

User Guide



**What you need,
when you need it.**

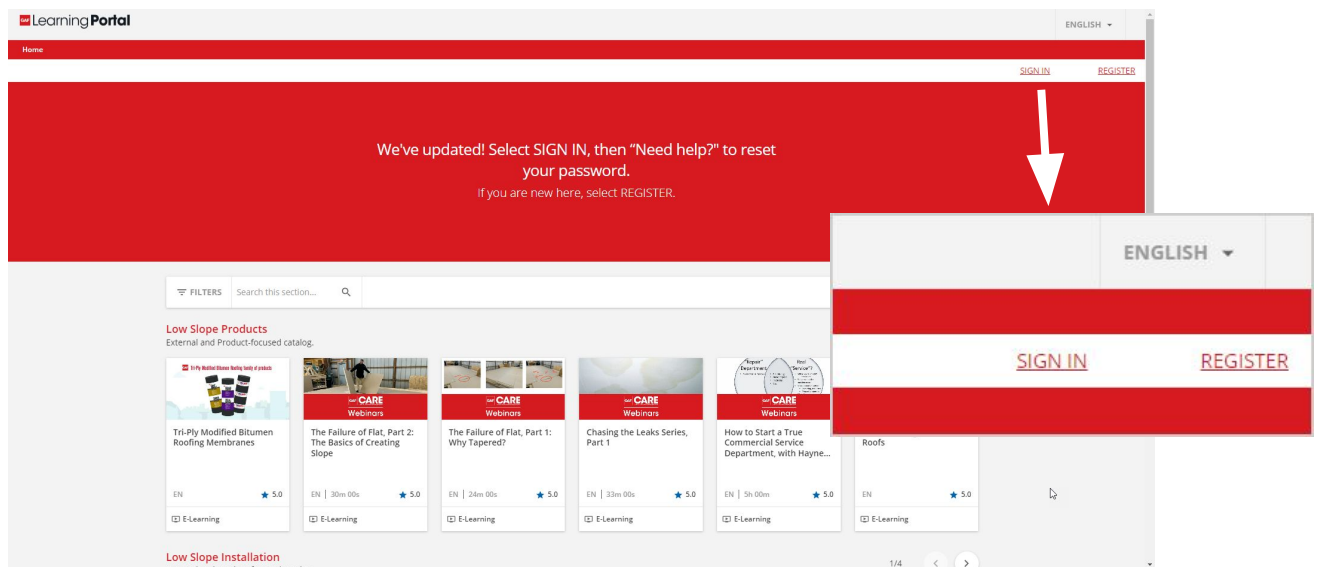
Registration instructions and
Learning Portal Guidance

Access the Platform

To access the learning platform, head to gaf.com/Learning and SIGN IN or REGISTER. See the next page for registration instructions.

If you are attempting from a mobile device, it might be helpful to turn your phone sideways (landscape) if you cannot see the REGISTER button.

If you are already registered, you can skip to page 4.



Registration

If registering for the first time, complete the following fields:

GAF Learning Portal

Thank you for your interest in joining GAF's Learning Portal.

Personal Details

First name*

Last name*

Email*

Verify Email Address*

Please use your company email address if applicable.

Please retype your email address.

What is your Company Type?

☒ Contractor ☐ Distributor/Retailer

Company Details

Start typing your company name to search below to auto-populate your company information.

If your company is not found, you can enter your company name and address manually.

Company name*

Learning Portal Agreement

By checking the box below and clicking the I AGREE button below:

- You accept and hereby electronically sign the [GAF Learning Portal User Agreement](#), and your signature will have the same legal effect as an ink signature on paper.
- You consent to the [GAF Materials Privacy Policy](#) and [GAF Energy Privacy Policy](#).
- You confirm that you have read and understand those hyperlinked terms and policies and that you have authority to accept the terms and consent to the policies of GAF.

☐ I Agree

SUBMIT

1

Personal details cannot be edited after completion. Email addresses can never be changed.

2

Company type will populate the correct list below.

3

Start typing your Company Name to locate your company, match the address to select it. If you know your GAF Account number, you can also search using that.

4

Click the policy links to read them, then check "I agree" to continue.

5

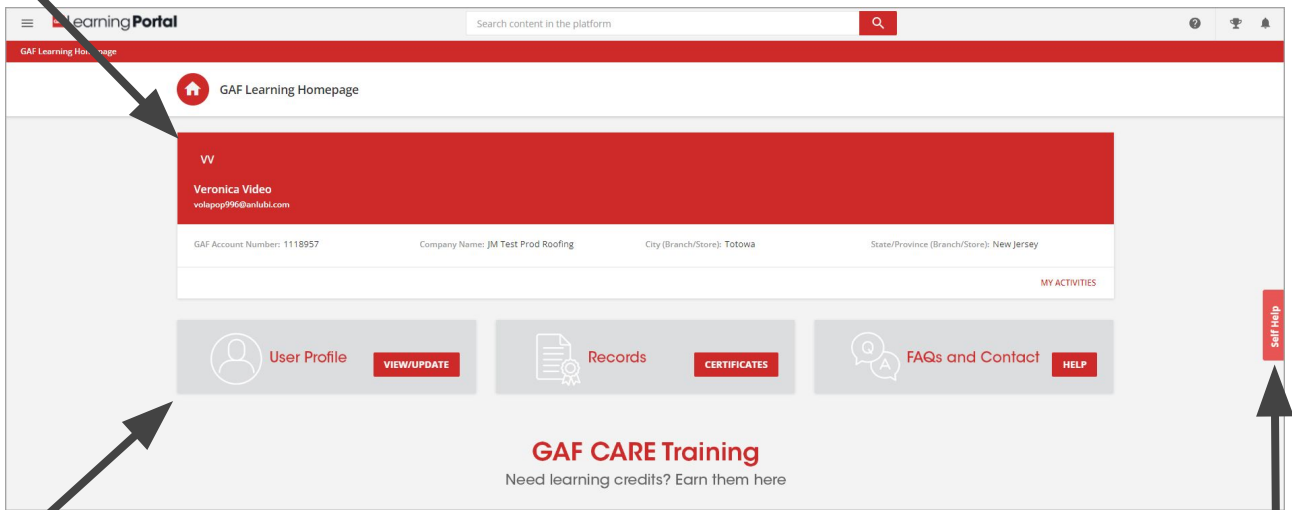
If your company is **Certified™** Contractor or **Master Elite®**, or an affiliated Distributor/Retailer your company will be listed in the dropdown menu. Try searching different variations of the Company name if you do not easily locate your company.

Homepage

Upon login, you will come to your GAF Learning Homepage.

Let's break it down into 3 parts. This is your User profile/quick menu:

Your profile information will be listed here. If you are a Certified™ Contractor or Master Elite®, your GAF Account number should be populated. If it is not, please update your profile.



Your User Menu — quickly access your Profile to make changes, download Certificates, and access Learning Portal Help.

You can also use the "Self Help" sidebar button to search for resources on navigating the Learning Portal.

Homepage

The next section is where you can enroll into training:

View and sign up for Live Training Events

GAF CARE Training

Need learning credits? Earn them here



LIVE Training

In-person and webinar, structured learning paths, The Steep Slope Pro Field Guide Test



GAF Roofing Summits

Visit gaf.com to view our Large Events calendar. Use your Learning Portal email address to register



Self Help

View On Demand Training Catalogs and Channels, featuring informal content produced by our very own CARE Trainers!

On Demand Learning

The below self-paced learning does not award learning credits



Videos and Online Courses

Formal on demand course catalogs, guided learning plans.



Channels

Informal learning videos and materials, direct from CARE trainers and experts on various topics.



Building and Roofing Science

Advanced courses for the design community



CARE Español

Bienvenido a si hogar de aprendizaje



Self Help

Homepage

At the bottom of the homepage you will see your current courses:

See courses you have been Enrolled into, or Assigned, if you have been set a deadline you will see those courses here too

Pick up where you left off or view Completed Courses to print certificates.

Continue Learning

Pick up where you left off, or click on a completed course to download the Certificate


To Do

NOT STARTED55


DEADLINES

CHECKLISTS


ILT



Ten Most Common Problems - Chimney Crickets
English | Learner★★★★★5



Ten Most Common Problems - Flashing
English | Learner★★★★★5

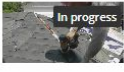


Ten Most Common Problems - Leak Barrier
English | Learner★★★★★5

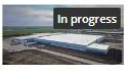
[VIEW ALL](#)

In Progress Courses


17 Items




Cobra Hip Vent Installation Demo
★ 5.0 EN | E-learning | 10m 00s




GAF Commercial Learning Path (10 Credits)
Learning plan | 4h 05m



How Solar Financing Can Grow Your Commercial Business
★ 5.0 EN | E-learning | 20m 00s




Maximizing Commercial Sales, Part 1: Territory Management
EN | ILT (Instructor-Led Training)




Timberline HDZ Shingles - Features, Advantages, Benefits
★ 5.0 EN | E-learning | 10m 00s

Completed Courses


19 Items




Shingle System 100: Back to Basics - Private
EN | ILT (Instructor-Led Training)




For Owners and Sales Managers: Guide to Engaging Sales Meetings
EN | ILT (Instructor-Led Training)



FORTIFIED Roof Installation Training - Private
EN | ILT (Instructor-Led Training)



Residential General Training - Private
EN | ILT (Instructor-Led Training)




Preparing the Roof for a Recover
★ 5.0 EN | E-learning | 03m 00s

Enrollment

On-Demand Training: To enroll in a course, simply click the thumbnail, then click **Enroll** on the course page. You can see all courses in the Catalog by clicking the **red catalog title**:

Steep Slope Products (USA)
External and Product-focused catalog.

1/4




New

Liste de lecture sur les bardeaux TimberlineMD UHDZMC

8 courses

Learning Plan




New

Lista de reproducción Tejas Timberline UHDZ

8 courses

Learning Plan




New

Guide d'Installation Professionnel des Toitures Résidentielles 2023

FR

E-Learning




New

Guía Profesional de Campo de techos residenciales 2023

ES

E-Learning




New

2023 Pro Field Guide Steep Slope Test

ENROLLED
EN

★ 5.0

E-Learning



New


Timberline UHDZ Shingles Playlist

8 courses

Learning Plan

To enroll in a Learning plan, simply click the thumbnail, this will automatically enroll you. You can click “Start Learning Now” if you wish to begin!

On Demand Training for Credit
CARE-sponsored customer learning paths and on demand courses to take for training credits.




New

Prueba de pendiente pronunciada de la guía de campo profesional 2024 (...)

EN | 3h 00m

★ 5.0

E-learning




New

2024 Pro Field Guide Steep Slope Test (3 credits)

ENROLLED
EN | 3h 00m

★ 5.0

E-learning




New

2024 GAF Residential Learning Path (10 Credits)

ENROLLED
4 courses | 5h 40m

Learning plan



New

2024 GAF Commercial Learning Path (10 Credits)

ENROLLED
4 courses | 4h 05m

Learning plan

7

Enrollment

Live Training:

To enroll in a course from the public Calendar, click on the title on the day you wish to enroll. Then click the red hyperlink to be taken to the course. Then click "Enroll" in the session you wish to enroll in. Click the dropdown arrow to see the Session time.

To enroll in a course you were privately invited to, click on the provided link (either via email or a flier provided). *It helps if you are already logged in to the Learning Portal, otherwise, you will need to log in before being taken to the below screen.* Once here, click ENROLL in the session you wish to enroll in. Click the dropdown arrow to see the Session time.

The screenshot displays the Learning Portal enrollment interface. On the left, the 'Course Description' section shows 'Test Video Series'. Below it, 'Course Sessions' lists '1 Full Online Session | 1 Full Onsite Session'. A 'FILTERS' section is visible. The main list shows two sessions for 'Test1':

- Session 1: 07/5/2023 (GMT - 04:00) America/New_York, 1 Event | Full Online | Custom Tool | 30m. An 'ENROLL' button with a dropdown arrow is next to it.
- Session 2: 07/7/2023 (GMT - 04:00) America/New_York, 1 Event | Full Onsite | [Fontana GAF Shingle Plant](#) | 1h. An 'ENROLL' button with a dropdown arrow is next to it.

On the right, the 'Enrollment Options' section shows 'Enrolled' status with a warning 'Missing Session Enrollment Select a session and enroll' and a 'CHOOSE SESSION' button. The 'Course Details' section shows 'Time to Complete Unlimited Access' and 'Course ID I-VO42WW'.

You will be immediately enrolled in the course when you click ENROLL and the ENROLL button will no longer be available. You will also be notified via email with enrollment confirmation, waitlist placement, and 24-hour notice for any training. If you have any technical issues the day of, please contact the CCP helpline at 1-877-423-7663, option 2, option 1

Launching Webinars

When attending a **Live Webinar**, go to the course page in the Learning Portal within 10 minutes of the start time.

The screenshot shows the course page for "Winning Insurance Storm Work - MultiFamily & Commercial" scheduled for 07/7/2023 (GMT - 04:00) America/New_York. The page has tabs for SESSION INFORMATION, EVENTS, and INSTRUCTORS. The SESSION INFORMATION tab is active, showing session details: Event 1, Attendance Full Online, Video Conference Tool Custom Tool, and Duration 1h. Additional information includes Class Type Virtual and Session Language Offered English Only. A red box highlights a text instruction: "At the time of the event, you will see the button 'Join' which will open Zoom." To the right, the Completion Status section indicates the instructor must mark the session as completed, with a "Pending Instructor's Approval" status. Below this, the Course Upcoming Events section shows the event is scheduled for 07/7/2023 at 11:00:00 am. A red arrow points from the instruction box to the "Join" button in the Course Upcoming Events section of a zoomed-in view below.

Winning Insurance Storm Work - MultiFamily & Commercial
07/7/2023 (GMT - 04:00) America/New_York

SESSION INFORMATION EVENTS INSTRUCTORS

Session Information

Event 1 Attendance Full Online Video Conference Tool Custom Tool Duration 1h

Additional Information

Class Type
Virtual

Session Language Offered
English Only
[Show Less](#)

Completion Status

The instructor must mark the session as completed
Pending Instructor's Approval

Course Upcoming Events

Winning Insurance Storm Work - MultiFamily & Commercial
The event is scheduled for 07/7/2023 at 11:00:00 am

At the time of the event, you will see the button "Join" which will open **Zoom**.

Course Upcoming Events

test
The event is starting in 1 hours 28 minutes

JOIN

Troubleshooting tips:

1. Use Google Chrome for the best experience
2. You can join the session within 10 minutes before the start time of the session
3. You will be connected to Zoom through this button — make sure your browser allows for pop-ups
4. You can join after the session starts, and even if it says you've already completed the course
5. If you experience any technical issues during the time of the session, log out and log back in, make sure you follow all the above tips and try again



Certificates

To access/print a course certificate — click **Certificates** on the homepage menu.

1. You can sort by clicking the “**COURSE COMPLETION**” heading **twice** to see most recently completed courses.

Courses					
			Enrollment Status	Active Enrollments	
COURSE CODE	COURSE NAME	USER STATUS	COURSE COMPLETION	CARE CREDITS	TOTAL TIME
2023_CRX_RSR_PRIV	Insurance Claim Success - Private 2023			1.00	0s
2023_CRX_IHS_PRIV	The Power of a Sales Process (2 Hour) - Private 2023		2/15/2024	1.00	0s
2024_CRX_RSD_PFG	2024 Pro Field Guide Steep Slope Test (3 credits)			3.00	6s
2024_CRX_RSD_PRIV	Women in Roofing GAF Residential Training			10.00	0s

2. Find the course and click the **badge** to download the Certificate.

Courses					
COURSE CODE	COURSE NAME	USER STATUS	ENROLLMENT DATE	SCORE	
X_CMM_EVS_XTL_WBR	Just What Is "Great Service"?	COMPLETED	1/26/2024	0.00	
CMM_CRX_XTL_WBR	Waterproofing Leaky Metal Roofs: What is the best system?	COMPLETED	2/9/2024	0.00	

Alternatively, you can access Completed Courses from your homepage and simply print the certificate from the course page:

Working Insurance Claims-Tennessee Storms

ILT (Instructor-Led Training) Course Completed

Working Insurance Claims-T

03/29/2023 (GMT - 05:00) America/Chicago

SESSION INFORMATION


EVENTS

Session Information

Event 1

Attendance Full Online

Video Conference



Completion Status

Attend at least 1 event to complete this session

Session Completed. 1 of 1 events attended.

Course Upcoming Events

Troubleshooting

I can't find my company from the drop down list when registering a new account.

If your company is Certified™ Contractor or Master Elite®, your company will be listed in the dropdown menu. Try searching different variations of the Company name if you do not easily locate your company.

I need to change my name and/or email address associated with my account.

You will be unable to change your Personal details in your profile page. Please contact CCP@gaf.com or email CARE@gaf.com with the detail of the change and we will take care of it within 3–5 business days.

You cannot change your email address. Contact CCP@gaf.com to change the email address associated with your GAF Account. To update the Learning Portal profile, please create a new profile with the new email address and then contact CARE@gaf.com and we can merge your profiles so you retain your learning history..

I can't find/launch training that I am enrolled in.

If you received a confirmation email that you enrolled into training, there will be a link to take you directly to the training. If you are having trouble launching the training on day of, please take a screenshot of the issue you are experiencing and email it to CARE@gaf.com.

I'm stuck on a certain part of a course. What's going on?

If a user cannot progress past a course, there could be a few issues:

- A poor connection caused the course to time out: you should log out and back in to the platform. If that still does not work, you can try restarting the course.
- A setting in your browser or company's internet security is preventing certain content in the course: you should try accessing the platform and the course on a different browser. Google Chrome is preferred.
 - If this does not work, you should reach out to CARE@gaf.com and your company's IT department to make sure your internet security is not preventing this.
- Our courses are designed to be taken on laptop/desktop computers as well as mobile devices, but your particular device may not be supporting or loading the course properly
- Try accessing the course and platform on a different device, if possible. If this does not work, you can reach out to CARE@gaf.com.