

SiriusXM e-Learning Course FAQs

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PART I: e-Learning Course Introduction

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

The e-Learning Course is designed to provide all sales, installation and service employees who work for automobile dealerships 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 taking the e-Learning Course?

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 trial** which you can use to **stream SiriusXM** on your own devices **with the SXM App**.

PART II: Registration

1. Do I need to register before taking the e-Learning Course?

Yes. Participation is open to all sales, installation and service employees, at least 18 years of age at time of registration, working for automobile dealerships located in the 48 contiguous United States, D.C., and Puerto Rico which sell SiriusXM-equipped vehicles or aftermarket satellite and streaming receivers and accessories. **Registration is required before taking the e-Learning Course.**

To become a registered learner, go to siriusxmlearning.com/registration 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 and the automotive brand you are currently selling.

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 employee. You may only create one account regardless of how many email addresses you have.

4. How to search for my dealership 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 *
Select...

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

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

REGISTER CANCEL

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

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

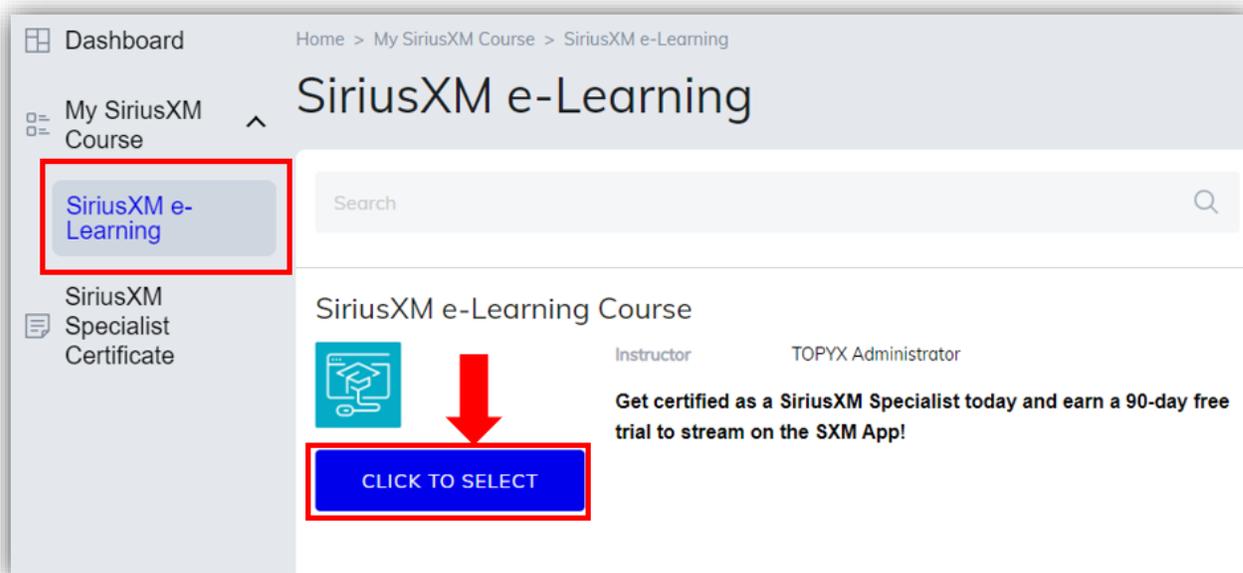
If you can't find your dealership, please email us at elearning@siriusxm.com and provide the full name and address of your dealership so we can add it to our system.

PART III: Courses

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

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

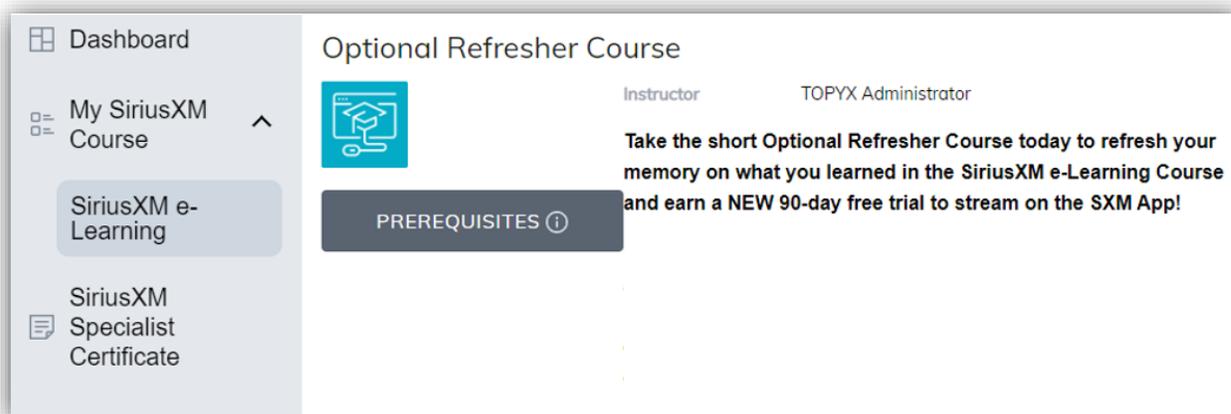
2. Which course should I take to earn my 90-day free streaming trial?



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.

The e-Learning Course has only one module and takes about 10-15 minutes to finish. It can only be taken once. Upon passing the course (score at least 80 out of 100), learners will be **certified as a SiriusXM Specialist** and **earn a 90-day free streaming trial**. Your trial login will be emailed to you within 24 hours of course completion.

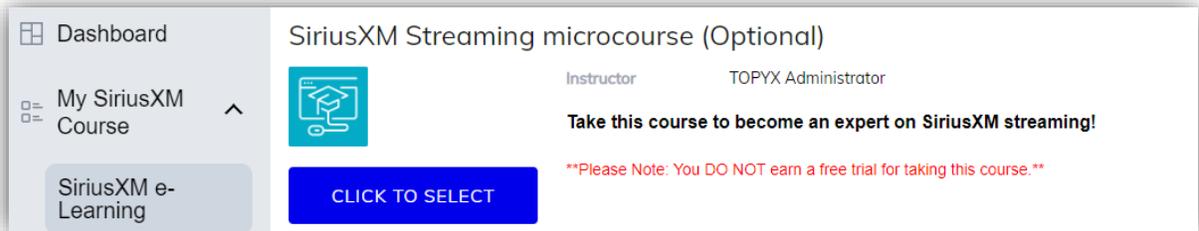
3. What is the Optional Refresher Course, and do I earn additional free streaming trials by completing it?



The **Optional Refresher Course** is designed to remind learners of what they’ve learned from the e-Learning Course. After your initial 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 as well 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**. Your new trial login will be emailed to you within 24 hours of course completion. 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 trial periods.

4. Do I earn free streaming trials for taking the SiriusXM Streaming Microcourse?



No. You DO NOT earn a free streaming trial for taking the SiriusXM Streaming Microcourse.

PART IV: Free Streaming Trial

1. How do I get the credentials for my free streaming trials?

Once you successfully complete our courses (the e-Learning Course or the Optional Refresher Course) with a passing grade of 80%, look for an email from us that includes your 90-day free streaming trial credentials to stream SiriusXM on your own devices with the SXM App.

Below is a sample of the trial credentials email:



E-LEARNING

YOU EARNED IT. NOW IT'S TIME TO ENJOY IT. FREE 90-DAY TRIAL SUBSCRIPTION.

Congratulations [FirstName]!

As a certified SiriusXM product specialist, you've earned a **FREE 90-day trial*** to stream on the **SXM App**. Access your trial until [ExpiryDate].

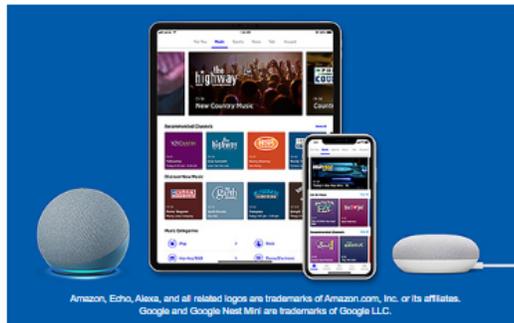
1. [Click here](#) to listen online or download the free SXM App.
2. Enter below **Username** into the "email/username" field, **Password** into the "password" field, and click the "**SIGN IN**" button.

Username: [Username]

Password: [Password]

Note: The above username and password are temporary and will expire when your trial period is over. Username and password are both case sensitive. To ensure you log in successfully, try copying and pasting username/password into the app or player.

It's that easy to listen to SiriusXM at home as well! Visit siriusxm.com/athome for a list of connected devices you can listen through.



IMPORTANT: Be sure to keep this email so you remember your login credentials.

Please note:

- 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 24 hours 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 48 hours of your course completion, please check your spam or junk mail folder first. If you can't find the email there, please email us at elearning@siriusxm.com immediately.

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

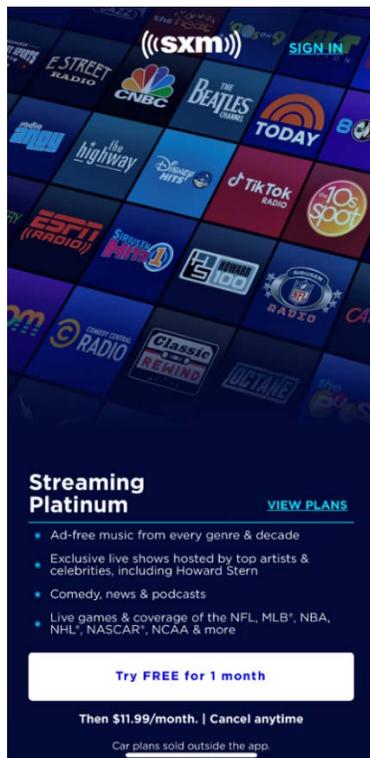
You can access your trial via the SXM App, web player, or connected devices at home. See below for more details:

Please note, the 90-day free streaming trials you earn from completing our e-Learning Course and Optional Refresher Course are not satellite trials and are not available in your personal vehicle unless you connect with Apple CarPlay or Android Auto.

a. **Access the trial via the SXM App:**

STEP 1: Download the SXM 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>.

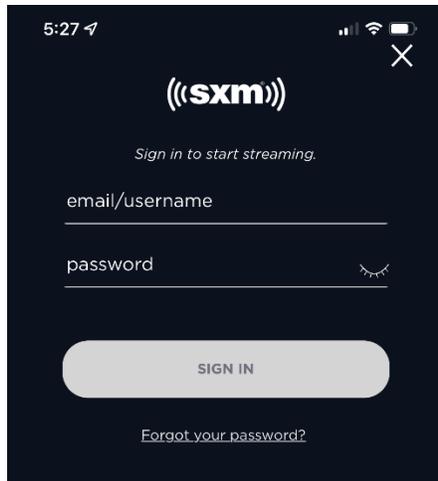
STEP 2: After download, launch the app.



STEP 3: Click on the “SIGN IN” link on the top right.

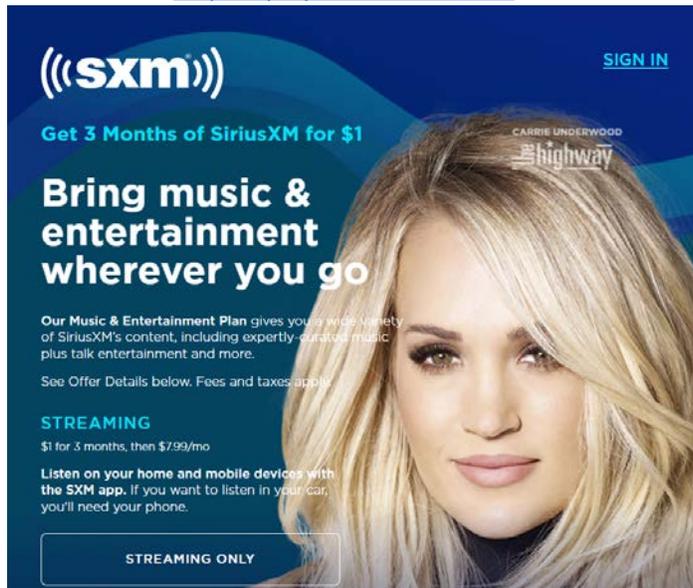


STEP 4: Copy the username and password from the trial credentials email and paste them directly into the username and password fields and then click the “SIGN IN” button.



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

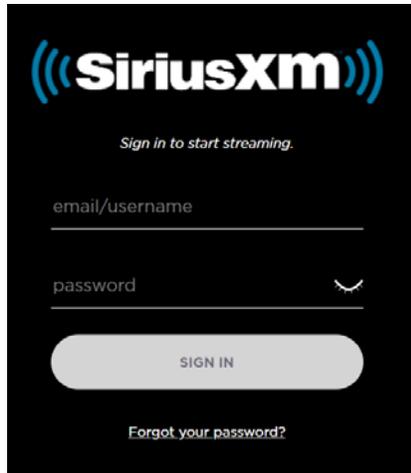
STEP 1: Go to <https://player.siriusxm.com/>.



STEP 2: Click the "SIGN IN" link on the top right.



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



- 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/ways-to-listen>

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

If you lost your trial credentials email, please email us at elarning@siriusxm.com.

PART V: SiriusXM Specialist Certificate

1. Will the SiriusXM Specialist Certificate expire?

No. The SiriusXM Specialist Certificate will always be valid. However, we do recommend you come back every 90 days to retake the Optional Refresher Course to refresh your memory and earn additional free streaming trials.

2. Where can I download my SiriusXM Specialist Certificate?

Course	Credit Units	Score	Credit Hours	Registration Date	Completion Date	Certificate Expiration	Print Certificate
SiriusXM e-Learning		100	0.00	7/23/2019	7/23/2019		
Total Credit Hours			0.00				

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. 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: Monthly and 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://siriusxmlearning.com/login.aspx?&login=1> and click on “**Forgot Password**”.

Forgot Password

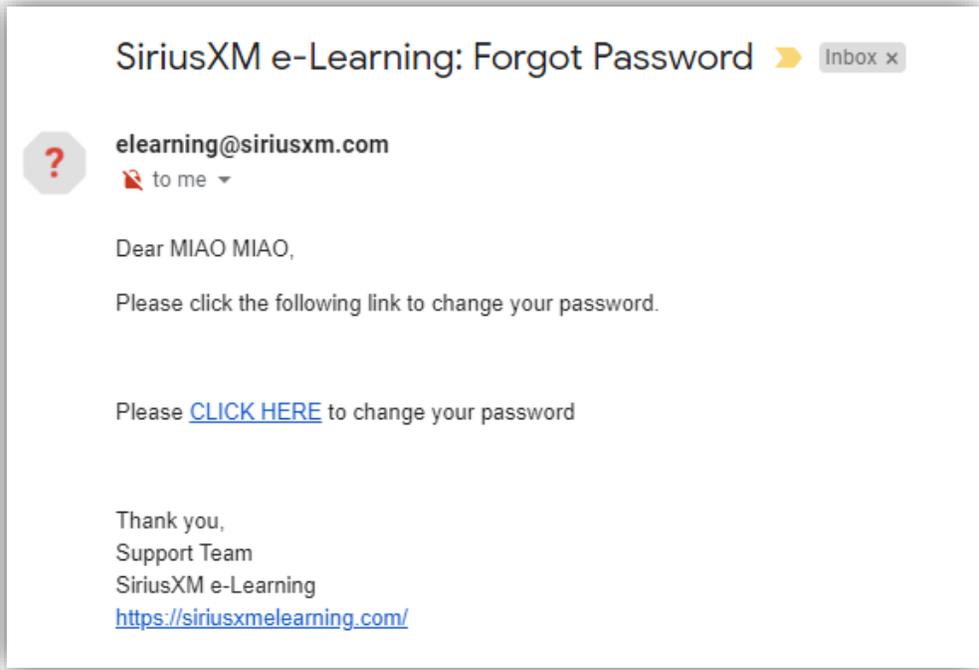
Send account information

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 “**CLICK HERE**” link to reset your password:

Forgot Password

To update your password please complete the following fields

Username/Email *

New Password *

Confirm Password *

Password Requirements:

- An uppercase letter (A, Z).
- One numeric character (0-9).
- One special character (!, %, #, @, ...).

[SAVE](#) [CANCEL](#)

After resetting your password, you will be prompted 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 now, should I create a new e-Learning account?

It depends. You can register a new e-Learning account with your new dealership whenever you change your organization. Alternatively, you can just update your dealership information 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 the Pen icon next to “Edit Profile”:



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

Organization ✎ EDIT

Search for
Dealership

Dealership* BURDICK MAZDA 5885 EAST CIRCLE DR. STE. 350 CICERO NY 13039-8774

Automotive Brand Mazda

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 the Pen icon next to “Edit Profile”:

The screenshot shows a user dashboard for 'JANEDOE'. The 'Dashboard' tab is selected in the top navigation. On the left sidebar, 'My SiriusXM Course' is expanded, showing 'SiriusXM Specialist Certificate'. The main content area features a user profile card for 'JANEDOE' with a red box around the 'Edit Profile' link (indicated by a red arrow) and a '12 Month Progress' donut chart showing 77% completed. The chart is divided into three segments: 'To Begin' (grey), 'In Progress' (blue), and 'Completed' (green).

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

The screenshot shows the user profile page for 'JANEDOE'. At the top right, there is an 'EDIT' button. Below the user name, there is a 'CHANGE PASSWORD' button. The page is divided into sections: 'Public Information', 'My Details', and 'Private Information'. The 'My Details' section contains the following information:

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

An 'EDIT' button is located to the right of the 'My Details' section.

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.

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 Course 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 email us at elearning@siriusxm.com.

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