

FAQ: Infor Campus Upgrade

General

Q: Which browsers can be used with the upgraded Infor Campus?*

A: Microsoft Internet Explorer 11.x or later; Microsoft Edge; Mozilla Firefox (latest available version); Google Chrome (latest available version); Apple Safari 6.0.x or later (on Mac OSX 10.6.x operating system).

For optimal performance of the platform, we recommend that users disable software that blocks pop-ups or ads and use Adobe Flash Player version 9 or later.

Q: How do I access the upgraded Infor Campus?

A: If you are a US-based user, use this URL: https://campus.infor.com

If you are a non-US based user, use this URL: https://campus-nonus.infor.com

Q: How do I log on to the upgraded Infor Campus?

A: Username: your business email address

Password: welcome

Q: How do I change my Infor Campus password?

A: When you first log in, you can change your password by following the prompt on the first screen that appears. After your initial log in you can update your password by clicking on the drop down arrow next to your name at the top right corner of your screen and selecting Change Password. Then follow the directions on your screen and save your update.

Navigation

Q. Walk me through the main navigation and user interface features of upgraded Infor Campus

A. After sign in, you will be taken to the Infor Campus Home Page. From here, you can access the overall catalog and product-specific training pages by clicking on the blue buttons in the first and second sections of the page, respectively. The top section button takes you to the catalog; the second section to product-specific pages. (See more on this below in searching for courses.)

^{*}Please see addendum re September 1, 2017 updates to browser security.

Q: What options are available on the blue horizontal navigation bar at the top of the screen?

A: Another important aspect of upgraded Infor Campus navigation is the blue horizontal navigation bar at the top of your screen. The tabs are, from left to right:

- A. Home icon -- takes you back to the Infor Campus Home Page described above.
- B. ME tab -- takes you to your personal page where you can track your training progress, add courses/classes to your training plan, check your order history, update your profile, and other functions.
- C. MY TEAM tab (people managers only) allows managers to see a list of their direct reports and to access their training plans, approve courses if necessary, and other functions.
- D. PEOPLE tab disregard as we are not utilizing at this time.
- E. GROUPS tab from this tab you are taken to a screen where you can access--under the My groups box on the right, and the Group Workspaces box in the lower center--the same product-specific training pages that you can access via the Infor Campus Home Page.

Q: How do I search for a course and its related offerings?

A: Two primary ways are recommended:

- If you want to search for training for a particular product, click on the Home icon in the
 upper left corner of the screen, on the blue bar. This will take you to the Infor Campus
 home page. Click on the button "Find your product" under the Product Training Section.
 On the next screen you will see buttons for the major Infor products. Click on your
 product, and you will be taken to its home page, where you will find links to productrelated curricula and learning paths.
- 2. For more general search capabilities, on the Infor Campus home page click the button "Find your next class". This will take you to the Infor Campus learning catalog where you can look for courses and classes, filter by delivery type, location, and other attributes, as well as search on key words or products in the upper right hand corner "Learning Catalog" search field.

Course/Class Registrations

Q: How do I register and pay for a course or class?

A: After finding a course or class for which you want to register, click the green Enroll button on the right. If you are a customer or partner user, you will then be presented with pricing and payment options that are calibrated by your individual and/or your organization's location (US-based users will have the new option to pay by Credit Card; non-US users will not have that option at this time) and by other factors, such as whether your organization has pre-purchased a Campus Card or Subscription.

Q: How do I verify that I am enrolled in a training course?

A: Log on to Infor Campus.

- 1. From the "Home" page, click the ME tab in the blue horizontal navigation bar.
- 2. The "My In-Progress Learning" Page appears, that contains all of your current enrollments.

Q: How do I drop or withdraw my registration from an Instructor-led training course?

A: Click on the Action button to the right of the course on your ME page, drop down box will offer a Drop option. You will be asked to confirm this in the system and provide a reason.

Q: Why doesn't my transcript include all the training I have taken on Infor Campus before the upgrade?

A: Completion history was not migrated to the upgraded Infor Campus.

Subscriptions

Q. Will subscription orders and enrollments work differently in upgraded Infor Campus? If so, how?

A: In general, they will work the same--a customer or partner organization will pre-purchase a subscription for a specified or unlimited number of users. If there is a specified number of users, the names of those users will be assigned to the subscription by Infor Customer Care, based on information from the Customer or Partner Contact for the subscription. Only those users will have access to the subscription content.

Getting Help/Troubleshooting

Q: How can I get Infor Campus Help?

A: Send an email to Infor Education Customer Care at InforCampus@infor.com.

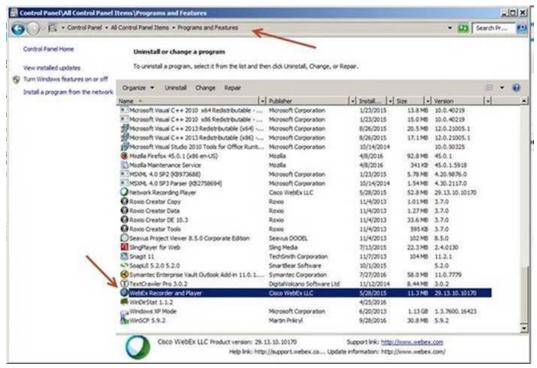
Q: I'm not receiving email notifications from Infor regarding my registrations and other events.

A: It is likely that the email address in your user profile is incorrect or missing. To verify and edit your email address:

- 1. Log on to upgraded Infor Campus.
- 2. From the Home Page click the ME tab on the blue horizontal navigation bar near top of screen
- 3. Click "Profile" on the vertical navigation list.
- 4. Scroll to "Business Contact" section. Verify that your email address is correct. If not, click "Edit", update your email address and click "Save". If this does not resolve your issue, please contact Customer Care at InforCampus@infor.com.

Q: I'm not able to launch course activities that are WebEx Recordings.

A: Please check to see if WebEx Player for WRF format has been successfully installed on your machine by going to Features and Programs in your Control Panel as seen below. If you do not see it, go to https://www.webex.com/play-webex-recording.html and follow the instructions to install the application on your computer.



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Addendum: Disablement of TLS 1.0 as of 1 September 2017

Infor Campus is required to disable vulnerable versions of the TLS encryption protocol by September 1, 2017 in order to align with industry best practices for security and data integrity. On that date, Infor will disable support for TLS 1.0 for the Infor Campus platform. Action may be required by you prior to this date to prevent any disruption to your learning.

1. What is TLS?

TLS stands for "Transport Layer Security." It is an encryption protocol that provides privacy and data integrity over untrusted networks, such as between a public web site and a user's browser. It's the most widely deployed security protocol used today, and is used for web browsers and other applications that require data to be securely exchanged over a network. Available versions of TLS, to date, are TLS 1.0, 1.1 and 1.2. TLS 1.3 has not yet been finalized.

2. What is the change and why?

Security researchers have determined TLS 1.0 to be vulnerable. Infor Campus is required to disable vulnerable versions of the TLS encryption protocol by September 1, 2017. On that date, Infor will disable support for the TLS 1.0 encryption protocol, which will prevent users who have browsers that have only TLS 1.0 enabled, from accessing some of their Campus services. Users who have TLS 1.1 and/or TLS 1.2 enabled in their browsers are not impacted.

3. How and when will Infor implement the change?

By September 1, 2017.

5. How will users be impacted?

If users' browsers already have TLS 1.0, 1.1 and 1.2 enabled, then they should not be impacted by this change. After Campus disables support for TLS 1.0, any inbound connections to or outbound connections that rely only on TLS 1.0 will fail. Most users will not be impacted because their browsers already support TLS 1.1 and TLS 1.2. Most Internet users impacted by this change are those using old or deprecated mobile or desktop browser versions.

Addendum: Disablement of TLS 1.0 (continued)

6. How can Campus users avoid a service disruption?

Infor strongly encourages all users to use only browsers that support TLS 1.1 and TLS 1.2. Some of the previously common browsers that will be impacted are as follows:

| IE 10 / Win Phone 8.0
| IE 6 / XP
| IE 7 / Vista
| IE 8 / XP
| IE 8-10 / Win 7
| Java 6u45
| Java 7u25
| OpenSSL 0.9.8y
| Safari 5.1.9 / OS X 10.6.8

You can see a more comprehensive list of supported browsers here:

https://en.wikipedia.org/wiki/Transport_Layer_Security#Web_browsers

To confirm which versions of TLS are enabled in your browser, you can visit:

https://www.ssllabs.com/ssltest/viewMyClient.html

☐ Safari 6.0.4 / OS X 10.8.4