Frequently Asked Questions

Where can I view a schedule of upcoming classes?

Browse the Trane Education Center classfinder. The Trane Education Center (TEC) holds current training, training history and personal information.

I want to register myself for a course; where do I begin?

Lot into your Trane Education Center account (or if needed, create an account in Trane Education Center) and search by course name or use search filters.

What should I do if I forgot my username or password?

If you need a password reset, click "Forgotten Password?" on the TEC login page. If you need username or additional password assistance, email traneeducationcenter@tranetechnologies.com

I want to register ONE learner for a course; where do I begin?
Do they have an account in Trane Education Center?
If YES...
Login to their account, search for the course, add to cart and proceed to payment. If you do not know their login information email traneeducationcenter@tranetechnologies.com
If NO...
Create an account for the learner (or have them create an account) in Trane Education Center. Click on "New Customer? Register Here" and follow the prompts.

I want to register MULTIPLE learners or enroll someone else using my account; where do I begin?

Do they have an account in Trane Education Center?
If YES…
Login to YOUR account, search for the course(s), and add them to the shopping cart. On the first checkout screen, uncheck "Enroll Yourself" and proceed to payment. Once you have completed payment you will be directed to go to the "My Orders" page. Select the "Actions" drop down and click "Use Key". You will be asked to confirm the course and select whether you are enrolling yourself or others. Then you can apply the keys to the appropriate technicians; to enroll the specific learners, search by TEC account username or last name and select the individual to enroll in the course.
If NO…
Create an account for the learner (or have them create an account) in TEC. Click "New Customer? Register Here" and follow the prompts. When creating multiple accounts, you have the option to click "Submit and Create Another" to save the information from the current entry to the next entry.

What if I am interested in Learning Opportunities through my local office?

Contact your local office and/or use the location filter in the classfinder

What types of payment do you accept?

We accept Credit Card (Visa, MC, Amex) and Purchase Order (must enter a PO #.)

How do I pay for a course?

If a course has a cost associated with it, you will see an Add to Cart button; click this button to add the course to your shopping cart then proceed to checkout. NOTE: Government Employees follow this procedure as well.

Where can I find a copy of my receipt or proof of transaction?

If you purchased a training class in your account, log into your account and go to the e-Commerce tab, Use the drop down and select My Orders. Click on the Order Number and a new page will open. Choose the print order at the top of the page. If you purchased a training class in someone else's account, log into their account > e- Commerce > My Orders> Click on the Order Number and print.

How do I view my current course enrollments?

Navigate to TEC and choose My Learning> My Current Learning

How do I un-enroll from a course?

From the list of current learning. click on the course name. From the action section, click Un-enroll. Note: If the un-enroll button is grayed out, email traneeducationcenter@tranetechnologies.com

Can I switch learners once I register for a course?

Yes, please email traneeducationcenter@tranetechnologies.com Note: If there is a wait list for the course and you attempt to switch learners by un-enrolling a learner, the place will be lost.

How do I know if I completed a course and print a certificate?

Navigate to TEC and select the My Learning drop down and click on My Learning History. Locate the course and check for a "Completed" status or a Certificate button

Where can I find pre-requisites or pre-work information for a course?

From your TEC home page, click on the Course Name. Prerequisites are found on the right side of the course enrollment page. If the list contains eLearning modules, go back to your TEC home page and type the module course name key words into the search field and click Search, then Enroll.

What is your Cancellation Policy?

Cancellation policies vary by learning group. Contact the individual learning center for specific policy

Trane University

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