



Passport Technician Certification Student Guide Book

The PASSPORT Technician Certification Program prepares you, the technician-candidate, to set-up and service PASSPORT systems at customer locations. This guide book outlines that program.

There are two phases to this program. The first is a web-based, self-paced program intended to provide a knowledge base. You will do this training at your location via the Gilbarco Learning Management System (LMS). You must successfully complete the web-based phase before moving to the instructor-led phase.

The instructor-led phase is conducted by a Gilbarco Certified Trainer at a location he will announce to you. This phase is intended to provide skills through hands-on instruction.

Technician-candidates enrolled in this course are encouraged to use this guide book to help them organize the information in the course and to prepare for examinations.

Purpose and Scope

This training is intended to prepare technicians *to start-up and service* PASSPORT at customer locations. It is expected that upon certification, you will be familiar with many critical tasks. You will have some experience on useful or frequently encountered tasks to the point where you can handle these tasks using common reference material. You will know how to use the complete bank of resources available to tackle the tasks that occur less frequently. Technicians will acquire proficiency in the tasks leading to a registered site. Additionally they will acquire some familiarity with actions that may be seen as “customer start-up” such as manager’s workstation, speed keys and reports. The need to set these up for a customer will often vary from customer to customer.

This training is not intended to prepare the technicians to train our customers, managers or cashiers in the full use of PASSPORT capabilities. Such training is offered in a separate “train the trainer” course.

Required Pre-requisite Skills and Equipment

Technician-candidates enrolled in this course are expected to have basic familiarity with Windows operating systems and computer literacy. You will demonstrate your abilities on a computer based evaluation that will be announced to the student upon enrollment. Watch for an e-mail announcing “You have a ticket”. You will have ONE chance at this test. Begin only when you have the time to do it in a distraction-free environment. Complete this test before beginning the web-based phase.

Technicians need to have access to a laptop to take the course and do their job. Here are the specs for the laptop:

- Broadband Connection (dial-up will not work)
- Windows 98/2000 XP – Vista has not been tested yet with our systems.
- Ability to download & print documents (you don’t need a printer – just access)
- Software needed (these are free to download):
 - Macromedia Flash Player
 - Adobe Acrobat Reader
- Multimedia speakers or headphones
- Color resolution set to true color.
- Five re-writable CD-Rom disks or a 1 Gigabyte flash drive.

Technician’s Professional Library (TPL)

Technician-candidates must also prepare a reference library that can be downloaded onto their laptop’s hard drive or to a flash drive or CD ROM. This will be your technician’s professional library (TPL) and will be useful to you whenever you are on the road and cannot access GOLD or TRP. This Guide Book and the files listed at ANNEX A should be loaded on your TPL when you arrive for resident training.

Certification Path / Schedule

Technicians who are enrolled by their employer will be expected to complete this certification path. Once enrolled, you have 180 days to complete the entire path but one important consideration must be mentioned. There should be at least 14 days from the time you are told he may begin the web-based phase and the time you are scheduled to attend the instructor-led phase. Since you **MUST SUCCESSFULLY COMPLETE** the web-based phase before you can begin the instructor-led phase, it is important to allow for enough time for study and re-testing. The material is not easy and the process should not be thought of as “hurry up and certify”.

Testing and Standards

These are the requirements for completing this certification path:

- The technician-candidate will have three graded tests in the web-based phase. To pass he must achieve an 80% or higher on all three tests.

- During the instructor-led phase, there will be three “daily” tests that will be given at the instructor’s discretion. Each is 10% of the final grade.
- The technician-candidate will have practical demonstrations. The student must achieve the standard on 8 tasks selected by the instructor to pass. He will be graded on a go/no-go basis. This is 40% of the instructor-led grade.
- The final exam has 60 questions and is worth 30% of the instructor-led grade. This final has questions from both phases of the course.

The student must achieve 80% to pass the instructor-led course. The final exam may be taken three times if a passing score is not achieved. If the scores are not sufficient, the CT will outline a remedial program for the technician-candidate. The technician-candidate will re-train at his place of employment and, when ready, can demonstrate his skills to the ASM who can either approve or deny his certification. His approval must be communicated to Gilbarco Technical Training ATTN: April Peters.

All testing is “open book – open computer”. The student is expected to “learn how to fish” during this training. Some basic material is best committed to memory but he is allowed and is expected to use reference materials or notes to assist on the tests.

Technician Certification Course – Web-Based Phase

Organization

There are 12 objectives in the web-based phase. These are distributed in 7 modules that will take an average of 30-40 minutes to complete. This phase is self-paced.

Web-Based Course Objectives

1. You will be able to state the steps to PASSPORT technician certification and the benefits of maintaining a current certification.
2. You will be able to discuss PASSPORT features and state what PASSPORT does for the customer.
3. You will be able to correctly evaluate a site and prepare it for PASSPORT.
4. You will be able to identify the major hardware components and state their functions.
5. You will be able to state the key facts and considerations of Manager Work Station set-up.

6. You will be able to state the key facts and considerations of Cashier Work Station set-up.
7. You will be able to state the principle steps for software installation, the disks used and the sequence in performing them.
8. You will be able to establish yourself in the system as a PASSPORT technician. You will identify the key passwords and references necessary for start-up and service.
9. You will know the steps required to activate bundled features and register a site.
10. You will be able to recognize the menu tree of PASSPORT features and how the features are set-up.
11. You will be able to recognize the most critical service situations for all existing versions of PASSPORT and the steps to correct them.
12. You will be able to identify the resources available during start-up and service of PASSPORT and how best to use them.

Course Help

If at any time you need course help you notify Technical training using this email address: www.gilbarcotechicaltraining.com

Preparation for Your Final Web-Based Exam

You can return to the training often as a good review of the material. Pay close attention to the material with the green exclamation point. Organize any notes you may have taken and have your references ready.

Question: *Can I access my documents (TPL) during the taking of the test?*

Answer: The test is intended to be open book-open computer. You can access your TPL during the test if it is on your C drive, CD-ROM, or flash drive while you are taking your test. Caution: You may not navigate to another URL (such as you might do to look for a GOLD document) during the test or you will lose all of your work and have to begin again. This is why you need to have your TPL complete before you go for the test.

Technician Certification Course - Instructor-Led Phase

Where and When?

The instructor-led phase is a five-day course that will be offered at a time and place designated by the Gilbarco Certified Trainer. You will be responsible for transportation, lodging and meals. You should stay at accommodations that offer high-speed internet

because that supports your homework and study requirements. High-speed access will also allow you to take quizzes and prepare for your exams by providing access to the LMS as a review.

Organization

There are 10 objectives in this phase – each corresponds to a performance objective, but there is significant testable knowledge content in this phase as well. The phase pace is “stay-with-the leader” and it is expected that you will have four days of instruction and a half day or review – however, if the Certified Trainer determines that the pace needs to be slower, you may take five full days to complete the training and testing.

Computer and TPL Check

Your instructor will check to ensure that you have the required computer equipment and that you have downloaded the required documentation from Annex A. There is no class time available for this downloading.

Knowledge Check

Your instructor will ask some review questions from the pool of questions in the final exam. This will refresh your memory about some key points. Be prepared to answer!

Grading for the Instructor-led Phase

The evaluation of this phase is focused partly upon your ability to demonstrate a skill. This is different from the knowledge-centered material in the Web-based Phase. Attached to this document is a file of tasks with ten evaluation sheets. You will have to demonstrate that you can perform these tasks in a simulated ‘real world’ environment.

Every task must be mastered to standard. Your grade will depend on the amount of outside help (using your TPL for help does not count against you) help you need to accomplish the task and how long it takes to do it.

If you should fall short of the requirement, your instructor will notify you before you leave the training and will provide for you a remedial program that you can work on with your employer/ASC. When you are ready, your ASM will personally re-evaluate your performance. When you successfully complete the remediation the ASM will certify you.

The term “hands-on” may be misunderstood. Our expectation is that the technician performing the task will also be able to state under what circumstances the task might be performed and state the key steps and precautions as he does the demonstration.

Class Conduct

The nature of this hands-on computer skills class requires that, for maximum benefit, everyone must stay together when functions are being explained for the first time. The instructor cannot allow everyone to move self-paced through the activities because that

creates a chaotic environment that serves no one. We ask that cell phones be placed on vibrate and calls be taken outside the classroom. We ask that you not type while the instructor is speaking – this includes computers and Blackberries.

Objectives for the Instructor-led Phase

50. You will be able to state the course standards and demonstrate your ability to download documentation.
51. You will be able to correctly identify the components of the PASSPORT system (MWS, CWS, System Support, and Optional) and demonstrate a correct installation.
52. You will be able to correctly and efficiently install the operating system, PASSPORT application hardware and customer-specific “patches” on both server and client.
53. You will be able to correctly and efficiently set-up the forecourt.
54. You will be able to set up all start-up essential functions correctly.
55. You will be able to demonstrate bundle activation and registration of a PASSPORT system.
56. Given a set of scenarios, you will be able to apply correct troubleshooting measures.
57. Given a scenario, you will be able to demonstrate the replacement of a component as directed by Gilbarco Technical Support.
58. Given a scenario, you will be able to choose the correct method and efficiently perform a system recovery.
59. You will be able to demonstrate an organized call for assistance to Gilbarco Technical Assistance and closeout a service request.

Scenario Homework

You may be given assignments or quizzes to complete overnight. Be prepared to discuss the material the next day in class. You will be told if they will be graded. These are typically intended to provide practice and serve as a knowledge check.

Annex List

Item	ANNEX
Technicians Professional Library (TPL)	A
Up and Running – Forecourt	B
Up and Running – Software Start-up	C
Up and Running – Manager Work Station	D
Up and Running – Speed Keys	E
Up and Running – Passwords/Cookies	F
Password Matrix	G
Power cord guide	H

ANNEX A

PASSPORT Technician's Professional Library (TPL)

The PASSPORT Technician has access to Gold and other professional references. These change from time to time and we recommend that you stay current. The best way to stay current is to check the Technician's Resource Pages (TRP) at least once a week. This can be accessed by going to www.Gilbarco.com. If you do not have access, speak with your gatekeeper and explain that certified technicians need access to stay current.

Because internet access is not possible everywhere, we recommend that you keep these documents of their updated equivalents on your C drive, flash drive or on CD-ROM.

The items below are of value during the Certification Training Course. They should be downloaded and ready for use during the training.

MDE	Title
**	Student Guide Book
4477	Student Manual
3817F	BIOS set ups
4287	Ghost Image
4578	V 5 OS-Software Install
4324	System Recovery V5
4481	V6 OS- Software Install
4654	System Recovery V6
**	"Up and Running" Guides (Speed keys / Install)
**	Various Help Sheets
4157	Installation Posters
4158	Installation Posters
4159	Installation Posters
4186B	Quick Reference Guide Cashier Work Station
4187A	Quick Reference Guide - Manager Work Station
4405	Quick Reference Guide - Car Wash Kiosk
3911	Quick Reference Guide - Printer

** These are part of the Student Guide Book.

The items listed below are recommended for your Technician's Professional Library. They are not required for the Certification Course.

3620F	POS Site Prep Manual
3816M	Hardware Start-up
XXX	Troubleshooting Guide
3765C	Console Instal Cheksht
4542	System Reference Manual v5
4646	System Reference Manual v6
4174A	Feature Activation
3839G	Installation Update
3911	Quick Guide printers
4484	V4 upgrade
4274B	IBM hardware
3760C	D hub Instal
3829D	D hub start-up
4360	D hub Instal
3116C	D box Instal
4283	LinkSYS ver 3 Config
3795K	Everest PIN Pad Inst
4598	Cashier Quick Reference
4599	Manager Quick Reference
4578	System Quick Reference
4304	Tank Monitoring
4304	Connecting a TANK MONITOR device to PASSPORT
4360	Dispenser Hub Q 13833-01S Installation
4484	V 4 Upgrade Procedures including NT to XP upgrade
4502	Concord V4.01.23
4518	DRAM Installation Instructions
4521	Concord V3.06.23 to V 4.01.23
4148D	VIDEO SECURITY CAMERA Interface Installation
3116C	Distribution Box PA 0306 Installation
3542B	Scanner programming and Reference Guide
3738D	Metrologic MS6720 Handheld Scanner
3760C	PASSPORT Dispenser Hub Installation
3765C	Console Installation Checklist - This is a manifold form. Mat Reader Assembly Kit C00016-XXX Installation
4017D	Manual
4101A	PASSPORT Warranty
4172B	ADS Dallas Generic
4173B	CITGO
4174A	PASSPORT Feature Activation
4181A	ADS Chicago Generic
4182A	Conoco
4215B	ExxonMobil
4271A	Concord V3.06.23
4370B	Metrologic MS7120 Ordbit Hands-free Scanner
4554A	Modem Driver
PT	
1869P	Recommended Spares for Domestic Products
PT	Illustrated Parts Manual