



**BOSCH**

Invented for life

## **Bosch Automotive Training Solutions**

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User Guide

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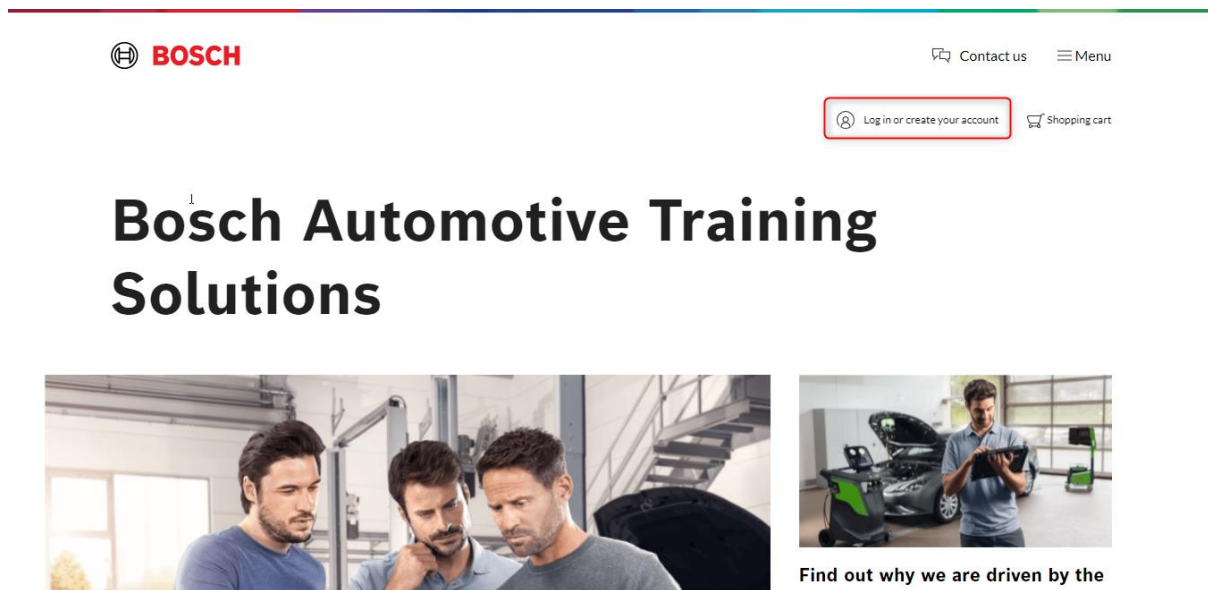
## Registering for an Account

**N.B. Please only register for a Bosch Global ID if you do not already have one**

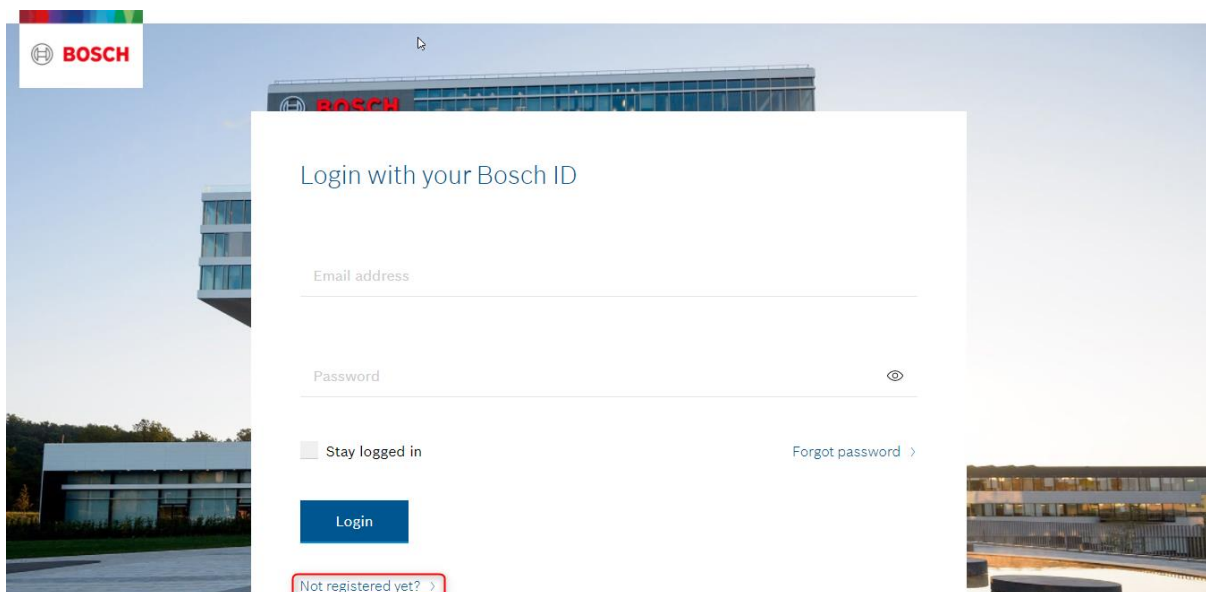
Please use the following [User Guide](#) to also support you with registering your Bosch Automotive Training Solutions (BATS) account

Steps:

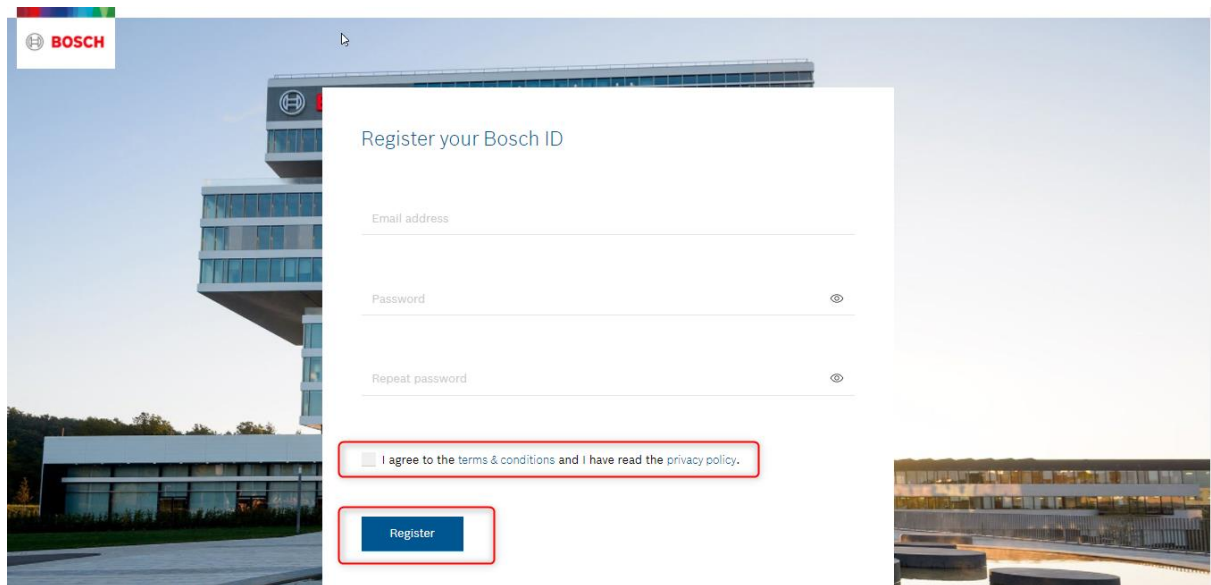
1. Please visit Bosch Automotive Training Solutions via: [www.bosch-training-solutions.com](http://www.bosch-training-solutions.com)
2. Click 'Log in or create your account' on the homepage



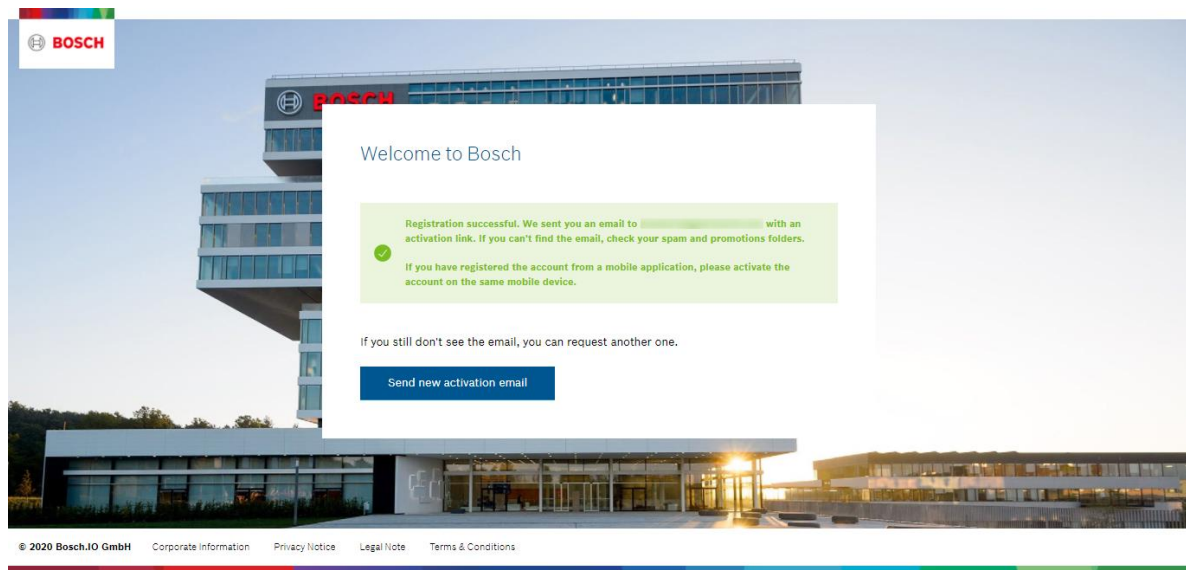
3. Click 'Not registered yet?'



4. You will then be taken to the 'Register your Bosch ID' page; here fill in your details, and if you agree to the Terms & Conditions and have read the Privacy Policy please mark the tick box then click 'Register'



5. If your registration is successful, you will see the below message and receive an email from our Bosch ID Team to activate your account:



Please click on this button in the email you receive to activate your BATS account:



## Checking your Account Settings & Logging Out

**When logging into your account for the first time, please ensure that all your details in the 'My Account' area are correct and up to date**

1. To access your 'My Account' area, please click on your account email address (besides 'Cart')
2. You will be presented with 2 options:

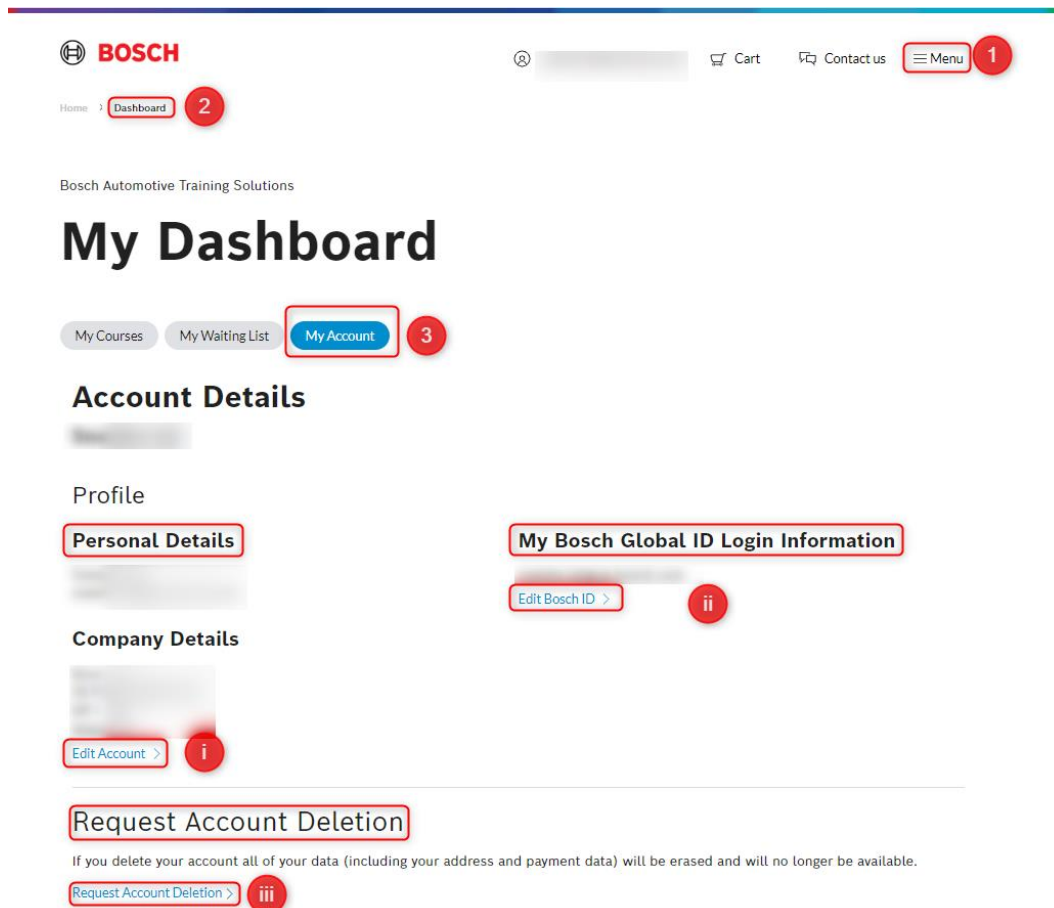


- a. 'Change Details' – here you can:
  - i. Manage your 'Personal Details' – **to receive email correspondence regarding your training courses, please be sure you have entered an email address here**

If you wish for your Company details to be amended, please contact us on: [saa.training@uk.bosch.com](mailto:saa.training@uk.bosch.com)

- ii. Manage your Bosch Global ID credentials
  - iii. Request your account to be deleted
- b. 'Log Out'

You can also go to the 'My Account' area via: *Menu > Dashboard > My Account* – please see image below:



Home > **Dashboard** 2

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# My Dashboard

My Courses My Waiting List **My Account** 3

## Account Details

Profile

**Personal Details**

**My Bosch Global ID Login Information**

[Edit Bosch ID >](#) ii

**Company Details**

[Edit Account >](#) i

**Request Account Deletion**

If you delete your account all of your data (including your address and payment data) will be erased and will no longer be available.

[Request Account Deletion >](#) iii

## Adding a Wholesaler

Ensure that any/all wholesalers whom you book training with are selected to enable them to book courses on your behalf as required

Please speak to your Manager about this because adding a Wholesaler/checking your Wholesaler list, can only be actioned with the Manager profile or if your manager has enabled you to have administrative rights for this

If you need to be assigned with the Manager profile, please contact us on [saa.training@uk.bosch.com](mailto:saa.training@uk.bosch.com) – please note we will need written approval from a manager or owner

## Booking a Course for Yourself

Please note: you may notice that you cannot add any courses to your basket as the Shopping cart icon looks like this:

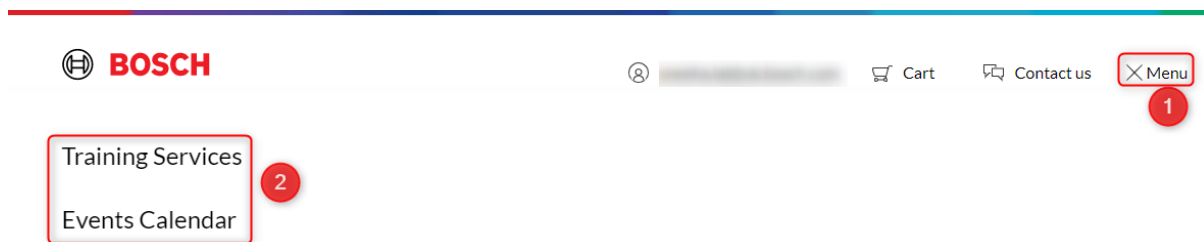


This may be due any of the below reasons:

1. Your account has not yet been approved
2. Your manager has not enabled you to purchase bookings – please speak to your manager to make bookings/enable this setting on your account
3. The course(s) you are looking at are fully booked and there are no seats available – please alternatively join the Waitlist by clicking on the bell icon besides the cart icon

If you do have the settings marked to book yourself, please follow the below steps:

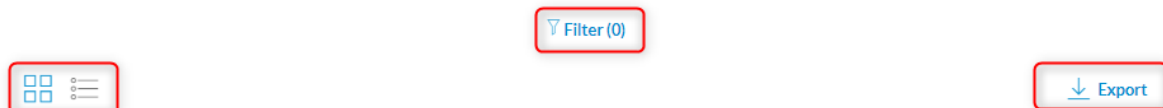
1. Follow: *Menu > Training Services or Events Calendar*



- a. **Training Services:** Browse our training courses
- b. **Events Calendar:** Search for course events in ascending date view; Here you can:
  - i. View in Tile or List view
  - ii. Export the course list
  - iii. Use the 'Filter' options to narrow the search by: Training Course categories, Location or Date Range – you can also use 'Ctrl + F' to search course names, dates or location on the web page

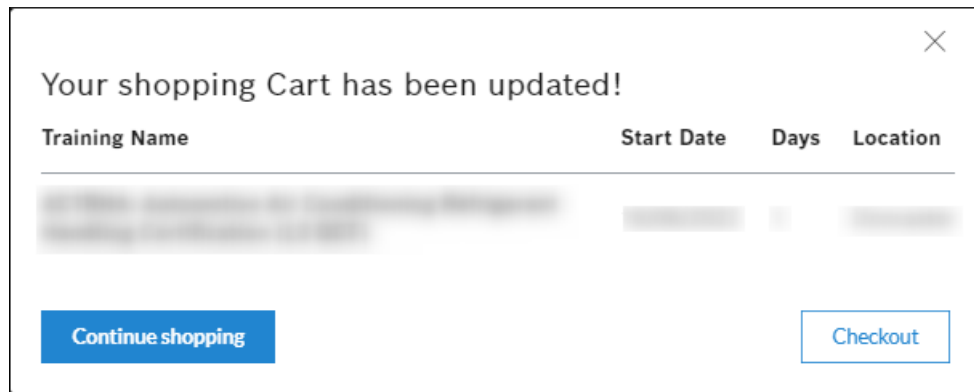
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## Event Calendar



Please click on the information icon (i) beside the course/event to see further information related to the course

2. Choose the course/event you wish to book and click on the shopping cart icon (🛒) to add the course to your Cart
  - a. If you clicked 'Training Services' first, you would need to click this shopping cart first to see the course dates available, then again on the desired date
3. You will then see the below pop-up display:



- a. **Continue shopping:** takes you back to the Event Calendar or Training Services page
  - b. **Checkout:** takes you to the Shopping cart page for you to check your item(s)
4. Once you have checked the item(s), press 'Continue'
5. Select the payment option you wish to pay by
  - a. If it is 'Credits', please note your account will have the correct number of training credits against it (you do not need to enter a 4-digit code as previously)
  - b. If you want to make any changes at this point, please click on 'Back'
6. Please read and agree to our Terms and Conditions
7. Click 'Checkout'
8. You will see the Order confirmation page
  - a. You will receive an email confirmation with the training course details
  - b. If you have any questions after this, please email [saa.training@uk.bosch.com](mailto:saa.training@uk.bosch.com)

## FOC E-Learning Courses: ESI-KTS and KIS

We offer the following 2 FOC e-learning courses:

- ESI-KTS Introduction Training-V
- KIS Online Introduction Training

If you wish to purchase these, follow the above steps. Please note, as the courses are FOC, step 5 above will not be required.



## Please also ignore any date and times – these videos can be previewed at any time

You can apply the ‘Online Training Courses’ filter on the Training Services or Events Calendar to find these 2 courses

Once you have checked out, the course(s) will be in your ‘My Courses’ area; please see below how to get to this area

## Viewing your Courses & Waiting List

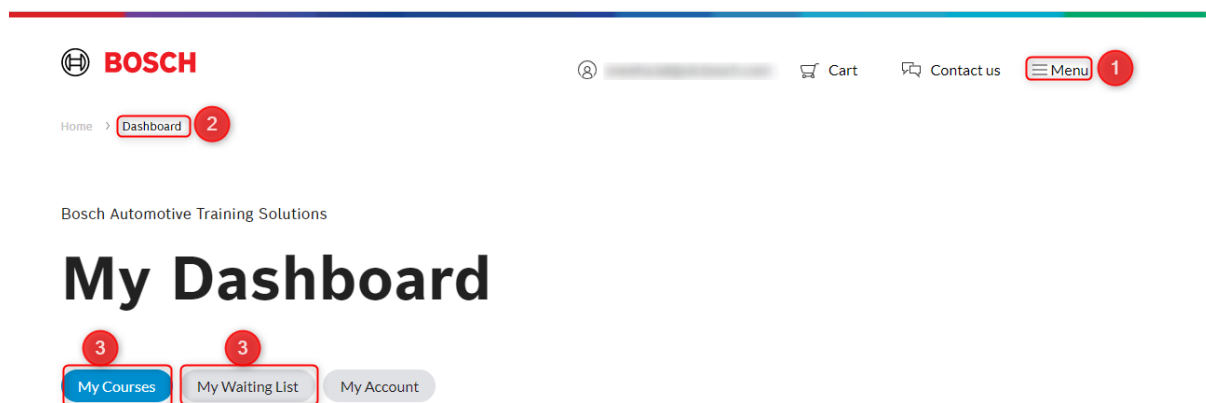
### Steps:

1. *Menu > Dashboard > My Courses: Registered Courses & Historical Records*

If any Bosch courses you have historically completed are not displaying in your records, it may be due to the course no longer being active due to changes made based on technological advancements in the topic area. Please email us if you have any questions regarding this.

**Or**

2. *Menu > Dashboard > My Waiting List: Courses you are on the waiting list for*

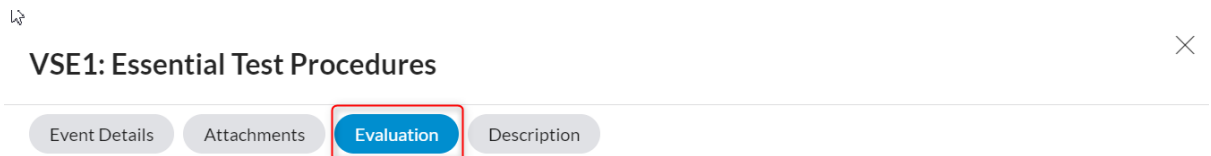


## Completing a Course Evaluation Form

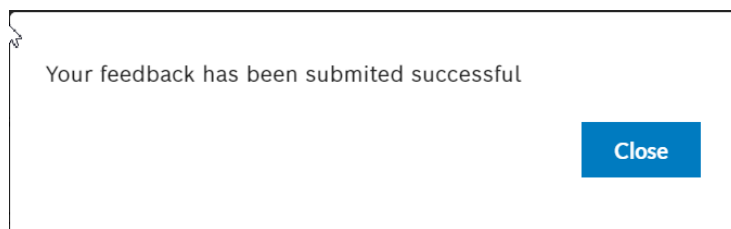
We value your feedback so please do provide your feedback via the evaluation form on the training courses you attend. Each course's evaluation form will be made available from the start date of the course. Please complete within 2 months of the course start date.

Steps to complete a course evaluation form:

1. *Menu > Dashboard > My Courses > Click 'View' on the required course > Evaluation tab*



2. Then please complete the questions as required and press 'Submit' when you are ready and happy with your answers – please note, you can only submit your answers once.
3. Once you have pressed 'Submit', you will see the below pop-up message:



## Viewing your Certificate

Steps:

*Menu > Dashboard > My Courses > Click 'View' on the required course > Download Certificate: click on the blue download icon*

## Contact Us

If you have any further questions, please use our 'Contact us' button at the top of the website page:



You can also access this 'Contact us' page at the bottom of the Home page:

<p><b>Get in touch</b></p> <p>We look forward to your enquiry</p> <p>Telephone +441895 816160</p>	<p><b>Send us a message</b></p> <p><a href="#">Contact Form &gt;</a></p>
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Alternatively, please email: [saa.training@uk.bosch.com](mailto:saa.training@uk.bosch.com) or call 01895 816 160