

Frequently Asked Questions



Is there a training website?

Yes, the www.napaaaatraining.com website contains information about the NAPA training programs. You can access online eLearning courses, register for classes, and much more.

How do I use the www.napaaaatraining.com website?

Clubs, service providers and shop owners use this website to sign up for courses provided by NAPA Autotech. To set up an account, you go through a short wizard to enter name and address information.

What is the difference between www.napaaaatraining.com and www.napatraining.com?

In order for clubs and service providers to receive the special discounted pricing available through the AAA Automotive Preferred Supplier program, all orders must be placed through napaaaatraining.com.

What if I place my order through Auto Care Center? Will I still be receiving my AAA discounts?

No, unless orders are placed through www.napaaaatraining.com, there will not be AAA discounts offered or applied.

Are there special packages for AAA clubs and service providers?

Yes, NAPA Autotech offers AAA clubs and service providers exclusive eLearning packages. These consist of pre-requisite courses and recommended training which aligns with our Pacesetter Strategy. Look for the Red, White and Blue packages developed exclusively for the AAA audience on the website.

Who is the first point of contact regarding training?

Anne Simmons, Anne_Simmons@genpt.com, (770) 859-2807

Frequently Asked Questions

What is included with a self-study course?

Key things to know about a self-study course are:

- Each course contains a video/DVD, an extensive course book, and a test. The course book is broken into sections, and contains a pre-course test, mini-quizzes, and shop exercises. The video and course book interact with each other to form a complete learning experience.
- The course book can be used as reference after completing the course. The completed test is sent to us, scored and a certificate of completion returned to the technician if a score of 80% or better is achieved.
- The complete kit cost is \$69.95 to the shop, club or provider. Extra workbooks and tests are available for \$19.95 each. This allows a location to train more technicians for lower costs.

Can NAPA Autotech technical classes be taken locally?

Yes, NAPA Autotech conducts technical classes locally. It is a program providing quality instructor-led technical training. Each class focuses on current techniques and many provide hands-on learning activities. Courses are one or two 4-hour sessions each and cover key topics such as Diagnostics, Brake Systems and Electrical / Electronics. Contact the NAPA Training Service Center for more information at 800-292-6428.

How do I schedule a NAPA Autotech class?

For NAPA Autotech classes, NAPA stores or customers can contact Bob Henriksen at 440-773-4411 or the NAPA Training Service Center at 800-292-6428. For manufacturer and supplier training classes contact your NAPA store.

Who provides the training?

NAPA Autotech, provides most of the training. NAPA has an impressive team of training developers located across the country with one goal in mind – provide the highest quality training for automotive parts and repair businesses. The team includes NAPA Headquarters, endorsed specialists, and product manufacturers and suppliers.

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What is on the website?

Your one-stop training source on the Internet is www.napaaaaatraining.com. The website is available 24/7 and is the most cost effective way to train your employees. Courses are frequently being added to the site. Use the website to do the following:

- Learn about new offerings and check availability of hands-on classes, schools, and clinics.
- Register yourself and employees for classes.
- Order self-study materials.
- Managers can maintain training history records.
- Take online eLearning courses any time, anywhere.



Setting up a User ID Account

The employee or owner/manager establishes an account online and provides employee information. Contact the NAPA Training Service Center at 800-292-6428 if you have questions.

Frequently Asked Questions

Accessing the Website

1. Once an account is set up, use your Internet browser and enter www.napaaaatraining.com to access the NAPA Autotech home page specific to the AAA audience.
2. Select Log-In to enter your login ID and password.
3. From there explore many links to training records, courses, and more.

Login IDs and Passwords

If you forget your login ID or password, use the **Forgot your User ID or Password** link on the website to receive notification.

Browsing Training Courses

Select the **Program Overview** menu to view a list of over 100 training courses. The area is separated between eLearning, classroom, and self-paced courses.

Searching for Training Courses

After logging into the website, access the **Program Overview → Classroom** area to search for a course in your area. Type in your zip code and how far you want to search for a class (e.g., within 50 miles). The system returns a list of courses that meet your criteria.

Purchasing Training

Prior to purchasing training courses on the website, an account must be set up. Once you have an account, employees, owners and managers can order training using a credit card.

Technical Requirements for the Website

Pentium III or equivalent personal computer with at least a 56k modem is required and broadband access is recommended when navigating the website. Most Internet browser programs are supported such as, Internet Explorer, Netscape, and FireFox. To insure best performance of the website and eLearning courses, keep your browser program current with version updates and patches.

Frequently Asked Questions

[Document Download Software Requirement](#)

Many of the document downloads use **Adobe Acrobat Reader** in order for you to browse the document. This is a free plug-in for both PCs and Apple computers. There is a link on the website to download and install a FREE copy of Adobe Acrobat Reader.

[Online eLearning Technical Requirements](#)

When you access an online eLearning course, you may need multi-media software. There is a link on the website to download a free **Macromedia Flash** plug-in. Sound is used on some of the eLearning courses. Make sure your computer has speakers and appropriate sound capabilities.

[Viewing Training Records](#)

After logging in, select **My Training** to view courses available to you (e.g., eLearning subscription courses) and completed courses. Owners can review employee training records.

[Technical Support](#)

If you experience technical problems or have questions call the NAPA Training Service Center at 1-800-292-6428.