

Assisted Self-Paced Learning

ASP Program Guide

BMC Education Services
10 February 2021 v19



Contents

| | |
|---|----------|
| What is Assisted Self-Paced (ASP) Learning? | 2 |
| Features | 2 |
| Benefits | 3 |
| Frequently Asked Questions | 3 |
| How do I access my Assisted Self-Paced (ASP) course recording? | 3 |
| How do I access my course materials? | 3 |
| When will I receive my course materials?..... | 3 |
| How long can I access my course eBook, community, and course recording? | 3 |
| How do I access my virtual lab environment? | 3 |
| My email is from ReadyTech What do I do? | 4 |
| Example of Confirmation email from ReadyTech:..... | 4 |
| Example of ReadyTech Self-Paced Portal: | 5 |
| When does my Lab time expire? | 5 |
| What is Portal Access time? | 5 |
| My email is from ReadyTech Axis. What do I do?..... | 6 |
| Example of lab voucher email from ReadyTech Axis:..... | 6 |
| Example of Voucher event email from ReadyTech Axis: | 7 |
| Example of ReadyTech Axis Self-Paced Portal: | 8 |
| What do I do if I get stuck in a virtual lab? | 9 |
| How do I schedule an appointment with an Instructor?..... | 9 |
| What if I need to change my Instructor appointment? | 10 |
| How do I access a BMC Product Community? | 10 |
| How do I post questions in the BMC Product Community? | 10 |
| What languages are Assisted Self-Paced (ASP) courses available in?..... | 10 |
| Where can I find a list of Assisted Self-Paced (ASP) courses? | 10 |
| Who do I contact for questions about Assisted Self-Paced (ASP) courses? | 10 |

What is Assisted Self-Paced (ASP) Learning?

BMC's Assisted Self-Paced Learning gives you the ability to complete a course at your pace online with focused instructor assistance on your schedule. Instead of waiting for a course to be offered in your area or taking time away from the office, now you can access the same quality and individual instructor attention with on-demand flexibility.

Features

Assisted Self-Paced (ASP) may include:

- Full course video recording – unlimited access during 12 months after registration or if a subscription is used to register access expires on the subscription expiration date.
- eBook that includes course and lab content, yours to keep for learning and exam prep with two years of online access (Unlimited access if the eBook is downloaded).
- Virtual lab for exercises:
 - Every student will have access to a virtual lab environment. This access is called **Lab time**. No extensions to the lab time will be granted. Users may elect to purchase additional lab time if desired.
 - The lab time is different per course, and this is defined in the Course Abstract. Lab time will be in one of two configurations: **Fixed or Flex**. (Infographic on Pg. 8)
 - **FIXED LAB:** Students have **CONSECUTIVE** days of lab time. This means once the lab is started it will run for consecutive days. If the class is 5 days long, the student has 5 consecutive days of lab run time. Consecutive days are inclusive of weekends/holidays. **This means the lab time cannot be stopped, paused or restarted.** The consecutive days are started when the student clicks on Start lab now button in the ReadyTech portal.
 - **FLEX LAB:** Students have **FLEXIBLE** lab time. If the class is 5 days long, the student has a 30-hour lab run time. The student can use the lab run time as they want, the lab time doesn't need to be used in consecutive days. Students can start and stop as many times they want and can take breaks in between; their last status will be always saved. The total Lab time must be consumed within the portal Access Time.
- Scheduled time with an instructor – scheduled by appointment only
 - You are provided 30 mins of time with a course instructor for every day that you would have spent in a classroom with Instructor-led Training (ILT). For example, 5-day ILT courses = 2.5 hours of time with instructor for ASP, 2-day ILT courses = 1 hour of time with instructor for ASP.
 - Instructor access is available for 90 days after course registration.
- Interactivity via our many product communities giving students access to collective knowledge of BMC instructors, developers, and hundreds of other experienced professionals

Benefits

- Work around your life commitments
- Learn at your pace with 24/7 access
- Scheduled instructor time to address your specific questions
- Community product exchanges
- Skip irrelevant learning – concentrate on your needs
- Reduced cost – no travel and expense

Note: Assisted Self-Paced Training features vary by course. Please verify what is included in an ASP Course prior to purchase. Course Abstracts contain full details.

Frequently Asked Questions

How do I access my Assisted Self-Paced (ASP) course recording?

- 1) Log in to [BMC Academy](#).
- 2) Click **My Learning** to view your Transcript. An **Open Curriculum** button will appear next to the course title.

How do I access my course materials?

BMC provides eBooks for all ASP courses. Our eBook provider (Gilmore) will send an email to you with complete instructions for viewing your course materials. The Lab Guide is included in the eBook.

When will I receive my course materials?

An email from our eBook provider (Gilmore) should be received within one business day of the course registration and receipt of payment.

How long can I access my course eBook, community, and course recording?

You have two years of access to your eBook (Unlimited access if the eBook is downloaded) and unlimited access to the BMC Community. Access to the course recordings expires one year (12 months) from the date of registration or if a subscription is used to register, access ends on the subscription expiration date.

How do I access my virtual lab environment?

BMC provides a virtual lab with your ASP course. Details for accessing your virtual lab environment will come in a separate confirmation email sent by our Remote Lab partner. The email may come from one of two sources:

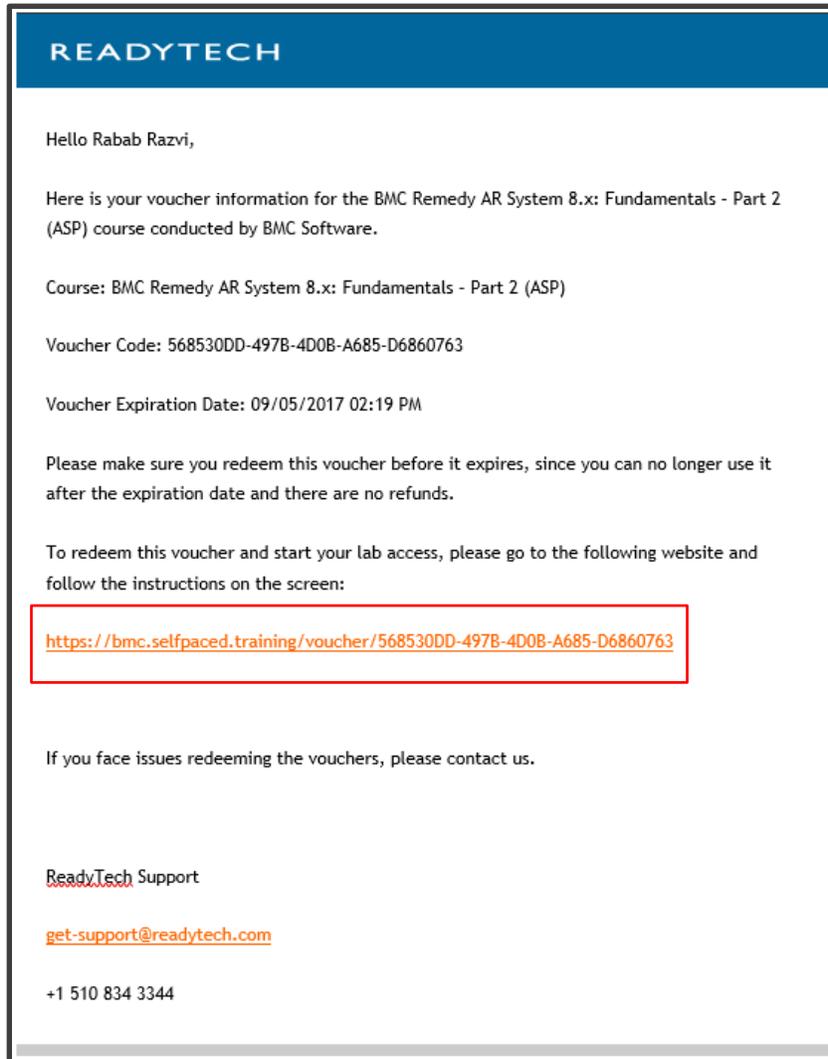
ReadyTech OR ReadyTech Axis from the address get-support@readytech.com.

The ReadyTech emails contain links to the ReadyTech self-paced portal.

The type of lab time (fixed or flex) and the number of lab days/hours varies by ASP course. The course abstract contains full details. **Please review the Course Abstract information prior to purchasing an ASP course.** Specific details about the type of lab and lab days/hours is also included in the course registration confirmation email.

My email is from [ReadyTech](#) What do I do?

Example of Confirmation email from ReadyTech:



Action Required:

Click on the URL included in the email from ReadyTech and redeem the Voucher Code to get started with access to the virtual lab.

Note: ReadyTech vouchers are valid for 90 days from the date of issuance. Vouchers must be redeemed prior to the voucher expiration date. Redemption of the voucher will begin the 28 days of Portal Access. If the voucher expiration date has passed, it may not be redeemed for Portal Access any longer.

Example of ReadyTech Self-Paced Portal:

The Lab tab is displayed below. Lab time and Portal access time are both defined and displayed in the portal.

Welcome to the Self-Paced Training portal.
For information about Certifications and other Learning, please check our [website](#).

Self-Paced Portal Lobby **Lab** Communication Support

Name: AUTO-BNAA-0860

Status

Lab time: **3 days**
3 days 0:00 hours remaining
Lab cannot be suspended and runs continuously until time runs out.

Portal access time: **27 days**
27 days 7:39 hours remaining

Not yet started

[Start lab now](#) [Schedule start](#)

Remote Desktop

[Click here to connect](#)

Login: Administrator / password
ReadyTech Viewer

Resources

Information is not available

TIP: If your lab environment is a FIXED lab, we recommend Clicking on Start lab now **only** when prepared to begin the lab exercises. Remember – FIXED Labs run continuously, they cannot be stopped and started.

When does my Lab time expire?

The number of lab days/hours available to you vary by ASP course. This information is included in the course abstract. Please review before purchasing an ASP course. Specific details are also included in the course registration confirmation email and can be viewed in the ReadyTech Self-Paced portal under the Lab tab.

What is Portal Access time?

Portal access time is defined as 28 days from the day the Voucher is redeemed. In the screenshot below the Portal access time reflects 27 days as the student has redeemed their voucher the day before.

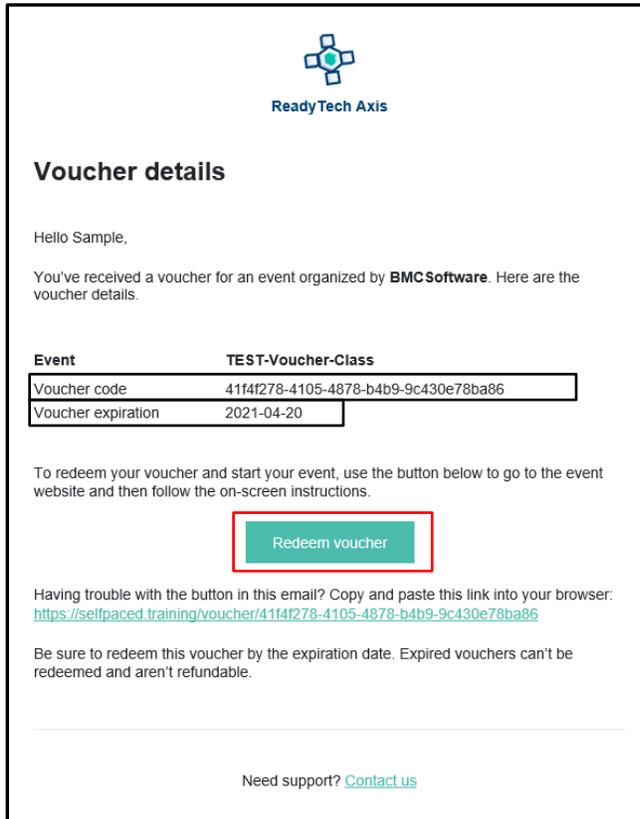
Lab time: **3 days**
3 days 0:00 hours remaining
Lab cannot be suspended and runs continuously until time runs out.

Portal access time: **27 days**
27 days 7:39 hours remaining

Note: All lab time must be completed within the 28 day portal access window.

My email is from [ReadyTech Axis](#). What do I do?

Example of lab voucher email from ReadyTech Axis:

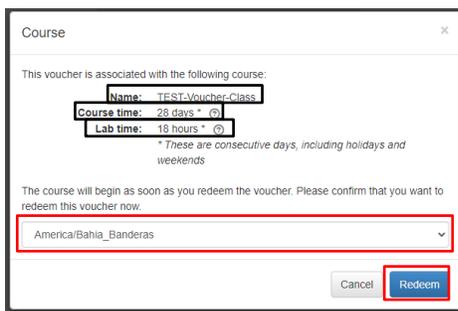


The email contains a lab Voucher code and the Voucher expiration date.

Action Required:

Click on the Redeem voucher button within 90 days of the issuance of the voucher to activate the lab portal access period.

Note: ReadyTech Axis lab voucher codes are valid for 90 days from the date of issuance. Vouchers must be redeemed prior to the voucher expiration date. Redemption of the voucher will begin the 28 days of Portal Access. If the voucher expiration date has passed, it may not be redeemed for Portal Access any longer.



After entering the lab voucher code, you will be presented with the name of the course, the course time (lab portal access) and lab time. Redeeming the voucher will begin the 28 day lab portal access period.

Action Required:

Select your time zone from the drop-down menu and click redeem.

Access code activation

First name

Last name

Email

Enable password protection (optional)

Password

Confirm password

Click to consent to our TOS, Privacy Policy, and Cookie Policy

Cancel OK

Action Required:

Enter your first name, last name, email address and if desired, a password for the lab.

Review the TOS, Privacy Policy and Cookie Policy, check the consent checkbox and click Ok.

A ReadyTech Axis Voucher event email will be sent to your email address shortly.

Example of Voucher event email from ReadyTech Axis:



ReadyTech Axis

Voucher event details

Hello Sample,

You have redeemed your voucher for the event TEST-Voucher-Class Sample Student. Here are the event details.

Your access code to log in to the event is **B91BD002E001**.

| | |
|------------------|--|
| Name | TEST-Voucher-Class Sample Student |
| Type | Self-paced training |
| Event start time | 21-JAN-2021 00:00 |
| Event end time | 17-FEB-2021 23:59 |
| Time zone | America/Chicago |
| Access code | B91BD002E001 |
| Lab time | 18 hours, 0 minutes |

| Lab ID | Image | Login |
|--------|-----------|------------------------|
| 1 | srua-1808 | Administrator/Passw0rd |

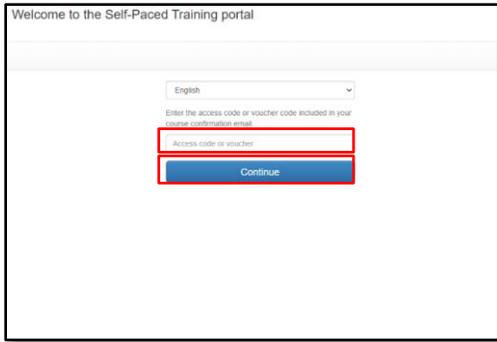
You can log in once the event has started.

[Go to event](#)

Action Required:

The Voucher event details email contains an access code, the Event Start date/time and the Event End date/time.

At the designated Event start date/time, click on the Go to event button and enter the Access code to access the ReadyTech Axis Lab Portal.



Action Required:

Enter the Access code included in the email.

Click Continue.

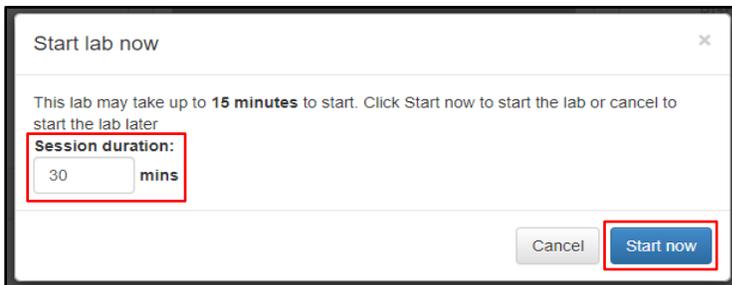
Example of ReadyTech Axis Self-Paced Portal:



The lab status, lab time and portal access time are all displayed on the Lab tab of the Self-Paced Portal.

Action Required:

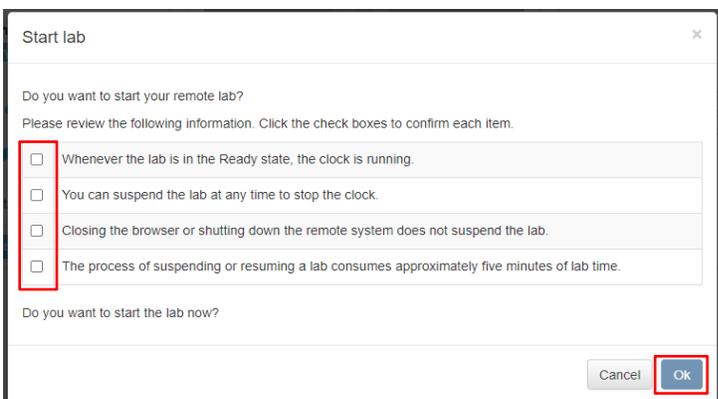
Click the Start lab now button to begin lab access.



Action Required:

In the Session duration box, enter the number of minutes the lab should run during this session.

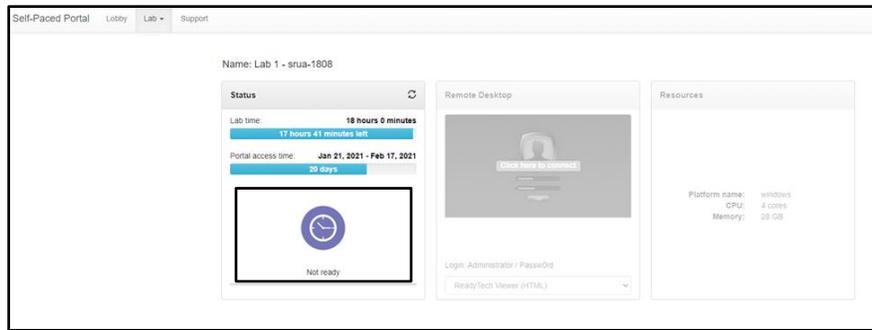
Click on the Start now button.



Action Required:

Review the information in the Start lab window and check all the boxes.

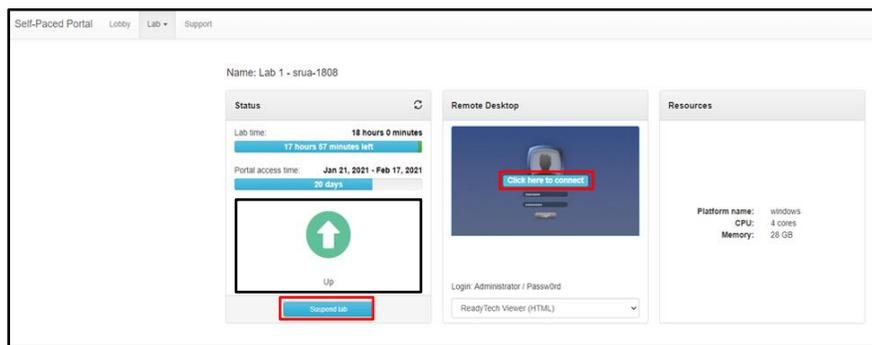
Click the Ok button.



The lab is starting up.

Lab spin-up may take from 3-10 minutes depending on the course.

Labs are self-managed and can be started and stopped by the users.



The lab is running.

Action Required:

Click the Click here to connect button to begin the lab.

Tip: Click the Suspend lab button once you have completed your lab session to preserve lab time.

What do I do if I get stuck in a virtual lab?

- 1) Log in to [BMC Academy](#) and check the Curriculum to see if there are any additional documents with recommendations or best practices for the lab.
- 2) If you have problems during your lab exercises or you don't know how to move forward in your lab, please post the question in the BMC product community and make sure that you start the Posting with "ASP".

Example Posting: ASP: How do I turn on the Search feature in Remedy 8.0?

- 3) If the issue is urgent and needs to be resolved ASAP or you don't receive a reply to your community post within 48 hours, please contact education@bmc.com and explain the issue via email.

How do I schedule an appointment with an Instructor?

BMC provides scheduled time with an instructor as a part of your ASP course. Please send an email to ASP_Support@bmc.com requesting a scheduled appointment with an instructor. The number of instructor hours available to you varies by ASP course. Please verify this information prior to purchasing an ASP course. The course abstract contains full details.

Instructor Appointment Details:

- Instructor access is available for 90 days after course registration.
- Once an appointment is confirmed, the allotted time is scheduled as requested. There are no add-ons or extensions.
- If more time is needed with the instructor than was scheduled, the student must request another appointment via the ASP_Support@bmc.com mailbox.

- The minimum appointment time is 30 minutes. Any unused minutes in an instructor scheduled session are considered consumed and will be deducted from the student's allotment of minutes.
- No Shows for instructor appointments – the scheduled minutes will be deducted from the student's purchased minutes.
- BMC technical difficulties, such as a Skype/Teams failure, will not be counted against the student. The student should email the instructor at the scheduled time if the instructor cannot be reached via Skype/Teams.
- Unused instructor time is considered lost time – no exceptions.
- Instructor appointments cover any questions related to ASP training contents and better understanding of the technologies and products covered in the ASP course. Instructor appointments don't address for example any open BMC Service Requests or any current deployments.

What if I need to change my Instructor appointment?

Reschedule requests must be submitted at least 24 hours in advance of the scheduled appointment time. Send an email to ASP_Support@bmc.com containing the details of your original appointment and a request to reschedule at your earliest convenience. This will allow us to reassign your session.

How do I access a BMC Product Community?

A link to the BMC Product Community will be included in the course.

How do I post questions in the BMC Product Community?

You can ask any product-related question in the community. If you have course-related questions, please make sure that you start the subject with "ASP:" BMC instructors and course developers can quickly identify your course-related questions if you use the ASP prefix.

What languages are Assisted Self-Paced (ASP) courses available in?

All recordings, eBooks, instructor support, virtual labs, etc. are provided in English. You may request recordings and instructor support in your local language; however, BMC will only provide this if BMC has it available.

Where can I find a list of Assisted Self-Paced (ASP) courses?

For a current list of ASP course offerings, please go to our [website](#).

Who do I contact for questions about Assisted Self-Paced (ASP) courses?

Please contact education@bmc.com if you have any questions.