

Agency Level Training

The BI Training Department offers an Agency level BI TotalAccess® software training session by request only for TotalAccess Agency Admin users.

To request your Agency level software training, please email the BI Training Department at bitraindept@bi.com with your **Name**, **Phone Number**, and **Agency Number**. Someone from the Training Department will contact you to discuss training details.

The software training agency will include the following topics:

Training Topics	
Client Transfer	Client Notify
Inventory Transfer	Officer Administration
My Profile	Event Pairing
Unit Configuration	Group Zones
Notification Methods	Reports

This training session is approximately 90 minutes. Once the training session is scheduled, the BI Training Department will forward the necessary login information for the training.

Questions and Assistance (after the Training)

If you have any questions after completing training, please call **1-800-666-3145** to speak with a TotalAccess Specialist. You will be required to provide your agency number and PIN during the call.