Visa Business School Reference Guide
1. Log in or Register for the Visa Business School

You do **not** have to be logged in to find and view courses, but logging in does allow you to view course prices and additional menu options.

**Log in with Visa Online (VOL)**

You can log in with your Visa Online user name and password as you have in the past. Click the **Sign in using VOL** link.

If you have registered directly with the Visa Business School, enter your email and password and click **Log in**.

**Register as a New User**

To enroll directly with the Visa Business School click **Register as a new user**.

**Step 1:** Enter your name, work email address, and your institution's Business Identification (BID) number.

**Step 2:** Specify your location, preferred language, job function and level, and your years of experience in the payment industry. Phone number is optional.

Create a password, at least 7 digits long, and must contain at least one capital letter, one lowercase letter, and one number.

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2. Find a Course

The easiest way to find the course you want is to use the **Catalog** or **Search**.

### Using the Catalog

You can filter the Catalog by course type (Events & Workshops, Bundled Courses, or Online Courses) and by Language (English, Spanish, or Portuguese). Only the courses that match the criteria will display.

- **Sort by**:
  - All Course Types
  - Language - English
  - Acquiring
    - All Course Types
    - Events & Workshops
  - Card Services
    - Bundled Courses
  - Digital
    - Online Courses
  - Disputes
  - Network
  - Operations

- Click the "+" icon to view all the related courses within a particular topic.

### Using Search

To use the search feature, click the magnifying glass icon, type your search term, and press **Enter**.

With the **Advanced Search**, you can narrow your search by specifying a language, course type, category, and country. (Country applies to the location in which workshops are offered and does not apply to online courses.)
3. View Course Details

From the catalog or search results, click the More details button. This brings up the Course Details page.

Click the Enroll now button on this page to start the enrollment process.
4. Enroll in a Course

The process is slightly different depending on whether you are enrolling in an online course or in a workshop or event. To enroll in any course, you will first need to login.

**Enroll in an Online Course**

For online courses, click on **Enroll now** in the blue **Course Details** box.

**Step 1:** If you are already logged in, enter or confirm your email and click **Next**.

**Enroll in a Workshop or Event**

For workshops, click **Enroll now** next to the session that you want to attend.

**Step 2:** You must specify your job function, job level, and years of experience. These fields are pre-populated if you have registered directly with the Visa Business School. If you logged in through Visa Online, these fields are blank. You can change the values in these fields if you choose to. Click **Submit**.

**WORKSHOPS/EVENTS**
For workshops or events you will also need to provide an emergency contact name, emergency contact phone, and optionally special dietary or access requirements.

**ONLINE COURSES**
This information is not requested for online courses.
5. Shopping Cart

You will be taken to your shopping cart after you complete the enrollment process.

Click the X next to your name to remove an individual course enrollment from your cart.

You can enroll another user in the course you have purchased, and enter a discount code if you have one.

Click Empty cart to remove all enrollments from the cart.

Click Continue Shopping to add more courses to your cart, or Checkout.

Your purchase is billed to your institution in their regular monthly Visa invoice.

If you purchased an online course, you will first receive a confirmation email. You can access your online course after you receive the enrollment email.

If you enroll in any workshops or events, your enrollment is pending approval. You will receive an initial email with a confirmation of your enrollment request (purchase). You will later receive another email indicating whether your enrollment was confirmed, declined, or if you have been placed on a wait list.

Your institution will not be billed for your purchase of workshops or events until the workshop or event is confirmed.

Select an option to indicate how you heard about the Visa Business School and then Click to view and agree to the Terms and Conditions.

Be sure to scroll to the bottom of the Terms and Conditions and click I Agree.

Click Purchase to complete the purchase.
6. Purchase a Bundled Course

A bundled course is a collection of individual courses that are sold together, such as a collection of related online courses. A bundle enables you to purchase related courses at a discount over what it would cost to purchase the courses in the bundle individually.

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After you purchase the course, you will see the individual courses from the bundle in your active courses along with any other courses that you have purchased.
7. Navigate Quickly

After you log in, you can quickly navigate to important actions, such as:

- **View Cart** provides a quick view of the courses in your shopping cart.
- **Checkout** takes you to your shopping cart.
- **My VBS** provides a new screen with many additional options (see details below).
- **My Profile** takes you to a new screen where you can update your information.
- **Purchase History** provides a listing of all the courses you have purchased.
- **Password Reset** provides a new screen with many additional options (see details below).
- **Signout** returns you to the home page.

**My VBS** gives you additional information and access to courses. You can click the buttons within the page, or use the drop down menu at the top.

- **Dashboard** gives you access to your current courses, information on new courses, and polls.
- **Courses** takes you to **My Courses** where you can access the courses you are enrolled in.
- **Catalog** takes you to the catalog where you can view courses.
- **Learning Summary** provides access to your certificates and learning history.

Click **Launch** to open the contents of the course.

Click **Continue** to open the last online course you viewed.

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After you receive an email confirming enrollment in a workshop or event, you can view your active course enrollments in Courses from the My VBS menu.

Click Launch for the instructor-led course that you want to view.

Click Add to Calendar in the left column to add the training to your calendar. There is also a calendar attachment in the confirmation email that you receive.

If the course contains a Resources button, click it to download course materials.

A Resources dialog box will open. Click View to open and then save or print an individual file, or click Download All to download a zip file containing all resources.
9. Online Courses

Access Course
From My VBS, you can access Courses in the drop down menu.

In My Courses, click Launch for the online course that you want to view.

You can see the number of days remaining in your course enrollment in the red ribbon at the top of the page.

Click Launch to start or resume a course.

Watch Course
The course appears in a new window. Click Launch to begin if the course does not start automatically.

When you reach the end of the course, click the Exit link in the upper-right corner of the course player. Then click the X in the upper right corner of the screen.

When you've completed a chapter, a check mark appears next to the chapter title and the Course Evaluation becomes available.
10. Evaluations and Certificates

Evaluation

The **Course Evaluation** becomes available when you’ve completed the course. Click **Launch** to view the Course Evaluation.

Complete the Course Evaluation and click **Submit**.

Certificate

You must complete the Course Evaluation to access your certificate. Click on **Certificate** in the left column to open.

Your certificate appears in a new window. You can download or print your certificate. You can also access your certificates later from your **Learning Summary**.
11. Learning Summary

To access your Learning Summary, click on your name and select My VBS from the menu.

Select Learning Summary from the menu on the My VBS page.

The certificates for your completed courses are listed first. Underneath you'll see a list of all the courses you have ever enrolled in, along with their status.

You can click on an individual certificate to open and then print or save it.

You can also click Print Learning Summary in the left column to create a document that lists your entire learning history.
12. Cancel Enrollment

To cancel your enrollment in a workshop or event, you must first login to the Visa Business School.

Click on your name and select Purchase History.

Find the course you need to cancel, and click the Cancel button.

**Note:** You cannot cancel courses that someone else enrolled you in. The person who made the enrollment must submit the cancellation request.

Select a **Reason** from the drop down menu and explain why you are canceling, and then click **Submit**.

Visa Business School staff will review your cancellation request and notify you when your cancellation has been completed. **Note that a cancellation fee or full course fee will be assessed.**

You cannot cancel purchases of online courses. If you enroll in an online course in error, please send an email explaining the situation to VisaBusinessSchool@visa.com.