details Online Training Information

details Online training is conducted right from your desk via web cast and there are three sessions available for your Program Administrators:

details Online General Overview (_Please attend this session first)_
This one hour session delivers what it promises: A "general overview". It's designed to get your feet wet and provide you with a basic understanding of *details* Online's overall functionality.   Any time you are bringing on a new program administrator, you'll want them to attend this session first.
General Overview sessions run every **Thursday at 11:00am EST.** with the exception of National & Bank Holidays.

In- Depth _details_ Online Training Session (_Mandatory for all Program Administrators_)
This training session is an in-depth look at administering your program requirements online (i.e. changes to accounts, running reports, reconciliation etc).
This is a two-hour session that focuses on the specifics of each module, from submitting all requests, to running reports and exporting data from the reports module.
Training sessions run every **Thursday,1:00pm-3:00pm EST**. with the exception of National & Bank Holidays.

Basic _details_ Online Training Session (_Optional for all Program Administrators_)
This basic training session is geared towards day-to-day activities that an administrator would need to know (i.e. changing limits, requesting new cards, running reports etc).
Training sessions run every **Thursday,3:00pm-4:00pm EST**. with the exception of National & Bank Holidays.

For complete instructions to access this training call Client Services at 888.267.7834