Getting Your Browser Ready (Internet Explorer is the preferred browser):

1. Internet Explorer 8, 9, 10, 11 are supported browsers.
2. Turn Off your Pop-up blocker.
   - In your browser, click Tools > Pop-up Blocker > Turn Off Pop-up Blocker.
   - If Tools isn't in your menu bar, click the Alt button on your keyboard.
3. Make sure you are in Compatibility View.
   - In your browser, click Tools > Compatibility View Settings. When the window opens, add this website to your Compatibility View: ingersollrand.com.
   - You can also check the box to "Display all websites in Compatibility View". Click Close and try to launch the course again.
   - See if the **Compatibility View** button ⊠ appears in the Address bar. (If you don't see the button, there's no need to turn on Compatibility View.)
   - Click the **Compatibility View** button ⊠ to display the site in Compatibility View. The button will turn blue ⊠ when Compatibility View is turned on for a site.
4. Enable JavaScript.
   - On web browser menu click "Tools" menu and select "Internet Options".
   - In the "Internet Options" window select the "Security" tab.
   - On the "Security" tab click on the "Custom level..." button.
   - When the "Security Settings - Internet Zone" dialog window opens, look for the "Scripting" section.
   - In the "Active Scripting" item select "Enable".
   - When the "Warning!" window pops out asking "Are you sure you want to change the settings for this zone?" select "Yes".
   - In the "Internet Options" window click on the "OK" button to close it.
   - Click on the "Refresh" button of the web browser to refresh the page.

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If you are an Ingersoll Rand employee, Login through the IR Home Page:

1. Go to the Ingersoll Rand's home page: https://home.ingerrand.com/Pages/Home.aspx
2. Under Corporate Shortcuts, click Learning Management System.
3. You will be automatically logged in.

All non-Ingersoll Rand employees, Login through ComfortSite:

1. Login to ComfortSite using your ComfortSite User ID and Password.

Go to Training Center:

1. Click **Training Center** from the left column
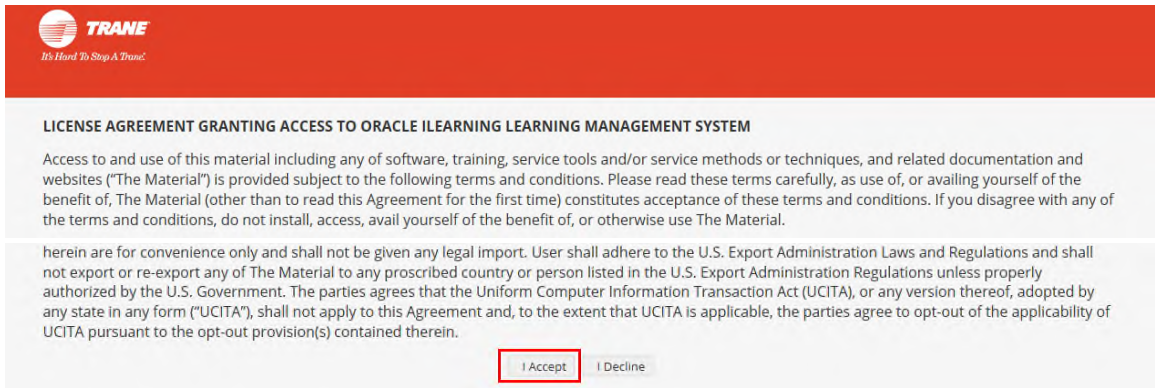
Sign on Directly to the LMS from ComfortSite:

1. To sign in directly to the LMS, click Trane LMS – Single Sign On.

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2. You will be redirected to the LMS and will be automatically signed in. The Legal and License agreement displays. If you agree, click **I Accept**.
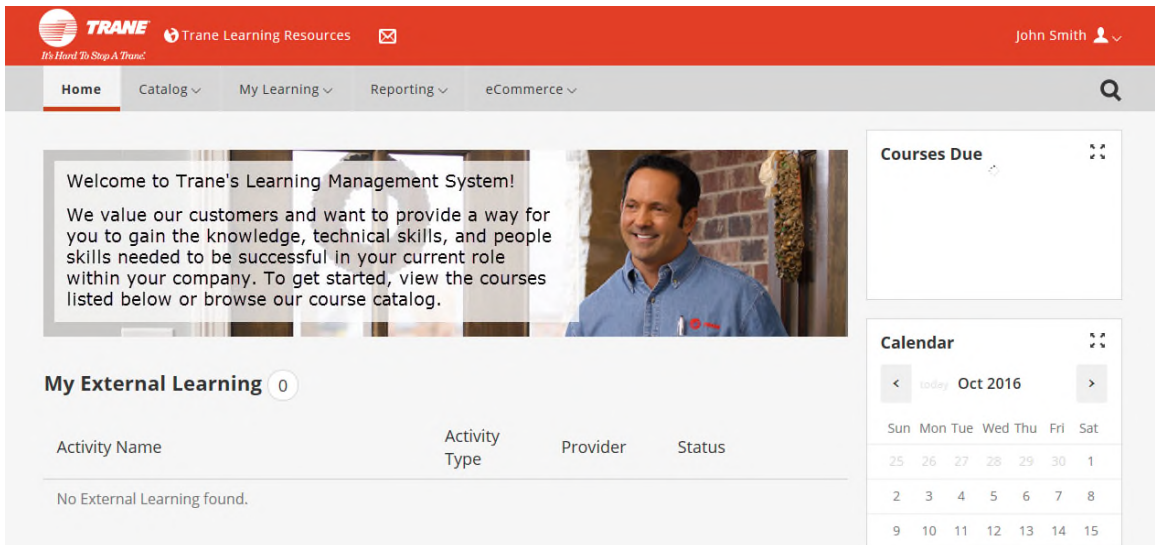

3. From here, you will see the Home screen.

View ComfortSite Catalog:

1. To view the course catalog, click **eLearning Course Catalog**.

2. To register for the course you would like to take, click **register**. This will take you to step 5.

	Course Name	Details	Location	Start Date	End Date	Cost	
▶ Warranty Center							
▼ Training Center	CLII Model Number Changes	details		5/31/2013		0.00	register
▶ Product Info	ComfortLink™ II Air Conditioner/Heat Pump Technical	details		5/2/2013		0.00	register
▶ Tech Support	ComfortLink™ II Consumer Benefits	details		5/3/2013		0.00	register
▶ Admin Center	ComfortLink™ II Controls Technical	details		5/3/2013		0.00	register
	ComfortLink™ II Furnace Technical	details		5/31/2013		0.00	register

3. To view details of the course before you register, click **details**.

	Course Name	Details	Location	Start Date	End Date	Cost	
▶ Warranty Center							
▼ Training Center	CLII Model Number Changes	details		5/31/2013		0.00	register
▶ Product Info	ComfortLink™ II Air Conditioner/Heat Pump Technical	details		5/2/2013		0.00	register
▶ Tech Support	ComfortLink™ II Consumer Benefits	details		5/3/2013		0.00	register
▶ Admin Center	ComfortLink™ II Controls Technical	details		5/3/2013		0.00	register
	ComfortLink™ II Furnace Technical	details		5/31/2013		0.00	register

4. To register from the details page, click register.

CLII Model Number Changes

Date:	5/31/2013	**Location:**	
Tuition/Cost (per person)	0.00	**Additional Cost Info:**	
Hours:	FRI 11:07 AM (GMT-7) PST to (GMT-7) PST	**Contact:**	jessica.blair@irco.com
Nbr of seats:		**Multi-student Discount:**	0.00

Sidebar navigation: ▶ Order Center, ▶ Parts & Supplies, ▶ Financial Center, ▶ Marketing Center, ▶ Warranty Center, ▼ Training Center, ▶ Product Info, ▶ Tech Support, ▶ Admin Center

Class Description

In this course you will learn about the changes in the model number nomenclature for both Air Handlers and Coils. We will identify the reason for the change and learn to read the new nomenclature sequence. We will also focus on using ARI tools to look up matching system components based on the nomenclature changes.

Orders for training courses by Federal Government employees should be made out to our Federal Government reseller, EC America, Inc. and paid for by credit card. Purchase Orders will only be accepted for amounts greater than USD5000. Credit cards statements for training will list EC America as the payee.

Action

register

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5. Once you click register, you will be redirected into the LMS. Click **Play** to view the course.

Login to the LMS from www.tranelearningresources.com:

1. Go to www.tranelearningresources.com.
2. Enter your **ComfortSite User ID** as your Username.
3. Enter **welcome** as your password.
4. Click Login.

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Learning Management System Search for a Course & Play a Course

Login to the LMS:

1. Login to the LMS directly or from ComfortSite (refer to Logging in to the LMS):

Search for all Courses:

1. To search for all Free courses available, Click Catalog, Search.
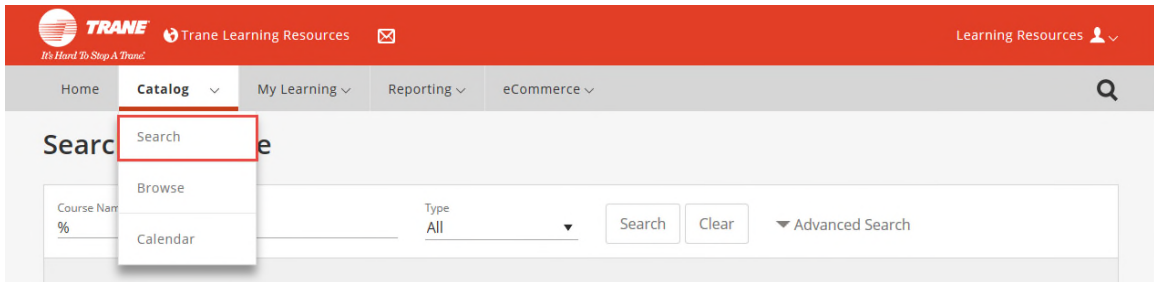
   a. Click **Advanced Search**.
   b. Type **%** into the **Course Name or keyword** field.
   c. Select **All**, **Online** or **Learning Path** for **Type**.
   d. Select **Residential Solutions Learning Resources** for **Category**.
   e. Click **Search**.
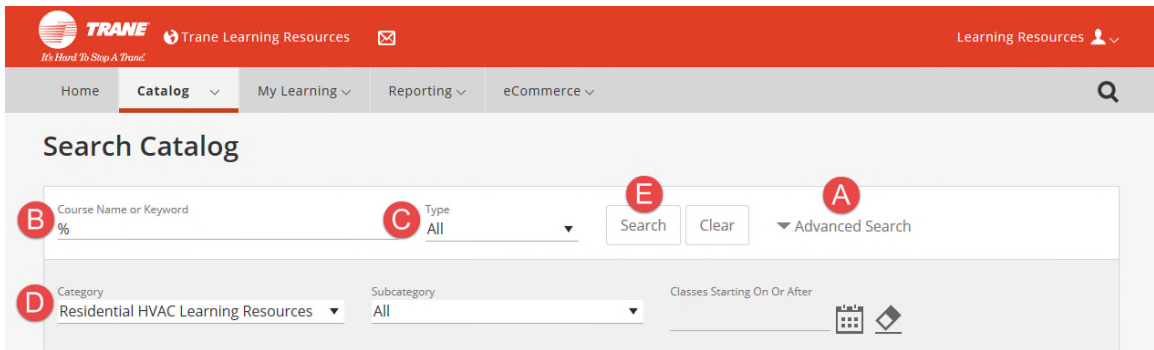
2. All courses/learning paths available to you will be displayed. Click **Play/Enroll** beside the option you would like to take.

3. The course will pop up in a new window and the learning will begin!

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Search for all Courses in the Catalog:

1. To browse the catalog, click the **Catalog** drop down and select **Browse**.
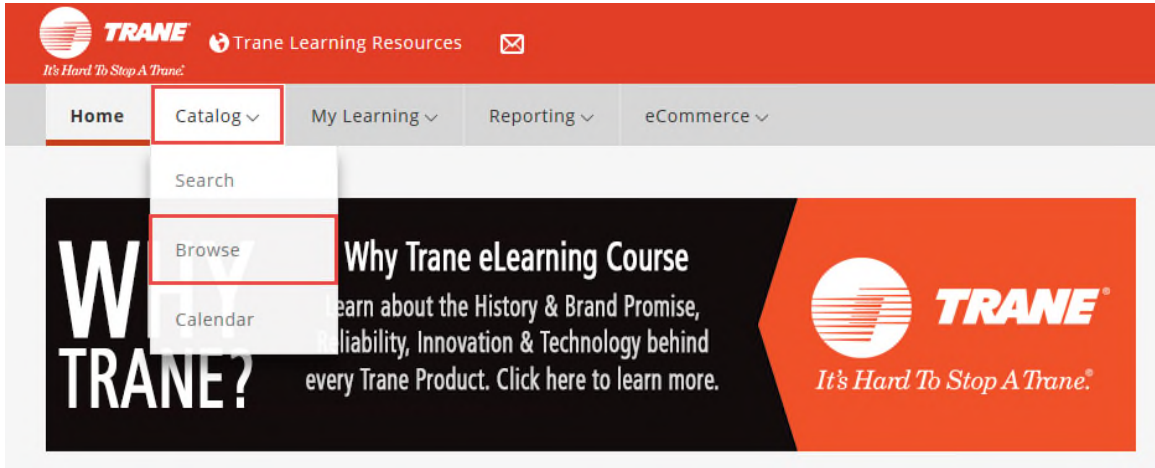
2. Click Residential Solutions to expand the catalog.
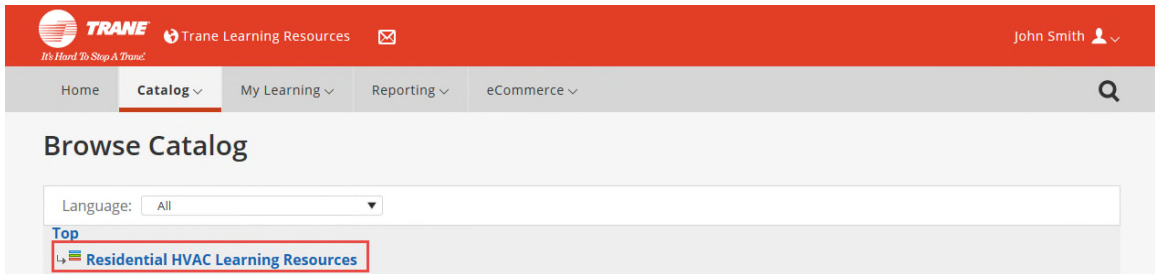
3. Click the category you would like to search for courses under.
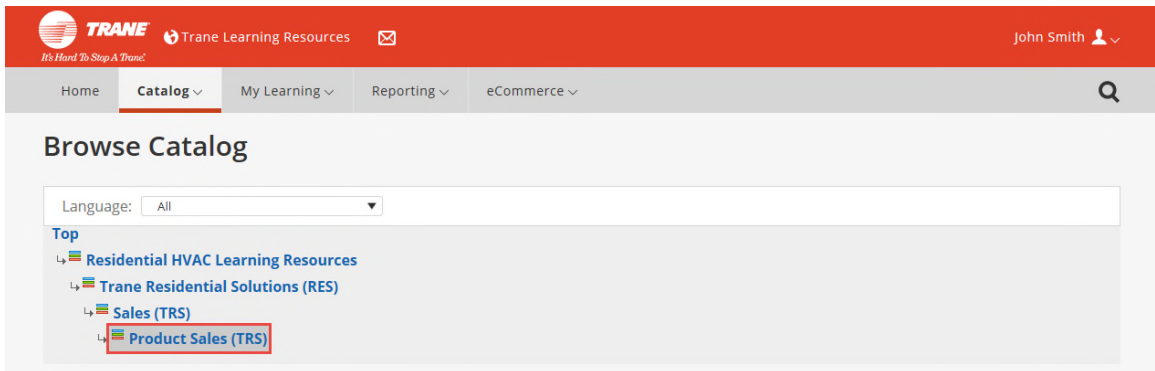
4. Once you see the course you would like to take, click Play. You can also click on the course name to view details about the course.

Search for a Specific Course in the Catalog:

1. Select **Search** from the **Catalog** dropdown menu from the top-left grey menu bar. The Search Catalog page will display.
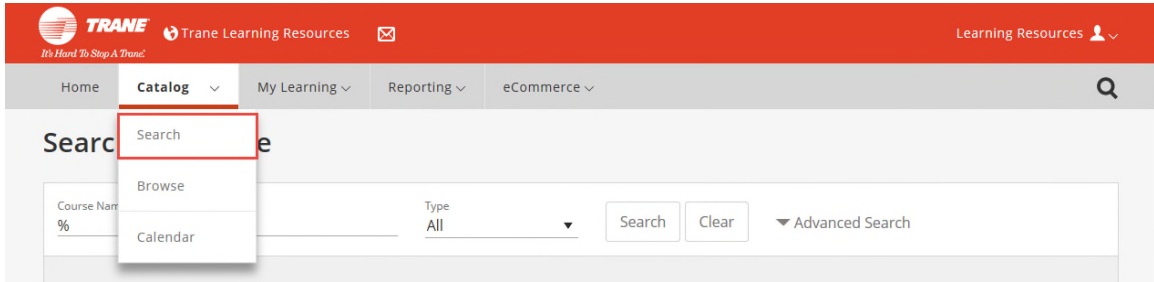
2. Use the follow search features to search for a course and click **Search**.

   - **Course Title**: Enter the specific course title.
   - **Type**: Select a content type such as Classroom, Document, Learning Path, etc.
   - **Language**: Select a specific language.
   - **Category**: Select courses categorized by topics such as Business Skills, Desktop Skills or Sector.
   - **Sub-Category**: The dropdown is active once a Category is selected. It narrows down the category topic search.
   - **Location**: Select a specific location for classroom offerings.
   - **Classes Starting on or After**: Select a date for courses offered after the specified date.

   Tip: Using more than one of the will refine / improve your search results.
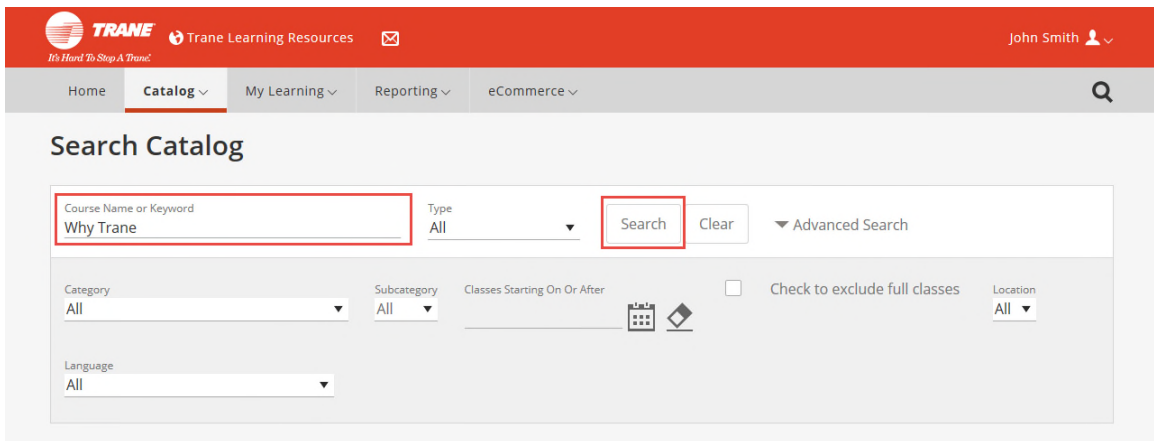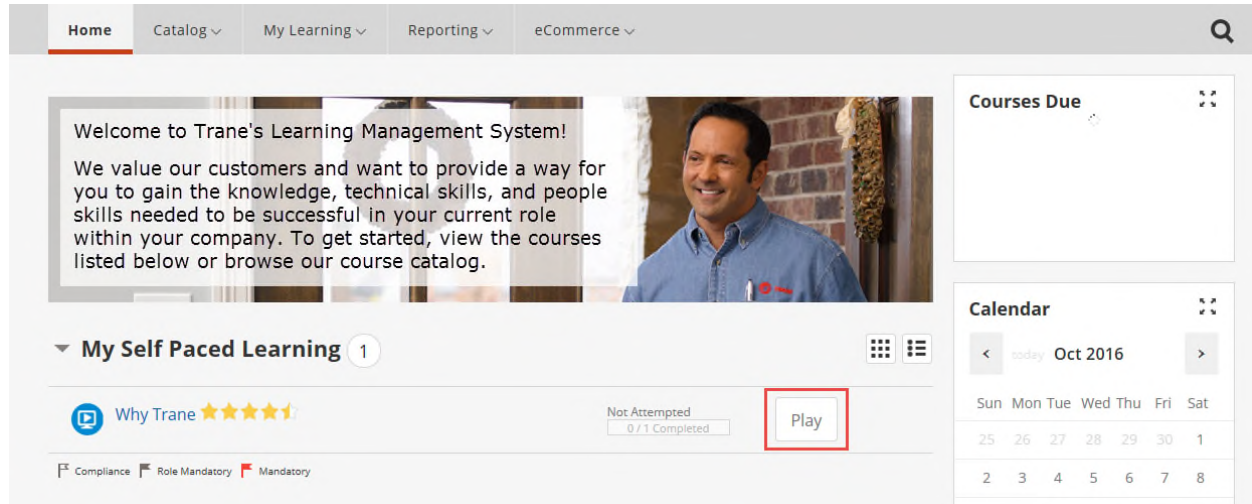
3. Click **Play** to select the course you would like to take.

Learning Management System Play an Online Course

Once you enroll in the desired online course, the Course Details page will display with your enrollment status. The course will now be listed under your **My Self-Paced Learning** on the homepage.

Immediately play an online course:
- Click **Play** under the Action section from the Course Details page once you enroll.

Play an online course at a later time:
1. Search for the desired course under your **My Self-Paced Learning** on the homepage.
2. Click **Play** next to online course title to begin.

Some online courses have modules; to play an individual module of an online course:
1. Click on the desired course title.
2. Scroll to the bottom of the Course Details page to view the individual modules that make up the online course.

3. Click **Play** next to the desired module.

The Player window will launch you click play. Some courses may play in an additional separate window.

Learning Management System View Completed Courses & Certificates

Once you have completed a course, the course will be marked Completed. The course will now be listed under My Learning History on from the My Learning drop down.

1. Click My Learning and select My Learning History.

My Learning ⌄	Reporting ⌄	eCommerce ⌄		Q
My Current Learning				
My Learning History		Search	Clear	▶ Advanced Search
My Learning Pathways				
My Learning Requests				Total: 36 [1-36]
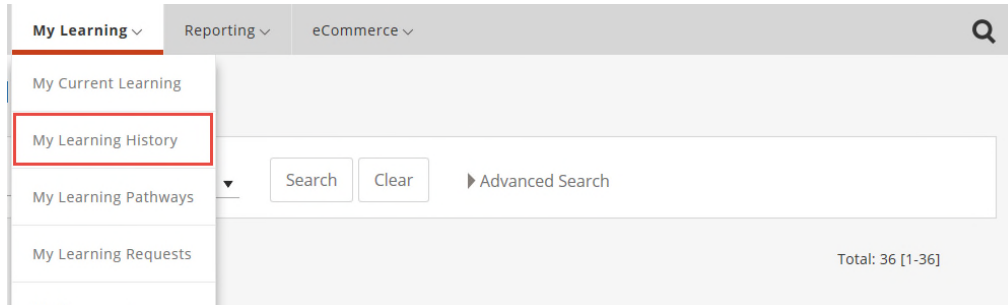
2. Next to the course you have completed, click Certificate to display your Completion Certificate.

My Learning History

Course Name _____   Course Type: All ▼   [Search] [Clear]   ▶ Advanced Search

▾ Sort by: Course Name   Total: 36 [1-36]

Basic Cooling System Components (Mobile) ★★★★★
Completed Date: 07-Oct-14
Status: Passed
Score: 83.33%   [Certificate]

Collaboration and Customization with the Calendar, Contacts and Tasks in Outlook 2013
Completed Date: 22-Jan-15
Status: Completed   [Certificate]

Core Principles: Air Volume Measurement
Completed Date: 22-Jan-15
Status: Passed
Score: 100%   [Certificate]

Core Principles: Basic Cooling System Operations
Completed Date: 05-Sep-14
Status: Passed
Score: 83%   [Certificate]

Learning Management System Rate a Course

Rating a course allows you give a "star" rating and add comments about your learning experience. These reviews are included with course description and are viewable to other learners to help them determine if they too should take the course.

Rate an Online Course:

1. Click the Rate link in the My Rating area of the course details page.

2. Complete your review and click **Preview**. The **Preview your Review** popup window will display.

3. Click **Submit**. Your review is submitted to the course owner for review and approval.

Rate an Instructor-Led Classroom or Virtual Course:

1. Click the Rate icon in the Action section of the Course Details page. The Rate page will display.

2. Complete your review and click **Preview**. A preview of your rating will display.

3. Click **Submit**. Your review is submitted to the course owner for review and approval.

**NOTE:** The rate feature may not be applicable to some courses or content and therefore may not be available.

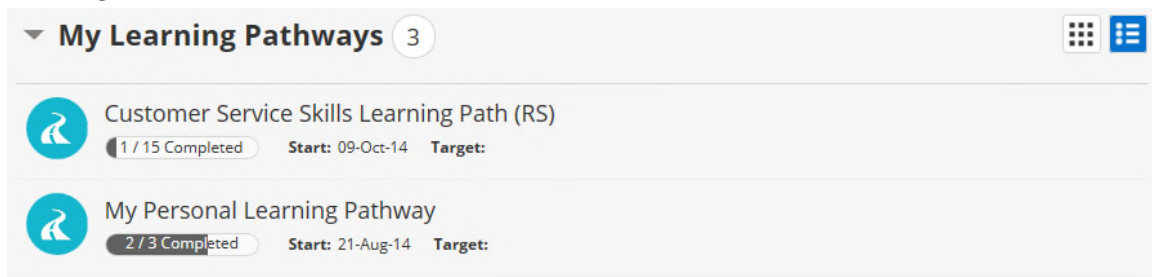## Learning Management System Create a Personal Learning Path

Learners have the ability to create and complete a Personal Learning Path with courses and other learning assets. To create a Personal Learning Path, follow these steps:
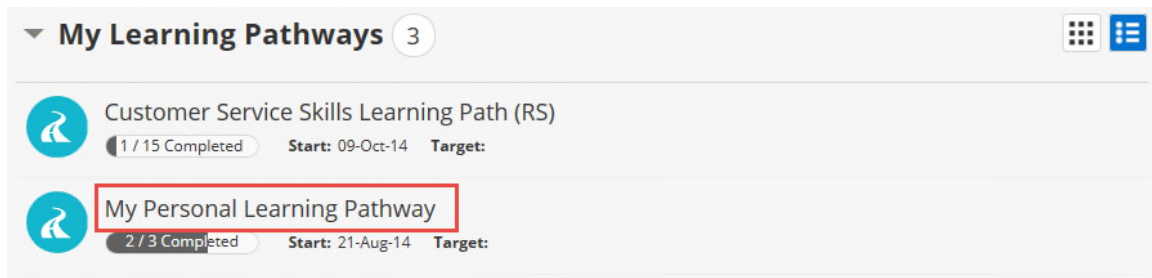
1. Search the LMS catalog for content of interest.
2. Click **Details** next to content title. The Course Details page will display.
3. Click **Add To Learning Path.** The content has now been added to your personal learning path.

My Current Learning

▶ CS Part 1: Communication Skills

Play   Unenrol   Add to Learning Pathway
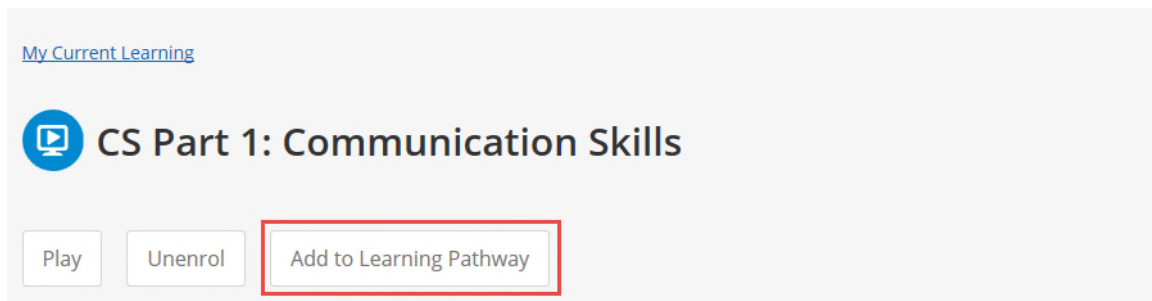
4. Click to the **Home** tab to return to your homepage. The learning path will now display under My Learning Paths.

▼ **My Learning Pathways** 3

Customer Service Skills Learning Path (RS)
1 / 15 Completed   **Start:** 09-Oct-14   **Target:**

My Personal Learning Pathway
2 / 3 Completed   **Start:** 21-Aug-14   **Target:**

5. Click **My Personal Learning Path** to view the course(s).

▼ **My Learning Pathways** 3

Customer Service Skills Learning Path (RS)
1 / 15 Completed   **Start:** 09-Oct-14   **Target:**

My Personal Learning Pathway
2 / 3 Completed   **Start:** 21-Aug-14   **Target:**

6. Click **Play** to view the content.

Note: Adding content to your personal learning path does not mean that you are enrolled in the content. If the **Play** button is inactive from the Learning Path Details page, click **Details** next to the content title to display the Course Details page. Click **Enroll** to enroll in the content. Once enrolled, the **Play** button will become active.

<u>**For Technical Support:**</u>
Please contact Learning Resources at learningresources@irco.com

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