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Introduction

Welcome to Securlock™ Equip product training. This training consists of two modules and are offered as eLearning (self-paced, online) and as instructor-led sessions delivered via scheduled webinars.

We encourage you to complete the eLearning courses which are complimentary courses available at no charge to your institution. There is no limit to the number of enrollees in the eLearning courses and no limit to the number of times each enrollee repeats the class during the six-month subscription period. At the end of the six-month period, learners may re-enroll in the eLearning courses at no charge.

Webinar classes are a billable service charged at a rate of \$275 per person to complete this class. Sessions are scheduled each month and the dates and times are published in the FIS Learning Management System.

Step-by-step instructions to access the LMS and enroll in courses begin on page six.



Course Descriptions

Module 1 - SecurLOCK™ Equip Mobile App

Audience: This training module is for the staff at your institution who interact with cardholders. This course will enable learned to answer cardholders' questions on the enrollment process and how to use card controls.

Description: This module describes, from a cardholder perspective, how to download the application and enroll a card into this program. As a customer support person, you will learn how to access transaction details as well as account details. In addition, you will learn how to turn a card on or off, to set unique parameters which will block selected transactions and/or send alerts to the cardholder. Finally, you will be shown how a customer can contact their financial institution to provide feedback on the application or initiate a request for support.

Module 2 – SecurLOCK™ mConsole Overview

Audience: This training module is for the staff at your institution that will be interacting with customers/cardholders who need help enrolling in the program or have questions about transactions. The Support staff will learn how to view system-generated reports or create new reports related to cardholder enrollments.

Description: This module describes the basic functions of the mConsole application. It includes a review of functions that help customer support staff access cardholder and transaction information. A separate section will explain how to analyze system usages. Attendees will learn how to navigate between the different application screens. Finally, there is a separate section which shows support staff how to access existing reports and to create new reports to help monitor and manage your program.

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Learning Management System (LMS)

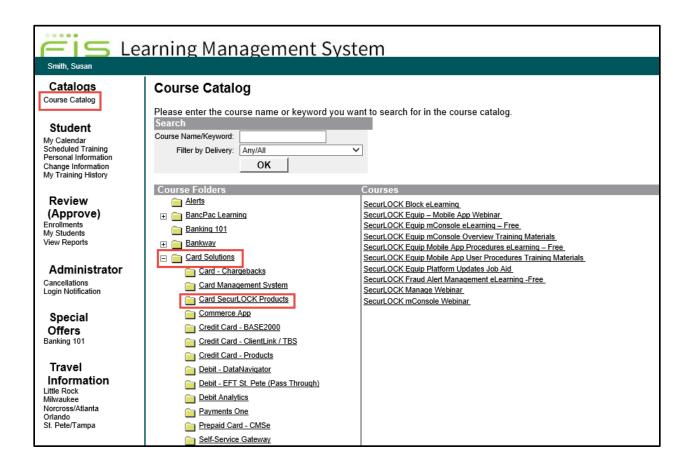
Overview

The LMS is used to enroll in eLearning courses, register for scheduled webinar classes and to download and print materials.

If you do not have an LMS username and password, please ask the LMS Supervisor at your institution to set up your student access on the LMS system. If your institution does not have an LMS Supervisor, please contact ask.education@fisglobal.com to obtain and complete an LMS Setup form.

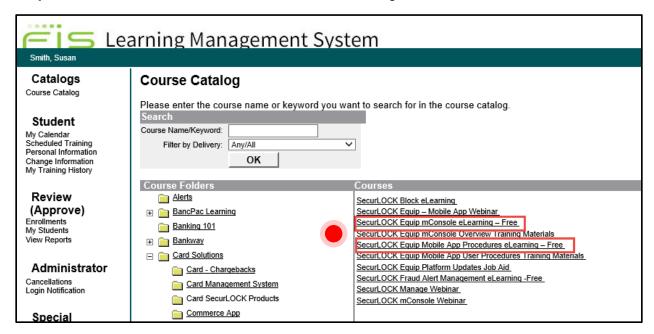
Access the LMS at https://training.fisglobal.com.

Once logged into the LMS, click on Course Catalog>Card Solutions Course Folder >>Card SecurLOCK Products to find courses.

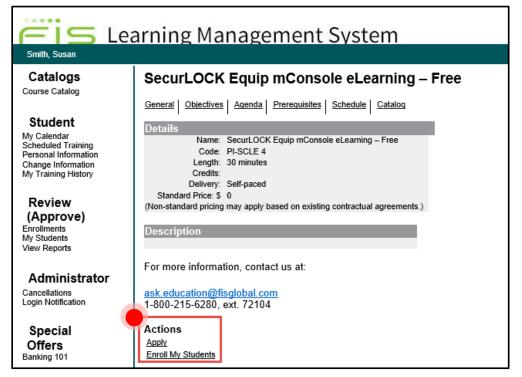


eLearning Courses

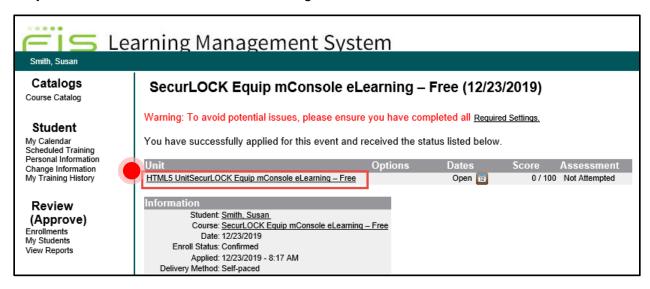
Step 1: From the Courses list click to select the eLearning courses.



Step 2: Click *Apply* to self-enroll in a course. An LMS Supervisior may enroll multiple students.

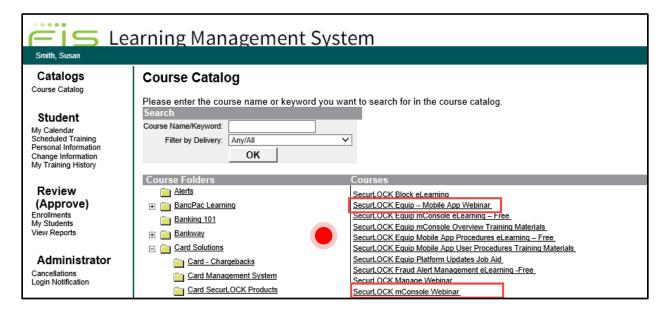


Step 3: Click the link to access the eLearning course.

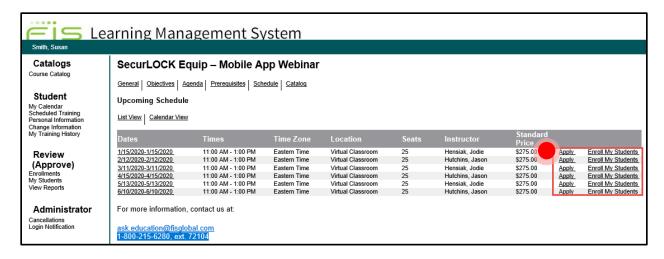


Webinar Classes

Step 1: From the Courses list select the webinar course.



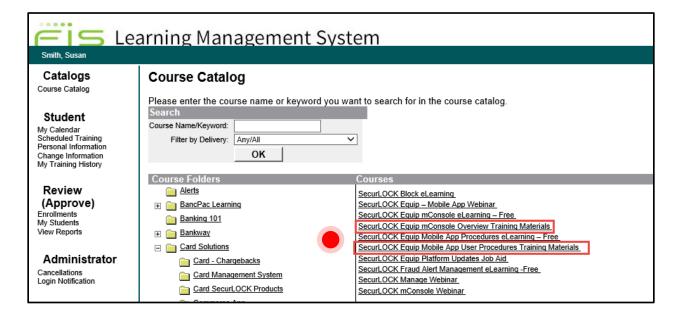
Step 2: Review sessions offered and click *Apply* to enroll in a class. An LMS Supervisior may enroll multiple students.



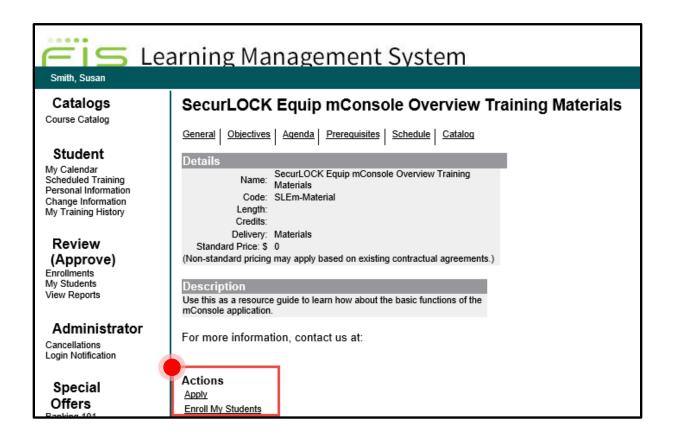
Note: The trainer will email the WebEx link to all confirmed students the morning of the scheduled class.

Printable Materials

Step 1: From the Courses list select class materials.



Step 2: Click *Apply* to self-enroll in a course. An LMS Supervisor may enroll multiple students.



Step 3: Click the link to access the training guide.

