



Siemens Power Academy TD - NA FAQ's

How can I register multiple students for a scheduled course on their behalf?

You will need to create an individual profile for each student within our learning management system (LMS) <http://siemens.coursewebs.com>.

When should I book my travel?

Please do not make travel arrangements until you receive Class Confirmation from Siemens Power Academy.

How do I unregister for a course?

You will need to contact Siemens Power Academy directly at Power-Academy.us@siemens.com to cancel your registration. Please note the cancellation policy below:

Registered participants shall be entitled to nominate alternative participants prior to the commencement of the training course. Up to 21 days before the training course begins, registrants may cancel their course registration at no charge, or they may transfer to another section that is scheduled for a later date. At 14 days prior to the course, 50% of the price of the training will be refunded for cancellations. No refunds will be issued for any cancellations received less than 14 days prior to the start of the course. The cancellation date is deemed to be the date that Siemens Power Academy receives a written cancellation.

I already have PSS®E installed on my laptop, what are the download instructions for?

In order to ensure quality training is delivered we would like to ensure the correct version of PSS®E is installed for the training.

What do I need to bring with me to the training?

You will need to bring your laptop with the appropriate software installed (for software based courses) and the electronic course notes and support files (for software based courses) downloaded.

What if I have trouble downloading the software for PSS®E?

You will need to contact <https://siemens-energy.secure.force.com/pti> for assistance.

What happens if a course gets cancelled?

If a course is cancelled you will be notified by email and any payments made can be re-assigned for a different course or a refund processed. Please do not make travel arrangements until you receive Class Confirmation from Siemens Power Academy.

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What hotels are in the area?

Please see the logistics section on the Power Academy website.

What if my company wants only one invoice for all students?

You will need to contact Siemens Power Academy directly at Power-Academy.us@siemens.com.

How does the instructor led webcast delivery operate and what software technology is required?

The training is conducted via live audio and video as well as remote computer control (for software based courses). Each student will be issued a meeting invite that contains the webcast installation and launch instructions. A test session will take place at least 5 business days before the course start date.

Will there be food provided at the training?

All scheduled courses will have breakfast and lunch provided.

What if I have specific dietary needs?

You will need to contact Siemens Power Academy directly at Power-Academy.us@siemens.com.

How do I apply any discounts I am eligible for?

You will need to contact Siemens Power Academy directly at Power-Academy.us@siemens.com.

How can I find out more information and register my interest in an On Demand course/Webcast/TNA/Training Program/Workshop?

Please see more information on the 2019 eCatalog. To register your interest please submit a training request form.

If I register my interest for an On Demand course or Alternative to a Scheduled Course, how will I be notified if the course runs?

Once sufficient interest is gained for a specific non-scheduled course you will be notified by email and asked to provide your location (non webcast) and date preferences. Once all interested parties have submitted their responses a final location (non webcast) and date will be sent out based on majority wins.

For any other general inquiries please contact us at: Power-Academy.us@siemens.com.