

# FAME

Trusted Solutions for Higher Education

## Training Services

FAME's training programs,  
widely acclaimed as the  
best in the industry!

# Online Training Registration Guide



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## Online Training Registration Overview

FAME is utilizing Citrix GoToTraining to deliver state of the art product training. You can log on here to schedule training on most of FAME's SIS and financial aid products.

If you should have any additional questions, you may contact the Training Department at (800) 772-5883 x 382 or email [training@fameinc.com](mailto:training@fameinc.com).

## How to Register for a Training Session

*Step 1 – Log on to the FAME/Citrix website*

<https://attendee.gototraining.com/7y71j/catalog/6291783033821872640>

The screenshot shows the FAME website's training sessions page. The header includes the FAME logo and the text "Trusted Solutions for Higher Education" on the left, and "2015 Training Sessions" on the right. Below the header, the page is titled "Upcoming Trainings" with a "Change time zone" link and a dropdown arrow. Two training sessions are listed:

- Freedom Training Part I**  
This training is designed to give our clients an overview and working knowledge of the Freedom application. Freedom Training Part I will include [read more...](#)  
This training is offered several times. Select the date and time that works best for you.  
Mon, Aug 3, 2015 1:30 PM - 4:30 PM EDT  
**REGISTER**
- Freedom Training Part II**  
This training is designed to give our clients an overview and working knowledge of the Freedom application. Freedom Training Part I will include [read more...](#)  
This training is offered several times. Select the date and time that works best for you.  
Tue, Aug 4, 2015 1:30 PM - 4:30 PM EDT  
**REGISTER**

*Step 2 – Adjust the Time Zone you are viewing the Training Session in.*

The screenshot shows the FAME website header with the logo and tagline "Trusted Solutions for Higher Education" on the left, and "2015 Training Sessions" on the right. Below the header is a grey bar, followed by a white section titled "Upcoming Trainings". In this section, a red text instruction reads: "Adjust time zone to the time you would like to view the sessions in." A red arrow points from this text to a dropdown menu icon. Below the icon, the text "change time zone" is visible. Two training sessions are listed below:

- Freedom Training Part I**  
This training is designed to give our clients an overview and working knowledge of the Freedom application. Freedom Training Part I will include [read more...](#)  
This training is offered several times. Select the date and time that works best for you.  
Mon, Aug 3, 2015 1:30 PM - 4:30 PM EDT  
**REGISTER**
- Freedom Training Part II**  
This training is designed to give our clients an overview and working knowledge of the Freedom application. Freedom Training Part I will include [read more...](#)  
This training is offered several times. Select the date and time that works best for you.  
Tue, Aug 4, 2015 1:30 PM - 4:30 PM EDT  
**REGISTER**

**Step 3 – Locate preferred training topic, date and time then press the “Register” button.**

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## 2015 Training Sessions

Upcoming Trainings Change time zone

**Freedom Training Part I** ← **Locate your preferred training topic.**

This training is designed to give our clients an overview and working knowledge of the Freedom application. Freedom Training Part I will include [read more...](#)

This training is offered several times. Select the date and time that works best for you.

Mon, Aug 3, 2015 1:30 PM - 4:30 PM EDT

**REGISTER**

**Freedom Training Part II**

This training is designed to give our clients an overview and working knowledge of the Freedom application. Freedom Training Part I will include [read more...](#)

This training is offered several times. Select the date and time that works best for you.


Tue, Aug 4, 2015 1:30 PM - 4:30 PM EDT

**REGISTER**

**Using the dropdown list select the date and time you would like to attend.**




**Step 4 – Fill out required information and press “Register”**


  
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### Freedom Training Part I

This training is offered several times. Select the date and time that works best for you.

Mon, Aug 3, 2015 1:30 PM - 4:30 PM EDT 

Change time zone

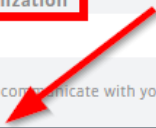
This training is designed to give our clients an overview and working knowledge of the Freedom application. Freedom Training Part I will include the Admissions, Student and Academics modules. Freedom Training Part II will include the Attendance, Student Accounts, Financial Aid, Placement, Default Management and Reports Modules. Please make sure you sign up for both session to receive a full 

\*required field

<b>* First Name</b>	<b>* Last Name</b>
<input type="text"/>	<input type="text"/>
<b>* Email Address</b>	<b>* Phone</b>
<input type="text"/>	<input type="text"/>
<b>* Job Title</b>	<b>* Organization</b>
<input type="text"/>	<input type="text"/>

By clicking this button you submit your information to the training organizer, who will use it to communicate with you regarding this event and their other services.

**REGISTER**

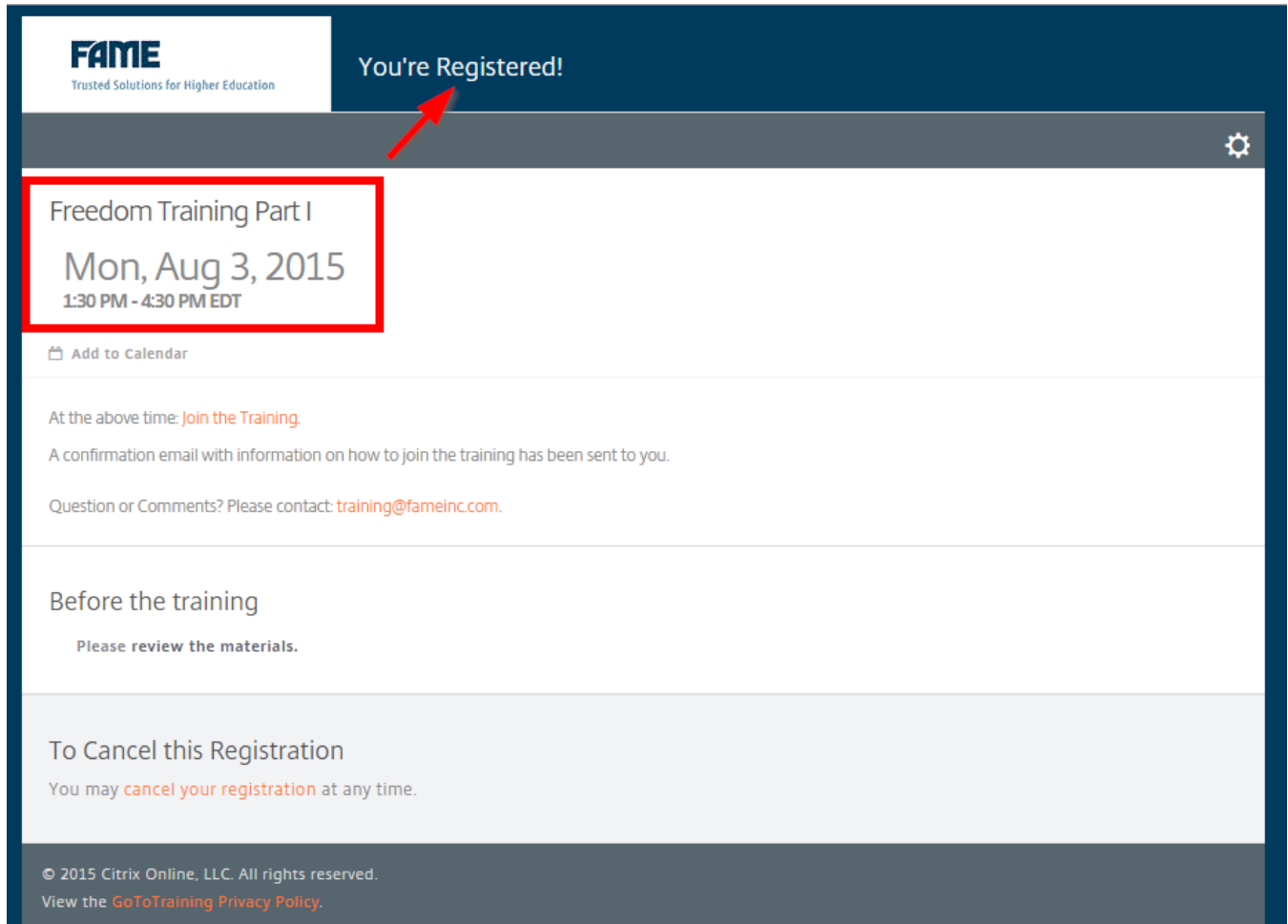




## What's Next?

### 1. *Confirmation Email*

After you have registered for the training session, you will receive an email confirming your approved registration from the Training department. Please see sample e-mail below:



### 2. *Download Training Materials*

If your training instructor uploads course material to the Go To Training Center you will have several opportunities to download, prior the training session, during or after the training session has ended. Please see the screenshot below:

### 3. *Log in for Training*

On your scheduled date and time you will log in to your training session using your confirmation email.



## Troubleshooting

**1. *I am having difficulties accessing the FAME Training website***

This website is not on the World Wide Web. Avoid entering “www.” in the address bar. If you are still having difficulties contact FAME’s Training Department or Technical Support for assistance.

**2. *I am having difficulties locating my confirmation email***

Your confirmation email will come from [customercare@gototraining.com](mailto:customercare@gototraining.com). Depending on your email settings this confirmation email may be redirected to your spam mailbox. If you still cannot find the email please contact the Training Department we would be more than happy to resend you the email.

**3. *I cannot access the training***

Contact the Training Department via email [training@fameinc.com](mailto:training@fameinc.com) or call, extension 382.

**4. *I hear an echo while I am on the training.***

If you have a speaker and microphone on your computer Go To Training will automatically default to your computer’s audio settings. To switch from the computer audio to the phone setting click the pin wheel at the bottom right of your screen. Make the changes and call using your telephone.





## Commonly Asked Questions

### 1. *What do I do if I registered for the wrong Product Training Session?*

If you have registered for the incorrect session. Please cancel your registration and then register for the correct session. If you need assistance with this process please feel free to contact the training department via email to [training@fameinc.com](mailto:training@fameinc.com) we would be more than happy to assist you with the

### 2. *How can I cancel a Training Registration?*

You can cancel a registration at any time. Please refer back to the confirmation email and look at the bottom left hand corner, click on "cancel your registration. If you are having difficulties and need assistance please feel free to contact the FAME Training Department.

**FAME**  
Trusted Solutions for Higher Education

You're Registered!

Freedom Training Part I  
Mon, Aug 3, 2015  
1:30 PM - 4:30 PM EDT

Add to Calendar

At the above time: [Join the Training](#).  
A confirmation email with information on how to join the training has been sent to you.  
Question or Comments? Please contact: [training@fameinc.com](mailto:training@fameinc.com).

Before the training  
Please review the materials.

To Cancel this Registration  
You may [cancel your registration](#) at any time.

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View the [GoToTraining Privacy Policy](#).



**3. Can I register for more than one training session at a time?**

Yes. You can register for multiple sessions at any given time.

**4. How do I register for Client In House Training at FAME?**

- a. Using the Training Guide Register for the session labeled “Client In House Training”
- b. Complete a Registration form for each attendee.
- c. Return the completed registration form via email to [training@fameinc.com](mailto:training@fameinc.com) or fax to FAME’s Training Department at (954) 772-6257.

**5. When will the Client in House training be available?**

Training dates for Client In House are scheduled for the rest of the year, please select a set of dates. The event is over 2 days at FAME in Fort Lauderdale.

Client In House Training

Training is live and your attendance is required at FAME. You will receive a certificate upon completion of the 2 day Client In House training.  
[read more...](#)

This training is offered several times. Select the date and time that works best for you.

Thu, Aug 20, 2015 9:00 AM - 4:30 PM EDT

REGISTER



**Click arrow for additional days.**



## **Contacting FAME**

Use one of the following numbers in order to contact a FAME representative.

### **Main Number**

(800) 327-5772 - The FAME switchboard. Any department or individual can be reached via this number.

### **Fax**

(954) 772-6257 - Please indicate the person and/or department your fax should be directed to.

### **Training Department**

(800) 327-5772 ext. 382 - Clients with questions regarding training or documentation should contact FAME Training Department.

### **Customer Service**

(800) 327-5772 – Prompt 5 - Clients with questions regarding software usage or other FAME related support should contact Customer Service.

### **Technical Support**

(800) 327-5772 – Prompt 6 - Clients with questions regarding technical support or setup of their software should contact Technical Support.

### **Web Site**

For more information on FAME products, services and support, visit [www.fameinc.com](http://www.fameinc.com).