

MRI Training Academy

Course Catalog

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About this Document

This document is a comprehensive catalog of the courses currently offered on the MRI Training Academy. These classes include live virtual trainings that are hosted via WebEx, training videos, and interactive eLearnings.

In each product section, eLearnings are listed first, followed by live training courses, and then recorded training videos. For each training type, the individual courses are listed alphabetically and color-coded.

- eLearning titles are highlighted in green.
- Live training course titles are highlighted in orange.
- Recorded video titles are highlighted in blue.

If you have any questions, comments, or concerns, please contact the MRI Education Services team at Education@MRISoftware.com.

MRI Training Academy Subscriptions

With MRI Training Academy (or MELL) subscriptions, multiple users from your organization can receive continued access to our eLearnings for a specified length of time, which usually matches your contract term.

The Education Services team is continuously releasing new eLearnings to the MRI Training Academy. Subscription users will automatically be granted access to this new content as it is published. Currently, the MRI Education Services team offers subscriptions for the following products:

- MRI Commercial Management (CM)
- MRI Financials
- MRI Residential Management (RM)

Note

MRI also offers MRI Training Academy subscriptions for Bostonpost and Workspeed. These packages come at no cost to clients who have the respective product entitlements.

MELL subscription pricing is calculated based on the product, number of users, and contract term. For more detailed information, please contact your MRI Account Executive.

Additional Resources

For more information about these educational resources, we recommend visiting the MRI Training Academy itself. There, you can view these same course descriptions and the dates on which live training sessions are being held.

For information about using the MRI Training Academy, creating accounts, and signing up for courses, you can visit the MRI Training Academy page on our website.

Accounts Payable (AP) Courses

The courses in this section will familiarize you with the features and processes in the MRI Accounts Payable (AP) product.

Course Name	Description	Length	Who for?
Accounts Payable – 1099 eLearning Version X	**Note**: For the 2020 tax year, the Internal Revenue Service (IRS) has introduced the new 1099-NEC form for reporting nonemployee compensation, such as payments to vendors. In MRI, the 1099-NEC form was made available in versions X.4.3.17 and X.5.7.3. This eLearning provides information about this new form, as well as 1099 setup, reports, worksheets, and the 1099-MISC form, which is still used to report some transactions processed in MRI. Upon completion of this course, you will be able to: • Set up vendors, General Ledger accounts, and payers for 1099 processing. • Run the 1099 Preview Listing report. • Use worksheets to review, add, and override 1099 amounts. • Configure electronic filing details and the combined federal and state setup. • Process the 1099-NEC form for payments made to vendors. • Process the 1099-MISC form for attorney's fees and payments made to property payees.	**Self-paced**	Accountants

Course Name	Description	Length	Who for?
Accounts Payable – Bank Reconciliation eLearning Version X	In Accounts Payable (AP), you can use the bank reconciliation to clear transactions, deposits, and journal entries, ensuring that your cash account balances are accurate and up to date. Upon completion of this eLearning, you will be able to: • Create new bank reconciliations. • Clear transactions on bank reconciliations, including payments, deposits, and journal entries. • Migrate bank reconciliations from the legacy platform to MRI for the Web. • Reopen closed bank reconciliations. • Run reports to view reconciliation details.	**Self-paced**	Accountants
Accounts Payable – Invoices eLearning Version X	In Accounts Payable (AP), you can create invoices for the goods and services provided by your vendors. Upon completion of this eLearning, you will be able to: • Enter new invoices. • Create recurring invoices. • Search for invoices. • Run reports to view invoice details.	**Self-paced**	Accountants
Accounts Payable – Monthly Closing Procedures eLearning Version X	Accounts Payable (AP) provides various activities for creating recurring invoices, creating journal entries, and closing periods. Upon completion of this eLearning, you will be able to: • Create recurring invoices for regularly scheduled payments. • Create journal entries for AP invoices and payments. • Close periods. • Run reports to view monthly processing details and updates.	**Self-paced**	Accountants

Course Name	Description	Length	Who for?
Accounts Payable – Payment Processing eLearning Version X	Once your invoices have been created in Accounts Payable (AP), you can select the invoices for payment, as well as print checks or record alternate forms of payment. Upon completion of this eLearning, you will be able to: • Update invoice statuses to make them ready for payment. • Select invoices for payment. • Process check payments. • Process automated clearing house (ACH) payments. • Process manual payments. • Void and manage payments. • Run reports to view payment and check details.	**Self-paced**	Accountants
Accounts Payable – Vendors eLearning Version X	In Accounts Payable (AP), you can enter and maintain your vendors' information to ensure accurate and timely invoice processing and payment. Upon completion of this eLearning, you will be able to: • Set up vendors. • Enter and maintain vendor details. • Search for vendors. Run reports to view vendor details and payments.	**Self-paced**	Accountants
Accounts Payable – Bank Reconciliation Live Training	Upon completion of this course, you will be able to: • Reconcile MRI to the bank statement. • Work with bank reconciliation adjustments. Reconcile a bank statement to the General Ledger.	**3 Hours**	Accountants

Affordable and Public Housing Courses

The courses in this section will familiarize you with the features and processes in the MRI Affordable Housing and Public Housing products.

Note

Several of the courses in this section are intended for clients who are migrating new to Affordable Housing or migrating from a legacy MRI solution to the Affordable Housing platform. Please contact your Account Manager if you are interested in scheduling your migration.

In this section, you will also find courses on the PIC platform, which is used for compliance submissions for Public Housing funding programs.

Course Name	Description	Length	Who for?
Affordable Housing – Accounts Receivable Daily Processes eLearning	Using the common accounts receivable features in Affordable Housing, you can manage your residents' ledger activity. Upon completion of this eLearning, you will be able to: • Create transaction batches. • Enter payments or cash receipts. • Enter one-time charges and non-cash credits. • Reverse payments or cash receipts. • Post transaction batches.	**Self-paced**	Leasing agents, property managers, compliance staff
Affordable Housing – Annual Recertification and Gross Rent Change eLearning	In this eLearning, you will learn about the following: • Annual Recertification processes • Essential setup for recertifications • When to process these recertifications • How to use the Annual Recertification dashboard • The gross rent change process	**Self-paced**	Leasing agents, property managers, compliance staff

Course Name	Description	Length	Who for?
Affordable Housing – Certification Management eLearning	In this eLearning, you will learn about the following types of certifications: • Move In Certification • Interim Certification • Unit Transfer Certification • Initial Certification • Termination Certification You will also learn how to search for a household and certification, as well as how to use the certification actions and options.	**Self-paced**	Leasing agents, property managers, compliance staff
Affordable Housing – General Navigation eLearning	In this eLearning, you will be introduced to the core navigational features in Affordable Housing in MRI for the Web, including: • The global menu bar • MRI·GO search • Picklists • Dates • Dashboards • Household and certification searches • Unit Listing	**Self-paced**	Leasing agents, property managers, compliance staff, accountants
Affordable Housing – Intake and Application eLearning	In this eLearning, you will learn how to add applicants to Affordable Housing. You will also learn how to use the following dashboards: • The Waiting List Dashboard • The Program Eligibility Dashboard • The Vacancy Management Dashboard	**Self-paced**	Leasing agents, property managers, compliance staff
Affordable Housing – Monthly Processing eLearning	In Affordable Housing, you can complete various monthly closing procedures. Upon completion of this eLearning, you will be able to: • Calculate security deposit interest. • Bill late fees. • Run the auto apply process. • Write off open charges. • Process utility assistance payments. • Bill monthly recurring charges. • Create journal entries. • Close Affordable Housing periods.	**Self-paced**	Property managers

Course Name	Description	Length	Who for?
Affordable Housing – Other Accounts Receivable Processes eLearning	Using the additional accounts receivable features in Affordable Housing, you can manage your residents' ledger activity and security deposits, as well as your organization's miscellaneous income. Upon completion of this course, you will be able to: • Enter non-sufficient funds (NSF) reversals. • Process security deposit transactions. • Write off open charges. • Enter miscellaneous transactions. • Post transaction batches.	**Self-paced**	Property managers, accountants
Affordable Housing – Repayment Agreements and Rentable Items eLearning	In Affordable Housing, you can process repayment agreements for your tenants, as well as lease rentable items (such as garages) to your tenants. Upon completion of this eLearning, you will be able to: • Create and update repayment agreements. • Lease rentable items to tenants.	**Self-paced**	Leasing agents, property managers, accountants
Affordable Housing – Service Requests eLearning	In Affordable Housing, you can enter and maintain service requests or work orders for property and apartment issues. Upon completion of this eLearning, you will be able to: • Enter new service requests. • Update and close existing service requests. • Make units ready for incoming residents.	**Self-paced**	Leasing agents, property managers, maintenance staff
Public Housing – Annual Reexamination eLearning	In Public Housing, you can complete the annual reexamination process for your tenants. Upon completion of this eLearning, you will be able to: • Process the annual reexamination for your tenants. • Verify the household's composition, income, and assets. • Print documents. • Use the Annual Recertification dashboard.	**Self-paced**	Administrators, leasing agents, property managers

Course Name	Description	Length	Who for?
Public Housing – Certification Management eLearning	In Public Housing, you can process certifications for your tenants. Upon completion of this eLearning, you will be able to: • Search for households. • Search for certifications. • Process New Admission certifications. • Process Interim Reexaminations. • Process Change of Unit certifications.	**Self-paced**	Administrators, property managers, leasing agents
Affordable and Public Housing – Annuals and Gross Rent Changes Live Training	Our Affordable and Public Housing - Annuals and Gross Rent Changes live training will walk you through the annual recertification and gross rent change processes in Affordable Housing. This class will cover the following: • Processing and completing annual recertification. • Using the Annual Recertification Dashboard. • Processing gross rent changes.	**90 Minutes**	Property managers, compliance staff
Affordable and Public Housing – Applications and Waiting List Management Live Training	Our Affordable and Public Housing - Applications and Waiting List Management live training will walk you through the application and waitlist processes in Affordable Housing. This class will cover the following: • Entering and processing applications. • Advancing applicants through the waiting list. • Maintaining program eligibility. • Offering units to applicants.	**90 Minutes**	Leasing agents, property managers, compliance staff

Course Name	Description	Length	Who for?
Affordable and Public Housing – Certification Management Live Training	Our Affordable and Public Housing - Certification Management live training will walk you through the certification processes in Affordable Housing. This class will cover the following: • Processing move-in certifications. • Processing interim certifications. • Processing unit transfer certifications. • Processing termination of assistance certifications. • Processing initial certifications.	**90 Minutes**	Property managers, compliance staff
Affordable and Public Housing – Migration Overview Live Training	Our Affordable and Public Housing - Migration Overview live training will walk you through the process of migrating to your current solution to Affordable Housing. This class will cover the following: • Overview of the data migration process. • Overview of the exception reports that are run for data migration. • Outline of the required training courses for your users. • Understanding your consultant's involvement in the migration process.	**90 Minutes**	Administrators
Affordable and Public Housing – Monthly Processing Live Training	Our Affordable and Public Housing - Monthly Processing live training will walk you through the month-end processes in Affordable Housing. This class will cover the following: • Creating next month's charges. • Processing URPs. • Calculating security deposit interest. • Processing late fees. • Completing the auto apply process. • Creating journal entries. • Closing periods.	**90 Minutes**	Property managers, compliance staff

Course Name	Description	Length	Who for?
Affordable and Public Housing – Move-Outs, EOPs, and SODA Processing Live Training	Our Affordable and Public Housing - Move-Outs, EOPs, and SODA Processing live training will walk you through the move-out processes in Affordable Housing. This class will cover the following: • Processing move-outs and EOPs. • Reviewing Statement of Deposit on Account (SODA) requirements. • Processing and completing Statements of Deposit on Accounts (SODA).	**90 Minutes**	Leasing agents, property managers, compliance staff
Affordable and Public Housing – Property Management X General Navigation Live Training	Our Affordable and Public Housing - Property Management X General Navigation live training will walk you through the basic navigation of Affordable Housing. This class will cover the following: • Using dashboards to view property and resident data. • Using calendars. • Searching for data.	**90 Minutes**	All users of Affordable and Public Housing
Affordable and Public Housing – Repayment Agreements and Rentable Items Live Training	Our Affordable and Public Housing - Repayment Agreements and Rentable Items live training will walk you through the repayment agreement and rentable item processes in Affordable Housing. This class will cover the following: • The different types of repayments. • Setting up repayment agreements. • Processing repayments. • Reviewing the rentable item listing and assignments. • Maintaining rentable items.	**90 Minutes**	Property managers, compliance staff, accountants

Course Name	Description	Length	Who for?
Affordable and Public Housing – Report Generation with Report Gateway Live Training	Our Affordable and Public Housing - Report Generation with Report Gateway live training will walk you through the reporting features in Report Gateway and Affordable Housing. This class will cover the following: • Running and viewing reports in Report Gateway. • Using the Communication Center. • Running commonly used Affordable Housing reports.	**90 Minutes**	All users of Affordable Housing
Affordable and Public Housing – Service Requests and Unit Make Ready Live Training	Our Affordable and Public Housing - Service Requests and Unit Make Ready live training will walk you through the maintenance processes in Affordable Housing. This class will cover the following: • Creating and processing service requests. • Billing for work orders. • Using the Make Ready Master Schedule.	**90 Minutes**	Property managers, maintenance staff
Affordable and Public Housing – Standard Configuration Live Training	Our Affordable and Public Housing - Annuals and Gross Rent Changes live training will walk you through the annual recertification and gross rent change processes in Affordable Housing. This class will cover the following: • The default configuration options that are set during the data migration process.	**90 Minutes**	Administrators
Affordable and Public Housing – Tenant Charges and Payment Processing Live Training	Our Affordable and Public Housing - Tenant Charges and Payment Processing live training will walk you through the accounts receivable processes in Affordable Housing. This class will cover the following: • Accounts receivable terminology in Affordable Housing. • Setting up charge codes. • Creating and posting batches. • Entering various types of transactions.	**90 Minutes**	Property managers, accountants

Course Name	Description	Length	Who for?
Affordable and Public Housing – User Security Settings with Security Console Live Training	Our Affordable and Public Housing - User Security Settings with Security Console live training will walk you through the security setup in Security Console for Affordable Housing. This class will cover the following: • Accessing and navigating Security Console. • Creating and maintaining users. • Creating and maintaining user roles. • Creating and maintaining security classes. • Running security and login reports.	**90 Minutes**	Administrators
Affordable and Public Housing – Welcome to SaaS Live Training	Our Affordable and Public Housing - Welcome to SaaS live training will walk you through tools and resources available in the MRI Software as a Service (SaaS) Platform. This class will cover the following: • Managing user security in SaaS. • Accessing your Affordable Housing database. • Using the myMRI Client Portal.	**90 Minutes**	Administrators
Affordable Housing – HUD Voucher Processing and Submissions Live Training	Our Affordable and Public Housing - HUD Voucher Processing and Submissions live training will walk you through the HUD compliance processes in Affordable Housing. This class will cover the following: • Creating and sending tenant files. • Creating and sending HAP requests or vouchers. • Using iMAX and TRACS. • Reconciling HAP requests.	**90 Minutes**	Property managers, leasing agents, compliance staff

Course Name	Description	Length	Who for?
PIC Training – Navigating the Basics	Join us for this one-hour session and learn the basics of PIC submission and site navigation. This class is geared towards those who are new to PIC. Mike Denny, MRI's PIC Expert with 20 years of PIC experience, will lead you through this session, followed by a Q&A at the end. Upon completion of this session, you will be able to: • Understand the general purpose of the PIC System • Navigate the essential modules and sub-modules on PIC	**1 Hour**	Property managers, compliance staff
PIC Training – The Secret to PIC Errors for Public Housing	Join us for this one-hour session and learn the secret to PIC errors for Public Housing. We will show you the three types of PIC errors, where to research these errors, and how to correct them. This session is geared towards intermediate and advanced users. Attending the "Navigating the Basics" course is recommended prior to attendance. Mike Denny, MRI's PIC Expert with 20 years of PIC experience, will lead you through this session followed by a Q&A at the end. Upon completion of this session, you will be able to: • Understand the three types of PIC errors. • Know where to go to research each type of error. • Understand how to correct errors. • Avoid the most common Public Housing PIC errors.	**1 Hour**	Administrators, property managers, compliance staff

Course Name	Description	Length	Who for?
PIC Training – The Secret to PIC Errors for Section 8 (HCV)	Join us for this one-hour session and learn the secret to PIC errors for Section 8. We will show you the three types of PIC errors, where to research these errors and how to correct them. This session is geared towards intermediate and advanced users. Attending the "Navigating the Basics" course is recommended prior to attendance. Mike Denny, MRI's PIC Expert with 20 years of PIC experience, will lead you through this session followed by a Q&A at the end. Upon completion of this session, you will be able to: • Understand the three types of PIC errors. • Know where to go to research each type of error. • Understand how to correct errors. • Avoid the most common Section 8 PIC errors.	**1 Hour**	Administrators, property managers, compliance staff
PIC Training – Verifying FSS Information	Join us for this one-hour session and learn how to manage your FSS information in PIC. This session is geared toward FSS Program Administrators. Mike Denny, MRI's PIC Expert with 20 years of PIC experience, will lead you through this session followed by a Q&A at the end. Upon completion of this session, you will be able to: • Navigate to the FSS information in the PIC viewer and the ad hoc report • Compare the FSS Case List in your software to the ad hoc report on PIC	**1 Hour**	Administrators, property managers, compliance staff
Public Housing – Submissions for Public Housing, USDA, and LIHTC Live Training	Our Public Housing - Submissions for Public Housing, USDA, and LIHTC live training will walk you through the compliance submission processes in Public Housing. This class will cover the following: • Submitting required information for PIC. • Submitting required information for USDA MINC. • Submitting required information for LIHTC.	**90 Minutes**	Property managers, compliance staff

Bostonpost Courses

The courses in this section will familiarize you with the features and processes in the Bostonpost product.

Course Name	Description	Length	Who for?
Bostonpost – Accounts Receivable and Advanced Accounting Webinar Video	Upon watching this video, you will be able to: • Add financial notes. • Receive individual tenant payments at the household. • Manage household event history. • Manage household receivables. • Work with tenant payment batches. • Manage household deposits. • Complete the move-out accounting task. • Navigate and manage community accounting tasks.	**2 hours**	Property managers
Bostonpost – Agency Transmissions (HUD) Webinar Video	Upon watching this video, you will be able to: • Build and reconcile HAP requests. • Send transmission files for HUD funding programs.	**45 minutes**	Property managers, compliance staff
Bostonpost – Annual Recertifications, Waitlist, Legal & Leases Webinar Video	Upon watching this video, you will be able to: • Manage members of a household • Process interim and annual recertifications • Manage non-financial updates • Manage leases and lease renewals • Manage the tabs and tasks associated with the waitlist • Manage legal tasks • Manage leases	**90 minutes**	Property managers, leasing agents

Course Name	Description	Length	Who for?
Bostonpost – Documents and Reports Webinar Video	Upon watching this video, you will be able to: • Maintain and locate documents • Add, view, edit, delete, and insert documents • Understand document selection criteria and document properties • Merge fields • Work with print groups • Manage report settings • Run standard reports • Create and run configurable reports • Print and export reports	**45 minutes**	Administrators, property managers, leasing agents
Bostonpost – Maintenance Webinar Video	Upon watching this video, you will be able to: • Create work requests • Create and manage work orders • Manage turnovers • View and manage maintenance history	**1 hour**	Property managers, leasing agents, maintenance staff
Bostonpost – System Administration Webinar Video	Upon watching this video, you will be able to: • Manage employees • Manage user roles • Maintain lookup tables • Set up charge types • Manage user codes	**45 minutes**	Administrators
Bostonpost – System Overview & Property Management Webinar Video	Upon watching this video, you will be able to: • Navigate Property Manager • Work with prospects • Complete the move-in process • Complete the move-out process • Complete transfers	**2 hours**	All users of Bostonpost

Budgeting and Forecasting (B&F) Courses

The courses in this section will familiarize you with the features and processes in the MRI Budgeting and Forecasting (B&F) product.

Course Name	Description	Length	Who for?
Budgeting and Forecasting – Advanced eLearning	Upon completion of this course, you will be able to: • Set up budgets. • Reload budgets. • Complete budget administration activities, such as approving, exporting, importing, and copying a budget. • Create reforecast budgets. • Run and understand the most common B&F reports. • Post budgets to General Ledger.	**Self-paced**	Accountants
Budgeting and Forecasting – Basics eLearning	Upon completion of this course, you will be able to: • Create budgets. • Manage budgets. • Use General Ledger workbooks. • Run and understand the most common B&F reports. • Post budgets to General Ledger.	**Self-paced**	Accountants
Budgeting and Forecasting – Commercial Workbook eLearning	Upon completion of this course, you will be able to: • Add and maintain suites. • Add and maintain leases. • Navigate additional workbook views.	**Self-paced**	Accountants

Course Name	Description	Length	Who for?
Budgeting and Forecasting – Advanced Live Training	Our Budgeting and Forecasting Advanced training is intended for administrators as opposed to end-users. One of our experts will take you through advanced concepts and processes within Budgeting and Forecasting. This class will cover the following processes: • Budget setup • Creating inflation indexes • Approving and rejecting budgets • Deleting accounts and departments • Reloading budgets (including filter locks) • Setting up Workbook Security • Management of allocations	**4 Hours**	Accountants
Budgeting and Forecasting – Basics Live Training	Are you looking for an introduction into the basics of Budgeting and Forecasting? Whether you are new to Budgeting and Forecasting or just looking to brush up on your knowledge, one of our experts will take you through the basics of Budgeting and Forecasting. This class will cover the following processes: • Creating a budget • Working with a GL workbook, including GL expenses, entering GL details, entering GL notes, and applying inflation • Copying a budget • Posting to GL • Generating Budgeting and Forecasting reports • Reforecasting a workbook	**4 Hours**	Accountants

Course Name	Description	Length	Who for?
Budgeting and Forecasting – CM Build Live Training	Join one of our MRI experts to learn how to navigate and process Commercial Management Workbooks within Budgeting and Forecasting. This course will cover the following tasks within CM Workbooks: • Suite maintenance • Lease maintenance • Add Prospects • Use Speculative lease templates • Manage Lease costs • Calculate Management fees • Additional calculations (Recoveries, Percentage Rent, FASB, CPI)	**4 Hours**	Accountants
Budgeting and Forecasting – RM Build Live Training	Join one of our MRI experts to learn how to navigate and process Residential Management Workbooks within Budgeting and Forecasting. This course will cover the following tasks within RM Workbooks: • Renew leases • Add prospects • Calculate vacancy loss • Calculate loss to lease • Calculate cost per turn • Calculate bad debt • Calculate management fees	**4 Hours**	Accountants

Callmax Courses

The courses in this section will familiarize you with the features and processes in the Callmax product.

Course Name	Description	Length	Who for?
Callmax – Welcome to Callmax Answer Video	Upon completion of this course, you will be able to: • Navigate the Callmax website • Listen to your messages • Customize your settings (office hours, on call schedules, reports, notifications, etc.) • Add your staff as Callmax users • Forward your calls to Callmax	**30 minutes**	Property managers, leasing agents
Callmax – Welcome to Callmax Bulletin Video	Upon completion of this course, you will be able to: • Create phone, text, and email Bulletins • Select specific delivery date and time • Choose a list of targeted recipients • Launch Bulletin to intended recipients • Check the history of past Bulletins to confirm successful delivery to all intended recipients	**10 minutes**	Property managers, leasing agents
Callmax – Welcome to Callmax for New Managers Video	Upon completion of this course, you will be able to: • Navigate the Callmax website • Listen to your messages • Add your staff as Callmax users • Sign up for the Callmax ScoreCard • Set up email and text notifications • Edit your emergency page out schedules • Forward your calls to Callmax	**20 minutes**	Property managers
Callmax – Welcome to Callmax Package Tracking Video	Upon completion of this course, you will be able to: • Check in and checkout packages from the mobile app and website • Send notifications for packages not yet retrieved • Review package details and history	**15 minutes**	Property managers

Commercial Management (CM) Courses

The courses in this section will familiarize you with the features and processes in the MRI Commercial Management (CM) product.

Course Name	Description	Length	Who for?
Commercial Management – Batches eLearning Version X	Upon completion of this course, you will be able to: • Navigate the Commercial Management batch process. • Process charges. • Process security deposits. • Work with non-tenant transactions. • Review/change batch transactions. • Post transactions. • Use reports and inquiries to review batch and ledger transactions.	**Self-paced**	Property managers, leasing agents, accountants
Commercial Management – Building Maintenance eLearning Version X	Upon completion of this course, you will be able to: • Set up and maintain a building. • Set up and maintain a suite. • Use reports and dashboards to review buildings and suites.	**Self-paced**	Property managers
Commercial Management – Leases eLearning Version X	Upon completion of this course, you will be able to: • Access the Lease Details page. • Add new leases. • Set up lease dates, deposit information, and lease options. • Set up lease billing information. • Add documents and notes to a lease. • Renew or vacate a lease. • Expand or transfer a lease to another suite. • Use the Tenant Inquiry page, Property Manager role page, Lease Summary page, and Lease Profile page. • Run the Aged Delinquencies report, the CM Ledger reports, the Critical Lease Date reports, and the Lease Notes report.	**Self-paced**	Property managers, leasing agents

Course Name	Description	Length	Who for?
Commercial Management – Monthly Activities eLearning Version X	Upon completion of this course, you will be able to: • Create recurring charges. • Print monthly invoices and statements. • Calculate management fees, late fees, and security deposit interest. • Calculate CPI increases and bad debt reserves. • Create journal entries. • Close periods. • Run reports to verify month end data is correct.	**Self-paced**	Administrators, property managers, leasing agents, accountants
Commercial Management – Other Accounts Receivable eLearning Version X	Upon completion of this course, you will be able to: • Perform collections • Apply prepayments and concessions • Process payments using lockbox files • Apply credits to open charges on demand • Process FASB adjustments and reversals • Print statements for immediate bill items • Print and cancel receipts • Use the A/R Manager Preview page	**Self-paced**	Property managers, leasing agents, accountants
Commercial Management – Retail Setup eLearning	Upon completion of this course, you will be able to: • Set up lookup lists for retail processing. • Set up buildings for retail leases. • Set up the tenant categories, reporting preferences, billing preferences, breakpoints, and sales history for individual retail leases.	**Self-paced**	Administrators, property managers, leasing agents

Course Name	Description	Length	Who for?
Corporate Accounts Receivable – Introductory eLearning	Upon completion of this course, you will be able to: • Add and manage accounts. • Enter transactions for your accounts, including cash receipts, credit applies, one-time charges and non-cash credits, non-sufficient funds reversals, and standard payment reversals. • Post Corporate Accounts Receivable batches. • View account inquiries. • Complete monthly activities, such as printing statements, creating journal entries, and closing periods.	**Self-paced**	Property managers, leasing agents, accountants
Commercial Management – Billing and Collections Live Training	This class will cover the following processes: • Create recurring charges (RENTUP) • Batches • Receipts • Late fee setup and processing • Collections screen • AR reporting	**4 Hours**	Property managers, accountants
Commercial Management – Commercial and Financials Month End Processing Live Training	Our Commercial and Financials Month End Processing training will walk you through the steps and common processes required to complete monthly processing for Commercial Management, Accounts Payable, and General Ledger. This class will cover the following processes: • Reviewing key activities in CM, AP, and GL prior to close • Creating Next Months Charges • Creating Journal Entries • Monthly Close for Commercial, Accounts Payable, and General Ledger • Key Reporting and Reconciliation	**3 Hours**	Property managers, accountants

Course Name	Description	Length	Who for?
Commercial Management – Corporate AR and Financials Month End Processing Live Training	Our Corporate AR and Financials Month End Processing training will walk you through the steps and common processes required to complete monthly processing for Corporate Accounts Receivable and General Ledger. This class will cover the following processes: • Reviewing key activities in Corp AR, AP, and GL prior to close • Creating Next Months Charges • Creating Journal Entries • Monthly Close for Corp AR, Accounts Payable, and General Ledger • Key Reporting	**3 Hours**	Property managers, accountants
Commercial Management – Lease Administration Live Training	This class will cover the following processes: • Lease setup • Lease renewals • Impact to FASB • Lease reports	**4 Hours**	Administrators, property managers
Commercial Management – Management Fees Live Training	This class will cover the following processes: • Management options • Building and lease setup • Processing • Impact to AP • Reporting	**2 Hours**	Administrators, property managers, accountants
Commercial Management – Recoveries Processing and Reporting Live Training	This class will cover the following processes: • Gathering expenses • Reconciliation and estimation calculations • Billing • Reporting	**4 Hours**	Property managers, accountants
Commercial Management – Recoveries Setup and Validation Live Training	This class will cover the following processes: • Expense pool account ranges • Expense pools • Lease setup • Setup validation	**4 Hours**	Administrators, property managers, accountants

Course Name	Description	Length	Who for?
Commercial Management – Recovery Formula Building Live Training	This class will cover the following processes: • An introduction to formula basics, terminology, and navigating in Commercial Management • How to work with recovery formulas, including understanding functions, function types, formulas, and subformulas, as well as reading formulas • How to build and validate custom formulas, such as prorata / bldg sqft formula, sfnum formula, occupancy formula, and final formulas	**3 Hours**	Property managers, accountants
Commercial Management – Retail Live Training	This class will cover the following processes: • Setup • Percentage rent • Reporting	**2 Hours**	Property managers
Commercial Management – Retail Recoveries Processing and Reporting Live Training	This class will cover the following processes: • Gathering expenses • Reconciliation and estimation calculations • Billing • Reporting	**4 Hours**	Property managers, accountants
Commercial Management – Retail Recoveries Setup and Validation Live Training	This class will cover the following processes: • Expense pool account ranges • Expense pools • Lease setup • Setup validation	**4 Hours**	Administrators, property managers
Commercial Management – Setup and Administration Live Training	This class will cover the following processes: • Income categories • Other picklists • Buildings • Suites • Setup reports	**4 Hours**	Administrators, property managers

Core MRI Courses

The courses in this section will familiarize you with some of the core MRI features that are used throughout MRI Property Management X.

Course Name	Description	Length	Who for?
Core – MRI for the Web User Interface eLearning	Upon completion of this course, you will be able to: • Use the global menu bar and application menu. • Use the MRI·GO search feature. • Run reports in MRI for the Web. • Access setup features. • Use the footer menu.	**Self-paced**	All users of MRI for the Web
Core – Security Console for the Web Basics eLearning	As an administrative user in Security Console for the Web, you can create user names and ensure that your users have access to the processes, functions, and data that they need to accomplish their tasks. Upon completion of this eLearning, you will be able to: • Access and navigate Security Console for the Web. • Create and maintain users. • Create and understand user roles. • Create and understand security classes. • Run security and login reports.	**Self-paced**	Administrators
Core – Intro to MRI Security Live Training	Upon completion of this course, you will be able to: • Navigate Security Console for the Web. • Manage users. • Manage security roles. • Manage web menu security.	**3 Hours**	Administrators

Course Name	Description	Length	Who for?
Core – PMX Reporting Live Training	Upon completion of this course, you will be able to: • Run MRI standard reports in a variety of formats. • Schedule reports to run on a regular basis. • Process reports in a batch. • Use report styles for consistency. • Run Report Gateway SSRS reports. • Create Rapid Reports for ad hoc reporting.	**3 Hours**	All users of MRI for the Web
General – Welcome to the myMRI Client Portal Live Training	Upon completion of this course you will be able to: • Understand how to access and the roles available for access to the myMRI Client Portal • Navigate the myMRI Client Portal • Understand how to submit and check the status of a support case • Review and download available reports, views, and pages from the MRI Application Exchange (MAX) • Create and vote on Ideas for future product enhancements with Product Management • Manage and maintain use access to the myMRI Client Portal as a Designated Support Contact (DSC) • Download and subscribe to key Product Documentation	**1 Hour**	Designated Support Contacts (DSC), administrators
Core – Getting Started with Application Gateway Video	This course provides Application Gateway users with an understanding of the following objectives: • The steps required to log into their Application Gateway Home Page • How to navigate the Application Gateway Home Page, including showing and hiding applications on their Home page, showing and hiding messages on their Home page, and managing notifications	**Self-paced**	All users of MRI for the Web with Application Gateway access

Course Name	Description	Length	Who for?
Core – MRI Property Management Overview and General Navigation Video	This course provides an overview of the general navigation within MRI Property Management Version X. Upon completion of this course, you will be able to: • Navigate the MRI user interface. • Use the MRI•GO search feature. • Run reports and use the communication center. • Schedule events. • Use MRIFLIX Support Videos and Online Help.	**30 minutes**	All users of MRI for the Web
Core – Navigating Version X Video	This video is designed to provide participants with a brief walk-through of the MRI Version X user interface.	**12 minutes**	All users of MRI for the Web
Core – Version X Migration Tool Video	This video is designed to give a brief overview of the Version X Migration Tool. This tool is intended for clients who utilize custom applications.	**10 minutes**	Administrators

Core MRI EMEA Courses

The courses in this section will familiarize you with some of the core MRI features that are used throughout MRI Property Management X. These courses are intended for clients in the EMEA region.

Course Name	Description	Length	Who for?
Commercial Management – LeaseFlow Webinar Video (EMEA)	This webinar recording, intended for an international audience, will give a brief overview of the LeaseFlow module within MRI Web.	**1 hour**	Property managers
Core – How to Upgrade to Version X Webinar Video (EMEA)	This webinar recording, designed for an international audience, will provide viewers with instructions for upgrading to MRI Version X.	**45 minutes**	Administrators
Core – Security Overview Webinar Video (EMEA)	This webinar recording, intended for an international audience, will give a brief overview of the features and options within MRI Security Console.	**1 hour**	Administrators
Core – Service Charges Overview Webinar Video (EMEA)	This webinar recording, intended for an international audience, will provide viewers with a brief overview of service charges.	**1 hour**	Property managers
Core – Version X Overview Webinar Video (EMEA)	This webinar recording, intended for an international audience, provides viewers with a brief overview of MRI Version X.	**1 hour**	All users of MRI for the Web in the EMEA region
Core – Workflow Webinar Video (EMEA)	This webinar recording, intended for an international audience, will provide viewers with a brief overview of Work Flow within MRI.	**1 hour**	Administrators
Technical – SQL and MRI Toolkit Webinar Video (EMEA)	Topics covered in this webinar include: • SQL Overview. • Joining Datasets. • SQL for MRI Web. • Other Useful SQL Objects. • SQL Best Practices. • MRI Toolkit Best Practices. • Examples of what's possible with SQL in MRI Web.	**45 minutes**	Administrators

General Ledger (GL) Courses

The courses in this section will familiarize you with the features and processes in the MRI General Ledger (GL) product.

Course Name	Description	Length	Who for?
General Ledger – Closing Periods eLearning Version X	Upon completion of this course, you will be able to: • Close an accounting period.	**Self-paced**	Accountants
General Ledger – Inquiry and Reporting eLearning Version X	Upon completion of this lesson, you will be able to: • Navigate and manage General Ledger inquiry. • How to work with report styles. • Run General Ledger reports.	**Self-paced**	Accountants
General Ledger – Journal Entries eLearning Version X	Upon completion of this course, you will be able to: • Enter manual journal entries. • Create recurring journal entries. • Complete prior-period and prior-year adjustments.	**Self-paced**	Accountants

Investment Modeling Courses

The courses in this section will familiarize you with the features and processes in the Investment Modeling product.

Course Name	Description	Length	Who for?
Investment Modeling – Fund Management Concepts Video	After watching this video, viewers will: • Understand organization structures in fund management. • Comprehend the use of models. • Understand debt basics. • Understand Investment Modeling (IM) terminology.	**10 minutes**	Fund managers
Investment Modeling – Fund Management Integration Video	After watching this video, viewers will: • Understand Investment Modeling (IM) terminology. • Load and integrate initial financial data. • Add revenues, expenses, and capital expenditures. • Generate valuations. • Navigate your way around reports.	**15 minutes**	Fund managers
Investment Management – Fund Management Onboarding Video	After watching this video, viewers will: • Understand Investment Modeling (IM) terminology. • Onboard existing entities (funds, investments, and properties). • Onboard new entities. • Navigate your way around properties.	**15 minutes**	Fund managers

Jenark Courses

The courses in this section will familiarize you with the features and processes in the Jenark Property Management product.

Course Name	Description	Length	Who for?
Jenark Property Management – Accounts Payable 1099 Video	This pre-recorded training covers the 1099 process in Jenark.	**25 minutes**	Accountants
Jenark Property Management – Budgets, Month End, and Year End Video	This Jenark Advanced Knowledge pre-recorded webinar covers the following topics: • Creating a Budget • Recurring and Manual Journal Entries • Bank Reconciliation • Job Stream • General Ledger Reports • Closing the Month • Closing the Year • New Year Budgets • Information for Auditors • Recomputing GL Summary Total	**2 hours**	Accountants
Jenark Property Management – Corporate AR Video	This Jenark Advanced Knowledge pre-recorded webinar covers the following topics: • Use Corporate Accounts Receivable to manage your company's transactions • Learn how to process billing and cash receipts, along with options to transfer to Accounts Payable	**1 hour**	Accountants
Jenark Property Management – Data Imports Video	This pre-recorded training discusses various methods for importing data into Jenark.	**1 hour**	Administrators

Course Name	Description	Length	Who for?
Jenark Property Management – GL Financial Statements Video	This Jenark Advanced Knowledge pre-recorded webinar covers the following topics: • Terminology • Financial Statement Format • Financial Statement Information • Creating a Simple Balance Sheet • Creating a Simple Income Statement (P&L) • Printing Statements • Copying Statement Format and Information • Other Features	**90 minutes**	Administrators, accountants
Jenark Property Management – HOA Violations and Requests Video	This Jenark Advanced Knowledge pre-recorded webinar covers the following topics: • Violations Planning Grid • Violation Setup • Violation Processing • Violation Processing Shortcuts • Request Setup • Request Processing • Architectural Features • Reports	**2 hours**	Property managers
Jenark Property Management – Intro to Accounts Payable Video	This pre-recorded training provides an introduction to the Accounts Payable module in Jenark.	**90 minutes**	Accountants
Jenark Property Management – Queries, Letters, and Labels Video	This Jenark Advanced Knowledge pre-recorded webinar covers the following topics: • Create a new Inquiry Report • Create a Letter using Tables and Fields • Create Labels using Tables and Fields	**2 hours**	Administrators
Jenark Property Management – Residential Collections Video	This pre-recorded training covers the Residential Collections module available within Jenark.	**2 hours**	Property managers, accountants
Jenark Property Management – Residential Group Increase Video	This pre-recorded training discusses various methods of updating recurring charges in Jenark as a group increase.	**1 hour**	Property managers, accountants

Course Name	Description	Length	Who for?
Jenark Property Management – Residential Property Management Video	This Jenark Advanced Knowledge pre-recorded webinar covers the following topics: • RM Setup • Move In Process • Monthly (Recurring) Charges • Receipt Processing • Account Adjustments • Late Fee Processing • Reports • Coupons/Statements/Invoices • Move Out Process • Month-end Processing • RM Inquiries	**3 hours**	Property managers, leasing agents, accountants
Jenark Property Management – Residential Work Orders Video	This Jenark Advanced Knowledge pre-recorded webinar covers the following topics: • RW Control File • Setup Codes • Resident Access • Resident Contract • RW Configuration • Work Order Processing • Scheduled Maintenance • Vacant Unit Maintenance • Other Features	**2 hours**	Property managers, maintenance staff
Jenark Property Management – Security Best Practices Video	This pre-recorded training covers best practices for system and user security in Jenark.	**30 minutes**	Administrators
Jenark Property Management – Third Party API Access Video	This pre-recorded training covers setting up an API in Jenark to connect with third party applications.	**5 minutes**	Administrators

JobCost Courses

The courses in this section will familiarize you with the features and processes in the MRI JobCost product.

Course Name	Description	Length	Who for?
JobCost – Essential Setup eLearning	Upon completion of this course, you will be able to: • Set up JobCost budget types. • Set up cost lists and cost codes. • Configure phase types. • Add lender records.	**Self-paced**	Administrators, accountants
JobCost – Advanced Live Training	This class will cover the following processes: • Working with loan draws • Completing batch entry setup • Working with corporate batches • Working with Commercial Management batches	**3 Hours**	Accountants
MRI Financials – Introduction to JobCost Live Training	This class will cover the following processes: • Setting up JobCost • Setting up a JobCost project • Working with commitments and contracts • Working with contract draws • Working with the General Ledger • Running JobCost reports	**3 Hours**	Accountants

Market Connect Course

The course in this section will familiarize you with the features and processes in the Market Connect product.

Course Name	Description	Length	Who for?
Market Connect – Navigating for Marketing Manager Webinar Video	Upon completion of this course, you will be able to: • Configure availability settings for maximum conversion. • Understand Market Connect Content Manager. • Understand pre-qualification settings and what they mean to your community. • Understand lead notification methods. • Review and manage your property's inventory. • Manage Craigslist posting.	**1 hour**	Property managers, leasing agents

Residential Management (RM) Courses

The courses in this section will familiarize you with the features and processes in the MRI Residential Management (RM) product.

Course Name	Description	Length	Who for?
Residential Management – Accounts Payable eLearning Version X	With the Accounts Payable (AP) features in Residential Management (RM), you can add, access, and maintain your vendor and invoice information. Upon completion of this eLearning, you will be able to: • Use vendor inquiry to view a vendor's invoices. • Search for and enter vendors. • Search for and enter invoices.	**Self-paced**	Property managers, accountants
Residential Management – Accounts Receivable Daily Processes eLearning Version X	Using the common accounts receivable features in Residential Management (RM), you can manage your residents' ledger activity. Upon completion of this course, you will be able to: • Create and select transaction batches. • Enter payments or cash receipts. • Apply payments to charges. • Enter one-time charges and non-cash credits. • Reverse payments or cash receipts. • Post transaction batches. • Configure resident payment settings.	**Self-paced**	Property managers, leasing agents, accountants

Course Name	Description	Length	Who for?
Residential Management – Lease Renewals and Amendments eLearning Version X	At residential or multifamily properties, leases are binding legal documents between the apartment community and the resident. In Residential Management (RM), you can amend leases to account for any changes, as well as renew leases at the end of the lease terms. Upon completion of this course, you will be able to: • Update rent and concession amounts. • Add rentable items to leases. • Review resident security deposits. • Add other fees to leases. • Update lease terms. • Renew leases individually. • Renew leases using the Renewal Worksheet.	**Self-paced**	Property managers, leasing agents, accountants
Residential Management – Month-End Processing eLearning Version X	Residential Management (RM) provides various activities for tracking your property calendars and processing lease-related data and charges, such as monthly charges for rent. Upon completion of this eLearning, you will be able to: • Calculate security deposit interest. • Calculate late fees. • Calculate management fees. • Apply credits to charges by using Auto Apply Processing. • Write off open charges. • Create monthly recurring charges, such as for rent. • Create journal entries for RM transactions. • Close RM periods for your properties.	**Self-paced**	Property managers, leasing agents, accountants

Course Name	Description	Length	Who for?
Residential Management – Move-Outs and Transfers eLearning Version X	At the end your residents' leases, you can process move-outs for them in Residential Management. Similarly, if they are transferring to a unit that you also manage, you can process a unit transfer for them. Upon completion of this course, you will be able to: • Schedule and complete move-outs. • Schedule and complete unit transfers. • Vacate individual occupants mid-lease. • Make units ready for incoming residents.	**Self-paced**	Property managers, leasing agents
Residential Management – Other Accounts Receivable eLearning Version X	Using the additional accounts receivable features in Residential Management, you can manage your residents' ledger activity and security deposits, as well as your organization's miscellaneous income. Upon completion of this course, you will be able to: • Process non-sufficient funds (NSF) reversals of payments. • Process security deposit adjustments. • Refund open rent payments. • Write off open charges. • Enter miscellaneous payments or cash receipts. • Process lockbox transmission files. • Post transaction batches. • Repost resident and security deposit ledgers.	**Self-paced**	Property managers, leasing agents, accountants

Course Name	Description	Length	Who for?
Residential Management – Prospect to Resident Cycle eLearning Version X	When prospective residents inquire about leasing opportunities, you can begin the leasing process for them in Residential Management (RM) by entering guest cards, on which you can configure their lease and unit preferences. Upon completion of this eLearning, you will be able to: • Add new guest cards for prospective residents. • Add new phone logs for prospective residents. • Configure the prospective resident's lease and unit preferences on the guest card. • Schedule and complete move-ins. • Undo move-ins.	**Self-paced**	Property managers, leasing agents
Residential Management – Role Pages eLearning Version X	Residential Management (RM) role pages provide detailed information that is vital to property managers, regional managers, leasing agents, portfolio managers, service managers, and call center agents. Upon completion of this eLearning, you will be able to: • Use the Property Manager role page. • Use the Regional Manager role page. • Use the Leasing Agent role page. • Use the Portfolio Manager role page. • Use the Service Manager role page. • Use the Call Center Agent role page.	**Self-paced**	Administrators, property managers, leasing agents, accountants, maintenance staff
Residential Management – Service Requests eLearning Version X	In Residential Management (RM), you can enter and maintain service requests or work orders for property and apartment issues. Upon completion of this eLearning, you will be able to: • Enter new service requests. • Update and close existing service requests. • Make units ready for incoming residents.	**Self-paced**	Property managers, maintenance staff

Course Name	Description	Length	Who for?
Residential Management – Statement of Deposit (SODA) eLearning Version X	When a resident moves out of their unit, or when an applicant decides not to lease a unit, you can complete their Statement of Deposit (SODA) in Residential Management (RM) to reconcile their open balances. Upon completion of this course, you will be able to: • Manage SODAs. • Add SODAs for applicants. • Enter SODA details, such as forwarding addresses and attachments. • Add transactions for damages charges, lease violations, and accelerated rent. • Apply open credits or payments to charges. • Commit and revise SODAs.	**Self-paced**	Property managers, leasing agents, accountants
Residential Management – Working with Residents eLearning Version X	Residential Management (RM) provides various tasks and activities you can use to manage your residents' information and leases. Upon completion of this course, you will be able to: • Search for residents. • Review resident and lease information. • Add and maintain occupants. • Add resident documents. • Conduct unit inspections. • Complete consumer privacy and data anonymization options. • View resident transactions. • Add and maintain residents' insurance policies. • View rentable item availability. • Anonymize resident data.	**Self-paced**	Property managers, leasing agents

Course Name	Description	Length	Who for?
Residential Management – Residential and Financials Month End Processing Live Training	Our Residential and Financials Month End Processing training will walk you through the steps and common processes required to complete monthly processing for Residential Management, Accounts Payable, and General Ledger. This class will cover the following processes: • Reviewing key activities in RM, AP, and GL prior to close • Creating Next Month's Charges • Creating Journal Entries in Residential and Accounts Payable • Monthly Close for Residential, Accounts Payable, and General Ledger • Key Reporting and Reconciliation	**3 Hours**	Administrators, property managers, accountants

Technical Courses

The courses in this section will familiarize you with the technical aspects of MRI Property Management X. This includes installing the product, running SQL queries, understanding the database structure, and designing reports and webpages.

Note

Many of the MRI technical courses are designed to build on concepts and features that are covered in other courses in the category. As such, several of these courses have recommended prerequisites, which are listed in the course description.

If you have any questions, please contact the MRI Education Services team at Education@MRISoftware.com.

Course Name	Description	Length	Who for?
Technical – Database Schema Live Training	This course will cover the following topics: • Understand the MRI system table structure • Understand the Commercial Management and Residential Management table structure • Understand the General Ledger table structure For this course, the following courses are recommended prerequisites: Technical – SQL Queries I Live Training and Technical – SQL Queries II Live Training	**3 Hours**	Administrators
Technical – Installing MRI Property Management X Live Training	Upon completion of this course, you will be able to: • Identify prerequisites for successful installation and upgrade • Install X.5 Web and Windows on a single server • Install MRI•GO • Set up workstations • Utilize best practices throughout the installation process	**3 Hours**	Administrators

Course Name	Description	Length	Who for?
Technical – Report Design Advanced Topics Live Training	This course will cover the following topics: • Using SQL expressions • Using segment types • Using Total segments For this course, the following courses are recommended prerequisites: Technical – Database Schema Live Training, Technical – SQL Queries I Live Training, and Technical – SQL Queries II Live Training	**3 Hours**	Administrators
Technical – Report Design Financial Reports Live Training	This course will cover the following topics: • Creating Financial Formats • Using GL Title segments • Using GL Financial Format segments • Using GL Total segments For this course, the following courses are recommended prerequisites: Technical – Database Schema Live Training, Technical – SQL Queries I Live Training, and Technical – SQL Queries II Live Training	**3 Hours**	Administrators
Technical – Report Design General Navigation and Minor Modifications Live Training	This course will cover the following topics: • Using the Report Design tool bar • Reviewing the Properties Dialog • Reviewing the Fields Dialog • Copying reports • Adding/removing fields • Resizing objects • Using Memo fields For this course, the following courses are recommended prerequisites: Technical – Database Schema Live Training, Technical – SQL Queries I Live Training, and Technical – SQL Queries II Live Training	**3 Hours**	Administrators

Course Name	Description	Length	Who for?
Technical – Report Design Web Enable Custom Reports and Runtime Options Live Training	This course will cover the following topics: • Web-enabling reports • Create and copy views in View Design • Create and copy views in Web Design For this course, the following courses are recommended prerequisites: Technical – Database Schema Live Training, Technical – SQL Queries I Live Training, and Technical – SQL Queries II Live Training	**2 Hours**	Administrators
Technical – SQL Queries I Live Training	This course will cover the following topics and SQL statements: • Understand the syntax of basic SQL statements • Use MRI and SQL to create a select query to view data • Sort and filter the data in your result set • Aggregate data in your result set • Write statements that change data (update, delete, and insert statements)	**2 Hours**	Administrators
Technical – SQL Queries II Live Training	Upon completion of this course, you will be able to write the following query statements: • Joins • Unions • Correlated Sub-queries • Grouping You will also understand how to safeguard your data from potentially dangerous queries. For this course, the, Technical – SQL Queries I Live Training is a recommended prerequisite.	**2 Hours**	Administrators

Course Name	Description	Length	Who for?
Technical – Web Design General Navigation and Minor Modifications Live Training	This course will cover the following topics: • The Web Design tool bar • Activity Groups vs. Pages • Creating/Copying activity groups • Creating/Copying pages • The Fields dialog box • Linking custom pages For this course, the following courses are recommended prerequisites: Technical – Database Schema Live Training, Technical – SQL Queries I Live Training, and Technical – SQL Queries II Live Training	**3 Hours**	Administrators
Technical – Web Design Grids, Frames, and Command Buttons Live Training	This course will cover the following topics: • Working with grids • Working with frames • Using Save, Add, Delete, and Cancel buttons • Passing variables from pages For this course, the following courses are recommended prerequisites: Technical – Database Schema Live Training, Technical – SQL Queries I Live Training, and Technical – SQL Queries II Live Training	**3 Hours**	Administrators
Core – Installing Version X Video	This video is designed to give a brief overview of the options and processes involved in installing MRI Version X	**4 minutes**	Administrators

Workspeed Courses

The courses in this section will familiarize you with the facilities management features in Workspeed.

Course Name	Description	Length	Who for?
Workspeed Building Operations – Administration Live Training	This training is ideal for property managers or related staff. Upon completion of this course, you will be able to: • Understand basic Workspeed functions and navigation • Manage service request preferences • Create and archive a lease • Create new companies • Create new users • Manage user settings • Contact Support	**2 Hours**	Property managers
Workspeed Building Operations – COI/Vendor Tracking Live Training	Upon completion of this course, you will be able to: • Add a COI • Edit a COI • Manage the COI dashboards • Use the Vendor Tracking feature	**2 Hours**	Property managers
Workspeed Building Operations – Engineer Live Training	Engineer training is designed for all building engineers. Engineers will learn how to complete these tasks on a computer as well as on their Android or iPhone devices using the Workspeed application. Upon completion of this course, you will be able to: • Understand basic Workspeed functions and navigation • Understand the service request workflow • Manage service requests • Utilize the mobile application	**2 Hours**	Property managers, maintenance staff

Course Name	Description	Length	Who for?
Workspeed Building Operations – Preventative Maintenance Live Training	This course is designed specifically for building engineers. Upon completion of this course, you will be able to: • Enter new PM equipment and components • Enter new PM procedures and activities • Navigate the PM calendar • Create PM equipment service requests	**2 Hours**	Property managers, maintenance staff
Workspeed Building Operations – Processor Live Training	This training is ideal for a property manager or related staff. This course will cover the life cycle and workflow of a service request; entering, reviewing, accepting and completing service requests; processing billable service requests; and how to optimize management of service requests through the Workspeed Dispatch Board. Tenant communications and reporting will also be covered. Upon completion of this course, you will be able to: • Perform basic Workspeed functions and navigation. • Understand the service request workflow. • Handle service requests. • Use the dispatch board to manage service requests. • Conduct tenant communications reporting.	**2 Hours**	Property managers, maintenance staff
Workspeed Building Operations – Security Live Training	Upon completion of this course, you will be able to: • Understand basic Workspeed functions and navigation. • Create visitor requests. • Check visitors in/out. • Create/manage a watch list. • Set up/use the camera setting.	**2 Hours**	Property managers, security

Course Name	Description	Length	Who for?
Workspeed Building Operations – Administration Webinar Video	This training is ideal for a property manager or related staff. Upon completion of this course, you will be able to: • Understand basic Workspeed functions and navigation. • Manage service request preferences. • Create and archive a lease. • Create new companies. • Create new users. • Manage user settings. • Contact support.	**90 minutes**	Property managers
Workspeed Building Operations – COI/Vendor Tracking Webinar Video	Upon completion of this course, you will be able to: • Add a COI. • Edit a COI. • Manage the COI dashboards. • Use the Vendor Tracking feature.	**1 hour**	Property managers
Workspeed Building Operations – Engineer Webinar Video	Engineer training is designed for all building engineers. Engineers will learn how to complete these tasks on a computer as well as on their Android or iPhone devices using the Workspeed application. Upon completion of this course, you will be able to: • Understand basic Workspeed functions and navigation. • Understand the service request workflow. • Manage service requests. • Utilize the mobile application.	**90 minutes**	Property managers, maintenance staff
Workspeed Building Operations – Preventative Maintenance Webinar Video	This course is designed specifically for building engineers. Upon completion of this course, you will be able to: • Enter new PM equipment and components. • Enter new PM procedures and activities. • Navigate the PM calendar. • Create PM equipment service requests.	**2 hours**	Property managers, maintenance staff

Course Name	Description	Length	Who for?
Workspeed Building Operations – Processor Webinar Video	This training is ideal for a property manager or related staff. This course will cover the life cycle and workflow of a service request; entering, reviewing, accepting and completing service requests; processing billable service requests; and how to optimize management of service requests through the Workspeed Dispatch Board. Tenant communications and reporting will also be covered. Upon completion of this course, you will be able to: • Perform basic Workspeed functions and navigation. • Understand the service request workflow. • Handle service requests. • Use the dispatch board to manage service requests. • Conduct tenant communications reporting.	**2 hours**	Property managers, maintenance staff
Workspeed Building Operations – Security Webinar Video	Upon completion of this course, you will be able to: • Understand basic Workspeed functions and navigation. • Create visitor requests. • Check visitors in/out. • Create/manage a watch list. • Set up/use the camera setting.	**30 minutes**	Property managers, security