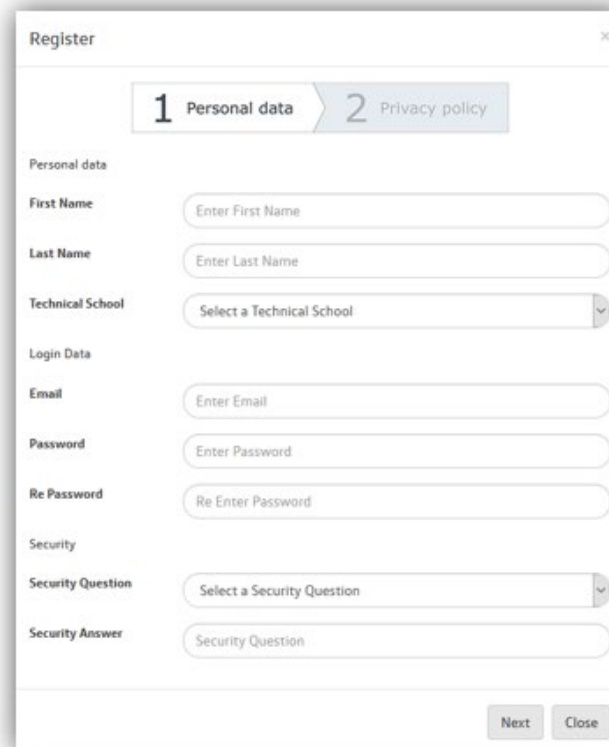# Welcome!

Public access to the Certification Resource Center (CRC) is available to manage, track and encourage personal growth for non-dealer learners.
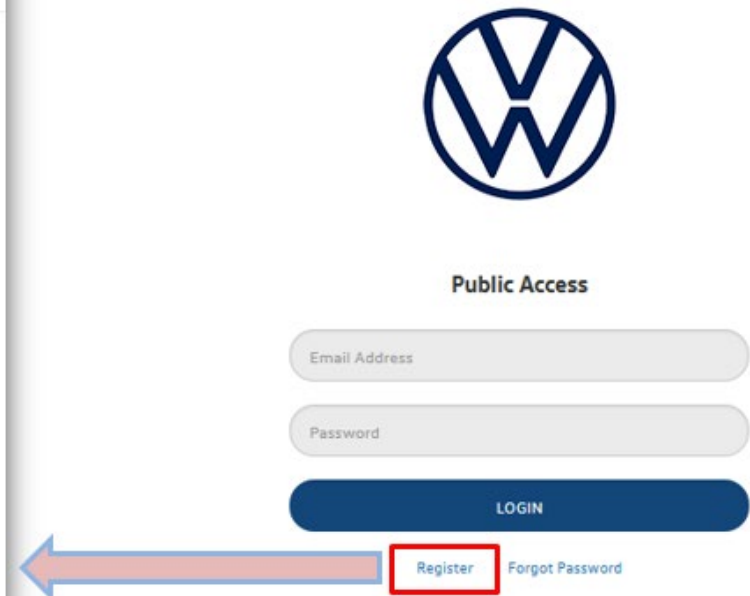
HOW DO I REQUEST ACCESS TO THE PUBLIC CRC?

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!

CRC
CERTIFICATION RESOURCE CENTER

🏠 HOME

☰ CATALOG

▤ TRAINING HISTORY

✉ INBOX

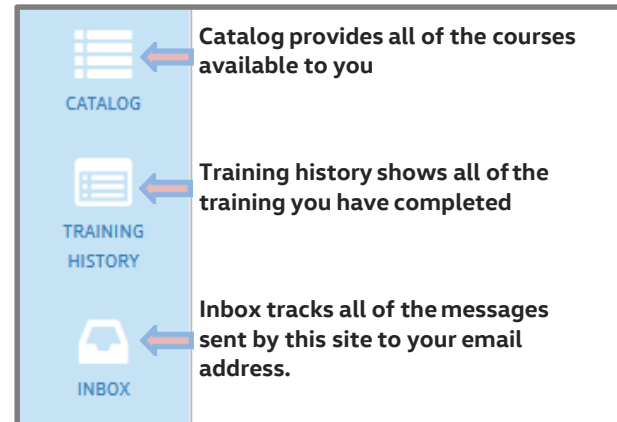| Course Code	Course Name
INSIDE TRACK TRAINING FOR CERTIFIED STATUS	
400784	**Elsa Pro Basics** More Info | View Description | **Launch**
601104	**Welcome to the Volkswagen Brand** More Info | View Description | **Launch**
705144	**Volkswagen Warranty Basics** More Info | View Description | **Launch**
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.

☰ **CATALOG** ← **Catalog provides all of the courses available to you**

▤ **TRAINING HISTORY** ← **Training history shows all of the training you have completed**

✉ **INBOX** ← **Inbox tracks all of the messages sent by this site to your email address.**

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.

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?

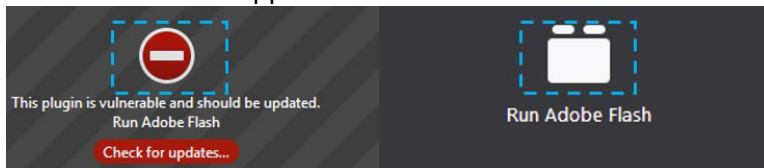Delete cookies in Internet Explorer:
Some versions of Internet Explorer may require a different process
- Select Ctrl + Shift + Delete
- Select the Temporary Internet files and Cookies and website data check box, and then tap or click Delete.
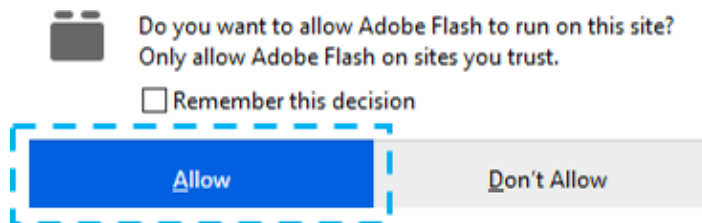
WBT – WEB BASED TRAINING (continued)

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.
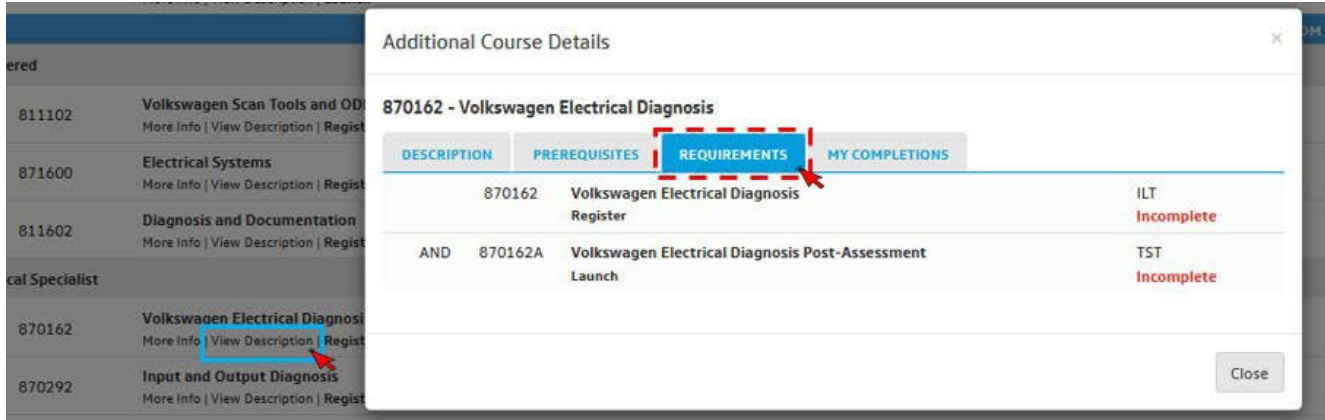
You can locate the corresponding assessment by ….

TST – ASSESSMENTS

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

**CERTIFICATION
RESOURCE CENTER**
**EDUCATIONAL PARTNERSHIP
(FOR NON-DEALER LEARNERS)**

**Volkswagen
Academy**

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).

"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