



## Welcome to the Sun Learning Connection

Welcome to the Sun Learning Connection!

This document confirms that **Citigroup** may now access the Sun Learning Connection. Please follow these steps to register and gain access to the Sun Learning Connection:

1. To access the Sun Learning Connection, please visit the following URL:  
<http://learningconnection.sun.com>.
2. If you already have a Sun account ID, please login using your existing ID and password. You will be asked to provide some additional information to register your account with the Sun Learning Connection, including the company name and company ID listed below in step 4.
3. If you do not have an existing Sun account ID, the Sun Learning Connection requires that you first register by creating a user name and password. From the Sun Learning Connection login page, click "Register" to be taken to the registration page. Please follow the instructions on the registration page to create your user name.
4. Please note that when registering, you will be asked to provide the following information and need to enter it exactly as presented here:  
**Company Name: Citigroup**  
**Company ID: CUS-0000106705**
5. When registering with the system, please read and accept or decline the terms of the Citizenship and Privacy Statements.
6. The Sun Learning Connection has been re-engineered to improve accessibility for disabled users. Once you submit your profile during registration, you will be asked if you would like to view only courses that have been engineered to be more accessible. Once you've answered this question, you will be logged into the Sun Learning Connection and will see the News page.
7. To enroll in a course, please click the Courses button and view your catalog by selecting "Course Catalog" from the dropdown list located on the right side of the "My Courses" page. To view a description of a course, please click Description. To enroll into a course, please click the title of the course that you would like to access.
8. To view your list of enrolled courses, please select Current Courses from the dropdown list. To access a course and view the course detail, click on the course title.
9. If you experience an issue on the Sun Learning Connection Portal, please select the "Contact Us" link and follow the process on how to submit your issue to the Sun Learning

Connection support team for review and resolution. This link can be accessed from the login page as well as from the bottom of the page once you have logged into the Sun Learning Connection. This process is also described below.

10. Safari Tech Books Online: If your company has been granted access to Safari Tech Books Online, this feature can be accessed from the “Reference” icon located at the top of the page. If this feature has been enabled, you will see a tab called “Online Books”.

**When launching a course, you may need to wait a few moments as the course loads. Please do not close or resize the course window until the course has finished loading.**

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If you experience an issue on the Sun Learning Connection Portal, please send an email to [Sun\\_Learning\\_Connection\\_Support@sun.com](mailto:Sun_Learning_Connection_Support@sun.com).

To receive the fastest possible assistance with technical issues, please provide the following information and include as much detail as possible:

- Full Name
- E-mail address
- Company Name
- Company ID
- Sun Learning Connection Username
- Operating System
- Browser Type & Version
- Login URL
- Description of Issue/Problem

Please include the steps leading up to when the issue/problem is experienced and include any error messages you receive.

Please provide the following additional information if this is a course issue:

- Course Title:
- Course Code:
- Location of problem within the course (e.g. Module Name and Number, Section, Topic and Page number):

**NOTE:** All support communication will be provided in English.

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If you have any questions regarding the Sun Learning Connection, please contact your Sun Sales representative.

Regards,  
Sun Learning Connection Team