NCRU Partner Training ...powerful things come in small packages...





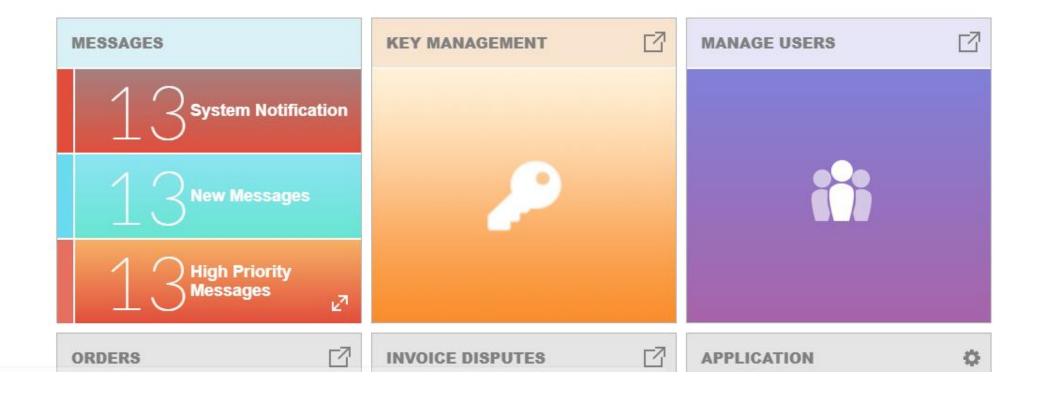
1. Access myNCR Dashboard



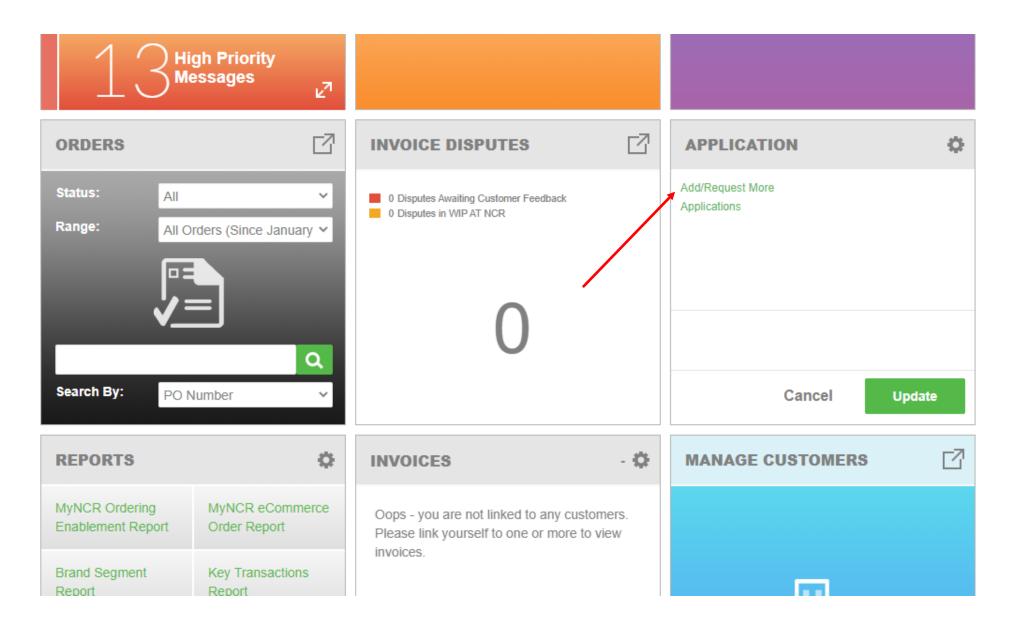


Last logged in Thursday May 07, 2020 08:07





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



3. Search for NCRU application



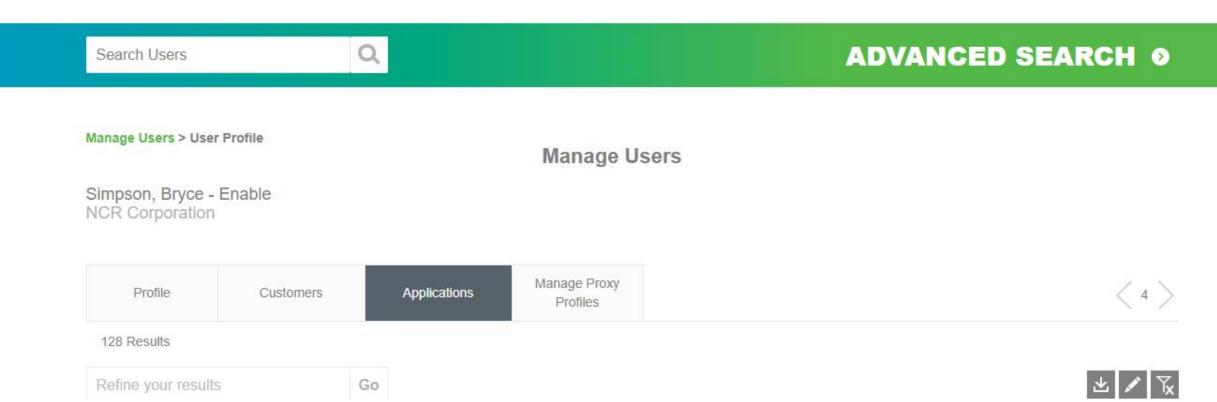








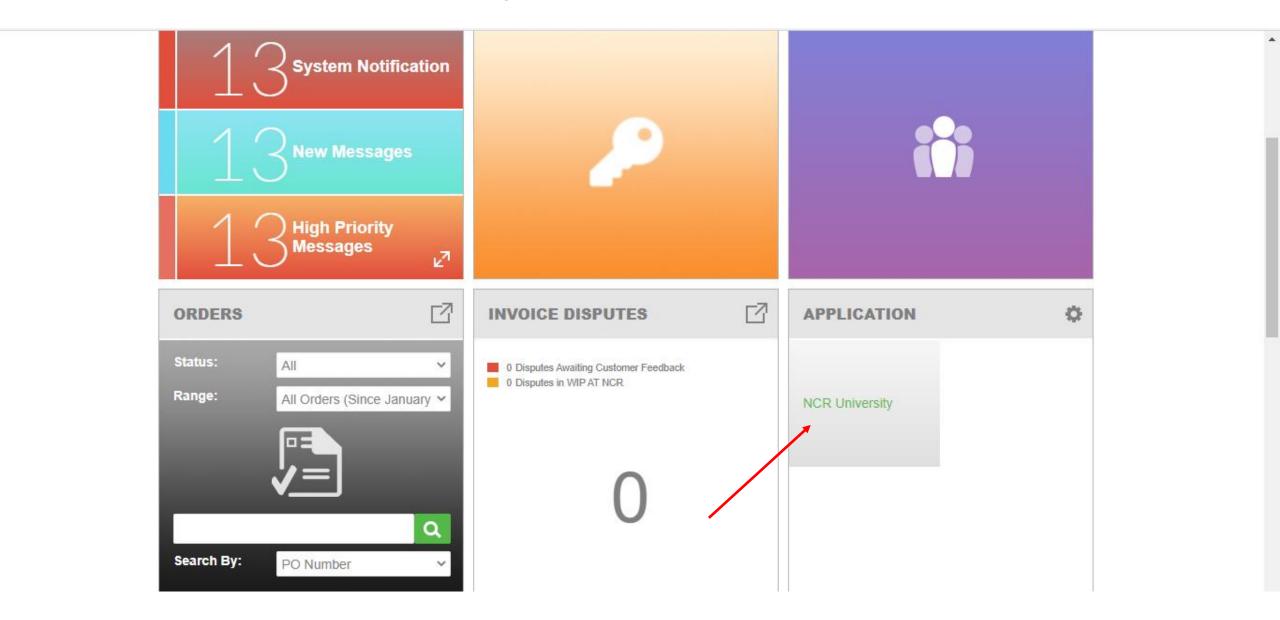


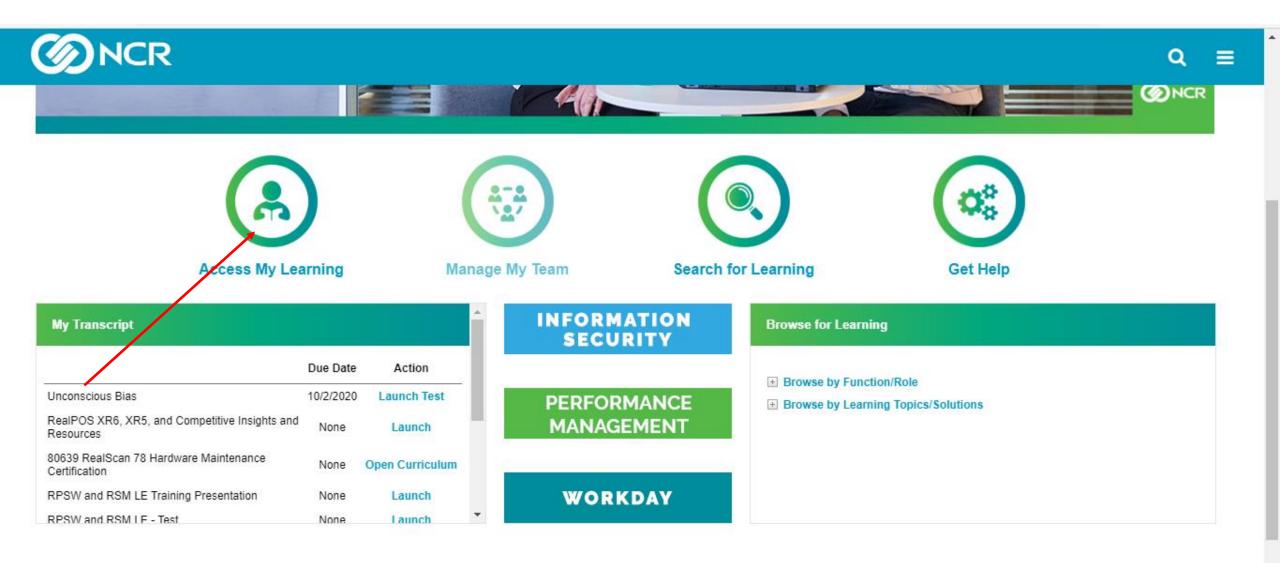


4. Add application to dashboard

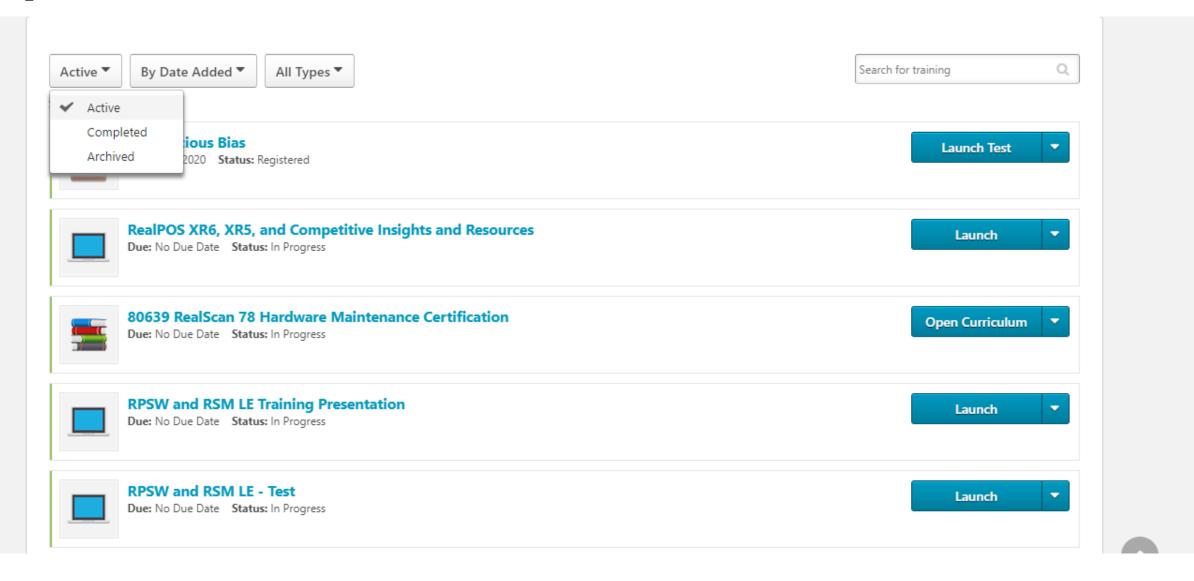
*		Hardware Kit Instruction Documents	Download site for Retail and Financial hardware kit instruction documents	Add App	
		IMPortal	Allows the customer to see their equipments performance on a map	Add App	
		Quasar Reports	Application provides information on ATMS and Kits. Details original ATM features and configurations as shipped from the plant.	Add App	»
		NCR CQM	Customers can play callcenter calls that are tagged as theirs.	Add App	
		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)	Add App	
		OptiNet - English	Optinet for Banque Nationale du Canada (BNC) - English version	Add App	
	×	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	Add App	
		PDS Fee - APAC	An application for Asia Pacific channel partners to view the current PDS fees applicable to them in SharePoint.	Add App	
		OptiNet - Français	Optinet for Banque Nationale du Canada (BNC) - French version	Add App	
		PDS Fee - North America	An application for North America channel partners to view the current PDS fees applicable to them in SharePoint.	Add App	
		PDS Fee - Middle East	An application for Middle East channel partners to view the current PDS fees applicable to them in SharePoint.	Add App	
		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.	Request Access	
		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.	Add App	

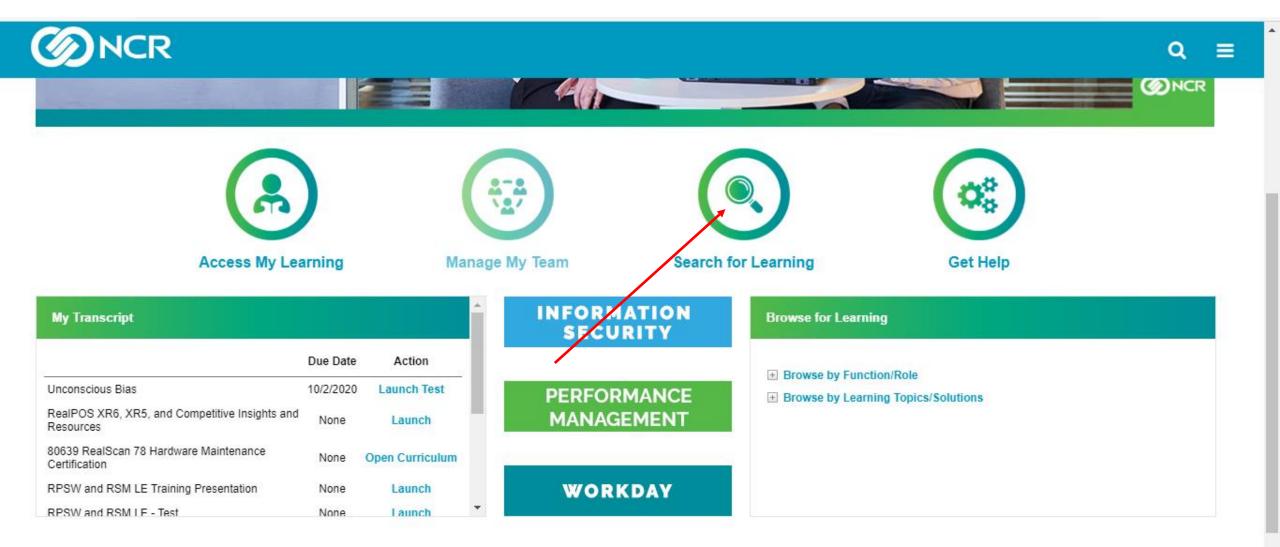
5. Access NCR University and begin learning!





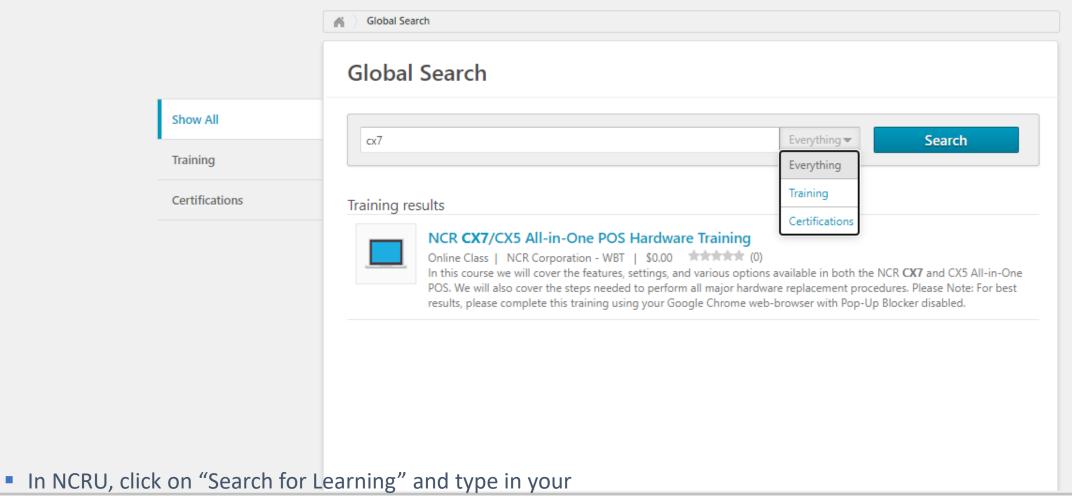
Keep Track of Your Lessons





Search For Learning





course number



Q

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

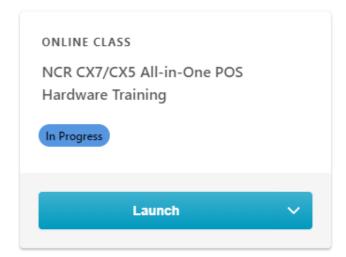
Available Language(s) English (US)

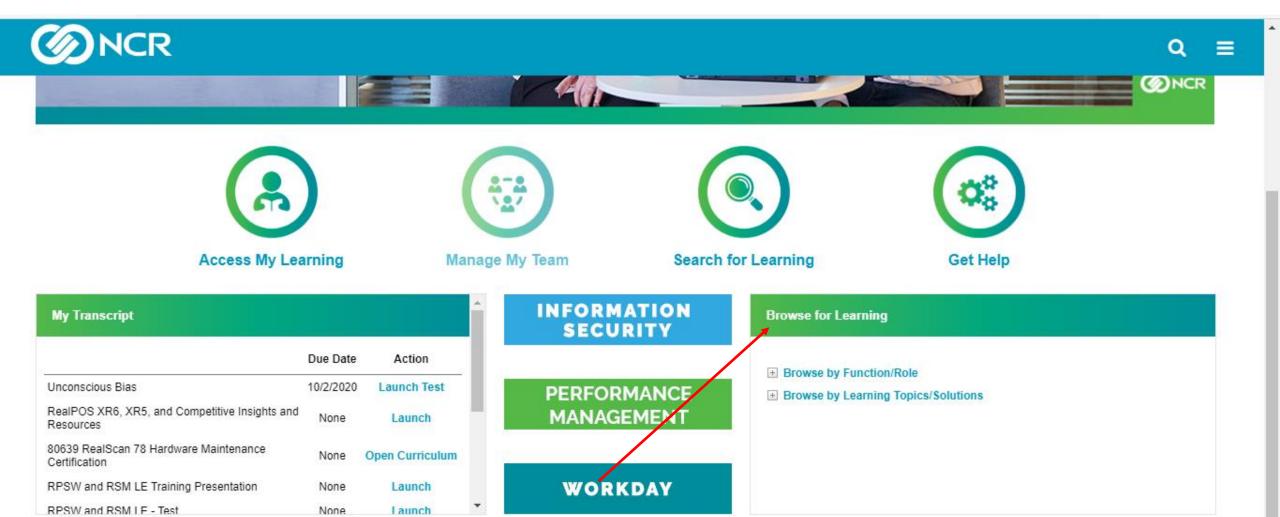
Course Number 85024

Course Owner John Berry, Dean Sayer

Owner Organization Services Learning

Created On 7/16/2020















Access My Learning

Manage My Team

Search for Learning

Get Help

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

INFORMATION SECURITY

PERFORMANCE MANAGEMENT

WORKDAY

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	Browse for Learning	
		4
	■ Browse by Function/Role	
	Global Operations ■	
_		
	± ITS	
	★ Services	
	Browse by Learning Topics/Solutions	-

Hardware Appendix - Certification Guide May 2020

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

Certifications

Minimum 2 Certified sales



- 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 drwaers	Minimum 2 Certified technical
Technical	Servers Tablets Optic Pump Controllers Kitchen controllers Orderman	Minimum 2 Certified technical





Training Value

- 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:

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

THANK YOU

