

ImageCenter Training FAQ's

QUESTION	ANSWER
<p>What training opportunities does ImageCenter provide to its customers?</p>	<p>We believe training is critical to the success of our customers, therefore we take a multi-faceted approach to ensure a successful implementation and continued use of the system:</p> <ol style="list-style-type: none"> 1. ImageCenter Orientation: delivered by the Project Coordinator during the planning stage of the project. This orientation is designed to familiarize key staff with ImageCenter terms, concepts and best-practice workflow. The orientation is also available as an eLearning. 2. ImageCenter Instructor-Led Classroom Classes: formal classroom training delivered at the customer's site or at our ProfitStars facility in Northville, MI. This is required, structured training with written materials and hands-on practice labs performed in a training environment. 3. Operational Review: on-the-job review with the Application Analyst during installation. The operational review allows the Application Analyst to review with the staff the processing instruction presented in the ImageCenter University classes to ensure their comfort with and understanding of the institution's specific environment. 4. eLearning: common modules, orientation and new release training are all available in recorded form via the Jack Henry <i>For Clients</i> Portal, Learning Management System.
<p>What instructor-led classroom classes are available?</p>	<p>The ImageCenter Customer Education Department offers two instructor-led classes:</p> <ol style="list-style-type: none"> 1. Certified System Administrator (CSA) training, and 2. User training
<p>Who should attend the instructor-led classes?</p>	<p>Administrator training is intended for information technology staff who will be supporting the system and its users, as well as prospective Subject Matter Experts who require a 360-degree understanding of ImageCenter.</p> <p>User training is intended for Subject Matter Experts (SMEs) who will train and/or support the end-users, as well as operations staff, managers, supervisors and those responsible for settlement distribution.</p>
<p>What delivery options are available for each class?</p>	<p>Certified System Administrator training is available at our ProfitStars training site in Northville, MI or at the customer's location for an additional charge.</p> <p>User Training is delivered at the customer's site and paired with the installation, when applicable.</p>

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What will the classroom training cover?	Full course descriptions are available on the ImageCenter Training web page: http://www.profitstars.com/Learn-More/Education/ImageCenter-University/Pages/default.aspx
How much does the classroom training cost?	<p>IMAGECENTER CERTIFIED SYSTEM ADMINISTRATOR TRAINING AT NORTHVILLE, MI OFFICE (\$1,350 per person) or TRAINING AT CUSTOMER'S SITE (\$7,500/up to 10 attendees)</p> <p>IMAGECENTER USER TRAINING DELIVERED AT THE CUSTOMER'S SITE AND PAIRED WITH THE INSTALLATION WHEN APPLICABLE. 3 DAYS @ \$7,500 (up to 10 attendees)</p> <p>Note: As per the contract, travel and expenses for onsite training classes are additional, including any shipment and return of training equipment provided by ProfitStars.</p> <p>Note: The purchase of only one major product (i.e. Image Transit Processing, ATM Deposit Processing, and Inclearings) may only require 2 days of onsite User training.</p>
Do clients have to register for the training?	<p>Yes. Customers are required to register for classes held in Northville, MI. Register here.</p> <p>Onsite class scheduling is handled through Installation Services or the Customer Education department.</p>
Are training classes dedicated to one client or open to all clients?	Regularly scheduled training classes at the Northville, MI location are open to all clients.
Can the training classes be customized for a specific client?	The classes and materials are not customized for specific clients per se; however, the instruction is tailored to each audience based on the product(s) purchased. This is true for classes in Northville, MI as well as for onsite training classes.
Does a client have to attend training if they did not purchase multiple products or complementary systems?	<p>In most cases, yes. Administrator and User training are required for all new customers and existing customers undergoing platform upgrades (i.e. moving from Oracle to MSSQL). The classes were developed using chapter and lesson format. This allows the instructor to easily omit a lesson if it does not apply to the audience or rearrange content to accommodate a varied audience.</p> <p>Note: The purchase of only one major product (i.e. Image Transit Processing, ATM Deposit Processing, and Inclearings) may only require 2 days of onsite User training.</p>

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Is training offered on set dates/schedules?	<p>Training dates at the Northville, MI location are published in advance.</p> <p>Onsite Certified System Administrator (CSA) training opportunities are limited. In order to accommodate onsite requests, it is critical that customers contact the Customer Education department <i>well in advance</i> of their installation date to schedule onsite CSA training.</p> <p>Note: Training dates are subject to change. The most recent schedule and seating availability is available on the Jack Henry Learning Management System.</p>
Can the training materials be purchased separately from the class?	<p>Our training materials were designed to be presented by an instructor and provide significant value in a classroom environment. Because these materials were not intended to stand alone, we do not provide them outside of the training class.</p> <p>Each class participant will receive a hard copy of the training manual and electronic copies are available upon request. Client reference documentation is also provided with the software, or via the ImageCenter Client Resource SharePoint on the <i>For Clients</i> Portal.</p>
What is required of an institution to host training at their location?	<p>We ask that the client provide a training room equipped with workstations and scanners (including an instructor workstation) and a projector connected to the instructor PC.</p> <p>Minimum hardware specifications are required to run the virtual training labs, including 60 GB free disk space and 3 GB RAM minimum.</p> <p>If the client is unable to provide an adequate training facility and/or hardware, training can be arranged at the Northville, MI office, subject to availability.</p>
Where can training-related questions be directed?	<p>Please direct any training questions that cannot be answered by the Sales, Project Management or Installation Services staff to Cesario Solarte, Applications Education, Supervisor at CSolarte@profitstars.com.</p>

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