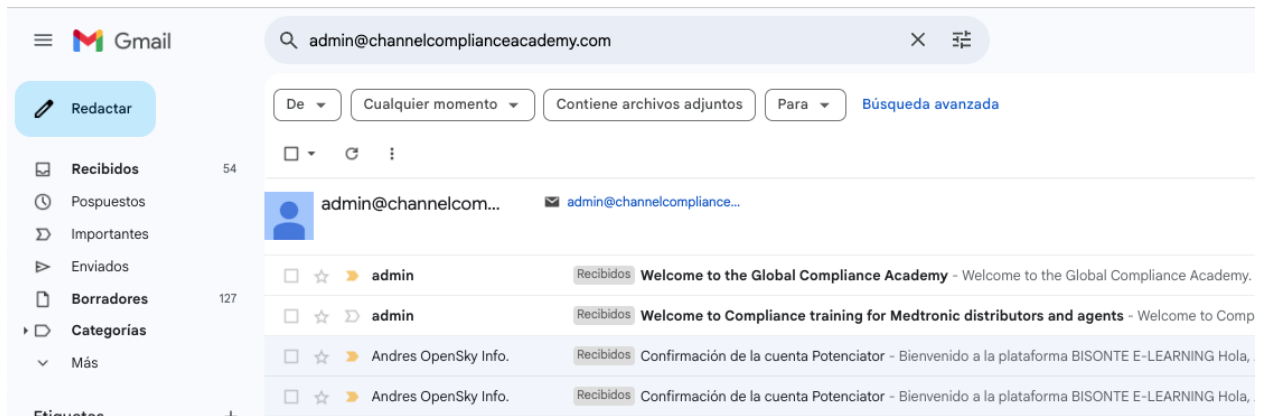# GLOBAL COMPLIANCE MEDTRONIC ACADEMY TUTORIAL

ACCESS AND SUPPORT

1. The first time you access the platform, you will receive two e mails with the course access invitation from **admin@channelcomplianceacademy.com**


Should you not find the invitation in your inbox, please check your Spam folder. If you still cannot find the invitation, please contact your Medtronic contact for support
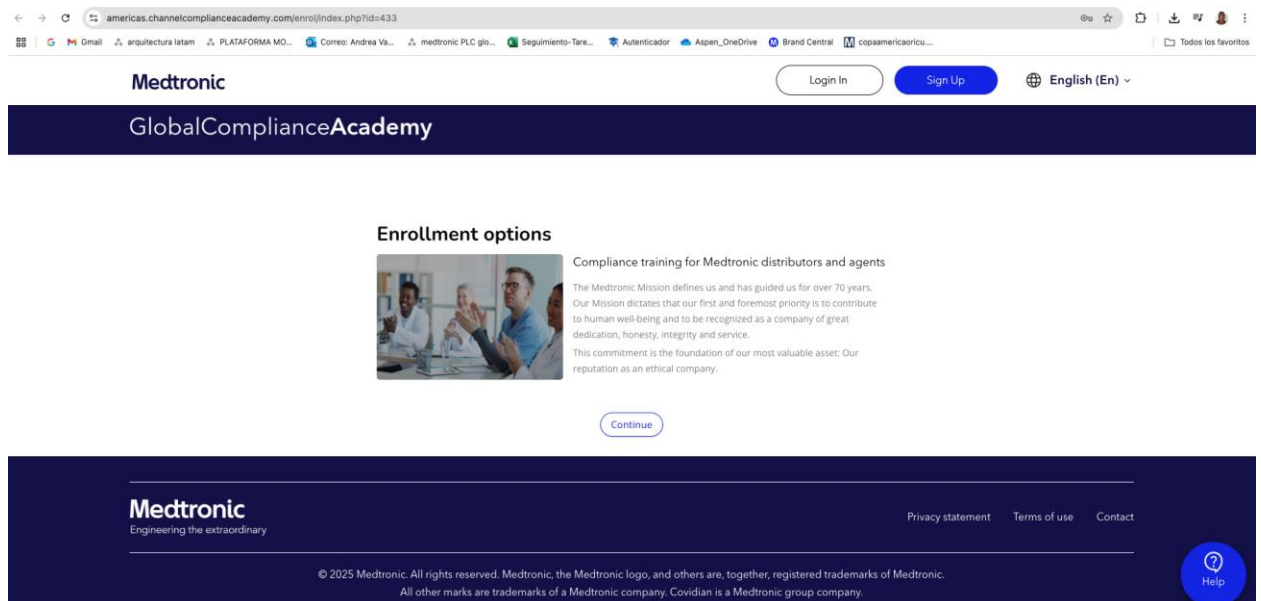
2. The first e mail contains the username and password that grant access to the platform:
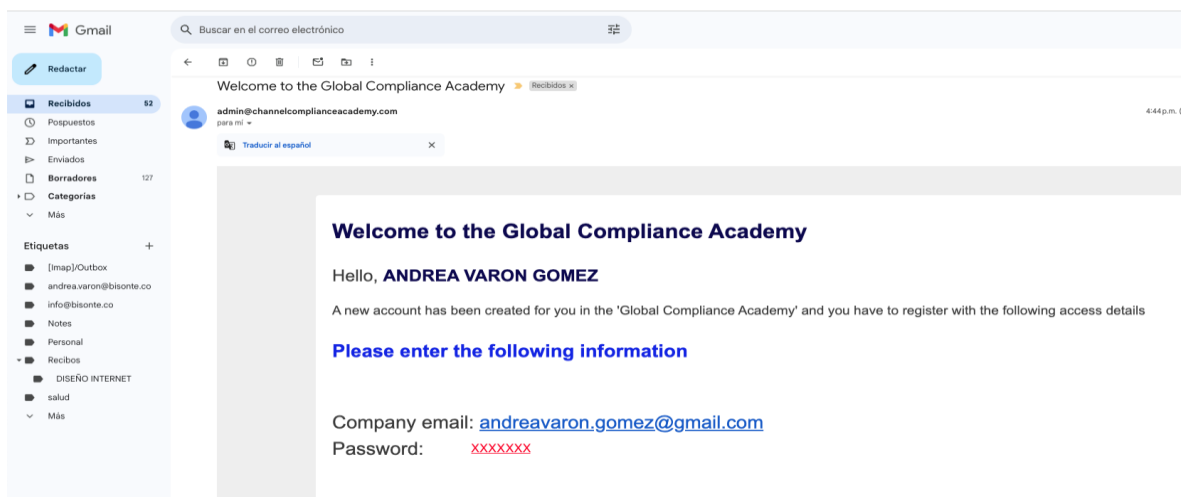
3. The second email includes a link to the training you have registered for. You need to click on the access link highlighted here below:
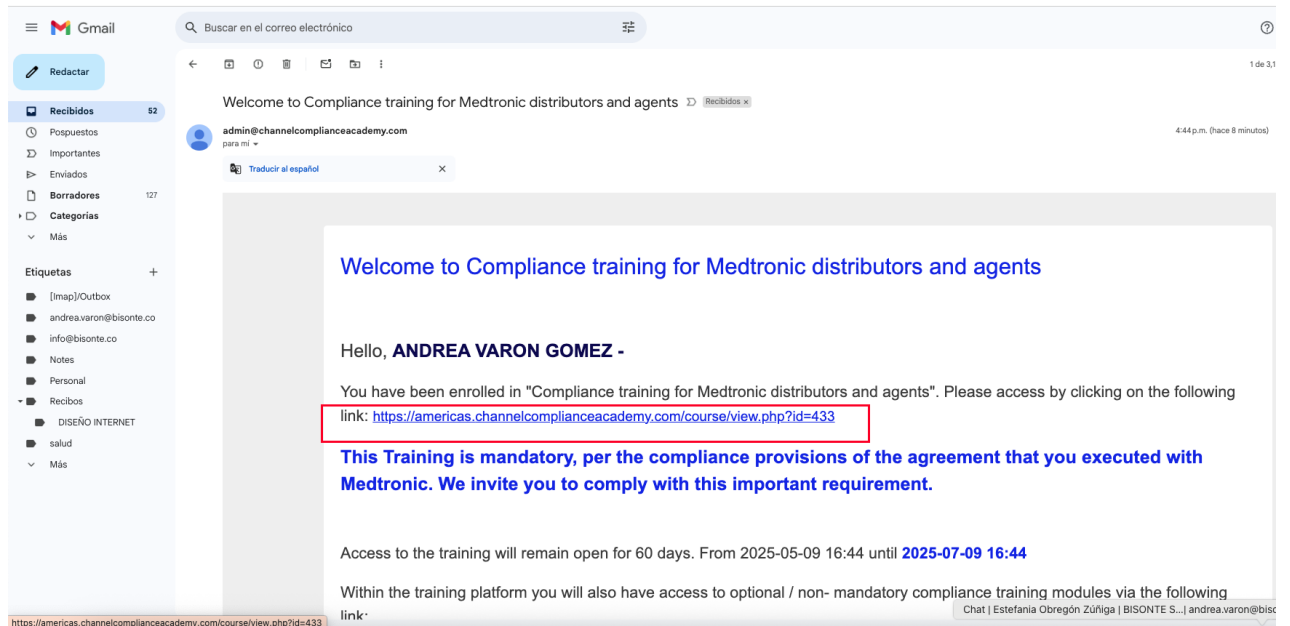
4. You will then be redirected to the training "Enrollment options" screen. Click on "Continue"

5. Next, you will be directed to the platform login screen, where you will enter the username and password provided in the first Email

After accepting the Medtronic terms and conditions and clicking on "Submit" you will access the course
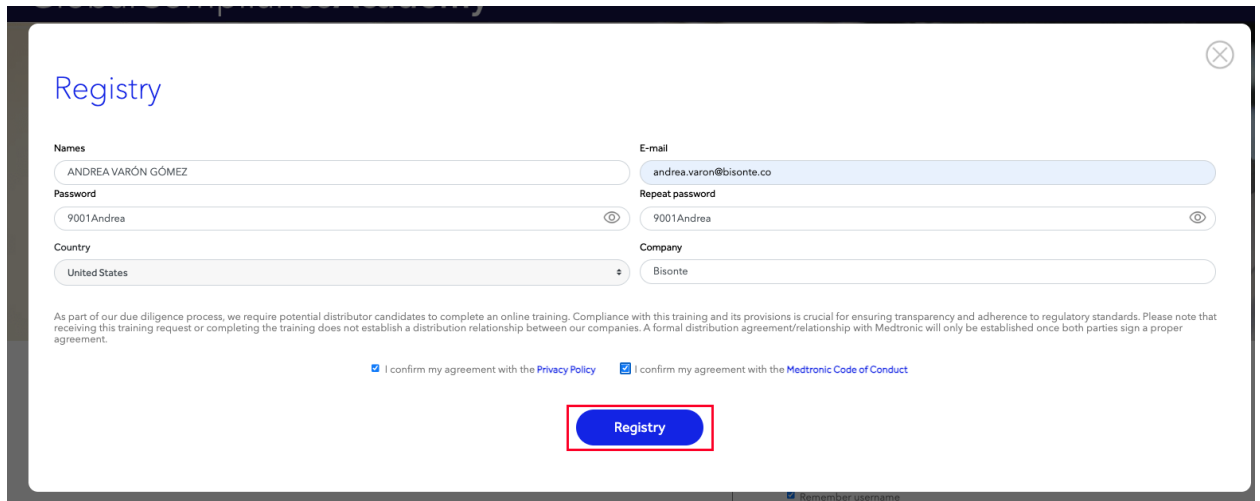
6. If for any reason, you are unable to contact Medtronic or in case you would like to extend the training to your Medtronic assigned employees, the platform allows a self-registering option through the following steps:

A) Open the following link in your browser:
   https://channelcomplianceacademy.com/

B) Enter the required information, accept the Medtronic terms and conditions and click on "Register"

8. A message will appear on your screen confirming the successful creation of your user account
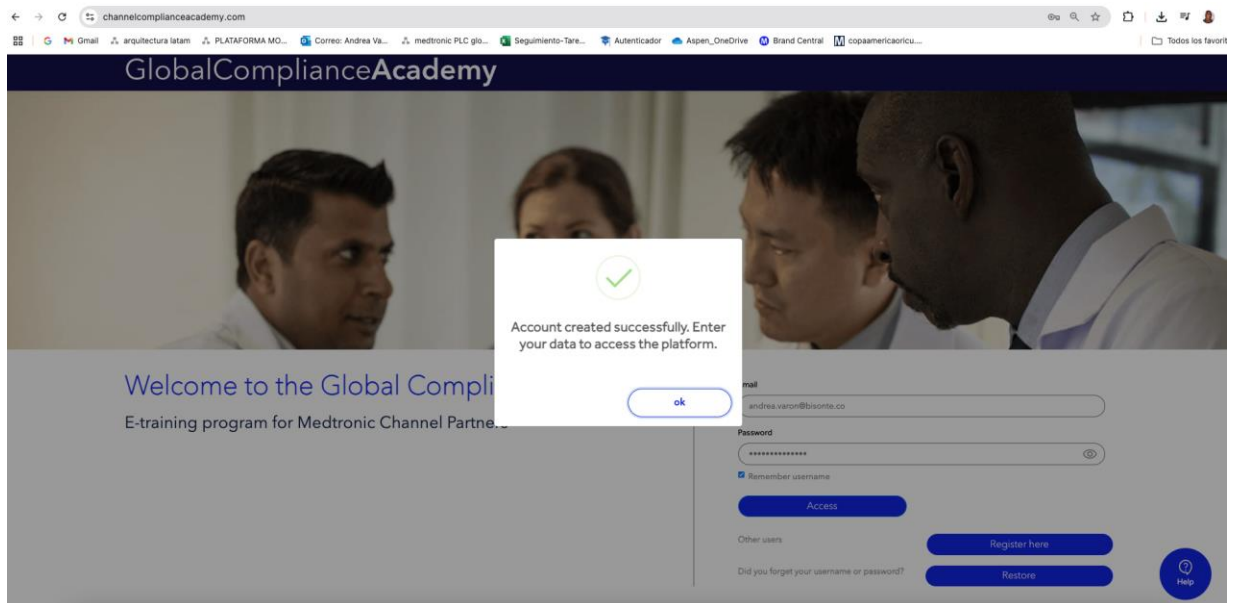
9. Enter your predefined email and password, and then click "Log In"

10. You will then see a screen with all tranings available. Select the applicable training, click on "Enroll Course" and finally "Access Course"
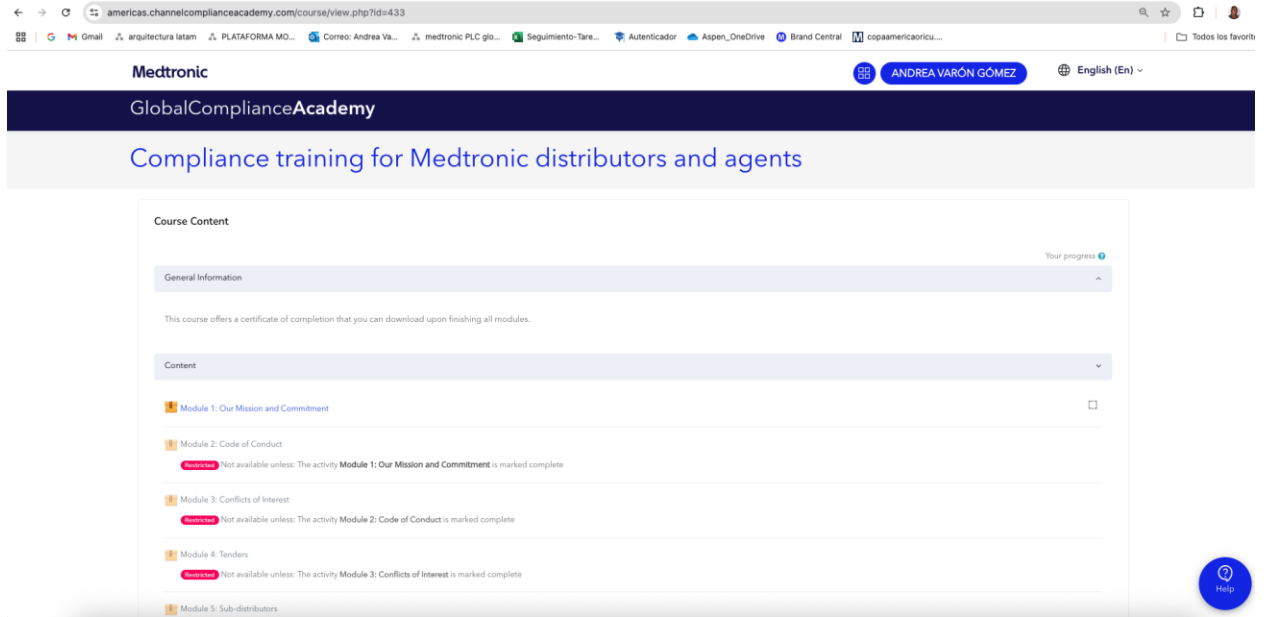
HOW CAN I ACCESS THE PLATFORM HELP DESK ?

1. Click on the "Help" button located in the bottom right corner of the screen
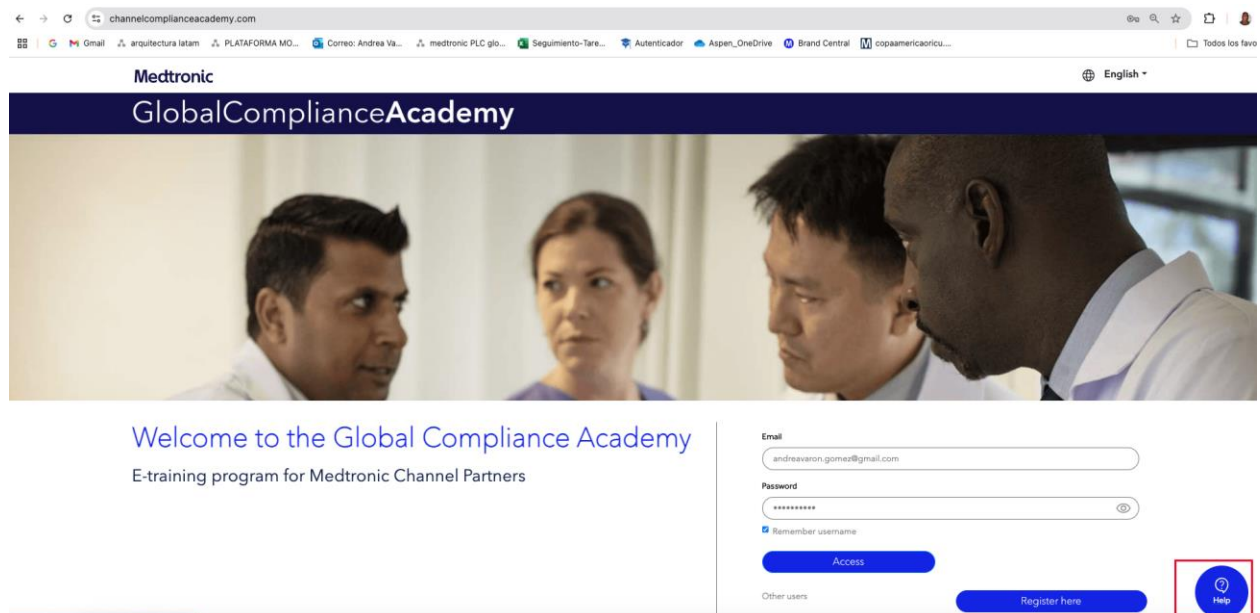
2. Click on "Open Ticket".
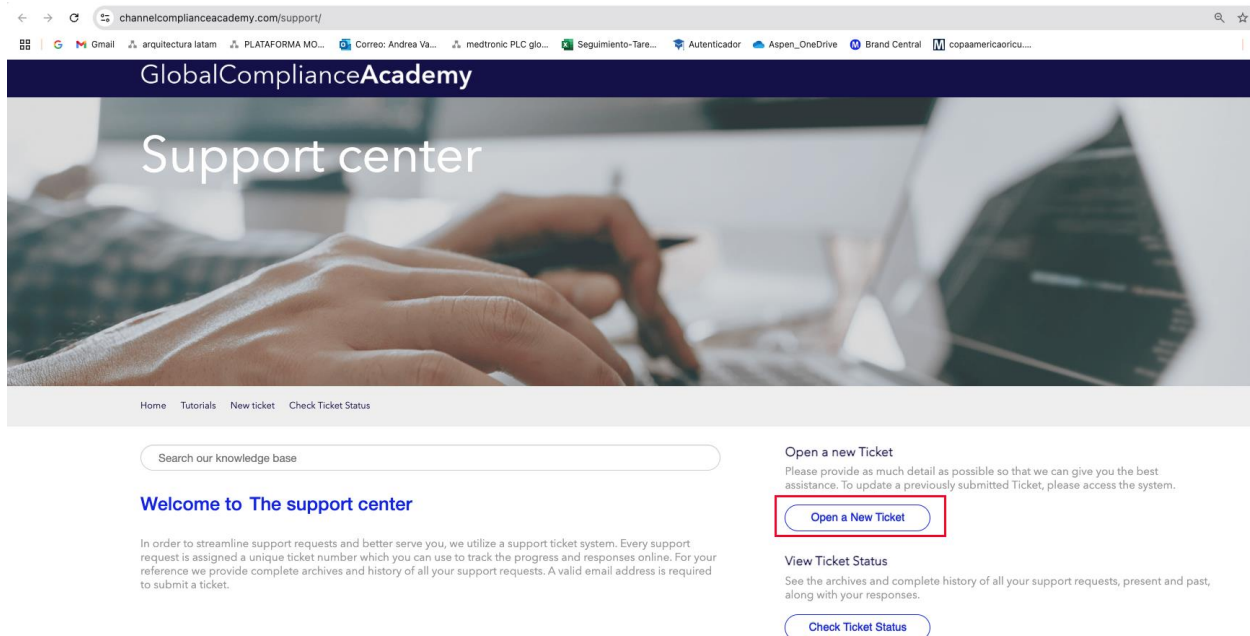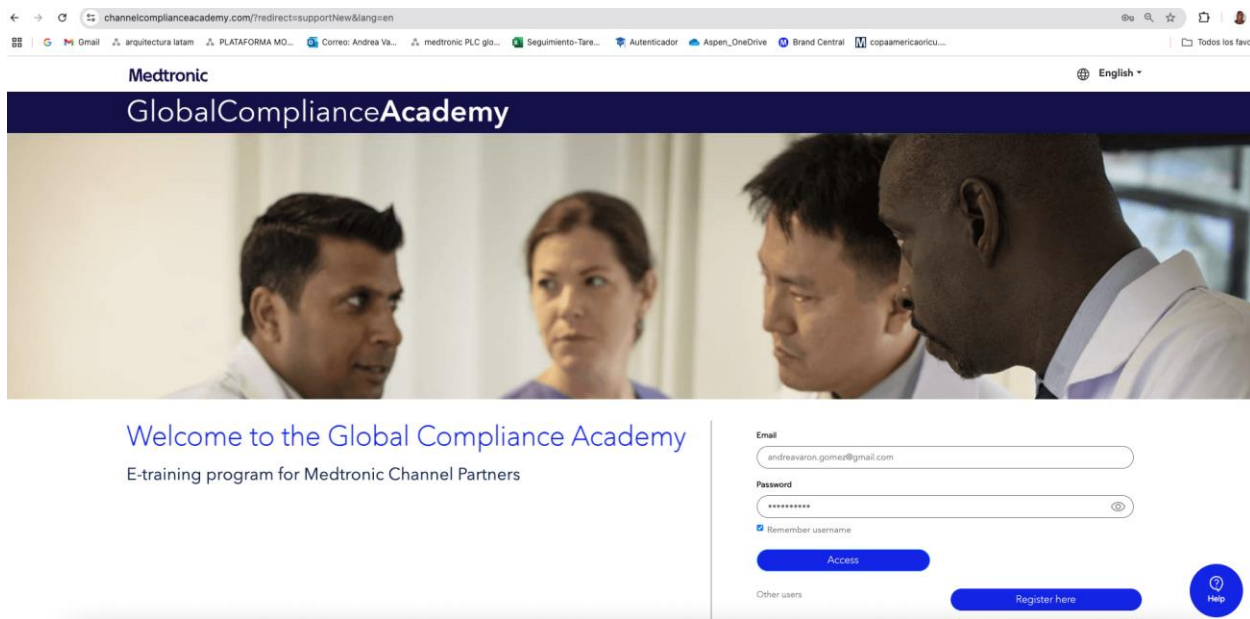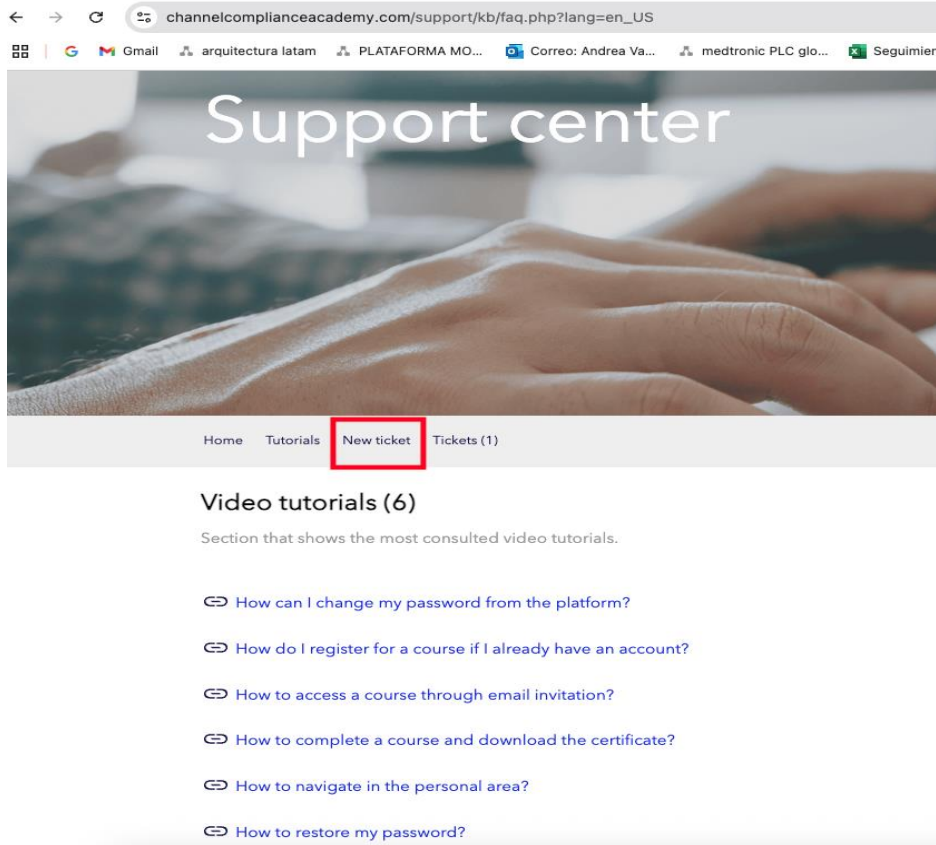
3. Enter your username and password

4. After entering your credentials, a screen will appear with the available video tutorials. Verify, if your question can be answered with the tutorials

In order to open a ticket, click on "New Ticket", fill in the required information, and click on "Create Ticket"