

SiteLink Certified Professional Program - Getting Started Guide

INTRODUCTION

SiteLink Self-Storage Management Software is fully featured and designed to help any self-storage facility manage daily tasks and increase revenue.

PURPOSE

This certification program was created to explain the fundamental operations within the SiteLink Web Edition and SiteLink myHub software and to introduce more advanced features.

From daily operations to more advanced processes, the SiteLink Certified Professional training program provides the knowledge and insight to help navigate SiteLink Web Edition and SiteLink myHub front-to-back.

PROGRAM COMPONENTS

The program is comprised of four course certifications and can be completed in any order: 1. Daily Operations; 2. Advanced Operations; 3 SiteLink Administrator; and 4. SiteLink myHub. Each course consists of a number of units with recap questions at the end of each unit. After enrolling, you may review the content for any unit without answering questions for quick training purposes. However, to become certified, the units must be answered in order and 100% correct. You may re-answer incorrect questions.



IMPORTANT NOTE: Throughout the duration of these courses, we highly recommend making use of SiteLink’s demo database. Launch SiteLink Web Edition and type “demo” into each of the text fields and then login. For the myHub demo database, go to <http://myhubdemo.sitelink.com> in your web browser, type “demo” into each of the text fields, and then login.

While learning each unit, try out the explanations using the demo database to enhance your training. Using the “demo” login credentials ensures no unwanted testing or changes are made to your facility’s database. If you are evaluating the SiteLink software for purchase, please contact sales@sitelink.com to receive a link to download the full version demo software.

GETTING STARTED

1. After [registering your account](#), an email is sent to you with a login link.
2. From the confirmation email, click the provided link to get started.

You will be directed to the course list with a brief overview of each course. Choose the title of a course to learn more. From the course's overview page, select **ENROLL NOW** to begin.



NOTE: If you plan on becoming certified in all 4 courses, we suggest starting with Daily Operations > Advanced Operations > SiteLink Administrator > SiteLink myHub. Otherwise, choose whichever SiteLink course applies to you.

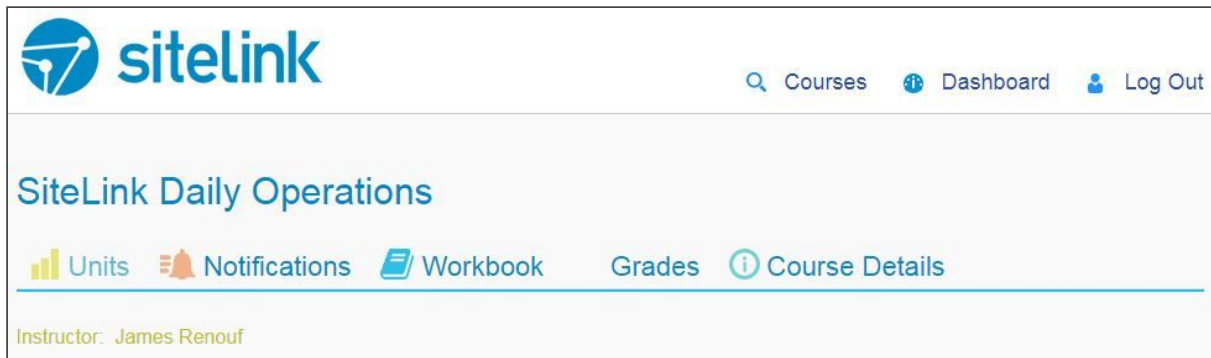
NOTE: Once you've enrolled in a course, you are able to view your enrolled courses through the **Dashboard** link at the top right of any page.

3. From the confirmation prompt advising that you've successfully enrolled in the course (a notification email will also be sent), click the **Start Learning** link towards the bottom of the window to begin.
4. You will be directed to the units overview page. Click the title of a unit to begin. To become a SiteLink Certified Professional for that course, the units must be completed and passed in order. You may review the content for any unit without answering questions for quick training purposes.
5. At the end of each unit, you will be asked to answer a series of recap questions varying between single and multiple-choice answer options.

When all of the questions have been attempted, click **Next** to proceed to the next unit. Should you wish to resume the unit or complete the questions at a later time, click the **Save Progress & Exit** link located at bottom left of screen.

NOTE: All recap questions **MUST** be completed with a grade of 100% to move to the next unit. Retry incorrect answers and click **Next** again.

NAVIGATING THE SITE



The screenshot shows the SiteLink Daily Operations dashboard. At the top left is the sitelink logo. To the right are navigation links: Courses (with a magnifying glass icon), Dashboard (with a person icon), and Log Out (with a person icon). Below the navigation is the title 'SiteLink Daily Operations'. Underneath are five main menu items: Units (with a bar chart icon), Notifications (with a bell icon), Workbook (with a document icon), Grades (with a document icon), and Course Details (with an information icon). At the bottom left, it says 'Instructor: James Renouf'.

Units: View course progress and navigate to any unit. A unit is only 100% complete when all questions are answered correctly and is dependent on all previous units being completed.

Notifications: Instructor messages appear here, mostly when a new unit is added. An email notification will also be sent to all enrolled and certified users.

Workbook: Shows current course completion along with the answers you gave for each recap question. Questions are 100% when answered correctly, 0% when incorrect and a percentage in between when only portion of a multiple-choice question is correct.

Grades: Displays a course as either in progress or 100% complete.

Course Details: Shows the course overview and outline. Click **Continue Learning** to return to your most recent unit, or you may click on a unit from the outline.

NOTE: Units can be viewed out of order for quick training, but must be answered in order and 100% correct for certification. You may re-answer incorrect questions.

Courses (top right navigation): Displays the course selection screen.

Dashboard (top right navigation): Select either **My Courses** for a list of enrolled and completed courses, or select **My Profile** to update your registration information.

NOTE: To **re-enroll** (reset a course to 0% complete), from **My Courses** click on the applicable **Withdraw** link, confirm **Yes**. Click **Enroll Now** from Courses page.

Logout (top right navigation): Log your account out of the training website.

We strongly suggest logging out when not actively engaging in the training. Closing the browser window or shutting down your computer will not log you out; the next person who clicks on a link to the training website could be automatically logged into the site as you.

COURSE COMPLETION

After each course is completed, a screen will appear with a link to download/print your personalized certificate. Click **Download Certificate**.

You will also have the option to download a SiteLink Certified Professional award logo for use in your email signature. Click **Download Email Signature Logo**. If you pass all available courses, you will unlock a unique Expert email signature logo.

Congratulations! You have successfully passed the SiteLink Advanced Operations certification!

Please download your certificate (when printing, do not use the 'fit to page' print setting.) Download the SiteLink Certified Professional award logo and add it to your email signature. If you pass all of our available courses, you'll unlock an exclusive SCP Expert logo!

[DOWNLOAD CERTIFICATE](#) [DOWNLOAD EMAIL SIGNATURE LOGO](#) 

Are you on StorageForum?

If you already have a [SiteLink StorageForum](#) account, please enter your username below to have the SiteLink Advanced Operations certification badge and distinction added to your account.

Existing Username *(this is NOT the username for this training program)*

[SEND](#)

If you have a SiteLink [StorageForum](#) account, enter your username to receive certification accolades on your forum account. Click **Send**.

If you have not yet created a SiteLink StorageForum account, you will have the option to do so further down the page. Complete the form and click **Send**.

If you would like us to create your StorageForum account, please enter the following information and our community manager will create your account, assign your certification distinction and email you an email with a link to change your password.

First Name

Last Name

Username will be created as First_Last (you may change after logging in)

Email Address

Reprinting a Certificate: From **Dashboard > My Courses**, completed courses are listed alongside enrolled courses and have a link to download your certificate.