

Welcome!

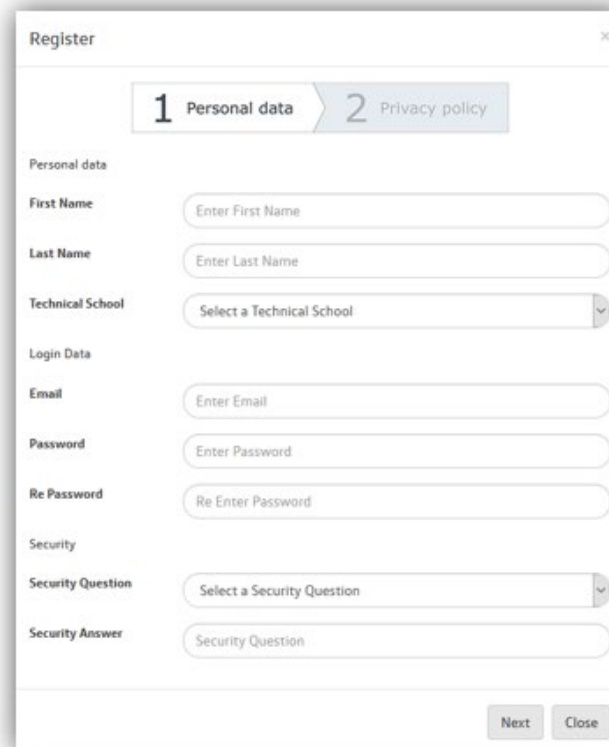
Public access to the Certification Resource Center (CRC) is available to manage, track and encourage personal growth for non-dealer learners.

HOW DO I REQUEST ACCESS TO THE PUBLIC CRC?

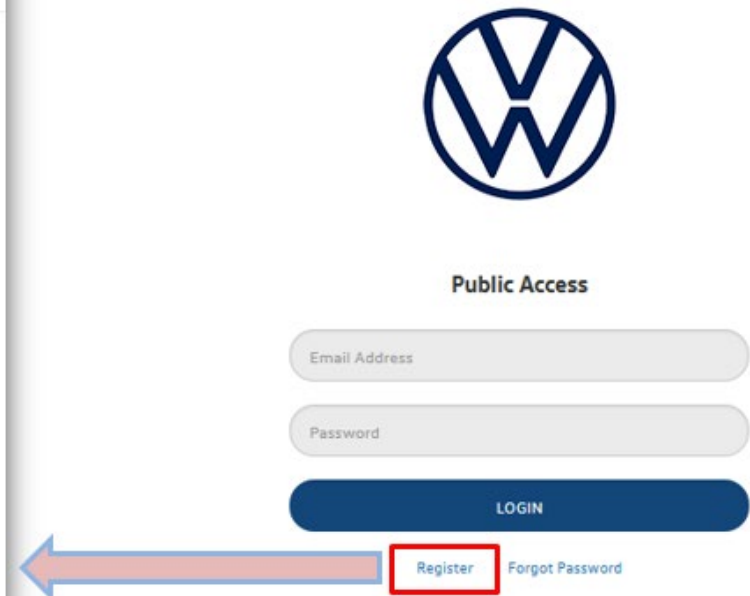
You can open the following URL address in any internet browser: www.datarunners.net/VWCRC3/auth/public

Select the "Register" link at the bottom of the page. Enter all of the requested personal information then select "Next". Once submitted, be sure to check your email inbox to confirm the new account by following the instructions in the email.

*Please note:
If your Technical School is not listed
email us at:
concierge@volkswagenacademy.com
We will gladly add it for you!*



The screenshot shows a "Register" form with two tabs: "1 Personal data" and "2 Privacy policy". The form is divided into sections: "Personal data" with fields for First Name, Last Name, and Technical School; "Login Data" with fields for Email, Password, and Re Password; and "Security" with a Security Question dropdown and a Security Answer field. "Next" and "Close" buttons are at the bottom right.



The screenshot shows the "Public Access" page with the Volkswagen logo at the top. Below the logo are input fields for "Email Address" and "Password", followed by a blue "LOGIN" button. At the bottom, there are links for "Register" (highlighted with a red box) and "Forgot Password". A blue arrow points from the "Register" link to the "Register" form on the left.

CRC CERTIFICATION RESOURCE CENTER	Course Code	Course Name
<p>HOME</p> <p>CATALOG</p> <p>TRAINING HISTORY</p> <p>INBOX</p>	INSIDE TRACK TRAINING FOR CERTIFIED STATUS	
	400784	Elsa Pro Basics More Info View Description Launch
	601104	Welcome to the Volkswagen Brand More Info View Description Launch
	705144	Volkswagen Warranty Basics More Info View Description Launch
	890104	Hybrid and EV High Voltage Safety More Info View Description Launch
	810103	Introduction to Volkswagen Airbag and Safety Systems More Info View Description Launch
	701144	Documentation Best Practices for Repair Orders and Customer Invoices More Info View Description Launch
	890153	Volkswagen MIB II Infotainment System More Info View Description Launch
	HEAD START TRAINING	
	Registered Prerequisites	
	400784	Elsa Pro Basics More Info View Description Launch
	871003	Volkswagen Wiring Harness Inspection and Repair More Info View Description Launch
	871404	Introduction to Electrical Systems More Info View Description Launch
	873003	How to Read Wiring Diagrams More Info View Description Launch
	Electrical Prerequisites	
872604	Introduction to Volkswagen Networking Systems More Info View Description Launch	
881404	Volkswagen Heating, Ventilation and Air Conditioning More Info View Description Launch	
870294	DSO Function and Operation More Info View Description Launch	
880173	R1234yf Refrigerant in Volkswagen Vehicles More Info View Description Launch	

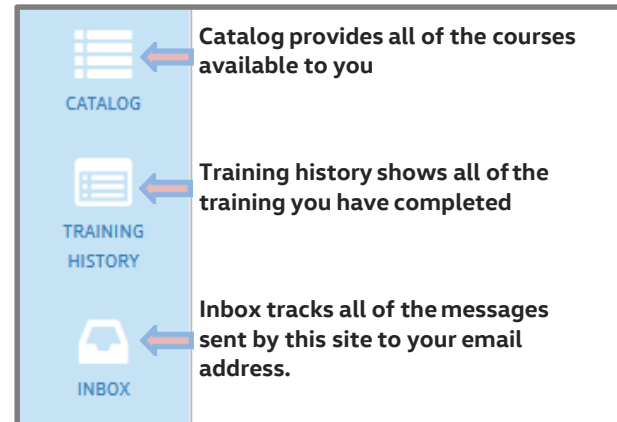
HOW DO I GET STARTED?

After you register, you can access the public site (www.datarunners.net/VWCRC3/auth/public).

We have recommended courses to complete in your Home page (example image on the left).

These courses are elective and intended for dealer employees who desire to increase their knowledge and skills in additional areas of interest.

Training that is completed on this site can be transferred to a hiring Volkswagen dealer.



TRAINING TYPES:

WBT – WEB BASED TRAINING

Web-Based Training is training that can be delivered anytime to someone with internet access. When courses are listed as “WBT” you can launch them directly from the CRC.

How do I launch a Web-based training course?

Select “Launch” under the course title.

Course Code	Course Name
600584	Tiguan Revisited More Info View Description Launch
600184	Q1 2018 Continuous Learning on VW Cup (Sales More Info View Description Launch
600284	Q2 2018 Continuous Learning on VW Cup (Sales More Info View Description Launch
610284	Jetta Product Introduction More Info View Description Launch
600282	New Jetta Onboarding More Info View Description Launch

What do I do if a course will not launch?

- Verify that you are using Internet Explorer.
- If you are still having issues try again after you “clear your cookies.”
- Then check your internet speed. If you have a slow connection, the course will not run as well and you may need to discuss your speed issue with your IT department.

How do I clear cookies?

Delete cookies in Internet Explorer:

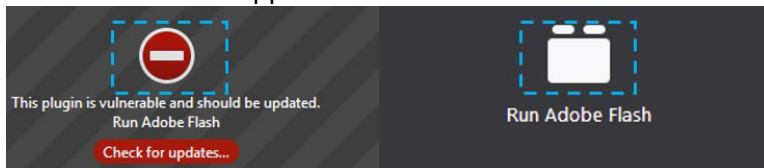
Some versions of Internet Explorer may require a different process

- Select Ctrl + Shift + Delete
- Select the Temporary Internet files and Cookies and website data check box, and then tap or click Delete.

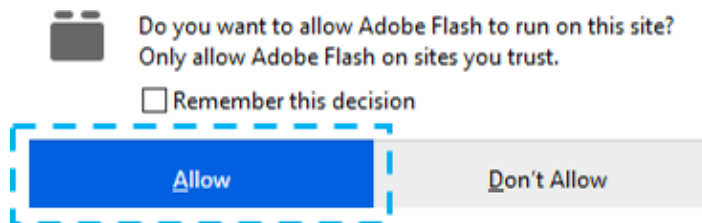
WBT – WEB BASED TRAINING (continued)

How do enable Adobe Flash?

Click the icon that appears:



Then select "Allow":



SSP – SELF STUDY GUIDE

Self-Study Programs are guides typically in PDF format that allow you to fit your learning within your schedule and study at your own pace.

You can locate the corresponding assessment by

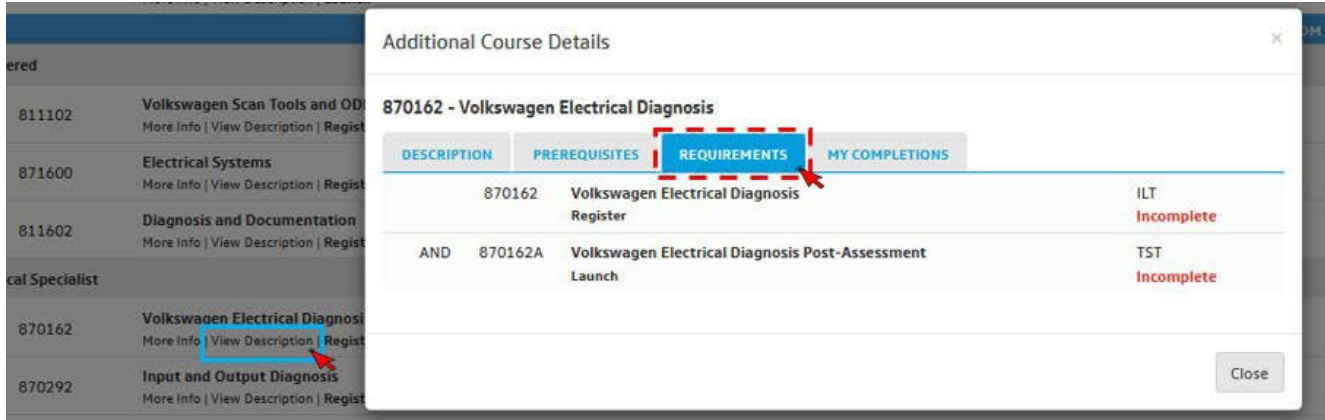
TST – ASSESSMENTS

Courses listed as "TST" are knowledge/skill assessments.

FREQUENTLY ASKED QUESTIONS:

“I completed the course but I still do not have credit?”

If you completed a WBT or SSP but did not receive a completion date under “Status,” you most likely have an incomplete requirement linked with the course. To check the requirements for a course select “View Description” under the course title then select the “REQUIREMENTS” tab. Normally this issue is related to an incomplete “TST” (assessment).



The screenshot shows a modal window titled "Additional Course Details" for course "870162 - Volkswagen Electrical Diagnosis". The window has four tabs: "DESCRIPTION", "PREREQUISITES", "REQUIREMENTS", and "MY COMPLETIONS". The "REQUIREMENTS" tab is selected and highlighted with a red dashed box. Below the tabs is a table with the following data:

	DESCRIPTION	PREREQUISITES	REQUIREMENTS	MY COMPLETIONS
	870162	Volkswagen Electrical Diagnosis Register		ILT Incomplete
AND	870162A	Volkswagen Electrical Diagnosis Post-Assessment Launch		TST Incomplete

A red arrow points to the "REQUIREMENTS" tab, and another red arrow points to the "View Description" link in the background course list. A "Close" button is visible in the bottom right corner of the modal.

“What do I do if my technical school is not listed?”

Email us at concierge@volkswagenacademy.com. We will gladly add it for you!

“Who do I contact for Public CRC issues?”

Academy Concierge
Monday – Friday, 8am to 8pm (ET)
877-791-4838
concierge@volkswagenacademy.com