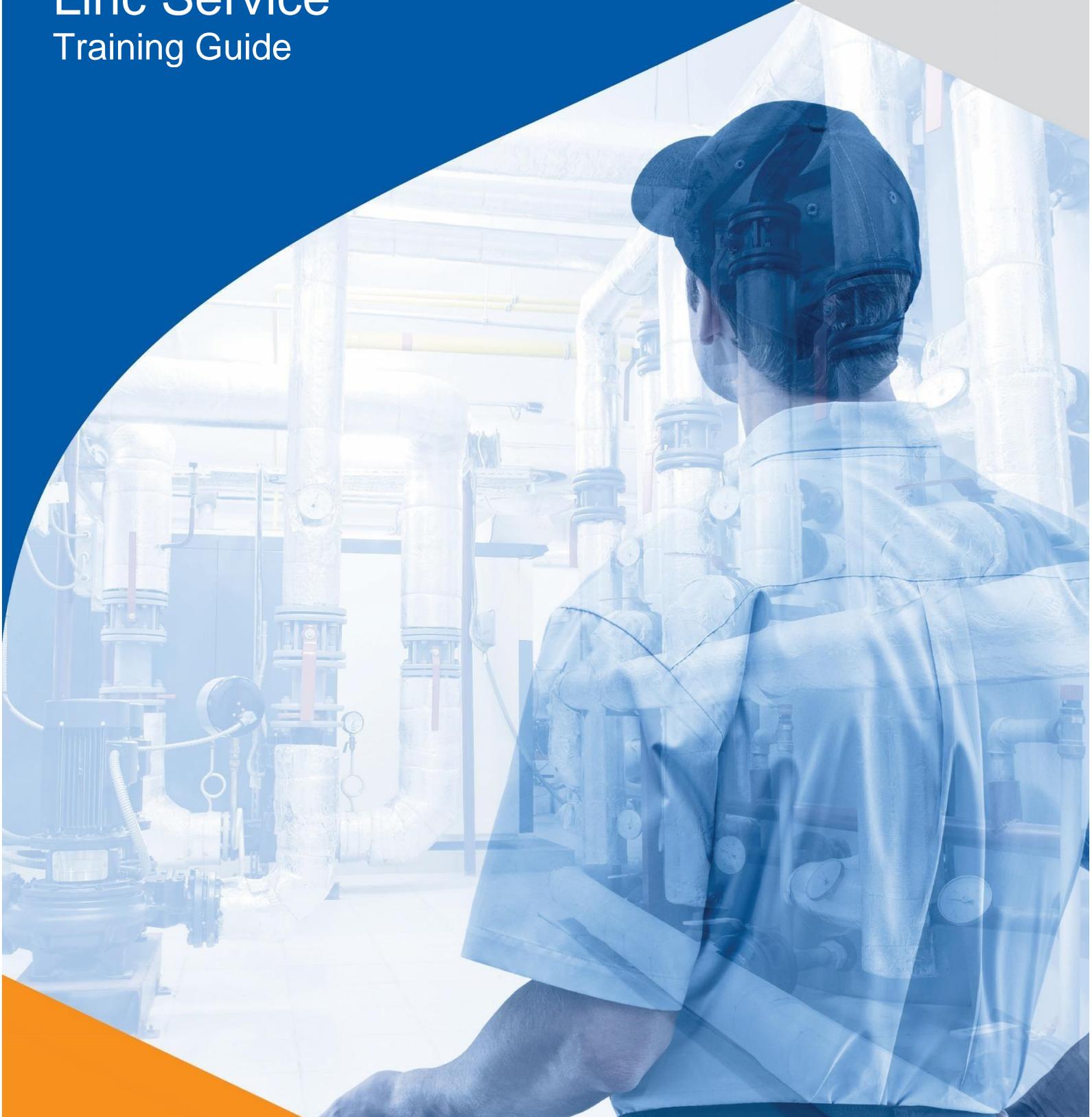




# Linc Service Training Guide



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## Linc Service Site

To request access to the [Linc Service Website](#), each employee will need to [create a profile](#) in order to request login credentials.

This site gives employees access to:

- Important forms
- COMs
- Linc University (the online classroom requires separate credentials)

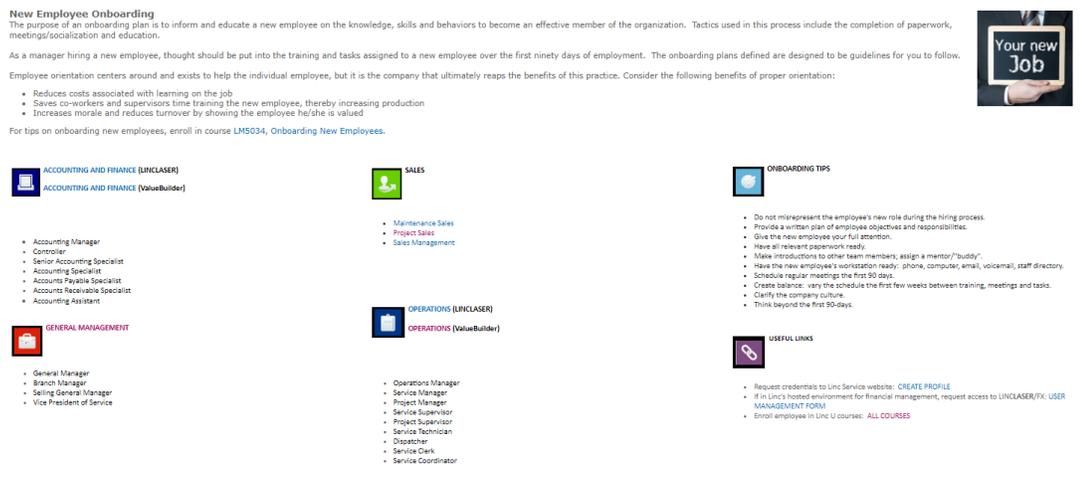
The [Linc Service Login page](#) provides the following troubleshooting options:

- Have your credentials emailed to you
- Have your password reset

Any other questions can be directed to [bus.sys.support@abm.com](mailto:bus.sys.support@abm.com).

## Onboarding Plans

Onboarding plans have been established to ease the process of onboarding a new employee. These plans are located on the [Human Resources and Recruiting](#) Tab of the Linc Service Site and are organized by job class.



**New Employee Onboarding**  
The purpose of an onboarding plan is to inform and educate a new employee on the knowledge, skills and behaviors to become an effective member of the organization. Tactics used in this process include the completion of paperwork, meetings/socialization and education.

As a manager hiring a new employee, thought should be put into the training and tasks assigned to a new employee over the first ninety days of employment. The onboarding plans defined are designed to be guidelines for you to follow.

Employee orientation centers around and exists to help the individual employee, but it is the company that ultimately reaps the benefits of this practice. Consider the following benefits of proper orientation:

- Reduces costs associated with learning on the job
- Saves co-workers and supervisors time training the new employee, thereby increasing production
- Increases morale and reduces turnover by showing the employee he/she is valued

For tips on onboarding new employees, enroll in course LMS034, Onboarding New Employees.

**ACCOUNTING AND FINANCE (LINCLASER)**  
**ACCOUNTING AND FINANCE (ValueBuilder)**

- Accounting Manager
- Controller
- Senior Accounting Specialist
- Accounting Specialist
- Accounts Payable Specialist
- Accounts Receivable Specialist
- Accounting Assistant

**GENERAL MANAGEMENT**

- General Manager
- Branch Manager
- Sailing General Manager
- Vice President of Service

**SALES**

- Maintenance Sales
- Project Sales
- Sales Management

**OPERATIONS (LINCLASER)**  
**OPERATIONS (ValueBuilder)**

- Operations Manager
- Service Manager
- Project Manager
- Service Supervisor
- Project Supervisor
- Service Technician
- Dispatcher
- Service Clerk
- Service Coordinator

**ONBOARDING TIPS**

- Do not misrepresent the employee's new role during the hiring process.
- Provide a written plan of employee objectives and responsibilities.
- Give the new employee your full attention.
- Have all relevant paperwork ready.
- Make introductions to other team members; assign a mentor/"buddy".
- Have the new employee's workstation ready: phone, computer, email, voicemail, staff directory.
- Schedule regular meetings the first 90 days.
- Create balance: vary the schedule the first few weeks between training, meetings and tasks.
- Clarify the company culture.
- Think beyond the first 90-days.

**USEFUL LINKS**

- Request credentials to Linc Service website: [CREATE PROFILE](#)
- If in Linc's hosted environment for financial management, request access to [LINCLASER/IX](#) [USER MANAGEMENT FORM](#)
- Enroll employee in Linc U courses: [ALL COURSES](#)



## Confidential Operating Manuals (COMs)

COMs detail the policies, programs, and procedures for operating a Linc Service® business.

The COMs currently consist of seven sections (consisting of 12 Manuals).

- 1 General
- 2 Sales & Marketing
- 3 Operations – Volumes I and II
- 4 Business Systems - Volumes I, II, III and IV
- 5 Personnel - Volumes I and II
- 6 Professional Development (Training)
- 7 Energy

## Linc University

From the Linc Service Website, each employee will have access to [Linc University](#). This is the main resource for the following information:

- [All courses](#) list- and tabs providing training tracks by job class
- Classroom [Training Calendar](#)
- [Degree Program](#) Information
- [Classroom Training](#) Information & Hotel Registration Forms
- Access links to enter the [Online classroom login page](#)



Training Schedule

	Days	Jan.	Feb.	March	April	May	June	July	August	Sept.	Oct.	Nov.	Dec.
LM501	General Management	4				8-9 Atlanta				9-30-10-3 Pittsburgh			
SALE492	Sales Leadership	4			11-14 Tuslin					23-26 Atlanta			
LM3101	Maintenance Sales for Coaches	3										11-13 Pittsburgh	
OPS3202	Service Management/Supervision	5			29-3 Pittsburgh				25-30 Pittsburgh			10-22 Pittsburgh	
OPS3203	Project Management	2			18-17 Tuslin						29-30 Pittsburgh		
ACCT3202	Business Systems ValueBuilder®	4						23-26 Pittsburgh				6-8 Pittsburgh	
ACCT3301	Business Systems LINCLASER®	4			8-11 Pittsburgh				12-15 Pittsburgh				
ACCT4301	Accelerated Business Systems	3					19-21 Pittsburgh						
OPS3201	Dispatcher	3			12-14 Pittsburgh						8-10 Pittsburgh		
SALE3401	Maintenance Sales	5	25-4 Atlanta		8-12 Atlanta		3-7 Pittsburgh	22-26 Pittsburgh		16-20 Atlanta	21-25 Tuslin		9-13 Atlanta
SALE3401	Maintenance Sales (in Spanish)	5			TBD			TBD			TBD		
SALE3402	Project Sales	4			4-29-5-2 Atlanta								2-5 Atlanta
SALE3415	Trusted Advisor	4					14-17 Atlanta				7-10 Atlanta		
LM5003	Leadership I	2			24-25 Tuslin								4-5 Pittsburgh
LM7001	Leadership II – Bottle Staff Rides	4-9				7-10 Gatysburg				10-13 West Point	10-18 Germany		
	Continuing Education	3	7-9 Atlanta										
	Maintenance Sales Forum	1			25 Pittsburgh				8 Tuslin				
	Euro Conference	3								24-26 London			

## Online Classroom Registration

To enroll in both online and classroom courses, each employee will need to have access to the [Online Classroom](#). New students will need to [register as a new student](#) using the guidelines below.

**Use the following guidelines to create credentials:**

**User Name:** First 3 letters of first name, first three letters of last name, followed by 123.

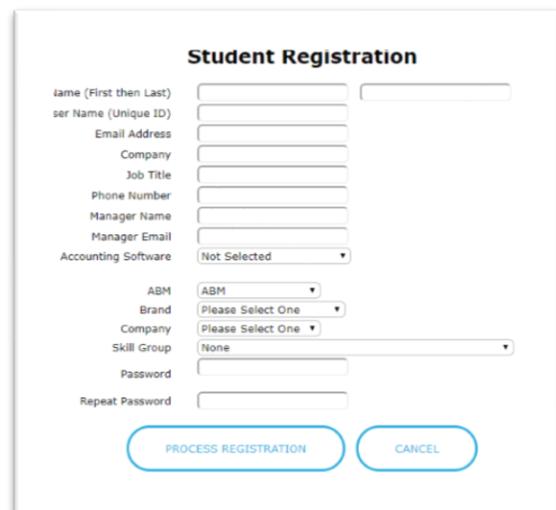
**ABM Franchising Group:** Select **ABM**

**Brand:** Select **LINC**

**Company:** Select your company & location

**Skill Group:** Select **Linc Core Courses**

**Password:** First name, all lowercase



The screenshot shows a "Student Registration" form with the following fields and options:

- Name (First then Last): Two text input fields.
- User Name (Unique ID): One text input field.
- Email Address: One text input field.
- Company: One text input field.
- Job Title: One text input field.
- Phone Number: One text input field.
- Manager Name: One text input field.
- Manager Email: One text input field.
- Accounting Software: A dropdown menu with "Not Selected" selected.
- ABM: A dropdown menu with "ABM" selected.
- Brand: A dropdown menu with "Please Select One" selected.
- Company: A dropdown menu with "Please Select One" selected.
- Skill Group: A dropdown menu with "None" selected.
- Password: One text input field.
- Repeat Password: One text input field.

At the bottom of the form are two buttons: "PROCESS REGISTRATION" and "CANCEL".

## Online Classroom Registration Errors

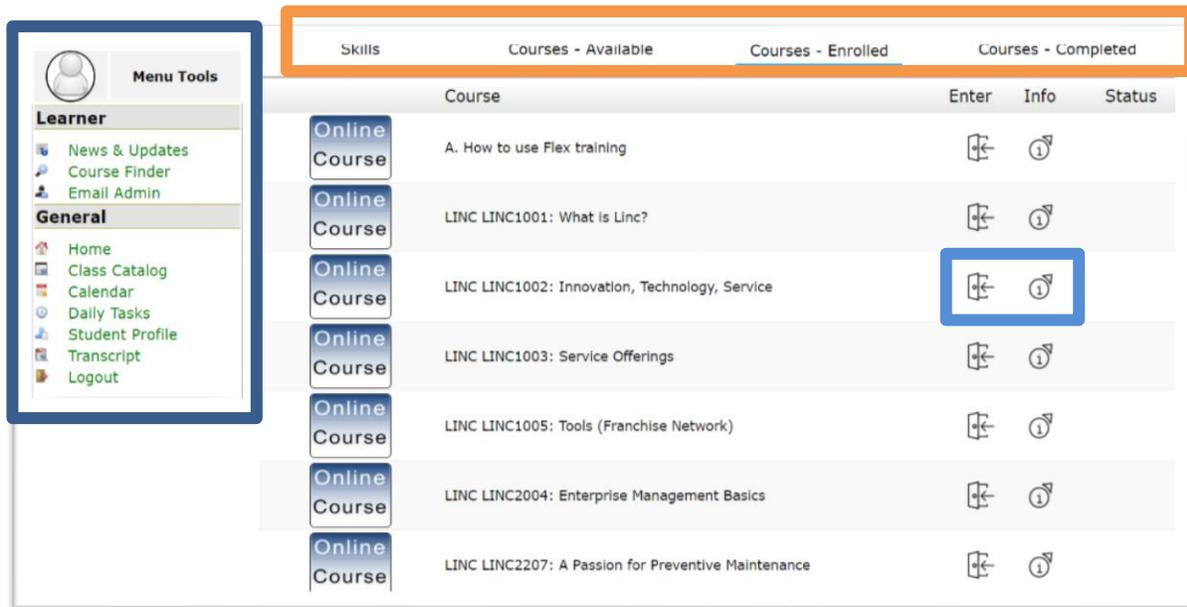
### **User Name already exists in database**

This username is already taken, please add sequential numbers to the end of the username until it is accepted. Example: JohDoe123, JohDoe1234, JohDoe12345

### **Email Address already exists. Please use a different Email Address**

This email address is already registered in our system. Return to the login page and access your account using the credential guidelines outlined above. If this does not work, retrieve your password by clicking ["Forgot your Password?"](#)

## Online Classroom Navigation



Skills	Courses - Available	Courses - Enrolled	Courses - Completed
		Course	Enter Info Status
Online Course	A. How to use Flex training	← 1	
Online Course	LINC LINC1001: What is Linc?	← 1	
Online Course	LINC LINC1002: Innovation, Technology, Service	← 1	
Online Course	LINC LINC1003: Service Offerings	← 1	
Online Course	LINC LINC1005: Tools (Franchise Network)	← 1	
Online Course	LINC LINC2004: Enterprise Management Basics	← 1	
Online Course	LINC LINC2207: A Passion for Preventive Maintenance	← 1	

- The top menu is the main navigational panel. These buttons provide:
  - Enrolled Skill Groups (Core Courses and any assigned pre-training)
    - All Courses Available to the student
    - All Courses the student is enrolled in
    - **ALL ACTIVE** courses that the student has Completed
  
- The Lefthand menu provides additional tools:
  - Course Finder- allows the student to search for a course using key words
  - Class Catalog- lists all Linc University Courses
  - Student Profile- lists all information required for your account. Please keep this updated with current information. Also, please add a photo to your profile.
  - Transcripts- A complete list of **ALL** completed online and classroom classes
  
- The two buttons to the right of the classes allow the student to:
  - View the class description and unenroll in a class
  - Enter the class and access the training material

## Enrolling in an Online Course

To enroll in online courses the trainee must:

- Go to the [Online Student Homepage](#)
- Locate the course with the **Available-Courses** tab or with the **Course Finder** or **Course Catalog** tools located in the menu on the left side of the page.
- Click the enroll button 
- Click

## Unenrolling in an Online Course

Students can only unenroll themselves if the class has not been started.

- Locate the class
- Click the info button 
- Click

## Core Courses

If registration is done correctly, each student should already be assigned the Linc Core Courses skill group. These are entry level courses that should be taken by every trainee before continuing to higher level courses.

## Classroom Training Information

Each classroom training has a landing page that can be accessed on the righthand side of the [Classroom Training](#) page on [Linc University](#).

These pages provide:

- A Hotel Registration Form
- The class description
- The class agenda
- Eligibility Criteria
- Pre-training classes, assignments and tasks
- Hotel, transportation and meal information
- Campus information
- Helpful tips and resources

LINC UNIVERSITY CAMPUS CLASSES:
Accelerated Business Systems
Business Systems
Dispatch
General Management
Leadership I
Leadership II - Battle Staff
Rides
Maintenance Sales
Maintenance Sales for Coaches
Maintenance Sales In Spanish
Project Management
Project Sales
Sales Forum
Sales Leadership
Service
Management/Supervision
Trusted Advisor

## Classroom Training Enrollment Instructions

**First** reserve your space by filling out the Hotel Registration Form:

- Go to the [Campus Information Page](#) on Linc University
- Click  **Enroll**
- Click  **Add new item**
- Fill out the Hotel Registration Form
  - Travel details must be added two and a half weeks before the start of training
  - Dietary restrictions **MUST BE** included on this form in order to be accommodated by the caterer

## Classroom Training Enrollment Instructions

**Next**, you must also enroll in the training course [online](#)—be sure to select the training with the correct dates, as there may be multiple trainings scheduled.

- Locate the course with the **Available-Courses** tab or the **Course Finder** or **Course Catalog** tools located in the menu on the left side of the page.
- Click the enroll button 
- Click

Be sure to verify the dates and location of the training you select

## Cancellation Policy for Classroom Trainings

- Students must register at least 21 days prior the start of training
- Students must cancel at least 21 days prior to the start of training to avoid a \$250 late cancellation fee—this includes cancellations resulting from a failure to meet pre-training requirements.
- If the minimum number of attendees is not met 21 days prior to the start of training, the course will be rescheduled.

To view the full cancellation policy, access [COM 6, Title 5](#).

## Important Training Contacts

For training and registration help, contact: [training.coordinator@abm.com](mailto:training.coordinator@abm.com)

## To Do List

<b>All Students Must Complete:</b>	
	<a href="#">Create a profile</a> on the Linc Service Website to request credentials
	Complete the job class Onboarding Plan on the <a href="#">Human Resources and Recruiting</a> tab
	<a href="#">Register as a new student</a> on the Online Classroom
	Take your assigned Core Courses in the Online Classroom

<b>Online Course Enrollments</b>	
	Search for and enroll in a class using the instructions in the Training Guide
	Access the course on your Student Homepage

<b>Classroom Training Enrollments</b>	
	Navigate to your class on Linc University and fill out the Hotel Registration
	Enroll in the classroom training through the Online Classroom
	View the Class' guide on the class' homepage and complete the pre-training checklist
	2-3 weeks before training, update your Hotel Registration form