

Directions for Accessing the Training Modules

The Installer ID will be “INACTIVE” until you have taken and passed the required HughesNet Certification Modules that reside in the HughesNet Knowledge Center.

Before these training modules can be accessed you must first set up your personal HughesNet Knowledge Center Account by creating a “New User” profile.

Creating the “New User” Profile (Users without a Knowledge Center Account):

1. Launch a web browser and navigate to:
<http://elearning.hughesnet.com/login/index.aspx>
2. Enter the username **HughesNetInstall** (case sensitive)
3. Enter the password **Welcome** (case sensitive)

This website is best when viewed at a minimum resolution of 800 x 600. Your current resolution is 1024 x 768.

HughesNet
Broadband Unbound:

User Name

Password

Remember me
[Forgot your password?](#)

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4. Click on Enter.
5. Complete the registration form (see example below).
 - a. Enter the **installer ID (provided to you by Hughes through your Distributor) in the User Name field of the profile.**
 - b. Create your own HughesNet Knowledge Center password by filling out the Password and Confirm Password fields in the profile. **Write your**

password down! You'll need it any time you wish to access the Knowledge Center.

- c. The "Photo" and "Manager" fields are inactive. Nothing can be entered, so please ignore.
- d. "Employee ID" is any ID number provided to you by your employer. If you don't have one, enter "None".
- e. "Address"/ "Phone" / "FAX" are that of your company or dealers.
- f. "Language". Please ignore.
- g. "Distributor Name" should be RS&I
- h. "Company/Dealer Name". The company or dealer you work for.



New User

First Name:*	<input type="text" value="Howard"/>
Middle Initial:	<input type="text" value="R"/>
Last Name:*	<input type="text" value="Hughes"/>
Photo:	<input type="text"/>
User Name:*	<input type="text" value="1111111"/>
Password:*	<input type="password" value="••••••••"/>
Confirm Password:*	<input type="password" value="••••••••"/>
Email:*	<input type="text" value="hughes@desertinn.com"/>
Display name:	<input type="text" value="Howie Hughes"/>
Time Zone:*	<input type="text" value="(GMT) Coordinated Universal Time"/>
Job Title:	<input type="text" value="Installer"/>
Manager:	<input type="text"/>
Employee ID:	<input type="text" value="13462"/>
Address:	Street <input type="text" value="3145 Las Vegas Blvd North"/>
	Street 2 <input type="text"/>
	City <input type="text" value="Las Vegas"/>
	State/Province <input type="text" value="NV"/>
	Zip/Postal Code <input type="text" value="89109"/>
	Country <input type="text" value="United States"/>
Phone:	<input type="text" value="702 - 865- 3193"/>
Fax:	<input type="text" value="702 - 865 - 3913"/>
Language:	<input type="text"/>
Distributor (N/A if NOT an Installer) :*	<input type="text" value="RS&I"/>



Your session has timed out. Please [login](#) again.

Confirm Password: *	<input type="password" value="*****"/>
Email: *	<input type="text" value="hughes@desertinn.com"/>
Display name:	<input type="text" value="Howie Hughes"/>
Time Zone: *	<input type="text" value="(GMT) Coordinated Universal Time"/>
Job Title:	<input type="text" value="Installer"/>
Manager:	<input type="text"/>
Employee ID:	<input type="text" value="13462"/>
Address:	Street <input type="text" value="3145 Las Vegas Blvd North"/>
	Street 2 <input type="text"/>
	City <input type="text" value="Las Vegas"/>
	State/Province <input type="text" value="NV"/>
	Zip/Postal Code <input type="text" value="89109"/>
Country	<input type="text" value="United States"/>
Phone:	<input type="text" value="702 - 865- 3193"/>
Fax:	<input type="text" value="702 - 865 - 3913"/>
Language:	<input type="text"/>
Distributor (N/A if NOT an Installer) : *	<input type="text" value="RS&I"/>
Company Name / Dealer (N/A if NOT an Installer): *	<input type="text" value="ACME Satellite Installation, Inc."/>
HNS Installer ID (N/A if NOT an Installer): *	<input type="text" value="1111111"/>

* = Required



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6. Click on submit after filling out the required fields.

7. Error Messages

Server Error in '/' Application.

Object reference not set to an instance of an object.

Description: An unhandled exception occurred during the execution of the current web request. Please review the stack trace for more information about the error and where it originated in the code.

Exception Details: System.NullReferenceException: Object reference not set to an instance of an object.

Source Error:

An unhandled exception was generated during the execution of the current web request. Information regarding the origin and location of the exception can be identified using the exception stack trace below.

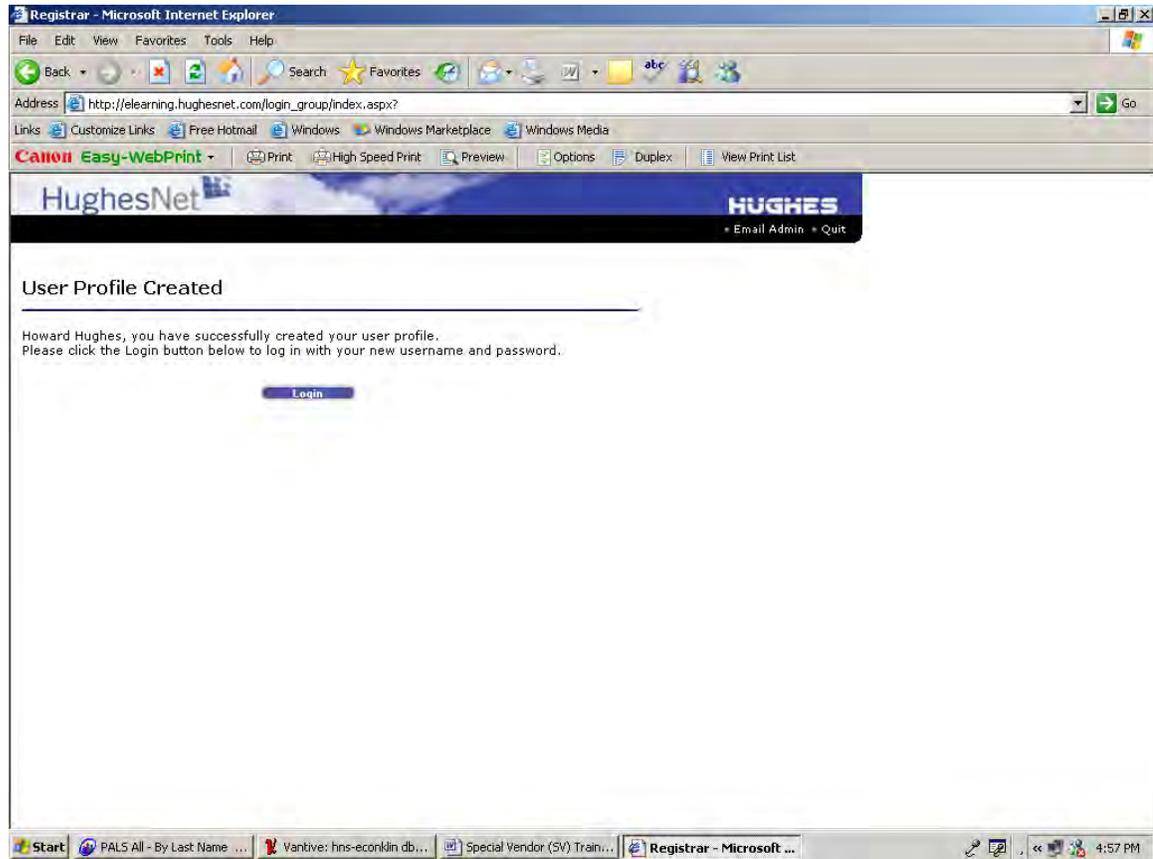
Stack Trace:

```
NullReferenceException: Object reference not set to an instance of an object.]
CKCenter.CentraAppFunctions.GetUserCmsGuid(CString strLogin)
CKCenter.UserObject.SaveUser(CKDataAccess objDataAccess, String str01UserGUID)
CKCenter.ct_save_log_user_Page_Load(Object sender, EventArgs e)
System.EventHandler.Invoke(Object sender, EventArgs e) +0
System.Web.UI.Control.OnLoad(EventArgs e) +67
System.Web.UI.Control.LoadRecursive() +36
System.Web.UI.Page.ProcessRequestMain() +750
```

Version Information: Microsoft .NET Framework 4.0.30215; ASP.NET 4.0.30215

If, after submitting the profile you receive an error message, please contact your distributor for assistance.

8. User Profile Created.



Congratulations! You have just set up your personal HughesNet Knowledge Center Account. Your Knowledge Center Account is the depository for your Elearning training modules.

9. Accessing the HughesNet Knowledge Center and the training modules.

Click on “Login” at the bottom of the User Profile Created page or, at any time:

- a. Launch a web browser
- b. Navigate back in to the same HughesNet Elearning web site in which you created your profile: URL: <http://elearning.hughesnet.com/login/index.aspx>.
- c. Enter your User Name (the Hughes provided Installer ID).
- d. Enter the password you created (and wrote down) in the profile.
- e. **Verify that your Profile is up-to-date and complete.** You must have a valid email, your company name, installer number and your distributor entered in order to receive credit for completing this training. To check your profile, click the **Profile** link.
- f. After updating your **Profile**, click the My Learning link.
- g. You will see that you have been assigned the new required learning track and certification tests. See example below.

Upcoming Target Dates

DW7000 Consumer Installer	03 Nov 2007	Detail Start
HN7000S Consumer Installation Course	03 Nov 2007	Detail Start
ABCs of Service Excellence	05 Nov 2007	Detail Start
DW7000 Installer Certification v.3	05 Nov 2007	Detail Start

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10. Certification

Upon passing the assessment test:

- Hughes will change your Installer Status from “INACTIVE” to “ACTIVE”.
- Register a Certification Number to your Installer ID.
- Provide the Certification Number to your Distributor.
- Your Distributor provides you with the Certification Number. You will then be authorized to install the HughesNet systems for which you successfully pass the assessment tests.

11. Questions Regarding Training and Certification

All questions regarding training and certification should be addressed to your distributor.