

Training Registration, Certifications and VERIFire Tools Licensing

Important Changes Impacting All Technicians

NOTIFIER is transforming its training and license management into digital platforms. Engineered Systems Distributors (ESDs) have been requesting more control, access and simplified registration of technicians and software tool licensing. These three important changes will impact all technicians – New and Existing.

Self-Serve License Management through Connected Life Safety Services (CLSS)

- All VERIFire Tools licenses will be managed through online Connected Life Safety Services (CLSS) portal effective immediately. A minimum of one designated employee per ESD company will have administrative access over all technician licenses.
- **New Technicians** - Effective immediately: new technicians are required to have a CLSS Basic Technician or greater Subscription prior to attending training NOTIFIER training.
- **Existing Technicians** - Effective immediately: existing technician licenses renewals will be completed through the CLSS portal.

Don't have a Connected Life Safety Services (CLSS) account? Refer to section 4 of the included **"Honeywell/NOTIFIER Technician Training Certification and Programming Tool Licensing Guide"** at the end of this marketing announcement.

Training Schedule and Registrations now through My Honeywell Buildings University (MYHBU)

New online portal, MYHBU will allow ESDs to:

- Register for factory trainings
- Take on-demand learning through our new Certification Maintenance Program
- Maintain NOTIFIER factory training certification

To create a log-in for *My Honeywell Buildings University*, Refer to section 3 of the attached **"Honeywell/NOTIFIER Technician Training Certification and Programming Tool Licensing Guide"**. Training Questions? Contact us at MyHoneywellBuildingsUniversity@honeywell.com

License Recertification Program

- Effective January 1, the current Web Enhanced Online Recertification will be replaced with a new continuing education training model
- 4 hours of on-demand learning through MY Honeywell Buildings University and an online exam which must be successfully completed annually to maintain license

For more detailed information, please refer to the attached **"Honeywell/NOTIFIER Technician Training Certification and Programming Tool Licensing Guide"** in this marketing announcement (*starting next page*)

Honeywell/NOTIFIER Technician Training Certification and Programming Tool Licensing Guide

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1. Why Honeywell is investing in a new training certification and programming tools licensing platform.

NOTIFIER and Honeywell consider our network of Engineered Systems Distributors (ESDs) and your factory training technicians as its biggest source of competitive differentiation. Based on feedback from our partners, we want you to run efficient as possible, protect your investment for training and ensure they continue to be educated on NOTIFIER products.

As it relates to training and continuing education of the technicians employed by NOTIFIER ESDs, we are trying to solve for following problem statements you have shared with us:

- **Ensure only trained technicians working at authorized distributors can upload/download panel programs/databases.** There are several instances where the current process falls short:
 - Ability for Honeywell/NOTIFIER to detect hackers selling these capabilities in open market
 - Ability for our ESDs to switch off access to technicians that are no longer employed
 - Ability for our ESDs to ensure that authorized access is not shared by their employees to others
- **Technician competency and training upkeep.** Today our ESDs have minimal visibility into their technician's competency progression. Are they getting more efficient in doing their jobs? Are they less reliant on tech support to answer their basic questions?
- **Improve cash flow management, versus one large bill every 2-5 years for training costs.** Today's training renewals are transacted via taking "update training" every 2-5 yrs. creating lumpy cash outlays as well as possible waste if a technician leaves in the middle of that period
- **Reduce technicians time away from the field.** Take advantage of as many online selfservice and instructor led courses as possible, so our ESDs reduce time away from field and reduce per travel expenses.
- **Fast online management of renewals.** Today different processes are deployed for license renewals. Some require USB keys, some require emails, some require specialized access codes, but things that are common:
 - No easy way to know who will need renewal when – causing people caught at sites with no access.
 - Lots of manual back and forth to just transact the renewal

2. Training Certification and Software Tools Licensing Overview

NOTIFIER and Honeywell offer a comprehensive training program for technical personnel directly employed by an authorized distributor and sponsored third party/end users.

Technicians who need upload/download capabilities must:

- Complete factory certification accessed through My Honeywell Buildings University (MYHBU)
 - Training is conducted and coordinated through the NOTIFIER Training Department.
 - Only training that is scheduled through the training department qualifies for valid training certificates, and only employees with valid training certificates in the name of the company they are currently employed at, meet the criteria for having been factory trained.
 - Certificates of Factory Training (via MYHBU) are issued in the name of the individual AND the name of the distributor and are not transferable.
- Maintain a Connected Life Safety Services (CLSS) Professional Technician License.
 - Factory certification is maintained by annually completing assigned continuing education credits
 - Successfully passing a related exam (see details in section #2 Certification Maintenance).
 - Paying an annual fee through CLSS Tokens (2040 tokens)

3. Training Registration and Schedules

Training registration is through the new online Learning Management System called **MY Honeywell Buildings University** or **MYHBU** for short.

My Honeywell Buildings University provides one portal to access training for the complete life safety portfolio including Fire Alarm, VESDA, and BDA, just to name a few. MYHBU Key enhancements:

- Self-registration for instructor-led courses
- Renewal reminders that annual certification is due
- A library of on-demand content available anytime, anywhere, on any device
- Access to training certification records and ability to download training certificates
- Access to an expanding library of Honeywell Fire training content from industry experts

How to Register for Classes

1. Register for the MYHBU platform by first logging into the ESD Partner website.
2. Click on the Training tab to find the link to MYHBU.
3. Choose “register” on the MYHBU log-in page, complete registration form and “Submit.”
4. Once logged into MYHBU, click on the “**My Learning**” at the top of the homepage.
5. Then choose “**Class Calendar**” where you can view all available training courses, get course information, and register for your desired class.

Any questions, please contact us at MyHoneywellBuildingsUniversity@honeywell.com

Instructor-Led Training Information

- Seats are limited; applications are processed on a first come, first serve basis.
- Registration cut-off is one week prior to the class start date
- Class times are listed in MYHBU
- Cancellations must be made 10 business days prior to the class start date. After that date, full tuition is invoiced
- Student changes must be made 10 business days prior to the class start date. After that date, we are not able to change the attendee **Virtual Instructor Led Courses:**

Confirmed students will receive a Microsoft Teams invitation via email the business day prior to the schedule class start date. Participation requires the latest version of Programming tool software installed on your laptop. Software can be downloaded from the ESD websites. Reliable internet connection is required, as well as audio and video capabilities. Please have a valid driver license available for identification purposes. Files will be exchanged via email, so you will need access to email as well.

A second monitor connected to your computer is beneficial. This will allow you to be working in programming tool and to follow the instructor on screen. It is not required to have a fire panel at your location for download and testing.

4. Software Tool Licensing

- Software Tool Licenses are now maintained through the CLSS online portal.
- Licenses are linked directly to MYHBU training certification based on email addresses.
- If MYHBU training and CLSS Subscription are current, so is the license.
- ESDs will have greater control of technician licenses. ESDs can immediately delete a user when a technician leaves the company.
- Each programming technician is required to have a CLSS Professional Technician subscription or greater. This is included at no charge for all training completed through December 31, 2022. Complimentary CLSS subscriptions will expire when the most recent training expires.
- Beginning January 1, 2023 new technician instructor led training will include a 1-year CLSS Professional Technician subscription. When the complementary subscription expires, there will be an annual renewal fee of 2040 tokens and includes the Certification Maintenance program. All existing licenses must be migrated to this new model.

Steps to set up Connected Life Safety Services (CLSS) account:

1. Identify an account administrator in your organization. If your company is already using CLSS Site Manager skip to step 3.
2. Have the administrator go to: <https://www.fire.honeywell.com/#/home> Click on “request access”. Follow directions (3 steps). Electronically sign the CLSS framework agreement and upload it. You will receive 2 confirmation emails once complete.
3. Add each Programming Tool user as an employee with a CLSS Basic Technician license. Email address must match address used for MYHBU training registration. CLSS login credentials will be immediately issued via email.
4. Technician logs into CLSS and updates password.
<https://www.fire.honeywell.com/#/home>

The training module link below will assist in the process of adding technicians:

https://clsscustomertrainingus.blob.core.windows.net/manage-users/story_html5.html

To learn more about different types of CLSS licenses, please visit the following link:

https://clsscustomertrainingus.blob.core.windows.net/manage-licences/story_html5.html

If you have issues during this process, please reach out the CLSS Customer Support Team @ CLARsupport@Honeywell.com

5. Certification Maintenance Program

The Certification Maintenance Program simplifies factory recertification on Honeywell Fire Alarm systems.

Each technician that has a Software Tool License (VERIFire) is required to participate in the Certification Maintenance Program. The program provides 4 hours of on-demand learning and an online exam which must be successfully completed annually. Certification maintenance is included with a CLSS Professional Technician subscription. The CLSS Professional Technician subscription fee is 2040 Tokens annually.

- 2 hours – Required content directly related to the specific brand fire alarm panel updates and enhancements.

- 2 hours - Choose from a variety of elective learning covering related products.

Professional Development Hours are issued that can be used for many other requirements including NICET continuing education.

Technicians must complete the online examination, with a minimum score of 70% to be eligible to maintain certification. Two chances are provided to pass the exam successfully.

Anyone who fails after the second attempt will be required to attend and pass the core Instructor-Led Training (Live or Virtual) Course to achieve recertification.

6. End User/Third Party Training

End user training is the responsibility of the ESD. These third parties can attend training sessions if approved and sponsored by that ESD. The approved end user signs up for training through MYHBU. An employee of the sponsoring ESD must be present during all instructor led training sessions.

The ESD is responsible for all end-user support, including technical support to the end user they sponsor. Tuition fees apply to both end users and ESD personnel in attendance. After the completion of training, end users receive an Acknowledgement of Attendance, not a Certificate of Factory Training.

7. FAQs – Frequently Asked Questions

What will happen if I don't create Connected Life Safety System (CLSS) user account?

You will not be able to use the latest version of Programming Tools and you will not be able to program the latest line of Fire alarm panels. Licenses will not be renewed on the existing model.

By signing up for CLSS user account, do I have to use test and inspect?

No – Registering an account gets your technicians on the Connected Life Safety System (CLSS). This online portal is used for various applications including test and inspect but not required to be used when signing up. The most common use for CLSS platform will be for managing technician licenses.

The CLSS website asks for a license number when adding a Technician. Where do I find this?

The license number field is where you would enter the technician's state license number. This will show up on reports generated by CLSS. This field is not used for product licensing.

How do I renew my programming license?

Your license will be automatically updated based on training status and CLSS user status. No manual intervention should be required.

Will my business need to buy CLSS tokens?

Yes - To cover CLSS Professional Technician subscription fee for technicians, your business will need to purchase CLSS tokens. Carrying a balance of CLSS tokens in your account will be preferred to ensure licenses are renewed.

How do I disable a user?

A technician license can be deactivated by having your CLSS administrator disable the user in CLSS. This will be deactivated the next time the technician uses the login on the tool. This can take up to 30 days.

What will happen to my existing programming license?

You can continue to use your existing license until you need access to the newer version of the Tools. Once the existing access expires, it will not be renewed through the legacy process. To make it easier we are transferring your access privileges to CLSS automatically

What does "6 days left" mean?

CLSS downloads an encrypted key which is valid for 7, or 30 days. The encrypted key is automatically renewed every time you login to the tool on an internet connect PC. You must login while connected to the internet once every 7 or 30 days. This must only be done for upload/download capabilities; no other functionalities are affected.

Who can attend training?

Employees of authorized distributors (ESDs) can attend training. End Users can also attend training when their attendance is approved in advance and they are sponsored by an authorized ESD. That non-employee must be accompanied to face to face training class by at least one employee of the sponsoring ESD.

Can End Users attend training?

Yes, end users can attend training and subject to Acknowledgement of Attendance, meeting the same minimum standards as distributor technician. This acknowledgement does not establish a basis for a relationship with or alter any terms and conditions governing the sale of products to the individual or entity being issued that acknowledgement.

What does the training cost?

Current tuition costs are listed on the MYHBU Learning Management System.

Is tuition refundable?

Registration can be cancelled or transferred up to 10 business days before the scheduled start date of a class.

Are personal computers/laptops required?

Yes, students must have a Windows-based laptop. Please consult your registration for specific details.

Do we get software in the class?

Software is not distributed during the class. CLSS Basic Technician License must be created in advance and all programming software must be installed and working on the laptop before training starts. It must be the latest released version available in the Downloads section of the ESD Partner website.

When will the online content for continuing education be available on My Honeywell Buildings University?

The content for technicians will be available on January 1, 2023.

Why does a technician need to take an annual exam?

The updated licensing model ensures more frequent validation of technician competency and skills with NOTIFIER products. As we develop our product line, we want technicians trained to support new products.

How often will the content be updated?

New content will be added on a continuous basis. Outdated content will be refreshed or retired.

What if a technician’s certification expires prior to January 1, 2023? Follow the existing process –for Web Enhanced Recertification.

What if a technician was not scheduled to be recertified until 2023 (or some other future date)?

A complimentary Professional Technician License is provided through current certification duration. The technician can still take advantage of the online content but will not be required to take CPD courses or exam until current training expires. When the certification expires the Technician is required to recertify on an annual basis.

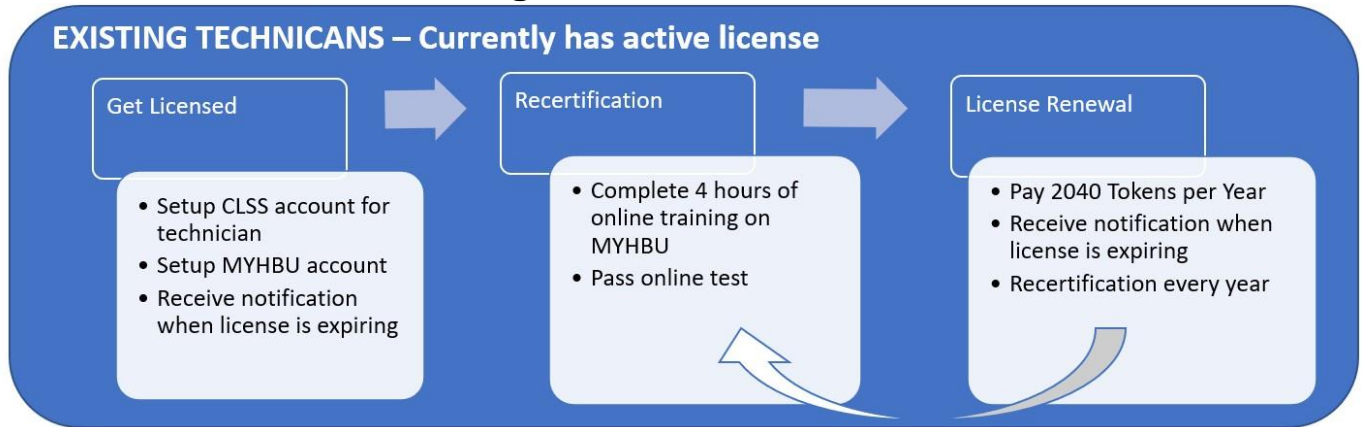
Will NOTIFIER provide a temporary license to technicians who fail certification but require a license?

No – Require technicians to have passing grade to receive certification.

Will I receive a certificate for completing the on-demand content to prove I have earned my CE/PDH hours?

Yes

8. Certification & Licensing Flow Chart



NEW TECHNICIANS – Does not have active license

