

SiriusXM e-Learning Course FAQs

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PART I: e-Learning Course Introduction

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 the purchase or lease of their vehicle.

Will I be rewarded by taking the e-Learning Course?

Yes. Once you successfully **complete the e-Learning Course with a passing score 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** on your own devices **with the SiriusXM app**.

PART II: Registration

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 the time of registration, working for automobile dealerships located in the 48 contiguous United States, D.C., and Puerto Rico that sell SiriusXM-equipped vehicles. **Registration is required before taking the e-Learning Course.**

To become a registered learner, go to siriusxmlearning.com/registration and follow the directions for participant registration. Registration is free.

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/working/servicing.

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 **actively working as a dealership employee**. You may only create one account regardless of how many email addresses you have. However, you may create a new e-Learning account when you change your dealership. In that case, you will create a new e-Learning account that's associated with your new dealership.

How to search for my dealership during registration?

Search for Dealership:

When searching for your dealership, please type the keywords into the **“Search for Dealership”** box and then click the **“SEARCH”** button.



Organization
Search for Dealership *

Automotive Brand *

Select...

SEARCH

The best way to search is by using your dealership's name and address. For example, if your dealership is **Park Motors Inc., 9728 N 2nd St, Machesney Park, IL 61115**. You can use:

a. (Preferred) Keywords of your [Dealership Name + Address], see examples below:

- Keywords of your **Dealership Name + Street Number**
Keywords for search: Park Motors 9728
- Keywords of your **Dealership Name + Street Number + City/Village**
Keywords for search: Park Motors 9728 Machesney Park
- Keywords of your **Dealership Name + Street Number + State**
Keywords for search: Park Motors 9728 IL
- Keywords of your **Dealership Name + Street Number + Zip Code**
Keywords for search: Park Motors 9728 61115
- Keywords of your **Dealership Name + Street Number + City/Village + State**
Keywords for search: Park Motors 9728 Machesney Park IL
- Keywords of your **Dealership Name + Street Number + City/Village + State + Zip Code**
Keywords for search: Park Motors 9728 Machesney Park IL 61115

b. Only keywords of your [Street Number + City/Village/State/Zip Code], see examples below:

- **Street Number + City/Village**
Keywords for search: 9728 Machesney Park
- **Street Number + City/Village + State**
Keywords for search: 9728 Machesney Park IL
- **Street Number + City/Village + State + Zip Code**
Keywords for search: 9728 Machesney Park IL 61115

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.

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

If you can't find your dealership in the drop-down menu of our dealership list on the registration form page, 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

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 or Android device.

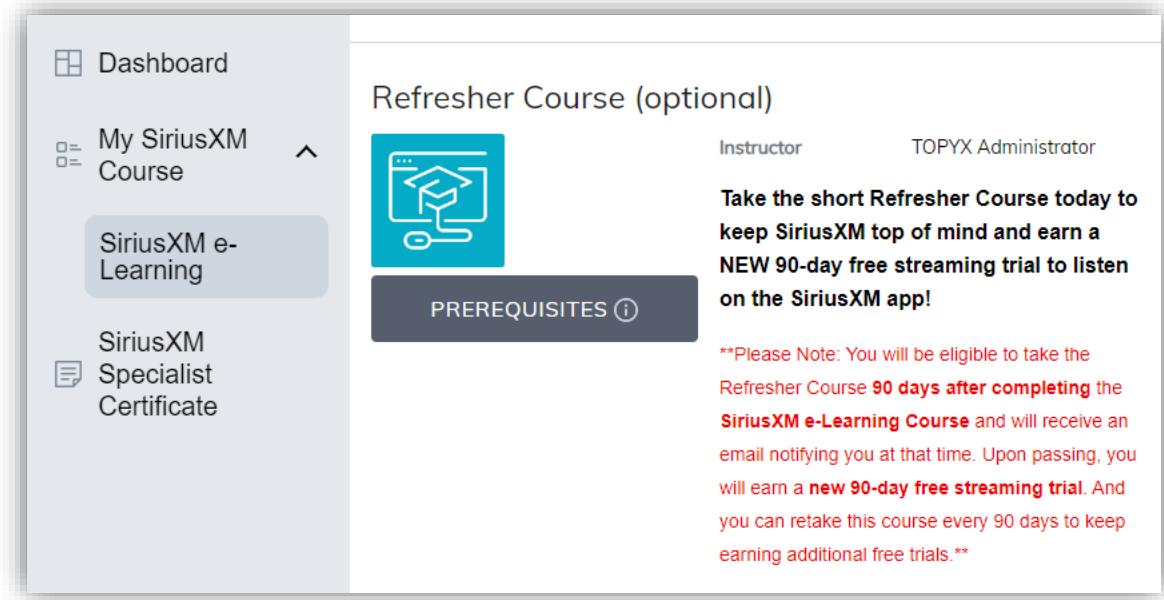
Which course should I take to earn my 90-day free streaming trial?

The screenshot shows the SiriusXM e-Learning interface. On the left, a sidebar menu includes 'Dashboard', 'My SiriusXM Course' (with 'Course' expanded), and 'SiriusXM e-Learning', which is highlighted with a red box. Below these are 'SiriusXM Specialist Certificate' and 'Search' (with a magnifying glass icon). The main content area is titled 'SiriusXM e-Learning' and shows a course titled 'SiriusXM e-Learning Course'. It features a graduation cap icon, the text 'Instructor: TOPYX Administrator', and a red arrow pointing down to a blue button labeled 'CLICK TO SELECT'. To the right of the button, the text 'streaming trial to listen on the SiriusXM app!' is displayed.

You should take the **SiriusXM e-Learning Course** to earn your initial 90-day free streaming trial. Once you complete the registration process and successfully log in, you will land on the "SiriusXM e-Learning" page. Click the "**CLICK TO SELECT**" button to launch the course.

The e-Learning Course has only one module and takes about 15 minutes to finish. **It can be taken only 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.

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



The screenshot shows the SiriusXM e-Learning interface. On the left, a sidebar menu includes 'Dashboard', 'My SiriusXM Course' (with 'SiriusXM e-Learning' highlighted in a grey box), and 'SiriusXM Specialist Certificate'. The main content area is titled 'Refresher Course (optional)'. It features a blue icon of a graduation cap and a computer monitor. Below the icon is a button labeled 'PREREQUISITES ⓘ'. To the right, the 'Instructor' is listed as 'TOPYX Administrator'. A descriptive text block states: 'Take the short Refresher Course today to keep SiriusXM top of mind and earn a NEW 90-day free streaming trial to listen on the SiriusXM app!'. Below this, a note in red text reads: '**Please Note: You will be eligible to take the Refresher Course **90 days after completing** the **SiriusXM e-Learning Course** and will receive an email notifying you at that time. Upon passing, you will earn a **new 90-day free streaming trial**. And you can retake this course every 90 days to keep earning additional free trials.**'

The 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 Refresher Course. **An email will be sent to remind you to come back.**

The Refresher Course also 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**. Your new trial login will be emailed to you within 24 hours of course completion. Unlike the e-Learning Course which can be taken only once, learners can **come back every 90 days to retake the Refresher Course** to keep earning new free streaming trial periods.

PART IV: Free Streaming Trial

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

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

Below is a sample of the trial credentials email:

Please note:

- The email will be sent from elearning@siriusxm.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**.

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.

How do I access 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 trials you earn from completing our e-Learning Course and 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 SiriusXM app:**

STEP 1: Download the SiriusXM app at App Store

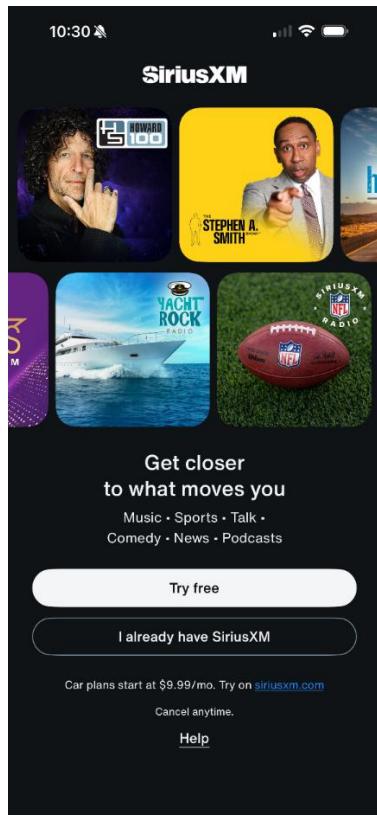
<https://apps.apple.com/us/app/siriusxm-internet-radio/id317951436> or Google Play

<https://play.google.com/store/apps/details?id=com.sirius>.

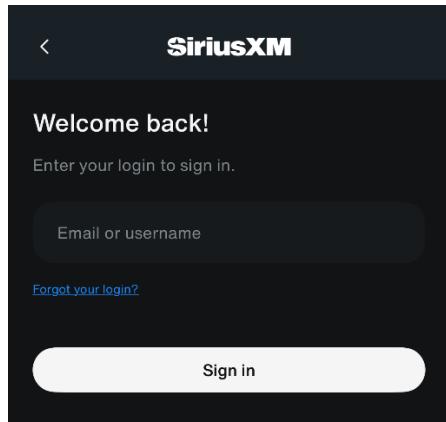
STEP 2: After download, launch the app

STEP 3: Click the “I already have SiriusXM” button

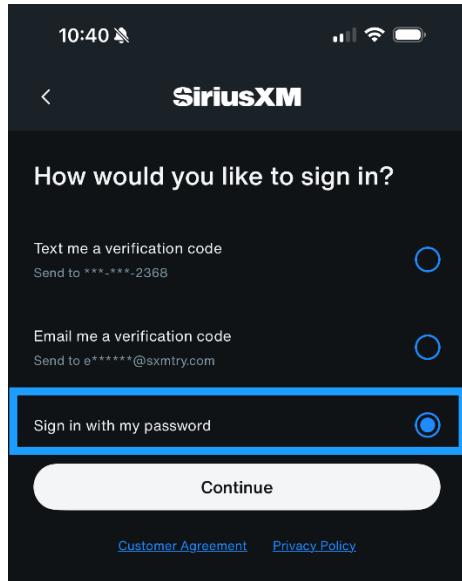
Note: If you are clicking through from the streaming trial credentials email, you will bypass this screen and directly go to the next screen. In that case, please skip this step and go to STEP 4.



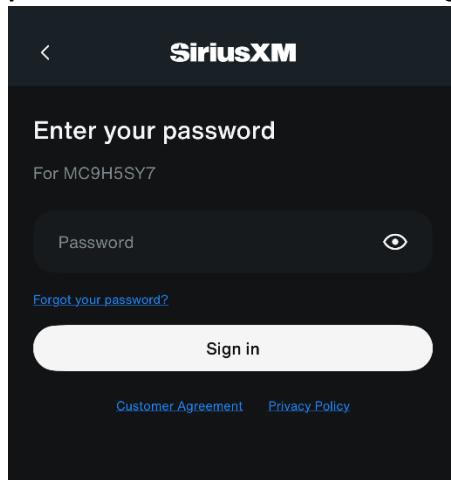
STEP 4: Copy the **username** from the trial credentials email and **paste** it directly into the **username field** and then click the **“Sign in”** button



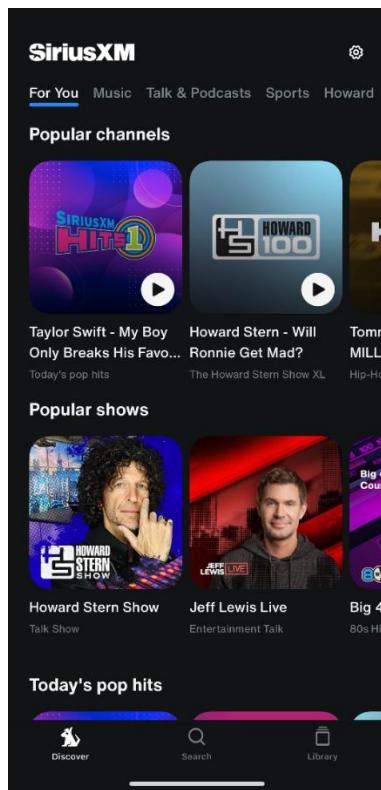
STEP 5: When you see this screen, select **“Sign in with my password”**



STEP 6: Copy the password from the trial credentials email and paste it directly into the password field and then click the "Sign in" button

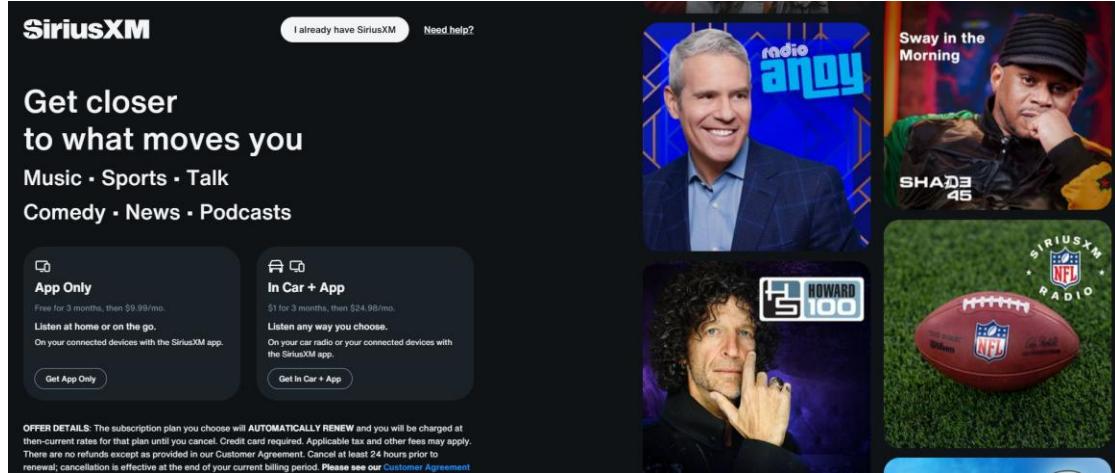


After that, you should be able to access all the great content SiriusXM offers. If you log in to the SiriusXM app for the first time, there might be additional steps to set up two-factor authentication.



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.

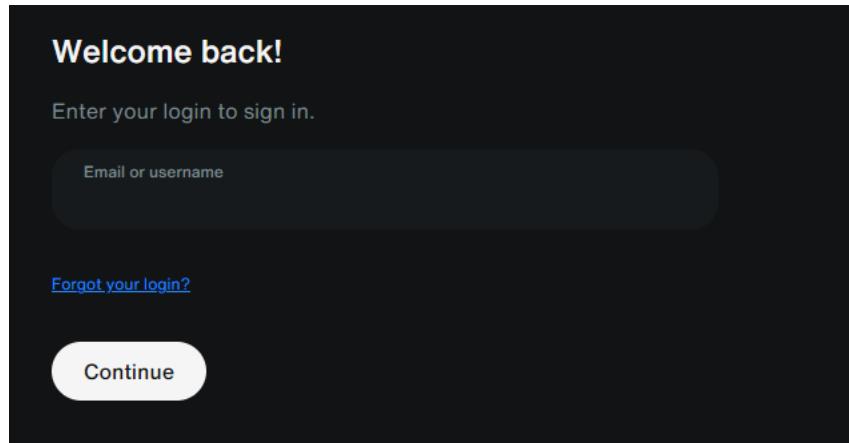
STEP 1: Go to <https://www.siriusxm.com/player/welcome>



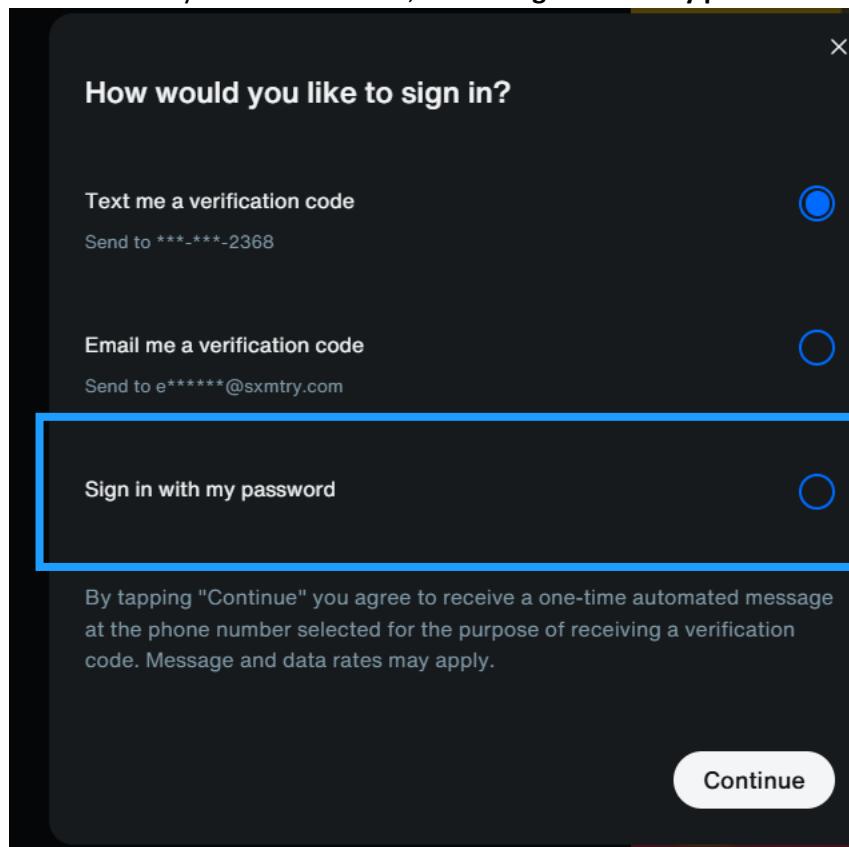
STEP 2: Click the “I already have SiriusXM” button on top



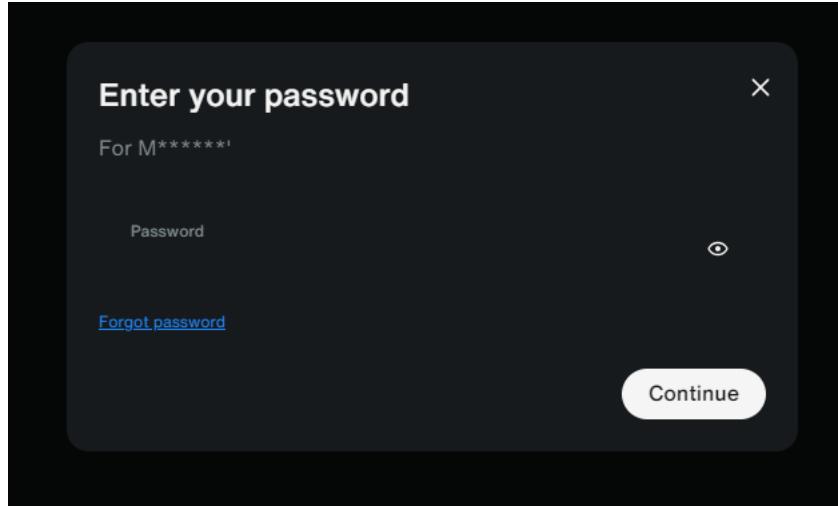
STEP 3: Copy the **username from the trial credentials email and **paste** it directly **into the username field** and then click the “Continue” button**



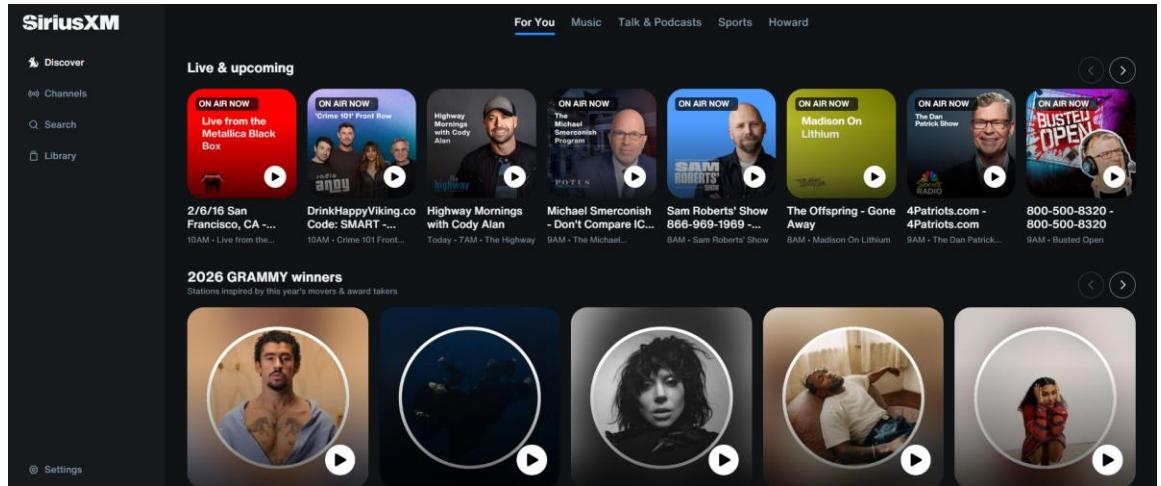
STEP 4: When you see this screen, select “Sign in with my password”



STEP 5: Copy the **password from the trial credentials email and **paste** it directly **into the password field** and then click the “Continue” button**



After that, you should be able to access all the great content SiriusXM offers:



- 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>

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.

PART V: SiriusXM Specialist Certificate

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 Refresher Course to refresh your memory and earn additional free streaming trials.

Where can I download my SiriusXM Specialist Certificate?



The screenshot shows a user interface for a learning platform. On the left, a sidebar has 'My SiriusXM Course' and 'SiriusXM Specialist Certificate' listed, with the second item highlighted by a red box. The main content area is titled 'SiriusXM Specialist Certificate' and shows 'Learner Jane Doe'. Below this are 'Learner Reports' and 'Transcript' tabs, with 'Transcript' selected. The transcript table has columns: Course, Credit Units, Score, Credit Hours, Registration Date, Completion Date, Certificate Expiration, and Print Certificate. The 'Print Certificate' column for the first row has a download icon (a blue arrow pointing down) highlighted by a red box. A red arrow points upwards from this icon towards the 'Print Certificate' text in the column header.

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

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

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

PART VI: Monthly and Quarterly Prizes

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 Refresher Course with a passing score 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 the number of winners may change at any time. We reserve the right to end the monthly and quarterly prize drawings at any time.

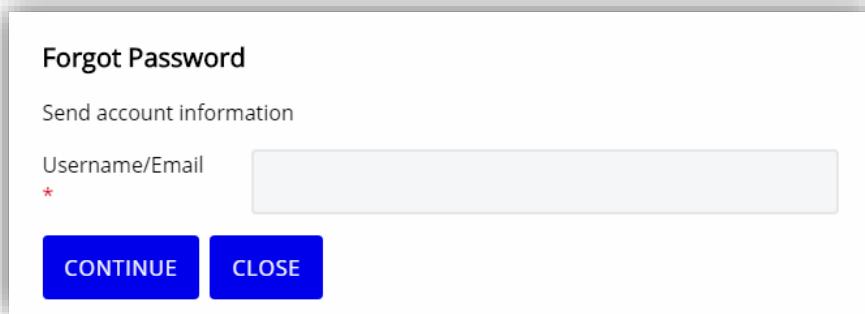
Can I win multiple prize drawings?

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

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> and click "**Forgot Password**". A window will pop up for you to enter your e-Learning account **email or username**. After entering, please click the "**CONTINUE**" button.



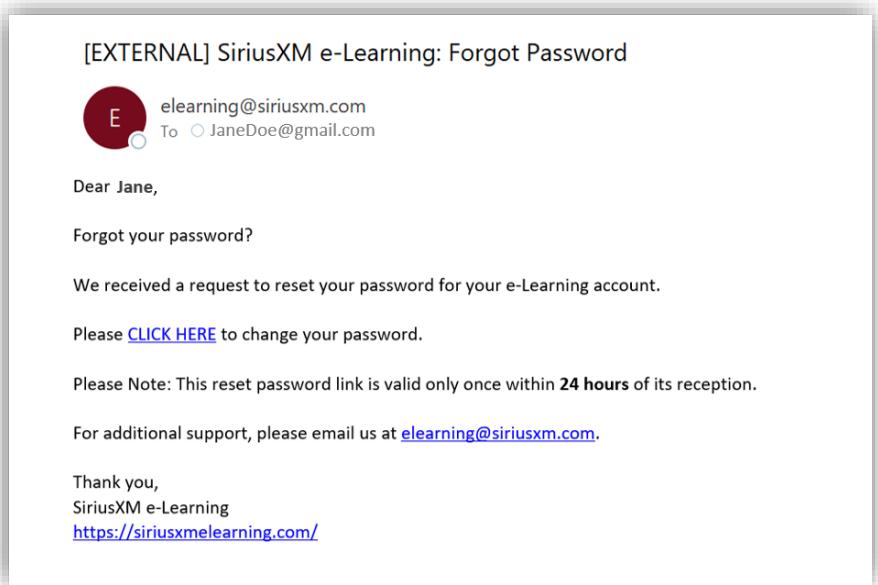
Forgot Password

Send account information

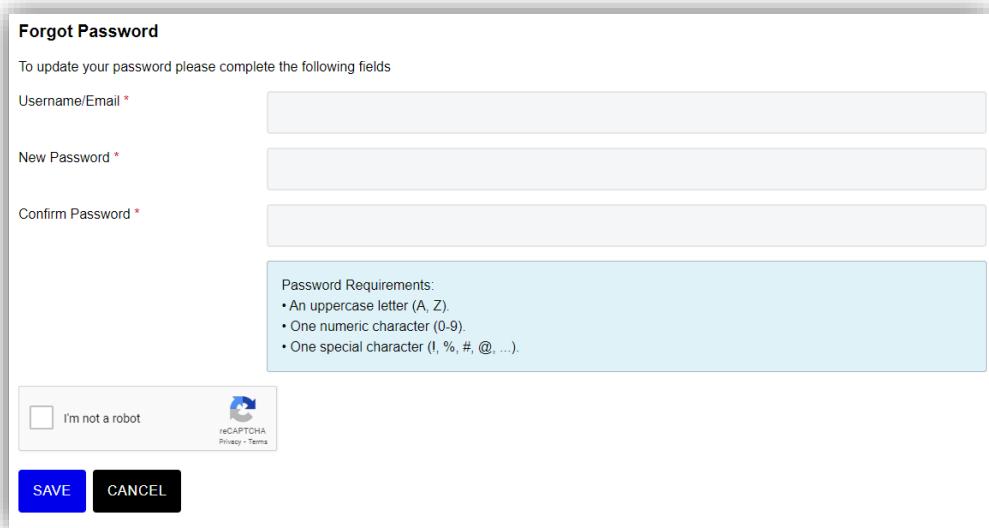
Username/Email *

CONTINUE CLOSE

You will receive an email to reset your password. Click "**CLICK HERE**" directly from the email to reset your password. **Please note, the reset password link is only valid for 24 hours after it's sent.**



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.



The image shows a "Forgot Password" form. The title is "Forgot Password". A sub-instruction says "To update your password please complete the following fields". The form contains three input fields: "Username/Email" (marked with a red asterisk), "New Password" (marked with a red asterisk), and "Confirm Password" (marked with a red asterisk). Below these fields is a light blue box containing "Password Requirements":

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

At the bottom of the form is a reCAPTCHA box with the text "I'm not a robot" and the reCAPTCHA logo. Below the form are two buttons: "SAVE" (blue) and "CANCEL" (black).

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

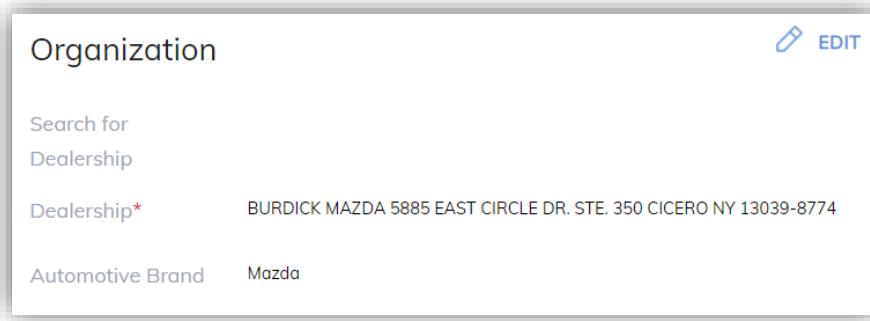
It depends. You can register a new e-Learning account with your new dealership whenever you change your organization. Alternatively, you can just update your dealership information in your Profile.

Follow the below steps to update:

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

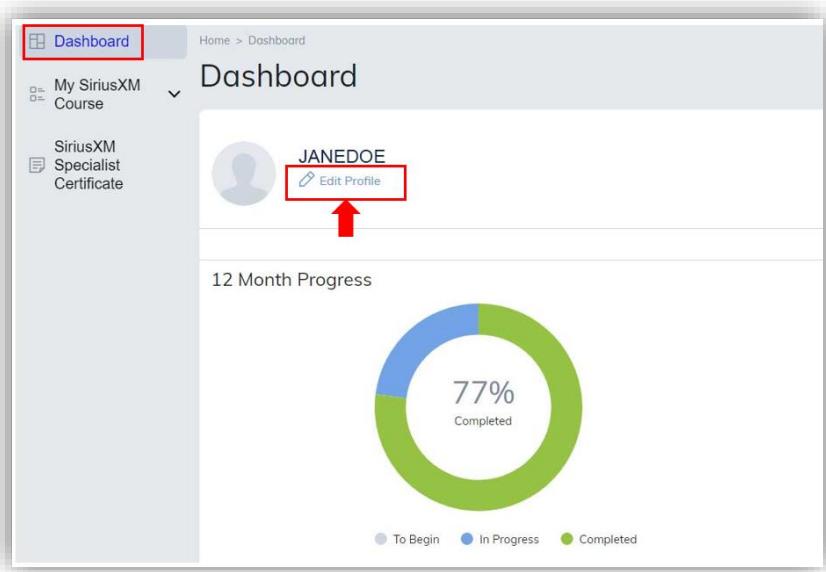


STEP 2: Scroll down to the bottom where it says “**Organization**”, click the “**Edit**” button to search for your new dealership. Don’t forget to **save** after making changes.



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 “**Edit Profile**”:



You can edit your personal information or update your password here after clicking the “EDIT” button:

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 videos 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 and Refresher 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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