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With the launch of the Hollander OTC Portal, a new online training center portal, Hollander provides clients greater control over their services. The portal contains easy to use support and training resources.

Hollander OTC Portal Overview

The client portal provides access to Hollander's online training curriculum and allows users to build personal training plans. Clients can now easily track their progress through their training curriculum. In addition, the portal includes an extensive document library.

Within the portal, clients will have access to a knowledge base with solutions to common support questions and issues. The knowledge base displays the most popular articles and includes an advanced search tool to locate answers to your support questions.

Support requests can be submitted directly through the 'Contact Us' option. Select a 'Type of Request' from the dropdown list, fill out the form, and then click Submit.

The Hollander OTC Portal presents an intuitive user interface and cross-browser compatibility. The portal features responsive design, so it can be accessed from desktops, laptops, tablets, and mobile devices.

Getting Started

Hollander OTC Portal Account Users

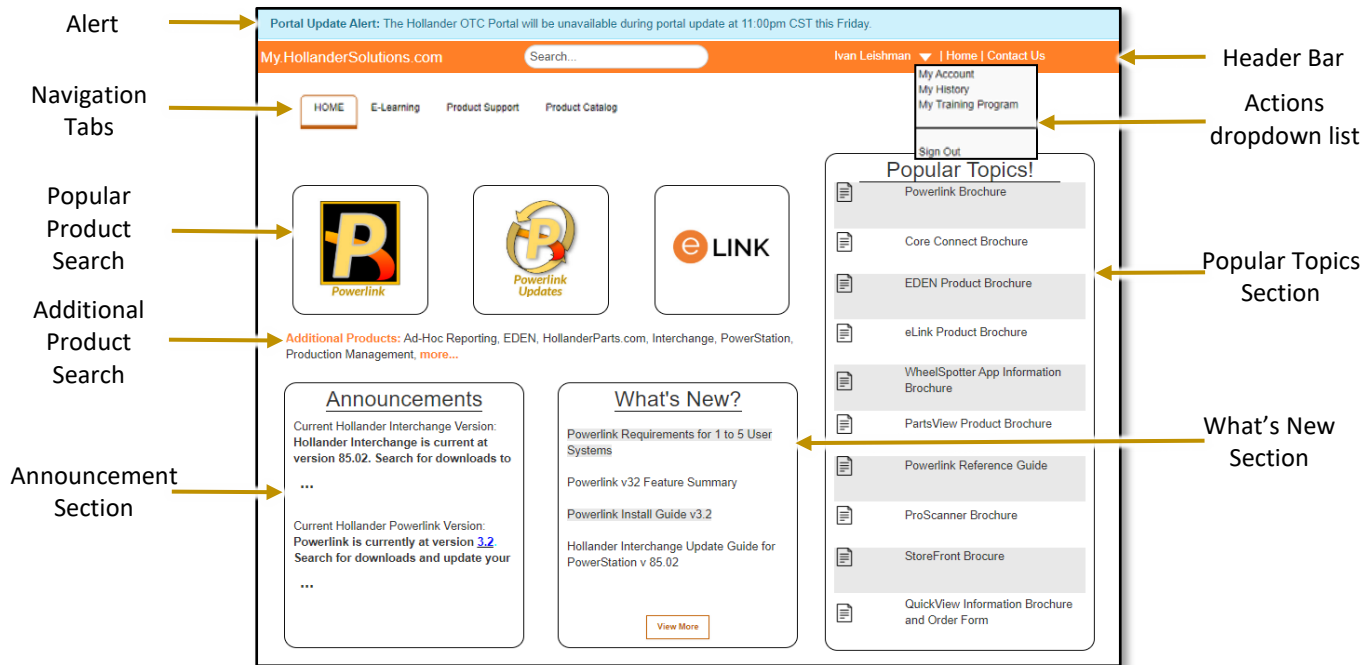
1. Open an internet browser and then navigate to **my.hollandersolutions.com**.
2. Click **Login** and then sign in using your Hollander Portal credentials.
 - If you have forgotten your login password, then do the following:
 - Click **Login** and then click **Forgot Password**.
 - Fill out the **User Name** field, the **Text Verification** field, and then click **Send New Password**.
 - Instructions to reset your password will be emailed to the email associated with your account.
3. Start using the **Hollander OTC Portal**.

Users without an account to the Hollander OTC Portal

1. Open your internet browser and then navigate to **my.hollandersolutions.com**.
2. Click **Login** and then click **Create Account**.
3. Fill out the **Account Request** form, the **Text Verification** field, and then click **Save**.
4. An email will be sent when your account has been activated (usually within 24 hours of submission).

Navigating the Hollander OTC Portal

The Hollander OTC Portal landing page or HOME page, consists of eight different sections. The user must be signed in to access the Navigation tabs and What's New.



Alert Bar: This bar will show any urgent messages related to the portal or content. The message will be found in the Announcement section when the user is not logged in.

Header Bar: This area contains the **Landing** page (My.HollanderSolutions.com) link, the **Login** link, and the **Contact Us** link. When the user has logged in, additional features are added to the **Header Bar**; The **Search** field, the full **User Name**, and the **HOME** button. The **Action** dropdown list (My Account, My History, My Training Program, and Sign Out) also becomes available by clicking on the down arrow next to the User Name.

Popular Product Search: This section contains the three most popular product searches. The user simply click on the appropriate button to initiate a global search for documents, e-learning and downloads associated with the chosen product. Some documents, videos, and downloads will require the user to log in.

Additional Product Search: This section contains links for additional product global searches. Some documents, videos, and downloads will require the user to log in.

Announcement section: This section contains information that we feel is urgent for you to know. Some announcements may contain links to important documents or downloads. The information in this section is available whether on not the user is logged in. Links may require the user to log in.

What's New: This section contains documents that reflect the newest in product information, feature summaries, and installation guides. This section is only available to users that have logged in to the portal.

Popular Topics: This section contains links to the most popular documents and videos so that user can quickly navigate to the needed recourses. Some documents and videos may require the user to log in.

Navigation Tabs:

- **HOME** – The **HOME** tab features the top three product search options as buttons and **Additional Products** search options. The **Announcement** section has been created to focus on the latest Hollander news and announcements that we feel you should know immediately. A **What's New?** section has been added to feature the newest released notes, documents, and features for all of our products. You must be logged in to access documents from the What's New section. Finally, a **Popular Topics** section has been created to allow quick access to our most popular documents and videos.
- **E-Learning** – The **E-Learning** tab contains a searchable list of available curricula. Search parameters include searching by Product, selecting the Sort order, and a Search tool that allows users to quickly find documents by title or description keywords. Currently the Select UserGroup filter does not provide any additional search options. On this page you can create a customized plan using the **My Training Plan**. You can track course status, provide feedback, view training history, and register for upcoming live virtual training.
- **Product Support** – The **Product Support** tab opens a document library that is a comprehensive collection of Hollander product documentation. Documents can be filtered by **Product** and **Document type**. The **Product Support Search** tool allows users to quickly find documents by title or description keywords. Currently the Select UserGroup filter does not provide any additional search options. The **Document History** section shows the most recently viewed documents, while the **Most Used Documents** section shows a list of the most popular documents.
- **Product Catalog** – The **Product Catalog** tab contains an alphabetized list of all Hollander products. Clicking on a product redirects you to a sortable global results page containing all related documents. A search tool is provided to allow users to quickly find documents by title or description keywords.

E-Learning Page Overview

The E-Learning page includes a list of all curricula available to the logged in user. The columns of the curriculum table include the CBT title, description, and status (Incomplete/Complete) for each curriculum/course offering.

Available CBT Curriculum	Description	UserGroups	Status
<input type="checkbox"/> Powerlink Reporting			Completed
<input type="checkbox"/> Powerlink Printing			Completed
<input type="checkbox"/> Powerlink Third Party Training	These videos demonstrate how to work with Third Party Parts		Completed
<input type="checkbox"/> Powerlink Printing Statements			Completed
<input type="checkbox"/> Powerlink Inventory Training	Inventory Training Unit 1 and 2		Incomplete
<input type="checkbox"/> Powerlink Bookkeeping Training	This curriculum provides training on the Powerlink Bookkeeping functions.		Completed

Use the following steps to find the curriculum topic you wish to take:

1. Log in using your Hollander Portal credentials and then click on the E-Learning tab.
2. Select an option from the **Product** filter dropdown list, select a sort option from the **Sort** dropdown list, type in a key word or phrase in the **Search** field (if needed), and then click the magnifying glass icon.

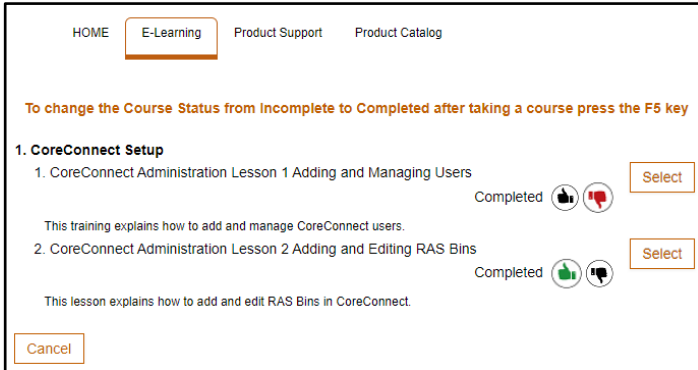
A list will appear based on the filter and sort order selected and the search parameters used.

3. To navigate to additional pages, click on a **Page Number** below the curriculum table, or click on **Next** or **Previous**. You can also view the entire curriculum list by clicking on **View All**.

You can select a check box for a curriculum topic and then click **Add to My Training Plan** to add the topic to your training plan.

Use the following steps to access course topics:

1. Click on a training curriculum topic to expand it and then click on the **Select** button for the desired course to start it.
2. Upon completion of the course, refresh the page (F5) to see the feedback options.



3. Click on the appropriate feedback thumb and then click **Submit** or **Give more feedback**.
4. Click **Cancel** to return to the **Curriculum** page.
5. To take a course from your **My Training Plan**, click on the desired curriculum topic in the **My Training Plan** section and then click on the **Select** button for the desired course to start it.
6. Upon completion of the course, refresh the page (F5) and provide feedback.
7. To retake a curriculum topic that has been completed, click on it from the **History** section, and complete it as directed in the previous steps.

Users can create personalized training plans by adding curriculum topics to 'My Training Plan'. Under the My Training Plan section, users can view selected curriculum and track their progress.

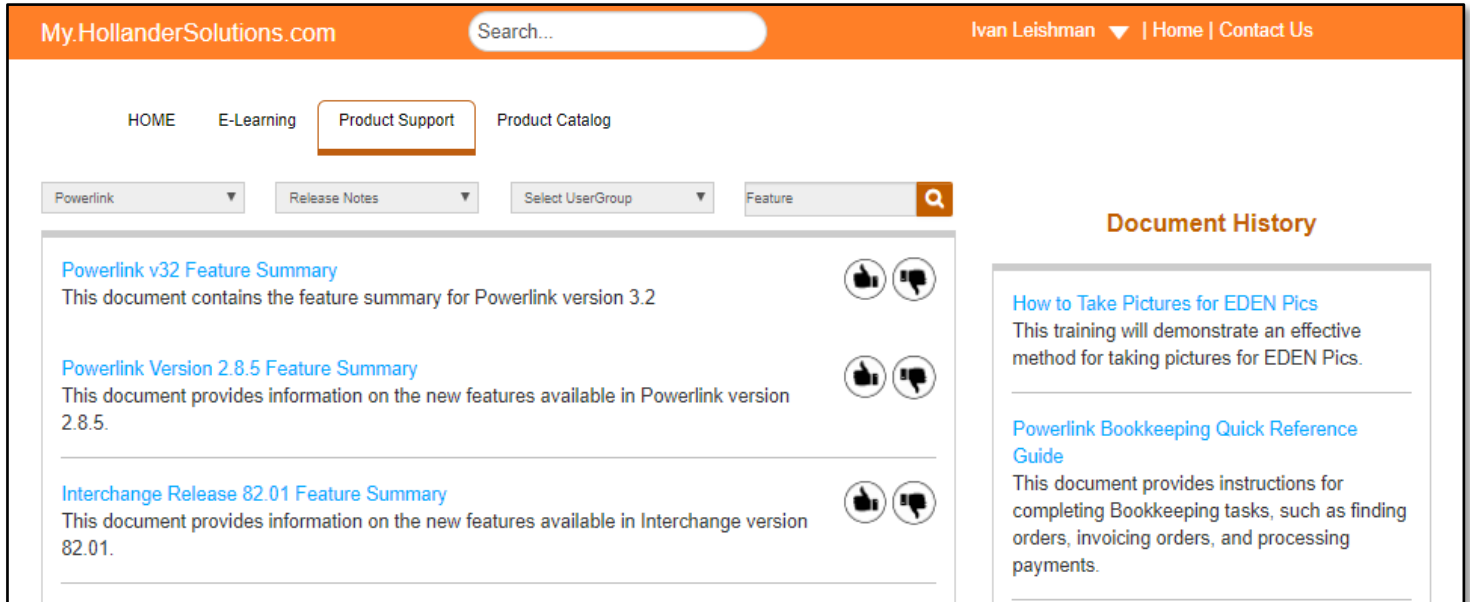
You can navigate directly to you 'My Training Plan' from the down arrow to the right of the User Name on the Page Header.

Upcoming virtual courses are listed on the E-Learning page. Registration is fast and easy. Upon registering, for a virtual training an email is sent to the address associated with the user.

Track and review completed trainings in the History section of the Training page. When a curriculum is completed, it is displayed under the History section.

Product Support Overview

The **Product Support** tab opens a documents library that is a comprehensive collection of Hollander product documentation. Documents can be filtered by **Product** and **Document type**. The **Product Support Search** tool allows users to quickly find documents by title or description keywords. Currently the Select UserGroup filter does not provide any additional search options. The **Document History** section shows the most recently viewed documents, while the **Most Used Documents** section shows a list of the most popular documents.



Access the Product Support pages.

1. Log in to the **Hollander OTC Portal** using your Hollander credentials.
2. Click on the **Product Support** tab.
3. Select an option from the **Product** filter dropdown list, select an option from the **Product Type** dropdown list, type in a key word or phrase in the **Search** field (if needed), and then click the magnifying glass icon.
4. To navigate to additional pages, click on a **Page** number below the curriculum table, or click on **Next** or **Previous**. You can also view the entire curriculum list by clicking on **View All**.

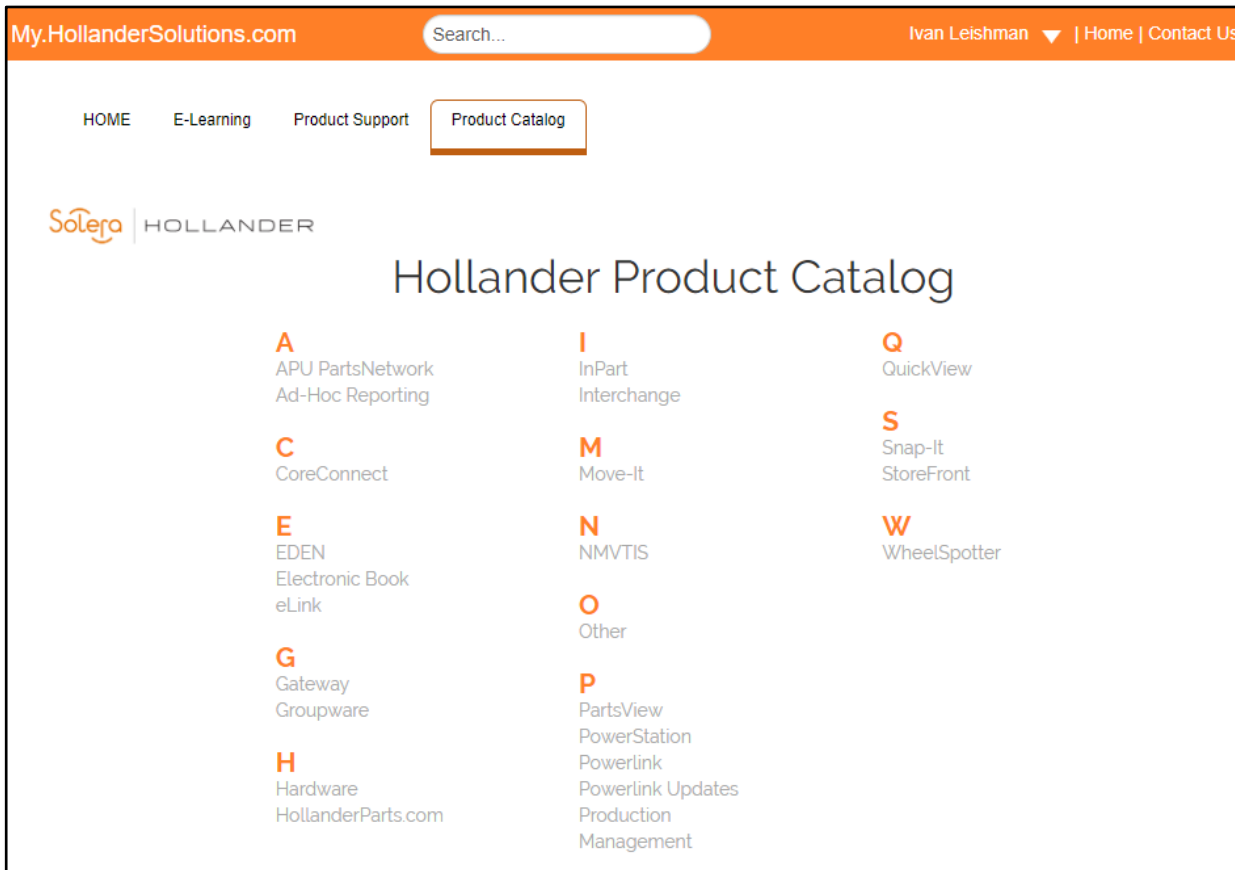
A list will appear based on the filters selected and the search parameters used. The list is sorted by modified and creation date of the documents.

Product Catalog Overview

The **Product Catalog** tab contains an alphabetized list of all Hollander products. Clicking on a product redirects you to a sortable global results page containing all related documents. A search tool is provided to allow users to quickly find documents by keywords based on the title or description.

Access Product documentation through the Product Catalog.

1. Log in to the **Hollander OTC Portal** using your Hollander credentials.
2. Click on the **Product Catalog** tab.



You will be redirected to a Global Results page containing all related DOCUMENTS, E-LEARNING, and DOWNLOADS.

3. Click on a product name and then select a sort order from the **Sort** dropdown list.
On the Global Results page, each section heading indicates item type and how many items were found.
4. To view all of the items in a section, click on **View All Results** and then use the navigations buttons at the bottom of the page to view any additional pages.
5. Click on an item to view it.
6. Click on the Home tab to return to the **Home Landing** page,
You can also click on the Home button or the My.HollanderSolutions.com link on the header to return to the Home Landing page at any time.