



Carrier University
Online

Accessing HAP v6 Training



To Sign Up for the First Time



Follow the below steps to sign up for Carrier University & access HAP v6 Training.

1 Go to the **Carrier University Online Sign-Up** page:
<https://training.carrieruniversity.com/login/signup.php?org=cu-extedesign>

2 Fill in the profile fields. Fields with a “*” next to it are mandatory fields.

Your **(cu-ext) Partner Key** (case sensitive) for HAP v6 training is:

(cu-ext) Partner Key* **EDESIGN8760**

Recommended!! Copy & paste the Partner Key!

3 Click on **Create My New User Account** button to create a new account.



Carrier University Online English - United States (en_us) YOU ARE NOT LOGGED IN. Log In

New account

[Returning User Login](#)

There are required fields in this form marked *.

Welcome to Carrier Training
Do you already have an account? [Click here to login.](#)
[Creating a profile on Carrier's online training site.](#)
Thanks for signing up for the Carrier's online training site.

Please note that your below data will be saved on servers in the USA and accessible globally, from Carrier Global Corporation (hosted by AWS), to be contacted via +1-561-365-2000 or privacy@carrier.com. Your below data will be used for creating a profile on Carrier's online-training site, so you can follow all our offered trainings on this training portal. Besides the below data that you fill in below (user data), we also collect your training data (logs, training history, product training and product reference materials) and payment data (to process financial transactions linked to the payment of the training courses). Data privacy is important to Carrier. If you wish to access, correct, update or erase your personal information, or if you have questions about Carrier's privacy practices in general or a complaint, please email privacy@carrier.com.

Please fill in the fields in order to create a profile on Carrier's online training site.

Note: If a "Key" is required then you should have received it from your organization's Administrator for this training.

If you are notified that you cannot create an account because the email is already registered then email and our staff will assist you.

- Carrier University (Commercial); carrieruniversity@carrier.com
- Carrier Transcold (North America Truck Trailer); transcoldtraining@carrier.com
- Carrier Transcold (Container); tecline.academy@carrier.com

Thank you.

Carrier Online Training Administrators

First name*

Last name*

Email address*

Username*

Password* Unmask

The password must have at least 8 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), at least 1 non-alphanumeric character(s) such as as *, -, or #

(cu-ext) Partner Key*

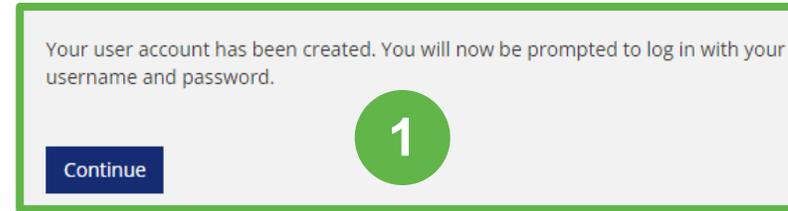
(cu-ext) Company*

[Create My New User Account](#)

Logging In to Carrier University Online



1 Select the **Continue** button to login.



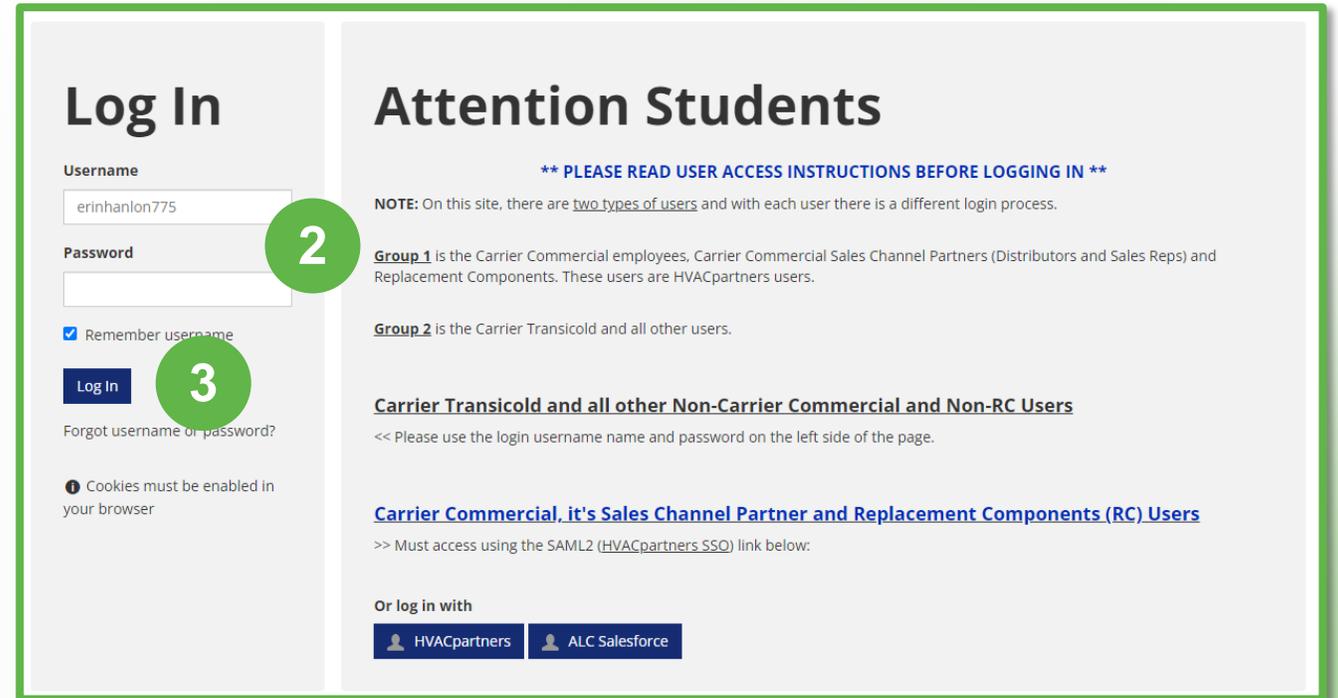
2 From the login page, enter your username & password



NOTE!! This is the page you will always use to access training.

<https://training.carrieruniversity.com/>.

Please bookmark it for future reference!



3 Click on the **Log In** button



Privacy Page



- 1 Read the **Carrier Privacy Policy/Terms** pages (2 pages)

You can always access the policy/term statements from your profile page.

- 2 Scroll to the bottom of the pages and agree to the **Consent** statements.

- 3 Click **Submit** button

Repeat process for 2nd page of policies/terms

1 of 2 policies

1

English - United States (en_us)

Carrier University Online Privacy Notice

Carrier Global Corporation and its subsidiaries and affiliates (collectively, "Carrier"), are committed to protecting the privacy of visitors to our websites such as Carrier University Online ("Carrier University"). It is important that our users understand how we collect, use and disclose Personal Information (as defined below). Carrier has implemented technical, administrative and physical measures to safeguard any personal information that we may collect.

This Privacy Notice describes our practices related to Personal Information collected through the Carrier University website. Carrier has a privacy notice at carrier.com. Carrier may use cookies and other tracking technologies on Carrier University.

What Personal Information does Carrier collect? How does Carrier collect such Personal Information?

"Personal Information" is information through which a natural person is identifiable or may be identified. Carrier collects, uses and processes your Personal Information in order to provide you with services, products or information that you request.

The collection of Personal Information will be transparent to you, and you will have the opportunity to decide whether or not to provide it. If you choose not to provide any of the Personal Information requested, Carrier may be unable to complete your transaction, or provide the information, services or products you have requested.

Carrier University collects information, including Personal Information, from you when you submit a form or request, create an account, or sign up for a course. Carrier can collect your name, password, system or login user ID, HVACpartners user ID, work email, personal email, work mobile or personal mobile, certifications/licenses, courses taken, special dietary needs, items you upload such as your photo, your time zone, your jacket size if Carrier distributes promotional wear, credit card or bank account information if you make purchases, your interests, the job positions you aspire to if you declare your career interests, your employer or business name, business unit, job title, and role.

Carrier may also collect information through your use of the Carrier University website, such as device identifiers, IP address, log files, and location data. Please see "How does Carrier use cookies or other tracking technologies?" below for more information.

Your mobile or internet services providers may have a conflicting privacy position or policy that permits them to capture, use and/or retain your Personal Information when you visit Carrier University, but Carrier is not responsible for and does not control how other parties may collect your Personal Information when you access Carrier University.

Why does Carrier collect your Personal Information?

Our purpose in collecting this information is to provide customized services and content relevant to your specific needs and interests. Your information may be used by Carrier to carry out our contractual obligations, authenticate you as a user and allow you access to certain areas of Carrier University.

Provide your consent

I have read and understand the Carrier University Privacy Notice. (Consent is required to access the site)*

Yes, and I agree.
 No, and I do not agree.

Carrier University uses cookies to enhance your experience on our website. (Consent is required to access the site)*

Yes, I agree.
 No, I do not agree.

Submit

2

Provide your consent

I have read and understand the Carrier University Privacy Notice. (Consent is required to access the site)*

Yes, and I agree.
 No, and I do not agree.

By agreeing to this privacy policy you consent to using cookies. (Consent is required to access the site)*

Yes, I agree.
 No, I do not agree.

Submit

'My Dashboard' (Home) Page



- 1 Links to **Record of Learning** page and **Find Learning** (Course Catalog) are under the **My Learning** menu item.
- 2 To easily access HAP v6 Training it is recommended to click on the link on this page
- 3 ...or it can be found by clicking **My Learning** → **Find Learning** from the navigation bar.

A screenshot of the Carrier University Online 'My Dashboard' page. The page features a navigation bar with 'MY DASHBOARD', 'MY LEARNING', 'REPORTS', and 'ABOUT'. The 'MY LEARNING' menu is expanded, showing 'Record of Learning' and 'Find Learning'. A large HAP v6 logo is prominently displayed on the left side of the dashboard. The main content area is titled 'Hourly Analysis Program (HAP)' and contains a welcome message and two links: 'HAP v6 - Click link for HAP v6 Training' and 'HAP v5 - Click link for HAP v5 Training'. A 'Dashboards' section is also visible at the bottom. Three green circles with arrows point to specific elements: circle 1 points to the 'MY LEARNING' menu item, circle 2 points to the 'HAP v6 - Click link for HAP v6 Training' link, and circle 3 points to the 'Find Learning' link in the navigation bar. The Carrier logo and 'Carrier University Online' text are visible in the top left corner of the page.

Typical Training Program Example



1 To view a course then click on the blue **Launch Course** button.

+ **Training Programs**
Are a group of courses that cover a topic that is associated with each course.

Training Program Button Types



This button allows access to view the course. Click to access.



If this button is displayed, it means the course cannot be viewed until previous courses are completed.

The screenshot shows the Carrier University Online interface for the HAP v6 Training program. The page title is "HAP v6 Training" and it includes a progress bar and a list of courses. A green circle with the number "1" highlights a "Launch course" button in the course list. The course list has columns for "Course name", "Actions", and "Status".

Course name	Actions	Status
HAP New Key Features in HAP v6	Launch course	
HAP Transitioning To HAP v6	Launch course	
HAP HAP v6 Training	Launch course	
HAP HAP v6 Video Demos	Launch course	
HAP Key Terminology in HAP v6	Launch course	No criteria

Typical Course Example



Basic Course Elements*

1 Course Description

2 Course Training Module(s)

The screenshot shows the Carrier University Online interface for a course titled "New Key Features in HAP v6". The page includes a navigation bar with "MY DASHBOARD", "MY LEARNING", "REPORTS", and "ABOUT". A search bar is located in the top right corner. The main content area features a large HAP v6 logo on the left. Below the logo is a section titled "On this page" which describes the course content: "The HAP v6 course, Key New Features in HAP v6, contains the course description with learning objectives, 3 video presentations, a knowledge check, course evaluation, and certificate." To the right of the logo is a notification box stating "You have been enrolled in course New Key Features in HAP v6 via required learning program HAP v6 Training." Below the notification is a progress indicator "Your progress". The main heading is "HAP v6 Training" with a sub-heading "Key New Features in HAP v6". A paragraph states: "This training module describes all the key (major) new features in HAP v6.0". Underneath is a section for "Learning Objectives" with a list of 10 features, including "Updated & Enhanced Weather Data*", "New Building Modelling Workflow*", "Import of building floor plan images*", "Sketch over building floor plan spaces*", "Spreadsheet grid for space organization*", "3D rendering of building", "Heat balance load calculations*", "Integration with US DOE EnergyPlus™*", "Daylighting*", and "Import of existing HAP library items*". A green circle with the number "1" is placed next to the list. Below the list is a note: "Features marked * are also demonstrated in HAP software in an additional training video". At the bottom of the page is a "Presentations" section with a video presentation titled "Key New Features in HAP v6 Presentation" and a green circle with the number "2". The video details include "Video Presentation", "Publish Date: 13 September 2022", and "Estimated Length: 34 minutes". A "Course completion status" section at the bottom left shows "Status: Not yet started" and a table with "Required criteria" and "Status" columns, listing "Activity completion" as "0 of 1". A "More details" link is at the bottom left of the page.

*Some courses may have additional elements.



Your 'Record of Learning' Page



This page is the user's transcripts page.

1

TABS

Courses: Enrolled courses list

Programs: Enrolled training programs list



2

COURSES

List of enrolled courses with the enrollment date, due date & progress status bar.

3

PROGRAMS

List of enrolled courses with the assignment date, completion date & progress status bar.

The screenshot shows the 'Record of Learning: All Courses' page. Callout 1 points to the 'Courses' and 'Programs' tabs. Callout 2 points to the course list table. Callout 3 points to the program list table.

Icon	Course Title	Course due date	Progress	Enrolled	Course completion date
	Key Terminology in HAP v6		No criteria		
	New Key Features in HAP v6			23 Jul 2024	

Program Name	Progress	Date assigned	Date completed
HAP v6 Training		23 Jul 2024	



Troubleshooting: Training Access Denied



For those who have **NEW** accounts with CU Online.



If, when accessing CU Online, this page is displayed, it means that something in the user profile was not correctly filled out during the sign-up process.



DISPLAY PROFILE

The first thing to do is to display the user profile.

To access the profile, click on the username in the upper right corner of the page, then click on **Profile**.

A screenshot of the Carrier University Online dashboard. The page title is 'Carrier University Online - Training Access Denied'. The main content area contains the following text: 'You currently do not have access to training due to an error in your profile.' followed by a bulleted list: 'This is likely due to the "Key" in your profile being inputted incorrectly. Please refer to your access instructions and then edit your profile.', 'You have access to your profile by clicking on you name in the upper right corner of this page and then clicking on "Profile".', and 'Once on your profile click on "Edit Profile" to update your profile fields.' Below this is a note: 'If this does not solve your access issue then please check with your Training Administrator for more info. Click on the button and provide us with the training you are trying to access. Thank you.' and a button labeled 'Email Carrier University Online Help'. In the top right corner, the user's name 'Erin Hanlon' is visible with a dropdown arrow. A green circle with the number '1' and an arrow points to the 'Profile' option in the dropdown menu.



Troubleshooting: Training Access Denied

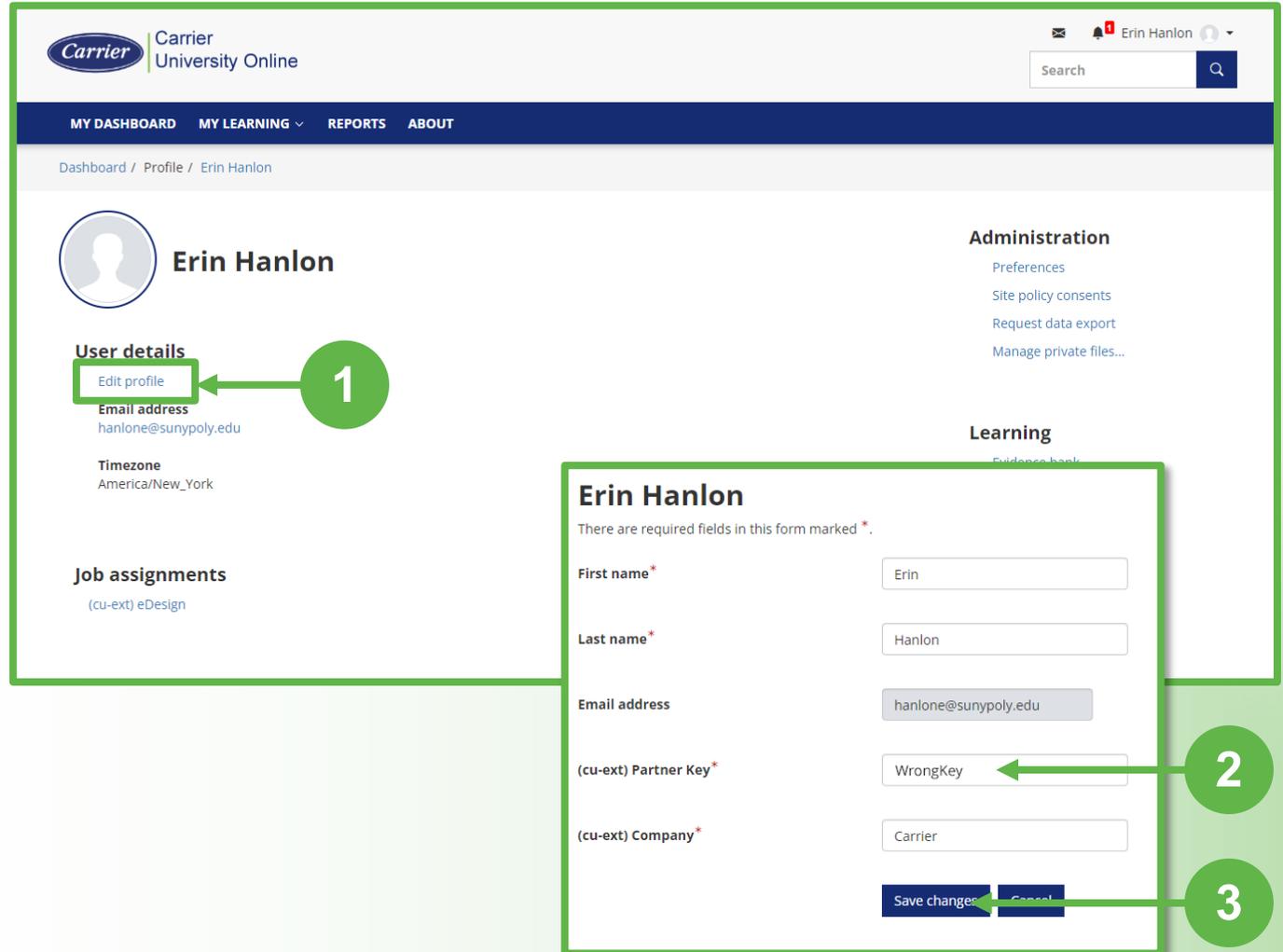


- 1 Click on **Edit Profile** to display the profile fields page.
- 2 Review the **'(cu-ext)' Partner Key** to ensure it is correct:
EDESIGN8760, remember it is case-sensitive.
- 3 Then click on **Save Changes**. The landing page and access to training should update.

 **NOTE:** The profile update may take a few minute to propagate the site and provide training access.

If access issues persist, please contact CU Online support by clicking on the **Help** button on the Training Denied landing page.

Email Carrier University Online Help



The screenshot shows the Carrier University Online profile page for Erin Hanlon. The page includes navigation links (MY DASHBOARD, MY LEARNING, REPORTS, ABOUT) and a search bar. The profile details section shows the user's name, email address (hanlone@sunypoly.edu), and timezone (America/New_York). The 'User details' section has an 'Edit profile' button highlighted with a green box and a green circle with the number 1. The 'Erin Hanlon' profile form is shown in a separate window, with the '(cu-ext) Partner Key' field containing 'WrongKey' highlighted with a green box and a green circle with the number 2. The 'Save changes' button is highlighted with a green box and a green circle with the number 3.



Troubleshooting: Training Access Denied



For those who have **EXISTING** accounts with CU Online.



If, when accessing CU Online, this page is displayed, it means that something in the user profile was not correctly filled out during the sign-up process.



DISPLAY PROFILE

The first thing to do is to display the user profile.

To access the profile, click on the username in the upper right corner of the page, then click on **Profile**.

A screenshot of the Carrier University Online dashboard. The page title is "Carrier University Online - Training Access Denied". The main content area contains the following text: "You currently do not have access to training due to an error in your profile." followed by a bulleted list: "• This is likely due to the 'Key' in your profile being inputted incorrectly. Please refer to your access instructions and then edit your profile." "• You have access to your profile by clicking on you name in the upper right corner of this page and then clicking on 'Profile.'" "• Once on your profile click on 'Edit Profile' to update your profile fields." Below this is a link: "Email Carrier University Online Help". In the upper right corner, there is a user profile dropdown menu for "Erin Hanlon" with a search bar and a list of options: "Profile", "Grades", "Messages", "Preferences", "English - United States (en_us)", "English (en)", and "Log out". A green circle with the number "1" and an arrow points to the "Profile" option in the dropdown menu.

Troubleshooting: Training Access Denied



- 1 Click on **Edit Profile** to display the profile fields page.
- 2 Review the '(cu-ext)' Partner Key to ensure it is correct:
EDESIGN8760, remember it is case-sensitive.
- 3 Then click on **Save Changes**. The landing page and access to training should update.



NOTE: The profile update may take a few minute to propagate the site and provide training access.

If access issues persist, please contact CU Online support by clicking on the **Help** button on the Training Denied landing page.

Email Carrier University Online Help

The screenshot shows the Carrier University Online profile page for Erin Hanlon. The page is titled "Erin Hanlon" and includes sections for "User details", "Job assignments", and "Administration". The "User details" section has an "Edit profile" link highlighted with a green box and a green circle with the number "1". The "Job assignments" section shows "(cu-ext) eDesign" and a dropdown menu for "(cu-ext) Training Partners (Reg Page)". The dropdown menu is open, showing a "Partner Key" field with the value "WrongKey" highlighted by a green box and a green circle with the number "2". The "Administration" section includes links for "Preferences", "Site policy consents", "Request data export", and "Manage private files...". The "Erin Hanlon" form is also visible, with fields for "First name", "Last name", and "Email address". The "Save changes" button is highlighted with a green box and a green circle with the number "3".

