

Description of Services

Illumia Virtual Training

Scope of Service

Illumia's Virtual Courses are instructor-led, online training courses that offer hands-on experience. Refer to the Virtual Course Outline for specifics on a course, including topics and length.

Each registered trainee will have a training lab or sandbox to enable hands-on education along with the practice exercises. Training will be conducted with a training database. Each class session is scheduled to allow enough time for: the agenda, topic related Q&A, short breaks, and to complete exercises in the training labs. There can be multiple customers participating in a course. One trainee per registration.

Customer and Illumia Responsibilities

CUSTOMER RESOURCES	RESPONSIBILITIES
Project Manager or Primary Point of Contact	Organization provides quiet area removed from interruptions and distractions. Provide 1 desktop/laptop computer for every participant. Provide internet access (wired or wireless) in the classroom. ReadyTech Training — Perform the Pre-Check Procedure well in advance of class to verify your desktops/laptops can access Illumia's training system. Instructions will be sent under separate cover. Failure to do so may jeopardize the delivery of your training.
CLASS PARTICIPANT	RESPONSIBILITIES
Class Participant	Come to the training prepared to fully engage. Basic Computer Literacy Expectations for Instructor Led Training <i>Instructor-led courses are developed with the expectation that each student will possess basic computer skills, particularly with the Microsoft Windows® platform. Students lacking a basic understanding of Windows fundamentals should independently undertake Windows training prior to participating in any Illumia instructor-led training.</i>

Prerequisites and Assumptions

- Illumia will assign a product instructor with knowledge of the Illumia solutions specific to this request and their use operationally.
- Customers sign up online through the Illumia Training Center, Learning Center Store.
- **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. You are now in the Illumia Training Center. Register for a course in the Store tab.

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

- Illumia can provide a quote for desired training services upon request.
- **Payment is due prior to training.** Payment can be made by credit card or active sales order. When selecting payment by Purchase Order, your class seat will be tentatively reserved. To avoid cancelation of class seat, please submit your PO documentation to training@illumiatech.com 2 weeks prior to class start date.
- Training participants will notify Illumia within 10 (ten) business days prior to the course start date at training@illumiatech.com if unable to attend. Participants may be charged a cancellation fee of \$200.00 if they do not cancel prior to ten business days of the course start date. **Registered attendees who do not attend the course and do not cancel will be charged the entire cost of the course.**
- All services and classroom seats will expire one year from contract execution date.
- Training will not be conducted on customer's "live" system. Training database examples are not specific to a customer.
- Specific prerequisites will be established by the instructor based on the training outline.
- Where appropriate, Illumia will provide soft copies of relative training guides or materials. These guides are for the use of the participant and not for publication or other use.
- The trainee is responsible for ensuring that they have a distraction-free environment enabling focus on the class. They should plan to allocate the full class time to ensure there is time to complete class exercises. Multi-day classes build on the topics requiring full participation in each day to get the full benefit.
- The trainee will use their own phone and computer with a high-speed internet to access the training.
- Illumia strongly recommends you login to the class 15 minutes prior to the class start to verify ability to connect and resolve any connection / log-in issues prior to class start time.
- Illumia reserves the right to cancel courses due to low attendance within ten business days of the course date.

Services Out of Scope

Any services not detailed in this Description of Services are considered out of scope. Topics not identified in the 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.