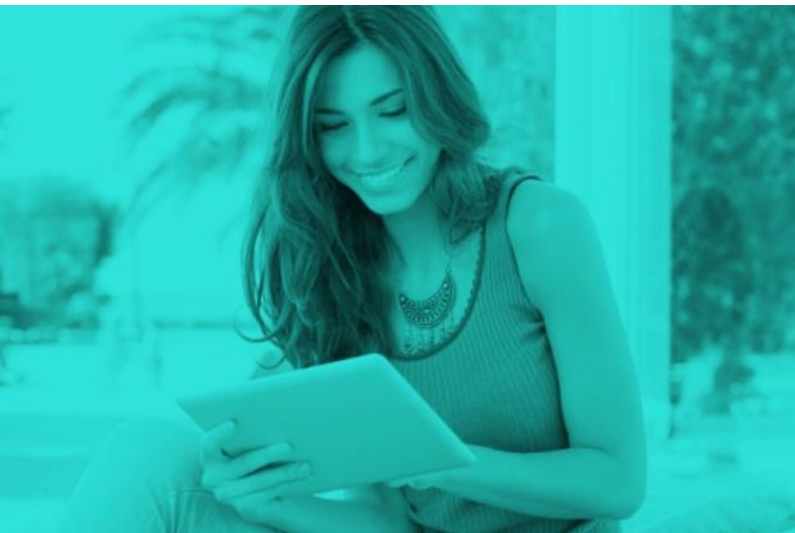
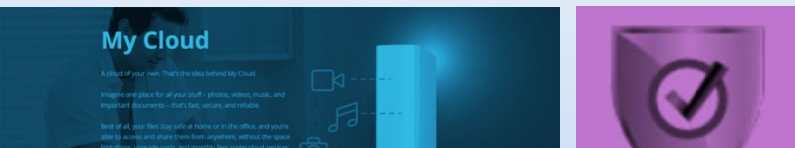




Welcome to the All-New WD University!

The new WDU combines the best of the former site with new added benefits and advanced functionality. This guide will introduce you to the enhanced features, streamlined interface, and new state-of-the-art trainings of the new WD University.

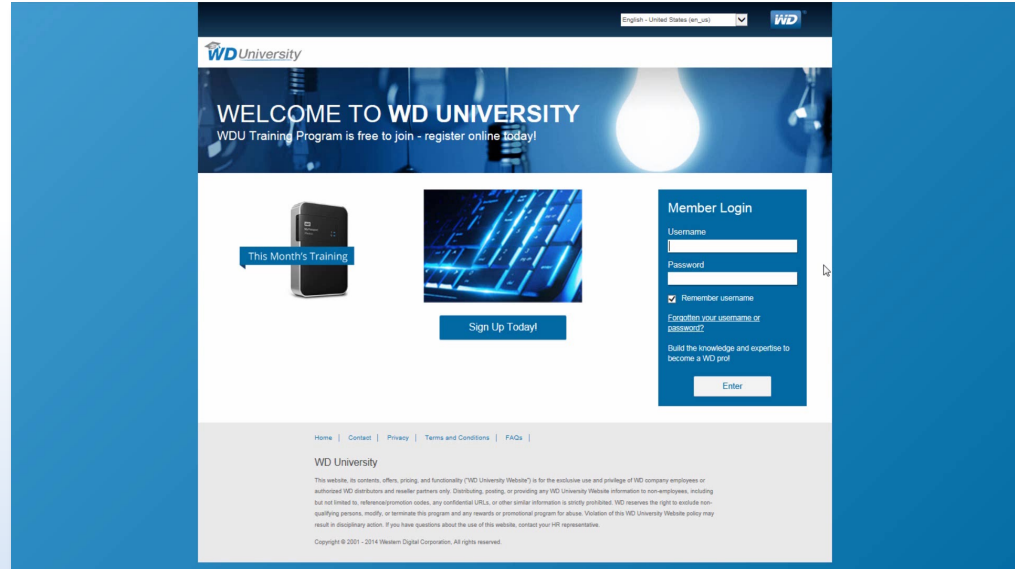


[continue](#)

The Interface

WD University has a new, sleek look that is more user-friendly and easier to navigate than ever before.

The site recognizes registered users when they log into the site, and welcomes them by name.



Homepage

- Intuitive navigation for desktop and mobile devices reduces confusion
- The user's **Status Level** is prominently displayed on the home page
- **Featured Courses, Training Programs** and **Promotions** are now displayed together for easy access



Homepage

1. **The Main Menu** offers quick links to University resources
2. **The Status Section** calculates completion and training levels
3. **My Latest Badges** displays earned achievement shields
4. **New This Month** features new courses, Promotions and special training programs

The screenshot shows the WD University homepage. At the top, a dark blue header contains the text "You are logged in as Alfredo" and a "LOG OUT" button. Below this is a white navigation bar with the "WD University" logo and links for HOME, MY TRAINING, MY RESOURCES, TRAINING LIBRARY, CALENDAR, and HELP. A yellow circle with the number "1" points to this navigation bar. The main content area has a dark blue banner with the text "Welcome back, Alfredo. Here is where you last left us." and a gear icon. Below the banner, the "Status Section" displays three progress bars: "Your Completion Status" at 56%, "Professional Status" at 100%, and "Expert Status" at 86%. A yellow circle with the number "2" points to this section. To the right, "My latest badges" shows three achievement shields. A yellow circle with the number "3" points to this section. At the bottom, the "New This Month" section features three promotional tiles: "My Cloud", "How To Sell WD Red", and "My Passport Wireless". A yellow circle with the number "4" points to this section. Each tile includes a "BEGIN TRAINING NOW" button.

The Menu

The main menu displays on every page in the site with links to various resources. They include:

- Home
- My Training
- My Resources
- Training Library
- Calendar
- Help

The screenshot displays the WD University user interface. At the top, a dark blue header bar contains the text "You are logged in as Alfredo" and a "LOG OUT" button. Below this is a navigation menu with links: HOME, MY TRAINING, MY RESOURCES, TRAINING LIBRARY, CALENDAR, and HELP. The main content area features a welcome message: "Welcome back, Alfredo. Here is where you last left us." To the right of the message is a graphic of interlocking gears. Below the welcome message, there are three sections: "Your Completion Status" showing a progress bar at 56%, "Professional Status" showing a progress bar at 100%, and "Expert Status" showing a progress bar at 86%. To the right of these sections is a "My latest badges" section displaying three shield-shaped badges. At the bottom, there is a "New This Month" section with three featured items: "My Cloud" (a white storage device), "How To Sell WD Red" (a hard drive), and "My Passport Wireless" (a black wireless drive). Each item has a "BEGIN TRAINING NOW" button.

The Menu

The Training Section

From here, users can choose from options:

- **My Active Trainings** – to view courses that are in progress
- **My Bookings** – to view webinars and in-person events (this feature coming soon...)
- **My Report Card** – to access a list of completed courses

The screenshot shows the WD University Training Section interface. At the top, there is a navigation bar with links: HOME, MY TRAINING, MY RESOURCES, TRAINING LIBRARY, CALENDAR, and HELP. A user is logged in, with a 'LOG OUT' button and the WD logo. Below the navigation bar, a welcome message reads: 'Welcome back, Alfredo. Here is where you last left us.' To the right of the message is a graphic of interlocking gears. The main content area is divided into three columns: 'Your Completion Status' (with a progress bar), 'Professional Status' (with a progress bar and 'Expert Status 86%'), and 'My latest badges' (with a badge icon). Below these columns is a 'New This Month' section featuring three promotional cards: 'My Cloud' (with a WD Cloud logo), 'How to Sell WD Red' (with a WD Red logo), and 'Wireless' (with a WD logo and the text 'Every device. One drive. No wires.'). Each card has a 'BEGIN TRAINING NOW' button.

The Menu

The My Resources Section

Users can choose from the following options:

- **My Points*** – users can confirm their point accumulation
- **My Promotions** – displays all current promotions
- **My WD Status** – displays current earned status

** Points and Rewards are not available in all regions.*

You are logged in as **Alfredo** [LOG OUT](#) **WD**

WD University [HOME](#) [MY TRAINING](#) [MY RESOURCES](#) [TRAINING LIBRARY](#) [CALENDAR](#) [HELP](#)

Welcome back, Alfredo. Here is where you last left us.

My Resources

Your Completion Status:

Professional Status:

My latest badges:

Expert Status: 86% Specialist

New This Month

My Cloud [BEGIN TRAINING NOW](#)

How To Sell WD Red [BEGIN TRAINING NOW](#)

My Passport Wireless Every device. One drive. No wires. [BEGIN TRAINING NOW](#)

The Menu

The Training Library Section

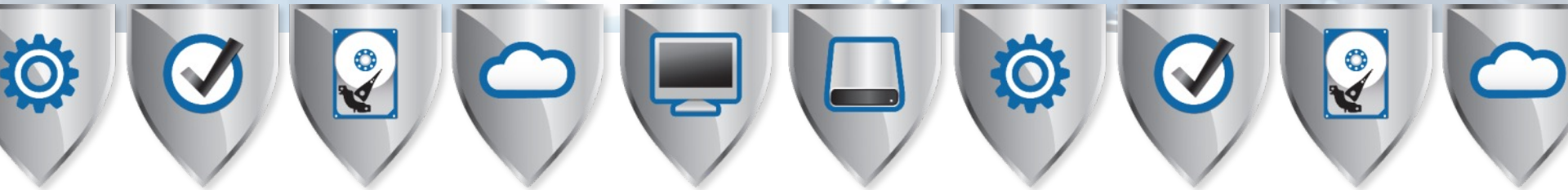
Here users can choose training categories:

- External Drives
- Internal Drives
- Home Entertainment
- Business Solutions
- Software and Accessories

The screenshot displays the WD University Training Library interface. At the top, a navigation bar includes links for HOME, MY TRAINING, MY RESOURCES, TRAINING LIBRARY, CALENDAR, and HELP. A user is logged in, with a LOG OUT button and the WD logo. A welcome message reads: "Welcome back, Alfredo. Here is where you last left us." Below this, a section titled "Your Completion Status" shows progress bars for "Professional Status" (100%) and "Expert Status" (86%). To the right, there is a section for "My latest badges" with a "Cloud" badge. Below the completion status, a "New This Month" section features three training modules: "My Cloud", "How To Sell WD Red", and "My Passport Wireless". Each module has a "BEGIN TRAINING NOW" button. The interface is highlighted with green boxes around the completion status section and the new training modules.

NEW!

Badge Reward System



Our new Badge Reward System promotes in-depth learning and elevates excitement by bundling related courses into programs that earn extra points and achievement badges. Users have fun competing and collecting badges while expanding their knowledge.



Cloud Expert



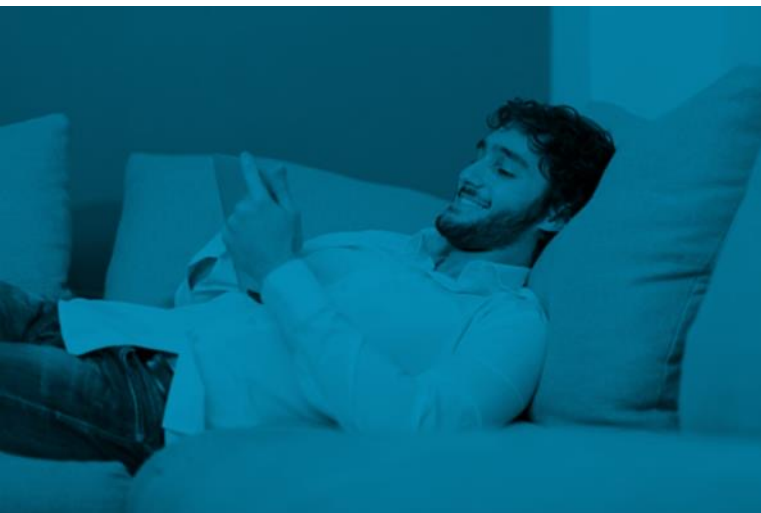
Internal Drives Expert



Certified Expert

NEW!

Points and Rewards

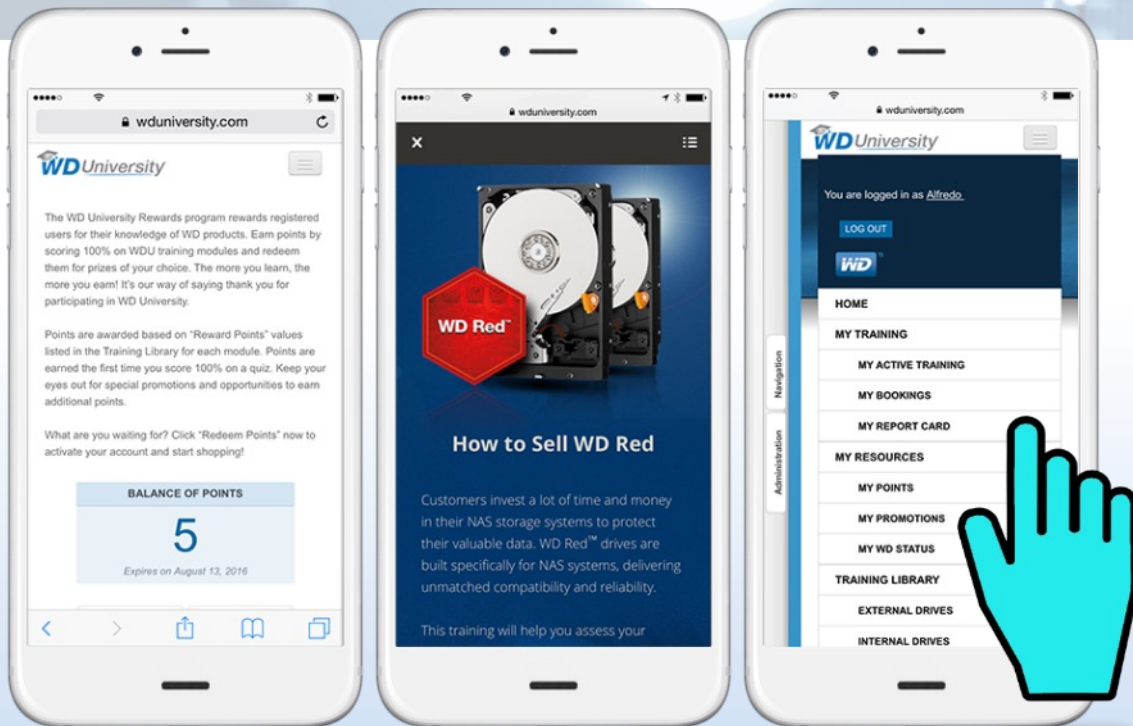


- Users earn a point for each new course they pass
- Multiple points may be awarded for special promotions or for passing a block of courses in a specific program
- Administrators can adjust the number of point awarded for a particular course in conjunction with a special promotion
- Points can be traded in for merchandise rewards and count towards achieving Professional and Expert status levels

** Points and Rewards are not available in all regions.*

NEW!

Mobile Friendly

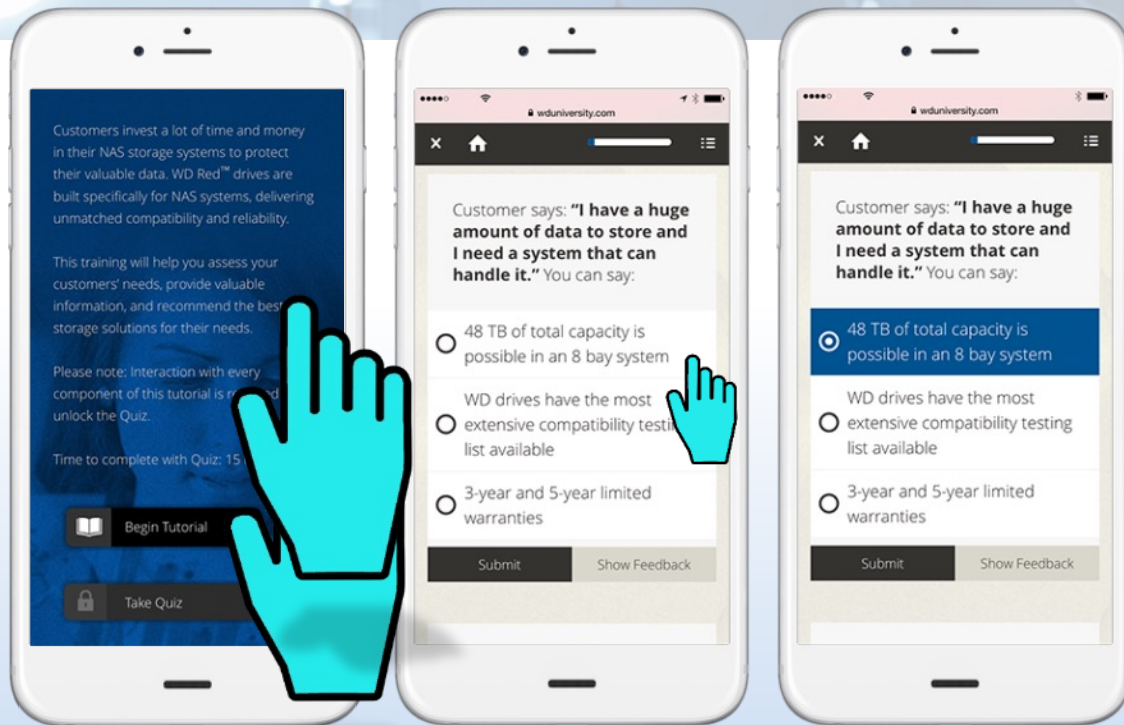


Clean, elegant HTML5-based design delivers a more engaging, interactive experience for smartphone and tablet users.

NEW!

Mobile Friendly

- Easily scroll up and down through courses with built-in interactions, quizzes and points rewards
- All existing courses, in all languages have been updated to the new look and functionality
- Brand new courses like How To Sell WD Red, My Passport Wireless and more...with more in production



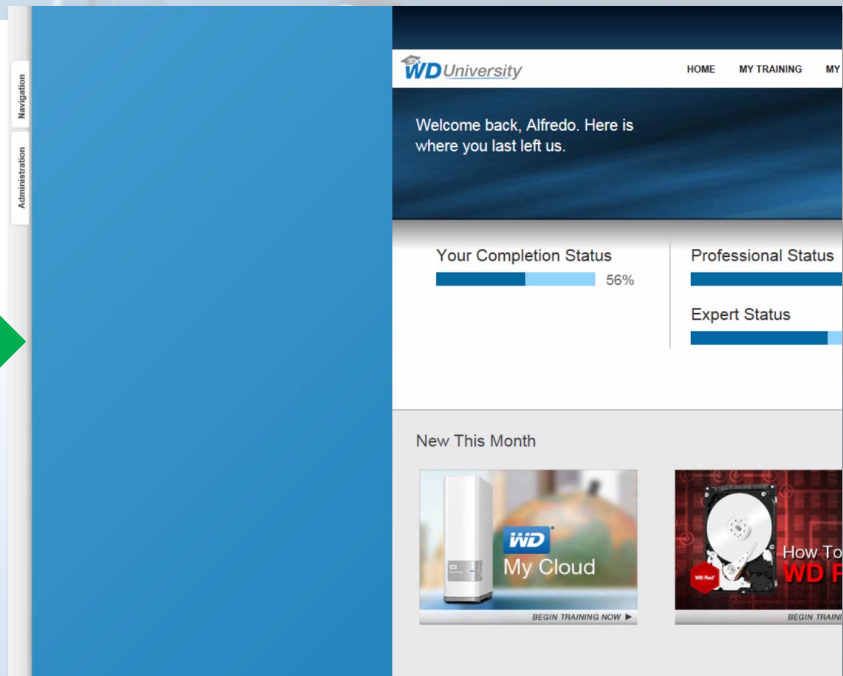
NEW!

Robust Reporting

The new WDU is equipped with powerful reporting tools to help you monitor statistics, activity and more all at your fingertips.

Deep and robust, Reporting Analytics include:

- User Registration
- Monitor Activity and Course Completions
- User Activity (i.e., Returning Users, Last Logged-In)
- Earned Achievements...and more!



NEW!



Extended Profile Options

- Customize your profile with extended options – just click the Administration menu on the left and choose Edit Profile.
- Fill in your info and even leave a comment for other members to view
- Upload your photo and add a description
- When you're finished, click update profile and your changes appear instantly

The screenshot shows the WD University user interface. On the left is a blue sidebar with a navigation menu containing 'Navigation' and 'Administration'. The main content area has a dark blue header with the WD University logo and navigation links: HOME, MY TRAINING, MY RESOURCES, TRAINING LIBRARY, CALENDAR, and HELP. A user login status bar at the top right says 'You are logged in as Fname_en, LName_en' with a 'LOG OUT' button. Below the header, a welcome message reads 'Welcome back, Fname_en. Here is where you last left us.' next to a gear icon. The profile section displays three progress bars: 'Your Completion Status' at 30%, 'Professional Status' at 100%, and 'Expert Status' at 46%. To the right, 'My latest badges' shows a 'Profile' badge. At the bottom, a 'New This Month' section features three promotional tiles: 'WD My Cloud', 'WD Red' (labeled 'How To Sell'), and 'WD My Passport Wireless'.

NEW!



Interactive Calendar

- Click the Calendar link in the main menu to enter the interactive calendar
- Here you can view site-wide events, or create you own personal events
- Simply click the Add an Event button, fill in info, like date, duration and weekly repetition
- Click 'Save Changes' to view the event in your calendar

The screenshot shows the WD University user interface. At the top, it says 'You are logged in as Fname_en LName_en' with a 'LOG OUT' button and the WD logo. The main navigation bar includes 'HOME', 'MY TRAINING', 'MY RESOURCES', 'TRAINING LIBRARY', 'CALENDAR', and 'HELP'. Below this, a welcome message reads 'Welcome back, Fname_en. Here is where you last left us.' next to a gear icon. The dashboard features three progress bars: 'Your Completion Status' at 30%, 'Professional Status' at 100%, and 'Expert Status' at 46%. To the right is a 'My latest badges' section with a shield icon and a 'Profile' link. At the bottom, there's a 'New This Month' section with three featured items: 'WD My Cloud' (with a 'BEGIN TRAINING NOW' button), 'How To Sell WD Red' (with a 'BEGIN TRAINING NOW' button), and 'My Passport® Wireless' (with a 'BEGIN TRAINING NOW' button).

NEW!



Help Section Videos

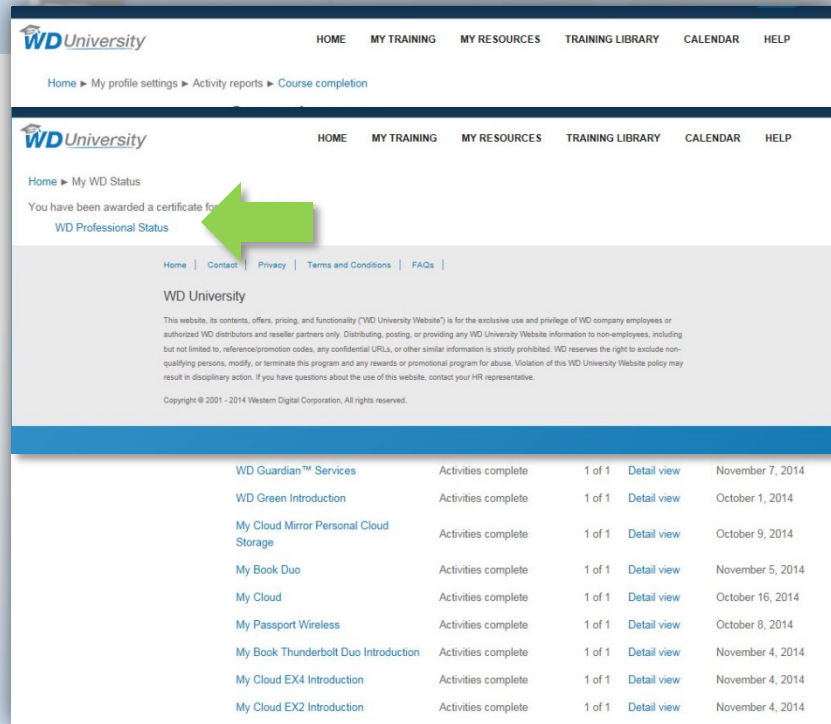
- The new WDU Help section features how-to videos that guide you through some common tasks
- Click the Help link in the main menu to open the Help page
- Select a video from the available choices and click to begin playback
- You can also email WDU with an issue or question by clicking the link in the upper left

The screenshot shows the WDU University user dashboard. At the top, it says "You are logged in as Fname_en L Name_en" with a "LOG OUT" button and the WDU logo. The main navigation bar includes links for HOME, MY TRAINING, MY RESOURCES, TRAINING LIBRARY, CALENDAR, and HELP. Below the navigation bar, a welcome message reads "Welcome back, Fname_en. Here is where you last left us." To the right of the message is a gear icon. The dashboard is divided into three main sections. The first section, "Your Completion Status", shows a progress bar at 30%. The second section, "Professional Status", shows a progress bar at 100%. The third section, "Expert Status", shows a progress bar at 46%. To the right of these sections is a "My latest badges" section featuring a shield icon with a checkmark and the word "Profile". Below these sections is a "New This Month" section with three featured videos: "My Cloud", "How To Sell WD Red", and "My Passport Wireless". Each video has a "BEGIN TRAINING NOW" button.

NEW!

Other Enhancements

- **My Report Card** shows your scores and completion status of active courses in one convenient place
- **My Points** shows you at a glance your accumulated points and a link to redeem your points for rewards
- **Activity Reports** instantly display a record of your completed courses and courses that are in progress
- **My WD Status** displays your current status

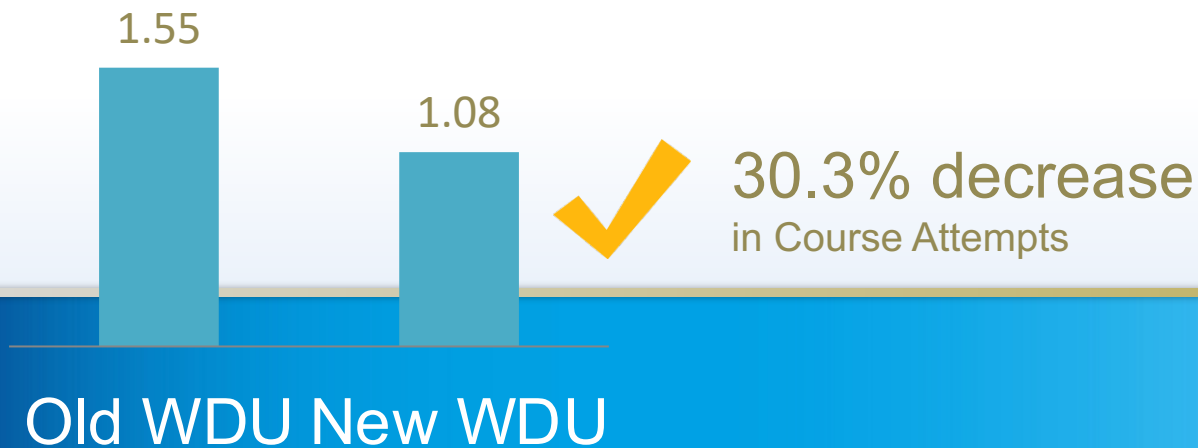


The screenshot shows the WD University website interface. The top navigation bar includes links for HOME, MY TRAINING, MY RESOURCES, TRAINING LIBRARY, CALENDAR, and HELP. Below this, a breadcrumb trail reads: Home > My profile settings > Activity reports > Course completion. The main content area shows the WD University logo and another navigation bar. Below the logo, it says 'Home > My WD Status' and 'You have been awarded a certificate for WD Professional Status'. A green arrow points to this link. Below this, there are links for Home, Contact, Privacy, Terms and Conditions, and FAQs. The main body of the page contains a section titled 'WD University' with a disclaimer and copyright information. At the bottom, there is a table listing various services and their completion status.

Service	Status	Progress	Action	Date
WD Guardian™ Services	Activities complete	1 of 1	Detail view	November 7, 2014
WD Green Introduction	Activities complete	1 of 1	Detail view	October 1, 2014
My Cloud Mirror Personal Cloud Storage	Activities complete	1 of 1	Detail view	October 9, 2014
My Book Duo	Activities complete	1 of 1	Detail view	November 5, 2014
My Cloud	Activities complete	1 of 1	Detail view	October 16, 2014
My Passport Wireless	Activities complete	1 of 1	Detail view	October 8, 2014
My Book Thunderbolt Duo Introduction	Activities complete	1 of 1	Detail view	November 4, 2014
My Cloud EX4 Introduction	Activities complete	1 of 1	Detail view	November 4, 2014
My Cloud EX2 Introduction	Activities complete	1 of 1	Detail view	November 4, 2014

Course Attempts

How many attempts, on average, did it take to get a perfect score?



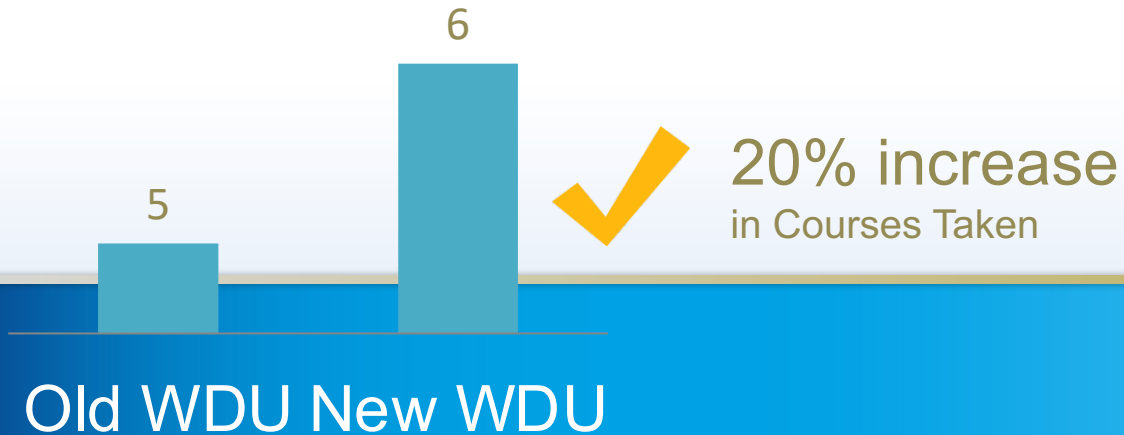
Session Time

Average time spent from login to logout



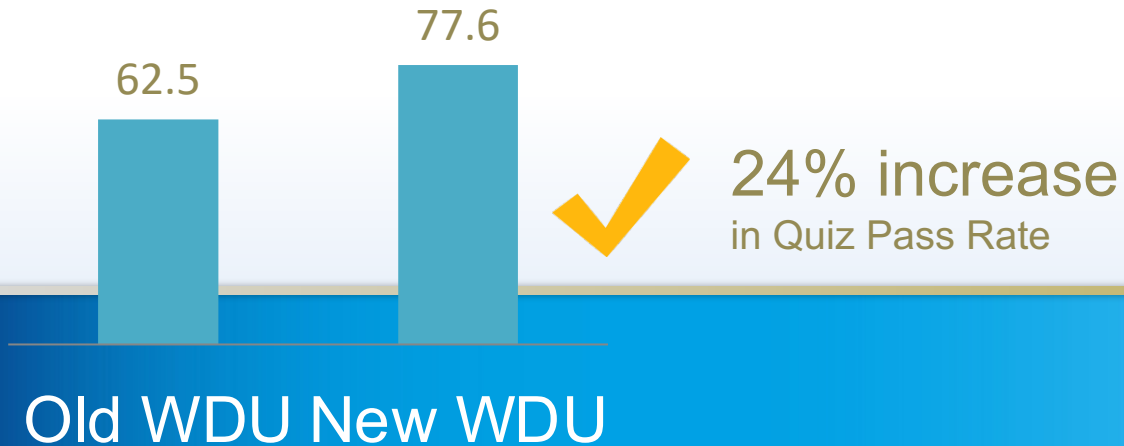
Courses Completed

Average courses completed in a four-week period



Quiz Pass Rate

Average Quiz Pass Rate in a four-week period



NEW!

Big Four Training

Five New Modules:

- Introduction to WD Expert Series EX2100 and EX4100
- Introduction to WD Business Series DL2100 and DL4100
- WD NAS Product Families
- Introduction to Small Business Selling Solutions
- My Cloud OS Overview



EX2100 **EX4100**
My Cloud Expert Series

DL4100 **DL2100**
My Cloud Business Series

Releases to Employees in English 2/19/15

Releases to Everyone 2/26/15 in English,
French, German, Italian and Spanish



Enjoy the **All-New WD University!**

The newly re-designed WD University reaches new heights of interactivity and added functionality, delivering a truly mobile experience for WDU members everywhere.

With cutting-edge technology, advanced reporting and tracking features - WDU is on par with today's web - and poised to grow with expanded features, benefits, and valuable information.

thank you!