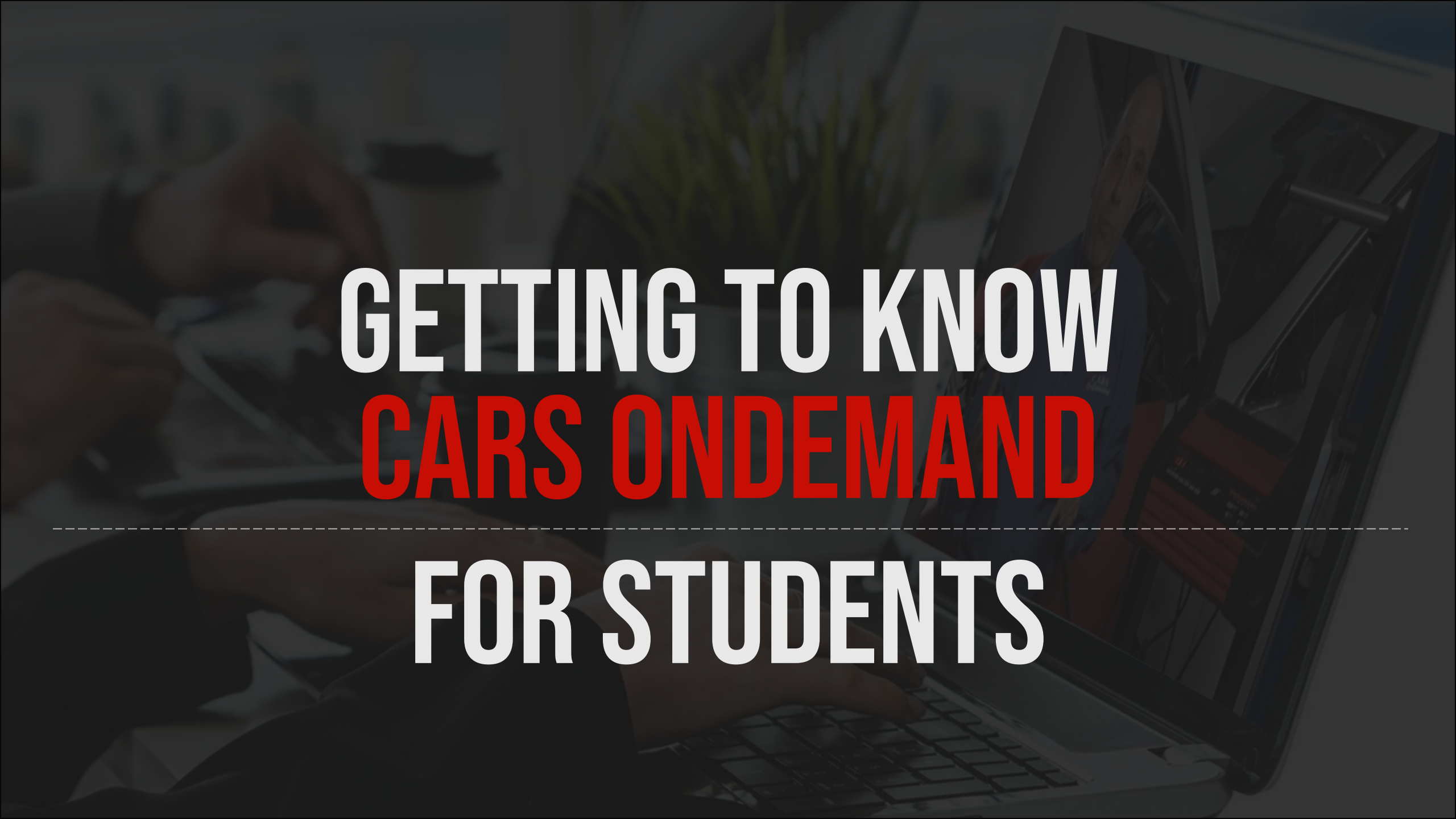




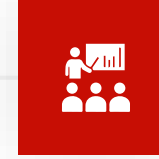
CARS ONDEMAND

Orientation Walkthrough

A person is sitting at a desk, using a laptop. The laptop screen displays a car. The background is dark and out of focus.

GETTING TO KNOW CARS ONDEMAND FOR STUDENTS

GETTING TO KNOW CARS ONDEMAND: **STUDENTS**



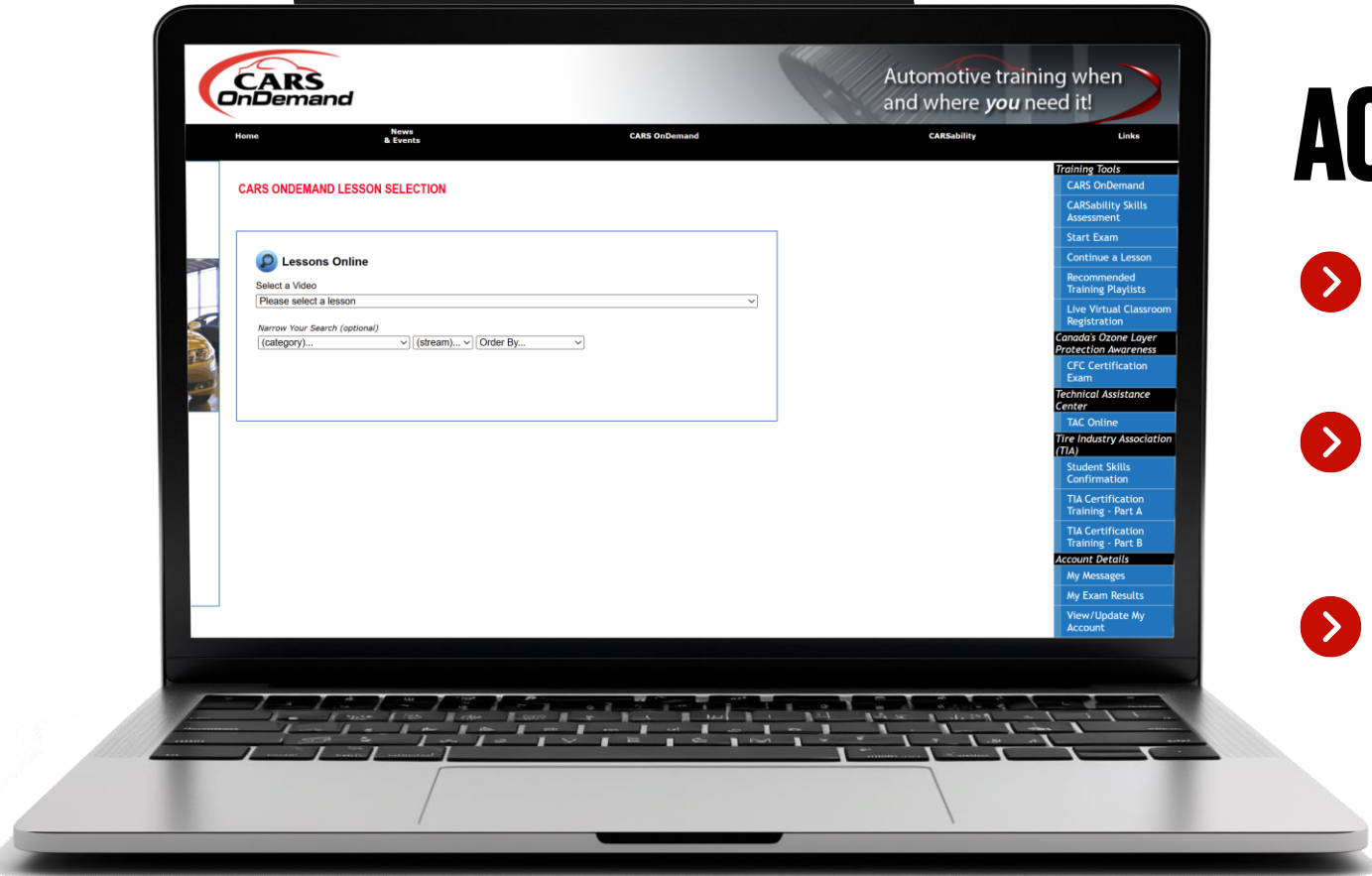
Accessing CARS OnDemand Training

- Selecting a Lesson
- Downloading Documents
- Save and Continue a Lesson



Exams

- Continuing a Lesson
- Recommended Training Playlists
- My Exam Results / Certificates

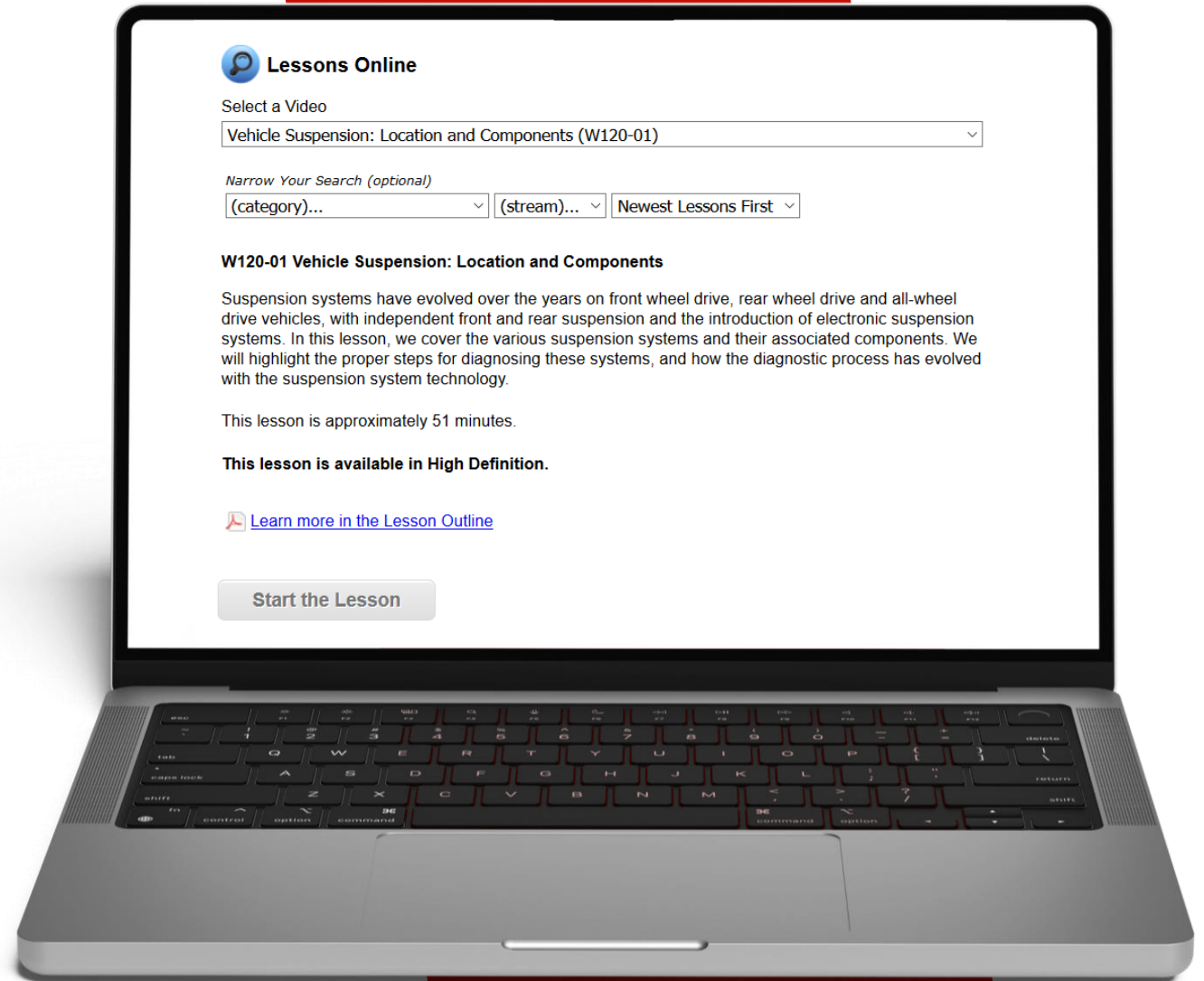


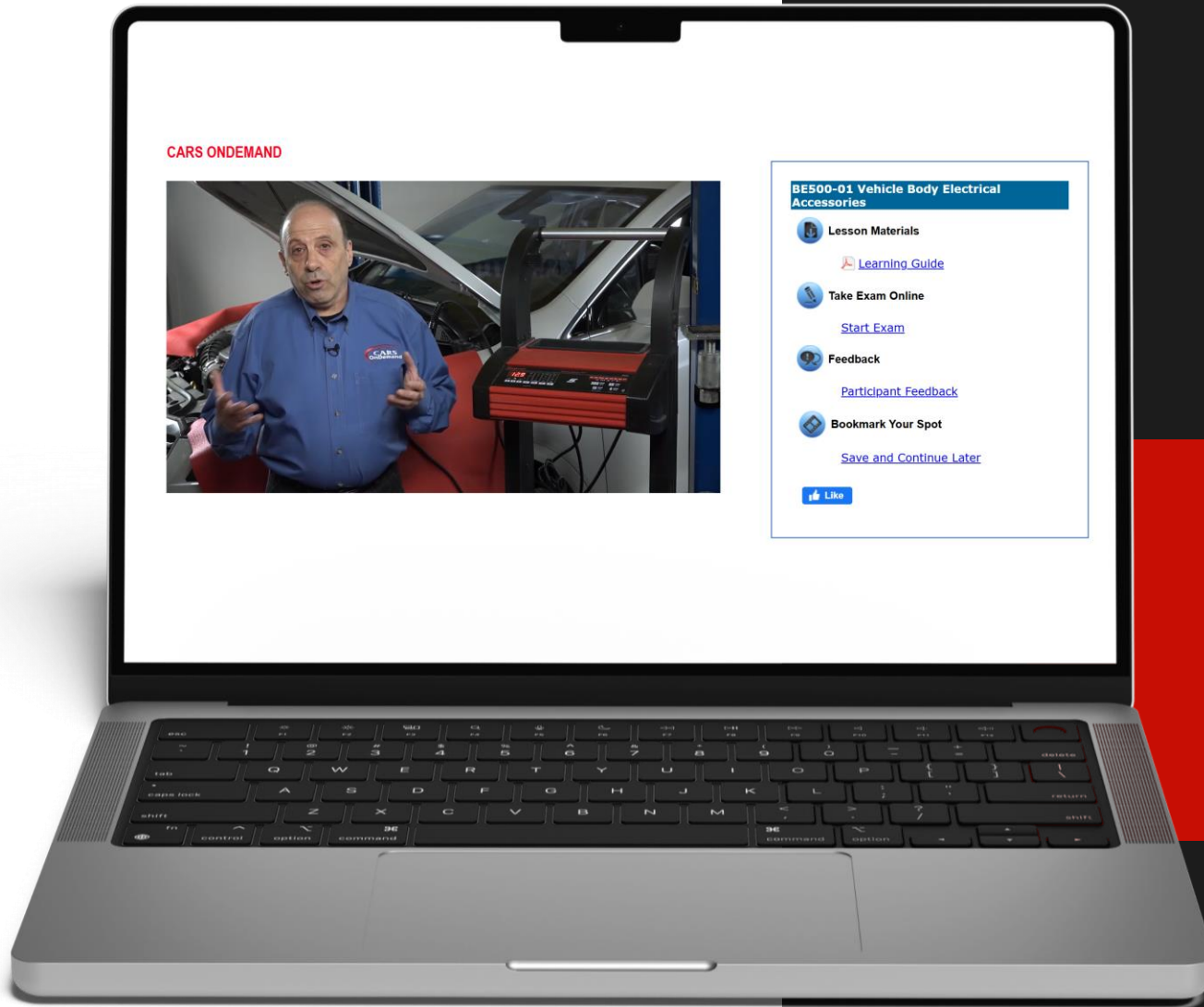
ACCESSING TRAINING

- Students are presented with “Lesson Selection” on login
- Access to hundreds of lessons from here, including automotive technical, customer relations and business training
- Searches can be narrowed by:
 - Training Category
 - Lesson Stream
 - Ordering filters, including newest lessons, course code and lesson title

LESSON SELECTION

- > Select a Lesson Title from the Drop-down List
- > A brief lesson summary, including program run-time, will be presented
- > The “Lesson Outline” provides a more detailed summary of the lesson
- > Click “Start the Lesson” to begin



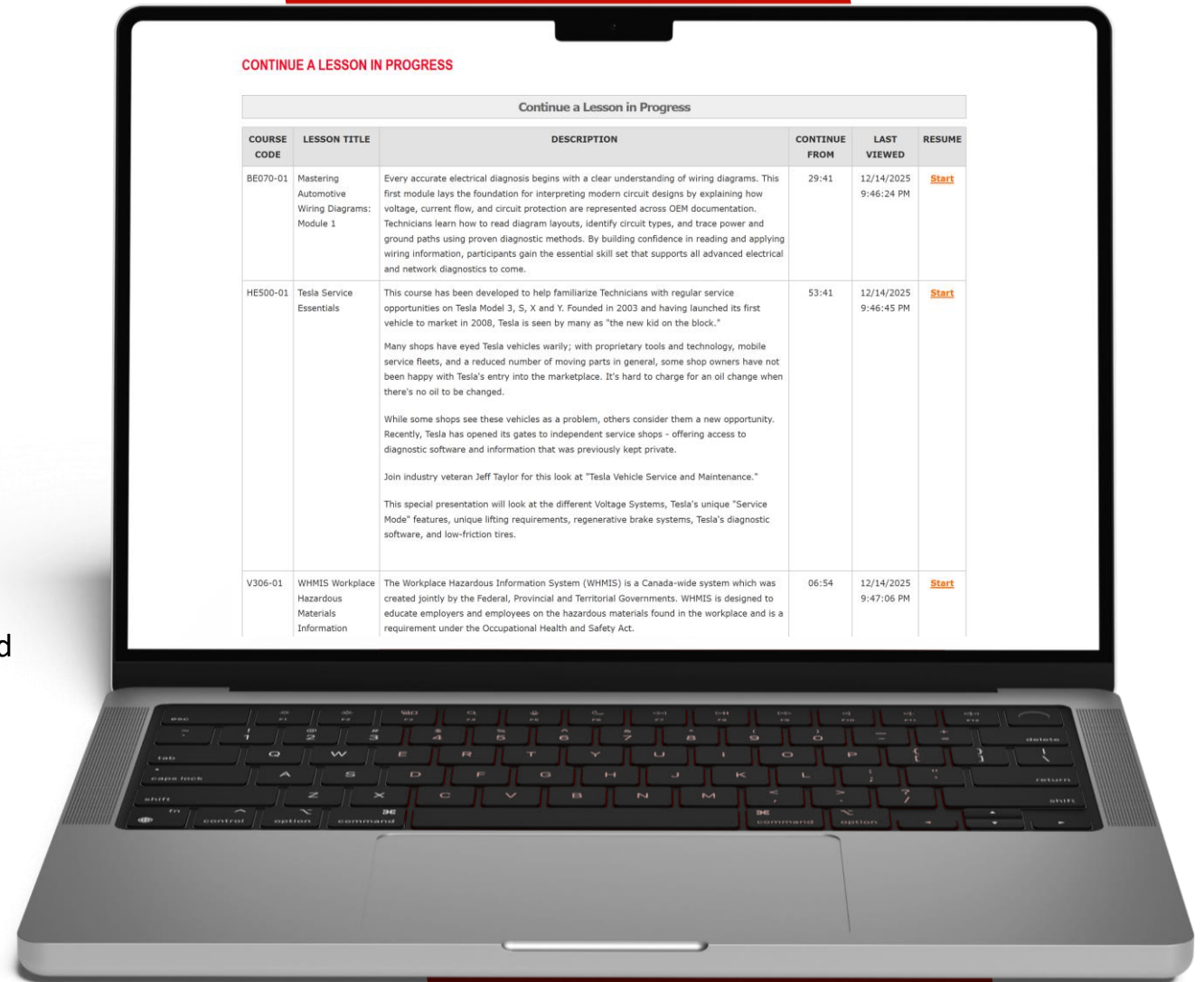


PLAYING A LESSON

- Click the “Play” icon to begin the lesson
- Use the “timeline” at the bottom of the lesson to scroll
- Along the right-hand side, Students have the options to:
 - Download the Learning Guide (a “textbook” for the lesson)
 - Start the Lesson’s Exam
 - Provide Course Feedback
 - “Save and Continue” –saving the playback position to continue the lesson later, possibly from another PC

SAVE AND CONTINUE

- “Save and Continue” allows Students to “bookmark” their spot in a lesson
- Select “Continue a Lesson” from the right-hand menu to access Bookmarked Lessons
- All bookmarked Lessons will be displayed, with course descriptions, time last viewed and continue time
- Resume the lesson by clicking “Start”; Students will be returned to the Lesson in progress.
- Students can choose to resume from another computer or location.





National Gas
Equipment
905-261-7190 • 416-67
Romey L
10,000 L
May 15/2
THIS EQUIPMENT HAS BEEN INSPECTED BY
REPLY OF THE OCCUPATIONAL HEALTH & SAFETY



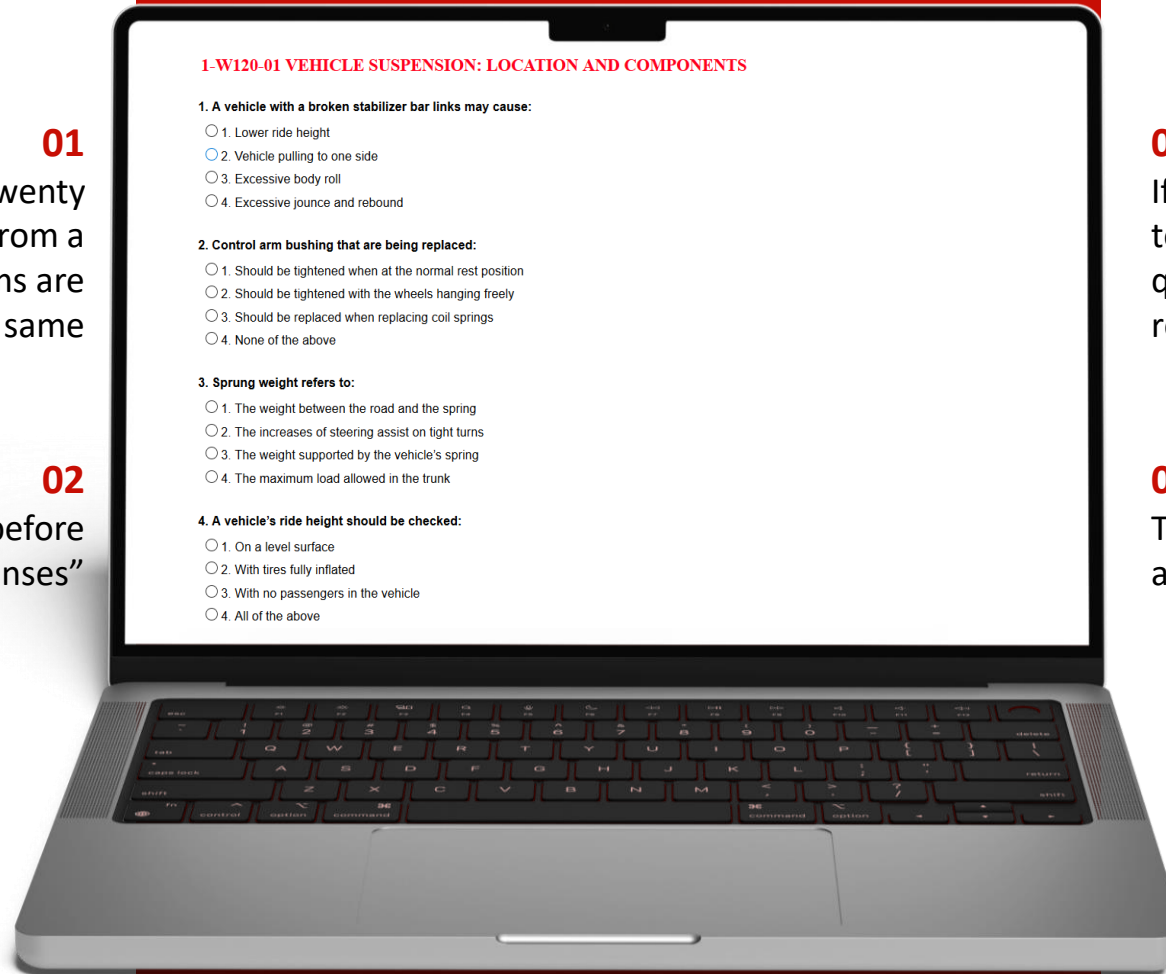
COMPLETING AN EXAM

01

Lesson Exams are typically twenty questions; presented randomly from a database of questions. No two exams are necessarily the same

02

Complete all Questions before
“Submitting Responses”



03

If desired, Site Administrators can choose to allow Students to review “question-by-question” results, highlighting incorrect responses and correct answers

04

The exam is graded immediately; Students are presented with results.

Certificate of Achievement

Create a personalized, ready-to-print Certificate of Achievement, indicating the courses that you have successfully completed. Certificates are presented in Adobe

- ☒ Landscape ☐ Single Lesson per Page
☐ Portrait ☒ Multiple Lessons per Page

Create Certificate

OnDemand Activity

COURSE	LESSON	CATEGORY	STREAM	DATE	GRADE	COURSE STATUS
Accessible Customer Service	1-V210-01 Accessible Customer Service	Safety and the Environment	Safety and the Environment	10/21/2024 6:57:53 PM	75%	1 of 1 lessons complete
Basic Health and Safety Awareness Training for Supervisors	1-V401-01 Basic Health and Safety Awareness Training for Supervisors	Safety and the Environment	Safety and the Environment	5/10/2025 4:09:02 PM	100%	1 of 1 lessons complete
Air Conditioning System Performance: Diagnosis and Repair	1-A029-01 Air Conditioning System Performance: Diagnosis and Repair	Technical	Air Conditioning Lessons	11/29/2025 12:03:34 PM	80%	1 of 1 lessons complete

MY EXAM RESULTS



Click “My Exam Results” on the right-hand menu for a summary of participation results



All attempted exams are listed here; Participants receive 75% or greater for a passing grade



Courses may consist of multiple lessons; each lesson’s exam must be successfully completed before the Course is complete



The “Course Status” highlights the number of lessons remaining in the Course.

RECOMMENDED TRAINING PLAYLISTS

- > Training Playlists organize courses into groups, making it easier to follow related lessons
- > Training Playlists may be created at the Store Level or Corporation-wide
- > Click “Start” to enter a Training Playlist

RECOMMENDED TRAINING PLAYLISTS

Key Training Areas			
RECOMMENDED TRAINING	DESCRIPTION	AUTHOR	VIEW TRAINING
Service Advisor	Service Advisor Specialist highlights Customer Service, Phone Skills, Dealing with Customers, Inspection and selling skills. This area also highlights technical training for front-line personnel.	CARS OnDemand	Start
Service Manager	Recommended training for Service Managers includes Company Culture, Employee Hiring and Retention as well as other HR practices.	CARS OnDemand	Start
Air Conditioning Specialist	Air Conditioning Specialist is one of eight "Key Training Areas" designed for Automotive Service Technicians. Training modules provide information on the principles of system operation, noise and performance diagnosis, and alternative refrigerants found in most HVAC (Heating Ventilation and Air Conditioning) systems.	CARS OnDemand	Start
Body Electrical Specialist	Body Electrical Specialist is one of eight "Key Training Areas" designed for Automotive Service Technicians. Training modules provide information on electrical diagnosis and repair, Vehicle communication networks as well as Service information and module programming.	CARS OnDemand	Start
Brake Specialist	Brake Specialist is a custom training path designed for Automotive Service Technicians. Training modules provide information on computerized braking systems and progress to manufacture specific Anti-lock Brakes and Traction Control Systems for GM, Chrysler, Ford, Toyota, Hyundai and Honda.	CARS OnDemand	Start
Chassis Specialist	The Chassis Specialist training playlist covers Alignment, Steering, Suspension, Vibration and Drivetrain systems.	CARS OnDemand	Start
Emission Specialist	Emission Specialist training modules provide content on Direct Fuel Injection, Enhanced EVAP, I/M Flags, Misfires and O2 Sensors.	CARS OnDemand	Start
Engine Electrical Specialist	The Engine Electrical Specialist training covers On-Board Diagnostics, Electronic Charging and Fuel Systems, Remote Starters, No Start Diagnosis and Computer Controlled Components.	CARS OnDemand	Start

RECOMMENDED TRAINING

Service Advisor					
COURSE CODE	LESSON	DESCRIPTION	SPECIALIST AREA	STATUS	VIEW LESSON
RC050-01	Technical Information for Frontline Staff - Engine and HVAC Systems	Educate your Front Line service advisors and improve your customer relations. Customers will trust and appreciate an advisor who understands their vehicle's concern, and can relay that to the technician to get the job fixed right the first time. This makes efficient use of the valuable technician's time and the customer gets a better level of service for their money.	Customer Service Management: Customer Relations	Next Step: Complete Exam	Start
RC050-02	Technical Information for Frontline Staff - Chassis Systems	Educate your Front Line service advisors and improve your customer relations. Customers will trust and appreciate an advisor who understands their vehicle's concern, and can relay that to the technician to get the job fixed right the first time. This makes efficient use of the valuable technician's time and the customer gets a better level of service for their money.	Customer Service Management: Customer Relations	Next Step: Complete Exam	Start
RC050-03	Technical Information for Frontline Staff - Electrical, Accessory and Restraint Systems	Educate your Front Line service advisors and improve your customer relations. Customers will trust and appreciate an advisor who understands their vehicle's concern, and can relay that to the technician to get the job fixed right the first time. This makes efficient use of the valuable technician's time and the customer gets a better level of service for their money.	Customer Service Management: Customer Relations	Next Step: Complete Exam	Start
RC050-04	Technical Information for Frontline Staff - Emission, Fuel and Exhaust Systems	Educate your Front Line service advisors and improve your customer relations. Customers will trust and appreciate an advisor who understands their vehicle's concern, and can relay that to the technician to get the job fixed right the first time. This makes efficient use of the technician's valuable time and the customer gets a better level of service for their money.	Customer Service Management: Customer Relations	Next Step: Complete Exam	Start

RECOMMENDED TRAINING PLAYLISTS



Training Playlists present selected Lessons, along with Descriptions and related Specialist Areas



Training Playlists present selected Lessons, along with Descriptions and related Specialist Areas



Click "Start" to begin a Training Lesson

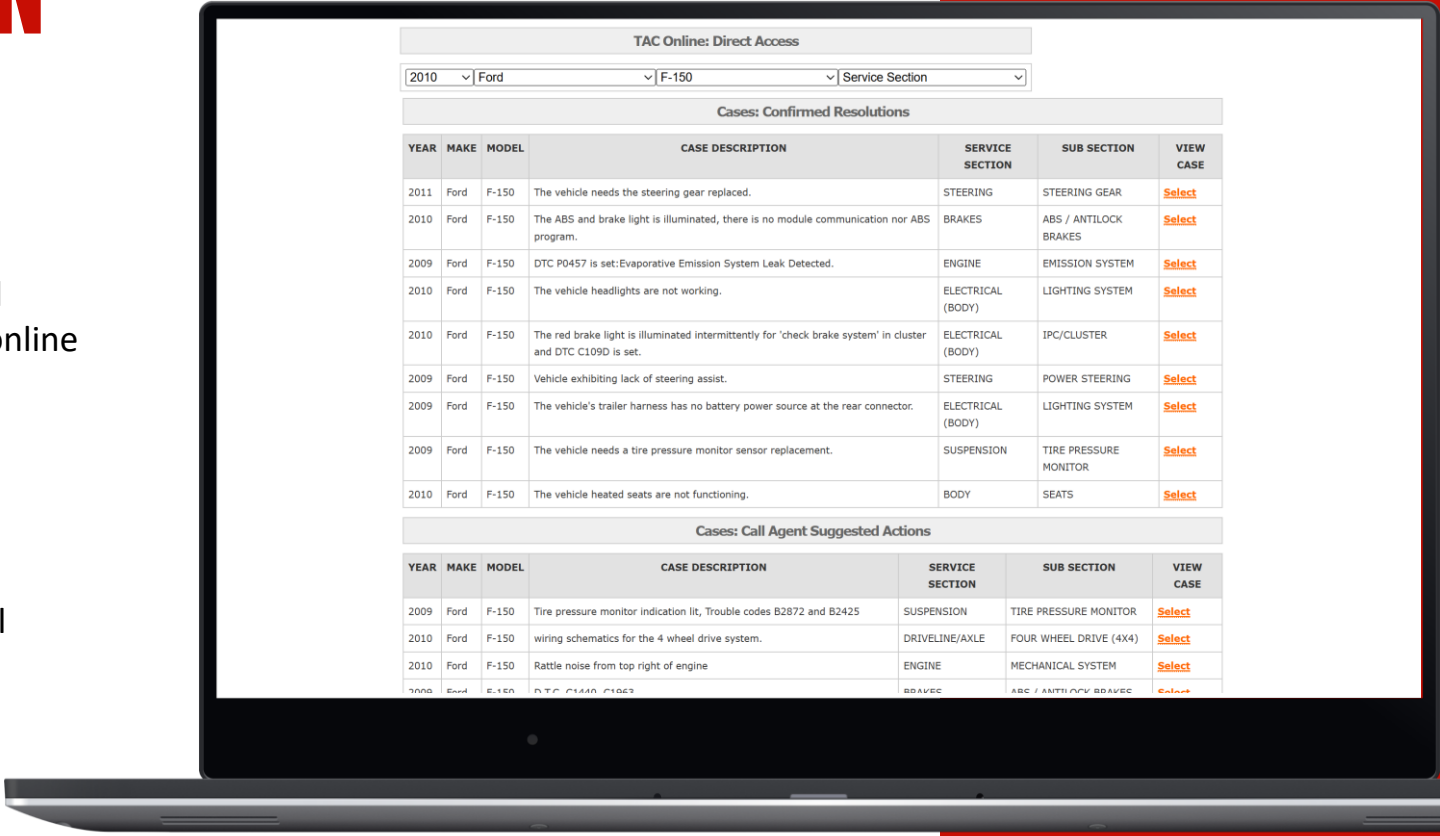


Click "Start" to begin a Training Lesson



TAC ONLINE CARS TECHNICIAN ASSISTANCE CENTER

- > CARS Complete Participants have access to both CARS Technician Assistance Center Hotline – a telephone based Automotive Repair Assistance Line, and TAC Online – an online database of case histories
- > Select a vehicle by Year, Make and Model
- > Cases are organized by “Confirmed Resolutions” and “Call Agent Suggested Actions”



TAC ONLINE CARS TECHNICIAN ASSISTANCE CENTER

- Case Details are provided, including TAC Agent Suggestions, Comment Time/Date, and Recorded Resolutions
- “Confirmed Resolutions” also include links to related CARS OnDemand training modules
- Recommended training is determined by automatically by the training system, indicating the estimated relevance that the training has to the case.

Call Center Case Details			
ORDER	CASE COMMENTS	DATE	TAC AGENT
1.	The vehicle heated seats are not functioning.	9/27/2024 10:07 AM	A. Michaud
2.	The technician would like the heated seat wiring schematics.	9/27/2024 10:07 AM	A. Michaud
3.	The agent discussed the location and the heated seat wiring schematics.	9/27/2024 10:07 AM	A. Michaud
4.	The technician reported he received the information the HVAC module is a part of the A/C control head.	9/27/2024 10:07 AM	A. Michaud

Related OnDemand Courses			
COURSE	DESCRIPTION	EST. CASE RELEVANCE	VIEW LESSON
Air Conditioning System Noise: Diagnosis and Repair (A030)	In this lesson, we will be covering the diagnosis and repair of a vehicle's heating and air conditioning system exhibiting a noise concern. We will discuss the basic theory and operation of an air conditioning system and the functions of its individual components. Throughout the demonstrations, we will highlight diagnosing an air conditioning system using a variety of equipment, including as a refrigerant identifier tool, halogen leak detector and an A/C recovery and recharging machine. For training purposes, we will also be using some equipment that is not commonly found in an air conditioning repair facility, such as wireless chassis ears and a digital vacuum gauge.	100%	Start
Air Conditioning System Performance: Diagnosis and Repair (A030)	Diagnosing an inefficient air conditioning system can present some unique problems. This lesson focuses on the diagnosis and repair of an air conditioning systems that are not efficiently cooling the passenger compartment of the vehicle. We will be discuss the basic theory and operation of an air conditioning system and the functions of the individual components.	100%	Start



**GETTING TO KNOW
CARS ONDEMAND**

FOR SITE COORDINATORS

GETTING TO KNOW **CARS ONDEMAND** SITE COORDINATORS

- 
- > Confirm Site Profile
 - > Creating, Editing and Removing Student Accounts
 - > Login Details
 - > Site Specific Settings
 - > Creating Training Playlists
 - > Reset Student Exams
 - > Reporting

VIEW / UPDATE SITE PROFILE

Site Address Information

Site Name:

Country:

Address:

City:

Province:

Postal Code:

Site Information

Bays:

Correspondance Language:

E-Mail:

Work Phone:

Work FAX:

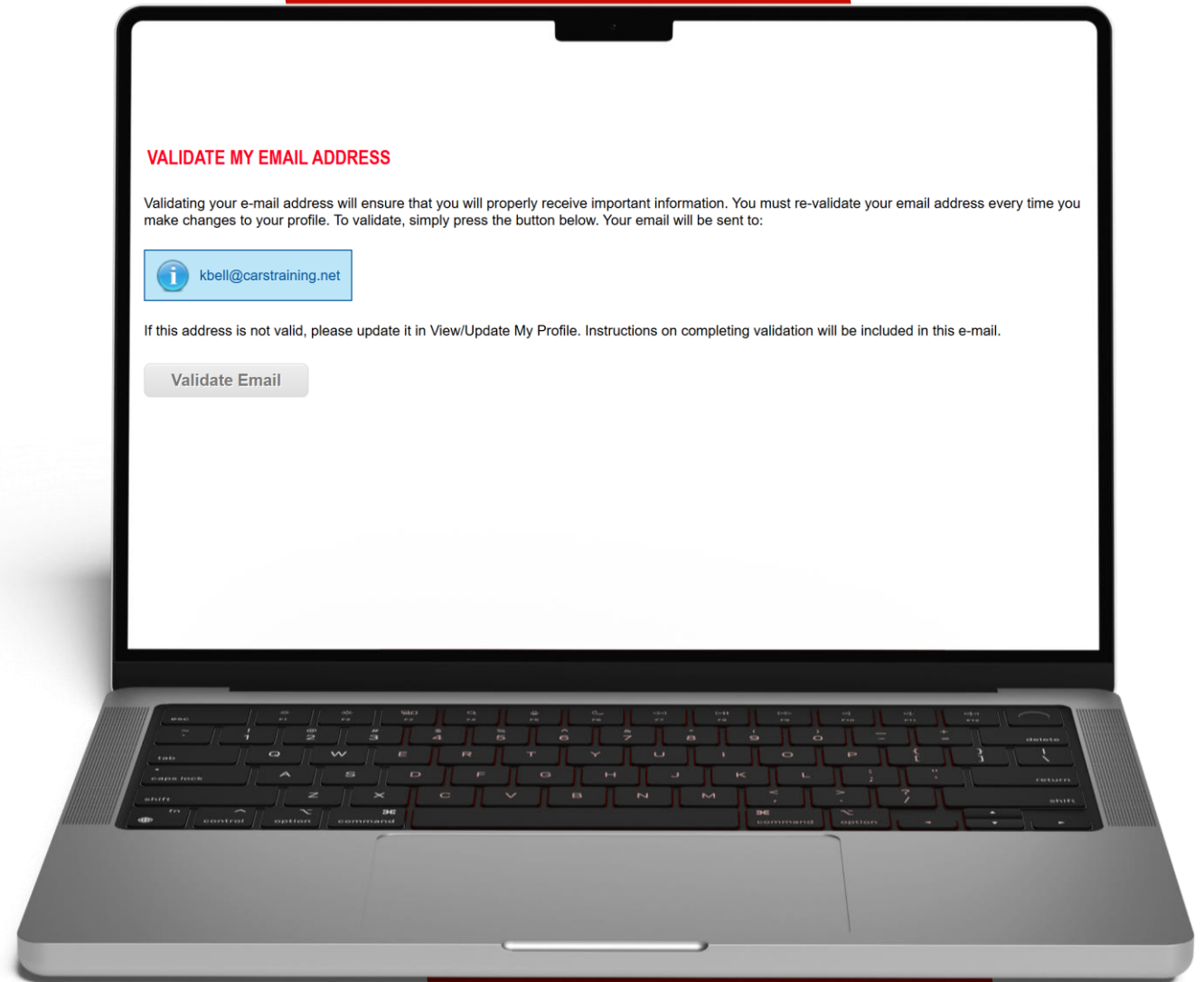
Update Profile

CONFIRM SITE PROFILE

- Site Coordinators (“local administrators”) should begin by confirming the Site’s Profile information.
- Click “Site Profile” from the right-hand menu
- An administration email will be sent to the address listed in the Profile.

VALIDATE SITE EMAIL ADDRESS

- > Many of the administrative tasks require a valid email.
- > Click “Validate Site Address” to begin the validation process.
- > If the address listed is correct, click “Validate Email”.
If not, correct it under Site Profile.
- > An email will be sent to the address on file, containing a link. Click the link to finalize the verification process.



CREATE NEW STUDENT ACCOUNT

Student Details

First Name

Middle Name

Last Name

Occupation

Student Address

Country

Home Address

City

Province

Postal Code

Student Contact Information

E-Mail

Home Phone

Work Phone

Create New Student

CREATING A NEW STUDENT ACCOUNT

- > Each participant at a Site requires their own, unique Student Account
- > Click “Create New Student Account” from the right-hand menu
- > Fields in bold represent required information; non-bold fields are optional.
- > Once complete, click “Create New Student” to finalize completion.

CREATING A NEW STUDENT ACCOUNT

01

After account creation, the new Student Account login details will be presented.

02

Students require this information to access their accounts

NOTIFICATION



Profile successfully inserted and added to Site

User: James Bond

User ID: 1100781

Password: 5av6

An e-mail with login details will be arriving shortly.

03

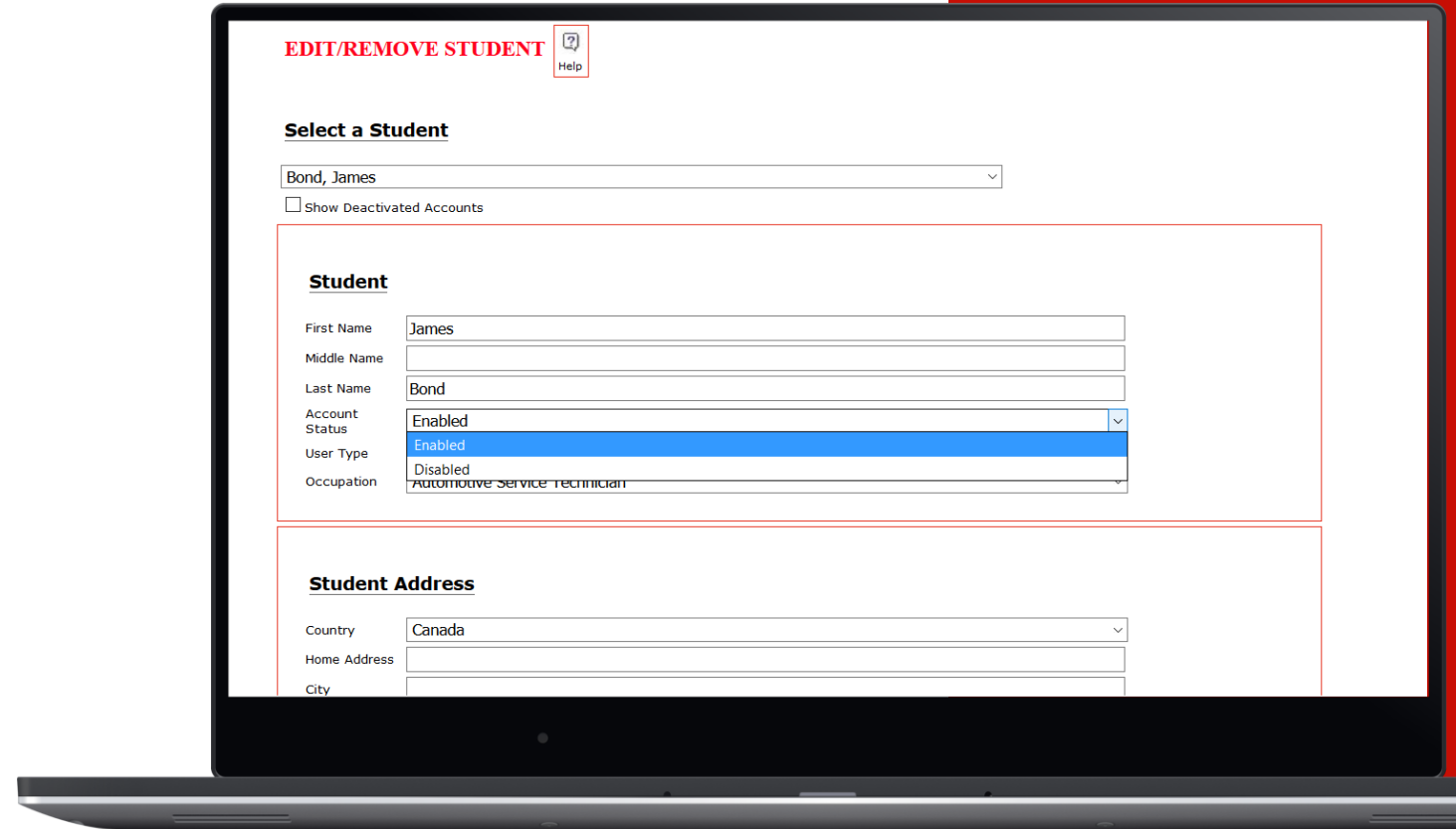
Login details will also be emailed to the account listed in the Site Profile.

04

This information should be kept confidential; only the associated Student should be provided with this login info

EDIT OR DELETE A STUDENT ACCOUNT

- > Administrators have the ability to edit Student Accounts, or even delete them
- > Click “Edit/Remove Account”
- > Update the necessary fields, then click “Update”
- > To delete an account, update the “Account Status” to “Disabled”
- > It is possible to “re-enable” a disabled account; click “Show Deactivated Accounts” and reset the Account Status



The screenshot shows a web application interface for editing or removing a student account. The title bar at the top of the form is "EDIT/REMOVE STUDENT" in red, with a "Help" icon to its right. Below the title is a section titled "Select a Student" which contains a dropdown menu currently showing "Bond, James" and a checkbox labeled "Show Deactivated Accounts". The main form area is divided into two sections: "Student" and "Student Address". The "Student" section contains fields for First Name (James), Middle Name, Last Name (Bond), Account Status (Enabled), User Type (Enabled), and Occupation (Automotive Service Technician). The "Student Address" section contains fields for Country (Canada), Home Address, and City. The "User Type" dropdown is currently open, showing "Enabled" and "Disabled" options.

EDIT/REMOVE STUDENT [Help](#)

Select a Student

Bond, James

☐ Show Deactivated Accounts

Student

First Name: James

Middle Name:

Last Name: Bond

Account Status: Enabled

User Type: Enabled

Occupation: Automotive Service Technician

Student Address

Country: Canada

Home Address:

City:

ALL LOGIN DETAILS⁷

REQUEST LOGIN INFORMATION FOR STUDENTS

To help maintain account security, login details will be e-mailed to the validated Site address at:

 kbell@carstraining.net

If this address is not correct, please update the Site Contact email address under 'Site Profile'.

Request Login Details



Site Coordinators have the option to request all Student Account Login Details via email.



Click “Login Details” from the right-hand menu

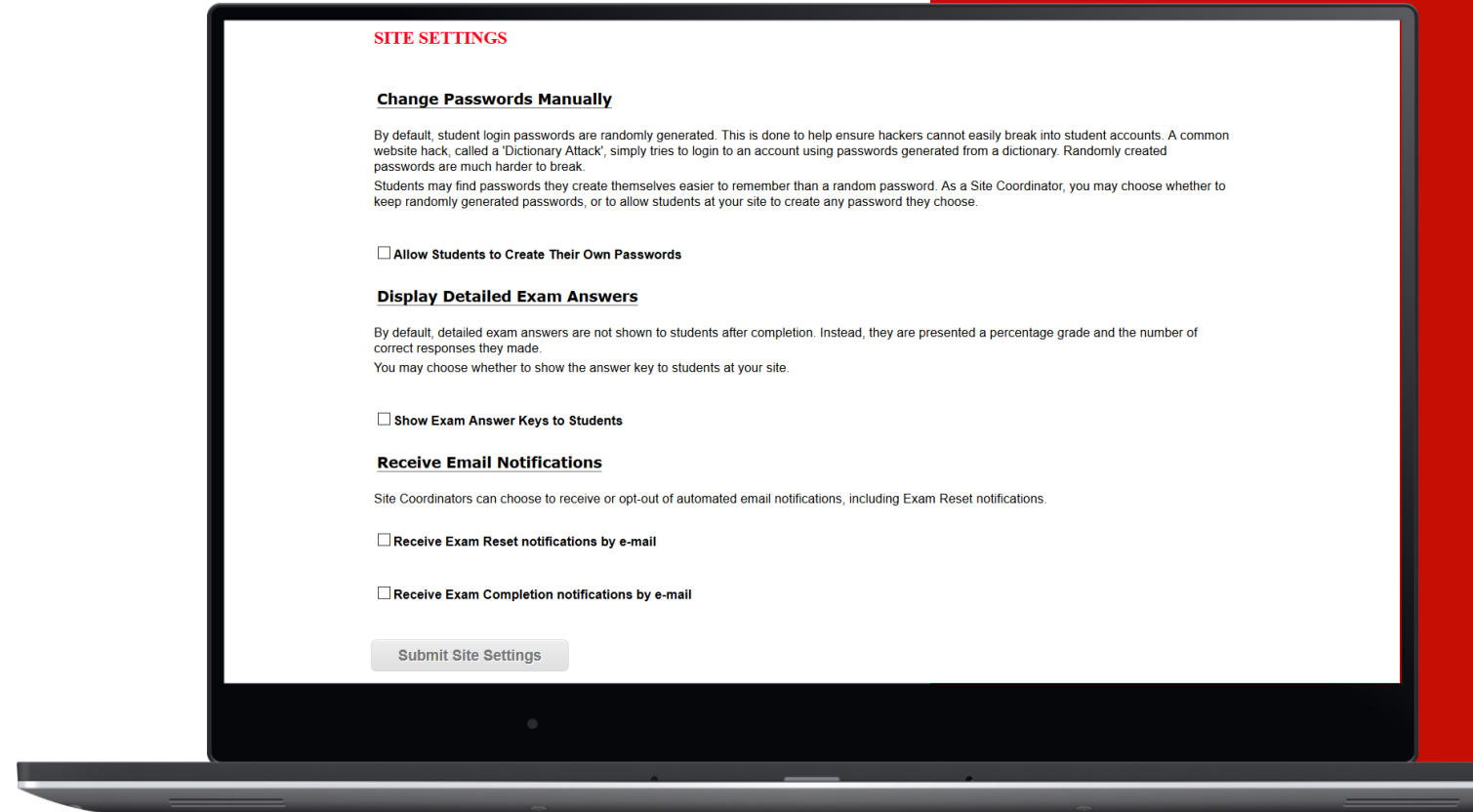


“Request Login Details”; an email with Login ID and Passwords will be sent to the address on file.

SITE SETTINGS

Student options can be applied at Site Level:

-  Allowing Students to Manually Set Passwords –by default, User ID's and Passwords are randomly generated
-  Revealing Correct Answers after an Exam – by default, correct responses are not displayed
-  Setting Event Email Notifications –Site Coordinators may choose to receive “Exam Reset” and “Exam Completion” notifications via email



CREATE RECOMMENDED TRAINING PLAYLISTS

Key Training Path Creation

Training Playlists allow you to create custom sets of recommended lessons for Students at your site. You may wish to create a custom training path for 'Front Office Training', 'Installer Training' or 'New Employee Orientation' - the possibilities are limitless!

Students can see these Training Playlists under the 'Key Training Areas' menu.

Select a Training Playlist

(add a new Training Playlist) ▾

Title:

Counter Staff Training

Description:

These lessons have been selected for Counter Staff training to complete.

Save Playlist

ASE Test Preparation

Canadian Tire Exclusive

Collision

Customer Service Management

Business Management

Computers

Customer Relations

☒ R025-01 Customer Service Essentials

☒ R030-01 Customer Service Skills

☐ R035-01 Creating a Culture of Customer Care - Module 1

☐ R035-02 Creating a Culture of Customer Care - Module 2

☐ R037-01 Diversity in the Work Place

☒ R045-01 Professional Phone Skills

☐ R055-01 Customer Service

➤ Site Coordinators may create Recommended Training Playlists for their Sites

- An unlimited number of Playlists may be created; topics are at the discretion of the Site Coordinator

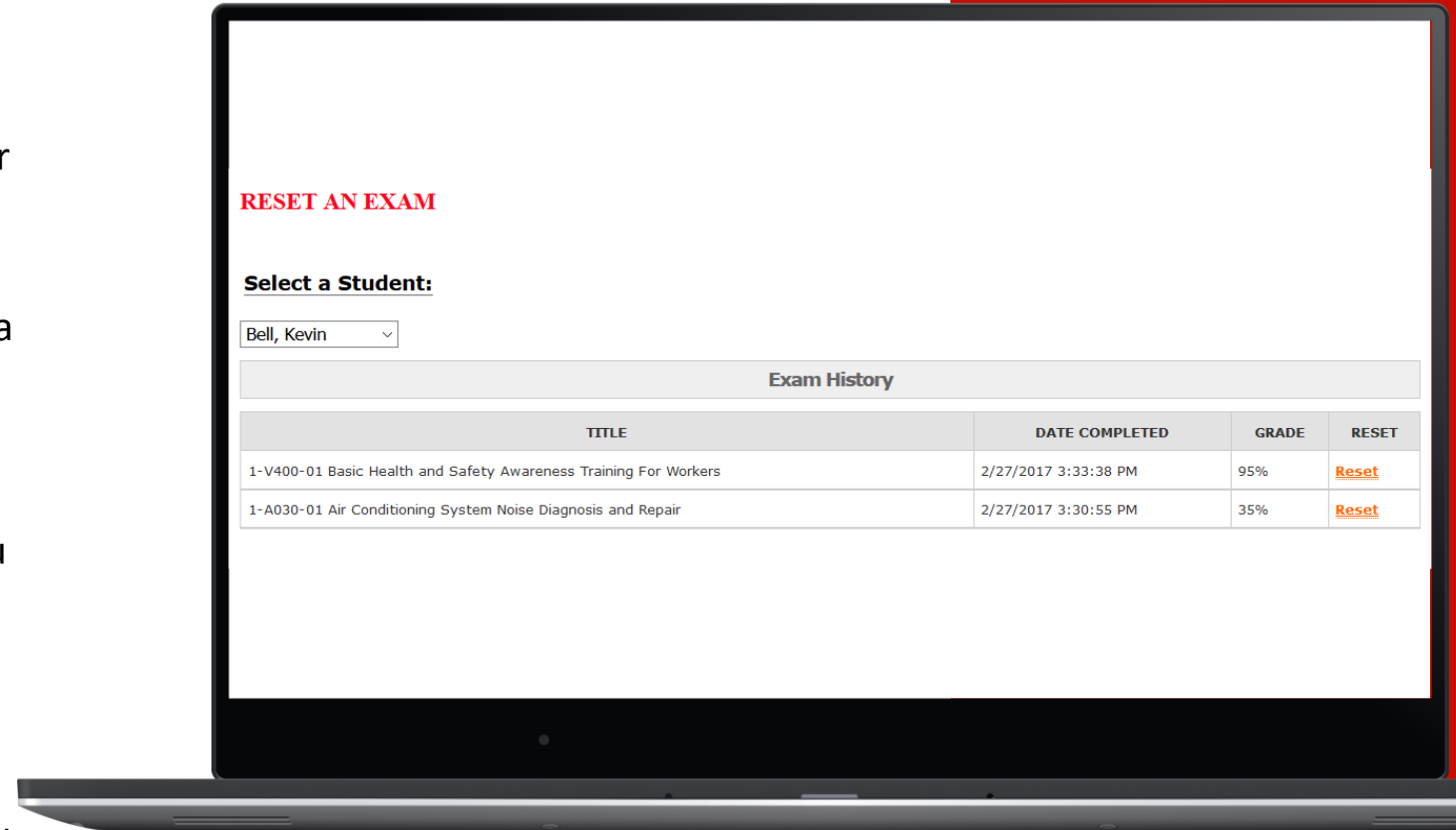
➤ Enter the “Title” and “Description” that will be displayed to Students

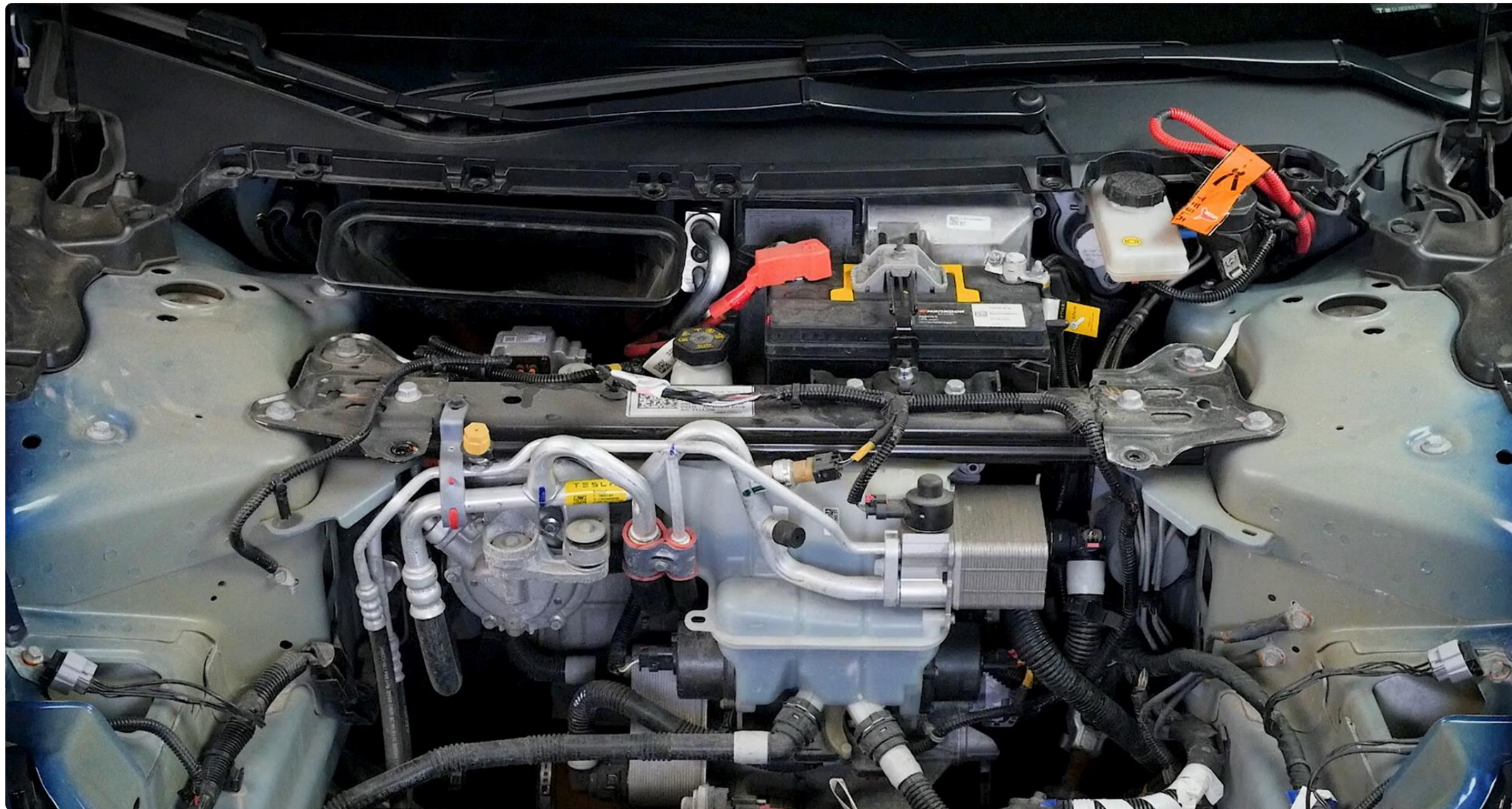
➤ Select the appropriate Lessons from the list below.

➤ “Save Playlist” once selection is complete.

RESET A STUDENT EXAM

- By default, Students may not retake an exam after completion.
- In certain circumstances, it may be necessary for a Site Coordinator to “reset” an exam. (ie–power failure, technical issue with the PC)
- Select “Reset an Exam” from the right-hand menu
- Choose the appropriate Student from the Drop-down list
- Click “Reset” next to the appropriate exam result to reset.





SELECT A REPORT

Activity Reports

CATEGORY	REPORT NAME	DESCRIPTION
OnDemand Usage Reports	Site OnDemand Views	Provides a listing of OnDemand views at your Site
OnDemand Usage Reports	Student Exam Attempts	Details the number of times a student has attempted course exams
Site Coordinator Reports	Site Exam Results - Complete History	Provides complete exam history for all participants from site

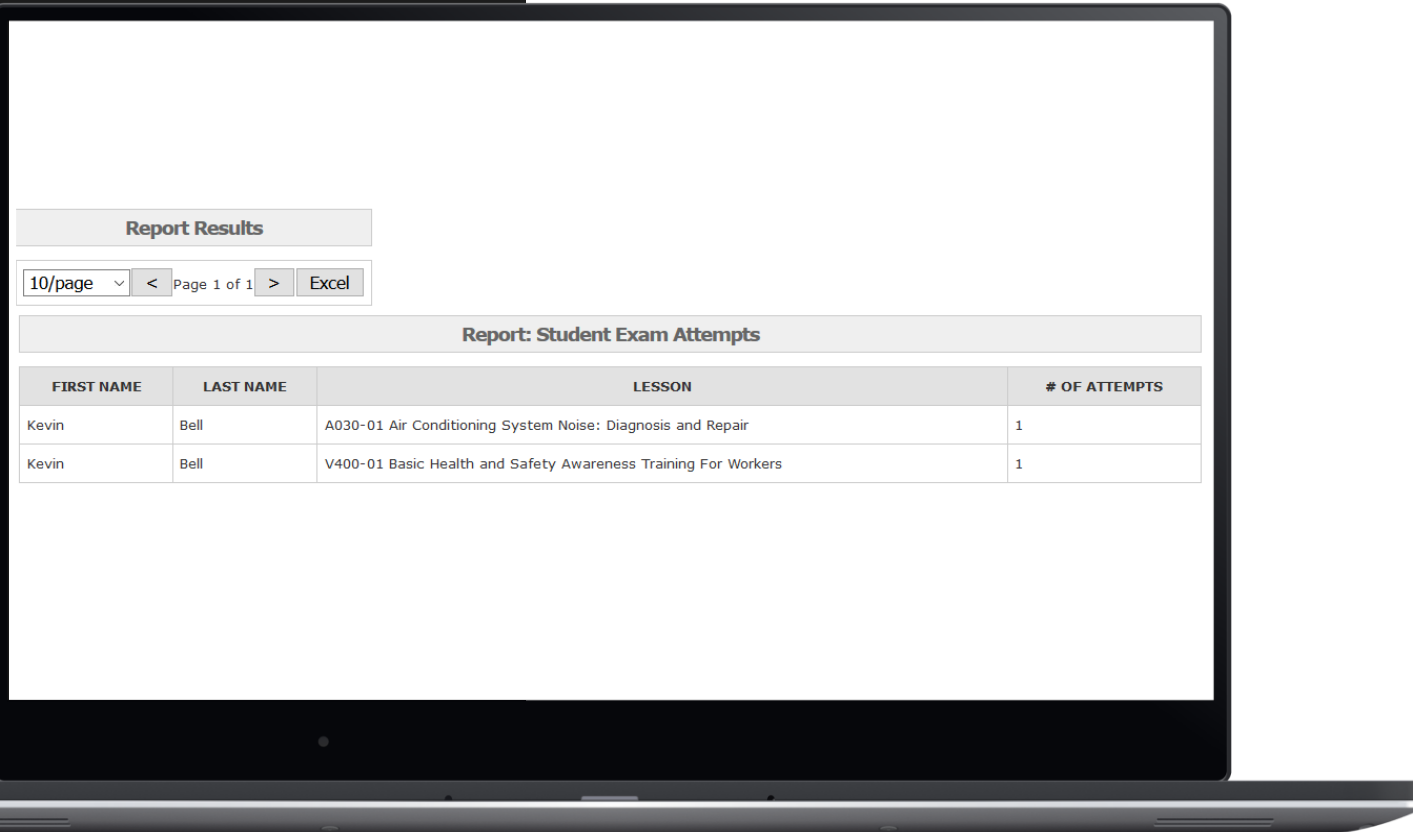
Recommended Training Progress

AUTHOR	REPORT NAME	DESCRIPTION
CARS OnDemand	Service Advisor	Service Advisor Specialist highlights Customer Service, Phone Skills, Dealing with Customers, Inspection and selling skills. This area also highlights technical training for front-line personnel.
CARS OnDemand	Service Manager	Recommended training for Service Managers includes Company Culture, Employee Hiring and Retention as well as other HR practices.
CARS OnDemand	Air Conditioning Specialist	Air Conditioning Specialist is one of eight "Key Training Areas" designed for Automotive Service Technicians. Training modules provide information on the principles of system operation, noise and performance diagnosis, and alternative refrigerants found in most HVAC (Heating Ventilation and Air Conditioning) systems.
CARS OnDemand	Body Electrical Specialist	Body Electrical Specialist is one of eight "Key Training Areas" designed for Automotive Service Technicians. Training modules provide information on electrical diagnosis and repair, Vehicle communication networks as well as Service information and module programming.

SITE REPORTING

- Site Coordinators have access to “Activity Reports” and “Recommended Training Progress”
- “Activity Reports” provide site-level participation reporting
- “Recommended Training Progress” reports on individual participant’s progress through the Training Playlists.

SITE REPORTING ACTIVITY REPORTS



Report Results

10/page < Page 1 of 1 > Excel

Report: Student Exam Attempts

FIRST NAME	LAST NAME	LESSON	# OF ATTEMPTS
Kevin	Bell	A030-01 Air Conditioning System Noise: Diagnosis and Repair	1
Kevin	Bell	V400-01 Basic Health and Safety Awareness Training For Workers	1



“Activity Reports” may be displayed directly through the website



Site Coordinators also have the option to download Reporting results as Excel workbooks.

SITE REPORTING RECOMMENDED TRAINING PROGRESS

Report: Air Conditioning Specialist Progress

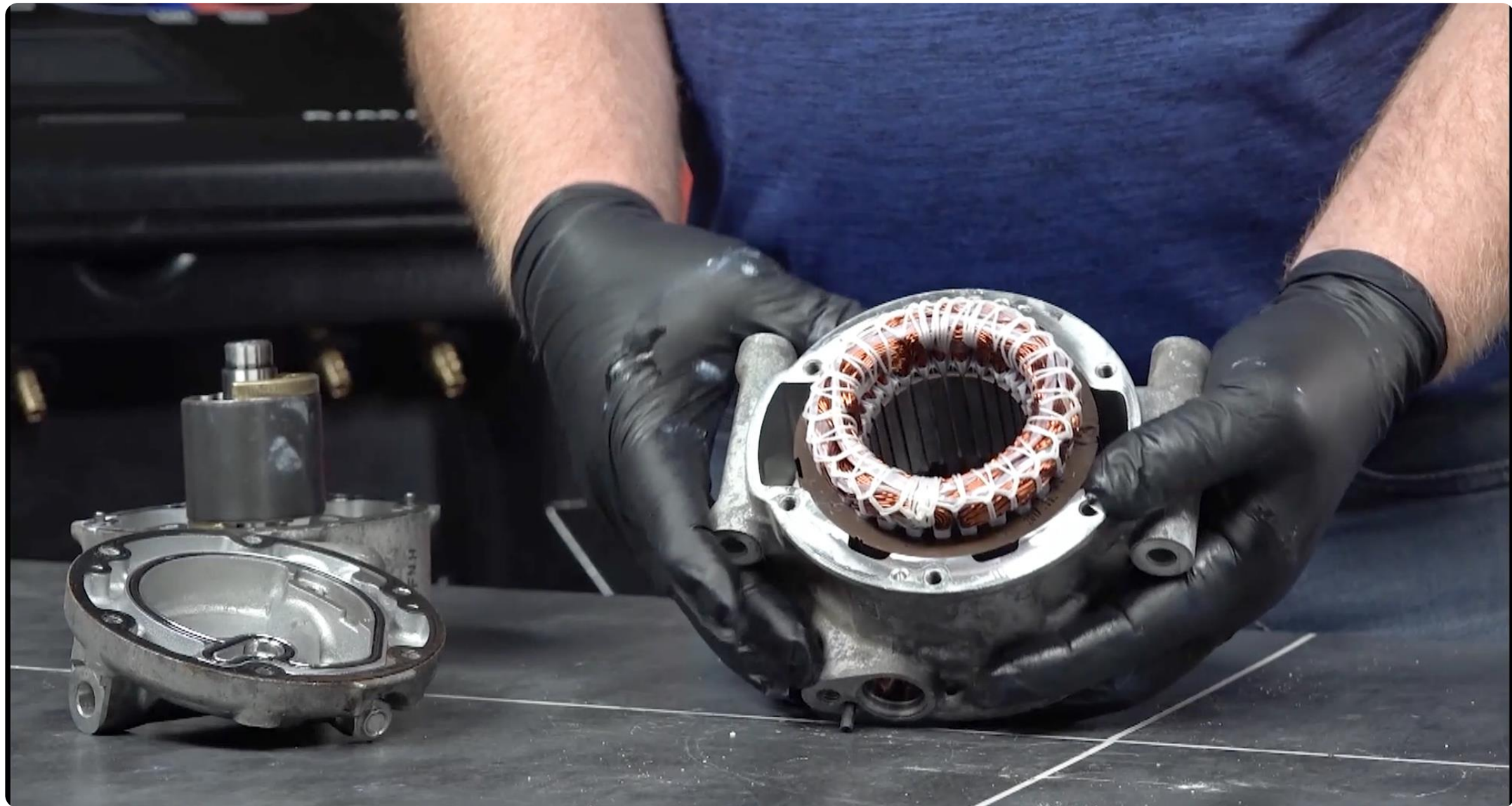
STUDENT NAME	TOTAL LESSONS IN PATH	# LESSONS FINISHED	PATH STATUS
Kevin Bell	10	0	In Progress
James Bond	10	0	In Progress



“Recommended Training Progress” reports highlight the number of lesson completions for each Student



Click the Student Name for a complete listing of Lesson Status’



SKILLS DEMONSTRATION CONFIRMATION

- > Special training content, including the “TIA Tire Industry Association Basic Tire Service Certification Training”, may require Students to perform and demonstration a “hands-on” component to Site Coordinators.
- > To track Student “hands-on” progress, click “Student Skills Confirmation” from the right-hand menu.

Skills Demonstration Confirmation			
STUDENT	SKILLS PROGRAM	DESCRIPTION	SELECT
Kevin Bell	TIA Basic Automotive Tire Service Skills Demonstrations	A "Hands-On Skills Assessment" must be completed for each individual taking the TIA Basic Automotive Tire Service Final Exam. This assessment, along with a successfully completed Final Exam, must be both completed in order to receive a certificate. TIA's Basic Automotive Tire Service (ATS) Program is designed to meet the training needs of technicians with varying levels of experience. In order to fully complete this Program, a student must go through the training, as well as demonstrate the ability to perform the tasks outlined in the training. A manager or supervisor must "sign off" on each skill demonstrated below. By doing so, they are verifying that the Technician has demonstrated the skills to perform these functions. Please note that a \$50 administration fee (plus applicable taxes) will be applied, which covers TIA administration, certificate generation and delivery. This administrative fee will be added to your site's monthly invoice after successful completion of the exam and skills demonstration.	Select

SKILLS DEMONSTRATION CONFIRMATION

Kevin Bell - TIA Basic Automotive Tire Service Skills Demonstrations

SKILL DEMONSTRATED	DATE	CONFIRMED BY	STATUS
Identify tire sidewall markings including size, service description, and TIN.	2/27/2017 5:05:43 PM	Kevin Bell	Demonstration Complete
Locate and explain the purpose of the vehicle placard.	n/a	n/a	Click to Confirm
Spot and lift a vehicle using the proper lift points on a drive over, drive through, or two-post above ground lift.	n/a	n/a	Click to Confirm
Lift and secure a vehicle using a floor jack, safety stand, and wheel chocks.	n/a	n/a	Click to Confirm
Remove a wheel cover or hub-cap.	n/a	n/a	Click to Confirm
Remove foreign debris from all mating surfaces.	n/a	n/a	Click to Confirm
Inspect all components.	n/a	n/a	Click to Confirm
Demount and mount a tire equipped with a TPMS sensor.	9/26/2016 11:35:37 AM	Kevin Bell	Demonstration Complete
Inflate a tire to the correct inflation pressure for the vehicle.	n/a	n/a	Click to Confirm



Required skills will be listed on the left



To “sign-off” on the Student’s skill demonstration, “Click to Confirm” under “Status”



The time and date, along with the confirming Site Coordinator’s name, will be recorded



Once all skills have been confirmed, the Site Coordinator must provide one final “sign-off” on the completed program.



CARS ONDEMAND

Orientation Walkthrough