

Trane Education Center (TEC) Frequently Asked Questions



FAQ's

Where can I find a schedule of upcoming classes?

Visit the [Class Finder](#) website

I want to register myself for a course; where do I begin?

1. Do you have a profile in Trane Education Center? www.trane.com/tec
 - a. If yes...login to your account
 - b. If no...click on "New Customer? Register Here" and complete the form

What do I do if I have forgotten my username or password?

1. If you need your password reset, click on the "Forgotten Password?" button on the TEC login page.
2. If you need your username, email us at traneuniversity@trane.com.

How do I register someone else for a class?

I want to register ONE of our company's technicians for a course; where do I begin?

Have they attended a training class/have a profile in Trane Education Center?

If YES...

If you know their login information...login to their account, search for the course, and proceed to payment

If you DON'T know their login information...email us at traneuniversity@trane.com

If NO...

Go to www.trane.com/tec and click on "New Customer? Register Here" and follow the prompts.

I want to register MULTIPLE technicians for a course; where do I begin?

Have any of them attended a training class/have a profile in Trane Education Center?

NOTE: If you do not have your own account, please create one first. Click on "New Customer? Register Here" and follow the prompts to create a profile

If YES...

Login to YOUR account, search for the course(s), add them to your shopping cart. On the first checkout screen, uncheck "Enroll self" and proceed to payment. Once you have completed payment you'll be directed to go to the "My Orders" page. Select the "Actions" drop down and click "Use Key". You'll be asked to confirm the course and select whether you are enrolling yourself or others. Then you can apply the license keys to the appropriate technicians; search by TEC account username or technician last name and select the individual to enroll in the course.

If NO...

Click on "New Customer? Register Here" and follow the prompts to create a profile for each technician. Click on "Submit and Create Another" to save the information from the previous entry.

Right after I created a profile, when I try to login, it states my account is locked, expired, or I have entered the wrong password.

You should receive an activation email within the hour to activate your account.

I never received a validation email after I created a profile. I can't login to my account.

Try checking your junk or spam folder. Then contact us at traneuniversity@trane.com

I will be paying for this course and/or making the learner's travel arrangements; can I also receive course information? Yes.

You can add your email to the alternative email field in the learner's profile and when we send the confirmation email with our travel recommendations, you will receive this information as well.

How do I search for a course?

From your TEC home page, enter the course name or keyword in the catalog search field on the right side and click Search. (If it's difficult to find the course you're looking for, refer to the course description for recommended keywords.)

How do I find online courses?

1. Login to your TEC account
2. Locate the gray bar near the top of the window, select Catalog > Browse > Select: [Controls and Automation OR Technical Service Training]

Where do I find the course cost?

Course cost is found via the [Class Finder](#) or by searching for the course in your TEC account.

What is included in the course cost?

Student books, note taking materials and lunch (full day of class only.)

What types of payment do you accept?

We accept Credit Card (Visa, MC, Amex) and Purchase Order (must enter a PO #.)

How do I pay for a course?

If a course has a cost associated with it, you will see an Add to Cart button; click this button to add the course to your shopping cart then proceed to checkout. NOTE: Government Employees follow this procedure as well.

Can I get a copy of my receipt or proof of the transaction?

1. If you purchased a training class in your account...log into your account and go to the e-Commerce drop down, select My Orders and click on the Order Number to view or print the details
2. If you purchased a training class for someone else in their account... log into their account > e-Commerce > My Orders> Click on the Order Number to view or print the details

How do I know that I've been enrolled in a course?

Login to your account. Your home page, under scheduled learnings, will display course registrations.

Do you have hotel and travel recommendations?

Yes, once the course reaches the minimum number of students, the learner and anyone's email listed as an alternative contact on their profile will be sent a confirmation email that includes a link to a website with BCD Travel's contact information, and our hotel recommendations. Please contact BCD Travel directly (1.866.598.3938) with all questions regarding hotel and travel reservations.

Note: We strongly recommend that you don't book travel until you receive this confirmation email.

For St. Paul, MN and La Crosse, WI training ONLY: If you stay at our preferred hotel, you'll receive transportation to and from class, evenings out and back to the airport.

How do I un-enroll from a course?

1. From your TEC home page, click on the course name.
2. From the action section, click Un-enroll.

Note: If the un-enroll button is grayed out, email traneuniversity@trane.com

Can I make a swap to the roster?

Yes. How?

Email traneuniversity@trane.com Note: If there's a waiting list for the course and you un-enroll your technician so that you can register someone else, you will lose your spot in the class.

How do I know if I completed a course?

1. From your TEC home page, select the My Learning drop down and click on My Learning History
2. Locate the course and check for a "Completed" status or a Certificate button

How do I print a certificate for a completed course?

1. If the certification is available for printing, from your TEC home page, Click on My Learning > My Learning History.
2. Locate the course and click the Certificate button.

Do you offer any discounts or promotions?

Yes

1. When you register more than 60 days prior to the start date of a course, you get 10% off the tuition.
2. If you're planning to send multiple people to training, we have 3 package programs that could give you up to a 40% discount. For more information, email traneuniversity@trane.com.

Where can I find pre-requisites or pre-work information for a course?

1. From your TEC home page, click on the Course Name.
2. Prerequisites are found on the find right side of the course enrollment page
3. If it lists eLearning modules, go back to your TEC home page and type the module course name key words into the search field and click Search, then Enroll.

What is a Learning Path?

A list of courses, learning objects or events that need to be completed within a specific time frame, (for example: a target completion date is created). You can create one (1) personal development Learning Path each year. You may also be enrolled in TEC Administrator created Learning Paths based on career, function or role requirements.

What's your cancellation policy?

You may cancel a registration up to 14 days before the course start date without penalty. Any cancellation made after that is subject to full tuition cost (student substitutions are allowed). If you do not cancel and do not come to class, you are considered a no-show. All no-show participants will be charged full tuition (including Trane Employees).

Trane University reserves the right to cancel any class. We will notify you of class cancellation on or before 14 days prior to the class start date. We are not responsible for any travel costs related to a class cancellation.



Trane – by Trane Technologies (NYSE: TT), a global climate innovator – creates comfortable, energy efficient indoor environments through a broad portfolio of heating, ventilating and air conditioning systems and control services, parts and supply. For more information, please visit trane.com or tranetechnologies.com.

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