

Sirius XM e-Learning Program FAQs

Updated 10/4/17

Frequently Asked Questions

1. How do I get my free 90-day online trial of SiriusXM?

Once you successfully complete the SiriusXM e-Learning program with a passing grade of 80%, look for an email from us that includes your free 90-day trial credentials to stream SiriusXM. It'll tell you how to start listening on your computer, smartphone, tablet or connected device.

- The email will be sent from siriusxm@siriusxmcommunications.com with the subject line "You've Earned a Free Trial to SiriusXM."
- There may be a short lag between the time you get certified and the time the email is sent. If the email doesn't arrive within 30 minutes of certification, contact elarning@siriusxm.com.
- If you can't locate your email, check your spam or junk mail folder.
- If you have trouble signing in with your username or password, try copying and pasting them from the email directly into the player.

If you have any questions, or lose your login credentials, contact elarning@siriusxm.com.

2. Do I need to download an audio player to my computer in order to listen to SiriusXM online?

No, you can stream over 150 channels, right [in your Internet browser](#)—there's nothing to download or install on your computer. You can also listen on the go with our [free apps for your smartphone, tablet, or home audio system](#). (Subscription sold separately.)

3. Will the free 90-day trial work in my vehicle?

No, the 90-day streaming trial is available only through SiriusXM.com and the SiriusXM mobile application. It will not be available for personal vehicles.

4. Do I need to register in order to participate in the program?

Yes. Participation in the Program is open to all sales, installation and service employees, at least 18 years of age at time of registration, working for automobile dealerships or retail outlets located in the 50 United States and Washington, D.C., which sell Sirius XM-equipped vehicles or aftermarket satellite and streaming receivers and accessories. Registration is required before beginning the Program. To become a registered Participant, access siriusxmelearning.com for automotive dealers or learnsiriusxm.com for retailer/aftermarket employees and follow directions for Participant registration. Registration is free.

5. How do I qualify for a prize drawing?

For our Monthly and Quarterly Prize Drawings, you will receive one (1) entry upon receiving your training certification. You will need to read all articles and answer all questions in order to qualify for your certificate. You will be notified by email if you win, so make sure the information you provide us is correct.

The drawings offered on the website may change at any time and are subject to availability at the time of redemption.

6. Can I win multiple drawings?

Yes. However, users may not win back-to-back drawings. If a winner is selected, and that winner also won the previous month's drawing, a new winner will be selected at random.

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7. How will I know if I win, and when can I expect my prize to arrive?

You'll be notified by email if you win, so make sure the contact information you provide us is correct. Please allow 6-8 weeks for your prize to arrive.

8. Can I establish multiple accounts for myself or my family?

No. Each individual must establish and maintain his or her own account and must be working as a dealership or retail employee. You may only create one account regardless of how many personal email addresses you have.

9. Can I participate in the program on my smartphone or tablet?

Sure. SiriusXM e-Learning can be accessed on iOS and Android devices.

10. Any additional questions?

Contact us. If you don't find the answer to your question on this page, or in our [Terms and Conditions](#), you may email your question to us directly at elarning@siriusxm.com.

TECHNICAL TROUBLESHOOTING

This multimedia course contains video segments and interactive content that is best viewed with the Chrome browser, and we highly recommend that users complete the course while on a Wi-Fi connection, although it is not required.

SiriusXM e-Learning can also be accessed on iOS and Android mobile devices, although it is best viewed on a computer or tablet.

Note: You may need to ask your IT department to unblock the SiriusXM e-Learning site (siriusxmlearning.com) if they currently block external domains.

If you're still having trouble, please send an email to elarning@siriusxm.com.