

Description of Services

Illumia Learning Subscription: NetMenu Tray Card

Scope of Service

Training is essential to optimize the benefits of Illumia's NetMenu systems. Illumia offers a flexible learning subscription to meet your training needs. The following packages are available to meet your training needs specific to your operational setup.

- Unlimited access to self-directed eLearning supporting NetMenu Senior Living for up to 5 named users per organization.

Learning subscription activity and performance reports can be generated by your site administrators.

Prerequisites and Assumptions

- **Access the Learning Center**

All Illumia training is available through **Client Connect**.

1. Go to **Client Connect** and select Login
2. Select Create Account link (do not enter email or password on this screen)
3. Complete registration, then log back in and select the Training tab
4. Request a Learning Subscription from the Learning Center Dashboard.

Questions about training? Reach our Education Team at training@illumiatech.com

- Access to the Learning Subscription is licensed by site and available to 5 users for your contract term.
- Illumia is not responsible for issues with internet access, firewall, or network.
- The customer is responsible for assigning a point of contact to coordinate eLearning activities and tasks.

Services Out of Scope

Any services not detailed in this Description of Services are considered out of scope. Agenda topics not identified in the mutually agreed upon agenda are considered out of scope.

Changes to the Description of Services

Changes to the Description of Services by either party shall require prior written notification and agreement and may result in additional implementation fees as described in this Agreement.