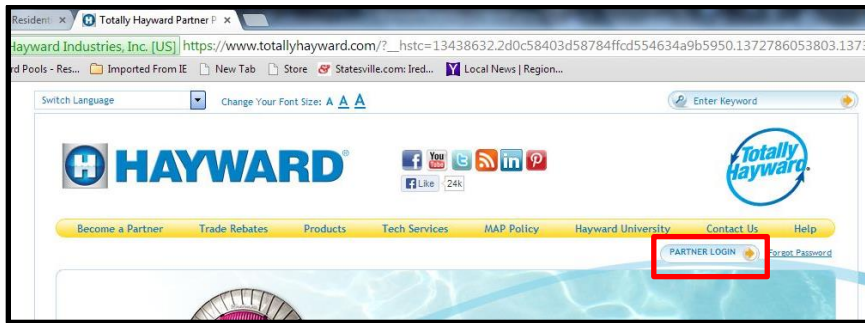


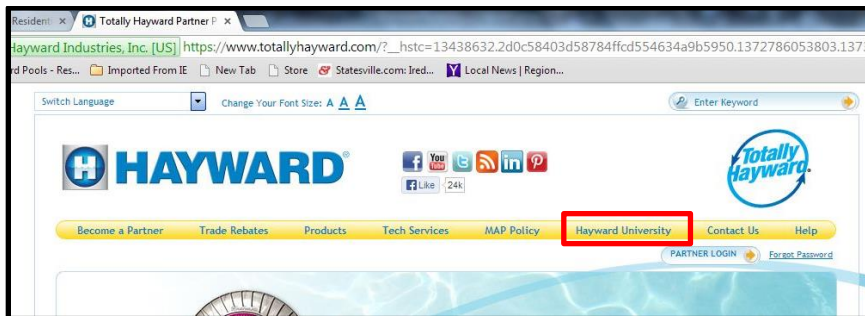
Below are instructions to access Hayward University:

1. Go to <https://www.totallyhayward.com/university/>
2. In the upper right hand corner, select "Partner Login." This is where you will enter your valid Hayward ID # and password.

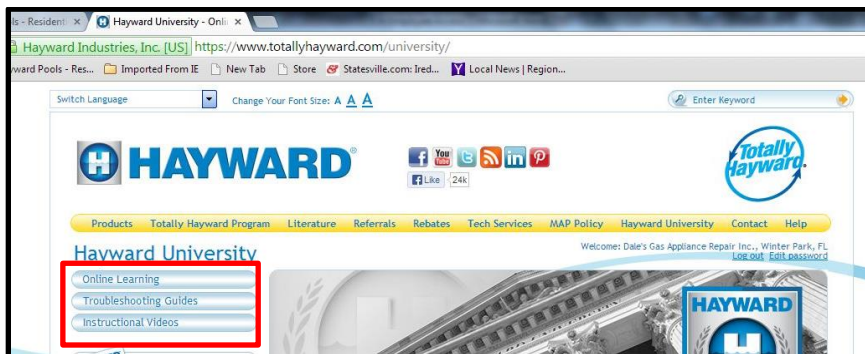
*Note: This is the same log in you may already use to access Totallyhayward.com for submitting warranty claims, viewing referrals, etc.*



3. Now select "Hayward University" from the yellow bar near the top of the page.



4. You are now able access the "Instructional Videos," "Product Troubleshooting Guides," and "Online Learning" sections.



The Online Learning section contains narrated product presentations and tests that can be completed for APSP Continuing Education Credits. You can also download and print personalized certificates of courses you have completed.

The screenshot shows the Hayward University website interface. The 'Online Learning' link in the left sidebar is highlighted with a red box. The main content area features a banner for 'Online Learning - Complete courses, take tests, earn certification!' and a table showing a user's progress:

Courses	Tests	Certificates
<a href="#">Salt Chlorination</a>	96%	<a href="#">Download Certificate</a>
<a href="#">Entry Level Automation</a>	80%	<a href="#">Download Certificate</a>
	70%	

For users to access the tests located in the “Online Learning” section, they must first register their own personal email address and password.

The screenshot shows the Hayward University website interface. The 'User Login' form in the bottom right is highlighted with a red box. The form includes fields for 'Email Address' and 'Password', and a 'Login' button. Below the form, there is a note: 'To earn new certifications or review or print past certificates, an individual login is required. This is separate from your company ID and password. Don't have one? [Register here](#). Forget your password? [Click here](#) to have it sent to you.'

*Note: If a user does not log in with their personal email address and password, they will only be able to view the “Troubleshooting Guides” and “Instructional Videos” sections.*

The Troubleshooting Guides section contains PDF versions of our troubleshooting guides that can be viewed, downloaded, and emailed as needed.

The screenshot shows the Hayward University website. At the top left is the Hayward logo. To its right are social media icons for Facebook, YouTube, Twitter, LinkedIn, and Pinterest. Further right is the 'Totally Hayward' logo. Below these is a navigation bar with links: Products, Totally Hayward Program, Literature, Referrals, Rebates, Tech Services, MAP Policy, Hayward University, and Contact. A 'Help' link is also present. The main header area includes 'Hayward University' and a user login area with 'Welcome: Scott Wiegman' and links for 'Log out' and 'Edit password'. On the left sidebar, there are three menu items: 'Online Learning', 'Troubleshooting Guides' (highlighted with a red box), and 'Instructional Videos'. Below the menu is a sign-up form for the 'Hayward POOLSIDE NEWS' newsletter. Further down is a 'Rewards Program' section. The main content area features a large image of a swimming pool with a Hayward University logo overlay. Below the image is the heading 'Technical & Troubleshooting Guides' and a sub-heading 'Troubleshooting guides are in PDF format and require Acrobat Reader to open. Download now.' A list of links follows, including 'Aqua Rite Diagnostics Manual - Turbo Cell & Control Electronics', 'Aqua Trol Diagnostics Manual - Turbo Cell & Control Electronics', 'ColorLogic® 4.0 Installation Guide', 'Commercial Cleaner Troubleshooting Guide', 'EcoStar Variable Speed Pump and Drive Technical Guide', 'Hayward Hydraulics and Pump Sizing for Existing Pools', and 'Heat Pump Troubleshooting Guide'.

The Instructional Videos section contains links to technical product videos that are on our Hayward YouTube site.

The screenshot shows the Hayward University website. At the top left is the Hayward logo. To its right are social media icons for Facebook, YouTube, Twitter, LinkedIn, and Pinterest. Further right is the 'Totally Hayward' logo. Below these is a navigation bar with links: Products, Totally Hayward Program, Literature, Referrals, Rebates, Tech Services, MAP Policy, Hayward University, and Contact. A 'Help' link is also present. The main header area includes 'Hayward University' and a user login area with 'Welcome: Scott Wiegman' and links for 'Log out' and 'Edit password'. On the left sidebar, there are three menu items: 'Online Learning', 'Troubleshooting Guides', and 'Instructional Videos' (highlighted with a red box). Below the menu is a sign-up form for the 'Hayward POOLSIDE NEWS' newsletter. Further down is a 'Rewards Program' section. The main content area features a large image of a swimming pool with a Hayward University logo overlay. Below the image is the heading 'Instructional Videos & Tutorials' and a sub-heading 'How To'. A video player is shown with the title 'Max-Flo VS™ Max-Flo VS Variable-speed Pump Programming and Troubleshooting'. The video description reads: 'In this video, we cover installation, programming and troubleshooting for the Max-Flo VS Pump. It is provided for you to better understand the pump, and how it operates. This video is designed to serve as a quick overview, and DOES NOT replace or supersede the detailed installation or operation requirements set forth in the product Owners & Installation Manual.'

## **FAQs**

**I'm not sure what my password is?** You can select "Forgot Password" during the login process. From there, you can enter your email address to have your password emailed to you.

**Can anyone else view my Online Learning results or progress?** The answer is no. However, you can send someone your training certificates, or a screen shot of your Online Learning page that shows the courses you have passed.

**How does this training material differ from other Hayward training, such as regional seminars or tradeshow seminars?** While much of the content is the same, the main advantage to Hayward University is that it's free and available 24/7.

**I have taken a test in the Online Learning section and my score is posted, but I'm not able to download my certificate?** You must pass the tests with 80% or greater correct answers. However, you are able to retake the tests an unlimited amount of time.

**What Internet browsers work with Hayward University?** Internet Explorer, FireFox, and Google Chrome.

**Can Hayward University track the other Hayward Training courses I have completed in person?** The site does not currently have this functionality, but we are exploring this possibility for the future.

**What languages does Hayward University support?** Currently, English only.