

Frequently Asked Questions for the Testing Center

XOG Online Testing Center

This FAQ document contains information for the Xerox Office Group Online Testing Center. Our intent is to answer the most common questions from Xerox service partners, including Authorized Service Partners (ASP) and Designated Third-party Maintainers (DTPM), and from internal Xerox employees.

Service Partner Training Resources

Xerox Service Partner site: <http://www.xerox.com/office/partners/> (Requires TCN login and password)

Online Testing Center: <http://www.xerox.com/office/testing/> (Requires login, service partners use TCN)

Training Updates site: <http://www.xerox.com/office/training/> (Requires login, service partners use TCN)

Questions:

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Answers:

FAQ for Xerox Office Group Product Training & Information Testing Center:

Question: How do I view or print my product certifications?

Answer: Certification information is available at the online XOG Online Testing Center, located at <http://www.xerox.com/office/testing>. You will need your Xerox Partner login ID number (TCN) and Password to log onto the Testing Center. Once you have logged onto the site, click the **My Certifications** link in the red bar at the top of the page. Your product certifications are listed on a printable page. This can also be accessed through the **Certification Report** at the top of the list of courses on the Test Selection page.

Question: Will I receive a training completion certificate?

Answer: As of January 1, 2003, Xerox no longer issues training certificates. Your current Certification information is available at the online XOG Online Testing Center, located at <http://www.xerox.com/office/testing>. You will need your Xerox Partner login ID number (TCN) and Password to log onto the Testing Center. Once you have logged onto the site, select **Start** to connect to your personal **Test Information** page. At the top of the **Test Information** page, you'll see a link titled **Certification Report**. Select **Certification Report** to view a printable listing of your current certifications.

Question: How do I order training material?

Answer: If you are an Authorized Service Provider, go to the [Service Partners](#) site and click on the link to [Order Training Material](#).

For Xerox Europe, download the European Training Order Form at the European Partner site.

For Xerox employees, contact your manager.

Question: What does it mean when the title of a test is in red in the Testing Center list?

Answer: A red title means the test is unavailable for you to take until you take some other action.

Some tests require completion of a prerequisite test. Until the prerequisites are complete, the test will not appear "live" in the Testing Center. To find out if a test has a prerequisite, refer to information in any of these locations:

- The Introductory information found in the Self-Study Guide in the training materials
- The **Read Me** document for the product is in the Training Kit or at the Training Updates site <http://www.xerox.com/office/training>.
- The Certification Checklist for the product you are testing on (available at the [Service Partners](#) site, in the Training Kit, or at the Training Updates site)

A test will also be unavailable if you have exhausted your attempts to pass the course. Most of the courses allow you to attempt to pass the test several times. If you exhaust your attempts, the test will be unavailable. If you have exhausted your attempts, the **Test Status** column will have a note to contact Partner Services. If so, request a reset from Service Partners at: partner.services@support.xerox.com.

There are a number of other reasons why a test may not be available on your personal Test Information page: you may have already completed the test, it will no longer appear as a live test or your company has not purchased the appropriate training materials. If none of these options explains why the test you are looking for does not appear, please contact Partner Services at partner.services@support.xerox.com or call 1-800-249-0347 options 2, 3, 4.

Question: How do I contact Xerox for training and certification information?

Answer: First look for the information on the [Certification Checklist](#) for the product. If you already have the training material, check the introductory information in the Student Self-Study Guide (SSG). If you do not find it there, contact the XOG Product Training and Information Support Team at [Contact Us](#).

Question: What are the requirements for certification?

Answer: General requirements for certification on most Xerox Phaser printers require you to complete the Self-paced training (including any prerequisites) using the Interactive Multimedia CD-ROM and the printed Self-Study Guide, and then pass the appropriate test on the XOG Online Testing Center <http://www.xerox.com/office/training/>. Some courses require that you have a printer available to complete any hands-on exercises included in the training.

In addition, those technicians who are attempting to certify on selected solid-ink printers will also need to complete a Phone Interview **IF they have never certified on a previous printer in the Solid-ink product line**. For example, a technician who is interested in certifying on a Phaser 860 printer will need to complete a Phone Interview (in addition to completion of the self-paced training and online test) if he or she has no previous solid-ink printer certifications.

Interview requirements are not applicable in Europe.

For additional certification guidelines for Xerox Office Group products, refer to the [Certification Checklist](#) for each product.

Question: All of my tests have disappeared, where are they?

Answer: If no tests appear in your list on your personal **Training Information** page in the XOG Online Testing Center, it's possible there is a problem with your contact information, your company's

status in the Partner Services program system, or the XOG Online Testing Center itself. To rule out any problems with your contact information or your company's status in the program system, please contact the Partner Services at partner.services@support.xerox.com or call 1-800-249-0347 options 2, 3, 4.

Question: Do I need a printer to complete the training?

Answer: It depends on the training. Some of the training courses do require printers for completion of the labs or exercises. The printer requirement for each training course is listed on the [Training Order Form](#) and in the **Readme** sheet contained in each of the training packages. The printer requirement is also listed in the introductory material at the front of each Student Self-study Guide.

Question: Where can I get detailed information about the certification requirements for a printer?

Answer: The detailed requirements for each printer are located on the [Training Order Form](#) and on the product's [Certification Checklist](#). If you still have questions after referring to either of these documents, contact partner.services@support.xerox.com.

Question: I failed a test multiple times and it is now unavailable. How do I get a test reset?

Answer: Contact partner.services@support.xerox.com to request another attempt to take the test.

Note: It is the Testing Center policy to reset a test one time after a user has exhausted their test attempts. If the user fails the test after the reset, there is a mandatory 2-week waiting period before the test can be reset again.

Question: A test that I need is not visible in the Testing Center list. What do I need to do?

Answer: For Authorized Service Providers, contact Partner Services at: [Contact Us](#). Make sure your company has purchased the material for certification on the product.

For XOG TSSs, contact your RSS to make sure you are scheduled to take the training

Question: After I am certified, how do I order parts?

Answer: For NASG and Authorized Service Providers (ASPs), contact Partner Services at: [Contact Us](#). ASPs can also find the information in the ASP Service Reference Manual.

For US NADC Service Authorized Dealers, order parts through the "Parts Catalog" located on the Dealer Connection Website: <https://partner.xerox.com/dealer>.

For Canadian NADC Service Authorized Dealers, order parts through 1-800-828-5881, prompt 4, then 3. You must become certified on the product in order to receive the parts discount.

Question: How long does it take to complete the training?

Answer: It varies by product and training course. The approximate time to complete is listed for each product in the [Training Order Form](#). It is also listed in the left column of each [Certification Checklist](#) for each printer and training course, in addition to the **Readme** and **Student Self-Study Guide** that is included in the training material for each of the products.

Question: I have certified on a printer, but still do not have access to the Service Partners site. What do I need to do?

Answer: Contact partner.services@support.xerox.com to verify your account and login information.

Question: How do I add a technician to our company profile for certification?

Answer: Update your account information on the ASP [Service Data Sheet](#) at the [Service Partners Home](#). If you have already updated your account information, or have questions about the procedures, please contact partner.services@support.xerox.com.

Not applicable in Europe.

Question: I forgot my TCN or Password. What do I need to do?

Answer: If you are an Authorized Service Provider, contact partner.services@support.xerox.com to verify your account and login information.

