

# MicroMain Services

## Software Basic Training

A well-trained staff is the key to quality maintenance. MicroMain offers instructor-led, hands-on training courses designed to teach your staff the best possible way to use the MicroMain™ software.

Basic training is intended for maintenance staff and managers who will administer the MicroMain software, use it to process work orders, and produce operations reports.

### Location Options

MicroMain training can be conducted:

- At your site  
Access your own database and interact with your staff as needed during the training. Many users prefer having the MicroMain trainer focus exclusively on their needs during the on-site sessions.
- At MicroMain's Training Center  
Cover the basics with 2-day training at our training centers in Austin, Texas or Chicago, Illinois. Receive personal attention and a high level of interaction due to limited class size.
- Via the Internet  
Target one topic with 4 hours of Internet training. Focus on basics, refreshers, updates, or your own particular needs.

### MicroMain Basics

Maintenance staff, managers and others participating in this MicroMain training course will:

- Learn definitions, benefits, data relationships
- Explore facilities, resources, administration
- Perform practical exercises with work orders, inspections, inventory, preventive maintenance, reporting

The training courses are designed to be interactive with full class participation. This ensures that each student receives personal instruction.

### Benefits of MicroMain Training

With training on-site or at MicroMain's Training Center, users benefit from:

- Face-to-face interaction with one of MicroMain's experienced professionals
- Access to instant explanation and demonstration of questions
- Small class size enabling one-on-one instruction
- Access to all MicroMain resources

With training via the Internet, users receive:

- Bite-size training to enhance knowledge
- Topic-driven discussion meeting the needs of a current situation
- Training at the convenience of the user
- The opportunity for specialized topic information

### Reference Materials

Each user is equipped with tools to assist them in their day-to-day functions, such as:

- System implementation guide
- Data hierarchy diagrams
- Work order status flow diagrams
- Major function step-by-step procedures
- Quick reference guide to routine functions
- Industry standard naming conventions

### Easy Ways to Register

- Call your Account Manager toll-free at 888-888-1600
- Contact MicroMain via email at [training@micromain.com](mailto:training@micromain.com)
- Register online at [www.micromain.com/trainingregister.asp](http://www.micromain.com/trainingregister.asp).

