



COST/PURCHASING INFORMATION

1. \$330.75 total per user (teachers and students) with two-year access to complete the program.
2. All accounts must *first* submit an Interim Credentials New Account Information Form and W9. The new account form is located on our website, info.interimcredentials.com under School Resources and is required to be uploaded, along with a w9, to this [Dropbox depository](#) folder.
3. We do *not* require a copy of your purchase order, but we *do* require that IC cost estimate letters be used for requesting purchase orders from your administration at your convenience.
4. The designated administrator of the program will be required to make two separate purchases per user:
 - a. One license per user (via [electrical training ALLIANCE](#) bookstore - \$198.45/license.
 - b. Tokens must be purchased to provide every user with access to licensed content on the ProTech Skills Institute Training Management System (PTSI TMS) - \$132.30/access token.
 - c. \$198.45 + \$132.30 = \$330.75 per user
 - d. Licenses and tokens are non-refundable and non-transferable. However, administrators do have the option of purchasing licenses and tokens that are not immediately needed for future use.
5. No other costs or hidden fees; however optional supplemental items are available for purchase in our [electrical training ALLIANCE](#) bookstore.
6. The program administrator is responsible for setting up and managing their bookstore account, to include granting account access to an assistant and/or teachers to view the bookstore with or without purchasing rights. The program administrator is ultimately responsible for

purchasing the required licenses and any additional optional content they may wish to order.

7. Tokens purchased through the Training Management System will be billed separately through ProTech Skills Institute. Invoices for tokens will NOT be available through the bookstore and should be paid separately to the remittance address listed on the invoice or through the payment link provided with the invoice.
8. Bookstore purchases are invoiced 2-3 days after placing an order, via email to the individual designated to receive them.
 - a. Organizations now have the choice of paying by credit card through the bookstore or through invoicing.
9. Accounts will receive two invoices. Licenses purchased through the bookstore will be billed by Protech Skills Institute and tokens purchased through the TMS will be billed by *electrical training ALLIANCE*.
10. A user is defined as a *teacher or student*.

It is also the responsibility of the program administrator (or designee) to roster and enroll all users in our Training Management System before they can access the LMS.



ELECTRICAL INTERIM CREDENTIALS CONTACT INFORMATION

For new account and general program inquiries:

Bill Ball – Director bball@electricaltrainingalliance.org


Audra Kellams – Outreach Specialist ak@etalliance.org

For technical questions regarding TMS/LMS account set up:

(For issues related to gaining first-time access to the system)

Customer Service 888.652.4007

Technical support for those using the Learning Management System:

All users submit support tickets via the  button located on the right-hand side of your dashboard. *ALL support requests must go through our ticketing system so that we can track any and all issues.* Please avoid bypassing the support system to approach staff directly regarding technical issues.

Technical support for administrators using the Training Management System:

Submit support tickets via the “PTSI Support” link found on the left-hand side of your screen under the LINKS menu.

For invoice-related inquiries

Licenses – billing@electricaltrainingalliance.org

Tokens – accounting@protechskillsinstitute.org

For all other support needs:

Steve Strickland – Customer Service Advisor ss@etalliance.org