Remote Training Process

Certified instructors showing you how to get the most from your Xerox® devices using industry leading remote tools.

YOUR PATH TO PRODUCTIVITY

Xerox training is flexible and ready to meet the needs of your diverse population. Remote training gives you access to training on-the-go and can be customized to suit your organization's needs.

Xerox provides you with a variety of training options to mix and match so you can get the best training for your company.

REMOTE TRAINING OPTIONS AVAILABLE

- **Webinar Session:** A seminar conducted over the Internet using remote tools. This is a virtual classroom training delivered through Adobe connect or WebEx by a Remote Training Specialist from Xerox.
- Online training with live instructor
- Best for a large number of users to be trained at the same time. Attendees can log in from their computer or in a conference room

- **Pre-recorded Training (Brainshark):** Online pre-recorded video presentation accessed via the web. There is no limitation on number of users using the platform and it is a perfect fit when the client has several locations or branches.
- Flexibility to choose when to participate in training
- Ability to train on components that are new or different
- Refresher training
- Trainee can log in at any time that is most convenient for their schedule
  - *Brainshark example:*
    https://www.brainshark.com/brainshark/brainshark.net/portal/title.aspx?pid=zJCzqVtrLzU1wyz0

- **Customized Training:** Any combination of the above methods or creation of training materials to meet your specific requirements.

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WHAT CAN WE TRAIN ON

- Powering on and off the device
- Device overview
- Control panel overview
- Touch screen details
- Device authentication
- Device and Job apps
- Job list
- Secure print Jobs
- Document feeder
- Document glass
- Paper trays

- Print driver features
- Copy and ID card copy
- Email
- Address book
- File format
- Fax
- Delayed send
- Confirmation reports
- Scanning options
- Workflow Scanning
- Scan to USB

- OneDrive
- Google drive
- Office 365
- Printing
- Secure print
- Delay print
- Save job
- Print driver features
- Replacing consumables
- Cleaning your device
- Troubleshooting and paper jams

For complex training options please engage the remote training manager (Jorge Fratta)

CONTACT INFORMATION

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