

SiriusXM e-Learning Program FAQs

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PART I: e-Learning Program Introduction

1. What's the purpose of this e-Learning program?

The e-Learning program is designed to provide all sales, installation and service employees who work for automobile dealerships or retail outlets with a one-stop shop for all the information and knowledge they need to help their customers learn more about SiriusXM and the trial they will receive upon purchase or lease of their vehicle.

2. Will I be rewarded by participating in the e-Learning program?

Yes. Once you successfully **complete the e-Learning Course with a passing grade of 80%**, you will be officially **certified as a SiriusXM Specialist** and **earn a free 90-day streaming trial** which you can use to listen to SiriusXM online, on the app, and at home on connected devices.

PART II: Registration

1. 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 D.C., which sell SiriusXM-equipped vehicles or aftermarket satellite and streaming receivers and accessories. **Registration is required before beginning the program.**

To become a registered participant (learner), access siriusxmlearning.com for automotive dealership sales or learnsiriusxm.com for retailer/aftermarket employees and follow directions for participant registration. Registration is free.

2. What information do I need to provide to complete the registration?

You will need to create your username and password for your e-Learning account, provide your name and email address, and select your dealership/retailer. For dealership sales, you will also choose which automotive brand you are selling in order to complete the registration.

3. Can I establish multiple e-Learning accounts for myself?

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

4. How to search for my dealership/retailer during registration?

Search for Dealership:

When searching for your dealership, please type the keywords of your dealership's name or address or both into the **"Search for Dealership"** box and then click on the **"SEARCH"** button.

Organization
Search for Dealership *

Automotive Brand *

☐ By registering, I am agreeing to the [terms and conditions](#). *

Can't find your dealership? Send an email to elearning@siriusxm.com.

REGISTER **CANCEL**

SEARCH

Dealership Search Example: If your dealership is **Park Motors Inc 9728 N 2nd St Manchesney Park IL 61115**. You can use:

- a. Dealership Name + Address** as search keywords: Park Motors 9728 N;
- b. Street Name** of your dealership as search keywords: 9728 N 2nd St.
- c. Street Name + City/Village/State/Zip Code** as your search keywords: 9728 N 2nd St Manchesney Park IL.

Watch the video [here](#) to see how it works.

Dealership Search Tip: Please always pick the keywords that are unlikely to change in format. For example, if your dealership is AUTONATION CHRYSLER DODGE JEEP RAM 21027 NORTH FWY # IH-45 SPRING TX 77388-5606, you don't want to include "FWY" in the search keywords because "FWY" might be written differently-in this case, it could be "freeway"-in our system.

Search for Retailer:

When searching for your retailer, please type the keywords of your retailer's name or address or both into the **"Search for Retailer"** box and then click on the **"SEARCH"** button.

Organization
Search for Retailer *

If your company is not listed, please choose 'Independent Retailer' under Organization

REGISTER **CANCEL**

SEARCH

* Required Information

5. What should I do if I can't find my dealership/retailer?

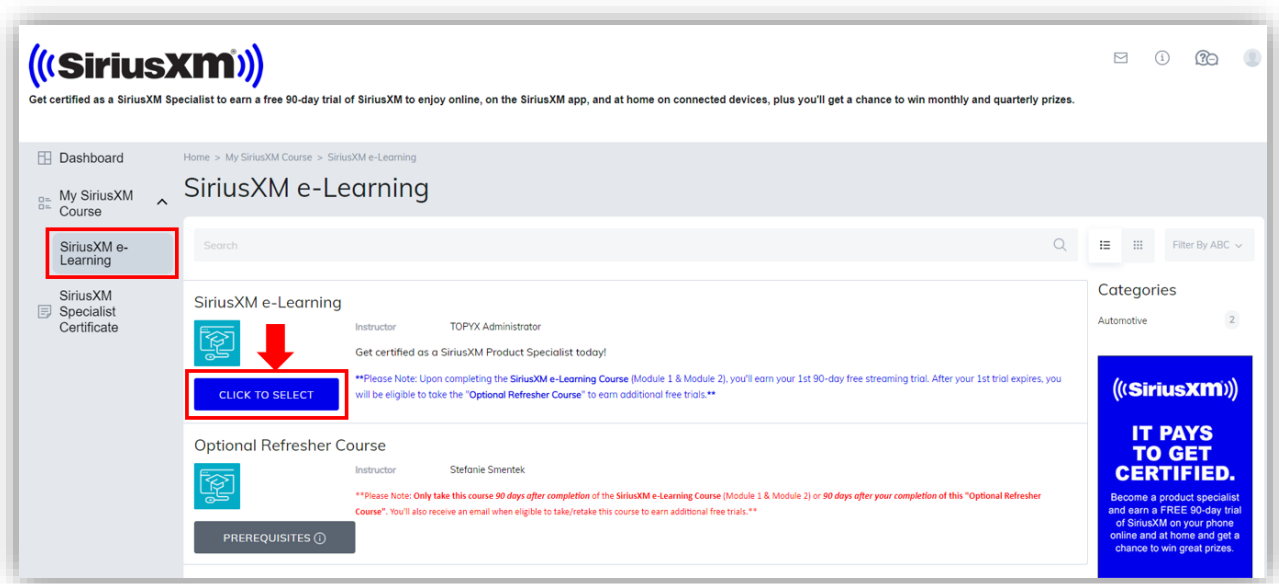
If you can't find your dealership or retailer by searching, please email us at learning@siriusxm.com (**Dealer Participants Inquiry Inbox**) or retail@siriusxm.com (**Retail Participants Inquiry Inbox**) and provide the full name and address of your dealership/retailer so we can add it to our system.

PART III: Courses

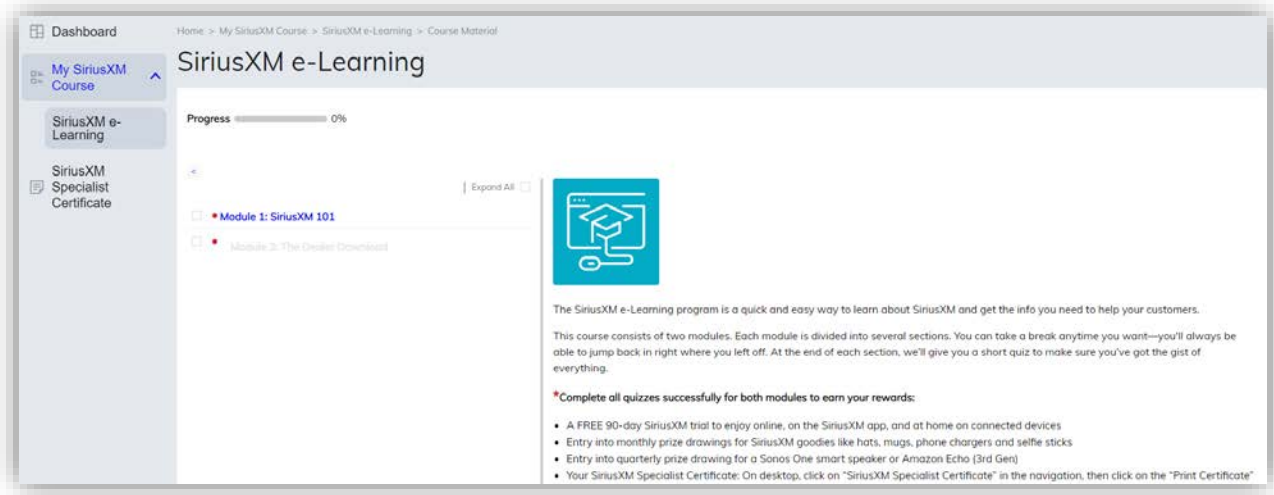
1. Can I take the e-Learning courses on my smartphone or tablet?

Yes. SiriusXM e-Learning website is mobile friendly. You can access it on any iOS and Android devices.

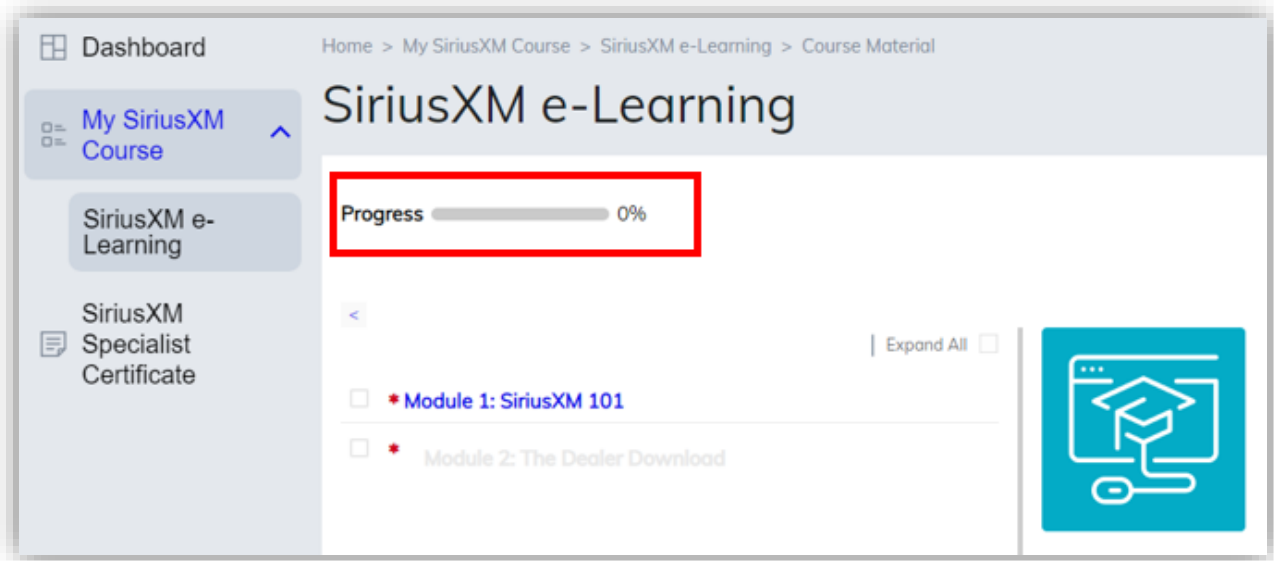
2. Which course should I take to earn my 90-day free streaming trial?



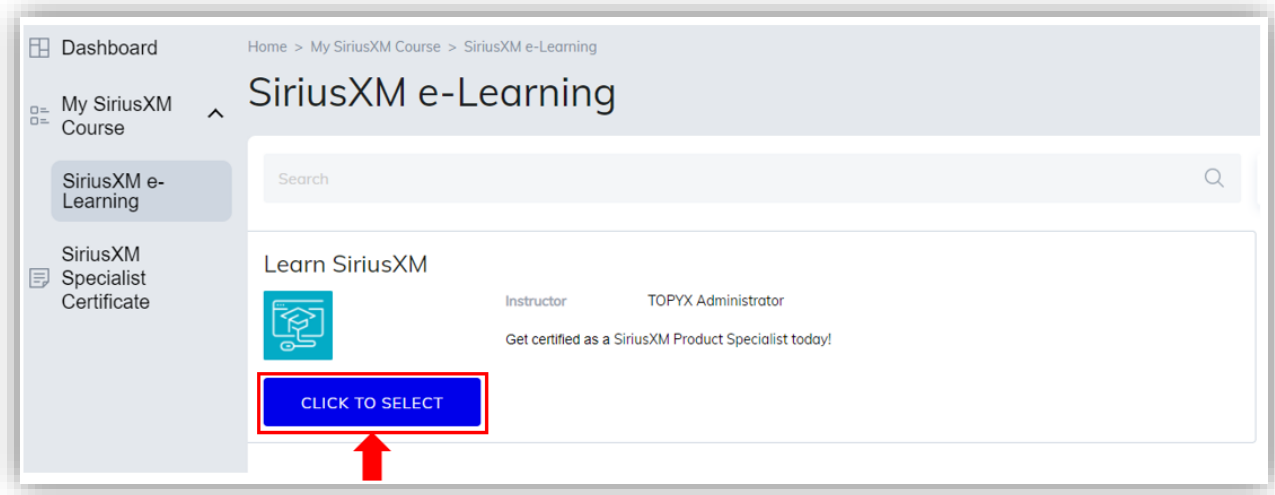
If you are a salesperson, installation and service employee who works for an automobile dealership, you should take the **SiriusXM e-Learning Course** to earn your 90-day free streaming trial. Once you complete the registration and successfully log in, you will land on the “**SiriusXM e-Learning**” page. Click on the “**CLICK TO SELECT**” button to launch the course.



There are **two modules** in the e-Learning Course. **Module 1: SiriusXM 101** and **Module 2: The Dealer Download**. Each module takes about 5 minutes to finish. After completing Module 1, you will need to exit the module and go to Module 2.

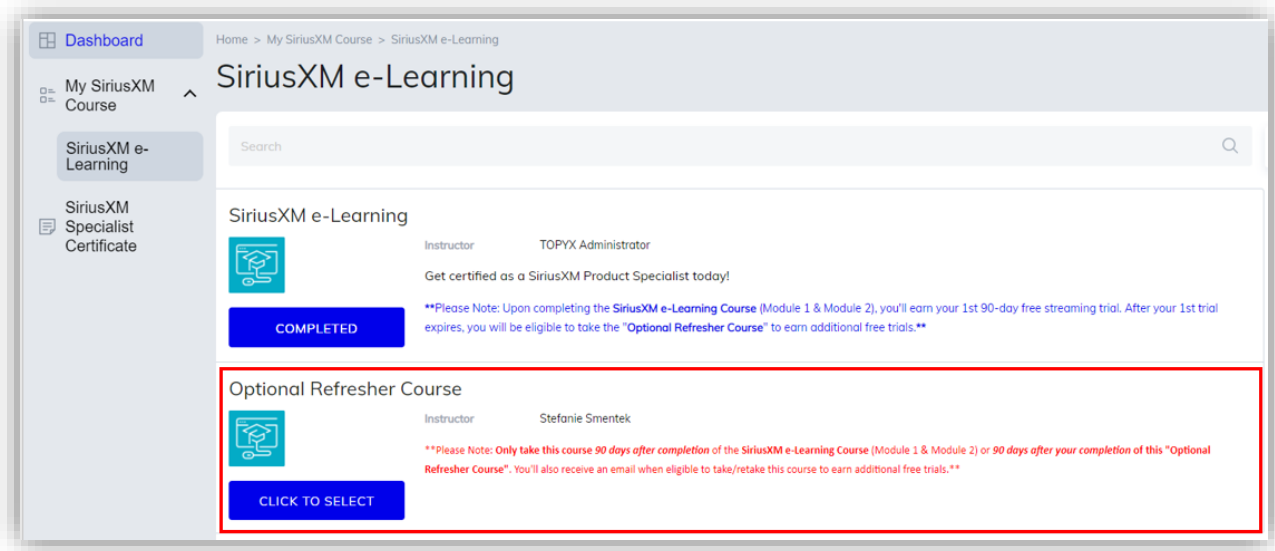


Your progress bar should show 50% after you complete Module 1. If the progress bar doesn't change after you exit Module 1, please refresh the page to see the updated progress. **You will need to pass both modules (score at least 80 out of 100) in order to pass the e-Learning Course and earn your 90-day free streaming trial.**



If you are a salesperson, installation and service employee who works for a retailer, you should take the **Learn SiriusXM Course** to earn your 90-day free streaming trial. Once you complete the registration and successfully log in, you will land on the “**SiriusXM e-Learning**” page. Click on the “**CLICK TO SELECT**” button to launch the course.

3. (Dealer Participants Only) What is the Optional Refresher Course?



Please note, the Optional Refresher Course is only available to dealership employees.

The Optional Refresher Course is designed to remind learners of what they've learned from the e-Learning Course. After your 1st 90-day free streaming trial expires, you are eligible to take the Optional Refresher Course. **An email will be delivered to remind you to come back.**

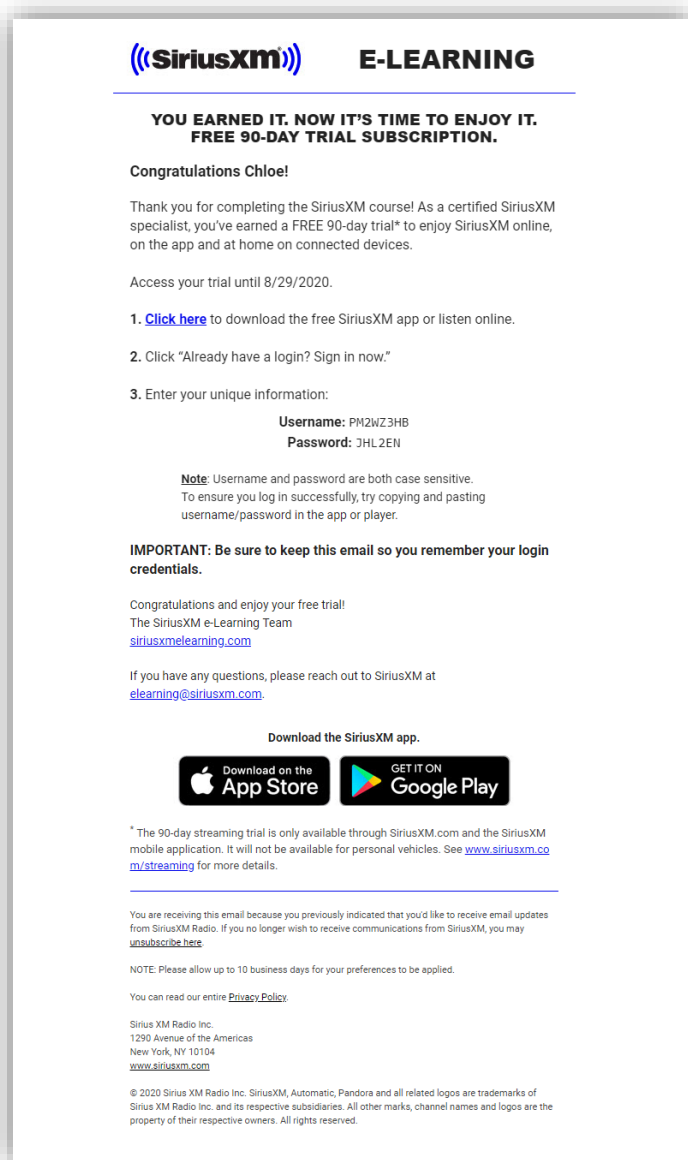
The Optional Refresher Course has only one module and takes about 5 minutes to finish. Upon passing the course (score at least 80 out of 100), learners will be **recertified as a SiriusXM Specialist** and **earn a new 90-day free streaming trial**. Unlike the e-Learning course which can only be taken once, learners can **come back every 90 days to retake the Optional Refresher Course** to keep earning new free streaming trials.

PART IV: Free Streaming Trial

1. How do I get my 90-day free streaming login?

Once you successfully complete our courses with a passing grade of 80%, look for an email from us that includes your free 90-day trial credentials to stream SiriusXM online, on the app, and at home on connected devices.

Below is a sample of the email you will receive:



- The email will be sent from siriusxm@siriusxmcommunications.com.
- There may be a **short lag** between the time you complete the course and the time your trial credentials email is sent but normally the email will be delivered within 1 hour of your course completion.

2. What should I do if I don't receive the trial credentials email?

If you don't receive your trial credentials email after 24 hours of your course completion, please check your spam or junk mail folder first. If you can't find the email there, please contact us at elearning@siriusxm.com (Dealer Participants Inquiry Inbox) or retail@siriusxm.com (Retail Participants Inquiry Inbox) immediately.

3. How do I access/activate my 90-day free streaming trial?

You can access your trial via the SiriusXM app, web player, or connected devices at home. See below for more details:

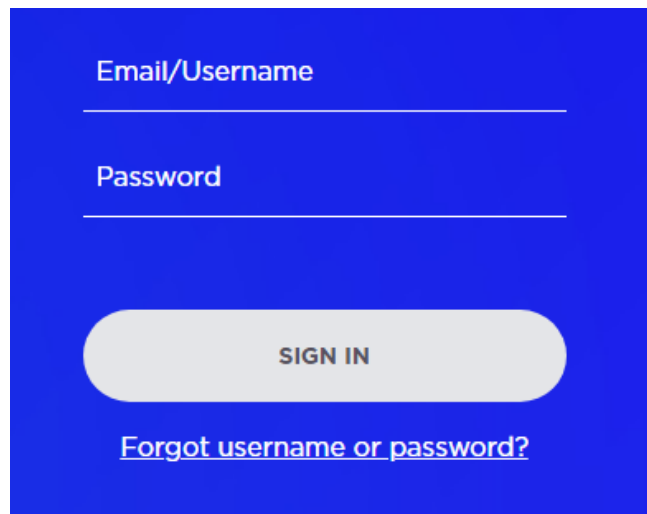
Please note, the 90-day free streaming trial you earn from completing our e-Learning Course, Optional Refresher Course, and Learn SiriusXM Course is not available in your vehicle.

a. **Access the trial via the SiriusXM app:**

STEP 1: Download the SiriusXM app at Apple Store

<https://apps.apple.com/us/app/siriusxm-internet-radio/id317951436> or Google Play
<https://play.google.com/store/apps/details?id=com.sirius>.

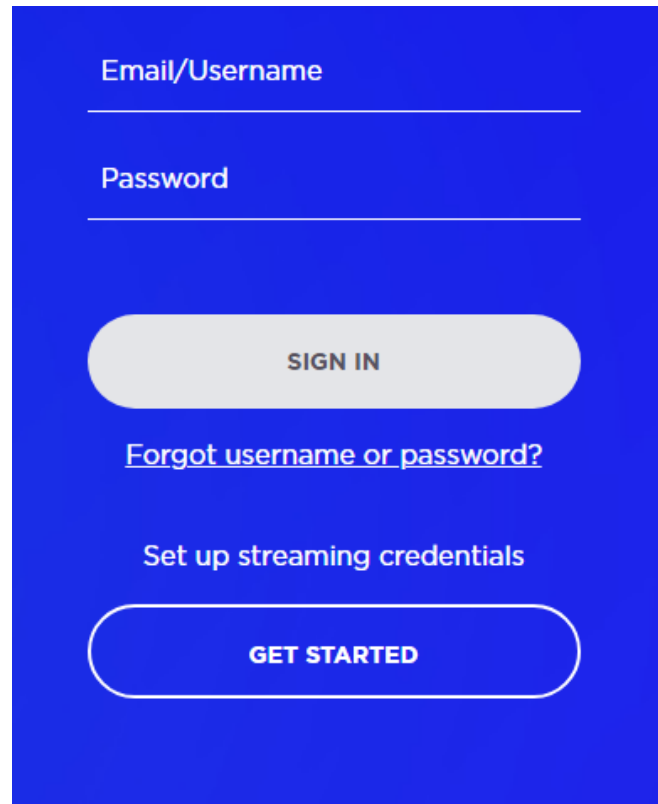
STEP 2: After download, launch the app:



STEP 3: Copy the username and password from the trial credentials email and paste them directly into the username and password fields and click "SIGN IN".

b. **Access the trial via web player:** You can stream over 150 channels, right in your Internet browser—there's nothing to download or install on your computer.

STEP 1: Go to <https://player.siriusxm.com/login>



STEP 2: Copy the username and password from the trial credentials email and paste them directly into the username and password fields and click “SIGN IN”.

- c. **Access the trial via connected devices at home:** Find detailed instructions on how to connect SiriusXM to your home devices at <https://www.siriusxm.com/connected-devices>.

4. What should I do if I lost the trial credentials email?

If you lost your trial credentials email, please email us at elearning@siriusxm.com (**Dealer Participants Inquiry Inbox**) or retail@siriusxm.com (**Retail Participants Inquiry Inbox**). We will resend your trial credentials to you.

PART V: SiriusXM Specialist Certificate

1. Will the SiriusXM Specialist Certificate expire?



No. The SiriusXM Specialist Certificate will always be valid. However, if you are a dealership participant/learner, we do recommend you come back every 90 days to retake the Optional Refresher Course to refresh your memory and earn another free streaming trial.

2. Where can I download my SiriusXM Specialist Certificate?

After logging in to your e-Learning account, navigate to the “**SiriusXM Specialist Certificate**” tab, click on “**Transcript**” and hit the **DOWNLOAD** icon underneath “**Print Certificate**” to download your certificate.

Please note, it is recommended to download your certificate on a desktop device.

3. **(Dealer Participants Only)** Do I earn a new SiriusXM Specialist Certificate every time I complete the Optional Refresher Course?

Item Name	Credit Units	Credit Hours	Item Type	Completed	Score	Registration Date	Completion Date	Expiration Date	Certificate Expiration	Print Certificate
Optional Refresher Course		0.00	Course	Yes	100	5/12/2020	10/16/2019	1/14/2020		
Optional Refresher Course		0.00	Course	Yes	100	8/13/2020	6/11/2020	9/9/2020		

Yes. You will earn a new certificate every time you complete the Optional Refresher Course. You can download your new certificate by navigating to the “**SiriusXM Specialist Certificate**” tab, click on “**Transcript**” and then hit the **DOWNLOAD** icon underneath “**Print Certificate**” to download your new certificate.

PART VI: **(Dealer Participants Only)** Monthly/Quarterly Prizes

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

Once you successfully complete the e-Learning Course or the Optional Refresher Course with a passing grade of 80%, you will automatically be entered for a chance to win our monthly and quarterly prizes. You will be entered into the monthly/quarterly prize drawing based on the time you complete and pass your training courses.

Monthly winners will be announced at <https://siriusxmdealer.com/siriusxm-e-learning-winners/> and on our Facebook page <https://www.facebook.com/siriusxmdealer/>. Quarterly winners will be announced on our Facebook page <https://www.facebook.com/siriusxmdealer/>. You will be notified by email if you win, so make sure the information you provide us is correct and keep an eye on your spam/junk folder. Please allow 6-8 weeks for your prize to arrive.

Please note, the prizes offered and number of winners may change at any time. We reserve the right to end the monthly and quarterly prize drawings at any time.

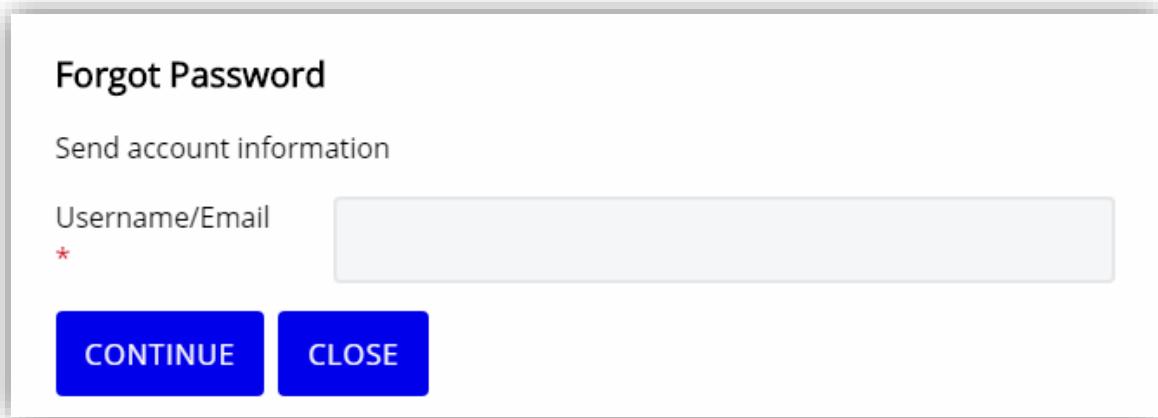
2. Can I win multiple prize drawings?

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

PART VII: e-Learning Account Management

1. What should I do if I forgot my e-Learning account password?

To reset your e-Learning account password, please go to the login page at <https://siriusxmelearning.com/login.aspx?&login=1> (Dealer Participants) or <https://learnsiriusxm.com/login.aspx?login=1> (Retail Participants) and click on "Forgot Password".



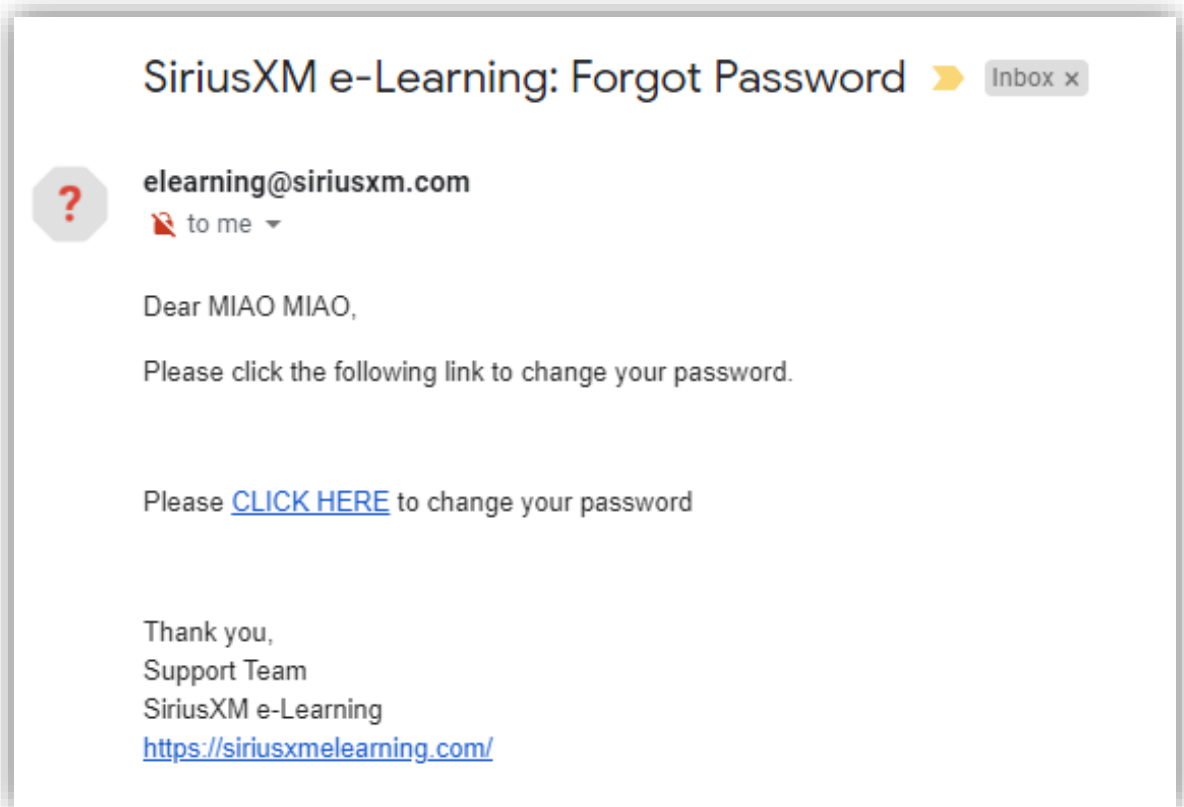
Forgot Password

Send account information

Username/Email *

CONTINUE **CLOSE**

A window will pop up for you to enter your e-Learning account **email or username**. After that, please click on the "**CONTINUE**" button. You will receive an email to reset your password:



Click the link to reset your password:

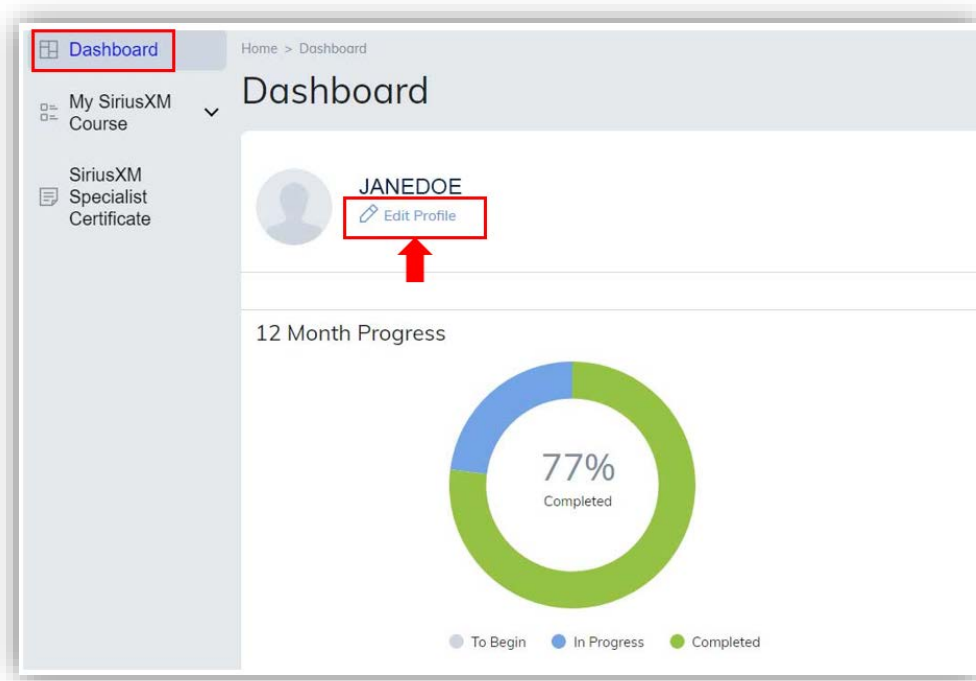
A web form titled 'Forgot Password'. It instructs the user to complete the following fields: 'Username/Email *', 'New Password *', and 'Confirm Password *'. Each field has a corresponding text input box. Below the input boxes is a light blue box containing 'Password Requirements:' followed by a bulleted list: '• An uppercase letter (A, Z).', '• One numeric character (0-9).', and '• One special character (!, %, #, @, ...).'. At the bottom left are two buttons: 'SAVE' and 'CANCEL'.

After resetting your password, you will go back to the login page to log in using your e-Learning username/email and your newly created password.

2. I'm working for a new dealership/retailer now, should I create a new e-Learning account?

It depends. You can register a new e-Learning account with your new dealership/retailer whenever you change your organization. Alternatively, you can just update your dealership/retailer in your Profile. **Follow below steps to update:**

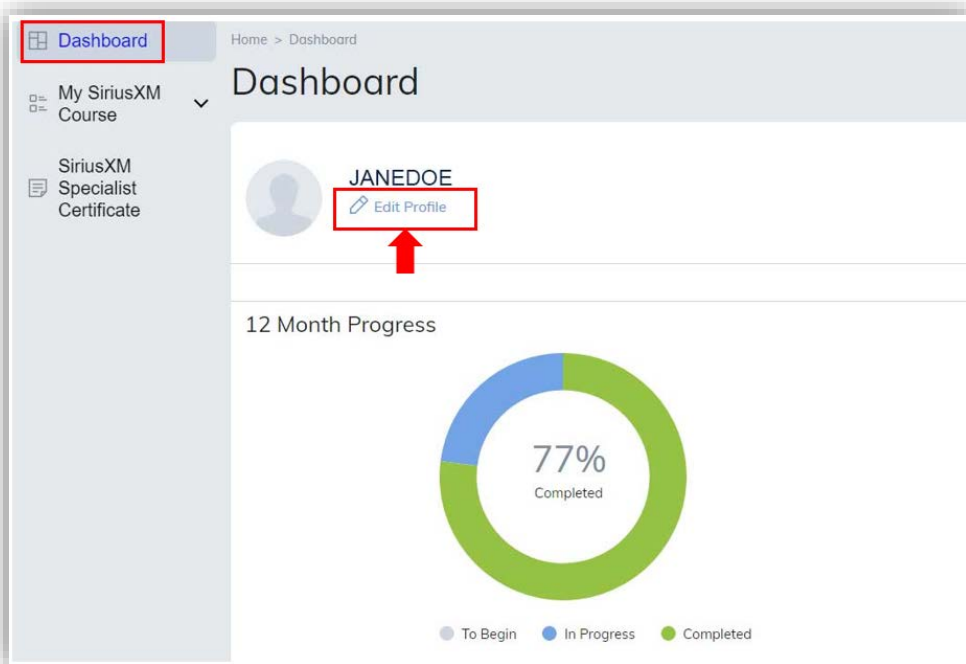
STEP 1: Log in to your e-Learning account and navigate to the “**Dashboard**” tab and then click on “**Edit Profile**”:



STEP 2: Scroll down to the bottom where it says “**Organization**”, click on the “**Edit**” button to search for your new dealership/retailer. Don’t forget to **save** after making changes.

3. Where can I update my personal information or change my e-Learning account password?

After logging in, please navigate to the “**Dashboard**” tab and then click on “**Edit Profile**”:



You can change your personal information or update your password here:

The screenshot shows the SiriusXM Profile page. The user is 'JANEDOE'. The page is divided into sections for 'Public Information', 'My Details', 'Private Information', 'Organization', and 'Roles'. The 'My Details' section includes fields for Username, Email, First Name, and Last Name. The 'Organization' section includes fields for Dealership and Automotive Brand. The 'Roles' section shows the user as a 'Learner, Admin'. There are 'EDIT' buttons for each section. A footer at the bottom contains copyright information and links to Terms & Conditions, Privacy Policy, and Site Map.

Public Information

My Details

Username*	JANEDOE
Email*	JANEDOE@gmail.com
First Name*	Jane
Last Name*	Doe

Private Information

Organization

Dealership*	BURDICK MAZDA 1805 EAST CIRCLE DR. STE. 3ND CICERO NY 13029-4074
Automotive Brand*	Mazda

Roles

Role	Learner, Admin
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* Required Information

NEED MORE HELP?

Feel free to 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 elearning@siriusxm.com (**Dealer Participants Inquiry Inbox**) or retail@siriusxm.com (**Retail Participants Inquiry Inbox**).

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 and learnsiriusxm.com) if they currently block external domains.

If you're still having trouble, please send an email to elearning@siriusxm.com (**Dealer Participants Inquiry Inbox**) or retail@siriusxm.com (**Retail Participants Inquiry Inbox**).

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