




## Learning Management System **Logging in to the LMS**

---

### 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](http://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.

**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.



*Thank You  
For Your Business!*

Trane® ComfortSite™, the business tool that helps you:

- Streamline your business processes;
- Save time through a 24/7 connection to product information and ordering capabilities;
- Via one simple online tool.

We appreciate your business and value your opinion. To help us continue making Trane ComfortSite the best product possible, please let us know if you have any suggestions or concerns. Email us at [suggestions@comfortsite.com](mailto:suggestions@comfortsite.com).

To login to ComfortSite again, type in your user id and password.

user id  password

Trane eBusiness © 2013 Trane All rights reserved

**Go to Training Center:**

1. Click **Training Center** from the left column

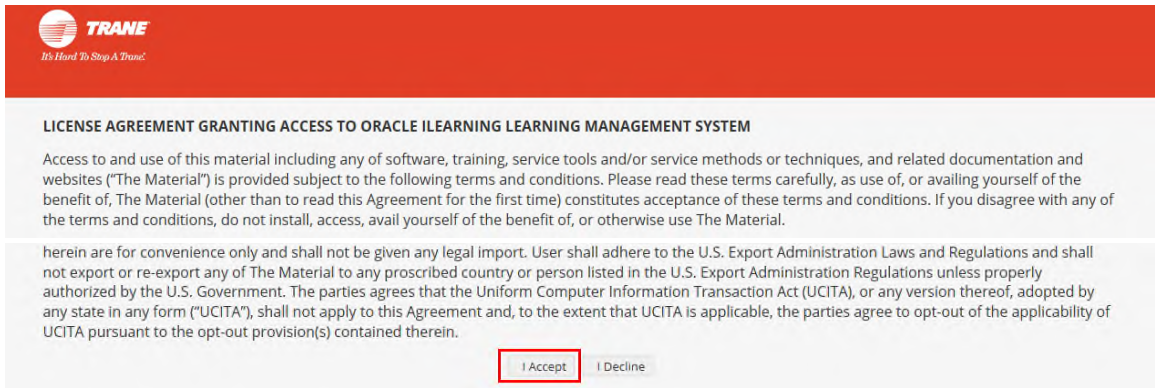


**Sign on Directly to the LMS from ComfortSite:**

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



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**.



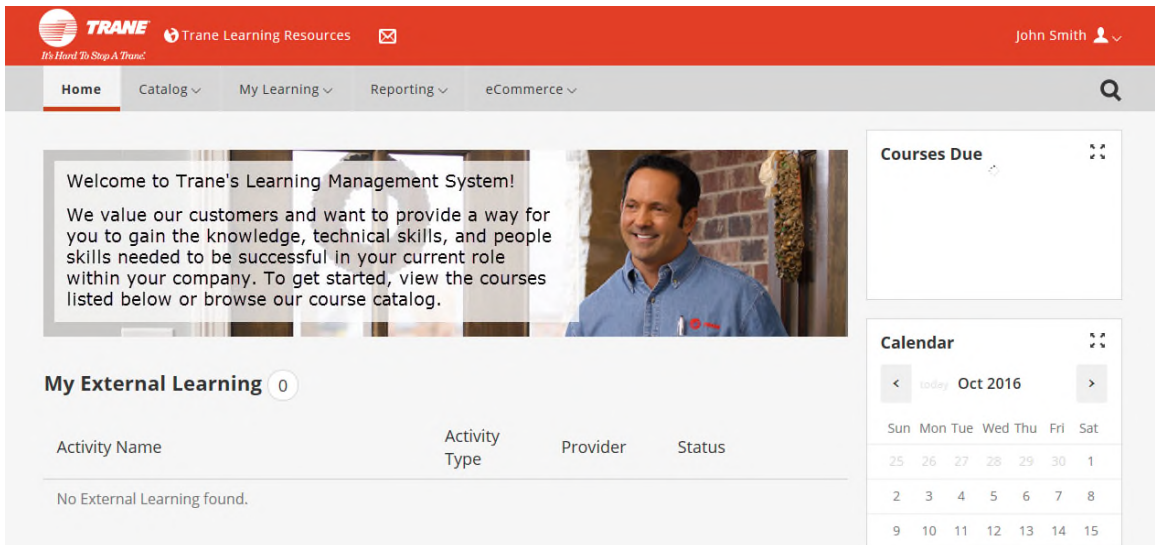
**TRANE**  
It's Hard To Stop A Trane.

**LICENSE AGREEMENT GRANTING ACCESS TO ORACLE ILEARNING LEARNING MANAGEMENT SYSTEM**

Access to and use of this material including any of software, training, service tools and/or service methods or techniques, and related documentation and websites ("The Material") is provided subject to the following terms and conditions. Please read these terms carefully, as use of, or availing yourself of the benefit of, The Material (other than to read this Agreement for the first time) constitutes acceptance of these terms and conditions. If you disagree with any of the terms and conditions, do not install, access, avail yourself of the benefit of, or otherwise use The Material.

herein are for convenience only and shall not be given any legal import. User shall adhere to the U.S. Export Administration Laws and Regulations and shall not export or re-export any of The Material to any proscribed country or person listed in the U.S. Export Administration Regulations unless properly authorized by the U.S. Government. The parties agrees that the Uniform Computer Information Transaction Act (UCITA), or any version thereof, adopted by any state in any form ("UCITA"), shall not apply to this Agreement and, to the extent that UCITA is applicable, the parties agree to opt-out of the applicability of UCITA pursuant to the opt-out provision(s) contained therein.

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



**TRANE**  
It's Hard To Stop A Trane.

Trane Learning Resources

John Smith

**Home** Catalog My Learning Reporting eCommerce

Welcome to Trane's Learning Management System!

We value our customers and want to provide a way for you to gain the knowledge, technical skills, and people skills needed to be successful in your current role within your company. To get started, view the courses listed below or browse our course catalog.

**My External Learning** 0

| Activity Name               | Activity Type | Provider | Status |
|-----------------------------|---------------|----------|--------|
| No External Learning found. |               |          |        |

**Courses Due**

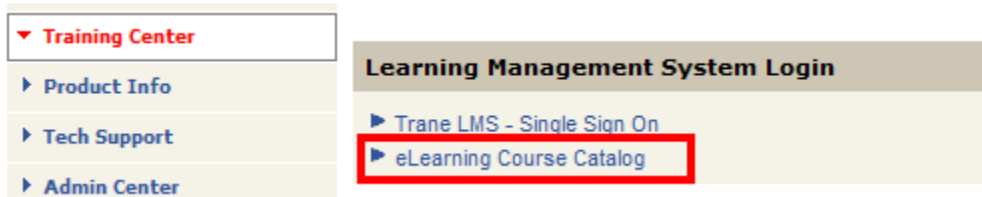
**Calendar**

< today Oct 2016 >

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|-----|-----|-----|-----|-----|-----|-----|
| 25  | 26  | 27  | 28  | 29  | 30  | 1   |
| 2   | 3   | 4   | 5   | 6   | 7   | 8   |
| 9   | 10  | 11  | 12  | 13  | 14  | 15  |

### View ComfortSite Catalog:

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



**Training Center**

- Product Info
- Tech Support
- Admin Center

**Learning Management System Login**

- Trane LMS - Single Sign On
- eLearning Course Catalog**

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

| <ul style="list-style-type: none"> <li>▶ Warranty Center</li> <li>▼ Training Center</li> <li>▶ Product Info</li> <li>▶ Tech Support</li> <li>▶ Admin Center</li> </ul> | Course Name   | Details                 | Location | Start Date | End Date | Cost |                          |
|--|---|-------------------------|----------|------------|----------|------|--------------------------|
|  | CLII Model Number Changes                           | <a href="#">details</a> |          | 5/31/2013  |          | 0.00 | <a href="#">register</a> |
|  | ComfortLink™ II Air Conditioner/Heat Pump Technical | <a href="#">details</a> |          | 5/2/2013   |          | 0.00 | <a href="#">register</a> |
|  | ComfortLink™ II Consumer Benefits                   | <a href="#">details</a> |          | 5/3/2013   |          | 0.00 | <a href="#">register</a> |
|  | ComfortLink™ II Controls Technical                  | <a href="#">details</a> |          | 5/3/2013   |          | 0.00 | <a href="#">register</a> |
|  | ComfortLink™ II Furnace Technical                   | <a href="#">details</a> |          | 5/31/2013  |          | 0.00 | <a href="#">register</a> |

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

| <ul style="list-style-type: none"> <li>▶ Warranty Center</li> <li>▼ Training Center</li> <li>▶ Product Info</li> <li>▶ Tech Support</li> <li>▶ Admin Center</li> </ul> | Course Name   | Details                 | Location | Start Date | End Date | Cost |                          |
|--|---|-------------------------|----------|------------|----------|------|--------------------------|
|  | CLII Model Number Changes                           | <a href="#">details</a> |          | 5/31/2013  |          | 0.00 | <a href="#">register</a> |
|  | ComfortLink™ II Air Conditioner/Heat Pump Technical | <a href="#">details</a> |          | 5/2/2013   |          | 0.00 | <a href="#">register</a> |
|  | ComfortLink™ II Consumer Benefits                   | <a href="#">details</a> |          | 5/3/2013   |          | 0.00 | <a href="#">register</a> |
|  | ComfortLink™ II Controls Technical                  | <a href="#">details</a> |          | 5/3/2013   |          | 0.00 | <a href="#">register</a> |
|  | ComfortLink™ II Furnace Technical                   | <a href="#">details</a> |          | 5/31/2013  |          | 0.00 | <a href="#">register</a> |

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

|  |   |                                |                        |           |                  |  |                                  |      |                              |  |               |   |                 |                        |                      |  |                                |      |
|--|---|--------------------------------|------------------------|-----------|------------------|--|----------------------------------|------|------------------------------|--|---------------|---|-----------------|------------------------|----------------------|--|--------------------------------|------|
| <ul style="list-style-type: none"> <li>▶ Order Center</li> <li>▶ Parts &amp; Supplies</li> <li>▶ Financial Center</li> <li>▶ Marketing Center</li> <li>▶ Warranty Center</li> <li>▼ Training Center</li> <li>▶ Product Info</li> <li>▶ Tech Support</li> <li>▶ Admin Center</li> </ul> | <h3>CLII Model Number Changes</h3> <table border="1"> <tr> <td><b>Date:</b></td> <td>5/31/2013</td> <td><b>Location:</b></td> <td></td> </tr> <tr> <td><b>Tuition/Cost (per person)</b></td> <td>0.00</td> <td><b>Additional Cost Info:</b></td> <td></td> </tr> <tr> <td><b>Hours:</b></td> <td>FRI 11:07 AM (GMT-7) PST to (GMT-7) PST</td> <td><b>Contact:</b></td> <td>jessica.blair@irco.com</td> </tr> <tr> <td><b>Nbr of seats:</b></td> <td></td> <td><b>Multi-student Discount:</b></td> <td>0.00</td> </tr> </table>  |                                | <b>Date:</b>           | 5/31/2013 | <b>Location:</b> |  | <b>Tuition/Cost (per person)</b> | 0.00 | <b>Additional Cost Info:</b> |  | <b>Hours:</b> | FRI 11:07 AM (GMT-7) PST to (GMT-7) PST | <b>Contact:</b> | jessica.blair@irco.com | <b>Nbr of seats:</b> |  | <b>Multi-student Discount:</b> | 0.00 |
| <b>Date:</b>   | 5/31/2013   | <b>Location:</b>               |                        |           |                  |  |                                  |      |                              |  |               |   |                 |                        |                      |  |                                |      |
| <b>Tuition/Cost (per person)</b>   | 0.00  | <b>Additional Cost Info:</b>   |                        |           |                  |  |                                  |      |                              |  |               |   |                 |                        |                      |  |                                |      |
| <b>Hours:</b>  | FRI 11:07 AM (GMT-7) PST to (GMT-7) PST   | <b>Contact:</b>                | jessica.blair@irco.com |           |                  |  |                                  |      |                              |  |               |   |                 |                        |                      |  |                                |      |
| <b>Nbr of seats:</b>   |   | <b>Multi-student Discount:</b> | 0.00                   |           |                  |  |                                  |      |                              |  |               |   |                 |                        |                      |  |                                |      |
|  | <p style="text-align: center;"><b>Class Description</b></p> <p>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.</p> <p>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.</p> |                                |                        |           |                  |  |                                  |      |                              |  |               |   |                 |                        |                      |  |                                |      |
|  | <p style="text-align: center;"><b>Action</b></p> <p style="text-align: center;"><a href="#">register</a></p>  |                                |                        |           |                  |  |                                  |      |                              |  |               |   |                 |                        |                      |  |                                |      |

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

The screenshot shows the Trane Learning Resources LMS interface. At the top, there is a red header with the Trane logo and the text "Trane Learning Resources". Below the header is a navigation bar with links for Home, Catalog, My Learning, Reporting, and eCommerce. A search icon is located on the right side of the navigation bar. The main content area features a search bar and a course card for "CLII Model Number Changes". The course card includes a "Play" button (highlighted with a red box) and an "Add to Learning Path" button. Below the course card, there is a "Course Structure" section with a dropdown arrow and a "1" in a circle, and a progress indicator showing "0%". The course card also displays the course title, type ("Online Course"), and status. To the right of the course card, there is a "Details" section with the following information: Identifier: 550095529, Duration: 1 Hour, Date Enrolled: (blank), Language: English (US), and Cost: USD 0.00. Below the details section, there is a "Categories" section with the following text: Residential HVAC Learning Resources/Trane Residential Solutions (RES)/Technical (TRS)/ Product (TRS).

### Login to the LMS from [www.tranelearningresources.com](http://www.tranelearningresources.com):

- Go to [www.tranelearningresources.com](http://www.tranelearningresources.com).
- Enter your **ComfortSite User ID** as your Username.
- Enter **welcome** as your password.
- Click Login.

# Learning Management System **Search for a Course & Play a Course**

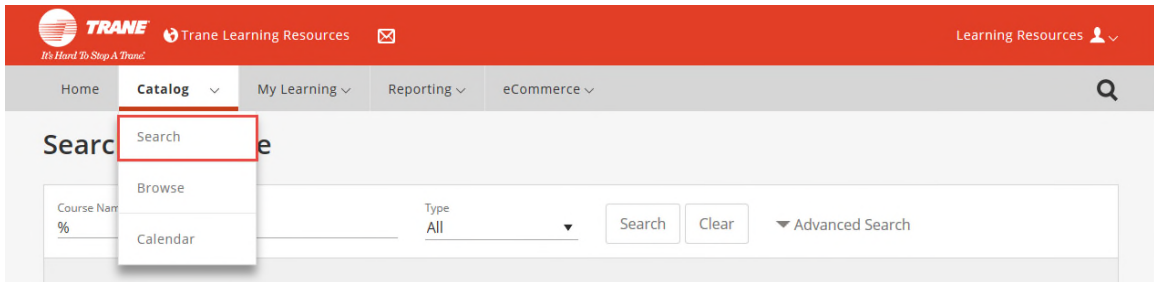
## Login to the LMS:

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

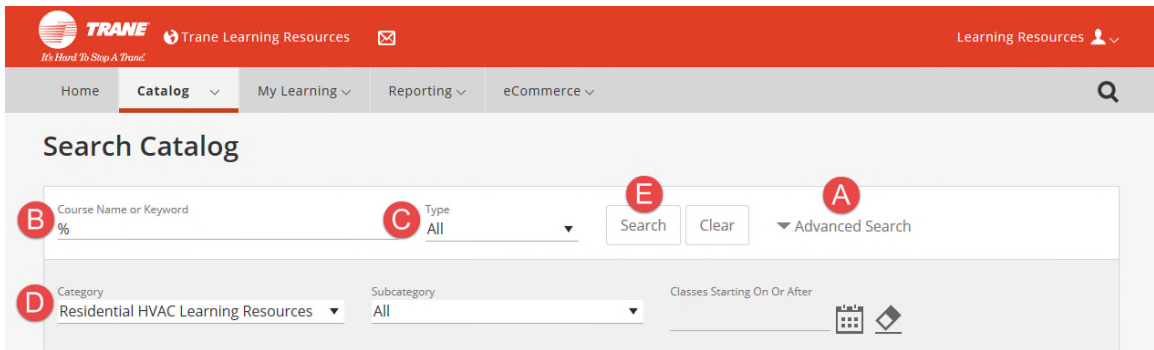
The screenshot shows the Trane Learning Management System (LMS) homepage. The header is red with the Trane logo and "Trane Learning Resources" on the left, and the user name "John Smith" with a profile icon on the right. Below the header is a navigation bar with "Home", "Catalog", "My Learning", "Reporting", and "eCommerce" menus. A search icon is on the right. The main content area features a welcome message: "Welcome to Trane's Learning Management System! We value our customers and want to provide a way for you to gain the knowledge, technical skills, and people skills needed to be successful in your current role within your company. To get started, view the courses listed below or browse our course catalog." Below this is a "My External Learning" section with a count of 0. A table with columns "Activity Name", "Activity Type", "Provider", and "Status" is shown, with the message "No External Learning found." below it. On the right side, there are three widgets: "Courses Due", "Calendar" (showing a calendar for October 2016 with the 24th highlighted), and "Quick Links" (with links for "Core Principles (NATE)", "Product Sales (TR)", and "Product Technical (TR)").

## 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**.



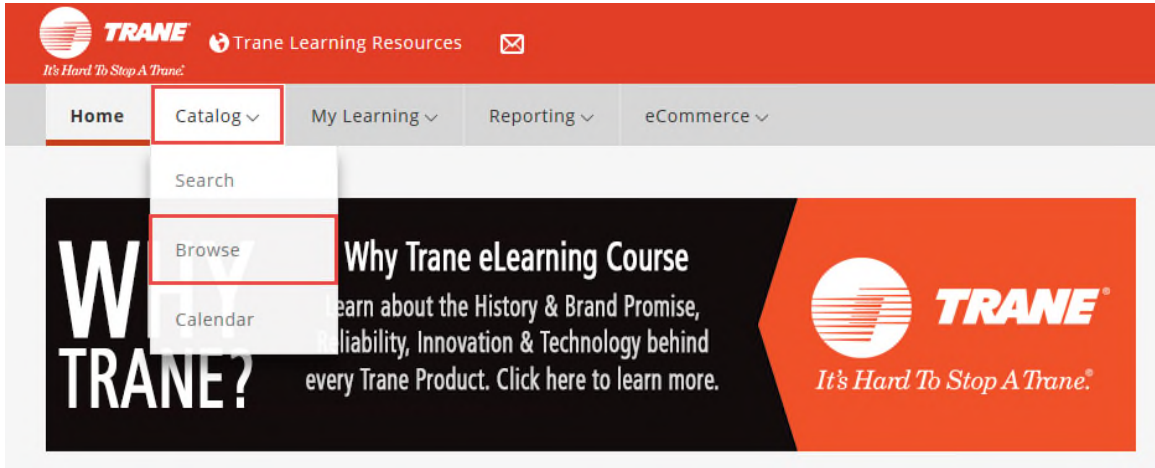
2. All courses/learning paths available to you will be displayed. Click **Play/Enroll** beside the option you would like to take.



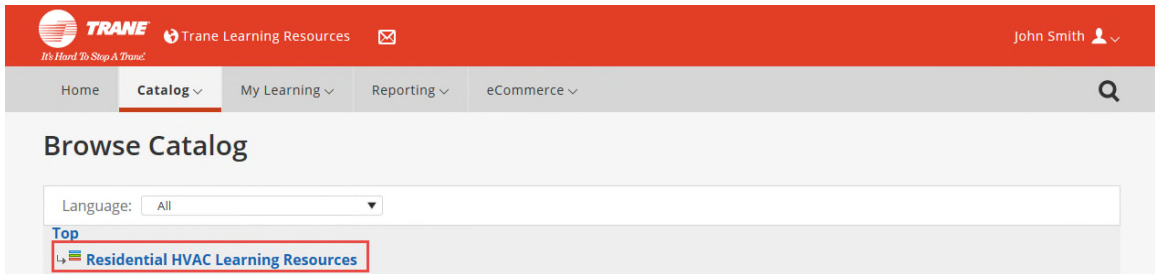
3. The course will pop up in a new window and the learning will begin!

**Search for all Courses in the Catalog:**

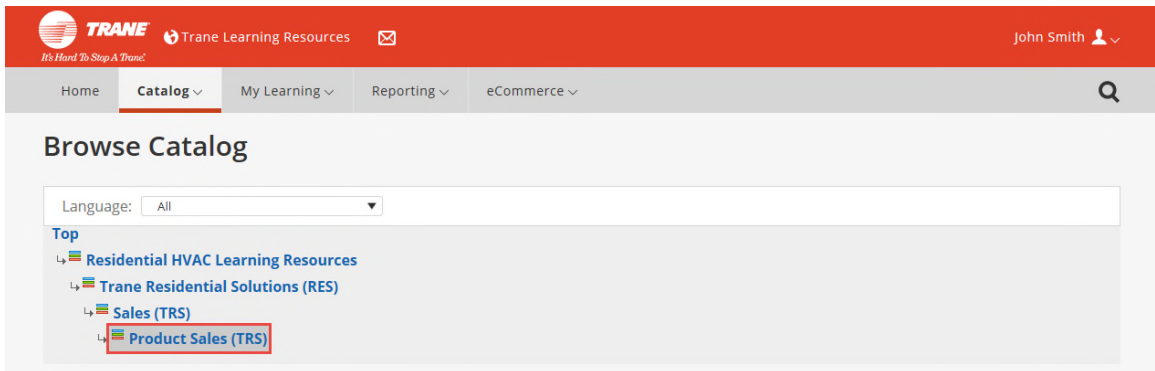
1. To browse the catalog, click the **Catalog** drop down and select **Browse**.



2. Click Residential Solutions to expand the catalog.



3. Click the category you would like to search for courses under.





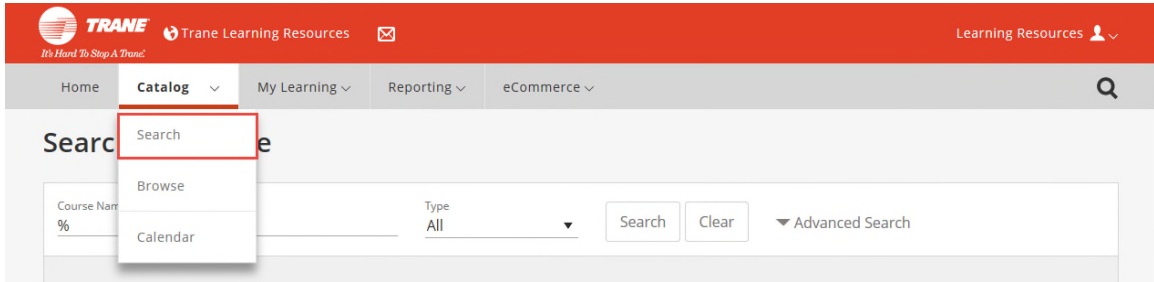
4. Once you see the course you would like to take, click Play. You can also click on the course name to view details about the course.

The screenshot shows the Trane Learning Resources website interface. At the top, there is a red header with the Trane logo and navigation links. Below the header, there is a navigation bar with 'Catalog' selected. The main content area is titled 'Browse Catalog' and includes a language dropdown menu. A list of categories is shown, including 'Residential HVAC Learning Resources', 'Trane Residential Solutions (RES)', 'Sales (TRS)', and 'Product Sales (TRS)'. Below this, there is a table of courses with columns for 'Course Name', 'Duration', 'Cost', and 'Action'. The 'Play' button for the course 'Introduction to Trane Variable Refrigerant Flow Systems' is highlighted with a red box.

| Course Name   | Duration   | Cost     | Action                              |
|---|------------|----------|-------------------------------------|
| ComfortLink™ II Consumer Benefits                             | 1 Hour     | USD 0.00 | <input type="button" value="Play"/> |
| ComfortLink™ II Sales   | 1 Hour     | USD 0.00 | <input type="button" value="Play"/> |
| ComfortLink™ Remote Thermostat Sales                          | 1 Hour     | USD 0.00 | <input type="button" value="Play"/> |
| Introduction to Trane Variable Refrigerant Flow Systems ★★★★★ | 45 Minutes | USD 0.00 | <input type="button" value="Play"/> |

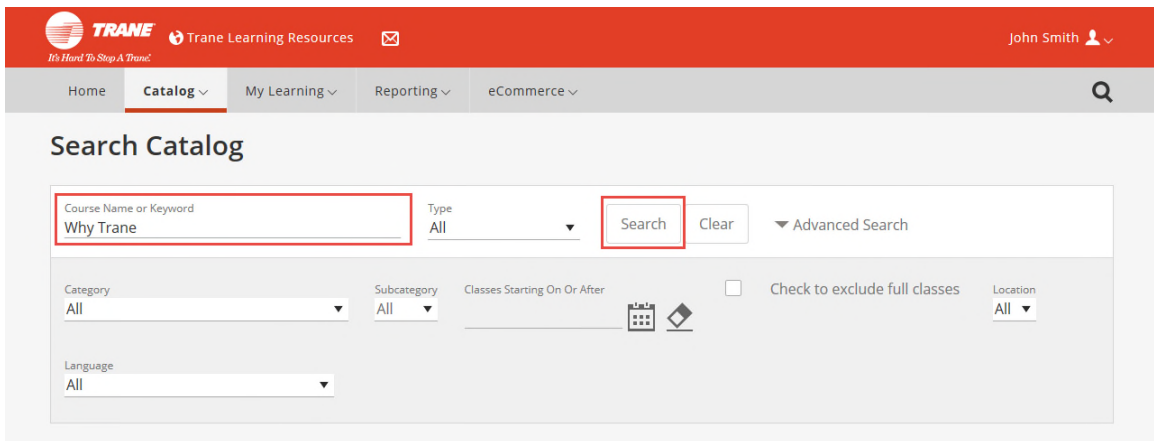
## Search for a Specific Course in the Catalog:

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.

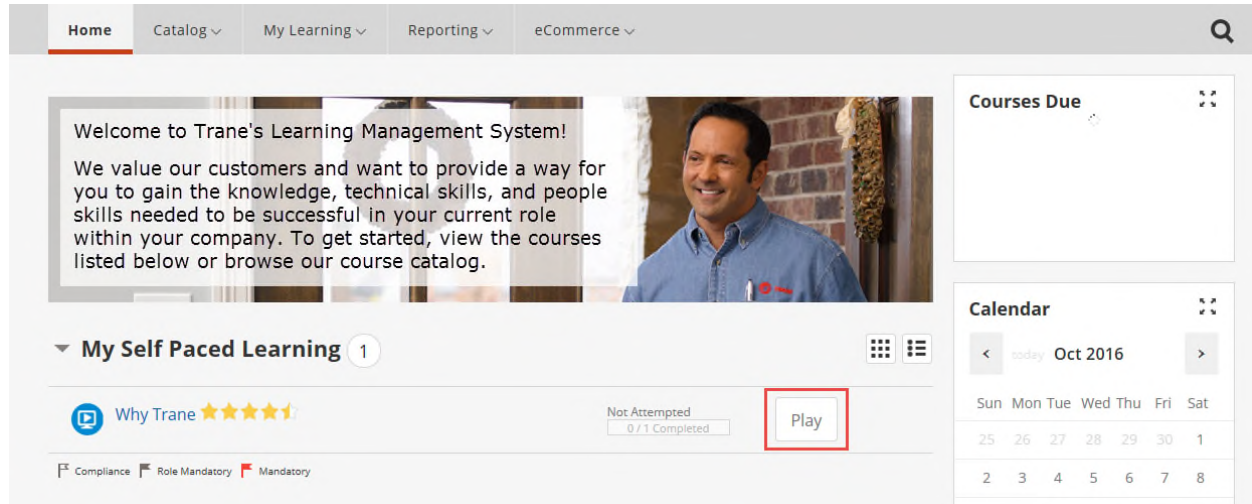


3. Click **Play** to select the course you would like to take.

The screenshot shows the Trane Learning Resources website interface. At the top, there is a red header with the Trane logo and the text "Trane Learning Resources". Below the header is a navigation menu with options: Home, Catalog (selected), My Learning, Reporting, and eCommerce. A search icon is located in the top right corner. The main content area is titled "Search Catalog". It features a search bar with the text "Why Trane" and a dropdown menu for "Type" set to "All". There are "Search" and "Clear" buttons, and a link to "Advanced Search". Below the search bar are several filter options: "Category" (All), "Subcategory" (All), "Classes Starting On Or After" (with a calendar icon), "Check to exclude full classes" (checkbox), and "Location" (All). There is also a "Language" dropdown set to "All". Below the filters, it says "Sort by: Course Name" and "Total: 1 [1-1]". The search results show a single course titled "Why Trane" with a 5-star rating and a cost of "USD 0.00". A red box highlights the "Play" button next to the course name.

## 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.



The screenshot shows the Learning Management System homepage. At the top, there is a navigation bar with links for Home, Catalog, My Learning, Reporting, and eCommerce. A search icon is located in the top right corner. Below the navigation bar, there is a welcome message from Trane's Learning Management System, followed by a video thumbnail of a man in a blue shirt. Below the video, there is a section for 'My Self Paced Learning' with a '1' in a circle next to it. Underneath this section, there is a course card for 'Why Trane' with a 5-star rating. The course card shows 'Not Attempted' and '0 / 1 Completed'. A red box highlights the 'Play' button. At the bottom of the course card, there are icons for 'Compliance', 'Role Mandatory', and 'Mandatory'. To the right of the course card, there is a 'Courses Due' section and a 'Calendar' section showing the month of October 2016.

### 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 screenshot shows a course catalog interface. At the top, there is a search bar and the course title 'S Series S9V2 Furnace Installation'. Below the title are buttons for 'Unenroll' and 'Add to Learning Path'. A 'Course Structure' section shows a list of modules with a progress indicator of 0%. The modules listed are:

- S Series S9V2 Furnace Installation** (Type: Online Course, Status: Not Attempted, Version: 1.0)
- Course Navigation** (Type: topic group, Status: Not Attempted, Version: 1.0)
- S9V2 Module 1 Overview** (Type: Online Course, Status: Not Attempted, Version: 1.0)
- S9V2 Module 2 Venting Options** (Type: Online Course, Status: Not Attempted, Version: 1.0)

Each module has a 'Play' button next to it, which is highlighted with a red box in the image. On the right side, there are two panels: 'Details' and 'Additional Details'. The 'Details' panel shows:

- Identifier: 576249915
- Duration: 3 Hours
- Date Enrolled: 24-Oct-16 15:07
- Language: English (US)
- Cost: USD 0.00
- Status: Not Attempted

The 'Additional Details' panel shows:

- Continuing Education Units: NATE Recertification = 3 Hours ID: 1010-0069
- Mobile Content: Yes

At the bottom right, there is a 'Categories' panel with the following text:

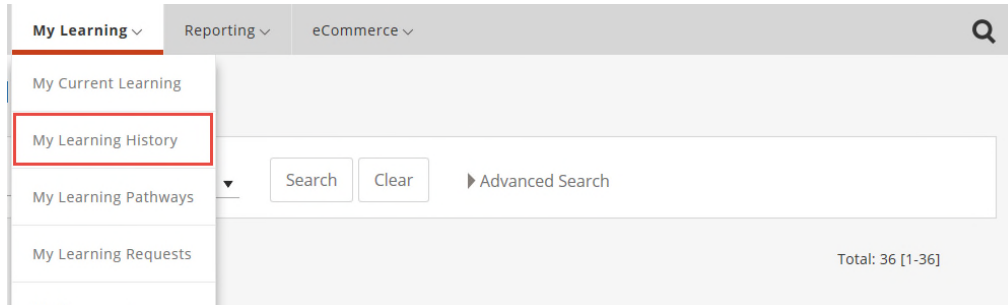
Residential HVAC Learning Resources/Trane Residential Solutions (RES)/Technical (TRS)/ Product (TRS)

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

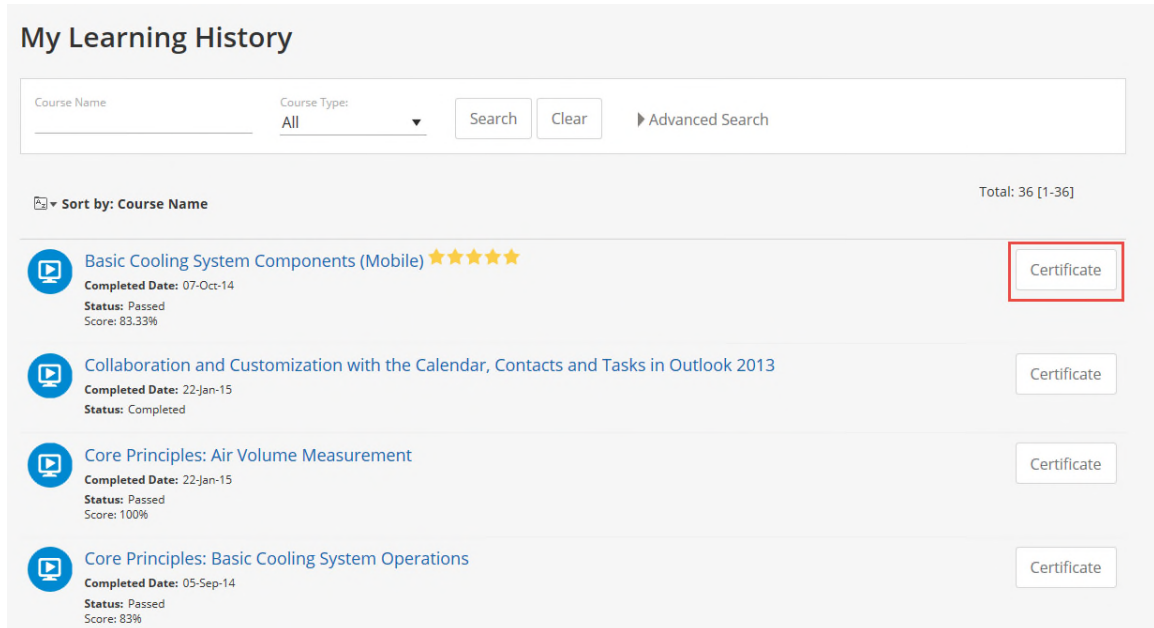
## Learning Management System **View Completed Courses & Certificates**

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.



2. Next to the course you have completed, click Certificate to display your Completion 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.

Search Catalogue

**Why Trane**

Play Unenrol Add to Learning Pathway

Course Structure 1 100%

Why Trane  
Type: Online Course Status: Completed Time: 00:04:28 Score: 100% Version: 1.0 Play

Ratings 2

**Average Rating**

4.5  
★★★★★  
2 ratings

1 1 5  
0 1 4  
0 0 3  
0 0 2  
0 0 1

**My Rating**

Learning Resources  
Rate

**Details**

Identifier: 572661989  
Duration: 45 Minutes  
Date Enrolled: 24-Feb-16 14:45  
Language: English (US)  
Cost: USD 0.00  
Date Completed: 02-Mar-16 13:28  
Status: Completed  
Score: 100%

**Additional Details**

Mobile Content: Yes

**Categories**

- Residential HVAC Learning Resources/Trane Residential Solutions (RES)/Sales (TRS)/ **Customer Experience (TRS)**
- Residential HVAC Learning Resources/Trane Residential Solutions (RES)/Sales (TRS)/ **Product Sales (TRS)**

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

**Rate** [X]

Offering: Why Trane

Rating: ★★★★★

Comments: Excellent course. I really liked the video content included

Your Name: Learning Resources

Show Name:  Display my name with review  
 Keep me anonymous

\* Mandatory fields

Preview

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

**Rate** ×

Offering: Why Trane

Rating: ★★★★★

Comments: Excellent course. I really liked the video content included.

Your Name: Learning Resources

Show Name: Yes

### 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.

**Rate** ×

Offering: Why Trane

Rating: ★★★★★

Comments: Excellent course. I really liked the video content included.

Your Name: Learning Resources

Show Name:  Display my name with review  
 Keep me anonymous

\* Mandatory fields

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

**Rate** ×

Offering: Why Trane

Rating: ★★★★★

Comments: Excellent course. I really liked the video content included.

Your Name: Learning Resources

Show Name: Yes

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

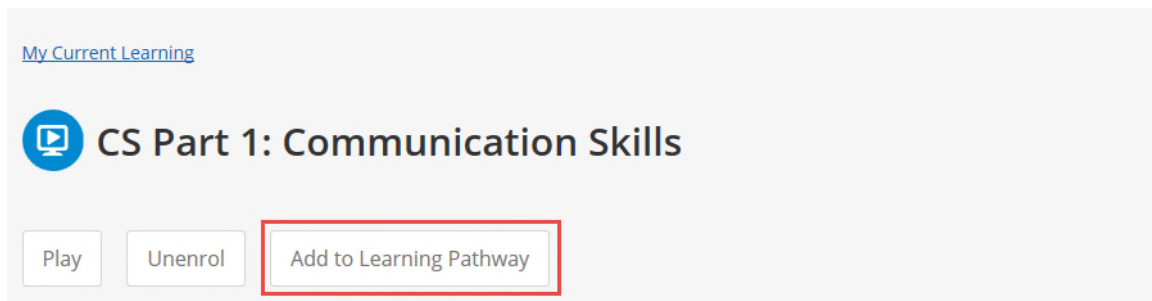


## Learning Management System **Create a Personal Learning Path**

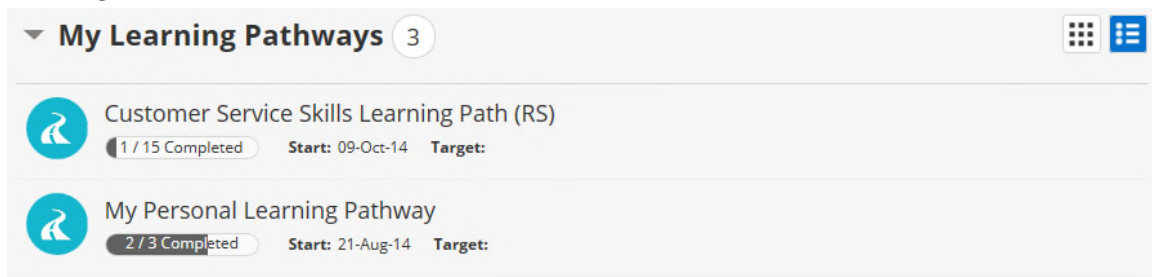
---

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:

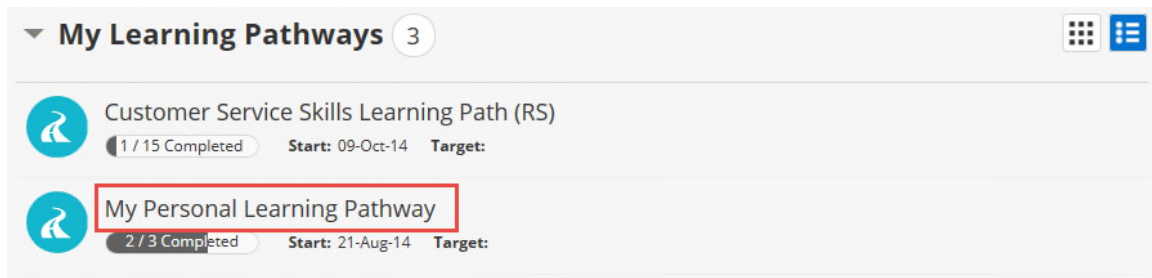
1. Search the LMS catalog for content of interest.
2. Click **Details** next to content title. The Course Details page will display.
3. Click **Add To Learning Path**. The content has now been added to your personal learning path.



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



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



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.

### **For Technical Support:**

Please contact Learning Resources at [learningresources@irco.com](mailto:learningresources@irco.com)

Updated on: 24Oct2016