

Description of Services

Illumia Learning Subscription: NetMenu TrayTicket or NetMenu Planner

Scope of Service

As customers begin to implement and use Illumia's NetMenu systems, training will be needed, and a sustainable training model is important. Illumia offers a flexible subscription training service. The following packages are available to meet your training needs specific to your operational setup.

- Unlimited access to self-directed eLearning for up to 5 named users per organization.
- Access to live instructor led training every month led by an Illumia expert.

Additional Users (SVS9190186)

- Additional user access to SLE FNS Learning Subscription in groups of 5.

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.