



Accessing Performance Support

Text and video job aid options for
trained field employees

Fire Detection Products Knowledgebase

The [Products Knowledgebase](#) contains thousands of articles, including:

- Performance support developed by our Learning and Development team providing information on how to perform tasks and often includes printable job aids and links to uLearn videos
- Product support solutions created by our Technical Support Specialists, who have hundreds of years of combined experience, including extensive field service experience

Already registered? [Click here](#) to search articles.

Need to register? [Click here](#) to request access.

NOTE: Given a change to the Knowledgebase site, those who registered prior to Feb 14, 2022 are required to re-register. The "Forgot Your Password" option will only work for those registered after that date.

uLearn

uLearn is an interactive advanced learning video platform. It encourages you to actively participate with social features that allow you to engage with each video while watching. uLearn supports short, bite-size learning-based videos (typically 3 to 5 minutes in length) to quickly get you to the educational content you need.

To access uLearn:

- Log into the [Navigator](#) platform
- From the Resources tab, select Training Tools
- Selecting uLearn will open uLearn in a new browser window

Once you are logged into uLearn, you can find our instructional videos in the Autocall container. Be sure to subscribe to the [Autocall container](#) (using the bookmark icon in the top right corner) to receive alerts when new content is added.