

RAMP - Server/ Seller Online Instructions - Trainee

Go to lynnhainertraining.com and register by clicking "Sign Up". You will be asked to input your identifying information and create a username and password.

PLEASE WRITE DOWN THE PASSWORD AND USERNAME- IT IS CASE SENSITIVE
YOU WILL NEED THIS TO LOG IN AND LOG OUT

If your employer has given you a coupon code, you should enter it at the top of the form, and click "**APPLY**" complete registration and click "**SUBMIT**"

If you are paying for your own training, the website will direct you to PayPal to process your payment. (A *PayPal* account is not required – **major credit cards are accepted**). Once you complete registration, you will be directed to the log-in screen where you will enter your username and password to continue on to the training.

WHEN REGISTERING, YOU NEED TO ENTER THE LID NUMBER FROM YOUR EMPLOYER'S ESTABLISHMENT. THE SYSTEM WILL ACCEPT UP TO TWO DIFFERENT LID NUMBERS
((If you do not know the LID# please leave blank.))

IF YOU ARE NOT CURRENTLY EMPLOYED, A LID NUMBER IS NOT REQUIRED TO TAKE THE TRAINING

While it's highly recommended that the entire process be completed in one session, multiple sessions may be necessary to complete the instructional process. You may log out and log back in as necessary. When you log back in, you will be taken to the *Training Introduction* page. You may go to the last page you viewed by clicking on the links to the right of the screen (bottom on mobile devices). Click on the last section shown completed and continue with your training.

The online training program consists of 1.5 hours of instructional time, as is mandated by the PLCB. This time does not include the time spent taking the final exam. **The final exam must be completed in one session.**

There are many quizzes throughout the training in order to test your knowledge before you take the final exam. The final exam contains 30 questions, and the results are sent directly to the PLCB.

You must score 80% or higher to successfully complete the final exam. The website will direct you to a page that will allow you to print your certificate. As a back-up, an email message will also be sent to the email address you have provided, with instructions for obtaining your certificate.

You may enter up to 2 (two) email addresses to receive a copy of the certificate. You may send one directly to your employer via email. *You will need to provide your employer/management with a copy of the certificate.*

If you fail, you may retake the training at no cost. You must retake the entire training before retaking the exam. This is mandated by the PLCB.

If you cannot print your training certificate, contact us at the website listed below or email lhainer@comcast.net and we will send you a copy of your training certificate.

Should you experience any difficulties with this process, submit an email message at the website below:

<https://www.lynnhainertraining.com/contact>