

# ***NCRU Partner Training***

***...powerful things come in***

***small packages...***





# Getting Started

A man with short dark hair, a beard, and glasses is looking at a laptop screen. He is wearing a light blue and white striped shirt. The background is a light gray wall with a vertical green hatched pattern. There are also some abstract geometric shapes in the top left corner, including a solid green bar and a white triangle.

# 1. Access myNCR Dashboard



MyNCR  
for **DASHBOARD** ▾



Last logged in Thursday May 07, 2020 08:07



**MESSAGES**

13	System Notification
13	New Messages
13	High Priority Messages

**ORDERS**

**KEY MANAGEMENT**

A large white key icon centered on an orange-to-yellow gradient background.

**INVOICE DISPUTES**

**MANAGE USERS**

A white icon representing a group of three people on a purple-to-blue gradient background.

**APPLICATION**

## 2. Scroll browser until applications database is visible and click "Add/Request More"

The screenshot shows a dashboard with several widgets:

- High Priority Messages:** 13 messages.
- ORDERS:** Includes filters for Status (All) and Range (All Orders (Since January)), a search bar, and a search dropdown set to PO Number.
- INVOICE DISPUTES:** Shows 0 Disputes Awaiting Customer Feedback and 0 Disputes in WIP AT NCR.
- APPLICATION:** Contains the link "Add/Request More Applications" and buttons for "Cancel" and "Update". A red arrow points to this link.
- REPORTS:** Lists reports such as MyNCR Ordering Enablement Report, MyNCR eCommerce Order Report, Brand Segment Report, and Key Transactions Report.
- INVOICES:** Displays a message: "Oops - you are not linked to any customers. Please link yourself to one or more to view invoices."
- MANAGE CUSTOMERS:** A section with a blue background and a small icon at the bottom.

# 3. Search for NCRU application



MyNCR  
for **MANAGE USERS**   
All Saved Searches

BRYCE! 

 [SIGNOUT](#) 

Last logged in Thursday May 07, 2020 08:07

MY CUSTOMERS   

 

**ADVANCED SEARCH** 

[Manage Users](#) > [User Profile](#)

## Manage Users

Simpson, Bryce - Enable  
NCR Corporation

Profile Customers **Applications** Manage Proxy Profiles

 4 

128 Results

 

  

# 4. Add application to dashboard

<input type="checkbox"/>	Hardware Kit Instruction Documents	Download site for Retail and Financial hardware kit instruction documents	<a href="#">Add App</a>
<input type="checkbox"/>	IMPortal	Allows the customer to see their equipments performance on a map	<a href="#">Add App</a>
<input type="checkbox"/>	Quasar Reports	Application provides information on ATMS and Kits. Details original ATM features and configurations as shipped from the plant.	<a href="#">Add App</a>
<input type="checkbox"/>	NCR CQM	Customers can play callcenter calls that are tagged as theirs.	<a href="#">Add App</a>
<input type="checkbox"/>	NCR eOrder	This is used to place Orders for Hospitality products and services specific to channel customers. Direct customers access this to view their orders and invoices placed through DOES(NOL)	<a href="#">Add App</a>
<input type="checkbox"/>	OptiNet - English	Optinet for Banque Nationale du Canada (BNC) - English version	<a href="#">Add App</a>
<input checked="" type="checkbox"/>	NCR University	NCR University provides learning services in the form of online learning launch/completion, instructor led training registration/completion and tracking of transcript histories for all users	<a href="#">Add App</a>
<input type="checkbox"/>	PDS Fee - APAC	An application for Asia Pacific channel partners to view the current PDS fees applicable to them in SharePoint.	<a href="#">Add App</a>
<input type="checkbox"/>	OptiNet - Français	Optinet for Banque Nationale du Canada (BNC) - French version	<a href="#">Add App</a>
<input type="checkbox"/>	PDS Fee - North America	An application for North America channel partners to view the current PDS fees applicable to them in SharePoint.	<a href="#">Add App</a>
<input type="checkbox"/>	PDS Fee - Middle East	An application for Middle East channel partners to view the current PDS fees applicable to them in SharePoint.	<a href="#">Add App</a>
<input type="checkbox"/>	RBC Optinet French	This is an automated branch cash ordering system, that shows each branch their vault and ATM needs. OptiNet allows branch users to review, accept, or override cash order recommendations by OptiCash.	<a href="#">Request Access</a>
<input type="checkbox"/>	NCR iSupplier	iSupplier Portal is used by external suppliers to receive and acknowledge NCR Purchase Orders, create Advance Shipment Notices, submit Invoices and review Payment status.	<a href="#">Add App</a>



# 5. Access NCR University and begin learning!

The dashboard features a grid of notification tiles on the left: 13 System Notifications (red), 13 New Messages (teal), and 13 High Priority Messages (orange). The central area contains a large orange tile with a white key icon and a purple tile with a white group icon. Below these are three main sections: 'ORDERS' with filters for status and range, 'INVOICE DISPUTES' showing 0 disputes, and 'APPLICATION' with a gear icon and a link to 'NCR University' highlighted by a red arrow.

Section	Count	Details
System Notification	13	
New Messages	13	
High Priority Messages	13	
ORDERS		Status: All, Range: All Orders (Since January)
INVOICE DISPUTES	0	0 Disputes Awaiting Customer Feedback, 0 Disputes in WIP AT NCR
APPLICATION		NCR University (highlighted)

# NCRU Homepage



Access My Learning



Manage My Team



Search for Learning



Get Help

## My Transcript

	Due Date	Action
Unconscious Bias	10/2/2020	<a href="#">Launch Test</a>
RealPOS XR6, XR5, and Competitive Insights and Resources	None	<a href="#">Launch</a>
80639 RealScan 78 Hardware Maintenance Certification	None	<a href="#">Open Curriculum</a>
RPSW and RSM LE Training Presentation	None	<a href="#">Launch</a>
RPSW and RSM I.E. - Test	None	<a href="#">Launch</a>

INFORMATION SECURITY

PERFORMANCE MANAGEMENT

WORKDAY

## Browse for Learning

- [Browse by Function/Role](#)
- [Browse by Learning Topics/Solutions](#)



# Keep Track of Your Lessons

Active ▾ By Date Added ▾ All Types ▾

Search for training  

- ✓ Active
- Completed
- Archived

**ious Bias**

2020 Status: Registered

Launch Test ▾



**RealPOS XR6, XR5, and Competitive Insights and Resources**

Due: No Due Date Status: In Progress

Launch ▾



**80639 RealScan 78 Hardware Maintenance Certification**

Due: No Due Date Status: In Progress

Open Curriculum ▾



**RPSW and RSM LE Training Presentation**

Due: No Due Date Status: In Progress

Launch ▾



**RPSW and RSM LE - Test**

Due: No Due Date Status: In Progress

Launch ▾



[Access My Learning](#)



[Manage My Team](#)



[Search for Learning](#)



[Get Help](#)

My Transcript		
	Due Date	Action
Unconscious Bias	10/2/2020	<a href="#">Launch Test</a>
RealPOS XR6, XR5, and Competitive Insights and Resources	None	<a href="#">Launch</a>
80639 RealScan 78 Hardware Maintenance Certification	None	<a href="#">Open Curriculum</a>
RPSW and RSM LE Training Presentation	None	<a href="#">Launch</a>
RPSW and RSM I.E. - Test	None	<a href="#">Launch</a>

**INFORMATION SECURITY**

**PERFORMANCE MANAGEMENT**

**WORKDAY**

**Browse for Learning**

- [+ Browse by Function/Role](#)
- [+ Browse by Learning Topics/Solutions](#)

# Search For Learning



Show All

Training

Certifications

Global Search

## Global Search

cx7

Everything

Search

Everything

Training

Certifications

### Training results



#### NCR CX7/CX5 All-in-One POS Hardware Training

Online Class | NCR Corporation - WBT | \$0.00 ★★★★★ (0)

In this course we will cover the features, settings, and various options available in both the NCR CX7 and CX5 All-in-One POS. We will also cover the steps needed to perform all major hardware replacement procedures. Please Note: For best results, please complete this training using your Google Chrome web-browser with Pop-Up Blocker disabled.

- In NCRU, click on “Search for Learning” and type in your course number

# Learning Activity Details



ONLINE CLASS

## NCR CX7/CX5 All-in-One POS Hardware Training

Last Updated 07/21/2020 Duration 45 minutes

### Details

In this course we will cover the features, settings, and various options available in both the NCR CX7 and CX5 All-in-One POS. We will also cover the steps needed to perform all major hardware replacement procedures. Please Note: For best results, please complete this training using your Google Chrome web-browser with Pop-Up Blocker disabled.

Provider	NCR Corporation - WBT
Version	1.0
Available Language(s)	English (US)
Course Number	85024
Course Owner	John Berry, Dean Sayer
Owner Organization	Services Learning
Created On	7/16/2020

ONLINE CLASS

NCR CX7/CX5 All-in-One POS  
Hardware Training

In Progress

Launch



# NCRU Homepage



Access My Learning



Manage My Team



Search for Learning



Get Help

## My Transcript

	Due Date	Action
Unconscious Bias	10/2/2020	<a href="#">Launch Test</a>
RealPOS XR6, XR5, and Competitive Insights and Resources	None	<a href="#">Launch</a>
80639 RealScan 78 Hardware Maintenance Certification	None	<a href="#">Open Curriculum</a>
RPSW and RSM LE Training Presentation	None	<a href="#">Launch</a>
RPSW and RSM I F - Test	None	<a href="#">Launch</a>

**INFORMATION SECURITY**

**PERFORMANCE MANAGEMENT**

**WORKDAY**

## Browse for Learning

- [Browse by Function/Role](#)
- [Browse by Learning Topics/Solutions](#)

# NCRU Homepage



Access My Learning



Manage My Team



Search for Learning



Get Help

RealPOS XR6, XR5, and Competitive Insights and Resources	None	<a href="#">Launch</a>
80639 RealScan 78 Hardware Maintenance Certification	None	<a href="#">Open Curriculum</a>
RPSW and RSM LE Training Presentation	None	<a href="#">Launch</a>
RPSW and RSM LE - Test	None	<a href="#">Launch</a>
80638 RealScan 74 Hardware Maintenance Certification	None	<a href="#">Open Curriculum</a>
Overview of the RealPOS XR8 POS Terminal	None	<a href="#">Launch</a>
SKO 2020 FastStart Retail Sales NAMER	None	<a href="#">Open Curriculum</a>

**INFORMATION SECURITY**

**PERFORMANCE MANAGEMENT**

**WORKDAY**

**Browse for Learning**

- Browse by Function/Role
  - Customer Solution Support (CSS)
  - Global Operations
  - Human Resources
  - ITS
  - Services
- Browse by Learning Topics/Solutions

# Hardware Appendix – Certification Guide May 2020

Role	Requirements	Certifications
Sales	<p>NCRU 91000 Series:</p> <p>32352 RPSW and RSM LE Training Presentation</p> <p>82112 XR4 Overview</p> <p>81558 XR5 Overview</p> <p>81627 XR6 Sales Training Video</p> <p>81182 XR6/XR5 Competitive Insights &amp; Resources</p> <p>XR7Plus</p>	Minimum 2 Certified sales
	<p>CX5</p> <p>CX7</p> <p>81385 Overview of the NCR XR8 POS Terminal</p> <p>81094 NCR XR8 training</p> <p>80271 NCR Printer Family Presentation</p> <p>80558 RealScan Family Update Presentation</p> <p>82109 NCR POS – Display Family</p> <p>82110 NCR POS -7199 Thermal Receipt Printer</p> <p>82069 Overview of NCR's Bi-Optic Imaging Scanner portfolio</p>	



- Courses are readily available based on solution accessibility for Partner.
- Courses are divided into either sales or technical training
- Certification requirements vary based on Partner need
- Course numbers are provided for simple navigation

# Hardware Appendix – Certification Guide May 2020

Role	Requirements	Certifications
Technical	80638 RealScan 74 80639 RealScan 78 80640 RealScan 84	Minimum 2 Certified technical
Technical	82786 NCR XR3 (7613) and XR4 (7602) Service Training 81558 XR5 57260 XR6 80313 XR7 and XR7 Plus 82205 XR8 7879: CURR159 (RealScan 79) CX5 CX7 Cash drawers	Minimum 2 Certified technical
Technical	Servers Tablets Optic Pump Controllers Kitchen controllers Orderman	Minimum 2 Certified technical







# **Training Value**



# Training Value

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- NCR has hundreds of courses available to partners on sales, software and services across NCR's solutions that can be found on NCR University.
- Courses are available in a variety of formats: live classroom training and web-based courses.
- Each partner company will only get access to training courses that apply to the NCR solutions they have been contractually authorized by NCR to sell and service.

# Contact Help Desk



## Frequently Asked Questions

### Contact Numbers

To obtain support from United States, call 937-449-4357

To obtain IT support from a particular country, call the help desk number listed below:

Country/Site		Contact Number	Local Language Cover
United States & Canada		937-449-4357	
CLA region		+1-937-449-4440	
EMEA region	France	+1-937-449-4430	09:00 - 17:00 CET
	All Other Countries	+1-937-449-4440	
APJ region	Japan	+81-45-945-3006	8:45 AM - 6:00 PM
	India	+91-22-6195-4222	
	China & Taiwan	Business Hours :+8610-582-62008 After Hours :+1-937-449-4431	6:30 AM - 5:00 PM
	All other countries	+1-937-449-4440	

**THANK YOU**

