

SCHILLER Academy for end customers – MANUAL

The SCHILLER Academy for end users is publicly accessible via www.schiller-academy.ch.

This is a platform for purchasing and conducting e-learning courses on the use of SCHILLER Group products. The target audience is the end users of SCHILLER Group devices.

1. Selection of site language

The site language can be changed by clicking the “globe” icon in the top right corner of the screen.



2. Overview of available courses

All available courses are shown.

Courses can be filtered by language.

All courses are initially available in English and will subsequently be translated into other languages.

Please note that if a course is purchased in a certain language, the language cannot be changed after the purchase is completed.

3. Course details

Course details are displayed when clicking on “View Details” at the corresponding course.

4. Pricing

The price for one user to access a course is displayed. Prices range from USD 100 to USD 300, depending on the size and complexity of the course.

For customers in Switzerland, local VAT is included in the price.

For purchases from outside of Switzerland, the reverse charge applies. The purchaser is responsible for accounting for VAT or equivalent taxes according to local law.

The applicable VAT treatment will be indicated on the receipt/invoice.

Only businesses are permitted to purchase courses (B2B transactions). If you are unfamiliar with the reverse charge declaration or are unable to process it, please contact your local distributor so that they can make a group purchase of courses for your team.

Invoicing will then take place outside the platform between you and your distributor.

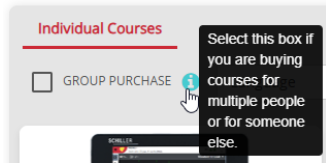
5. Course accessibility

The courses are accessible to the specific user for a duration of 3 months, starting at the date of purchase. During this period, the user can retake to course as many times as desired. After the expiry of a course, the user could purchase a course again.

After the expiry of a course, the user can still log in but will not be able to retake the course again. The course history will still be visible, and the certificate of completion will still be available for download.

6. Individual purchase vs. Group purchase

If a user is purchasing e-learning courses for another person or several persons of the company, the checkbox at “GROUP PURCHASE” must be selected before proceeding to checkout.



That way, before the checkout, the purchaser will be prompted to enter the data of all users.

GROUP PURCHASE

Who is this order for?

User 1

First Name 	Last Name 	Phone +41 78 123 45 67
Email 	Confirm Email 	

User 2

First Name 	Last Name 	Phone +41 78 123 45 67
Email 	Confirm Email 	

PURCHASE

After the purchase, individual accounts for all entered users are created and the users are notified via email to set up their login.

If a user is purchasing courses for him/herself, the checkbox must not be ticked, and the purchased course will be assigned to the account of the purchasing user.

7. Add to cart

To add a course to the cart, click on “ADD TO CART”.

A confirmation pop-up appears and the user can select to continue shopping or go to checkout.

8. Go to checkout

Click “GO TO CHECKOUT” or click on the cart icon in the top right corner of the window.



9. Cart details

An overview of the courses in the cart is shown.

In case of a GROUP PURCHASE, the number of users (group size) must be specified.

Group Size

Note that the number of users (group size) is applied to all courses in the cart. If you want to purchase several courses with different users to be assigned for each course, individual group purchases need to be made for each course.

Changing the number of users (group size) adjusts the total price accordingly.

Clicking on “GO TO CHECKOUT” opens the dialogue to log in or create a new account.

Clicking on “CONTINUE SHOPPING” leads back to the overview of available courses.

10. Create account or log in

For a non-logged in user, the window appears to select if this is a new user or if already an account exists.

- Click “I am a new customer” to create a new account. For this step, an access code is required which can be received from the local distributor.
 - The same workflow happens if you click on “NEW CUSTOMER” from “Home”.
- Click “I am a returning customer” to log in with the existing log in credentials and continue with the purchase.
 - The same workflow happens if you click on “LOGIN” in “Home”.

11. Access code handling

New SCHILLER Academy customers must input an access code to create an account. This access code is distributed to end customers via their local distributor or SCHILLER subsidiary.

If you do not have an access code, please contact your local SCHILLER distributor to receive one.

An access code is only required at the account creation/registration stage. Once the account has been created, the user can log in with the login credentials set during registration (email address and password).

It is forbidden to forward the access code to unauthorised individuals. SCHILLER AG can track the usage of the access codes.

12. Press “GO TO CHECKOUT” as a logged in user

13. Group purchase: enter users

If GROUP PURCHASE was selected, the purchaser must now enter the following mandatory data for all users:

- First Name
- Last Name
- Email
- Confirm Email

GROUP PURCHASE

Who is this order for?

User 1

First Name 	Last Name 	Phone +41 78 123 45 67
Email 	Confirm Email 	

User 2

First Name 	Last Name 	Phone +41 78 123 45 67
Email 	Confirm Email 	

PURCHASE

Once all user data is filled in, click on “PURCHASE”.

14. Enter the billing address

For invoice creation, the purchaser must input the correct billing address of the purchaser's company. This billing address will be shown on the receipt. Filling these fields is mandatory.

BILLING ADDRESS

Address Line 1

Address Line1 is required.

Country

Country is Required.

State

State is required.

City

City is required.

Zip Code

Zip Code is required.

15. Purchase

After filling the billing address and applying any potential discount code in the corresponding field, click “PURCHASE”.

16. Payment gateway

You are forwarded to proceed with the payment. The payment transaction is handled via the payment gateway “PayPal”.

The purchase can be paid by credit card or by logging in to a PayPal account. If using card payment, no PayPal login is required.

Follow the instructions to complete the purchase.

17. Invoice

After the successful transaction you will receive a receipt email to the address provided to create your login. This is your invoice.

For group purchases the receipt email will contain an Excel attachment listing the assigned users.

18. Account creation / email notifications

After the successful transaction, the purchase confirmation is displayed on the screen. The purchase triggers the assignment of the purchased course(s) to the user(s).

For GROUP PURCHASES:

All entered users receive an automatic email with an account creation confirmation containing their username and a link to set up their individual password and complete the user profile.

For INDIVIDUAL PURCHASES:

The purchaser/user receives an email with the course assignment confirmation. Clicking on “My courses” on top of the screen or “ACCESS PURCHASED COURSES” below the transaction confirmation, the user can directly access the personal dashboard and conduct the assigned courses.

19. Login

Existing users can log in on www.schiller-academy.ch by clicking on the “LOGIN” button in the top right corner of the window.

If the username or the password is forgotten, click the corresponding link to resend the username or set a new password.

20. User profile

The user profile can be accessed by clicking on the user symbol on the top right corner of the window and then clicking on “Profile”.



In the user profile, the following parameters can be adjusted:

- First name
- Last name
- Username (email) → to change the email address, the user must adjust the username. The email address field will be updated accordingly after saving.
- Company
- Position/Role
- Site language
- Address data

Furthermore, the user can set a new password by clicking on the button “Change Password”.

Save any changes to the user profile by clicking on “SAVE”.

Return to the platform by clicking on “CANCEL” or clicking on the SCHILLER Academy logo in the top left corner of the window.

21. User dashboard

Once logged in, a user can view their assigned courses on the dashboard.

The expiration date (3 months after purchase) is displayed.

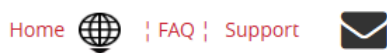
If a course has been completed, the completion date is displayed.

The status field shows either “Open” (course not yet completed) “Retake” (course has been completed but can be retaken as many times as desired) or “Expired” (course is not accessible anymore because the 3 months subscription period has ended).

Under “Certificate”, the personal certificate can be downloaded.

Once a course has expired, it cannot be retaken, but the course history is still displayed, and the certificate can still be downloaded.

At the top right of the window, users can access Frequently Asked Questions (FAQ) and support. Furthermore, users can access messages from the administrator.



22. Course conduction and certification

To access a course, click on “Open”.

The course is displayed.

Courses consist of interactive slides.

At the beginning, some introductory slides are shown along with a disclaimer. The disclaimer must be accepted to proceed with the course content.

Make sure to switch on the audio, as there might be narration/audio included in the course.

At the end of the course, the user must conduct a knowledge test.

To pass the course, 80% of the test questions need to be answered correctly. The test can be repeated as many times as needed.

During the test, the user can go back to the course content to review information needed to answer the test questions.

After successful completion, the certificate is available for download, and the status adjusts from “Open” to “Retake” on the dashboard.

23. Switch between Home and My Courses

To switch from the personal dashboard to the overview of available courses to purchase, click on “Home” at the top right of the browser window or on “Purchase New Course” at the top right of the list of your courses.



To switch from the purchase site (Home) to the personal dashboard, click on “My courses” at the top of the window or on the button “Purchased Courses” next to the language filter.

