

Datasheet



Get a Jump on Training

“The HighJump training resources (online and classroom) are second to none in the industry. I have worked with Catalyst and Red Prairie in the past and neither holds a candle to what you offer. Thanks!”

—Musicians Friend

HighJump University

HighJump University offers a comprehensive suite of training programs designed to provide the skills and knowledge needed to make the most of your HighJump Software investment. Using a blended approach to learning, HighJump University (HJU) offers a combination of self-directed eLearning and instructor-led training that focuses on:

- Product functionality
- System administration and troubleshooting
- Hardware administration and troubleshooting
- Configuring the application with HighJump’s adaptability tools
- Utilizing and editing HighJump’s WebWisepowered visibility applications

Four Ways to Learn With HighJump University

- eLearning
- HighJump TV
- VLabs
- Instructor-Led Training



Starting from your desktop, comprehensive online training provides “how to” explanations, video demonstrations, simulations, and hands-on exercises



After the basics are mastered online, advanced topics and real-world scenarios are taught live by experienced instructors or delivered to your desktop using VLabs.

HighJump[™]
SOFTWARE

eLearning

HighJump University offers a complete suite of eLearning materials that are delivered online, allowing for 24/7 access. The eLearning courses are available on a variety of topics and are designed to provide comprehensive training on HighJump's products and tools. Extensive content, overall media-rich design and unlimited Internet access combine to create an extremely flexible training option that meets a variety of learning needs and schedules.

Media-rich

All of HighJump University's eLearning materials are media-rich in design. Materials are easy to use and logically organized. eLearning lessons include:

- Intuitive navigation
- Interactive hands-on exercises
- Software and hardware video demonstrations by experts
- Links to product documentation
- Help buttons and "Ask the Instructor" links.

Online Assessments

Many of our eLearning materials include online assessments. These allow participants to test their understanding after completing the training.

Benefits of an eLearning Subscription:

- Just in time "how-to" training for administration and configuration staff as the need arises
- 24/7/365 access to over 100 courses over the Internet, which allows for better time management by giving participants the flexibility to work when it fits their schedules
- Reduce or eliminate travel time and expenses
- Quick reference or refresher training to help with daily tasks or troubleshooting
- See the latest product releases and features demonstrated

HighJump University's eLearning subscription provides unlimited access to eLearning courses (except VLabs) and HighJump TV for an unlimited number of users for one full year. For pricing information, contact your HighJump sales representative.

HighJump TV

You can access HighJump TV as part of your HighJump University eLearning subscription. It provides supplementary training on a variety of topics. You're able to see and hear the presenter, presentation slides and all demonstrations from the comfort of your own desk! HighJump TV topics include:

- Product release training
- Industry knowledge
- Guest speakers
- Customer case studies
- Selected user conference presentations
- Performance tuning
- Product sneak peaks

"When I encounter a problem with our system or our RF readers, my first stop is HighJump University. The amount of information is both impressive and well organized. Offering both text and video are a plus. The opportunity to e-mail the presenter is a great feature."

—Charlie Shaikov
Restaurant Equipper

The screenshot displays the 'WA Hardware Administration' software interface. The main content area features a diagram titled 'Teklogix Hardware Architecture' showing a network topology. The diagram includes a Host, a 9150 Wireless Gateway, a 3400 Network Controller, and Windows NT running TeXtMML and TeXtSIS. A 7030 Handheld Data Collector is also shown connected to the network. A yellow callout box states: 'The 9150 Wireless Gateway can be configured as an access point or a Base station and provides the communication bridge between the RF terminals and the 3400 Network Controller. Click on the image to help you.' A small inset image shows a hand holding a handheld device.



Instructor-led Training

Students have the option to attend HighJump University's hands-on instructor-led training held in Minneapolis, MN. HighJump software experts assist in the completion of real-world exercises and activities.

Cancellation and Change Policy

Participants may cancel their reservation up to 10 business days prior to the first day of the course for a full refund. Participants may change their reservation up to 10 business days prior to the first day of the course with no penalty. No-shows and cancellations received less than 10 business days prior to the start of the course will be receive a 50% refund. A \$200 administrative fee will be assessed for changes received less than 10 days prior to the start of the course. All changes/cancellations should be emailed to training.coordinator@highjump.com Substitutions are permitted and there will be no administration fee charged for the substitution of a participant. The substituted participant must meet the prerequisites of the course. Please notify the training coordinator of the substitution prior to arriving. A minimum of four students must be registered at least two weeks prior to the scheduled instructor led training or the class will be cancelled. HighJump University reserves the right to cancel course dates due to insufficient enrollment. Students will be notified of cancellations within 10 working days of the instructor led start dates. Should a class be cancelled for any reason, HighJump University's liability is limited to the return of any prepaid tuition only.

Location

All U.S. HighJump University instructor-led training is held at our corporate offices in Eden Prairie, MN.

Schedules and Registration

HighJump University Online contains a schedule for all of our VLab and Instructor-led training. Registration is accomplished via our online registration form.

Fees

Contact your HighJump account manager or sales representative for a price quote. Course tuition may be paid by purchase order, check or prepaid training credit. Packages can also be purchased for additional savings.

Meals, Lodging, Transportation

HighJump University will provide lunch, refreshments and snacks. Lodging and transportation are the responsibility of the attendee.

Class Hours

All classroom training runs from 8:30am-4:30pm

Instructors

HighJump's instructors have designed and implemented dozens of HighJump systems and bring to the classroom many years of real-world experience.

Prerequisites

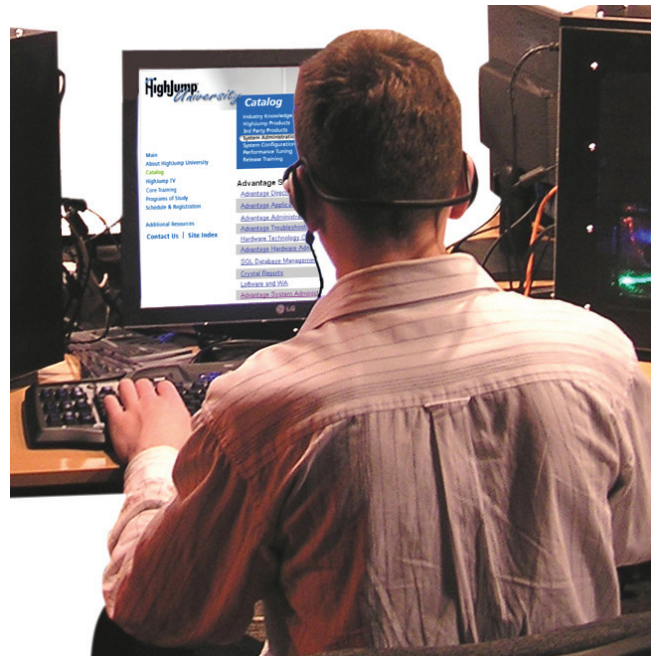
Some online pre-work may be required prior to attending the instructor-led training.

Hands-On Virtual Labs

HighJump University provides the option of online hands-on training using HighJump's Virtual Lab (VLab). V Labs are self-directed lab exercises performed in an actual HighJump solution delivered to your desktop via the internet.

Benefits of the VLab:

- 100% hands-on training with actual HighJump solutions (not simulations)!
- NO traveling
- NO food and lodging expenses
- Learn the same material as the instructor-led courses but at an individual pace from home, office, or on the road.
- Flexible scheduling
- Practice in a safe environment
- Links to live instructors provide help if needed.
- When the student logs in each day, they can pick up from where they left off.
- Pre-purchased training credits can be used or HighJump can invoice your company.



Comparison of HighJump VLab and instructor-led courses:

	Instructor-led	VLab
Content	Identical exercises	Identical exercises
Prerequisites	Online pre-work required before attending lab	Online lessons utilized along with exercises
Tuition Fee	Same	V Labs are not included in the cost of an eLearning subscription but may leverage existing eLearning courses as part of the overall instruction at no additional cost
Travel expenses	Customer responsible for all travel expenses. Lunch is provided by HighJump	None
Access to Instructor	Immediate access	Links to instructors provide help within 24 hrs (excluding weekends) if needed
Time to complete	Uninterrupted lab time away from work	May take longer to complete exercises due to interruptions at work or home
Availability	Fixed schedule with limited number of seats	Flexible schedule can be adapted to numerous participants
Learning Style	For those who prefer a subject matter expert close at hand	For those who are comfortable learning at their own pace

Contact keith.miller@highjump.com to sign up for a VLab.

Getting Started With HighJump Online Training Options

HighJump University Online gives customers access to:

- A catalog of all training offerings
- eLearning lessons (with the purchase of an eLearning subscription)
- HighJump TV
- Class schedule and registration form
- Links to all course descriptions, pricing, and contact information

HJU is accessed via our main HighJump Software website – www.highjump.com.

1. Go to <http://www.highjump.com/Pages/CustomerLogin.aspx>
2. Use the following login:

Username: highjumpcust1

Password: hjisgr8!

HighJump University System Requirements:

HighJump University's eLearning materials are delivered over the Internet. Minimal system requirements include having a computer with Internet access and Internet Explorer 5.5, Flash player 6.0, minimum 600MHz processor and sound card. The video clips incorporated into the HighJump University lessons use the .wmv-streaming format from Microsoft. They are best viewed with the Windows Media Player. It is highly recommended that you upgrade to the latest version of the player for your operating system. A minimum bandwidth of 29KB must be maintained in order to view the clips properly.

The screenshot shows the HighJump University Catalog page. The header includes the HighJump University logo and the word 'ADAPTABLE' in large letters. A navigation menu on the left lists: Main, About HighJump University, Catalog, HighJump TV, Core Training, Programs of Study, Schedule & Registration, Additional Resources, and Contact Us | Site Index. The main content area is titled 'Advantage System Administration' and lists several courses with their durations and formats. Each course has a 'START' button and a 'Test' button (indicated by a checkmark). A text box on the right states: 'This section contains materials and course-work related to administering an Advantage Solution. Click on the hyperlink for a description or press the Start button to launch the training.'

Advantage System Administration			
Advantage Directory Structure	5 hrs	Online	START ✓ Test
Advantage Application Database (AAD)	2.5 hrs	Online	START
Advantage Administration Basics	2 hrs	Online	START ✓ Test
Advantage Troubleshooting Tools	4 hrs	Online	START ✓ Test
Hardware Technology Overview	4 hrs	Online	START
Advantage Hardware Administration	4 hrs	Online	START ✓ Test
SQL Database Management	1.5 hrs	Online	START
Crystal Reports	1 hr	Online	START
Software and WA	1 hr	Online	START
Advantage System Administration Class	2 days	Class	



www.highjump.com