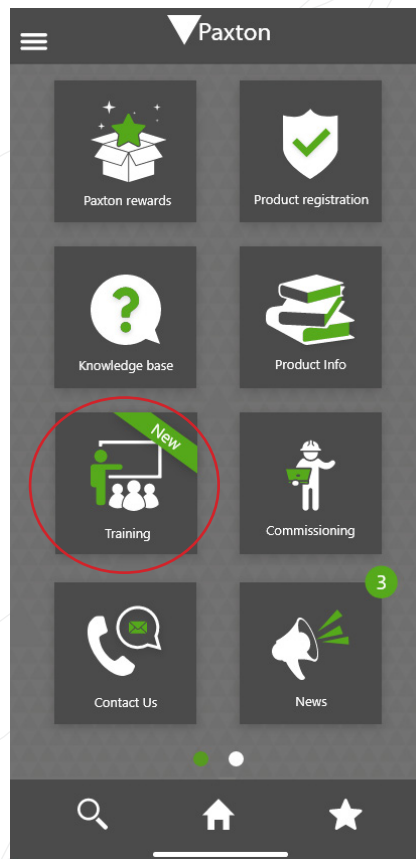# Paxton Installer - Booking/Attending Training

## Overview

The Training feature allows you to book onto Paxton training courses, via the app. You can view all upcoming courses in your area and keep track of the courses you have attended in the past.

## How do I find a course near to me?

1.   Open the Paxton Installer app and tap **'Training'.**

2. On the **'Courses'** tab you will be able to search for a course by entering your postcode or town.



Or you can search by tapping the **'Location'** button. This will bring up all locations that have available courses, in order of the closest in miles. You will be required to share your location to use this feature.
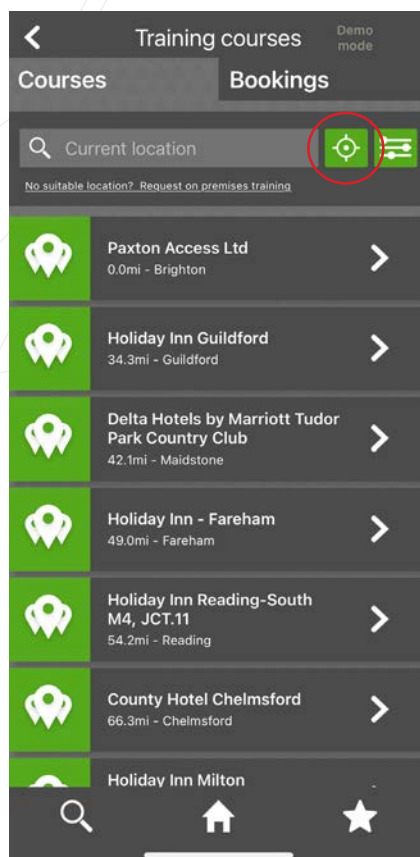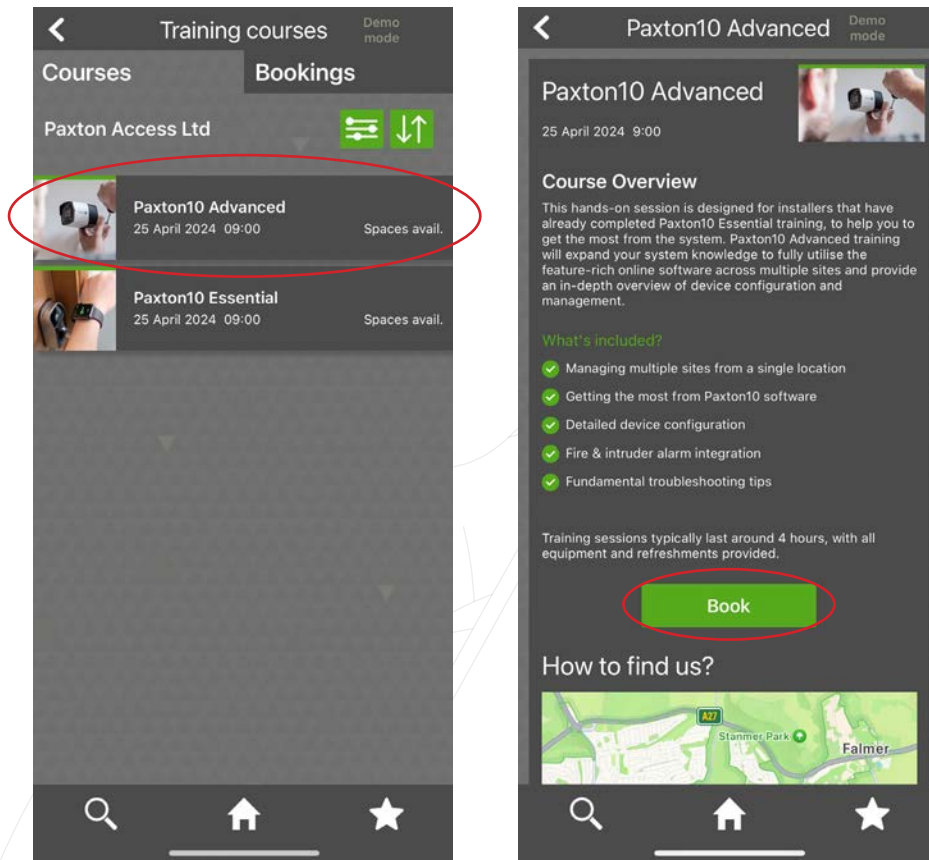
3. If you want to search for a particular type of course, you can use the **'Filter'** button.
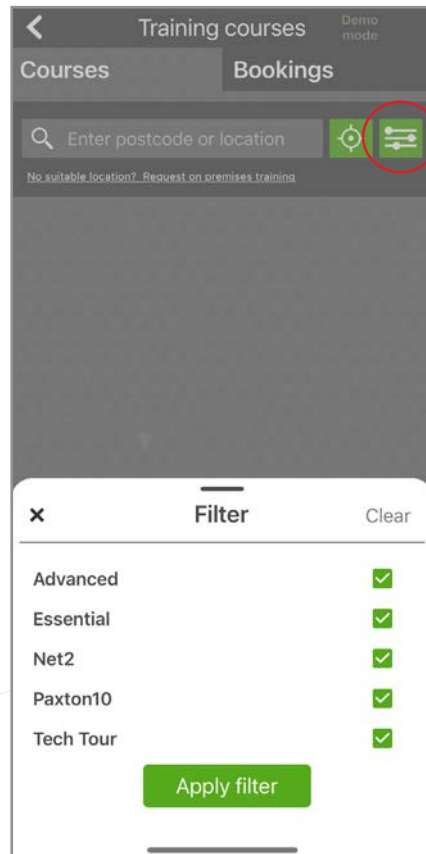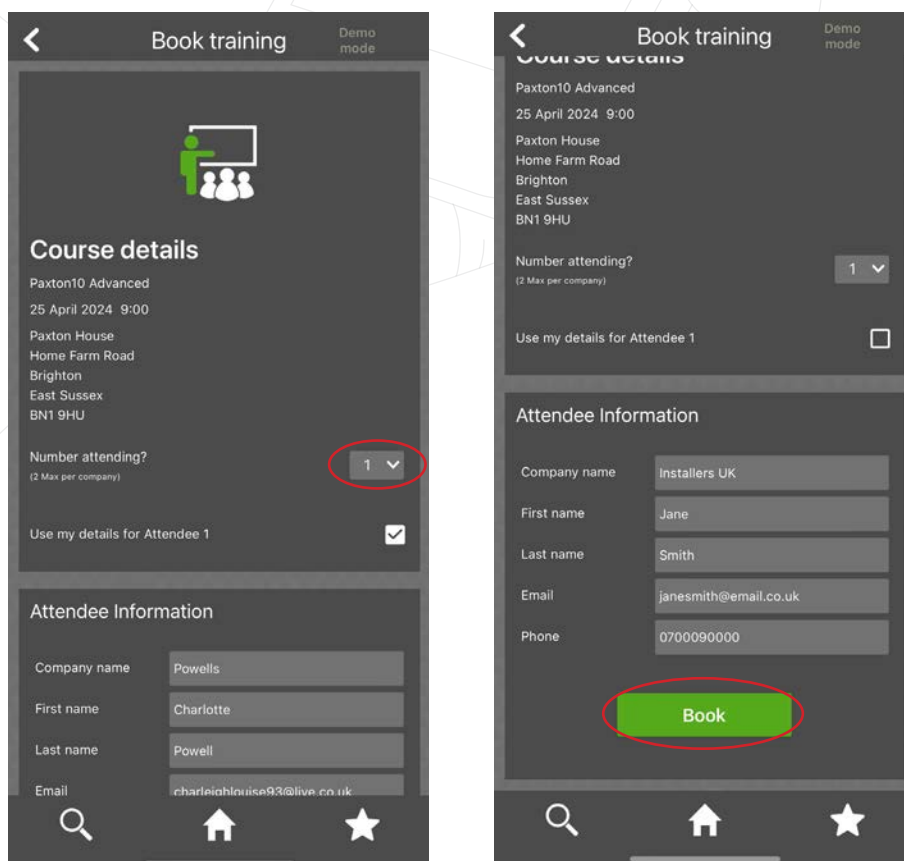
## How do I book onto a training course?

1. Select the course you would like to book onto, here you will be able to view details of the training course.
2. To book your place, tap 'Book'.



3. Here you will need to select the number attending and the attendee information. Then tap 'Book'.
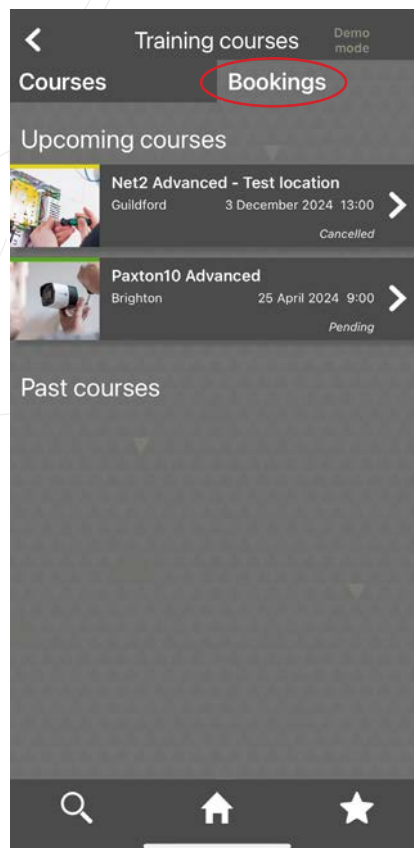
4. Once you've submitted your booking, you'll see a pop-up thanking you for your booking and advising of the next steps.
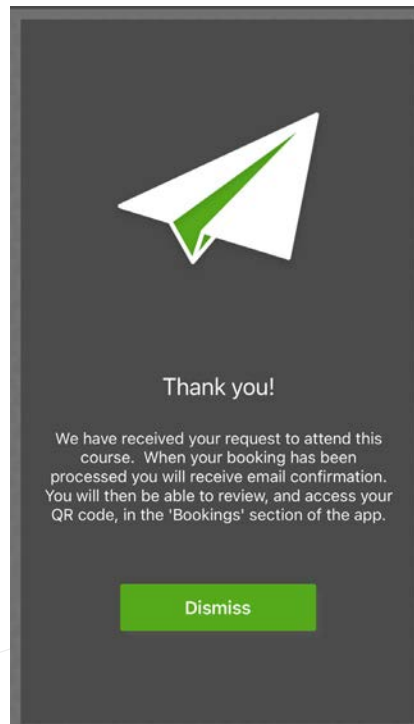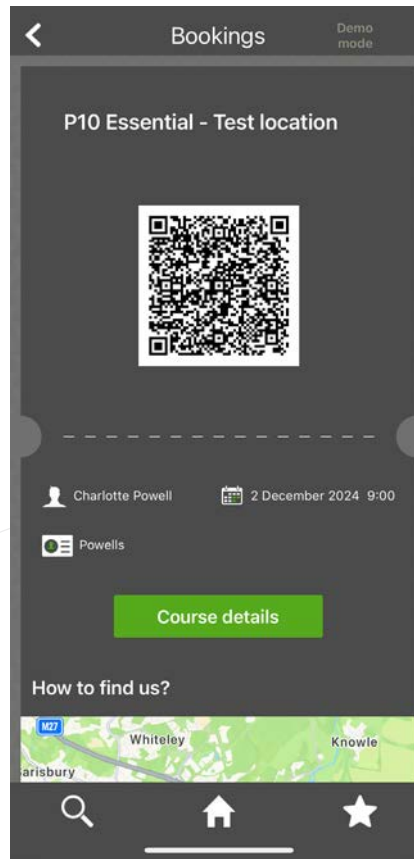


## Where can I view my courses?

To view your upcoming and past courses, tap 'Bookings'.

## Upcoming courses

Here you can see your upcoming courses and select them to see the course details, along with everything you need to attend your course. You will be issued a unique QR code, that you will need to present on the day you attend your training.
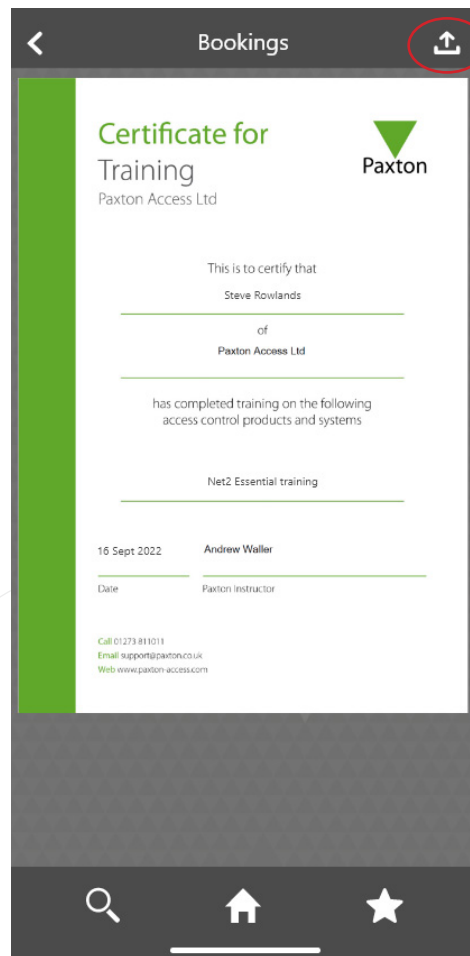


You will also be given directions on how to get to the location of your course, this uses the default map app on your device.
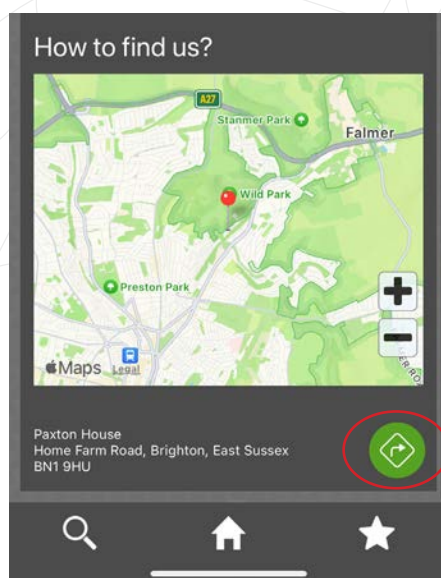
<u>Past courses</u>

When you select a past course you attended, it will display the certificate you received for completing the course. To download a copy of your certificate, tap the '**Export**' button.
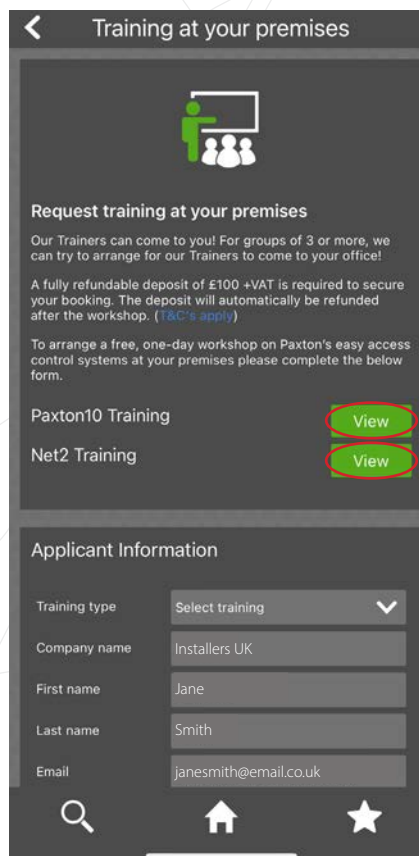
## Can I request training at my premises?

1. We offer free training on your premises for groups of 3 or more people, to request this tap the Training tile and tap 'No suitable options? Request on premises training.'
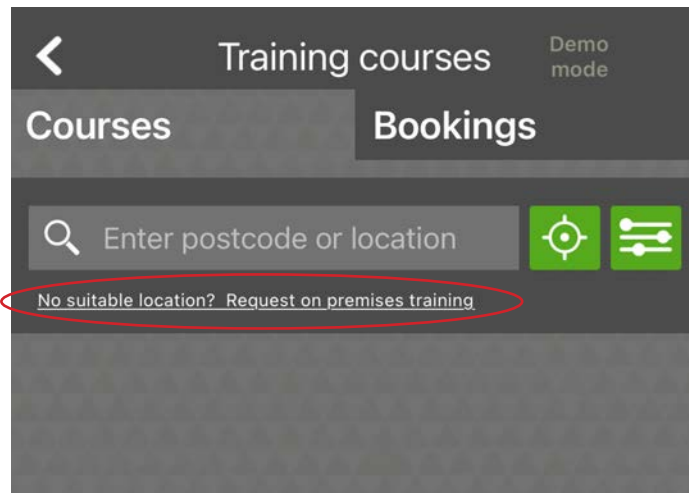


2. Here you can view what is covered in the Paxton10 and Net2 training courses at your premises.

3. You will need to complete the Applicant Information and select which course(s) you would like to book. Ensure your contact information is correct., then tap **'Submit'.**



4. Your request has been submitted and we will be in touch with the next steps.

## How do I cancel my booking?

1. To cancel your booking, tap the **'Bookings'** tab and the course you wish to cancel.
2. Scroll to the bottom of the page and tap **'Cancel booking'.**
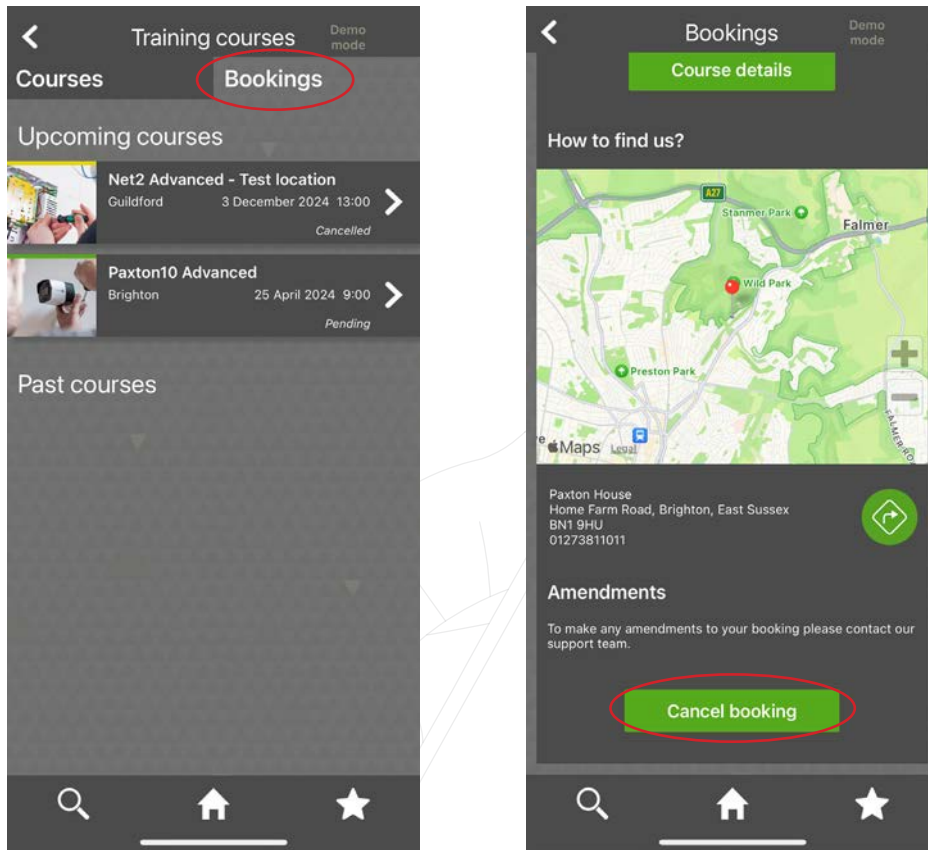


3. A pop-up will appear, asking you to confirm you would like to cancel the booking. Tap **'Yes'.** You will see a confirmation screen, confirming your booking has been cancelled.