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

TEGGNet

All TEGG Franchise employees should have credentials to access Tegg.com. To request credentials, navigate to the request form. After receiving your credentials from Business Support, you can login here.

Any questions regarding these credentials can be directed to bus.sys.support@abm.com.

Any other questions can be directed to bus.sys.support@abm.com.

TEGG University

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

1. A main webpage on the TEGG 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 TEGG Service site credentials, and the LMS will use your email address and a password of your choosing. On the main TEGG University web page you will find:

- Course Descriptions
- TEGG Degree Program
- The Yearly Training Calendar
- Classroom Training Registration Form
- TEGG Main Campus Information
- TEGG CTE/T & DES Campus Information
- Classroom Training Homepages (Right hand table)
- Executive Education
- Leadership Series
- AVO Training
- NICET Certification

The following resources are accessed from the LMS found at TEGGUniversity.com:
- Degree Program Information
- Classroom Training Information
- Course catalogs & job title catalogs
- Enroll in training

TEGGUniversity.com: Login Instructions for Existing Users

First, navigate to https://www.tegguniversity.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 TEGG 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 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 "TEGG
   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.
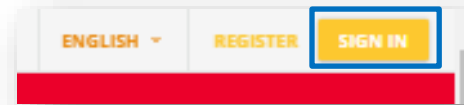
TEGGUniversity.com: Registration Instructions for new users

First, navigate to https://www.tegguniversity.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 "TEGG Primary training category." This will determine what courses are automatically assigned to you.

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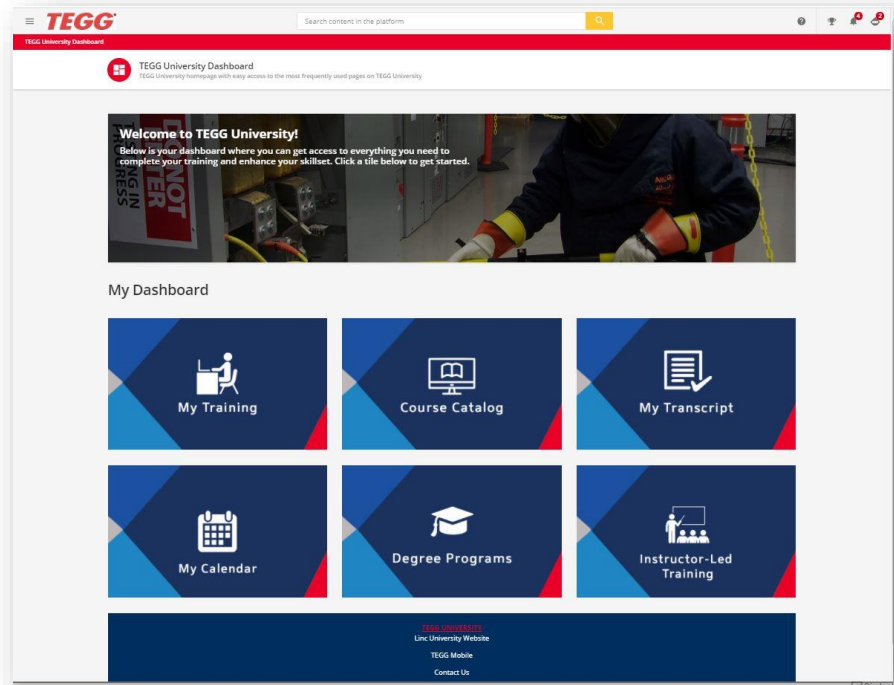
> **1 Errors - Registration not possible**
> Please check the information you have typed and try again.

## TEGG University Dashboard

This is the TEGG 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.
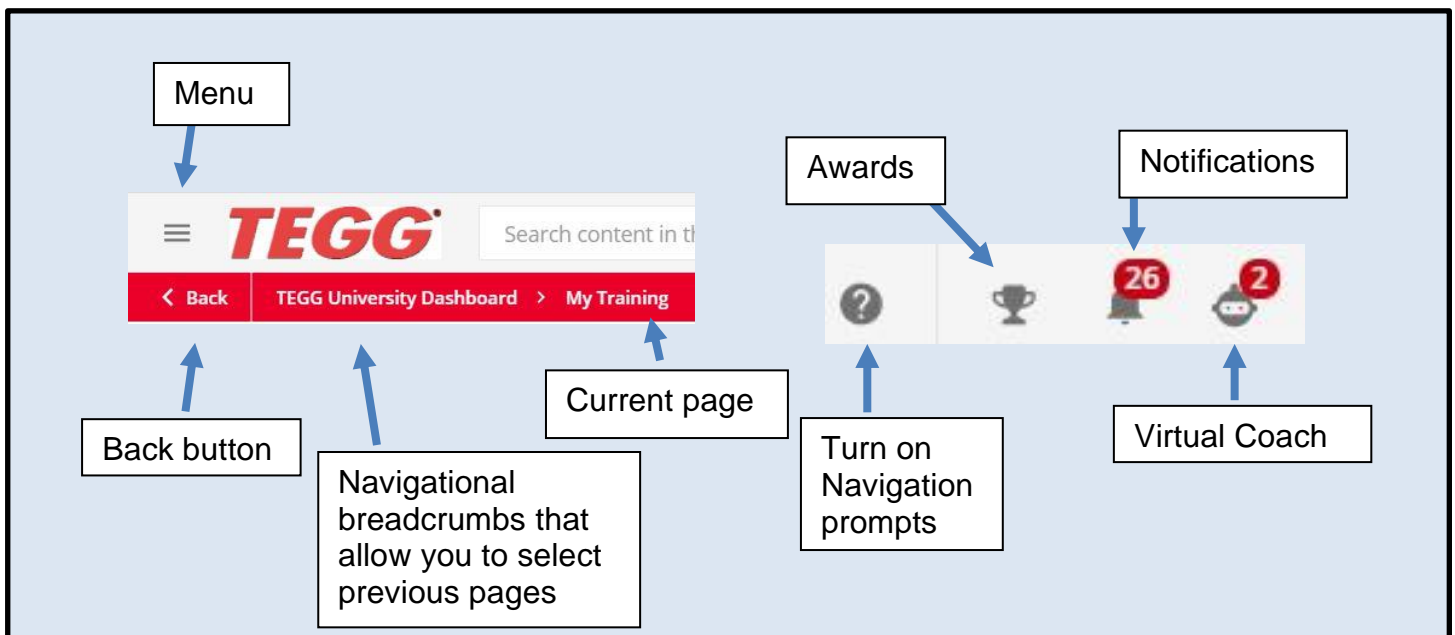
My Training Page

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.
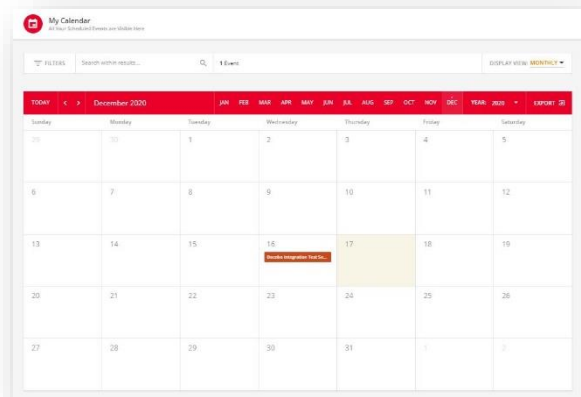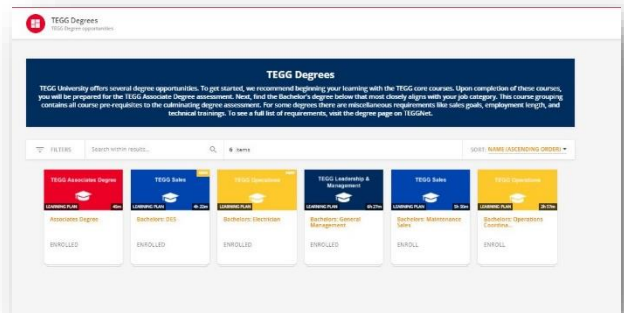
My Calendar

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!
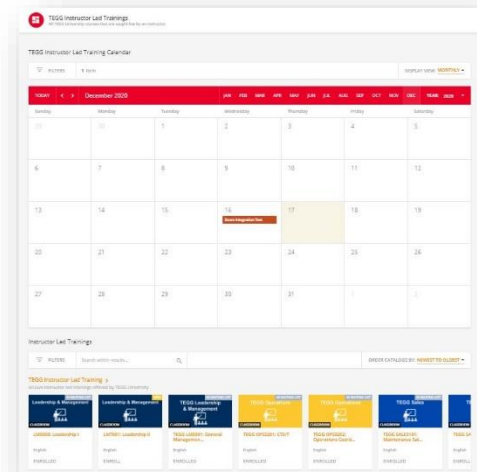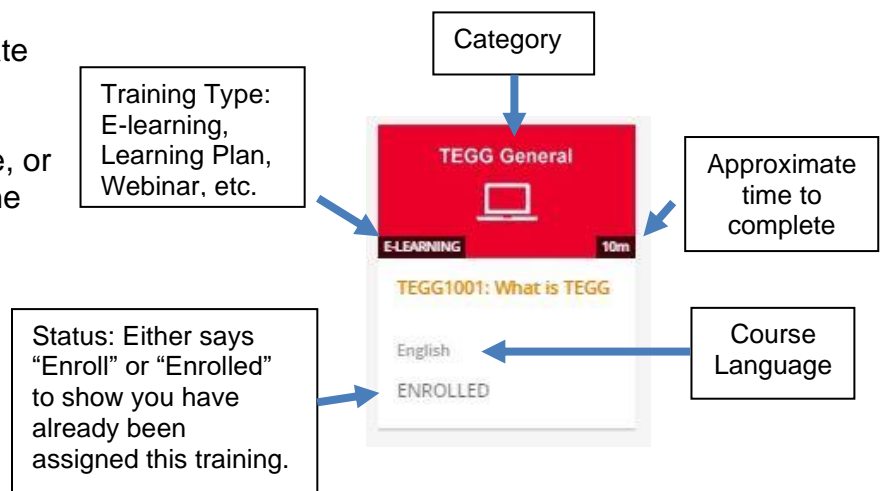
Getting Started

Upon registration every user will automatically be assigned the TEGG Associate Degree. Additionally, when registering, each student is asked to select a "TEGG Primary Training Category." 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.
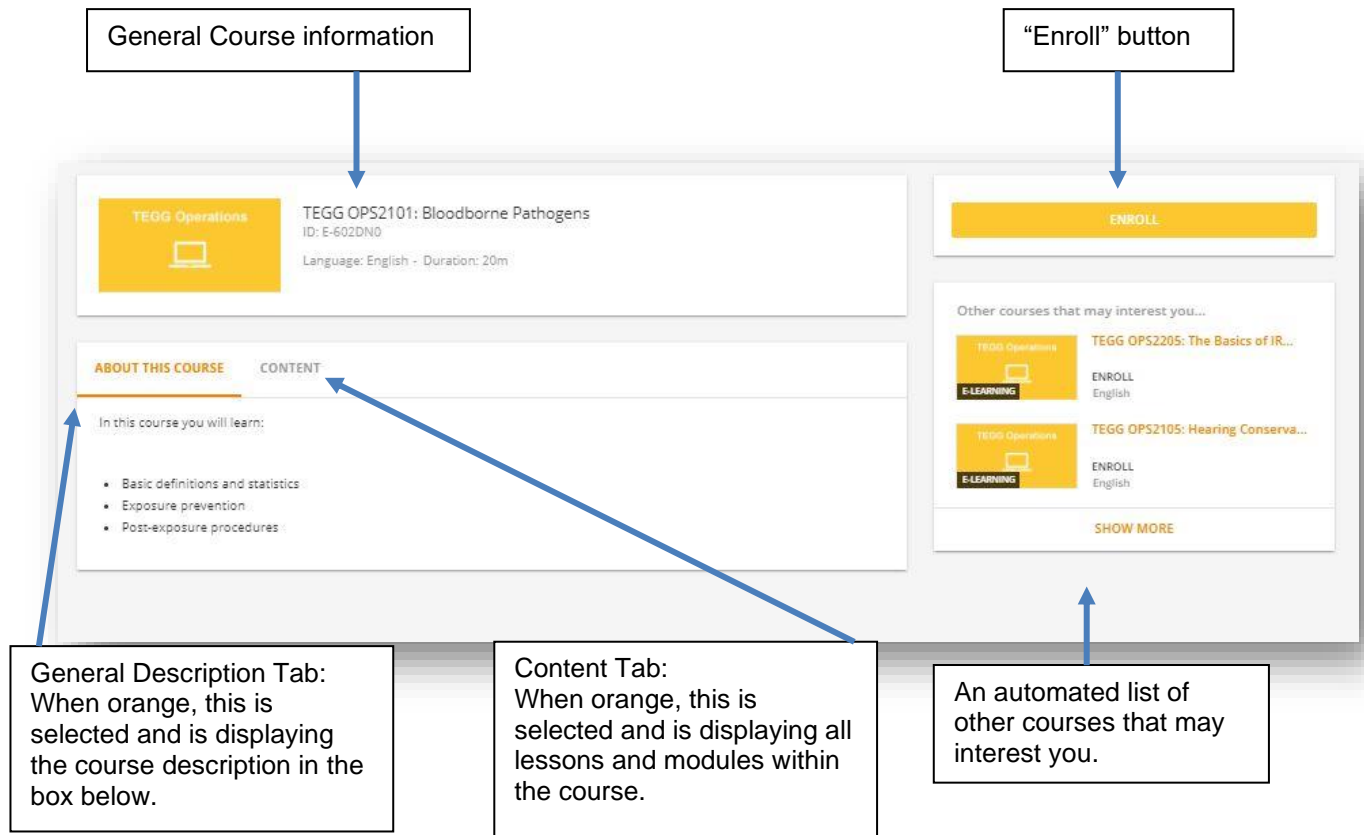
Category

Training Type: E-learning, Learning Plan, Webinar, etc.

TEGG General

E-LEARNING   10m

Approximate time to complete

TEGG1001: What is TEGG

Status: Either says "Enroll" or "Enrolled" to show you have already been assigned this training.

English

ENROLLED

Course Language

Quick Tip	**Training Categories**	**Content Type**
Course & 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).	▮ Leadership & Management ▮ TEGG General Courses ▮ Sales ▮ Presale ▮ Operations	🖥 E-learning course 📁 Learning Plan Instructor Led (in-person) 🎓 Degree

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

General Course information

"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.

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

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 TEGG 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 displayed

- 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

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.

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" button will appear 15 minutes prior to the session start time.
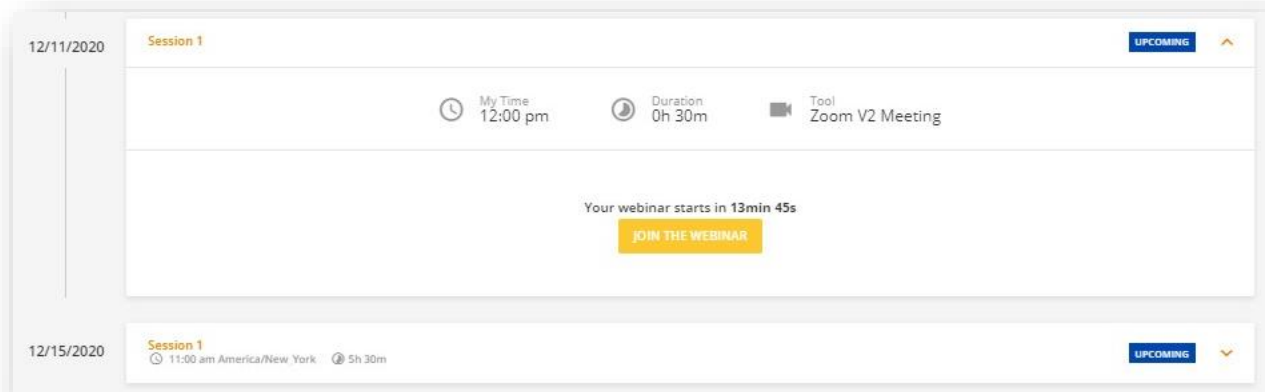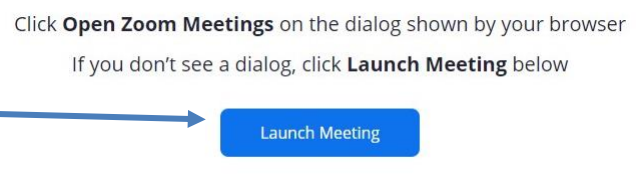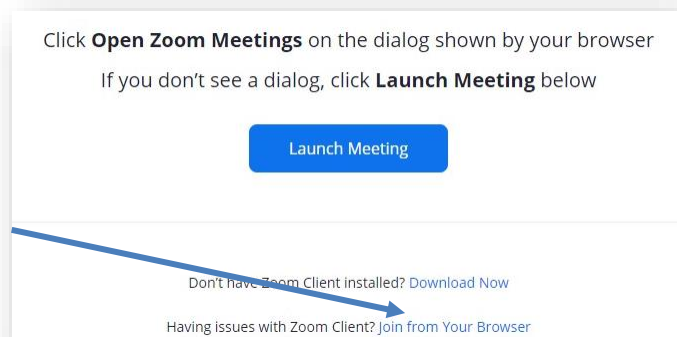

To join, click the yellow button. A browser will open for Zoom.

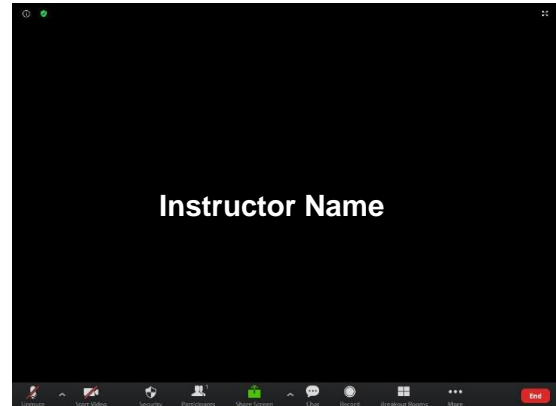From here, click "Launch Meeting."

Next, select "Join from your Browser."
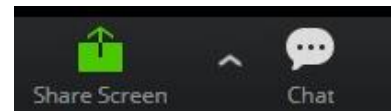
Zoom Meeting Navigation

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

Control your audio output by selecting 'Mute' or 'unmute'

Control your video output by selecting 'Start Video' or 'Stop

View all participants in the session

Share your screen

Access and contribute to the chat room

Best Practices

The following are a few basic etiquette requests for TEGG 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 TEGG 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.
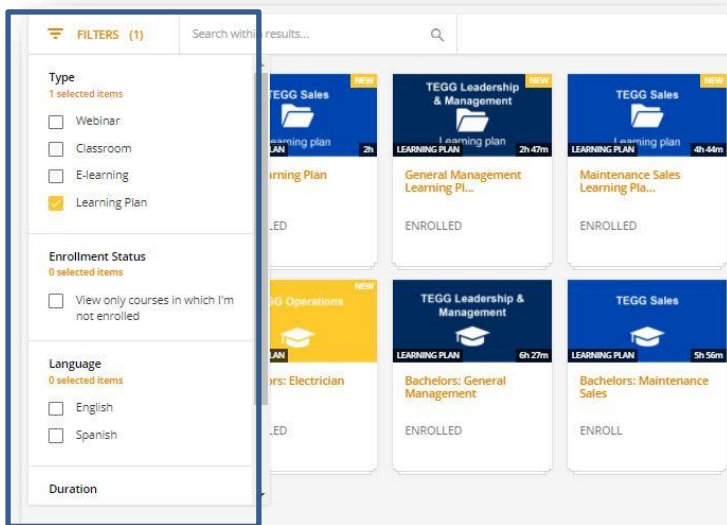
View Obstructed by Filter menu
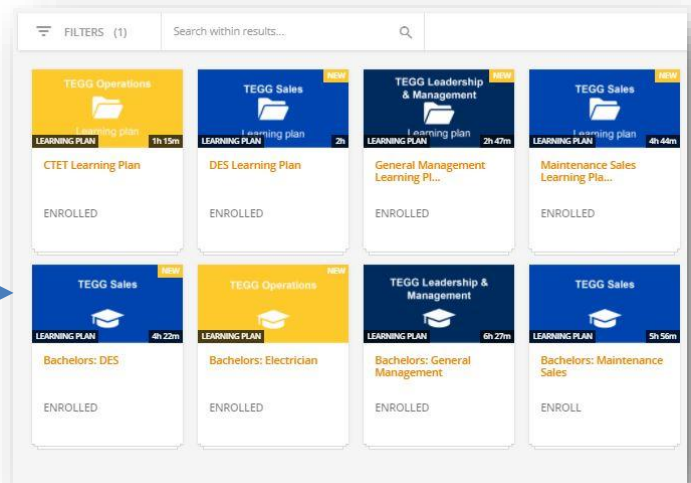
Full view with Filter menu collapsed

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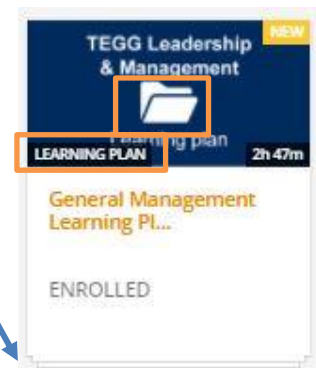
After selecting the learning plan, you are brought to the information page. View the diagram below to understand the navigation of this page.

General Learning Plan information

"Enroll" button

Quick Tip: Many learning plans serve dual purposes: Onboarding for that job title as well as pre-training for instructor led training. Click the tab "About this Learning Plan" description for more information the learning plan you are interested in.

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

Content Tab: When orange, this is selected and is displaying all courses within the learning plan. By selecting "Enroll" you will be enrolled into all of these courses

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 choose dates, you must click on that course and choose a session.

To view more information and to access the "Enroll into this session" button, click the orange arrow.

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

These pages provide:

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

TEGG UNIVERSITY CLASSES

General Management	Leadership
Maintenance Sales	Leadership II - Battle Staff Rides
DES	Trusted Advisor
CTE/T	Substation I and II
Operations Coordinator	IR Level II
Technical Sales Training/Sales Forum	

<u>Cancellation Policy for Classroom Trainings</u>

- 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.

Frequently Asked Questions

I'm new to TEGG, where do I start?
- Request credentials to the TEGGNet
- Create an account at TEGGUniversity.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 "TEGG 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 TEGGUniversity.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 TEGGUniversity.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 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. For help accessing the TEGGNet, contact bus.sys.support@abm.com.