



**Partner eLearning Center
A User Guide for Partners**

Revised: October 2007

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ACCESSING THE SYSTEM

MAX USERS (North America, LTAM, EMEA and APAC):

As a member of McAfee SecurityAlliance, your login for MAX is all you need to access our online training and certification resources. Please note that access via MAX must be granted by your channel account manager. Please contact them directly if you do not have access, or call the regional **Global Hotlines** at:

MAX Partner Hotline Support (Americas):

Toll Free Phone Number: 888-511-8301 (Press Option 4)

Hours of Operation: 7am to 7pm CST

MAX Partner Hotline Support (Europe, Middle East, Africa):

Hours of Operations: 8am - 5pm Greenwich Mean Time / 9am - 6pm Central Europe Time

Austria, Belgium, Denmark, Finland, France, Germany, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain, Switzerland & UK	00800 1225 5624
Greece	00800 3122 1287
Hungary	0680 01 5021
Ireland	1 800 552 171
Poland	00800 311 1314
South Africa	0800 995 054
Sweden	020 52 28 27
Turkey	00800 3192 9147

Select Option 4 (Partner Portal)

For all other countries please call +31 20 586 3800, select your local language followed by option 2 for Corporate Customers and select option 4 for Partner Portal.

ACCESSING THE SYSTEM (Continued)

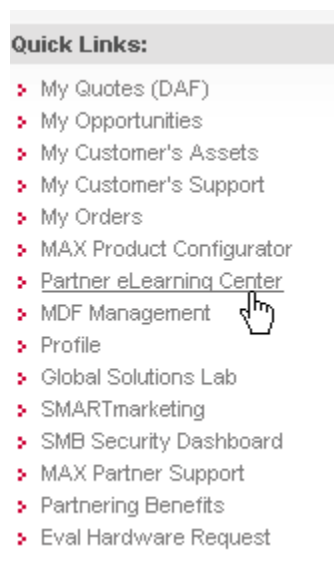
MAX USERS (North America, LTAM, EMEA and APAC):

To access the Partner eLearning Center please go to the McAfee SecurityAlliance eXchange (MAX) Partner portal at: <http://www.mcafee.com/us/>.

Select Partners, then select MAX login.



After completing MAX login, students will see a link to the Partner eLearning Center on the left navigation under Quick Links.



ACCESSING THE SYSTEM (Continued)

Upon clicking the Partner eLearning Center Quick Link the partner student will then be taken directly to their personal profile page (see Page 7).

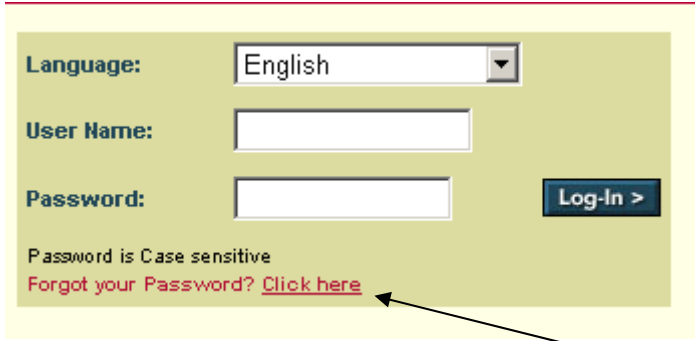
NOTE: Partners who have difficulty with their MAX Partner portal login, or if the Partner eLearning Center Quick Link is not visible upon login, should contact the appropriate regional Global Hotline referenced on Page 3 or their channel account manager.

Similarly, if a partner is asked for a secondary login upon clicking the Partner eLearning Center Quick Link, they should contact their Global Hotline, or channel account manager.

NON-MAX USERS – JAPAN ONLY:

Partners located in Japan who have not yet implemented MAX may access the Partner eLearning Center directly via this URL - <http://mcafee.netexam.com/>

The student should have received their user name and password via email, and should enter that information here. **If they have not been registered yet, they should contact their channel account manager.**



Language: English

User Name:

Password:

Password is Case sensitive
Forgot your Password? [Click here](#)

Re-send Login Information:

If a Student needs to have their Login information resent, click “Forgot your Password” on <http://mcafee.netexam.com/>

Password is automatically sent via email along with student’s user name and link

Student moves to new Reseller:

Courses completed and certifications attained belong to the student. The eLearning Mgr. will move all valid certifications for a student to their new partner company once notified by the channel account manager and/or student. The CAM/student should notify the eLearning Mgr. at: elearningmanager@mcafee.com once a student has moved to a new Partner company.

ACCESSING THE SYSTEM (Continued)

Student Profile:

First time users of the Partner eLearning Center must complete a student profile. To complete the student profile, all fields must be completed and the terms and conditions must be accepted.

Students may now select the language they would like to see while navigating through the eLearning site. **NOTE:** This does not include courses. A student may change the preferred course language by going to the Select My Training page (See page 8 for more detail).

Students may also select the desired email reminder option from the profile page:

- Course Reminder: 60 days before expiration, 10 days before expiration, or Never
- Certification Reminder: 60 days before expiration, 10 days before expiration, or Never
- Certification Maintenance: Always or Never

NOTE: MAX Users will not be able to view the eLearning Password field.

Language:

Time Zone:

Select the Reminder Email options you will use when you visit this s

Receive Course Reminder Email: Days before Expiration

Receive Certification Reminder Email: Days before Certification Ex

Receive Certification Maintenance Email: Days before Expiration

Enter and then confirm the password you will use when you visit th characters long.

Password:

Confirm Password:

Terms and Conditions:

McAfee Statement of Privacy::

At McAfee, and our Affiliates, we recognize 1 growth of the Internet as a part of everyday and management solutions, we understand you take advantage of the Internet. That's w

What data is collected?
User name, business email, partner name courses and the results of any assessmer

What will it be used for?
We use your personal information for the fc

I accept the above Terms and Conditions:

CERTIFICATION ENROLLMENT

Policy:

Student must complete selected certifications within 90 days of enrollment – certifications and courses will expire after 90 days.

From the homepage - <http://mcafee.netexam.com/welcomepage.asp> - the student should click the Select My Training link:



Students will be presented with all available certifications, including Sales, Technical and MAX.

Sales Certifications		Technical Certifications		Solution Services		MAX Certifications		Independent Courses	
Certifications	Expand All	Collapse All	Language	Prerequisites	Details	Enroll/Duration			
⊕ Sales Advocate				Complete		<input type="checkbox"/>			
⊕ Sales Expert: Compliance Management				Incomplete		<input type="checkbox"/>			
⊕ Sales Expert: Network Threat Protection				Complete		<input type="checkbox"/>			
⊕ Sales Expert: System Threat Protection				Incomplete		<input type="checkbox"/>			
⊕ Sales Professional: Data Loss Prevention				Complete		<input type="checkbox"/>			
⊕ Sales Professional: Network Access Control				Complete		<input type="checkbox"/>			
⊕ Sales Professional: Network Intrusion Prevention				Complete		<input type="checkbox"/>			
⊕ Sales Professional: System Security				Complete		<input type="checkbox"/>			
⊕ Sales Professional: Vulnerability Management				Complete		<input type="checkbox"/>			

CERTIFICATION ENROLLMENT (continued)

Certification Details/Prerequisites:

If there is a prerequisite course that must be taken **BEFORE** a student can enroll in a certain certification, the enrollment box for that certification will be in **GRAY** (the student will not be able to enroll until the required prerequisite is completed).

Certifications	Expand All	Collapse All	Language	Prerequisites	Details	Enroll/Duration
<input type="checkbox"/> Sales Expert: Compliance Management				Incomplete		<input type="checkbox"/>
elective	Selling McAfee Total Protection Solutions (ES-100.02)		English	Complete		110 Minutes
elective	Selling Network Security Solutions (ES-200 EN)		English	Complete		65 Minutes

Click on the red Details icon on the certification level (see above), then the Prerequisite tab for more information.

Certification Details		DESCRIPTION	COURSES	PREREQUISITES
<input type="checkbox"/>	Sales Professional: Data Loss Prevention			Incomplete
<input type="checkbox"/>	Sales Professional: Network Access Control			Complete
<input type="checkbox"/>	Sales Professional: Vulnerability Management			Incomplete

NOTE: If the Prerequisites column status is 'Complete' on the Select My Training page, this means NO prerequisite certifications or courses are required to be completed before the student can enroll in that certification.

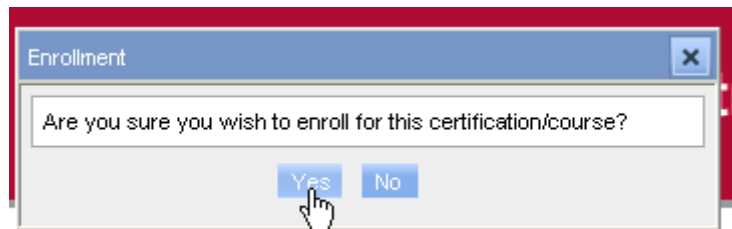
Certifications	Expand All	Collapse All	Language	Prerequisites	Details	Enroll/Duration
<input type="checkbox"/> Technical Professional: Data Loss Prevention				Complete		<input type="checkbox"/>
required	Data Loss Prevention 2.0 Essentials CP (PT-601.01 EN)		English	Complete		
required	Data Loss Prevention 2.0 Intro (PT-601 EN)		English	Complete		20 Minutes

CERTIFICATION ENROLLMENT (continued)

Enrollment Confirmation:

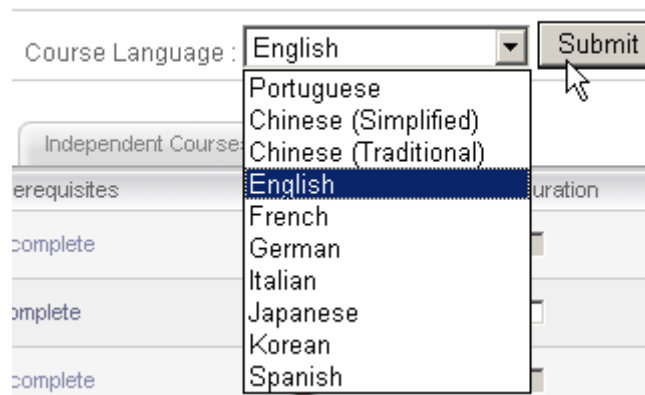
Student enrolls in all desired certifications by selecting the applicable tab where that certification is housed. The Enroll box is then checked next to that certification. Enrollment is confirmed by the pop-up confirmation dialogue box.

Sales Advocate		Complete		
required	McAfee Product Overview (AS-020.01 EN)	English	Complete	45 Minutes
required	Pricing, Licensing and Support Basics (AS-100.03 EN)	English	Complete	45 Minutes
required	Security Market Overview (AS-010.02 EN)	English	Complete	



Course Language:

The student may also select the Language in which they would like to view their certifications and associated courses by clicking on the Course Language drop-down menu. Once the Language is selected, click Submit to save changes.



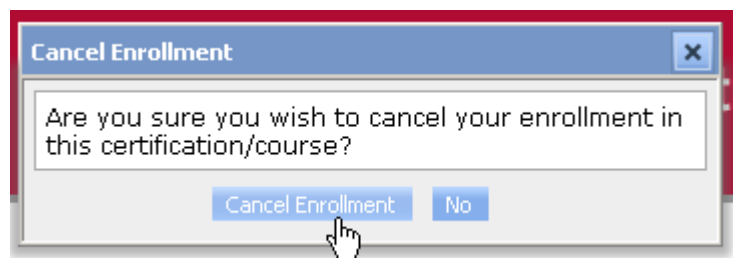
CERTIFICATION ENROLLMENT (continued)

Once enrollment is confirmed, the student will then click on View My Training to begin.



Student My Training page is populated with enrolled certifications.

NOTE: A student may also cancel any certification enrollment from the My Training by removing the check mark from the Enroll box. Once the enrollment check mark has been selected for removal, a pop-up window asking for confirmation of the cancellation will appear. Simply confirm the process by clicking 'Cancel Enrollment'.



90-day timer starts on all enrolled certifications.

All course lesson quizzes are optional under each course within a certification. However, to be Partner certified, each required and/or elective course exam must be complete with a minimum score of 70%.

TAKING A COURSE

Policy:

Student must complete course exam with a score of 70% or above to receive credit towards McAfee Certification.

Sales Professional certification courses can be completed in about an hour. Technical Professional certification courses vary in length and may require from 2 to 6+ hours to complete.

Basic Course Navigation:

Student selects course from Access My Training page and is then linked to the course menu, presented with lessons, quizzes, labs, etc. for selected course:

⊗ Course- McAfee Product Overview (AS-020.01 EN)

The screenshot shows a course menu for 'McAfee Product Overview (AS-020.01 EN)'. It lists three items: Lesson 1: Introduction (with a document icon), Materials: 1. Introduction to McAfee strategy and ePolicy Orchestrator (with a chart icon), and Quiz: Take Lesson Quiz (with a pencil icon). The lesson status is 'Incomplete' and the quiz status is 'Not Taken'. An estimated time of 10 minutes is shown. A status panel on the right contains 'Status Incomplete' with a close button and 'Quiz Score Not Taken'.

Student selects each lesson item to be completed as desired. Lesson quizzes (if available) are optional and for the student's use to assess their understanding and retention of the material.

Virtual Labs:

Students enrolled in a course containing virtual labs will need to follow these steps to access the lesson materials and the labs presented.

Click on course material link

The screenshot shows a course material link for 'MAX for Resellers (MAX 030.4)'. The link is highlighted with a black arrow. To the right of the link, it says 'Incomplete' and '75 Minutes'. There is an information icon (i) next to the time.

Click on the Schedule Lab link

⊗ Course- MAX for Resellers (MAX 030.4)

The screenshot shows a course menu for 'MAX for Resellers (MAX 030.4)'. It lists three items: Lesson 1: Getting Started (with a document icon), Materials: 1. Getting Started (with a chart icon), and Quiz: Take Lesson Quiz (with a pencil icon). The lesson status is 'Incomplete' and the quiz status is 'Not Taken'. An estimated time of 15 minutes is shown. A status panel on the right contains 'Status Incomplete' with a close button and 'Quiz Score Not Taken'. A black arrow points to a 'Schedule Lab' link next to the materials list.

TAKING A COURSE (continued)

Virtual Labs (continued):

Select the appropriate time zone from the drop down menu and click the Select button.

Please Select Time Zone

Central Daylight Time (GMT-05:00) ▼

Select

Confirm your reservation by clicking the Reserve button. You may also have an electronic reminder sent to you.

September 2006						
<						>
Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
1	2	3	4	5	6	7

Central Daylight Time

4:00 PM - 4:10 PM ▼

Would you like to receive a reminder email for your scheduled lab?





Reserve

TAKING A COURSE (continued)

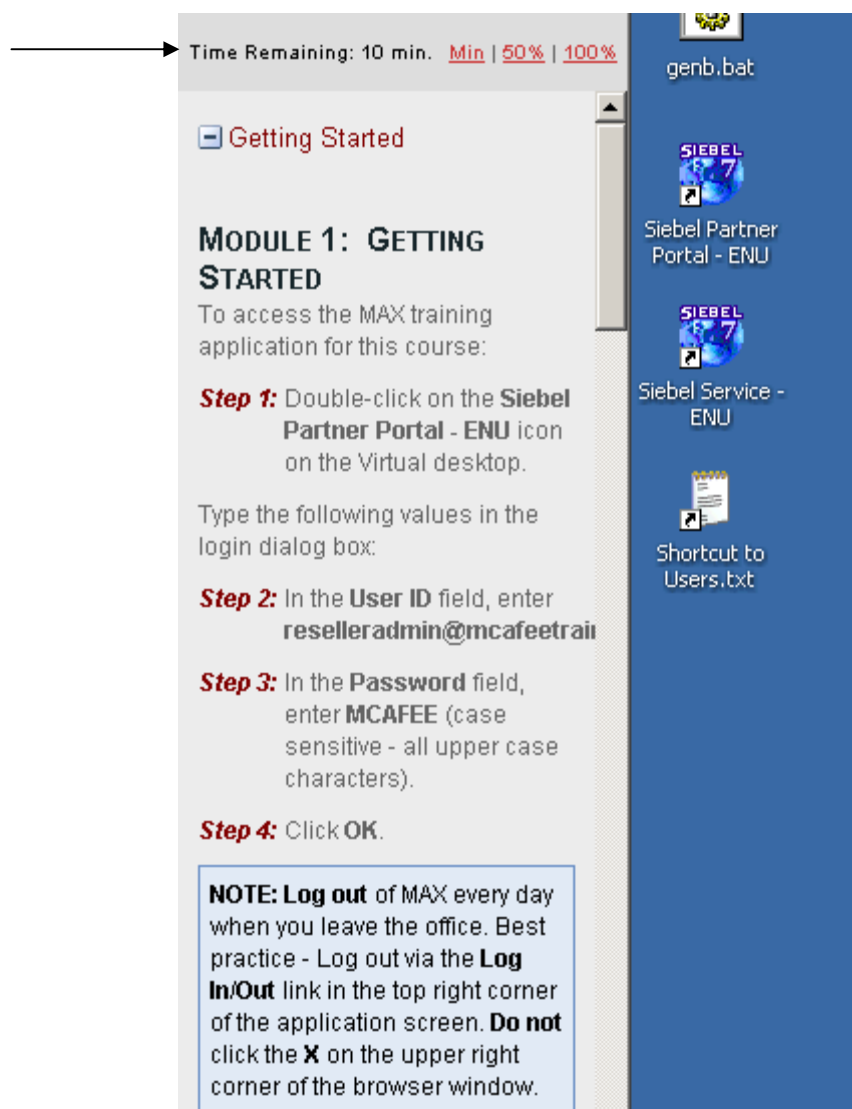
Virtual Labs (continued):

Click on the lesson materials link to access the Virtual Lab

⊗ Course- MAX for Resellers (MAX 030.4)

Lesson 1:	 Getting Started You must complete this lesson by: 1-23-2008	Schedule Lab Est. 15 Minutes	Status Incomplete 
Materials:	 1. Getting Started		Quiz Score Not Taken
Quiz:	 Take Lesson Quiz Status: You have not taken the quiz for this lesson.		

A new window will appear with the Lab content. Follow the instructions on the left navigation bar. **NOTE:** Please note the Time Remaining counter at the top of the screen. If you do not finish the Lab within the allotted time, you will need to reschedule the lab.



Time Remaining: 10 min. [Min](#) | [50%](#) | [100%](#)

Getting Started

MODULE 1: GETTING STARTED

To access the MAX training application for this course:

Step 1: Double-click on the **Siebel Partner Portal - ENU** icon on the Virtual desktop.

Type the following values in the login dialog box:


Step 2: In the **User ID** field, enter **reselleradmin@mcafeetrain**


Step 3: In the **Password** field, enter **MCAFEE** (case sensitive - all upper case characters).


Step 4: Click **OK**.

NOTE: Log out of MAX every day when you leave the office. Best practice - Log out via the **Log In/Out** link in the top right corner of the application screen. **Do not** click the **X** on the upper right corner of the browser window.

genb.bat

 Siebel Partner Portal - ENU

 Siebel Service - ENU

 Shortcut to Users.txt

TAKING A COURSE (Continued)

Virtual Labs (continued):

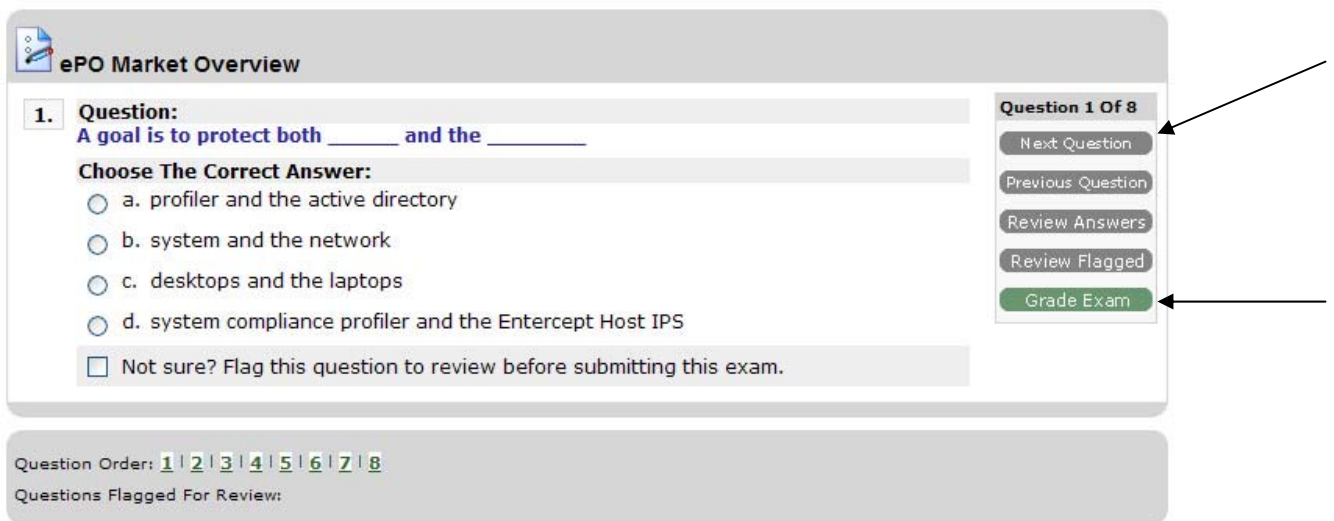
Upon completion of all lab steps and instruction, click on the Close and Exit button to return to the course material page.



Lesson Quizzes

Upon completion of lesson, student closes lesson window and selects "Take Lesson Quiz"

Student must select and respond to each question individually. After responding to the first question, the student can continue the Quiz by clicking on "Next Question". After all questions are answered, student selects green "Grade Exam" button to score/archive quiz results:



TAKING A COURSE (Continued)

Course Exams:

Upon completion of all lessons, student must complete course exam and may re-take as desired. Student may take course exam without reviewing course content if desired.

Exam: **Understanding Data Loss Prevention 2.0 (PS-600.02 EN)**

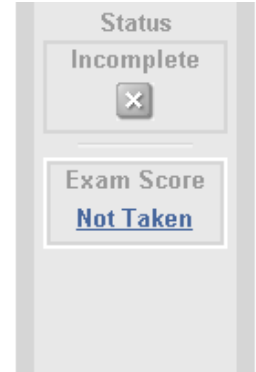
[Take Course Exam](#) ←

Exam Status:

Take Course Survey

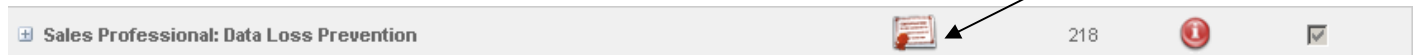
To receive your Course Completion award, you must pass the exam for this course.

To view this file, you must have [Adobe Acrobat](#).



Upon achieving a passing grade on a course exam, a printable PDF Course Completion award is available to the student by selecting the My Results (View My Training) link.

A minimum passing score of 70% or greater must be achieved for each required and/or elective course exam in order to receive a final Certification PDF. Upon completion of all required and/or elective courses/exams, a printable PDF Certification Certificate is available to the student by selecting My Results (View My Training) link.



Student may re-take a passed lesson quiz or course exam. Courses will remain available for review until the next course revision.

Students scoring below 70% may retake entire course or just the course exam for an unlimited number of times by re-enrolling.

EXCEPTIONS TO TAKING A COURSE

Testing Out of a Course and/or Certification:

- Student may take course quizzes/exams
- Note: If a student does not complete a quiz or exam, their results up to the point they exited the system will not be saved and the quiz/exam must be reinitiated
- Lessons, lesson quizzes, labs are all optional - student may proceed directly to the course exam if desired
- If student fails course exam, they may re-take for an unlimited number of times by selecting the “Re-Take Exam” button
- Upon achieving a passing grade on a course exam, a printable PDF notice of completion is available to the student - student may re-take a passed lesson quiz or course exam.

Incomplete Course and/or Certifications:

- For Independent courses or certifications not completed before set expiration date, the Partner eLearning system will automatically mark said course/certification as inaccessible to student, and will re-add to Independent courses or Available Certifications menu
- Student has the option of receiving a course or certification expiration reminder email notification from the Partner eLearning Center by selecting either 60 days or 10 days prior to the expiration date by clicking on My Profile (see page 6 for more information)
- Student must re-enroll from the Independent courses or Available Certifications menu

CERTIFICATION RENEWALS

Policy:

Student certifications are valid for one year from the passing date. Students must take a certification renewal exam on an annual basis.

AVAILABLE CERTIFICATIONS

For a list of all currently available certifications and associated courses, click on the Course Catalog link from the left navigation bar



Each course under a specific certification is visible. Click on course link to see full description of course.

Technical Professional: Data Loss Prevention

Description: IMPORTANT NOTE: You must pass 1 required course in order to become a McAfee Data Loss Prevention Technical Professional.

[Course: Data Loss Prevention 2.0 Essentials CP \(PT-601.01 EN\)](#) ←

[Course: Data Loss Prevention 2.0 Intro \(PT-601 EN\)](#)

Data Loss Prevention 2.0 Essentials CP (PT-601.01 EN)

Description:

The McAfee Data Loss Prevention (DLP) 2.0 Technical Essentials course is intended to the DLP Policy Manager and Global Agent configuration, as well as deploy DLP Agents 1 Definitions and population of the Enterprise Application List within McAfee DLP.

Language Options:

English

Exam:

No lesson quizzes

Course exam required, 70% minimum passing score, 30 randomized questions timed

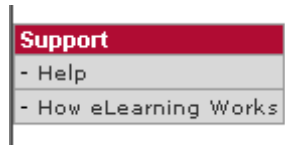
Student has option to download course description in PDF format

→  Download as PDF

[Data Loss Prevention 2.0 Essentials CP \(PT-601.01 EN\)](#)

ELEARNING SUPPORT

For further information regarding how the Partner eLearning Center works or if you need technical assistance while navigating through a course, you may access these links from the Support menu on the left navigation bar of the Partner eLearning Center home page.



For problems with course content or other eLearning Center issues that were not addressed above:

Please contact the eLearning Manager at elearningmanager@mcafee.com. Emails will be responded to during normal business hours (8 a.m. to 5 p.m. CST).