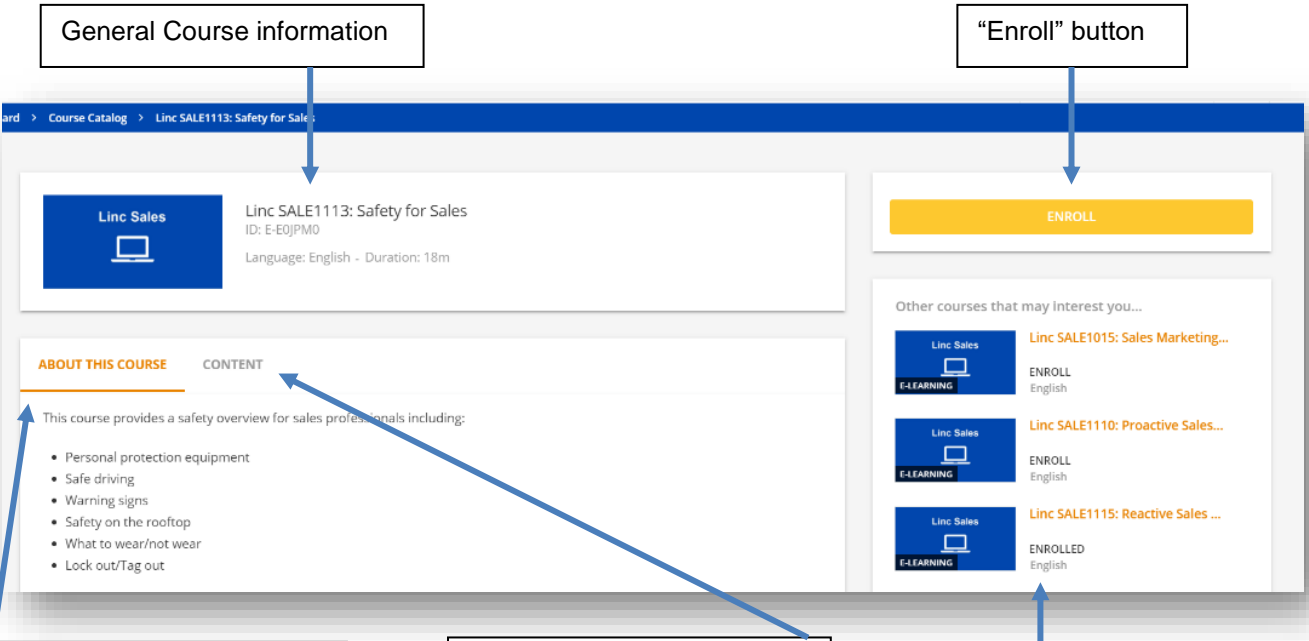
### Enrolling in an E-Learning Course

To enroll in online course, navigate to the course catalog and search using the class number or name. Select the color-coded course tile, or the name of the course to view the course information and enroll.



|  |  |   |
|--|--|---|
| <p><b>Quick Tip</b><br/>Course &amp; Learning plan tiles are color-coded based on category. Additionally, the icons on the tiles designate the type of training material (E-learning, Webinar, Instructor led, and Learning Plan).</p> | <p><b>Training Categories</b></p> <ul style="list-style-type: none"> <li><span style="display: inline-block; width: 15px; height: 15px; background-color: #003366; margin-right: 5px;"></span> Leadership &amp; Management</li> <li><span style="display: inline-block; width: 15px; height: 15px; background-color: #FF8C00; margin-right: 5px;"></span> Linc General Courses</li> <li><span style="display: inline-block; width: 15px; height: 15px; background-color: #333333; margin-right: 5px;"></span> General Accounting</li> <li><span style="display: inline-block; width: 15px; height: 15px; background-color: #ADD8E6; margin-right: 5px;"></span> ValueBuilder</li> <li><span style="display: inline-block; width: 15px; height: 15px; background-color: #0000FF; margin-right: 5px;"></span> Sales</li> <li><span style="display: inline-block; width: 15px; height: 15px; background-color: #D2691E; margin-right: 5px;"></span> ABM (COF)</li> <li><span style="display: inline-block; width: 15px; height: 15px; background-color: #FFD700; margin-right: 5px;"></span> Operations</li> <li><span style="display: inline-block; width: 15px; height: 15px; background-color: #32CD32; margin-right: 5px;"></span> LINCLASER</li> </ul> | <p><b>Content Type</b></p> <ul style="list-style-type: none"> <li> E-learning course</li> <li> Learning Plan</li> <li> Instructor Led</li> <li> Degree</li> </ul> |
|--|--|---|

After selecting the course, you are brought to the course information page. View the diagram below to understand the navigation of this page.



The screenshot shows the course information page for 'Linc SALE1113: Safety for Sales'. The page includes a breadcrumb trail, a course card with a 'Linc Sales' icon, and a yellow 'ENROLL' button. Below the course card are two tabs: 'ABOUT THIS COURSE' (highlighted in orange) and 'CONTENT'. A list of course topics is displayed under the 'ABOUT THIS COURSE' tab. To the right, there is a section titled 'Other courses that may interest you...' with three course recommendations, each with its own 'ENROLL' button.

**General Course information** (points to the course card)

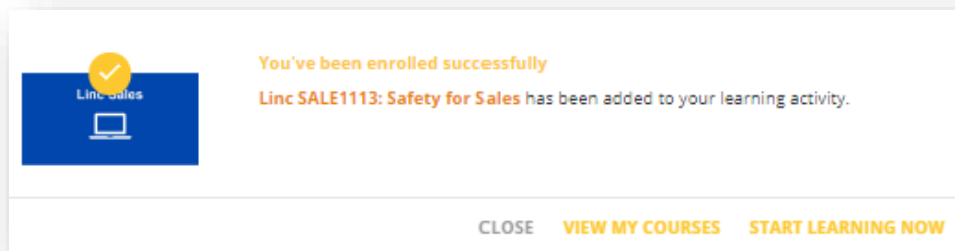
**"Enroll" button** (points to the yellow ENROLL button)

**General Description Tab:** When orange, this is selected and is displaying the course description in the box below.

**Content Tab:** When orange, this is selected and is displaying all lessons and modules within the course.

**An automated list of other courses that may interest you.** (points to the 'Other courses that may interest you...' section)

When you click "Enroll" you will receive the following prompt:



The screenshot shows a confirmation prompt with a yellow checkmark icon and the text: "You've been enrolled successfully. Linc SALE1113: Safety for Sales has been added to your learning activity." At the bottom, there are three buttons: "CLOSE", "VIEW MY COURSES", and "START LEARNING NOW".

Click "Close" to remain on the current page. Click "View My Courses" to navigate back to all of your enrollments or click "Start Learning Now" to enter the course content.

### Enrolling in an Instructor Led Training

To enroll in an instructor led training, you will follow the same procedure as enrolling in an e-learning course. From the Linc University Dashboard, navigate to the “Instructor Led Training Calendar.” This page displays an interactive calendar of all scheduled instructor led trainings.

- If you know the date of the training you want to enroll in, select the month at the top of the calendar and select the course from the calendar. Be sure the correct year is being displayed.



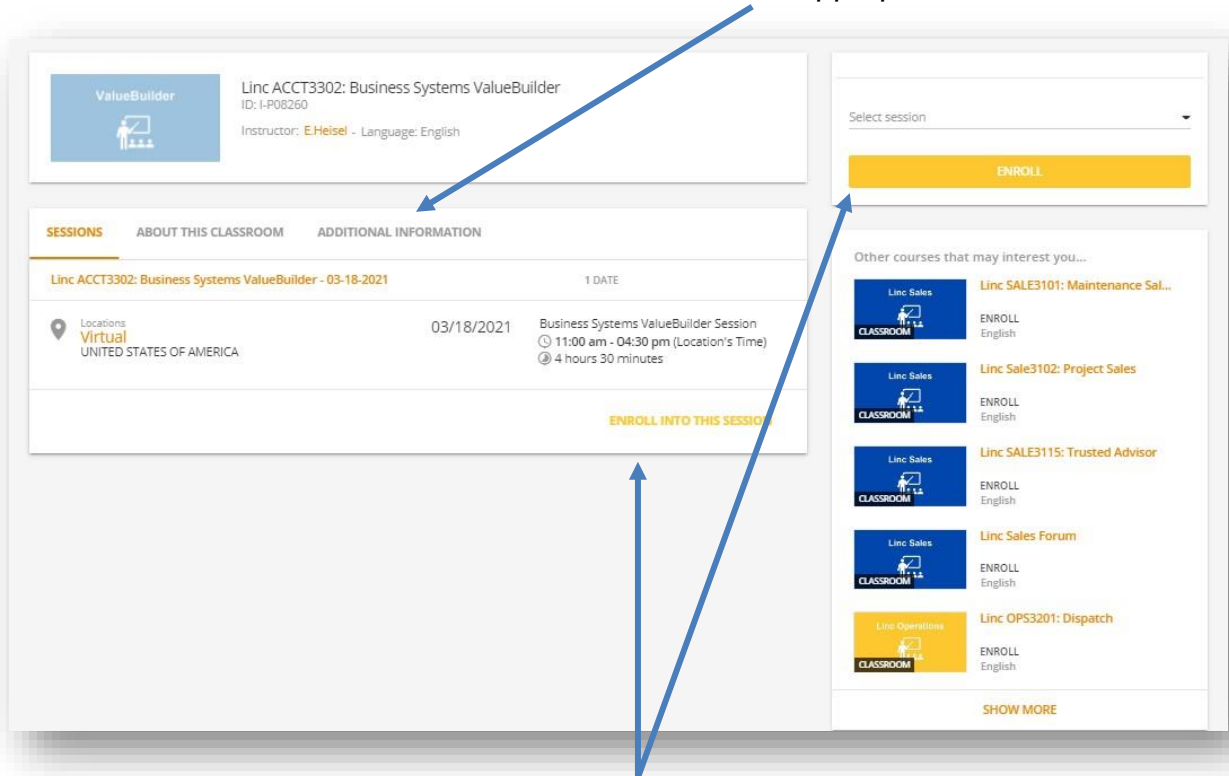
The screenshot displays the 'Instructor Led Training Calendar' interface. At the top, there is a navigation bar with 'TODAY', navigation arrows, and the current month 'December 2020'. Below this is a calendar grid showing dates from Sunday to Saturday. Each date cell contains one or more training session tiles, such as 'Linc SALES201: Sales Maintenance' or 'Linc SALES202: Sales Maintenance'. Below the calendar is a section titled 'Instructor Led Training' with a search bar and a list of course tiles. Each tile includes a course icon, title, and an 'ENROLL' button. An orange arrow points from the text 'select the course tile' to one of these tiles.

- If you do not know the date, scroll to the bottom of the page and select the course tile.

From there, you will be taken to the course information page where you will need to choose a session. If no sessions are available, you can still click “Enroll” to be added to the waitlist and be automatically enrolled into the pre-training learning plan. Please note that you will remain on the waiting list until a session becomes available **AND** you enroll in it. You can enroll into it by clicking on the class and selecting a session when one becomes available.

### Enrolling in a session for Instructor Led Training

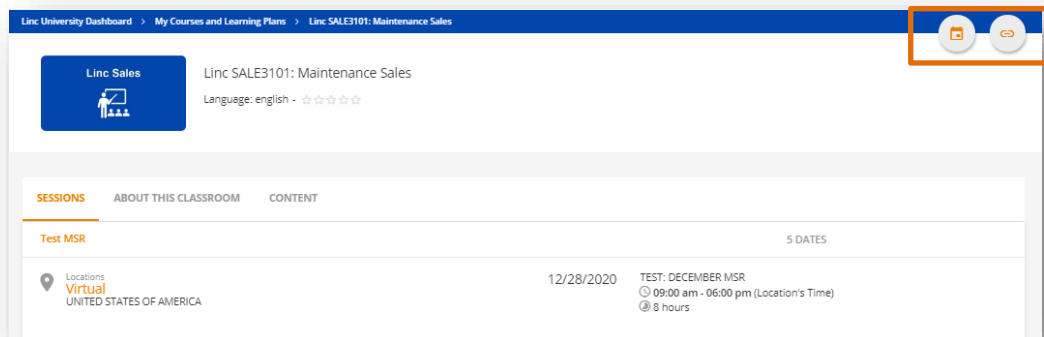
The course information page automatically shows the available sessions. To view the classroom information or additional information, select the appropriate tab



The screenshot displays the course page for 'Linc ACCT3302: Business Systems ValueBuilder'. At the top, there is a course header with the title, ID (I-P08260), and instructor (E.Heisel). Below this, there are three tabs: 'SESSIONS', 'ABOUT THIS CLASSROOM', and 'ADDITIONAL INFORMATION'. The 'SESSIONS' tab is active, showing a table with one session: 'Linc ACCT3302: Business Systems ValueBuilder - 03-18-2021'. The session details include the date (03/18/2021), location (Virtual, UNITED STATES OF AMERICA), and time (11:00 am - 04:30 pm). A yellow button labeled 'ENROLL INTO THIS SESSION' is positioned below the session details. To the right of the main content, there is a dropdown menu labeled 'Select session' with a yellow 'ENROLL' button below it. Further down, there is a section titled 'Other courses that may interest you...' listing several other courses with their own 'ENROLL' buttons. A 'SHOW MORE' link is at the bottom of this list.

You can either enroll in a session by clicking “Enroll into this session” directly on the session information, or you can use the dropdown menu at the top right to select a session and click “enroll.”

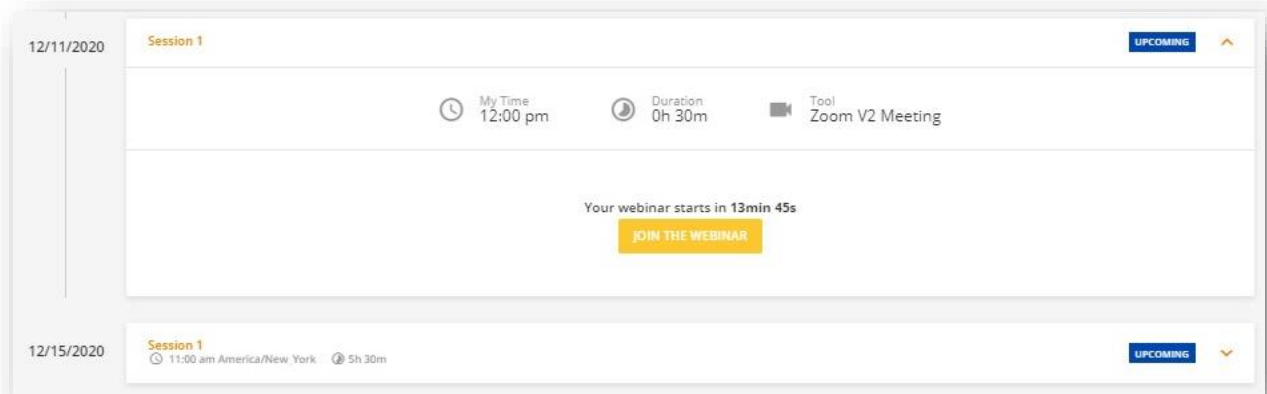
The course information page provides session details (time & location), class description, and any training material content. A link to the pre-training material can be found by clicking the “About this classroom” tab. Additionally, you can utilize the circular buttons at the top right to add the training to your calendar or to share an enrollment link for this course.



The screenshot displays the course page for 'Linc SALE3101: Maintenance Sales'. At the top, there is a course header with the title, ID (I-P08260), and instructor (E.Heisel). Below this, there are three tabs: 'SESSIONS', 'ABOUT THIS CLASSROOM', and 'CONTENT'. The 'SESSIONS' tab is active, showing a table with one session: 'Linc SALE3101: Maintenance Sales - 12/28/2020'. The session details include the date (12/28/2020), location (Virtual, UNITED STATES OF AMERICA), and time (09:00 am - 06:00 pm). A yellow button labeled 'ENROLL INTO THIS SESSION' is positioned below the session details. To the right of the main content, there is a dropdown menu labeled 'Select session' with a yellow 'ENROLL' button below it. Further down, there is a section titled 'Other courses that may interest you...' listing several other courses with their own 'ENROLL' buttons. A 'SHOW MORE' link is at the bottom of this list. A red box highlights the circular buttons at the top right of the page, which are used for adding the training to a calendar or sharing an enrollment link.

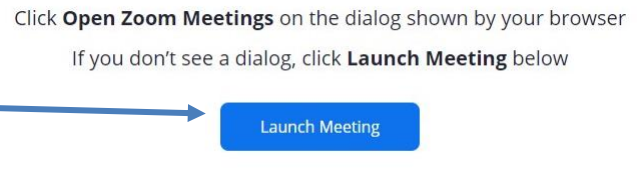
## Accessing a Webinar Course

When you are enrolled in a webinar session, a countdown will automatically start to let you know when the course begins. The yellow “Join the Webinar” will appear 15 minutes prior to the session start time.

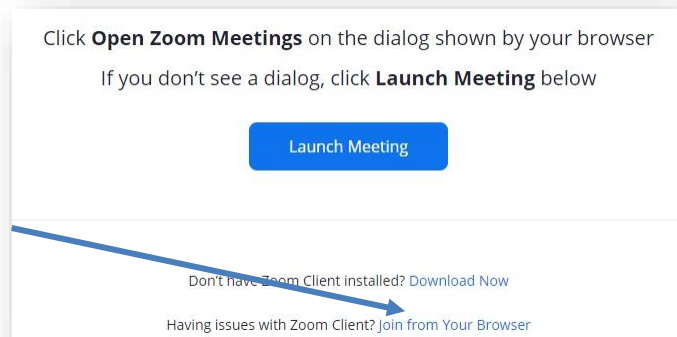


To join, click the yellow button. A browser will open for Zoom.

From here, click “Launch Meeting.”

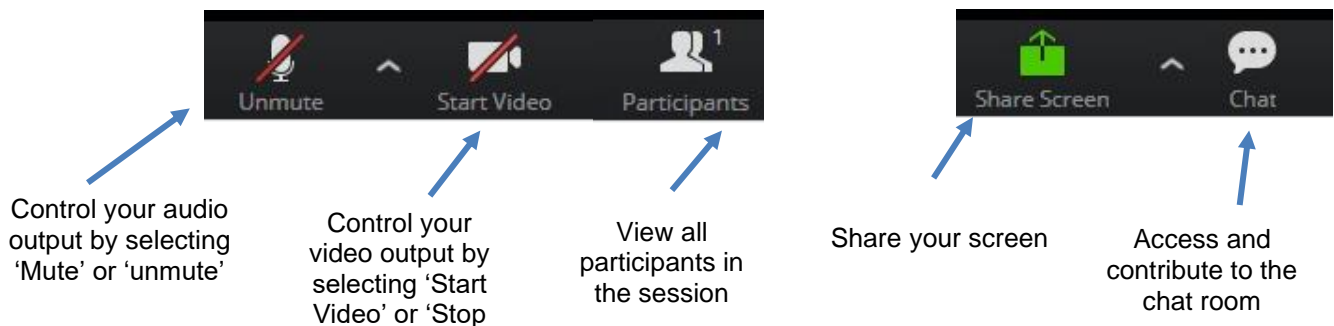
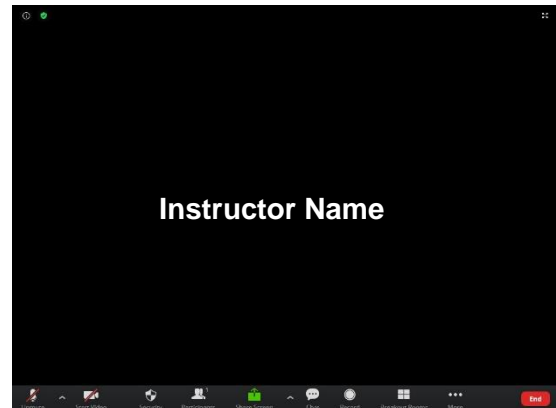


Next, select “Join from your Browser.”



### Zoom Meeting Navigation

This is the basic view when you enter the Zoom meeting. More information on toolbar navigation can be found below.



### Best Practices

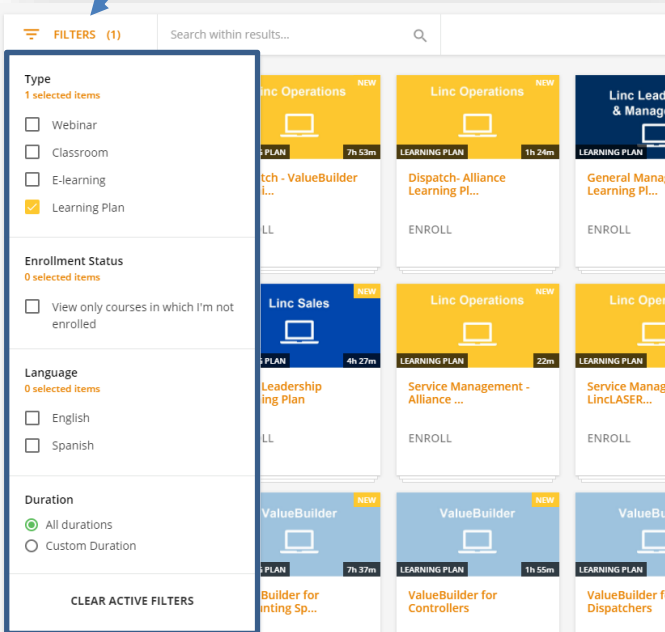
The following are a few basic etiquette requests for Linc University instructor led trainings:

1. When you join, be sure your full name is displayed.
2. Join via **Video**, and please dress appropriately for a business meeting.
3. Mute yourself when you are not speaking and be sure to unmute when you want to talk.
4. Find a quiet place to participate. Be aware that if you can hear something in your surroundings, so can everyone else when you are unmuted!

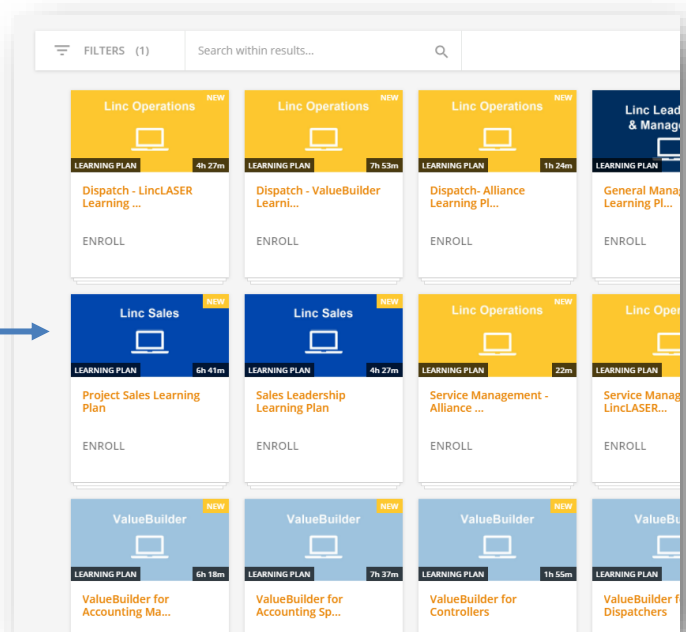
### Enrolling in a Learning Plan

To enroll in a learning plan, you will follow the same procedure as enrolling in an e-learning course. If the learning plan you are looking for is a degree, navigate to the Linc University Dashboard and select the “Degree” tile to see a list of all degree learning plans. If you are looking for pre-training or onboarding learning plans, navigate to the course catalog and filter by “Learning Plan.”

Quick Tip: Be sure to click the orange “Filter” header to collapse the menu so that it none of your results are hidden behind the menu.

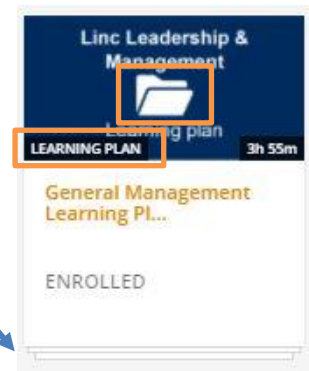


View Obstructed by Filter menu

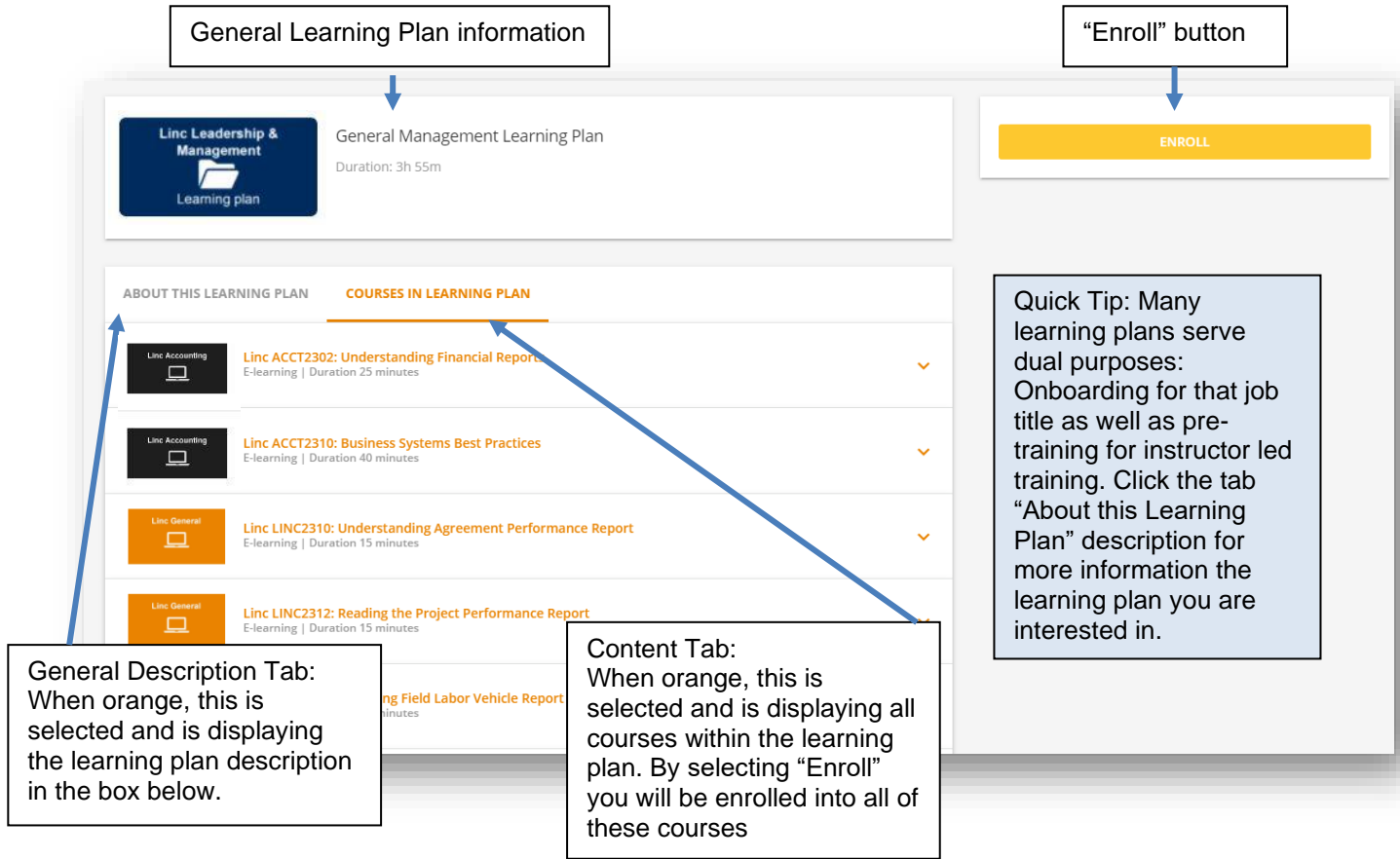


Full view with Filter menu collapsed

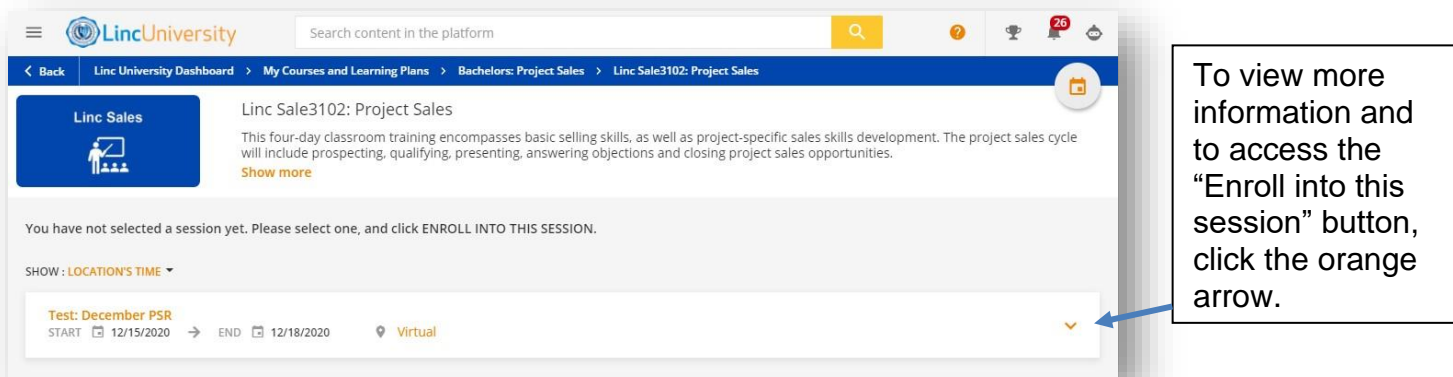
Learning plan tiles have all the same parts as a course tile and they follow the same color coding and icon system shown at the bottom of page 8. On the Learning plan tile, it will specify “Learning Plan,” display the learning plan icon, and the tile itself appears as a stack rather than a single tile. Simply click on the tile to access the learning plan information or to enroll.



After selecting the learning plan, you are brought to the information page. View the diagram below to understand the navigation of this page.



**IMPORTANT:** Most learning plans contain an instructor led training. You will automatically be enrolled into the "Waitlist" for this instructor led training, but in order to enroll in a session you must click on that course and choose a session based on the dates you wish to attend.





### Additional Instructor Led Training Information

Each Instructor led training has a landing page that can be accessed on the righthand side of the [Classroom Training](#) page on Linc Service Site

These pages provide:

- The class description
- Eligibility Criteria
- A Pre-training Guide
- Campus information
- Helpful tips and resources



| LINC UNIVERSITY CAMPUS CLASSES: |
|---------------------------------|
| Accelerated Business Systems    |
| <b>Business Systems</b>         |
| Dispatch                        |
| General Management              |
| Leadership I                    |
| Leadership II - Battle Staff    |
| Rides                           |
| Maintenance Sales               |
| Maintenance Sales for Coaches   |
| Maintenance Sales In Spanish    |
| Project Management              |
| Project Sales                   |
| Sales Forum                     |
| Sales Leadership                |
| Service                         |
| Management/Supervision          |
| Trusted Advisor                 |

### Cancellation Policy for Classroom Trainings

- Students must register at least 21 days prior the start of training. This is for in-person AND virtual trainings to allow a trainee enough time to complete pre-training work.
- Students must cancel at least 21 days prior to the start of IN-PERSON training to avoid a \$250 late cancellation fee—this includes cancellations resulting from a failure to meet pre-training requirements.
- If the minimum number of attendees is not met 21 days prior to the start of training, the course will be rescheduled.

To view the full cancellation policy, access [COM 6, Title 5](#).

## **Frequently Asked Questions**

### **I'm new to Linc, where do I start?**

- Request credentials to the Linc service site
- Create an account at LincUniversity.com. Be sure to choose a “Primary Training Category” that most closely aligns with your work responsibilities. This will determine which courses you will automatically be enrolled
- Complete the “Linc Associate Degree” learning plan
- Complete any other learning plans automatically enrolled to you

### **What browser should I use?**

Chrome is the preferred browser to use for LincUniversity.com. Edge is also acceptable. If possible, avoid using Internet Explorer.

### **Should I use the mobile or desktop site?**

If accessing the site on a tablet or phone, the mobile site will display the learning content, best, however, there are a few items that will not be available on the mobile site. If you cannot find the page you are looking for within the menu, try using the full desktop version.

### **How do I enroll in classroom training?**

Navigate to the Instructor led training page on LincUniversity.com and locate the course you wish to enroll in. This can be done by navigating the calendar or by selecting it from the list view at the bottom of the page. Click on the course and select a session to enroll. If this is an in-person training and you need a hotel room, please contact [training.coordinator@abm.com](mailto:training.coordinator@abm.com) to make those arrangements.

### **Why can't I access a course I am enrolled in?**

A lock icon displayed over a course shows that the course is locked until certain pre-requisites are met. Hover your mouse over the lock to discover what pre-requisites need to be met.

### **What is a learning plan?**

A learning plan is a grouping of courses that can be used for several purposes: onboarding, pre-training to instructor led training, and degree programs.

### **How do I access the pre-training for classroom training?**

Find the learning plan that corresponds to the classroom training. For example, the Maintenance Sales Learning plan is the corresponding learning plan for Maintenance Sales training. These pre-training learning plans should automatically be assigned to you upon your enrollment to in-person training. A link to pre-training is also available within each instructor led training's class description.

### **Who do I contact with training related questions?**

For training and registration help, contact: [training.coordinator@abm.com](mailto:training.coordinator@abm.com). For help accessing the Linc Service Site, contact [bus.sys.support@abm.com](mailto:bus.sys.support@abm.com).