www.hendrickson-academy.com

NOTICE: Hendrickson Academy Enhancements

The Hendrickson Academy is transitioning to a new software platform that will offer some additional features, an upgraded look, and a new course on ULTRAA-K. The new Academy will maintain the simple functionality Academy users enjoy. The new software platform will be launched **August 23, 2021**.

THE NEW SERVICE ACADEMY FEATURES:
- The same great courses and maintenance videos as before
- Enhanced self-managed user functions like password reset, changing security questions, profile editing
- Enhanced test feedback designed to help individuals learn
- Ease of finding your earned Certificates of Achievement
- The same ease for requesting Manager permission, or adding/deleting team members
- Managers will find more functionality when viewing team members
- HAULMAAX, HXL Wheel-ends, and TIREMAAX courses are fully translated into Spanish
- Usernames that are email-based and work in conjunction with other Hendrickson applications such as the PartsPlus parts look-up system, Field Service Request, the Hendrickson mobile application.
- Fully mobile compliant so technicians can take courses on their mobile devices or watch service videos right beside the product they are working on.

WHAT TO EXPECT:
EXISTING ACADEMY USERS:
USERS WITH THEIR OWN EMAIL ADDRESS:
Any user that has earned a Certificates of Achievement in any course will automatically have all their certificates transferred to the new SERVICE ACADEMY. When the user data is transferred to the new SERVICE ACADEMY, **the username will be converted to the email address that is on file for that user.**

USER WITH SHARED EMAIL ADDRESSES:
If the user's email address on file is a shared email address (not unique), the user data and certificates will be transferred over to the new SERVICE ACADEMY **but will not be available to the user until the user contacts the Academy Team at** academy@hendrickson-intl.com At that time, it is recommended that the user provides a unique email address to the Academy Team. Unique email addresses ensure the user receives appropriate notifications from our applications. If you are unable to do that, then we will provide you with a temporary password and a username with which

you can access the Academy and Course completion, or Assignment notifications will be sent to the Shared email on your profile. This option will limit our communication reach to you and will also prevent you from accessing our other applications and the Hendrickson Mobile App which provide tremendous benefits to you.

EXISTING USER SIGN-IN:

People with their own Email Address:
NOTE: Existing passwords will NOT be carried over. Use the following steps to create your password

You will receive a Welcome Email from this email address – Hacademy@hendrickson-intl.com which will have instructions to Setup a password and activate your account. So, please add this Email to your Trusted Sender list to ensure delivery.

If you don't see such an email by the end of day on Aug 23, please follow Steps 1- 8 below.
Steps 9-11 are necessary in both cases

1. Go to the **NEW** Service Academy "Welcome" page at **https://service-academy.hendrickson-intl.com**
2. From the Welcome page select **USER LOGIN**. This will take you to the Sign-in page.
3. Click on "**Forgot your password?**"
4. **EmailAddress** = your EmailAddress from the original Academy (People who were sharing email, please refer to the "Shared Email Addresses section above and skip to the section below).
5. A verification code will be sent to the email address you entered.
6. Enter that verification code in the form and click the "**Verify Code**" button and then **continue**
7. Create your new password and click **Continue**.
8. **Return to the User Login screen** and enter your Email Address and the new password to continue to access the application
9. You will be asked to agree to the Hendrickson Privacy Policy for use of the Academy
10. You will be asked to update your profile and pick and answer 3 security questions. This is used as an option for a PASSWORD RESET should you forget your password in the future AND your email is not accessible.
11. You will then be taken to the Hendrickson Academy Home Page and all courses will be available for use.

People using Shared Email Addresses:
1. Read the Shared Email Addresses section above.
2. After you have contacted the Academy team, you will receive a USERNAME and PASSWORD.
3. Go to the **NEW** Service Academy "Welcome" page at **https://service-academy.hendrickson-intl.com**
4. From the Welcome page, select **USER LOGIN**. This will take you to the Sign-in page.
5. Select the **"Click Here"** link right next to where it says **"To Sign in using a Username"**
6. Type your **USERNAME** and **PASSWORD** provided to you and click Sign In.
7. You will be asked to agree to the Hendrickson Privacy Policy for use of the Academy
8. You will be asked to update your profile and pick and answer 3 security questions. This is used as an option for a PASSWORD RESET should you forget your password in the future AND your email is not accessible.

9. You will then be taken to the Hendrickson Academy Home Page and all courses will be available for use.

NEW ACADEMY USERS:
NOTE: New Users must create an account to gain access to the Academy. To create an account:

1. Go to the **NEW** Service Academy "Welcome" page at **https://service-academy.hendrickson-intl.com**
2. Click on **"User Login"**. This will take you to the Sign In page.
3. On the Sign In page, click on **"Don't have an account? Sign up now"**. This will take you to the profile creation page.
4. Complete your profile and click the **"Create"** button.
5. A verification email will be sent to the email specified for the account. Click on the link in the verification email. **NOTE: The verification link expires in 6 days.**
6. After verifying your email address, o to the Service Academy "Welcome" page at **https://service-academy.hendrickson-intl.com**
7. Click on **"User Login"**. This will take you to the Sign In page.
8. Enter your **EMAIL ADDRESS** and **PASSWORD** and click **SIGN IN**
9. You will be asked to pick and answer 3 security questions. This is used as an option for a PASSWORD RESET should you forget your password in the future. **Click SAVE when done.**
10. You will then be taken to the Hendrickson Service Academy "Home" Page and all courses will be available for use.

MANAGERS:
If you were a Manager (Supervisor) in the original Academy your current team roster has been migrated to the new SERVICE ACADEMY.

As a manager you will have an additional icon on the left side of the tool bar called **MANAGER** which will take you to a **Manager Page.** The Manager Page will have many sections for your team, such as summaries, detailed reports, progress charts, etc... As a manager you will also be able to assign/withdraw courses and download Team Member's earned certificates from this page.

A User's Guide for Managers will be emailed to all managers in the Service Academy. Stay tuned for this email.

If you have any questions or feedback, please contact the Academy Team at **academy@hendrickson-intl.com**

Thanks,
The Hendrickson Academy Team