

Infor CRM Education on Infor Campus

Infor CRM courses are located on Infor Campus [here](#)! Instructions to locate and register for Infor CRM videos, non-certification, and certification courses are included below.

Introduction

This document outlines learning paths for partners and customers who want to learn to use, administer, implement, or customize Infor CRM.

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Infor CRM Training

Category	Course Name	Description	Audience
Videos	Infor CRM: Video Library	This video library contains all subscription videos for Infor CRM v8.1 and previous versions.	Customers, Partners
Instructor-Led, Non-Certification	Infor CRM: v8.2 Using Web	<p>This 3-day virtual course teaches you about the features of the Infor CRM Web client: sales, marketing, and customer service/support.</p> <p>This instructor-led course is a self-paced course with an instructor available during the scheduled times to answer questions.</p> <p>There is a short orientation meeting on the first day of the class to provide you with more information on this course.</p> <p>Successful learners have a working knowledge of web browsers, Microsoft Outlook, and basic computer skills.</p> <p>After completing this course you will be able to: navigate the workspace, create groups, schedule activities and reminders, record emails to history, manage marketing campaigns, and use contracts, tickets, defects and returns effectively.</p>	Customers, Partners
Instructor-Led, Certification	Infor CRM: v8.1 Administering	<p>This course is for Infor CRM customers responsible for maintaining and administering Infor CRM. This 4-day course consists of 3 days of hands-on training followed by a one-day practical exam and multiple-choice assessment.</p> <p>This instructor-led course is a self-paced course with an instructor available during the scheduled times to answer questions.</p> <p>There is a short orientation meeting on the first day of the class to provide you with more information on this course.</p> <p>This course teaches you to administer and configure Infor CRM in a Windows and Web environment.</p> <p>Successful learners have knowledge of Microsoft Windows Server, IIS, SQL Server, and basic networking skills like sharing folders and setting permissions.</p> <p>After completing this course you will be able to: describe the components of an Infor CRM environment, explain remote users, remote offices, and synchronization, configure the Customer Portal and Infor CRM Mobile, and set up a Windows or Web development environment.</p>	Customers
Instructor-Led, Certification	Infor CRM: v8.1 Implementing	Required for Infor CRM partners to become Implementer certified. This 4-day course consists of 3 days of hands-on training followed by a one-day practical exam and multiple-choice assessment.	Partners

Instructor-Led, Certification	Infor CRM: v8.1 Implementing	<p>This instructor-led course is a self-paced course with an instructor available during the scheduled times to answer questions.</p> <p>There is a short orientation meeting on the first day of the class to provide you with more information on this course.</p> <p>This course teaches you to administer and configure Infor CRM in a Windows and Web environment.</p> <p>Successful learners have knowledge of Microsoft Windows Server, IIS, SQL Server, and basic networking skills like sharing folders and setting permissions.</p> <p>After completing this course you will be able to: describe the components of an Infor CRM environment, explain remote users, remote offices, and synchronization, configure the Customer Portal and Infor CRM Mobile, and set up a Windows or Web development environment.</p>	Partners
Instructor-Led, Certification	Infor CRM: v8.1 Developing Web	<p>Required for Infor CRM partners and customers to become Web Developer certified. This 4-day course consists of 3 days of hands-on training followed by a one-day practical exam and multiple-choice assessment.</p> <p>This instructor-led course is a self-paced course with an instructor available during the scheduled times to answer questions.</p> <p>There is a short orientation meeting on the first day of the class to provide you with more information on this course.</p> <p>This course is based on a real-world scenario that steps you through each phase of a development assignment from an ERD and wireframe to building a fully functioning project.</p> <p>Successful learners have knowledge of the Infor CRM Web client, Visual Studio, and proficiency with VB.Net or C#.</p> <p>After completing this course you will be able to: configure an Infor CRM Web development environment, create a new entity and smart part, and build a main view and add validation to a form control.</p>	Customers, Partners
Instructor-Led, Certification	Infor CRM: v8.1 Developing Windows	<p>Required for Infor CRM partners and customers to become Web Developer certified. This 4-day course consists of 3 days of hands-on training followed by a one-day practical exam and multiple-choice assessment.</p> <p>This instructor-led course is a self-paced course with an instructor available during the scheduled times to answer questions.</p> <p>There is a short orientation meeting on the first day of the class to provide you with more information on this course.</p>	Customers, Partners

Instructor-Led, Certification	Infor CRM: v8.1 Developing Windows	<p>This course is based on a real-world scenario that steps you through each phase of a development assignment from an ERD and wireframe to building a fully functioning project.</p> <p>Successful learners have knowledge of the Infor CRM Windows client, ADODB concepts, VBScript, and SQL queries.</p> <p>After completing this course you will be able to: use the Infor CRM Architect, configure an Infor CRM Windows development environment, use Manage forms, Data forms, and Application object, and bundle a project.</p>	Customers, Partners
Instructor-Led, Certification	Infor CRM: Advanced Analytics v3.0	<p>Required for Infor CRM partners to become Advanced Analytics certified. This 2-day virtual course teaches you to install and configure the TIBCO Spotfire engine and customize Infor CRM Advanced Analytics dashboards.</p> <p>Successful learners have knowledge of administering the Infor CRM Web client.</p> <p>After completing this course you will be able to: install Spotfire and Advanced Analytics, add data to Spotfire from a custom Infor CRM table, design visualizations with custom expressions and bookmarks, and fully utilize a custom dashboard in Infor CRM.</p>	Partners
Instructor-Led, Non-Certification	Infor CRM: Developing Mobile v3.x	<p>This 1-day virtual course teaches you the skills necessary to install Infor CRM Mobile for a development environment and add a custom entity with list, edit, and detail views. Successful learners have knowledge of the Microsoft Windows operating system, IIS, SQL Server, JavaScript, the Dojo toolkit, and experience with the Infor CRM Web client.</p> <p>After completing this course you will have a Mobile customization example that can display, insert, edit, and query custom project management data.</p>	Customers, Partners
ELearning, Certification	Infor CRM: Managing Cloud	<p>This course teaches you the fundamentals of managing an Infor CRM Cloud environment and understanding the Cloud server.</p> <p>After completing this course you will be able to: log on to an Infor CRM Cloud instance, transfer files, backup and restore data, create a development environment in the Cloud, and install Infor CRM updates.</p>	Partners
ELearning, Certification	Infor CRM: Sales	<p>This ELearning course helps prepare you for giving demonstrations. You learn Infor CRM sales concepts for developing and delivering the right message. You also see a common scenario based demonstration.</p> <p>After completing this course, it is recommended that you become familiar with the Infor CRM product by viewing the Infor CRM Video Library on Campus and registering for the Infor CRM: Using Web class.</p>	Partners
ELearning, Non-Certification	Infor CRM: Back Office Extension	<p>Harnessing the power of ION, Infor CRM Back Office Extension allows you to integrate your CRM and ERP data into one system. This course shows how to install the required components within Infor CRM to enable Back Office Extension, how to configure Infor CRM to connect with ION and your ERP, and reviews the changes made to Infor CRM to support this integration.</p>	Partners

The Learning Paths

1. Select the level that most closely matches your responsibilities.
2. Take the courses in the order shown and check the audience level above.

Level	Step 1	Step 2	Step 3
Overview & Use	<ul style="list-style-type: none"> • Infor CRM: Sales • Infor CRM: v8.2 Using Web • Infor CRM: Video Library 		
Configuration & Administration		<ul style="list-style-type: none"> • Infor CRM: v8.1 Administering • Infor CRM: v8.1 Implementing • Infor CRM: v8.1 Managing Cloud • Infor CRM: v8.1 Back Office Extension 	
Installation & Integration			<ul style="list-style-type: none"> • Infor CRM: v8.1 Developing Web • Infor CRM: v8.0 Developing Windows • Infor CRM: Advanced Analytics v3.0 • Infor CRM: Developing Mobile v3.x

Certification course details

Infor CRM: Certification for v8.1 Administering for Customers

Time required: 32 Hours

Take the courses in the order shown.

1	Infor CRM: v8.1 Introduction to Implementing and Administering	Prerequisite online videos	Required
2	Infor CRM: Exam for v8.1 Introduction to Implementing and Administering	Prerequisite online 10-question exam	Required
3	Infor CRM: v8.1 Administering	Instructor-Led	Required
4	Infor CRM: Exam for v8.1 Administering	Online 20-question exam	Required

Infor CRM: Certification for v8.1 Implementing for Partners

Time required: 32 Hours

Take the courses in the order shown.

1	Infor CRM: v8.1 Introduction to Implementing and Administering	Prerequisite online videos	Required
2	Infor CRM: Exam for v8.1 Introduction to Implementing and Administering	Prerequisite online 10-question exam	Required
3	Infor CRM: v8.1 Implementing	Instructor-Led	Required
4	Infor CRM: Exam for v8.1 Implementing	Online 20-question exam	Required

Infor CRM: Certification for v8.1 Managing Cloud for Partners

Time required: 2 Hours

Prerequisite: Infor CRM: Certification for v8.1 Implementing for Partners

Take the courses in the order shown.

1	Infor CRM: v8.1 Managing Cloud	Online videos & training workbook	Required
2	Infor CRM: Exam for v8.1 Managing Cloud	Online 10-question exam	Required

Infor CRM: Certification for v8.1 Developing Web

Time required: 32 Hours

Take the courses in the order shown.

1	Infor CRM: v8.1 Introduction to Developing Web	Prerequisite online videos	Required
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2	Infor CRM: Exam for v8.1 Introduction to Developing Web	Prerequisite online 10-question exam	Required
3	Infor CRM: v8.1 Developing Web	Instructor-Led	Required
4	Infor CRM: Exam for v8.1 Developing Web	Online 20-question exam	Required

Infor CRM: Certification for v8.0 Developing Windows

Time required: 32 Hours

Take the courses in the order shown.

1	Infor CRM: v8.0 Introduction to Developing Windows	Prerequisite online videos	Required
2	Infor CRM: Exam for v8.0 Introduction to Developing Windows	Prerequisite online 10-question exam	Required
3	Infor CRM: v8.0 Developing Windows	Instructor-Led	Required
4	Infor CRM: Exam for v8.0 Developing Windows	Online 20-question exam	Required

Infor CRM: Certification for Advanced Analytics v3.0

Time required: 8 Hours

Take the courses in the order shown.

1	Infor CRM: Advanced Analytics v3.0	Instructor-Led	Required
2	Infor CRM: Exam for Advanced Analytics v3.0	Online 10-question exam	Required

Infor CRM: Certification for Sales for Partners

Time required: 8 Hours

Take the courses in the order shown.

1	Global Enablement: Foundational Module 1 – Infor Overview and Strategy	ELearning	Recommended
2	Infor CRM: Foundational Messaging Module 1 – The Solution Suite	ELearning	Recommended
3	Infor CRM: Foundational Messaging Module 2 – Value Proposition	ELearning	Recommended
4	Infor CRM: Foundational Messaging Module 3 – Demo	ELearning	Recommended
5	Infor CRM: Foundational Messaging Module 4 – Our Clients	ELearning	Recommended
6	Infor CRM: Cross-Sell Module 1 – The Solution Guide	ELearning	Recommended
7	Infor CRM: Foundational Competition Module 1 – Competitive Landscape	ELearning	Recommended
8	Infor CRM: Foundational Model Delivery Module 1 - Messaging	ELearning	Recommended
9	Infor CRM: Sales Demo	ELearning	Required
10	Infor CRM: Exam for Sales	Online 10-question exam	Required

How to locate Infor CRM videos, non-certification, and certification classes in Infor Campus

Video library

1. Click Course Catalog in Infor Campus.
2. Search for Infor CRM: Video Library OR open Infor CRM (Saleslogix) > Infor CRM: Use > Infor CRM: Video Library.
3. Click View Info.
4. Click Registration Info.
5. Click Register and Launch. This step moves the course to your My Courses tab where you can launch the course anytime.

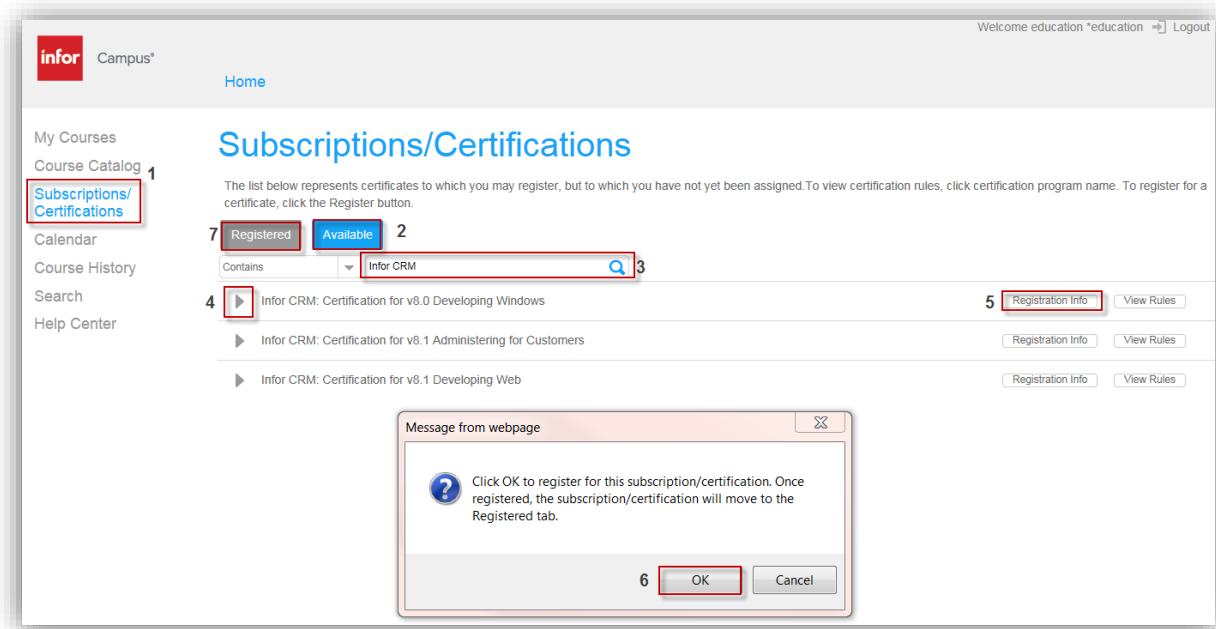
Non-certification courses

1. After logging into Campus, click Course Catalog.
2. Search for Infor CRM and open each Infor CRM category by clicking the side gray arrow(s)
3. Click View Information.
4. Click the Available tab to view available class dates.
5. Click Registration Info on the event you want to register for.
6. Click Submit for Registration. This step moves the course to your Registered tab.

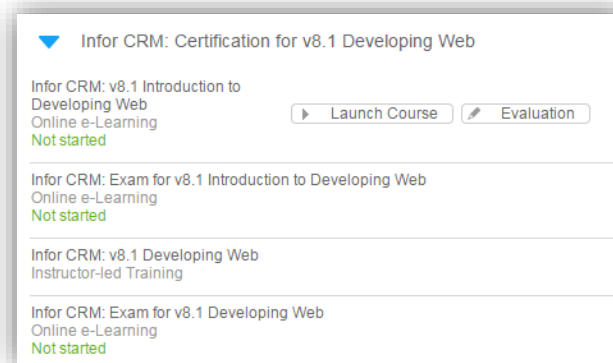
Certification courses

Screenshots included below

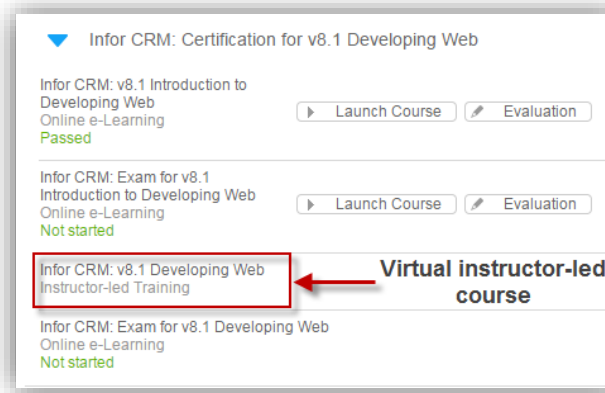
1. After logging into Campus, click Subscriptions/Certifications.
2. Click the Available tab.
3. Use the Search engine to search for Infor CRM certifications.
4. Expand the certification to review all of the courses making up a certification or click Registration Info to continue.
5. Click OK on the popup. This step moves the certification course to your Registered tab.
6. Click the Registered tab and locate the certification course. Note: All certifications have a prerequisite (videos and short exam to pass) so you **will not** be able to launch or register for a course until you complete its prerequisite.



The first course has a Launch Course button available to you. After taking the course, refresh the page and a Launch Course button appears for the next requirement in the certification.

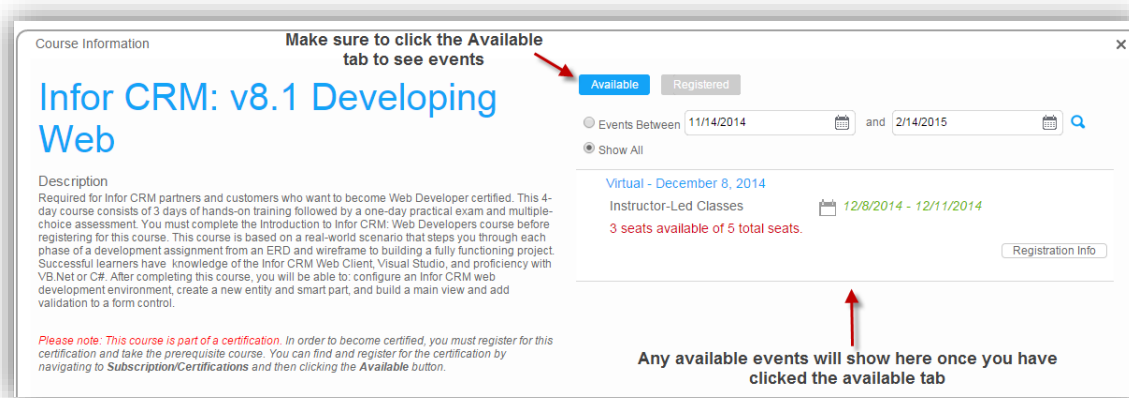


After taking the first course and refreshing the page, your certification should now look like this:



When you **successfully pass** the Introduction (prerequisite) exam:

1. Click the title of the Instructor-led training course shown in the screenshot above.
2. Click the Available tab.
3. Click Registration Info on the event you want to register for.
4. Click OK on the pop up. This step moves the certification to your Registered tab.



5. Click the Registered tab.
6. Select Agree from the Terms and Conditions drop-down menu in the upper-right corner.
7. Scroll down and click Submit for Registration.

You are now registered for the Virtual Instructor-led course and will receive information from Infor Campus as the start date approaches.

Event Info

Virtual - December 1, 2014

Course Details - Click [Here](#) To View Terms & Conditions.

You must select Agree in order to register

Terms and Conditions

*Agreement: Not selected (dropdown menu with options: Not selected, Agree)

Event Details

Scheduled: 12/1/2014 - 12/3/2014

Date/Time	Instructor(s)	Location	Notes	description
12/1/2014 8:00 AM - 5:00 PM(MST)				
12/2/2014 8:00 AM - 5:00 PM(MST)				
12/3/2014 8:00 AM - 5:00 PM(MST)				

Retail Price
Non-Subscription Price: 895.00 USD

[Submit for Registration](#) Click here to register

If you **did not successfully pass** the Introduction (prerequisite) exam or try to register for the instructor-led course prior to fulfilling the prerequisite, a message will appear when clicking on the instructor-led course.

Course Information

Infor CRM: v8.1 Developing Web

[Available](#) [Registered](#)

Events Between 11/14/2014 and 2/14/2015

Show All

Virtual - December 8, 2014

Instructor-Led Classes 12/8/2014 - 12/11/2014

3 seats available of 5 total seats.
You have not met all prerequisites

Description

Required for Infor CRM partners and customers who want to become Web Developer certified. This 4-day course consists of 3 days of hands-on training followed by a one-day practical exam and multiple-choice assessment. You must complete the Introduction to Infor CRM: Web Developers course before registering for this course. This course is based on a real-world scenario that steps you through each phase of a development assignment from an ERD and wireframe to building a fully functioning project. Successful learners have knowledge of the Infor CRM Web Client, Visual Studio, and proficiency with VB.Net or C#. After completing this course, you will be able to: configure an Infor CRM web development environment, create a new entity and smart part, and build a main view and add validation to a form control.

Please note: This course is part of a certification. In order to become certified, you must register for this certification and take the prerequisite course. You can find and register for the certification by navigating to [Subscription/Certifications](#) and then clicking the [Available](#) button.

Duration (In Hours)
32

Audience
Customers; Employees; Partners

Prerequisites:
You must satisfy the required prerequisites before the course can be launched. See incomplete prerequisites below.

Prerequisite	Completed	Details
Infor CRM: Exam for v8.1 Introduction to Developing Web	No	Completion

Upon successful completion of the practical assessment, you will have access to the final Q&A exam. Your score is displayed when you complete the exam. You must have an 80% to pass.

Infor CRM: Certification for v8.1 Developing Web

Infor CRM: v8.1 Introduction to Developing Web
Online e-Learning
Not started

Infor CRM: Exam for v8.1 Introduction to Developing Web
Online e-Learning
Not started

Infor CRM: v8.1 Developing Web
Instructor-led Training
Passed

Infor CRM: Exam for v8.1 Developing Web
Online e-Learning
Not started

Final exam launch course will show after you have completed the Instructor-Led Training successfully

Where to view and print your certificate

When you successfully complete all the requirements, click Course History, scroll down to the Certificates pane, and click View under View Docs to download and print your certificate.

Note: Certificates take approximately 10-15 minutes to generate so you will not see it instantly.

Welcome Customer 1 Logout

infor Campus

Home

My Courses

Course Catalog

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Certificates

Export Data to: XLS CSV

Certification Program Name	Level Name	Requirement Group Name	Date Earned	Date Expires	Days to expire	View Docs
M3: Subscription Library v13x			9/5/2014	Never Expires		View History
Lawson: Subscription Library v10			9/16/2014	Never Expires		View History
Infor CRM: Certification for v8.1 Developing Web			12/11/2014	Never Expires		View History