

## Accessing ProficienTECH Online Technical Training

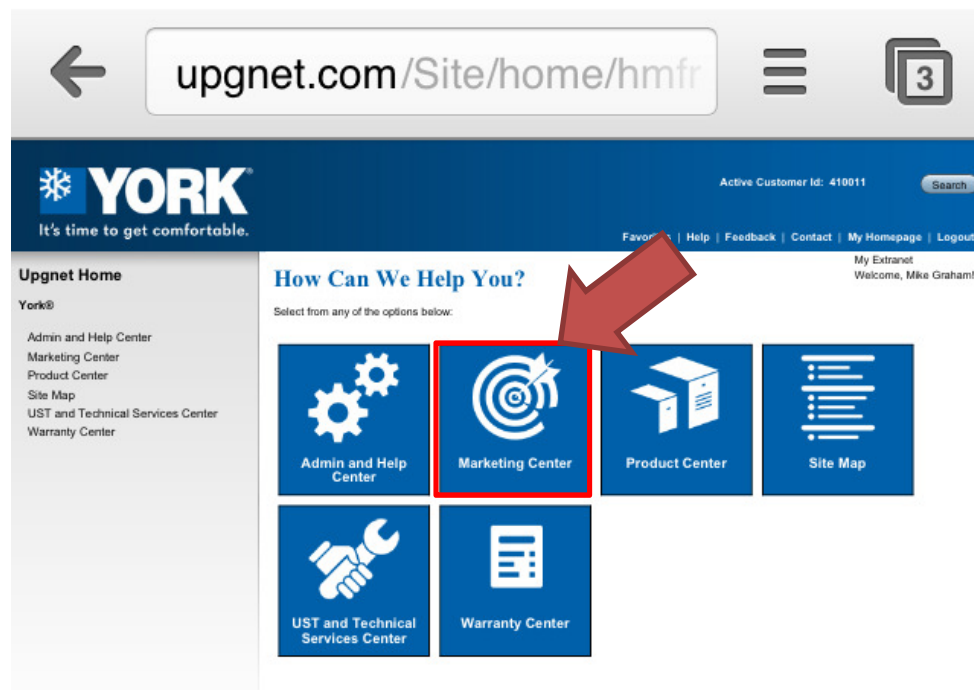
Access to ProficienTECH online technical training is accomplished in one of two ways, depending if you are a contractor or distributor.

### Contractor Access Instructions

- 1) Online technical training is an exclusive to Liberties Plus contractors, and is included with the Liberties Plus subscription. Liberties (non-“Plus”) contractors may purchase online technical training for an additional fee... contact your distributor for details. Contractors that have joined the Liberties Plus program for the current year or have renewed their Liberties Plus subscription are eligible for access.
- 2) When on-board as a Liberties Plus, CCE, or ProficienTECH-subscribed Liberties contractor, the local UPGnet administrator (at the distributor level) must turn this functionality "on" for the individuals that require access. Access to the ProficienTECH system is on a user-by-user basis. Each user/technician requires their own login to the system.
- 3) After the local administrator action, the training dept receives an “add” list for those to include into the ProficienTECH system. Most new users are added daily, **but there may be a delay of up to two business days for ProficienTECH access to be granted.**

4) Contractor log-in to the ProficienTECH system is as follows:

- Log on to UPGnet
- Select Marketing Center



- Click the Technical Training link

The screenshot shows the upgnet.com website. At the top, there is a navigation bar with a back arrow, the URL "upgnet.com/Site/home/hmfr", a menu icon, and a "3" icon. Below this is a blue header with the "YORK" logo and the tagline "It's time to get comfortable." On the right side of the header, it says "Active Customer Id: 410011" and has a "Search" button. Below the header, there is a "Marketing Center" section with a large blue icon of a target and the text "Marketing Center". To the right of this, there are four smaller icons: "Business Training University", "Liberties Dealer Website Program", "Marketing Action Center", and "Technical Training". The "Technical Training" icon is highlighted with a red border and a red arrow pointing to it. On the left side of the page, there is a sidebar with the "Upgnet Home" section, which includes links to "Admin and Help Center", "Marketing Center", "Product Center", "Site Map", "UST and Technical Services Center", and "Warranty Center".

The following should result:

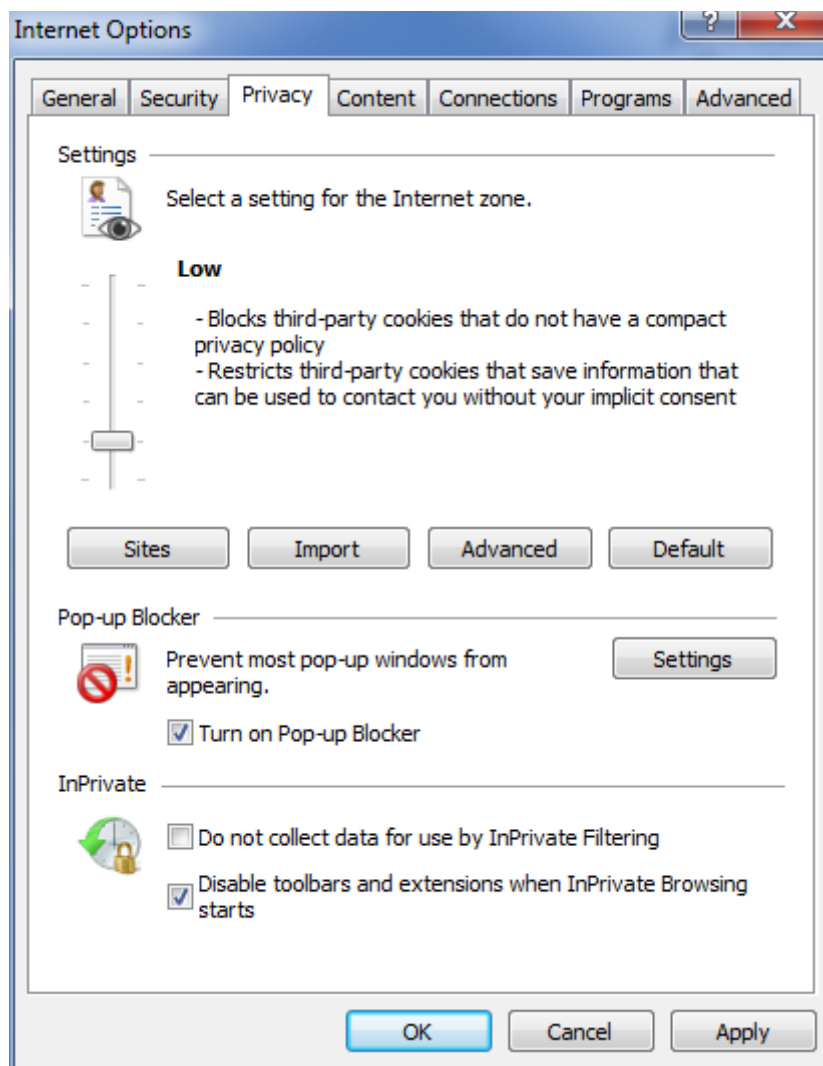
The screenshot shows the ProficientTECH Training System interface. On the left, there is a sidebar with navigation links: "LIVE Factory Certification Training: Commercial Startup & Commissioning", "Are YOU factory certified?", "Apple & Android App: 33" Modulating Gas Furnace Gen2 Diagnostics", "My courses", and "25-40 Ton Commercial Package Systems". The main content area displays a list of courses with columns for course name, description, and status. The courses listed are: "Basic HVAC Exam", "Introduction to Psychrometrics", "R-410A Overview", "Refrigerant Piping Design Overview", "Air Conditioning Systems", "33" Single Stage Gas Furnaces", "33" Two Stage Gas Furnaces", "33" Modulating Gas Furnaces", "40" Modulating Gas Furnaces", "Heat Pump Systems", "Residential Communicating Control System", "Residential Communicating Control Systems: Zoning", "3-5 Ton Commercial Package Systems", "25-40 Ton Commercial Package Systems", "ECH Motor Web Programming", "Instructor Connection", and "ProficientTECH Media Center". On the right side of the main content area, there are two sections: "Now Available" and "New In Mobile Device Central". The "Now Available" section features a large image of a furnace and the text "ProficientTECH DUCTLESS MINI-PLITS TECHNICAL TRAINING". The "New In Mobile Device Central" section features a large image of a tablet and the text "New In Mobile Device Central: training to go".

If prompted to log in again from here (as seen here).....

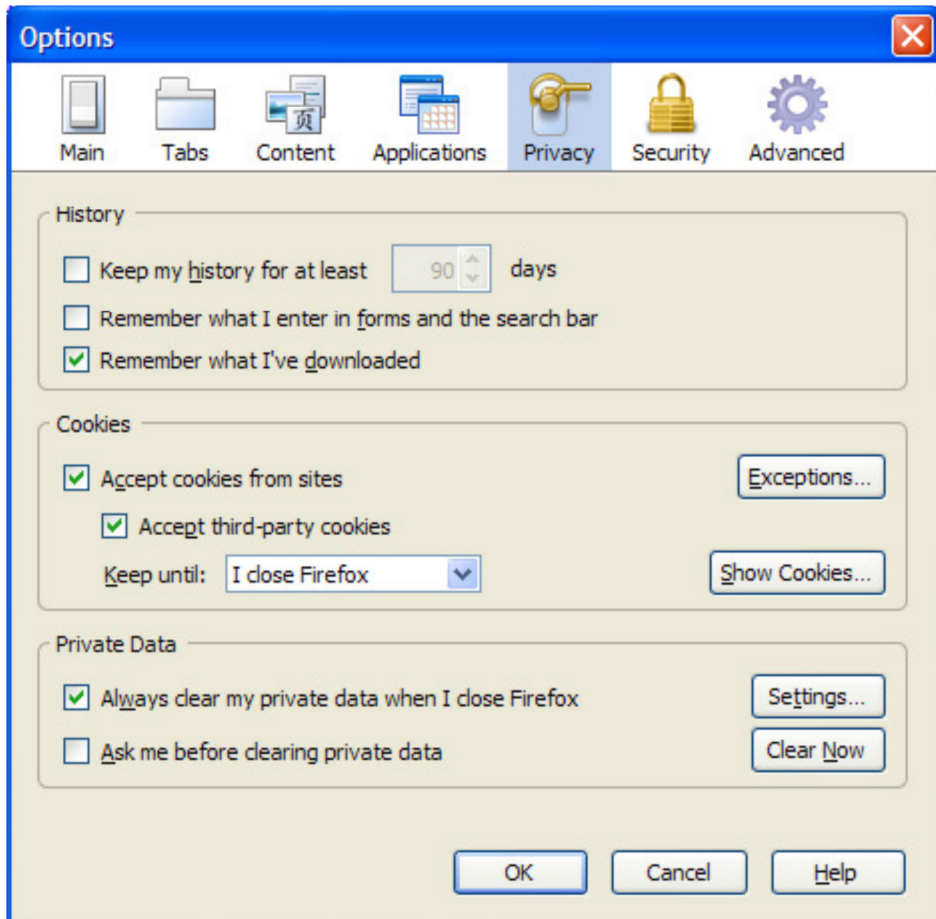
The screenshot shows the login interface for the ProficientTECH Training System. At the top, a blue header bar contains the text "ProficientTECH Training System" on the left and "You are not logged in. (Login)" on the right. Below the header, a light gray bar displays "ProficientTECH > Login to the site". The main content area features a white box with the title "Returning to this web site?". Inside this box, it says "Login here using your username and password (Cookies must be enabled in your browser)" followed by a small icon. Below this, there are input fields for "Username" and "Password", with a "Login" button next to the password field. A horizontal line separates this from a link that says "Forgotten your username or password?" with a sub-link "Yes, help me log in". At the bottom of the page, outside the white box, it says "You are not logged in. (Login)".

.... verify the following:

- Cookies must be enabled in your web browser. In Internet Explorer 8, it looks like this (under Tools>Internet Options):



In Firefox, the setting resides under Tools>Options>Privacy



Alternately, the Google Chrome web browser works perfectly out-of-the-box with no modifications necessary.

## iOS (Apple) Cookie Settings (Safari Browser)



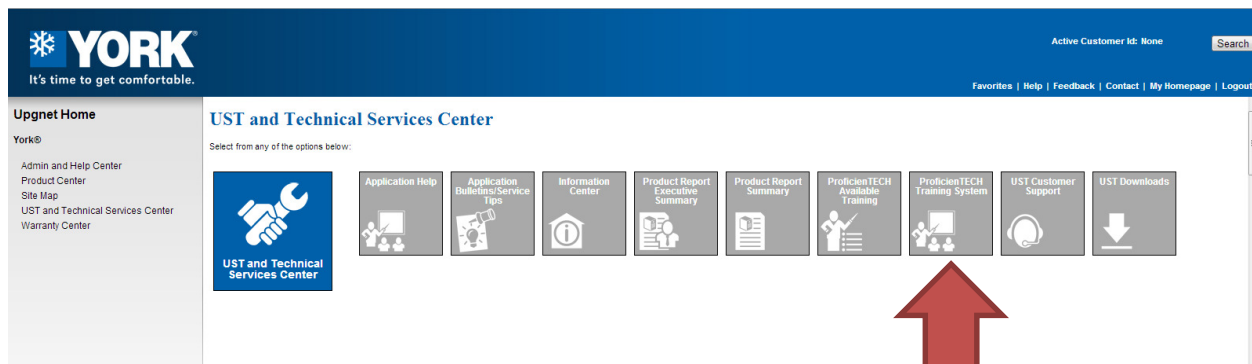
Cookie settings on Apple iPhones and iPads using the Safari web browser:

Settings>Safari>Cookies>Always

## Distributor (+ Internal Employee) Access Instructions

Distributor personnel and JCI internal employees access the system via UPGnet>UST & Technical Services Center>ProficienTECH Training System.





The delegated UPGnet administrator at the distributor location may establish this access. Each user requires separate access.

After clicking on this link, the system will auto – log you in to the ProficientTECH system.

If login issues occur (i.e. prompt to log in again), please refer to the required browser cookie settings referenced earlier in this document.