

## FIELD REP GUIDE

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## 1. HOW DO I LOG IN TO ENGAGE CENTER?

**Engage Center:** <https://engagecenter.bdsmtg.com/learn>

Since you have a @BDSmtg email, Engage Center fully supports **Single Sign-On** technology, which allows all BDSmtg employees to login using the credentials for the BDSmtg email account.

On the login page, click the **Single Sign On** to login using these credentials. If you are already logged in, you will simply be taken straight to the home page.

Sign In

If you have a @bdsmtg.com email, use Single Sign On below  
OR use your Insight Center username and password.

Username (Required)

Password (Required)

SIGN IN

Forgot your password?

Sign in with Single Sign On

SINGLE SIGN ON

In addition, Your login for Engage Center will be the same credentials you use to login to Insight:Center (IC)

## 2. I FORGOT MY PASSWORD. WHERE'S THE FORGOT PASSWORD LINK?

Your login information comes straight from Insight:Center. Because of this, you cannot use Engage Center to recover or reset your password. You will need to visit the [IC web page](#) to manage your account information, including your password.

## 3. WHY CAN'T I LOGIN TO ENGAGE CENTER?

It can take up to 20 minutes before changes that have been made on Insight:Center have synced with Engage Center. If it has been more than 20 minutes and you are still unsuccessful logging in, please contact [EngageCenter@bdsmtg.com](mailto:EngageCenter@bdsmtg.com) for further support.

If you have a BDSmtg email, use Single Sign On to login with your BDSmtg credentials.

#### 4. HOW DO I GET PAID FOR COMPLETING COURSES ON ENGAGE CENTER?

**Applies to:** Hourly Employees

Once you complete a course you are required to complete for your position, that completion will be processed by Insight:Center (I:C). It can take up to one hour before the course completion appears in your Work Detail on I:C.

I:C will auto-populate the estimated time for the course (which is clearly noted several times throughout the course). In the Work Detail screen on I:C you will have the ability to adjust the time for the course if it took you longer than the estimated completion time. You will need to enter comments when you make adjustments to explain why you exceeded the estimated completion time.

Once certified, this time will be used for payroll purposes. If you take no action, the estimated time for the course will be used.

##### Work Detail

Work Detail for William Shaw

Pay Period Dates: 1/27/2019 - 2/9/2019

Required Courses Completed

Listed below are the estimated completion times for the Engage Center trainings you completed this pay period. These estimates include the time it took to log in, complete the course, and log out. Please adjust the training times to reflect the actual time it took to log in, complete each course, and log out. If you do not make any adjustments to your time, you are confirming that the estimated time is accurate.

Course Name	Team Name	Completion Date	Estimated Course Time	Course Time (Minutes)	Course Time (Hours)	
Best Buy - Merchandising Skills	Merchandising	1/27/2019	25	35	.58	Edit
Best Buy - Planograms	Merchandising	1/27/2019	10	1 Please enter a reason for changing the course time Login took an extra min	.17	Save Cancel
Best Buy Introduction	Merchandising	1/27/2019	20	20	.33	Edit
Best Buy Retail Safety Training	Merchandising	1/27/2019	7	7	.12	Edit
Canon DSR Training	Merchandising	1/27/2019	25	25	.42	Edit
X-Pert - Break-Fix - Basic Security	Merchandising	1/27/2019	9	9	.15	Edit
X-Pert - Break-Fix - Lights, Monitors and Media Players	Merchandising	1/27/2019	9	9	.15	Edit
X-Pert - Welcome to Break-Fix	Merchandising	1/27/2019	11	11	.18	Edit

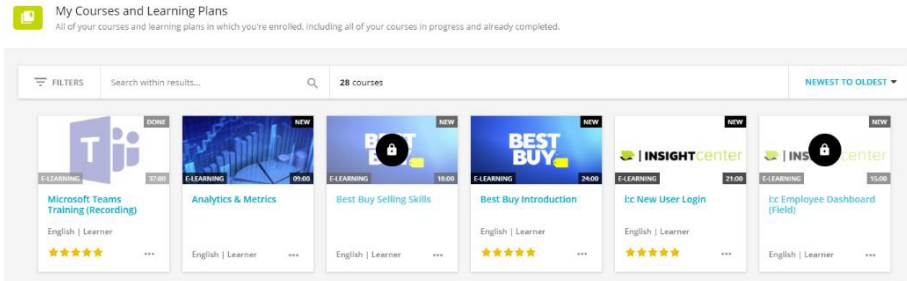
#### 5. WILL I BE COMPENSATED FOR EVERYTHING I DO ON ENGAGE CENTER?

**Applies to:** Hourly Employees

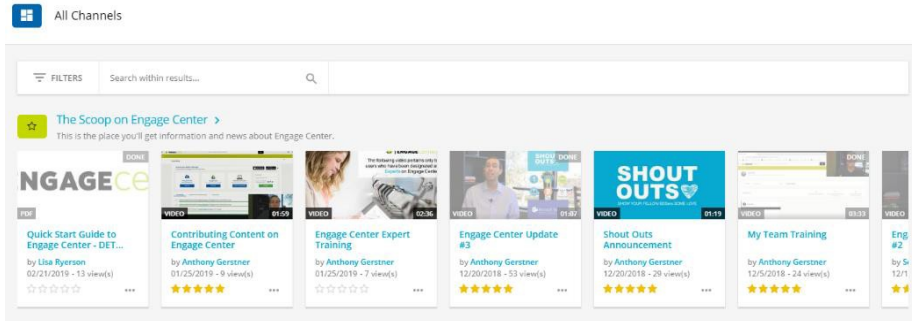
No. Only courses required to complete will be compensated.

There is a large amount of content available on Engage Center that is optional for you as a field employee. Since it is optional, you will not be compensated for that time.

Furthermore, it should be noted that the only content that is compensable will be under **My Courses and Learning Plans**. Any content posted in All Channels as well as other pages is considered optional.



*Courses may be compensable if you are required to take them.*



*Any content posted in Channels is optional content.*

## 6. HOW DO I KNOW WHAT COURSES I AM REQUIRED TO COMPLETE FOR MY POSITION?

**Applies to:** Hourly Employees

Any course you are enrolled into by someone other than yourself is considered required.

If you enroll into a course yourself, it is considered optional.

## 7. WHERE DO I FIND MY COURSES ON ENGAGE CENTER?

Your courses are available on the My Courses and Learning Plans page.

From the Engage Center Home Page, click on “**My Courses**”



## 8. WHAT ARE THE PREFERRED INTERNET BROWSERS FOR ENGAGE CENTER?

Engage Center fully supports Google Chrome, Microsoft Edge, Safari & Mozilla

Firefox.

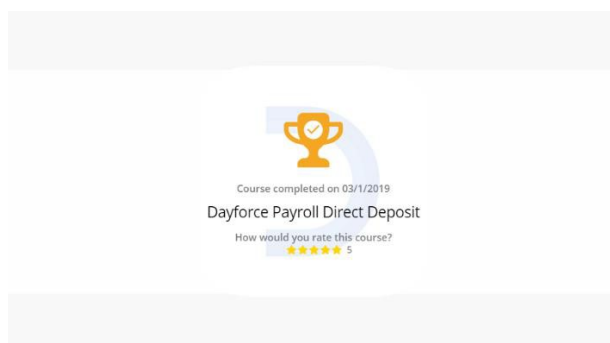
As of January 1, 2020, Microsoft Internet Explorer will no longer be supported.

## 9. ENGAGE CENTER IS RUNNING SLOW

Resetting your browser's cache may resolve the problem (here are the [instructions for Google Chrome](#)).

## 10. HOW DO I KNOW IF MY COURSE COMPLETION PROCESSED PROPERLY?

You will receive a trophy icon within a course once it has been completed.



The course will also show a status of “Done” on your **My Courses and Learning Plans** page.



You can also find your completion status in the **My Activities** page.

My Activities

Courses								
COURSE CODE	COURSE NAME	USER STATUS	ENROLLED	EXPIRATION DATE	COURSE COMPLETION	CREDITS (CEUS)	TOTAL TIME	SCORE
1264	Target Backroom Certification	COMPLETED	8/29/2018		9/25/2018		0h 17m	100.00
1109	Dayforce Payroll Direct Deposit	COMPLETED	10/11/2018		3/1/2019		0h 1m	0.00

## 11. WHY IS A VISIT STILL LOCKED IN INSIGHT:CENTER EVEN THOUGH I COMPLETED THE COURSE?

Please allow up to one hour after completion of any course before visits are unlocked in Insight:Center. If it has been more than an hour since you completed a course, please reach out to your manager so that they can submit a ticket with our IT team.

## 12. DOES ENGAGE CENTER SUPPORT MOBILE DEVICES?

Download the Go.Learn app (available on the App Store or Google Play) to access Engage Center on a mobile device.

Refer to our full instructions, [posted on Engage Center](#).

## 13. MAY I TAKE OTHER COURSES THAT I FIND ON ENGAGE CENTER?

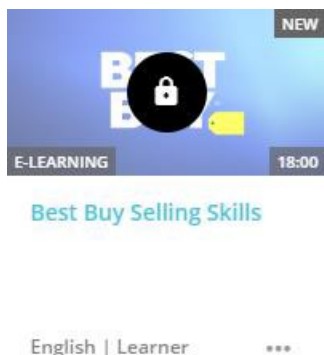
Yes. Feel free to browse the courses we have available in the Course catalog page or search and find something you are interested in. Many of the courses for hourly field reps are not able to be freely enrolled into and will require Administrator approval to enroll. However, we do have some courses that anyone can enroll into without approval.

Remember, if you are an hourly employee, any courses you enroll into yourself are considered optional and you will not be compensated for any time spent completing that course.

## 14. WHAT IS THE DIFFERENCE BETWEEN E-LEARNING AND LEARNING PLANS?

E-Learning is an individual course, whereas a Learning Plan is a collection of courses that must all be passed before the Learning Plan is considered complete.

## 15. WHY DOES A COURSE HAVE A LOCK ICON OVER IT?



There are a few reasons a course has lock icon, which indicates that you are prevented from completing it:

1. The course is currently deactivated and awaiting an update.
2. There is a prerequisite course you need to complete before you can complete this one. You will be prevented from entering the course until that prerequisite is met.
3. There was a time constraint placed on the course. Either you had to complete the course in a certain number of days (say, within 30 days of being assigned) OR the course was marked to expire on a specific date in the past.

For more information, contact your manager or reach out to [EngageCenter@bdsmtg.com](mailto:EngageCenter@bdsmtg.com)