

FCA Certified Collision Network Training Support

The FCA Certified Collision Network, the Automotive Management Institute (AMi), and Mike Anderson’s Collision Advice have teamed up to provide relevant network online training. These online courses have been developed for staff members of FCA Certified Collision Network Shops to assist in improving the FCA customer experience, understanding of the FCA repair and increase the Return on Investment of the FCA Certification. The training, though intended for FCA Collision Network shops, are available to anyone in the industry.

Beginning in 2019, the following online courses, based on role, are **either Highly Recommended or Recommended** by FCA to participate in the FCA Certified Collision Network. The following chart identifies online course requirements by role.

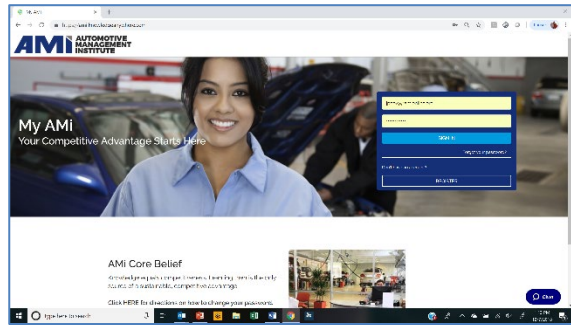
FCA US LLC Online Courses Recommendations by Role							
Online Course	Managers	Marketing Staff	Administrative Staff	Customer Service Staff	Estimators	Repair Planners	Technicians
Creating a Compelling Message When Marketing Your FCA Certification	✓ ✓	✓ ✓	✓ ✓	✓ ✓	✓ ✓		
Marketing Your FCA Certification	✓ ✓	✓ ✓	✓ ✓	✓ ✓	✓ ✓		
How To Use Tech Authority	✓ ✓	✓	✓ ✓		✓ ✓	✓ ✓	✓ ✓
Improving CSI -On the Phone	✓	✓	✓	✓	✓		
Improving CSI - During the Sale	✓	✓	✓	✓	✓		
Improving CSI - Check-In & During the Repair	✓	✓	✓	✓	✓		
Management’s Guide to Scanning & New Technology	✓	✓	✓	✓	✓	✓	✓
wiTech 2.0 Fundamentals						✓	✓ ✓
wiTech 2.0 Flashing an ECU							✓
wiTech 2.0 Flight Recordings							✓
✓✓ Highly Recommended by FCA				✓ Recommended by FCA			

Specific instructions are provided below to assist in getting your AMi Profile and account set up and have access to the online courses. For questions or assistance, you may contact AMi:

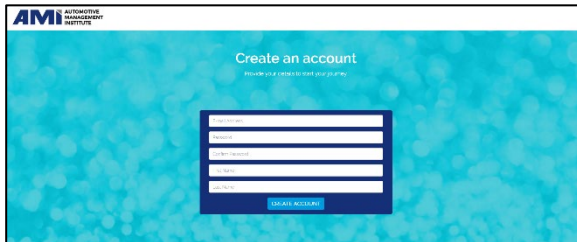
- supportingsuccess@amionline.org
- 817-514-2929
- Live online chat available inside AMi Learning Portal “MyAMi”

Go to: www.amisignup.org or go to www.amionline.org and click on “MyAMI” in the top right of website page.

1. If you do not have an AMI “MyAMI” Account, click on “Register.”



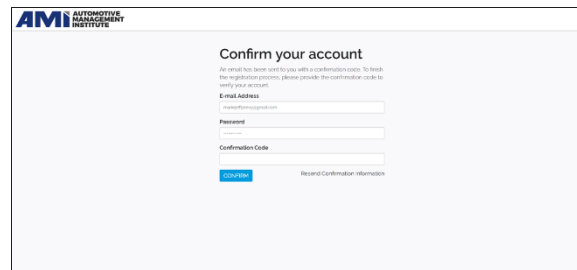
2. Complete the “Create an Account” form.



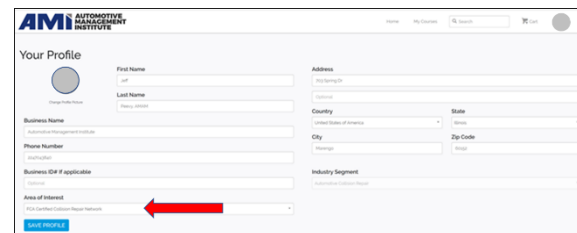
3. You will receive a confirmation email. Click on link to confirm by entering confirmation code in “Confirm your Account” page.



4. Enter Confirmation Code



5. Complete your profile by choosing the Industry Segment “Automotive Collision Repair” and Area of Interest as “FCA Certified Collision Repair Network” (You may need to scroll down to locate). Be sure to complete your Profile to include business name, address and zip code.



6. Once complete, “Save Profile” and begin by going to “Home”

7. Once on your “Home Page” you will see the course categories. Just click on the “Go” button and begin accessing courses.

Please note: By purchasing and completing these FCA online courses, you agree that AMI may share your student records related only to this program with the FCA Certified Collision Network Program administration.