MOLEX CUSTOMER SUPPORT PORTAL ❯

TOOLS, TRAINING AND SUPPORT FOR MOLEX CERTIFIED
INSTALLERS AND INTEGRATORS

molex

MOLEX CONNECTED ENTERPRISE CUSTOMER SUPPORT PORTAL ❯

Your one-stop-shop for training, tools and technical support

The Molex Connected Enterprise Solutions Customer Support Portal (CSP) has been designed to provide a range of documents, tools, training, and other support. Customers who will benefit from access to the CSP include structured cabling installers, smart building integrators, as well as consultants and designers working within this space.

The CSP has been designed to be as simple and easy to use as possible. It has a responsive design and can be used on both desktop and mobile devices. However, for the optimal experience we recommend accessing it from a desktop browser.

Different levels of access are available for different customer types and requirements. For full access to training and resources, we recommend you apply to join our Business Associate Program.

Apply for access to the CSP here:

csp.molex.com/

BUSINESS ASSOCIATE PROGRAM

Our Business Associate Program (BAP) is one of the most comprehensive training programs of its kind in the industry. We work with only the most qualified professionals for the program and provide free, comprehensive training to ensure the highest possible installation standards.

To become a Molex Connected Enterprise Solutions Business Associate, you must have extensive experience, a sound reputation and proven financial stability. Once accepted, you must commit to become a Certified Installer or Certified Integrator by completing the relevant training program.

On completion of the program you will be issued with a certificate confirming your status as Certified Installer or Certified Integrator. You will be eligible to request support from a Molex Connected Enterprise Solutions RCDD-accredited engineer, who will be able to assist with design, installation and testing of systems as required. They will also help you prepare the documentation needed to register any installations for an extended warranty.

Contact your local sales team to talk about becoming a Business Associate:

molexces.com/contact-us/sales-team/

TRAINING & WEBINARS

We provide our Business Associates with a range of comprehensive training options. Most courses are provided online and are available 24/7 to complete at a time convenient to you. As well as courses which are required for Certification, we provide a number of additional courses which provide more advanced instruction, and courses on effective use of our online tools. All online courses are free.

Hands-on workshops and practical training are also available. For details of the next courses, or to arrange a course for your company, please contact your local sales team: molexces.com/contact-us/sales-team. A fee may be required.

As well as courses which are required for Certification, we provide a number of additional courses which provide more advanced instruction, and courses on effective use of our online tools.

We periodically offer free webinars to provide detailed, practical explorations of key subjects such as PoE, AV and fiber optics. Previous webinars are available to watch on demand through the CSP.

Find out more about our training courses:

molexces.com/resource-library/installer-training/

ESSENTIAL DOCUMENTS AND PROCESSES

Warranty Applications and Warranty Claims should be submitted through the CSP. You can track their progress through the ticketing system.

The CSP also hosts a range of essential documentation such as the Approved Tester List, Requirements for Warranty and Installation and Testing Reference Guides.

Find out more about our Warranties https://www.molexces.com/about-us/our-warranty/

TECHNICAL UPDATES

The CSP hosts a range of content intended to keep our customers up to date and address some of the most commonly asked questions we receive. Covering a range of subjects, this content includes Technical Bulletins, Reference Guides, and watch-on-demand Webinars.

ELECTRONIC TOOLS

Our Electronic Tools are designed to streamline specific areas of projects, making it quicker and easier to create a specification and calculate performance. Some tools are downloadable but require periodic update to keep them current. These tools are built in Microsoft Excel and most require Macros to be enabled. Therefore, we recommend they are used on computers with full desktop version of Windows and Microsoft Office, instead of phones or tablets with mobile operating systems.

Tools include a Consultant Proposal Generator, Cable Fill Rate Estimator, PoE Calculator and Permanent Link Calculator.
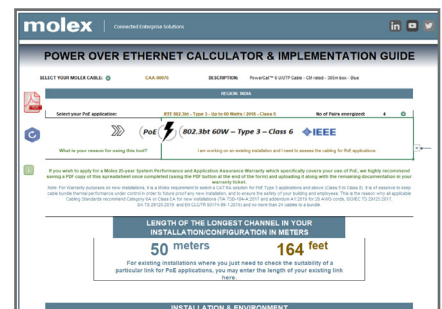
SUPPORT

We provide a range of support options through the CSP. You can search for answers or pose a question to our international community of experts in our Forum, raise a support ticket, or email the CSP team direct. If you need help in a hurry, our live chat feature will connect you.
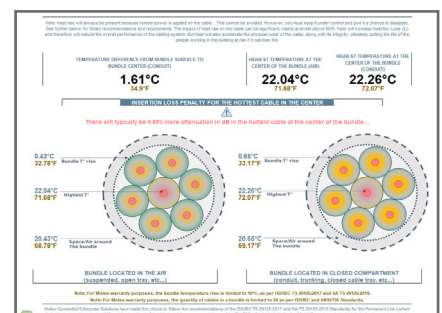
FIND OUT MORE ❯

Apply for access to the CSP here: csp.molex.com

› **www.molexces.com**

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