

Instructions for booking a training course in the e-Academy



Step 1. Login

Log in to Bosch Hot Water's e-Academy.

- The direct website address at www.boschhotwatertraining.com.au
- The trade tab at www.bosch-climate.com.au/trade/training and follow the links to the e-Academy.

If you wish to book *multiple* plumbers into the same course you may choose one of following options:

1. Login each individual plumber through their personal profile
2. Call our customer service centre 1300 30 70 37
3. Alternatively see step 11.

If you do not have an account, please refer to "instructions for creating an e-Academy account" document for assistance with this step.

Refer to the Bosch website www.bosch-climate.com.au/trade/training

Step 2. Select the category

On the left-hand side of the "Bosch e-Academy" page, click on your available category under the "home" tab. This should be 'Sales and Specifiers', 'Installing Plumbers' and 'Service' depending on your perspective role in the plumbing industry.



Sales and Specifiers – people who are involved in the selling and specifying of hot water products and accessories.
Eg. Sales staff and office support staff

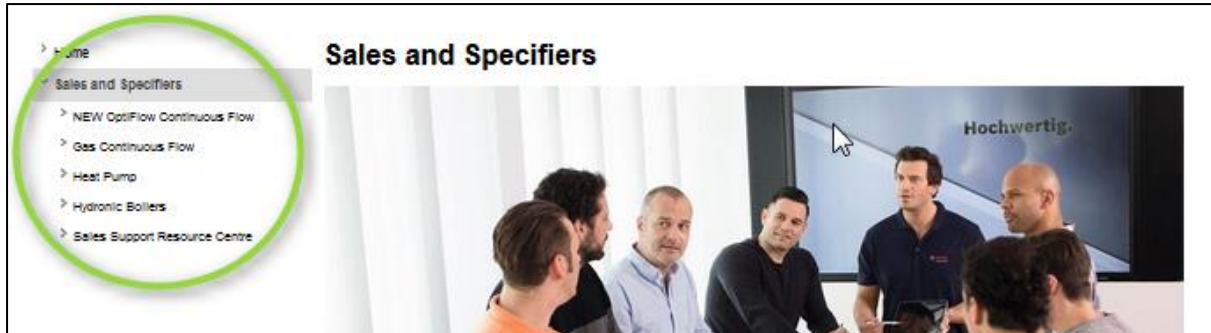
Installing Plumbers – people who are involved in the installation of hot water products and accessories. Eg. Plumbers

Service Technicians – people who are involved in the service and maintenance of hot water products and accessories.
Eg. Service agents or technicians



Step 3. Identify the product category

On the left-hand side of the page, click on your available product category.



Step 4. Choose the style of training required

Select one of the training courses on the left-hand side that you would like to attend and complete

Please note the following abbreviations:

- **F2F (Face-to-Face)** – This type of training is offered at our training venues and will provide hands-on sessions with an experience trainer in the relevant state.
- **Online Training** – For those who would like to learn from quick and sharp lessons on various topics at home. We are currently working on implementing more e-Learning courses which will be updated accordingly.



Step 5. Register for the training course

Read the 'Description' of the training course to ensure the selected course is suitable.

The screenshot shows the 'OptiFlow Introduction Training (Face-to-Face)' page. The 'Description' tab is selected and highlighted with a green circle. The page content is divided into 'Common' and 'Content' sections. The 'Common' section states: 'Bosch is proud to introduce the new OptiFlow water heater to the market. This training course provides the opportunity for people involved in the sales, installation and servicing of domestic water heaters to attend a face to face course and learn about the features and benefits of...'. The 'Content' section lists: 'Principles of continuous flow operation', 'Model range and ordering', and 'Packaging and handling of the water heater'.

Check available dates, times and locations or go straight to registration (see step 6)

The screenshot shows the 'OptiFlow Introduction Training (Face-to-Face)' page with the 'Dates & Price' tab selected and highlighted with a green circle. Below the tab is a table titled 'Dates and training location'.

Date	Location	Status
22/03/2017 - 22/03/2017	Kilburn (South Australia) (Time = 5.30 pm to 8.30 pm)	free
29/03/2017 - 29/03/2017	Kilburn (South Australia) (Time = 5.30 pm to 8.30 pm)	free
5/04/2017 - 5/04/2017	Kilburn (South Australia) (Time = 5.30 pm to 8.30 pm)	free

Step 6. Choosing a suitable training course.

Choose one of the available training session times that is most suitable.

Press the "Proceed to Booking" button. Please ensure that you select the correct training location.

The screenshot shows the 'OptiFlow Introduction Training (Face-to-Face)' page with the 'Registration' tab selected and highlighted with a green circle. The page displays a 'General' section with a link for 'OptiFlow Bluetooth Flyer'. Below is a table with columns: Date, Location, Availability (places), Registration Phase, and Status. The first row is selected with a radio button.

Date	Location	Availability (places)	Registration Phase	Status
<input checked="" type="radio"/> 22/03/2017	Kilburn (South Australia) (Time = 5.30 pm to 8.30 pm)	<input checked="" type="checkbox"/> (4)	14/03/2017 - 21/03/2017	
<input type="radio"/> 29/03/2017	Kilburn (South Australia) (Time = 5.30 pm to 8.30 pm)	<input checked="" type="checkbox"/> (4)	14/03/2017 - 28/03/2017	
<input type="radio"/> 5/04/2017	Kilburn (South Australia) (Time = 5.30 pm to 8.30 pm)	<input checked="" type="checkbox"/> (9)	14/03/2017 - 4/04/2017	
<input type="radio"/> 12/04/2017	Kilburn (South Australia) (Time = 5.30 pm to 8.30 pm)	<input checked="" type="checkbox"/> (10)	14/03/2017 - 12/04/2017	
<input type="radio"/> 19/04/2017	Kilburn (South Australia) (Time = 5.30 pm to 8.30 pm)	<input checked="" type="checkbox"/> (10)	14/03/2017 - 19/04/2017	
<input type="radio"/> 26/04/2017	Kilburn (South Australia) (Time = 5.30 pm to 8.30 pm)	<input checked="" type="checkbox"/> (10)	14/03/2017 - 26/04/2017	

Legend: Available Waiting List Not Available

The 'Proceed to booking' button is highlighted with a red circle.

Step 7. Confirm booking

You now should see an overview of the date and time of the Face-to-Face training session as well as the location.

Once you are certain that you have selected the correct course, finalise the booking by clicking the "Confirm Booking" button.

OptiFlow Introduction Training (Face-to-Face)

Home > Sales and Specifiers > Sales and Specifiers > OptiFlow Introduction Training (Face-to-Face)

General

Trainer: Dave Rabson, Chris Spencer
Language: Wednesday 7:30 AM to 9:30 AM
[OptiFlow Bluetooth Flyer](#)

Training times

12/04/2017, 7:30 AM - 9:30 AM

Additional informations

[get_to_clayton.pdf](#)

Location

1555 Centre Rd.
Room Bosch Hot Water Training Room
3189 Clayton (Victoria)
VIC

Bosch Hot Water Contact Centre: 1300 307 037
www.bosch-climate.com.au

Confirm Booking **Return**

Times and date

Location details

Maps and additional instruction

To confirm booking

Step 8. Booking confirmation

OptiFlow Introduction Training (Face-to-Face)

Home > Sales and Specifiers > Sales and Specifiers > OptiFlow Introduction Training (Face-to-Face)

General

[OptiFlow Bluetooth Flyer](#)

Date	Location	Availability (places)	Registration Phase	Status
26/04/2017	Clayton (Victoria) (Wednesday 7:30 AM to 9:30 AM)	<input checked="" type="checkbox"/> (9)	22/03/2017 - 26/04/2017	Registration confirmed

available Waiting List Not Available

Registration confirmed

The registered participant will see this screen and receive an email to confirm successful booking registration (see below).

Course Registration Status

Dear jack red

Your registration status for the course **OptiFlow Introduction Training (Face-to-Face)** is **accepted**.

Schedule dates

First day: **26/04/2017 7:30:00 AM**

Last day: **26/04/2017 9:30:00 AM**

If you need further information, please call:
1300 30 70 37

An example of the email you will receive when you have successfully booked into a course.

Step 9. Attend course

Please attend the selected course and the nominated time and venue and enjoy.

Step 10. Additional Information

For instructions on how to use the system please refer to “e-Academy User Information”



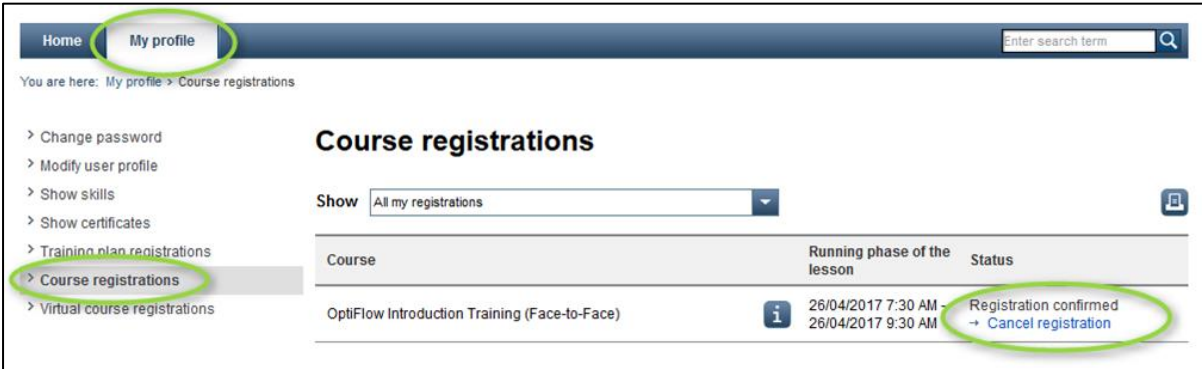
For Assistance please contact our friendly Bosch Hot Water National Contact Centre on
1300 30 70 37

How to cancel a course?

If you are unable to attend a course you will need to cancel by using the following options.

- Complete the “contact us” details at the training e-Academy or the Bosch climate web site.
- If training course is within 24 hours please call 1300 30 70 37

Or click on the “My profile” tab and then select “course registrations” and finally click “cancel registration”.



Home **My profile**

You are here: My profile > Course registrations

- > Change password
- > Modify user profile
- > Show skills
- > Show certificates
- > Training plan registrations
- > Course registrations**
- > Virtual course registrations

Course registrations

Show

Course	Running phase of the lesson	Status
OptiFlow Introduction Training (Face-to-Face)	26/04/2017 7:30 AM - 26/04/2017 9:30 AM	Registration confirmed → Cancel registration

Step 11. How to book in multiple plumbers

Please click on the ‘contact’ button in the top left hand side of the “home” login page. You will be then re-directed to a pre-filled contact form.



Language: English (AU) | **Contact** | Logout

Home **My profile**

You are here: Home

Bosch e-Academy

- > Sales and Specifiers
- > Installing Plumbers
- > Spare Parts Identification
- > e-Academy User Guide



