



ExpertProtectionOnline SYSTEM Training for Self-Servicing Dealers

<u>Date</u>	<u>EASTERN Time</u>	<u>CENTRAL Time</u>	<u>MOUNTAIN Time</u>	<u>PACIFIC Time</u>
4/9/2010	11:00 AM	10:00 AM	9:00 AM	8:00 AM
5/18/2010	4:00 PM	3:00 PM	2:00 PM	1:00 PM
6/7/2010	11:00 AM	10:00 AM	9:00 AM	8:00 AM

Duration: 1.5 hours

Subjects covered include:

1. Creating/Obtaining repair orders to conduct service calls
2. Submitting estimates for approval
3. Ordering parts online
4. Submitting claims for payment
5. Researching claim payment status
6. Other topics essential to your daily business.

Below are the Webinar Instructions:

Please start logging on 10 minutes before the scheduled start time.

Please read the instructions carefully.

Step I: Log On to the Webinar

- ~ Go to: **Warrantech.webex.com** (no "www" in front)
- ~ Click on the **Training Center** tab at the top of the page
- ~ Select **ExpertProtectionOnline SYSTEM Training for SELF-SERVICING DEALERS** by clicking the **"Join"** link on the right side of the screen.
- ~ Enter required information (name, email address)
- ~ Password: **epwcps** (all lowercase, no spaces)
- ~ If requested by the system, download the required software to enable the viewing of the presentation.
- ~ Proceed to Step II (below)

Step II: Dialing into the Teleconference:

You must dial into the teleconference line in addition to logging onto the website – this is for the audio portion of the training.

Teleconference Phone Number: **1.877.531.0127**

Pass Code: **8177856271**

You may have multiple people attend this session through one computer access point.

You will have TWO Browser sessions open on your computer during the training. This is normal – do not close either session or you will be forced out of the training and will have to re-log in.

Please contact wcpsonlinesupport@warrantech.com if you have any questions no later than ½ hour prior to the session start time.



ExpertProtectionOnline SYSTEMS Training for NON-SERVICING Dealers

<u>Date</u>	<u>EASTERN Time</u>	<u>CENTRAL Time</u>	<u>MOUNTAIN Time</u>	<u>PACIFIC Time</u>
4/15/2010	3:00 PM	2:00 PM	1:00 PM	12:00 PM
5/19/2010	11:00 AM	10:00 AM	9:00 AM	8:00 AM
6/29/2010	3:00 PM	2:00 PM	1:00 PM	12:00 PM

Duration: 1 Hour

Subjects covered include:

1. Creating repair orders for your customer to initiate service contact
2. Submitting Modification Requests for Contracts (Contract Changes)
3. Submitting replacement claims for payment
4. Researching claim payment status
5. Other topics essential to your daily business.

Below are the Webinar Instructions:

Please start logging on 10 minutes before the scheduled start time.

Please read the instructions carefully.

Step I: Log On to the Webinar

- ~ Go to: Warrantech.webex.com (no "www" in front)
- ~ Click on the **Training Center** tab at the top of the page
- ~ Select **ExpertProtectionOnline SYSTEM Training for NON SELF-SERVICING DEALERS** by clicking the **"Join"** link on the right side of the screen.
- ~ Enter required information (name, email address)
- ~ Password: **epnonsvc** (all lowercase, no spaces)
- ~ If requested by the system, download the required software to enable the viewing of the presentation.
- ~ Proceed to Step II (below)

Step II: Dialing into the Teleconference:

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ExpertProtectionOnline Contract Entry Training

<u>Date</u>	<u>EASTERN Time</u>	<u>CENTRAL Time</u>	<u>MOUNTAIN Time</u>	<u>PACIFIC Time</u>
4/7/2010	4:00 PM	3:00 PM	2:00 PM	1:00 PM
5/6/2010	12:00 PM	11:00 AM	10:00 AM	9:00 AM
6/21/2010	3:00 PM	2:00 PM	1:00 PM	12:00 PM

Duration: 45 Min

ExpertProtectionOnline – Contract Entry Training

Provides information on the utilizing the ExpertProtectionOnline system to register and submit your Service Plan Sales.

Below are the Webinar Instructions:

Please start logging on 10 minutes before the scheduled start time.

Please read the instructions carefully.

Step I: Log On to the Webinar

- ~ Go to: **Warrantech.webex.com** (no "www" in front)
- ~ Click on the **Training Center** tab at the top of the page
- ~ Select **ExpertProtectionOnline Contract Entry Training** by clicking the "**Join Now**" link on the right side of the screen.
- ~ Enter required information (name, email address)
- ~ Password: **sellplans** (all lowercase, no spaces)
- ~ If requested by the system, download the required software to enable the viewing of the presentation.
- ~ Proceed to Step II (below)

Step II: Dialing into the Teleconference:

You must dial into the teleconference line in addition to logging onto the website – this is for the audio portion of the training.

Teleconference Phone Number: **1.877.531.0127**

Pass Code: **8177856271**

You may have multiple people attend this session through one computer access point.

You will have TWO Browser sessions open on your computer during the training. This is normal – do not close either session or you will be forced out of the training and will have to re-log in.

Please contact wcpsonlinesupport@warrantech.com if you have any questions no later than ½ hour prior to the session start time.



ExpertProtectionOnline RO Creation Training

<u>Date</u>	<u>EASTERN Time</u>	<u>CENTRAL Time</u>	<u>MOUNTAIN Time</u>	<u>PACIFIC Time</u>
4/15/2010	11:00 AM	10:00 AM	9:00 AM	8:00 AM
5/10/2010	3:00 PM	2:00 PM	1:00 PM	12:00 PM
6/24/2010	4:00 PM	3:00 PM	2:00 PM	1:00 PM

Duration: 30 Min

ExpertProtectionOnline RO Creation Training

Provides step-by-step instructions for the end-user in utilizing the ExpertProtectionOnline to generate an RO to initiate a service call for the customer.

Below are the Webinar Instructions:

Please start logging on 10 minutes before the scheduled start time.

Please read the instructions carefully.

Step I: Log On to the Webinar

- ~ Go to: **Warrantech.webex.com** (no "www" in front)
- ~ Click on the **Training Center** tab at the top of the page
- ~ Select **ExpertProtectionOnline RO Creation Training** by clicking the **"Join"** link on the right side of the screen.
- ~ Enter required information (name, email address)
- ~ Password: **epnewro** (all lowercase, no spaces)
- ~ If requested by the system, download the required software to enable the viewing of the presentation.
- ~ Proceed to Step II (below)

Step II: Dialing into the Teleconference:

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Pass Code: **8177856271**

You may have multiple people attend this session through one computer access point.

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