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### How do I contact the Learning Center System Administrator?

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The Learning Center System Administrator is in the Corporate Training department:

Call **(262) 544-4811 x4114** or email **training@generac.com**.

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### How do I access The Learning Center?

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The Learning Center is a Web-based application so you must have Internet access. If you do, go to your Internet browser such as Google Chrome and type in **learning.generac.com**. If you are a Generac employee on our network, you may also access the site through a link on our PowerNet homepage. Use Google Chrome as your browser for the most reliable results when taking a course. Use a hard-wired, reliable connection to the Internet. If you are using Wi-Fi and the signal is not strong and reliable, the module could freeze, or not advance to the next module, or the video might not play any audio.

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### I do not have a username and password. How do I get one?

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If you are a Generac employee, contact The Learning Center System Administrator who will register you. You will receive your username and password via email from Generac Learning Center.

If you are a reseller of Generac products, you will self-register. To do this, click **To create an account, register here** on the login screen. Next, select **Reseller** from the drop-down. Next, enter the first 10 digits of your Generac account number into the field and click **Next**. A user validation screen will pop up. If the information on the screen is correct, click **Yes**. You will be directed to a registration page. Fill out all of the required fields and click **Register**. You will automatically be directed to your dashboard. If the information on the validation screen is not correct, contact the system administrator.

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### I entered my 10-digit account number and the system said it was invalid. What do I do?

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First, check your 10-digit account number to be sure you are using a valid number. Second, if your account number is longer than six digits, enter only the first six digits of that number. If you do not know your 10-digit number contact your manager, supervisor or Generac sales representative. If this still does not work, contact our Learning Center System Administrator.

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### What do I do if my 10-digit account number has changed?

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You will need to contact the Learning Center System Administrator.

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### The Learning Center does not recognize my username and password. What do I do?

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Be aware, the password is case-sensitive. Be sure to use upper and lower-case letters just as you did when you created your username and password the first time. Make sure there are no spaces, special characters or hidden characters in your username or password. Make sure you are spelling your username and password correctly. Do not copy and paste them. If this does not work, clear your cache and cookies and try logging in again.

If you are sure that you are entering your information correctly and are still having problems, contact The Learning Center System Administrator. Have them check to make sure there are no spaces or hidden characters in your stored username or password. To prevent this, never copy and paste your information into the boxes. Always type out your username and password, both when creating an account and when logging in.

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### I forgot my username. How do I recover it?

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Please contact The Learning Center System Administrator.

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### I forgot my password. How do I recover it?

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To reset your password, click on the link **I forgot my password** located just under the Login button in the Login box. After clicking this link, you will be asked for your username. After typing in your username, click the button to reset your password. A new password will be sent to you via email. If the email is not in your inbox, check your spam/junk email folder. Refer to the question: *The Learning Center does not recognize my username and password. What do I do?*

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### What do I do if I want to change my account information or password?

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Log in to The Learning Center with your current username and password. In your dashboard, click the person icon in upper right corner and click **My Profile**. All your current profile information will be displayed. You can update and save the information here. You cannot change your username.

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### What are the ideal requirements for running The Learning Center on my PC?

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To help you get the best out of your learning experience, we strongly advise you keep all your browsers up to date with the latest versions. Only have the windows open that you need, for example, do not have five (5) internet sessions open at the same time. This may cause an interruption of the data connection for your test. Make sure that Cookies are allowed, JavaScript is enabled, .JS files are allowed, Frames are enabled, Popup Blocker is disabled and Referrers are allowed.

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LMS courses are HTML5 compliant. Google Chrome works best with our courses. Other Supported Browsers include Internet Explorer 9 - 11, Firefox 2.x or higher, Safari 1.x or higher and Microsoft Edge.

Use a direct Internet connection and turn off your wireless. If you do not use a direct connection and you experience a dropout at any time, the module will freeze and you will have to contact the system administrator to reset the module for you.

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### **What do I do if I am having trouble viewing the courses or hearing the narrator?**

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To view and hear the courses, your computer must meet a set of minimum system requirements. This means your computer must have sound capabilities. Refer to the question: *What are the ideal requirements for running The Learning Center on my PC?* If you cannot resolve your issue, contact our Learning Center System Administrator.

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### **There is a yellow triangle with an exclamation point next to my module. What does it mean?**

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This symbol indicates that your course is frozen and may need to be reset by the Learning Center System Administrator. This can be due to a number of things such as a poor connection with the server, a spotty Internet connection, or even a problem with the Web browser that you are using. To clear the system, click on the icon. A window will pop up containing code. Click on the X to close the window, then log off the system and log back on. In most cases, the yellow triangle will disappear and you can continue with your module. If this does not work, you will have to call the System Administrator to reset the module for you.

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### **What should I do if my computer continually freezes while taking a course?**

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In very rare instances, modules will freeze multiple times within a course. This can be due to a number of things such as a poor connection with the server, a spotty Internet connection, or even a problem with the Web browser that you are using. When a user is in The Learning Center within a module and when the module is sitting idle (for example not clicking on questions) for approximately 10-15 minutes the data is not saved at the end of the module. For security reasons the Internet connection is lost. It is important that you wait when the system tells you to because it is processing data. If you continue to have regular problems, contact the Learning Center System Administrator who will work with you to find a solution. Often times it can be as simple as rebooting your computer.

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### **I finished a module and it will not let me proceed to the next. What do I do?**

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Because The Learning Center is transferring data across a number of networks, it is important to use the navigation tools that are built right into the course to move forward or backward or to exit the course. If you use the buttons in your Internet browser or click too quickly, you can disrupt the flow of data and cause the system to miscue. Contact our Learning Center System Administrator who can reset the module for you.

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**What happens if I exit The Learning Center before completing a course?****[BACK TO TOP ▲](#)**

The system will set an internal bookmark when you exit a module before completing it. When you return to the course, it will begin by displaying the last screen you viewed prior to exiting. You can either continue where you left off or click the home button to start over. Tests will not be bookmarked. If you exit a test before completing it, you must start over.

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**How do I know if I have passed or completed a course?****[BACK TO TOP ▲](#)**

The Learning Center will provide feedback after each course telling you that you have either passed or not passed the course. You will also receive an email from The Learning Center telling you that you have completed the course. When you complete a course, the course icon in the Enrollments widget on your dashboard will show completed with a checkmark. If you do not pass, the course will stay in the Enrollments widget as “not completed” until you do. You can also track your completions by viewing the Transcripts widget on your dashboard.

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**What happens if I do not pass a course?****[BACK TO TOP ▲](#)**

If you do not pass, the course will stay in the Enrollments widget as “Incomplete/In Progress” until you do. The Learning Center does not consider a course complete until you have passed. You must also complete all modules including surveys. Continue to review the content and take the tests as needed until you pass. When you do, the course will move to the Transcripts widget and will show as “Completed” in the Enrollments widget.

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**What if I want to go back and review a course?****[BACK TO TOP ▲](#)**

When you pass a course, it automatically marks the course icon in the Enrollments widget as “Completed.” You can return to the course and review it as often as you wish. You do not need to re-enroll in the course. All of the pre-requisites will be removed so you can go directly to any module that contains information you want to see. You can retake tests if you want to do some self-testing, but be aware that the score will not change in your Transcript widget even though The Learning Center provides you with feedback as to how you just did.

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**What do I do if I pass a course, but still want to try to improve my score?****[BACK TO TOP ▲](#)**

If you wish to retake a course to improve your test scores, you must re-enroll in the course. That means you will again have to follow the modules in sequence if the course was set up that way. If you re-enroll in a course, the system will maintain records for each time you take the course. You can see all your scores using the Transcript widget on your dashboard.