



## Watts Works Online Frequently Asked Questions

### **Q. How do I access Watts Works Online eLearning content?**

A. Visit [training.watts.com](https://training.watts.com) to register or log-in to your account.

### **Q. How much does it cost to register for Watts Works Online?**

A. There is no cost to register. All eLearning content is available free of charge.

### **Q. Are there any additional costs or fees associated with Watts Works Online?**

A. No. Registration, access to content, and the reward program is free of charge.

### **Q. How many modules are available?**

A. Our library features exclusive access to hundreds of product and applications-based eLearning modules. New content is created regularly and added to the site.

### **Q. What are the topics I can learn about?**

A. Topics cover a variety of system and solutions provided by Watts and its family of brands. Categories include Plumbing & Flow Control, Water Quality Solutions, Drainage Solutions, HVAC & Hot Water, and Water Leak Detection.

### **Q. Is Watts Works Online restricted to technical staff?**

A. Absolutely not! Anyone in the plumbing / water industry is welcome and encouraged to learn more about Watts' products and solutions, including, contractors, plumbers, engineers, sales reps, installers, office staff, wholesalers, and many more.

### **Q. How long does the eLearning program take?**

A. Modules can be taken at any time, from any location or device. Most modules average 5 minutes to complete.

### **Q. Is there a time limit for completing the eLearning program?**

A. No, there is no time limit for completing eLearning modules.

### **Q. Are there any prerequisites or recommended prior knowledge for this program?**

A. No. eLearning content is ideal for any experience level.

### **Q. Can I access the eLearning content from my phone?**

A. Yes! eLearning can be accessed from any device (smartphone, tablet, laptop, desktop, etc.).

**Q. How do I track my progress?**

A. You can track your progress by selecting the “Learning History” tab on navigation menu at the top of dashboard page / landing page.

**Q: How do I find a module?**

A: You can use the search box under “Find Learning” or in the upper right corner.

**Q. Can I review completed modules or lessons after I've finished them?**

A. Of course. You can revisit a module as often as you'd like, however tokens can only be awarded one time.

**Q. Are there any assessments or quizzes included in the modules?**

A. Yes. Each module includes a series of questions. A score of 80% or higher is required to be “complete.”

**Q. If I do not pass a quiz, can I retake it?**

A. Yes, you can retake a quiz until you pass. Note that the questions you see may differ each time you repeat the quiz.

**Q. Are modules available in other languages besides English?**

A. Yes, our most popular modules are also available in French and Spanish.

**Q. How do I earn free lifestyle merchandise?**

A. You earn free merchandise by successfully completing eLearning modules. Which means you score 80% or more on the quiz. Once you complete a module, virtual “tokens” are deposited into your individual Learn & Earn account.

**Q. How do I use Learn & Earn tokens?**

A. When you are ready, you can visit the Learn & Earn store, which can be accessed from the dashboard / landing page. Once in the store, you will see a variety of options to choose from. You then redeem your accrued tokens for the item(s) you wish to receive. Merchandise ranges in value from 1,200 – 7,000 tokens depending on the item. *Please note that merchandise & token values are subject to change without notice.*

**Q. Do I need to use all my tokens, or can I save them?**

A. Tokens do not need to be used right away. You can save them and use them at a future date.

**Q. Do I need to pay for shipping and handling when I receive my merchandise?**

A. No, there is no cost to you. The program, including rewards is absolutely free of charge.

**Q. Do modules offer closed captions?**

A. Some eLearning modules have caption, which are off by default. To turn them on, click the captions icon at the bottom of the screen. There is a transcript which you can view by clicking the “Transcript” tab in the left panel.

**Q. How can I provide feedback or report any issues with the eLearning program?**

A. You can email [watts.works@wattswater.com](mailto:watts.works@wattswater.com). Please allow 24-48 hours for a reply.