Welcome to Agilent University and its extensive offering of self-paced courses. Use the recommendations below to get the most value from these self-paced courses and maximize your success and enjoyment of learning now and in the future.

Tips for greater success

1. Set a goal of what new skill you want to learn.
2. Select your courses by searching the course catalog for a specific learning focus or refer to a Learning Path for a specific instrument.
3. Establish a schedule to ensure you devote enough time to learning your new skill.

Try something new today

- Maximize your learning retention by viewing the self-paced course while seated in front of your instrument.
- Increase your lab productivity by mastering your analytical software and leveraging advanced features to improve sample throughput.
  - Use the Software Platform filter located on the left side of the self-paced course catalog to filter the courses for the specific Agilent software you have in your lab.
- Improve your instrument uptime by learning more about Troubleshooting & Maintenance best practices for your instrument.
  - Register for a self-paced course that has a Maintenance & Troubleshooting Learning Focus. The Learning Focus and Technique filters are located on the left side of the course catalog. You can narrow your search by selecting the Learning Focus and Technique that match your interest.
- Prepare for your next promotion by taking courses that ready you for the next level of responsibility and skill. Consider working with your manager to design a course of study that best meets future needs of your lab and demonstrate your willingness to learn.

Need help?
Agilent University Education Coordinators are available to assist you with your training and registration questions. Click Help to find your local contact information.
New to Agilent University Self-paced Learning? Get answers to the most common questions below.

Accessing Agilent University

What are the system requirements?
If I already have an account for Agilent.com, do I need to create a new one for Agilent University?
How do I set up an Agilent University account?
Are subscriptions to Agilent University available?

Accessing My Courses

Is there an easy way to find self-paced courses for my instrument or topic of interest?
How do I view the Agilent University site in my local language?
I had to stop in the middle of a course. How do I re-launch the course to continue?
My course time limit expired. How can I re-take the course?
I’d like to re-take a course but it’s not showing up in My Training.

Working Within a Course

I can’t hear any sound. How do I fix this issue?
How do I exit a course?
The instructor is speaking too fast, how can I slow it down?

Other Agilent Training Opportunities

How can I attend a live course taught by an Agilent instructor?
1. **What are the system requirements?**

<table>
<thead>
<tr>
<th>Subsystem Component</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet Download Speed</td>
<td>4 megabits per second (or higher) recommended</td>
</tr>
<tr>
<td>Pop-up Blocker</td>
<td>Turn off</td>
</tr>
<tr>
<td>Java Script</td>
<td>Must be enabled</td>
</tr>
<tr>
<td>Supported Browsers (note that Microsoft Edge is not recommended)</td>
<td>Chrome 83 (or higher) <strong>recommended</strong> Internet Explorer 11 (or higher) Firefox 68.8 (or higher) Safari 10.1.2 (or higher)</td>
</tr>
<tr>
<td>Screen Resolution</td>
<td>1200 x 800 or higher recommended</td>
</tr>
</tbody>
</table>

**Troubleshooting tip:** If you are experiencing problems related to the self-paced courses, please switch to the recommended browser.

2. **If I already have an account for Agilent.com, do I need to create a new one for Agilent University?**

   Yes, a separate account is required for Agilent University.

3. **How do I set up an Agilent University account?**

   **Step 1:** Go to the [My Training & Account](#) page on Agilent University  
   **Step 2:** Select [Create Account](#)
Step 3: Enter the information in the required fields and click Continue.

Step 4: Enter your desired username and password. The best practice is to use your email as your username.

**IMPORTANT**: These account credentials are unique to Agilent University. Your Agilent.com account is a separate account and does not provide access to Agilent University.

The system will show you as logged in by displaying your profile name in the left corner. Click continue or start browsing the many offerings of Classroom, Self-paced or Virtual Instructor-led courses using the top-level menus.
4. Are subscriptions to Agilent University available?

Yes! You can purchase an [Agilent University ePass](#) for unlimited access to all self-paced online courses on Agilent University.

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5. Is there an easy way to find self-paced courses for my instrument or topic of interest?

[Learning Paths](#) group courses by instrument / software combinations as well as topic areas and are an easy way to see what self-paced courses are available. You can access them by selecting [Self-paced > Learning Paths](#).

[Click to access Learning Paths](#).

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6. How do I view the Agilent University site in my local language?

Use the [Viewing Language](#) button at the top right of your screen to set your preferred language. Available language choices are shown to the right.

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7. I had to stop in the middle of a course. How do I re-launch the course to continue?

Step 1: Click My Training & Account
Step 2: Click My Training
Step 3: Find the desired course in the list and click Launch.

The course will resume from where you left off.

8. I’d like to re-take a course but it’s not showing up in My Training.

Once you complete a course, it is automatically moved to History. To return to a course that you have completed but still have access to:

Step 1: Click My Training & Account
Step 2: Click History.
Step 3: Find the desired course in the list and click Launch.

If the course has not yet expired and you have not exceeded the maximum number of accesses, you can continue to launch the course and take any portion of it again, even if it has moved to History.
9. **My course time or access limit expired. How can I re-take the course?**

If you have an active ePass or the course is free, simply re-register for the course, otherwise, you must purchase the course again to re-take it.

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10. **I can’t hear any sound. How do I fix this issue?**

Options to try:

- Verify that the course includes audio. There are a few in our library that do not.
- Check that the audio settings are configured correctly on your system.
- Verify that the correct speakers are set as the audio output if your system is configured with both speakers and a headset.

![Select playback device](image1)

- Verify that the volume is turned up in the course player.

![Data Integrity and Cycle Time](image2)

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11. How do I exit a course?

To ensure the system records your course progress and completion status accurately, use the exit button to close the session. Using the browser back arrow should be avoided.

12. The instructor is speaking too fast; how can I slow it down?

You cannot control the audio speed in a course; however, most courses include a transcript of the instructor audio in the Notes.
13. How can I attend a live course taught by an Agilent instructor?

Agilent University provides the following options for live instruction:

- **Virtual Instructor-led Training** that takes place over the internet at a given date and time
- **Classroom courses** with labs offered at our many training centers around the globe
- **Customized on-site courses** that can be delivered in-person at your site or virtually.


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