Perceptive Software
22701 West 68th Terrace
Shawnee, Kansas 66226
United States of America
tel +1 800 941 7460
fax +1 913 422 3820
www.perceptivesoftware.com

Lexmark International Technology S.A.
Bâtiment ICC - Bloc A
20, route de Pré-Bois
Case postale 508
CH - 1215 Genève
Switzerland
tel +41 (0) 22 710 70 50
fax +41 (0) 22 710 70 51

Essentials of Training
Your Resource for Product Training Services

© 2012 Perceptive Software, LLC. All rights reserved. ImageNow is a registered trademark of Perceptive Software.
All product and company names may be trademarks or registered trademarks of their respective owners.
Introduction

Training unlocks the full power of your Perceptive Software product investment especially when that training is created and led by product experts.

Perceptive Software training is designed to quickly equip both system administrators and end-users with the skills they need to tap all the capabilities of all Perceptive technologies. From server administration to workflow configuration, from security setup to client operations, from product features to process design, from process mining to complete document composition, Perceptive courses combine comprehensive instruction with real-world examples and hands-on exercises.

Perceptive Software is committed to creating educational services that fully address the technical aspects of all technologies while meeting the unique and varied training delivery options customers’ demand. Whether you need traditional classroom training, virtual classroom training, on-site training at your location, eLearning, cloud learning lab or instructor kits to lead your own training, Perceptive Software Product Training Services has an offering to meet your needs.

Index

Regardless of your training needs, there’s a Perceptive Software training option for you on the following pages.

<table>
<thead>
<tr>
<th>Training Offering</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classroom</td>
<td>2</td>
</tr>
<tr>
<td>Virtual Classroom</td>
<td>5</td>
</tr>
<tr>
<td>On-site Training</td>
<td>9</td>
</tr>
<tr>
<td>eLearning</td>
<td>12</td>
</tr>
<tr>
<td>Cloud Learning Labs</td>
<td>16</td>
</tr>
<tr>
<td>Instructor Kits</td>
<td>18</td>
</tr>
</tbody>
</table>
Classroom Training

Presented at our corporate training centers, Perceptive Software classroom courses provide customers with a comprehensive level of instruction on how to use all technologies most effectively. Each course is taught by skilled instructors who work directly with participants in a hands-on classroom atmosphere, providing a highly interactive educational experience.

Classroom training in Perceptive Software facilities offers:

- A comfortable learning environment away from workplace distractions
- Live interaction with experts and other students
- Immersion in an intensive training environment that helps you thoroughly learn and become more self-sufficient in maintaining your environment.
- Training in valuable shortcuts, enabling you to maximize your ability and better utilize your time
- The acquisition of skills to allow you to train others in your organization
- A comfortable, state-of-the-art training environment allowing the student to focus on learning the application

Course Offerings

The following courses are offered at our corporate training centers:

**ImageNow Fundamentals for Administrators - 4 days**
In this technical and fast-paced course, we combine the essentials of both ImageNow Client and ImageNow Server functions, along with real sector process examples. Ideal for technically adept individuals preparing to serve as ImageNow system administrators, this combination of topic areas supports a comprehensive understanding of the product suite.

**ImageNow Client Administrator Training - 3 days**
In this fast-paced and comprehensive course, even non-technical students will learn the essentials of managing ImageNow from the perspective of the client, where many key administrative functions such as security control and workflow configuration take place.

**ImageNow iScript Training - 3 days**
Discover how to maximize the benefits of ImageNow by automating business processes within a JavaScript-based scripting environment. This course is recommended for those with prior scripting experience

**Perceptive Reflect Basic - 2 days**
Process mining uses data (event logs) from information systems to automatically reconstruct the actual implementation of the process, and then to display this as a process model.

**BPMone Design Basic - 2 days**
Learn how to design and model processes, giving users the ability to extract a process analysis or process reports.

**BPMone Control Basic - 3 days**
Learn the basics of developing systems (case type models) from architecture, to user environment with BPMone Control.
ModusOne Basic - 3 days
Learn how design document templates for both manual and batch generation of documents.

Frequently Asked Questions

What is classroom training?
Classroom training is what we consider traditional training, and is presented at our state-of-the-art corporate training centers. All system environment settings are instructor-controlled, using a single touch screen device. We have up-to-date computing and scanning hardware for each student, including a scanner at each workstation.

What class best suits me?
The class you take should be based on your current or expected role. See the class descriptions (accessible online as described below) for more information on who each class is recommended for.

Are there prerequisites to the classes?
Our courses are designed so that our customers can develop their expertise in a step-by-step process. If there are classes you need to take first, they are posted with the class descriptions shown on the online Perceptive Software Customer Portal. We strongly recommend that you meet and follow class prerequisites to gain a complete understanding of the ImageNow product suite.

What is the difference between the ImageNow Client and Fundamentals course?
If you are responsible for managing ImageNow via client-side administrative functions such as user security and workflow configuration, we recommend attending the ImageNow Client Administrator Training class, which covers only client-side topics. If you have any administrative interaction with the ImageNow server, such as configuring storage or monitoring server processes, we recommend the ImageNow Fundamentals for Administrators course. It covers the client plus server topics.

What if I can’t travel to your headquarters but want to take these classes? Are there any other options?
Yes. We recommend that you review the On-site and Virtual Training options in this document.

How far in advance do I need to enroll?
We recommend you enroll as soon as possible. The number of seats vary by location from 12 – 20 seats, in order to preserve the quality and interactivity of the small-class learning experience.

How often do you schedule classes?
We post our class schedule in six-month increments. In December, we will post our January - June schedule. In June, we will post our July - December schedule. Class schedules are subject to change based on trainer availability and customer demand. See the information below about accessing current course information online.

Where can I find general information about the training experience or travel information?
In addition to course descriptions and training schedules, the Perceptive Software Customer Portal includes information about the training experience, and quick facts on general travel information, recommended hotels and transportation options. Access it using the directions below.
Classroom Training

Getting Started

You can access course descriptions, training schedules, and travel information on our Customer Support Portal without logging in. Simply go to www.perceptivesoftware.com, click the “Customer Portal” tab, and click the “Training” link on the page that appears. In the “Classroom” section of the page, click on “View Current Courses.”

Select a course and you will be shown detailed information about it, including a list of dates it is offered. To enroll in a course, you will need an account with the Perceptive Software Customer Portal. Request access by sending an email to support@perceptivesoftware.com, or your company’s Perceptive Software Customer Portal administrator.

The two-step registration process begins with entering your payment information, adding any additional attendees, and clicking Next. Then, you will verify payment and attendee information, review the Training Purchase Terms and Conditions, check the verification box and click Submit.

An email from us will confirm that we have received your enrollment request. After we process it, you will receive a final confirmation email confirming that you are enrolled and a seat is held for you for the course selected.
Live Online Virtual Classroom

Our virtual classroom is live, interactive, online training for those who prefer attending classes without leaving their office. It allows you to experience the same level of high-quality training as you would by traveling to our technology center—with both classroom instruction and hands-on labs—while eliminating the costs and potential inconveniences of travel. Students in our virtual classrooms can:

- Watch and listen to course presentations via an internet connection
- Ask questions, hear others ask questions, and listen to the trainer’s responses
- Complete hands-on training exercises in a virtual lab that’s fully equipped with a comprehensive installation.

Since you can chat with your instructor, our virtual classroom comes as close as technology allows to attending a class at our corporate training center.

Virtual Classroom Training Types

We offer three types of virtual classroom training:

Scheduled - Standard
We offer public training sessions, as listed in the “Course Offerings” section below, that you can register for via the Customer Portal (http://customer.perceptivesoftware.com). We set the dates and the times and you determine which one best suits your schedule. See the Offerings section below for the sessions we are currently scheduling. We use the standard course material and training environment as our classroom courses.

On Demand - Standard
With the On Demand option, you can choose the dates and times for a private session with one of our trainers. See the Offerings section below for the sessions we are currently scheduling. We use the standard course material and training environment as our classroom courses. Pricing is based on a flat fee. Email training@perceptivesoftware.com for more details.

On Demand with Focus
With this On Demand option, you can choose more than the dates and times for a private session with one of our trainers: You also choose specific topics from our standard classroom material in order to customize the session to meet your needs. Pricing is based on a combination of On Demand and flat attendance fees. Email training@perceptivesoftware.com for more details.
Live Online Virtual Classroom

Course Offerings

Virtual Classroom - ImageNow Fundamentals for Administrators Training - 4 days
In this technical and fast-paced course, we combine the essentials of both ImageNow Client and ImageNow Server functions. Ideal for technically adept individuals preparing to serve as ImageNow system administrators, this combination of topic areas supports a comprehensive understanding of the product suite.

Virtual Classroom - ImageNow Client Administrator Training - 3 days
In this fast-paced and comprehensive course, even non-technical students will learn the essentials of managing ImageNow from the perspective of the client, where many key administrative functions such as security control and workflow configuration take place.

Virtual Classroom - ImageNow Workflow Administrator Training - 3 days
Explore in depth ImageNow Workflow features that will automate and create efficiency business process. This course is suitable for individuals who serve in either technical or operational roles.

Virtual Classroom - ImageNow Server Administrator Training - 3 days
This course, for individuals in technical roles, introduces fundamental techniques for managing the ImageNow Server, such as configuring storage or monitoring server processes.

Virtual Classroom - ImageNow Essentials for Managed Services Customers – 3 days
This course is designed for customers that will be using our Managed Services team to host and/or administer their ImageNow environment. The course provides an overview of ImageNow’s core server components and client processes such as Tasks, Projects and Workflow. This is a foundation course that is ideal for students who need to know about the entire ImageNow product suite.

Virtual Classroom - ImageNow eForms Training – 1 day
You will learn the technical details necessary for building, publishing, utilizing and maintaining ImageNow eForms. Course topics will include navigating/utilizing the ImageNow Forms Designer, configuration options for the ImageNow Forms Server and indexing eForms.

Virtual Classroom - ImageNow Business Insight Training – 1 day
This course will focus on how to use Business Insight to gain access to business information and make fact based decisions. Special attention will be spent learning how to use the drag and drop authoring tools to create and modify high-level dashboards, ad hoc analysis queries, and operational reports. Attendees will also explore the new business intelligence capabilities and interface by performing the common administrative tasks (creating, scheduling, distributing, etc) associated with mining your business data.

Virtual Classroom - ImageNow Business Insight Training – 1 day
This course will provide an overview of ImageNow’s user side functionality and experience, starting with document creation, through document search and processing and sending documents through workflow.

Virtual Classroom - Perceptive Reflect Basic - 2 days
Process mining uses data (event logs) from information systems to automatically reconstruct the actual implementation of the process based on facts, and then to display this as a process model.

Virtual Classroom - BPMone Design Basic - 2 days
Learn how to design and model processes, giving users the ability to extract a process analysis or process reports.

Virtual Classroom - BPMone Control Basic - 3 days
Learn the basics of developing systems (case type models) from architecture, to user environment with BPMone Control.

Virtual Classroom – ModusOne Basic - 3 days
Learn how design document templates for both manual and batch generation of documents.
Frequently Asked Questions

What is virtual training?
Virtual training lets students learn from a live instructor who delivers training in a format similar to traditional classroom training via high-speed internet connection. Through the use of a web browser and a dedicated URL (web address), students will connect to their own individual virtual lab environment and interact with the instructor and other students in real time. This environment is fully configured and delivered over the internet by a hosted service.

How does virtual training differ from typical classroom training?
The major difference is that the students do not have physical face-to-face interaction with the instructor. During class students have the options to talk and communicate with the instructor via chats, polls, quizzes, use of emoticons, and verbal question and answer sections. All of these tools ensure that the live online classrooms are engaging and encourage learning while offering an environment very similar to a traditional classroom.

Can virtual training be used at any location?
Yes. Virtual training can be used at any location as long as each student has a local workstation with a compatible browser and internet connection. This student will also need the ability to install Active X control or Java Plug-in to connect to virtual training. Review the Virtual Classroom Technical Specifications (later in this document) to ensure students can access this environment.

What will I need to access in order to attend a virtual class?
There are two areas you will need to access: a virtual classroom and exercise lab. Along with a phone number, you will have everything you need to attend class.

How does the student use the virtual exercise lab?
After watching the presentations and demonstrations in the virtual classroom, a student can access the environment in the virtual exercise lab. Following the exercise guide that we provide, the student puts key concepts just discussed to use. These hands-on exercises mimic real-life scenarios and allow the students to not only see what was presented but gain actual experience in doing it. Even after class has ended for the day, students still have access to continue to test and finish exercises 24 hours a day and up to 10 pm central time (GMT - 6:00) on the last day of class if they wish (this option is only available during the scheduled days of the class).

Can I test the exercise lab connection now?
Yes, you can test your connection at the following website: https://perceptive.hostedtraining.com

Click Configure Automatically to start the three-step process.

Virtual Classroom Technology FAQs

What software does the student have to install on the local workstation before class?
A browser-based program is used for creating the connection between the student workstation and the virtual exercise lab. This software is downloaded automatically by the browser as a Java applet or ActiveX control and can be removed by clearing the browser cache after the class. Before class, students will need to go to our virtual exercise lab site (a URL will be provided via email). From there, they will be walked through the installation and configuration process in three easy steps.

Is there any required software that I must have on my workstations?
Yes, Remote Desktop Connection viewer software (RDC client), pre-installed on most versions of Windows, is what displays the remote desktop to the student. If you are unsure if you have this software installed, the virtual exercise lab URL (https://perceptive.hostedtraining.com) provided before class will walk you through the installation and configuration process to confirm that it is properly installed.

What if I don't have the Remote Desktop Connection viewer software (RDC client) or the system determines that it is not installed when I am testing my connection?
Another option is to use widely available VNC Viewer software. When testing the connection with our exercise lab, the system will detect that you do not have the RDC viewer software installed and provide an option to install the VNC Viewer. If you click on the Downloads link on the website, you can download the vncviewer.exe and save it to your desktop. You do not need to open or run it. The exercise lab software will look for it on the desktop and launch it for you.
What phone number will I need?
Registered students will be provided a conference call number to use during the class session.

What about proxy servers or firewalls?
The connection software is designed to handle proxy servers and firewalls. In most cases, the connection is made with no configuration by the user. Students can pre-test connectivity to the lab ahead of time.

Getting Started

Once a customer registers for class on the Customer Portal, they receive an email from Perceptive Software Training, confirming that we have received their registration. Once we process their registration, they receive a confirmation email containing the following documentation that must be reviewed prior to class:

- Technical specifications for your computer and internet connection to enable training participation
- Instructions for testing access to the Exercise Lab
- Instructions for entering the Virtual Classroom

As a part of the preparation, we ask that students test their connection to the Exercise Lab before class starts to make sure they are technically equipped to participate in virtual training.

One week prior to class, we email the student a link to training material to be used during class. In addition, the email contains a link to the virtual classroom, information on how to access the audio component of training, and an access code to enter the exercise lab.

Virtual Classroom Technical Specifications

The requirements for the student's workstation are minimal:

Operating Systems
Microsoft® Windows® 7, Vista, XP Professional SP2, or Mac OS X v10.4 Tiger or newer (Mac users: See additional information below.)

Browsers
A browser that supports either ActiveX or Java Applets (Sun JRE 1.5): Internet Explorer® 6.0 or newer, Mozilla® Firefox® 3.0 or newer or Safari™ 3.0 or newer (JavaScript™ and Java™ enabled) (Mac users: See connectivity information below.)

Internet Connection
An Internet connection, with cable modem, DSL or better recommended

Audio
You will need a working phone line for audio, as well as a speakerphone or headset so you can use both hands on the computer.

Please note that you will have to perform the steps above each time you log in and out of the exercise lab.

Virtual Classroom training for Mac Users
Macintosh users can participate in virtual training by using the latest version of Safari and having Java for OS X 10.4.x or later installed. We recommend that you then test your connection to our virtual exercise lab (see URL in “Virtual Classroom Technology FAQs” section above). This will walk you through the installation and configuration process in three steps. It will also detect if you are missing any key components. It is likely that it will detect that you do not have the VNC Viewer or Remote Desktop Connection (RDC clients) installed. Follow the steps outlined above to install the VNC Viewer or follow the steps below to install the RDC Client：“

What if I am a Mac user? Can I still attend virtual classroom training?
With the proper hardware, software, and configuration, any Apple Macintosh OS X-based computer can connect to the Perceptive Software virtual classroom. See the section “Virtual Classroom training for Mac Users,” below.

What if I experience any issues?
Please contact us immediately at training@perceptivesoftware.com
On-site Training

Let us bring our classroom courses to you. Get the same top-notch training we offer in our technology center classrooms, but in person at your office!

With on-site training, you get more control over class location, size, audience and schedule. We can deliver any course in our curriculum in its standard form or customized to your organization’s needs.

Since on-site training is priced per day and not per person, an entire team can be trained for the same cost as sending five team members to a public course. And with only your employees present, sensitive and proprietary issues can be addressed and used as examples during class.

For customers with unique training requirements, more choice and control leads to better results. If you are interested in on-site training, please write to training@perceptivesoftware.com.

Course Offerings

The following courses can be held at your location:

**ImageNow Fundamentals for Administrators - 4 days**
In this technical and fast-paced course, we combine the essentials of both ImageNow Client and Server functions. Ideal for technically adept individuals preparing to serve as ImageNow system administrators, this combination of areas supports a comprehensive understanding of the product suite.

**ImageNow Client Administrator Training - 3 days**
In this fast-paced and comprehensive course, even non-technical students will learn the essentials of managing ImageNow from the perspective of the client, where many key administrative functions such as security control and workflow configuration take place.

**ImageNow Server Administrator Training - 3 days**
This course, for individuals in technical roles, introduces fundamental techniques for managing the ImageNow Server, such as configuring storage or monitoring server processes.

**ImageNow Workflow Administrator Training - 3 days**
Explore ImageNow Workflow features in a course suitable for individuals who serve in either technical or operational roles.

**ImageNow iScript Training - 3 days**
Discover how to maximize the benefits of ImageNow by automating business processes within a JavaScript-based scripting environment. Prior scripting experience is required for those who wish to attend.

**ImageNow User Training – 1 day**
This course will provide an overview of ImageNow’s user side functionality and experience, starting with document creation, through document search and processing and sending documents through workflow.

**Perceptive Reflect Basic - 2 days**
Process mining uses data (event logs) from information systems to automatically reconstruct the actual implementation of the process based on facts, and then to display this as a process model.
BPMone Design Basic - 2 days
Learn how to design and model processes, giving users the ability to extract a process analysis or process reports.

BPMone Control Basic - 3 days
Learn the basics of developing systems (case type models) from architecture, to user environment with BPMone Control.

ModusOne Basic - 3 days
Learn how design document templates for both manual and batch generation of documents.

Process Improvement Workshop - 1 day
Do your business processes contribute to the objectives of your organization? Learn how to implement process improvement in your organization, recognize your processes, and determine what you need to support process management in your organization.

Perceptive Intelligent Capture – Distiller Basics - Verifier - 5 days
Gamer an in depth practical understanding of Brainware Distiller. In five days, you will walk step-by-step through the project development process as you build both a simple and advanced project. (Pre-requisite: Perceptive Intelligent Capture for Invoices class.)

Perceptive Intelligent Capture - Distiller for Invoices - 5 days
Now that you’ve completed the Distiller Basics course, you’re ready to play with the Brainware Distiller for Invoices project. Where the Basics course introduced you to the development process…DFI takes it one step further by walking you through the DFI.ini file and giving you hands-on experience with a project specifically for invoices. (Pre-requisite: Perceptive Intelligent Capture Distiller Basics)

Frequently Asked Questions

Are the on-site classes different than the classroom classes?
No. The experience, setup and material are just as if you are attending a training class at our headquarters.

What type of training environment do we need to have?
See Technical Specifications section below.

How soon can you be on-site?
We typically need only two weeks to prepare for an on-site course, although our on-site availability is always dependent on other, previously scheduled commitments by our training staff.

What prep work will we need to do?
As soon as we receive a signed quote, we will assign a trainer to your project. The trainer will schedule a planning call. After the call, they will send a questionnaire. This document is critical to the success of the on-site course and needs to be returned as soon as possible. This is to confirm you have an appropriate training environment (we will be asking for specifics), and to finalize class details (date, times), travel information, and who will be attending the session (with contact information).

When does the trainer arrive?
The instructor will arrive the day before or the day of training, depending on flight schedules to setup.
On-site Training

Getting Started

To inquire about on-site training and determine the best courses for your needs, write to training@perceptivesoftware.com

Following your consultation with Product Training Services, you will receive a personalized quote from Perceptive Software.

Once we receive your signed quote, the on-site class is officially scheduled for agreed-upon dates and our documentation is sent to you. Our team will then schedule a series of meetings to review the documentation, confirm our requirements and finalize all arrangements.

On-site Training Technical Specifications

On-site training classes require the use of sophisticated training environments that allow for an interactive setting between the Perceptive Software products and services and the client software. The following minimum requirements are necessary to ensure that an environment is conducive to learning and collaboration. The quote for on-site training services by Perceptive Software is contingent on the ability of the customer to provide an approved training environment.

Seating

Seating must be classroom style, and a work space must be provided for the trainer and for each student. At each work space, there must be no more than one student per workstation, along with one workstation for the trainer.

Audio/Visual

A high-resolution color projector and large projection screen are essential. The classroom must have appropriate lighting for both projection and course work.

Access

A Perceptive Software trainer must have the ability to install software on each workstation prior to class starting, so the classroom must be available for setup the day before training. Each workstation must have access to the Internet.

Workstations

Option A: VM Environment

The VM environment option requires us to install a virtual environment on each of your workstations. Please ensure that each machine meets the RAM requirement specified below – this is critical.

- Microsoft® Windows® 7, Vista, XP Professional SP2
- 500 MHz or greater processor with 20 GB available hard disk space and 2GB RAM or more
- 1280 x 1024 SVGA screen resolution recommended, DVD drive, USB ports and a 15-inch (or larger) video display

Option B: Virtual Exercise Lab

The virtual exercise lab option allows us to connect to our lab via the internet. In order to connect to this lab and not experience any lag time during training, please ensure that there is a high-speed internet connection – this is critical.

- Windows® Vista, XP, 2003 Server, 2000 or Mac OS X v10.4 Tiger or newer
- Internet Explorer® 6.0 or newer, Mozilla® Firefox® 3.0 or newer or Safari™ 3.0 or newer (JavaScript™ and Java™ enabled)
- An Internet connection, with cable modem, DSL or better recommended

A browser that supports either ActiveX or Java Applets (Sun JRE 1.5
eLearning

Learning is not an event that only happens when scheduled training occurs–It happens continuously. Our eLearning solutions allow the learner to control his or her own interaction with course content and presentation, enhancing the opportunity for review and application. eLearning gives you total control of the learning experience for your personnel, allowing them to remain in the workplace while entering a virtual classroom whenever they wish.

With eLearning, you can take a course in a convenient format within a shortened amount of time–minutes or hours, compared to multiple days in a classroom.

eLearning Types

We offer three types of eLearning modules:

- **Core**
  These modules, which cover the core concepts of ImageNow from start to finish, are specifically developed for ImageNow administrators who have no prior training in the product. These modules provide a strong foundation of understanding of the ImageNow product.

- **Release**
  These modules, which focus on changed or new features found in a new release of ImageNow, are specifically developed for ImageNow administrators who have participated in previous training and have a foundation of understanding about the ImageNow product.

- **Advanced**
  These modules are specifically developed for ImageNow administrators who have participated in training and have a foundation of understanding about the ImageNow product. These modules cover only the advanced topics of ImageNow.

Course Offerings

- **Core Concept Training**
  - **User Experience**
    This course explores the user side functionality of ImageNow, starting with document creation and progressing through document search and processing and sending documents through workflow.
  - **Workflow**
    This course focuses on the powerful and comprehensive ImageNow component of Workflow and is a detailed exploration of its setup, creation and use.

- **Views**
  This course focuses on the ImageNow Views feature and is a detailed exploration of its setup, creation and use.

- **Tasks**
  This course focuses on the ImageNow Tasks feature and is a detailed exploration of its setup, creation and use.

- **LearnMode**
  This course focuses on the ImageNow LearnMode feature and is a detailed exploration of its setup, creation and use of LearnMode within ImageNow.eLearning
Projects  
This course focuses on the ImageNow Projects feature and is a detailed exploration of its setup, creation and use.

Security  
This course focuses on the ImageNow Security feature and is a detailed exploration of its setup, creation and use.

Capture  
This course focuses on the ImageNow Capture feature and is a detailed exploration of its setup, creation and use.

Viewer  
This course focuses on the management and use of the ImageNow Document Viewer.

Server  
This course focuses on the functionality and processes of core server agents, the directory structure, and management tools utilized on the ImageNow Server.

WebNow  
This course focuses on the core functionality of WebNow and is a detailed exploration of the setup, creation and use of a WebNow environment.

Release Training  
ImageNow Step Up to 6  
This course focuses on the new components and the changes from ImageNow 5.4 to ImageNow 6.1.

ImageNow 6.2 Client Survival Kit  
This course focuses on the major component changes from 6.1 to 6.2 including LearnMode, Views and Tasks as well as GUI changes.

ImageNow 6.2 Server Survival Kit  
This course focuses on the new server components and changes from ImageNow 6.1 to ImageNow 6.2.

Each of the following modules focuses on the new features and components of the ImageNow release listed in its title.

ImageNow Knowledge Pack  
Available for ImageNow 6.4, 6.5, 6.6 and 6.7

Advanced Concept Training  
ImageNow eForms Administrator  
This course focuses on the add-on ImageNow component of eForms and is a detailed exploration of the setup, creation and use of eForms within ImageNow.

ImageNow Worksheet/eForms Developer Course  
This course focuses on the optional ImageNow component of Worksheets and is a detailed exploration for web developers about the setup, creation and use of Worksheets within ImageNow.

ImageNow Report Server Training  
This course is intended for administrators of the ImageNow Report Server. It focuses on the optional ImageNow component of Report Server’s installation, setup, and configuration, including how to set up users and groups, schedule reports, the user interface, and various administrative tasks.

ImageNow Business Insight  
In this course you will see key features of the Business Insight business intelligence suite, including high-level dashboards, operation reporting, ad-hoc query tools, and drag-and-drop tools for self-service report creation and modification. It also covers the fundamentals of installation and licensing Business Insight, viewing reports as a user, managing reports within the ImageNow client, and authoring reports using Query and Report Studios.

ImageNow Retention Policy Manager  
This course provides an introduction to the concepts of Records Information Management (RIM) by providing an overview of what RIM is and its importance. This course will then cover the technical details to implement your Records Retention Policies using ImageNow’s Retention Policy Manager.

ImageNow Content Server and Recognition Agent  
This course focuses on the setup and use of both the ImageNow Content Server and Recognition Agent. Utilizing these services allows users to submit the content of a document to a central repository, allow search functionality on not only index keys, but the actual content of the document.
Additional Training

**Perceptive Intelligent Capture - 151 - Verifier**
In this course, learn the Perceptive Intelligent Capture product suite, the Web Verifier Client, terminology and document flow. Understand how to correct documents which were unclassified or classified incorrectly, extraction and validation errors in field and table data, verify corrections, and perform advanced batch and document operations.

**Perceptive Intelligent Capture - 152 - Advanced Verifier**
Upon completion of this course, students learn how to perform advanced tasks, specifically, how to use the Advanced Verifier functions, configure the Perceptive Intelligent Capture Verifier and Web Verifier, configure Exception Handling, improve thelearnset, troubleshoot Perceptive Intelligent Capture Verifier issues, work with Verifier and Web Verifier settings files.

**Perceptive Intelligent Capture - 201 - Developer**
Perform the standard tasks associated with development and testing. Learn the terminology and document flow, build the directory structure, select sample documents and data for use in developing projects, configure security, develop using available OCR engines, classification engines, data extraction methods, and validation settings, test and optimize classification and extraction results, save and export project settings for reuse within other projects, construct the verification form to be used by the Verifier application, understand the processing steps performed by the Runtime Server.

**Perceptive Intelligent Capture - 202 - Scripter**
Learn how to customize projects for specific customer business needs, by perform the tasks associated with building and maintaining a project using the Perceptive Intelligent Capture WinWrap script engine, understand the difference between project level script and document level script, understand the various elements Perceptive Intelligent Capture object models, know how to write scripts that can be utilized during any of the stages of document processing or that can interface with 3rd party DLLs.

**Perceptive Intelligent Capture - 301 - Administrator**
Learn how to maintain, install verifiers and Runtime Servers, and configuring new Runtime Servers. Students understand the terminology and document flow, security model, setup and configure of the applications, understand the file structures, and licensing model.

**Perceptive Intelligent Capture - 401 – Visibility**
This course is designed to provide users the ability to manage dashboards and reports, customize reports and dashboard widgets to meet organizational needs, monitor how the system is performing, giving the user insight into business processes and allowing for timely and decisive action, and analyze the effectiveness of your Verifiers.

**151 – Perceptive Globalbrain**
Learn how to navigate the Globalbrain interface, customize their user preferences, drill down into a results list to receive a more defined list of documents, export results and create and manage query bookmarks and subscriptions.
eLearning

Frequently Asked Questions

What is eLearning?
eLearning is a term we use to describe recorded training modules that allow one or more users to experience and review course material at their own pace through presentations and demonstrations of Perceptive Software products.

eLearning content has been developed to take an in-depth look at many key pieces of the products. This allows our customers to gain product knowledge on their own time, at less cost, and possibly in more detail than in the classroom.

How is eLearning delivered?
Our eLearning courses are streamed from web servers and play in your web browser. After you have registered and paid for the course, you will be sent a link to the course. Once you are logged into the Customer Portal, all you need to do is click on the link to start!

What computer and software do I need to view the course?
Each course has its own specific hardware and software requirements. Please see the eLearning module course descriptions on the training enrollment page of the Perceptive Software Customer Portal to see what you will need to view the course.

How long are your courses?
Our courses are broken up into several modules of 5 - 30 minutes, allowing you to train at your own pace. A typical course, in its entirety, can range from two to five hours.

How many times can we view an eLearning course?
You can view purchased courses as many times as you wish.

How are the courses priced?
Please review specific course pricing on our website at http://customer.perceptivesoftware.com/

What is included with the course?
In addition to viewing the course, different materials may be available for download in a course’s final chapter, including user guides, job aids, slide presentations, and others. Not all classes will have additional material.

Do you have a virtual exercise lab environment that allows me explore the features discussed in the eLearning modules?
Our Cloud Learning Lab can be used in conjunction with the eLearning courses to allow for a hands-on learning experience. See the Cloud Learning Lab information (following section) for more details.

Can I experience eLearning with a Mac?
Yes. The eLearning technical Specifications on the following page lists required browser components that apply to both Windows and Macintosh platforms.
**eLearning**

**Getting Started**

Log in to the Customer Portal, click on **Training**, and select “View Current Courses” under **eLearning**. Then select any course and review the course information and available course dates. Once you are ready to enroll, click the **Enroll** link next to the class name to start the registration process.

The two-step registration process begins with entering your payment information, adding any additional attendees, and clicking **Next**. Then, you will verify payment and attendee information, review the Training Purchase Terms and Conditions, check the verification box and click **Submit**.

You will receive an enrollment confirmation email notifying you that your request has been received.

After we receive your enrollment request and confirm your payment, an enrollment confirmation email will be sent. (Your receipt will be sent in a separate email.) This email will provide a link to the My Registrations area of the Customer Portal, displaying your purchased course.

Remember, you do not need your email confirmation to access the course. It is always accessible by signing in to the portal, navigating to the Training area, and selecting **eLearning** under **My Classes**. Click on the course name, and the course chapters will be displayed, each ready to watch with a click. You can access and watch the course as many times as needed.

**eLearning Technical Specifications**

The following specifications and settings must be met in order to view our eLearning modules:

- High-speed internet connection (DSL, cable, or greater)
- Internet Explorer 7.0, Firefox 1.5 (or later version), or current web browser like Safari or Chrome
- QuickTime (6.0 or greater)
- Best viewed full screen
- Disable pop-up blockers
- Valid Customer Portal username and password
- Adobe Flash Player (for Step Up to 6 and 6.2 Client/Server courses)
Training Resources: Cloud Learning Labs

Do you have a training environment? If not, Perceptive Software does!

Perceptive Software Product Training Services’ virtual exercise labs in the cloud provide pre-configured environments on demand. Each Cloud Learning Lab contains a fully configured environment, demonstration “host” applications, and sample images for document processing. Students in our virtual exercise lab environments can:

- Access a fully functional environment, from any location, on their timetable, via the internet
- Explore and gain knowledge of new features without being concerned about altering their corporate setup

Since the environment exists in the cloud, students can access it from anywhere, with a browser and simple internet connection. The configuration is easy and straightforward requiring minimal setup, installing an ActiveX control or Java Plug-in.

Access to the environment automatically expires at a predetermined date and time, so there is no software to uninstall or system to return. The Cloud Learning Labs help students unlock the full potential of eLearning modules. For example, while watching an eLearning module, students can pause, rewind, and then perform the same tasks within the lab.

Available Environments

There are Cloud Learning Labs configured specifically for these eLearning courses:

- ImageNow Core Features
- ImageNow Business Insight
- ImageNow eForms
- ImageNow Retention Policy Manager

Getting Started

If you would like to discuss your Cloud Learning Lab options, please contact Product Training at: training@perceptivesoftware.com.

Once your request is received, Product Training will send an email containing the following documentation. It is imperative that this information be reviewed prior to purchasing access to the cloud learning labs:

- Technical specifications for your computer and internet connection to enable training participation
- Instructions for testing access to the Cloud Learning Lab. It is essential that students test their connection to the lab prior to their intended usage time to ensure their machines are appropriately equipped and configured.
Training Resources: Cloud Learning Labs

Cloud Learning Labs Technical Specifications

The requirements for the student’s workstation are minimal:

**Operating Systems**
Microsoft® Windows® 7, Vista, XP Professional SP2, or Mac OS X v10.4 Tiger or newer (Mac users: See connectivity information below.)

**Browsers**
A browser that supports either ActiveX or Java Applets (Sun JRE 1.5): Internet Explorer® 6.0 or newer, Mozilla® Firefox® 3.0 or newer or Safari™ 3.0 or newer (JavaScript™ and Java™ enabled) (Mac users: See connectivity information below.)

**Internet Connection**
An Internet connection, with cable modem, DSL or better recommended

**Cloud Learning Labs for Mac Users**
Macintosh users can participate in virtual training by using the latest version of Safari and having Java for OS X 10.4.x or later installed. We recommend that you then test your connection to our exercise lab (https://perceptive.hostedtraining.com). This will walk you through the installation and configuration process in three steps. It will also detect if you are missing any key components. It is likely that it will detect that you do not have the VNC Viewer or Remote Desktop Connection (RDC clients) installed. Follow the steps outlined above to install the VNC Viewer or follow the steps below to install the RDC Client:

- Download the Microsoft Remote Desktop Connection Client: http://www.microsoft.com/mac/remote-desktop-client
- Follow the instructions on the screen to save the file to your hard disk.
- Once downloaded, start the installation process of the .mpkg file. Follow the instructions on the screen.
- If the installation finishes successfully, you can remove the installer from your hard disk.
- On the day of training, connect back to the exercise lab.
- Click the Configure Manually option.
- Confirm the settings are correct. Click Test Settings. If successful, click OK, then Save.
- Enter your access code and click Submit to launch the session. Then click Connect.
- For connection information for the RDC Client, click Connection Log. Copy the IP and PORT – typically 127.0.0.1:XXXXX.
- Open the RDC Client and enter the IP and Port. Click Connect.
- Enter the login information (ID: administrator, Password: training). Click OK.

Please note that you will have to perform the steps above each time you log in and out of the exercise lab.
Training Resources: Instructor Kit

We are committed to empowering our customers with the knowledge they need to be successful. Our comprehensive training programs make learning easy, convenient, and relevant. To cater to varying needs and learning styles, the Product Training team offers a unique way for you to teach our classes!

Our instructor kit include “everything but the instructor.” Many customers have told us they have skilled people who can teach, but their instructors don’t have the time to develop a training program. Your instructors can use these kits to provide comprehensive and consistent training without the upfront investment of developing their own training material.

Prerequisites

We have found that the companies who are most successful using our kits have sent a trainer to attend classes at our technology center before using these kits. Not only do they gain valuable product knowledge, but they are able to absorb how our classes flow before attempting to do so on their own. If you choose to follow this recommendation, we will discount your class cost and provide additional one-on-one time with our trainers while you are at our technology center.

Kit Content

Perceptive Software instructor kits include:

- Prep guide – walks you through the all the steps of planning for and teaching a class.
- Setup files (application files, sample documents, etc.) and installation instructions
- Training Material - exercise guide, presentations, and agenda (modifiable computer files)
- Instructor Notes – these are the same notes our trainers use in class, covering how long you should spend a topic, key points to cover, and reminders

Available Kit

- ImageNow User Experience Training

Getting Started

If you would like to discuss your kit needs, please contact us at training@perceptivesoftware.com.
Training Discovery

Questions

To get the most from this training options guide, explore your training preferences and goals through the following questions:

Who will attend the training, and what is their expected role with the technology?

How many people need training?

How long has the training audience used the product?

Which components or topics do you need to be trained on?

When do you need training completed?

When scheduling training, are you interested in a public or private course?

Do you want the training experience to include a series of recorded presentations and demonstrations that you can watch from your computer and take at your own pace?

Do you want training in a virtual classroom accessed from any computer, including a live instructor, presentations, demonstrations, and exercises to complete in an exercise lab?

Do you want to attend training in a physical classroom that includes face-to-face interaction with the instructor?

Do you want training at your site?

Getting Started

If you would like more information about our services and prices, please contact us at training@perceptivesoftware.com.