

# Quick Reference Guide



# TACS

Training & Certification System

## Hyundai Training and Certification System (TACS)

Hyundai's Training and Certification System (TACS) is the location for all Hyundai Training. TACS offers a wide range of features and benefits including:

- Available 24/7 on the internet
- Register for classroom training
- Take web-based training courses
- View the entire course catalog & upcoming training schedules
- View your training transcript & required certification curriculum
- Print training certificates

### TACS Registration

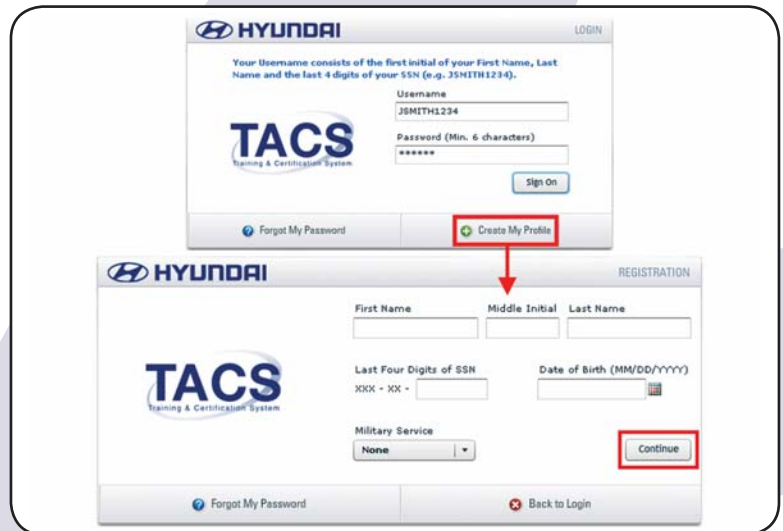
All dealership personnel will need to initially register in TACS.

#### Before you begin...

- Please make sure that your dealership manager or administrator has completed the personnel enrollment for you in DCS Online – Personnel Enrollment

#### Let's get started...

- Go to HyundaiDealer.com or HMAService.com
- Select the **Training (TACS)** link from the left menu
- Select **Create My Profile**
- Enter your registration information and then select **Continue**
- TACS will automatically create your Username and you will be asked a security question for password reset purposes
- Once you have been set-up, you will be prompted to sign on
- Enter your system-generated Username (first initial with last name, last 4 digits of SSN)
- Enter a password



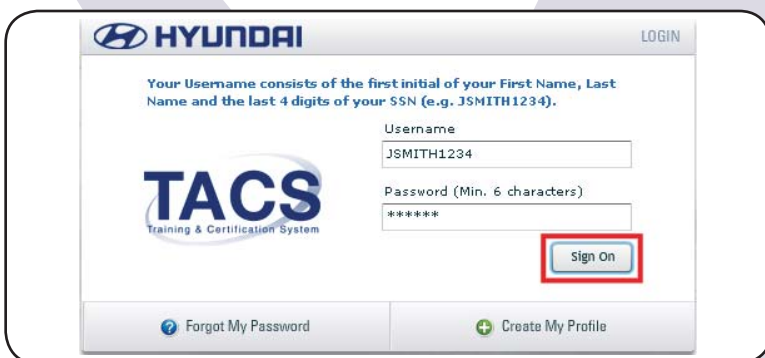
**Note: Please remember to make note of your auto-generated Username and password. Your Username is not case sensitive. Password is case sensitive.**

#### TACS Login

- Go to HyundaiDealer.com or HMAService.com
- Select the **Training (TACS)** link from the left menu
- Enter your Username and Password
- Select **Sign On**

#### Recover Username & Reset Password

- Select **Forgot My Password**
- Follow the instructions on the screen to recover your Username and reset your password





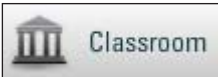


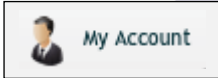
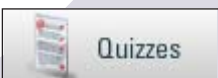
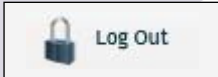
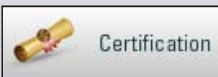





## Training Dashboard

The TACS training dashboard is customized for you based on your specific job role(s). From the dashboard, you can review your training progress, enroll in classroom training and complete web-based courses.

The screenshot shows the Hyundai TACS Training & Certification System dashboard. At the top, the Hyundai logo and TACS logo are displayed, along with the user's name, John Smith, and job role, SERVICE TECHNICIAN. The top menu bar includes Home, Classroom, Web-Based, Quizzes, Certification, Course Catalog, and Transcript. The main content area is divided into sections for Bronze, Silver, Gold, Platinum, and Training. The Bronze section shows 'Certification Complete' and 'Hyundai Technician Orientation' (Classroom). The Silver section shows 'Automotive Electrical' (Classroom), 'Special Service Tools' (Web-Based), 'Engine Technology' (Classroom), and 'Diagnostic Strategies' (Web-Based). The Gold section shows 'Engine Management' (Classroom), 'Automatic Trans' (Web-Based), 'Body Electrical' (Classroom), 'Engine Management' (Classroom), and 'Automatic Trans' (Web-Based). The Platinum section shows 'Platinum Challenge' (Classroom) and '2010 Genesis Coupe New Model Technical Training' (Web-Based). The Training section shows 'Azera New Model Training' (Web-Based). A dropdown menu for 'SERVICE TECHNICIAN' is visible in the top right corner.

## Top Menu Bar

Displays several buttons across the top that navigate you through the major areas of TACS.

	Quick access back to your Training Dashboard screen.		Displays your name and your primary job role.
	Displays your current classroom enrollment. You can view your training calendar, get class details and withdraw from classes. Choose from class list or calendar view.		Allows you to toggle between your job roles (if you have multiple job roles) to display a different dashboard.
	Web-Based courses in your certification path. If you do not complete the web-based course it automatically bookmarks your last location in the course.		Displays your current account profile and allows you to update your personal information.
	Displays available quizzes (if required).		Logs you out of Hyundai TACS.
	Shows completed certification level(s).	<b>Certification Paths</b>	
	Lists all classroom and web-based training available, including upcoming class schedules.	The following symbols appear next to the courses displayed on the Training Dashboard:	
	Displays your completed classroom and web-based training. You can also print your transcripts, and course certificates.		Completed course
			Enrolled in classroom training
			Web-Based course is in progress

## FAQ's (Frequently Asked Questions)

**Q: Why can't I register in TACS?**

**A:** Please make sure that your dealership manager or administrator has completed the personnel enrollment for you in DCS Online – Personnel Enrollment

**Q: Why doesn't TACS recognize my Username and/or password?**

**A:** You must first register in TACS. Remember that the Username is not case sensitive. Password is case sensitive. Check to be sure that your caps lock key is not on.

**Q: Will my records be transferred from the old LMS and HMAtraining.com to the new Hyundai TACS system?**

**A:** If you have already completed courses or a certification level in the old LMS or HMAtraining.com (e.g. – Bronze, Silver, Gold, etc.) your training records will transfer to the Hyundai TACS system as soon as you register in TACS.

**Q: Who has to register?**

**A:** If you plan to attend any Hyundai classes (Parts, Sales, Service, Warranty) or take web-based courses, you must create a profile in the TACS system so that your transcripts and certifications are recorded. Your transcripts will become a permanent record in TACS even if you change Hyundai dealerships.

**Q: What internet browsers does TACS support?**

**A:** Microsoft Internet Explorer 6, 7, 8.

**Q: What are the computer requirements to use TACS?**

**A:** TACS needs the minimum specifications to run; Microsoft Windows, 1.8 GHz, 512 MB RAM.

**Q: Why do I have multiple dealer codes showing in my Account Profile?**

**A:** These dealer codes are in Hyundai's database as the active dealer codes for your current job roles. If the job role information is incorrect, please contact your Dealer Administrator to update your information. If you are no longer employed by a dealer that is showing in your Account Profile, please contact the dealer administrator and ask to have your record "inactivated".

---

## Additional Resources

### Tutorial

Visit [www.tacssupport.com](http://www.tacssupport.com) to access an online tutorial on how to use Hyundai TACS.

### User Guide

The Hyundai TACS User Guide consists of many topics to assist you with using the new training system. Visit [www.tacssupport.com](http://www.tacssupport.com) to access the Hyundai TACS User Guide.

### Phone Support

For phone assistance: 1-800-435-7737

### Email Support

For email support: [support@tacssupport.com](mailto:support@tacssupport.com)

## System Requirements

TACS will operate with Microsoft Internet Explorer 6.0 and higher.