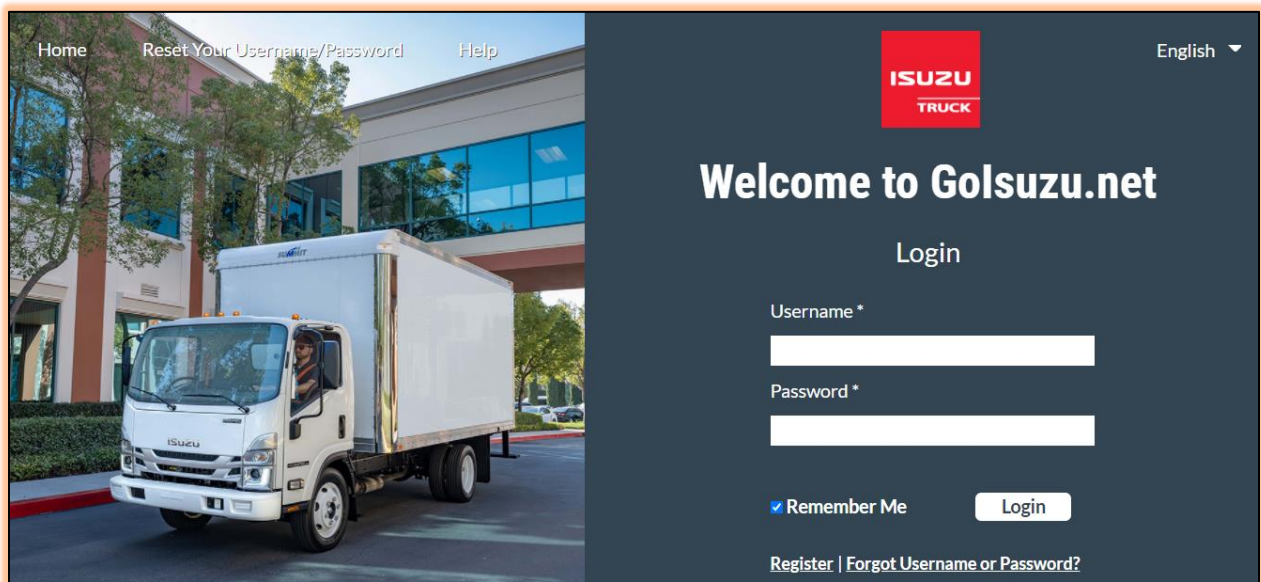


2024 PKEs FAQs

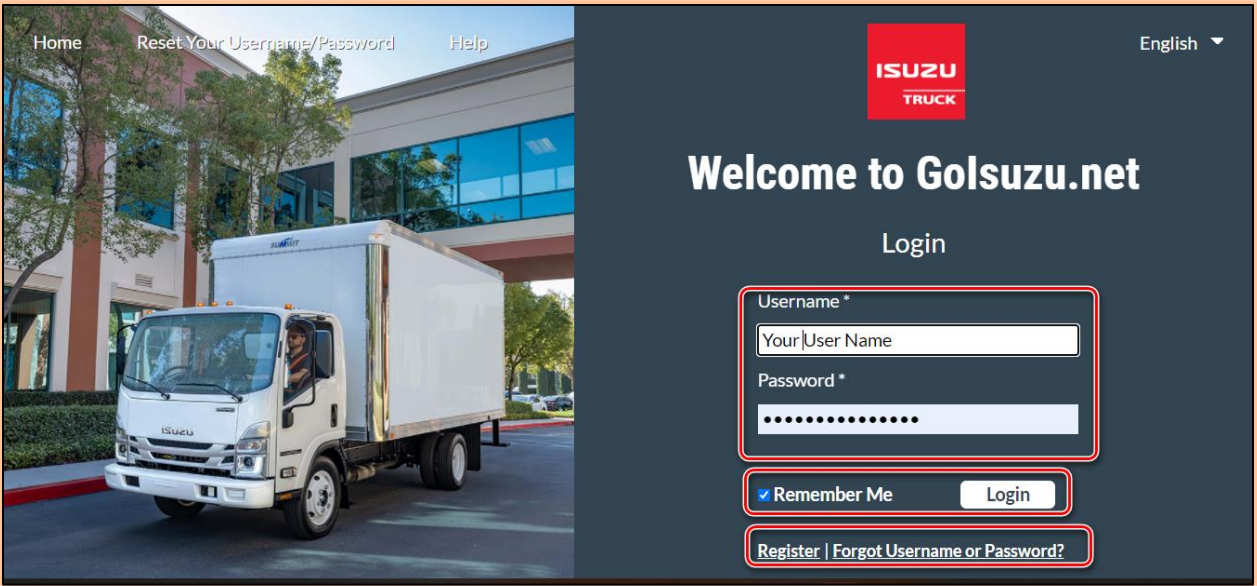
1. How do I access the PKE courses?
2. What are Categories and how do I use them?
3. How do I select and launch a course?
4. Can I go directly to the quiz if I already understand a topic?
5. I launched the course but the video doesn't play.
6. Can I stop the course and return to my saved place later?
7. Can I take the quizzes as many times as I need?
8. Can I change my answers before I submit a quiz?
9. How do I get a Certificate of Completion?
10. How do I see my overall grades?
11. How do I get more help?
12. I completed the courses, but my scores are not showing up on Golsuzu.

1. How do I access the PKE courses?

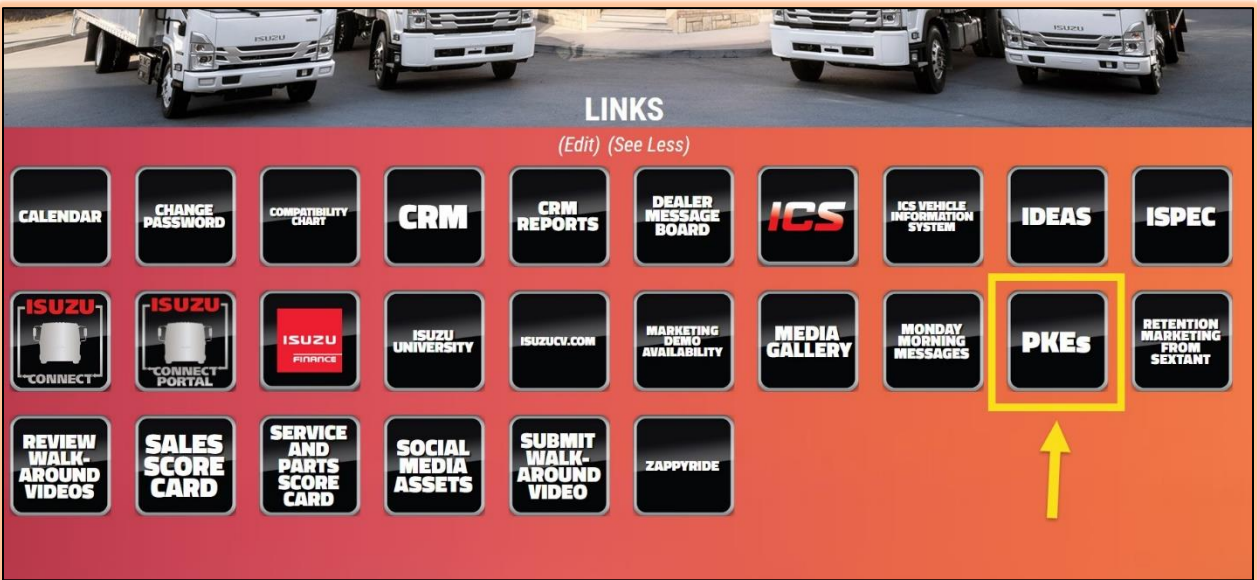


Navigate to <https://goisuzu.net/>

Note that Golsuzu works best with Chrome or Firefox. IE 11 and Edge are not supported. Golsuzu is mobile-friendly.



- Enter your log-in credentials, and then select the Log-in button.
- Select Remember Me to avoid having to type in your credentials in the future.
- If this is your first time entering the system, select the Register Link.
- If you don't remember your Username or Password, select that link to get a reminder.

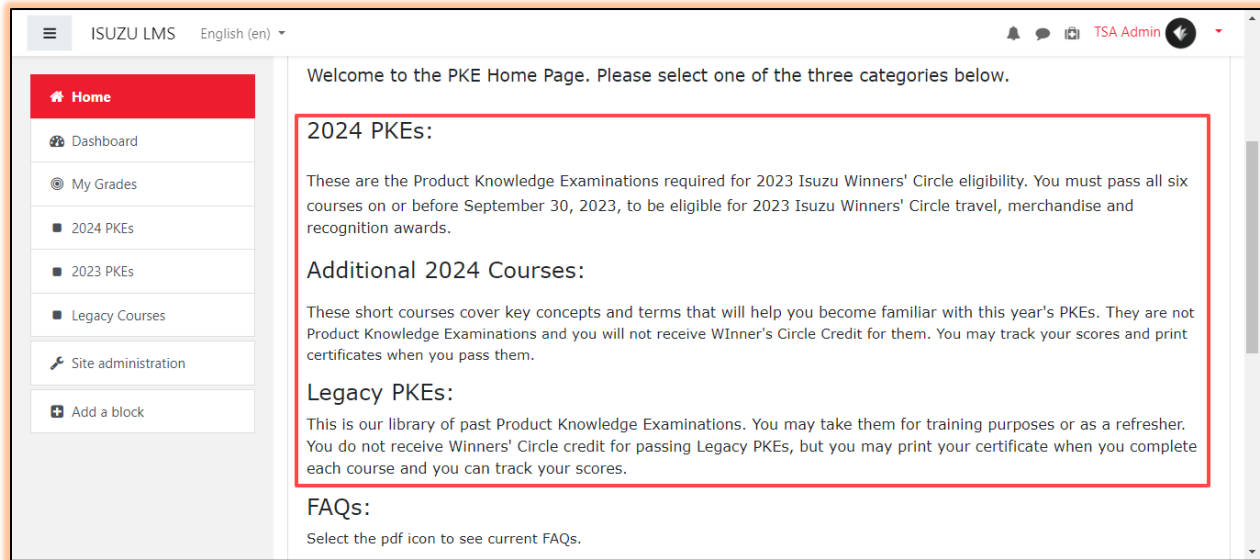


You will arrive at the Golsuzu home page.

- If you only see the first row of icons, select the See All text to expand the list.

- Select the PKEs icon to launch the 2024 PKE course landing page.

2. What are Categories and how do I use them?



New for 2024, we have three categories of courses:

2024 PKEs:

These are the Product Knowledge Examinations required for 2024 Isuzu Winners' Circle eligibility. You must pass all six courses on or before September 30, 2024, to be eligible for 2024 Isuzu Winners' Circle travel, merchandise and recognition awards.

Additional Courses:

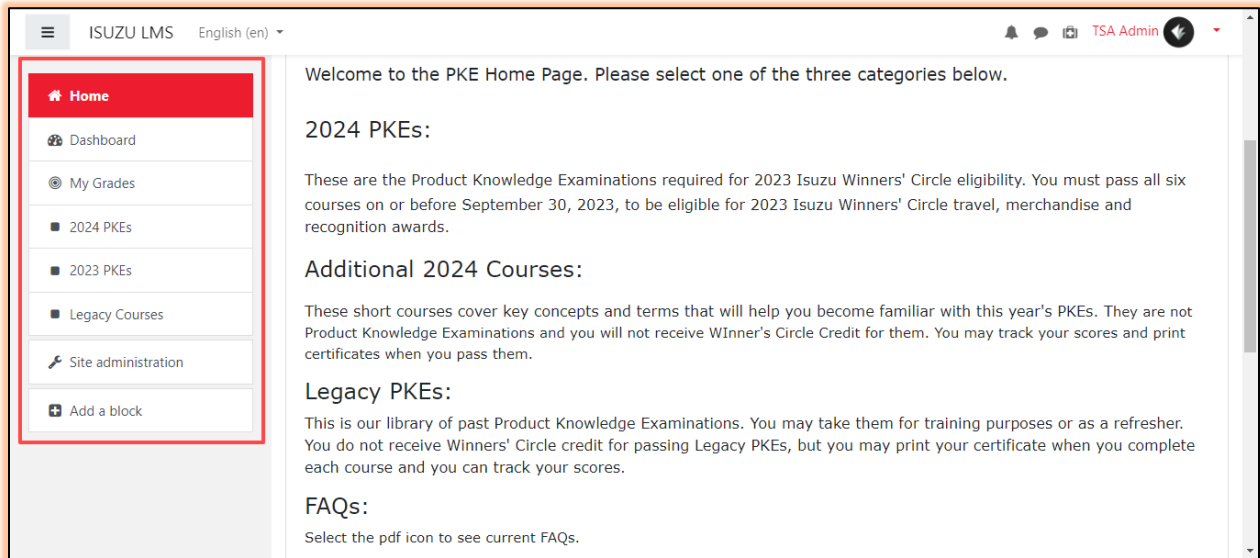
These short courses cover key concepts and terms that will help you become familiar with this year's PKEs. They are not Product Knowledge Examinations, and you will not receive Winners' Circle Credit for them. You may track your scores and print certificates when you pass them

Legacy PKEs:

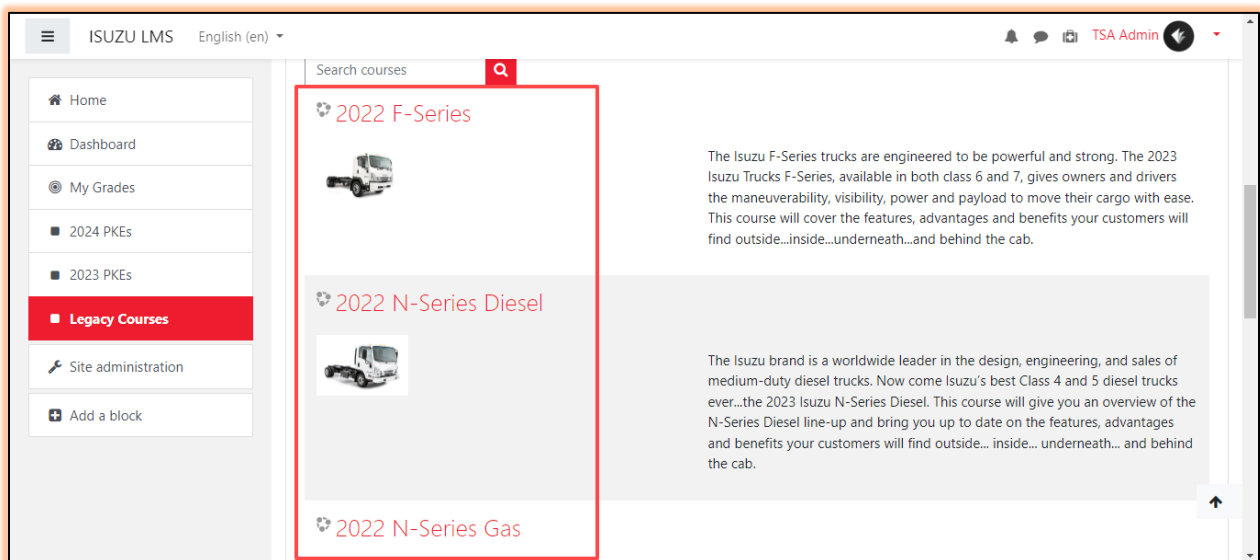
This is our library of past Product Knowledge Examinations. You may take them for training purposes or as a refresher. You do not receive Winners' Circle credit

for passing Legacy PKEs, but you may print your certificate when you complete each course, and you can track your scores.

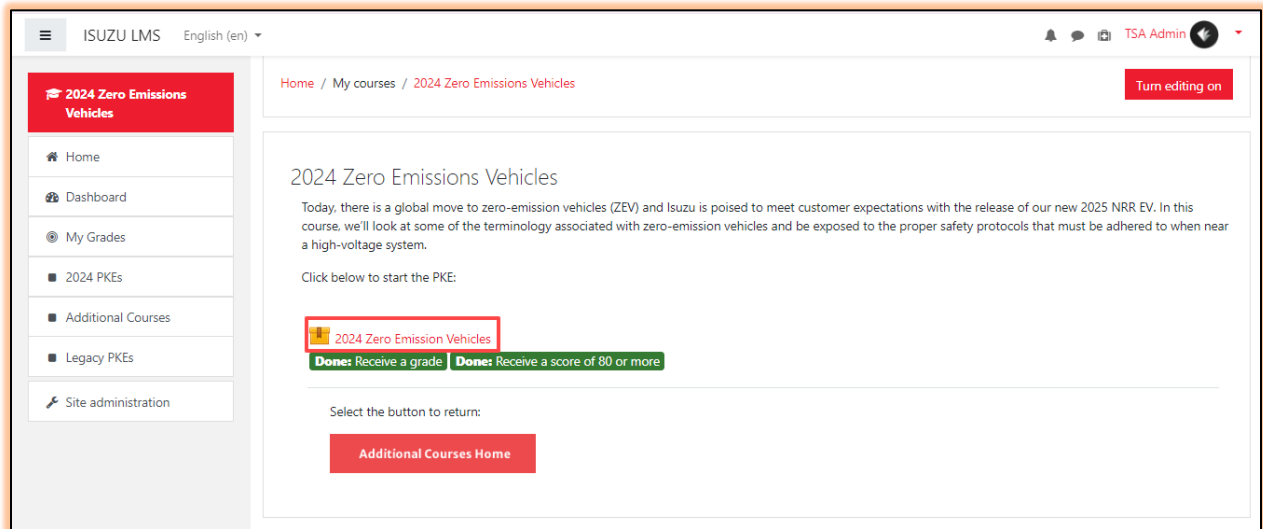
3. How do I select and launch a course?



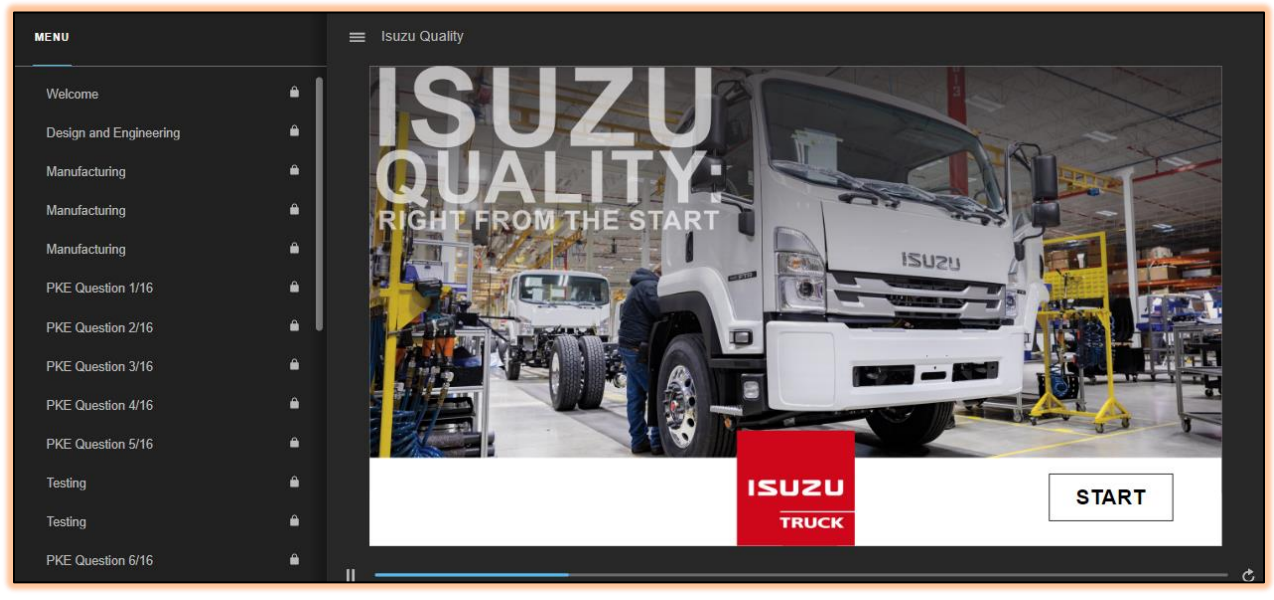
Use the side menu icons to launch the PKE Category that contains the course you want to launch.



Select the course from the list that appears in the center pane.



Select the title icon to launch the course.



To access a course topic:

- Use the hamburger icon to toggle the menu sidebar open or to close it
- The course is linear, so each topic will open up sequentially when you finish the one above it.

- Select any item you've completed already using the menu if you want to review the information again.

4. Can I go directly to the quiz if I already understand a topic?

No, the quizzes are locked until you complete the video at least one time. The videos are short and packed with useful information you may not know, and your customers will appreciate.

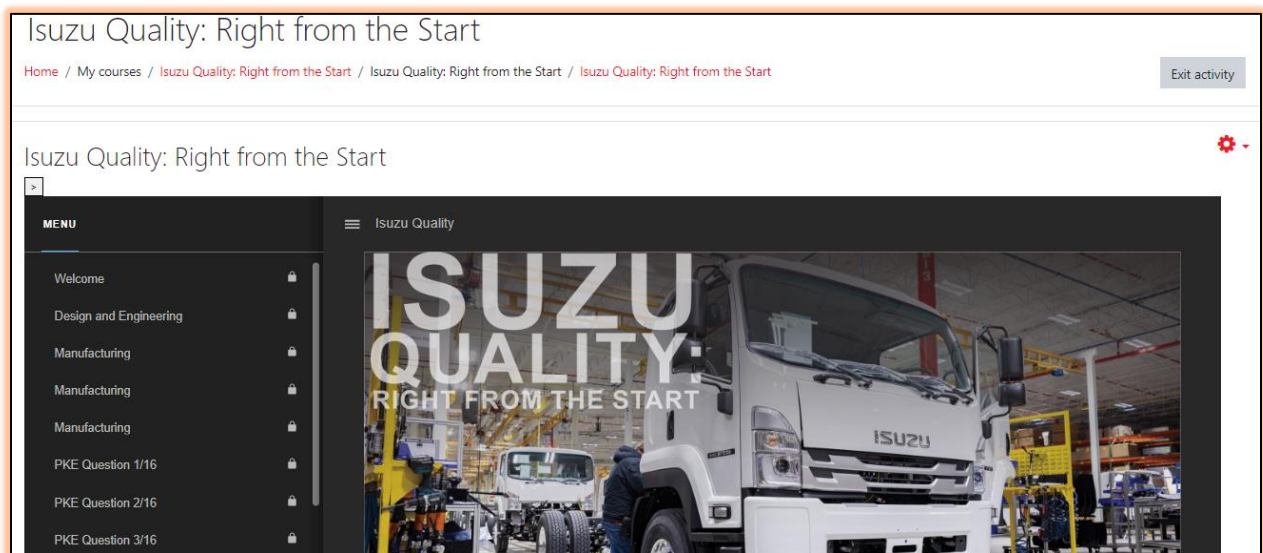
5. I launched the course, but the video doesn't play.

Make sure your browser is either Chrome or Firefox. IE 11 and Edge are not supported. Golsuzu is mobile-friendly, but your unique devices may have difficulty with videos. If you're taking the course on a mobile device and encounter issues, try logging in to a computer instead.

6. Can I stop the course and return to my saved place later?

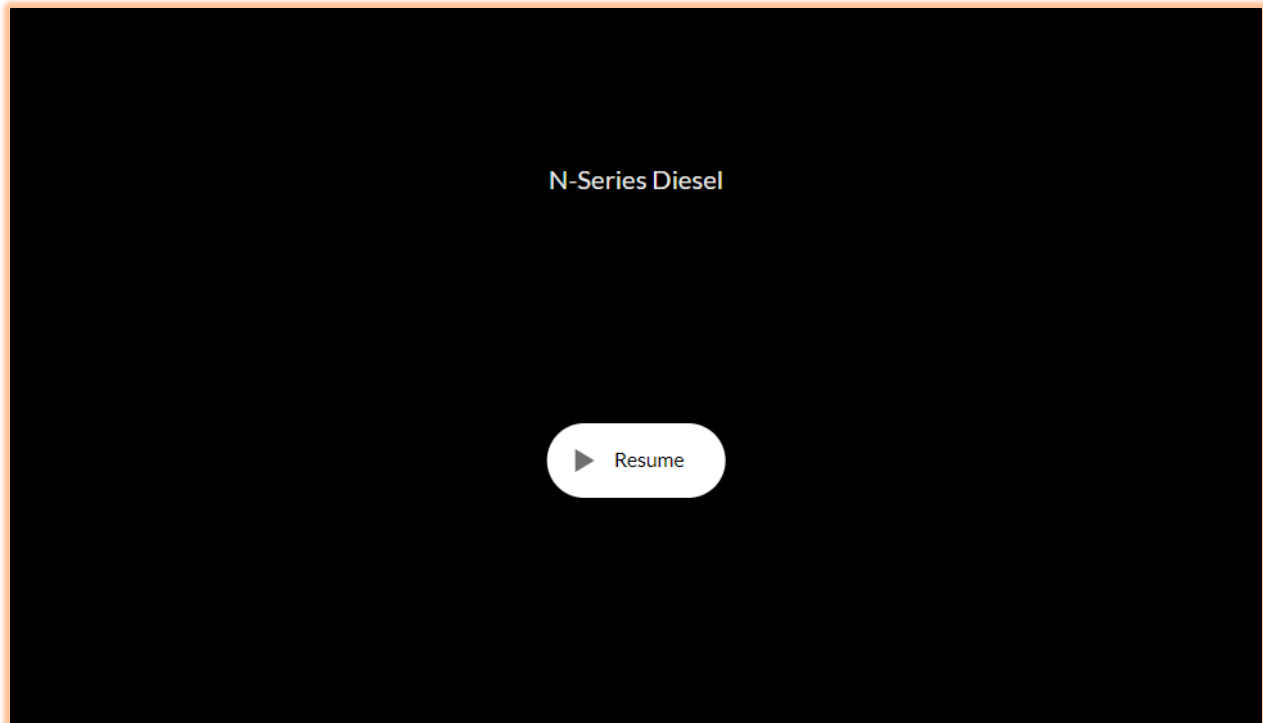
Bookmarking is automatic in these courses. If you want to leave the course:

- Select the Exit activity button



When you return, you'll be asked if you want to resume where you left off.

- Select the Resume button to continue.



7. Can I take the quizzes as many times as I need?

Yes. All the courses allow you to retake tests and improve your score as often as you like.

8. Can I change my answers before I submit a quiz?

No. You can change your answer on any question screen before you select Submit. Once you hit Submit the answer is recorded.

However, you can retake any of the quizzes using the Retry button to improve your score.

9. I finished the course, and it says I did not pass. What should I do now?

You can retake the entire set of PKE questions right away, or later if you prefer to wait. In either case, you must select the Retake button to reset all of your answers.

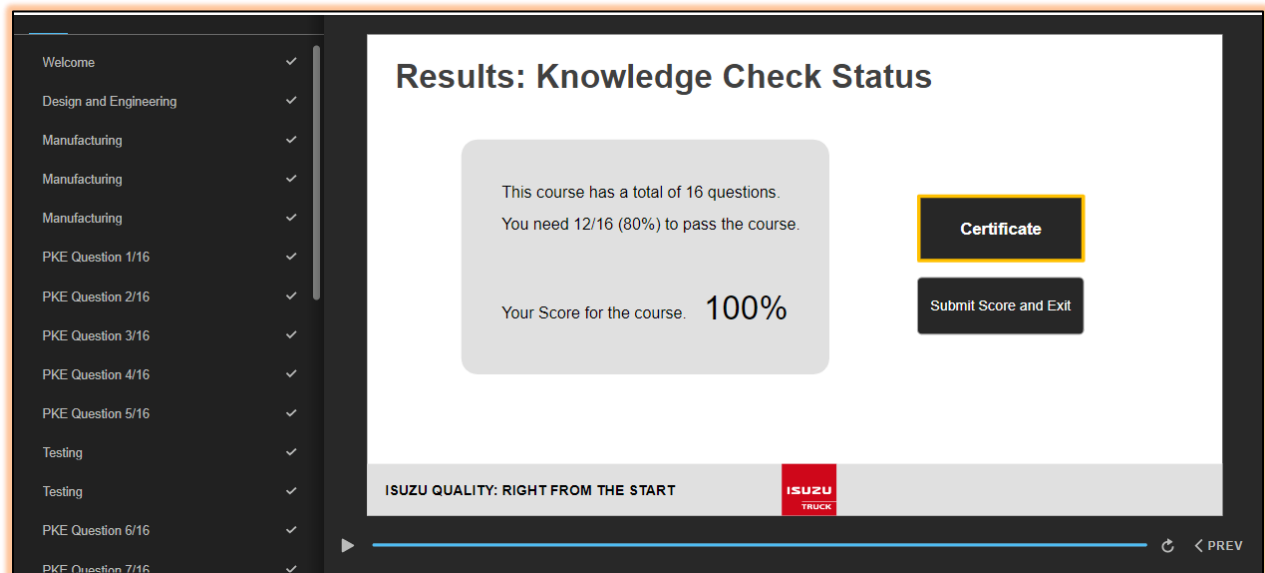
The course will return to the Welcome Page, but all topics will be unlocked on the side Menu. You can choose whether you want to refresh your memory by viewing

the content screens again, or whether you want to go right to the PKE questions and try them again.

IMPORTANT: On a retake, your previous answers are cleared. You cannot just take one set of questions. You must answer all PKE questions to get a passing score.

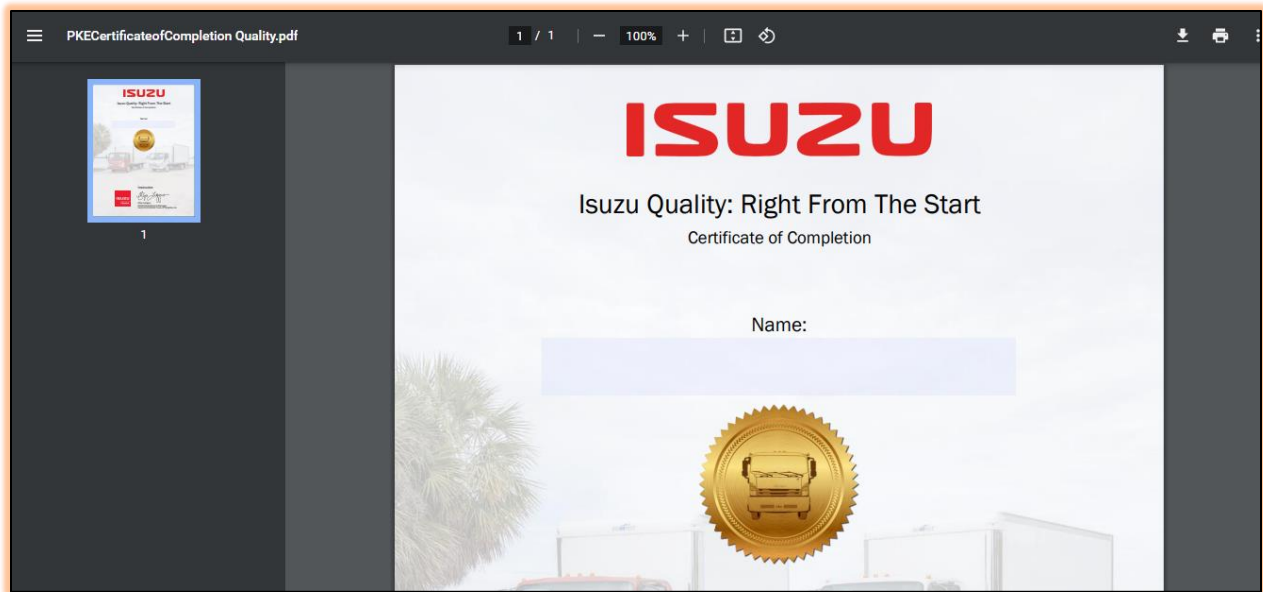
10. How do I get a Certificate of Completion?

When you've completed all topics and quizzes with a score of 80% or higher as a cumulative total, you will be eligible to download a Certificate of Completion.



The screenshot displays a 'Results: Knowledge Check Status' screen. On the left is a dark sidebar menu with a scrollable list of items, each followed by a checkmark: 'Welcome', 'Design and Engineering', 'Manufacturing', 'Manufacturing', 'Manufacturing', 'PKE Question 1/16', 'PKE Question 2/16', 'PKE Question 3/16', 'PKE Question 4/16', 'PKE Question 5/16', 'Testing', 'Testing', 'PKE Question 6/16', and 'PKE Question 7/16'. The main content area has a white background with the title 'Results: Knowledge Check Status'. Below the title, a grey box contains the text: 'This course has a total of 16 questions. You need 12/16 (80%) to pass the course.' To the right of this box is a yellow-bordered button labeled 'Certificate'. Below the grey box, it says 'Your Score for the course. 100%'. To the right of this is a dark grey button labeled 'Submit Score and Exit'. At the bottom of the screen, there is a grey bar with the text 'ISUZU QUALITY: RIGHT FROM THE START' on the left and the 'ISUZU TRUCK' logo on the right. A blue progress bar is visible at the very bottom, with a play button icon on the left and a refresh icon and '< PREV' text on the right.

Select the Certificate button.



The certificate will open in a new browser window.

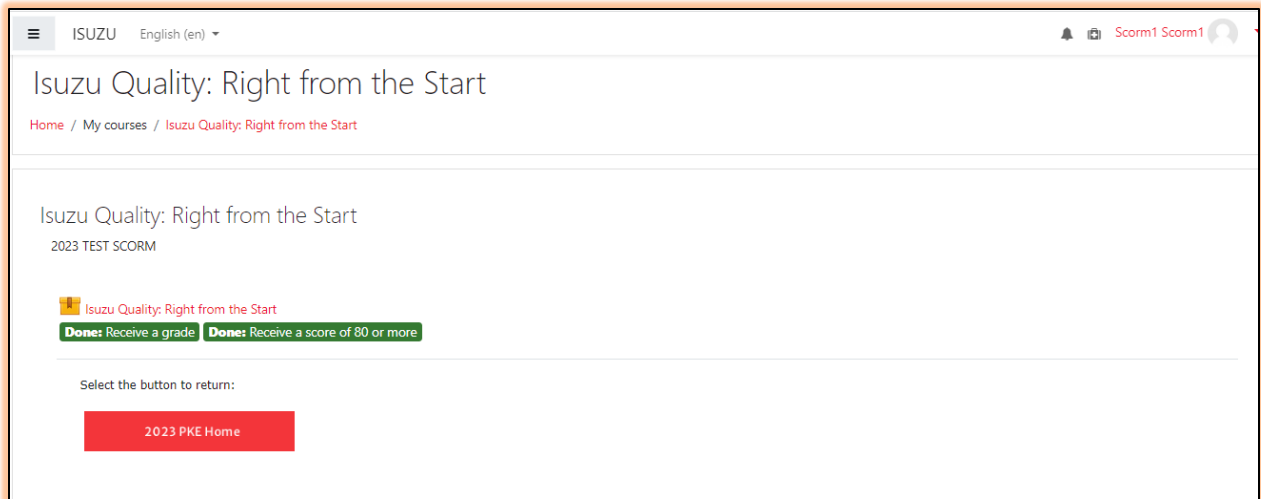
- Type in your name. If you want, download or print the pdf file.

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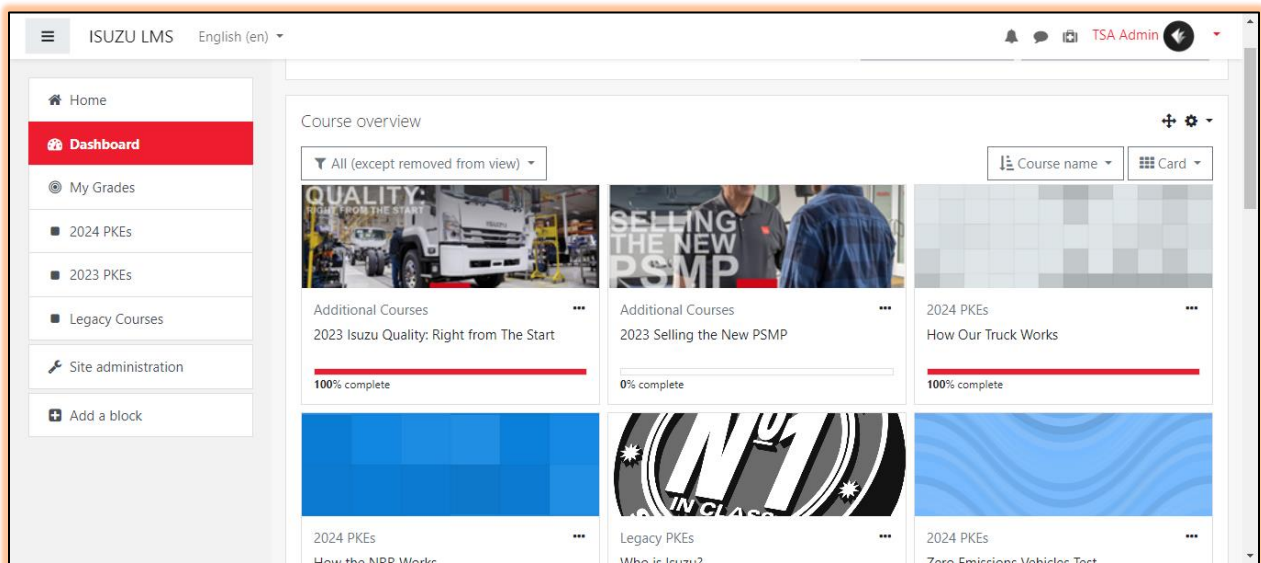
Important: Be sure to return to the course and select the Save and Submit Score button.

When you return to the course launch page, you will see two green buttons that track your progress, one that lights up when you've received a grade, and another that records whether or not you received a passing grade.

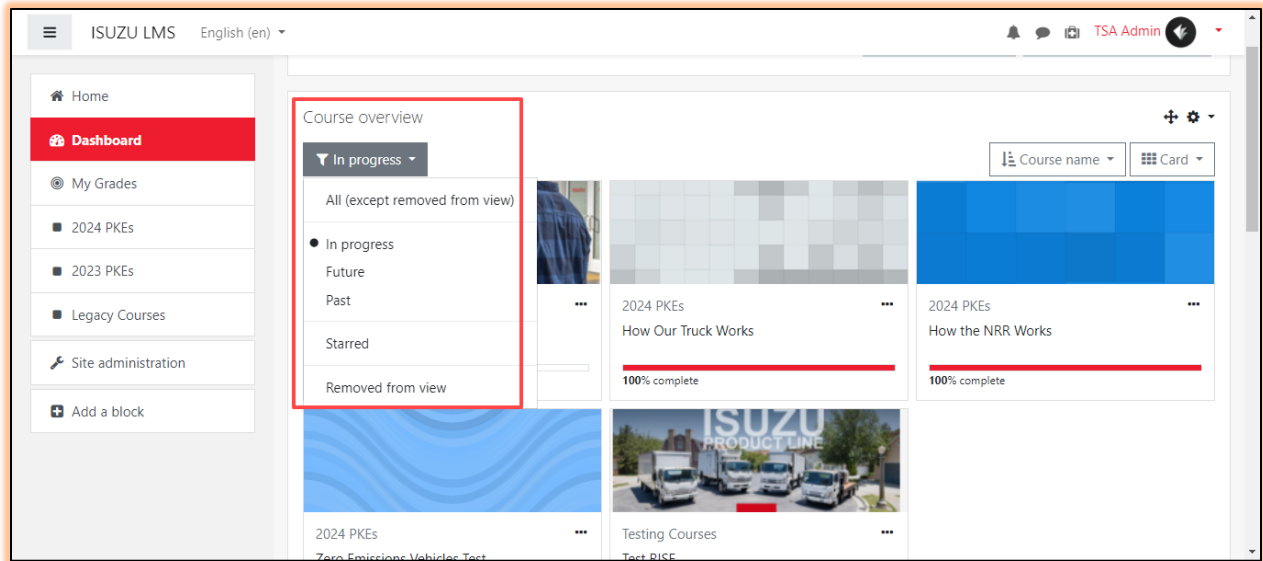
- Select the red button to return to the Home Page for the type of course you're taking, either 2023 PKEs or Legacy PKEs.



11. How do I track my progress on achieving PKE goals?

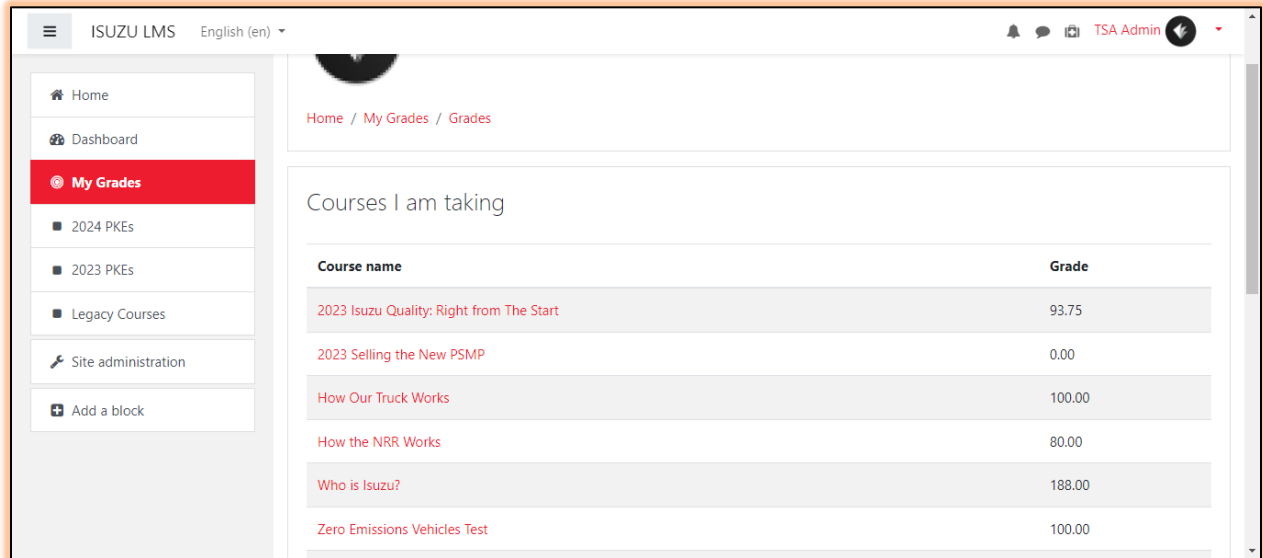


Use the Dashboard link on the left side Menu to see an Overview of your current progress on all the courses you're enrolled in.



Use the Filter to narrow down the view to what you want to see displayed.

12. How can I see my overall grades?

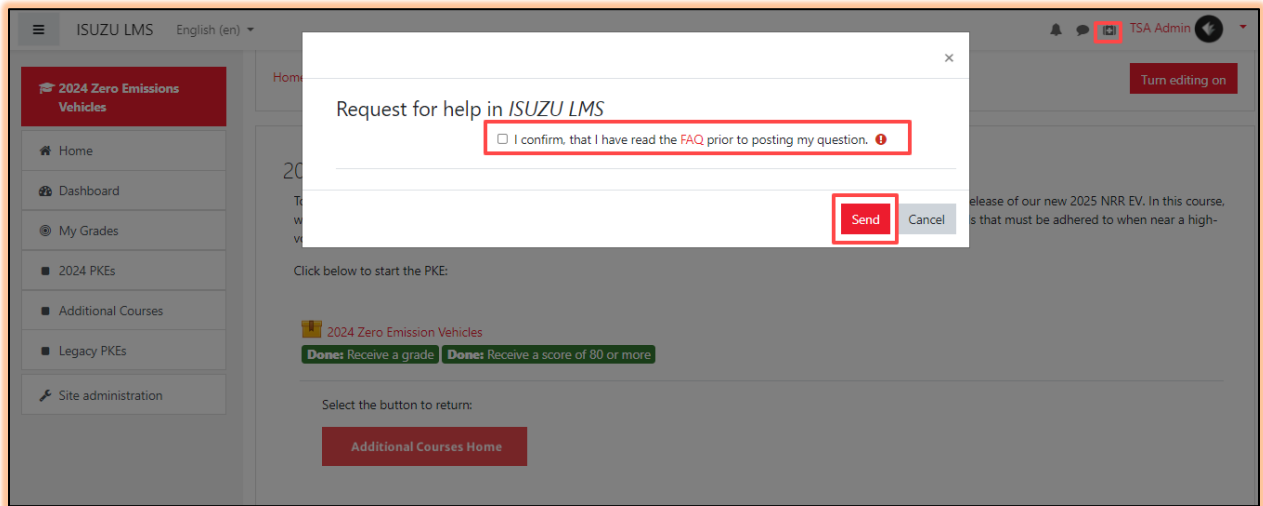


Any time you'd like to see your overall grades, select the My Grades button on the left-hand Menu panel.

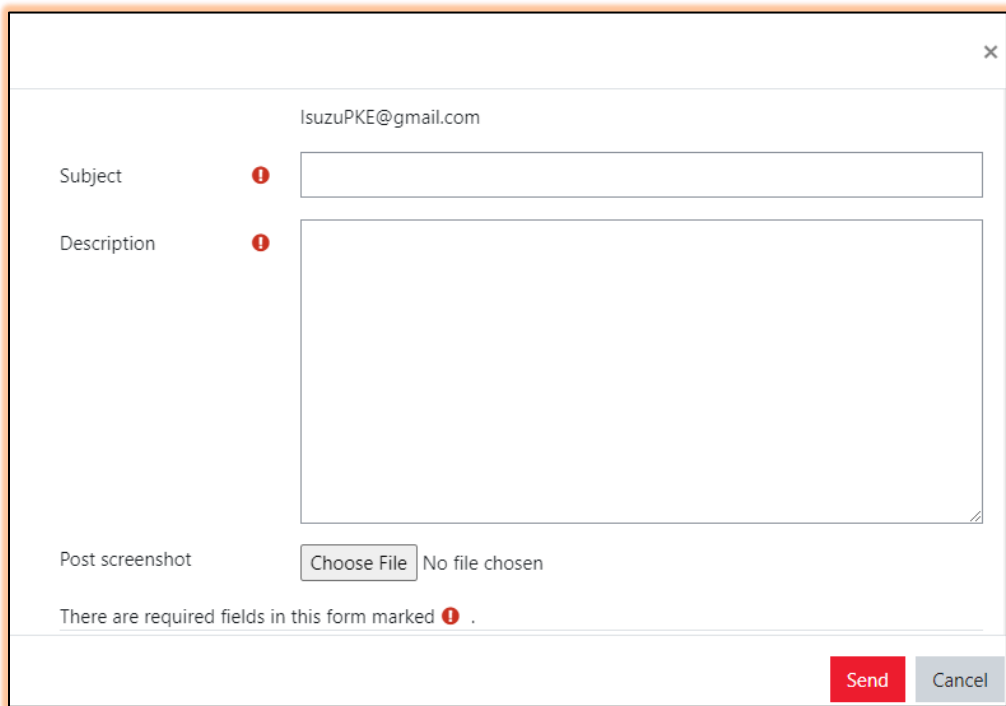
All of the courses you are enrolled in, both current and legacy will display in alphabetical order along with your most current grade.

13.How do I get more help?

Use the Help icon to send us your question.



It's useful to include a screen capture if relevant so we can get a good idea of what you're seeing and experiencing.



14.I completed the courses, but my scores are not showing up on Golsuzu.

The code for linking course scores updates every 24 hours. If you don't see your score after 24 hours, please use the Help icon to contact us.