



# Frequently Asked Questions: Web-based Training

BMC Education Services

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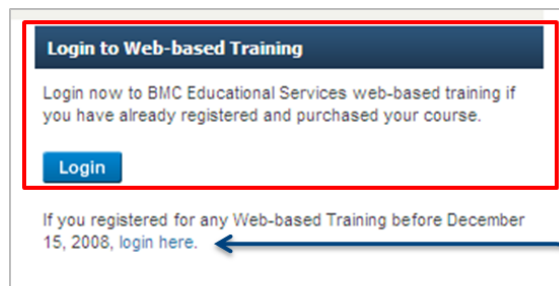
## Frequently Asked Questions for Web-based Training

### What is ViewCentral?

As of December 15, 2008, **ViewCentral** replaced the BMC Educational Services **WebScholar** customer registration system. Our new customer registration system (ViewCentral) offers additional features including a transcript view, synchronization to Microsoft Outlook, and a bulk registration option.

### How do I log in to the new registration system (ViewCentral)?

1. Log in to the BMC customer registration system (ViewCentral) from the Education page on the BMC corporate Web site at [www.bmc.com/education](http://www.bmc.com/education).
2. Click on the blue Login button to access the registration system.



If you registered for any Web Based Training before December 15, 2008, click on login here (underlined blue text).

3. Enter your User Name and Password. No Promo Code is required. Click Continue.
4. If you do not remember your username and/or password, click the link, **"I don't know my username/password."** A username and a temporary password will be emailed to you. BMC Educational Services will not send your personal password via email.

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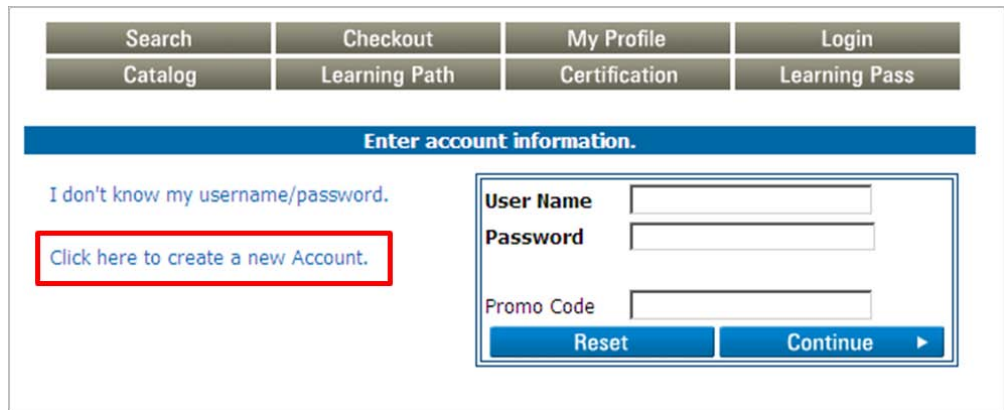
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5. If we are unable to locate your student profile, select the link **“Click here to create a new Account.”**



**Do I need a Promo Code?**

No, you do not need a Promo Code to log in.

**How can I reset my password?**

If you forgot or would like to reset your user name or password, you can use the self-service feature provided on the Login page. An email containing a user name and password will be sent to you.

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Search	Checkout	My Profile	Login
Catalog	Learning Path	Certification	Learning Pass

**Enter account information.**

[I don't know my username/password.](#)

[Click here to create a new Account.](#)

<b>User Name</b>	<input type="text"/>
<b>Password</b>	<input type="password"/>
Promo Code	<input type="text"/>
<b>Reset</b>	<b>Continue</b> 

Or, a BMC Educational Services representative can set a temporary password, which you will be prompted to change upon login.

**NOTE:** You do not need a Promo Code to log in.

**How do I access my online WBT courses?**

After you have logged in to ViewCentral, you can access your assigned eLearning courses from the **My Profile** page.

On the **My Profile** page, under **Attendee Profile**, in the **Active Registrations** section, click the Launch link.

**NOTE:** The **Launch** link will only appear after your registration status has been confirmed and payment received. When a credit card or Purchase Credit (Learning Pass Credit or LPC) is used for payment, registration is confirmed immediately. If the Launch link is not visible, please contact your company administrator regarding payment.

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**Attendee Profile**

To update your personal or billing details, enter new information in the fields and click the **Submit** button below to save your record. Fields with an asterisk(\*) are required.

**First Name** Joe  
**Last Name** Student  
**Email** Joe\_Student@test.net

**Active Registrations**
Training History
Student Information
Billing Information
Certification

Registration Number	Course Name	Location	Status
<b>396-1131-21986-155-33269</b>	BMC BladeLogic 7.x: Foundation <a href="#">Course Details</a> <a href="#">Terms &amp; Conditions</a> <a href="#">Course Evaluation</a>	BMC - McLean, VA 26-Jan-09 - 30-Jan-09 09:00 AM - 05:00 PM Eastern Time (US & Canada) 8:00AM - 4:00PM Central Time (US & Canada) <span style="background-color: #0070C0; color: white; padding: 2px;">Sync to Outlook</span>	Confirmed
<b>396-1487-21986-6-33267</b>	BMC CONTROL-M 6.4: What's New (WBT) <a href="#">Course Details</a> <a href="#">Terms &amp; Conditions</a> <a href="#">Course Evaluation</a> <a href="#">Cancel</a>	eLearning	New
<b>396-500-21986-6-33268</b>	BMC BladeLogic 7.x: Introduction (WBT) <a href="#">Course Details</a> <a href="#">Terms &amp; Conditions</a> <a href="#">Course Evaluation</a> <a href="#">Course Test</a> <a href="#">Cancel</a>	eLearning <span style="border: 1px solid red; padding: 2px;">Launch</span> <a href="#">Mark Complete</a>	Confirmed

**Why do I not see a Launch link in My Profile?**

The ViewCentral Active Registrations **Status** must show as **Confirmed** (payment verified) before the Launch link will appear in your My Profile page.

**NOTE:** The **Launch** link will only appear after your registration status has been confirmed and payment received. When a credit card or Purchase (Learning Pass Credit or LPC) is used for payment, registration is confirmed immediately. If the Launch link is not visible, please contact your company administrator regarding payment. (The Status will be New if payment has not been verified.)

**How can I take the end-of-course test?**

If your WBT includes an end-of-course test, you can take the exam online. From the **My Profile** page, under **Attendee Profile**, in the **Active Registrations** section, click **Course Test**.

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396-93-19737-6-45114	<a href="#">BMC Remedy AR System 7.0: What's New (WBT)</a> <a href="#">Course Details</a> <a href="#">Terms &amp; Conditions</a> <a href="#">Course Evaluation</a> <a href="#">Course Test</a>	eLearning - Americas  <a href="#">Mark Complete</a>	Confirmed
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**How can I review my test score for the end-of-course test?**

Your test score is displayed to you at the end of the exam. Please make note of the score at that time. You will not be able to see your test score in ViewCentral, in the Attendee view. This feature is not available in ViewCentral.

**How can I verify that I completed my WBT?**

When you have completed your Web-based training, the WBT **will not** automatically be cited as complete in ViewCentral. You must select the **Mark Complete** link located on the My Profile page, under **Attendee Profile**, under **Active Registrations > Location > Mark Complete**.

396-93-19737-6-45114	<a href="#">BMC Remedy AR System 7.0: What's New (WBT)</a> <a href="#">Course Details</a> <a href="#">Terms &amp; Conditions</a> <a href="#">Course Evaluation</a> <a href="#">Course Test</a>	eLearning - Americas  <a href="#">Mark Complete</a>	Confirmed
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Clicking **Mark Complete** moves the WBT registration from the Active Registrations tab to the **Training History** tab, as shown here, in the following graphic.

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Active Registrations	Training History	Student Information	Billing Information	Certification
Registration Number	Course Name	Location	Status	Attended
396-93-19737-6-45114	BMC Remedy AR System 7.0: What's New (WBT) <a href="#">Course Details</a> <a href="#">Terms &amp; Conditions</a> <a href="#">Course Evaluation</a> <a href="#">Course Test</a>	eLearning - Americas	Confirmed	
396-11-19737-6-31282	BMC Remedy AR System 7.x: Administering - Part 1 (WBT) <a href="#">Course Details</a> <a href="#">Terms &amp; Conditions</a> <a href="#">Course Evaluation</a> <a href="#">Course Test</a>	eLearning - Americas	Confirmed	
396-512-19737-6-31281	BMC Performance Manager Solutions Overview (WBT) <a href="#">Course Details</a> <a href="#">Terms &amp; Conditions</a> <a href="#">Course Evaluation</a>	eLearning - Americas	Confirmed	

**What if I mistakenly marked a WBT as completed?**

When a WBT is marked as completed, the course registration information moves to the Training History tab; however, the Launch link will remain active until the WBT access expires. This means you can still access the course even if the class registration information is now displayed on the Training History tab.

**How long do I have to complete my WBTs?**

All WBTs are set to expire 90 days from the date of the registration.

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**How do I complete a Course Evaluation?**

Because BMC Educational Services values your feedback, all courses have an associated Course Evaluation to be completed at the end of your training. You can access the evaluation via the **Course Evaluation** link located in the Course Name column below Terms & Conditions.

Active Registrations		Training History	Student Information	Billing Information	Certification
Registration Number	Course Name	Location	Status		
396-11-20893-6-31536	BMC Remedy AR System 7.x: Administering - Part 1 (WBT) <a href="#">Course Details</a> <a href="#">Terms &amp; Conditions</a> <a href="#">Course Evaluation</a> <a href="#">Course Test</a>	eLearning - Americas  <a href="#">Launch</a> <a href="#">Mark Complete</a>	Invoiced		

**Whom do I contact for additional needs?**

Contact the BMC Educational Services support desk should you need further assistance.

North America 1-800-574-4262 <a href="mailto:education@bmc.com">education@bmc.com</a>	Asia Pacific +65-6398-8200 <a href="mailto:ap_education@bmc.com">ap_education@bmc.com</a>	Europe, Middle East & Africa +44 (0) 1784-478451 <a href="mailto:emea_education@bmc.com">emea_education@bmc.com</a>
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